

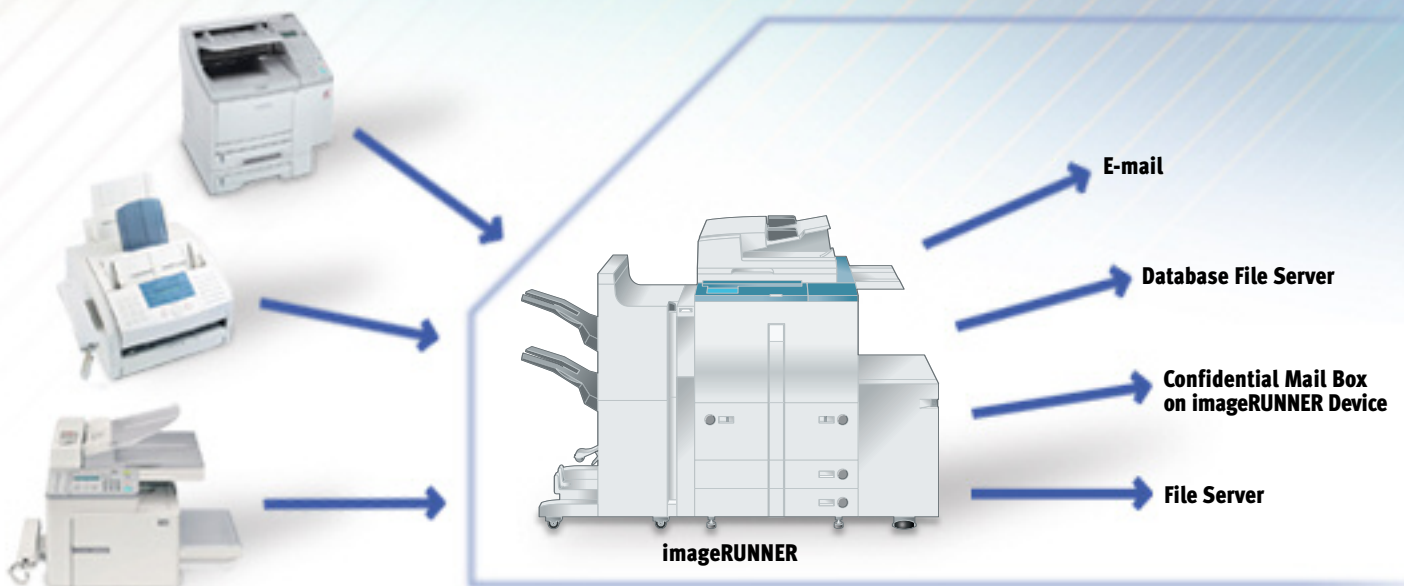
## Job/Fax Forwarding

- Are you worried about leaving confidential documents sitting unattended on the fax tray?
- Do you maintain confidentiality of incoming faxes by locking the fax machine in the closet?
- Are you looking to comply with the privacy regulations associated with the Gramm-Leach-Bliley (G-L-B) and HIPAA Acts?\*
- Have your faxes ever been misrouted to the wrong fax number?
- Do you want digital copies of your faxes?

### Solution

## imageRUNNER® Job/Fax Forwarding Function

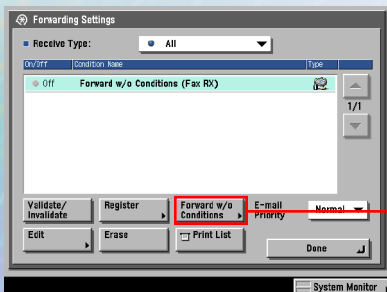
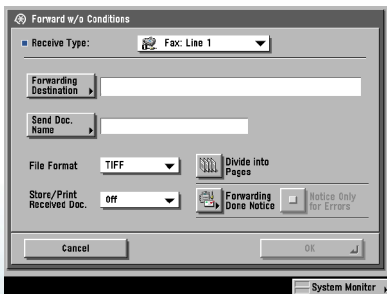
Enabling the Job/Fax Forwarding function on the imageRUNNER device will allow users to protect the confidential information on incoming faxes by routing it automatically to the desired location. Efficiency is improved, too, since documents will end up in their desired location—e-mail address, file server, or document management system—with no intervention.



# How Do You Do It?

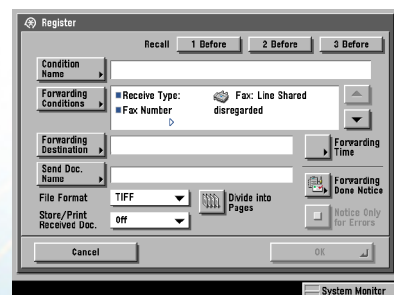
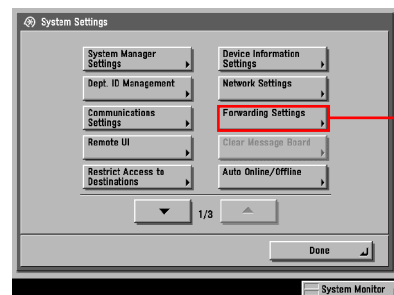
## Job/Fax Forwarding— Registering a New Job/Fax Condition:

1. Press [Additional Functions] from the Keypad.
2. Press [System Settings].
3. Press [Forwarding Settings].
4. Press [Register].
5. Press [Condition Name]; enter alphanumeric characters.
6. Press [OK].
7. Press [Forwarding Conditions]. Select type(s) of condition(s).
8. Press [Done].
9. Press [Forwarding Destination]. Select Address Book or Confidential Fax Inbox.
10. Press [Done].
11. Press [OK].
12. Press [Done] three times.



