



FAQ-Frequently Asked Questions

Q1- How to Dispatch a signed letter?

Step 1: As mentioned in figure-1, first you have to click on Initiate Dispatch.

The screenshot shows the 'E-office VPN Creation Service Request Form V1.0' interface. The form is titled 'E-office VPN Creation Service Request Form V1.0' and is part of the 'U.P. State Data Centre' system. The form contains the following fields:

1	Requester Name	
2	Organization Name / Department	
3	Designation	
4	Mail-id (@gov.in/@nic.in/@ac.in)	
5	Mobile No.	
7	Purpose of VPN Service	
8	Permission for VPN	-Total User Count: (Pls. attach User List) -Destination IP Address: -Port No.:

At the bottom of the form, there are three buttons: 'Approved Copy', 'Preview', and 'Initiate Dispatch'. The 'Initiate Dispatch' button is highlighted with a red circle.

Figure-1

Step 2: As mentioned in figure-2, click on Add Recipients button to add recipients.

The screenshot shows the 'E-office VPN Creation Service Request Form V1.0' interface. The form is titled 'E-office VPN Creation Service Request Form V1.0' and is part of the 'U.P. State Data Centre' system. The form contains the following fields:

1	Requester Name	
2	Organization Name / Department	
3	Designation	
4	Mail-id (@gov.in/@nic.in/@ac.in)	
5	Mobile No.	
7	Purpose of VPN Service	
8	Permission for VPN	-Total User Count: (Pls. attach User List) -Destination IP Address: -Port No.:

At the bottom of the form, there are three buttons: 'View Approved Copy', 'Send / Dispatch with Follow up', and 'Send / Dispatch without Follow up'. The 'Add Recipients' button is highlighted with a red circle.

Figure-2

Step 3: As mentioned in figure-3, for Intra dispatch (within the same Instance) select intra office button and add all the recipients to whom you need to dispatch and click on Add button.

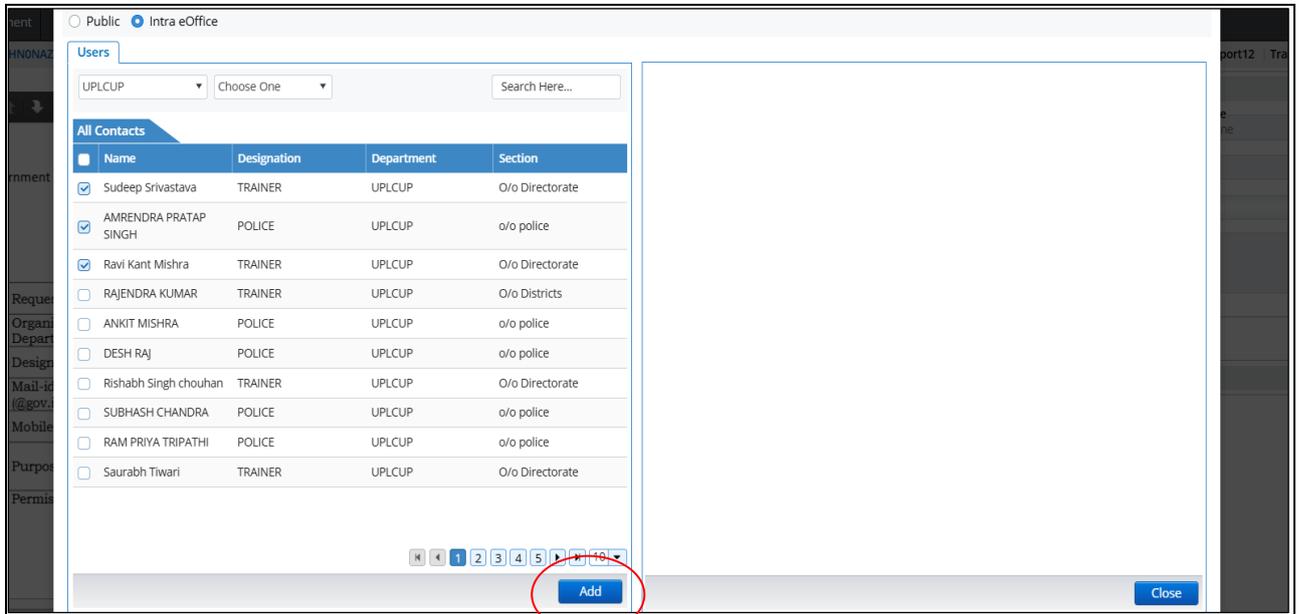


Figure-3

Step 4: As mentioned in figure-4, click on close button for further process.

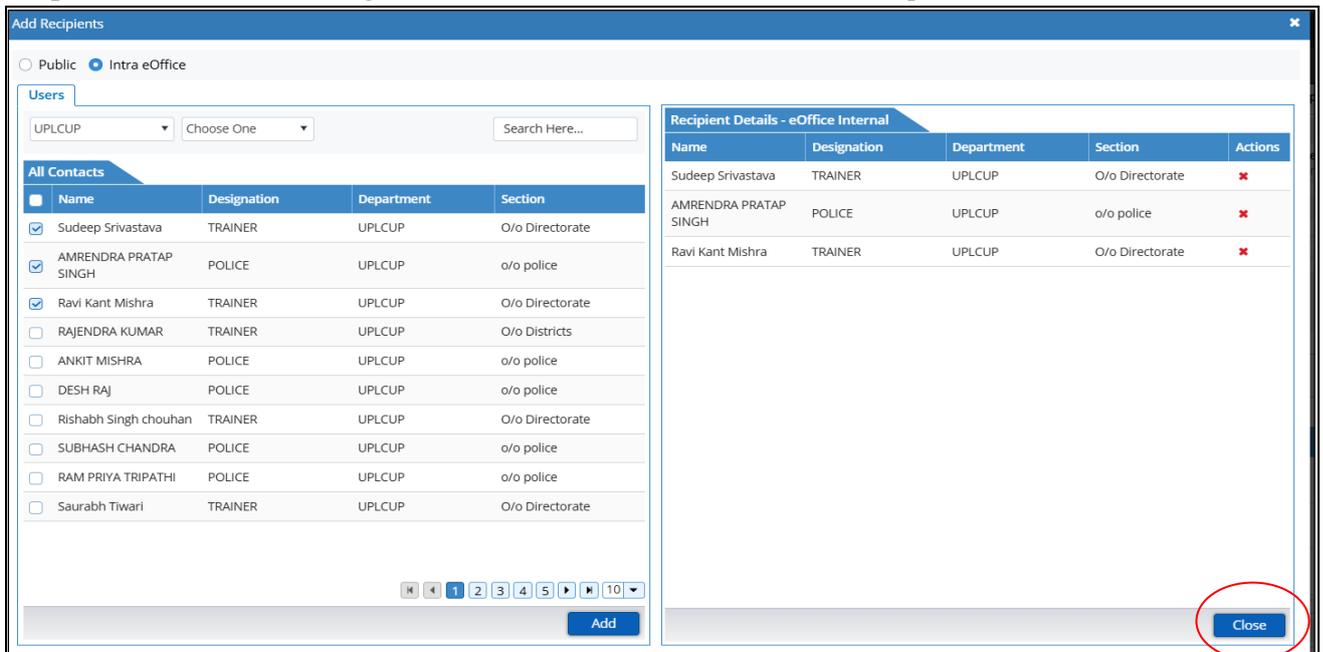


Figure-4



Step 5: As mentioned in figure-5, click on @E to add the subject of the letter

Name	Designation	Department	Section	Internal	Email	SMS	Actions
Sudeep Srivastava	TRAINER	UPLCUP	O/o Directorate	@ In	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AMRENDRA PRATAP SINGH	POLICE	UPLCUP	o/o police	@ In	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ravi Kant Mishra	TRAINER	UPLCUP	O/o Directorate	@ In	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure-5

Step 6: As mentioned in figure-6, click on OK button to proceed

Emails *
sudeep.pnn@eoffice.uplc.in

Subject *
Test

Email Message *
Test

Total 1000 | 996 Character left

Copy To All

OK **Cancel**

Figure-6



Step 7: As mentioned in figure-7, now click on **send/Dispatch without follow up**

File Inbox / 123-TCHNONAZR/1/2024-support12 Issue No. : I/695/2024 Status : SIGNED Signed On : 11/02/2025 10:53 AM E 1301 123-TCHNONAZR/1/2024-support12 Training IN MORADABAD

Government Of Uttar Pradesh U.P. State Data Centre

E-office VPN Creation Service Request Form V1.0

1	Requester Name	
2	Organization Name / Department	
3	Designation	
4	Mail-id (@gov.in/@nic.in/@ac.in)	
5	Mobile No.	
7	Purpose of VPN Service	
8	Permission for VPN	-Total User Count: (Pls. attach User List) -Destination IP Address: -Port No.:

View Approved Copy [Send / Dispatch with Follow up](#) [Send / Dispatch without Follow up](#)

Draft Details
Draft Nature: New/Fresh Receipt No.: Reply Type: Choose One
Forms of Communication: Letter Prefix: Choose One Language: English
Category: Choose One Sub Category: Choose One
Subject: Training IN MORADABAD ...
Total 1000 | 976 Character left

Recipient Details - eOffice Internal

Name	Designation	Department	Section	Internal	Email	SMS	Act
Sudeep Srivastava	TRAINER	UPLCUP	O/o Directorate	@ In	✉	✉	✖
AMRENDRA PRATAP SINGH	POLICE	UPLCUP	o/o police	@ In	✉	✉	✖
Ravi Kant Mishra	TRAINER	UPLCUP	O/o Directorate	@ In	✉	✉	✖

Email Details

Figure-7

Q2- How to link a file for reference?

