

Los Angeles City College Administrative Services "How To" Book	Information Technology Department	IV
		E-7
How Do I Send or Receive Fax?		

A. Brief Description

In order to send or receive faxes, one may need a scanner to scan the hardcopy of the document. If the document is already on the hard drive, there is no need for a scanner. All incoming faxes are directed to the IT Department fax at the fax number 323-953-4013. There are very few departments with individual fax machine that can send and receive fax directly. Below are the established procedures in sending or receiving fax from any of the College computers.

B. How To

1. There must be installed on the computer the **RightFax** software in order to send out a fax. If the software is not installed on the computer, contact the IT help desk at X2049 to install the software or email the help desk at ithelpdesk@lacitycollege.edu requesting installation.
2. If the software is installed and the document to be printed is on the hard drive, open the document first. From the menu, select **File** and then **Print**. In the print box, select **Rightfax Fax Printer** instead of the regular printer. If the **RightFax Fax Printer** does not exist in the print dialogue box, this implies that the software does not exist on the hard drive. .
3. Select or Click the **Rightfax Fax Printer** in the dialogue box and then click on **OK**.
4. The Fax dialogue box should then appear. At the top menu, select the **main** menu if it is not already selected.
5. In the **Name Box**, type or enter the name of the fax **recipient**.
6. In the **Fax Number Box**, type or enter the recipient fax number. Don't type the number **9** to get an outside line or the number **1** for long distance. For example type **6612982877** (**For fax number with area code other than 323**) or **9356648** (**For fax number with 323 area code**). The area code is not required for fax numbers with 323 area code.) .
7. If a cover sheet is to be attached, from the **main menu** select or click in the **box** next to **cover sheet** under **Options**.
8. If a note is to be attached to the cover sheet, select **Cover Sheet Notes** from the menu. Type the notes in the dialogue box that appears and select **Send**.
9. If an attachment is to be faxed, Select **Attachments** from the menu.
10. Click on the **file folder** at the extreme right.

11. The **file attachment** box will appear
12. Select the **file** to attached and **click on Open**. The file will be automatically attached.
13. The selected file will be displayed on the select attachment box.
14. Finally **click Send** to send the file.
15. All incoming faxes are routed via the Information Technology fax or computer at (323) 953-4013.
16. Ensure that the sender clearly identifies the recipient (employee) by typing the employee full name, department and extension on the incoming fax cover page.
17. Faxes received by the Information Technology Department will be forwarded to the recipient or employee via e-mail by the Information Technology Department.
18. For any further technical assistance, call the IT Help Desk at x2049.
19. Additional assistance on sending or receiving fax can be reached on the Information Technology Website by following the following procedures:
 - a. Go to the College webpage www.lacitycollege.edu
 - b. Next select **Faculty & Staff**
 - c. Next scroll down to **Other Useful Links**
 - d. Next select **IT(Information Technology)**
 - e. Select **Faxes**