



Issue

RightFax Usage Guide.

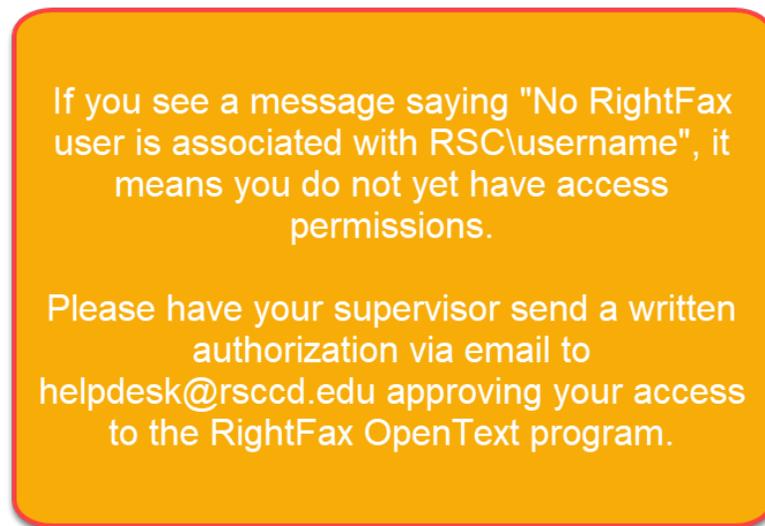
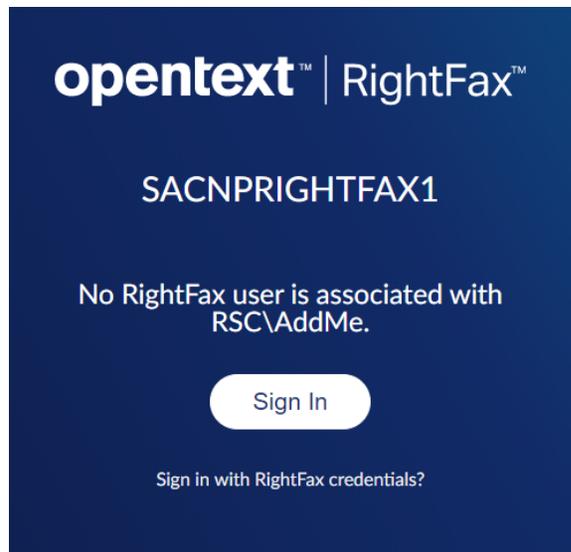
Step 1

Open a web browser and go to <https://rightfax.rsccd.org/rightfax/user/>



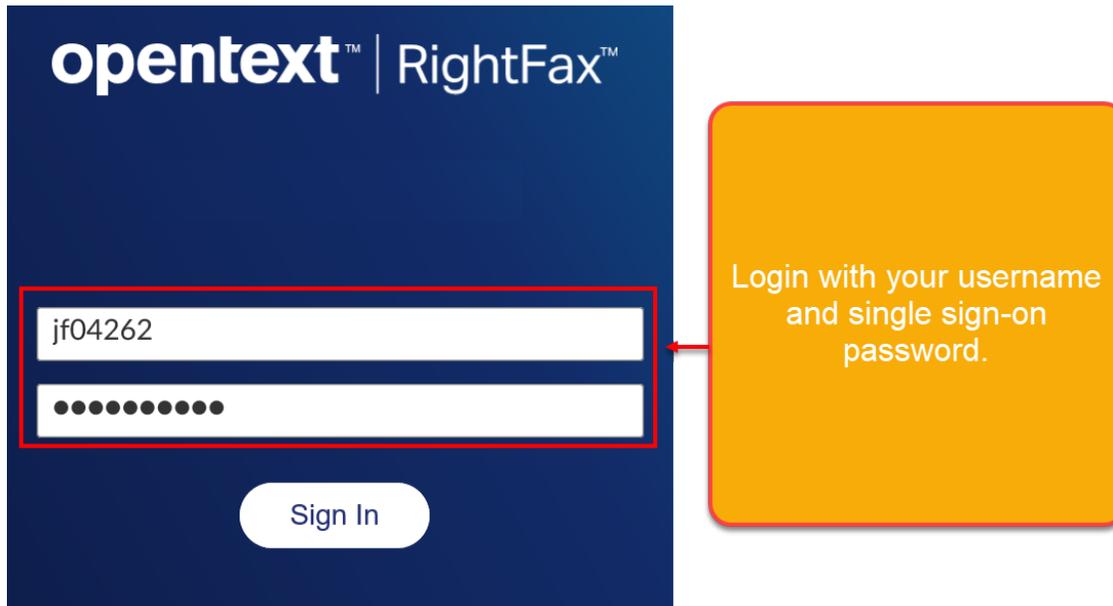
NOTE: If you see a message saying “No RightFax user is associated with RSC\username” it means you do not yet have access permissions.

