

Faxes

SENDING AND RECEIVING FAXES

To send a fax via Outlook, send the fax **text in PDF FORMAT** in an email to: INSERTFAXNUMBER@faxserver.state.ma.us. (You do not need to include 9 or 1 before the fax number) Don't forget to replace *INSERTFAXNUMBER* with the fax number. Please note that attachments cannot be password protected and will not be sent in color.

External parties should fax items to our fax number, 617-727-7662.

Faxes will be received in the CHIA-Receptionist Outlook email box. Faxes cannot be routed directly to individual staff. The receptionist will log all faxes and distribute it to group boxes in the **Copy/Mail Room (555)**.

Fax Limitations:

Faxing Via Outlook:

Faxes sent via Outlook from users whose email signature is a PNG image, will not transmit. Users with e-mail signatures that use a PNG image should remove the signature image and include a simple written email signature.

See example below:

Remove this type of email signature before faxing:



Faxes

Use this type of email signature if faxing:

Timothy Waitkevitch | Director of Office Operations

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