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1. Receipts

1.1 What is the process to Diarize (Register) a new inward correspondence?

In order to Diarize a new inward correspondence user has to scan the correspondence document in 'pdf' format and save it in the local hard drive and then perform the following steps:

Step 1: Log on to the e-Office application and click on 'File Management System' module.

Step 2: Click on the **Electronic** option of the **Browse and Diarize** under **Receipts** section in the left hand menu.

Step 3: click on the **Upload** button to upload the scanned correspondence document from your local hard drive.

Step 4: Enter the relevant details (Metadata) of the correspondence. (Mandatory fields are marked with red *)

Step 5: Click on **Generate** to generate a unique receipt number.

1.2 What are the recommended specifications for scanning documents in e-Office?

Only as PDF, in black and White, resolution - 100 DPI to 200 DPI, in Searchable pdf format.

1.3 Which fields are needed to be filled when we Diarize (Register) a receipt?

Those fields which are marked with asterisk (*) are the mandatory ones that are needed to be filled while generating a receipt

1.4 Why a PDF file is only allowed in 'Browse & Diarize' option?

The files in this format are in compressed form and editing is restricted which assures security.

1.5 Can user attach more than one PDF with a receipt?

No. more than one PDF with a receipt can't be attached.

1.6 Where is a receipt found just after diary number is generated?

The diarized receipt can be found in the created-box.

1.7 Can user delete a receipt?

No, the user cannot delete a receipt after creation.

1.8 How to track a receipt?

Step 1: Click on **Advanced search**.

Step 2: Click on **Receipt Tab**.

Step 3: Specify search parameter.

Step 4: Click on **Search Receipt**.

Step 5: Find the user detail is shown below **currently with** head.

1.9 Can user detach receipt from correspondence side of a file after movement?

No, a receipt can't be detached from correspondence side of a file after movement.

1.10 What is the difference between "GENERATE" and "GENERATE AND SEND"?

With the help of **GENERATE AND SEND** we can directly go to sending interface, whereas with the help of **GENERATE** the receipt gets stored in created box.

1.11 From how many locations a receipt can be sent?

A receipt can be sent from three locations-

1. Created (location of self diarised receipt)

2. Inbox (location of received receipt)

3. Sent (location of sent receipt, "a receipt can be sent as Carbon Copy from sent box")

1.12 What user needs to do, if unable to upload PDF in receipt diarisation screen?

Verify for following-

1. The PDF file should not have any special character in name.

2. Extension of the PDF file is **".pdf"** (extension must be in lower case)

Note: Size of the PDF is not more than the mentioned size i.e. 20 MB.

1.13 Can user attach other documents with receipt?

No, other document can't be attached with the receipt, but information regarding the document can be given in enclosures.

1.14 The enclosures like photos are to be diarized or sent physically along with the e-receipt?

The enclosures like photos have to be diarized along with the e-receipt as a single PDF.

1.15 How to send a reply to sender of receipt?

Steps are mentioned below:

Step 1: Select/Open the receipt.

Step 2: Click on **Send Back** tab.

Step 3: Click on **Send/ Sign and Send**.

1.16 Can user categorize inbox items?

Yes. Inbox items can be categorized by creating folders. Steps of customization are mentioned below:

Step 1: Go to **inbox**.

Step 2: Select the **receipt**.

Step 3: Hover over "**Move To**".

Step 4: Click on **Create New Folder**.

Step 5: Mention folder name.

Step 6: Select **Receipt Inbox**.

Step 7: Click on **Save** button.

1.17 How to identify a receipt with DFA (Draft for Approval)?

A receipt with green icon in receipt inbox represents DFA.

1.18 Can user edit metadata of receipt?

Yes. All the details of a receipt can be edited before movement. Details diary date, receipt number, and delivery mode of a receipt cannot be edited after movement. Steps to edit metadata of a receipt are mentioned below:

Step 1: Open main copy of receipt.

Step 2: Make required amendment.

Step 3: Click on **Save Receipt**.

1.19 Can user send receipt to more than one recipient?

Yes, receipts can be sent to multiple recipients. Use semicolon (;) to separate recipients.

1.20 Can user send main copy of the receipt to more than one recipient?

No, main copy of the receipt can be sent to only one recipient at a time.

1.21 If user is sending a receipt to multiple recipients in CC, will the receipt number be same for all?

No, the main receipt number will be sent to the Original recipient and to the other recipients in CC, copies will be sent.

For e.g.: If Original Receipt no. is x, then the recipient in (To) field will get the receipt no x and the recipients in (CC) filed will get the receipt no. as x(1), x(2), x(3) and so on.

1.22 What is copy option in Inbox

This option facilitates the user to copy the metadata of original receipt and will give a new unique dairy number after generating a receipt.

With the help of this option user can now send receipts to various other users having minor changes in metadata.

1.23 Can user put remarks on a receipt?

Yes. Remarks can be mentioned for a receipt on the sending interface.

1.24 Can user follow up reply sent over a receipt?

Yes, follow up can be taken for reply of a receipt.

Step 1: Click on **dispatch**.

Step 2: Compose the reply.

Step 3: Get it approved.

Step 4: Click on **Dispatch by self/Dispatch by CRU**.

Step 5: Click on **with Follow up**.

Step 6: Set the reminder and mention the remarks.

Note: Notifications can be viewed in the Notifications --> Dispatch follow up.

1.25 Can user edit DFA or Reply of a receipt?

Yes, DFA can be edited before approval.

1.26 Can user sign a DFA or Reply of a receipt?

Yes. DFA can be signed digitally with the help of DSC.

1.27 Can user place copy of dispatch to relevant file?

Yes. Concern receipt need to be put inside the file and dispatch will automatically gets attached.

1.28 Can user modify approved DFA/ Reply?

No. Modification is allowed till the approval of DFA.

1.29 How to send reply/dispatch against a receipt to more than one recipient?

Yes. Dispatch can be sent to more than one recipient through carbon copy option

Step 1: Click on **dispatch**.

Step 2: Compose the reply.