Please have your supervisor send a written authorization via email to helpdesk@rsccd.edu approving your access to the RightFax OpenText program.



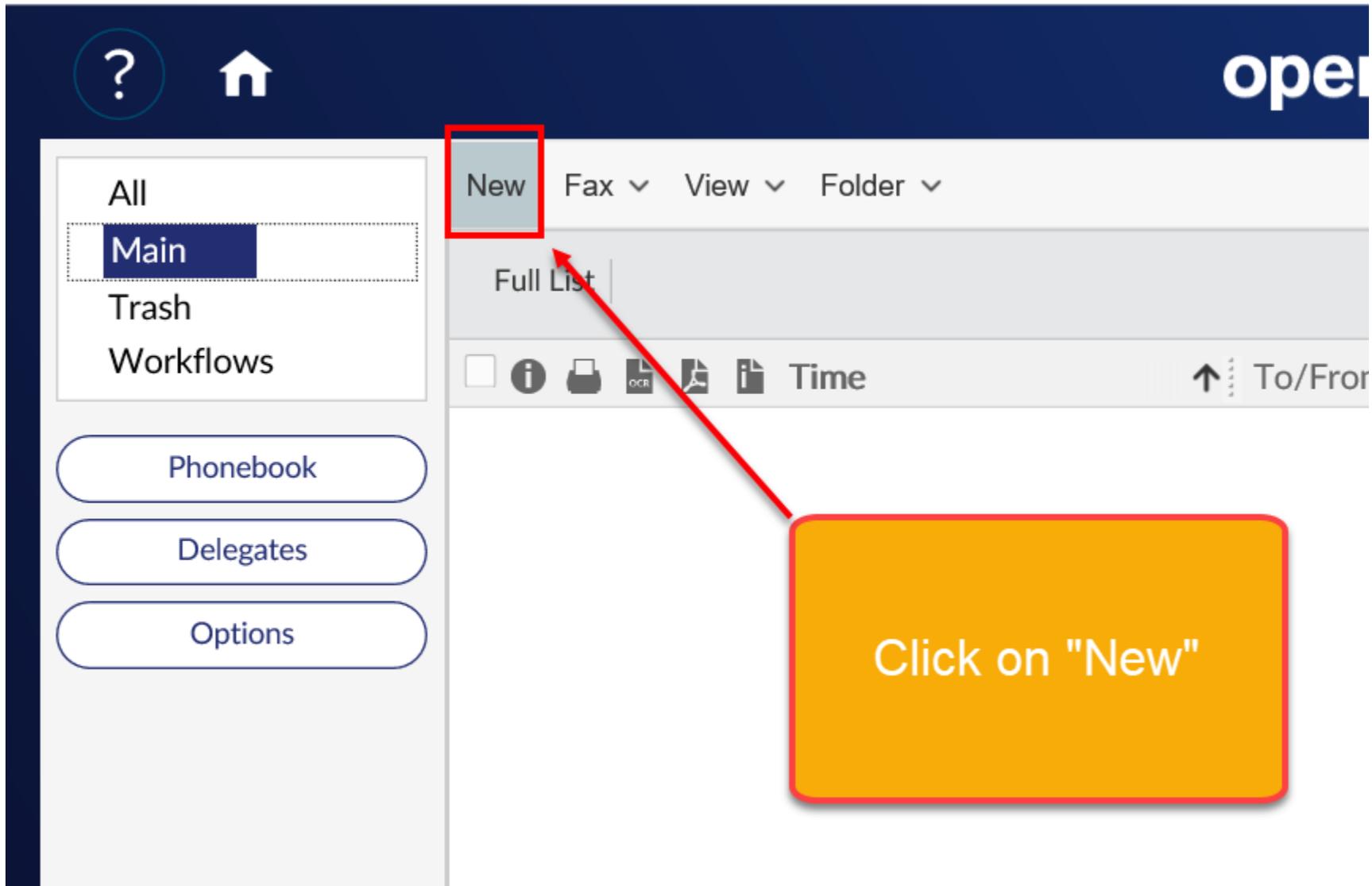
Step 2

Login with your username and single sign-on password.



