Support Center

VerveFax — Last update: 1 June 2023

Verve
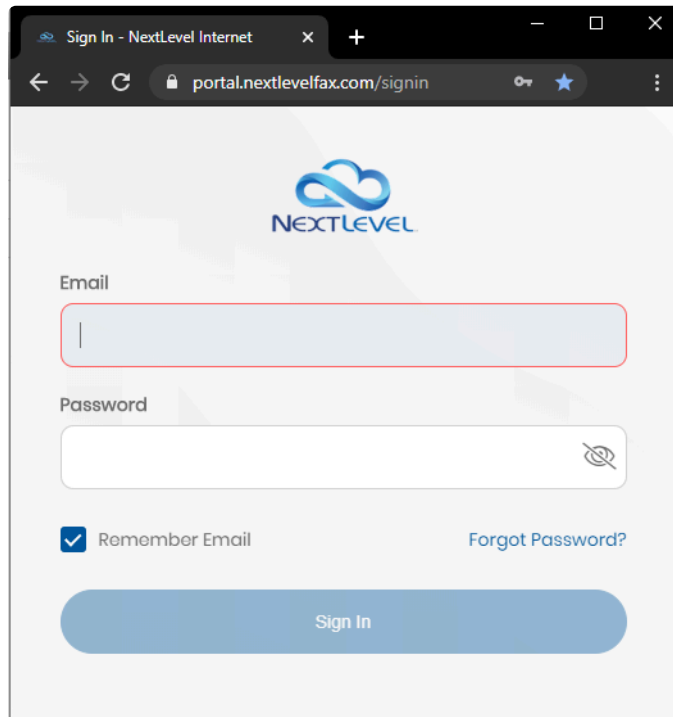
Table of Contents

1. Getting started

VerveFax allows you to send and receive faxes securely over the internet, no special equipment needed! You can also send and receive faxes via web portal, email, utilize your analog fax machine with a FaxBridge, or send a fax right from an app with Print-to-Fax.

- Fax User Guide
- Fax Admin Guide

If you are not currently a VerveFax customer, please contact your Client Services representative to add fax service.

Fax Portal

Sign into the VerveFax portal at: https://portal.vervefax.com

Account Creation

Your unique login will be your email address. Verve will send you an email invitation to set up your account. The invitation will come from the address noreply@notify.vervefax.com with a subject line like "Invite to Verve". Click the "Register" button in the email and fill out the required information.

Invite to NextLevel Internet

N noreply@notify.nextlevelfax.com
To ▮▮▮▮▮▮▮▮▮▮▮

↩ Reply   ↩ Reply All   → Forward   ⋯

Wed 6/17/2020 1:28 PM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

NEXTLEVEL

You have been invited by **NextLevel Support** at **NextLevel Internet.**

Simply click the button below to complete your user registration.

If you have any questions, please contact **NextLevel Support** directly at support@nextlevelinternet.com
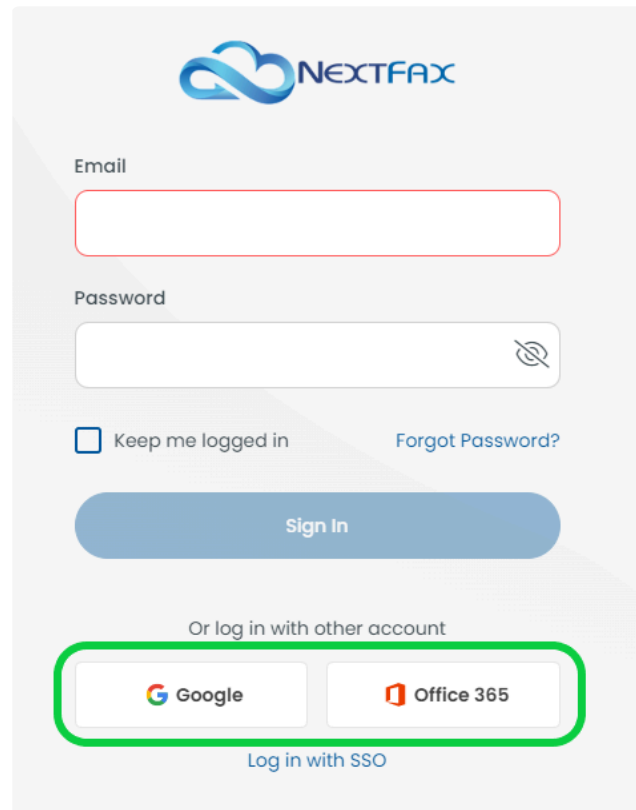
NOTE: This registration button will only remain valid for 48 hours.

Register

✳ If you do not see your invitation please check your spam or junk folder. Since the email is sent by a web service, it is often caught in a spam filter. If you do not see it there, contact your company's IT manager to check your company-wide email filter.

Single Sign-On

1. To sign in with Single Sign On simply navigate to portal.vervefax.com
2. Below the log in button, click the account you would like to use to log in
3. You may be prompted to choose an account you would like to log in with
   a. *Office 365:* If you are logged into your computer with an O365 for AD account, it may automatically log you in with the email associated with your account
   b. *Google:* If you are logged into an account (or "profile") in Google Chrome browser, it may automatically log you in with that account
   c. You may be able to use a different login option by launching an Incognito browser session in Chrome
4. You will immediately be logged into your VerveFax user account associated with your email.

NEXTLEVEL.

Select an account to log in with:

Recently used account

○ **John Smith**
  1001@acme

All accounts

○ **John Smith**
  1001@acme

○ **Support Queue**
  7001@acme

Continue

Connect a different account

Back to login

At some point in the process you may be prompted to accept permissions for Verve to read your profile or see your email address, or something similar. If you would like to use SSO you will need to accept these permissions.

Microsoft

john.smith@acme.com

Let this app access your info?
Next Level Internet, Inc.

NextLevel SSO needs your permission to:

Read your profile
  NextLevel SSO will be able to read your profile.

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. You can change these permissions at https://microsoft.com/consent. Show details

No   Yes

! If you can't log in, or if this portal is the not the one you are used to, click <u>here to see our other fax services</u> – or please reach out to Verve Support for assistance!
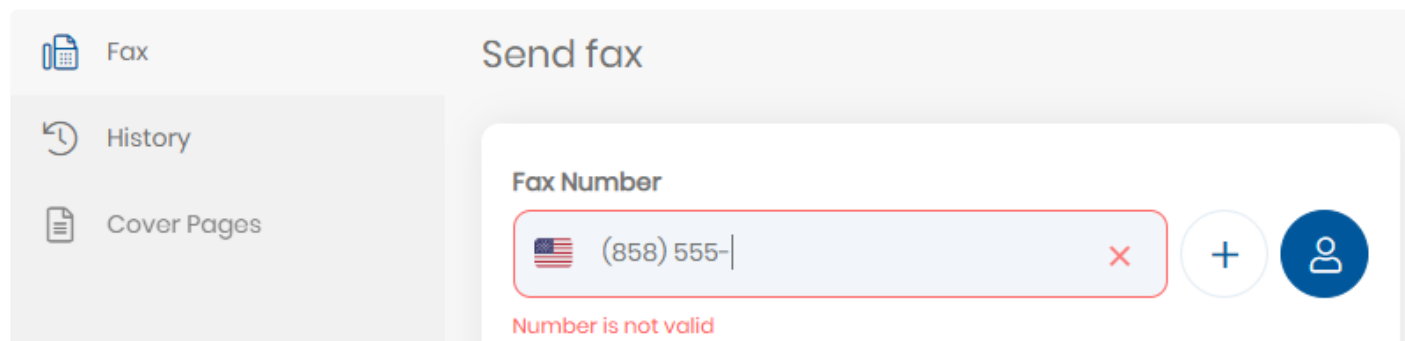
2. Fax User Guide

This section includes resources for Users and Admins to use and manage the fax platform. Both Users and Admins will benefit from the information in the "Fax User Guide" section.
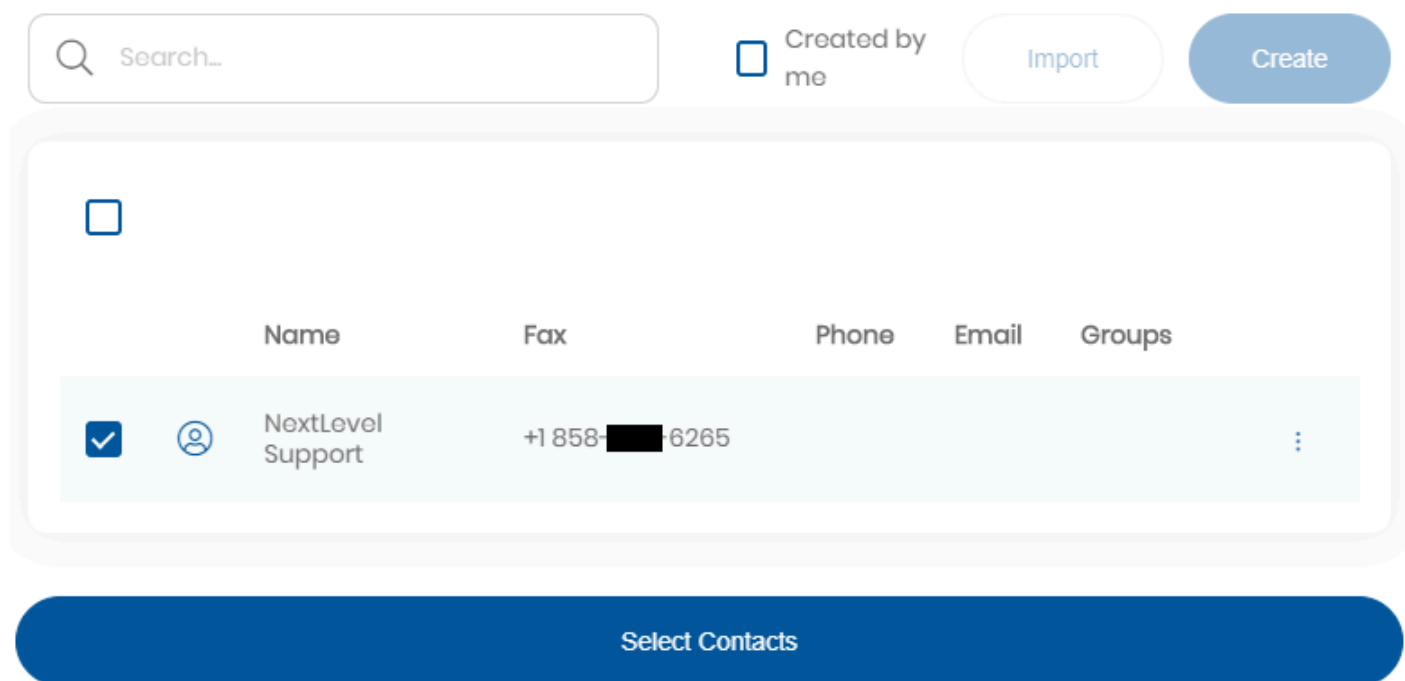
- Send Fax from Portal
- View Fax History
- Cover Pages
- Contacts
- Settings
- Email to Fax
- Print to Fax
- Drive

