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ABOUT CREB's iFax SERVICE PORTAL

CREB's iFax Service uses the internet to connect your email account with fax machines anywhere in the world. You do not need a fax machine or telephone line to send or receive faxes. CREB's iFax Service enables you to send and receive faxes as attachments to email.

CREB's iFax Service is the future in real estate communication, providing flexibility, mobility and security.

The iFax Service Portal described in this manual provides all the functionality that you require to send and receive faxes, view your archives and manage your account.

HELP PAGES

Accessing the Website

To access CREB's iFax System, enter the following into the address bar on your web browser:

<http://www.CREBiFax.ca>

Entering this information will bring you to the iFax Portal Welcome Page shown below:

WELCOME! Welcome!

REAL ESTATE BOARD

Welcome | Introduction | FAQs | Realtor Sign Up | Forms & Documents | Send Faxes | Login

Welcome!

Welcome to CREB's iFax Portal!

CREB's **iFax Service** uses the internet to connect your email account with fax machines anywhere in the world. You won't need a fax machine or telephone line to send or receive faxes. CREB's **iFax Service** enables you to send and receive faxes as attachments to email, and the fax pages are highly legible.

Have you got the **FAX MACHINE BLUES**?

- Are other agents seeing your confidential offers?
- Are you tired of waiting at the fax machine for that important contract?
- Does your office fax machine **DAMAGE** your pages or make them illegible?
- Have you left the office, but need a second copy of that fax?

Eliminate Those Worries and Head Aches!

BREAK FREE TODAY

Get your own Personal Fax #.
You have a Direct Phone #, why not a Direct Fax #?

All CREB Realtors are eligible for a **FREE Personal Fax #**.*

With CREB's iFax Service:

- You will be able to send faxes for **FREE** within Canada, the USA and 38 other countries.*
- You will be able to send faxes without a fax machine or a phone line, from any internet computer.
- You will be able to receive faxes in your email inbox or on your smart phone.
- You can even view and forward them from your smart phone.
- You can be notified on your cell phone of all incoming faxes.

Think of it, You'll be able to do deals while you're on the road or at a client's home or office.

You have a cordless phone, isn't time you got a cordless fax service?

Check out the 8 page **Introduction** section to learn more, or
Click on **REALTOR SIGN UP** to order your Personal Fax # today.
If you want more in depth details check out the **FAQ** section or
For Customer Support 24 hours a day, 7 days a week please call: 866-233-4123 or
send your questions to support@crebifax.ca

Clicking on **Introduction** or **FAQs** will bring you to pages that provide you with information about CREB's iFax Service. To sign up for an account click **Realtor Sign Up**. To send faxes, access your archive and manage your account click **Send Faxes**.

REALTOR SIGN UP

Creating an Account

Sign up

CREB iFax to Email Service - Realtor Registration

CREB Public ID *

First Name *

Middle Name

Last Name *

Full Contact Address *

Contact Phone Number - Primary *

Contact Phone Number - Other

Cell Phone Number

Cell Phone Service Provider

Current Personal Fax Number

Current Personal Fax Provider

Brokerage Name *

Select Brokerage Name

Email Address at which faxes will be received

Primary Email

Email 2

Email 3

Email 4

Email 5

Indicate your geographic region:

City of Calgary

North of Calgary

East of Calgary

Outside Calgary Region

South of Calgary

West of Calgary

Specify local calling area for your new CREB iFax Number

City of Calgary

Other Community

Specify Other Community

Enter the information as requested in the form (partially shown above.)

CREB public id: Enter the ID CREB has provided you for their other services

First Name (required): Enter your first name

Middle Name: Enter your middle name

Last Name (required): Enter your last name

Full Contact Address (required): Enter your address

Contact Phone Number – Primary (required): Enter your phone number

Contact Phone Number – Other: Enter an additional contact number

Cell phone number: Enter your cell phone number

Cell phone service provider: Enter the company that provides your cell service

Brokerage Name: Select the brokerage for which you work from the drop down menu

Email addresses at which faxes will be received

Primary Email: This is the email address that will be associated with your account. You will be able to send faxes directly from this email address and incoming faxes will be sent to this address.

