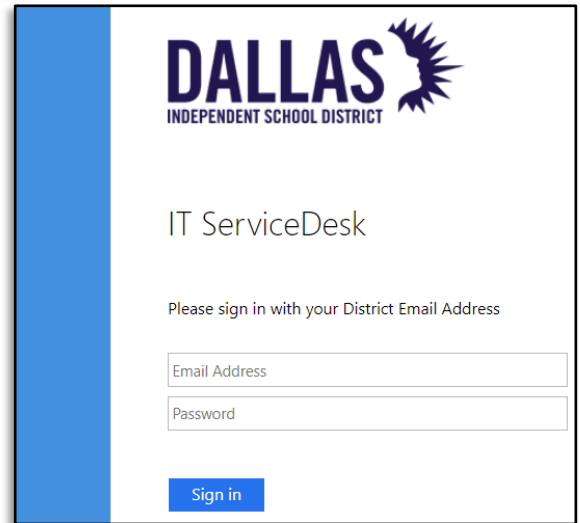


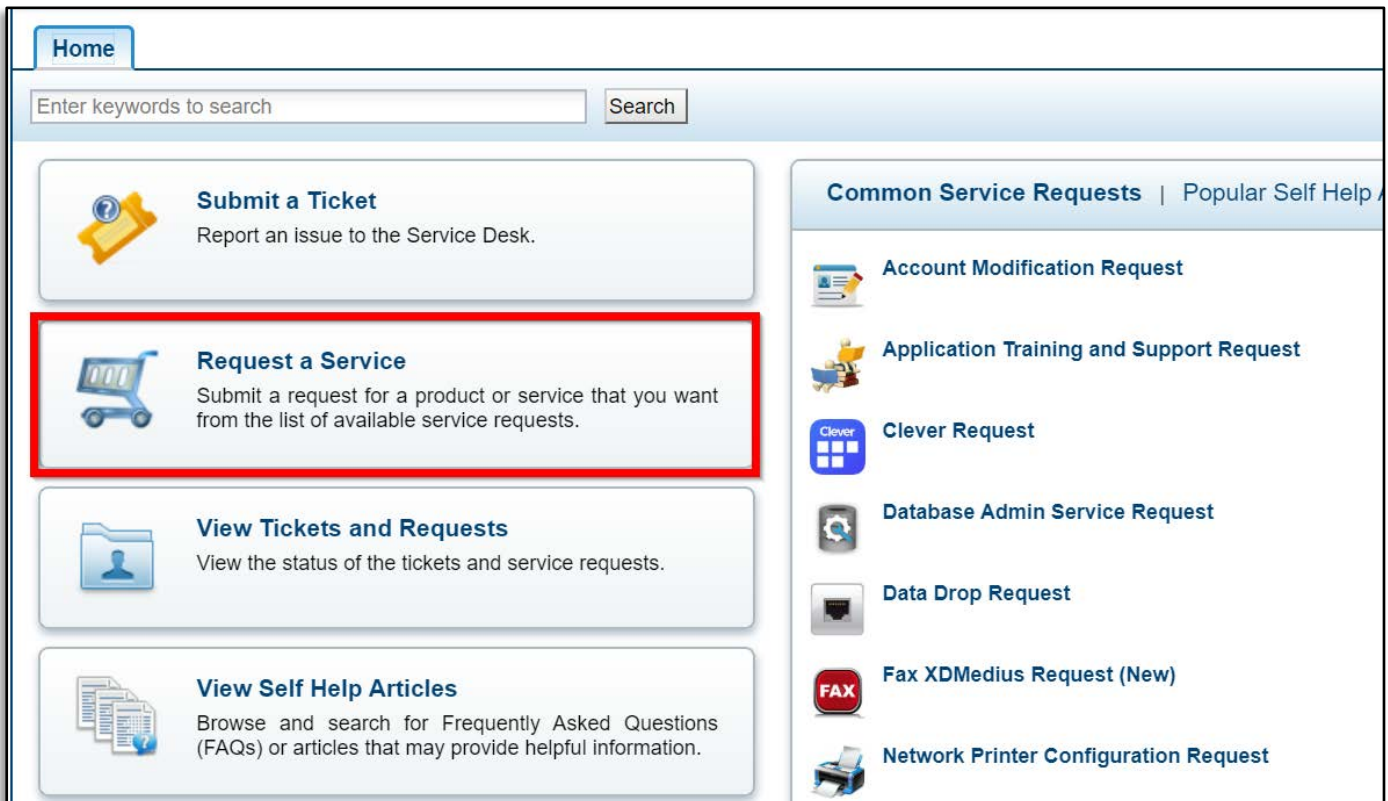
## ACCESS TO SEND AND RECEIVE FAX THROUGH XMEDIUS CLOUD



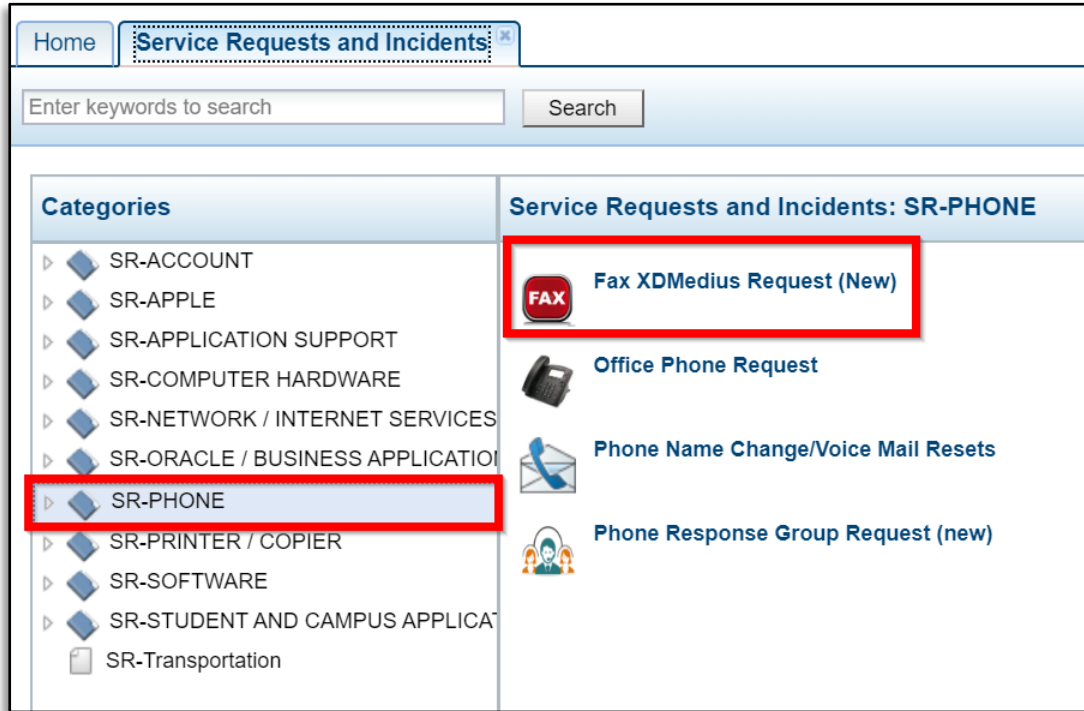
1. Go to <http://itservicedesk.dallasisd.org> or click on the IT Service Desk icon on your desktop to access Remedyforce.
2. You will be asked to enter your Dallas ISD email address and EAD Password, then click **Sign in**.



3. After landing on in the **Remedyforce Self Service** page. Click **Request a Service**.



- Under categories, click on SR-PHONE, then select from the options, **FAX XDMedius Request (New)**.



- After selecting FAX XDMedius Request (New), from this tab, click on **Create Service Request**.



6. After selecting Create Service Request, enter all required fields, then click **Submit**.

Home Service Requests and Incidents Service Request: Fax XDMedi...

**Submit** Reopen

**Instructions**  
\* If you are submitting this Service Request for someone other than yourself, please use the "On The Behalf Of" feature in the top right corner.

Request For Jennifer  
Phone (972)  
Email @dallasisd.org  
Requested By Jennifer