Step 1- Select a file from inbox where referencing to be done

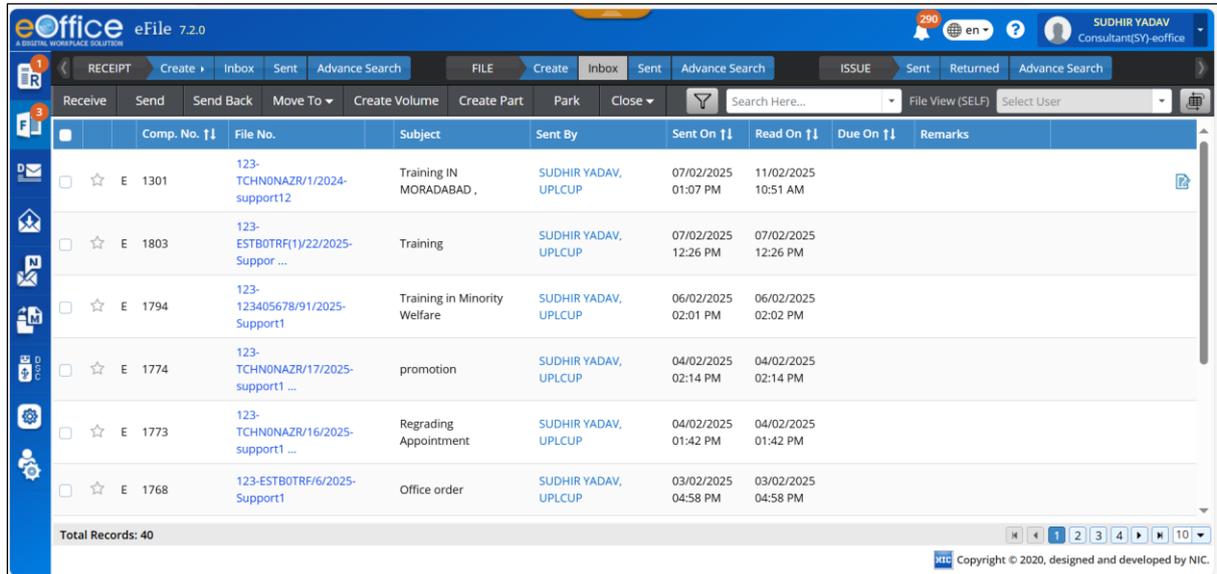


Figure-1

Step 2- Click on **link file** as mentioned in the figure 2

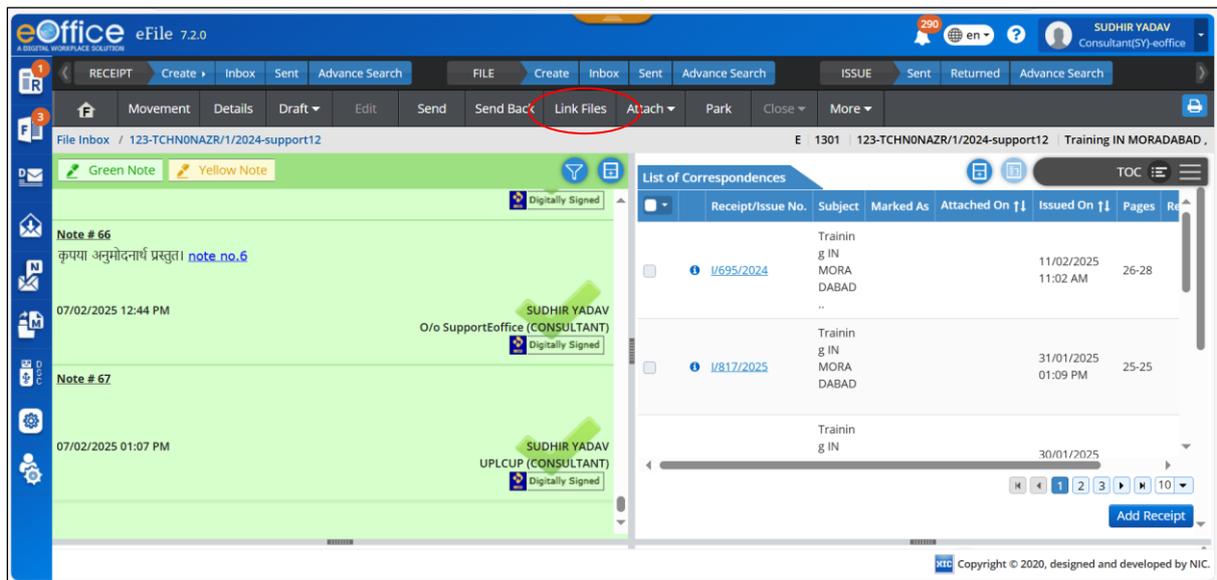


Figure-2



Step 3- Click on **Link** as mentioned in figure 3

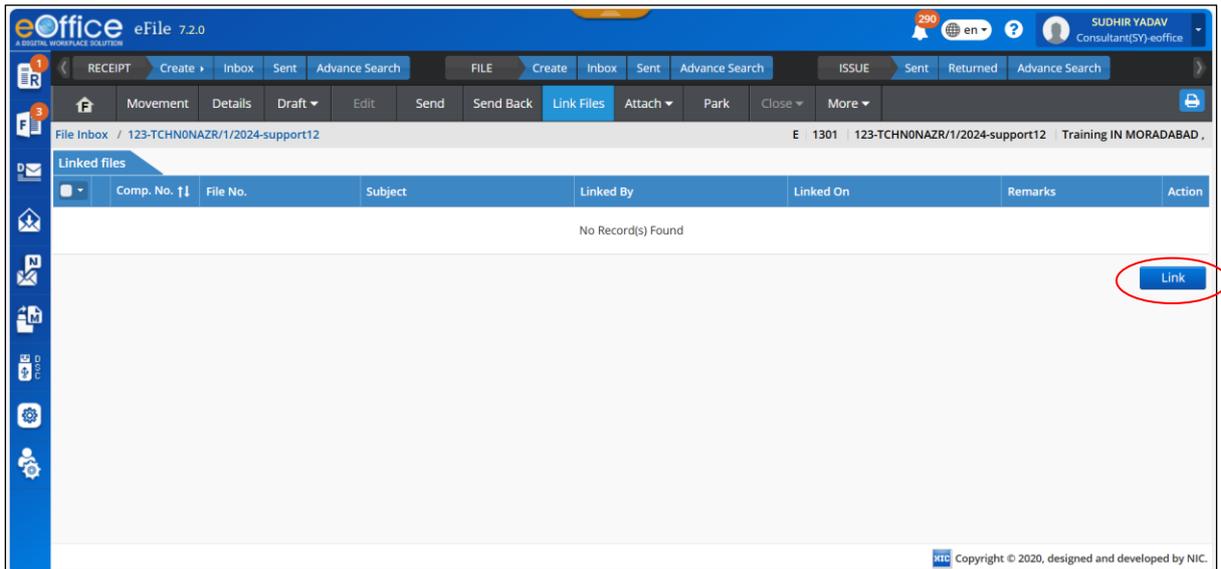


Figure-3

Step 4- By clicking on link button as mentioned in the figure 3, it will redirect to below screen. Select a file by selecting the tick box, write remark and click on link button.

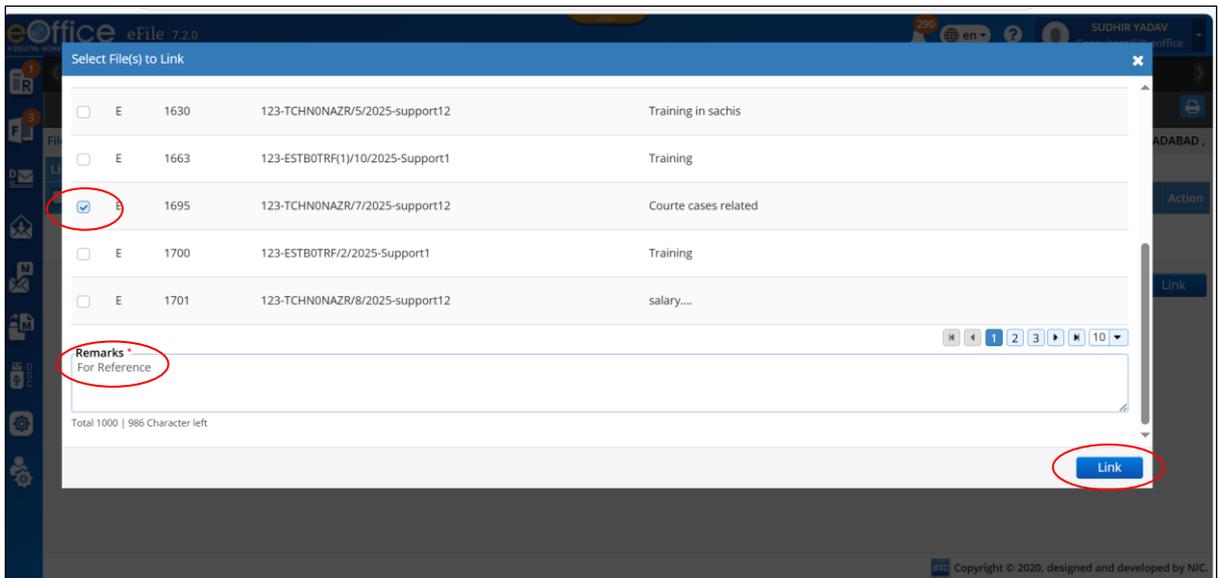


Figure-4



Step 5- File will be linked as shown in the figure-5

The screenshot displays the eOffice 7.2.0 interface. The top navigation bar includes tabs for RECEIPT, FILE, and ISSUE. The main content area shows a 'File Inbox' for '123-TCHNONAZR/1/2024-support12'. A table titled 'Linked files' is highlighted with a red border. The table contains one entry with the following details:

Comp. No.	File No.	Subject	Linked By	Linked On	Remarks	Action
E 1695	123-TCHNONAZR/7/2025-support12	Courte cases related	SUDHIR YADAV, O/o SupportEoffi ...	11/02/2025 05:35 PM	For Reference	Link

Figure-5

Q3- How to add Quick Noting?

Step 1- Click on Add green note → Quick noting → Select Language English/Hind → Select template as mentioned in Figure-1

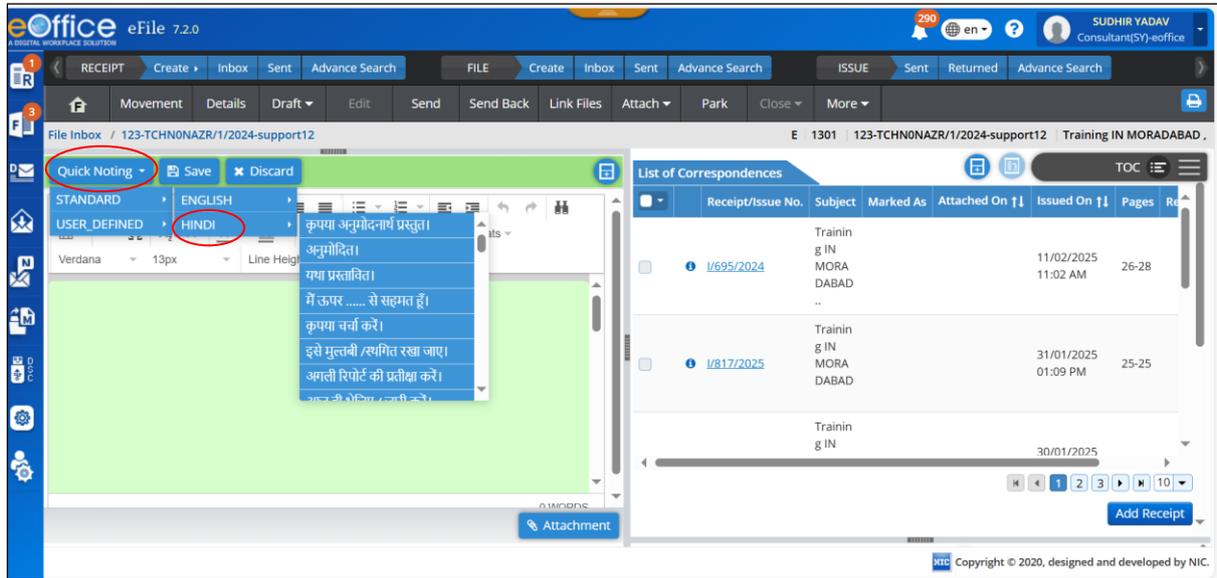


Figure-1

Step 2- After selecting the template below selected noting will be displayed as mentioned in figure 2

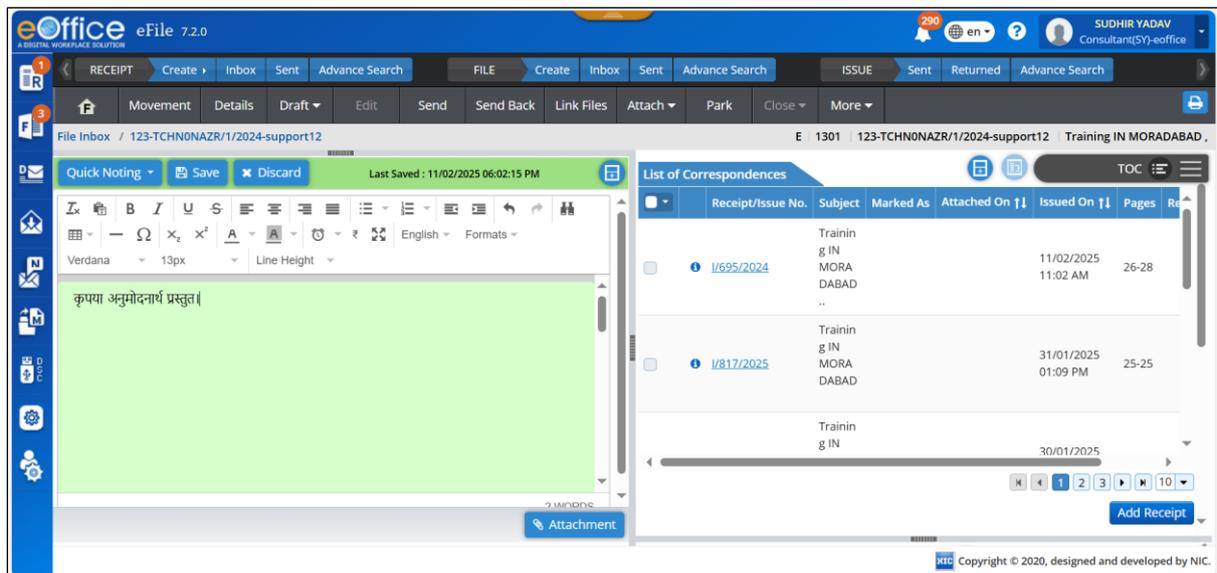


Figure-2

Q4- How to upload local reference?

Step1- Click on references as mentioned in figure-1

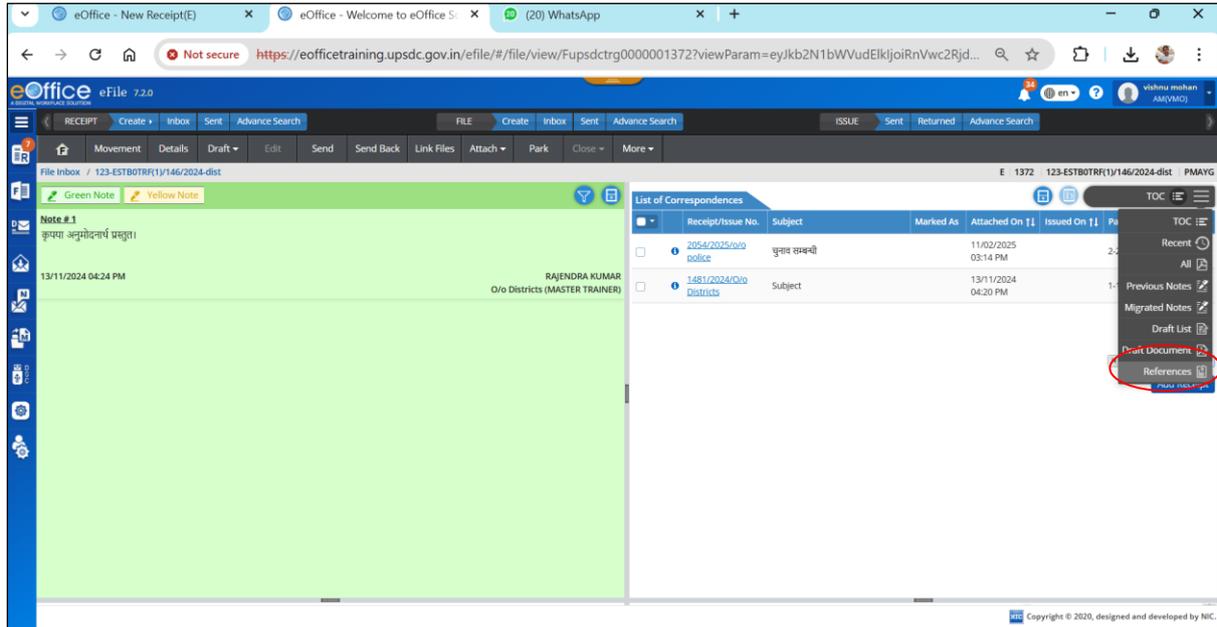


Figure-1

Step 2-After clicking on references as mentioned in figure-1, it will redirect to the next page as mentioned in figure-2. Click on attach reference to attach the file