Email 2-5: Provide additional email addresses that you would like to receive copies of your faxes.

Indicate your geographic region: Choose the radio button that best describes your region

Specify local calling area for your new CREB iFax Number: If you live in the Calgary area click on the radio button new City of Calgary. For any other area click on other community.

Other Community: If you clicked other community, fill in this field with the name of that community.

Notification Options

Do you want SMS notifications on your cell-phone each time you receive a fax?

If you answer yes to this question you will receive a notification on you cell phone when you receive a fax. The fax will not be attached.

If yes, provide your Cell Phone Number: Click the radio button near your service provider or enter the name of the provider if it is not listed.

Note: Your cell phone number will be stored as an email address as in the following chart:

- **Rogers Wireless:** [10-digit phone number]@**pcs.rogers.com**
- **Fido:** [10-digit phone number]@**fido.ca**
- **Telus:** [10-digit phone number]@**msg.telus.com**
- **Bell Mobility:** [10-digit phone number]@**txt.bell.ca**
- **Kudo Mobile:** [10-digit phone number]@**msg.koodomobile.com**
- **MTS:** [10-digit phone number]@**text.mtsmobility.com**
- **President's Choice:** [10-digit phone number]@**txt.bell.ca**
- **Sasktel:** [10-digit phone number]@**sms.sasktel.com**
- **Solo:** [10-digit phone number]@**txt.bell.ca**
- **Virgin:** [10-digit phone number]@**vmobile.ca**

Do you want to be notified when a fax you send fails? If you answer yes to this question you will receive a notification to all the email addresses you entered as well as your cell phone if you chose to receive SMS notifications.

Do you want to be notified when a fax you send succeeds? If you answer yes to this question you will receive a notification to all the email addresses you entered as well as your cell phone if you chose to receive SMS notifications.


Additional Services

Porting Option: You can request to port your current local and/or toll-free number(s). If you make this request, you will receive forms in your confirmation email that need to be filled out and emailed to CREBport@crc.net. While you are waiting for the ported number(s) to be moved to CREB's iFAX service, you will be assigned a local iFAX number to use.

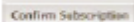
Vanity Fax Number: You can request a specific local or toll-free number. If there is a search charge from the telephone company it will be passed on to you even if the number you are requesting is not available. While you are waiting for your vanity request to be processed you will be assigned a local iFAX number to use.

Toll-free iFAX Number: You may add a toll-free iFAX number to your account at an additional charge. Your toll-free number will share your current quota.

Additional local iFAX Number: You may request an additional local iFAX number at an additional charge. Your account will have an increased quota.

When you have filled in all of the requested information you must click the confirmation box indicating that you are a member in good standing of the Calgary Real Estate Board. Shortly after clicking , you will receive a confirmation email.

If the information in the email is not correct, do not click on the link to activate your account, but instead contact customer support at support@crebifax.ca or call toll free (866) 233-4123.

If the information listed in the email is correct, you are ready to activate your account. Click on the confirmation link in the email to confirm your registration. If the link does not open in your browser you can copy the link and paste it in the address bar of your browser. Read the terms present on the page and click .

New Realtor Verification

Mr./Mrs. Stacy Kennedy
Brokerage Name CREB - main department
Email babyshoes@gmail.com
Phone Number 203-459-9646
Verification ID 48563057-21854047

Agree of Charges I am a member in good standing of the Calgary Real Estate Board, and therefore qualify to order the CREB iFAX Service. I have completed the Registration form and confirmed that the Summary of Services Ordered is correct. I have also reviewed the CREB iFAX Services Pricing Schedule and CREB iFAX Long Distance Fee Schedule that pertain to my use of the CREB iFAX Service.

