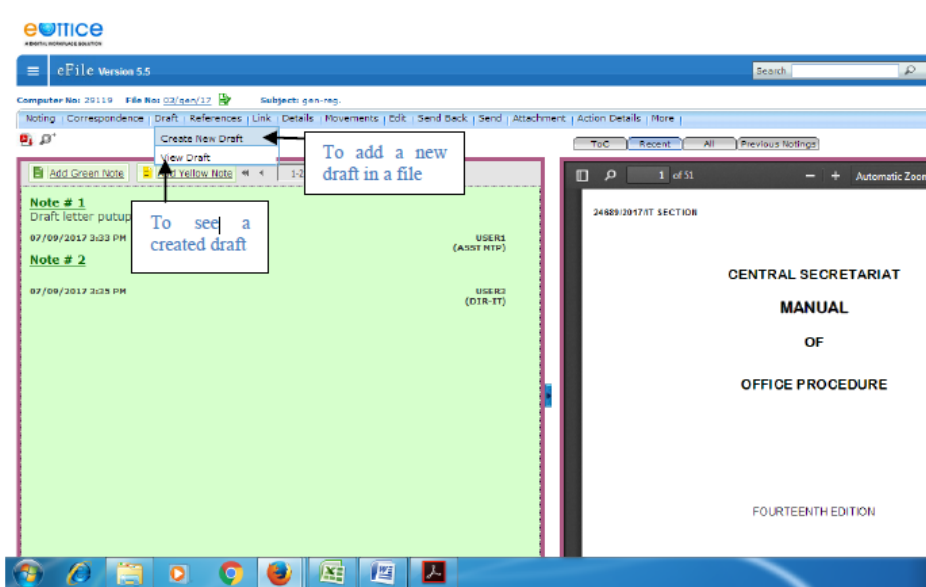


# e-Office FAQs

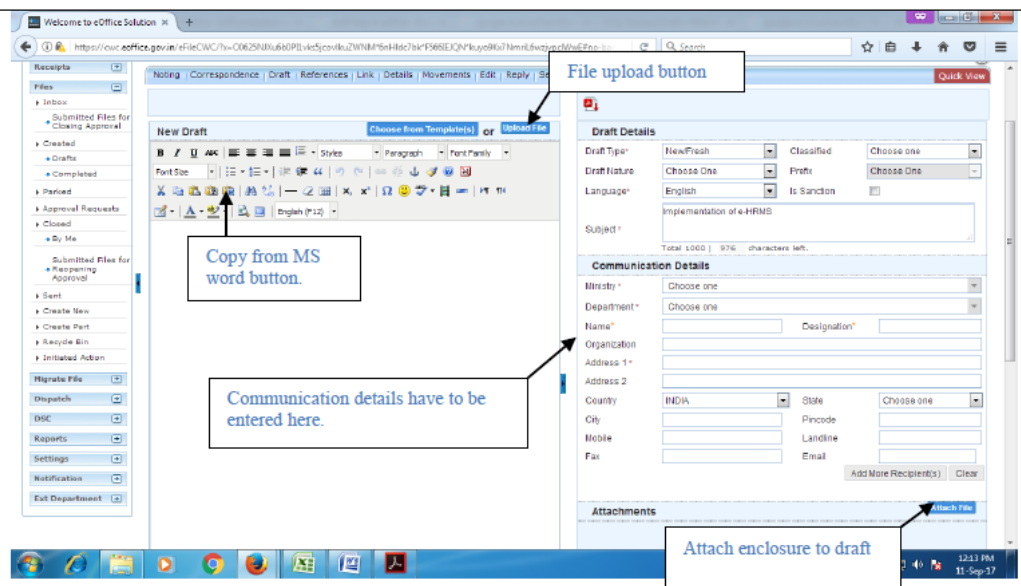
## 1. How to create Draft in e-office?

### Solution:-

We can add/view draft by selecting create new draft/view draft menu option under Draft menu option.

