# RightFax - Outgoing Fax

General Faxing Instructions:

1. Ensure RightFax is installed on your computer. This is a computer specific application and will need to be installed on the computer being used for the application to work. See RightFax – Installation if you need to install the software on your computer. RightFax is available via CAG and Citrix.

2. To fax a document, open desired document in the program where document was created or located (Word, PowerPoint, Excel, etc.)
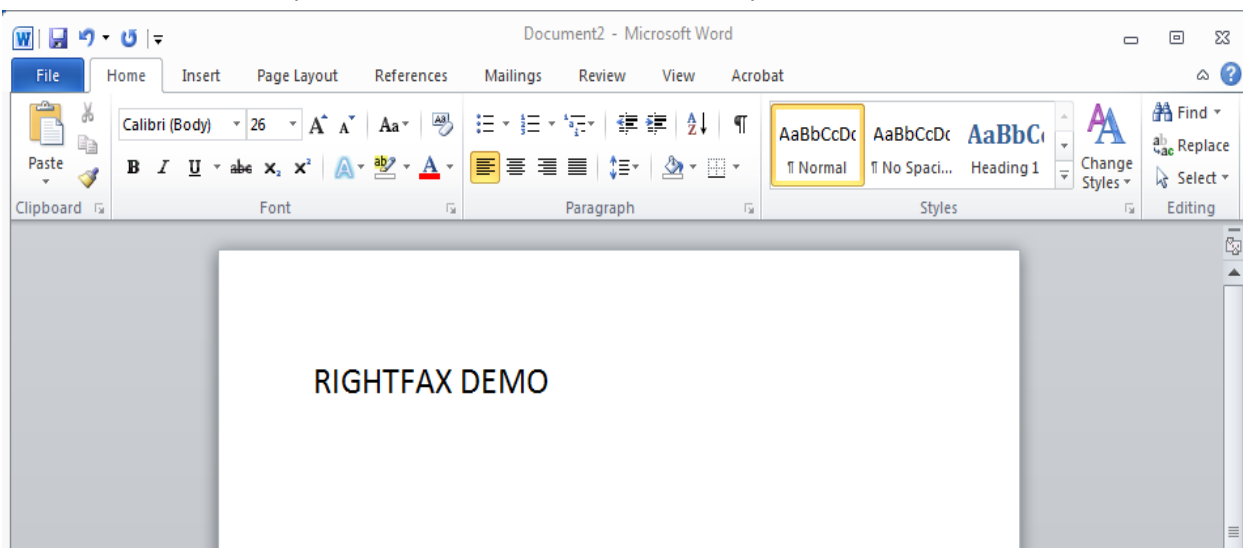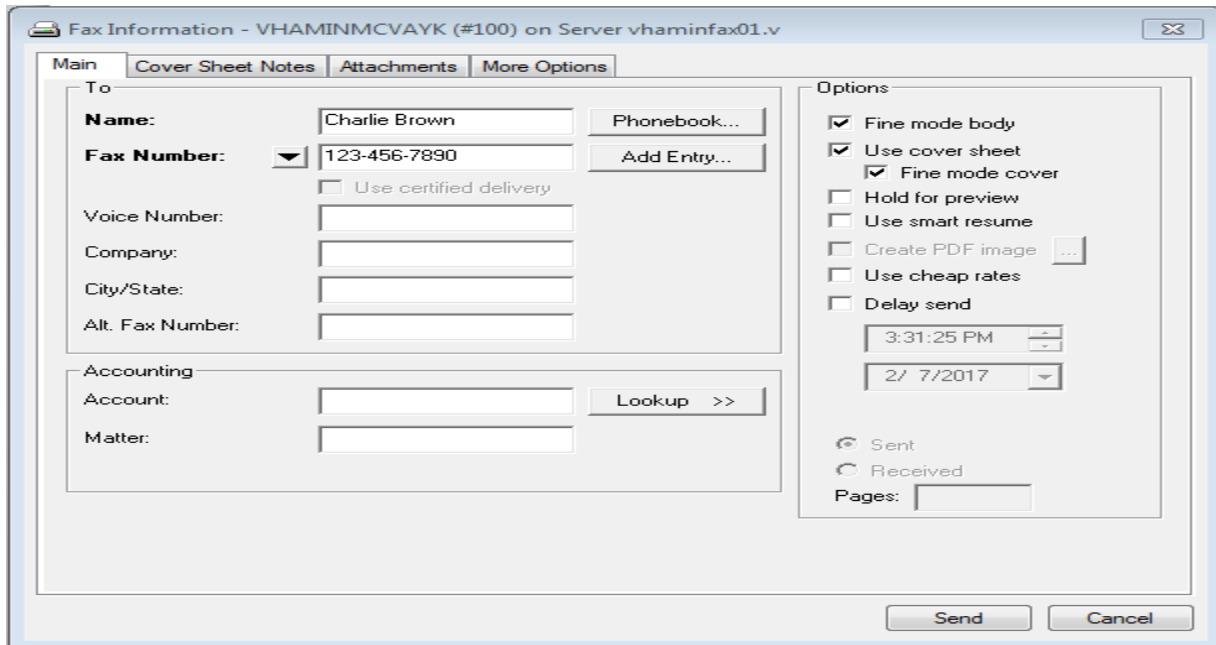