I understand that:

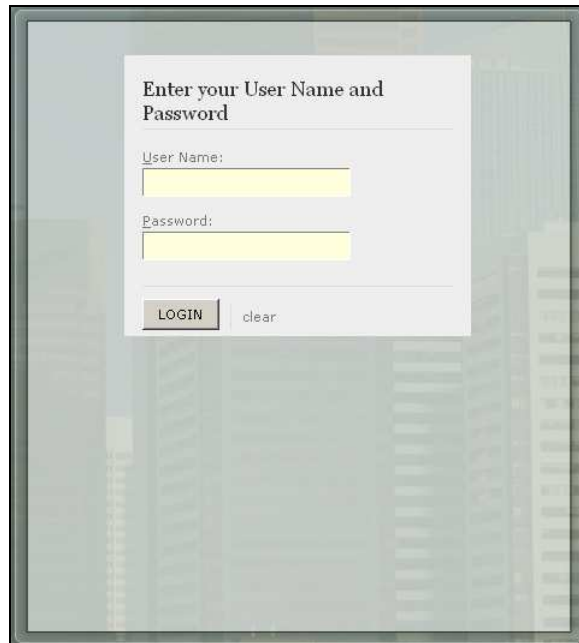
- CREB is providing me with the basic level of CREB iFAX Service and paying the monthly fee for the Service on my behalf
- Faxes received to my CREB iFAX # from other CREB iFAX Users are Free and don't count toward my Monthly Page Allotment
- Faxes sent from my Primary Email Address to other CREB iFAX #'s are Free and don't count toward my Monthly Page Allotment
- All other fax pages sent and received count toward my Monthly Page Allotment of 50 total fax pages per month
- I will pay all Overage Page Fees in excess of my Monthly Page Allotment at a rate of Two and One-half cents (\$0.025) per page
- Sending faxes to long distance fax #'s may incur long distance charges as described on the Long Distance Fee Schedule
- Ordering Optional Services may incur additional charges as described on the CREB iFAX Services Pricing Schedule.

I hereby authorize CREB to charge my CREB account for the costs of Overage Page Fees, Long Distance Fees, and fees for any Additional or Optional Services that I order and agree to pay these charges promptly after receiving my monthly detailed billing

Within minutes, you will receive a second email with your screen name and password used for logging in to Creb's iFAX portal.

LOGGING IN

To log in to the system click on the **Login** button. You will be brought to the User Website Login Screen. The following web page will appear:

A screenshot of a web page showing a login form. The form is titled "Enter your User Name and Password" and contains two input fields: "User Name:" and "Password:". Below the input fields are two buttons: "LOGIN" and "clear". The background of the page is a blurred image of a city skyline.

Enter your User Name and Password

User Name:

Password:

The Login Screen allows users to access to all other areas of the site and contains the following information:

Login box

Password box

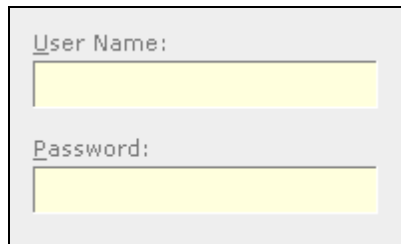
Login Button

Clear Button – Will clear the text box and checkbox entries.

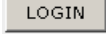
Entering a User Name and Password

Every user who is authorized to access CREB's iFax Portal website will have a unique User Name and Password assigned to them. Enter your User Name and Password into the appropriate boxes.

Note: Your user name is your CREB public ID.



A login form with two input fields. The first field is labeled "User Name:" and the second is labeled "Password:". Both fields are currently empty and highlighted in yellow.