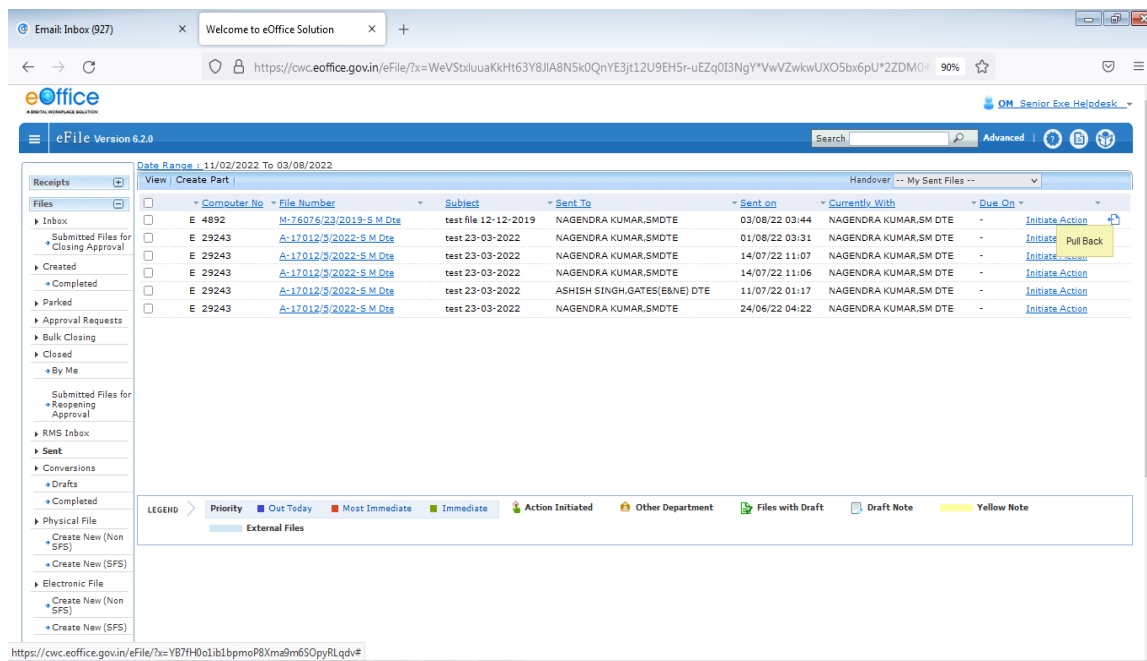


- (i) Click on create new draft to add draft in the file. Draft can be directly typed or copied from MS word or MS word file can be uploaded using upload file button. Then click save button to save a draft.



- We can perform editing on a draft if the status of a draft is DFA. To perform editing click on View draft under Draft menu option. Select draft then click on edit button.





- **Pull Up:** When sender has sent a file to the receiver and the intended receiver has read the file also then sender has to pull up file. For this sender has to perform following steps:

Click on Advanced Tab-> Fill Basic parameter (any one)-> check the output field (All)-> Search button-> Click pull up link-> Write the reason for pull up-> ok.

The screenshot shows the 'Advanced' tab in eOffice 6.2.0. It includes a search form with fields for 'Creation Year' (2022), 'Origin' (Internal), 'Nature' (Electronic), and 'Electronic Scope' (Section). Below this are 'Basic Parameters' and 'Advance Parameters' tabs. The 'Basic Parameters' section has fields for 'Computer No' (4892), 'File No', 'Subject', and 'Creation Remarks'. The 'Output Fields' section has checkboxes for 'All', 'Computer No', 'File No', 'Subject', 'Location', 'Opening Date', 'Currently With', 'Section', 'Department', 'Forwarding Remarks', 'Pending Day(s)', 'Status', and 'Closing'. A 'Search Files' button is present. The 'Search Output' section shows a table with columns: Actions, Computer No, File No, Subject, Location, Currently With, Section, Forwarding Remarks, and Pending Day(s). The 'Pull up' link is highlighted in the 'Actions' column of the first row.

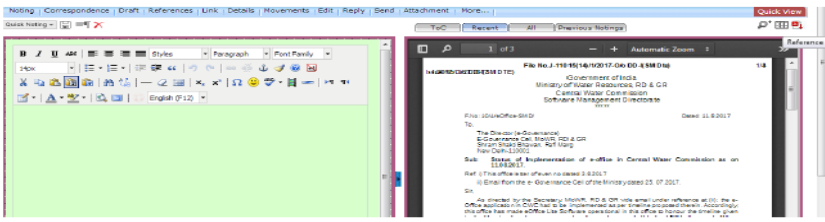
## 6. How to perform referencing between noting and correspondence?

