Digital Fax Service at Fuqua

Purpose:
The purpose of this document is to provide information on digital faxing at Fuqua. This is a service that has been made available for Daytime MBA and MMS – Foundations of Business students. Fuqua faculty and staff should utilize their departmental fax machines.

What is a digital fax?
Fuqua’s digital fax service allows you to send electronic data (Word, PDF, Excel files, etc) via an easy to use web interface.

Are there any costs associated with sending a digital fax?
Fuqua’s digital fax service allows you to send faxes to local and domestic long distance fax numbers without incurring any charges.

Is the Fuqua School of Business the only location where I can send digital faxes?
No. You can send a digital fax from any location as long as you have Internet access and an electronic version of the fax you wish to send.

Can I receive faxes through Fuqua’s Digital Fax Service?
No. Fuqua’s Digital Fax Service is currently limited to sending faxes. Incoming faxes can be handled through the Building Management Office (BMO). They request that you make arrangements to be present when the fax is scheduled to arrive. The BMO fax number is (919) 684-2818.

How do I send a digital fax?
1. Browse to the digital fax web interface at http://ssi-ipfax-pap1.oit.duke.edu. Enter your Duke NetID e-mail address (NetID@duke.edu) in the Email Address field and enter Fuqua2016! as your password.
2. If you are accessing the digital fax service for the first time, it is highly recommended that you change your password. After logging in, click the Options link in upper right hand corner, then click the Change Password link.
3. Select the “Compose” link in the upper left-hand corner of web page.
4. Select Compose tab, and enter the recipient’s information.
   a. Enter recipients name
   b. Enter recipients company name if applicable
   c. Enter recipients phone number in following format 15552224444 (phone number should include leading “1” followed by area code and phone number).
5. Enter Subject: and Comment: information. (Optional)
6. Use the Browse… button to select the files you wish to fax.
7. Select the Sender & Company Information tab to make any adjustments in sender and/or company information.
8. Return to Compose tab and click the Submit button to send your fax.

How do I check the status of faxes that I have sent?
You can check the status of your digital faxes by clicking the Outgoing Queue link or the Outbound History link. The Outgoing Queue link displays faxes that are in the process of being sent. The Outbound History link displays the status of all faxes that have completed the send process. This will include faxes that have failed to reach their destination. You should also receive an e-mail confirmation once the fax has been processed.