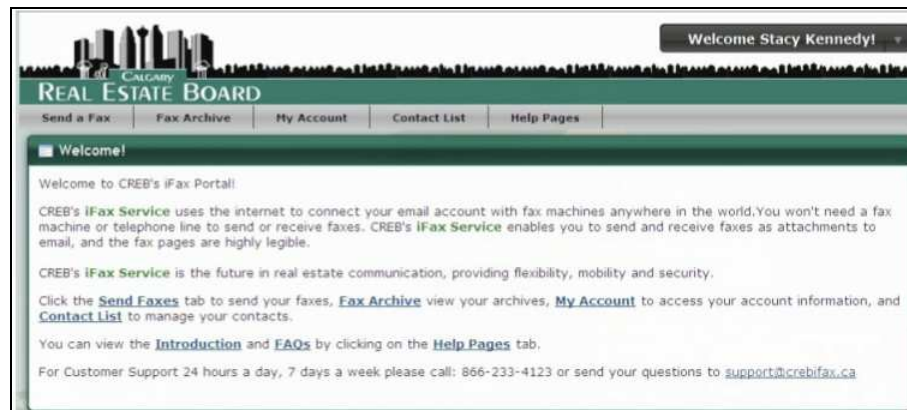
Once a User Name and password have been entered, click the  button to verify your information and access the main menu. If an invalid User Name or Password has been entered, the following error message will appear:



The credentials you provided cannot be determined to be authentic.

Note: If a login failure notice is displayed, re-enter your User Name and password. If the login failure is repeated, contact Support at (866) 233-4123.

Once a valid User Name and Password have been entered, you will be brought to the following Welcome Page and be given the opportunity to navigate the system.



The screenshot shows the CREB's iFax Portal Welcome Page. At the top right, a dark button says "Welcome Stacy Kennedy!". Below the header is a navigation menu with links: "Send a Fax", "Fax Archive", "My Account", "Contact List", and "Help Pages". The main content area is titled "Welcome!" and contains the following text:

Welcome to CREB's iFax Portal!

CREB's iFax Service uses the internet to connect your email account with fax machines anywhere in the world. You won't need a fax machine or telephone line to send or receive faxes. CREB's iFax Service enables you to send and receive faxes as attachments to email, and the fax pages are highly legible.

CREB's iFax Service is the future in real estate communication, providing flexibility, mobility and security.

Click the [Send Faxes](#) tab to send your faxes, [Fax Archive](#) view your archives, [My Account](#) to access your account information, and [Contact List](#) to manage your contacts.

You can view the [Introduction](#) and [FAQs](#) by clicking on the [Help Pages](#) tab.

For Customer Support 24 hours a day, 7 days a week please call: 866-233-4123 or send your questions to support@crebifax.ca

SEND A FAX

To Send a Fax Application

The Send a Fax Application is the most important portlet of the system. Click the **Send a Fax** tab from the menu on the welcome screen. The fields and interactive elements of this screen are explained on the next page.

Send Fax

Fax number ⓘ

Fax Number Attention To

[Add a fax number](#) [Remove](#)

Subject ⓘ

Files to send ⓘ

Cover page ⓘ

Coversheet None

Cover page message ⓘ

How can I improve faxing performance?

For the most efficient Internet Faxing, including clearer images and faster transmissions, please take into account the following pointers for your scanned document attachments:

1. Scan documents with highest contrast settings while maintaining image clarity
2. Scan documents in black and white and avoid color and grayscale scanning
3. Scan in 200 dpi

1. Fax Number: If the fax number has not been automatically populated from your address book, you can enter a fax number in this field manually.

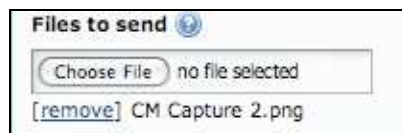


A screenshot of a form section. It contains two text input fields: "Fax Number" and "Attention To". Below these fields are two links: "Add a fax number" and "Remove".

2. Attention To: Begin typing in this field to match names from your address book or enter a name manually. If you choose a name from your address book, the Fax Number field will be automatically be populated. If you enter a name manually you will have to fill in the Fax Number field as well.

3. Subject: The subject of the fax that will populate the cover page subject field. Even if you do not include a cover page you can use the subject to search your faxes in your archive.

4. Files to send: Click the button to search your computer for the file that you want to send. Once the file is uploaded you will be able to attach another file to your fax by clicking on the button again. To remove an uploaded file click [\[remove\]](#). When sending from CREB's iFax portal, there is no limit to the number of files that you send and no document size limit.