3. Select "Print".
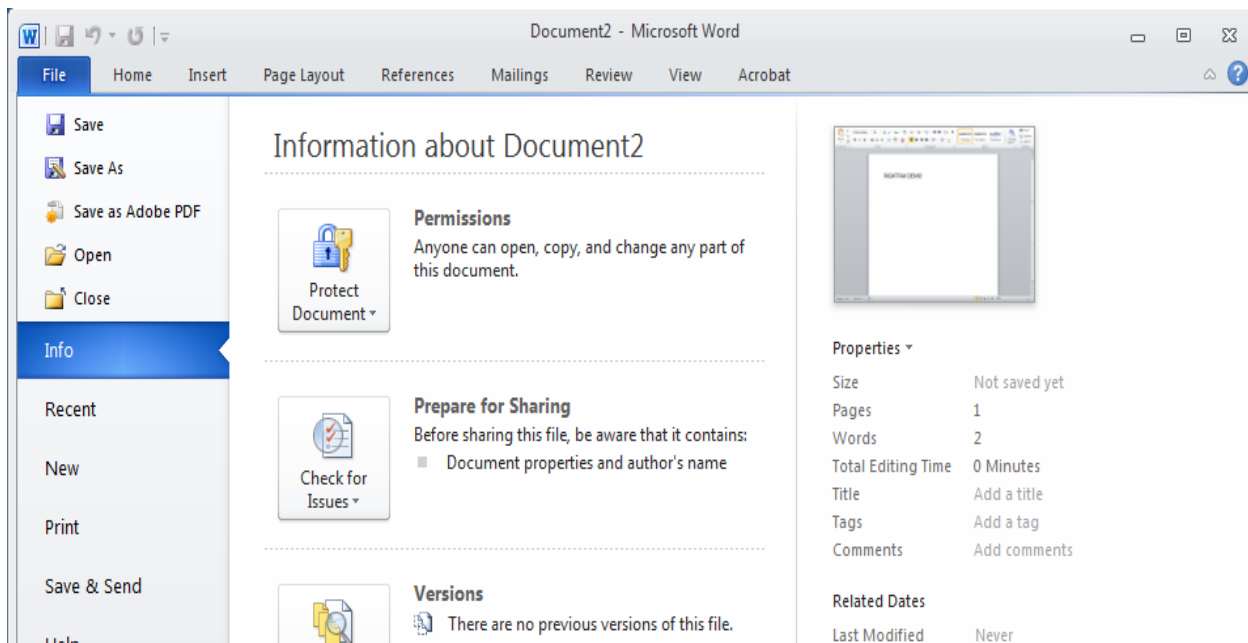
4. At the print screen, select "RightFax" as printer and click on "Print" button.
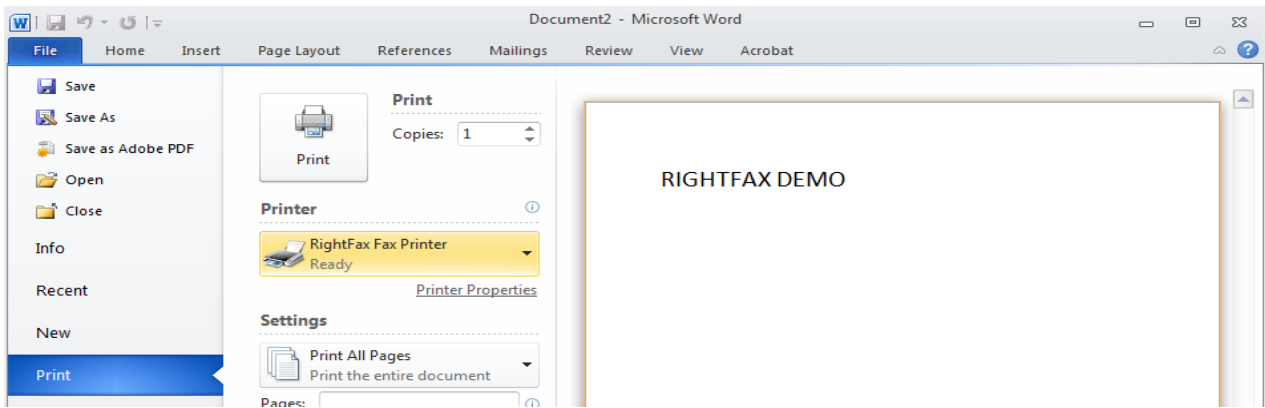
5. When the RightFax screen opens, type in the "Name and Fax Number" of recipient or select from the Phonebook (personal or group).

   Additional options on this screen include, delay send, hold for preview, and cover sheet. *NOTE: HIPAA and privacy guidelines apply.


   If selecting recipients from the Phonebook (personal or group), double click on the recipient. Once recipient is selected, the information appears at the bottom of the screen under the "Current Recipient" section.