**Contact's Information**

**Details Section**

Contact Number 972-925-3400

Please Select Action  
 Send  
 Receive  
 Send & Receive

Department Name: Information Technology

Has the employee moved from another Campus?  
 Yes  
 No

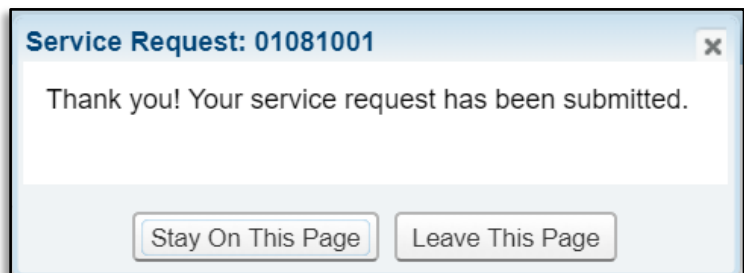
Comments

Fax Number 972-925-3400

Submit Reopen On Behalf of

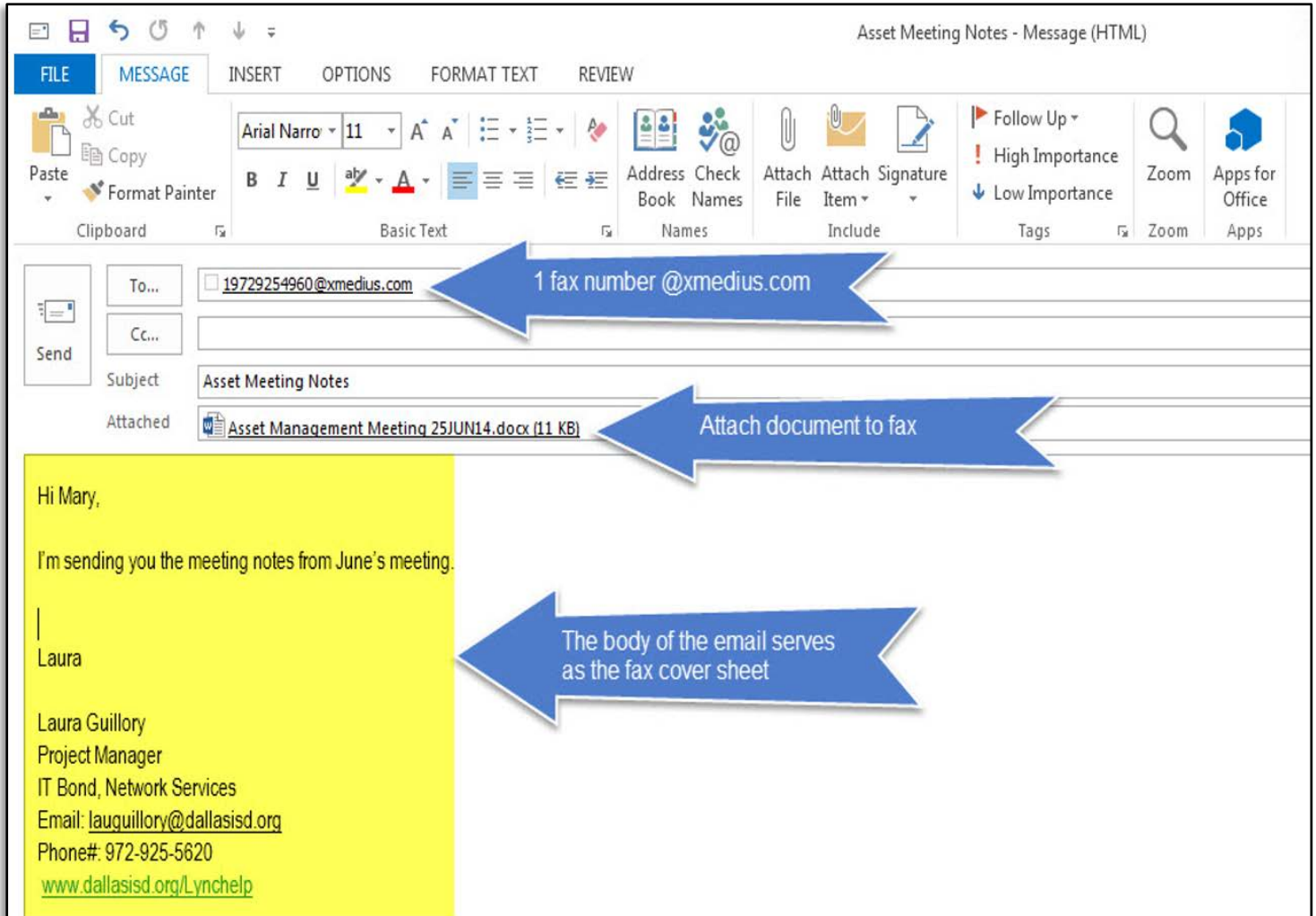
**NOTE:** Check with your campus or department administrative assistant for your fax number.

7. After clicking submit, you will be provided with a **Service Request number** to follow up as needed.



## FAXES ARE SENT IN OUTLOOK

1. Login to your outlook email and complete the following:
  - a. **To field:** fax number @xmedius.com
  - b. **Attachment:** Attach the file you want sent as a fax
  - c. **Email Body:** The body of the email serves as the fax cover sheet



## FAXES ARE RECEIVED IN OUTLOOK

Once you are added to the fax queue if you requested that access during your Remedyforce Service Request, you will be able to receive faxes sent to your department or campus fax number.

1. The email will come in as the image below.

