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.

Figure-1

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

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.
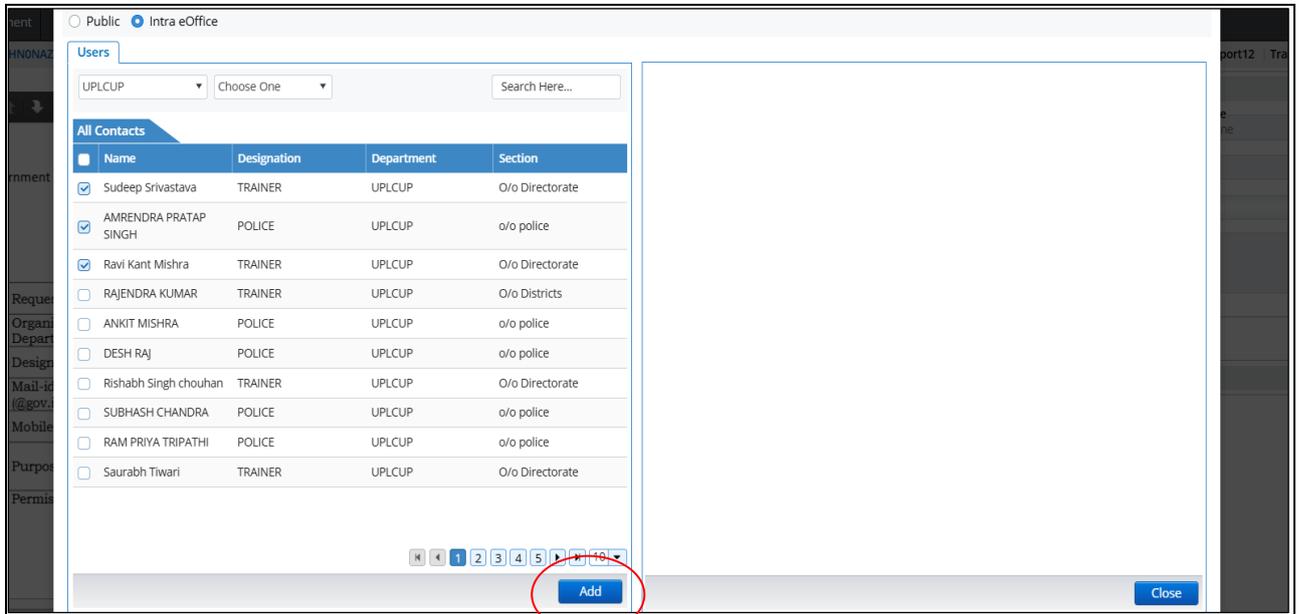
Figure-3

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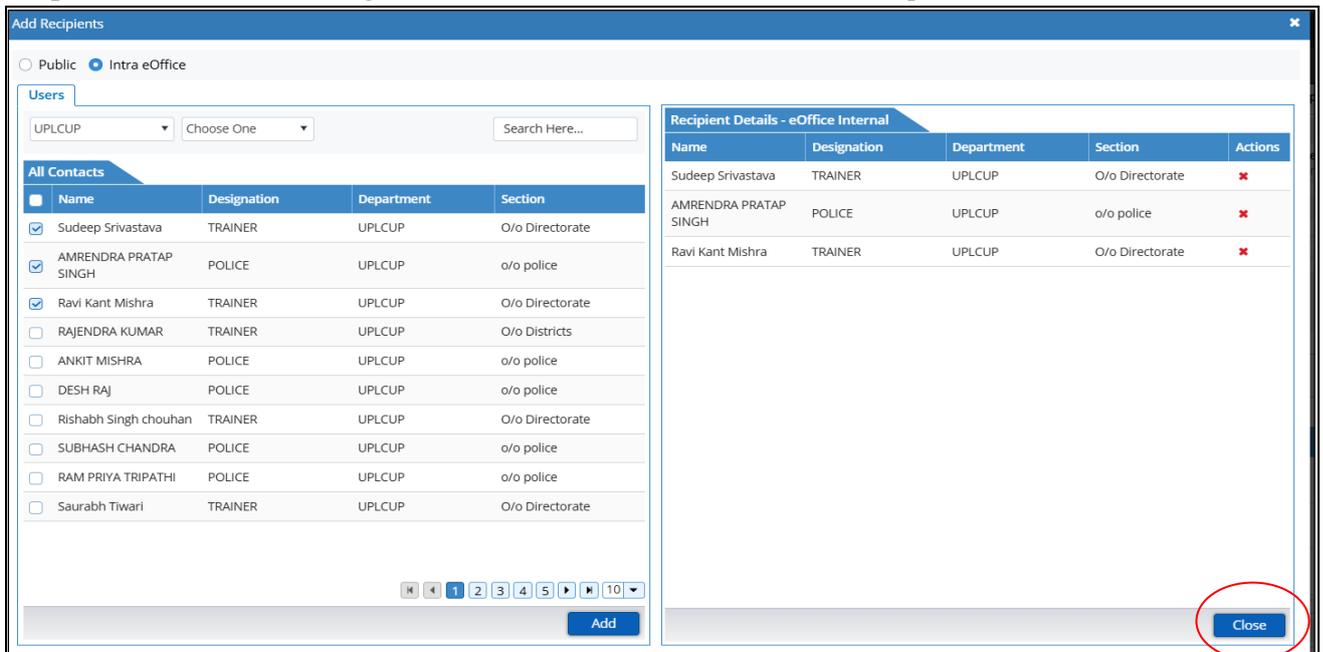
Figure-4

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

Figure-5

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

Figure-6

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

Figure-7

Q2- How to link a file for reference?

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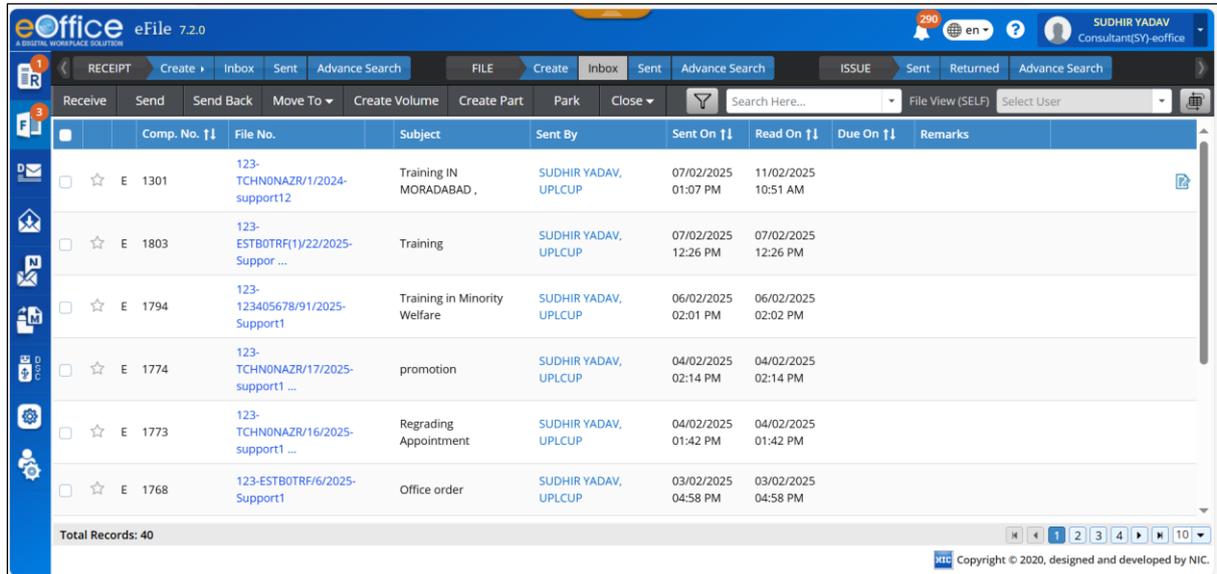
Figure-1

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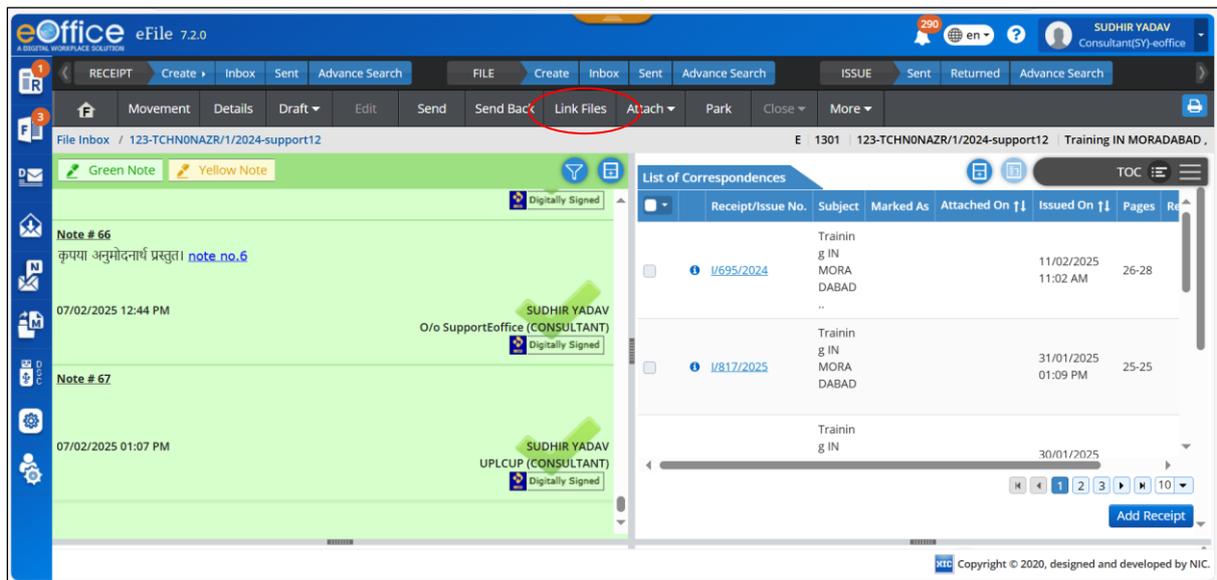
Figure-2

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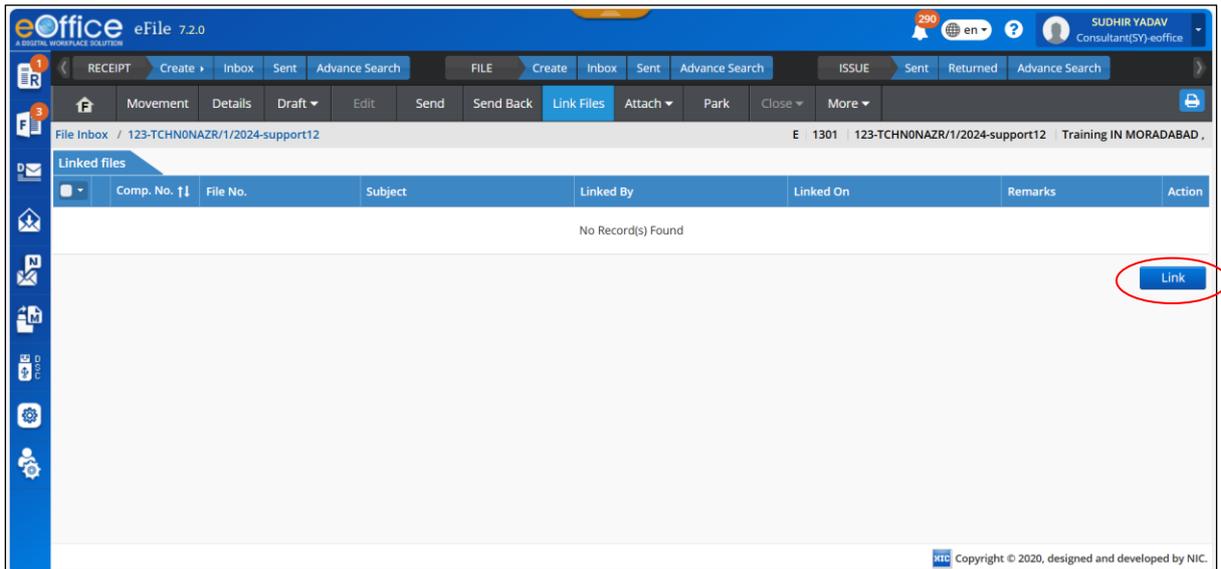
Figure-3

