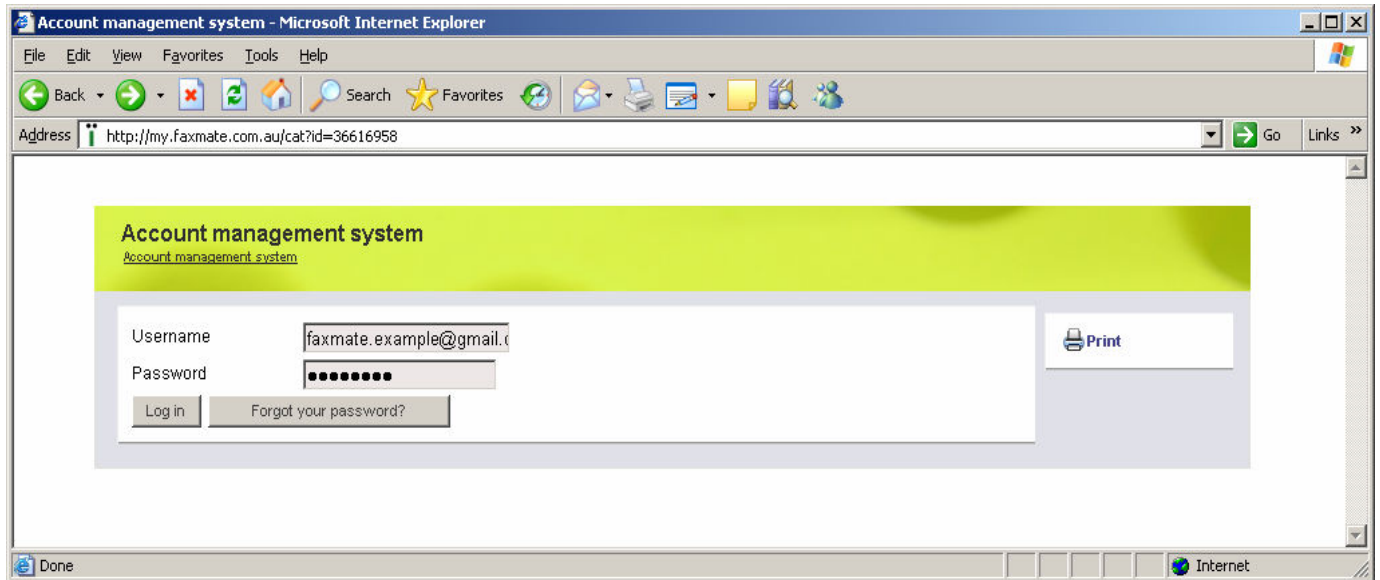


FaxMate® Tutorial

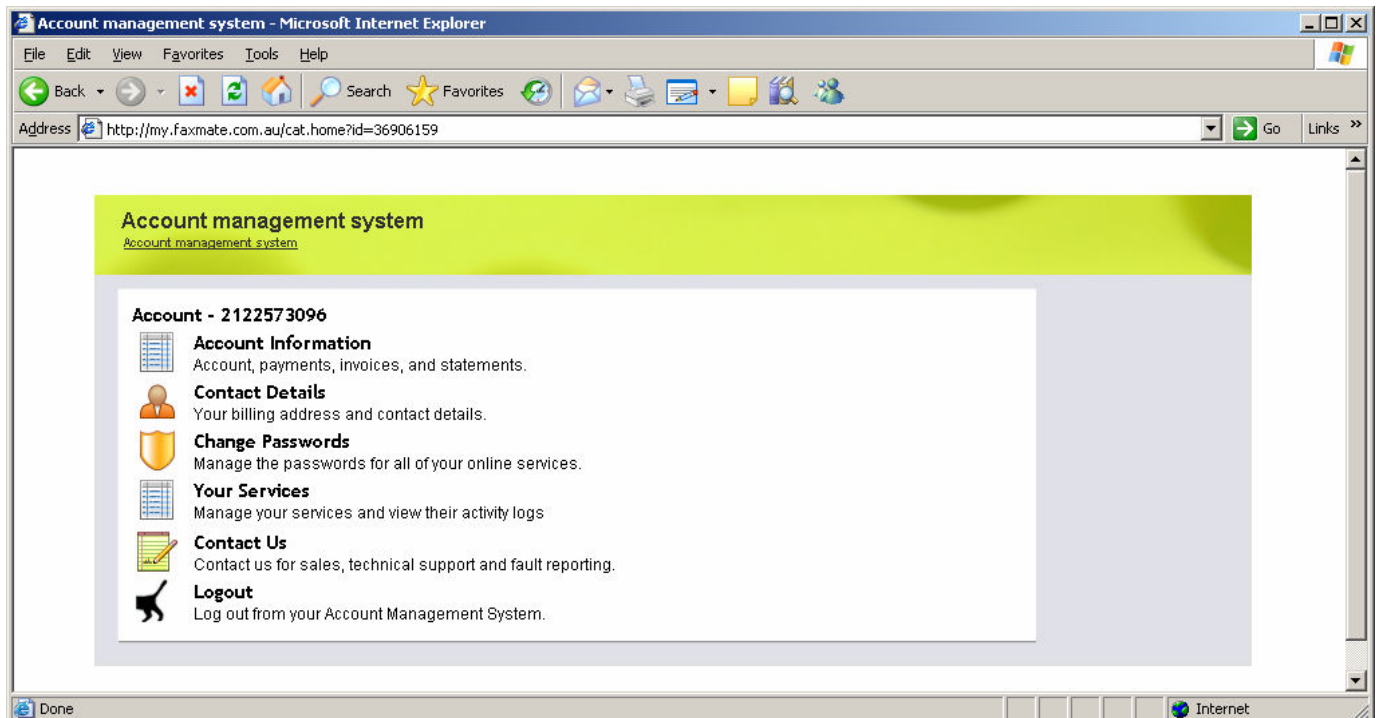
How to use the Account Management System.

The Account Management System is designed to give Betteroff Networks Pty Ltd clients the ability to view and update information regarding their accounts and services.