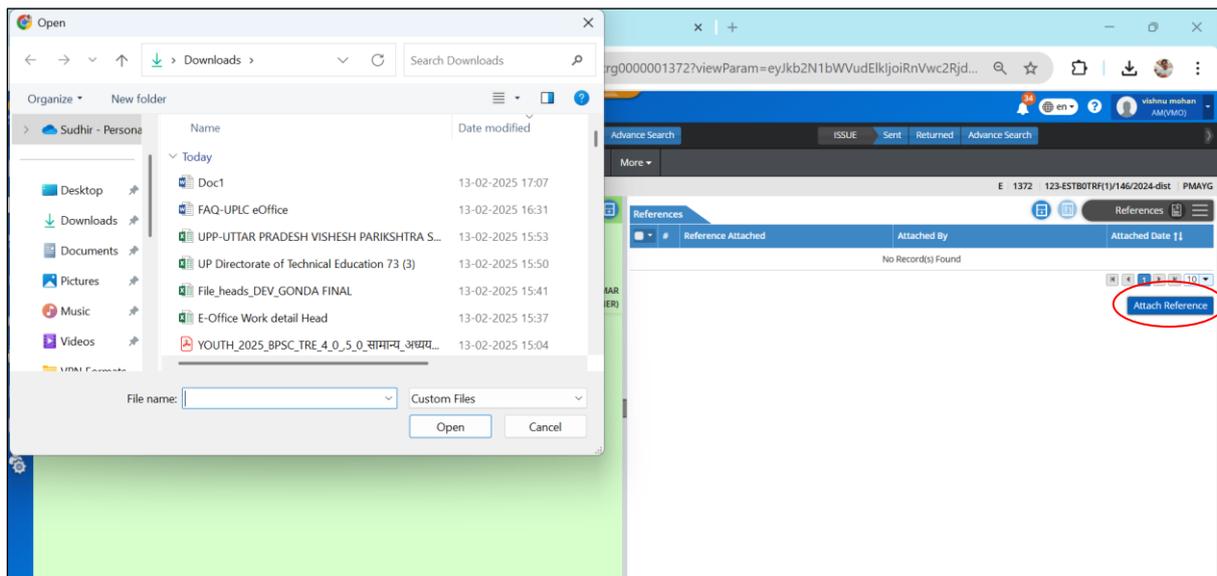


Figure-2



Referencing is done following the above steps as mentioned in figure-3

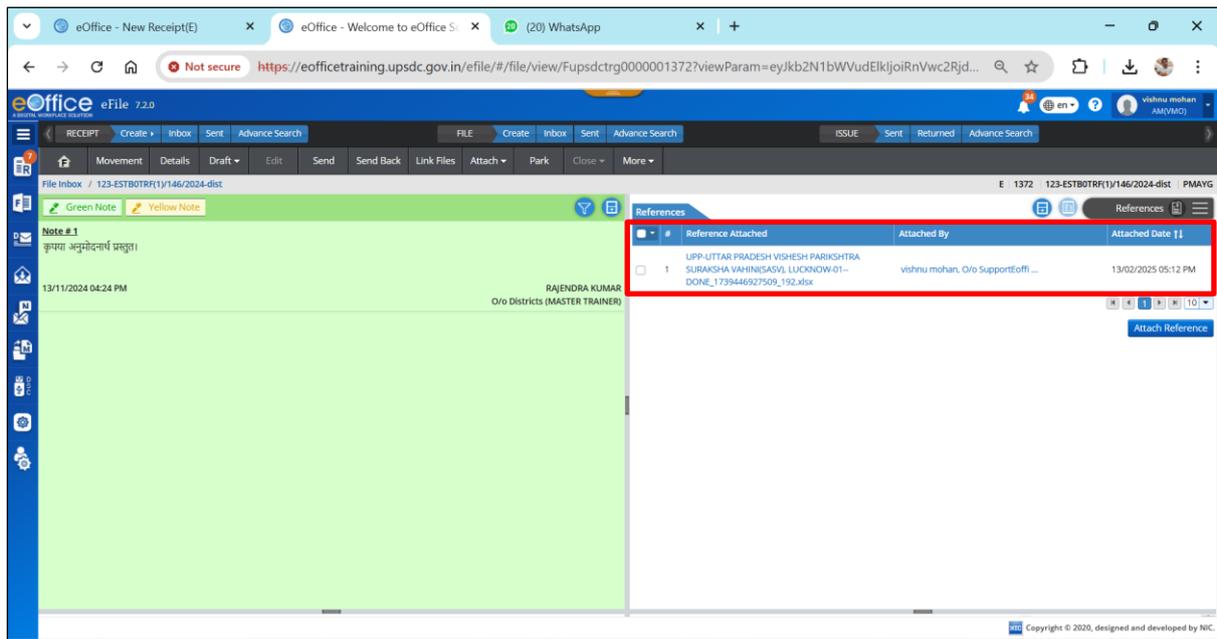


Figure-3

Q5- How to park/Unpark a file?

Parking of file: -

Step 1- Select the file which is to file by selection tick box as mentioned in figure-1

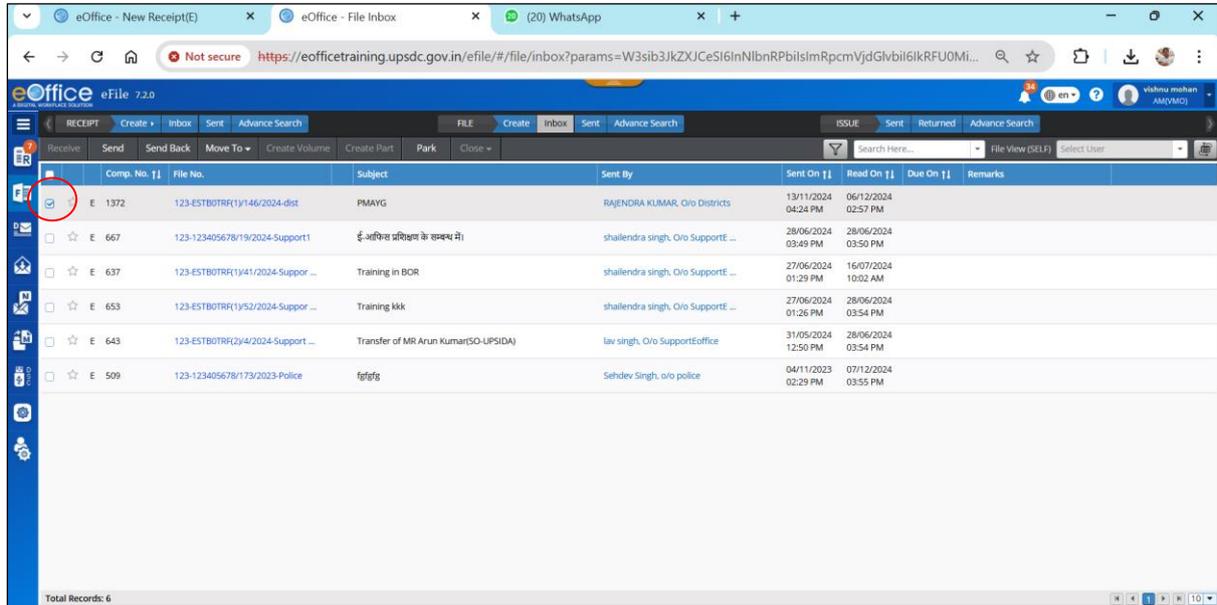


Figure-1

Click on park button as mentioned in figure-2

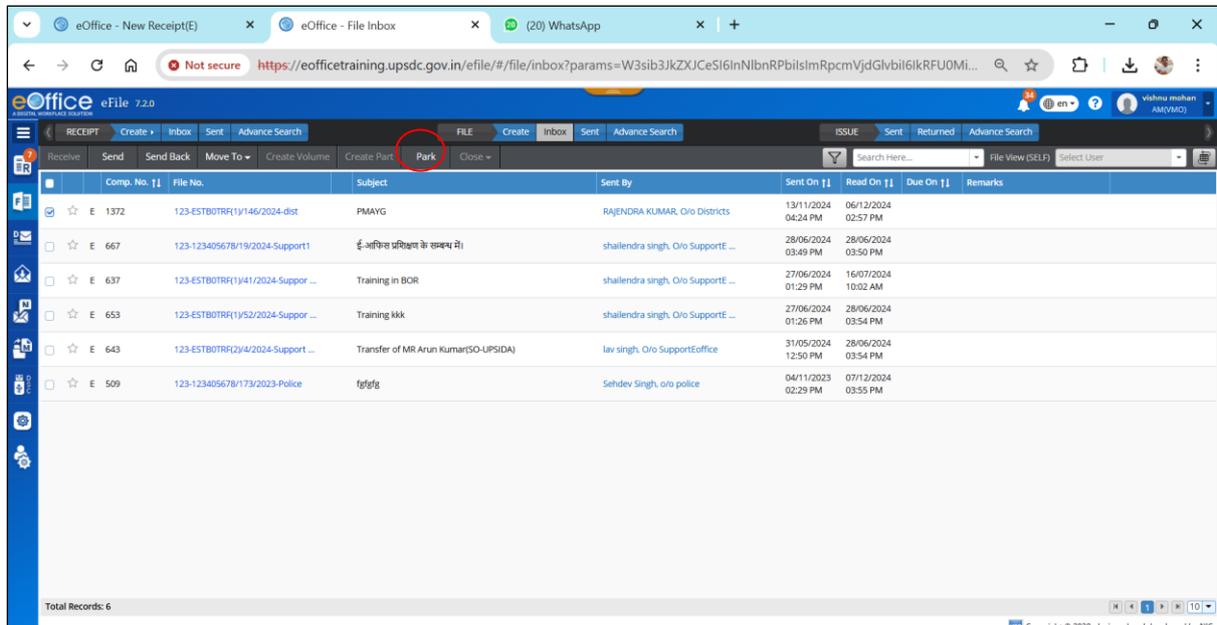


Figure-2

After clicking the park button below box will be opened. Fill the date, parking remark and then click on **OK** button to park the file as mentioned in figure-3

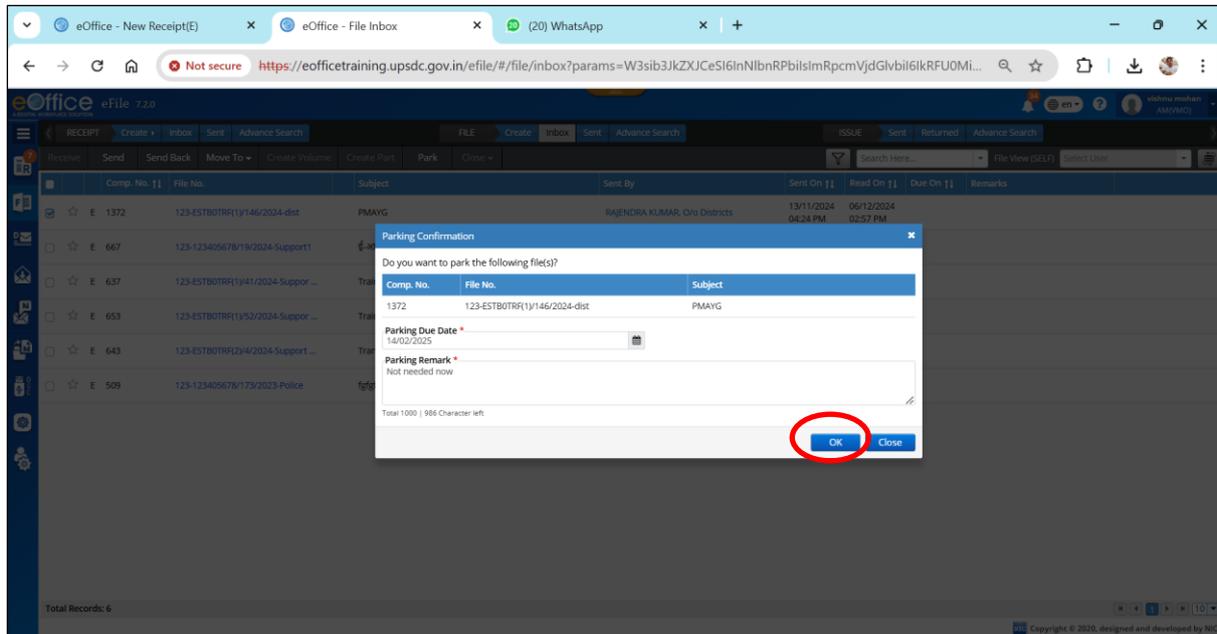


Figure-3

Unparking of file: Go to parked folder then select the file need to unpark as figure-4 below

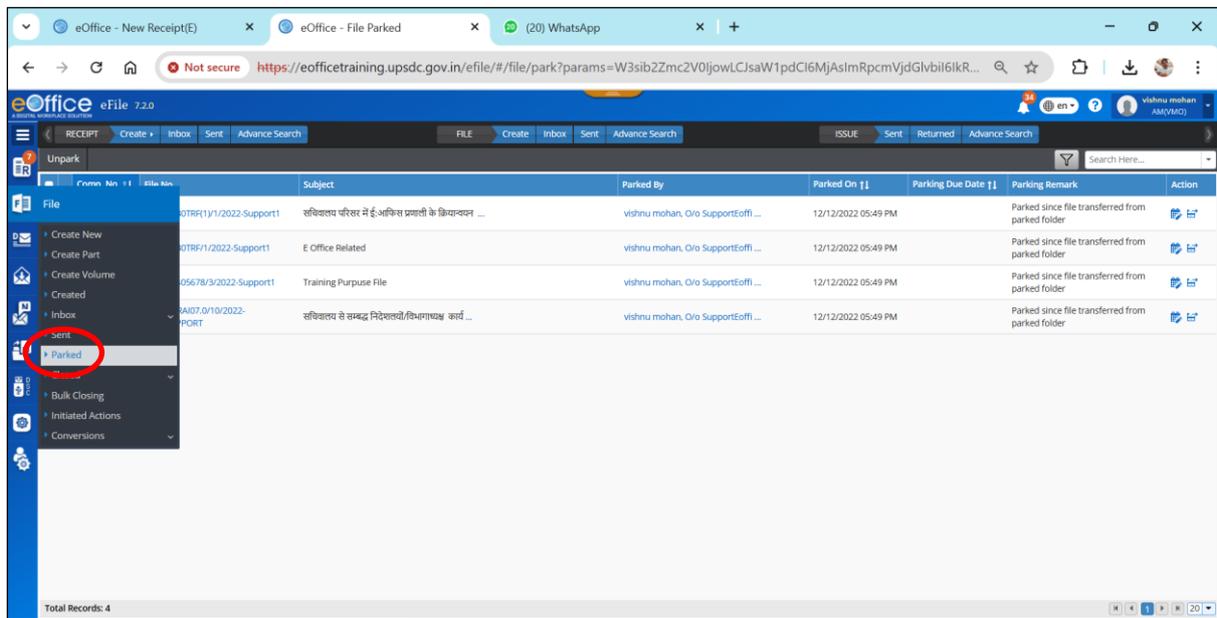


Figure-4

Click on **Unpark** button and select file which is to be unparked (Figure-5)

