



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 [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 GoFax to continue encrypting emails.

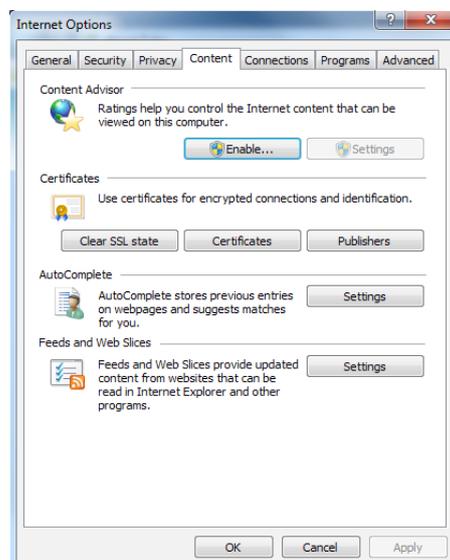
InstantSSL's website includes instructions for creating a certificate and installing it. Follow the prompts of the above recommended website to obtain and install your certificate for the GoFax Authorised email address to send or receive encrypted Faxes.

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

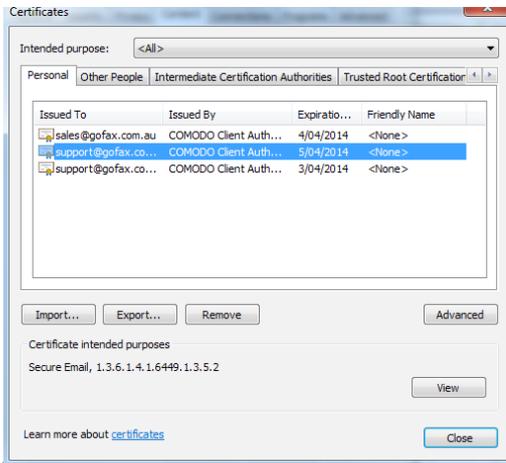
1. Go to your computer's Control Panel.
2. Select "Internet Options."
3. Select the "Content" tab.



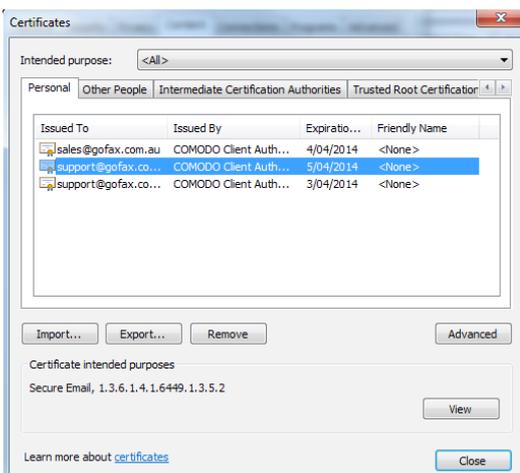
Fax to Email Encryption Instructions



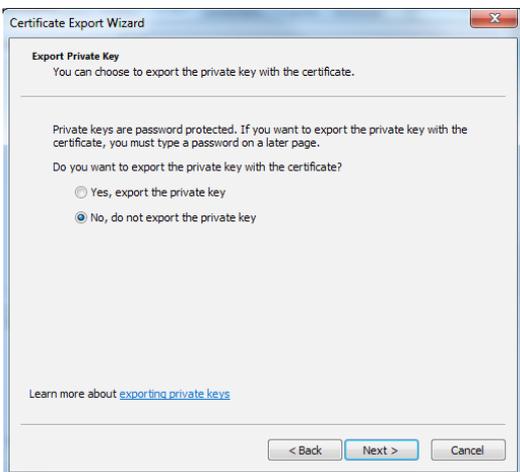
4. Click on the “Certificates” button.
5. Highlight the new certificate you have just created for the email and click ‘Export’.