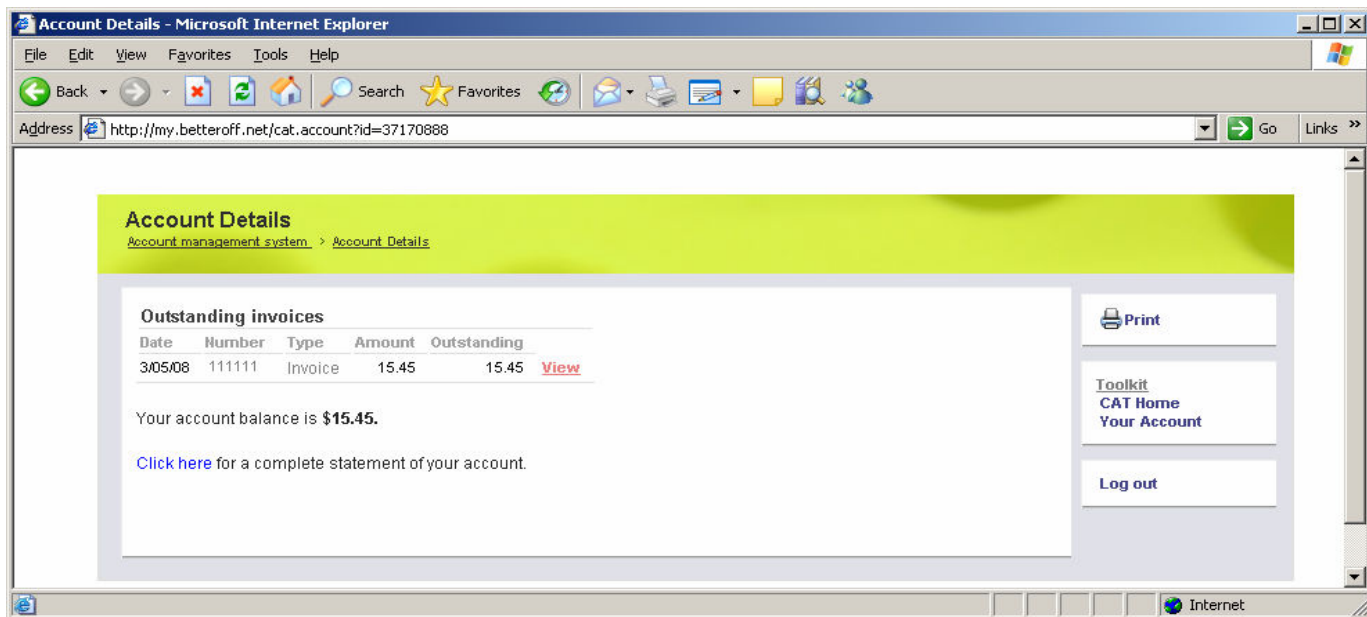
To manage your account, you must login to the system using the login details that have been emailed to you. If you don't have these details then you can use the *Forgot Password* function, with the username being your billing email address. You can access the login page via the FaxMate® website or by typing the URL: <http://my.faxmate.com.au>



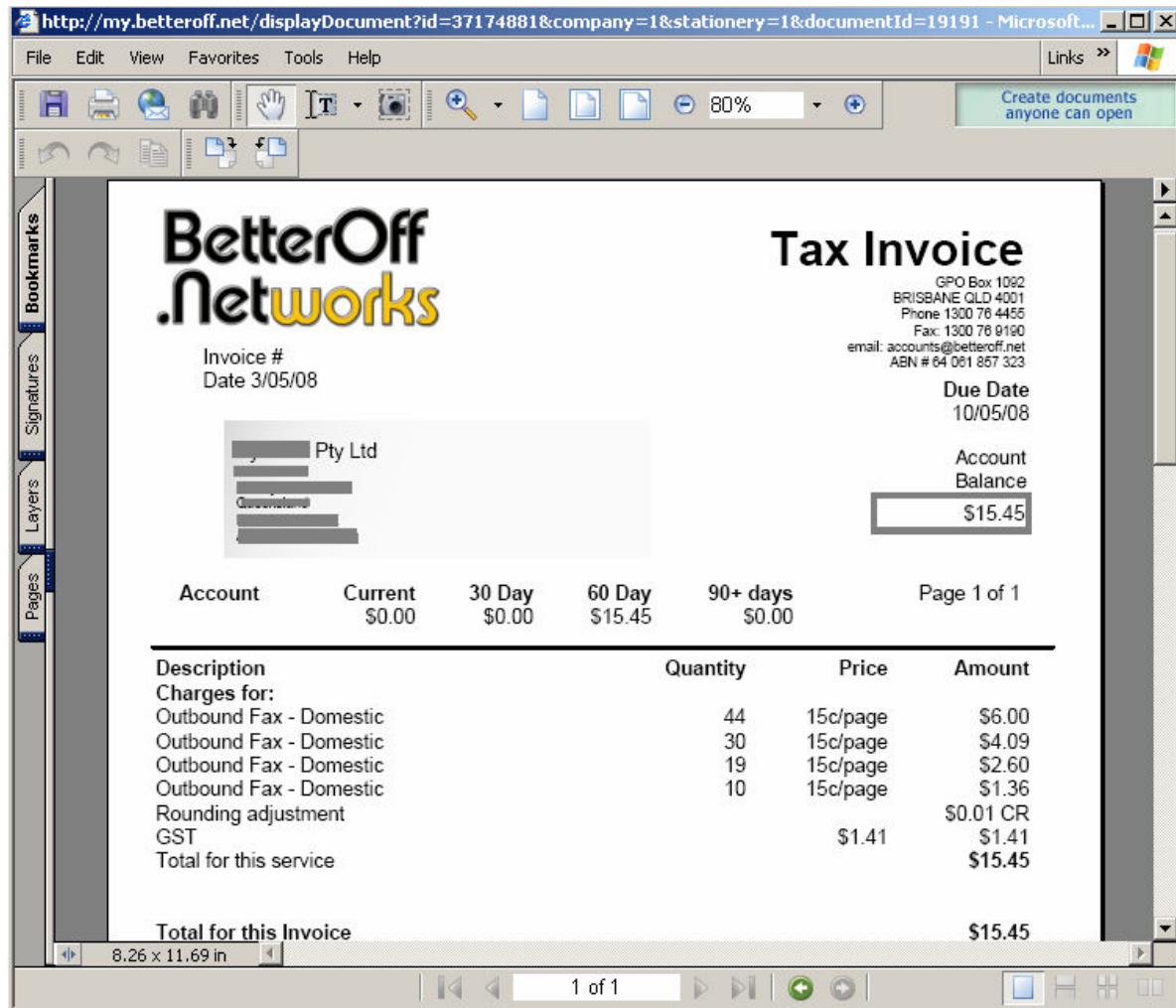
Once logged in, you can view specific information by clicking on any of the five icons.