### Solution

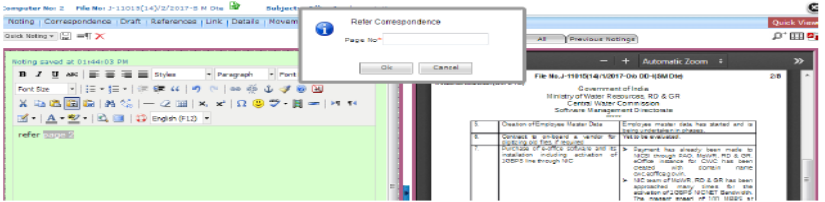
- Open the desired file.
- Open the desired page of correspondence which has to be referred (suppose page

- 2).
- iii) Add Green note.
- iv) Select the phrase on green note.
- v) Click on Reference tab highlighted here.

- Click on Reference tab highlighted here.



- Write the page no. in a text box.



- Click Ok.

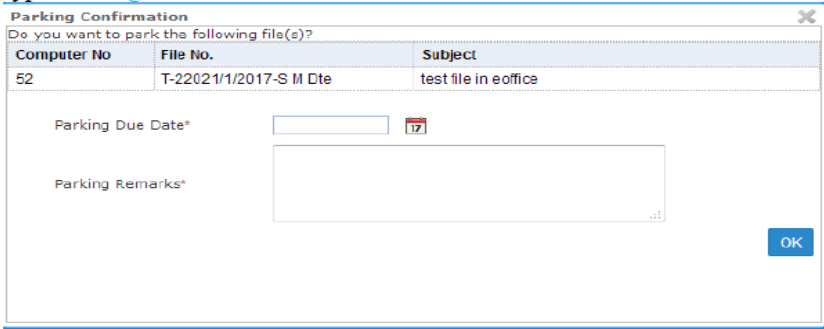
## 7. Write down the steps to park a file?

### Solution:-

The steps are as follows-

- i) Open file.
- ii) Click on Park File under tab more.

iii)



An alert box with the following message will appear. Set **Parking Due date** and type **Parking Remarks**. Click **Ok**.

**Parking Confirmation**

Do you want to park the following file(s)?