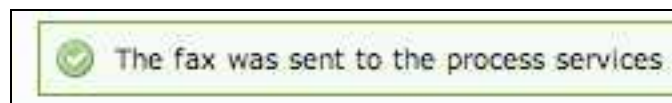
A screenshot of the "Files to send" section. It features a "Choose File" button, the text "no file selected", and a "[remove]" link next to the filename "CM Capture 2.png".

5. Cover Page: Choose the Coversheet radio button to include a cover page. The default is no cover page.

6. Cover Page Message: Enter a message to be printed on the cover page of the document.

When all the fields on the screen are filled in to your satisfaction click .

When your fax is sent you will see the following message on your screen:



Each time a fax is sent from this application a notification will be sent to the email addresses specified for notification on your account page. This notification will indicate either success or failure.

FAXING FROM YOUR PRIMARY EMAIL ACCOUNT

To send a fax through your email client, log in to your primary email account on any internet connected computer and compose a message. In the "To:" field of the message, address the email to the "[desired fax number](mailto:desired_fax_number@crebifax.ca)"@crebifax.ca (e.g. 18885551212@crebifax.ca.) The subject of the email will become the subject of the fax on the cover page. The default is no cover page. However, if enter a subject, you will be able to use it to search for the fax in your archives. The body of your email will be sent as the first page of your fax (after the cover page if one is included.) Attach the file(s) that you wish to fax in the order that you want them to be received. Beware of the file size limits of your email service provider.

There are several ways to add a cover page to your fax. You can attach a cover page as the first file that you are faxing or as first page of the first file. Or, to use a preconfigured cover page, when composing your email, instead of entering faxnumber@crebifax.ca in the "To:" field you would enter the command as follows: cover=cover1|faxnumber@crebifax.ca (where cover1 is the name of a valid cover page.)

To specify the recipient of the fax, when composing your email, instead of entering faxnumber@crebifax.ca in the "To:" field would first specify the recipients name, then specify their fax number:

First.Last|faxnumber@crebifax.ca

To specify multiple fax numbers when sending a fax to multiple recipients, in the "To:" field you would specify all the recipients' fax numbers, separated by commas.

faxnumber1@crebifax.ca, faxnumber2@crebifax.ca, faxnumber3@crebifax.ca.

To specify multiple the recipient and attach a cover page in the "To:" field, address your email message using the following format – first specify the recipient's name then specify the name of a valid cover page and then specify their fax number:

First.Last|cover=cover1|faxnumber@crebifax.ca

(where cover1 is the name of a valid cover page)

All emails sent from your primary email account will be archived in CREB's iFax Service portal. In addition, notifications will be sent to your primary email account, any secondary accounts that you listed and your cell phone if you chose to receive an SMS.

FAX ARCHIVE

The Fax Report Application

The Fax Report Application as shown below has two screens – Inbound History and Outbound History. Click **Fax Archive** from the menu tab on the welcome screen to access these reports.

The screenshot displays the 'Fax Archive' application interface. At the top, there are two tabs: 'Inbound' and 'Outbound'. Below the tabs, there are search filters for 'Subject', 'Destination', 'From' (01/01/2010), and 'To' (02/07/2011), with a 'Search' button. Below the search filters, it shows 'Pages received: 0' and 'Pages sent: 0' for the period '(this month, 2011-2-1 - 2011-2-7)'. The main part of the interface is a table with the following columns: Subject, Destination Number, Time, Pages, Status, and a set of icons. The table contains eight rows of data, all showing 'Successful delivery' status. At the bottom left, there is a 'Refresh Archive' button.

