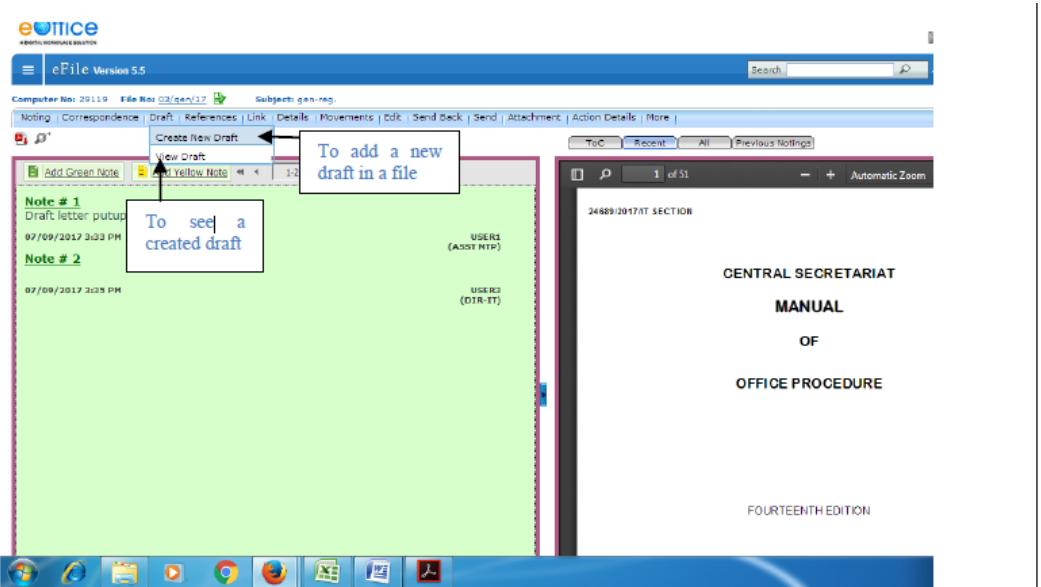




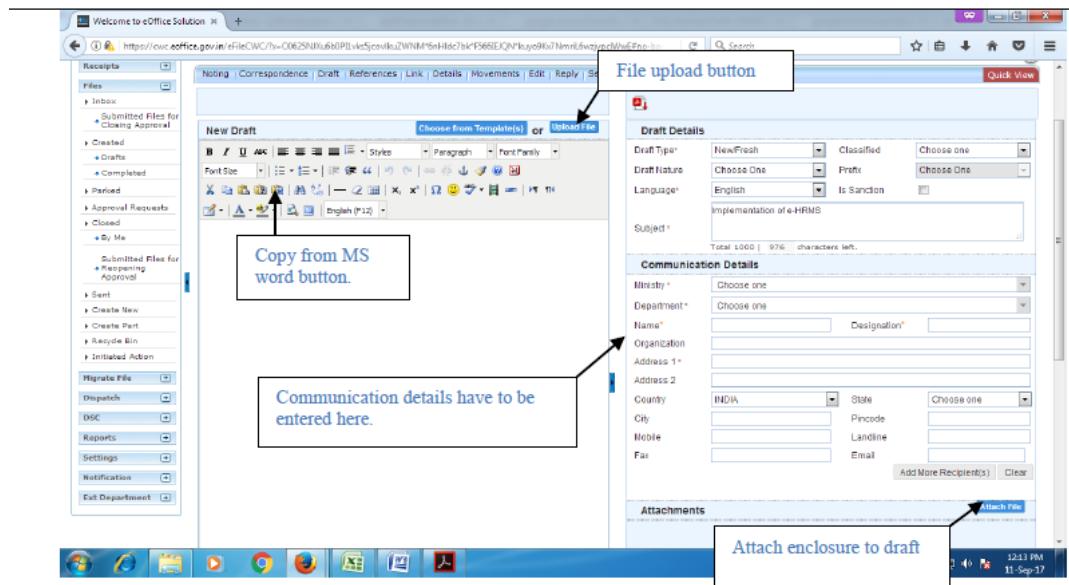
1. How to create Draft in e-office?

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.

- (ii) If you are uploading a word file while creating a draft, then you will download and save that draft on your desktop. After editing in word file save that file & click on edit button and upload that file again. Then click save button to save a draft.
- **If you have uploaded a PDF file while creating the draft, then that file will not be edited.**

2. Is it possible to delete a draft?

Solution:-

Yes, we can delete the draft if its status is DFA. Once draft gets approved it cannot be modified or deleted.