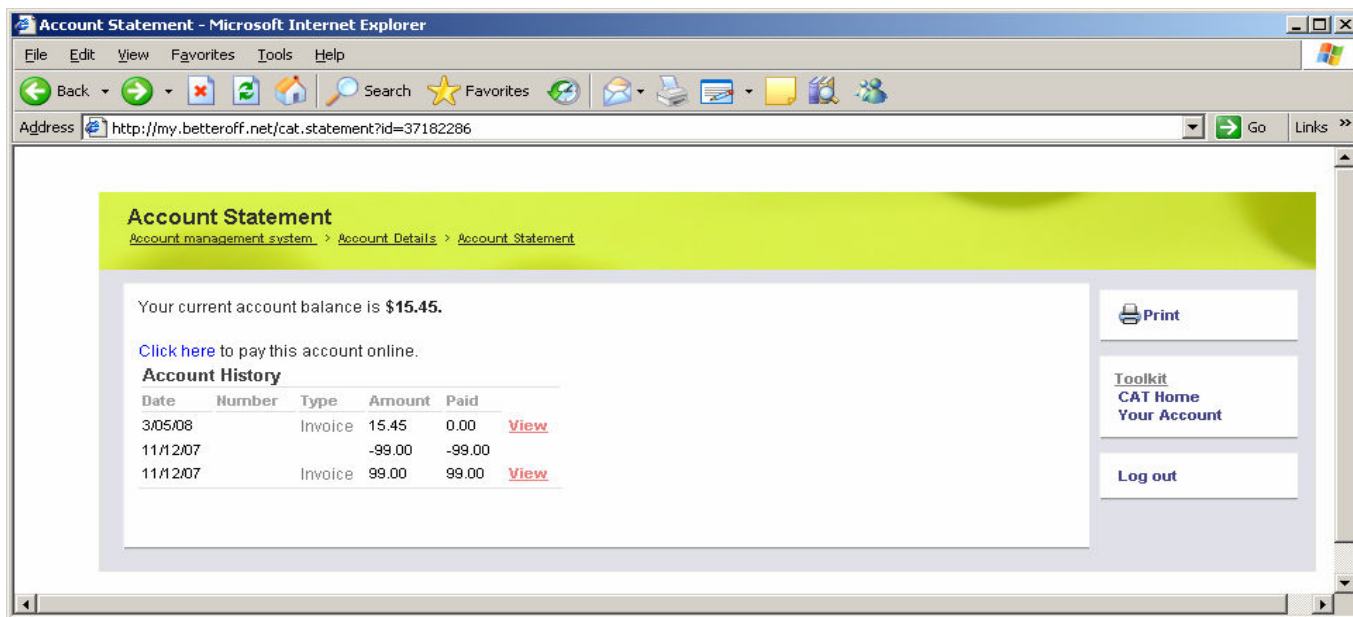
If you click on the **Account Information** icon you will automatically be able to view account details including outstanding invoices and your account balance.



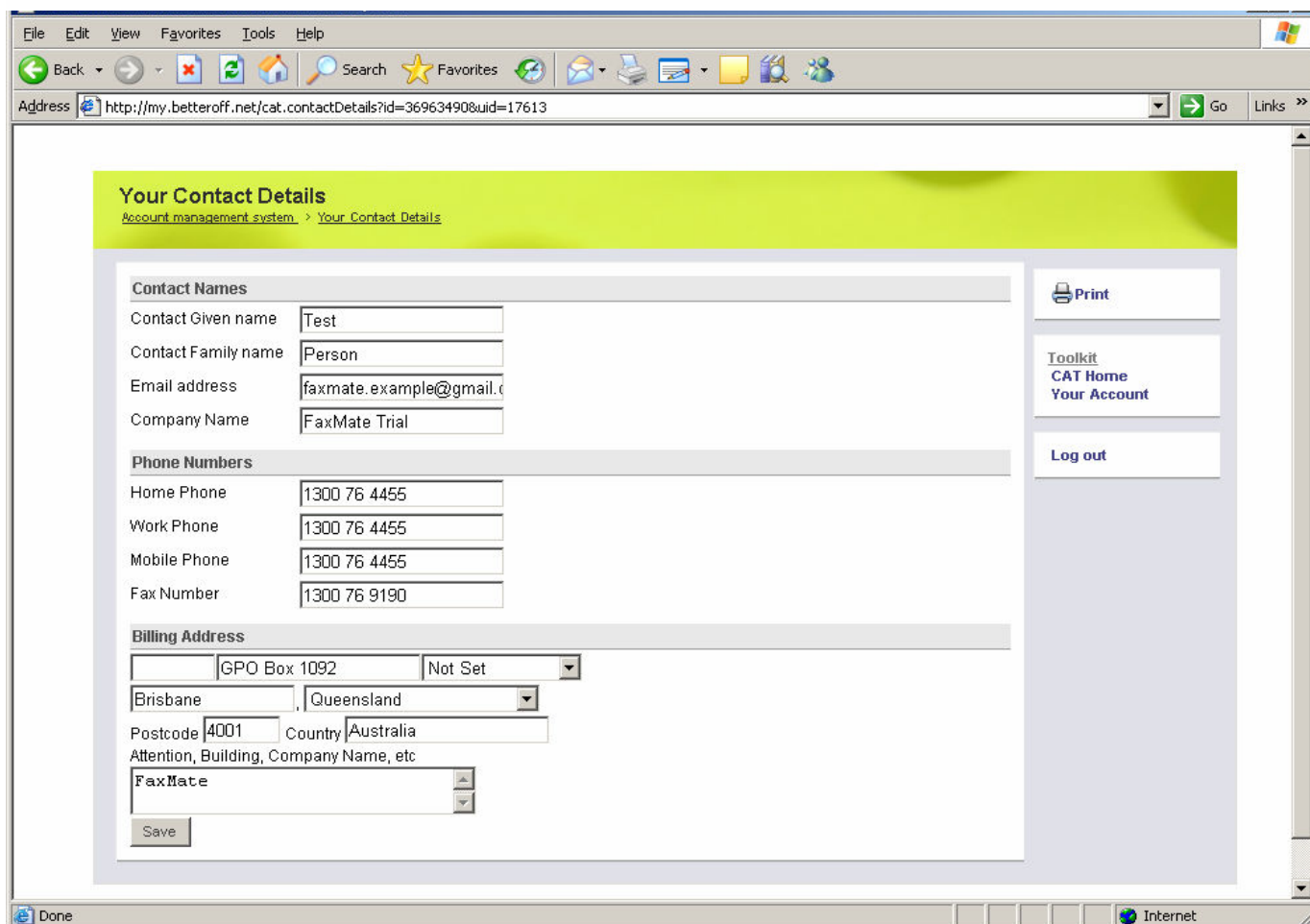
In the above example, if you click on **View** you would be able to view your current tax invoice in a PDF file.