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.
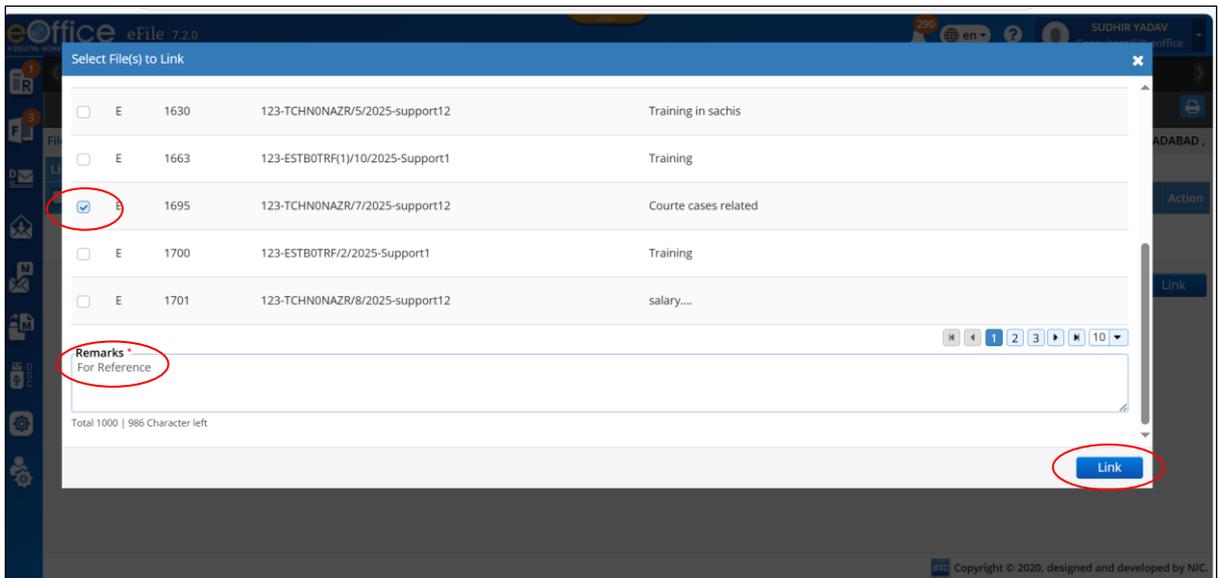
Figure-4

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

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
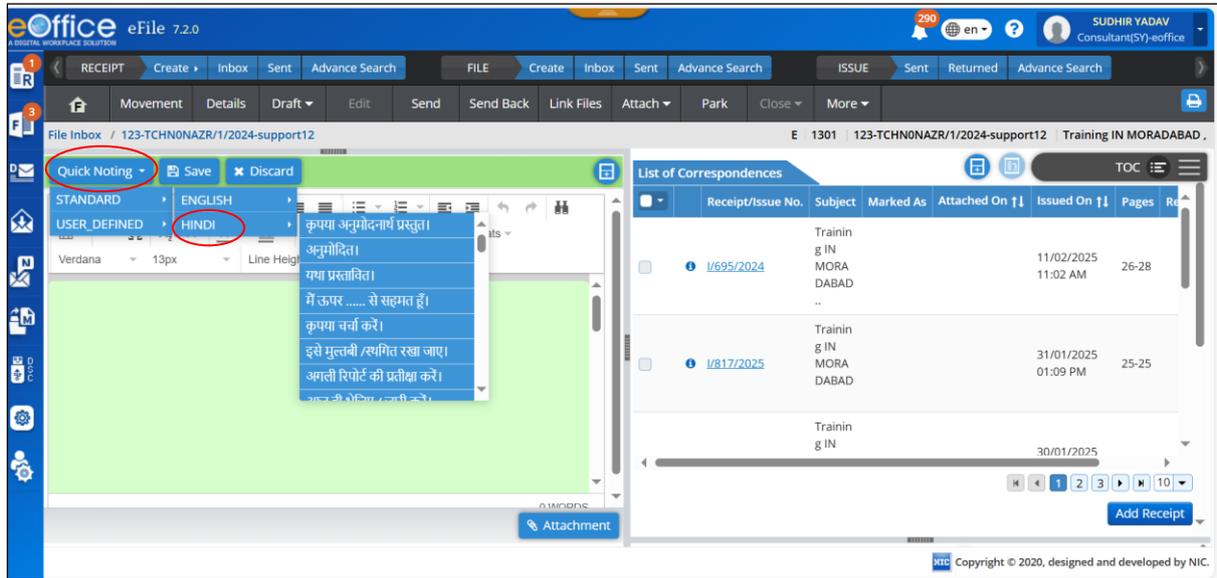
Figure-1

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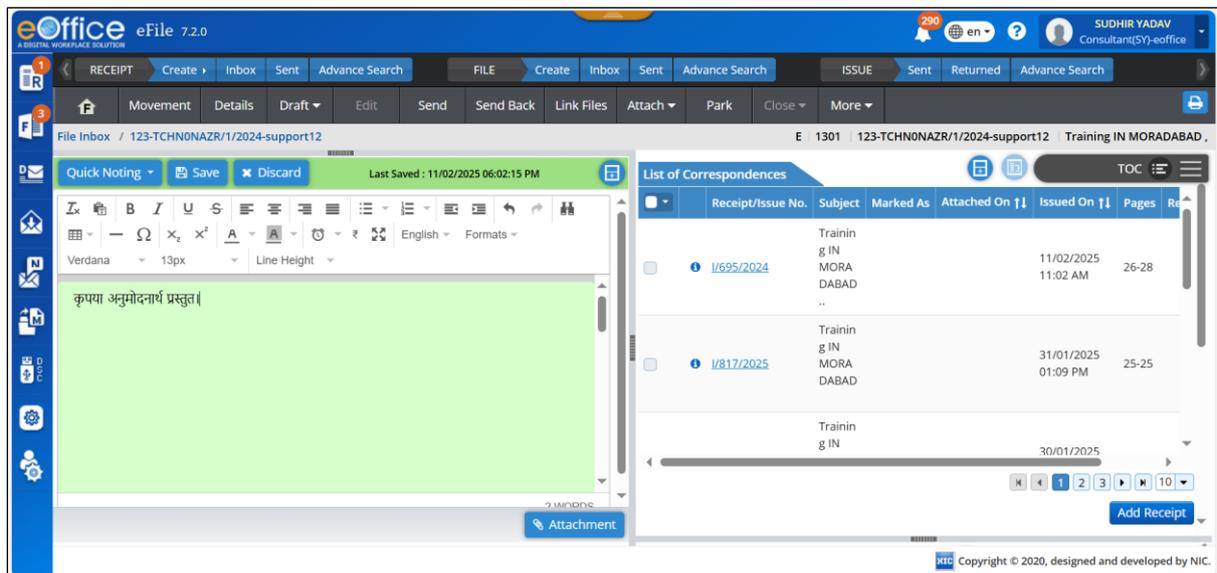
Figure-2

Q4- How to upload local reference?

Step1- Click on references as mentioned in figure-1
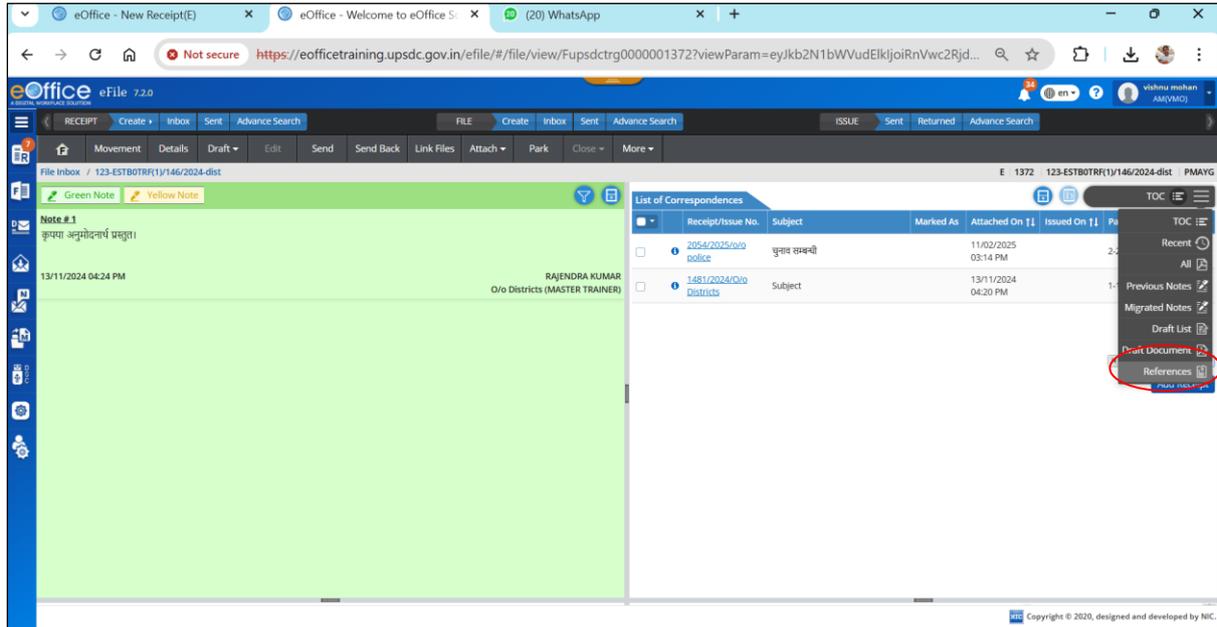
Figure-1

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
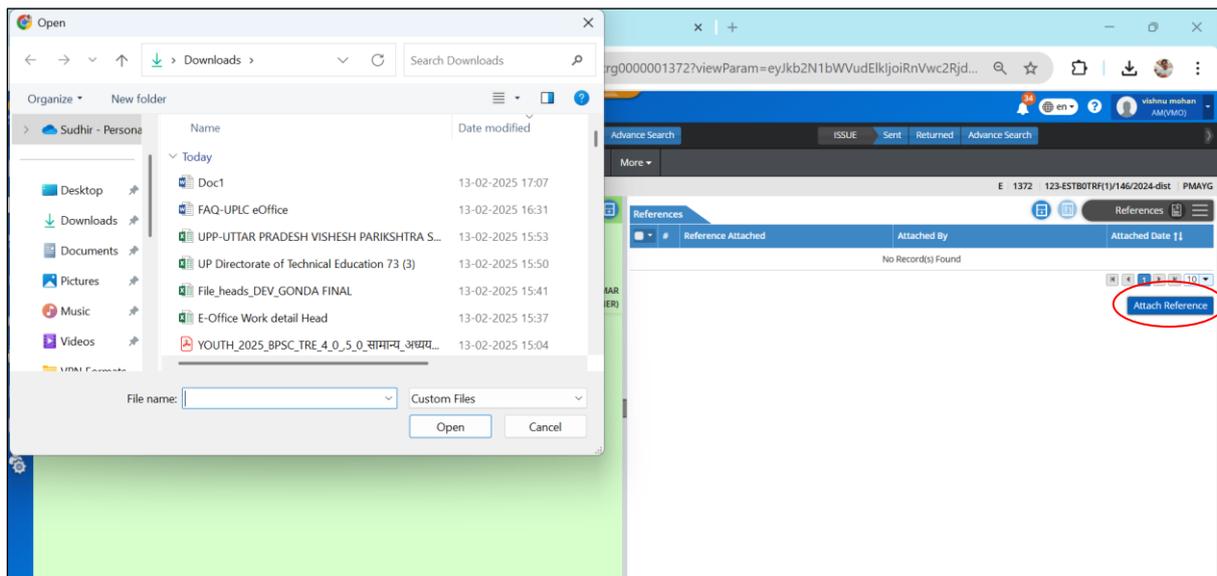
Figure-2

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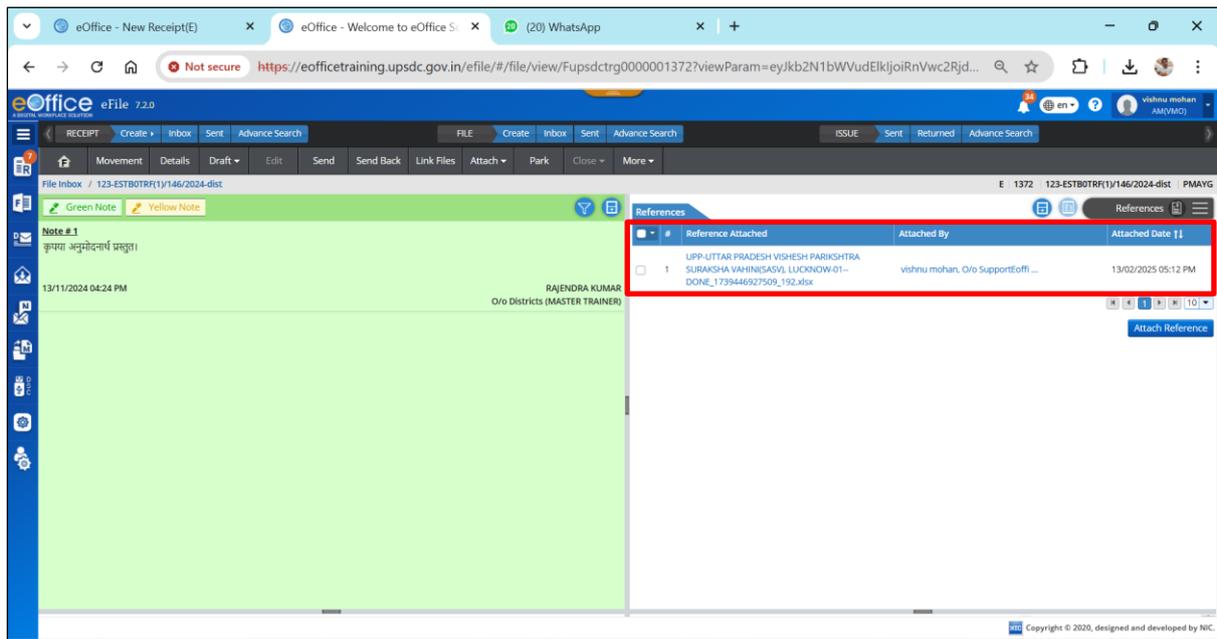
Figure-3