Step 3

Click on “New”

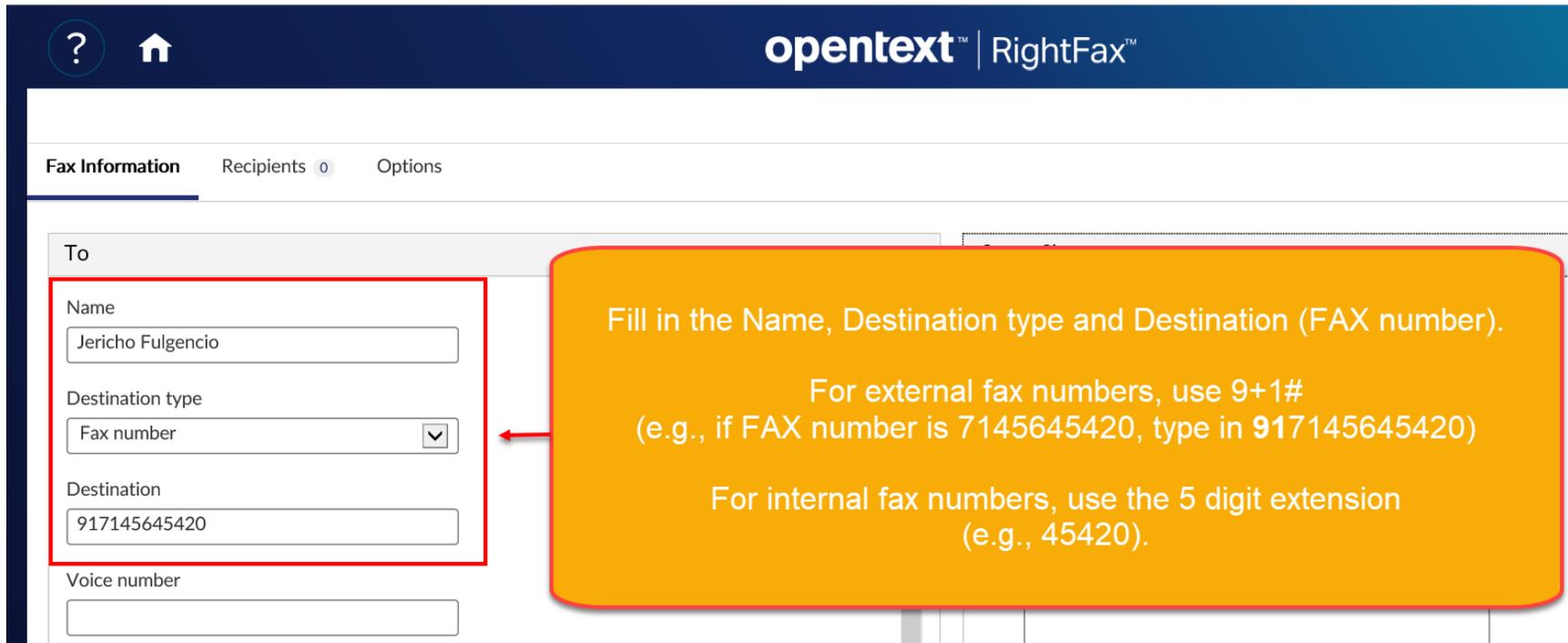


Step 4

Fill in the Name, Destination type and Destination (FAX number).

For external fax numbers, use 9+1# (e.g., if FAX number is 7145625420, type in 917145645420).