2.1. Send Fax from Portal

1. Log into your account at https://portal.vervefax.com/

2. On the "Fax" page, enter the 10 digit fax destination number in the box next to the flag icon
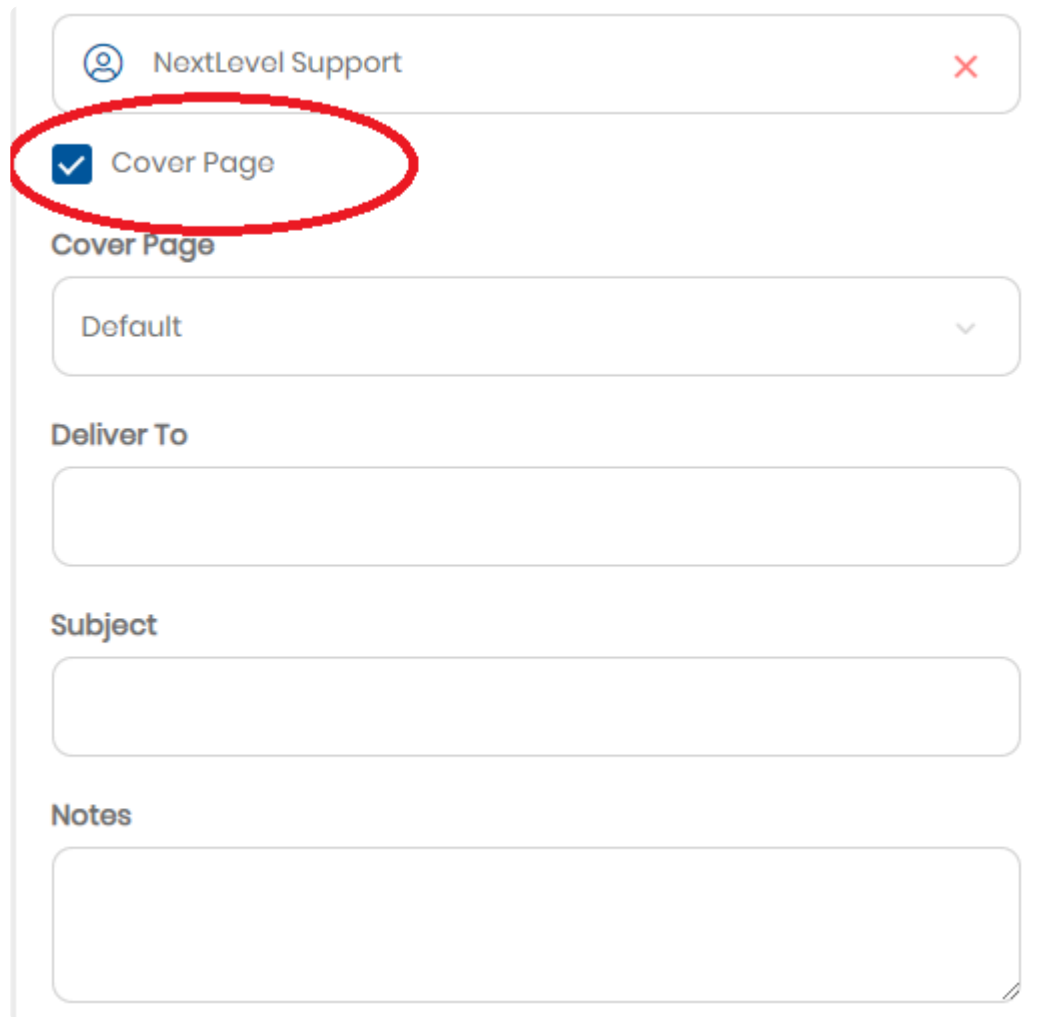
3. You can also use the contact button to select a recipient from your contact list. In this case you do not need to type out the fax number, the system will automatically send to the fax number associated with the contact

4. You may choose to add a cover page by checking the box that says "include cover page"
a. Use the default cover page, or select one from the drop down
b. Fill in any custom fields that will appear on the cover page (such as "Deliver To", "Subject" and "Notes")
c. Other fields in the Cover Page such as "Sender Name", Sender's Fax Number, and Recipient Fax Number are completed automatically.

5. Select the file or files you wish to send by drag & drop from your computer, or click to browse files.

a. Attached files will appear on the page, and will be sent in the order attached

b. Drag files up or down to re-order them

6. You may add a tag by clicking the field then selecting an existing one, or by clicking the Blue Plus icon to create a new one.

a. Tags appear in the fax history page as a reference tool.

b. You may choose to create a public or private tag. Public tags are viewable by anyone with access to the fax.

Fax Number

🇺🇸 (500) 234-5678   ✕   +   👤

👤 NextLevel Support   ✕

☐ Cover Page

Tags

Custom Private tag ✕   Search tag...   **6.**   +

Attachments

📎 1. testfax.docx 14.08 KB **5a.**   ✕

☁↑

5.   Click here or drag & drop your files in this area

Or insert file URL   Upload

**7.**   Send   ⏱ Send later   👁

7. Click the Send button. You will see a pop-up notification confirming your fax was sent. You can always check the status of a fax on your Fax History screen.
a. You may first click the Blue Eye icon to preview what the sent fax will look like
b. You may opt to click Send Later button to select a future date and time to send the fax.

2.2. View Fax History

1. Log into your account at https://portal.vervefax.com

2. Click the "History" tab in the left navigation panel.
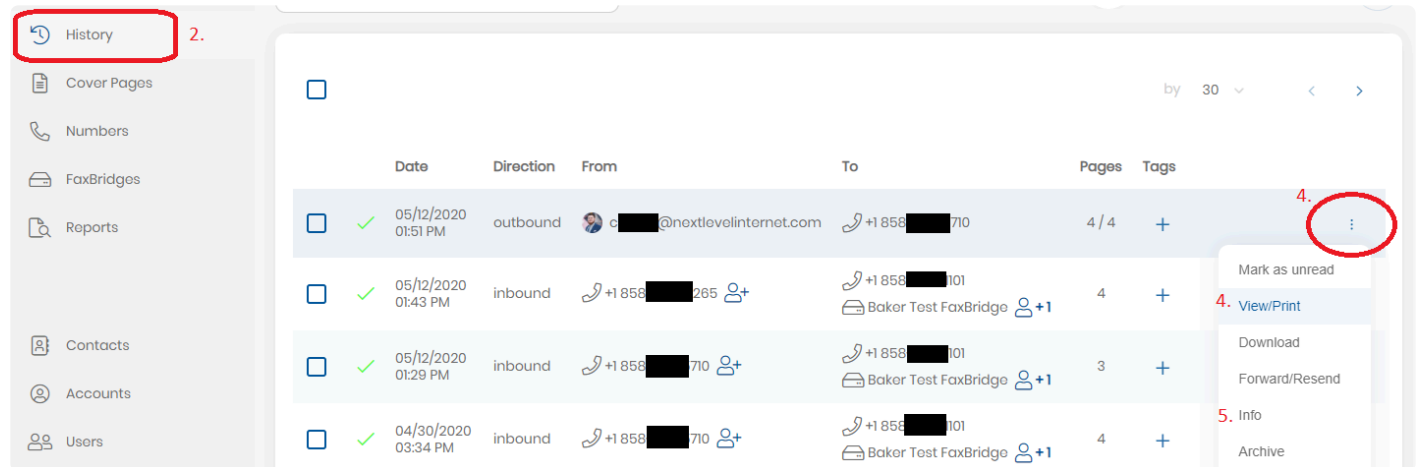
3. Locate the fax you wish to view

a. You can see the direction of the fax, who it is from and to, number of pages.