Step 3: Click on **Add More Recipient(s)** button.

Step 4: Get it approved.

Step 5: Click on **Dispatch by Self/Dispatch by CRU**.

1.30 Can user close multiple receipts at a time?

Yes. Multiple receipts can be closed at a time.

Step 1: Expand Receipt.

Step 2: Select the desired receipts.

Step 3: Click on **Close**.

Step 4: Mention remarks and click on **OK**.

1.31 How to see movement of a receipt

Movements can be viewed by opening a receipt and through movement tab also

Step 1: Open the receipt

Step 2: Click on **Movements**

1.32 Is it possible for multiple users to work simultaneously on a single e-receipt?

Yes, it is possible for multiple users to work simultaneously on a single e-receipt. The following are the steps:

Step 1: Select the receipt.

Step 2: Send receipt to multiple users using **CC** option.

Step 3: Individual user can work on the same receipt in their INBOX.

1.33 What is the significance of date range?

Date range is the facility to view inbox items for desired time interval.

1.34 How to change date range?

Steps to manage date range are mentioned below.

Step 1: Click on **date range**.

Step 2: Select **from date** and **to date**.

Step 3: Click **Ok**.

1.35 What is the difference between put in a file and attach receipt?

You can insert a receipt into the file with the help of "**Put in a file**", whereas you can tag receipts together with the help of "**attach receipt**".

1.36 What is the significance of due date?

Due date is used to define a deadline for the recipient for the receipt.

1.37 What is eMail diarisation?

eMail diarisation facilitates the eOffice user to fetch the letters or mails directly from the user's NIC mail id to the eFile application.

1.38 How to do email diarisation?

Steps for eMail diarisation are mentioned below:

Step 1: Open **NIC mail** from home page of eOffice.

Step 2: Select the email click on **Move to eFile**.

Step 3: Go to home.

Step 4: Click on **File Management System**.

Step 5: Click on **Receipt**.

Step 6: Click on **email diarisation**.

Step 7: Click on **document/link**.

Step 8: If attachment is available move attachment to the right side panel.

Step 9: Click on **Diary/Preview**.

Step 10: Fill metadata.

Step 11: Click on **Generate/ Generate and Send**.

1.39 What is difference between details and movement?

In details of a receipt dispatch history, attached files, attached receipts, detached file, and detached receipt can be found.

In movement, movement as well receipt information can be seen.

1.40 Can user send receipt to other instances through eOffice?

No, receipt can't be send to the other department through eOffice.

1.41 Which receipts can be found in the Created Section?

All the receipts which have been created but not sent to anyone can be found in the Created section.

1.42 How to distinguish between main and cc of a receipt?

The format of main copy is 2345/2015-Admin. The format of CC is 2345(1)/2015-Admin. (1) Indicates first copy of the receipt.

1.43 How to pullback a receipt?

Pullback facilitates a user to withdraw a sent receipt from sent items until the recipient has not viewed/ received the receipt. Steps to pullback are mentioned below:

Step 1: Go to **Sent**.

Step 2: Click on right most icon.

Step 3: Mention **remarks**.

Step 4: Click on **Ok**.

1.44 Is it possible to send a receipt to different groups?

Yes, it is possible to send a receipt to different groups. The following are the steps:

Step 1: Select the receipt.

Step 2: Click on **Send** button

Step 3: Click on **TO** and select the **group**.

Step 4: Select the **second group**.

Step 5: Click on **Send** button.

1.45 How to close the receipt?

Steps to close a receipt are mentioned below:

Step 1: Select/ Open the receipt.

Step 2: Click on **Close**.

Step 3: Mention **remarks**.

Step 4: Click on **Ok**.

1.46 How to reopen a closed receipt?

Steps to reopen a receipt are mentioned below:

Step 1: Expand Receipts.

Step 2: Click on **Closed-->By Me**.

Step 3: Select the **receipt**.

Step 4: Click on **reopen**.

Step 5: Mention **Remarks**.

Step 6: Click on **Ok**.

1.47 Can user view close history?

Yes, it can be viewed from **Close** tab.

1.48 How to generate and customize acknowledgement?

Acknowledgement of a receipt can be generated from **Sent** and **Created** boxes.

Steps to generate acknowledgement for a receipt are mentioned below:

Step 1: Select the receipt, Click on **Generate Acknowledgment** tab

Step 2: Modify the default acknowledgement message if required and save.

Step 3: Click on **Send Later** and send it in future from **Created** menu of **Acknowledgment**

Step 4: Click on **Continue** to send the acknowledgement at same time.

2. File

2.1 How can user differentiate between read and unread files in inbox?

Unread files appear in bold font whereas read files appear in unbold font.

2.2 How can user view only the unread/ read/ electronic files in inbox?

User can use View option to customise the view of inbox.



Step 1: Go to View option.

Step 2: Select desired View Option.

2.3 Can user sort the files in inbox?

Yes. Files can be sorted on the parameters shown in inbox.

2.4 What is the difference between the red icon and blue icon under 'Remarks' parameter?

Red icon  indicates that the file was sent without any Remarks whereas Blue icon  indicates that the file has been sent with some Remarks.

2.5 Can user rename a folder created under inbox?

Yes. Steps to rename the folder are mentioned below:

Step 1: Go to Move To.

Step 2: Select Manage Folders option.

Step 3: Click on Edit icon.

Step 4: Edit the folder name.

Step 5: Click on Save Button.

2.6 Can user move files to a folder created under inbox?

Yes. Steps to move a file to a folder are mentioned below:

Step 1: Select the Files.


Step 2: Go to Move To.

Step 3: Select desired Folder Name.

2.7 What is the computer number for a file?

It is a unique sequential number generated for each file while creation of the file.

2.8 How can user identify a file having a draft without opening it?

Files having a draft will be indicated by a green icon  at the end of the file number.

2.9 Why don't users have a delete option in Inbox?

Files in Inbox cannot be deleted as they are in movement and under process. So to maintain the traceability, user cannot delete the file/receipt from inbox.