Computer No	File No.	Subject
52	T-22021/1/2017-S M Dte	test file in eoffice

Parking Due Date\*

Parking Remarks\*

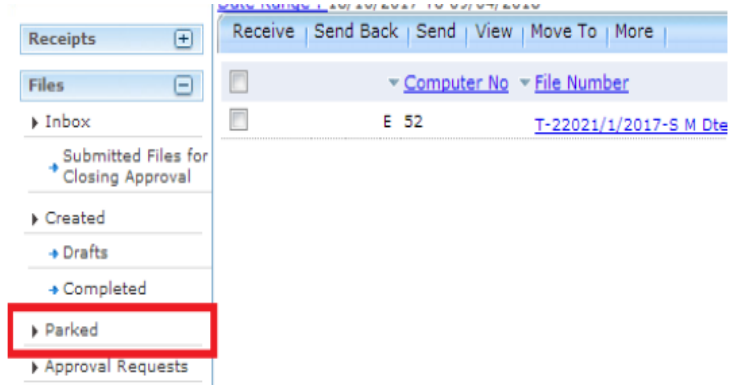
OK

## 8. Write down the steps to un park file?

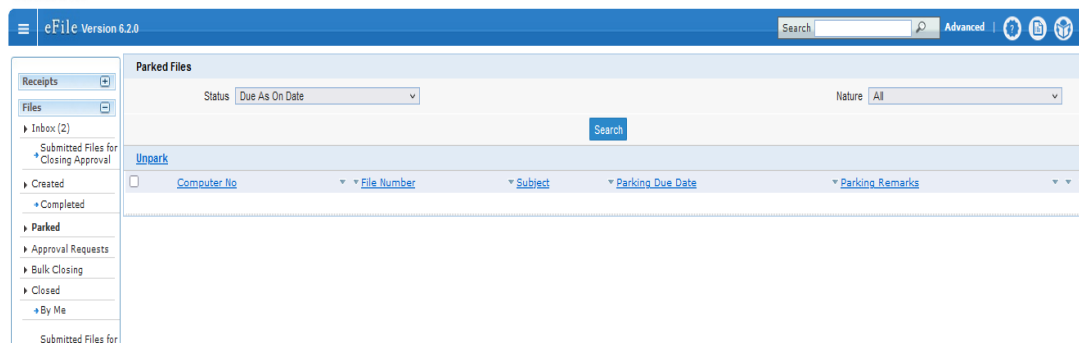
### Solution:-

The steps are as follows-

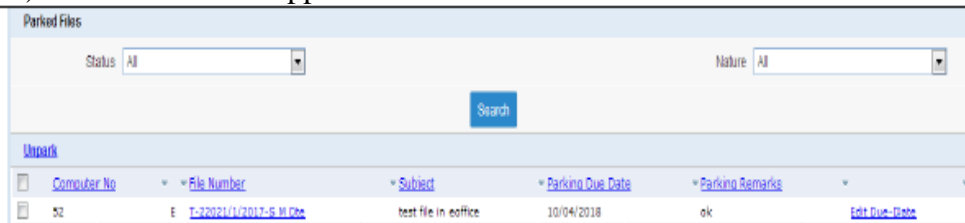
i) Click on Parked under File Section.



ii) Select Status according to your requirement.

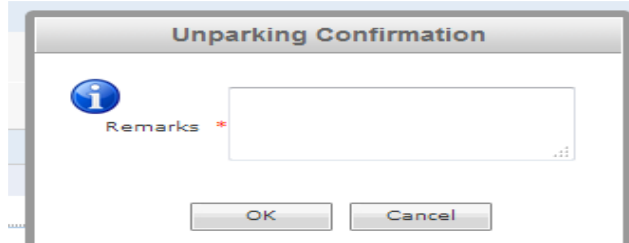


iii) A screen will appear below-



iv) Select file and click Un-park link.

v) An alert box appears and type Un-parking remarks.



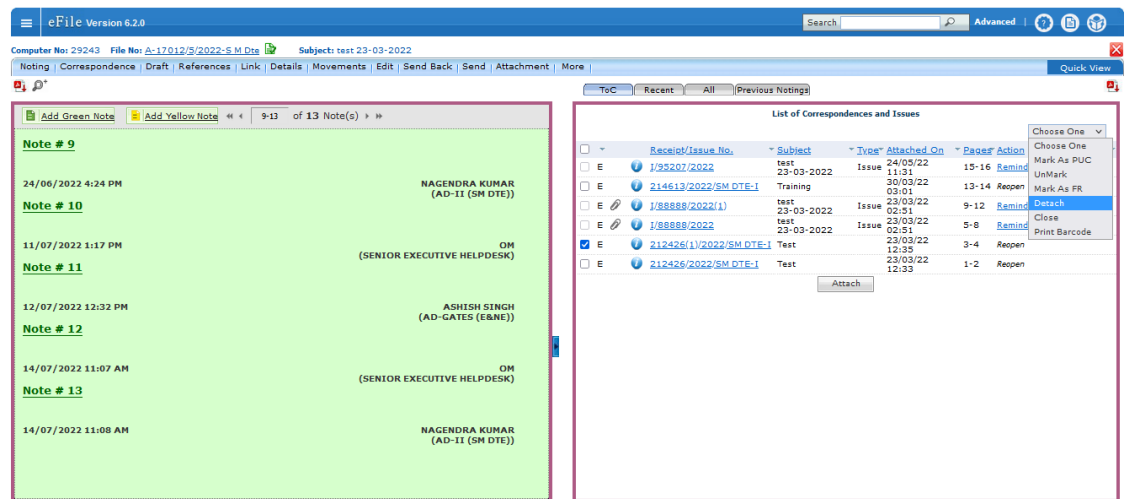
vi) Click OK.

