USER GUIDE

Fax Client

Sending and receiving faxes, tracking delivery, and keeping your contacts organised.

AUTHOR

Real World Technology Solutions

DATE

August 2026

Contents

Signing in

Open your Fax Client web app and sign in with your email and password.

1. Go to your Fax Client address in a web browser (for example, `https://faxclient.rwts.com.au`). The sign-in page appears.

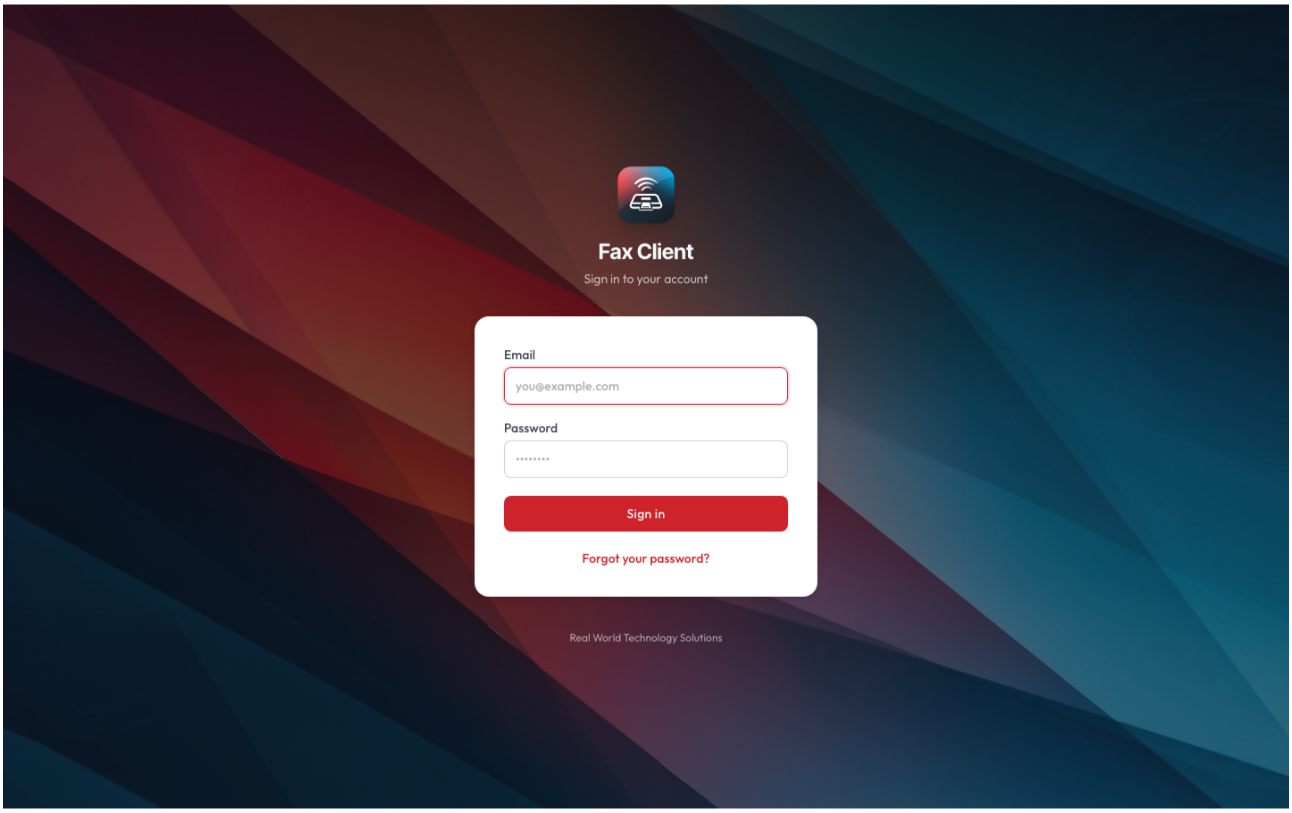

Figure 1: The Fax Client sign-in page

2. Enter your email and password.
3. Click the sign-in button.
4. If two-factor authentication is enabled on your account, you are then asked for the 6-digit code from your authenticator app. See the Two-factor authentication topic for details.

After signing in, you land on your home page. For fax senders, this is the Outbox.

The top header contains the navigation, a help (**?**) button, a light/dark theme toggle, your email address, and a **Sign out** button.

If you have forgotten your password, use the **Forgot password** link on the sign-in page.

Two-factor authentication

Two-factor authentication (2FA) adds a second check to your sign-in, so a password alone is not enough to access your account.