4. Click the kebab menu and select "View/Print" to see the fax in browser, or "Download" to save it on your computer.
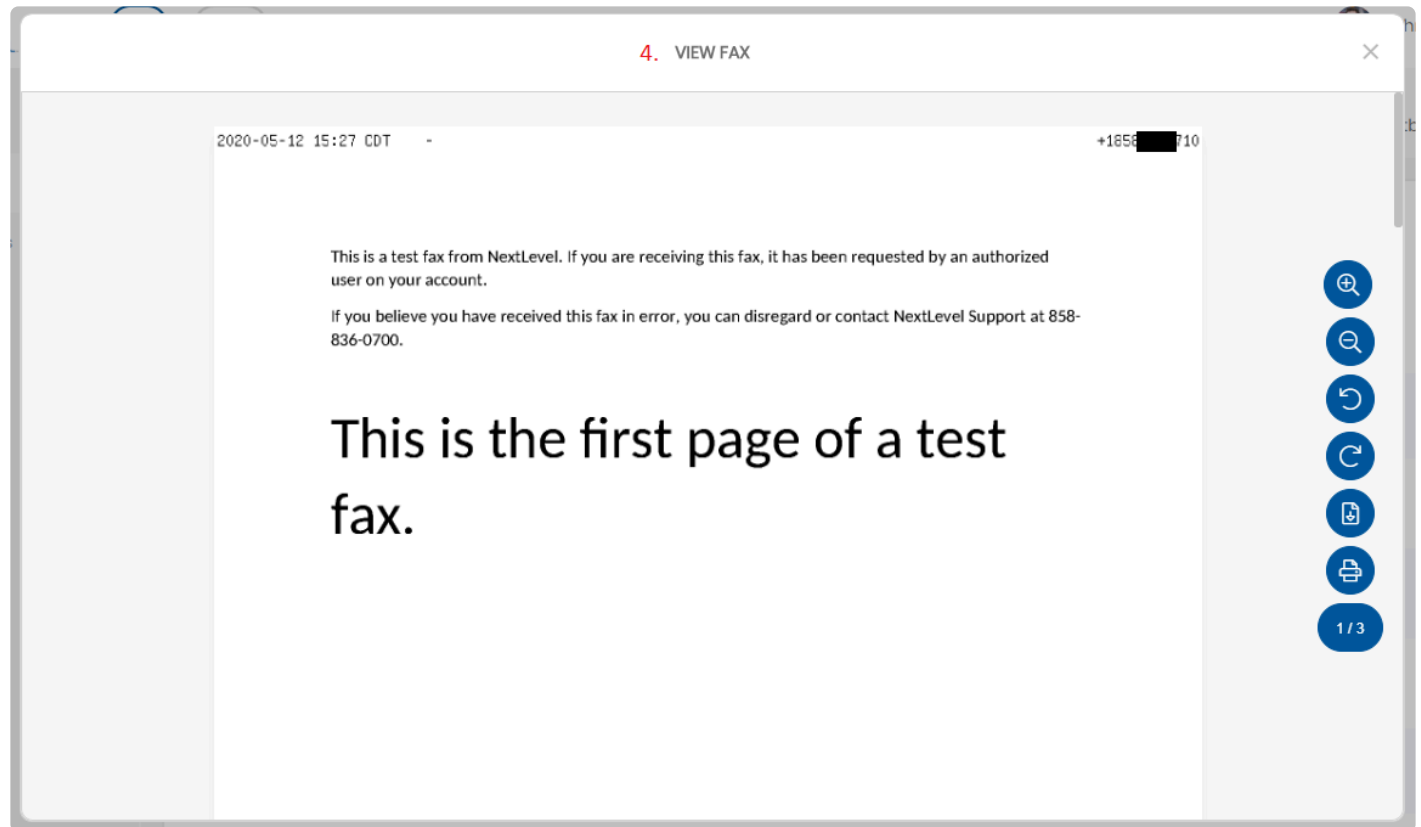
5. You can view advanced details of a fax by selecting "Info". An icon will indicate if a user has viewed or downloaded the message. Admins can see who has viewed a fax.

a. You can view the actual number the fax was sent to and from in this window

5. FAX DETAIL ✕

USERS

Christopher Baker	👁⤓
c█████@nextlevelinternet.com	

FAX DETAIL

Delivery ID	22████████18	CSID	NextLevel Fax
Created At	5/12/20, 1:51 PM	Caller ID	858███101
Delivery Date	5/12/20, 1:51 PM	Fax Speed	9600
Direction	outbound	Fax ECM	0
Status	SUCCESS	Fax Duration	76000ms
Number	+1858███710	Fax Result Code	0
Channel Type	web	Fax Result	
Pages	4 / 4	Fax Tone Detected	YES
Message Number	1█████8		

FAX TAGS

Search tag...	➕

Print

6. Other fax management options are also available on the kebab menu

7. You can use the search field to filter by fax number, or use the Inbound, Outbound, or down arrow options on the top right to further filter.
a. You may add or remove filter items here. Admins have additional filter options, such as the option to filter by user, or remove the user filter to view faxes by all users.

b. After entering or removing filter queries click the "Filter" button to apply

8. You can view and manage Tags assigned to the messages. See the Tags Management section for more detail.

2.3. Cover Pages

You can view system-wide and account-wide cover pages, as well as manage your own cover pages.

1. Navigate to "Cover Pages" tab in the left navigation panel.

2. You can view or set as default any template by clicking the kebab menu on the template
a. A User can set a default cover page for themselves which will automatically be selected when you check the Cover Page box on the Send fax page.
b. An Admin can set a company-wide default cover page for all users.
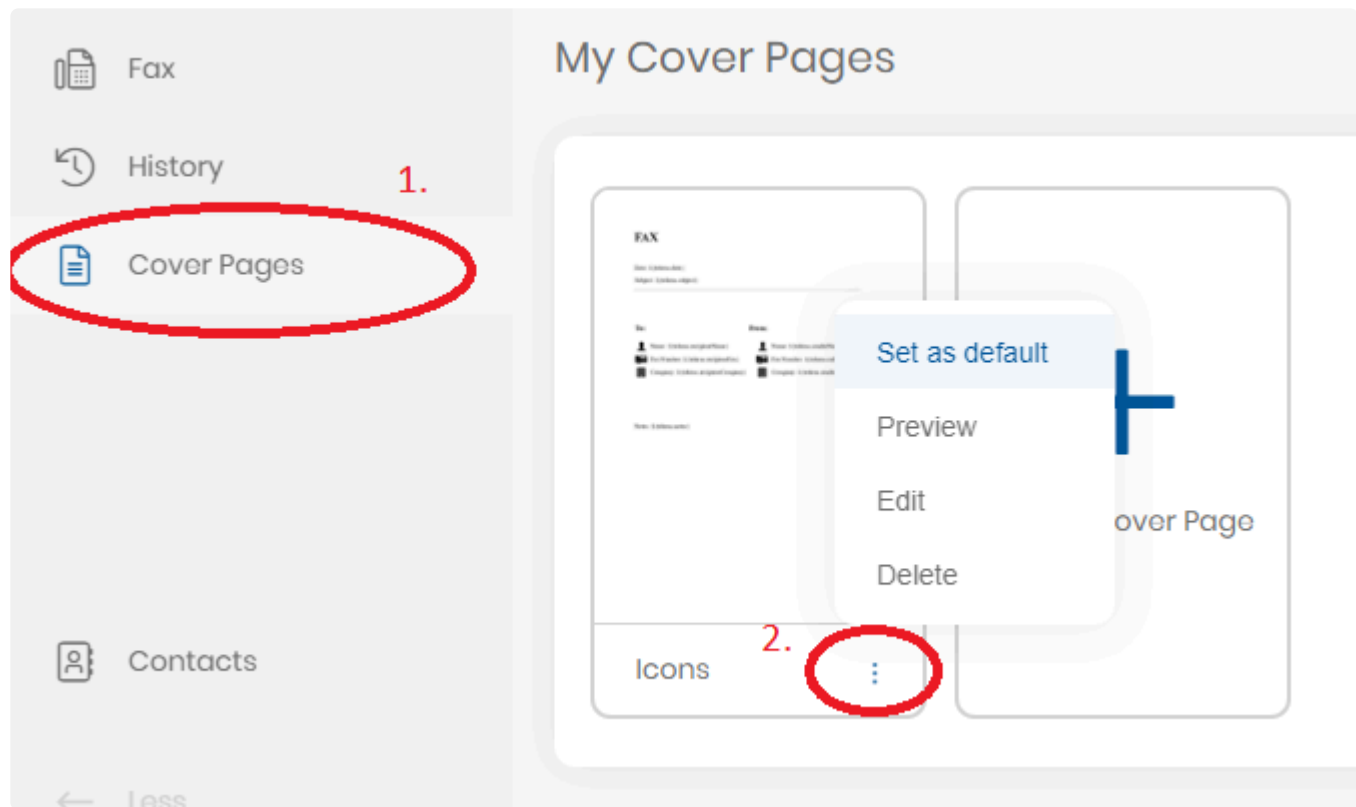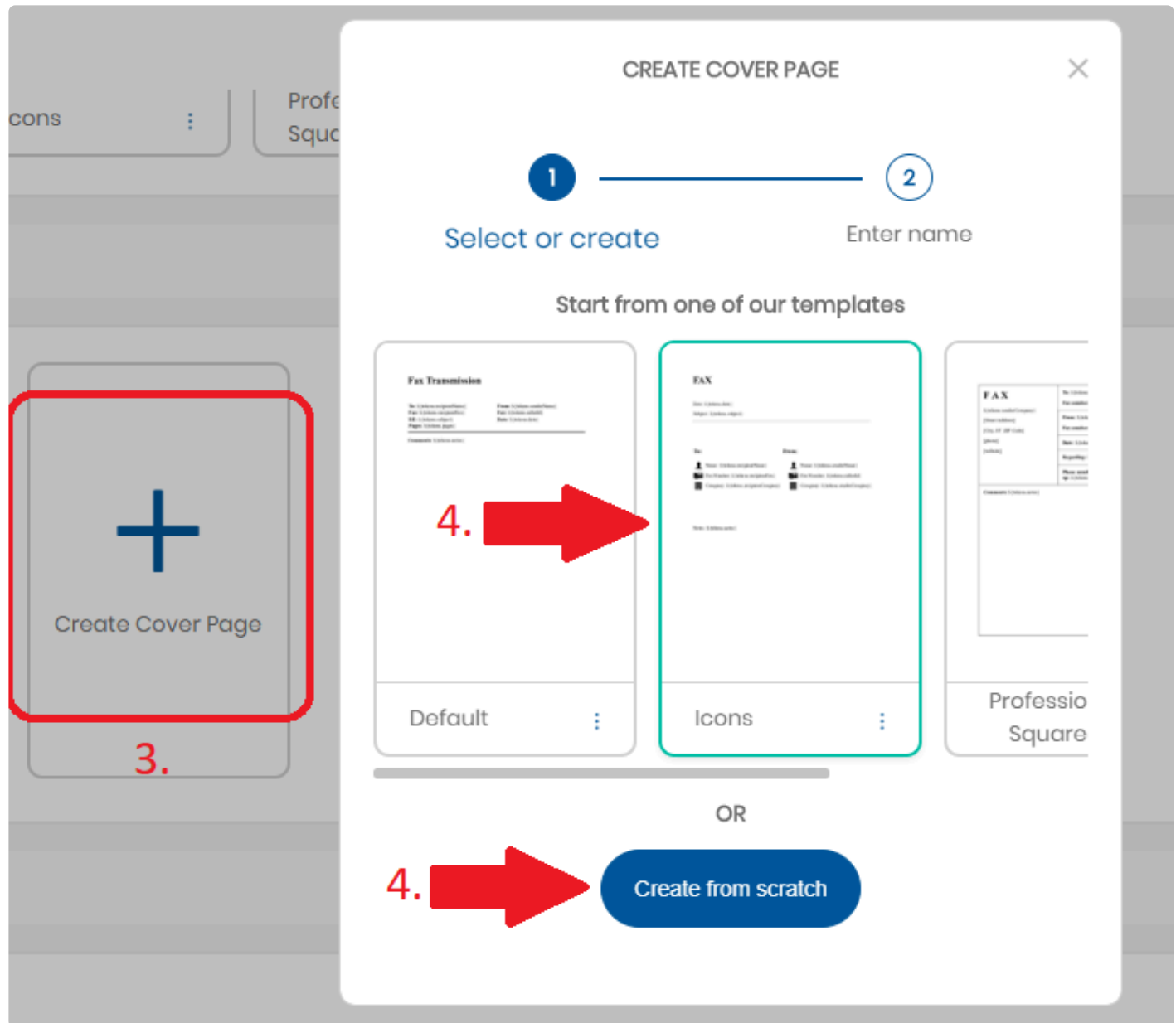
3. Create your own template by pressing the Blue Plus "Create Cover Page"
a. Admins can create account-wide cover pages, while Users can only make their own