3. Differentiate between sign and “e-Sign and Send”?

Solution:-

e-Sign and Send means a file is sent with digital signature and Send means to send a file without digital signature.

4. What is difference between “Generate” and “Generate and Send”?

Solution:-

On clicking Generate button, a receipt no is generated and receipt will be stored in created while on clicking Generate and Send button sending interface will appear along with the receipt number

5. What is difference between pull up and pull back?

Solution:-

- **Pull Back:** When sender has sent a file to the receiver and the intended receiver has not read the file yet then in that case sender can pull back the file on clicking pull back button.

File->Sent-> Select file-> Click on Pull Back button-> Write the pull back remarks->ok

Receipts

Files

Inbox

- Submitted Files for Closing Approval
- Created
- Completed
- Parked
- Approval Requests
- Bulk Closing
- Closed
- By Me
- Submitted Files for Reopening Approval
- RMS Inbox
- Sent
- Conversations
- Drafts
- Completed
- Physical File
- Create New (Non SFS)
- Create New (SFS)
- Electronic File
- Create New (Non SFS)
- Create New (SFS)

Date Range : 11/02/2022 To 03/08/2022

Computer No	File Number	Subject	Sent To	Sent on	Currently With	Due On
E 4892	M-76076/23/2019-S M Dte	test file 12-12-2019	NAGENDRA KUMAR,SM DTE	03/08/22 03:44	NAGENDRA KUMAR,SM DTE	Initiate Action
E 29243	A-17012/5/2022-S M Dte	test 23-03-2022	NAGENDRA KUMAR,SM DTE	01/08/22 03:31	NAGENDRA KUMAR,SM DTE	Initiate Pull Back
E 29243	A-17012/5/2022-S M Dte	test 23-03-2022	NAGENDRA KUMAR,SM DTE	14/07/22 11:07	NAGENDRA KUMAR,SM DTE	Initiate Action
E 29243	A-17012/5/2022-S M Dte	test 23-03-2022	NAGENDRA KUMAR,SM DTE	14/07/22 11:06	NAGENDRA KUMAR,SM DTE	Initiate Action
E 29243	A-17012/5/2022-S M Dte	test 23-03-2022	ASHISH SINGH,GATES(EEANE) DTE	11/07/22 01:17	NAGENDRA KUMAR,SM DTE	Initiate Action
E 29243	A-17012/5/2022-S M Dte	test 23-03-2022	NAGENDRA KUMAR,SM DTE	24/06/22 04:22	NAGENDRA KUMAR,SM DTE	Initiate Action

LEGEND > Priority ■ Out Today ■ Most Immediate ■ Immediate ■ Action Initiated ■ Other Department ■ Files with Draft ■ Draft Note ■ Yellow Note

External Files

- **Pull Up:** When sender has sent a file to the receiver and the intended receive 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.

File Receipt Dispatch

Creation Year: 2022

Origin: Internal

Nature: Electronic

Electronic Scope: Section

Basic Parameters

Computer No: 4892

File No:

Subject:

Creation Remarks:

Output Fields:

- All
- Computer No
- File No
- Subject
- Location
- Opening Date
- Currently With
- Section
- Department
- Forwarding Remarks
- Pending Day(s)
- Status
- Closing

Remarks

Search Files

Search Output

Action: Pull Up Receive Send

Total Record(s): [1]

Actions	Computer No	File No	Subject	Location	Currently With	Section	Forwarding Remarks	Pending Day(s)
Pull up Details	E 4892	M-76076/23/2019-S M Dte	test file 12-12-2019	File/Inbox	NAGENDRA KUMAR,AD-II (SM DTE)	SM DTE		0