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
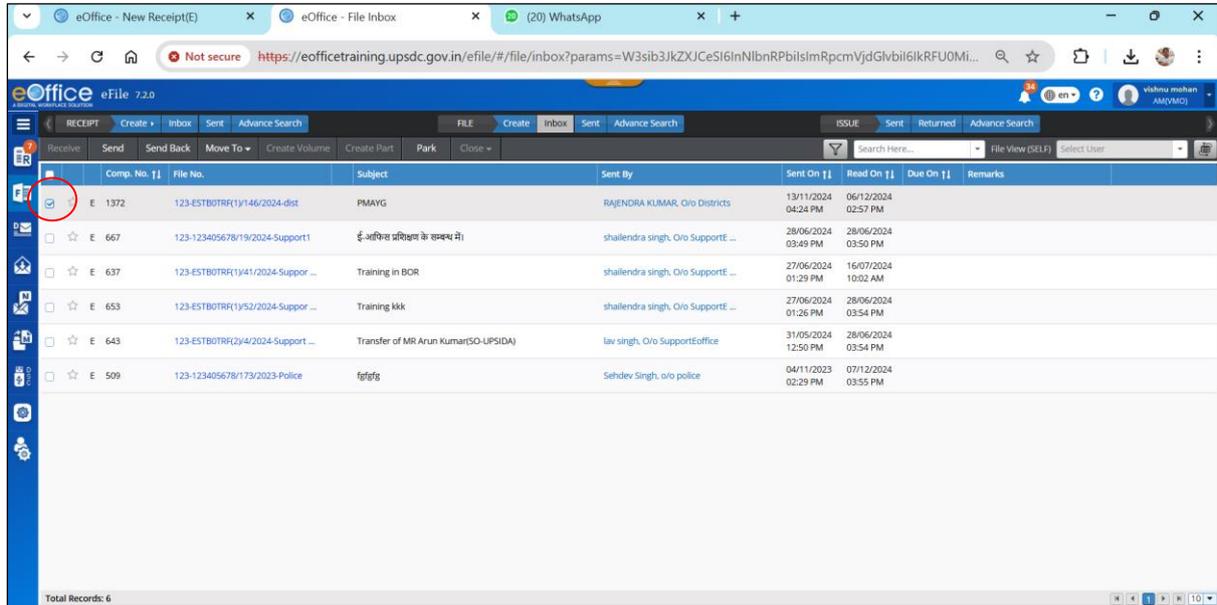
Figure-1

Click on park button as mentioned in figure-2
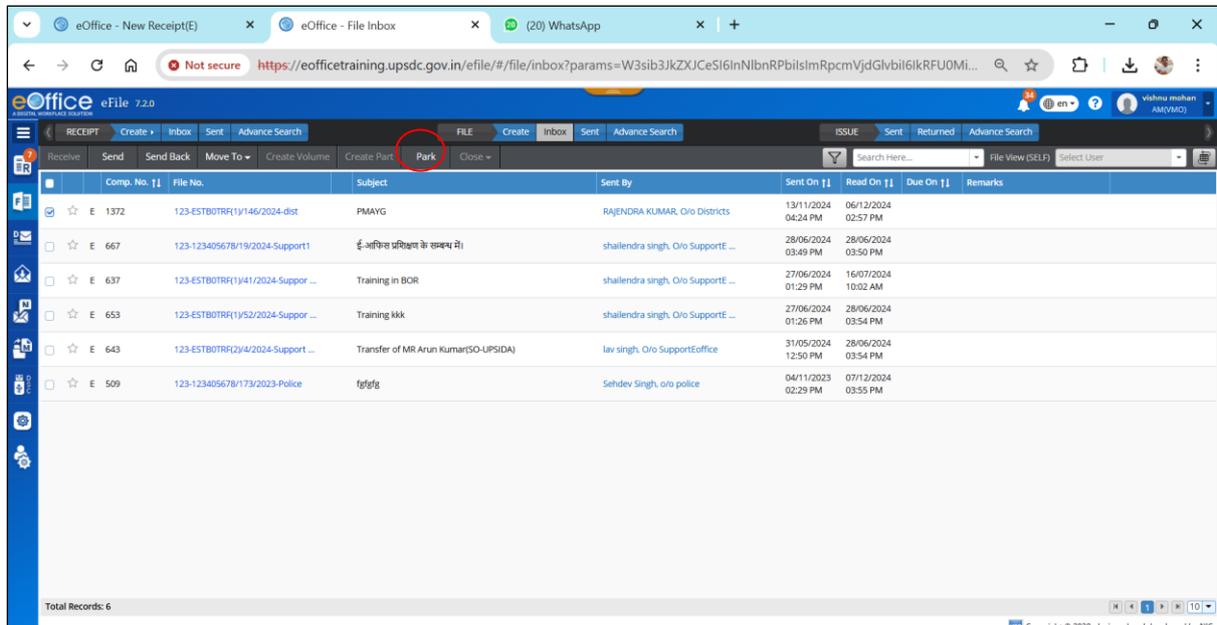
Figure-2

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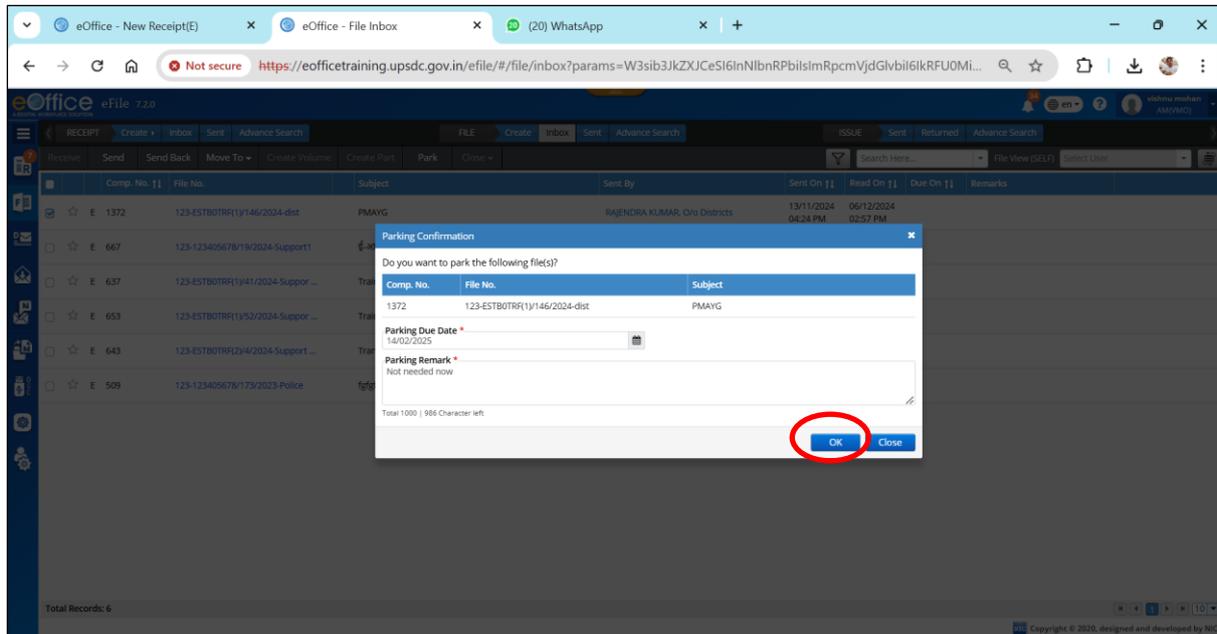
Figure-3

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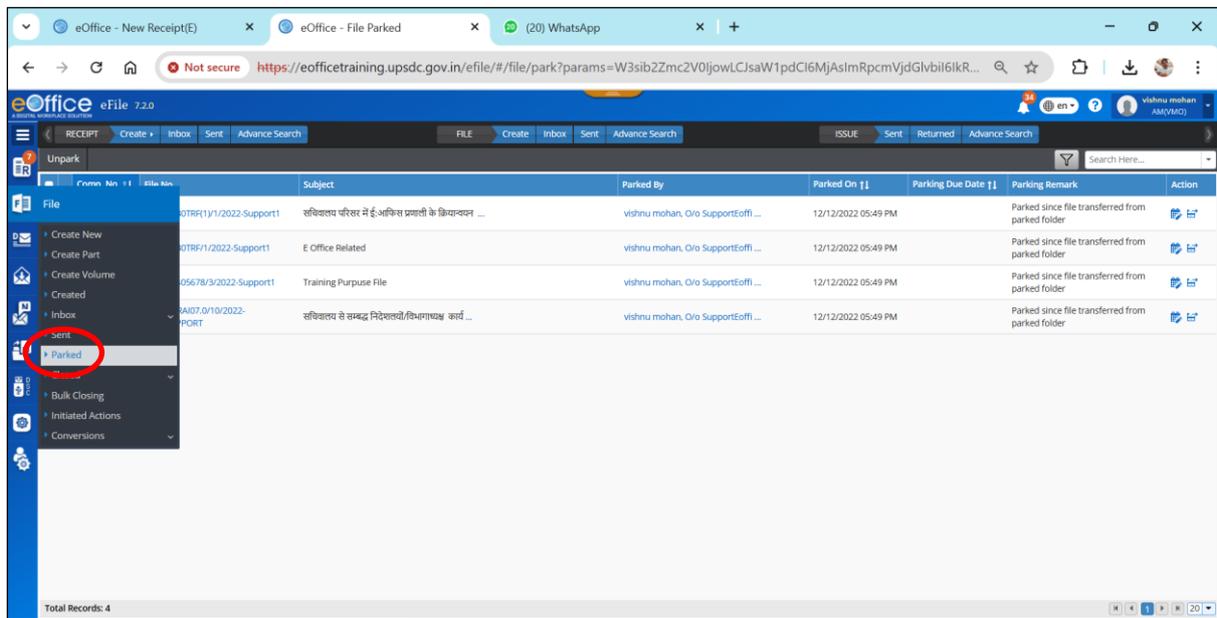
Figure-4

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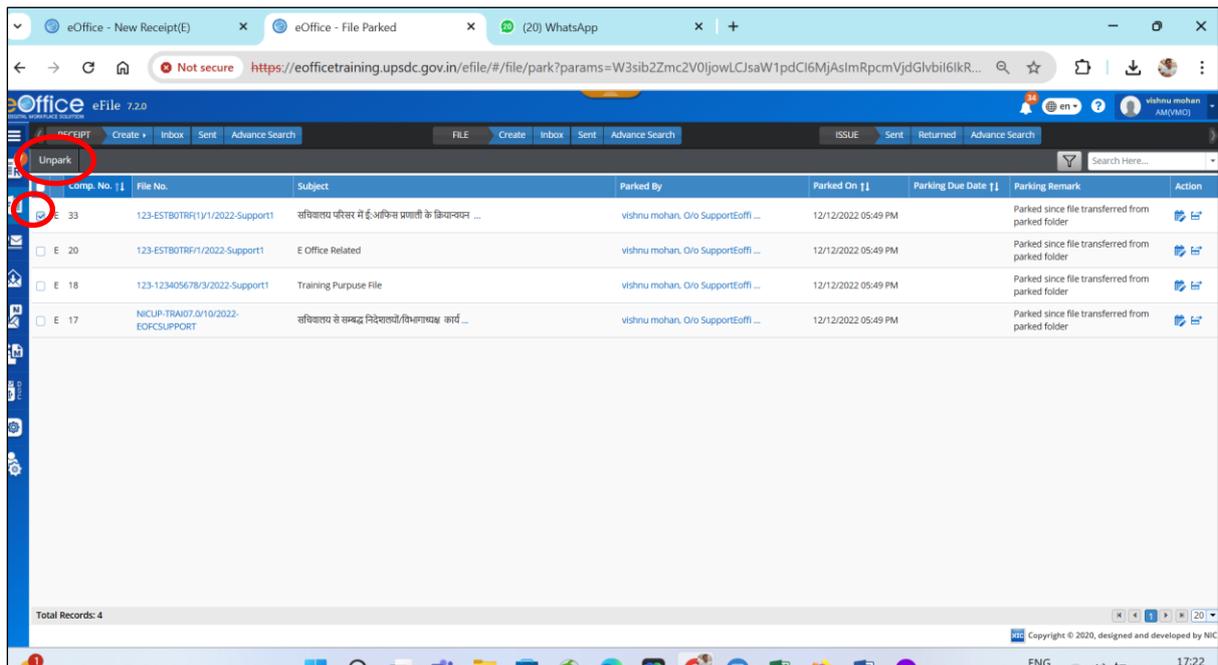
Figure-5