4. Select a template to start with or click create from scratch

5. Insert custom fields in a document by placing your cursor and clicking the "Insert Template" button
a. Search for the template you want to insert from the dropdown, and click save
b. The blue template indicator will appear on the document where it is inserted
c. Any field that can be populated from data automatically will be (such as "Recipient Fax" number and "Caller ID"), and others can be filled out from the Send Fax form (such as "Subject" and "Recipient Name")

Insert Template

Templates

Pages ⌄

Date
Pages 5a.
Domain Logo
Sender Name
Sender Fax
Sender Phone
Sender Company
Caller ID
Recipient Fax
Recipient Phone
Recipient Company
Recipient Name
Subject
Notes

Cancel   Save   5a.

Name

Icons

↶ ↷ **B** *I* | Paragraph ⌄ 12pt ⌄ | ≡ ≡ ≡ ≡ | ⋮≡ ⌄ ⋮≡ ⌄ ⋮ ⋮ | 𝐼ₓ | 🖼 ⊞⌄ | ⊤ 📷 | 🖼 Upload image from Drive   5.

FAX

Date: Date
Subject: Subject
Number of pages: Pages   ← 5b.

To:		From:	
👤 Name: Recipient Name		👤 Name: Sender Name	
📠 Fax Number: Recipient Fax		📠 Fax Number: Caller ID	
▦ Company: Recipient Company		▦ Company: Sender Company	

P   33 WORDS

✱ The "Caller ID" template will use the "Fax Caller ID" in your User Settings. The "Sender Fax" template will use the number marked as "Primary" from "My Fax Numbers" on the Fax page.
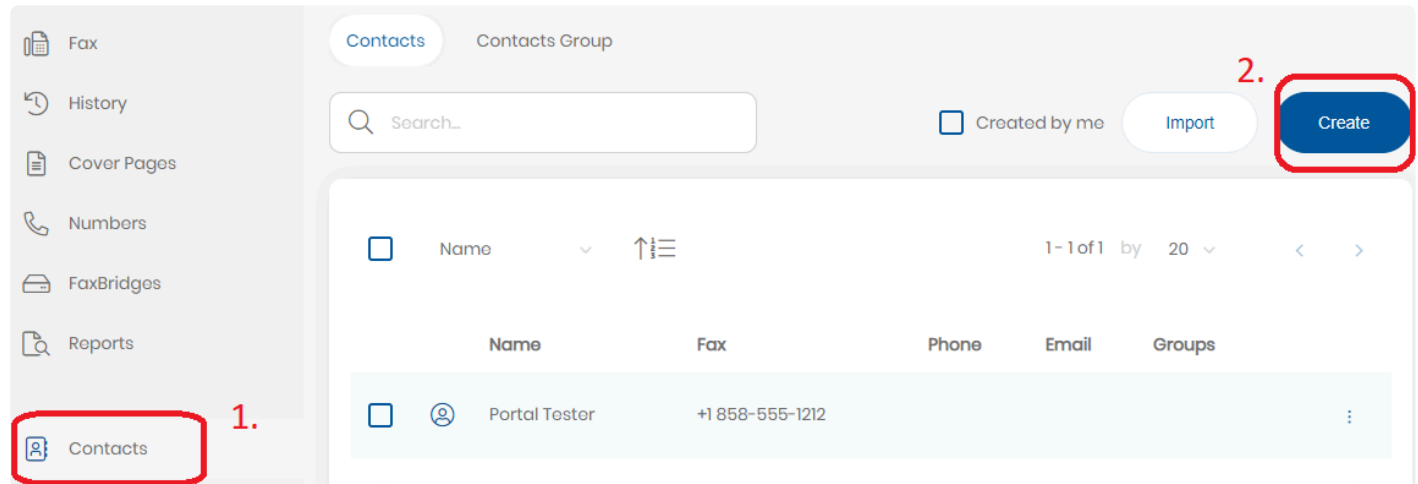
✱ The "Sender Company" field will display the name of the contact, only if the recipient is chosen from your contacts and they are an "Organization" type contact.

2.4. Contacts

1. Navigate to "Contacts" tab in the bottom left navigation panel.

2. Click "Create" and type the information in the pop up to add a new contact

a. Use the "Person" tab to make a single contact or select the "Organization" tab to create an Organization type contact.
b. Check the "Visible…" and/or "Editable…" boxes to allow other users on the account to also use or edit your contact.
c. Click "Create"
d. You can send faxes to both Organizations and Contacts
e. Contacts can be nested under an Organization, and you can click the expand arrow to view them.

NEW CONTACT

a.   Person   Organization

Name

NextLevel Company

Email

Fax Number

🇺🇸 (858) 555-1101

Phone Number

🇺🇸 (500) 234-5678

b. ✓ Visible to account users

☐ Editable by account users

c. Create   Cancel

3. Contacts can be added to an Organization by:

a. Editing the Organization, selecting the user from the "Assign Person" dropdown and clicking Assign.

b. Editing the Contact, selecting the Organization from the "Connect With Organization" dropdown, and click "Save"

4. Manage your existing contacts by clicking the kebab menu and select "Edit"

5. You can also create Groups to assign your contacts to by clicking the "Contacts Group" option in the top left.
a. Click "Create" and type a name to create a new contact, click "Create" to complete
b. Add Contacts or Organizations to a group by clicking the kebab (⋮) menu and select "Add to Group"
c. Groups act like labels for your contacts. You can send a fax to all members of a group.

		Name	Fax	Phone	Email	Groups	
☐	👥	NextLevel Company 👤 1	+1 858-555-1101			UCaaS Service Providers	∧ ⋮
							Add To Group
☐	👤	Portal Tester	+1 858-555-1212			UCaaS Service Providers	Edit
							Delete

Shows: 1-1 of 1   by   20 ∨   <   >

6. Click "Import" for details on how to create a CSV file to add multiple contacts at a time (may not exceed 500 contacts per upload).

2.5. Settings

Access settings by clicking on your name in the top right corner of the page.
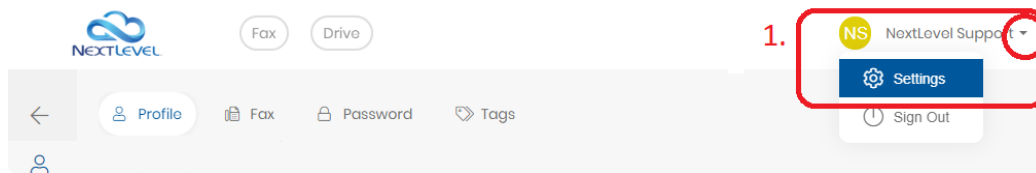
Then choose the sub-tab for the settings you wish to edit.

- Fax and Email settings
- Profile settings
- Password Update
- Tags Management

2.5.1. Fax and Email settings

This section allows you to control when you receive notifications and email attachments, as well as other fax settings.
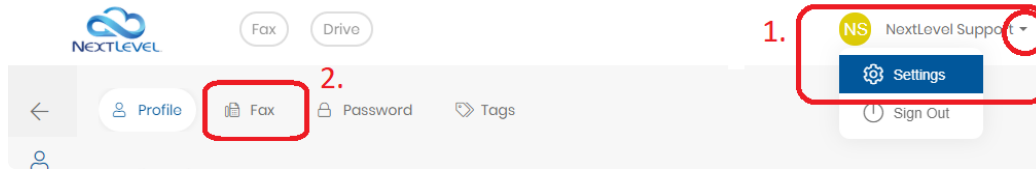
1. Navigate to Settings menu by clicking your username in the top right corner, then clicking "Settings" in the dropdown.

2. Click the Fax icon at the top

3. You can change you fax Caller ID by typing a new number in the "Fax Caller ID field". Scroll to the bottom

and click "Save" to confirm the changes.
a. Default Caller ID is inherited from the Account's default.

4. Automatically include cover page – toggle this setting to include a cover page automatically when sending a fax from email. This will allow you to include the subject line and body of the email as a cover page.

5. Outbound fax status – select from dropdown which outbound fax events will send you an emailed status update
a. Include Copy of Sent Fax – toggle whether those emails include an attached copy of the fax

6. Inbound fax status – this setting allows you to receive new faxes in your email. Select from dropdown which inbound fax events will send you an emailed status update
a. Include Copy of Received Fax – toggle whether those emails include an attached copy of the fax

7. Email To Fax – toggle whether you receive a fax status confirmation immediately after sending an Email to Fax

8. Scroll to the bottom and click "Save" to confirm the changes.

2.5.2. Profile settings

The profile tab allows you to update profile information on your account.
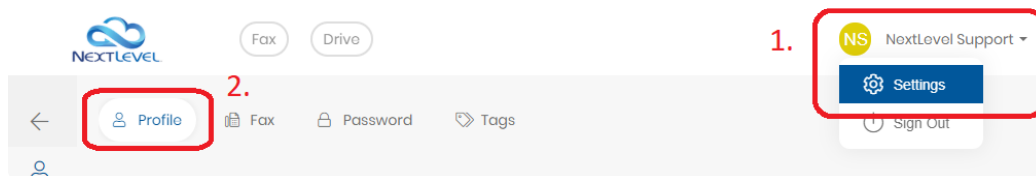
1. Navigate to Settings menu by clicking your username in the top right corner, then clicking "Settings" in the dropdown.