Turn on 2FA

1. Go to **Settings** and find the **Two-factor authentication** section.

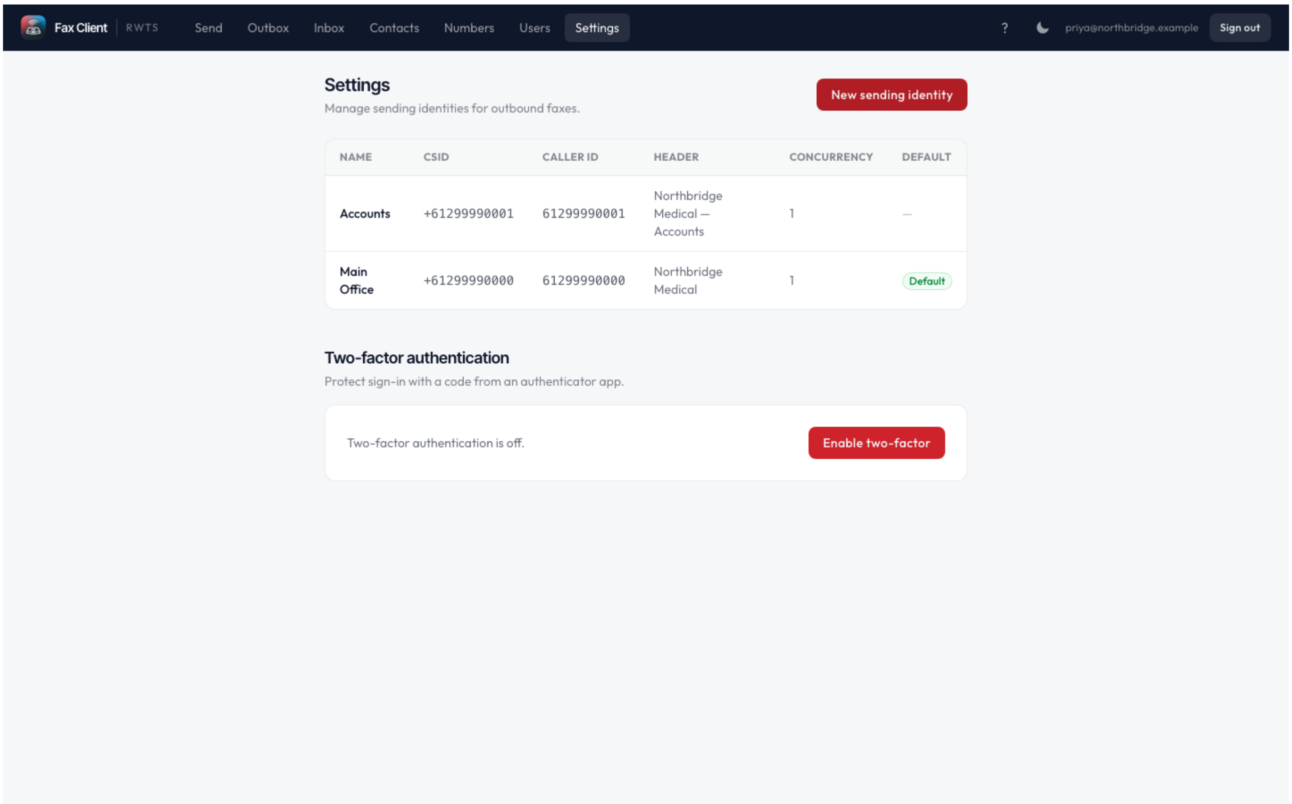

Figure 2: The Two-factor authentication section on the Settings page

2. Click **Enable**.
3. Scan the QR code with an authenticator app (such as Google Authenticator, Microsoft Authenticator, or 1Password).
4. Enter the 6-digit code your authenticator app shows to confirm.
5. You'll be shown one-time backup codes. Save these somewhere safe. Each code can be used once if you can't reach your authenticator app.

Signing in with 2FA

The next time you sign in, after your password you'll be asked for the current 6-digit code from your authenticator app.

Turn off 2FA

1. Go to **Settings** and find the **Two-factor authentication** section.
2. Click **Disable**.
3. Enter a current 6-digit code to confirm.

If your organisation requires 2FA

Your organisation's administrator may require 2FA. If so, you'll be prompted to set it up before you can use the app.

Resetting your password

If you have forgotten your password, you can request a reset link from the sign-in page.

1. On the sign-in page, click **Forgot password**.

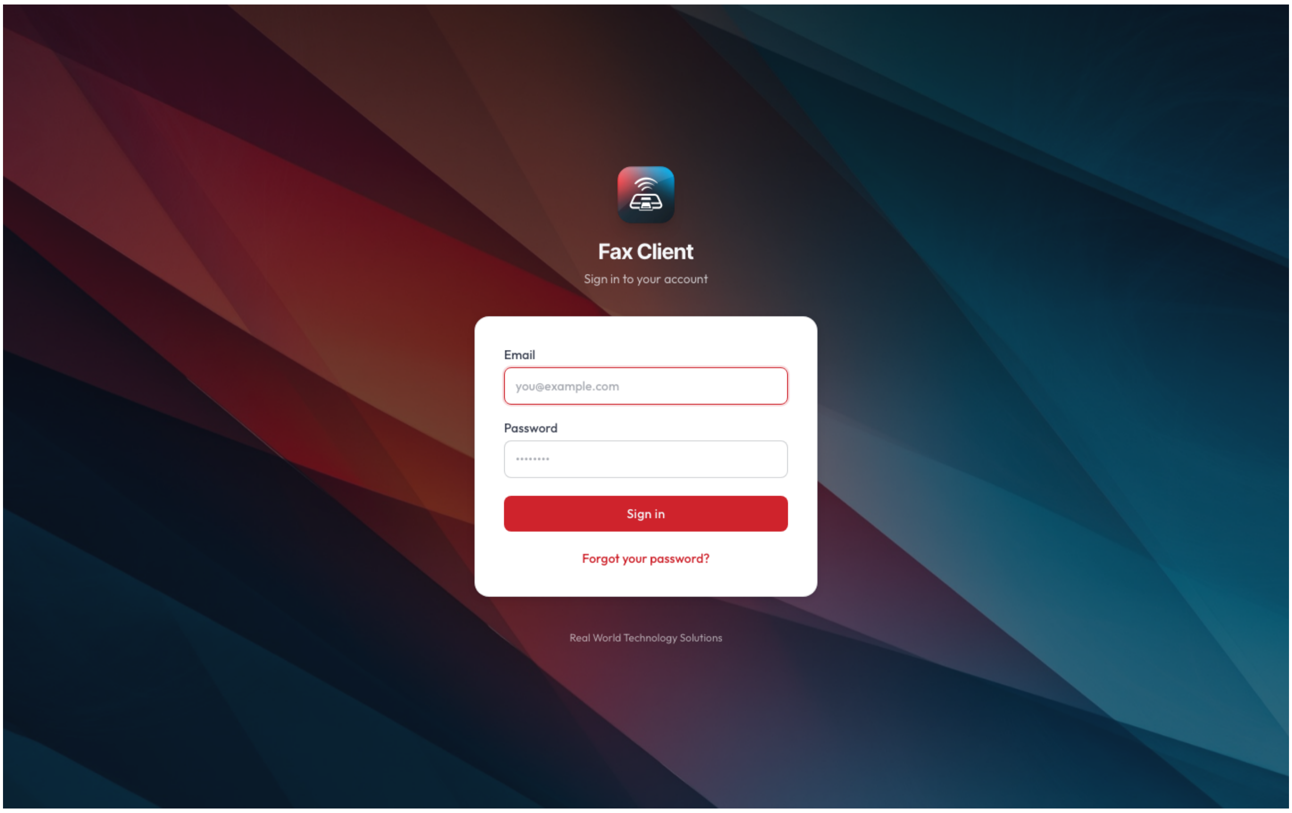

Figure 3: The sign-in page, showing the Forgot password link

2. Enter your email address and submit the form. If that address belongs to an account, a reset link is emailed to you. The response looks the same whether or not an account exists.
3. Open the email and follow the reset link, then choose a new password. The link is single-use and expires after a short time, so complete this step promptly.
4. Setting a new password signs you out everywhere. Sign in again with your new password.

New users receive the same kind of link from an invitation email. Use it to set your first password before it expires.

Getting help

The help panel is built into the app and available on every page.