   As a user you may maintain a personal phonebook of frequently used recipients and their contact information. This user phone book is only accessible to you as a user.
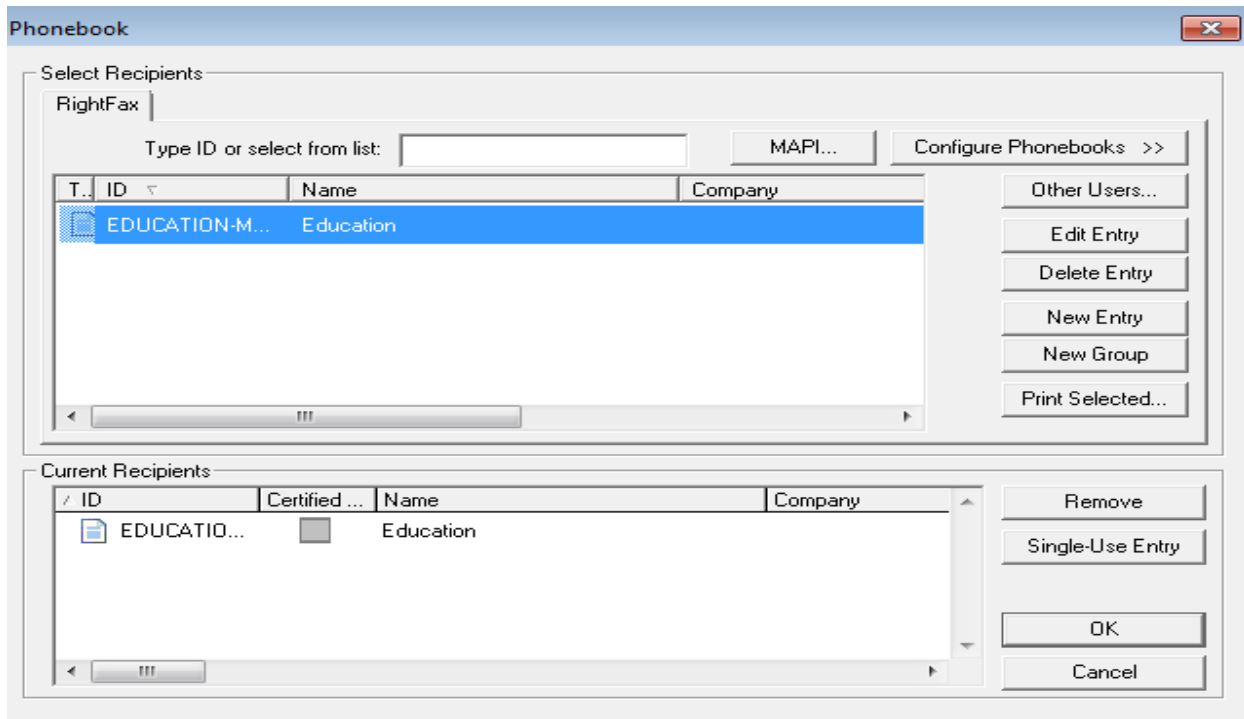
Information may be added to your personal "Phonebook" by clicking on the "Add Entry" button. Fill in information and select desired options. Click the "OK" button to save. ****ALL numbers must have an area code** but, "9" for an outside line and "1" for long distance **should NOT** be included in the number.
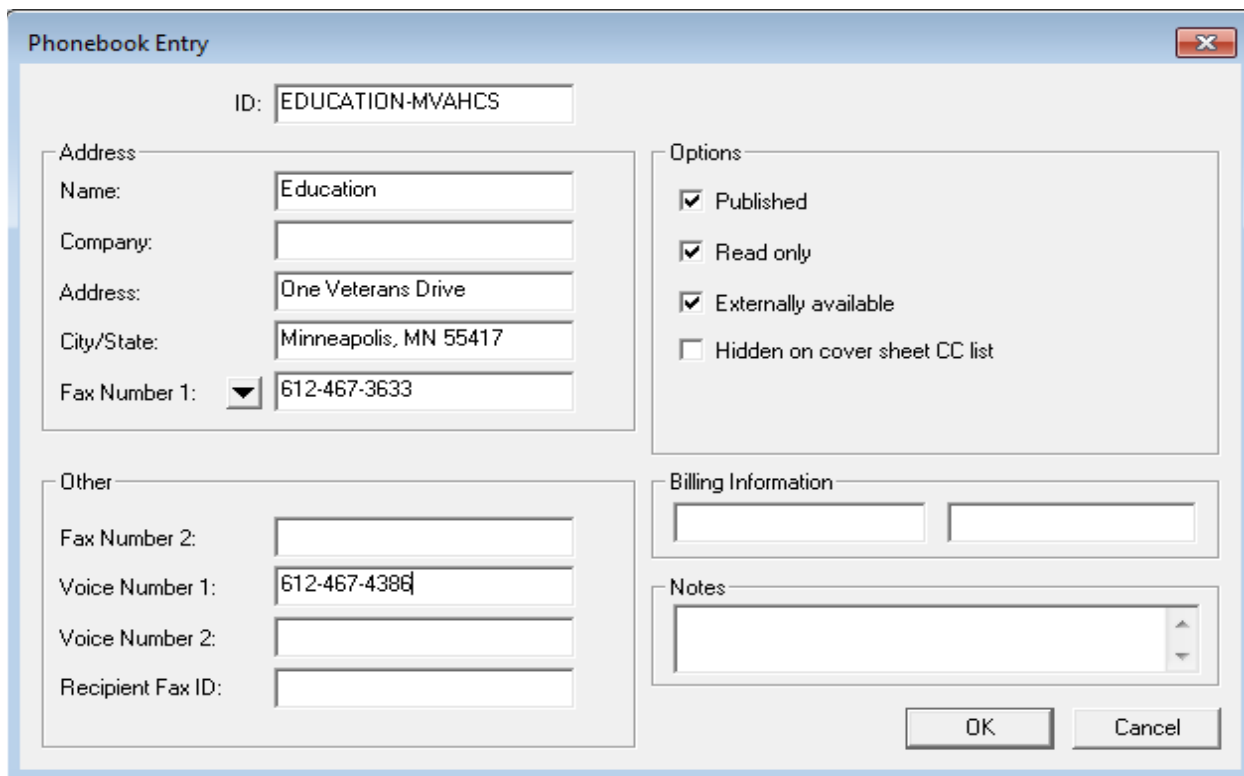

