eFax on the FluentStream System

Sending eFax via Email

1. Start a new email

2. In the To line, type the fax number with @fax.fluentcloud.com
   - Example: 5556667777@fax.fluentcloud.com

3. Do not add a subject

4. Remove everything in the body of the email

5. Attach a PDF version of the fax you want to send
   - Your email should look like the New Message to the right

6. Send the email
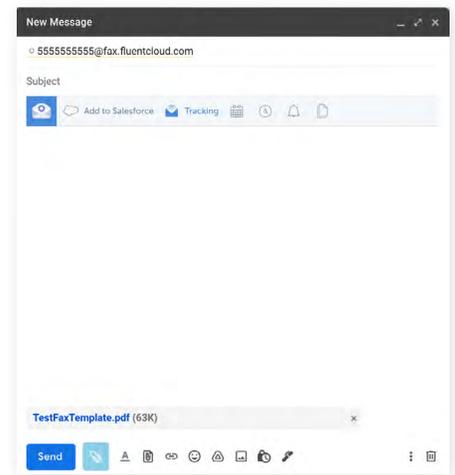
7. You will receive one of the following emails in return:
   - The fax to (555) 666-7777 has succeeded
   - The fax to (555) 666-7777 has failed

8. If your fax failed, you will want to try again. If you receive another failure, please reach out to support@fluentstream.com

eFax on the FluentStream System

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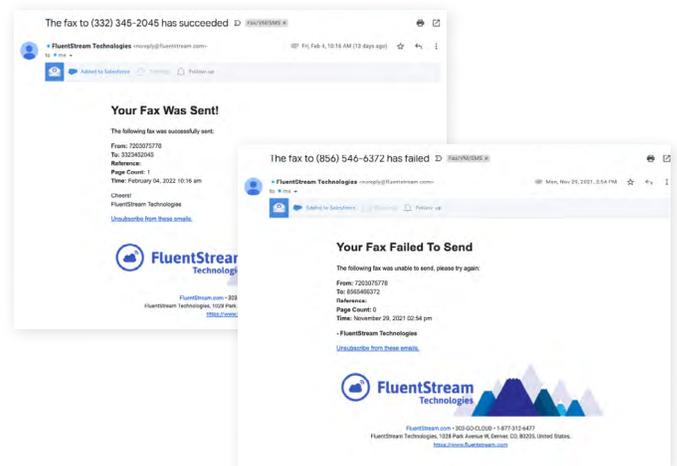
Receiving eFax via Email

1. You will receive an email if a fax has been sent to the fax number associated with your email address

   - New Fax Message From 555-6667777
   - This email will contain Caller ID information, Page count, Date/Time and a PDF of the fax you were sent
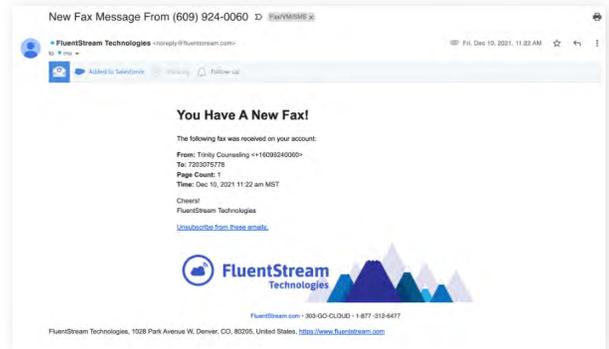
Sending eFax through the MFC Portal (my.fluentcloud.com)

1. Login on my.fluentcloud.com with your FluentStream credentials

2. Navigate to the User Portal

   - If you are an Admin, click 'Portal' at the top of your page
   - If you are a Cloud User, you will already be in the User Portal

3. Click the 'Fax' tab

4. Click 'Create'

   - For 'To Phone Number' enter the fax number you want to send a fax to
   - For 'From Phone Number' choose the fax number you wish to send from
   - Reference Code is OPTIONAL

5. Click 'Next Step: Upload Files'

   - Click 'Choose File' and select the PDF you want to fax

6. Click 'Next' and the next page will say Success or Failure

7. You will also receive an email confirmation

eFax on the FluentStream System
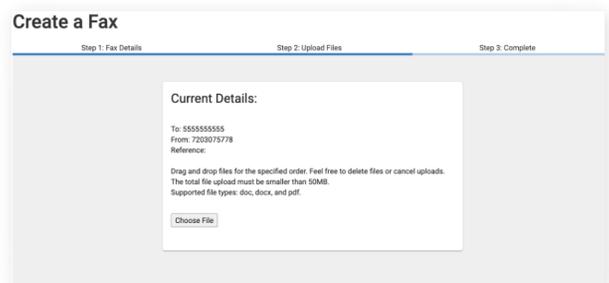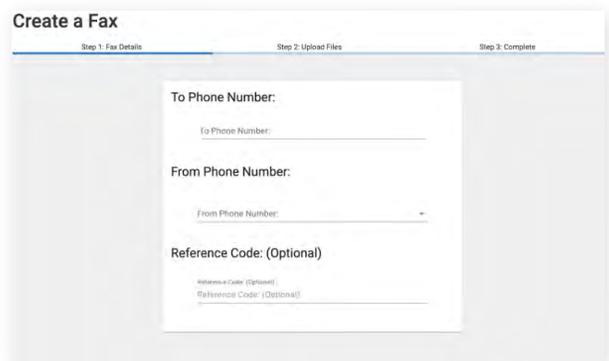
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Receiving eFax through the MFC Portal (my.fluentcloud.com)

1. Login on my.fluentcloud.com with your FluentStream credentials

2. Navigate to the User Portal
   - If you are an Admin, click 'Portal' at the top of your page
   - If you are a Cloud User, you will already be in the User Portal

3. Click the 'Fax' tab
   - Click 'Inbox'
     – The Inbox tab will already be selected
     – If this is a private eFax number, your faxes will be here
   - The Company tab is if multiple people are associated with the eFax number
     – Company eFaxes will be here

4. Each row will show you information regarding the fax

5. Click 'Show' to view the fax