Write the remark and click on **OK** button to unpark the file
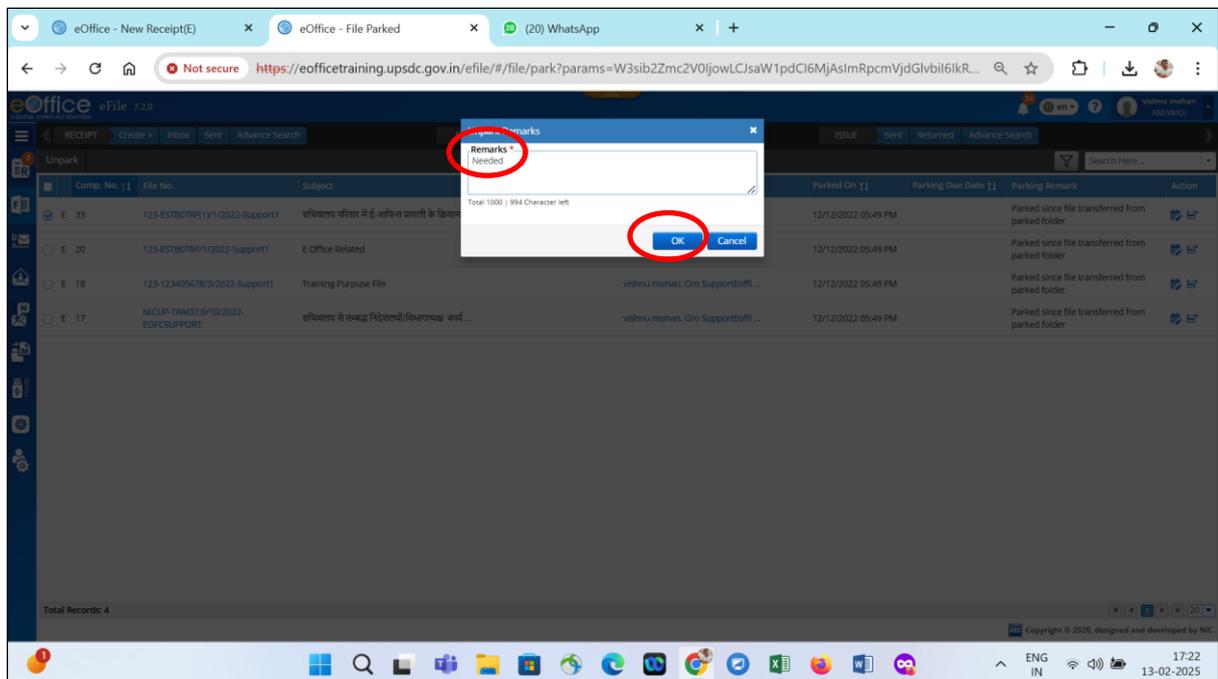
Figure-6

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
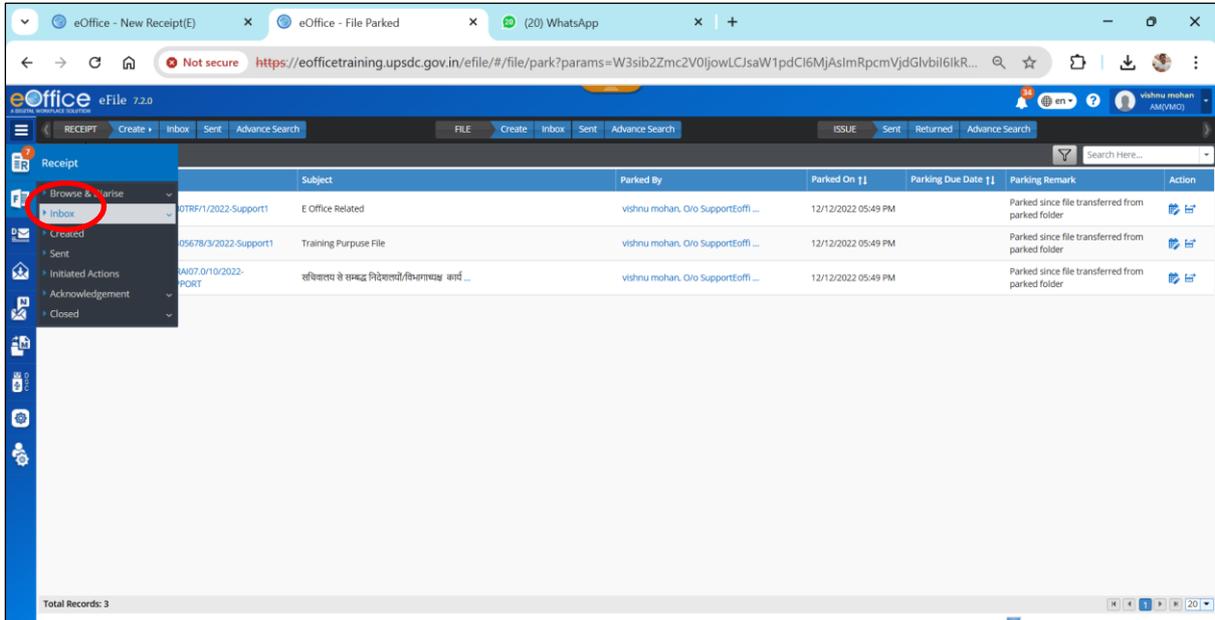
Figure-1

Select the file and click on close as mentioned below
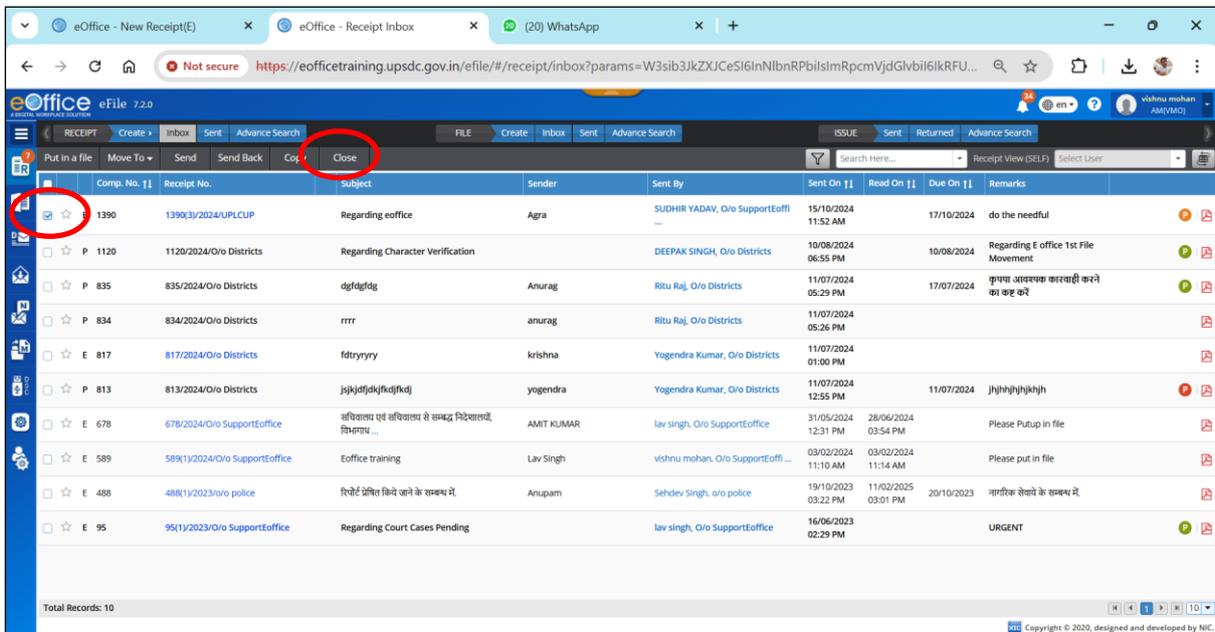
Figure-2

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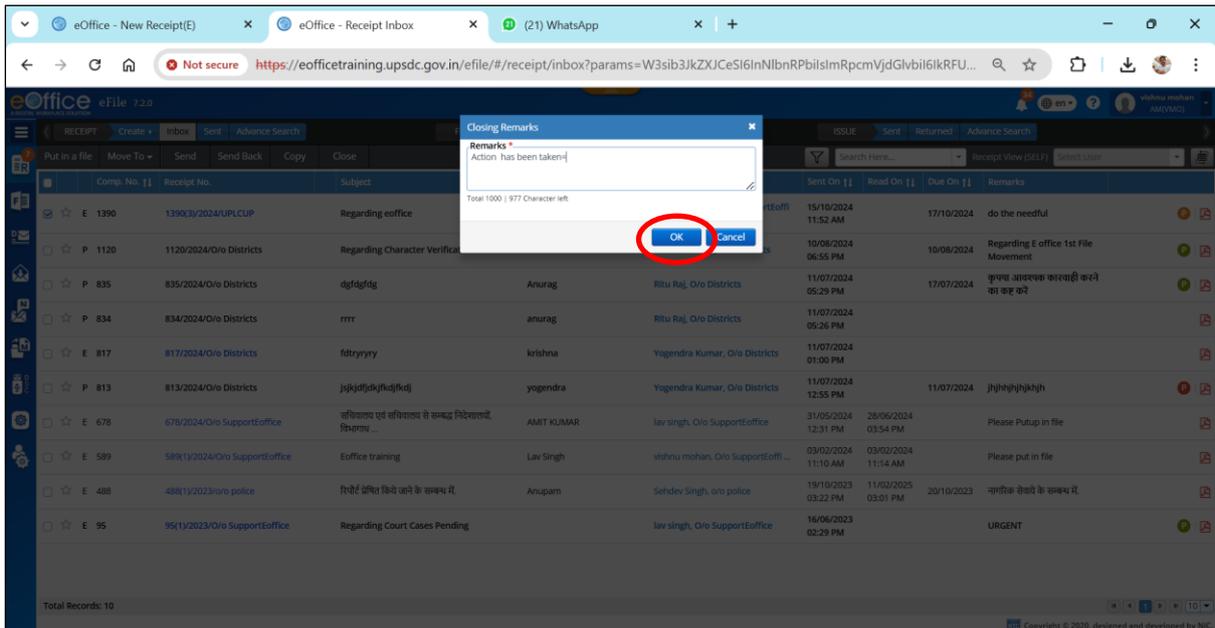
Figure-3

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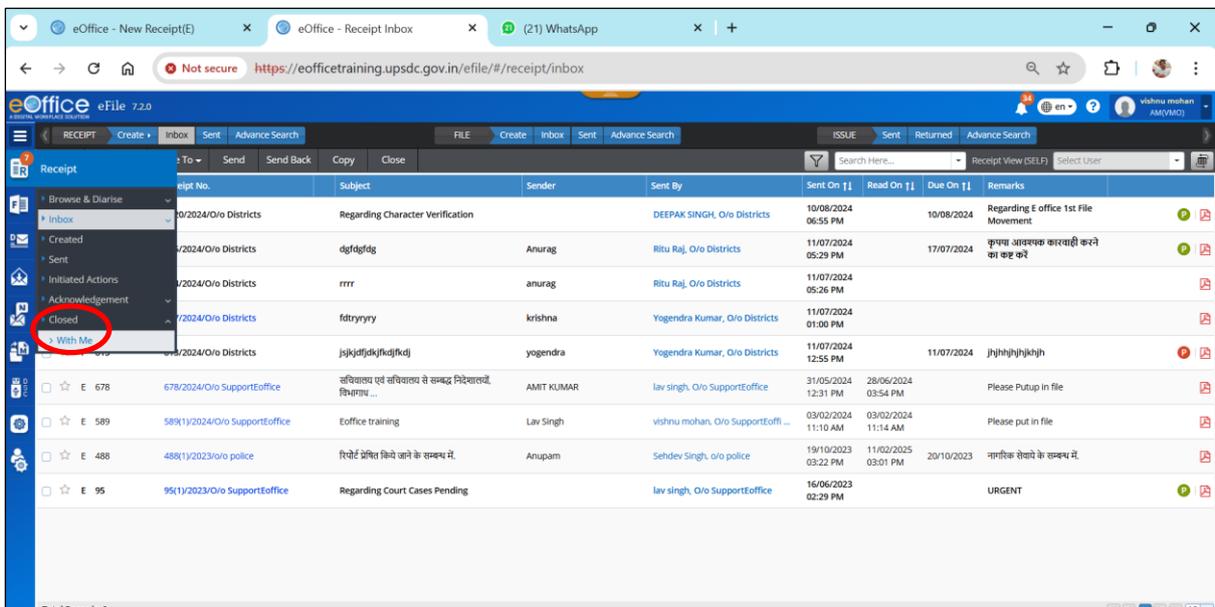
Figure-4