As a group member (COMING SOON), you will have access to the group phonebook which will list frequent group recipients and their data. The information in the group

phonebook is accessible to ALL members in the designated group and is managed by the group administrator. Contact the group administrator for additions, deletions, updates to your group phonebook.

6. Open the "Cover Sheet Notes" tab. Type desired information to be included in the notes section of the cover sheet.


7. To attach additional documents, open the "Attachments" tab. Click on the appropriate icon based on type of document to attach. To add a document, click the "paper clip" icon, search for the desired document file, and click "Attach" button. *The order in which documents appear in the FAX may be adjusted on this screen by using the blue up ↑ and down ↓ arrows (i.e. attaching a FAX cover sheet would be moved to the first document in the list, so as to print or FAX first with other documents following.)
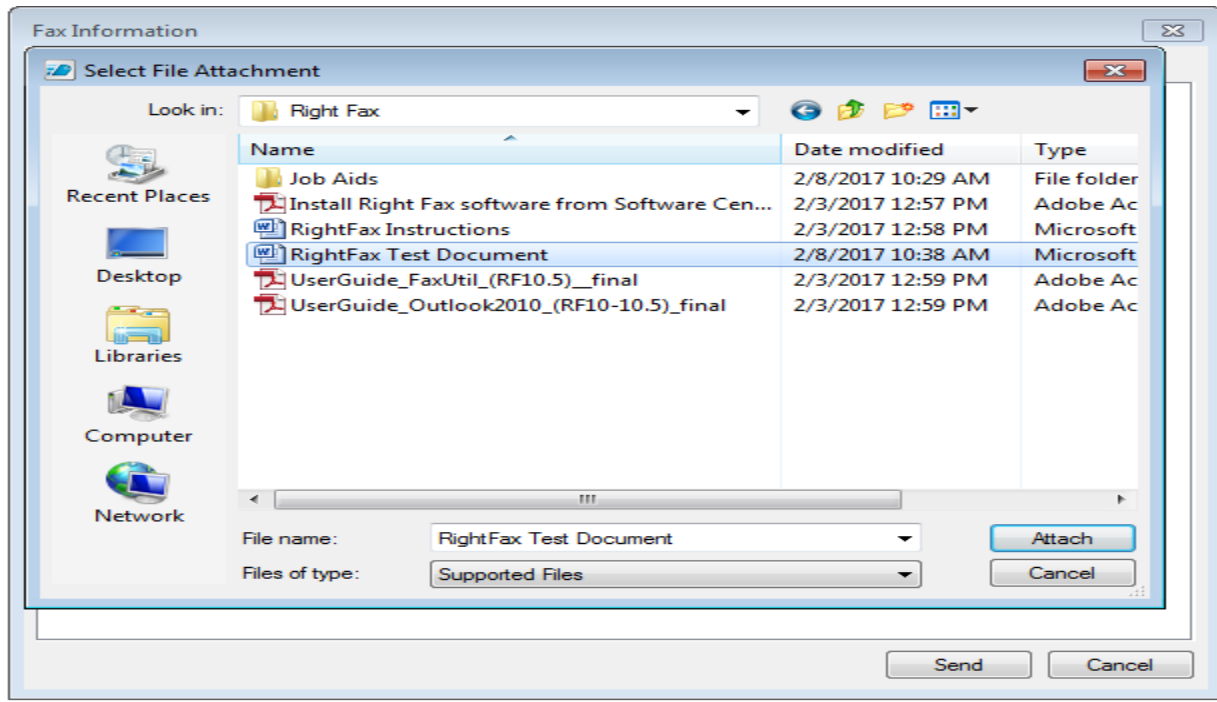
8. The document attached will be listed in the screen with description, native, and pages/bytes.
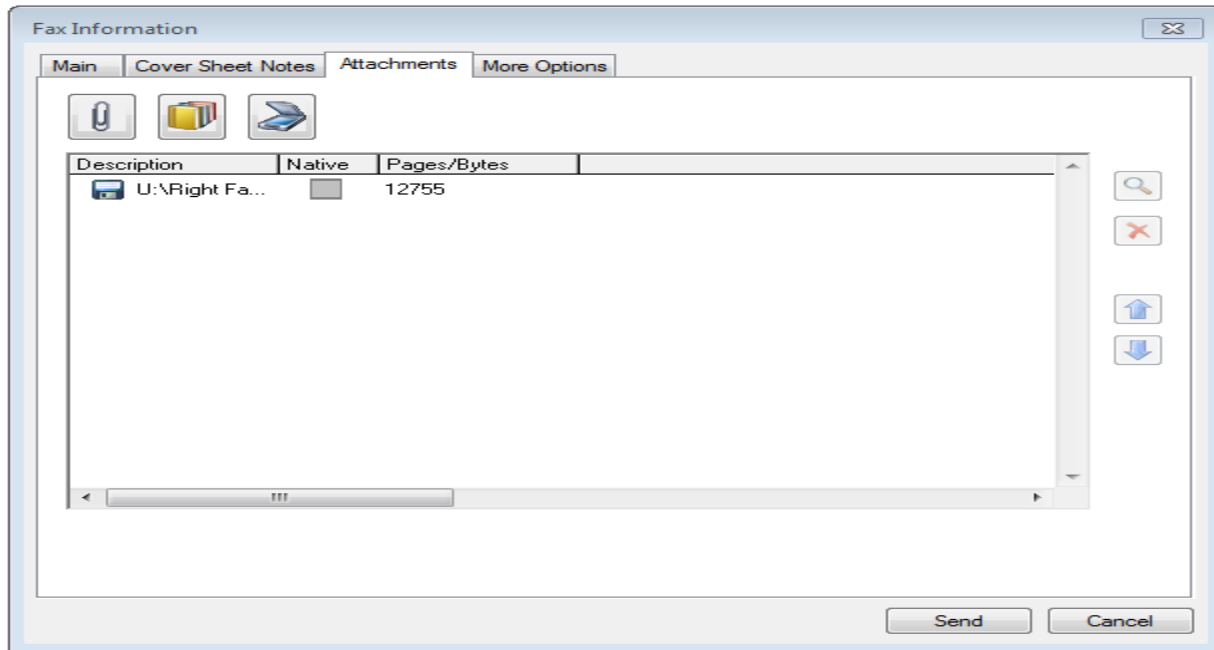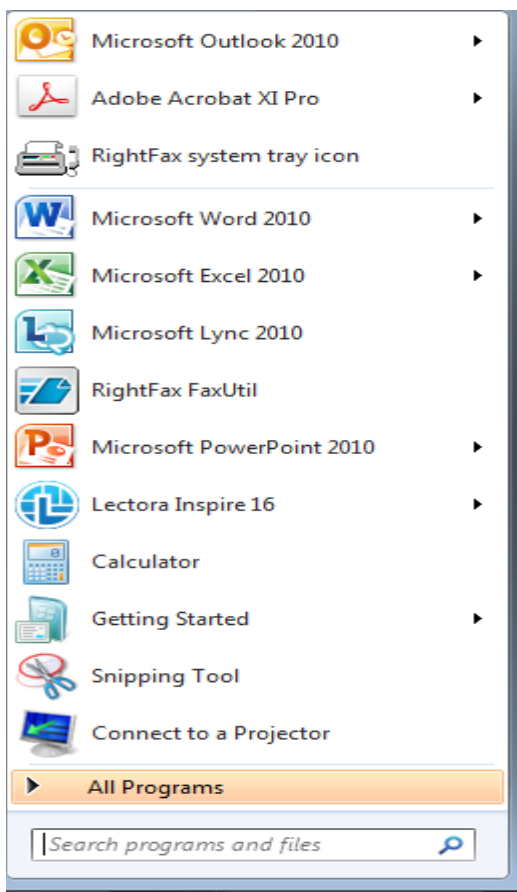
9. Click on the "More Options" tab to customize sender's information, select a stored cover sheet, change priority, etc.
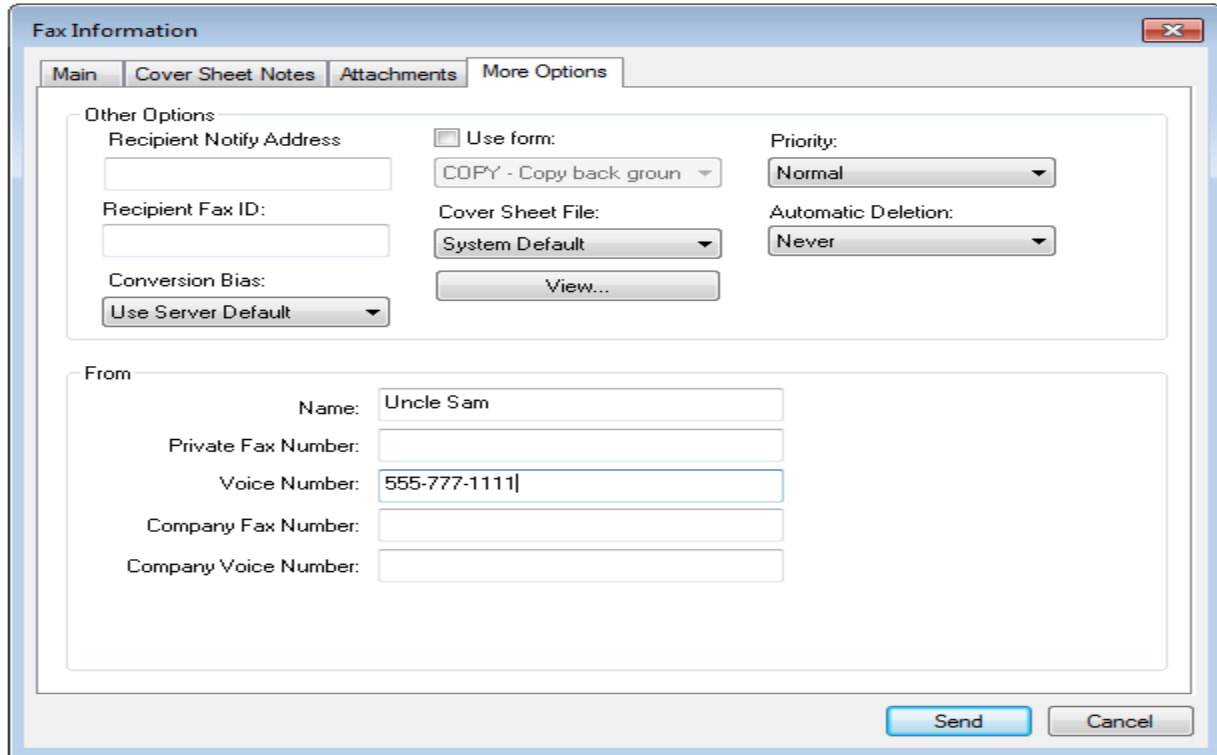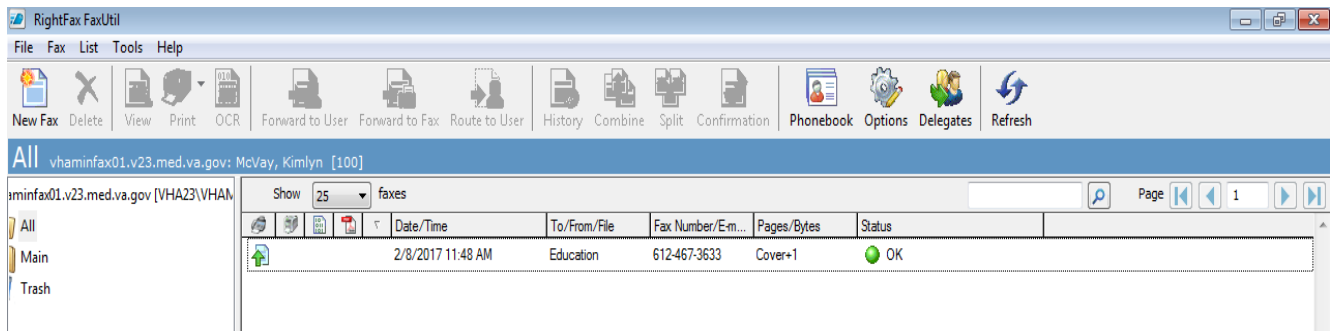