## 9. How to detach a receipt from file?

**Solution:-**

To detach a receipt perform following steps-

- ⇒ Open a file.
- ⇒ Select a receipt.
- ⇒ Choose the action



**Detach:** Select detach. An alert message for Detach receipt Confirmation appears. Click OK.

## 10. What is the difference between put in a file and attach receipt?

### Solution:-

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**".

## 11. How to do email Diarisation?

### Solution:-

Steps for email Diarisation are mentioned below:-

- i) Open **NIC mail** from home page of e-Office.
- ii) Select the email click on **Move to e-File**.
- iii) Go to home.
- iv) Click on **File Management System**.
- v) Click on **Receipt**.
- vi) Click on **email Diarisation**.
- vii) Click on **document/link**.
- viii) If attachment is available move attachment to the right side panel.
- ix) Click on **Diary/Preview**.
- x) Fill metadata.
- xi) Click on **Generate/ Generate and Send**.

## 12. Steps when we upload a document in e-Office and it is not shows?

### Solution:-

- i) Go to right hand side three slipping line option
- ii) Click setting option and search application
- iii) Then go to portable document option and click drop down option and choose open in Firefox option and refresh Mozilla Firefox.

**13. User not able to send e-File, when he trying to send e-File showing this error message “The file has multiple draft not”?**

**Solution:-**

Kindly contact NIC backend team.

**14. When users click on file management system then showing an error message "An environmental issue"?**

**Solution:-**

In this case we registered the complaint on servicedesk.nic.in.

**15. When users use window 8 and window 10 while login e-Office the page is blinking then what to do?**

**Solution:-**



**Steps:**

Control panel-> languages and regions->change the date and time->change the time zone->select time from drop down list(Select **UTC+ 05:30 Chennai, Kolkata, Mumbai, New Delhi**)-> then press ok

- Login again after refresh new tab.

## 16. How to apply for creating e-Office account?

**Solution:-** For creating e-Office account user send details as follows:

- 1.Name:
- 2.Designation:
- 3.Date of Birth:
- 4.Mobile Number:
- 5.Employee Code:
- 6.NIC email id:
- 7.Place of Posting:
- 8.Reporting officer Name:

User send above details to the email id [smdte@nic.in](mailto:smdte@nic.in) with the office order/Joining order attached with it.

## 17. How the User requests to Transfer their e-Office account?

**Solution:-**

In this case user sends mail to [smdte@nic.in](mailto:smdte@nic.in) with office order and joining order.

## 18. How the user requests to update mobile number in NIC email id?

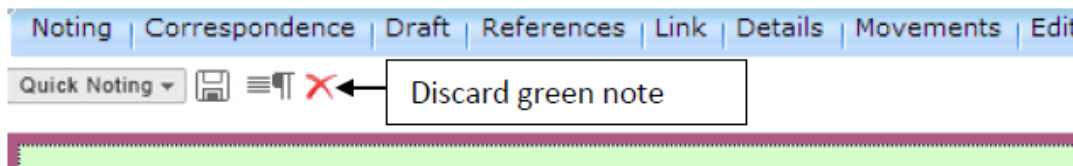
**Solution:-**

In this case user sends mail to [smdte@nic.in](mailto:smdte@nic.in) for updating mobile number in NIC mail id.

## 19. Can a user discard/delete a green note put up by him?

**Solution:-**

Yes, a user can delete a green note before the movement of file by click on Red Cross.



