GSD. Printer Services – How to Request for eFax via IT Service Portal

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General Information:

Possible symptoms/errors:

The process of requesting eFax via IT Service Portal

Alternative names of the system:

eFax Connector

IMPORTANT NOTICE:

To obtain this service an email address and telephone number are required.

Solution:

eFax enables the option to send and receive fax messages directly via the email client. The eFax Connector accepts faxes for the user around the clock in Data Center in Bad Homburg – without a fax machine or a computer that is permanently switched on. eFax also allows to send Word, Excel, PPT, PDF and TIF files as a fax.

1. Go to IT Service Portal.

2. Click Service Catalog.

3. Under Categories, select Communication Services then click eFax.

4. Fill out the form.

5. Click Submit.

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

IT Service Portal: https://fmcna.service-now.com/sp