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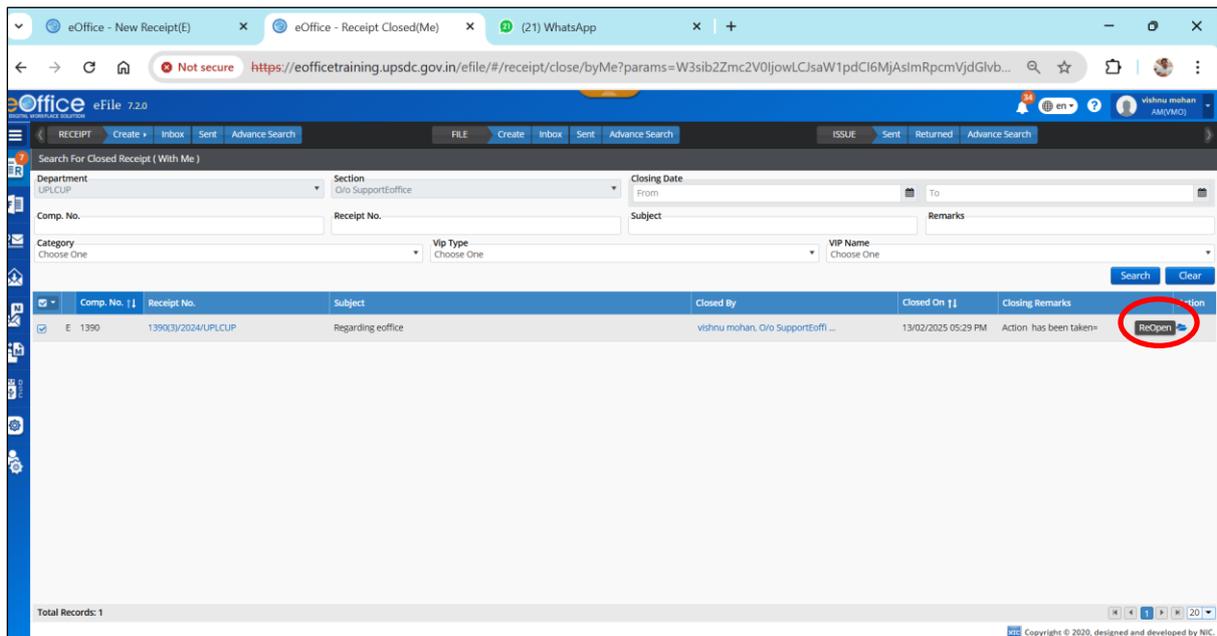
Figure-5

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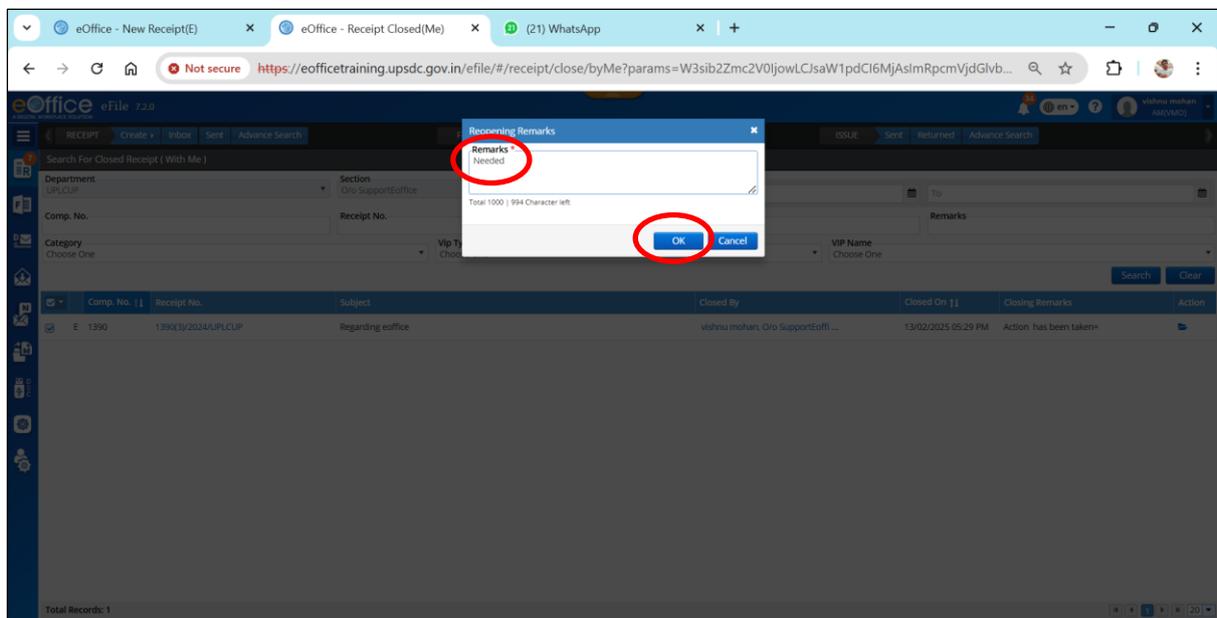
Figure-6

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
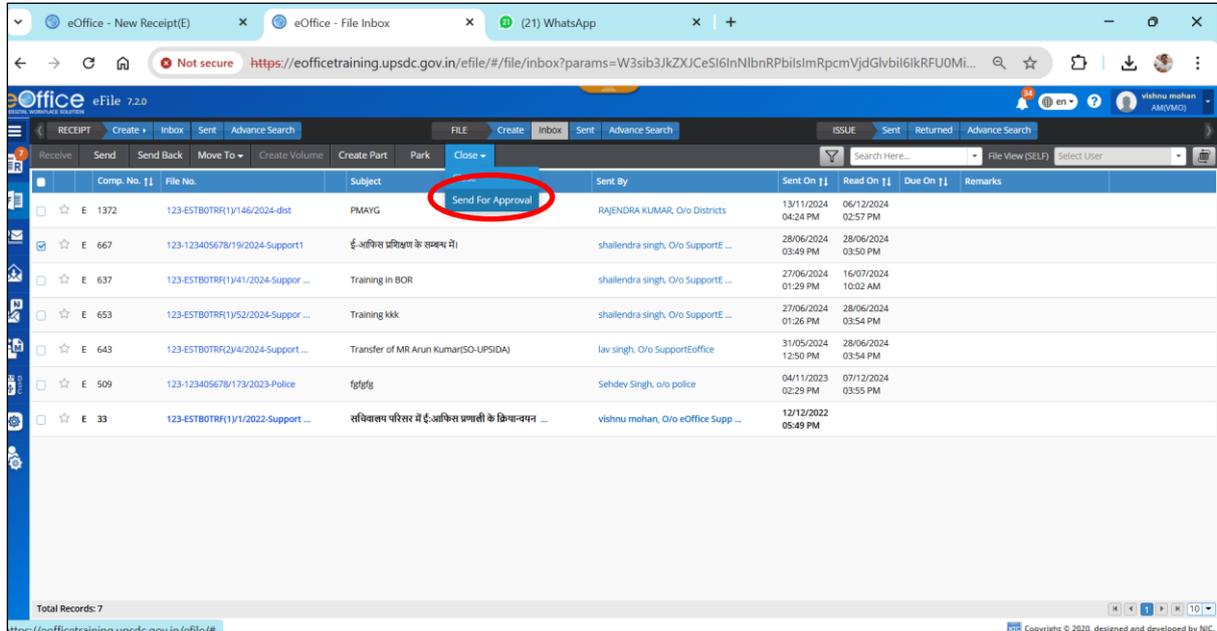
Figure-1

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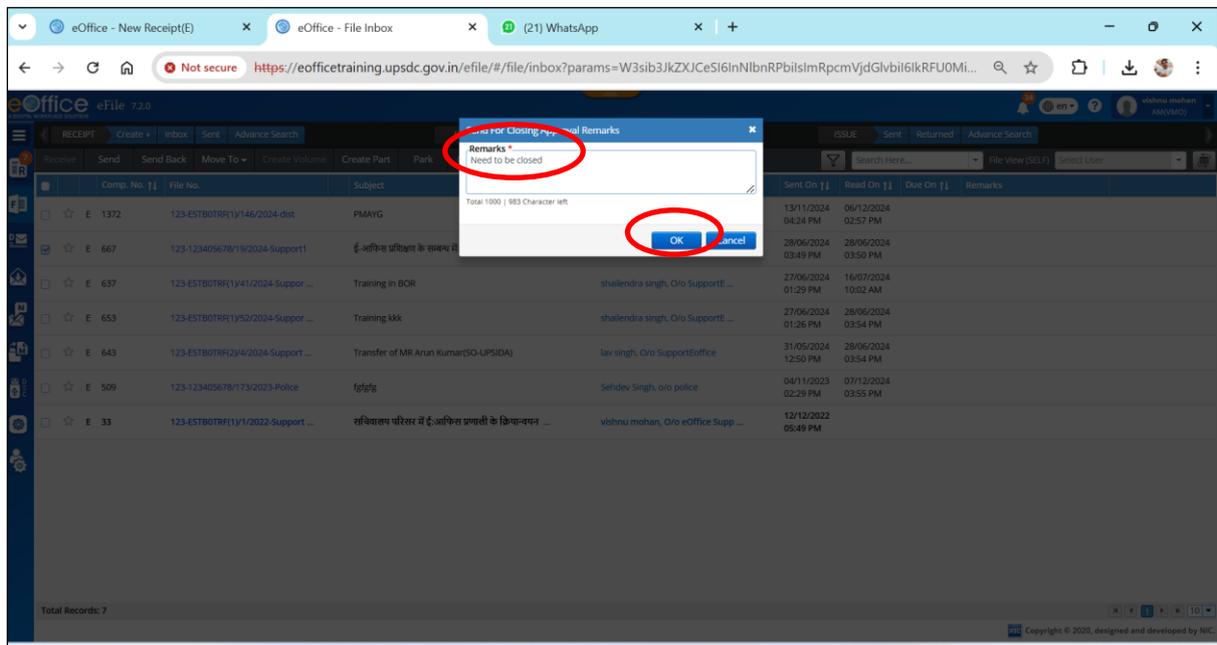
Figure-2

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
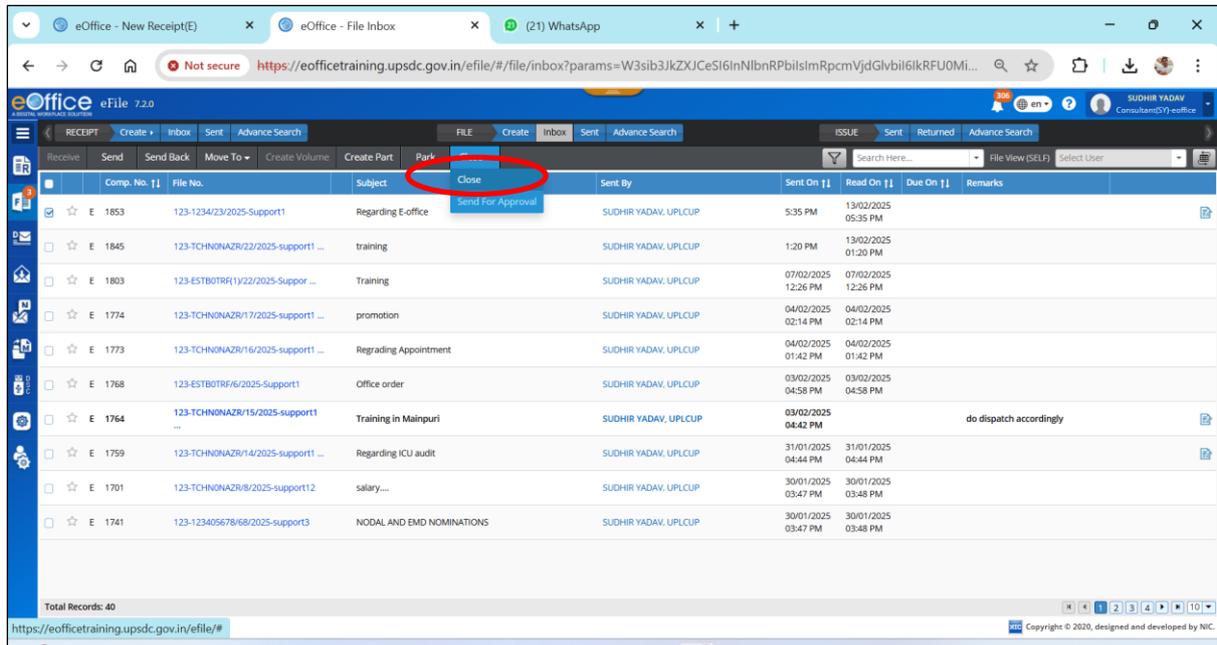
Figure-3