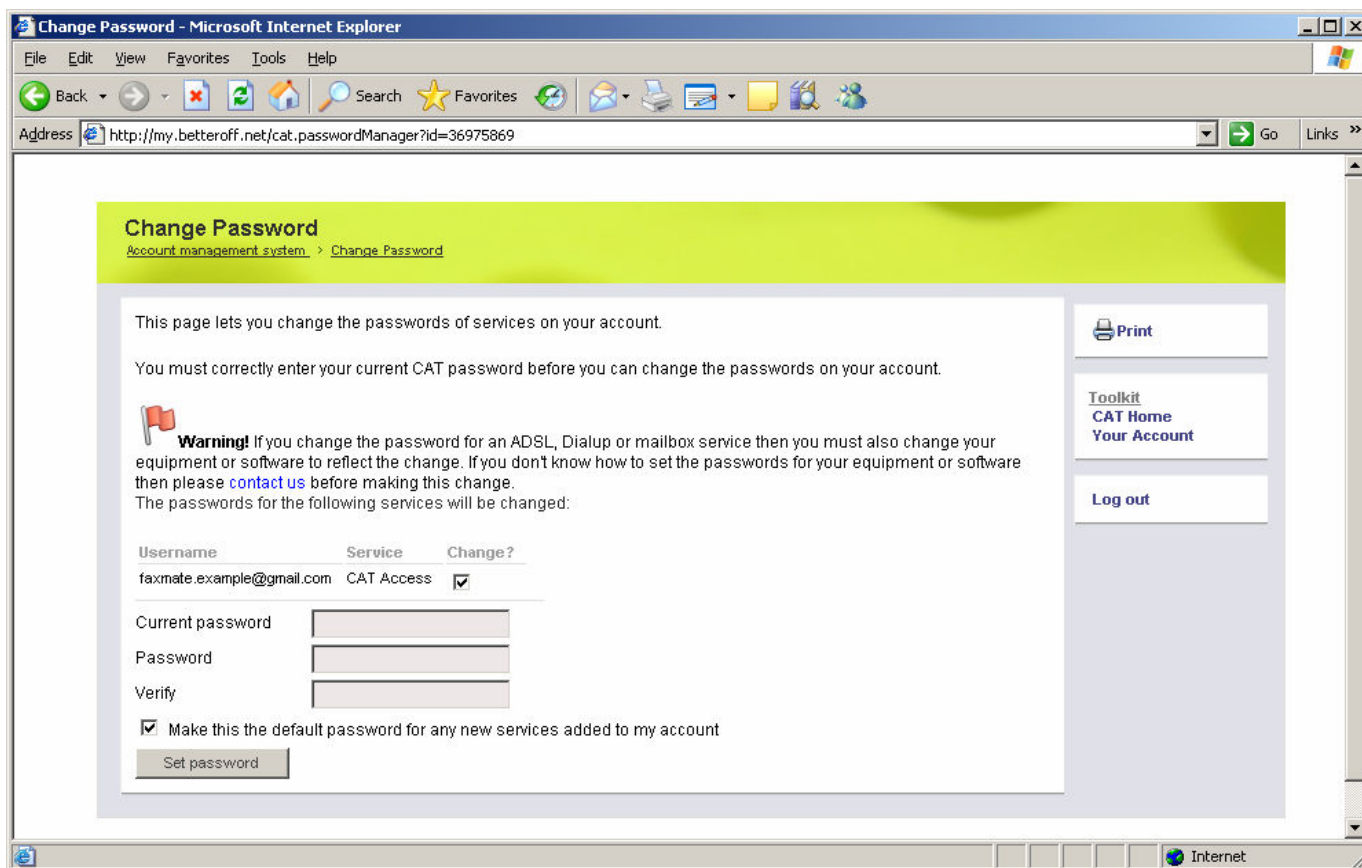
If you select **Click Here** you will be able to view a complete statement of account and billing history, including invoice date, invoice number, amount and payment status.