## 20. Write down steps to perform Email Diarisation.?

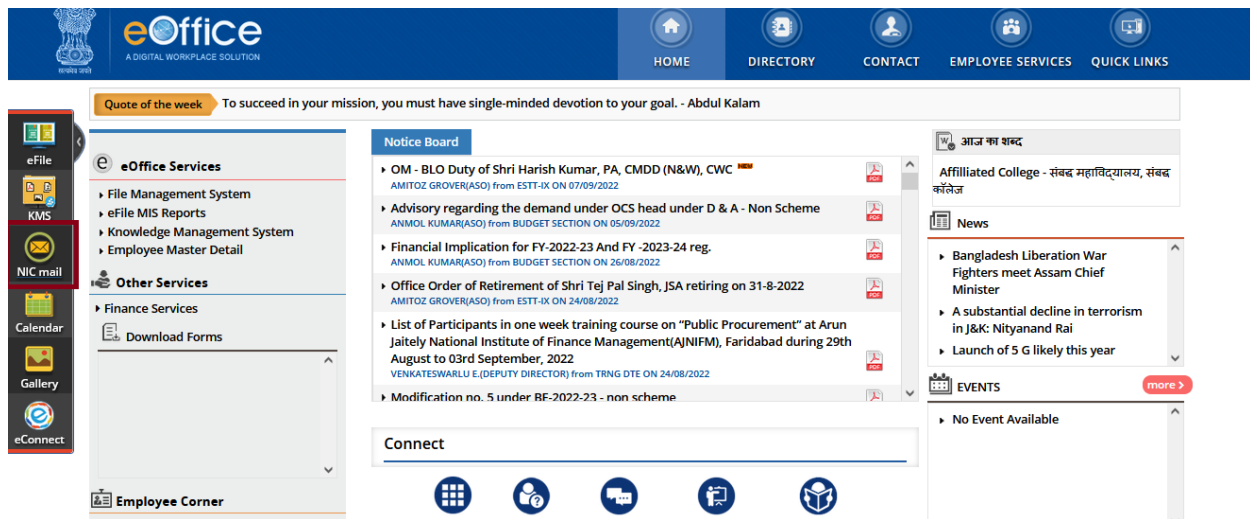
**Solution:-**

- During Email diarisation, email should have been sent to the e-File from NIC Email. User should select the mail from NIC Email inbox and select option Move to e-File Button.

Steps are as follows-

- i) Click the NIC email link.





ii) As a result, login page will appear. Type your password and click Sig In.

Enter the password associated with following  
NIC Mail login ID

Sign In

iii) NIC email gets open.

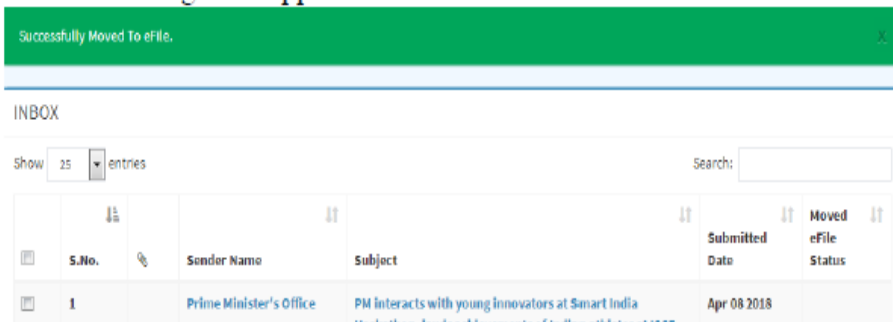
	11	eoffice helpdesk	Fwd: [Ticket#2018040288034149] eOffice Respected Sir, look into
	12	Prime Minister's Office	Highlights of Mann Ki Baat March 2018

iv) Select receipt which needs to be diarized open it.

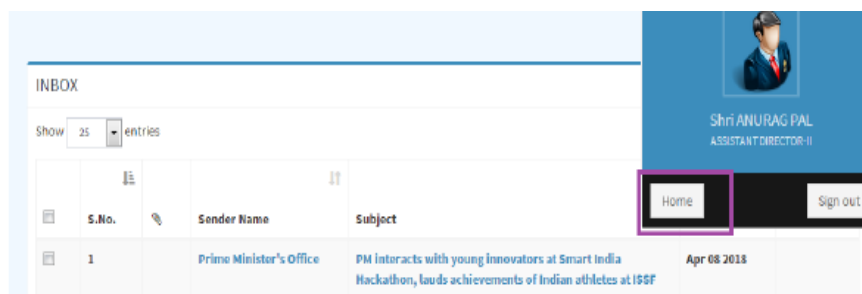
v) Click on [Move to eFile](#) button.



vi) An alert message will appear for confirmation. Click OK.



vii) Click the Home button to move to the Home Page of e-Office Portal.



viii) As a result ,Home Page of eOffice portal appears.

ix) Click File Management System to move into eFile Application.

x) Click on Email Diarisation link and then click the moved receipt from NIC email section to diarise it.



xi) Open link. As a result diarisation page appears.