1. Click the **?** button in the top header to open the help panel.

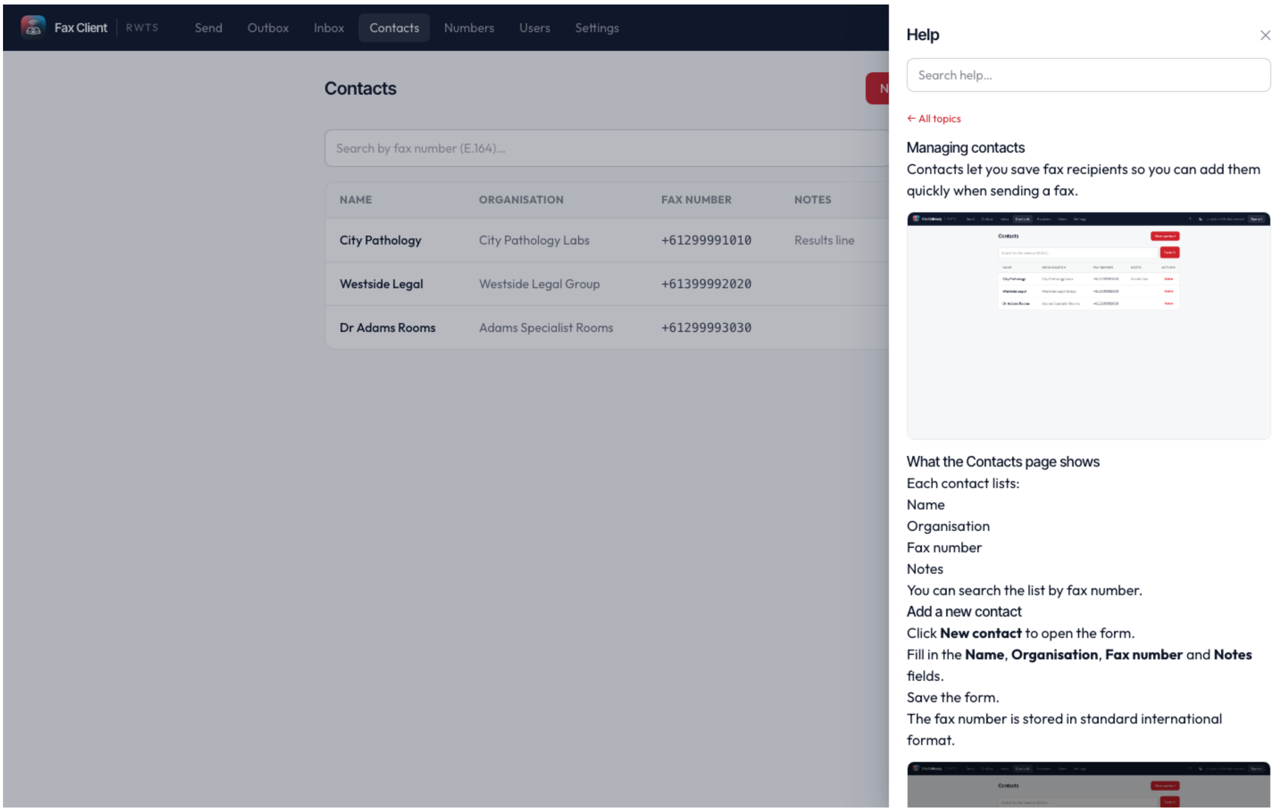

Figure 4: The help panel showing contextual topics and a search field

2. The panel shows the topics relevant to the page you are on first.
3. To find something specific, type a keyword into the search field to search all topics.

Other ways to get help

- The same guides are available as downloadable PDFs from RWTS or your provider.
- For anything not covered, contact your administrator.
- If your administrator cannot help, contact RWTS support or your white-label provider's support team.

Sending a fax

Open the **Send** page from the top navigation to send a fax to one or more recipients.

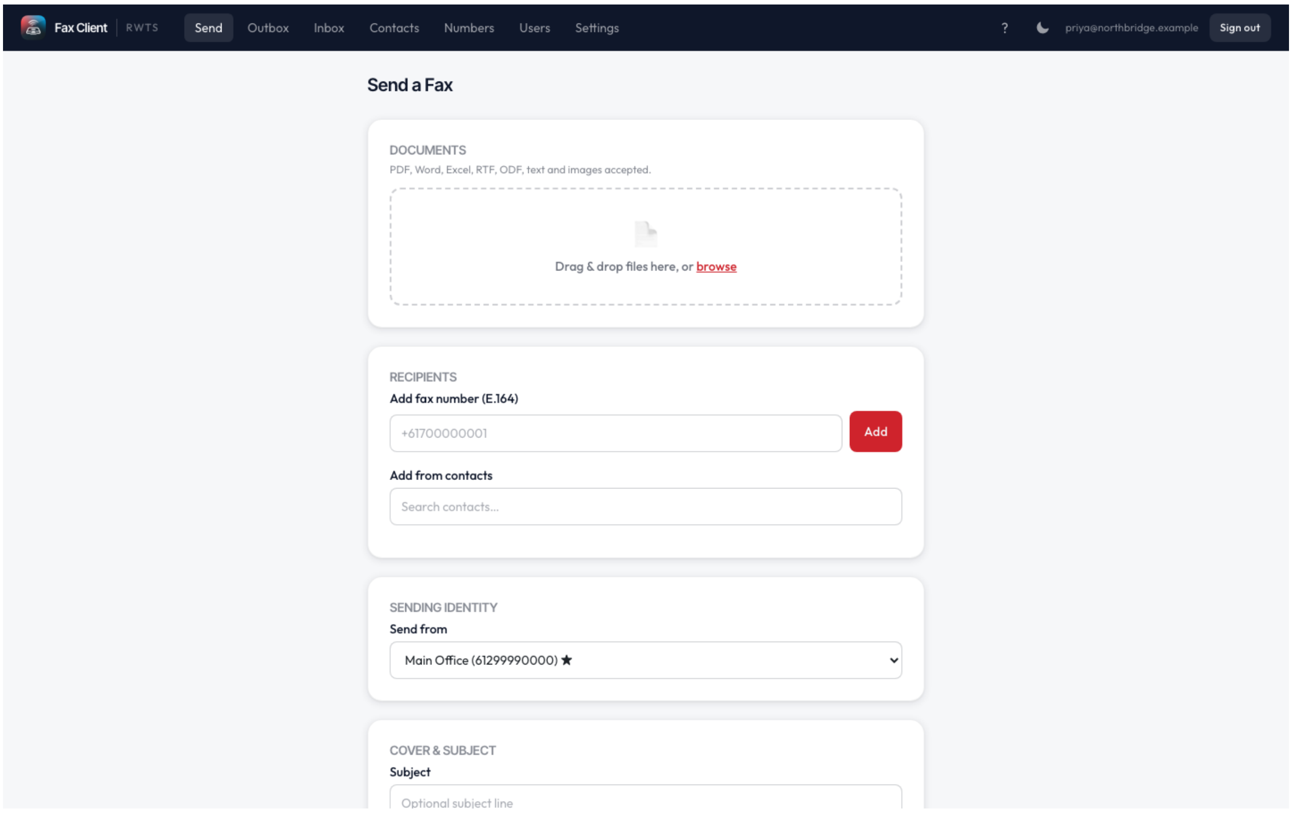

Figure 5: The Send page, showing the document upload area, recipient field, sending identity selector and cover page options