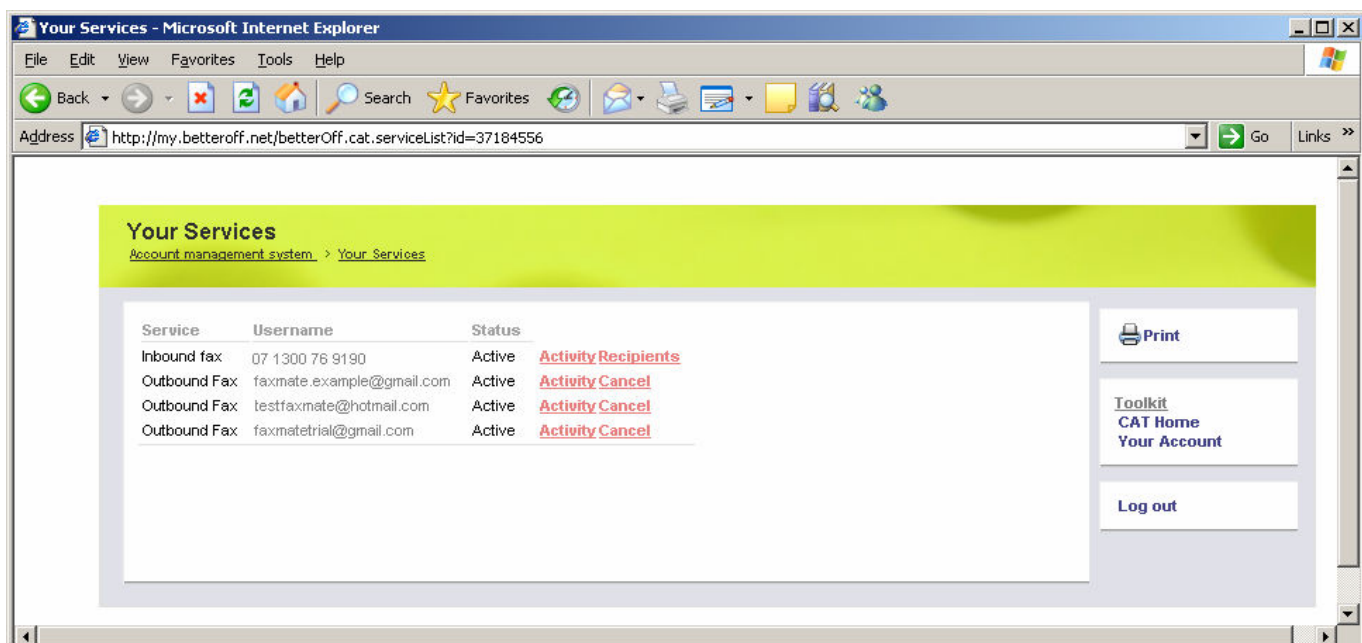
You can also select the icon **Contact Details** on the front page to view and update your contact details and billing address.



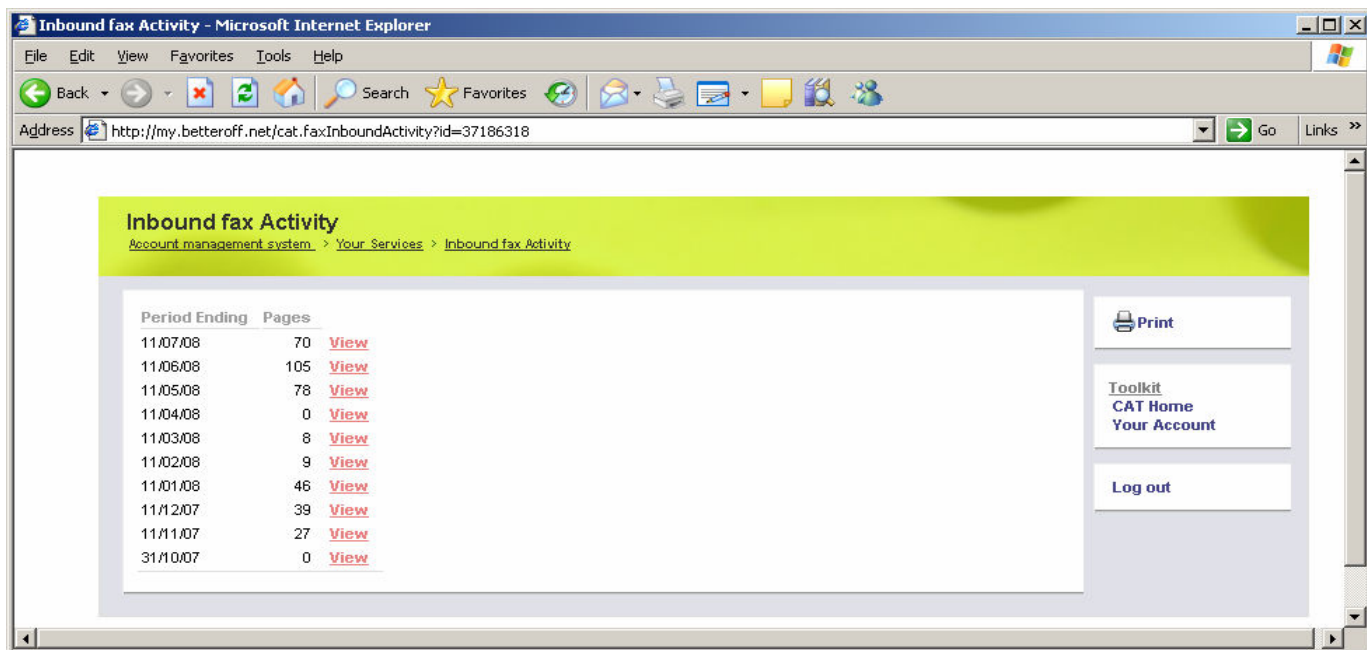
On the main menu you can select the **Change Password** icon to change your password to the Account Management System by choosing to set a new password.