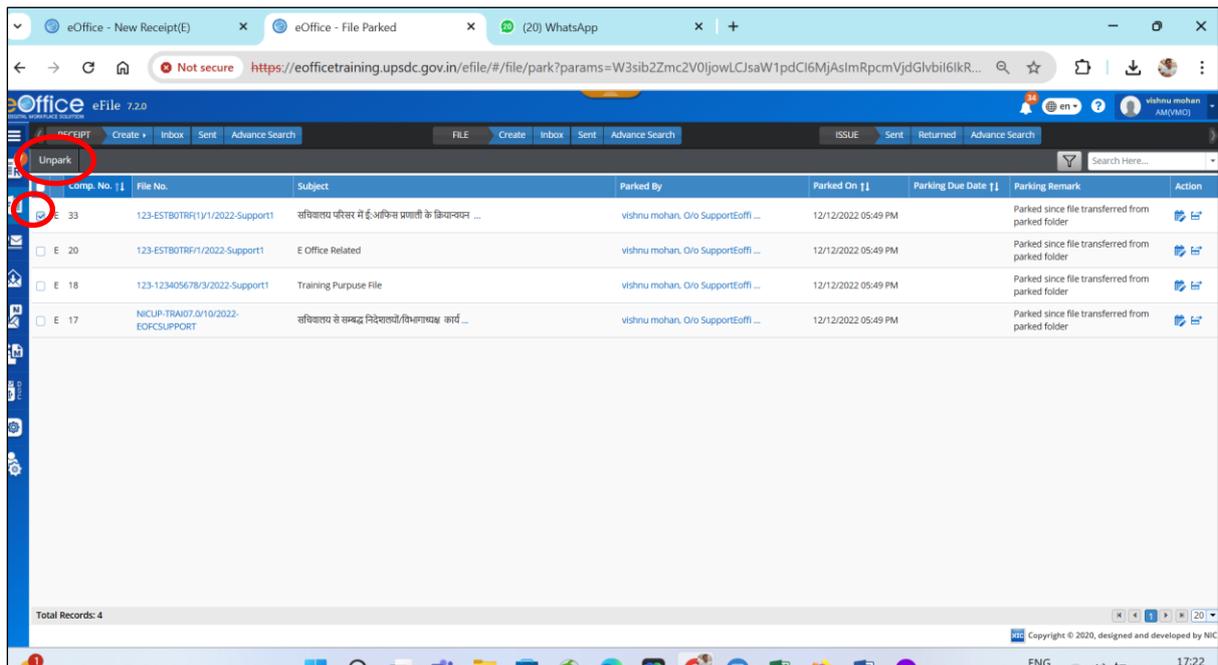


Figure-5

Write the remark and click on **OK** button to unpark the file

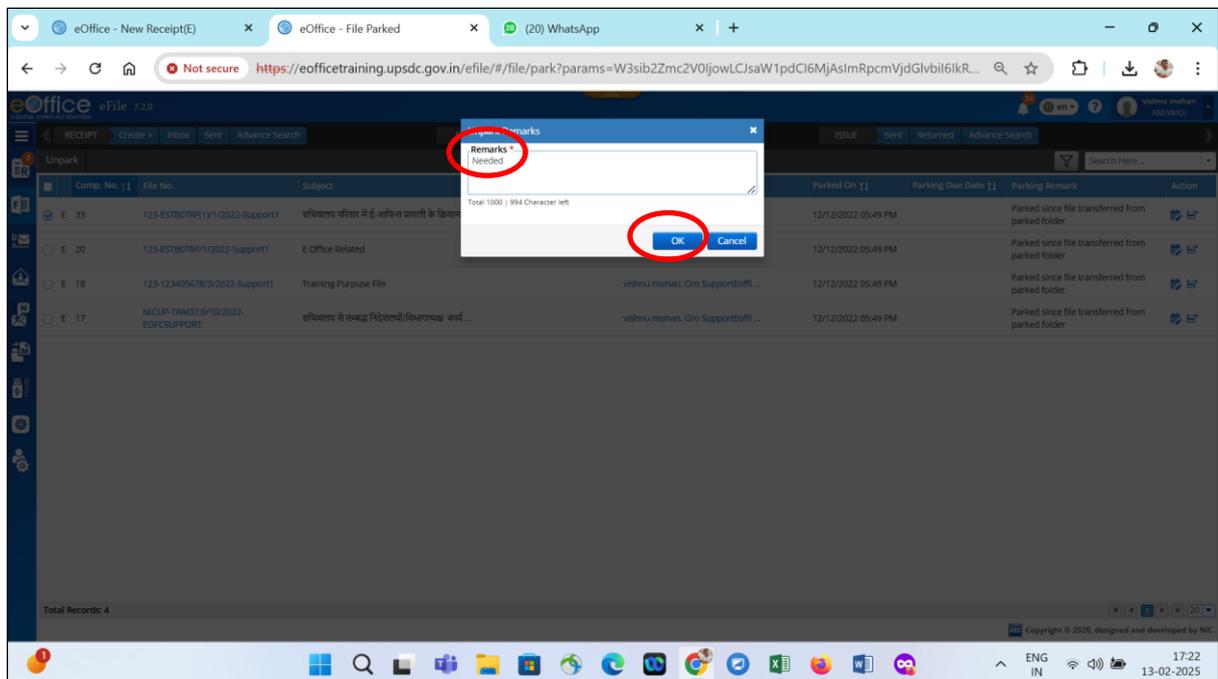


Figure-6

Q6- How to Close/Open a receipt?

Step 1- Closing of Receipts: Go to receipt inbox and select the receipt that needs to be closed as mentioned in figure- 1

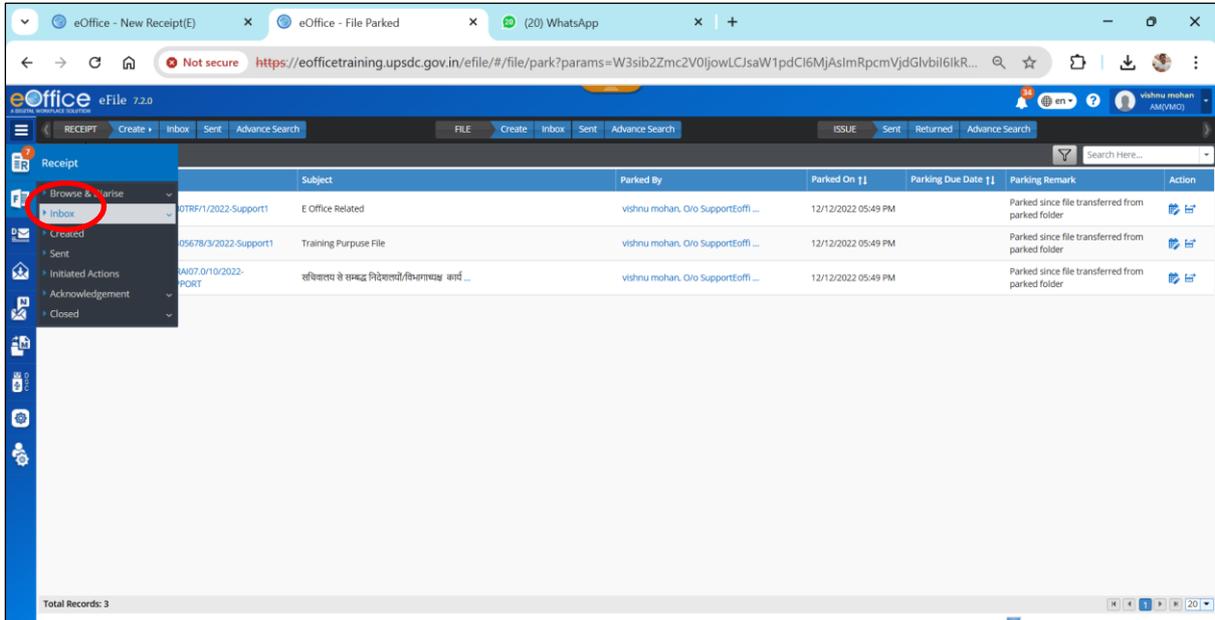


Figure-1

Select the file and click on close as mentioned below

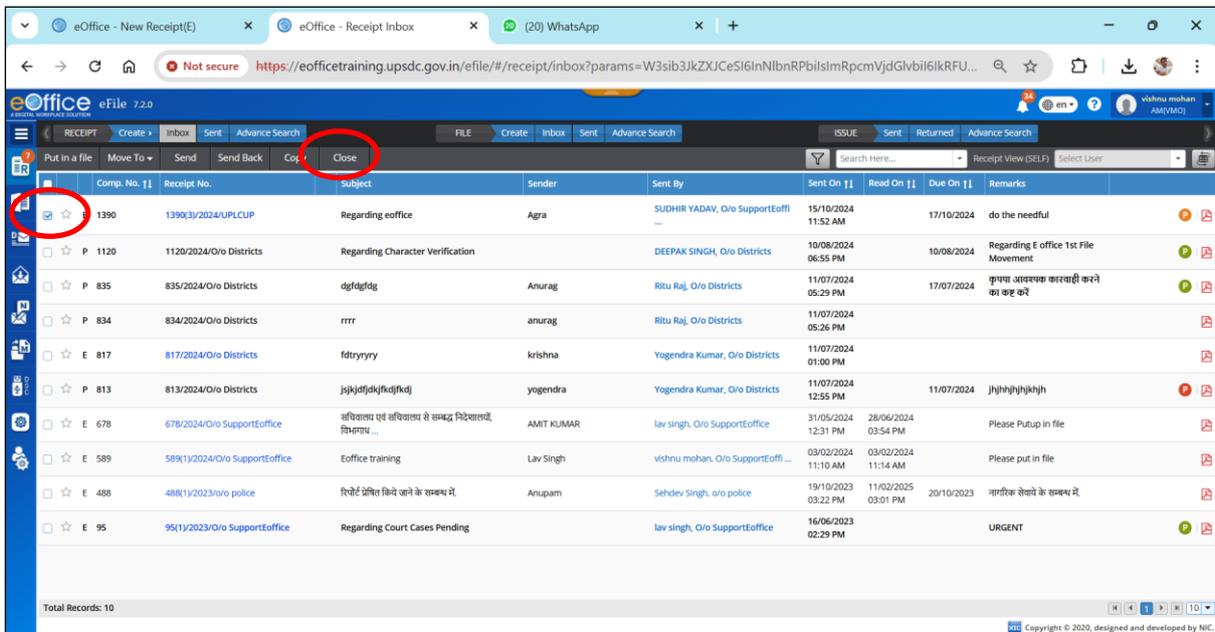


Figure-2

Click on **OK** button as mentioned in figure-3 to close the receipt.

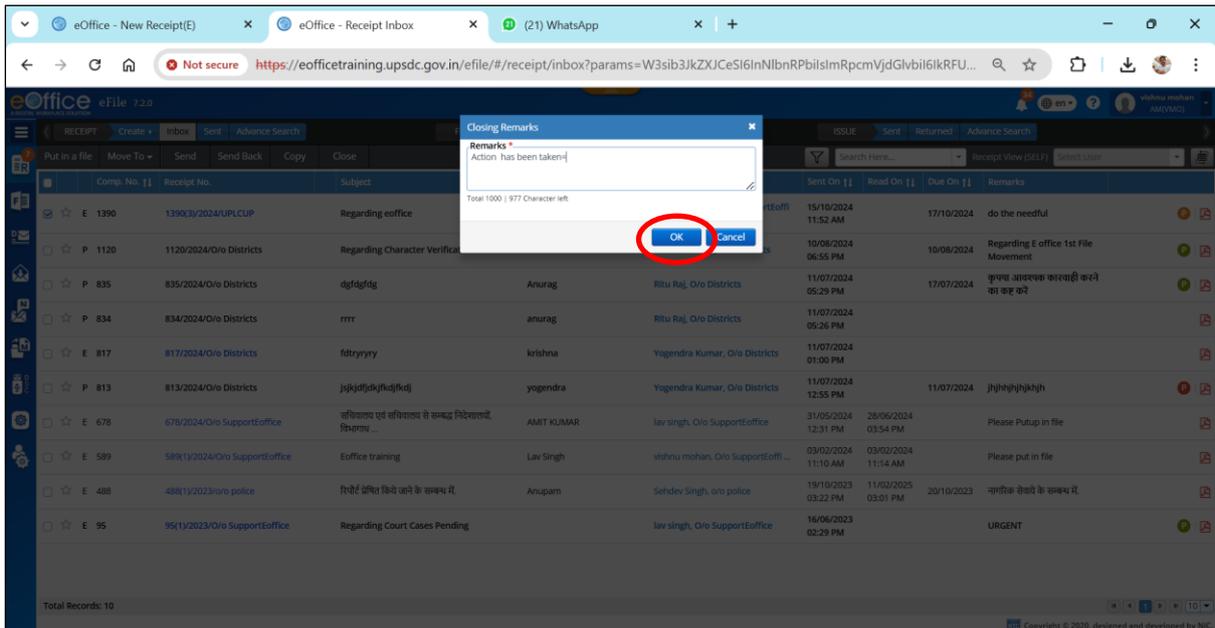


Figure-3

Step 2- Reopening of Receipts: Go to closed folder under receipts section and select the receipt need to be re-open (Figure-4)

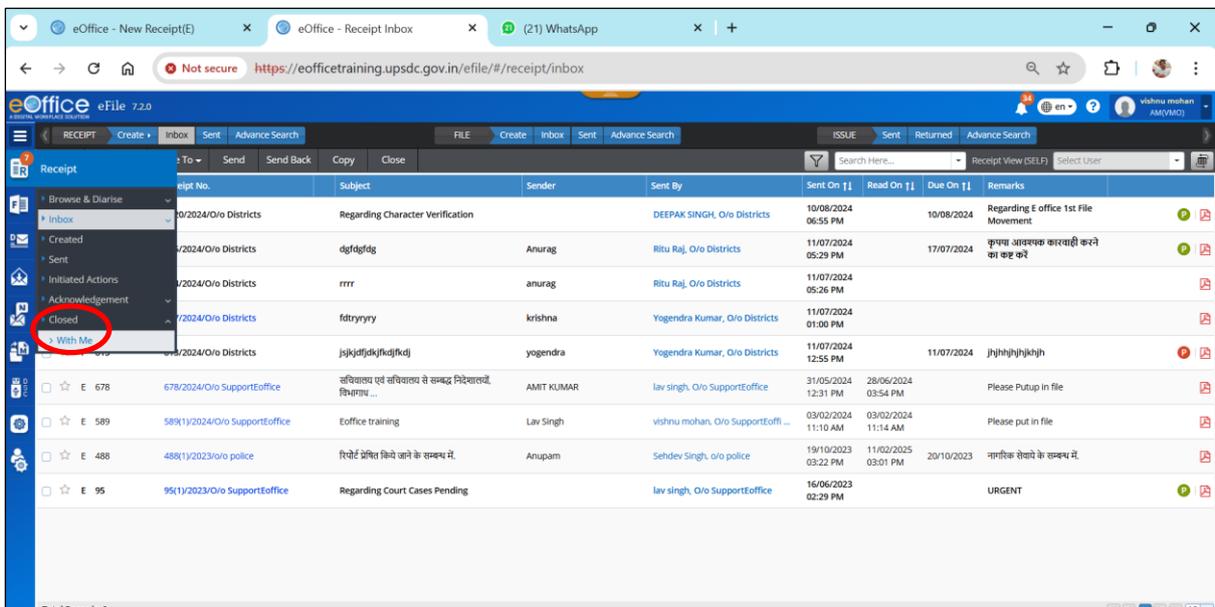


Figure-4



Select the file and click on reopen button as mentioned in figure-5

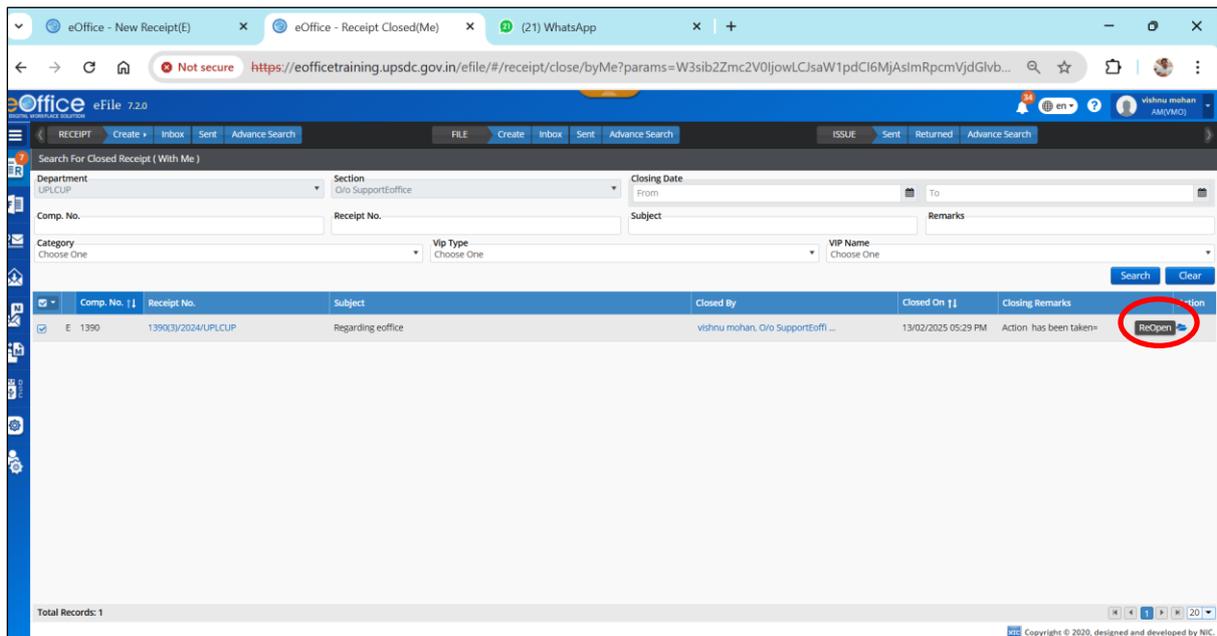


Figure-5

Write the remark and click on **OK** button as mentioned in figure-6

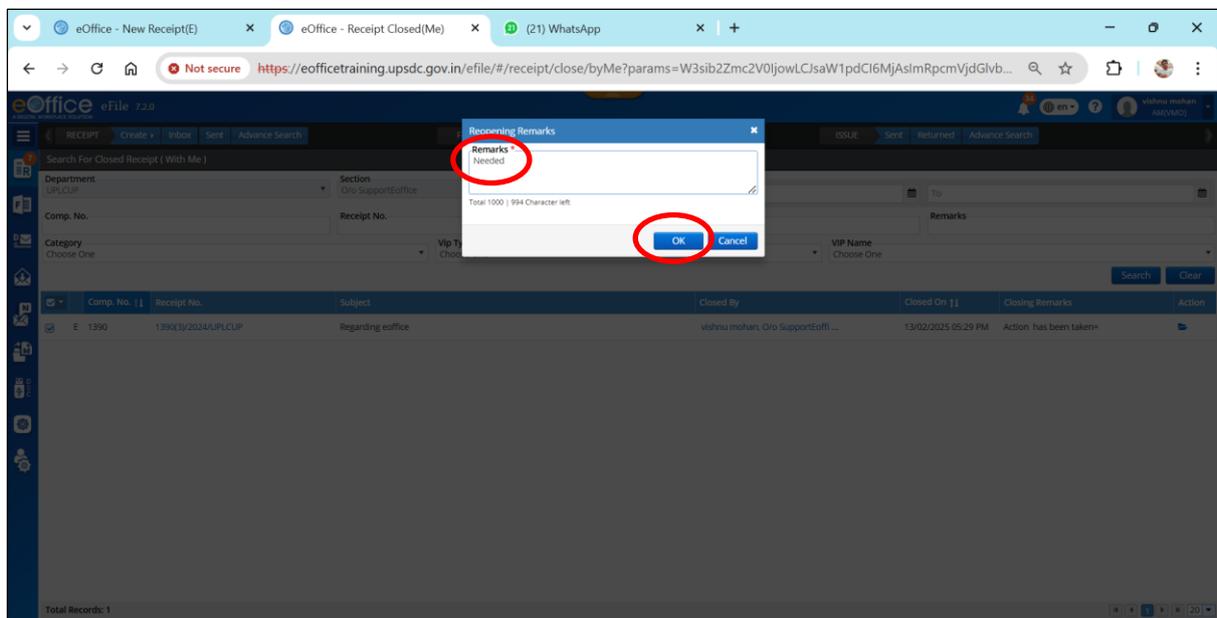


Figure-6

Q7- How to Close/Open a file ?

Step 1- Closing of Files: Go to inbox in file section and select the file which needs to be closed then click on send for approval as mentioned in figure-1

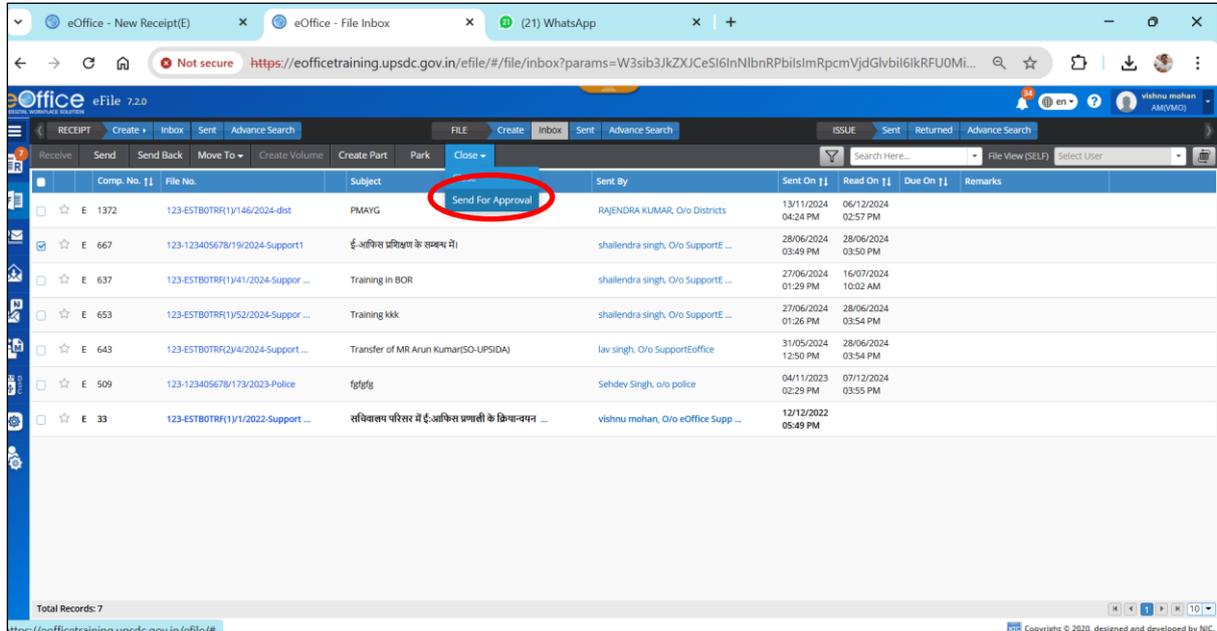


Figure-1

Write the remark and click on OK button as mentioned in figure-2

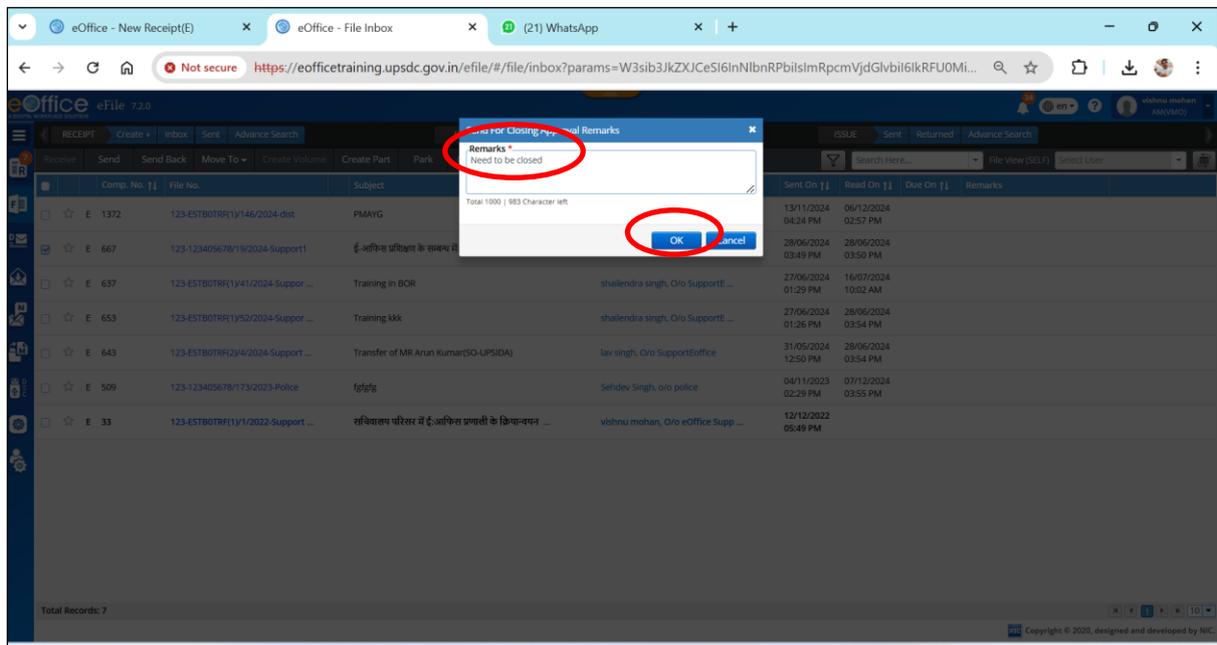


Figure-2

After clicking on OK button, file is sent for approval, when file is approved by approver, closed button is enabled at the user end as mentioned in figure-3

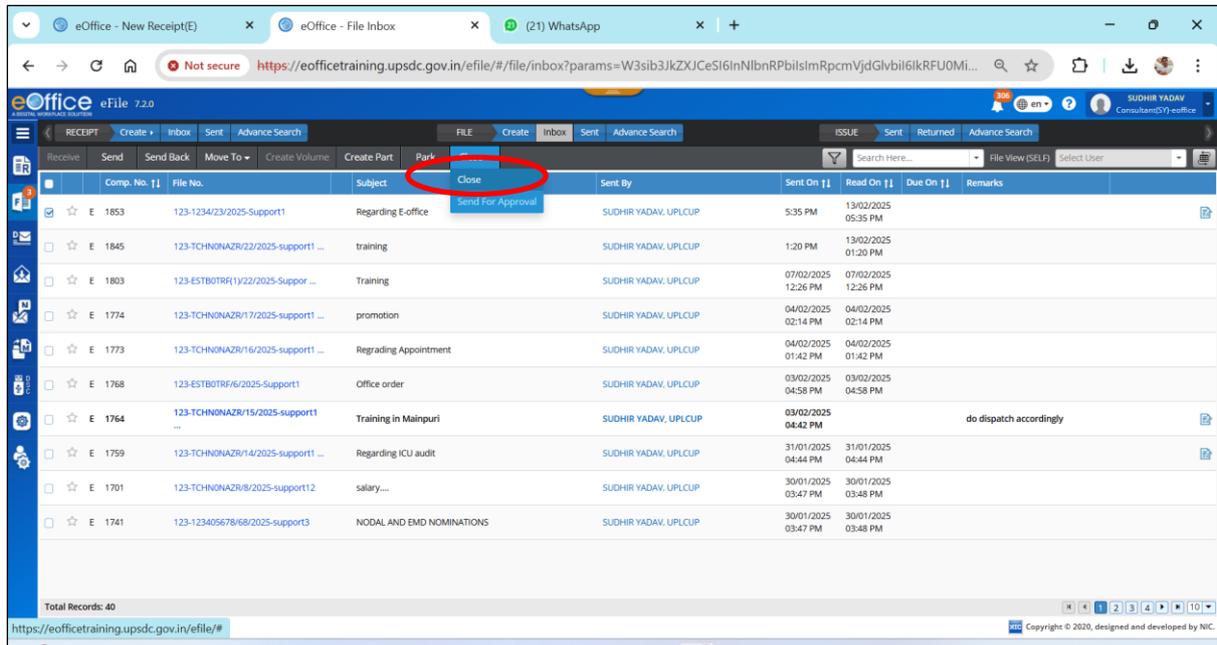


Figure-3

Write a remark and click on **OK** button as mentioned in figure-4 to close the file.

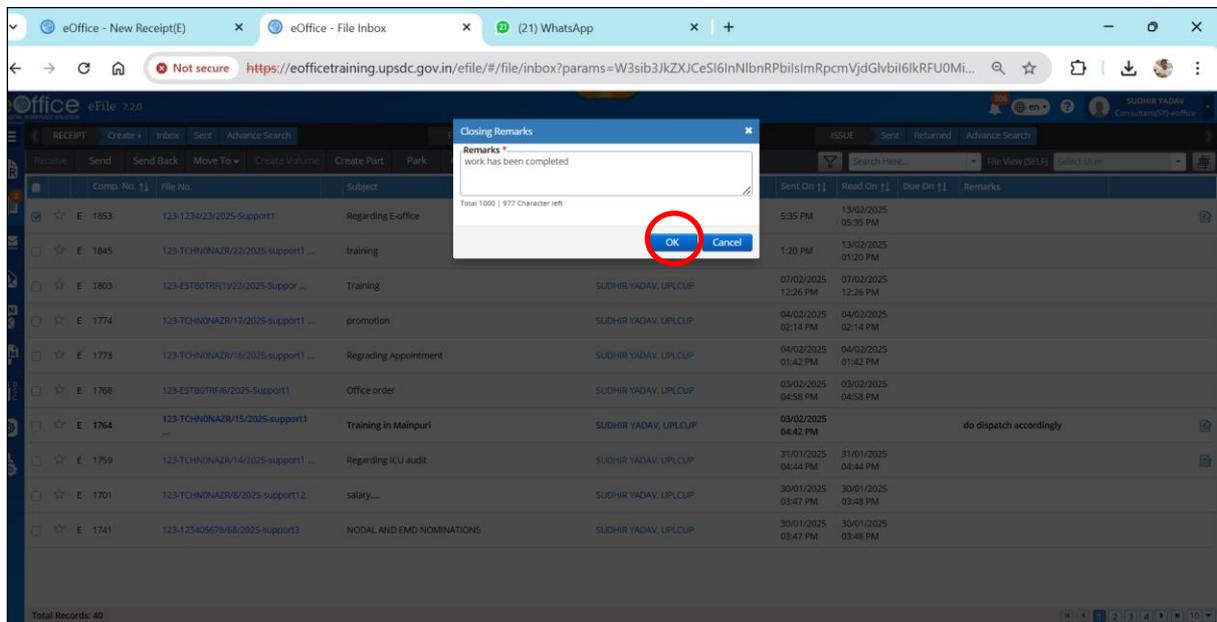


Figure-4

Step 2- Reopening of files: Go to closed folder under file section and select the file that needs to be reopened and click on send button for approval. Click on reopen button as shown in figure-5

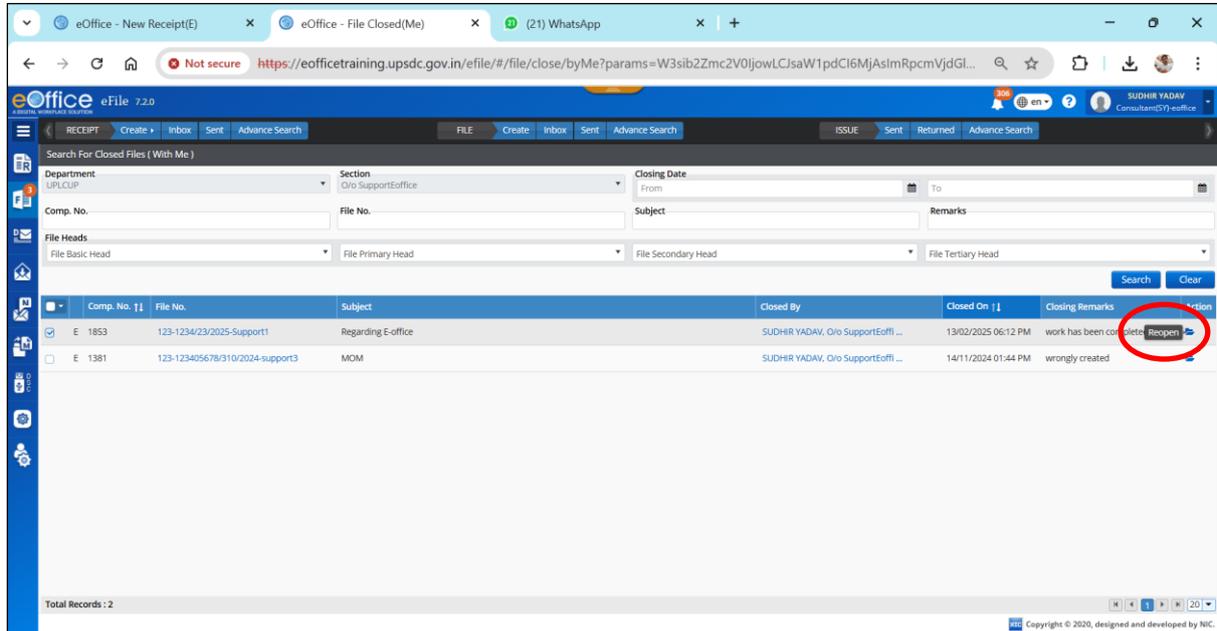


Figure-5

After the approval reopen button is enabled. Write remark and click on OK button to reopen the file as mentioned in figure-6

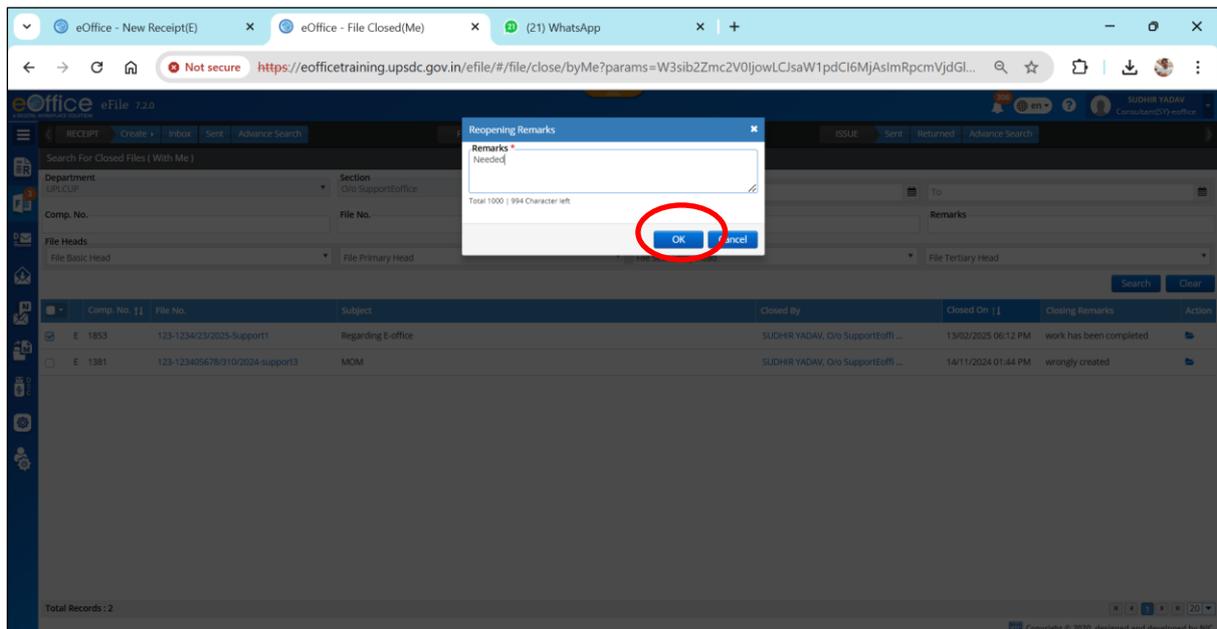


Figure-6

Q8- How to check file movement history?

Step 1- File movement history: Go to file inbox → Select the file and open as mentioned in figure-1

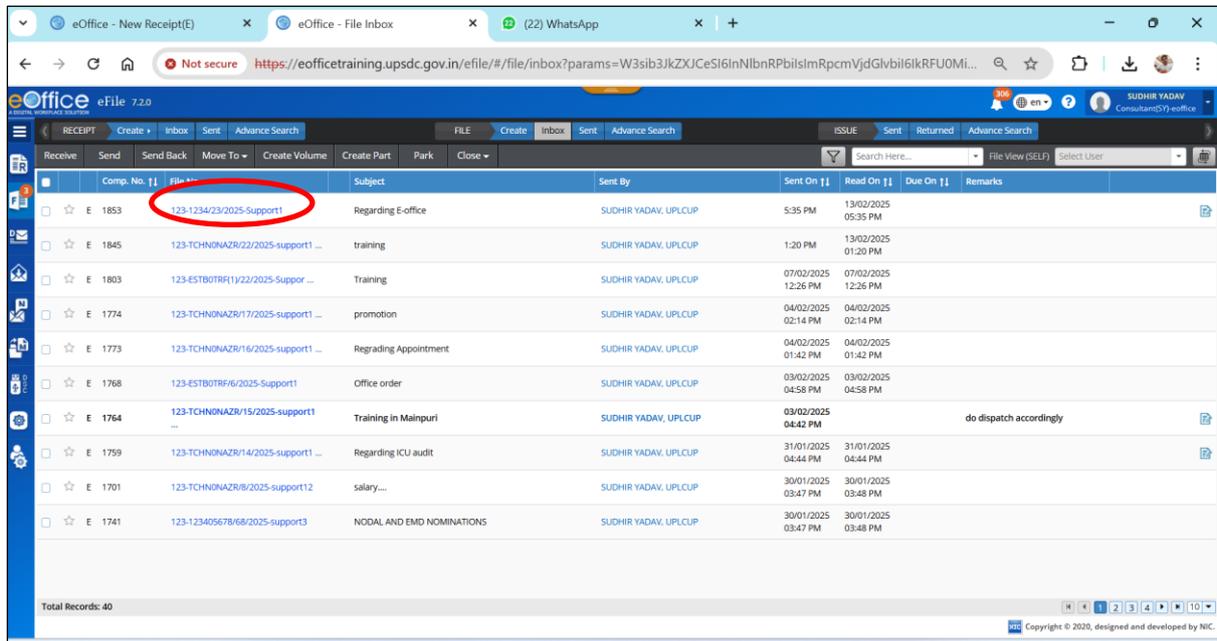


Figure-1

Step 2- Click on **movement** button as shown in figure-2

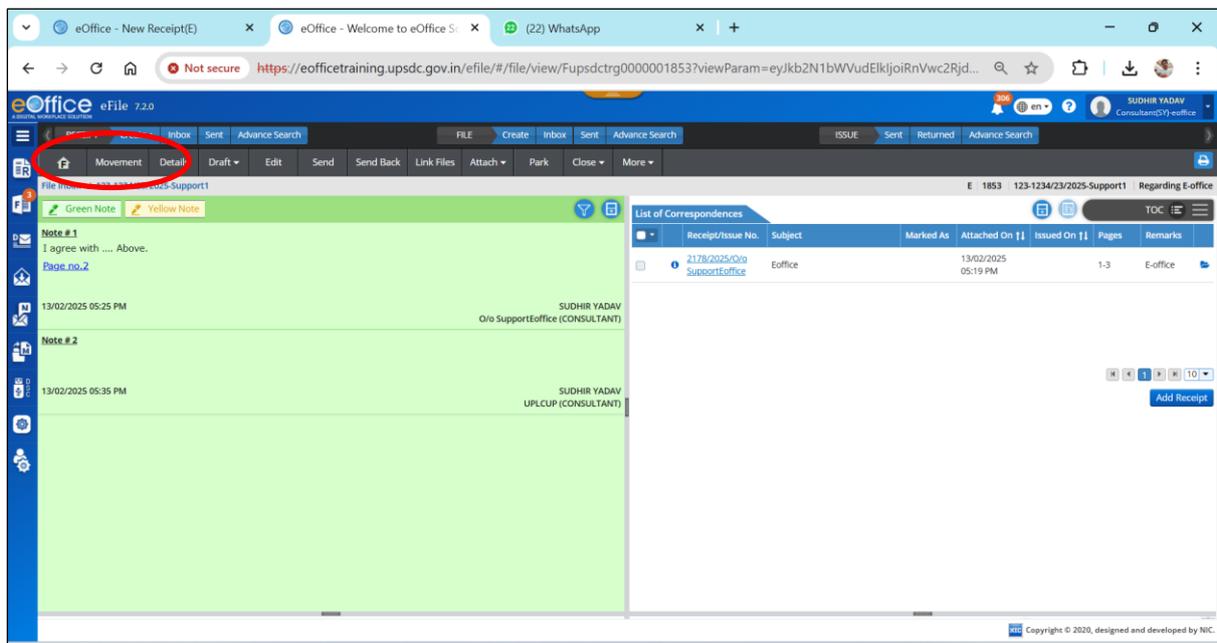


Figure-2



After clicking on **movement** button, the history of the file movement will be shown as mentioned in figure-3

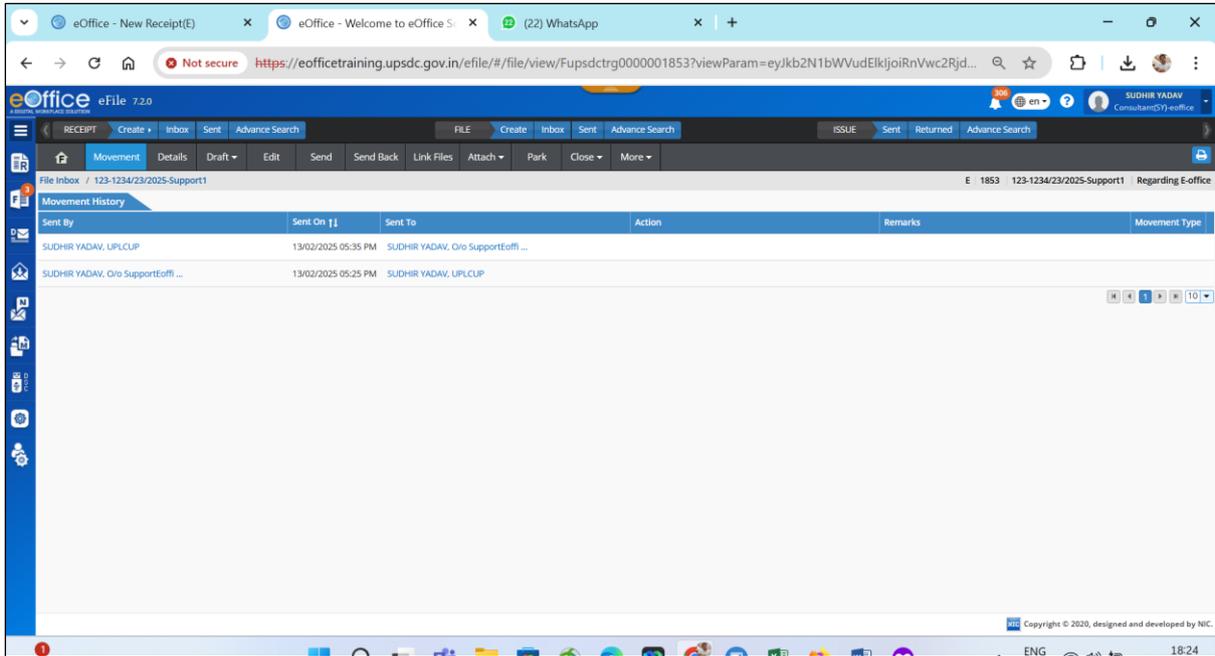


Figure-3

Q9- How to advance search?

