E-Fax Sending Instructions:

- Make sure your email is set up to send faxes
  - Enable your email to send faxes by going here: CloudFax – Enable Office365 Account to Send Faxes
- Create a new message in Outlook
- The document you wish to be faxed should be added as an attachment. The attachment will become the fax.
- In the “To” field, insert “1” and the recipient’s fax number with area code in the following format:
  - 16082631234@concordsend.com
- If dialing outside of North America, dial the international access code, “011” before typing the rest of the fax number. For example: A fax sent to +44 2 123456 would be entered as:
  - 011442123456@concordsend.com
- A coverpage will automatically be generated. Any text in the “Subject” line will be the fax’s subject. Any text you type in the body of the email will appear on the coverpage.

After you have sent the fax, you will receive a “Queued Successfully” email if the sending information was entered correctly.

If for some reason the submission fails to meet criteria to make a fax attempt, you will receive a “Queue Failed” email.
Upon successful delivery of your fax, you will receive a notification confirming delivery.

If the delivery attempt failed, you will be sent a notification notifying you of the delivery failure.

A list of Error Descriptions is attached.

To view a received fax, check your Outlook under the efax inbox in the left-hand menu.

If you do not have an efax inbox, your wisc email has not been added to the Concord fax system. Please contact the DOM IT helpdesk (help@medicine.wisc.edu) to have your email added so you can receive faxes in your inbox.