



Email to Fax Send Encryption Setup

Email to Fax Send Encryption Instructions- SSL Digital Email Certificate using Internet Explorer®

Using GoFax Email to Fax send, a secure fax service is available using encryption via a SSL digital email certificate (otherwise known as Public Key Infrastructure (PKI) encryption), providing a secure connection between each sender's email/computer to GoFax. Please note: the fax transmission from GoFax servers to the recipient's fax machine cannot be encrypted.

The instructions are provided as general and may vary depending on the browser utilised. Instructions as based on using Internet Explorer®. The recommended encryption enabling site is provided for customer's convenience and GoFax will take no responsibility for any issues experienced. Please contact the encryption site owner for troubleshooting requirements.

How to setup GoFax Fax Send encryption using a Digital Email Certificate:

1. Contact GoFax to enable encryption on your account

Email support@gofax.com.au and request that 'Send Encryption' be activated on your account. You will receive a confirmation email once the encryption setting has been activated.

2. Create a digital encryption certificate for each email

You can source an encryption certificate from any legitimate authority. If you are unsure how to do this, GoFax recommends [Instant SSL's free email certificate](#). This provides a certificate at no charge, but that will expire one year after the date you generated it. An expired certificate cannot be used to generate encrypted emails or decrypt them. It is your responsibility to provide an updated certificate to GoFax if you wish to continue sending encrypted email-to-faxes to GoFax.

Instant SSL's website includes instructions for creating a certificate and installing it. Follow the prompts of the above recommended website to obtain and install your certificate for the GoFax Authorised email address to send or receive encrypted faxes.

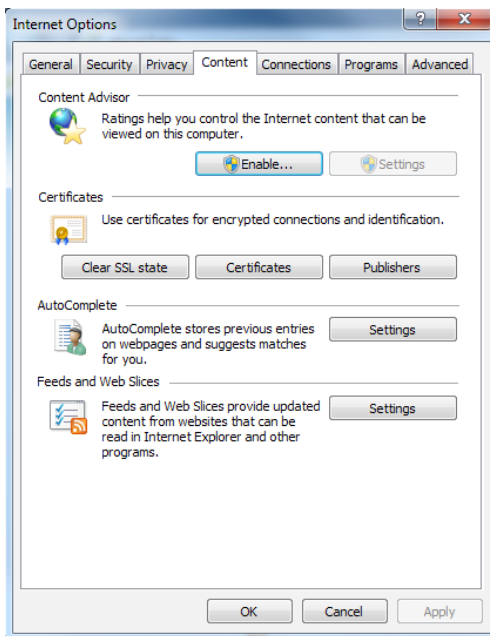
3. Set up and export your email certificate to GoFax

You will need to install this certificate on each computer that can access the sending email address you nominate for the certificate.

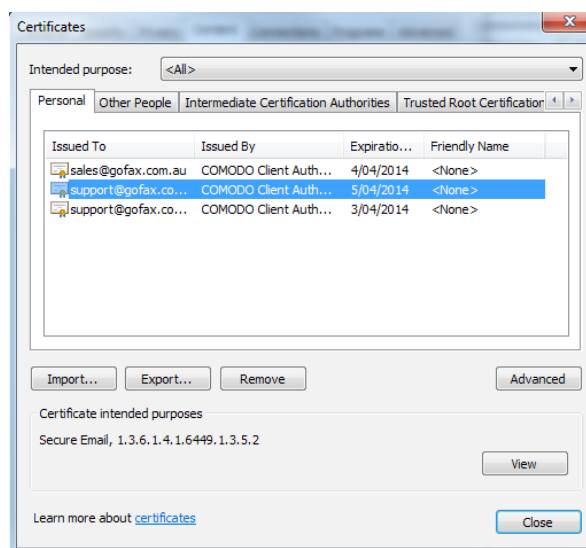


Once the download and installation process has been successful, please proceed with the following steps to complete the GoFax Encryption setup.