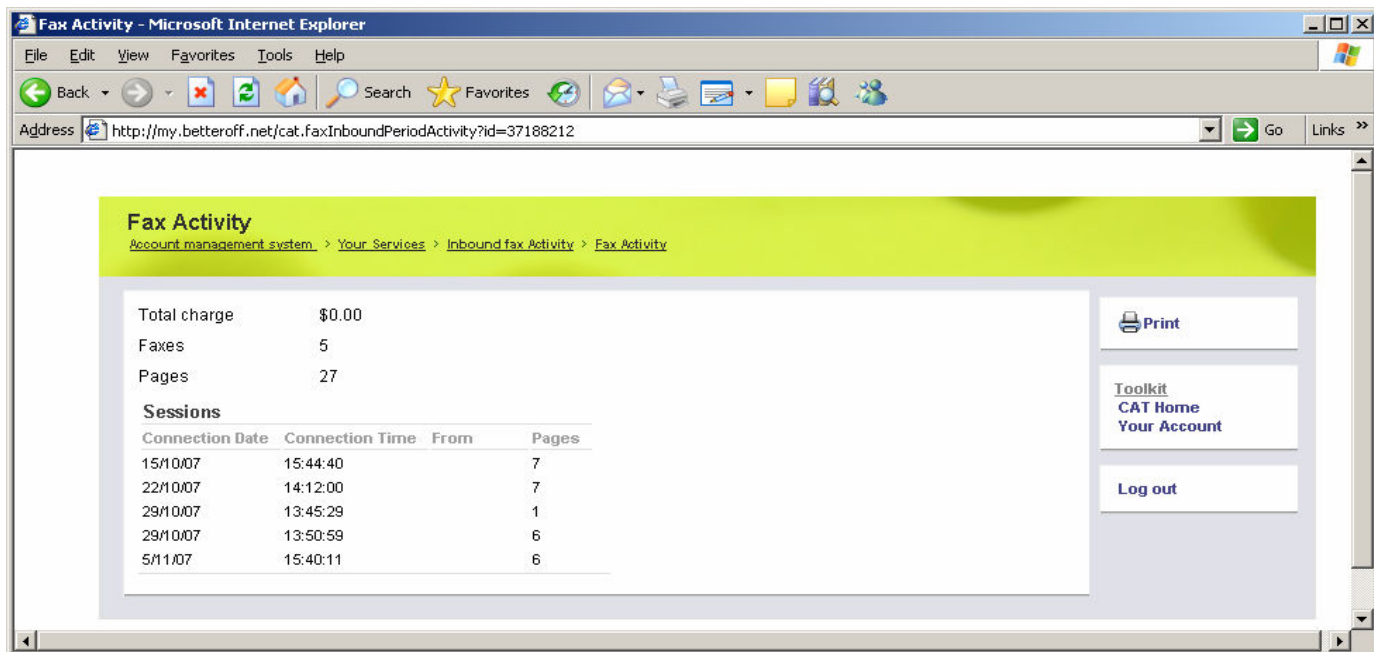
You can also select **Your Services** from the main menu to view a list of current services available to you, including details of the service type, fax number and service status.



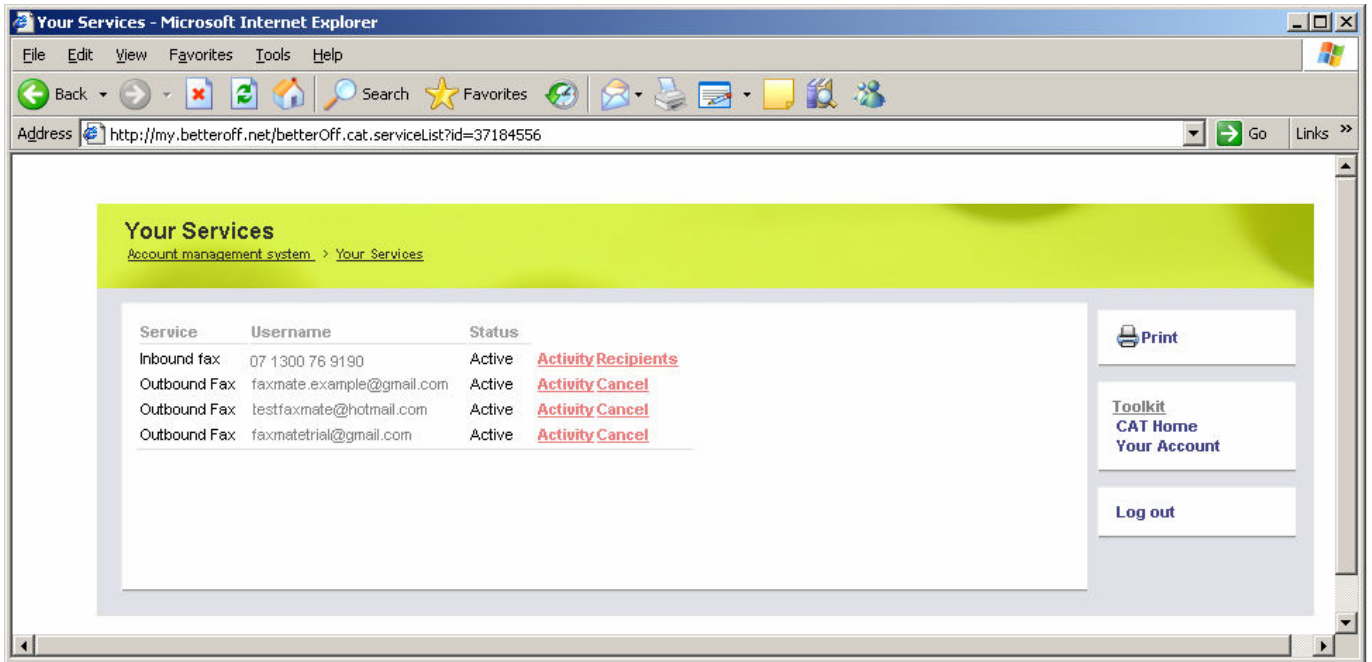
If you select **Activity**, you can view a log of inbound or outbound activity in chronological order according to the last anniversary date of your account; that is, the date your invoice is raised.