Subject	Destination Number	Time	Pages	Status	
Test Fax.	18666384493	2010-07-07 18:34:40 MST	1	● Successful delivery	
Testing document	8663011832	2010-06-16 15:36:20 MST	5	● Successful delivery	
Testing document	8666384493	2010-06-16 15:35:17 MST	5	● Successful delivery	
Testing document	4034410283	2010-06-16 15:34:14 MST	5	● Successful delivery	
Testing document	4034100888	2010-06-16 15:33:58 MST	5	● Successful delivery	
Testing document	2038807325	2010-06-16 15:33:57 MST	5	● Successful delivery	
Test Fax	4034765058	2010-03-10 11:11:27 MST	1	● Successful delivery	
Test Fax	14034410283	2010-03-07 11:22:25 MST	1	● Successful delivery	

Inbound and outbound faxes can be searched by subject, destination number and date.


Enter information in the field that you choose to search by and click **Search**.


To view how many pages you have sent or received in a given month, see details in either the inbound or outbound fax history page, between the search fields and the archive entries.

To view a fax in your archive (either inbound or outbound) click on the highlighted text in the Subject column for the fax you are interested in. Your fax will open in your PDF viewer.

Inbound History

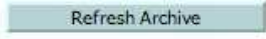
The Inbound History shows all faxes that you have received with the following information: subject, source number, destination number, time, number of pages, and actions you can perform on the fax- see details below.

Click  in the Inbound history to determine if any new faxes have arrived.


If you wish to forward a specific inbound fax you've received to another fax number or to another email address, click on the icon to the far right of the archive entry: 


Outbound History


The Outbound history shows all outgoing faxes with the following information: subject, destination number, send time, delivery status, number of pages, and actions you can perform on the fax- see below.

Click  in the Outbound history to determine if any sent faxes have changed their delivery status.

Fax statuses: Red – Failed Fax Delivery; Yellow- Fax in progress; Green- Successful Fax Delivery

If you wish to resend a fax, click on  found in the far right column of the archive entry.

If you wish to forward a sent fax to another fax number or to an email address, click on  found in the far right column of the archive entry.

If you wish to download the original files, which were attached to create the fax, click on  found in the far right column of the archive entry. This feature is only available for faxes sent from your primary email and not faxes sent from the CREB iFax website.

MY ACCOUNT

Account Management

The account management application allows you to add and edit information about yourself. Details from your registration will already populate the fields. The main screen for the application is shown below.

The screenshot shows a web application window titled "My Account". It contains several sections for user management:

- Personal Information:** Includes fields for Screen Name (wldow), Language (English (United States)), Time Zone ((GMT -07:00) Mountain Standard Time), Greeting (Welcome warren dow!), Password, Enter Again, Email Address (warrendow@gmail.com), Prefix, First Name (Warren), Middle Name, Last Name (Dow), Suffix, Birthday (February 1, 1970), Gender (Male), Organizations (CREB - ZZ), and Job Title.
- Notifications:** Includes Fax Number #1 (4034100888), two empty text boxes for additional email addresses, checkboxes for success and failure notifications (both checked), Number of retries (3), and Interval between retries (3).

At the bottom left, there are "Save" and "Cancel" buttons.

On the upper part of the screen, you can change your personal information, your password and/or your primary email address. Be sure to click if you make any changes.

The notifications section of the My Account application allows you to specify additional email addresses that will receive copies of your incoming faxes and notifications, addresses that will receive only notifications (without the fax attached), the kinds of notifications that you would like to receive and the retry rate of your outgoing faxes. Notice if you chose to have notifications sent to your cell phone that it will be displayed here as an email address.

Notifications

Fax Number #1

Enter additional email addresses to receive fax messages

Enter additional email addresses to receive Delivery Notifications

Send success notifications (Used to turn on success notification on outgoing faxes)

Send failure notifications (Used to turn on failure notification on outgoing faxes)

Number of retries

Interval between retries

Each time you add an email address to the Additional Email field or to the Additional No Attachment Email field click the save button and a new row will expand to accommodate that email address. To remove an email address, delete the contents of the field and click .

FOR FURTHER ASSISTANCE

The CREB iFax Website User Guide is designed to provide users with step-by-step procedures for maintaining information within the website. If issues are encountered that are outside the scope of this document, please contact your Department or Company Administrator for further information. Alternatively, you can contact Customer Support at (866) 233-4123.

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