CONCORD*Fax*

Online. All the time.

Concord Fax Online
Account Administration Center
(AAC)
User Guide

V. 2.0.1 (2010)

Concord Technologies

Publication Notice

The contents of this publication and the specifications of this application are subject to change without notice.

Concord reserves the right to make changes without notice to this publication, Concord software, and services, and shall not be responsible for any damages, consequential or otherwise, caused by reliance on the materials presented herein, including typographical errors.

This is the second edition of this publication.

Version

This guide describes the (AAC) release 2.0.1 April 23, 2010

Contents

What is the Account Administration Center (AAC)?

The Account Administration Center (AAC) is a web-based application that enables Concord Fax Online administrators and users to view detailed information about their fax accounts. A variety of status indicators, account settings, and reports are available within the Account Administration Center.

New account end users, once they are registered by the Administrators of their respective business accounts, may make changes to this account once they are able to login.

These Fax end users may login to the AAC to view and maintain their personal fax account information.

Getting Started With the AAC

To get started, one must have an account in the AAC which should include a User ID and password. User accounts are created by administrators, or, in some cases (by request), by Concord.

Logging In

The AAC is accessible via the Internet at **www.concordfax.com**. Once you have activated a fax account with Concord, you must now log into the Concord website **www.concordfax.com** and setup you fax service. From the "My Account" link on the home page, click "Login". The AAC login page will be displayed. (See Figure 1)

Enter your assigned fax number and password in order to login. If you have forgotten your password, you may recover by using the "Forgot Password?" link on the login page. Follow the prompts and your password will be sent to the email address recorded for your account.
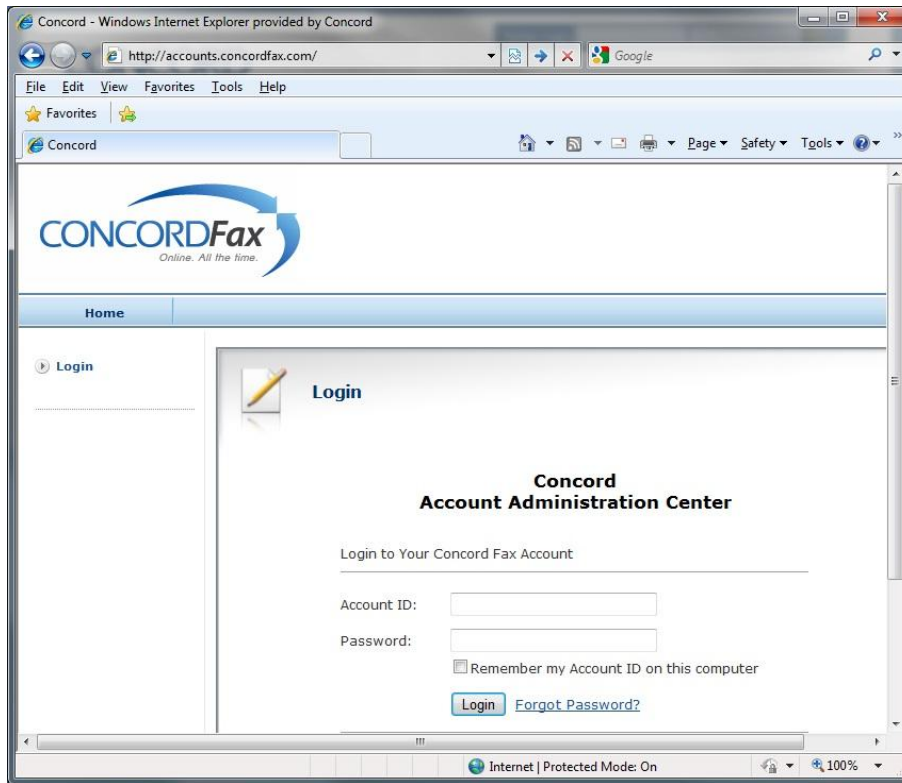
Figure 1 The AAC login page.

The forgotten password recovery mechanism will send a new password to the email account registered for the fax number provided.