2. Click the Profile icon at the top if you are not already there.

3. Profile picture – Click upload to locate a picture file on your PC and upload it as your profile picture. The profile picture will be visible to you, and to anyone on the account who sees your username (such as Admins, or other people sharing a fax number with you).

4. Personal info – you can edit name and contact info in this section

5. Color mode – toggle "Light" or "Dark" color palette in the portal, or choose "Auto" to inherit system settings.

6. Scroll to the bottom and click "Save" to confirm the changes.

2.5.3. Password Update
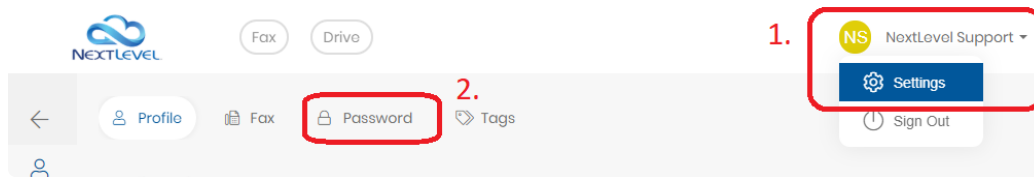
1. Navigate to Settings menu by clicking your username in the top right corner, then clicking "Settings" in the dropdown.

2. Click the Password icon

3. To change your password, start by typing your Current password

4. Next enter your new password, and enter it again to confirm.

5. Click Change to save the changes.

2.5.4. Tags Management
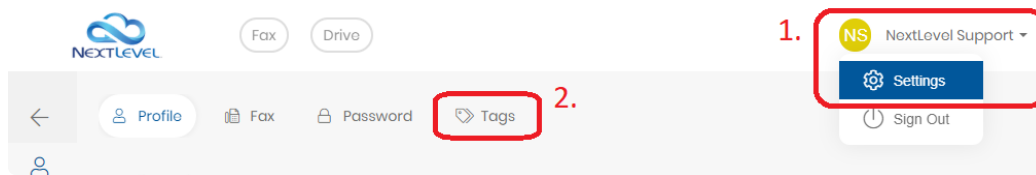
1. Navigate to Settings menu by clicking your username in the top right corner, then clicking "Settings" in the dropdown.

2. Click the Tags icon
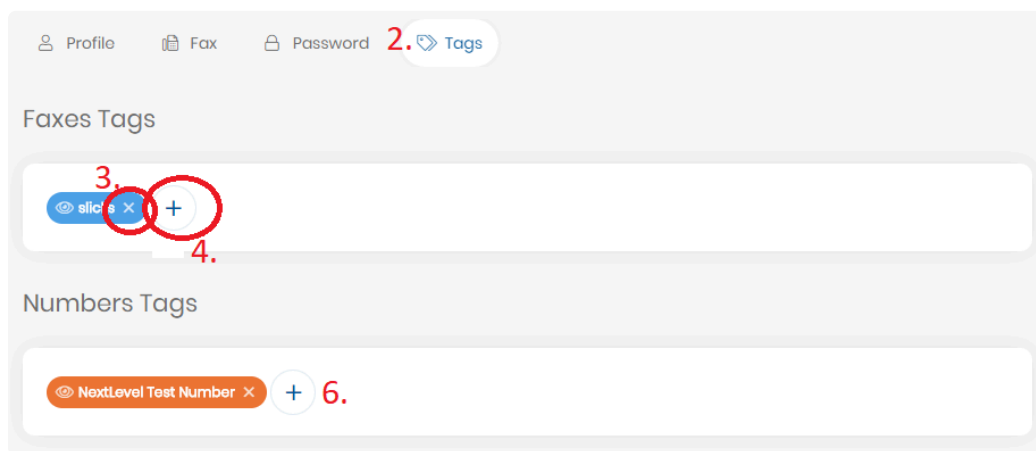
3. Delete a tag by clicking the "x" on the tag

4. Add a tag by clicking on the Blue Plus icon
a. Type a name for the tag
b. Click the color the tag should display
c. Toggle "Public" on or off to choose whether this tag will be visible to other users.
d. Click "Create"

5. Users will be able to control fax tags, Admins will also have access to number tags so they can assign notes that are visible in the Numbers Management section.

2.6. Email to Fax

Sending a Fax via Email

To send a fax from your email, compose a message in your email. In the "To:" field, type the 11 digit fax number with no special characters or spaces (ex 18885551212) followed by @send.vervefax.com
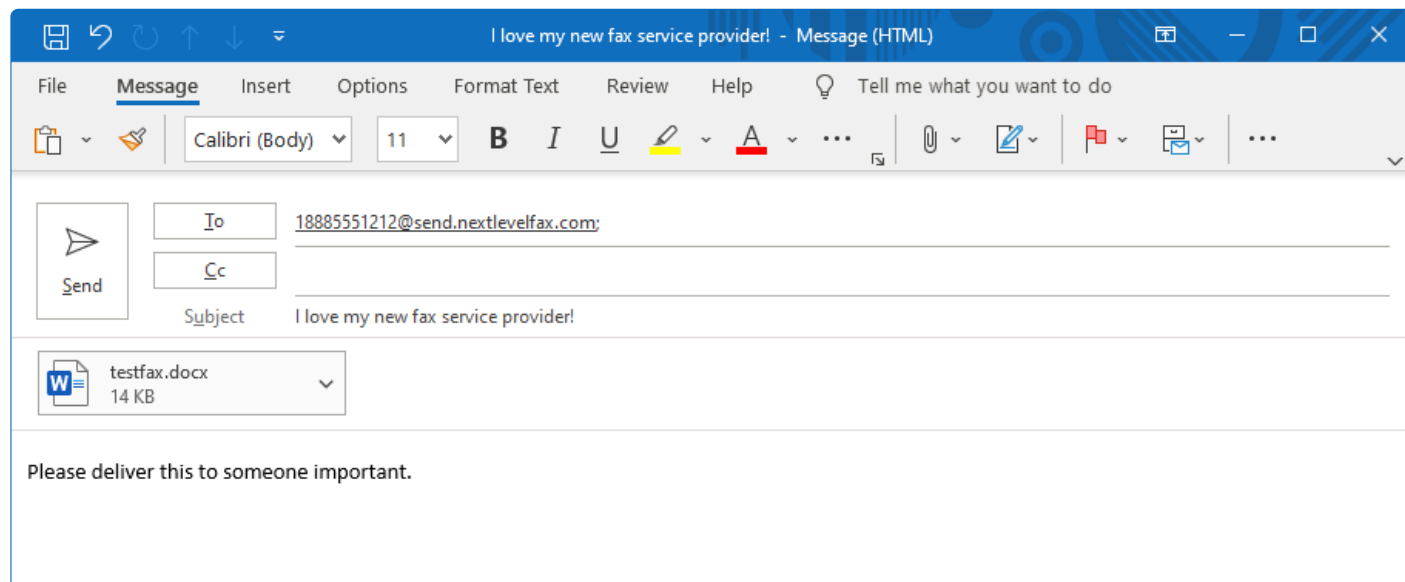
Faxes sent via email are limited to 10 recipients or less. Attempting to send to more than 10 recipients will result in an error.

Populating info onto a cover page

If you have your cover page setting turned on, details from your email will populate directly onto a cover page (this setting is on by default – see Fax and Email settings section for details)
a. Email subject line will populate RE: field of the cover page.
b. Body of email will populate the Comments field of the cover page.

Fax Transmission

To: 18885551212

Fax: 18885551212

RE: I love my new fax service provider!

From: NextLevel Support

Date: 5/28/2017 11:08:47 PM PDT

Pages: 1

Comments:

Please deliver this to someone important.

Attach your document to fax

You can attach a single document or multiple documents (varying formats is fine) and they will be rendered, converted to a faxable format, and sent to your destination fax number.

Once your documents are attached, click send. You will receive an email notification that your fax was delivered.

> ✳ Note: Email to fax must be sent from an email address associated with a VerveFax account.

Allowed Email Attachment file types:
Image Files (TIFF, GIF, PNG, JPEG)
Adobe Acrobat Files (PDF)
Microsoft Office Files (DOC, DOCX, XLSX, PPTX)
Printer File Formats (PCL, EPS, PS)
Text Files (TXT, RTF)

2.7. Print to Fax

Print to Fax is available for Windows 10 programs utilizing windows print drivers.

Create your Print-to-Fax API Key

1. Navigate to Settings menu by clicking your username in the top right corner, then clicking "Settings" in the dropdown.