2.10 Can user create a new folder under inbox?

Yes. Under the Inbox section, there is a Move to folder option.

Use this option to create new folders and manage the files in the respective folders.

2.11 Without opening a File, is it possible to know if there is any yellow note or Draft prepared in a particular file?

Yes.

If there is a Draft already prepared in a file then it would be denoted by a small green draft icon in front of the file no.

If there is a Yellow Note already prepared in a file then it would be denoted by a yellow colour background of the file no.

2.12 Can user perform any action without receiving a file?

In case of electronic files, user can perform any action on it without even receiving.

2.13 Is it possible to create folders other than in Inbox?

No, it is not possible to create folders other than in Inbox.

2.14 What is the difference between Send Back and send?

While using Send Back option, the **To** field will be automatically filled with the user information from whom the file has been received whereas using Send option, the **To** field will be blank and we have to search the desired user.

2.15 How to put up a correspondence inside a file?

Step 1: Open the file.

Step 2: Click on Correspondence option.

Step 3: Click Attach button on the correspondence side. **Step 4:**

Select the required Receipt from the list of Receipts. **Step 5:**

Click on Attach button on the Receipt list window.

2.16 What is Yellow Note?

It is a draft note which can be edited after movement of file. (Yellow Note cannot be digitally signed.)

2.17 Will adding a green note add a new noting sheet?

No. The note typed after using add green note option will appear just after the signature stamp of the last comments on the noting sheet.

2.18 Can I attach references/ supporting documents other than receipt with the file?

Yes, steps are mentioned below:

Step 1: Open the file.

Step 2: Click on References option.

Step 3: Select Local reference.

Step 4: Click on Upload button on the right side.

Step 5: Select the file to be uploaded from your local computer.

OR

The user can attach pdf documents directly under the green note by clicking the Attach Button provide just below the word editor

2.19 Can user delete a local reference?

Yes, steps are mentioned below: (Local Reference cannot be deleted after the file has been moved)

Step 1: Open the file.

Step 2: Click on References option.

Step 3: Choose the delete option from the Choose One drop down box on the right side your local computer.

Step 4: Click on OK button.

2.20 Which format is allowed in Local References?

Only (PDF, DOC, DOCX, XLS, XLSX, ODT, OPENDOC, OCTET, PPT, PPTX, PPSX) formats are allowed.

2.21 Can user refer a page in Correspondence/Noting with my current noting?

Yes. User can refer to a page on Correspondence/Noting using the Reference icon.

2.22 Can user refer to a particular paragraph in Noting with my current noting?

No. The user can't refer to a particular paragraph in the Noting. User can refer a particular page in the previous noting

Step 1: Open the file.

Step 2: Click on Previous Noting Button.

Step 3: By scrolling the previous note get the page to be referred

Step 4: Highlight the text to be referred in current Noting.

Step 5: Click on reference icon.

2.23 Can user view the previous noting in the file while typing current note?

Yes. User can use to the Previous Noting button to view the previous noting done in the file while typing our current note. We can also use the Quick View option to view the same in an independent window.

2.24 Can user see the further movements of the file after sending the file?

Yes.

Step 1: Go to Sent.

Step 2: Open the file.

Step 3: Click on Movements option.

2.25 Can user see the further noting done on the file after sending the file?

No. We can only see the further noting done when the file is received again.

2.26 Can user attach multiple correspondences at a time?

No. We have to select a single correspondence at a time in the desired sequence.

2.27 How can user convert a Yellow Note into a Green Note?

Step 1: Open the file with Yellow Note.

Step 2: Click on Save button.

Step 3: Click on Confirm button.

2.28 Is it necessary to save note?

No. The noting will get auto-saved in regular intervals. The auto save interval can be managed at user level.

2.29 Can user edit green note after the file has been returned?

No. The Green Note cannot be changed after the file has been moved.

2.30 How to change the auto save interval of noting?

Step 1: Go to Setting.

Step 2: Select Preferences.

Step 3: Change Auto Save Duration (In Sec).

Step 4: Click on Save button.

2.31 Can user detach a correspondence from a file?

Yes. User can detach a correspondence from a file until the file is moved to the next level.

Note: Correspondence cannot be detached once the file moved.

2.32 How can user know that the note is digitally signed?

A digitally signed note will have a green tick mark on the Name Stamp of the user sending the note.

2.33 Can user attach any supporting document with green note?

Yes. Any supporting document in PDF format can be attached with green note using the Attach button.

2.34 Can user create more than one draft in a file?

Yes

2.35 Can user delete a draft after approval in a file?

No.

2.36 What is Draft Version in a file?

It is the different versions of draft created every time a user edits the draft.

2.37 Can user convert a green note into yellow note?

No. Only a Yellow note can be converted into a Green Note.

2.38 Can user send a file without any correspondence?

Yes

2.39 Can user copy and paste the content in noting/draft from a word file?

Yes

2.40 What is Referred in Files?

Referred in Files provide the details of files in which the currently opened file has been referred.

2.41 Can user upload a word file in draft?

Yes

2.42 Can user edit an uploaded word file in the draft online?

No.

2.43. How can user check the status of a draft in a file?

Step 1: Open the file with draft.

Step 2: Click on Draft option.

Step 3: Click on Draft view option.

Step 4: Check the status of the Draft.

2.44. Where can user see the creation date of the file?

Ans : Creation date of a file can be seen in the Details option.

Step 1: Open the file.

Step 2: Click on Details option.

2.45. How different versions of DFA are maintained in e-file?

Ans: At initial level DFA is created with a draft number and version 1.0. At further levels, when changes are made in the same draft, then the versions will be maintained as 1.1,1.2 and so on.

2.46. What is the Date Range?

Ans: It is the interval of Creation Date of files between which the files will be displayed to the user.

2.47. What is the significance of Due Date for a file?

Ans : It is the date defined for time bound matters in which the course of action needs to be preferably taken within the due date.

2.48. Is it possible to revert on a 'Yellow Note'?

Ans: Yes, it is possible to revert on a 'Yellow Note'.