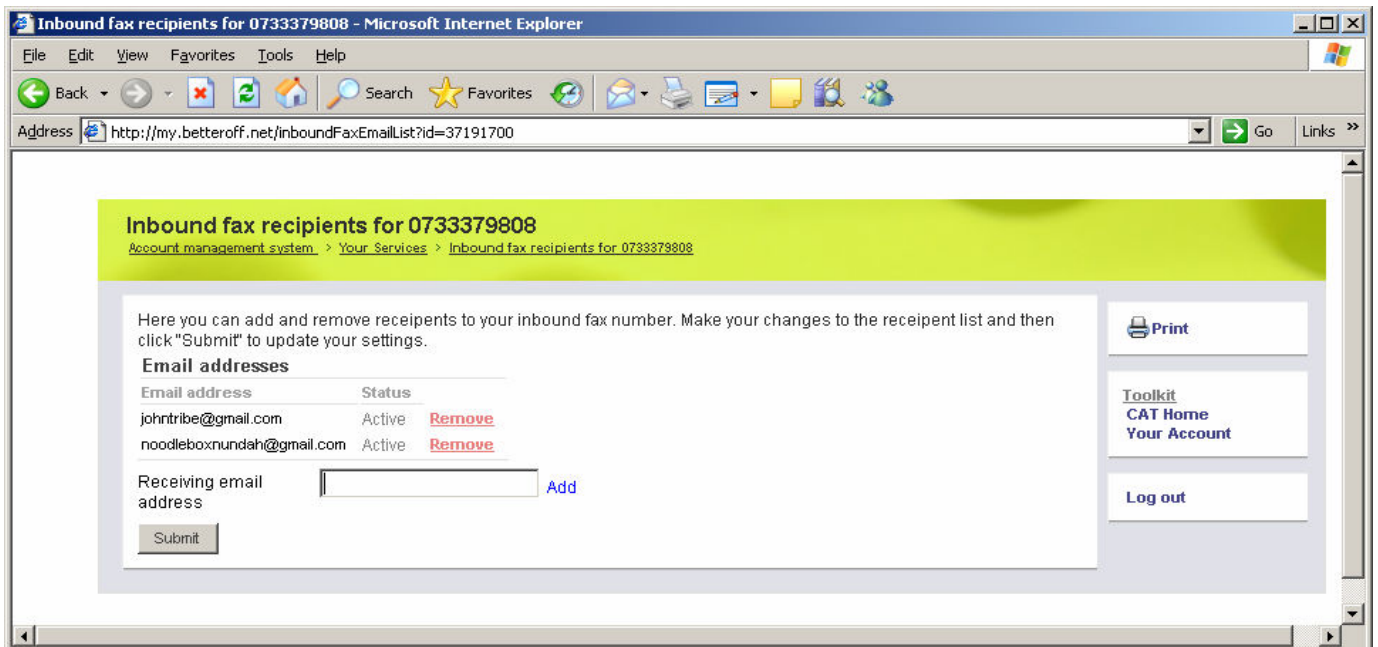
If you select **View**, on any period, it will display a list of inbound and/or outbound activity including the number of pages, connection date and time, and which number the fax was sent to/from providing the number isn't private.



Now return to the **Your Services** menu.

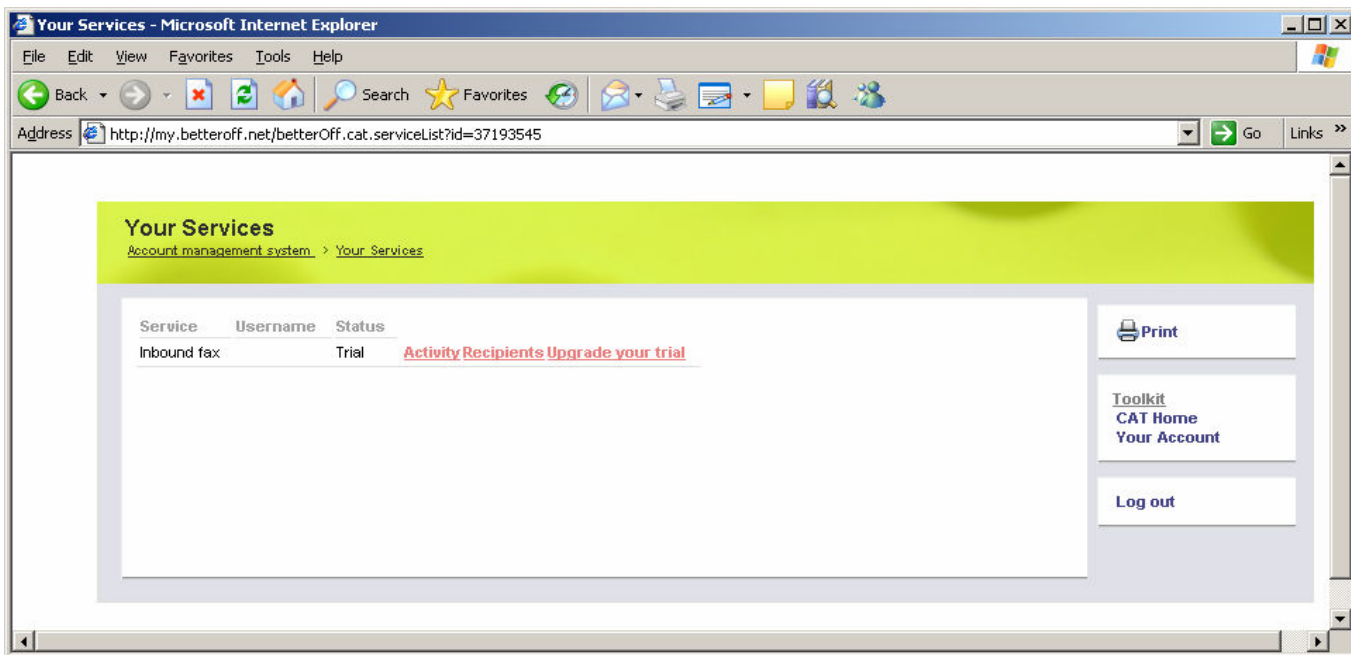


To add/remove **Recipients** for inbound faxes, click on the recipient's link.