6. Click “Next”.



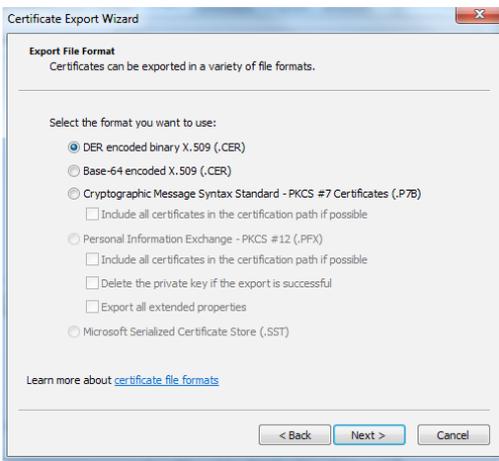
7. Ensure “No, do not export the private key” is selected and click



Fax to Email Encryption Instructions



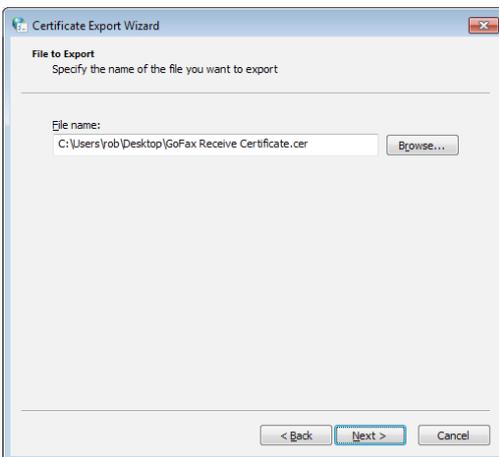
8. Ensure “DER encoded binary x.509 (.CER)” is selected and click “Next”.



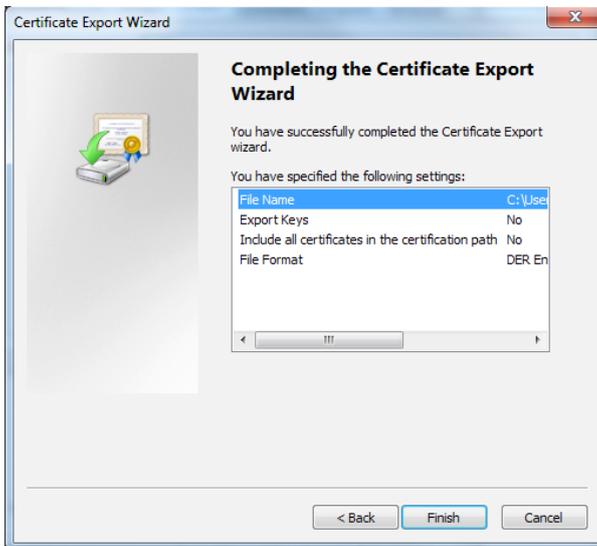
9. Create a file name for the certificate.

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

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



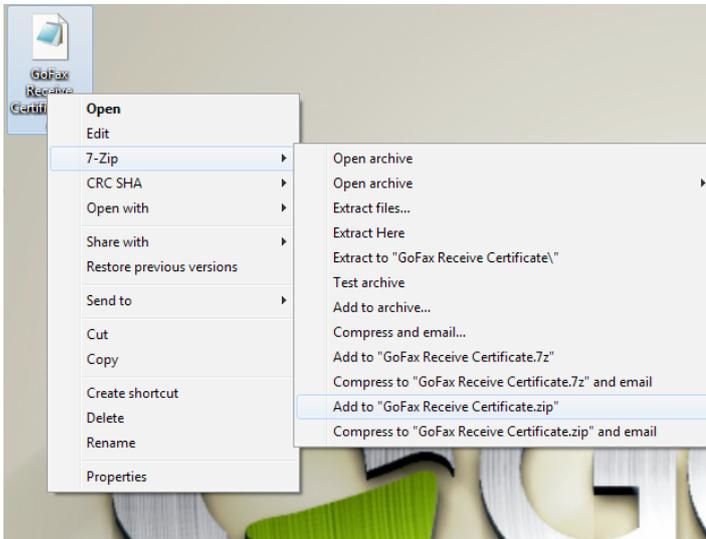
12. Click 'Finish' which will complete the export process.



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 [install 7-Zip](#) for free by following the link and installing the version relevant to your Windows operating system.



15. Attach the Zip file to a new email from one of [the following email addresses on your account](#):

- The primary user-ID's email address.
- The Authorised Account Holder email address.
- The Main Contact email address.

Fax to Email Encryption Instructions



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.