

## **Not receiving your Fax2emails**

## **Not receiving your Email2fax fax reports**

This help file contains information that will help you if you are having trouble receiving your faxes or fax reports.

❖ **Please follow these steps below**

- 1. When using a mail clients like MS Outlook, Thunderbird, Apple Mail, MS Entourage. Start by checking your spam / junk mail folder. If your fax or fax report is in the Spam / junk mail folder, right click on the email and select "not spam" option.**
- 2. For web based email program such as Gmail, Webmail, Yahoo or Hotmail. Start by checking your spam / junk mail folder. If your fax or fax report is in the Spam / junk mail folder you will need to setup a filter. Filters can allow mails from certain mail server not to be filtered as spam, you can setup a filter to allow all emails from our standard email address [mailer@faxmachine.co.za](mailto:mailer@faxmachine.co.za) which will ensure all faxes are sent to your email inbox. If you are not sure how to setup a filter in your mail client we would recommend that you contacting your Nearest IT Expert for assistance.**
- 3. If you have already followed the steps above or you are using an email address from a company or Internet service provider, we would suggest contacting your Network Administrator or Internet service provider. Please ask them to check on their mail server why faxes aren't being delivered to your email address. In order to resolve the problem they can allow or "Whitelist" all emails from [mailer@faxmachine.co.za](mailto:mailer@faxmachine.co.za) which is our unique Fax2mail and Email2fax email address.**