For internal fax numbers, use the 5-digit extension (e.g., 45420).



The screenshot shows the 'To' section of a fax form in the OpenText RightFax interface. The form includes the following fields:

- Name:** Jericho Fulgencio
- Destination type:** Fax number (selected from a dropdown menu)
- Destination:** 917145645420
- Voice number:** (empty field)

An orange callout box with a red border and a red arrow pointing to the 'Destination type' dropdown contains the following text:

Fill in the Name, Destination type and Destination (FAX number).
For external fax numbers, use 9+1#
(e.g., if FAX number is 7145645420, type in 917145645420)
For internal fax numbers, use the 5 digit extension
(e.g., 45420).

Step 5

To attach a document to the FAX, click the header for “Attachments” and then click “File”.

Browse for the file under the “Choose the File to Upload” window.

The screenshot shows the RightFax interface with the 'Attachments' section highlighted. A yellow callout box contains the following text: "To attach a document to the FAX, click the header for 'Attachments' and then click 'File'. Browse for the file under the 'Choose File to Upload' window. Select the file and click 'Open'." The 'Choose File to Upload' dialog box is open, showing a file list with the file 'RSCCD ITS Help Desk - Cisco Email Secur...' selected. The 'Open' button is highlighted.

Attachments 0

File... Library...

Choose File to Upload

OneDrive - Rancho Santiago Community College District

Name	Date modified	Type
Shared Documents (\\rsccd.sharepoint.com@#)		
DefendPoint	1/2/2020 9:18 AM	File folder
Personal	1/2/2020 8:59 AM	File folder
System32	1/3/2020 4:32 PM	File folder
Work	1/6/2020 8:30 AM	File folder
Desktop	1/2/2020 9:15 AM	File folder
OneDrive - Rancho Santiago Community College	1/2/2020 9:17 AM	File folder
	1/2/2020 9:15 AM	File folder
	1/2/2020 9:03 AM	File folder
	1/2/2020 9:13 AM	File folder
	1/2/2020 9:18 AM	File folder
	1/6/2020 8:50 AM	File folder
	1/2/2020 9:14 AM	File folder
Web Help Desk	1/2/2020 9:16 AM	File folder
RSCCD ITS Help Desk - Cisco Email Secur...	3/7/2018 11:26 AM	Microsoft Word C...
RSCCD ITS Help Desk - Cisco Email Secur...	3/16/2018 11:26 AM	Microsoft Word C...

File name: Files (*.*)

Open Cancel

Step 6

After you have attached your file(s), click "Send" to send the FAX.

The screenshot shows the opentext RightFax web interface. The top navigation bar includes a home icon, the opentext RightFax logo, and the user name Fulgencio, Jericho. The main content area is titled 'New Fax' and contains a 'Send' button (highlighted with a red box) and a 'Cancel' button. The 'Fax Information' section includes fields for 'To' (Name: Jericho Fulgencio, Destination type: Fax number, Destination: 917145645420), 'Cover Sheet', and 'Attachments' (1). The attachment list shows a file named 'RSCCD ITS Help Desk - Cisco Email Security' with a size of 741937 bytes. A red arrow points from the 'Send' button to the attachment list. A yellow callout box with a red border contains the text: 'After you have attached your file(s), click "Send" to send the FAX.'

Step 7

To check the status of your FAX, click the “Home” button, go to “All” and view the Status column.

The screenshot shows the opentext RightFax web interface. At the top left, there is a navigation menu with a question mark icon and a home icon (a house inside a square), which is highlighted with a red box. Below the home icon, the 'All' folder is selected and highlighted with a red box. A red arrow points from the 'All' folder to the main content area. The main content area displays a table of fax records. The table has columns for 'Time', 'To/From', 'Fax Number', 'Pages', and 'Status'. A single record is shown with the status 'Sending'. A red box highlights the entire table. Below the table, there is a yellow callout box with a red border and an arrow pointing to the 'Status' column. The callout box contains the text: 'To check the status of your FAX, click the "Home" button, go to "All" and view the Status column.'

Time	To/From	Fax Number	Pages	Status
01/06/2020 9:55:24 AM	Jericho Fulgencio	917145645420	Cover+7	● Sending