Steps

1. Open **Send** from the top navigation.
2. Add your documents by dragging files onto the upload area, or click it to choose files. Documents are sent in the order you add them, up to 20 per fax.
3. Add recipients by typing a fax number directly in international format (for example, +61 2 9999 0001), or search your saved contacts and click a contact to add them. You can add more than one recipient.
4. Choose a **Sending identity** — the fax line your fax is sent from. Your default is pre-selected.
5. To include a cover page, tick **Include cover page** and add a **Subject** and a cover note. The cover page is added as the first page of your fax.
6. Click **Send**. You're taken to the fax's detail page, where you can watch its progress.

Before you can send

You need all three of the following:

- At least one document
- At least one recipient
- A sending identity selected

Supported file types

- PDF
- Word
- Excel
- RTF
- OpenDocument
- Plain text
- Images

You can add up to 20 documents per fax.

Tracking sent faxes (the Outbox)

The Outbox is your home page and lists the faxes you've sent.

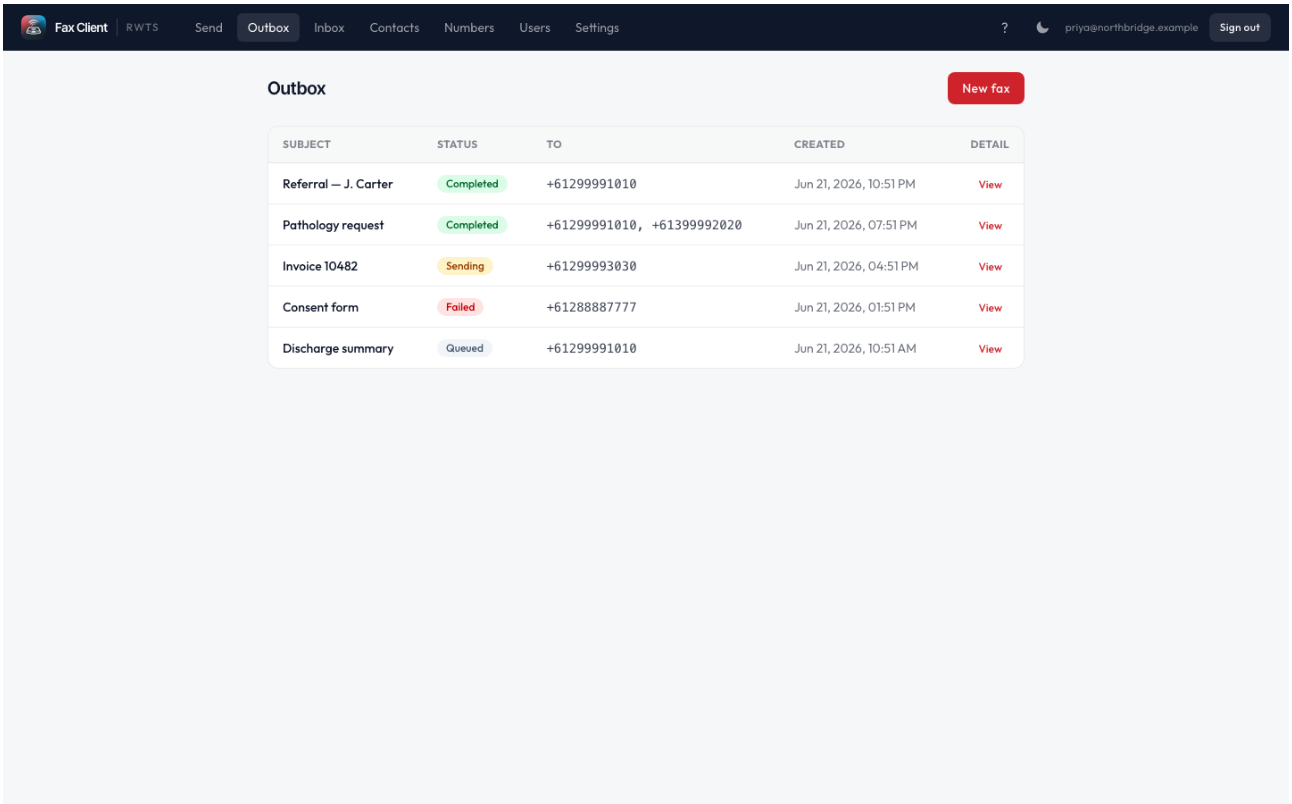

Figure 6: The Outbox listing sent faxes with their subject, status, recipients and creation time

What you'll see

- Each row shows the **Subject**, the current status, the recipients, and when the fax was created.
- The list updates on its own while a fax is still in progress — you don't need to reload the page.
- It stops updating once the fax reaches a final status.

Statuses

- **Queued** — the fax is waiting to be processed.
- **Converting** — your documents are being prepared.
- **Ready** — the fax is ready to send.
- **Sending** — transmission is in progress.
- **Completed** — every recipient has finished.
- **Failed** — the fax could not be prepared or sent.

For a fax to several recipients, the status shows **Completed** only once all recipients have finished. Open the fax to see the result for each recipient.

Common tasks

1. To send a new fax, click **New fax**.
2. To see the detail for a sent fax, including each recipient's result, open its row in the list.

real world
technology solutions

Fax details, previews and retrying

Open any fax from your **Outbox** to see a full breakdown of how it went.