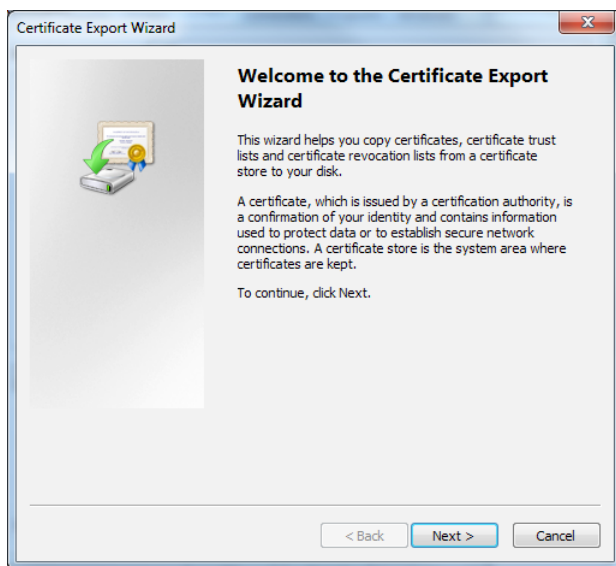
1. Go to your computer's Control Panel.
2. Select "Internet Options."
3. Select "Content" tab.



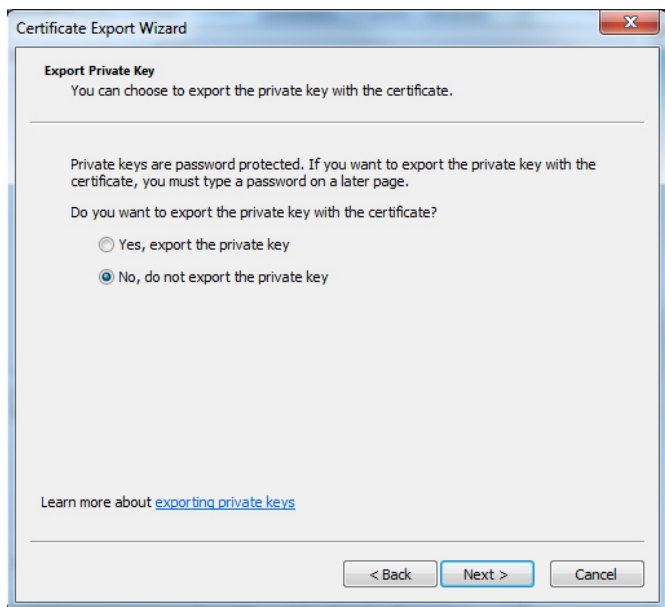
4. Click on the "Certificates" button.
5. Highlight the new certificate you have just created for the email and click 'Export'.



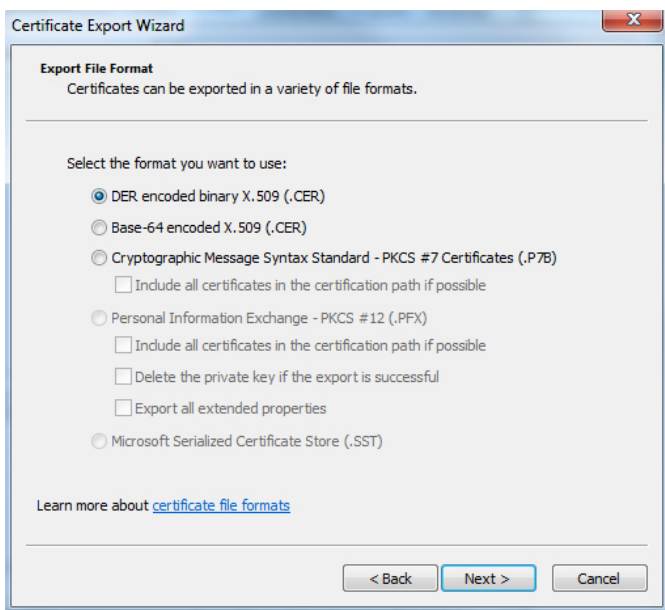
6. Click "Next"