Step 1- Click on Advance Search button as shown in figure-1

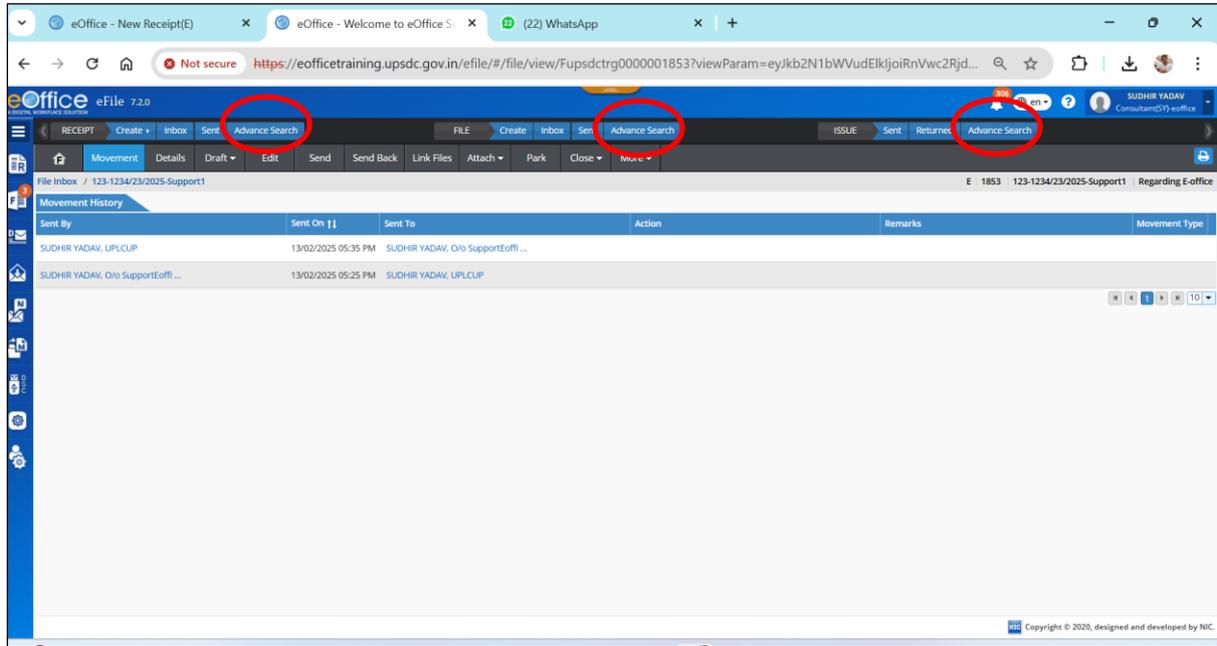


Figure-1

Multiple search tabs are displayed after clicking on advance search button as shown in figure-2

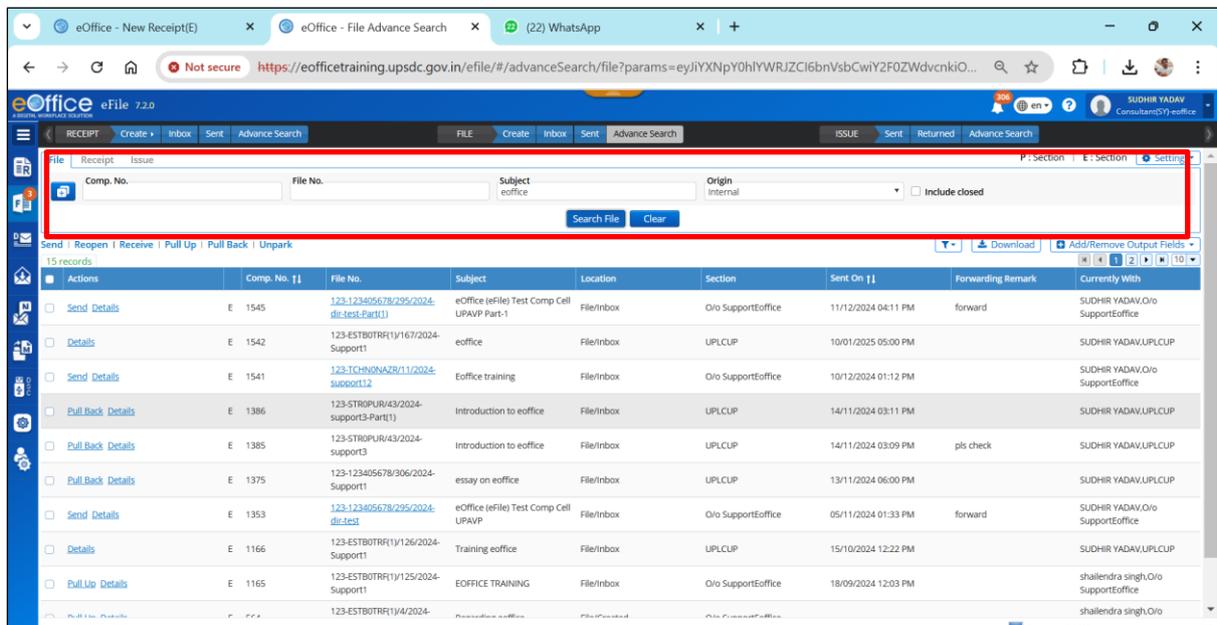


Figure-2

Q10- How to create draft?

Step 1- Creation of draft: Go to draft section click on create new draft shown in figure-1

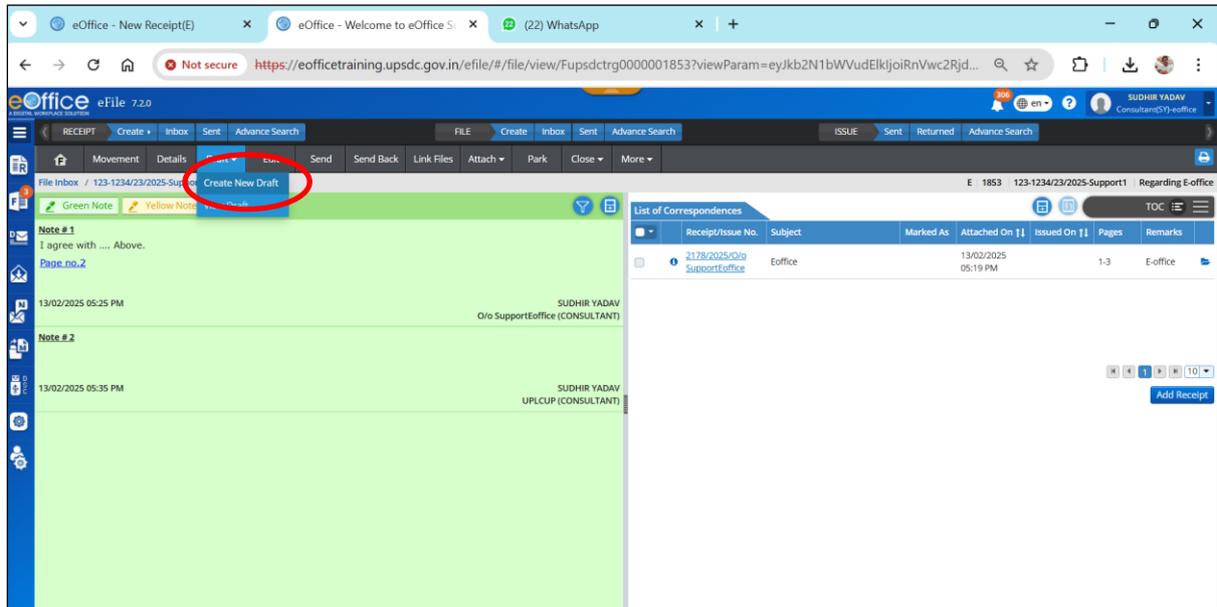


Figure-1

Step 2- Draft the message as shown in figure-2

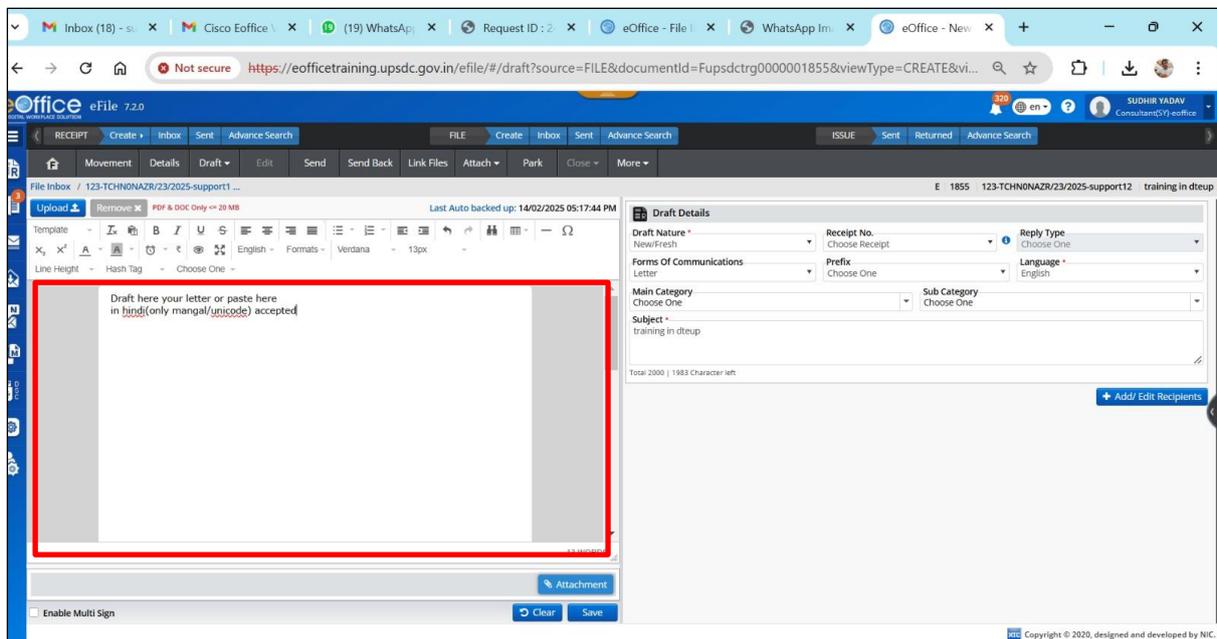


Figure-2



Click on save button to create the draft as shown in figure-3

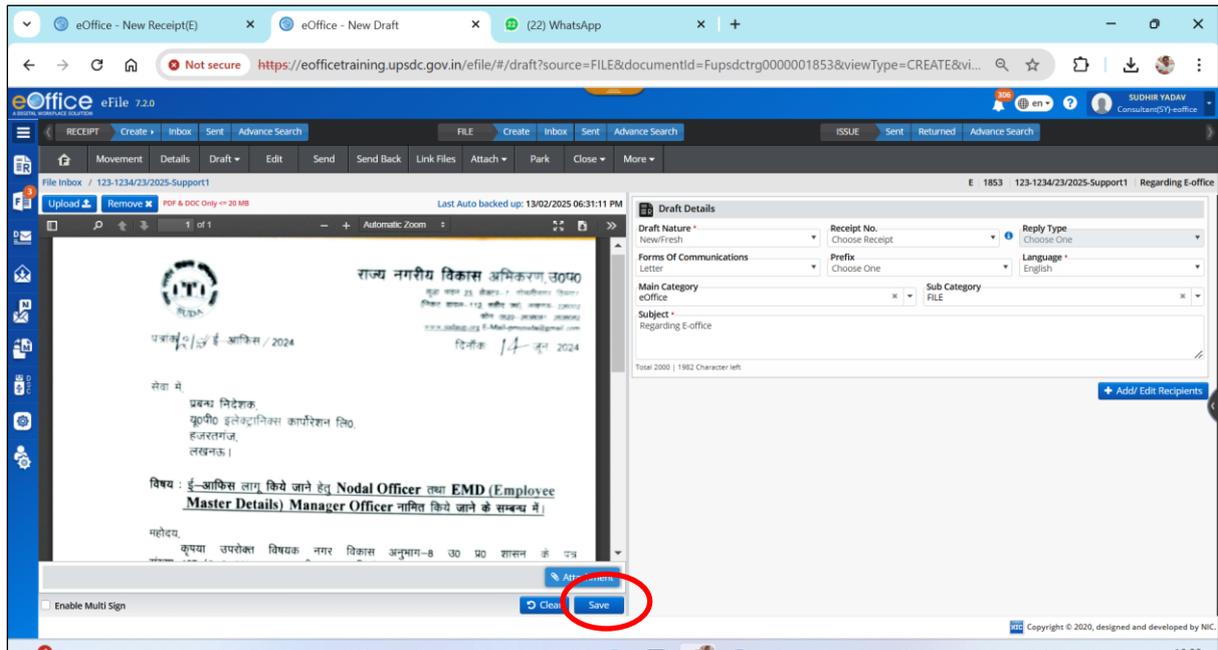


Figure-3

Click on approve button

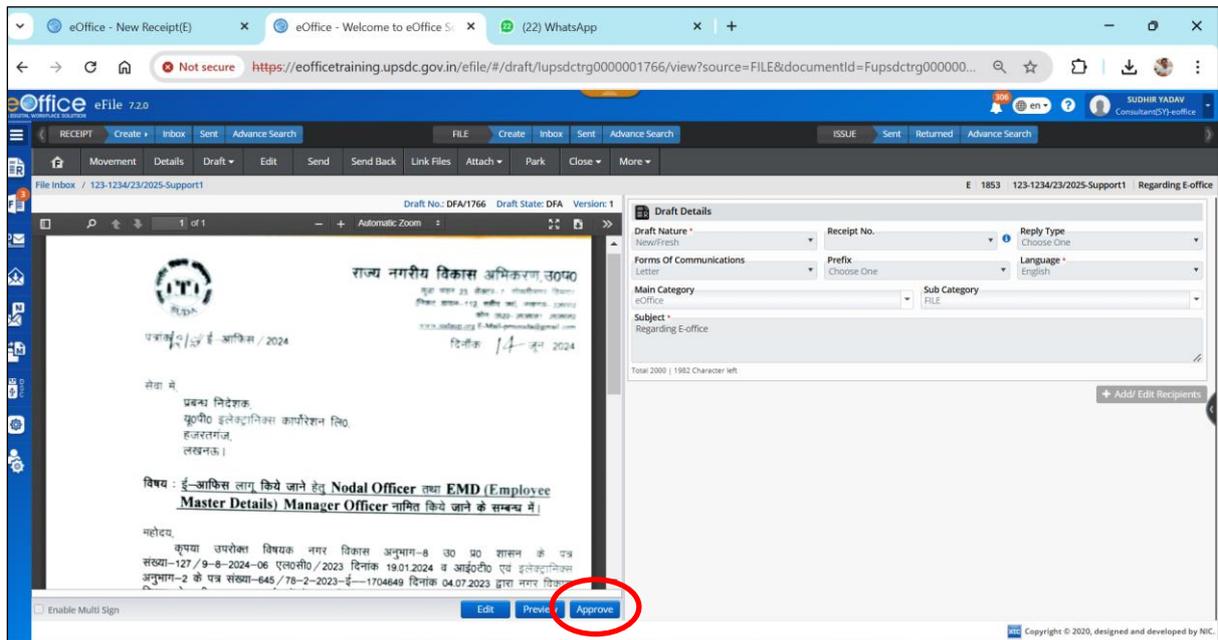


Figure-4

Step3- After clicking on **YES** button, draft gets approved.