Step 1: Click on the file.

Step 2: Yellow noting is open with 3 options i.e. EDIT, DISCARD and CONFIRM.

Step 3: Click on EDIT for updating the existing yellow note.

Step 4: Click on SAVE.

2.49. Is the history of a 'Yellow Note' maintained?

Yes, history of 'Yellow Note' is maintained.

Note: History of Yellow note is discarded once it has been converted into Green note.

2.50. Is it possible to add 'Green Note' as well as 'Yellow Note' simultaneously?

Ans : No, it is not possible to add 'Green Note' and 'Yellow Note' at the same time in the same account.

2.51. Can user delete a folder created under inbox?

Ans : Yes. Steps to delete a folder are as follow:

Step 1: Go to Move To.

Step 2: Select Manage Folders option.

Step 3: Click on Delete icon

Step 4: Click on OK button.

2.52. Which files can be found in the Created section?

Ans : All the files which have been created but not sent to anyone can be found in the Created section.

2.53. How to park a file?

Ans : Steps to park a file are as follow:

Step 1: Select the file(s) to be parked from the location (File Inbox)

Step 2: Go to More option.

Step 3: Click the Park.

Step 4: Fill the mandatory Parking Due Date and Parking Remarks.

Step 5: Click on OK button.

2.54. How to Unpark a file?

Ans : Steps to unpark a file are as follow:

Step 1: Select the file(s) to be unparked from the location (File Parked).

Step 2: Click on Unpark.

Step 3: Fill the mandatory remarks.

Step 4: Click on OK button.

2.55. Is the Parking Due Date mandatory while parking a file?

Ans : Yes

2.56. Will the file get automatically unparked on the Parking Due Date?

Ans : Yes.

2.57. Can user get a SMS or email on the Parking Due Date of a file?

Ans :No. But the user gets a Notification in his account in File Management System.

2.58. Can user unpark a file before the reminder date?

Ans :Yes. Files can be unparked at any point of time whenever required.

2.59. Can user retrieve parked files at later point of time?

Ans :Yes. Files can be unparked at any point of time whenever required.

2.60. Why are files parked?

Ans : Sometimes there is a scenario when work has been done on the file which is residing in File inbox and now the file would be required after certain period of time, then user has a provision to park that file to remove his working pendency.

2.61. How the Files are parked from the File Inbox?

Ans : Step 1: Select the File which needs to be parked.

Step 2: Click the Park File option under More Action link.

Step 3: Enter the Remarks and Reminder date to park the file and click the OK button.

2.62. How to check history of Parked Files?

Step 1: Select the File whose park history needs to be checked.

Step 2: Click the Park File History option under More Action link.

2.63. What is difference between Close and Park?

Ans : Close can be used if the desired action on the file has been completed, where as Park can be used if the desired action is sustained on temporary basis for a certain interval of time.

2.64. Can user reopen closed files at later point of time?

Ans : Yes. Files can be re-opened at any point of time whenever required.

2.65. Can a file be reopened once it is closed/parked?

Ans : Yes, steps are mentioned below:

Step 1: Select the file under Closed/Parked tab of Files section.

Step 2: Click the Make Active option under Mark As link.

Step 3: Enter the Remarks and click the OK button.

2.66. How to Close a File?

Step 1: Open the File.

Step 2: Go to Close option.

Step 3: Click on Close option.

Step 4: Fill the Mandatory Remarks.

Step 5: Click on Ok button.

2.67. What is closing history?

Ans : It is the history of closing information every time the file has been closed.

2.68. If a particular file has been wrongly sent to a person, what should be the next step?

Ans : If the person, to whom the file has been sent, has not opened the same yet then it can be pulled back using the Pullback link from the Sent sub-section under the Files section.

It will move to the sender's Inbox.

2.69. Can user mark a file to multiple users at a time?

Ans : No. File can be marked to only a single user at a time.

2.70. Is it possible to refer the files from the 'Sent'?

Ans : No, it is not possible to refer the files from the Sent.

2.71. What can user do if a file is wrongly marked?

We can Pull Back a file if the file is wrongly marked.

Step 1: Go to **Sent**.

Step 2: Click on the **Pull Back** icon against the desired file.

Step 3: Fill the **mandatory Remarks**.

Step 4: Click on **Ok** button.

Note: The file pulled back will be retrieved in the Inbox of the user.

2.72. Can user attach one file with other file?

Ans :Yes. We can attach one file with other if they are same in nature (Physical/Electronic).

Step 1: Open the file.

Step 2: Click on File link under Attachment button.

Step 3: Click on Attach File button.

Step 4: Select the file and click on Attach button.

Step 5: Enter the remark and click OK button.

2.73. Can user merge two electronic files?

Ans : No.

2.74. If user has created file and didn't send to anyone, from where user can get that file?

Ans : If user has generated the File number, then file can be found under Completed Sub- section of Created Section under Files module.

2.75. How to create a new file ?

Step 1: Click on **Create New** .

Step 2: Choose the File Heads from the drop down.

Step 3: Enter the **Description** of the File and Click on **Continue Working** button.

2.76. Can user delete a file?

Ans : No. A file cannot be deleted if the number has been generated.

2.77. Can user edit the file number?

Ans : No. File number once generated cannot be changed.

2.78. Can user edit the description of a file?

Ans : Yes.

Step 1: Open the file.

Step 2: Click on Edit button.

Step 3: Enter the required data.

Step 4: Click on Done.

2.79. How to create a part file?

Ans : Step 1: Click on Create Part.

Step 2: Browse for the File whose Part needs to be created.

Step 3: Fill the metadata.

Step 4: Click on Create Part button.

OR

Step 1: Go to Sent.

Step 2: Select the file and click on Create Part button.

Step 3: Fill the metadata.

Step 4: Click on Create Part button.

