


Logging into vFax:

1. Navigate to Nextiva's Fax Page in your browser: fax.nextiva.com
 - a. username: cfcarefax
 - b. password: CFCare12#
 - c. ensure you check the box next to: "By checking this box, I acknowledge I have read and accept the Terms and Conditions"

VFAX SYSTEM LOGON


Username:


Password:

By checking this box, I acknowledge I have read and accept the **Terms and Conditions**

Remember My Username

Log Me On Automatically

 [Password Recovery](#)

 Clear Auto Logon

For Additional Help, Contact Nextiva Support:

Phone: [+1 \(800\) 285-7995](tel:+18002857995)

Email: vfax@nextiva.com

Web: <https://www.nextiva.com/support/categories/nextiva-vfax>




Build Info: 6100.0.2020.0520.01

Current Date: Thursday, June 25, 2020

Current Time: 10:24:27 AM UT

Client Public IP: 68.228.202.197

[Click Here to review the complete Nextiva vFax Terms and Conditions](#)



Nextiva is the leader in Customer Service & Business Management Software. Copyright 2020 Nextiva, All Rights Reserved.

[Legal](#) | [Privacy Policy](#) | [Security Policy](#) | [Patents](#) | [Sitemap](#)

To send faxes with the Nextiva vFAX Portal:

1. Log in to the vFAX Portal [HERE](#) and enter your login credentials. Answer the security question, and click **Submit**.
2. Click **Send A Fax** from the Dashboard.
3. Enter the required information in the following fields: **Fax Number** (destination number), **Deliver To** (name of the recipient), **Sent From** (sender's name), **Fax Subject**, and **Notes**. You also have the option to include or remove the **Cover Page** and **Schedule** faxes to be sent on a specific date as well. The only field that is required is the **Fax Number**.

NOTE: If you would like to include your own cover page, remove our default cover page and attach your own cover page before attaching all other documents.

The screenshot shows the '1: RECIPIENT INFO' step of the Nextiva vFAX Portal. The interface includes a progress bar at the top with five steps: 1: RECIPIENT INFO (active), 2: ATTACHMENTS, 3: PREVIEW FAX, 4: SEND FAX, and 5: CONFIRMATION. Below the progress bar, the title is 'RECIPIENT INFO: Dial Code 1 - North America (10 digits)'. There are 'RESET' and 'NEXT' buttons in the top right corner. The form fields are as follows:

- Fax Number:** A text input field with a dropdown menu showing '+ 1' and a 'SEND' button with a plus icon.
- Deliver To:** A text input field.
- Sent From:** A text input field.
- Fax Subject:** A text input field.
- Notes:** A large text area for entering notes.
- Cover Page:** A dropdown menu with 'CoverPage' selected.
- Schedule:** A dropdown menu with 'send immediately' selected.
- Tracking Key:** A text input field.
- Charge Code:** A text input field.

Recipient Info

- Once you have filled out all the required information, you'd like to use, click **Next** in the upper right corner.
- Here you have the option to upload a file (up to 10 files total per fax). The accepted file formats are listed on the right side for easy reference. Find the file(s) on your computer that you want to send by selecting **Browse**. The file(s) you selected will display under **Selected Files** once they have been successfully attached. Files will send in the order you add them.



ATTACHMENTS: ADD OPTIONAL FILES TO BE INCLUDED IN FAX ← EDIT NEXT →

BROWSE

* File upload limit: 10 per fax

Selected Files:

Accepted File Formats:

- Image Files (TIFF, GIF, PNG, JPEG)
- Adobe Acrobat Files (PDF)
- Microsoft Office Files (DOC, XLS, PPT)
- Printer File Formats (PCL, EPS, PS)
- Text Files (TXT, RTF, XML)
- Fax Cover Page Formats (FXC)

Attachments

- Click **Next** once all of your files are attached.
NOTE: At any time, you can select the **Edit** button to the left of Next. This will take you back to the previous step.
- You should now see the **Preview Fax** screen. You will notice the preview fields are showing coding; this screen is just to show you where the info feeds from, including the info from the **Recipient Info** tab. Click **Next**.



PAGE REVIEW: ← EDIT NEXT →

Cover

Attachments

Preview Fax

8. The next screen accomplishes two tasks. First, it gives you the option to select the **Type** of fax (personal, business, etc.) and a destination **Folder**. This is used for organizational purposes; if you would like additional information on how to create a new filter, click [HERE](#). Also, you may add a memo for yourself to reference down the road. This screen also allows you to add five additional fax numbers or email addresses so that you can send up to 6 recipients at a time. Once complete, click **Send**.

The screenshot shows a web form titled "OPTIONAL: SET FILTERS FOR EASY ARCHIVING". At the top right, there are two buttons: "EDIT" and "SEND". The form contains the following fields:


- Type:** A dropdown menu with "-- select type --" as the selected option.
- Folder:** A dropdown menu with "-- select folder --" as the selected option.
- Notes:** A text input field.
- Additional Recipients:** A section with the heading "If needed, you can send a copy of the fax transmission to additional recipients." It contains five rows, each with a plus icon, a dropdown menu set to "email", a text input field for the address, and a "Name:" label followed by a text input field.

Send Fax

9. Sending your fax is now complete. You can track the progress of your fax by clicking **Search** to view all faxes, or you can refer to the email notifications if enabled. Faxes tend to take 1 to 3 minutes per page on average.

NOTE: A fax can not be canceled once it has been sent.

To resend faxes from the Nextiva vFAX Portal:

1. Click **Search** from the top of the Dashboard to view all faxes.
2. Select the **Envelope** icon  under the **Actions** column of the fax you would like to resend.
3. You can choose to resend the fax to an email address or fax number from the drop-down menu at the top of the window.
NOTE: If you select email, you are required to enter an email address and subject of the email.
4. Select **Fax** from the drop-down menu.
5. The previous fax number you sent to will be displayed in the **Fax Number** field. If sending to a different number, enter the new fax number in the **Fax Number** field.
6. All other fields below Fax Number are optional:
 - **Deliver To:** Enter the recipient's name.
 - **Sent From:** This will display your Display Name under settings.
 - **Tracking Key:** This will not show on the cover page; this will be displayed on the vFAX portal under Search.
 - **Charge Code:** This will not show on the cover page or anywhere on the vFAX portal.
 - **Filters:** Select a Type or Folder from here.
 - **Cover Page:** Select if you would like to include a cover page.
 - **NOTE:** If you are resending a fax, including a cover page, you are required to fill out a new cover page as the previous cover page will not be included.
 - **Subject:** Enter the subject of the fax.
 - **Notes:** Enter any notes you would like to include on the cover page.
7. Click **SEND** at the bottom right-hand corner.
8. Sending your fax is now complete. You can track the progress of your fax by selecting **Search** at the top of the portal to view all faxes, or you can refer to the email notifications if enabled. Faxes tend to take 1 to 3 minutes per page on average.

Download:

