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## About CREB 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://new.CREBifax.ca**

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

**creb ifax**  
paperless faxing

Log in Register

Home What is iFax? Realtor Sign Up FAQ Customer Support User Manual & Forms

**REGISTER HERE for your free CREB iFax number**

**LOG IN to your CREB iFax account now**

**Welcome to the CREB iFax Portal!**

CREB 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 iFax Service enables you to send and receive faxes as attachments to email, and the fax pages are highly legible.

read more

- CREB Realtors: Use the internet to connect with your important fax numbers instantly
- Send and Receive faxes anywhere in the world from your laptop or smart phone
- Break free from your fax machine today!

**Connect for FREE**

CREBiFax lets you send faxes for FREE within Canada, the USA, and 38 other countries. Send and receive faxes with absolute privacy and security—no prying eyes on your attachments. So simple and quick—use your laptop or smart phone and connect to the world.

- ✓ FLEXIBILITY
- ✓ MOBILITY
- ✓ SECURITY

read more

**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?

read more

**BREAK FREE TODAY! With CREBiFax you can:**

Send faxes for FREE within Canada, the USA and 38 other countries from any internet-connected device—no fax machine is needed!  
Receive, view, and forward faxes in your email inbox or on your smart phone.  
Get notifications on your cell phone of all incoming faxes.

read more

©2013 CREBiFax. All rights reserved. Home What is iFax? Realtor Sign Up FAQs Help User Manual & Forms Contact Us

Clicking on [What is iFax?](#) or [FAQ](#) will bring you to pages that provide you with information about CREB's iFax Service. To signup for an account click [Realtor Sign Up](#). To send faxes, access your archive and manage your account click [Log in](#).

# Realtor Signup

## Creating an Account

### Registration Form

Complete this page and hit 'Submit' at the bottom to get started using CREB iFax!

#### User Info

CREB Public ID	<input type="text"/>
Primary Email Address	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Contact Address	<input type="text"/>
Contact Phone Number - Primary	<input type="text"/>
Contact Phone Number - Other	<input type="text"/>
Cell Phone Number	<input type="text"/>
Cell Phone Service Provider	<input type="text" value="Select Cell Service Provider"/>
Current Fax Number	<input type="text"/>
Current Fax Provider	<input type="text"/>
Brokerage Name	<input type="text" value="Select Brokerage Name"/>

#### Additional Email Addresses to receive faxes and delivery notifications

Email 1	<input type="text"/>
Email 2	<input type="text"/>
Email 3	<input type="text"/>
Email 4	<input type="text"/>

#### Geographic Region

Select your primary area	<input type="text" value="Select one"/>
--------------------------	---

#### Notification Settings

Receive SMS notification on your phone each time you receive a fax	<input type="checkbox"/>
--	--------------------------

- Receive email notification when a fax you send fails
- Receive email notification when a fax you send is delivered

**CREB iFax Service**

**Basic Service**

Request a Local Fax Number

Local Area Code

**Optional Services**

**Porting option:** Most current numbers in Calgary can be ported, so you may be able to port your current Fax Number to register it on the CREB iFax Service. It usually takes from 4 to 6 weeks to port a Fax Number from your current service provider.

There isn't normally a charge for porting, but if there is, you will be contacted for pre-approval prior to processing your request to port your current fax number. To move forward with the porting request, you must submit additional documentation—a porting request form and a copy of a recent invoice showing the number, service address and billing name. You can download the porting authorization form [here](#).

Check here if you want to port your current number to CREB iFax

**Vanity Fax Number Option:** You can request a specific number, known as a Vanity Number, for your CREB iFax number. There may be an additional cost for this service—[click here](#) for details.

Request specific Fax Number

Provide your desired Fax Number

**Toll-Free CREB iFax Number:** You may request a toll-free number for your CREB iFax number, however there is an additional monthly charge for the service. You will be contacted for pre-approval of the monthly charge prior to processing your request. Your Monthly Page Allotment is not increased by adding this Toll-free iFax Number. [Click here](#) for details.

Request toll-free iFax number

**Additional Local CREB iFax Number:** You may request an additional CREB iFax local number, however there is an additional monthly charge for a second iFax number. With an additional number you receive a separate Monthly Page Allotment and all the same features and coverage page rates as the local iFax number that CREB is providing. You will be contacted for pre-approval of the monthly charge prior to processing your request. [Click here](#) for details.

Request second local iFax number

Local Area Code

**Request Confirmation**

I am a member in good standing of the Calgary Real Estate Board, and therefore qualify to order the CREBIFax Service.

**Submit**

## Enter the information as suggested in the form.

**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. If you don't see your brokerage listed, you can choose the first name from the list and after registration, our support desk can change it for you.

### **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

## 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 your cell phone when you receive a fax. The fax will not be attached. If yes, provide your Cell Phone Number and select the name of your service provider from the drop down menu.

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 every time a fax you sent fails to be delivered 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 every time a fax you sent is successfully delivered to all the email addresses you entered as well as your cell phone if you chose to receive SMS notifications.

## Voice Notifications

The CREB iFax service lets you alert your recipients by automated phone call when you have sent them a fax. To use this feature, simply add another “address” to your fax. In addition to addressing the email to **faxnumber@crebifax.ca**, add **#phonenummer@crebifax.ca** (ex: #4035556789@crebifax.ca). Don't forget the pound sign (#) in front of the phone number! When sending faxes through your email, please insert the phone number in the **Bcc** field. When sending faxes from the portal, you may just add it as an additional number in the **To** field.

You can also specify when the phone call is made to your fax recipient. The default (if you don't indicate a time delay) is 30 minutes after your fax is sent. To adjust this delay, just add **+[number of minutes]** after the phone number, and before @crebifax.ca. So to have the call made immediately, type **#4035555678+0@crebifax.ca**, or to have the call made in 2 hours, type **#4035556789+120@crebifax.ca**.

The screenshot shows an email composition window titled "Contract for 123 Main Street". The "To" field contains "4035551234@crebifax.ca" and the "Bcc" field contains "#4035556789+60@crebifax.ca". Red arrows and text provide the following instructions:

- start with a pound sign (#)**: Points to the '#' in the Bcc field.
- type a 10-digit phone number**: Points to "4035556789" in the Bcc field.
- add a 2nd address in the Bcc field**: Points to the entire Bcc field.
- address your faxes like you normally do**: Points to the "To" field.
- finish with '@crebifax.ca' - just like you do for faxes**: Points to "@crebifax.ca" in the Bcc field.
- tell us when to make the call - '+60' indicates 60 minutes after the fax is sent**: Points to "+60" in the Bcc field.

The email body contains the subject "Contract for 123 Main Street", the text "Please find attached the contract for 123 Main Street. Please sign and return as soon as possible.", and the signature "Best, John Smith". The bottom of the window features a "Send" button and icons for text formatting, attachments, and a trash can.

The above graphic shows an email that would generate a fax to 403-555-1234, and a voice notification call to 403-555-6789, 1 hour after the fax is sent.

The script that your fax recipients will hear is as follows. The words in brackets will be replaced by the actual text from your fax.

*“Hello, this is a notification that a member of the Calgary Real Estate Board has sent a fax to [fax number]. The subject of the fax is [fax subject].”*

*Press 1 to confirm that you have received the fax.*

*Press 2 if you have not yet received the fax, but would like to be called back to confirm in one hour.*

*Press 3 if you did not receive the fax.*

*Press 4 to leave a voice message for the sender of this fax.*

*Press 5 if you believe you have received this call in error.*

*Press 6 to place yourself on our do not call list.”*

After the call is made, you will receive an email alerting you to the menu selection made by your fax recipient. If they choose to leave you a voice message, you will receive the audio file of the message, as well as a written transcription.

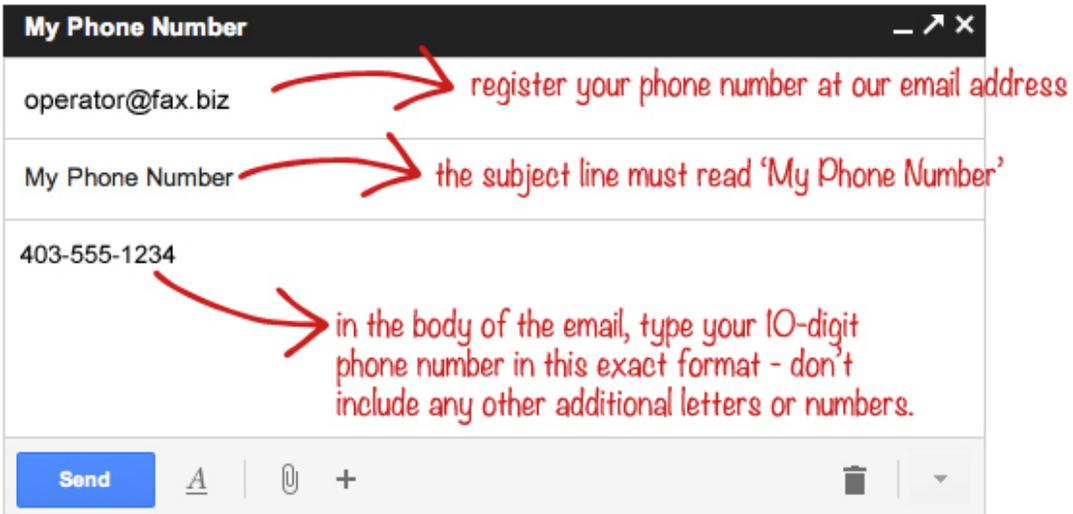
One additional option lets your fax recipients connect to your direct phone number or mobile phone, without divulging your personal contact details to your clients. To enable this option, you simply have to register your phone number with us, and we will give fax recipients an additional menu option:

*“Press 0 to connect by phone to the fax sender.”*

Our system will call the number you registered with us, and connect the two calls together. If you do not pick up, the fax recipient will reach your voicemail.

To register your phone number with us, send an email to [operator@fax.biz](mailto:operator@fax.biz). Write ‘My Phone Number’ in the subject line, and write your phone number in the body of the email, in the following format: 403-555-1234. Do not include any other information or text in your email besides your phone number.

See the graphic on the following page for an example.



## 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 [support@crebifax.ca](mailto:support@crebifax.ca). 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.

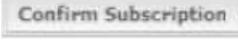
**Vanity Fax Number:** You can request a specific local or toll-free number. If there is a search charge from the telephone company it will be passed on to you even if the number you are requesting is not available. While you are waiting for your vanity request to be processed you will be assigned a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

**Submitting Registration Form:** 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.

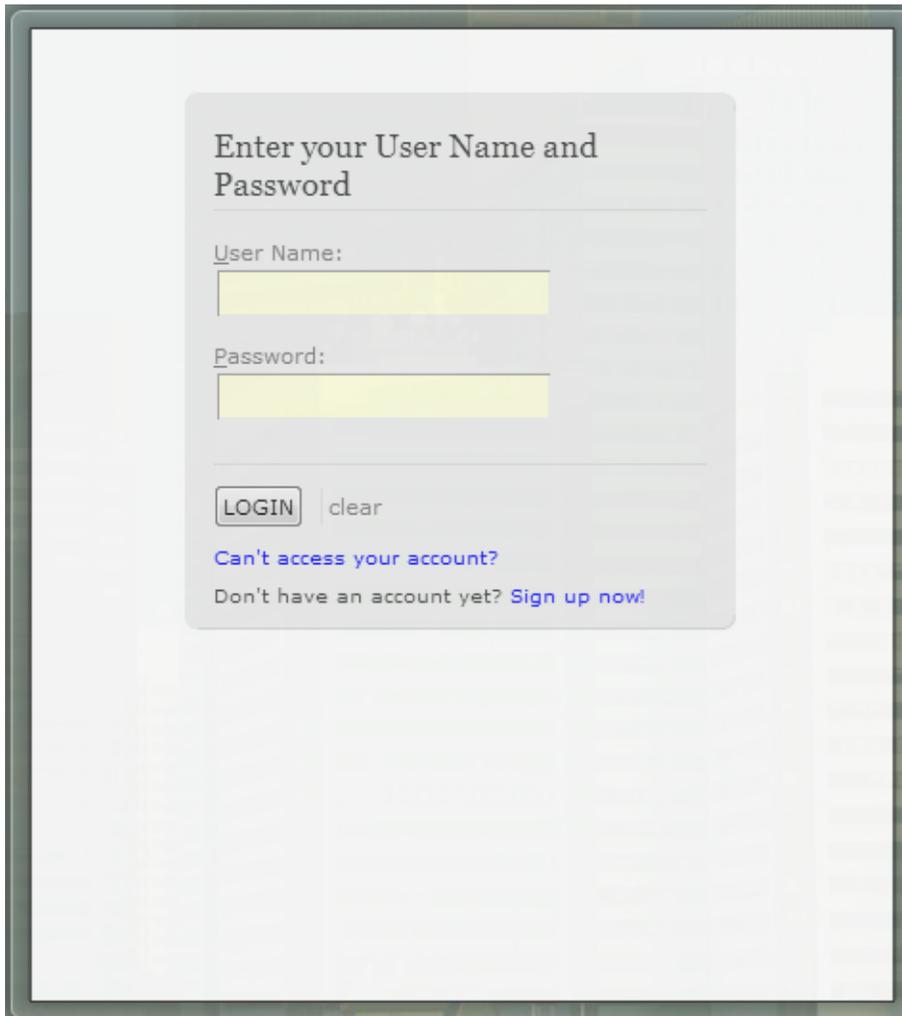
If the information in the email is not correct, do not click on the link to activate your account, but instead contact customer support at [support@crebifax.ca](mailto:support@crebifax.ca) or call toll free (866) 233-4123.

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 .

Within minutes, you will receive a second email with your screen name and password used for logging in to CREB's iFax portal along with the fax number assigned to you.

## LOGGING IN

To log into the system click on the  button and you will be brought to the User Website Login Screen & the following web page will appear:



The screenshot shows a login form with the following elements:

- Title: Enter your User Name and Password
- User Name:
- Password:
- Buttons: LOGIN, clear
- Links: [Can't access your account?](#), [Don't have an account yet? Sign up now!](#)

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

Login box

Password box

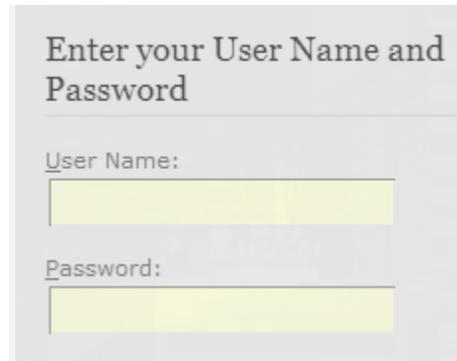
Login Button

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.



Enter your User Name and Password

User Name:

Password:

LOGIN

Once a User Name and password have been entered, click the button **LOGIN** 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, click 'Can't access your account' which will allow you to reset your password. A new password will be emailed to your primary email address associated with the account. If you do not receive an email or the new password still does not work, please contact Support at (866) 233-4123.

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



- [Send Fax](#)
- [Fax Archive](#)
- [Edit Account](#)
- [Log Out](#)

- [Home](#)
- [What is iFax?](#)
- [Realtor Sign Up](#)
- [FAQ](#)
- [Customer Support](#)
- [User Manual & Forms](#)

**REGISTER HERE**  
for your free  
**CREB iFax**  
number

**LOG IN to**  
your **CREB iFax**  
account now

**Welcome to the CREB iFax Portal!**

CREB 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 iFax Service enables you to send and receive faxes as attachments to email, and the fax pages are highly legible.

[read more](#)

➤ CREB Realtors: Use the internet to connect with your important fax numbers instantly

➤ Send and Receive faxes anywhere in the world from your laptop or smart phone

➤ Break free from your fax machine today!

**Connect for FREE**

CREBiFax lets you send faxes for FREE within Canada, the USA, and 38 other countries. Send and receive faxes with absolute privacy and security—no prying eyes on your attachments. So simple and quick—use your laptop or smart phone and connect to the world.

- ✓ FLEXIBILITY
- ✓ MOBILITY
- ✓ SECURITY

[read more](#)



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Send faxes for FREE within Canada, the USA and 38 other countries from any internet-connected device—no fax machine is needed!  
Receive, view, and forward faxes in your email inbox or on your smart phone.  
Get notifications on your cell phone of all incoming faxes.

[read more](#)

## SEND A FAX

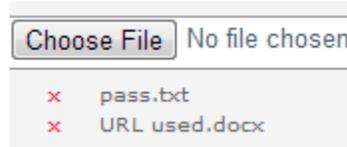
Sending a fax is the most important part of the system. Click the **Send Fax** tab from the menu on the welcome screen. The fields and interactive elements of this screen are explained below.

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.

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 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 **Choose File** 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 **Choose File** button again. To remove an uploaded file click **x**. When sending from CREB's iFax portal, there is no limit to the number of files that you send and no document size limit.

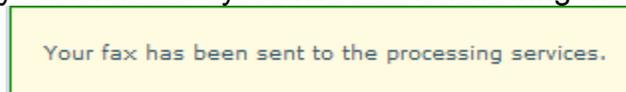


5. Cover Page: Choose the radio button to include a cover page. The default is no cover page.



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 **Send**. 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

You can also send faxes from your registered primary email account.

To send a fax through your email client:

1. Log in to your primary email account on any Internet-connected computer (or smartphone) and compose an email message.
2. In the **To** field of the message, address the email to <fax number>@crebifax.ca (for example, [18885551212@crebifax.ca](mailto:18885551212@crebifax.ca)).
3. 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.
4. Enter the email subject. The subject of the email will become the subject of the fax on the cover page. By default, there is no cover page. However, you will be able to use the fax subject to search for that particular fax in your archives.
5. Optionally, fill in the body of your email. If entered, the email body will be sent as the first page of your fax (after the cover page, if one is included).
6. Add a cover page, if desired. You can attach a cover page as the first file that you are faxing or as the first page of the first file.

Additional options:

### Attaching a preconfigured cover page

You can also use a preconfigured cover page, when composing your email. In this case, the syntax for the **To** field is the following:

```
cover=cover1|faxnumber@crebifax.ca
```

Where cover1 is the name of a valid cover page file on your computer.

### Specifying the recipient of the fax

You can specify the recipient of the fax, when composing your email, by first specifying the recipient's name, then their fax number. In this case, the syntax for the **To** field is the following:

```
First.Last|faxnumber@crebifax.ca
```

### Specifying multiple fax numbers

To specify multiple fax numbers when sending a fax to multiple recipients, in the **To** field you should enter all the recipients' fax numbers, separated by commas:

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

### **Specifying the recipient of the fax and attaching a preconfigured cover page**

To specify 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:

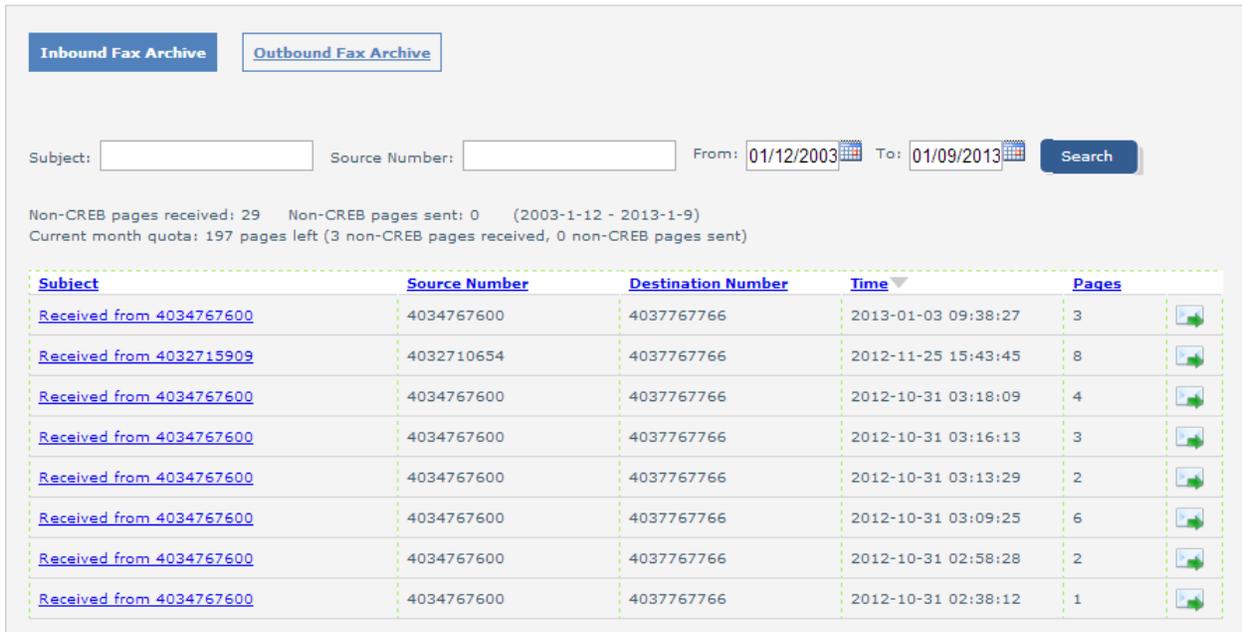
First.Last/cover=cover1|faxnumber@crebifax.ca

All emails sent from your primary email account will be archived in CREB's iFax 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 SMS notifications.

## FAX ARCHIVE

### The Fax Report Application

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



The screenshot shows the 'Inbound Fax Archive' and 'Outbound Fax Archive' tabs. Below the tabs are search fields for Subject, Source Number, From (01/12/2003), and To (01/09/2013), with a Search button. Summary statistics are displayed: Non-CREB pages received: 29, Non-CREB pages sent: 0, (2003-1-12 - 2013-1-9), Current month quota: 197 pages left (3 non-CREB pages received, 0 non-CREB pages sent).

Subject	Source Number	Destination Number	Time	Pages	
<a href="#">Received from 4034767600</a>	4034767600	4037767766	2013-01-03 09:38:27	3	
<a href="#">Received from 4032715909</a>	4032710654	4037767766	2012-11-25 15:43:45	8	
<a href="#">Received from 4034767600</a>	4034767600	4037767766	2012-10-31 03:18:09	4	
<a href="#">Received from 4034767600</a>	4034767600	4037767766	2012-10-31 03:16:13	3	
<a href="#">Received from 4034767600</a>	4034767600	4037767766	2012-10-31 03:13:29	2	
<a href="#">Received from 4034767600</a>	4034767600	4037767766	2012-10-31 03:09:25	6	
<a href="#">Received from 4034767600</a>	4034767600	4037767766	2012-10-31 02:58:28	2	
<a href="#">Received from 4034767600</a>	4034767600	4037767766	2012-10-31 02:38:12	1	

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 . 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 the resend icon:  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 the forward icon:  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 the download icon:  found in the far right column of the archive entry. This feature is only available for faxes sent from your primary email account and not faxes sent from the CREB iFax website.

## MY ACCOUNT (Edit 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.

*COMPANY INFORMATION*

---

**Company Name**                      CREB  
**Brokerage ID:**  
**Brokerage Name:**                      main department  
**Billing Code**

*GENERAL INFORMATION*

---

**First Name**                              John \*  
**Last Name**                                Smith \*  
**Contact Phone**                        919980199102  
**Contact Email (Empl. ID)**            John.smith@creb.com \*  
**Login**                                      tguruprasad  
**Password**                                ..... \*  
**Retype Password**                      ..... \*

*FAX NUMBERS*

---

4037767766	Local, City of Calgary (403)
------------	------------------------------

*SECURITY SETTINGS - ENCRYPTED DELIVERY OF FAXES*

---

Fax to Email Encryption is disabled. Upload Secure Certificate to Enable Encryption!

No file chosen

**Reply-To Number:**  
 Type in *hide* to not display reply-to tagline

---

**PRIMARY FAXING SETTINGS**

---

**Additional email addresses to receive fax messages**   
Add a comma-separated list of emails

**Additional email addresses to receive incoming fax notifications without attachments:**   
Add a comma-separated list of emails

**Send success notifications**

**Send failure notifications**

**Number of retries**

**Interval between retries**

---

**PROFILE SETTINGS**

---

**Profile**  
  [\\*Click here to view or adjust profile settings](#)

Under General Information, you can change your personal information, your password and 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.

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**Additional email addresses to receive fax messages**   
Add a comma-separated list of emails

**Additional email addresses to receive incoming fax notifications without attachments:**   
Add a comma-separated list of emails

**Send success notifications**

**Send failure notifications**

**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 read our Frequently Asked Questions at <http://new.crebifax.ca/FAQ.aspx> or visit our Help page at <http://new.crebifax.ca/help.aspx>. If neither of these pages can solve your problem, please contact Customer Support at (866) 233-4123 or [support@crebifax.ca](mailto:support@crebifax.ca).