3 Migration

3.1. What is the required folder structure for uploading files in FTP?

Ans : A folder named by the physical file number where the '/' must be replaced by '_'. Four sub folders named Noting, Receipt, Issues and References containing the concerned pdf files needs to be created inside the main folder

3.2. What is Opening Date?

Ans : The creation date of the physical file is the Opening Date

3.3. What is the significance of Drafts in migrate file segment?

Ans : During the migration process if Work on file later button is used then the file goes to the Drafts option under Migrate File.

3.4. What is the significance of Completed in migrate file segment?

Ans : During the migration process if Continue Working button is used then the file goes to Completed option under Migrate File.

3.5. What is the reason for a file showing number not generated in Completed option under Migrate File?

Ans : A file will show number not generated in Completed option under Migrate File until the migration process is finalized

3.6. Where are the files shown after migration is completed?

Ans : After the migration is completed the file can be seen in the Completed under Created option in the File menu.

3.7. Where is the migrated noting shown in an electronic file?

Ans : The migrated noting is shown as a link at the beginning of the note sheet.

3.8 How can user manage the order of the correspondences while migration?

Ans : The up and down arrow icon shown on the correspondence side before finalizing the migration will manage the sequence of correspondence.

3.9 Can user edit the opening date of a migrated file?

Ans : No. The opening date of a migrated file cannot be edited.

3.10 Can user see all the files uploaded in the FTP while migration?

Ans : No. Only the files inside the folders for which a user has been assigned permissions will be shown.

3.11. How can user assign the permission to other user to migrate files from a folder created in FTP?

Ans : A user can be assigned permission to migrate files from a folder created in FTP by the Folder Permission option under Migrate File.

3.12 What are the mandatory fields while migrating a file?

Ans : File Number, Physical File Number, Description, Category (Main) and Opening Date are the mandatory fields while migrating a file.

4 Dispatch

4.1 How to set reminder on dispatch after sending the Issue?

Steps to set Reminder on dispatch:

Step 1: Expand Dispatch.

Step 2: Select the Issue and click on Create Reminder.

Step 3: Select Due Date and mention Remarks.

Step 4: Click on Ok button.

4.2 How to send reply to multiple recipients at a time from file?

Reply/ Dispatch can be sent to multiple recipients through email/post after approval. Steps to dispatch to multiple recipients at a time:

Step 1: Open file and click on Draft then on Create New Draft.

Step 2: Compose DFA, fill Draft Details and Communication Details.

Step 3: Click on Add More Recipient button and mention other recipient's communication details.

Step 4: Get the DFA Approved and Signed.

Step 5: Click on Dispatch by Self/ Dispatch by CRU.

Step 6: Click on Send With followup/ Send Without followup.

4.3 Can user dispatch by email in eOffice?

Yes, it is possible to dispatch through email. Dispatch can be sent to multiple recipients by using Carbon Copy (cc) option.

Email id of recipients can be mentioned in email details section at the time of dispatch.

More than one recipient may be mentioned as Carbon Copy (cc).

4.4 How can user send standalone reply without creating a file?

Standalone reply can be sent without creating a file. Steps to send standalone reply:

Step 1: Open the receipt.

Step 2: Click on Dispatch.

Step 3: Compose the DFA (No DFA is required in case of physical receipt).

Step 4: Verify recipient's Communication Details.

Step 5: Click on Save.

Step 6: Get the DFA Approved and Signed.

Step 7: Click on Dispatch by self/ Dispatch by CRU.

Step 8: Click on Send with Follow-up/ Send Without Follow-up.

4.6 Is there a way to withdraw/cancel after final dispatch?

No, final dispatch cannot be withdrawn after dispatch.

4.7 Can user attach any other reference document at the time of dispatch?

Yes other documents can be attached at the time of dispatch through Attach File button.

4.8 Which file format is allowed to attach a reference document with dispatch?

Documents of following formats can be attached:

PDF, DOC, DOCX, ODT, OPENDOC, OCTET, XLS, XLSX, PPT, PPTX, and PPSX

4.9 Can user modify communication details?

Yes

4.10 Difference between "Send with follow-up" and "Send without follow up"?

In "Send with follow-up" reminder can be set for self or for section, whereas in "Send Without follow-up" no reminder can be set.

4.11 After dispatch, where does the document lie with the user?

After dispatch the issue can be found in correspondence of the file.

4.12 While dispatching, whose details have to be filled in communication details?

Communication details of the recipient should be filled in Communication Details.

4.13 What is the difference between "Issued and Sent" and "Issued and Dispatched"?

In case, the letter is sent from any e-Office user but has not been finally dispatched, its status remains as "Issued and Sent".

In case the letter is finally dispatched to the intended person, its status changes to "Issued and Dispatched".

4.14 How to check status of a Dispatch?

Steps to check status of a Dispatch:

Step 1: Expand Dispatch.

Step 2: Click on Sent button.

Step 3: Check the status of an Issue below Status head.

4.15 How can user set Reminders after dispatching?

Steps to set reminder after dispatching:

Step 1: Expand Dispatch.

Step 2: Click on Sent button.

Step 3: Select Issue.

Step 4: Click on Create Reminder.

Step 5: Compose Reminder and verify Communication Details.

Step 6: Click on Save reminder, get it Approved and Signed.

Step 7: Click on Dispatch by Self/ Dispatch by CRU.

Step 8: Click on Send with Follow-up/ Send without Follow-up.

4.16 Can user dispatch over a receipt through e-Office?

Yes, dispatch can be done through selecting the email option in e-Office.

4.17 Can user print signed dispatch?

Yes, signed dispatch can be printed.

4.18 Can user dispatch through postal or courier services?

Yes, Print out of signed dispatch can be mailed through postal or courier services.

4.19 How to view dispatch history sent over a receipts?

Yes, history can be viewed. **Step 1:**

Expand Dispatch Menu.

Step 2: Click on Sent button.

4.20 How to generate report for dispatch?

Yes, reports can be generated.

Step 1: Click on e-File MIS Reports.

Step 2: Click on Dispatch section wise/ Number wise/Receipt number wise.

4.21 Can user place copy of dispatch to relevant file?

Yes, concern receipt need to be put inside the file and dispatch will automatically get attached.