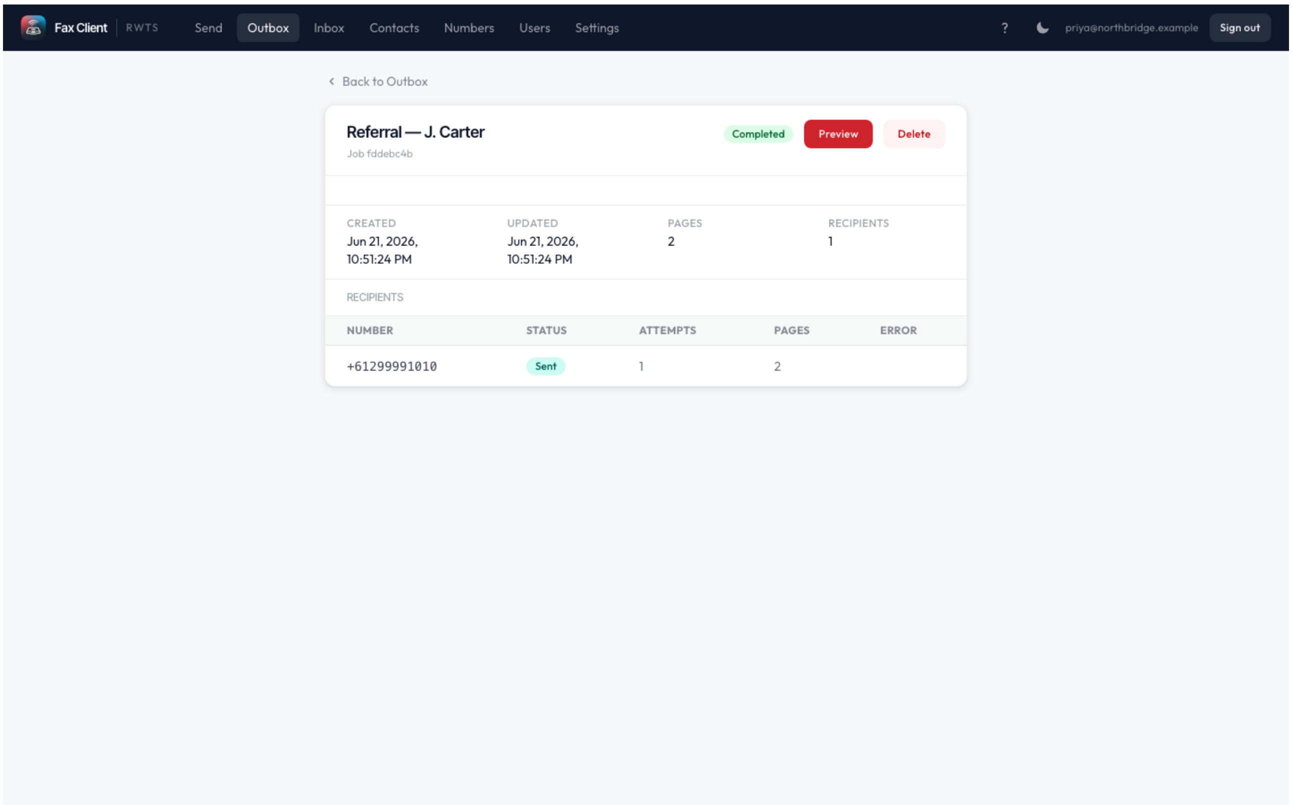

Figure 7: The fax detail page, showing job status, the recipient table and the available actions

What the detail page shows

- The overall status of the fax
- The page count
- When the fax was created and last updated
- A table of every recipient, each with its own status (**Sent**, **Sending**, **Queued** or **Failed**) and any error

Preview the fax

1. Open the fax from your **Outbox**.
2. Select **Preview**. The exact pages that were faxed open as a PDF in your browser.

Retry failed recipients

If one or more recipients failed, you can re-send to just those recipients.

1. Open the fax from your **Outbox**.

2. Select **Retry**. The fax is re-sent only to recipients with a **Failed** status. Recipients already marked **Sent** are left alone.

Delete a fax

1. Open the fax from your **Outbox**.
2. Select **Delete**. The fax is removed from your list.

Deleting is a soft delete, so the fax is recoverable for a period afterwards. After that window it is permanently purged, according to your organisation's retention setting.

Managing contacts

Contacts let you save fax recipients so you can add them quickly when sending a fax.

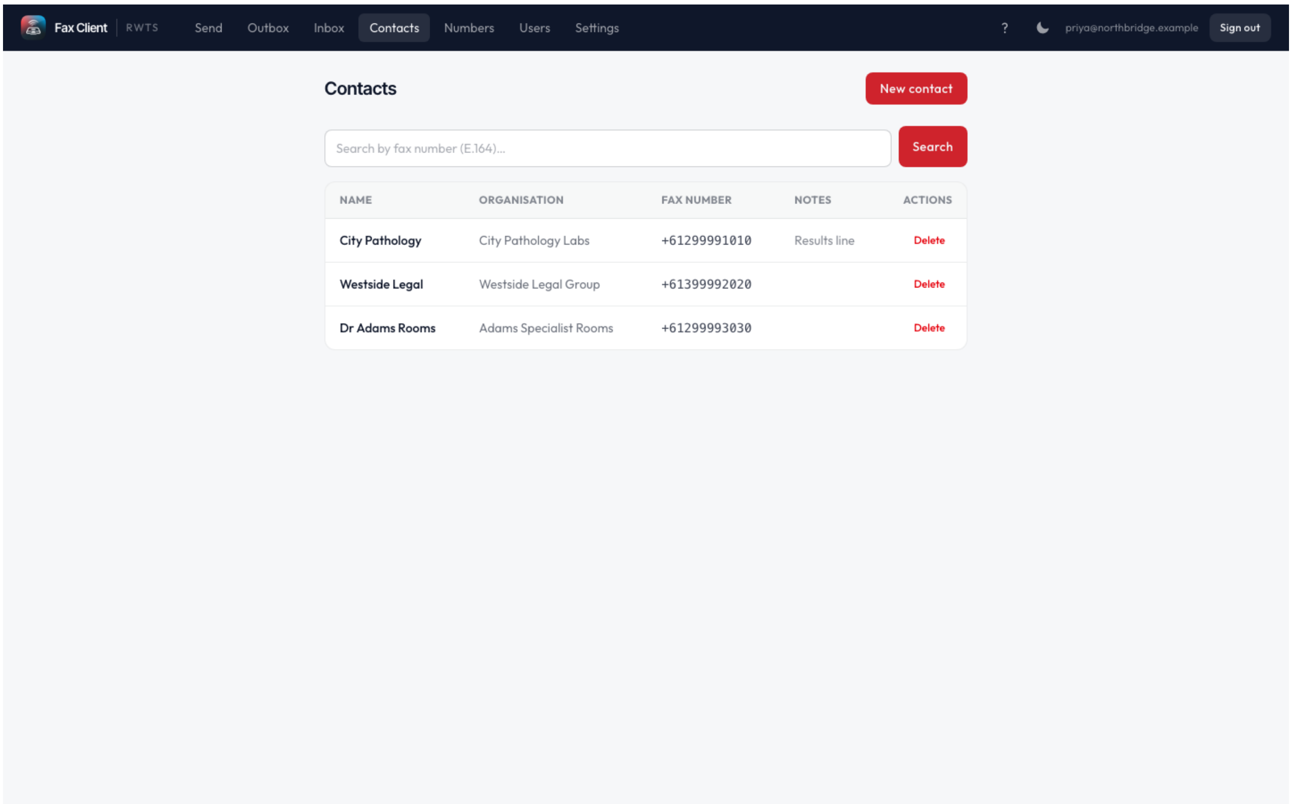

Figure 8: The Contacts page listing saved recipients by name, organisation, fax number and notes

What the Contacts page shows

Each contact lists:

- Name
- Organisation
- Fax number
- Notes

You can search the list by fax number.

