

## **RightFax FAQ**

Systems and Applications Support Services  
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RightFax is the Johns Hopkins' enterprise electronic faxing system. This document defines electronic faxing and how RightFax may improve customers' workflow to become more efficient.

### **What is electronic faxing?**

Electronic faxing provides faxing functionality through your computer as opposed to using a paper fax machine.

### **How does electronic faxing differ from regular faxing?**

Outbound and inbound faxes are sent and received through your computer. Generally with electronic faxing, you work within the faxing application to send and receive faxes. No more walking to the fax machine looking for new inbound faxes or to send outbound faxes.

### **How does Hopkins use electronic faxing?**

Hopkins has an electronic faxing software called **RightFax**. RightFax allows you to send and receive faxes via your computer with software that works in a similar way as your email.

### **What advantages does RightFax give you?**

RightFax saves on auxiliary costs associated with physical fax machines such as paper, toner and maintenance fees. RightFax also allows you to send and receive multiple faxes at the same time without getting a busy signal. You can also organize your faxes by electronically sorting them into folders.

### **Who can use RightFax?**

Anyone at Johns Hopkins that has an SAP cost center or I/O Number can be set up to use RightFax.

### **Are RightFax fax numbers for individual use or for groups to share?**

Both. RightFax users can be set up with a personal fax account, or they can be given access to a group fax number that is shared and managed by multiple users.

### **What can I do with an inbound fax in RightFax?**

The RightFax software allows you to do several things with a fax:

- View and print a fax
- Save a fax to a network drive
- Sweep a fax to a patient in Epic
- Attach a fax to an email
- Forward a fax to another number

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- Split one fax into multiple faxes
- Make annotations on a fax

### **How can I send a fax with RightFax?**

There are several ways you can send a fax with RightFax software. You can attach electronic documents on your computer as a fax within RightFax itself, scan physical documents into RightFax to be sent as a fax, or within any printable document on your computer.

### **How do I know if my fax was sent successfully?**

RightFax indicates to you the status of all faxes you send. RightFax will let you know if your fax was sent successfully or if there was a problem. If your fax fails to send, RightFax will automatically attempt to resend the fax for a total of 5 times before marking it as failed.

### **What information does RightFax provide about a fax?**

RightFax indicates to you several things about a fax:

- Whether it was inbound or outbound
- Whether it's been viewed or printed
- Date and time it was sent or received
- The sender and recipient and their corresponding fax numbers
- Number of pages
- The status to indicate whether it was sent successfully or not

### **Can I keep my old fax number in RightFax?**

No, RightFax has its own list of fax numbers that will be assigned. If needed, faxes can be set up to forward from your old number to your new one in RightFax. This is NOT recommended due to the additional Verizon cost and support issues.

### **How long do faxes stay in RightFax?**

RightFax is not a system of record; it is a tool to send and receive faxes. Therefore, faxes are saved for 30 days then automatically deleted. If you would like to keep a copy of your faxes, make sure to save them to a network folder before RightFax deletes them, as there is no way to recover them from RightFax after being deleted.

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### What is the cost of using RightFax?

The cost is determined by the number of pages that your send & receive.

1. The Individual user accounts or Departmental/groups faxing accounts who faxes 100 pages or fewer per month will be charged \$5 per month.
2. The Individual user accounts or Departmental/groups faxing accounts who fax over 100 pages will be charged by the number of pages sent or received per month. See table below.

| Number of Fax Pages per Month | Fee              |
|-------------------------------|------------------|
| 100 or fewer                  | \$5.00 per month |
| 101 - 1000                    | 0.05 per page    |
| 1,001 - 10,000                | 0.04 per page    |
| 10,001 - 100,000              | 0.03 per page    |
| 100,001 - 700,000             | 0.02 per page    |
| 700,001- and above            | 0.01 per page    |
| Sibley Hospital - Flat Rate   | 0.03 per page    |

3. There are no set-up or "line" fees.

### Steps for getting your Department\Team up and running with RightFax:

1. Customer contacts the RightFax Team
2. RightFax Team provides a demo via screen share and answers customer's questions.
3. Customer signs the RightFax Service Agreement and e-mails it to the RightFax team
4. Customer requests Computer Support team to install RightFax Software on computers
5. Customer provides a list of employees who will need access and the RightFax Team sets up RightFax Account and issues fax number
6. RightFax Team provides guidance with changing to your new fax number
7. RightFax Team provides 1 training session via Zoom and the RightFax user guide to new customer.

### How do I get more information or sign up to use RightFax?

Contact the RightFax Application team:

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