2. Click the "API Keys" tab in the left navigation panel.

3. Click "Create" in the top right

4. Give the key a name to help you identify where it is being used like "John Doe's Laptop"

5. Check the box next to "Print Driver"

6. Click Create
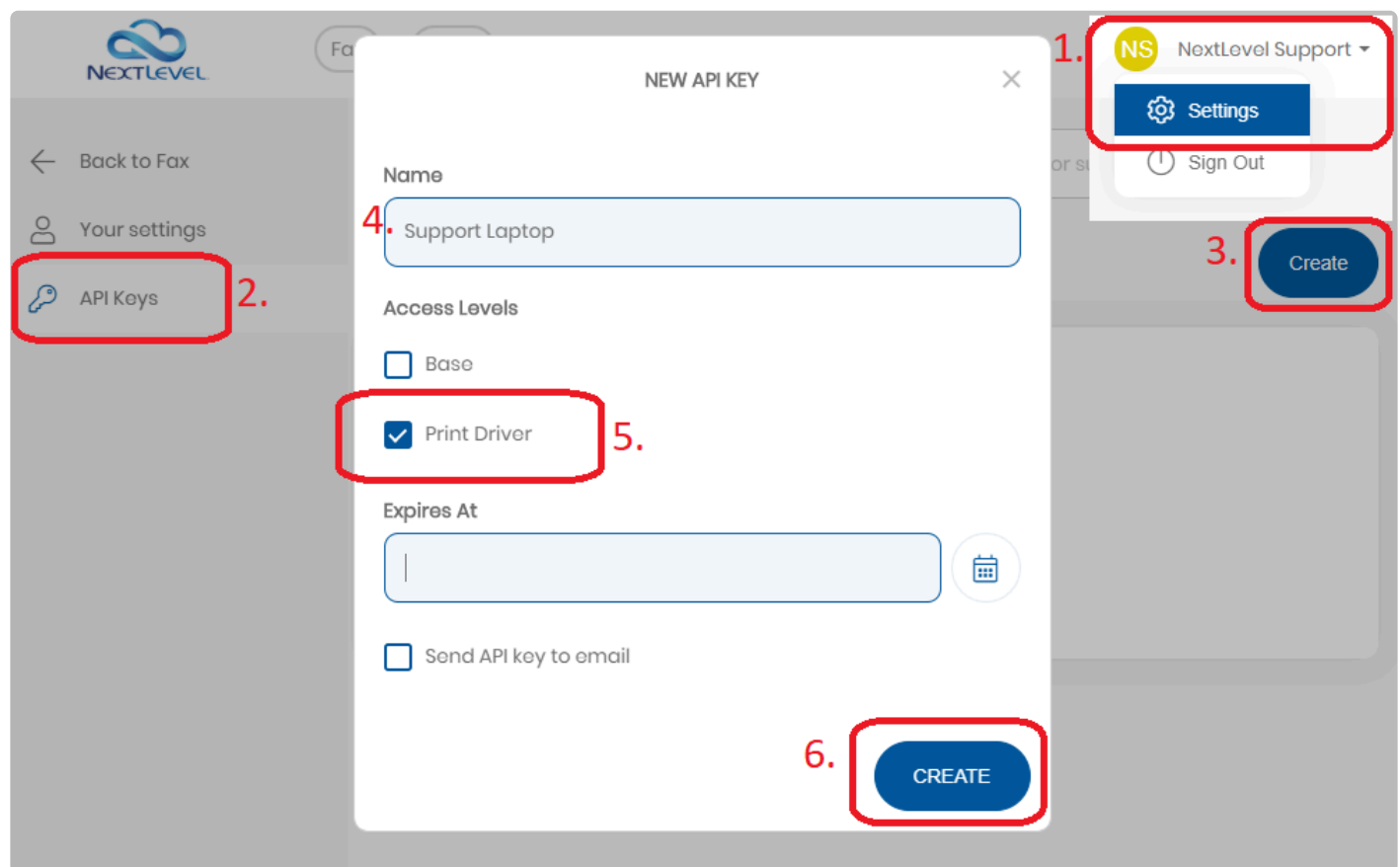
7. Now, click the "Copy" button in the token field to copy the API key to your clipboard

Name	User	Token	Access Levels	Expires At
Support Laptop	NS support@nextlevelinternet.com	7. eyJhbC Copy	PRINT_DRIVER	⚙ 🗑

Installing and configuring the Print-to-Fax Drivers

8. Click here to download the VerveFax Print-to-Fax driver

9. Locate the downloaded .ZIP file, open it, and run the .EXE file inside it. This will launch the Windows installer
a. If you receive a notification that Windows has prevented an unrecognized app from starting, click "More info"
b. Then click "Run anyway"
c. You may require assistance from your Windows Administrator to install the file.
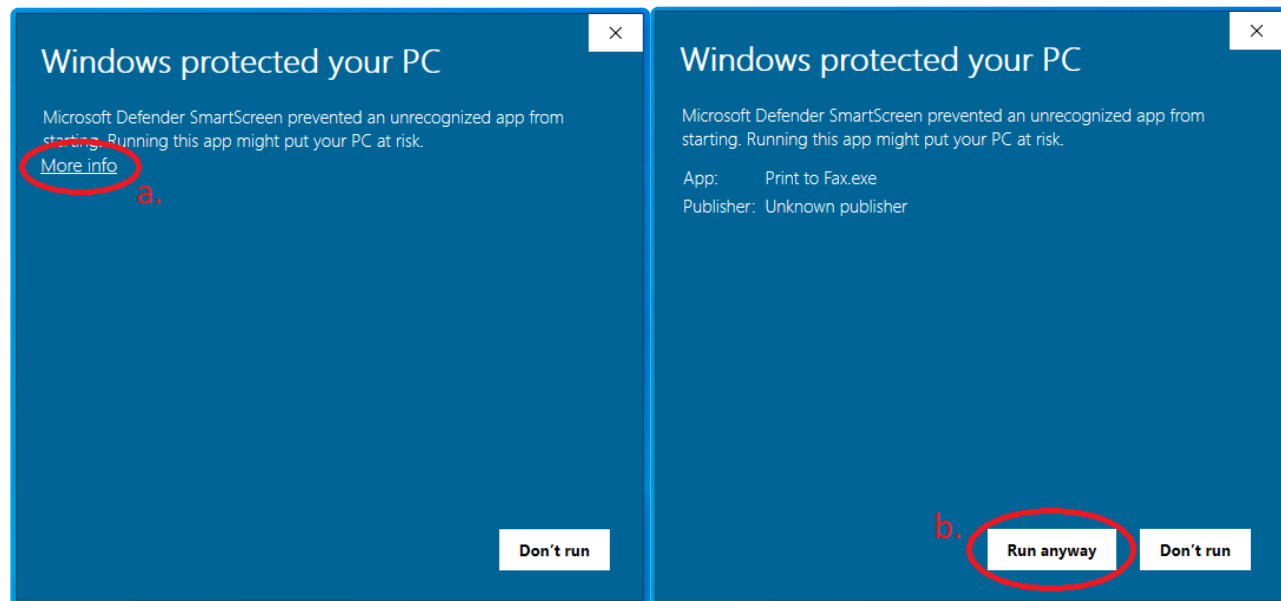
10. When installation is complete you will get a pop-up asking you to enter app key. Paste the copied API Key here

11. Click Authenticate

```
Print to Fax                                    _    ✕

            Please enter app key


        AUTHORIZATION KEY
10.     wa%^sd62&8hluCasd47Klsa:Lp{dCF15*shjV!2$87SAc




11.        Authenticate
```
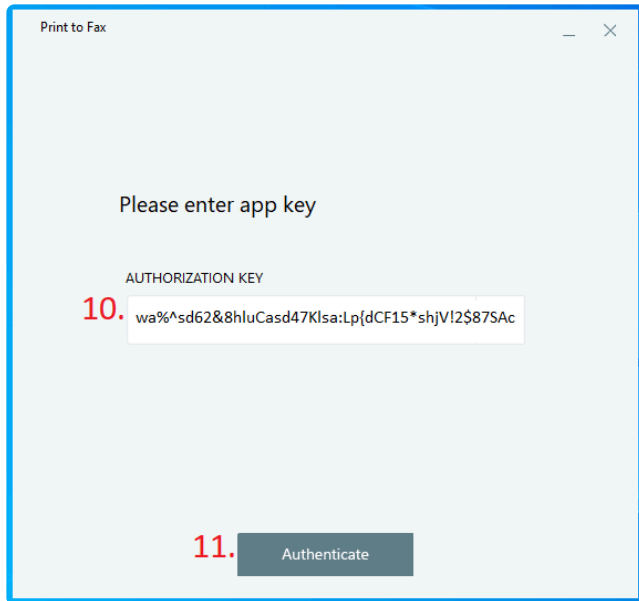
Using Print-to-Fax

1. Access the Print menu in your app (Usually Ctrl+P or File > Print)

2. Select "Print to Fax" from the options, then click print

3. A new "Print to fax" box will appear

4. Enter the fax number you would like to send to or select from your contacts

5. Use the Plus button to add additional recipients

6. Toggle "Cover Page" and fill in the options to include a cover page with your fax.

7. Click "Send"

Your fax will be sent directly to the number(s) indicated. You can view the sent fax in your Fax History section of the fax portal.

2.8. Drive

VerveFax includes access to secure file storage with the Drive feature. You can use this to access documents via the portal on another computer, or to share documents with other users of the portal securely. You can also provide a public link to make the document publicly available.
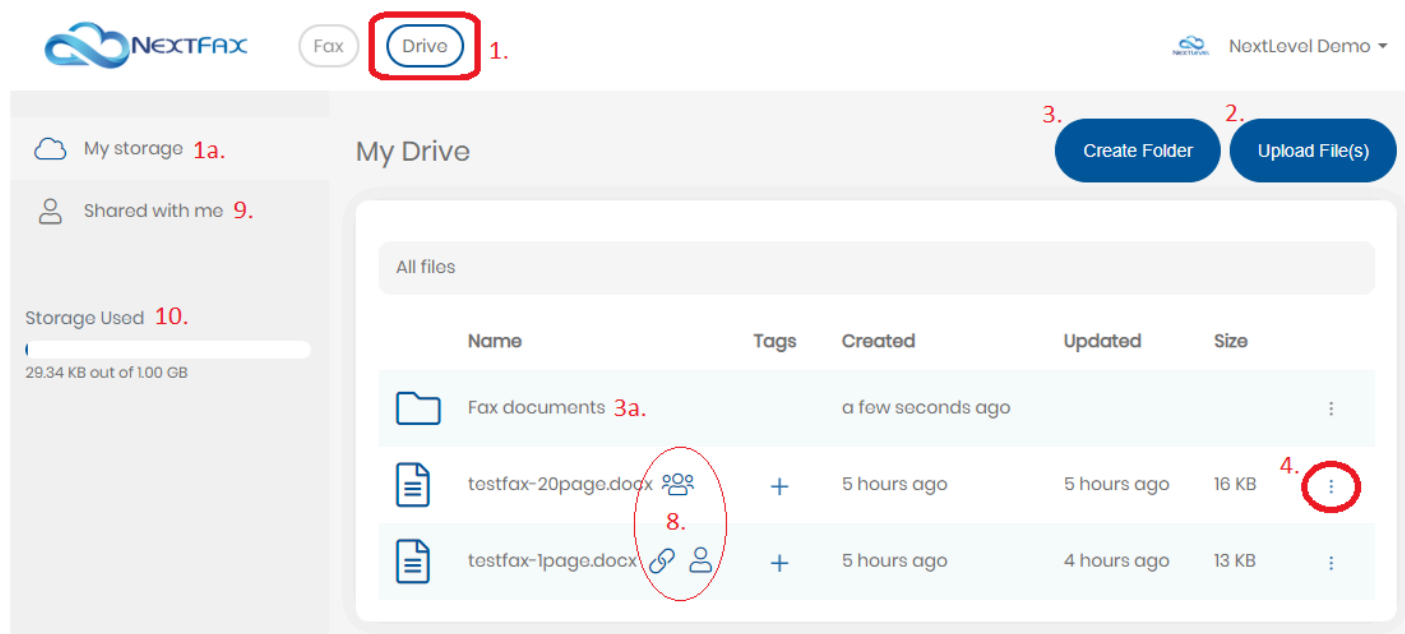
1. Click the "Drive" option in the top left near the VerveFax logo to access the Drive section.
a. You will be in the "My Storage" section as seen in the left navigation panel.

