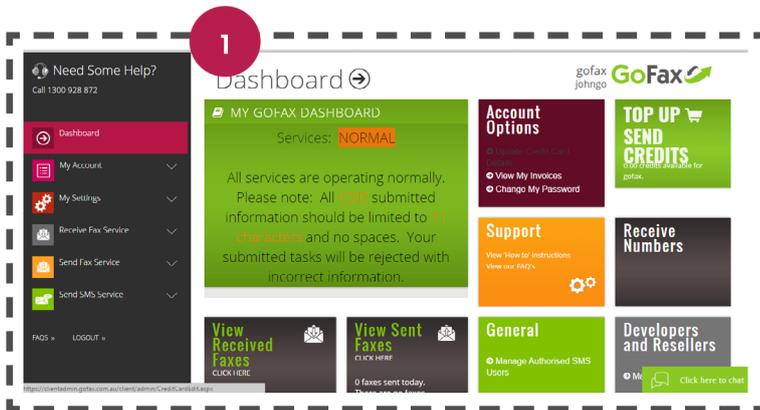




QUICK GUIDE FOR NEW ACCOUNTS

Thank you for creating an account with GoFax. As you explore our range of service options and settings, below are some tools and a quick guide to assist with setup



1 The Dashboard

When you log into your GoFax account, you will be taken to the Dashboard. Here you will find important system announcements, your GoFax Send credit balance and shortcuts to various GoFax service areas and commonly used functions.

2 Main Menu

You can access available GoFax account settings from the main menu. The main menu is the grey bar containing coloured square icons that runs vertically along the left side of every page. Select the relevant option and a dropdown menu will appear.

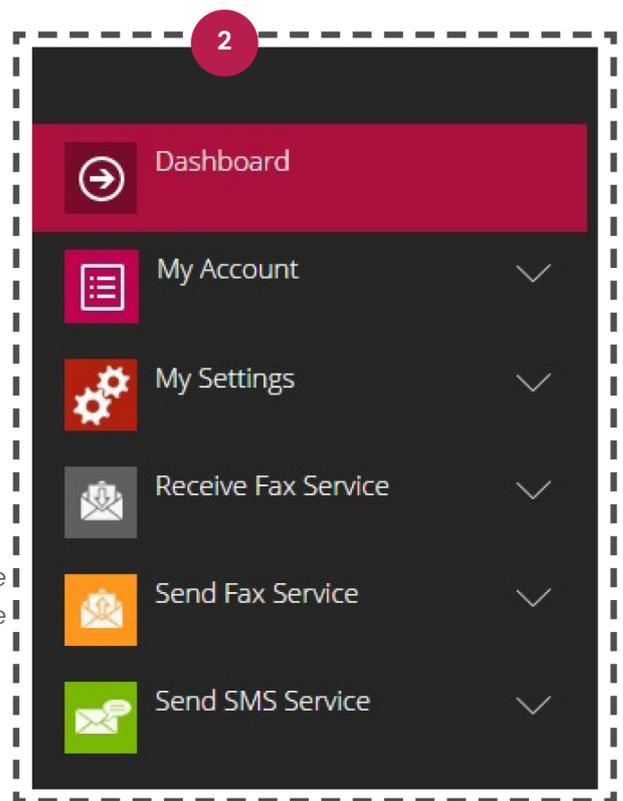


3 Live Chat Support

If you need some extra assistance, live chat support is available within your GoFax Account. Click on the green button on the bottom of the page.



4 Completing Your Account Details



- ✔ Go to the main menu
- ✔ Select "My Account" , then select "Account Details"
- ✔ At the bottom of the page, select "Edit My Account Details", enter additional information, then "Save"

Adjusting Your Time Zone

By default, the GoFax customer portal displays all times in Australian Eastern Standard Time (GMT +10, non-daylight saving). You can change the default setting as follows:

- › Go to the main menu
- › Select "My Settings"
- › Select "My Time Zone"
- › Select your preferred time zone from the drop-down menu
- › Click "Save Changes"



Sending Faxes

Review and set your authorised sender email addresses

When sending fax and SMS via email, your email address must be registered as an authorised sender on your account. When a fax or SMS is attempted via email and the email is not registered on GoFax, the transmission cannot be processed.

