

The ability to send and receive faxes that contain Personally Identifiable Information (PII) is set up via Secureapps.

Log into Secureapps

- 1. Open your browser and navigate to https://secureapps.ccsu.edu.
- 2. Click on the Continue button.
- 3. At the Office 365 Sign in screen, enter your CCSU email address and password, then authenticate using Microsoft MFA.
- 4. Click on the Secure Apps Desktop icon to access the Citrix Secure Apps Desktop.

Sending a Fax

To fax a document, you must first ensure it is available in Secureapps. For documents that are in your Teams folders, OneDrive or local hard drive, copy them into the T: Transfer drive to make them available in Secureapps.



To send the fax from Secureapps:

- 1. Open the document that you would like to send.
- 2. From the Printer drop down, select XM Fax, then click Print.
- 3. The XM Fax utility will pop up and you will be logged into the app with your CCSU email/Office 365 credentials. If prompted to complete the log in process, press finish.
- 4. A preview of your fax is displayed. Fill in the fields at the top (please note, the To field must be left blank):
 - a. Company recipient's company
 - Destination recipient's fax number. This must include the area code and no spaces (ex: 8608321717). Please do not prefix with the number 9 or use special characters in the fax number.
 - c. Subject subject of the fax.
- 5. Click Send. A confirmation message will appear briefly on the screen to confirm the fax was sent successfully. You will also receive an email confirmation when the fax has been delivered successfully.

Receiving a Fax

When your department receives a fax, you will receive an email from XMedius Cloud.

The fax will be saved in the P: PII drive, in a folder labeled Faxes. The fax may take up to 5 minutes after the email notification is received to appear in the folder.

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XMedius Cloud Fax delivery success to +1 860-832-1730 Please be cautious: **External Email** Fax delivery success to +1

XMedius Cloud 1-page fax received from +1 860-832-1717 Please be cautious: **External Email**

> (P:) PII > InformationTechnology > Faxes >

Information Technology @ CCSU Call: IT Help Desk at 860-832-1720, email: <u>techsupport@ccsu.edu</u>