2. Click "Upload File(s)" in the top right to add new files.
a. Drag and drop a file, or click to browse your computer.
b. File(s) will appear on the card.
c. If you want to create a public link, check the box labelled "Make uploaded files public"*
d. Click the toggle "Shared with account" if you want the file to be accessible by other fax users on your account.
e. Click "Upload" to finish adding the file.

3. Click "Create Folder" in the top right to create folders to organize your files.
a. Double-click the folder to open it, to add or access files.

4. Click the kebab (⋮) menu on the right of a file for more options.

5. Click "View/Print" or "Download" to access the file.

6. Click "Share" from the kebab menu to manage sharing settings.
a. Click the toggle next to "Shared with account" to give full access (Read/Write) to all Users on the Account.
b. You can share with a specific User by entering their email address and clicking "Add".
c. For individual Users you can choose "Read" access to let the User view or download the document, or "Write" to let the user edit the document (rename, delete, etc).
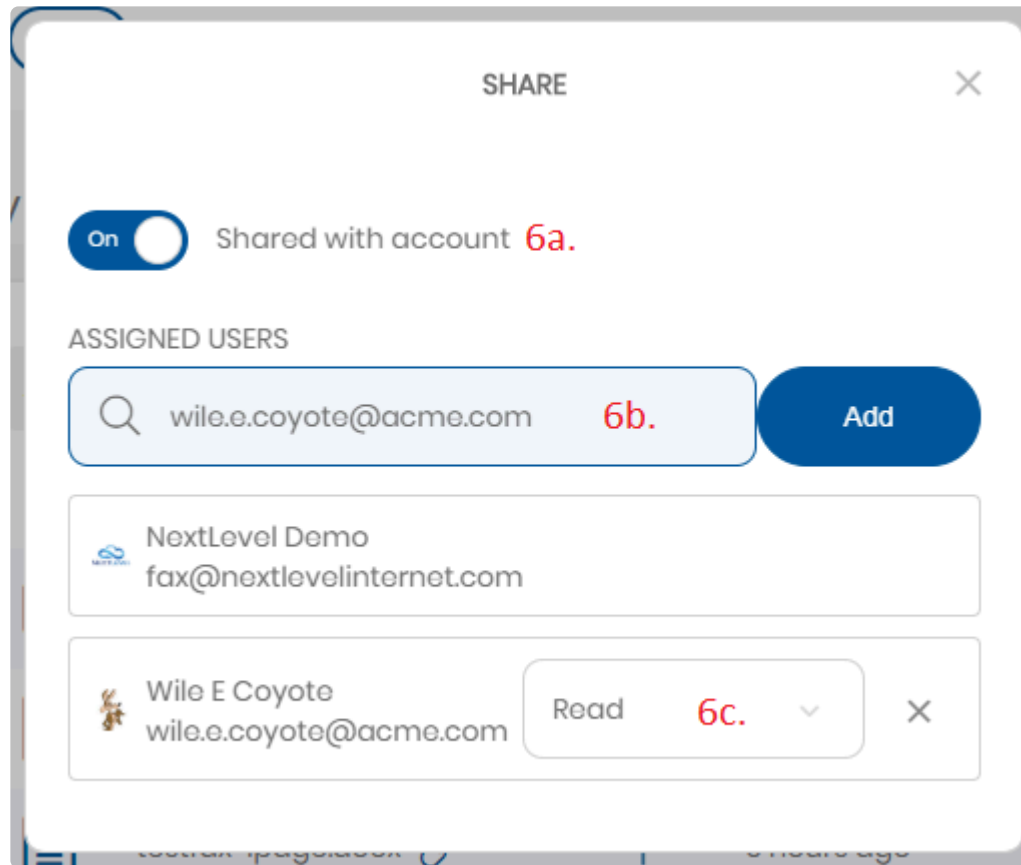
7. Click "Make public" to add a public link*, or "Make private" to remove the link

8. Icons will indicate if the file is shared with the account, a single user, or if there is a public link.

9. To access files that were uploaded by other users and shared with you, click "Shared with me" from the left navigation panel.

10. The "Storage Used" gauge will tell you how much space you have available. Each user has 1.00 GB available storage.

✱ *When creating a public link the file can be accessed by anyone, with no password or authentication required!

3. Fax Admin Guide

Admins in the fax portal have additional management options beyond that of a standard User. Admins will have all of the features described in the "Fax User Guide" section, but only admins will be able to utilize the information in the "Fax Admin Guide" section.

- Create Users
- Ordering New Numbers
- Assign Numbers to Users
- FaxBridges

3.1. Create Users

New Users can be created by Admin users. There are multiple ways to create a new user. Adding new users may result in an increase in monthly or non-recurring charges.

1. Click the "Users" tab in the bottom left navigation panel.

2. Click the "New User" button on the top right

3. Select "Invite" option and type in the new user's email address to send them a welcome Email and allow them to set up their password and name, OR, Fill out the name and email information for the new user selecting "Generate password" and "Require password change at first login"
a. Their unique email address will be their username

4. Chose "Admin" or "User" from the "User Role" dropdown
a. Admin will allow the user to edit other users and numbers on the account, as well as add new users and numbers.

5. Click "Send" or "Create" to complete
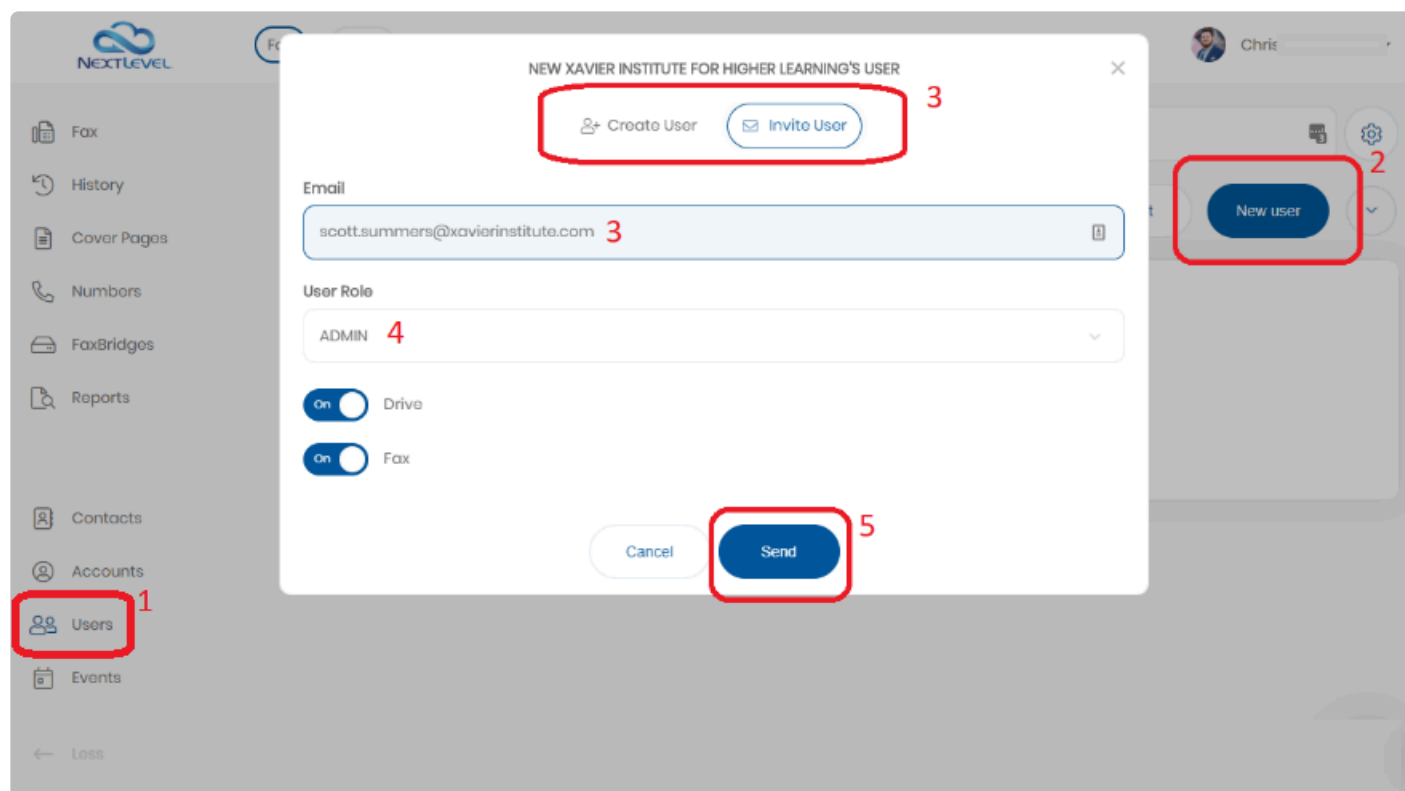
You may also import new users by clicking the import button and following the instructions to create a CSV import file.

3.2. Ordering New Numbers

New Fax numbers can be added to accounts ordered by Admin users. Adding fax numbers to your account may result in an increase in monthly or non-recurring charges. Please contact your Client Services representative if you have any questions regarding pricing.

1. Click "Numbers" on the left navigation panel

2. Click "Get Numbers" button on the right

3. Select Region, Prefix, or Toll Free in the search type dropdown

4. Type your search query and click the result, or select the appropriate search query from the dropdown, and click search

5. Check the box next to the number(s) you want to order

6. Click the "Order [x] Number(s)" button at the bottom
a. You will see a confirmation pop-up. The number is now ordered, and you can assign it as detailed in the next section.

When initially ordered new numbers are assigned to the subaccount, and not a User, and are not ready for use. Follow instructions in the next section to assign those numbers to a user.