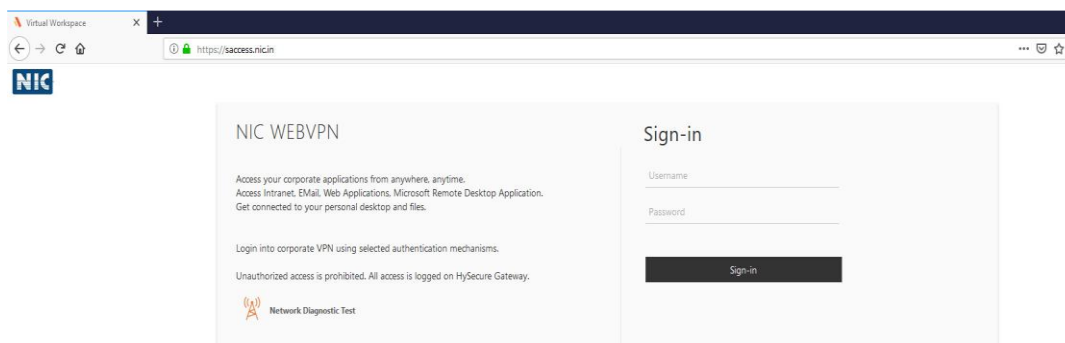
xii) Click Generate or Generate and Send button

# Web VPN FAQs

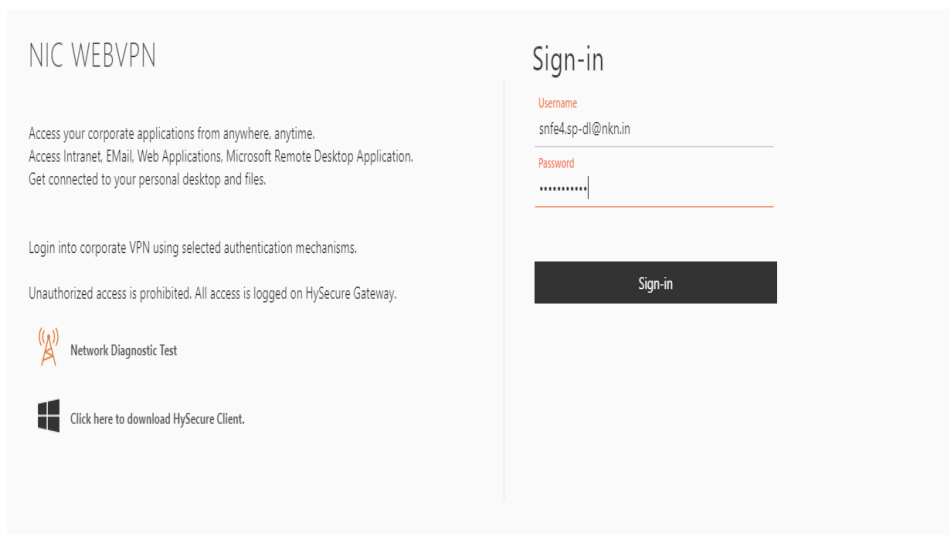
## 1. First time login

### Solution:-

- Please type the URL (<https://saccess.nic.in>) in the address of a browser.



- Login using registered email address as username including @domain. The password for **government email addresses** like @gov.in, @nic.in, @mea.gov.in etc. is the same as the email account password and cannot be changed from the change password option.
- \* The password for all other **non-government email addresses** like @gmail.com, @yahoo.co.in, @rediffmail.com etc. is provided to the user and needs to be changed on successful login.



- Second factor of authentication requires users to enter an OTP which can be obtained using any of the three method viz. Email, SMS and Mobile App. SMS and Email are dependent on the signal strength and data connectivity. Hence best way to obtain OTP is Mobile app based token.