4.22 Where to find dispatch register?

Steps to find dispatch register:

Step 1: Click on Reports.

Step 2: Under dispatch category click on Dispatch Register.

The user can get his/her dispatch register from the **Sent** option of the first **Dispatch** menu.

5. DSC(Digital Signature Certificate)

5.1 What is a Digital Signature Certificate?

Digital Signature Certificates (DSC) is the replacement of analog or physical certificates in electronic format.

Examples of physical certificates are aadhar card, driving licenses, passports etc. which serve as proof of identity of an individual for which that is meant for. For example: A driver's license identifies the person to drive a motor vehicle.

In the similar lines, a digital certificate can be presented electronically as the passport to access information or services on the Internet or to sign documents digitally.

5.2 Why is a Digital Signature Certificate (DSC) required?

Like a physical signature is required for certain documents, DSC can be used to sign electronically in a green sheet/draft in e-File applications.

5.3 Who is the issuing authority for the Digital Signature Certificate (DSC)?

A licensed Certifying Authority (CA) is the authority for issuing a DSC.

5.4 What are the different types of Digital Signature Certificates valid for e-Office?

Following are the two types of DSCs recommended for e-Office:

Class 2: Here, the identity of a person is verified against a trusted, pre-verified database.

Class 3: This is the highest level where the person needs to present himself or herself in front of a Registration Authority (RA) and prove his/ her identity.

5.5 Is the Digital Signature Certificate (DSC) useful other than e-Office?

It can be used in other applicable applications too, like filing your return etc.

5.6 What is the cost of a DSC?

Cost of DSC depends on the DSC issuing authority. Kindly refer the cost chart of the DSC issuing authority for this..

5.7 What is the validity period of a Digital Signature Certificate?

The Certifying Authorities are authorized to issue a Digital Signature Certificate with

a validity of one or two years from date of issuance.

However DSC may get expire due to various reasons. For example: Expiration of DSC also linked with date of Super Annuation.

5.8 What is the legal status of a Digital Signature?

Digital Signatures are legally admissible in a Court of Law, as provided under the provisions of IT Act.

5.9 Is a digital signature legally valid?

Yes. The information Technology Act, 2000 in India has given legal validity to digital signatures.

5.10 Can a document signed with a digital signature be considered as valid evidence?

Yes. The Indian Evidence Act, 1958 has been modified and amended on lines with the Information Technology Act, 2000.

Therefore, any electronic document signed with a valid digital signature is considered a valid piece of evidence similar to a physical document signed with a hand-written signature.

5.11 What happens to a DSC after validity period?

DSC expires after the validity period. To renew it contact the issuing authority for further instructions.

5.12 What safety precautions should one take while using a Digital Signature?

DSC is password protected. Please change your initial password without fail.

You should keep the media carrying your digital signature safely and never disclose your password to anybody.

5.13 How does Digital Signature Certificate (DSC) functions?

DSC use the Public Key Infrastructure (PKI) Technology, which is a sophisticated, mathematically proven method of encrypting and decrypting information.

For Example: Something similar to accessing a locker in a bank.

5.14 Where can user get additional information on Digital Signature Certificate (DSC)?

The concerned issuing authority can be contacted for further information or queries.

5.15 How to register the DSC with the e-File application?

Steps are mentioned below:

Step 1: Go to DSC Registration under DSC Tab in the left hand menu of e-File.

Step 2: Click the Signing Certificate link present on the top right corner.

Step 3: Select the certificate that appears in the window.

Step 4: Click OK button to register the certificate with the application.

5.16 Does "Sign & Send" mean user is signing the files with his/her actual signature?

No. "Sign and Send" means user is signing the file using his/her digital signatures.

5.17 Does user have to plug in the DSC for e-File login?

No. It's not mandatory.

5.18 What happens if user DSC is lost?

If DSC is lost, then user needs to fill up the forms regarding the same with the fine to get a new DSC.

5.19 DSC was working but suddenly it is not getting recognized by the system. What is the problem?

Plug in the DSC into any other USB port and see if this works.

5.20 How to activate java in DSC registration page when "java" has been updated and not functioning?

Steps are as follows:

Step1: Open Java.com/verify in browser to check successful java installation.

Step2: Click on Allow or Allow and remember to enable Java plug-in.

5.21 How to enable java in browser when "java" has been updated still not functioning?

Steps are as follows:

Step1: Open Java.com/verify in browser to check successful java installation.

Step1: (a) If it asks to enable then click on Allow or Allow and remember to enable Java plug-in.

Step1: (b) If it doesn't ask to enable Java then please install Java 32bit version after uninstalling the previous Java version (64bit).

5.22 How to work with DSC when application has been blocked by Security settings?

Steps are as follows:

Step1: Open Java options from Java Control Panel.

Step2: Under Security Tab, click on Edit Site list>> Add URL of application like <https://esarkar.kerala.gov.in> , <https://eofficehealth.kerala.gov.in>

Step3: Click on Restore Security Prompts>>Click Restore All button.

Step4: Restart the Browser and sign with DSC.

Step5: Allow Security prompts raised if any.

5.23 When clicked on Sign & Send page show progress but nothing happens/ Screen goes in Hang state?

Steps are as follows:

Step1: Go to DSC Registration screen.

Step2: Verify there if same certificate has been registered as displayed in DSC token.

Step3: If issue persists, please de-register and Re-register the digital certificate in application.

5.24 Does the DSC get verified at the server end?

No.

5.25 Is DSC individual specific or post specific?

DSC is individual specific.

5.26 Does DSC change if the user is transferred?

Yes.

5.27 If the pin for DSC is lost, then how to work in e-file?

You have to reset the PIN of that DSC from the software installed for the DSC.

5.28 Is it required to enter Pin every time a file is sent?

Yes, it is required to enter pin every time a file is to be sent.

5.29 Is it possible for a user to have multiple DSCs?

No.

6. MIS Reports

6.1 From where user can access e-File MIS Reports module?

eFile MIS Reports module is available in e-Office portal Homepage under the File & Document Services.