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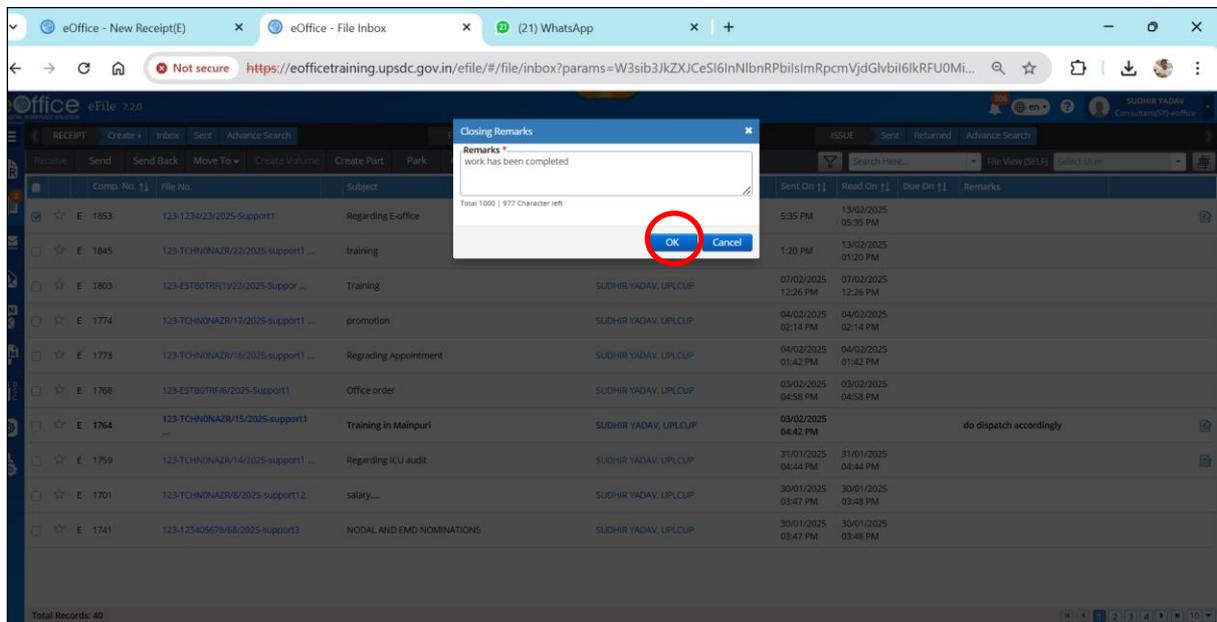
Figure-4

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
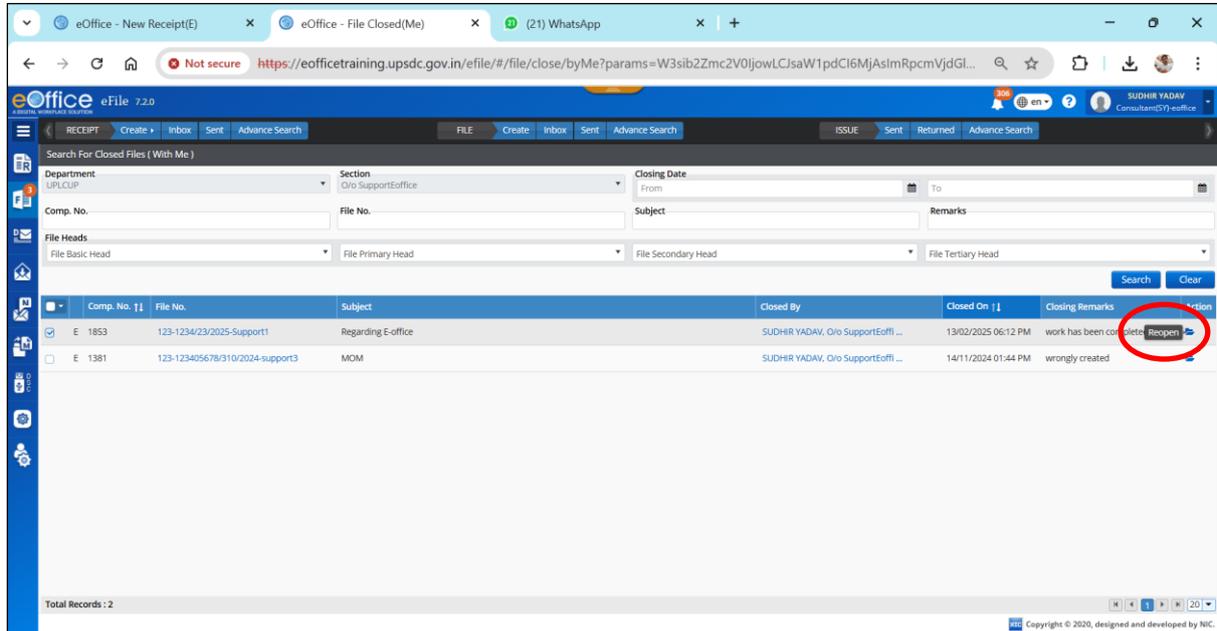
Figure-5

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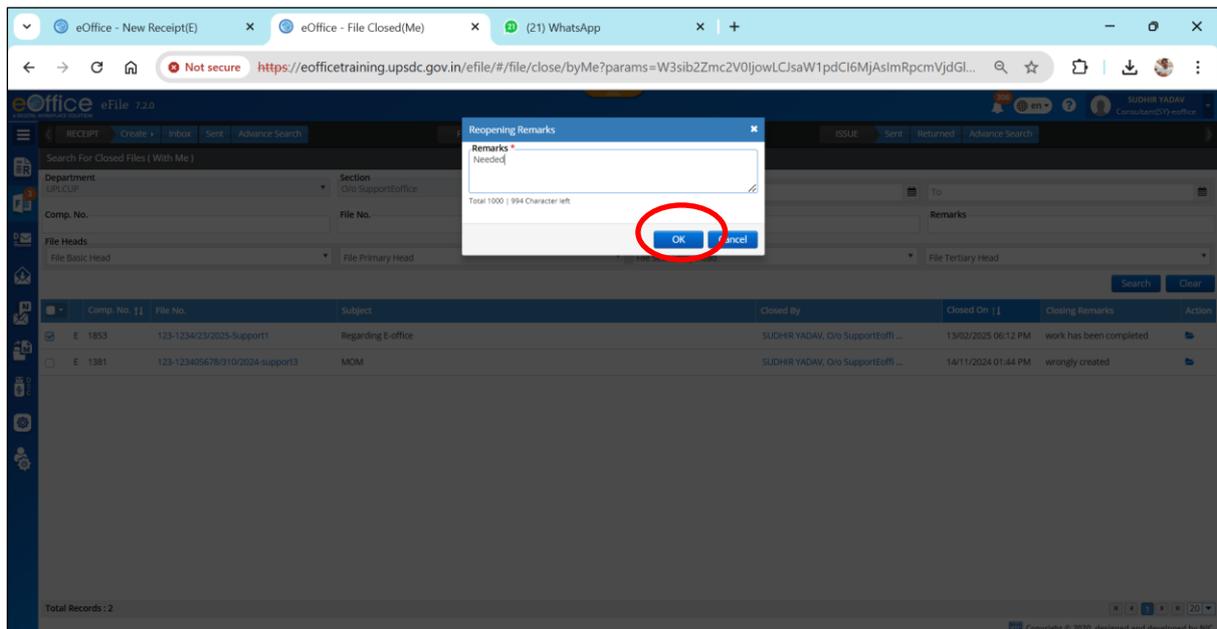
Figure-6

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
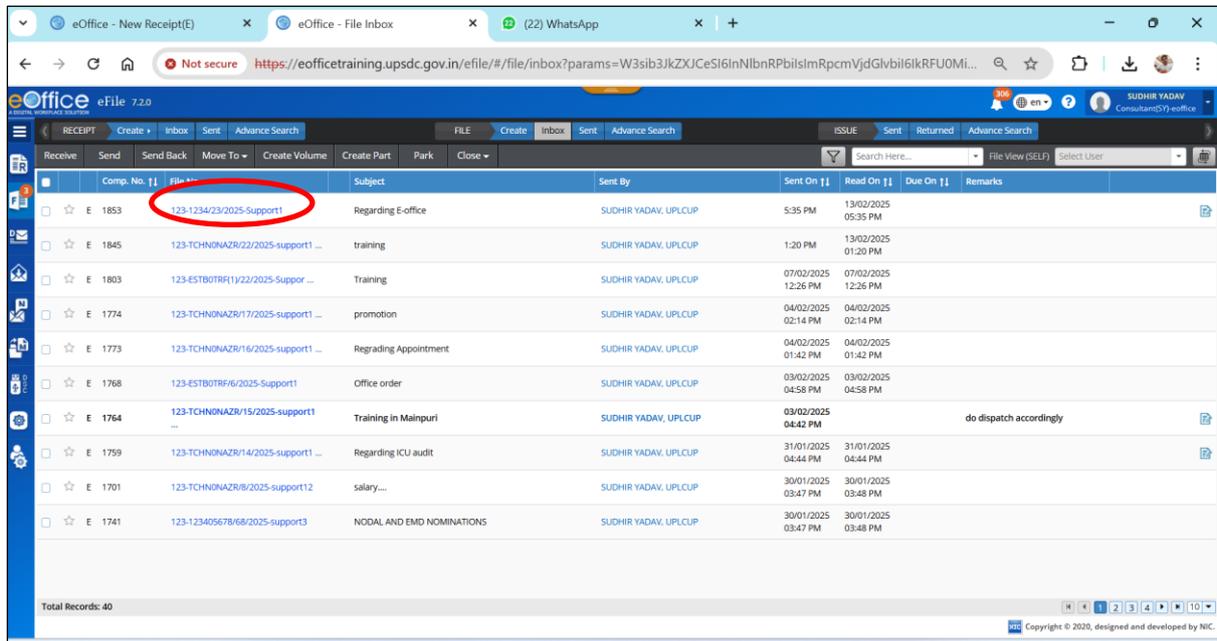
Figure-1

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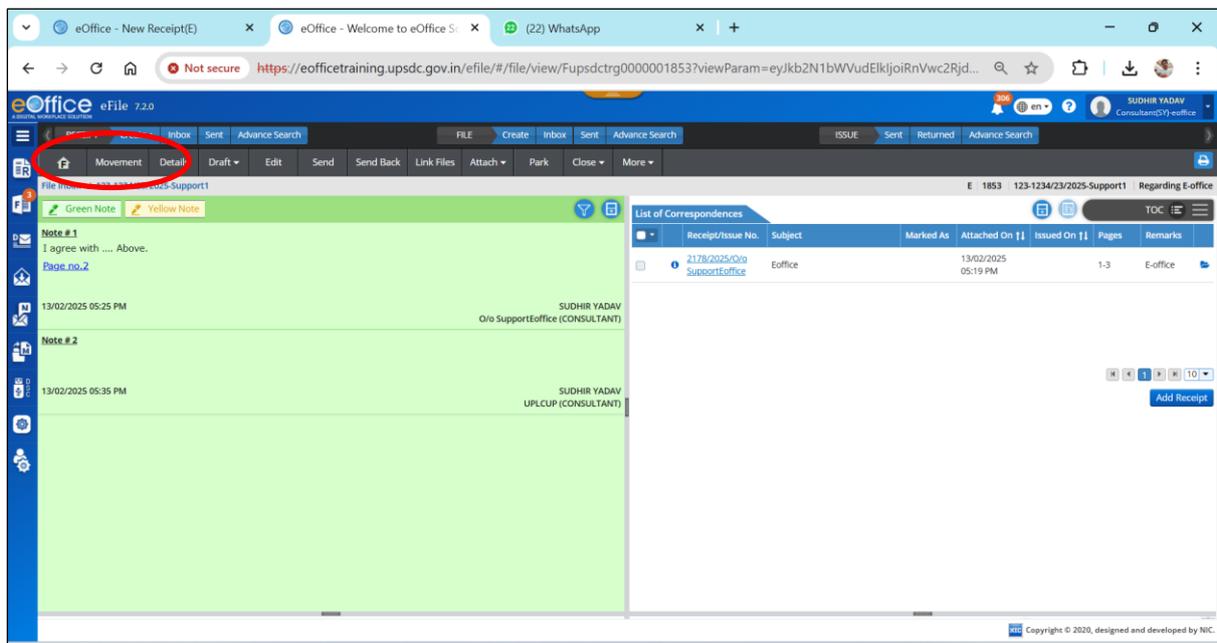
Figure-2

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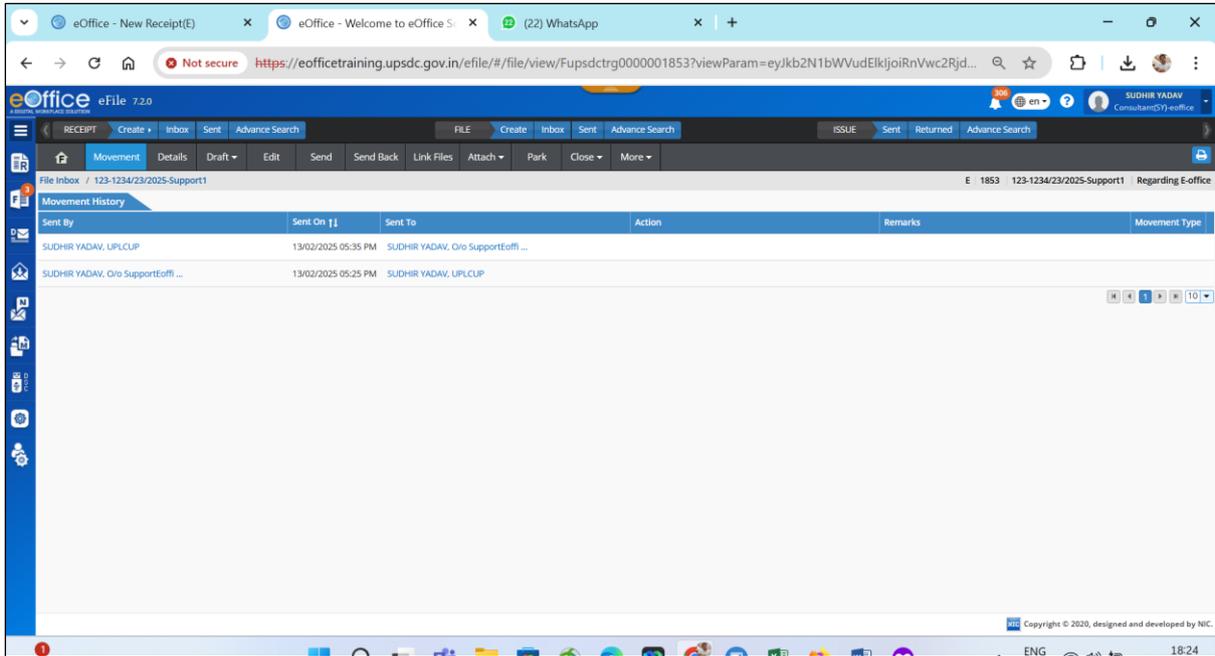
Figure-3

Q9- How to advance search?

