

Fax to Email Encryption Instructions



Important Notes

These instructions are provided within the following limitations:

Limit of Instructions

The instructions below are provided as a general guide to setting encryption up on computers running Microsoft-supported versions of the Windows operating system. (Note: As of this writing, Windows XP and older versions are no longer supported by Microsoft.) Actual correct process for you may vary depending on your operating system and choice of email service. GoFax is not an authorised provider of support for any systems or applications.

The source of encryption certificates recommended below is provided for our customers' convenience only. GoFax will take no responsibility for any issues experienced.

Please verify the instructions below with your computer system maintainer.

Limits of Encryption

Please be aware that encryption of emails generated by the GoFax fax to email receive system will only protect the content of your emails when in transit between GoFax and your receiving system. Once decrypted, email content is vulnerable to threats including (but not limited to) spyware / malware on your receiving system, unsecure networks that your system is connected to and others viewing your computer's screen.

Also, if the encryption certificate you provide is lost, stolen or otherwise made available to others, emails generated by the GoFax fax to email receive system may become vulnerable while in transit to the nominated receiving email address.

It is your responsibility to ensure that your encryption certificate, computer systems and work environment are properly secured.



Procuring and Installing an Encryption Certificate

In order for GoFax to encrypt fax emails so that you can decrypt them, we require that you provide GoFax an **encryption certificate**.

You can source an encryption certificate from any legitimate authority. If you are unsure how to do this, GoFax recommends <u>Instant SSL's free email certificate</u>. 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 GoFax to continue encrypting emails.

InstantSSL'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.

You will need to install this certificate on each computer that can access the receiving 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.

Exporting the certificate for GoFax

1. Go to your computer's Control Panel.

- 2. Select "Internet Options."
- 3. Select the "Content" tab.



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4. Click on the "Certificates" button.

5. Highlight the new certificate you have just created for the email and click 'Export'.

Certificates	terms (secondary.)	-	
Intended purpose: <a>	>		•
Personal Other People I	ntermediate Certification A	uthorities Tru	usted Root Certification
Issued To	Issued By	Expiratio	Friendly Name
sales@gofax.com.au	COMODO Client Auth	4/04/2014	<none></none>
support@gofax.co	COMODO Client Auth	5/04/2014	<none></none>
support@gofax.co	COMODO Client Auth	3/04/2014	<none></none>
Import Export	Remove		Advanced
Certificate intended purpos	es		
Secure Email, 1.3.6.1.4.1.6	i449.1.3.5.2		View
Learn more about <u>certificate</u>	5		Close

6. Click "Next".

tificates		-	-
itended purpose: <a>All>			
Personal Other People Ir	termediate Certification A	uthorities Tru	usted Root Certification
Issued To	Issued By	Expiratio	Friendly Name
sales@gofax.com.au	COMODO Client Auth	4/04/2014	<none></none>
support@gofax.co	COMODO Client Auth	5/04/2014	<none></none>
support@gofax.co	COMODO Client Auth	3/04/2014	<none></none>
Import Export	Remove		Advances
Certificate intended purpose	is		
Secure Email, 1.3.6.1.4.1.6	449.1.3.5.2		View
earn more about <u>certificates</u>			Close

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'.

💼 Certificate Export Wizard	x
File to Export Specify the name of the file you want to export	
Ele name:	
C:\Users\rob\Desktop\GoFax Receive Certificate.cer	
< Back Next > Cancel	



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

Certificate Export Wizard	And a second sec	X
	Completing the Certificate Ex Wizard	port
	You have successfully completed the Certificate wizard.	Export
	You have specified the following settings:	
	File Name	C:\Use
	Export Keys	No
	Include all certificates in the certification path	No
	File Format	DER En
	•	۱.
	< Back Finish	Cancel

- 13. Open the location you saved the file in in File Explorer.
- 14. Right-click on the file, select "7-Zip", then "Add to (chosen file name).zip"

If you do not have 7-Zip or another zip utility installed, you can download and <u>install Z-Zip</u> for free by following the link and installing the version relevant to your Windows operating system.

Receiv	Open		
	Edit		Oran arabia
	7-Zip	- (Open archive
	Open with		Extract files
	Share with	•	Extract Here
	Restore previous versions		Extract to "GoFax Receive Certificate\"
	Send to	•	Test archive Add to archive
	Cut		Compress and email
	Сору		Add to "GoFax Receive Certificate.7z"
Cre De Rei	Create shortcut		Compress to "GoFax Receive Certificate.7z" and email
	Delete		Add to "GoFax Receive Certificate.zip"
	Rename		Compress to "GoFax Receive Certificate.zip" and email
	Properties		

- 15. Attach the Zip file to a new email from one of the following email addresses on your account:
 - a. The primary user-ID's email address.
 - b. The Authorised Account Holder email address.
 - c. The Main Contact email address.



- 16. Enter support@gofax.com.au as the "To:" address.
- 17. In the email body, include your account name and advise GoFax Support to apply the certificate to your account.
- 18. Send the email.

Please allow GoFax Support up to one full business day to complete installation and configuration.