After Login

In some cases, you will be prompted to enter a User ID and Password and create a new one (See Figure 2).If you do not have either the User ID or Password please contact Customer Support and we will provide an authorized party with the Login information.

Password

From the screen shown in Figure 2, you may verify and change the Password, or PIN that was issued to you. To change your password, enter the password originally assigned to you ("Current Password") and then type in your new password in the "New Password" and "Verify Password" fields. After this, click on the '**Submit**' button to initiate the change. Passwords must be numeric and between 4 and 10 characters in length.
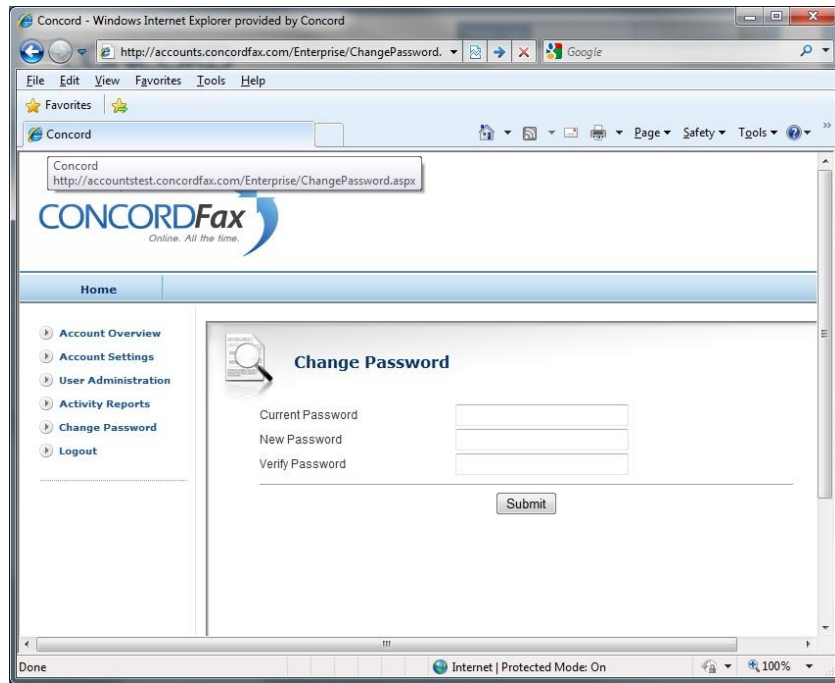
Figure 2 This screen allows you to change your password.

Profile

After logging in, the completed **Profile** area will be displayed. (See Figure 3) This page displays your contact information and also allows access to change your password. By default, you are greeted by the **Profile** area when you log in.

Figure 3 This screen displays your contact information.

Contact Information

In the User's Account Administration Center (AAC) the screen will display customer contact information. (See Figure 4) To update your contact information, please do so in this area. You may also navigate to this area by selecting **Contact Info** under **Profile** in the menu bar located in the left-hand margin of the AAC.

Figure 4 On the Customer Contact page you can edit the name, address, and other contact information.

Password

You may verify and change the Password, or PIN that was issued to you. Refer to the screen shown in Figure 2, and the information on page 5.

Preferences

To edit your preferred settings, please click on **Preferences** in the menu area in the left hand margin of the screen. (See Figure 6) There are 3 choices to select from in the **Preferences** area: **Receiving Email**, **Sending Email**, **and Default Cover Page**.

Figure 6 This **Sending Email** is the default screen that pops up when '**Preferences**' is clicked.

Receiving Email

Under **Receiving Email Addresses,** you may view your active sending email addresses. If a change or changes need to be made you will need to contact your company administrator to make these changes.

Sending Email

The Display Options area provides you with the ability to change your time zone designation as well as the format for the date and time information that is printed on your fax header. These tools allow you to completely customize the look and feel of your outbound fax messages. A sample of the date and time formats is displayed and you may choose from the corresponding drop-down menus. (See Figure 8). Press **Update** to implement your changes.

Figure 7 - The Sending Email Address can view active and valid email addresses for sending faxes.

Default Cover Page

Figure 8 - This section is for determining which cover page you have been assigned.