6. How to perform referencing between noting and correspondence?

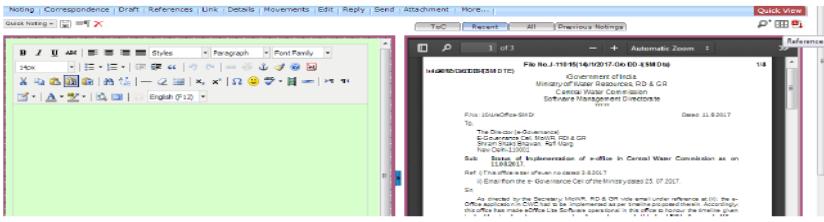
Solution

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

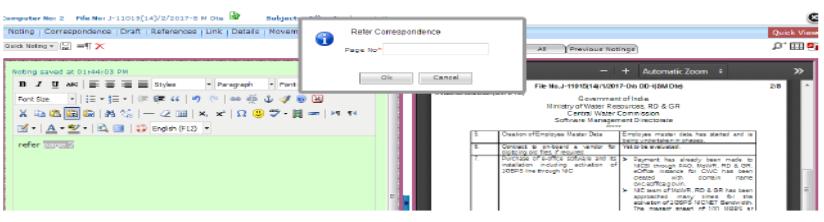
2).

- 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.



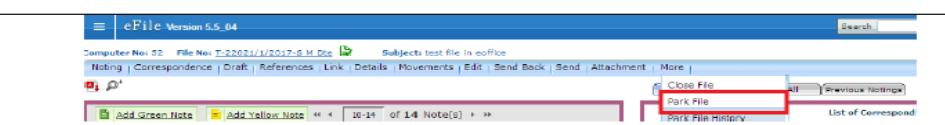
- Click Ok.

7. Write down the steps to park a file?

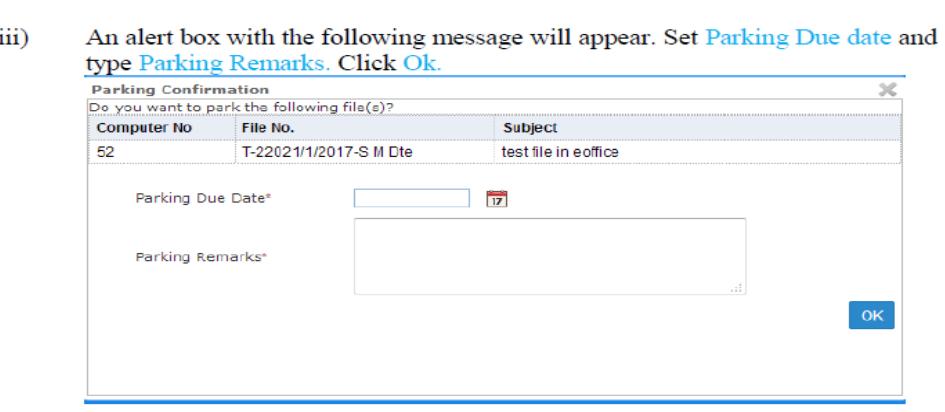
Solution:-

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**.

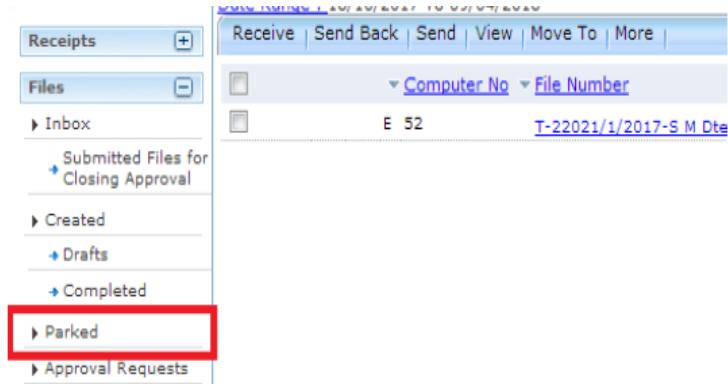


8. Write down the steps to un park file?

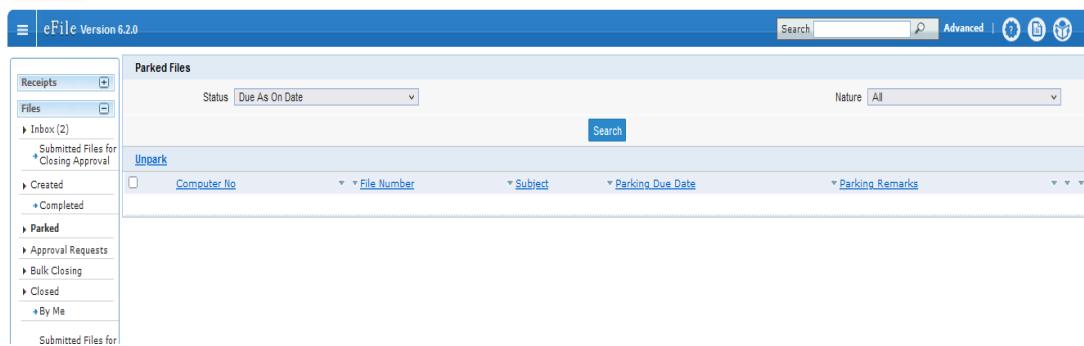
Solution:-

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.



