

FAQ

Welcome to GTB's new fax service FAQ. In this FAQ, we address basic questions you may have. If you would like to see more questions (and answers) added, please contact our Customer Care team by email at custservice@gtb.net or by phone at 1 (877) CALL-GTB (225-5482).

1. I can't get into my new fax service. How do I access my faxes?

You can access your faxes directly via your existing email account or through the web interface at <https://faxaccess.gtb.net>.

2. I forgot my password. How do I get in?

1. Log into <https://faxaccess.gtb.net/faxadmin>.
2. Enter your Admin name and password.
3. Click Sites.
4. Pick Company Name.
5. Pick Internal User.
6. Check User you are changing password for.
7. Click change password [Auto Generate password should be displayed].
8. Click "OK" [Password is emailed to User].

3. How do I send faxes with the new service?

- **To send a fax through your Outlook**, enter the recipients fax number like you did before, but use faxaccess.gtb.net as the domain name ([Destination faxnumber@faxaccess.gtb.net](#)). For example: 4105052222@faxaccess.gtb.net.
- **To manage faxes online**, login to faxaccess.gtb.net and follow the new easy-to-use customer interface. We also have a detailed fact sheet on our website at <https://gtb.net/solutions/cloud-services/fax-tu-mail>.

4. How do I receive faxes with the new service?

All Incoming Faxes to your personal fax number are delivered directly to your email -- just like before. Another option for you is to access your faxes on the web portal at <https://faxaccess.gtb.net>.

5. Why did GTB upgrade the fax service?

GTB expanded the functionality and security to better serve our customers.

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6. What new features do I get with the new service?

With your new Basic fax package, you are able to:

1. Have compatibility with Android and iOS mobile devices.
2. Convert the PDF fax into searchable text, which is perfect for your office if you're trying to go paperless.
3. Route faxes to certain people based on predefined "keywords" located in the fax message, such as Billing and HR departments. You can also use this feature to block spam.
4. Customize your fax cover sheets.
5. Create more privacy with a "Passthrough Operation Mode" that will not store faxes on the GTB server.
6. Access a desktop app if you're not currently using an email client like Outlook or Thunderbird.
7. Get 45 days of cloud storage.

Those are just the additional features with the Basic Package.

With the Premium Package, you of course, get everything you get from the Basic Package, plus:

- Signed HIPAA Business Associate Agreement with GTB certifying that we are protecting your data.
- Faxes are also backed up for a full year -- as opposed to the 45 days with the Basic service.
- Your faxes receive priority in the case of competing, multiple faxes.
- For more privacy with the data backup you need, you are also able to archive your documents on a location outside of GTB. (Side note: This can be done via a FTP (file transfer protocol)).

7. What if I want HIPAA compliance?

You can ensure GTB is following HIPAA guidelines with the Premium Package.

With this package, you of course, get everything you get from the Basic service, plus:

- The signed HIPAA Business Associate Agreement like I just said.
- Faxes are also backed up for a full year -- as opposed to the 45 days with the Basic service.
- Your faxes receive priority in the case of competing, multiple faxes.
- For more privacy with the data backup you need, you are also able to archive your documents on a location outside of GTB. (Side note: This can be done via a FTP (file transfer protocol)).

To sign up for the Premium Package, please contact our Customer Care team by email at custservice@gtb.net or by phone at 1 (877) CALL-GTB (225-5482).

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8. How do my fees change?

The Basic faXccess service is now \$7.95/per user/per month. For just \$2 more, you can receive the Premium faXccess package. For both packages, inbound faxes are included and outbound pricing is the same as before. We also provide multi-box and unlimited faxing options. To learn more about these options, contact our Customer Care team by email at custservice@gtb.net or by phone at 1 (877) CALL-GTB (225-5482).