**Cloud Fax Site Administrator Registration**

Upon request, Nex-Tech will create a site administrator that will allow specific individuals to log in and manage basic fax server settings, just as if you had your own on-site fax server.

**Administrator Accounts**

Multiple accounts with site administrator privileges can be created, allowing organizations to share administrator responsibilities. Unlike users, administrators do not have faxing privileges. Their sole responsibility is site administration.

Access rights are assigned to site administrators to limit their roles. For example, an administrator who has access rights enabled for profiles, can add, remove and edit profiles. Note that an administrator that has access rights to administrator accounts can virtually do anything because he can add and remove administrator accounts and assign them access rights. He cannot, however, directly modify his own account rights.

Typically, the system administrator who created the site also creates an initial site administrator account for the person responsible for the site. The latter is then free to use this account to create other accounts and to designate them responsibilities.

**User Accounts and Profiles**

User accounts and profiles are fundamental concepts for sending faxes.

![Diagram of user accounts and profiles relationship](image-url)
**Users**

Users are the individuals who can send and receive faxes. In addition to mail notification, users can view their sent, received and queued faxes. They can also re-submit sent faxes and cancel faxes being sent.

A user account simply contains an email address, password, an optional NT account name and a profile.

Site administrators are responsible for maintaining the list of users.

**Profiles**

When a message is submitted to a gateway, a profile is required. It is usually retrieved from the sending user account, which is identified by a database lookup based on the message sender address. If no user matches the sender address, then the default profile, as specified in the site general settings, is used.

Profiles are used to validate the faxing options carried by a message, and to determine the outgoing fax transaction parameters. These parameters contain information about the sender, the recipients and transmission options.

Administrators maintain the list of profiles and apply them to users. A given profile may be assigned to any number of users.

**Notifications**

A profile also includes notifications options that define the feedback submitted by the fax manager, when a fax transmission either is completed successfully or fails. Feedback consists of an email notification sent to the original message sender, and possibly a series of notifications sent to a list of additional destinations.

Simply speaking, notification, for an outbound fax, is an action to inform a destination that the transmission was completed. As we will see in the next section, notification form depends on the destination type. For example, the email notification to the message sender is an email containing transmission details and optionally a preview of the fax pages.

The format of the email notification is specified by a notification profile associated with a user profile.
Destinations

A destination is an abstract concept that designates a notification endpoint or target. Destinations are used by incoming routing table entries for inbound fax routing, and by profiles for outbound fax feedback notifications. Administrators maintain destinations separately, so that each destination can be used in many profiles.

There are two types of destinations:

**Mail**

Mail destinations are characterized by a standard SMTP address, to which an email is sent as notification. The format of the message is specified by a notification profile associated with the mail destination.

**Printer**

Printer destinations simply designate printers on which fax pages can be sent upon notification.

Site administrators have access to the complete list of faxes (sent, received or queued) that belong to the site. Conversely, users have a limited view of faxes they are sending, have sent or received.

Administrators, like users, can cancel faxes being sent and resubmit sent faxes. Additionally, administrators can re-route received faxes. These actions are presented in greater detail in a separate technical note.

Cloud Fax Admin Interface Login

[https://cloudfax.nex-tech.com/faxadmin](https://cloudfax.nex-tech.com/faxadmin)

Site Administrator can make changes:
- Create and Edit Existing Internal Users
- Create Profiles for Users Rights
- Administer Cover Sheets
- Create Billing Groups
- Set Notification Destinations
Creating and Editing Internal Users

SMTP address is the user's login and also must be unique.

Filling out Personal Information will be used to populate coversheets automatically. Fill out as much information as you wish but at a minimum provide a First and Last Name and Fax Number.

Fax Server does a user lookup and references the Fax field below to automatically route faxes to the proper users.

Fax Number must be 10 digits in length with no dashes, spaces or periods.
Profile
Important Fields in Profiles

Profile Properties

- Profile
  - Default: Normal
  - Maximum: Normal
- Retries
  - Default: 3
  - Maximum: 3
  - Delay Between Retries (min): 5
- Resolution
  - Default: High
  - Maximum: High
- Other Options
  - Submitted Fax Timeout (min): 300
  - CCR
  - Fax Header:
    - @{TRANSDATE(10)}
    - @{TRANSTIME(6)}
    - @{TRANSTYPE(10)}
  - Notify Success
  - Notify Failed
  - Broadcast Notification
  - Notify Inbound Success
  - Notify Inbound Failed
  - Include Message Body When Sending Fax

- Authentication Options
  - Always leave these options enabled
Fax Monitoring

Monitor tab allow Administrators to view the history of inbound/outbound/queued faxes. From the screen shot below, you can see that a few faxes have come in, see the DID that was called, calling number, and they all have no errors.

You can view any of the faxes to see logs of what actions occurred, who received the faxes and times of when emails were sent.