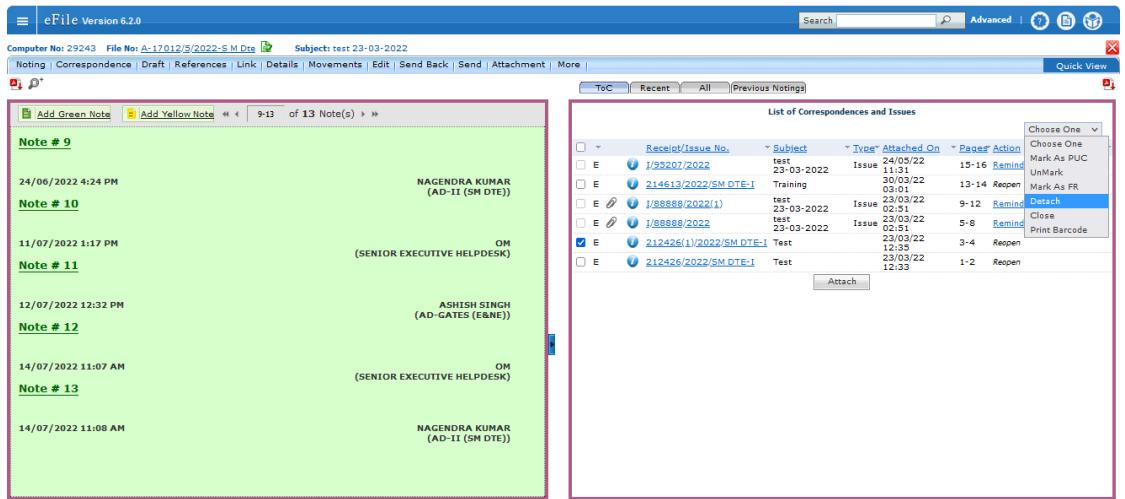
- vi) Click OK.

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



The screenshot shows the eFile interface. The left panel displays a timeline of notes with details like date, time, and author. The right panel shows a list of correspondences and issues, with a specific entry highlighted for 'Detach'.

Subject	Attached On	Action
test	24/03/2022 11:31	15-16 Remind
23-03-2022	23/03/22	UnMark
Training	23/03/22	13-14 Reopen
test	23/03/22	9-12 Remind
test	23/03/22	5-8 Remind
test	23/03/22	3-4 Reopen
Test	23/03/22 12:33	1-2 Reopen

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 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 with office order and joining order.

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

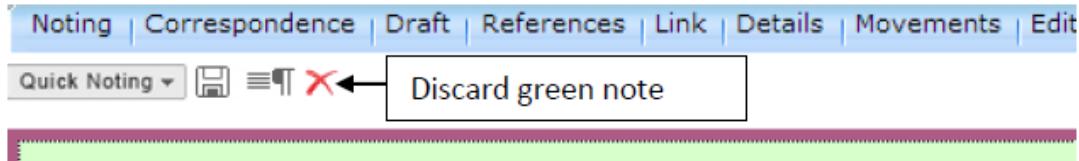
Solution:-

In this case user sends mail to smdte@nic.in 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.

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.

Read Mail

eFile Notification Mail!

From: eoffice@nic.in(eoffice@nic.in)
TO: anuragpal-cwo@gov.in

Mar 27 2018

AKHIL AKHOURI has sent you following receipt(s):

Sl. No. **Number** **Subject**
1 3751/2018/R&I/CRU Section/VPN Account अपलोड करने के sambandha से।



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

Successfully Moved To eFile.