10. Click "Send" button.
11. To confirm successful Fax transmission, open the program Right Fax Util

12. The RightFax Util screen will display the Fax history and status of transmission. It is often to save this application to your desktop for easy access and convenience.
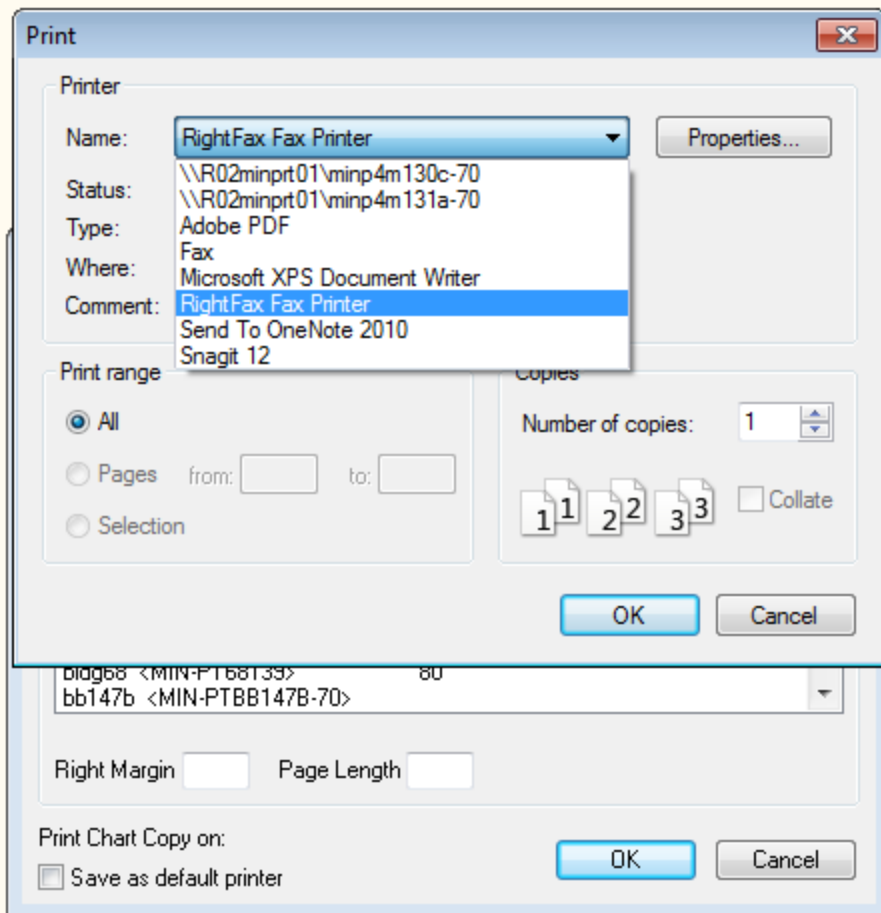