Add a new contact

1. Click **New contact** to open the form.
2. Fill in the **Name**, **Organisation**, **Fax number** and **Notes** fields.
3. Save the form.

The fax number is stored in standard international format.

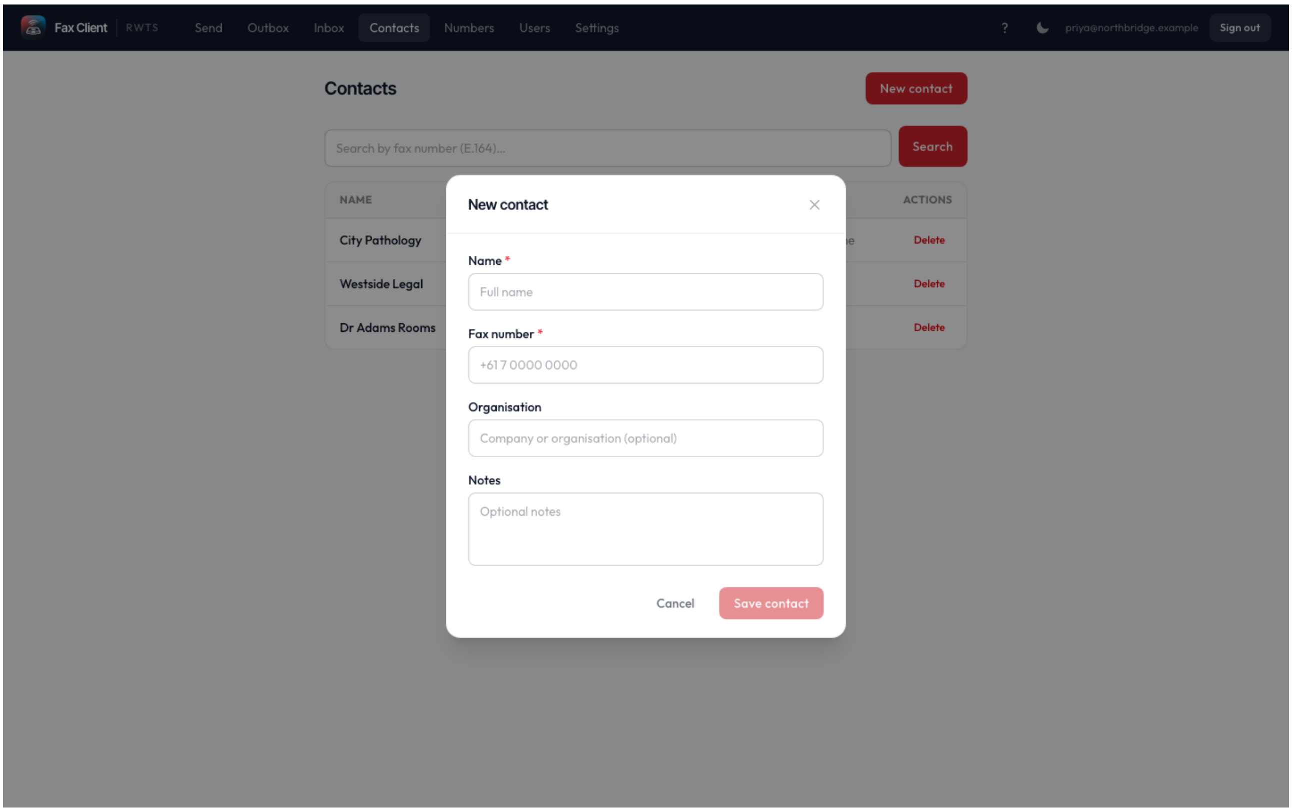

Figure 9: The New contact form with fields for Name, Organisation, Fax number and Notes

Delete a contact

Delete a contact from its row on the Contacts page.

Using contacts when sending

Your contacts appear in the recipient search on the Send page, so you can add a recipient with a single click instead of typing the fax number.

Shared across your organisation

Contacts are shared across everyone in your organisation.

Receiving faxes

Inbound faxes are emailed to you as PDFs and can also be viewed in the Inbox.

How faxes are delivered

Faxes are received on your organisation's fax number(s). When one arrives, it is converted to a PDF and emailed to the delivery addresses configured for that number. Each recipient gets their own copy.