INBOX

Show 25 entries Search:

	S.No.	Sender Name	Subject	Submitted Date	Moved eFile Status
	1	Prime Minister's Office	PM interacts with young innovators at Smart India Hackathon, lauds achievements of Indian athletes at ISSF	Apr 08 2018	

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

INBOX

Show 25 entries

	S.No.	Sender Name	Subject
	1	Prime Minister's Office	PM interacts with young innovators at Smart India Hackathon, lauds achievements of Indian athletes at ISSF



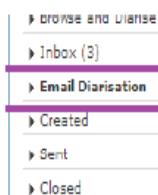
Shri ANURAG PAL
ASSISTANT DIRECTOR-II

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.



	eFile Notification Mail!	eoffice@nic.in
Inbox (3)	Fw: RFP FOR UPLOAD	anil aryा <cvcanil@yahoo.co.in>
Email Diarisation	Fw: RFP FOR UPLOAD	anil aryा <cvcanil@yahoo.co.in>
Created	Fw: RFP FOR UPLOAD	anil aryा <cvcanil@yahoo.co.in>
Sent	eFile Notification Mail!	eoffice@nic.in
Closed		

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

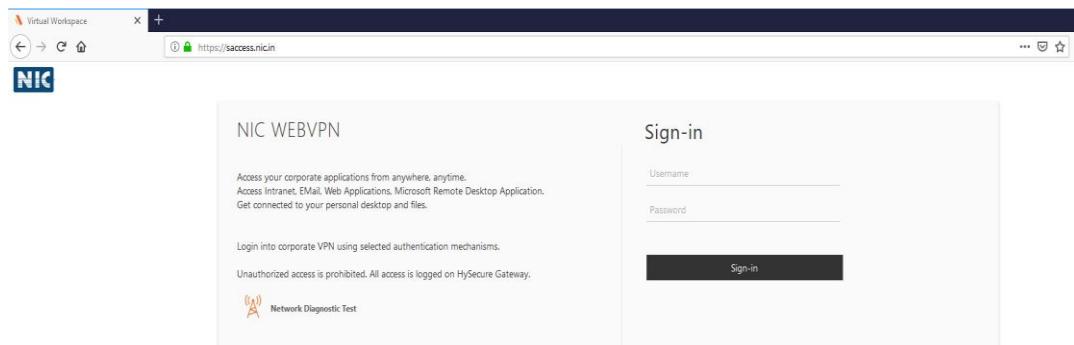
xii) Click Generate or Generate and Send button

Web VPN FAQs

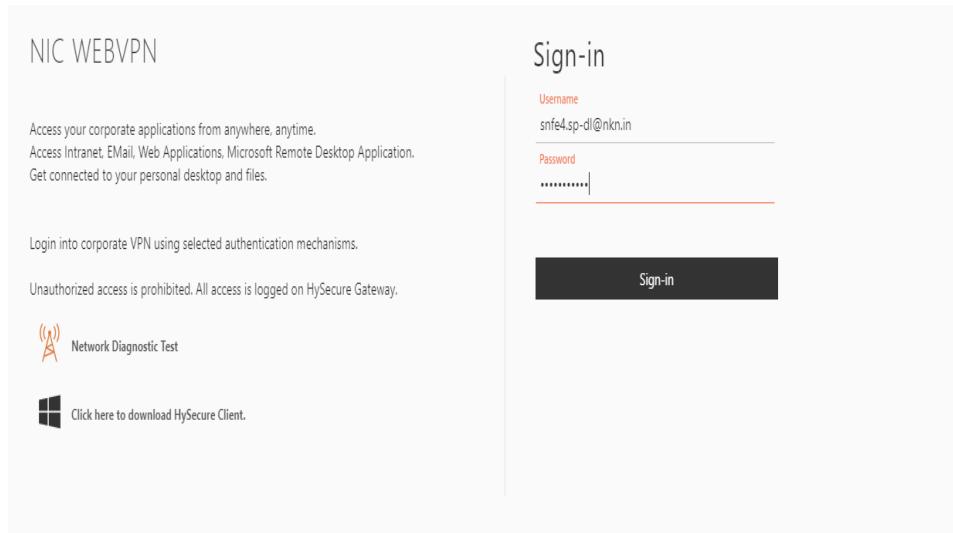
1. First time login

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.

NIC WEBVPN

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.

Unauthorized access is prohibited. All access is logged on HySecure Gateway.

 Network Diagnostic Test

 Click here to download HySecure Client.

Sign-in

More Authentication required.

SMS Token

▼

Select token type

▼

Email Token

▼

SMS Token

Mobile Token

▼

Sign-in

Cancel Sign-in
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.

NIC WEBVPN

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.

Unauthorized access is prohibited. All access is logged on HySecure Gateway.

 Network Diagnostic Test

Sign-in

More Authentication required.

