**How To Use Free Online Fax**

When experiencing a delay with your Unemployment Insurance benefits, or need to clear up the record and/or communicate important information to the EDD, one option is to send a letter to their Oakland office. After preparing your letter, you can easily fax it to the EDD using a free, online, private fax service. You can also send up to three files in case you have attachments.

Important: If you receive an official EDD notice(s) requesting information or denying you benefits for example, then please follow their instructions carefully. **DO NOT** send information to Oakland EDD, if you are told otherwise by the EDD. You can always “cc '' the Oakland EDD office, but be sure to follow the EDD’s rules and requests as they have a multitude of offices statewide.

Benefits of using online fax:

* It’s easy and free for anything under 3 pages.
* You retain a copy of your original letter!
* You receive written confirmation that the fax was received!
* It’s “immediate” as opposed to using regular mail service.
* A free Fax Cover Sheet is also provided, in addition to the first three pages.
* Anything over 3 pages is only $2.09.
* Method has been used successfully for years!
* If the first fax isn’t successful, in 99% of cases, the second fax is!

To use the FREE online fax, you will need access to a computer and wifi.

**Here are the directions in 12 Easy Steps:**

\*We suggest you use the Oakland EDD’s fax number: 1-866-215-9159, which is the same ***fax number*** listed on EDD’s official, paper application for Unemployment Insurance.

Step 1) Go to faxzero.com, preferably during regular business hours.

Step 2) Add in your contact info. and the "receiver" contact information on the online web form.

Step 4) Have your document ready, on your computer in a file of your choice.

Step 5) "Attach" the file, by clicking the "Choose File" button. Make sure it’s the correct file.

6) Write a concise note on the Fax Cover sheet.

Step 7) Type in the confirmation code at the very bottom.

Step 8) Ensure everything looks correct and hit “Send Free Fax Now” when you are ready. **DO NOT CLOSE BROWSER (if you do, don’t worry, as they will email you).**

Step 10) Log into the same email address you provided on your fax. You should have received an email from them within the first five minutes. \*Go into that email and hit "send".

Step 11) Wait to receive a confirmation page on the FaxZero browser, or in your email. Once you have confirmation that the fax went through, you can close all browsers.

Step 12) \*If for some reason, the fax was not successfully sent, try again.