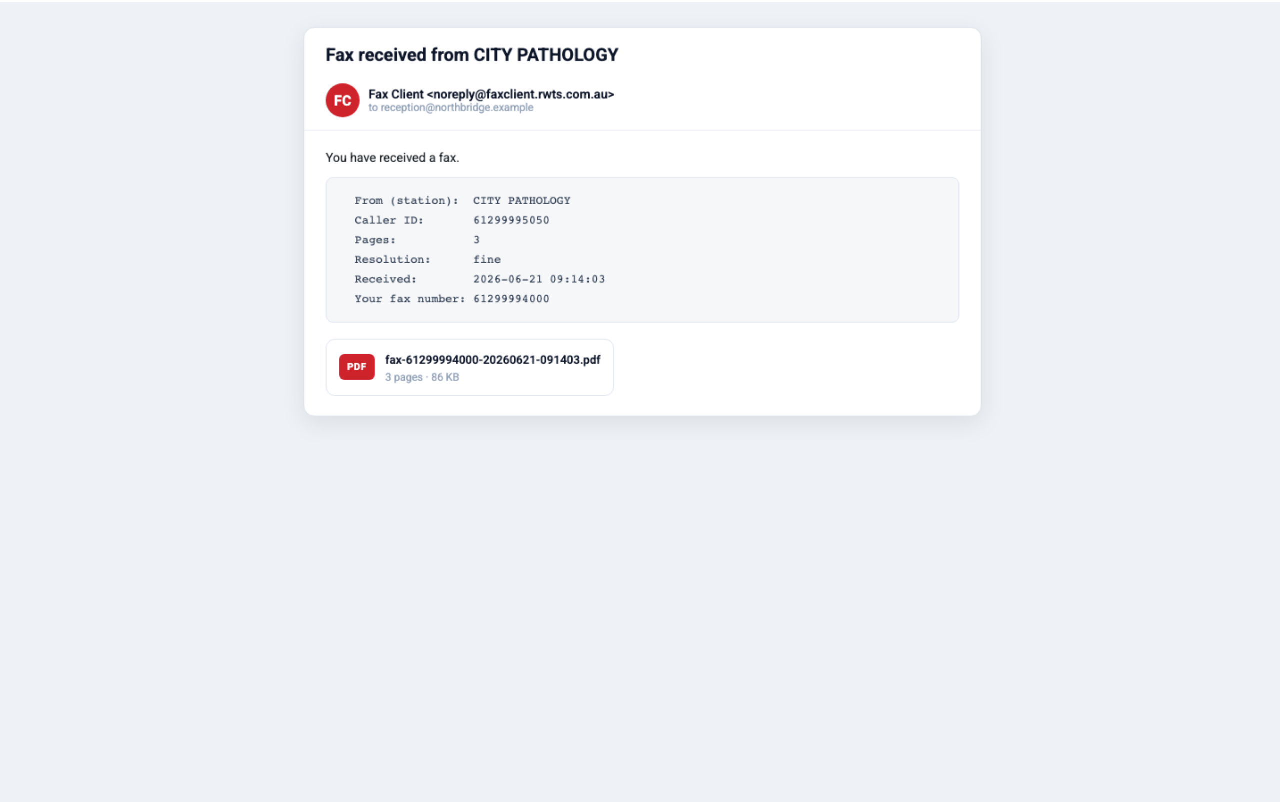

Figure 10: Delivery email for a received fax, showing the sender, pages and received details with the PDF attached

The delivery email includes:

- The subject **Fax received from <station>**
- The sender, page count and received time
- The fax as an attached PDF

Viewing faxes in the Inbox

You can also see received faxes in the **Inbox**.

1. Open the **Inbox**.

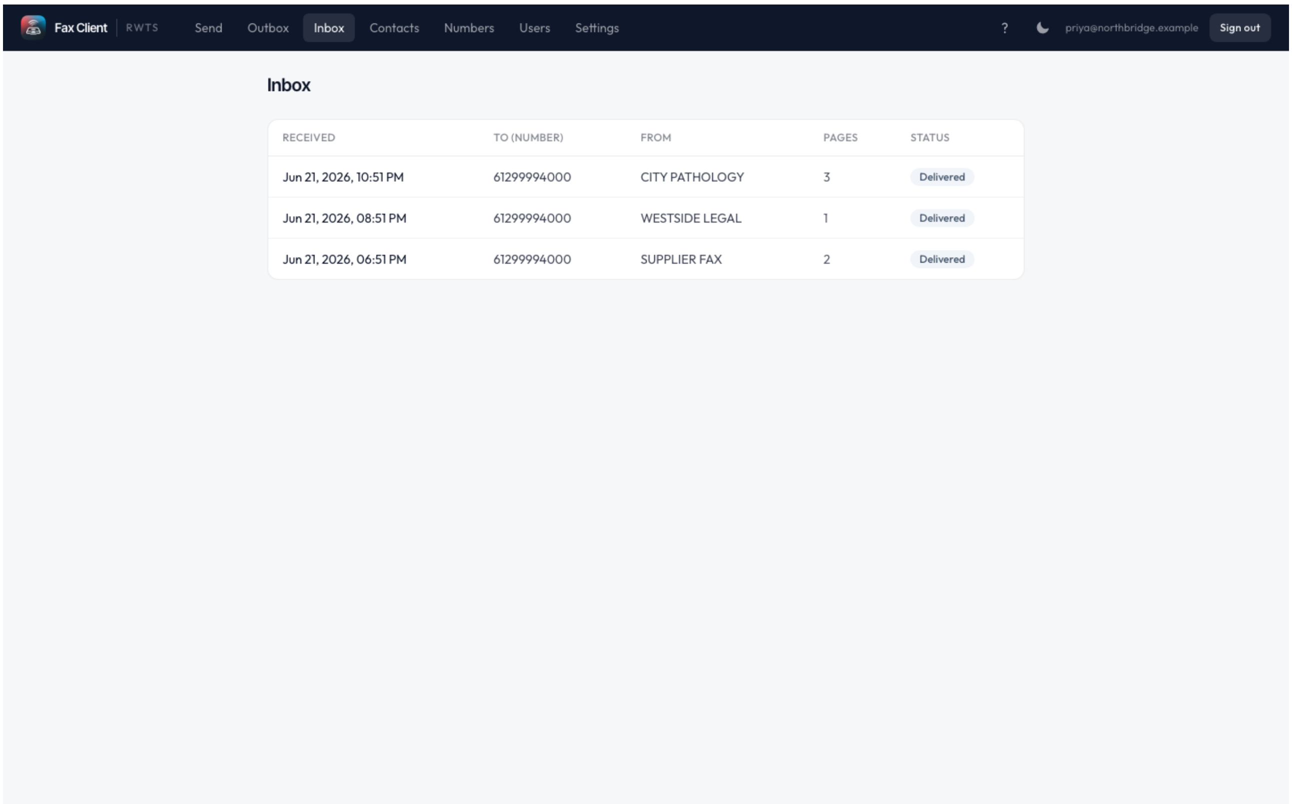

Figure 11: Inbox listing received faxes with received time, number, sender, pages and status

The Inbox shows each fax's received time, the number it came in on, who it is from, the page count and the status.