Mobile Token

▼

Enter OTP

Sign-in

Cancel Sign-in
Reactivate Mobile Token

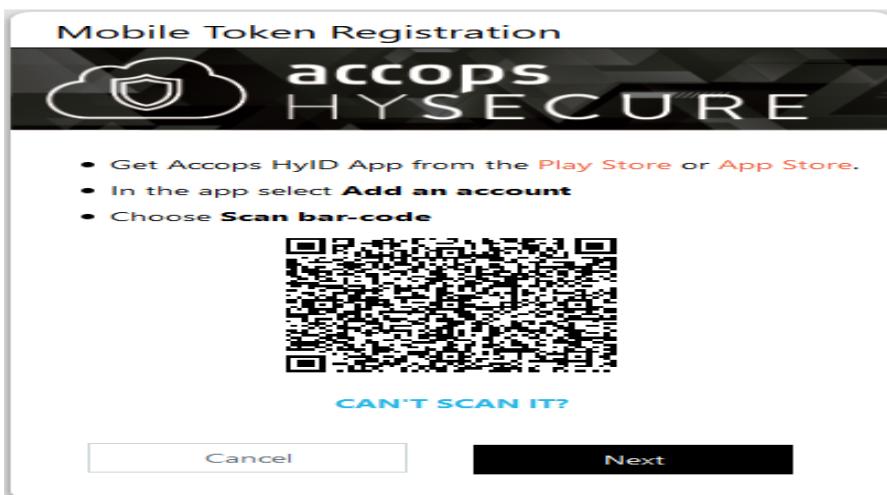
- Select Email or SMS OTP in the **Mobile Token Registration** window



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



- 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**.



- 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.



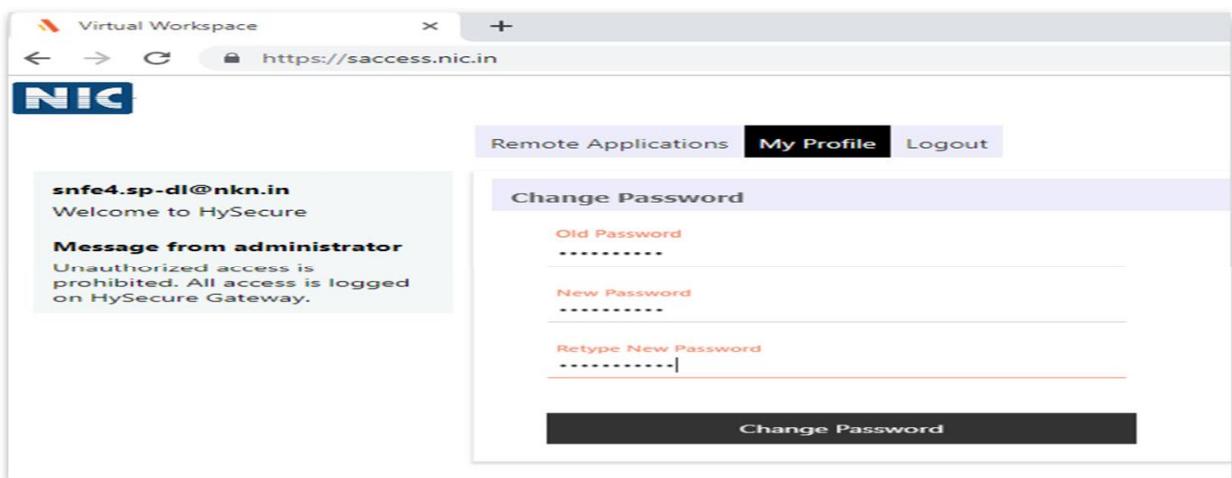
- One-time Mobile Token registration process is complete. This mobile token can be used as the second factor of authentication in Web VPN along with Email/SMS OTP. No Internet or mobile signal is required to use this token for authentication.



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 for 'Virtual Workspace' at the URL <https://saccess.nic.in>. The NIC logo is at the top left. The top navigation bar includes 'Remote Applications', 'My Profile' (which is highlighted in black), and 'Logout'. The main content area has a sidebar on the left with the email address **snfe4.sp-dl@nkn.in** and a 'Welcome to HySecure' message. The main panel is titled 'Change Password' and contains three input fields: 'Old Password' (with a red dotted redaction), 'New Password' (with a red dotted redaction), and 'Retype New Password' (with a red dotted redaction). A large 'Change Password' button is at the bottom.