Authorised Fax Senders

Review and set your authorised sender email addresses:

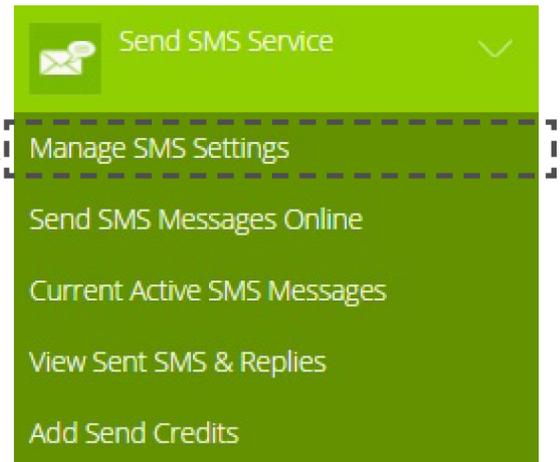
- Go to the main menu
- Select "Send Fax Service"
- Select "Manage Send Settings" Under the "Send Settings", select "Allowed Senders for Fax Send"



Authorised Fax Senders

To manage your account's list of authorised SMS sender email addresses:

- Go to the main menu
- Select "Send Fax Service"
- Select "Manage SMS Settings"
- Select "Allowed Senders for Fax Send"



Under the SMS Reply Options, you will need to choose your preferred 'Reply' option before you can add a new sender.

- No Managed Replies: SMS responses go to mobile number set as CSID.
- Managed replies: SMS responses go to nominated reply-to email address.
- Managed replies with SMS: SMS responses go to nominated reply-to email address and mobile number (SMS send charge applies).

Wild Card / Domain authorisation

If you want everyone on your company's domain to be able to send via GoFax, you can set a wildcard domain, for example *@mycompany.com.au

Wild Card / Domain authorisation

When you send a fax via GoFax, check the fax number:

- Includes the area code and no spaces
- Does not start with a carrier prefix (e.g. 00, 0011, 0018)
- if sending to an international number

Setting an automatic Send credit

You can configure GoFAX to automatically apply additional Send credits to your account once your balance falls below 10% of your selected top-up package. The Auto Top-Up feature automatically charges your nominated credit card and applies Send credits. By default, this automatic top-up is not active.

- Go to the main menu
- Select "My Account"
- Select "Send Package Auto Top Up"
- Select your preferred package to top up with from the drop-down menu
- Click on "Activate Top-Up"

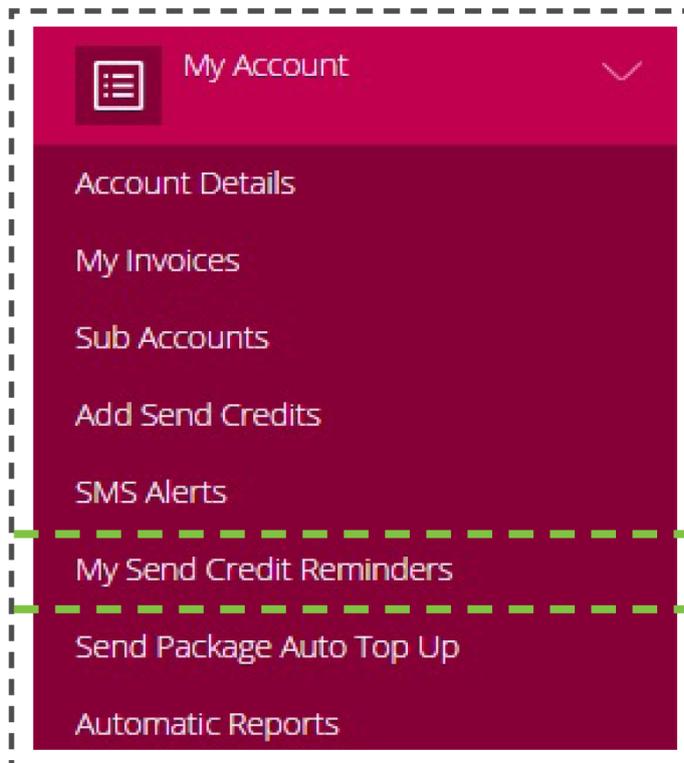


Setting System Alerts

Various alerts can be configured to notify you of actions or reminders on your GoFAX account.

Low Send credit warnings

The GoFAX system can email you when your balance of Send credits falls below a specified amount.



- Go to the main menu
- Select "My Account"
- Select "My Send Credit Reminders"
- Update your reminder levels and email address as required
- **NOTE:** Emptying the "When credits are low, send an email notification to:" field will disable the alerts.
- Click "Save Changes"

SMS Alerts

The GoFax system can alert you via SMS of successful or failed faxes or SMS, low Send credits, successful / failed automatic Send credit topup or new invoices. Each alert sent will apply a charge for one SMS to your account (view the GoFax Send Pricing page for relevant SMS cost), regardless of whether the message is received successfully. To set or change these alerts:

- Go to the main menu
- Select "My Account"
- Select "SMS Alerts"
- Click on the check boxes to add / remove alerts as required
- Include / update the destination mobile number for the alerts in the "Send notifications to" text box
- Click "Save Changes"