Activity Reports

Sent Log: By clicking and expanding **Activity Reports** in the menu bar on your left hand margin, you will be able to access activity reports for both sent ("**sent logs**"), and, received ("**received logs**") activity. By default, your "**sent log**" activity is displayed first. Select the time period you would like displayed and a report will automatically be generated. You can select time periods of 30, 60, and 90 days. (To view the Sent Log see Figure 11)
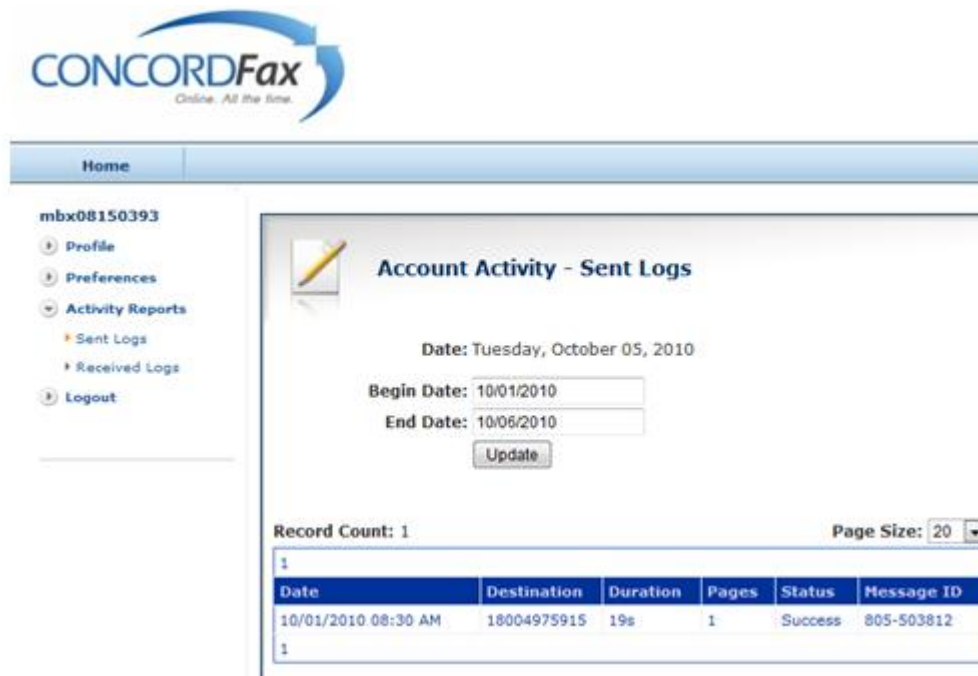

Figure 9 - A sample of a Sent Log

If there are no messages sent or received in the period, the message "**No Records Found**" will be displayed in red print. (A sample 'Received' Log is shown in Figure 12)

Figure 10 – No Records Found in query period.

Received Log: The default under **Activity Reports** is **Received Logs**.

Figure 11 - A sample of a **Received Log**

In this sample of a **Received Log** the search period did not find any records. The search period may be expanded by expanding, or changing, the search period. This is done by editing the **Begin Date**, the **End Date**, and then clicking the **Update** button.

Messages found in the queried period will display the date and time the message was sent or received, the destination or origin, the number of pages in the message, the status of the transmission, and a Message ID which uniquely identifies each specific message. Account activity from up to the last 30 days are possible. The update shown the Figure 11 is set to 2 days.

Getting Help

Concord Technologies Customer Service

Customer service hours are Monday–Friday from 8:00 AM to 5:00 PM (Pacific Time).

- Telephone: +1 (206) 441-3346 or 1-800-792-0329

For support, in writing, please either fax or e-mail your question to the number or address below and a representative will respond within one business day:

- Fax: +1 (206) 441-7965 or 1-800-301-0329
- Email: service@concordfax.com.

You can contact Concord Technologies Customer Service to:

- Inquire about billing and charges.
- Change your current account information. All account changes are subject to the appropriate credit approval.

We recommend that you visit our web site at **www.concordfax.com** for frequently asked questions regarding our services.