Faxing from within CPRS:

1. When faxing from CPRS: click the FILE tab at the top of the screen,
2. Select the PRINT option from the menu.
3. When the PRINT screen opens, select "Windows Printer" and click the "OK" button at the bottom of the box.
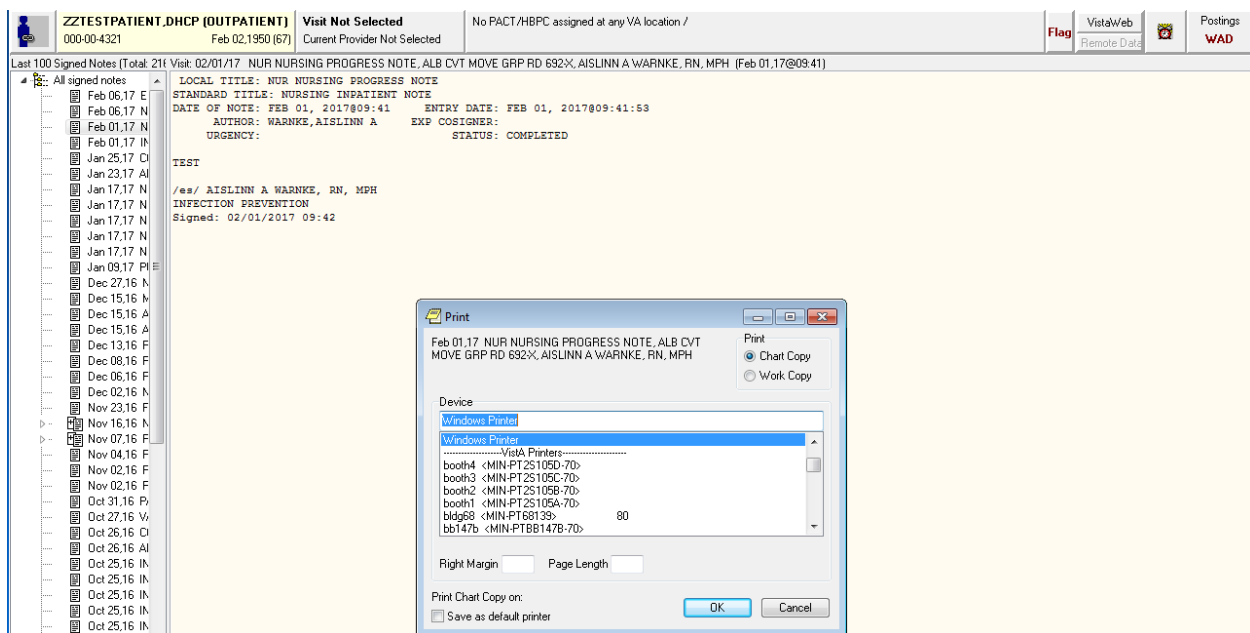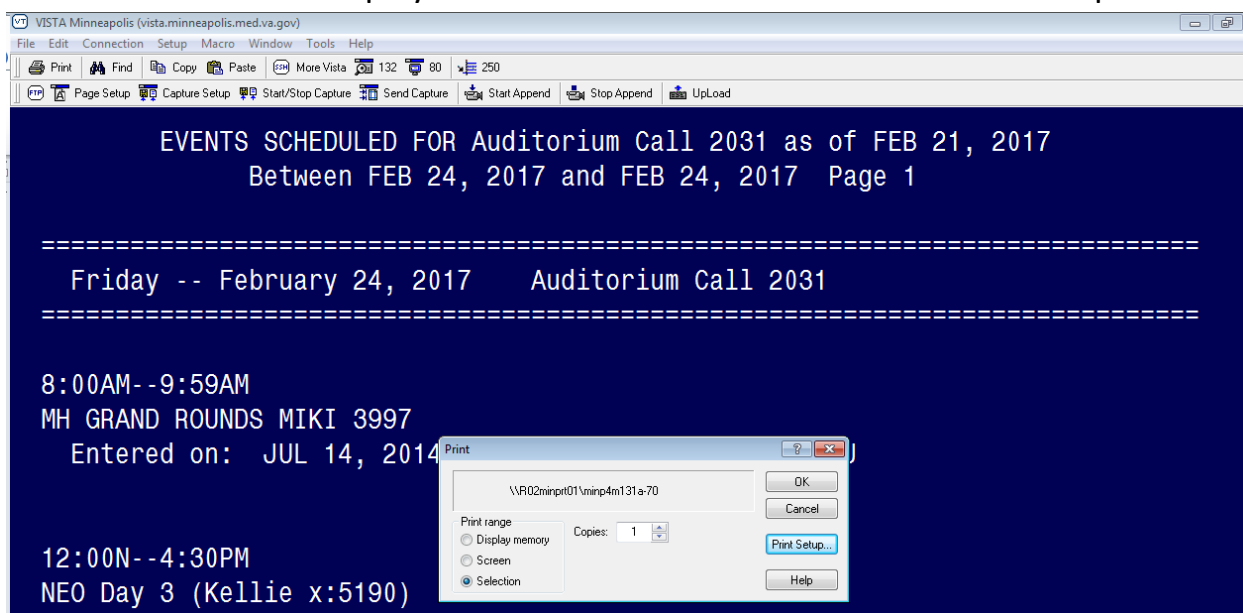

