FAX2MAIL – ADDING OR UPDATING USERS

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Purpose:

Follow this procedure when a user report that …

FAX2MAIL – ADDING OR UPDATING USERS

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

eCube Financials Level 2 will approve requests for new fax lines through Fax2mail.

2.

Update the employee's AD Account as follows:

Add the fax number in AD (this must be done exactly like this example) – NO Dashes, and the 1 must be added.

Add the employee to AD usergroup "Fax2mail Users"

PLEASE NOTE: IF SOMEONE ALREADY HAS A FAX NUMBER ASSIGNED TO THEM DO NOT CHANGE IT, Please follow escalation process.

If users want to know how to fax out they use the following syntax: xxxxxxxxxx@fax2mail.com in outlook.

Incident Classification Requirements

Category

Hardware

Subcategory

Printer, Scanner, Fax

Service

Printer-Lexmark Firmware & Configuration

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Hardware

Resolution Subcategory

Printer, Scanner, Fax

Resolution Service

Printer-Lexmark Firmware & Configuration

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-ADEX-ENT-SOP- RCM KOFAX-DI-EDM - L2

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