Faxing to Email
IRT now supports the ability to set up incoming faxes so they are received in an internal email address instead of automatically printing out of the Multi-function Device (MFD). This functionality allows departments to have faxes go into the secondary email box and be forwarded to appropriate parties by a person or group assigned access to the secondary mailbox. With the current model, every fax that comes in is automatically printed out.

If Fax to email is set up for a fax number, this applies to all faxes received on the number.

- The department will receive a secondary email box named faxXXXXX@stthomas.edu (UST FAX XXXXX) where XXXXX represents the 5 digit extension of the fax number. For example, fax26282@stthomas.edu is the secondary email box for Client Services.
- The department selects which staff member(s) will have access to the fax secondary email box. Generally this is one or more administrative staff who normally the paper faxes.
- When a fax is received, those checking the email box will open the fax and review the cover sheet to determine the recipient for the fax.
- They then forward the fax to the correct recipient’s UST email and then delete from the secondary email box.
- The secondary email box can only forward the fax to internal UST email addresses. If the fax needs to be printed, it can be opened and printed.
- If the fax needs to be saved in an electronic format, the attachment can be saved appropriately.
- This secondary email box is ONLY for receiving faxes. This address cannot not be used for any other purposes.

The standard email attachment size of 15mb still applies, but testing indicated a one hundred (100) page document with several graphic heavy pages topped out at 7mb.

**What email address will the fax come from?**
UST FAX XXXXX, where XXXXX represents the 5 digit fax number.

**How will this affect the secondary mail inbox?**
To ensure your email inbox does not get too full, once you have received the fax, we recommend forwarding to the final recipient, then deleting both the received and sent emails.

**How will I know who the fax is for?**
As with paper faxes, everyone should encourage those sending faxes to include a cover sheet. This will help those checking the faxes to easily route faxes to the appropriate recipient. Those checking the fax email box will need to open the fax and read the cover sheet.

**Why can’t I forward faxes to an external email address?**
The fax email box is not set to send email out of the UST domain for security reasons.

**How many people can access the email box to manage faxes?**
You can choose whoever you want to be in the security group with access to the secondary email box. Adding, removing or changing access is as simple as sending a ticket to the Tech Desk.

**Will we receive faxes in color?**
We only support fax in black and white.

**What is the document type of the fax?**
The faxes will come in as a tiff attachment.

**The fax never showed up in my email, what happened?**
First, verify that the user was sending to the correct fax number. If all other information is correct, it is possible that the fax was too large and was not passed through MailMarshal. The email attachment size of 15mb applies to fax to email as well as general email messages. If you need to receive a fax of a larger document, we recommend having the send split the fax into smaller faxes.