

Department of Psychiatry – Using Outlook to Send Faxes – Quick Reference Guide

Below is a quick reference guide on how to use outlook to send faxes.

Note: Please do not add a 9 at the beginning of the number or the fax will fail.

- **Local Fax Transmission:**
faxnumber@gwfax.shands.ufl.edu (e.g., 5551212@gwfax.shands.ufl.edu)
- **Long Distance Fax Transmission:**
1+area code+faxnumber@gwfax.shands.ufl.edu (e.g., 18005551212@gwfax.shands.ufl.edu)
Adding dashes to a fax number (e.g., 1-800-555-1212) is not required, but the system will remove them before transmission if you do add them.

Files You Can Send:

- Word documents (files with .docx, .doc., .rtf extensions)
- Excel spreadsheets (files with .xlsx, .xls extensions)
- PowerPoint presentations (files with .pptx, .ppt extensions)
- Adobe Acrobat documents (files with .pdf extensions)
- Image files (files with .tif, .jpg extensions)
- Text files (files with .txt extensions)

Files You Can't Send:

- Anything that is password-protected (you can save the file without password protection, send it, then save it again with password protection)
- Anything that has active form fields (similar to IRS forms that can be filled out on line and then saved; the active form fields must be turned off before saving the file to be faxed)
- Files with special characters in the name (characters such as , @ % \$ * &)
- Files with two or more periods in the file name (e.g., file.name.docx is not allowed, but filename.docx is OK)

Tips:

- Please put your return fax number on all fax correspondence and politely insist that anyone sending you a fax to use your fax number instead of 352-627-4000.
- Many times, outside organizations send faxes to our TSID number (352-627-4000) where they cannot be delivered to the intended recipients.
- If faxes you send contain any PHI, delete them from your Sent Items folder after you have received confirmation of delivery. Also remember to empty the Deleted Items folder at the end of your workday.

Troubleshooting Notes:

- If number begins with 11, it will not transmit
- If the fax is not sent using Outlook, it will not send.
- The fax will send any attached document (such as from MS Office or Adobe PDF file, .txt and .rtf files, etc.)
- If the fax fails for any reason, the Biscom Fax Server will email back a failed Fax Transmission Report.