## Job/Fax Forwarding— Forwarding Without Conditions:

1. Press [Additional Functions] from the Keypad.
2. Press [System Settings].
3. Press [Forwarding Settings].
4. Press [Forward w/o Conditions].
5. Press [Forwarding Destination].
6. Choose [Address Book].
7. Choose an e-mail address.
8. Press [OK] twice.
9. Press [Done] three times.







## Retail Banks

Retail banks utilize incoming faxes to process countless loan applications, new account forms, credit card applications, and other documents that, by nature, contain confidential information. It's not only important to protect this information to comply with G-L-B Act regulations, but it's also critical that a bank processes these quickly. With the Job/Fax Forwarding features, banks can configure the imageRUNNER device to automatically route all incoming documents to their appropriate destination and generate a confirmation e-mail to designated addresses.



## Brokerage Firms

In order to comply with SEC and NASD\* records requirements, brokerage firms need to capture and retain all communications between the broker employees and their clients. Since much of this communication occurs via fax, the Job/Fax Forwarding function can be enabled to automatically route incoming faxes to the appropriate digital archive, whether it's a file server, document management system, or an e-mail address.



## Hospitals

Many hospitals designate a single dedicated fax machine to be the source for incoming patient records information. Because the information is confidential and needs to be protected to comply with HIPAA,\* these hospitals lock the fax machine in a closet. Needless to say, this not only substantially slows down the processing of the patient data, but it also takes up valuable hospital floor space. Utilizing the Job/Fax Forwarding feature on the imageRUNNER device, hospitals can automatically route incoming patient record faxes to an e-mail system or electronic medical record software system while maintaining confidentiality.



## Doctor Offices

Doctor Offices utilize fax as a primary communication method to route patient information to and from other doctor offices, hospitals, clinics, and pharmacies. Like hospitals, doctor offices also need to comply with HIPAA regulations in terms of protecting information. With Job/Fax Forwarding, they can leverage their investment of the imageRUNNER device by assuring that patient confidence from incoming faxes is maintained.



## Law Firms

Law firms can benefit from the Job/Fax Forwarding feature, too. By automatically routing incoming faxes to the appropriate attorney or paralegal, law firms can streamline workflow efficiency and help assure client confidentiality.

# The Job/Fax Forwarding Solution

## Benefits

- Facilitates compliance with regulatory acts, such as HIPAA and G-L-B, by protecting confidential information and routing it to a secured destination, such as an e-mail address, file server, or document management system.
- Streamlines workflow and increases efficiency by automating incoming faxes to the appropriate destination, such as an e-mail address, file server, or document management system.
- Leverages the investment of existing imageRUNNER devices through the expansion of their fax capabilities.

## FAQ

**Q: Can I forward a fax to an e-mail address from the imageRUNNER 5570/6570 devices automatically?**

**A:** Yes. Please refer to the devices' Operator Manual for further details.

**Q: Can I use the Job/Fax Forwarding feature to help comply with HIPAA?**

**A:** Yes. You can help facilitate HIPAA compliance by routing all incoming patient information to a specific doctor's e-mail, a nurse's fax device, or secured and password-protected database server. Refer to Canon's information (available on the ISG Product Marketing Web site) to learn more about how Canon products can help facilitate with HIPAA\* compliance.

**Q: How can Job/Fax Forwarding help meet the security demands of the G-L-B Act?**

**A:** You can meet G-L-B's security demands by ensuring that all incoming financial data is routed to a specific broker's e-mail address, a bank's secure fax machine, or secured and password-protected financial institution's database server. Refer to Canon's information (available on the ISG Product Marketing Web site) to learn more about how Canon products can facilitate with G-L-B Act compliance.

**Q: How many Job/Fax Forwarding conditions can I set?**

**A:** You may set up to 50 conditions.

**Q: Can I view documents in the Confidential Mail Box when I'm using Job/Fax Forwarding conditions?**

**A:** Yes, if you have rights to the Confidential Mail Box.

**Q: Can I have an e-mail notification sent to me when documents are received using Job/Fax Forwarding conditions?**

**A:** Yes. As documents are received, a confirmation e-mail is generated and sent to designated addresses when selecting Forwarding Done Notice.

**Q: How does Job/Fax Forwarding help with HIPAA compliance?**

**A:** This function sends inbound faxes to a secure location as opposed to printing them to an open fax tray. It also helps facilitate an electronic document workflow.

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