4. When the Windows print menu displays, select "RightFax Printer" in the pull-down menu, and click OK.
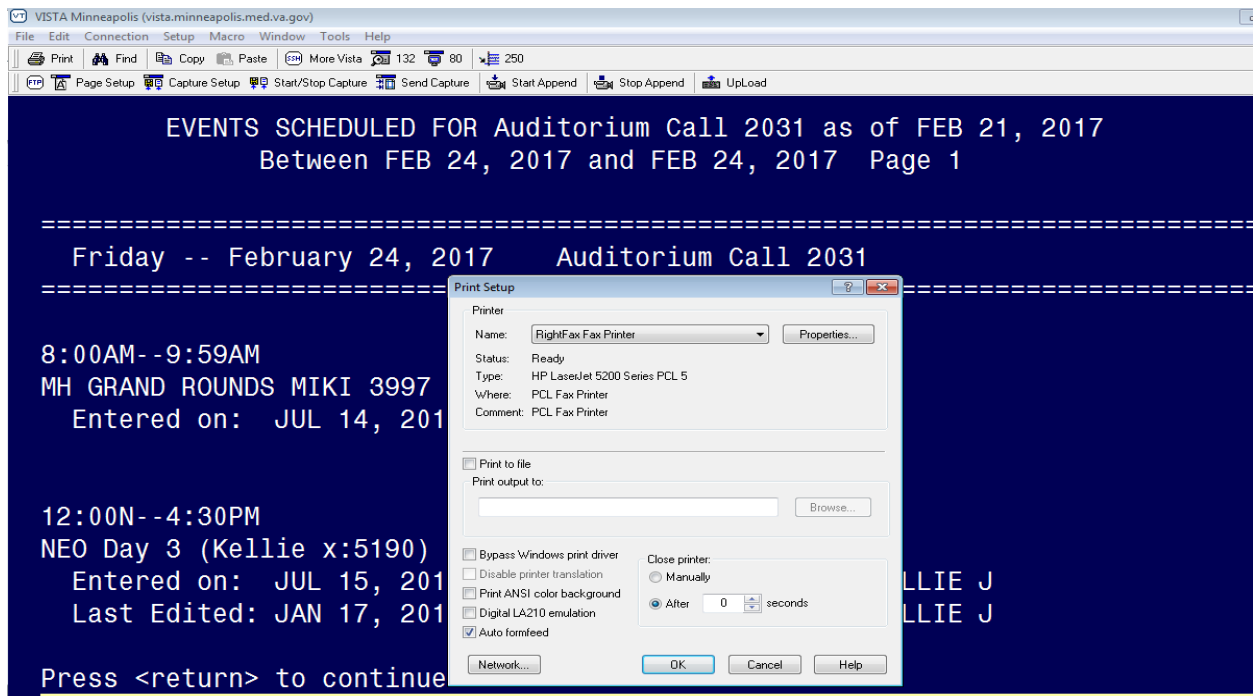
5. The RightFax options menu will appear and follow directions as above (General Fax directions #5 forward.)

Faxing from VISTA:

1. Information to fax is displayed on the screen. Click on "PRINT" tab at top of the screen.

2. Click on Print set up.

3. Select "RightFax Printer" from the pull-down menu and click "OK".
4. RightFax Printer should be listed as the printer at the Print screen. Click "OK".
5. The RightFax options menu will appear and follow directions as above (General Fax directions #5 forward.)

**When printing from VISTA, information must go through several conversions. Therefore, faxing takes some time to process. RightFax Util will show the transmission progress of the document.

Trouble Shooting Right Fax:
If a fax does NOT transmit:

- Ensure correct number
- Is number a FAX number
- 10-digit number (area code)
- No 1 or 9 for long distance or outside line