The screenshot shows the NIC WEBVPN Sign-in interface. On the left, there is a sidebar with the title 'NIC WEBVPN' and several paragraphs of text: 'Access your corporate applications from anywhere, anytime. Access Intranet, EMail, Web Applications, Microsoft Remote Desktop Application. Get connected to your personal desktop and files.', 'Login into corporate VPN using selected authentication mechanisms.', and 'Unauthorized access is prohibited. All access is logged on HySecure Gateway.' Below this text are two links: 'Network Diagnostic Test' with a signal icon and 'Click here to download HySecure Client.' with a Windows logo icon. The main content area is titled 'Sign-in' and includes the text 'More Authentication required.' Below this is a dropdown menu labeled 'SMS Token' with a downward arrow. The dropdown is open, showing three options: 'Select token type', 'Email Token', and 'SMS Token' (which is highlighted in blue). Below the dropdown is a 'Sign-in' button. At the bottom of the sign-in section are two links: 'Cancel Sign-in' and 'Reactivate Mobile Token'.

## 2. Register Mobile Token for OTP?


### Solution:-

- Mobile Token based OTP is provided via a mobile app called **Accops HyID** available for iOS and Android platforms from their respective app stores. The user needs to install this app on their smart phones.
- Open the URL <https://saccess.nic.in> and login as described in the previous section. In the OTP section, select Mobile Token from the dropdown menu and click **Reactivate Mobile Token** under the Sign-in button. It is a one-time registration process.

The screenshot shows the NIC WEBVPN Sign-in interface, similar to the previous one, but with the dropdown menu now set to 'Mobile Token'. Below the dropdown is a text input field with the placeholder text 'Enter OTP' and a small upward arrow icon on the right. Below the input field is a 'Sign-in' button. At the bottom of the sign-in section are two links: 'Cancel Sign-in' and 'Reactivate Mobile Token'.

- Select Email or SMS OTP in the **Mobile Token Registration** window

Mobile Token Registration



How do you want to get one time password?

Email OTP


Email OTP

SMS OTP

Cancel Send

- Enter the OTP received and press **Next** button.

Mobile Token Registration



Enter one time password


654078

Didn't get it? Resend


Back Next

- Open **Accops HyID app** on your mobile and click on plus (+) sign to add an account. Next **scan the 2D bar-code** displayed on the Web VPN portal on your computer from the app and click **Next**.

Mobile Token Registration



- Get Accops HyID App from the **Play Store** or **App Store**.
- In the app select **Add an account**
- Choose **Scan bar-code**



CAN'T SCAN IT?

Cancel Next

- Enter the 6-digit Mobile Token visible in the **Accops HyID app** on the Web VPN page. This OTP changes automatically every 30 seconds. Now click **Verify** button.



Mobile Token Registration

**accops**  
**HYSECURE**

**Set up Authenticator**

Enter the 6-digit Accops HyID Token you see in the app.

Enter HyID Token

554692

Cancel Verify

- One-time Mobile Token registration process is complete. This mobile token can be used as the second factor of authentication in Web VPN along with Email/SMS OTP. No Internet or mobile signal is required to use this token for authentication.



Mobile Token Registration

**accops**  
**HYSECURE**

**Done!**

You're all set. From now on, you'll use Accops HyID App to sign in to HySecure.

Close

### 3. Change Password

#### Solution

- The password for **government email** addresses like @gov.in, @nic.in, @mea.gov.in etc. is the same as the email account password and **cannot be changed** from the change password option.
- The password for all other **non-government email** addresses like @gmail.com, @yahoo.co.in, @rediffmail.com etc. is provided to the requestor and **needs to be changed** on successful login.

- After successful login, click on **My Profile** tab to change password. Now use this password with the email address to login into Web VPN.

The screenshot shows a web browser window titled "Virtual Workspace" with the address bar displaying "https://saccess.nic.in". The page features the NIC logo and a navigation bar with three tabs: "Remote Applications", "My Profile" (which is active), and "Logout".

On the left side, a message box displays the email address "snfe4.sp-dl@nkn.in" and a welcome message: "Welcome to HySecure". Below this, a "Message from administrator" states: "Unauthorized access is prohibited. All access is logged on HySecure Gateway."

The main content area is titled "Change Password" and contains three password input fields, each with a red label and a masked input area (dots):

- Old Password**: ..... (with a red error line below it)
- New Password**: ..... (with a red error line below it)
- Retype New Password**: .....| (with a red error line below it)

At the bottom of the form is a dark grey button labeled "Change Password".