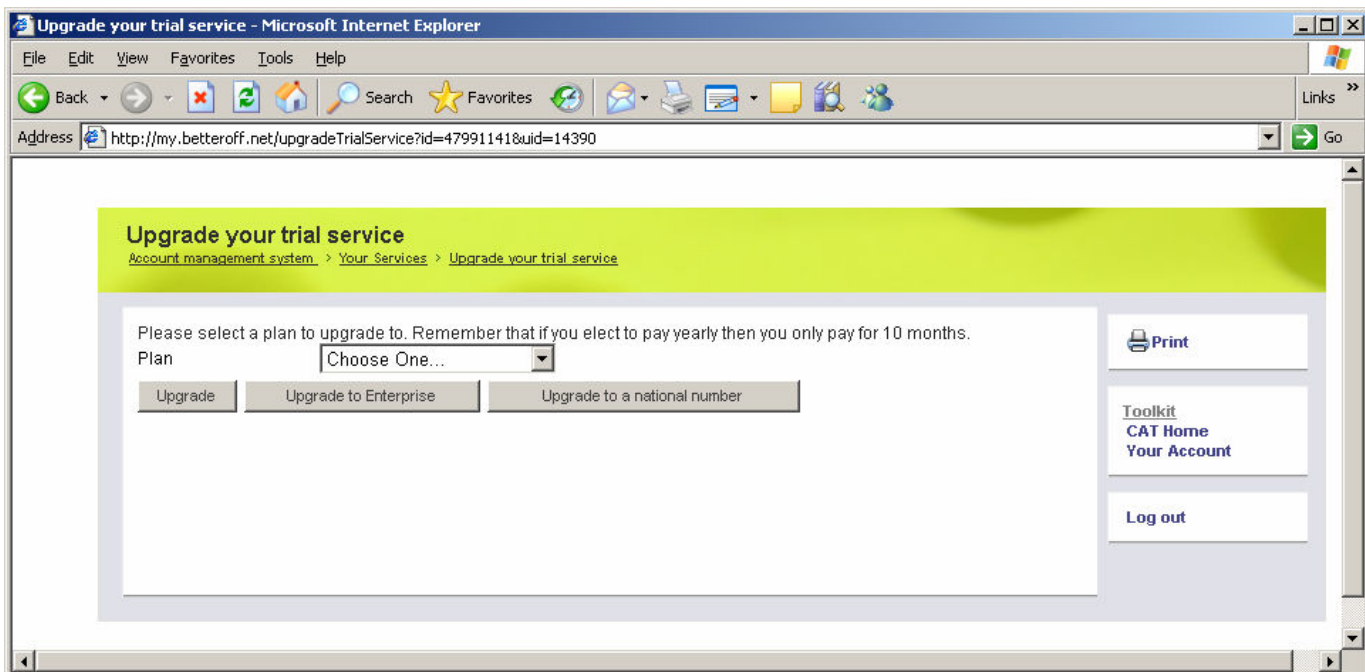


The maximum number of email addresses that can be linked to the one service is three. Don't forget to hit the **submit** button to activate your changes to this page.

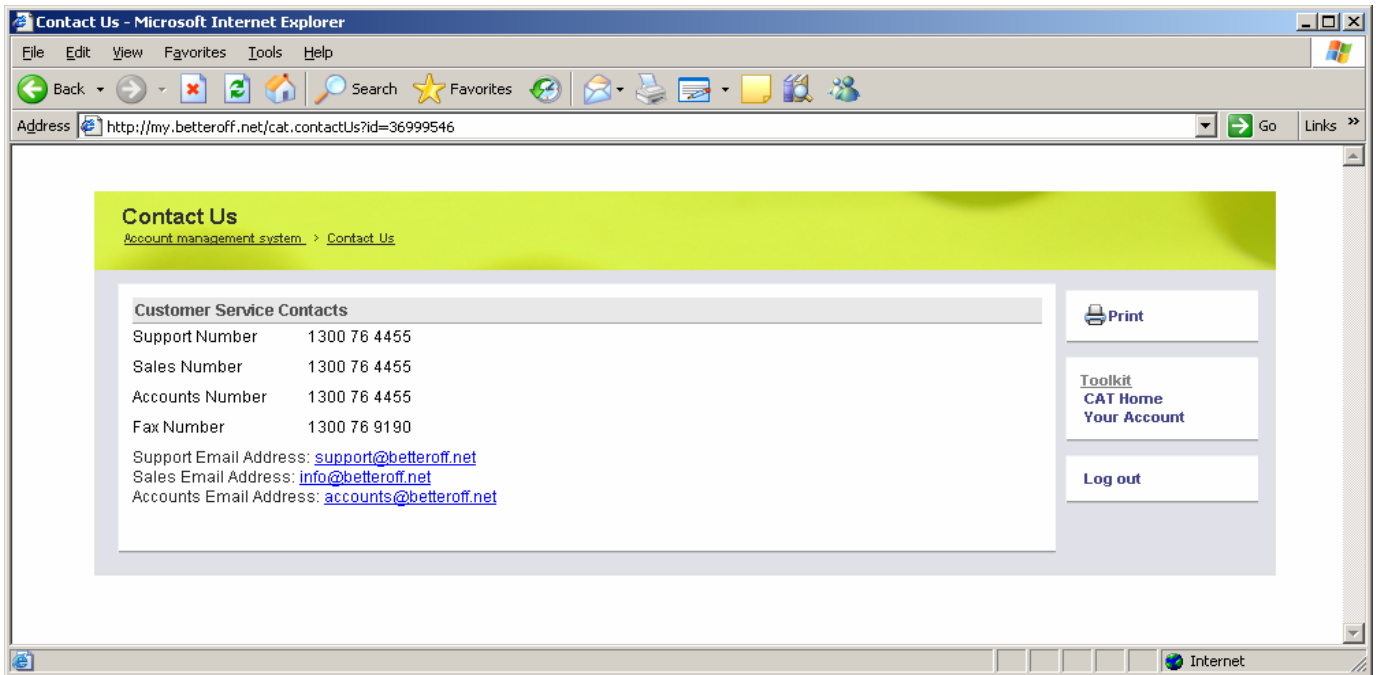
Or if you are currently on a trial account, the **Your Services** page will display the option to upgrade to a live FaxMate® account.



If you select this option, you can upgrade to your own active FaxMate® account via a quick and simple process.



Finally, on the main menu, you can select **Contact Us** to view email, phone and fax contact details for FaxMate® sales, accounts and support enquiries.



Once finished with the Account Management System you can then select **Logout**, this exits you from the Account Management System. It does not disconnect you from the Internet.