6.2 Is MIS Report is role based?

Yes.

6.3 Can user customize report sub module role wise?

Yes. The availability of reports is role based. Only administrator can customize it.

6.4 Which are the main categories for Report?

There are five main categories for MIS Reports: Files, Receipts, Dispatch, VIP and Miscellaneous.

6.5 From where user can track number of file created and receipt diarized by a section or individual?

Files creation and Receipt Diary report can be generated from File register and diary register respectively. Steps are mentioned below:

Step 1: Go to File or Receipt.

Step 2: Move the cursor to File Register or Diary Register.

Step 3: Select report type Detailed/Month wise/Summary.

Step 4: Select Date Range.

Step 5: Select dropdown for individual or section.

Step 6: Click on View Report.

6.6 Can user generate reports for file/receipt received by me?

Yes. Steps are mentioned below:

Step 1: Go to File or Receipt.

Step 2: Move the cursor to File Received or Receipt Received.

Step 3: select report type Detailed/Month wise/Summary.

Step 4: Select Date Range.

Step 5: Select dropdown for Office/Section.

Step 6: Click on View Report.

6.7 Can user generate pendency report for files of other Section/Office pending with his/ her Section/Office?

Yes. Steps are mentioned below:

Step 1: Go to File.

Step 2: Move the cursor to File Pendency.

Step 3: Select report type Pending Files OF.

Step 4: Select dropdown for Office/Section.

Step 5: Click on View Report.

Step 6: Click on total pendency to view individual Report.

6.8 Can user generate pendency report of his/ her files (created in my section/office) pending with other??

Yes. Steps are mentioned below:

Step 1: Go to File.

Step 2: Move the cursor to File Pendency.

Step 3: Select report type Pending Files.

Step 4: Select dropdown for Office/Section

Step 5: Click on View Report.

Step 6: Click on total pendency to view individual.

6.9 How to generate report of the files parked by me or section?

Steps are mentioned below:

Step 1: Go to File.

Step 2: Move the cursor to File Parked.

Step 3: select report type Detailed/Summary.

Step 4: Select dropdown for Office/Section.

Step 5: For individual select user name.

Step 6: Click on View Report.

6.10 Is there any option to generate reports for activities performed by employees who are currently inactive w.r.t file, receipt, etc.?

Yes. Reports are available for older activities performed by inactive employee w.r.t file, receipt, etc. Steps are mentioned below:

Step 1: Go to File/Receipt/VIP/Dispatch/Misc.

Step 2: Move the cursor to respective sub-modual.

Step 3: select report type.

Step 4: Select dropdown for Office/Section from user belongs.

Step 5: Select inactive user name (* indicate inactive employee).

Step 6: Click on View Report.

6.11 From where can user generate receipt pendency report?

Receipt pendency report can be generated by the following mentioned steps:

Step 1: Go to Receipt.

Step 2: Move the cursor to Receipt Pendency.

Step 3: select report type Pending Receipt of.

Step 4: Select dropdown for Office/Section.

Step 5: Click on View Report.

Step 6: Click on total pendency to view individual Report.

6.12. From where can user generate File Forwarded/Receipt forwarded report for individual?

File Forwarded/Receipt forwarded report can be generated by the following mentioned steps-

Step 1: Go to File/Receipt.

Step 2: Move the cursor to File Forwarded/Receipt Forwarded.

Step 3: select report type Detailed.

Step 4: Select Date Range.

Step 5: Select dropdown for Office/Section.

Step 6: Select User name for individual employee from the Office/Section.

Step 7: Click on View Report.

6.13 *How to generate report for dispatch register?*

Following are steps for generating dispatch register report

Step 1: Go to Dispatch.

Step 2: Move the cursor to Dispatch Register.

Step 3: select report type Detailed/Month wise/Summary.

Step 4: Select Date Range.

Step 5: Select dropdown for Office/Section.

Step 6: For individual select User name and Click on View Report.

6.14 *How to generate reports for dispatch by CRU?*

Following are steps for generating dispatch by CRU report

Step 1: Go to Dispatch.

Step 2: Move the cursor to CRU Dispatch.

Step 3: Select Date Range.

Step 4: Select dropdown for Office/Section.

Step 5: Click on View Report.

Note: Output fields customization is available for CRU Dispatch reports.

6.15 *How to generate report against VIP entries which are entered during diarisation process?*

Following are steps for generating generate report against VIP entries which are entered during diarisation process

Step 1: Go to VIP; Move the cursor to VIP Diary Register.

Step 3: Select Report type Detailed.

Step 4: Select Date Range.

Step 5: Select dropdown for All VIP/Non VIP.

Step 6: Select dropdown for Respective VIP Name, Click on View Report.

6.16 *Is there any reminder report available which are set for Issued letter?*

Yes. Following are steps for generating reminder report.

Step 1: Go to Miscellaneous.

Step 2: Move the cursor to Reminder Follow up Reply received after due date/ Follow up Reply received before due date/Reply Due.

Step 3: Select Report type.

Step 4: Select Date Range.

Step 5: Select Reminder Type.

Step 6: Select dropdown for Office/Section and respective department

Step 7: Click on View Report

6.17 Can user generate report for pendency of file/receipt for all users on single click?

No.

6.18 How to generate reports for old physical files which are migrated to e-Office?

Yes. Following are steps for generating migration report-

Step 1: Go to File.

Step 2: Move the cursor to File Migration.

Step 3: Select report type Summary.

Step 4: Select Date Range.

Step 5: Select dropdown for Office/Section.

Step 6: Click on View Report.

6.19 From where user can find any manual or supporting document w.r.t MIS categories?

Manuals and supporting documents are available in help option of MIS report.

Step 1: Go to e-File MIS Reports.

Step 2: Move the cursor to Help menu on the top right

Step 3: Select Report Description for supporting document of MIS/Release Note

6.20 Is there any date range to generate reports?

Yes. In month wise.