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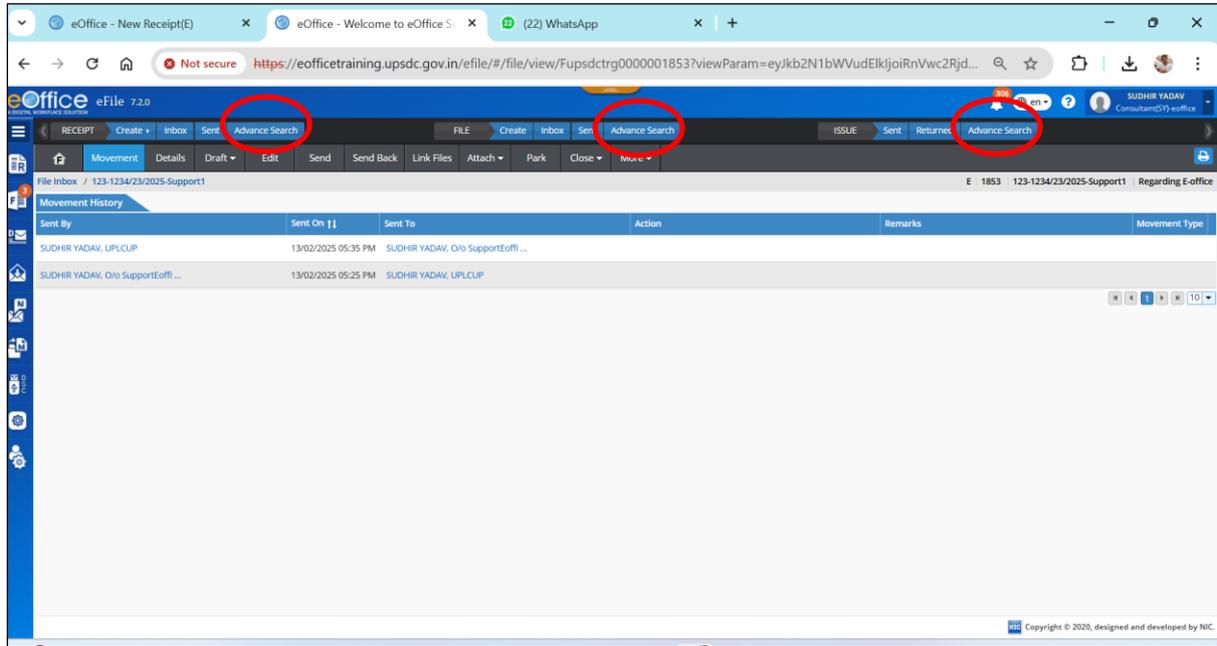
Figure-1

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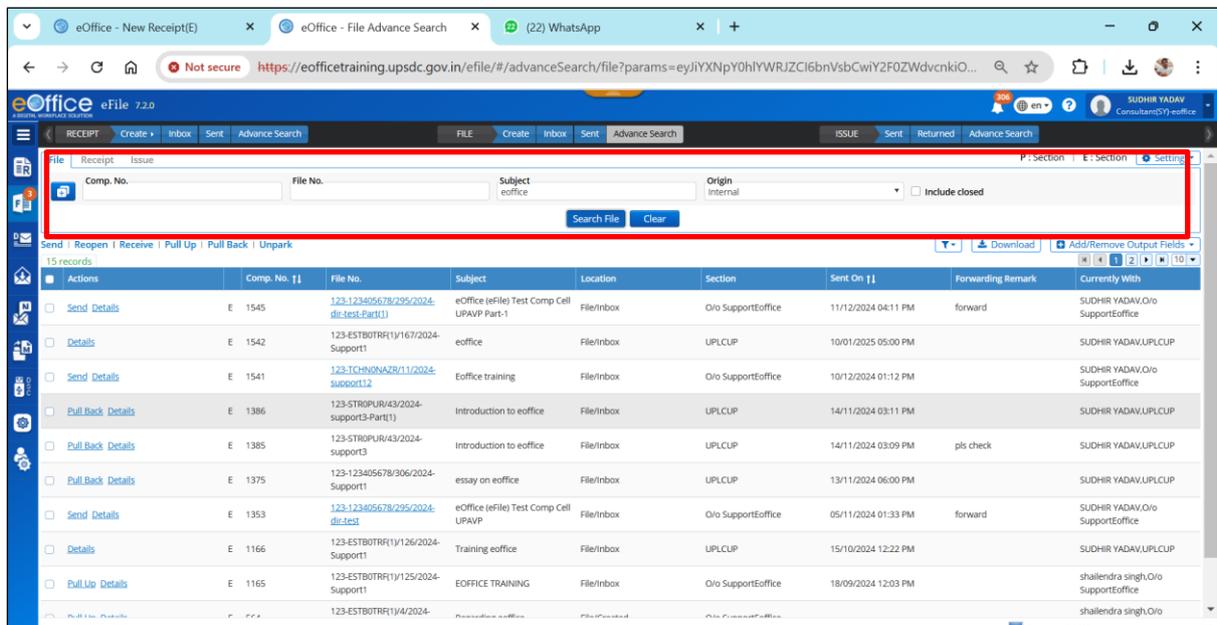
Figure-2

Q10- How to create draft?

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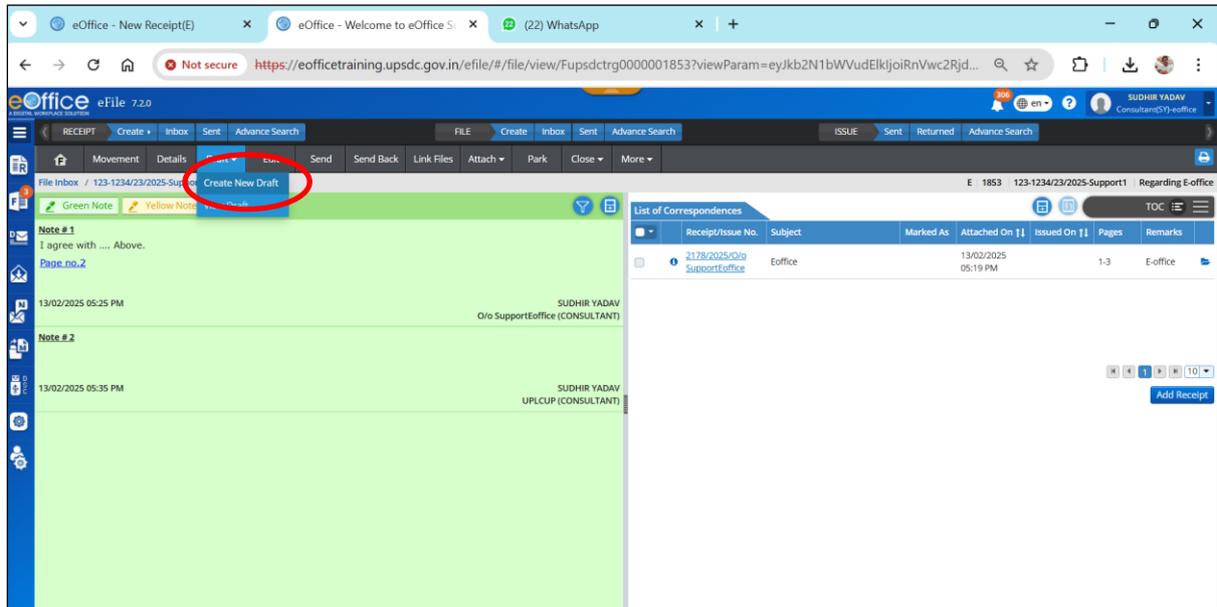
Figure-1

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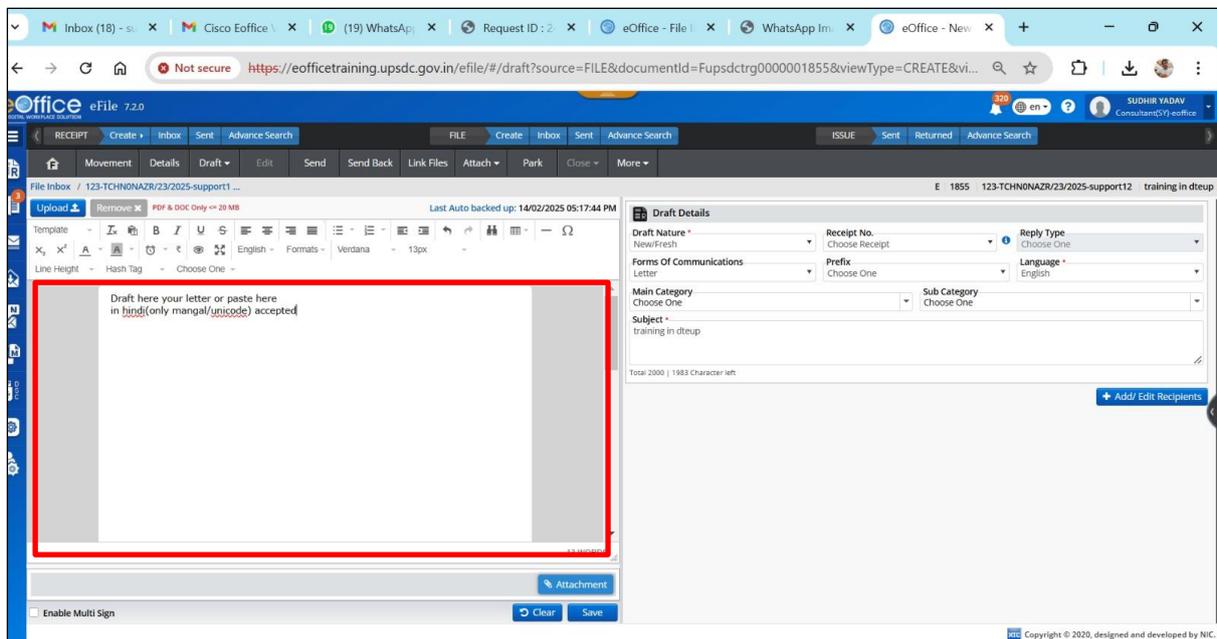
Figure-2

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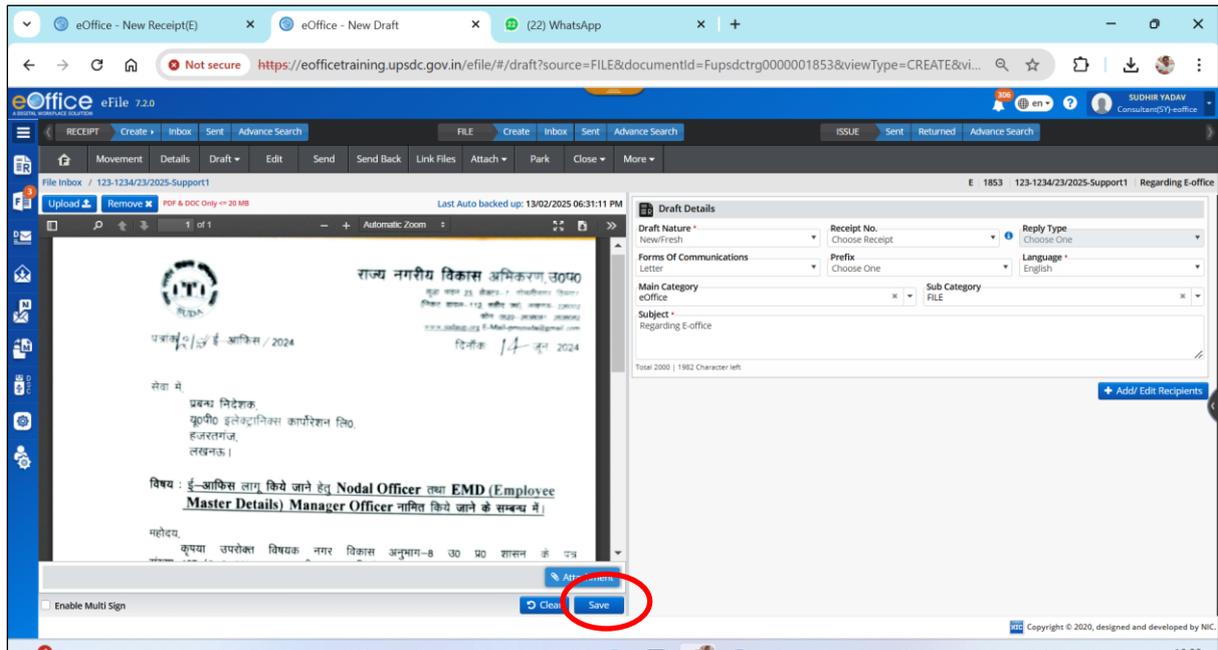
Figure-3