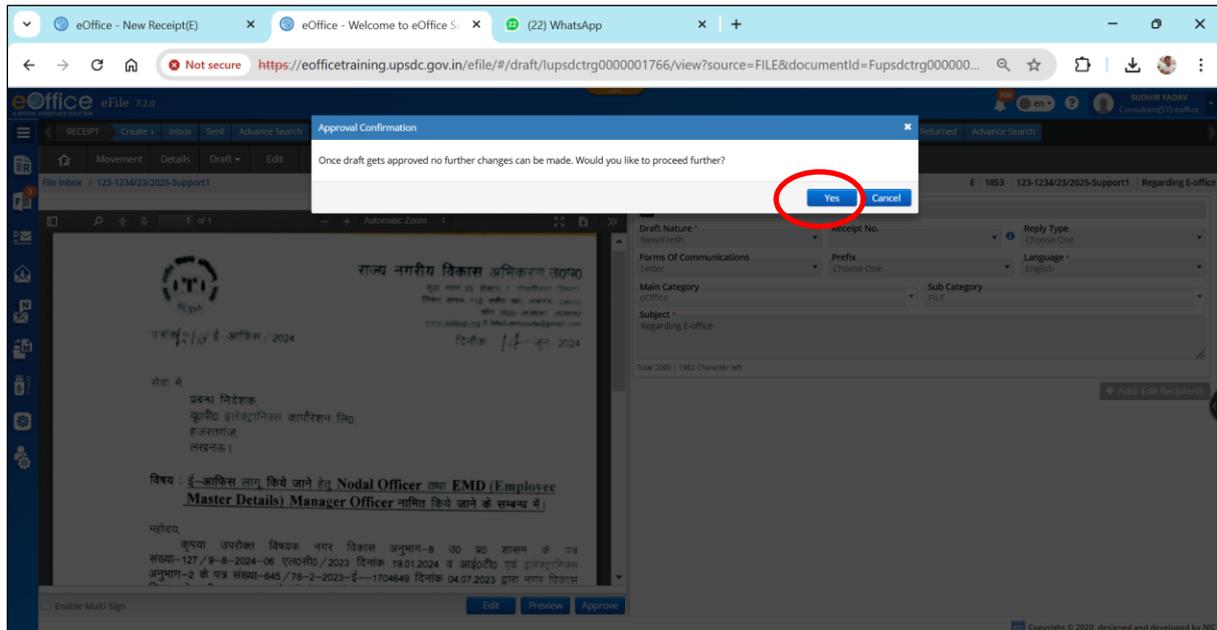


Figure-4

Step4- After the approval, signing authority can sign the draft by clicking on DSC sign -> custom as shown in figure-5

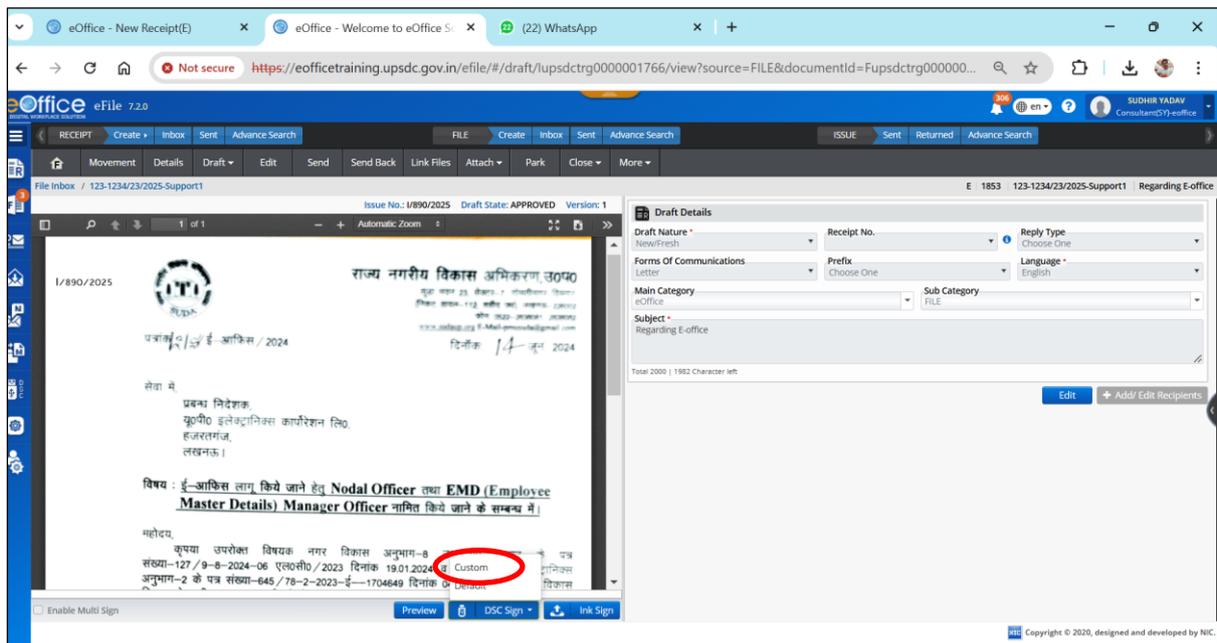


Figure-5

Step5- New window will be displayed for Digital signature

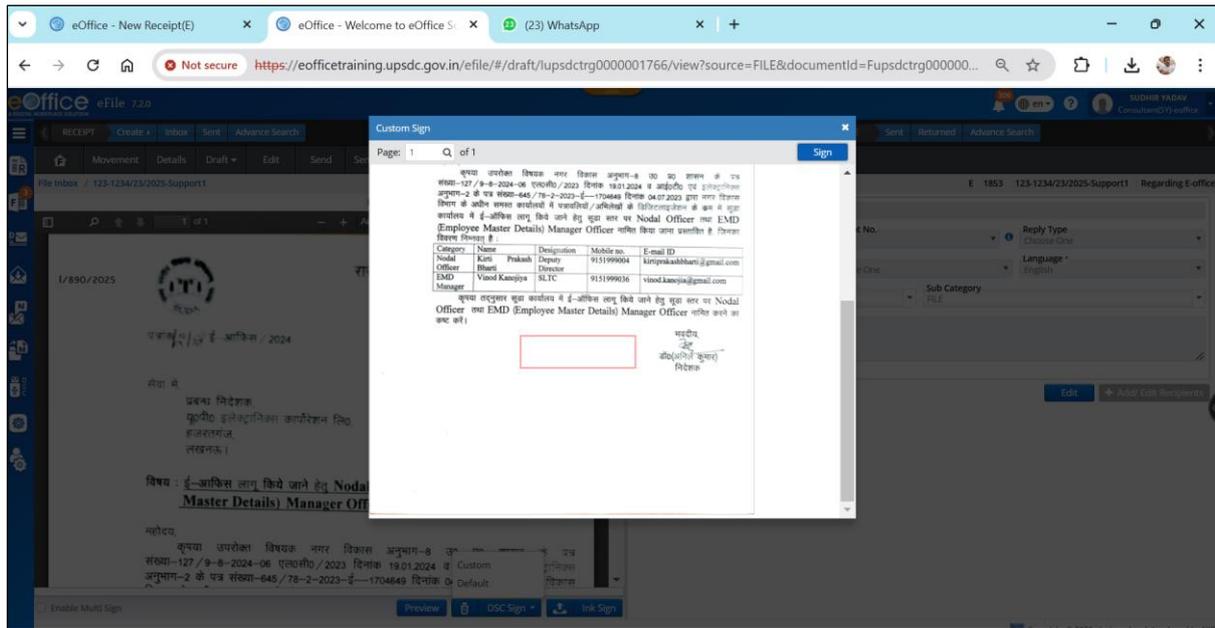


Figure-6

Enter the DSC PIN and click on **OK** button

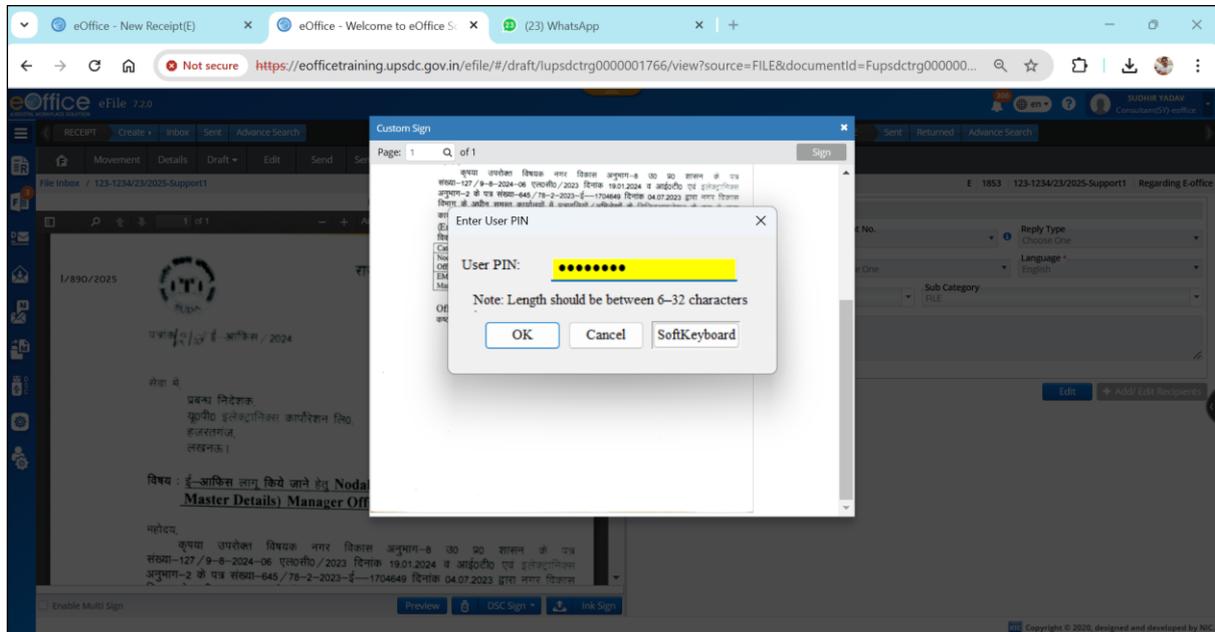


Figure-7



After clicking on OK button the draft will be signed as shown in figure-8

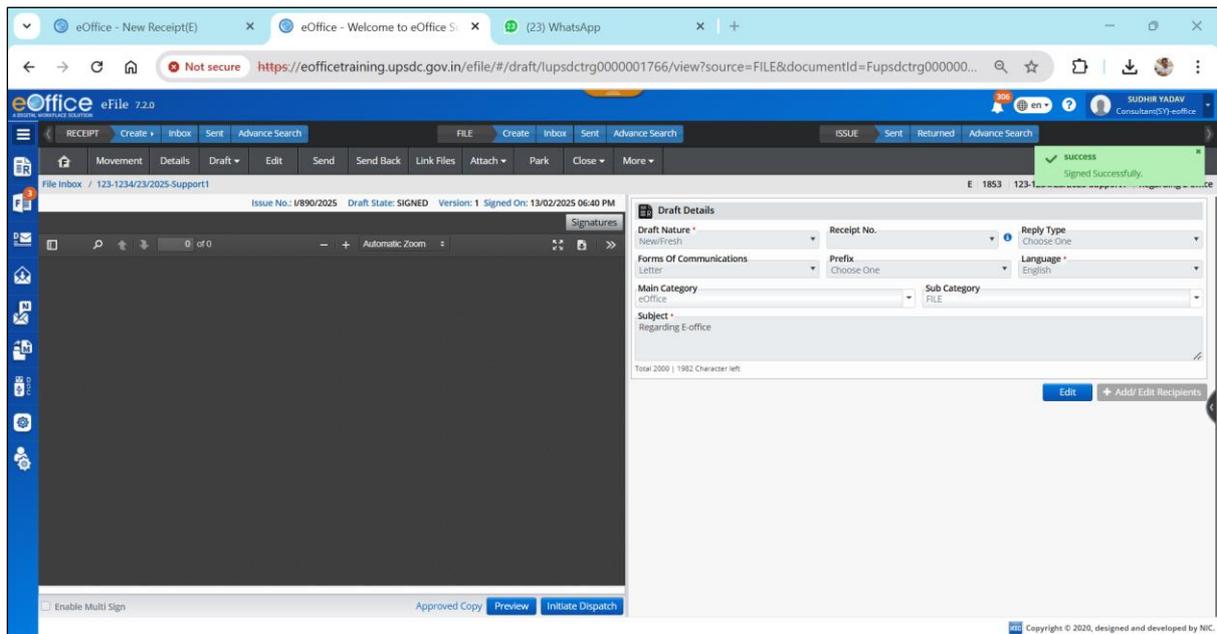


Figure-8