6.21 In how many format user can save the generated report?

Generated report can saved in two mentioned formats: PDF and EXCEL

6.22 From where can user generate receipt pendency report?

Receipt pendency report can be generated by the following mentioned steps:

Step 1: Go to Receipt.

Step 2: Move the cursor to Receipt Pendency.

Step 3: select report type Pending Receipt of.

Step 4: Select dropdown for Office/Section.

Step 5: Click on View Report.

Step 6: Click on total pendency to view individual Report.

7. Settings

7.1 Can user get alerts for the incoming file?

Yes. There is option of SMS and email alerts from the Settings of File Management System.

Step 1: Click on **Settings**.

Step 2: Go to **Preferences** option.

Step 3: Enter the **mobile Number** and **email id** in Alert Settings.

Step 4: Click on **Save** button.

7.2 Can user customize number of records per page in file/receipt inbox?

Yes. Steps are as follows:

Step 1: Go to **Settings**.

Step 2: Click on **Preferences**.

Step 3: Select from Max # of records/page

Step 4: Click on **Save**.

7.3 Can user skip authentication through DSC at the time of login into FMS?

Yes. DSC can be configured for the Authentication, Signing or Both.

Step 1: Go to **Settings**.

Step 2: Click on **Preferences**.

Step 3: Select **Authentication, Signing or Both** in DSC setting under DSC Settings

Step 4: Click on **Save**.

7.4 Can user customize the default size of noting/ draft page?

Yes. Default size of noting/ draft page can be customized.

Step 1: Go to **Settings**.

Step 2: Click on **Preferences**.

Step 3: Mark check for Noting Expanded View and/ or Draft Expanded View under Editor Setting.

Step 4: Click on **Save**.

7.5 Can user customize correspondence size and type?

Yes. Correspondence can be customized as per size and type.

Step 1: Go to **Settings**.

Step 2: Click on **Preferences**.

Step 3: Mention value for correspondence size and select Correspondence View Type under Correspondence View Settings

Step 4: Click on **Save** button.

7.6 How to add contacts to address book and its purposes?

Select "Add to address book" to save address to address-book. The address saved in the address-book can be used in future. Addresses saved in the address book by any user will be available to all users of the department.

Address book can also be managed explicitly from settings. Steps are mentioned below:

Step 1: Expand Settings.

Step 2: Click on **Address Book**.

Step 3: Click on **address** to edit address details.

Step 4: Click on **Save** Button.

8. Search

8.1. Is basic search is able to search file/receipt/dispatch resides anywhere in user account?

Yes, but at a time it searches on the page which is opened. If user wants to search any file/receipt/dispatch without knowing its current position i.e. inbox/sent/parked/closed then user have to use advance search.

8.2 How to search a particular file/receipt in Inbox/sent/Closed?

Through basic search user can search the File/Receipt by computer no., File No. or subject. Steps are mentioned below:

Step 1: Open the respective link i.e. **inbox, sent or closed of File/Receipt.**

Step 2: Type in the required **computer no., file no., receipt no. or subject** in the Basic Search field.

Step 3: Click on **Search button.**

8.3 What is the difference between Search and Advanced Search?

Basic search: This search facilitates the user to search for any Receipt/File residing in their Inbox/Sent/Created or Parked section.

Advanced Search: This search facilitates the user to search for any Receipt/File/Issue residing anywhere in the Organization.

8.4 What is the use of Advance search?

Through Advance search, user can search for any receipt, file or dispatch residing anywhere in the organization/ section hierarchy downline/ section.

8.5 Is it possible to take printout of the result after searching a file/receipt?

Yes. User can generate PDF of the result for the output Fields selected. For generating a PDF an icon has been provided under the search file/receipt button on the right side.

8.6 What actions can user take on the file which has been searched with the help of Advance search and the file is present in his/ her account?

Different actions can be taken for different cases, if the file is in-

Case 1- Inbox/created: can Send the file, receive the physical file and view the details of the file.

Case 2- Parked: can view the details of that file and can also Make active.

Case 3- Closed: can Re-open file and can View that file.

8.7 How to search files by using File heads?

Steps are mentioned below:

Step 1: Go to **Advanced search**.

Step 2: Click on **Advance**

Parameter. **Step 3:** Select the **file heads**.

Step 4: Click on **Search button**.

8.8 Is it possible to take print out of details and movements of any particular file?

Yes. Steps are mentioned below:

Step 1: Search the file through **Advanced Search**. **Step 2:** Search for the file.

Step 3: Click on **Details**.

Step 4: Click on **PDF icon** at the top most on the right side.

Step 5: Take print out from the PDF.

8.9 How to search files on the basis of creation date?

Steps are mentioned below:

Step 1: Go to **Advanced search**.

Step 2: Click on **Advance Parameter**.

Step 3: Select the **date range** in creation date.

Step 4: Click on **Search button**.

9. General

9.1 Explain the terms Global Search, Departmental Search, Section Hierarchy Downline Search and Section Search?

Global Search: User can search a File/ Receipt/ Dispatch globally within instance.

Departmental Search: User can search a File/ Receipt/ Dispatch within a department in a instance.

Section Hierarchy Downline Search: User can search a File/ Receipt/ Dispatch down the hierarchy, i.e., the officer can search a File/ Receipt of their sub

ordinates. **Section Search:** User can search a File/ Receipt/ Dispatch within their section (O.U.)

9.2 How do user access eOffice?

Open Internet Explorer(version 10)/Fire Fox(version 52.0) browser and in the address bar type the URL of the eOffice application and type the user name and password in the login screen.

9.3 Can user change Login Id & Password?

A user cannot change his/her login id by himself/herself but need to contact the administrator.

A user can change his/her password by himself/herself by logging into www.mail.gov.in

9.4 Where can user set the Time Period to view particular Receipts or Files?

In the Date Range provided on the top, user can set the required period for which he/she wishes to view the Receipts/Files.

9.5 What is Pull back?

Pull back: It refers to the process of pulling back the sent receipt/file, till the time the recipient has not opened it.

9.6 What is Hierarchical view?

This view facilitates the user to view their own files and receipts as well as files/receipts of their section.