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|  Corrections and Community Supervision DIRECTIVE | TITLE Use of Fax Machines | | NO. 2919 |
| | | | DATE 07/30/2021 |
| SUPERSEDES DIR# 2919 Dtd. 08/29/18 | DISTRIBUTION A | PAGES PAGE 1 OF 2 | DATE LAST REVISED |
| REFERENCES (Include but are not limited to) Directive #0008 | APPROVING AUTHORITY  | | |

I. POLICY: Traditional fax machines and eFax provide for rapid transmission of document images and receipt of facsimile copies of documents. Traditional fax utilizes telephone lines, while eFax transmits over the internet. As with other technologically advanced communication equipment such as digital senders, photocopying machines, mobile telephones, and computers, these can be employed to enhance efficiency and productivity and can often save money over other means of communication. They can also be abused and result in unnecessary expenses and inefficiency.

The guidelines and rules set forth in this directive shall be followed by all fax and eFax users.

II. GUIDELINES

A. Costs: Traditional fax transmissions use telephone lines and are used in facility settings, while eFax transmits via the internet and is used in Central Office locations. Fax users should consider whether a transmission will incur long distance telephone charges, the length of the document, and the time required for transmission.

Facilities should use the network (dial 8 + facility code + extension number) to send traditional Fax transmissions to other facilities and Central Office. Central Office should send faxes from their Outlook account by emailing the ten-digit fax number plus @fax.ny.gov (e.g. 5185550123@fax.ny.gov).

Traditional fax transmissions often require a staff person to be away from their desk for several minutes. Fax users should learn to use the “memory transmission” features of the machine, if available, since they allow the user to simply scan in the document and walk away, leaving the machine to transmit the document from memory when the telephone line is open. Outgoing transmission sent via eFax are sent directly from the user’s Outlook, while all incoming transmissions are received electronically to a pre-designated shared mailbox.

B. Fax as Communication: Traditional fax is one of several paper communications options. It is obviously unsuitable where an original document or signature must be sent and received. It is not appropriate where the communication can be scanned or adequately created and sent or retransmitted via e-mail or eFax.

C. Monitoring: Traditional fax machines will print out a journal which records the details of usage, and there is generally a separate telephone bill for each fax machine.

The journal should be regularly monitored by supervisory staff to ensure compliance with this directive and for comparison to the telephone bill. Facilities receive a printout listing of all calls placed by extension number that is sent monthly to the Deputy Superintendent for Administration. Community Supervision regional and field office

listings are sent to the Regional Directors. EFax logs are recorded and stored on ITS servers as well as within a sender's Outlook account. Division Heads, Deputy Superintendents, or Regional Directors may issue additional written guidelines for specific use of fax machines under their jurisdiction.

III. RULES

- A. Fax machines/eFax are not to be used for personal business. Employees are to use a commercial fax service for their personal needs.
- B. E-mail shall be used instead of fax where e-mail is adequate for document creation or retransmission.
- C. Appropriate measures such as maintaining confirmation receipts or labeling transmission cover page ([Form #2919A](#), "Fax Transmittal") as "confidential," must be utilized to ensure confidentiality of any protected information (i.e., HIPPA, Personally Identifiable Information [PII], etc.) is maintained.
- D. Telephone systems installed at facilities (dial 9 + number) and Central Office (dial *99 + number) will place long distance fax transmissions via the most cost-effective route.
- E. Division Heads, Deputy Superintendents, or Regional Directors shall monitor use of fax machines/eFax under their control, and shall review and approve the journal records and telephone bills on a monthly basis. Facilities with NEC telephone systems should also use the monthly printout (provided by Central Office), along with the telephone bill, to verify and approve all fax calls.
- F. Frequent users should learn and use "delayed transmission" and "memory transmission" features of the traditional fax machine, where available, and when these can result in cost savings.
- G. Each transmitted document sent via traditional fax must have a cover page that indicates to whom the fax is to be delivered, identifies the sender, and notes the number of pages being transmitted and the sender's phone number. Only the DOCCS officially approved fax cover, [Form #2919A](#), should be used as a cover page.

NOTE: Use approved Departmental letterhead (see Directive #0008, "Use of Department Stationery and Business Cards") as the base document.