3.3. Assign Numbers to Users

1. Click "Numbers" on the left navigation panel.

2. Locate the number you want to reassign and click the settings (gear) icon on the right
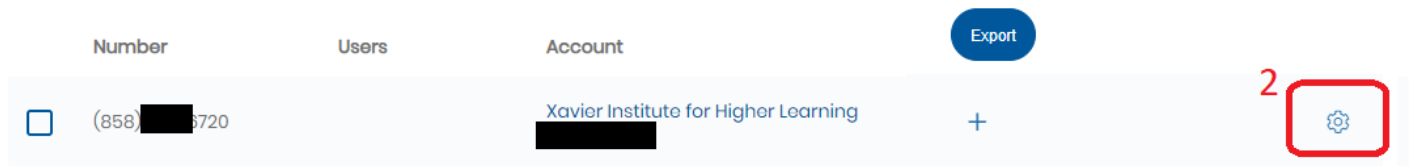
3. Next click "+ Add" under Users and type or click the new user. You will see the new users appear in the Users field.
a. Repeat as necessary to add more users
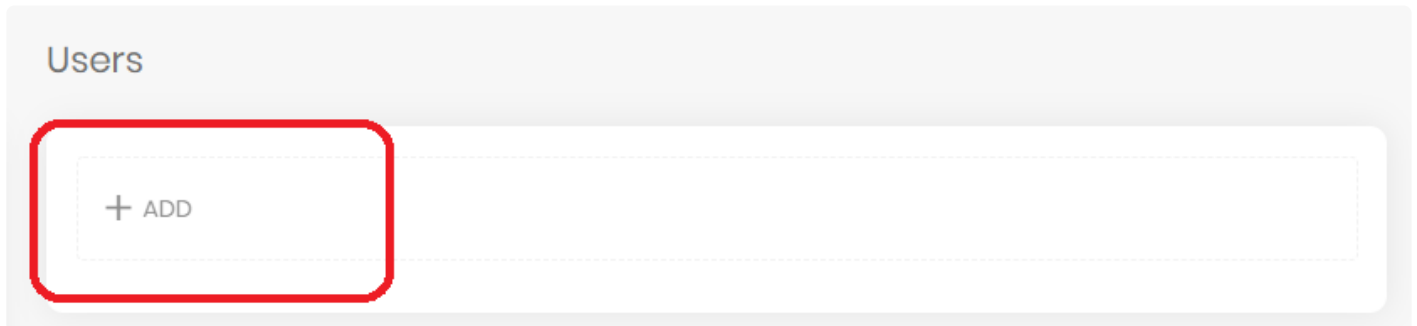
SEARCH USERS   ✕

🔍 Search...

☑   TU   seconduser@acme.com   Test User02

☑   TU   test3@acme.com   Test User03

☐   TU   user1@acme.com   Test User01

Shows: 1 - 5 of 5   by   10 ⌄   ‹   ›

Add 2 users

3.4. FaxBridges

A FaxBridge allows you to connect your VerveFax internet fax service to your analog fax machine, to send and receive faxes the classic way! You can view status, edit settings, and change associated numbers for a fax bridge.

1. Click FaxBridges on the left navigation panel

2. You can view the status of devices (Green dot indicates the device is online, Red indicates offline) and the fax numbers assigned from this view.

3. Click the settings (gear) icon to the right of the FaxBridge you want to manage to access more settings
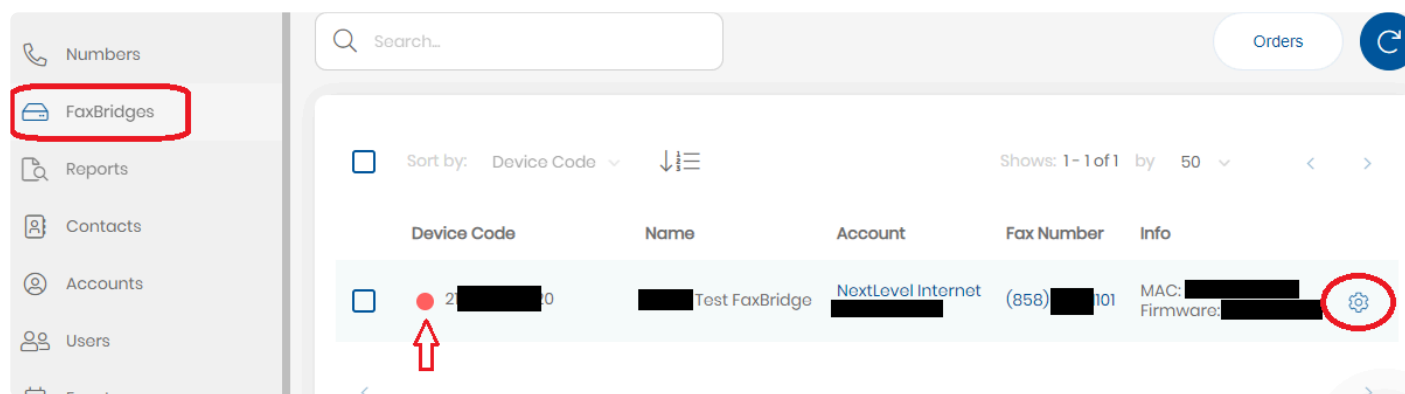
4. Click the blue Change next to the Fax Number field to change the number associated with the FaxBridge, then select one of the numbers on your account to assign to the FaxBridge

5. Click "+ Add" under FaxBridge Users to assign other users to share the associated fax number, then select the users you would like to add.

6. You may update the Device Name and Caller ID (CSID)

7. There are toggles to set the device to Active, Auto-print incoming faxes, and Print a sent fax confirmation page

FaxBridge settings

Device code	▮▮▮▮▮
Status	OFFLINE
Event date:	02/19/2020 04:44 PM
MAC Address	▮▮▮▮▮
Firmware	▮▮▮▮
Public IP	▮▮▮▮
Private IP	▮▮▮▮
Billing	classic ⑦

Manager

NextLevel Internet

Fax Number

📞 858▮▮▮01   Change   🔗   🗑

Device Name

▮▮▮ Test FaxBridge

CSID

858▮▮▮01

FaxBridge Users

+ ADD

Chris
▮▮▮▮▮▮▮   ✕

4. Frequently Asked Questions

- [Security and HIPAA](#)
- [Fax History](#)
- [User settings](#)
- [Why does my fax look different?](#)

4.1. Security and HIPAA

Q: Is the VerveFax platform secure?

A: The VerveFax platform utilizes multiple layers of security as detailed below.

Encrypted document exchange

We utilize encryption technology whenever documents are transported to/from our network.

At rest encryption

All sensitive data is encrypted at rest. This means it cannot be accessed in any usable form outside of our secure web portal.

Secure socket layer protocol

Our web interface and API access is accessible only through secure HTTPS connections.

Audit trails

All document transmissions and log on/log off events are logged and recorded along with associated IP addresses.

User authentication

All system access points require user authentication to access any secure data. We also implement auto-logoff features for additional protection. The system includes advanced administrative controls with customizable user permissions and roles.

Data center security

All web servers, application servers, and databases are housed in state-of-the-art SSAE16 Type II secured facilities with redundant hardware, power, and internet connectivity.

Email TLS

TLS is enabled for our email gateways, TLS is required on user's email service for end-to-end encryption. We provide the ability to disable email for security as well.

Q: Is VerveFax HIPAA compliant?

A: The security of VerveFax enables it to be used in a HIPAA compliant fashion within your organization. No software or service can be designated "HIPAA compliant" on its own, as HIPAA compliance is a larger set of business practices. Please contact your HIPAA compliance officer for more details.

4.2. Fax History

Q: Why can't I see faxes in my History page?

A: For a User, make sure the number in question is assigned to you. You can view which numbers are assigned to you in the "My Fax Number" section of the "Fax" page. Contact an Admin on your account if it is not assigned to you, and should be.

Next, remove any filters you may have in place by clicking the down arrow in the top right.

From the Fax History page, see:

7. You can use the search field to filter by fax number, or use the Inbound, Outbound, or down arrow options on the top right to further filter.
a. You may add or remove filter items here. Admins have additional filter options, such as the option to filter by user, or remove the user filter to view faxes by all users.
b. After entering or removing filter queries click the "Filter" button to apply

4.3. User settings

Q: What does the "Set as primary" option do under my fax numbers?

A: This changes the "Sender fax" for use in custom fax cover pages. Most of the templates use the "Caller ID" field instead of "Sender Fax" by default, which is not controlled by the "Set as primary" option

Q: What does "Recipient Company" mean on cover page templates?

A: This field will populate with the name of the contact if you are sending the fax to a contact that is created as an "Organization"

Q: What does the "Push notifications" option do?

A: This will allow your browser to give notifications when you send or receive a fax. This feature is subject to how your browser (like Chrome) handles notifications.

4.4. Why does my fax look different?

h2 Q: Why does my fax service look different?

A: Verve offers multiple fax service products. The VerveFax service is our most advanced business internet fax solution. If you are not sure which fax service you use, see the descriptions below. You may also contact Verve support and let them know your fax number for confirmation of which fax product you use.

VerveFax Business Fax

Key indicators that your fax service is the VerveFax product:

- You access the portal at https://portal.vervefax.com/
- Your login is your email address
- You send fax to email in the format: 18585551212@send.vervefax.com (includes the fax number in 11-digit format, with a 1 in front, and no special character or spaces)
- Your email notifications come from: noreply@notify.vervefax.com
- It will appear on your bill as something like "VerveFax Business Fax"
  If you are using the VerveFax product you can use this online guide.

MyNLV Classic Fax

Key indicators that your fax service is the MyNLV Classic Fax product:

- You access the portal at http://mynlvfax.com/
- Your login is a simple name like "acmefax01"
- You send fax to email in the format: 8585551212@emailyourfax.com (no 1 in front of the number, and your fax number is required to be entered in the subject line)
- Your email notifications come from: Instant Fax
- It will appear on your bill as something like "Unlimited MyNLV Fax"
  For information on how to use MyNLV Classic Fax please download the User Guide PDF here.

MyNLV Portal Fax

Key indicators that your fax service is the MyNLV Portal Fax product:

- You access the portal at https://fax.mynlv.com/
- Your login is a non-email name like "1001@acmefax" (not ".com" at the end)
- You send fax to email in the format: 18585551212@instant-fax.com (includes the fax number in 11-digit format, with a 1 in front, and no special character or spaces)
- Your email notifications come from: noreply@nextlevelinternet.com
- It will appear on your bill as something like "Unlimited MyNLV Fax"
  For information on how to use MyNLV Portal Fax please download the User Guide PDF here.