Click on approve button
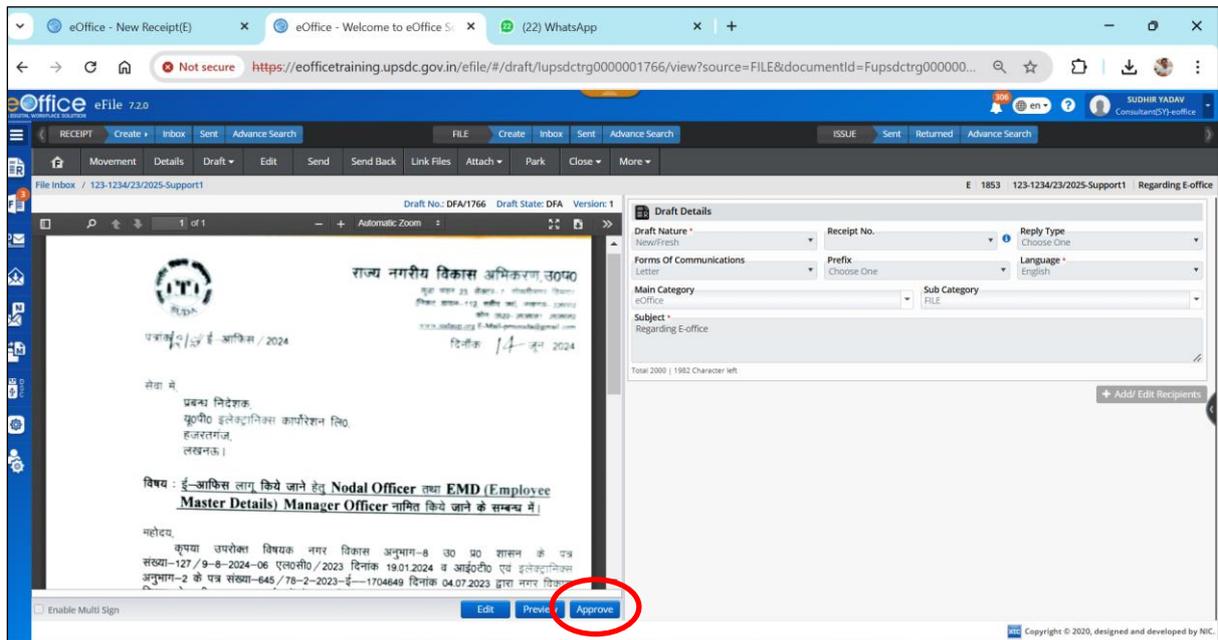
Figure-4

Step3- After clicking on **YES** button, draft gets approved.
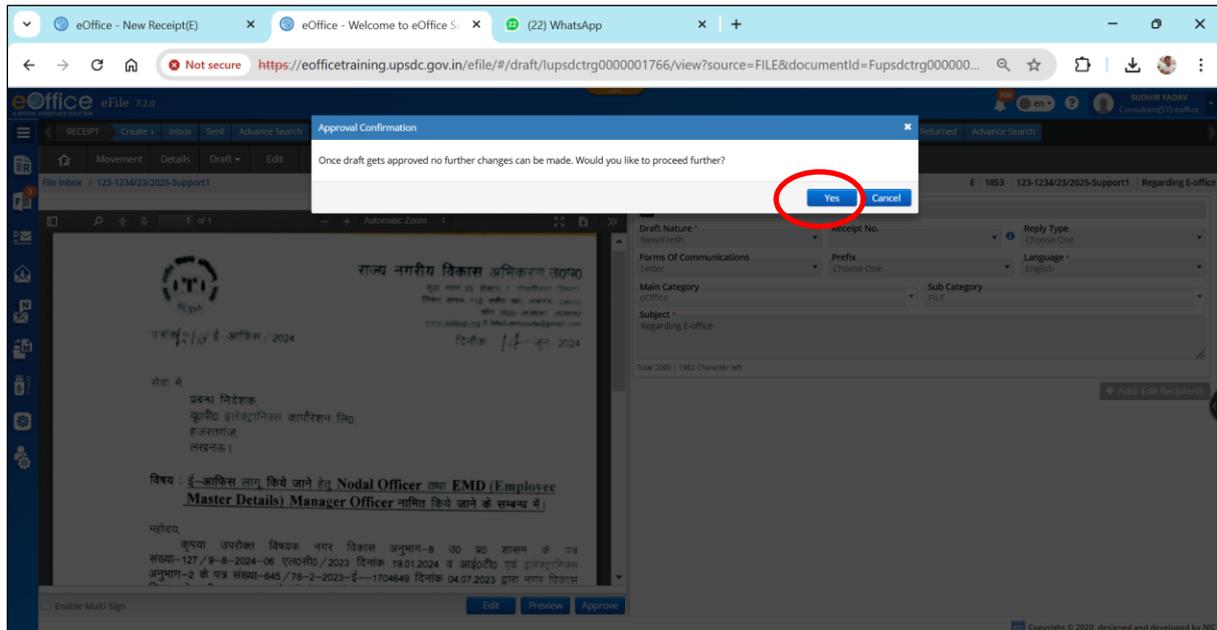
Figure-4

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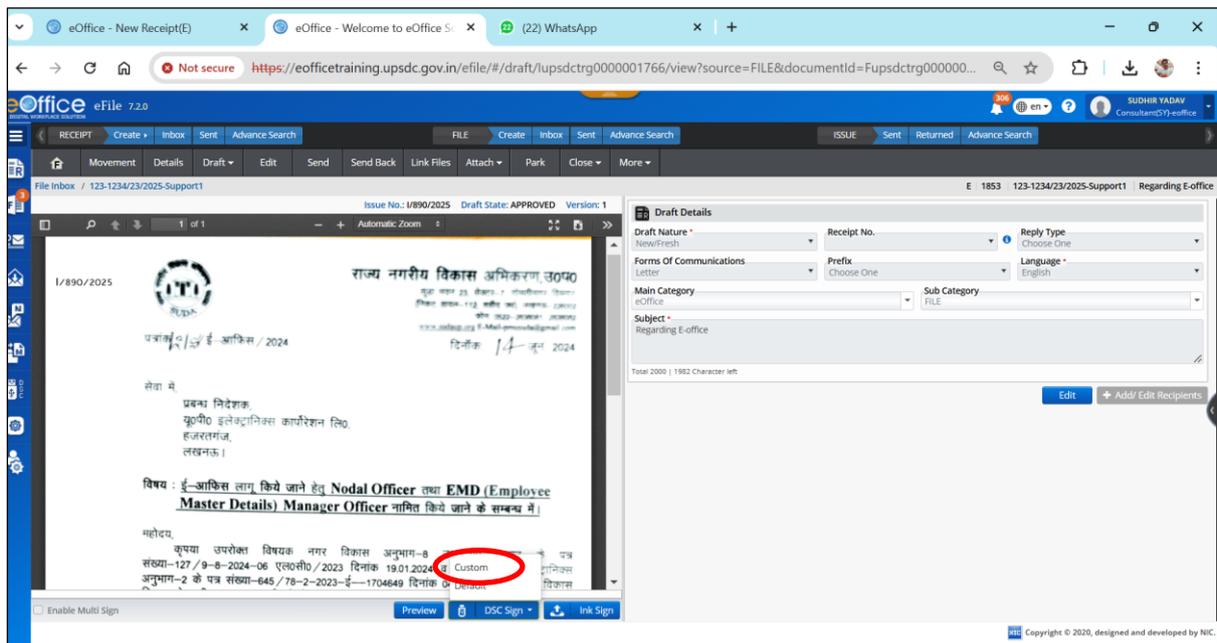
Figure-5

Step5- New window will be displayed for Digital signature
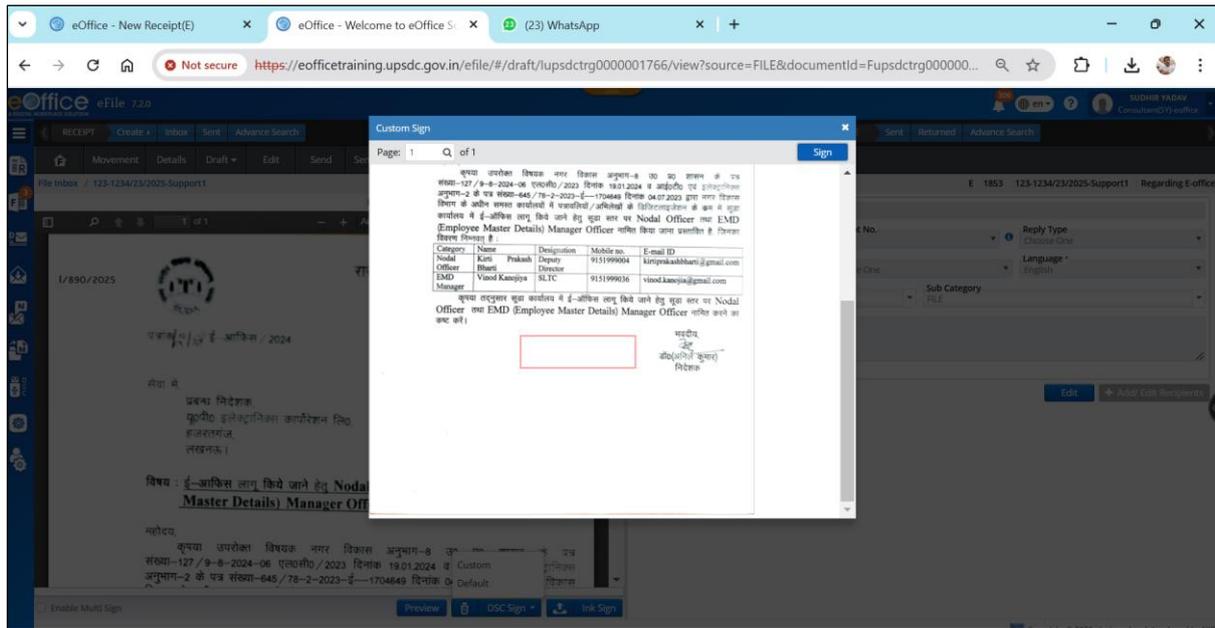
Figure-6

Enter the DSC PIN and click on **OK** button
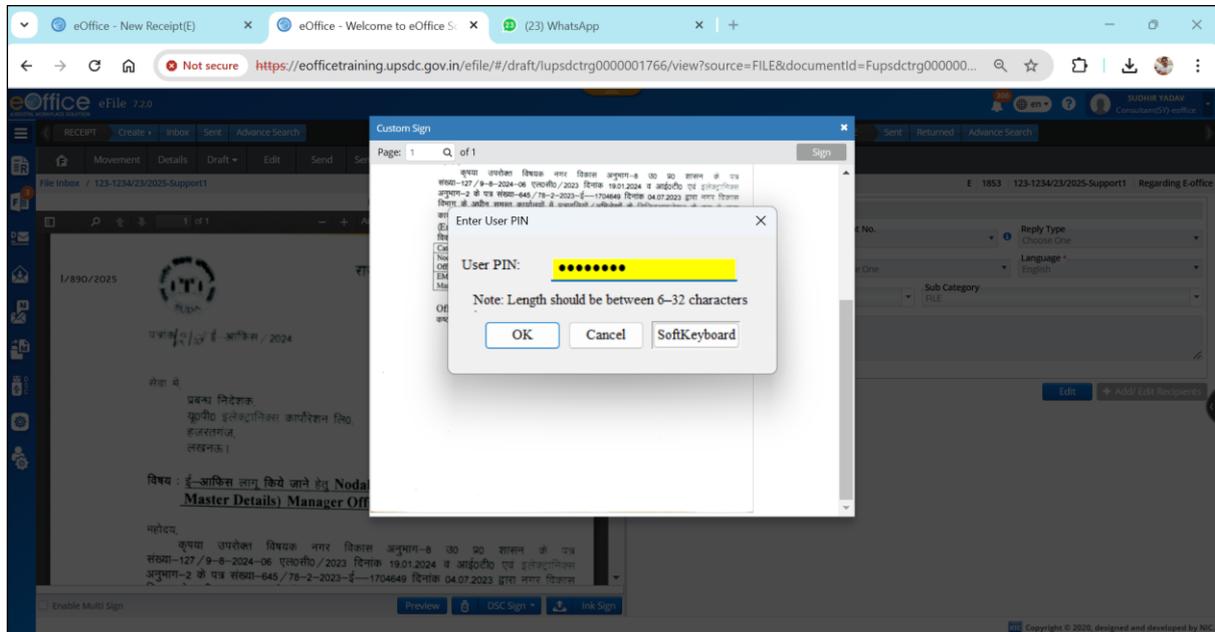
Figure-7

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

Figure-8