7. Ensure "No, do not export the private key" is selected and click



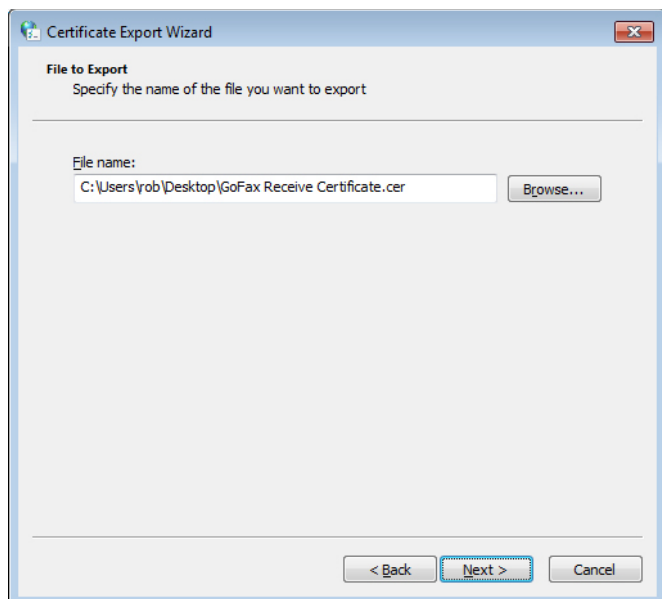
8. Ensure “DER encoded binary x.509 (.CER)” is selected and click “Next”.



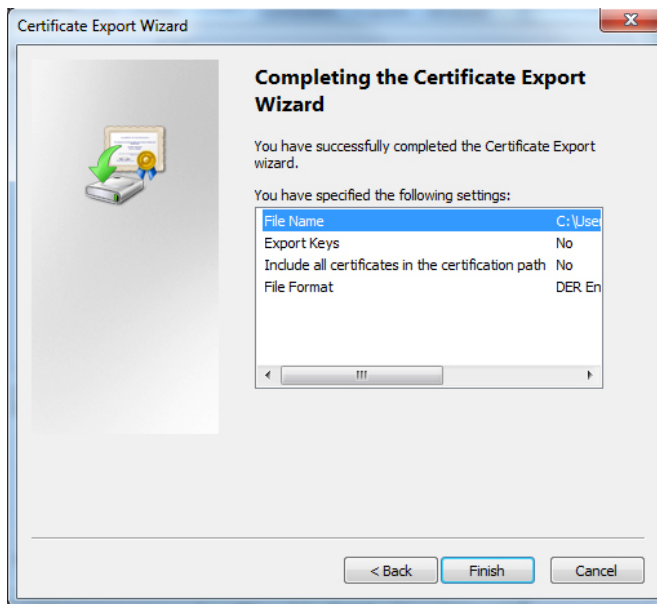
9. Create a file name for the certificate.

10. Click “Browse” to select an area on your computer to store the certificate file.

11. Name the file and click ‘Save’ then ‘Next’.





12. Click 'Finish' which will complete the export process.



4. Upload your email certificate to GoFax

Next, login www.gofax.com.au to your GoFax Dashboard and from the left menu select 'Send Fax Service', then select 'Manage Send Settings', > 'General Send Fax Settings'

Select the option at the bottom of the page > **'To manage your encryption certificates click here'**, then upload the certificate by clicking 'Browse' and find the certificate file that you saved to your computer previously and then click 'Send'.

 SEND SETTINGS 

This page provides access to various settings to send faxes or SMS for your account. Please click on a heading below to expand the section's settings.

Allowed Senders for Fax Send

General Send Fax Settings

The following optional settings apply to your Send service.

Set Maximum Page Rate:

This limits the fax page rate and therefore locations where you can send faxes to, see 'Get a Send Fax Quote' for pricing.

- ☐ Add recipient's Fax Number to Fax Header.
- ☒ Reply to Fax Sender on fax send failure.
- ☒ Reply To Fax Sender on send fax success.
- ☐ Insert email subject line to delivery notifications.
- ☐ Attach original documents to success and failure emails.
- ☐ Use local conversion where possible.
- ☐ Add Page count to Header.
- ☐ Always use Do Not Call Registry when sending faxes.
- ☐ Add a Time Stamp to the header:
- ☒ Apply regional dialling rule e.g. automatically convert 1300... numbers to 611300... for Australian customers.

Default Regional Area Code (e.g. 02, 07):

- ☐ Always send the body of an email as the first page. This can be toggled ON by adding a **/b** command to the subject, or forced OFF with the **/a** command.
- ☐ Send Faxes as HIGH quality. This attracts a 25% per page fee. This can be toggled ON by adding a **/hq** command to the subject, or forced OFF with the **/lq** command.

Push URL for notifications of fax delivery:

Fax **Send Commands** work by appending a toggle to the subject of an email. For example, to send a fax including the email body (even if this is checked OFF above) you could use "Fax Transmission **/b**" as the email subject.

Save Changes

To set a permanent fax header document, [click here](#).

To manage your encryption certificates, [click here](#).