2. Open a fax to view its details.

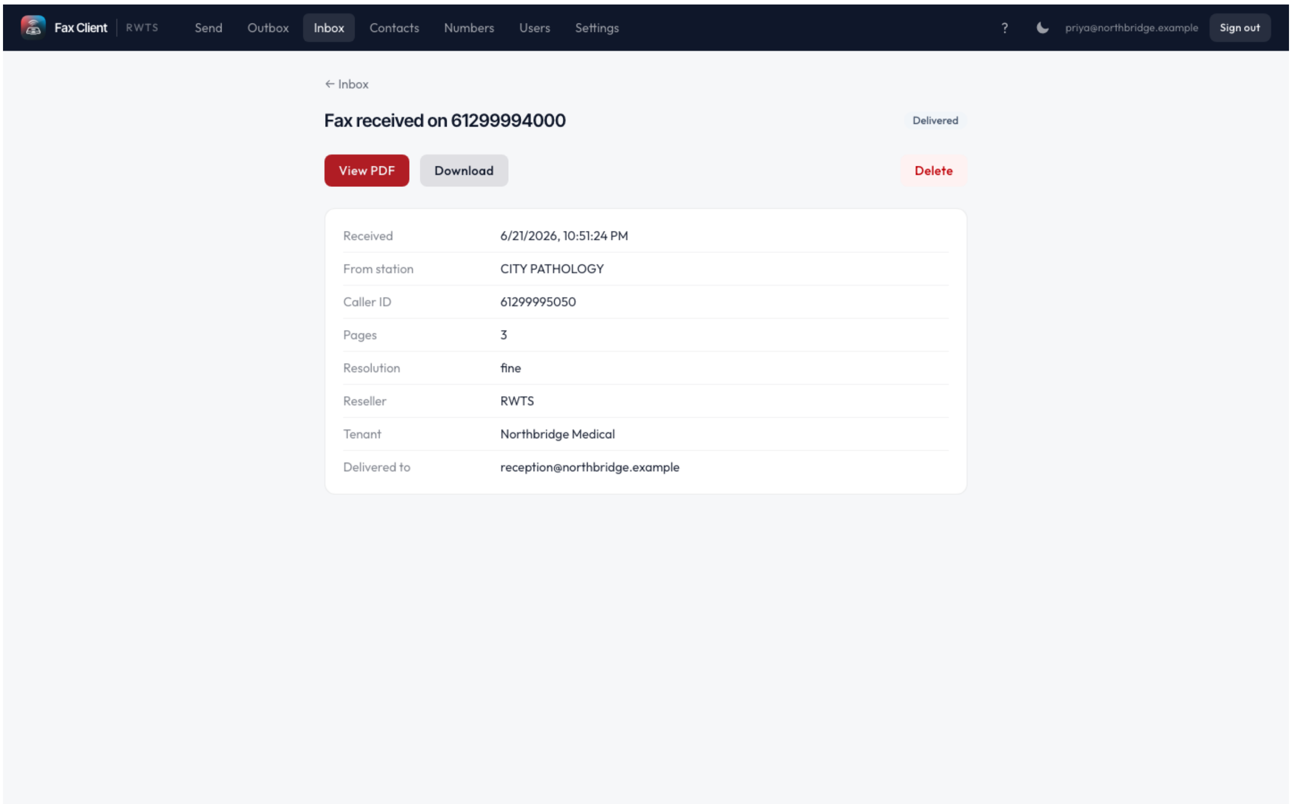

Figure 12: Received fax detail showing the fax details with options to view, download or delete

3. From the detail view you can view or download the PDF, see the details, or delete the fax.

Who sets the delivery addresses

A tenant administrator sets which email addresses receive each number's faxes. See the Fax-number delivery topic for details.

Sending a fax by email

If your administrator has enabled email-to-fax for your organisation, you can send a fax directly from your email client.

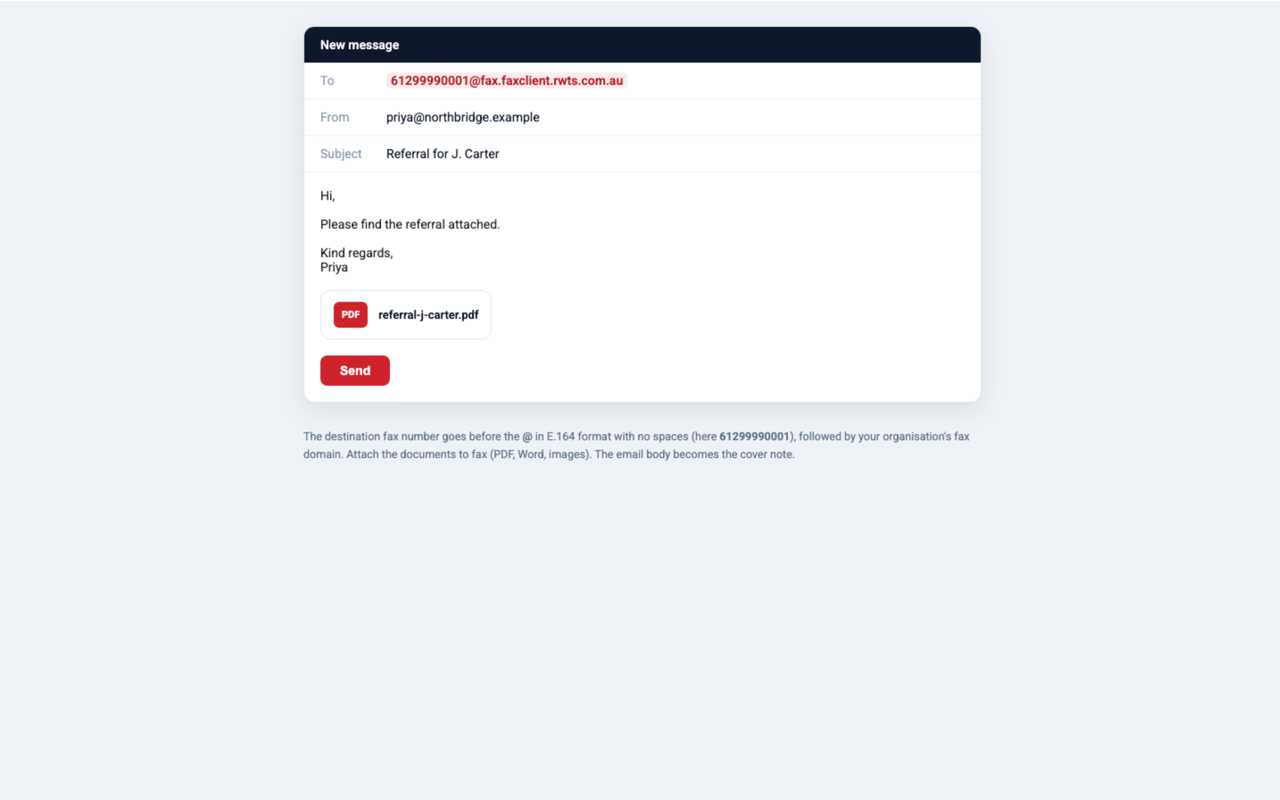

Figure 13: The email-to-fax feature in Fax Client, enabled for your organisation

How to send

1. Create a new email in your email client.
2. In the **To** field, enter the fax number followed by your fax domain — for example, `61299990001@fax.faxclient.rwts.com.au`. The fax number must be in international format with no spaces or plus sign (`+`). Your administrator will give you the exact domain to use.
3. Add a **Subject** and body text if you want a cover note — both become the cover note on the fax.
4. Attach the documents you want to fax (PDF, Word, or image files).
5. Send the email.

If the fax cannot be sent, you will receive an email back with the reason.

Things to know

- Email-to-fax must be turned on by your administrator before you can use it.

- Only approved sender addresses or domains are permitted to send faxes this way.
- Your email must pass standard email authentication (DMARC) — emails that fail authentication will not be sent.
- Your administrator provides the fax domain for your organisation.