

# Internet FAX

*Network Services*  
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## Rate

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## General Overview

The OCIO Internet Fax System is a faxing service interconnected with the Enterprise Email System. Outgoing faxes are sent from the workstation using faxable applications installed on the workstation, such as an email client. Incoming faxes received at the fax server are routed to the email server and delivered as an attachment to the user’s mailbox. Internet Fax offers a low-cost, efficient, and secure method for processing faxes sent to individual recipients or multiple recipients.

## Service Details

- The OCIO Internet Fax System eliminates the need for physical fax hardware and telecommunication lines
  - Internet Fax promotes overall savings and efficiency because the fax servers make use of shared telecommunications lines
  - It eliminates the initial and repeated costs for fax machine purchases, supplies, service contracts, maintenance or replacement, and telecommunications fees
- Internet Fax promotes paperless workflow
  - Documents to be faxed can be created, sent, and saved electronically
  - Fax documents are received electronically, and can be saved and/or printed as necessary
- Internet Fax promotes efficient and secure operations
  - Only authorized persons can fax from the InternetFax service
  - Sent faxes are completed from the privacy of a secure workstation
  - Incoming faxes are delivered directly to the intended recipient
  - Faxes are no longer left on fax machines
- Blast faxing can be timed to be sent during low usage periods
- Meets Federal HIPAA security requirements
- Stationary can be used to standardize fax communications. Signatures can be added as a graphic to the stationary

## This Service Includes

- Administration
- Updating the fax infrastructure
- Providing email client plug-in

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- Provide fax numbers
- Work with State telco team to manage conversion of fax numbers to fax system

### **This service does not include:**

- Support outside of the @nebraska.gov network e.g., helping someone outside the State send us a fax
- OCIO does not block incoming fax numbers
- End user workstation troubleshooting

### **Roles and Responsibilities**

The Office of the CIO is responsible for administration of the fax service. This includes setting up or deleting user accounts, maintaining services and problem resolution. The customer must provide a list of users, and users must have an OCIO provided email account.

### **Requesting Service**

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov). Or Submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>  
The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

### **Service Expectations, Hours, Availability and Reliability**

The service is supported by the Open Systems Team and is available 24x7. Customers may contact the Service Desk 24 X 7. Help can be obtained by calling 402-471-4636 or directing e-mail to [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov). Customers can also open tickets by visiting <https://ciohelpdesk.nebraska.gov/user/>. The Service Desk web site can be accessed at [http://www.cio.nebraska.gov/tech\\_serv/help\\_desk](http://www.cio.nebraska.gov/tech_serv/help_desk).

### **Cost and Billing Information**

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

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For further information, please contact:  
**The Office of the CIO Service Desk**

Request this Service: <https://serviceportal.ne.gov>

[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)

402-471-4636 or 800-982-2468