# USER MANUAL

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# 1. Section I - E-Office

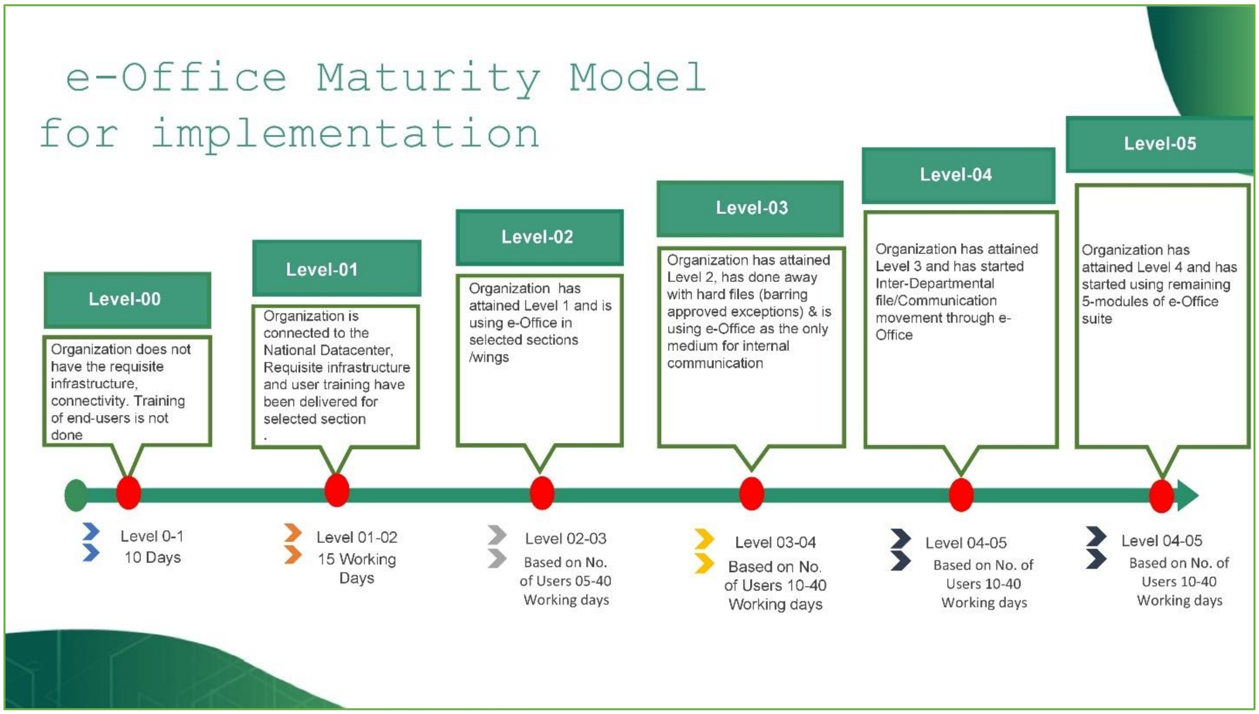
## 1.1. Introduction

E-Office is a digital workplace solution that replaces the conventional manual handling of files and documents with an efficient electronic system. It is a step towards achieving paperless administration in government offices. The app allows for seamless updates and file-sharing among relevant users and ensures proper referencing and storage of files. The electronic system comes with inherent advantages such as digitally stored data with audit trails for every transaction, regular backups, and a Disaster Recovery system (DRS) in place, ensuring that government files remain secure and are not damaged in case of any mishap.

## 1.2. E-Office Maturity Model for Implementation

The E-Office Maturity Model is a framework that is designed to help organizations assess and improve their electronic office (E-Office) capabilities. It is used to evaluate an organization's level of maturity in terms of its use of technology for office automation and to identify areas for improvement.

By using the E-Office Maturity Model, organizations can gauge their current level of maturity and identify areas for improvement. This can help them to better leverage technology to streamline their office processes, increase efficiency, reduce costs, and improve overall performance. Additionally, the E-Office Maturity Model can help organizations to establish a roadmap for the adoption of new technologies and the continuous improvement of their E-Office capabilities over time. The EMMI model is described in the Figure (I) below




## 1.3. E-Office Utilization Report

The E-office Utilization Report provides data on the number of ministries that have adopted E-office systems, the total number of active users, and capacity-building training programs utilized. It can be used to evaluate the effectiveness of the E-office implementation strategy, identify ministries lagging behind in adoption, monitor the level of engagement with the system, assess the success of user training programs, and identify gaps in training programs.
Statistics can be seen in Figure (II) below:

| | |
|---|---|
| Total Users Trained on End User Training | 16362 |
| Total Capacity Building Training | 200 plus |
| Total Ministries/ Attach Departments | 40 |
| Total Active Users | 16362 |
| Capacity Building Training (Support/troubleshooting) | 150 plus |

## 1.4. Scope of E-Office:

The scope of E-Office is vast and covers a range of functions and processes related to electronic administration and file management in government offices. Some of the key areas where E-Office can be applied include:

- **Digitization of official files and documents:** E-Office can help in the conversion of paper-based files and documents into digital formats for easier storage, retrieval, and management.
- **Electronic file tracking and monitoring:** E-Office provides an efficient system for tracking and monitoring the movement of files and documents within government offices. This eliminates the need for physical file movement and reduces the risk of files being lost or misplaced.
- **Electronic communication and collaboration:** E-Office facilitates easy communication and collaboration among government officials through the sharing of electronic files and documents. This ensures that information is readily available to relevant stakeholders and speeds up the decision-making process.
- **Digital signatures and approvals:** E-Office enables the use of digital signatures and approvals, which eliminates the need for physical signatures and streamlines the approval process for official documents.
- **Records management and archiving**: E-Office provides an efficient system for managing and archiving official records and documents, ensuring that they are easily retrievable and securely stored for future reference.
- **Performance monitoring and reporting:** E-Office can provide real-time performance monitoring and reporting capabilities, allowing government officials to track progress on tasks, monitor turnaround times, and generate reports.
- **Resource optimization:** E-Office can help optimize the use of resources such as time, space, and manpower by reducing the need for physical movement of files and documents and streamlining administrative processes.
- **Security and access control**: E-Office provides a secure and controlled environment for storing and managing official files and documents, ensuring that only authorized personnel have access to sensitive information.
- **Disaster recovery and business continuity:** E-Office provides backup and disaster recovery systems to protect official files and documents in case of unforeseen events or system failures. This helps ensure business continuity and minimizes disruption to government operations.
- **Standardization and interoperability:** E-Office can help standardize administrative processes and ensure interoperability between different government departments and agencies, facilitating smoother communication and collaboration.

# 2. Section II - Getting Started with E-Office:

## 2.1. Installation SOP's:

Getting started with E-Office involves the following steps:

1. Access the E-Office web application via a URL/IP using required and compatible browser on the user's device(s)
2. Logging in to the app using the registered credentials
3. Setting up user profiles and access controls
4. Uploading existing files and documents to the app's electronic system
5. Updating and sharing files with relevant users
6. Storing files with proper references and following standard operating procedures for the electronic handling of official files and documents.

**Training and support may also be provided by the NITB or relevant authorities to help users adapt to the new digital workplace solution.

## 2.2. Standard Operating Procedures for Acquiring E-Office Web Version:

- The organization shall submit a formal request to NITB for acquiring E-office services.
- NITB shall request the organization to provide a focal person for the E-office project.
- The organization shall provide a designated focal person to liaise with NITB for the E-office project.
- NITB shall send a letter to the organization to confirm the connectivity status with NTC, which is mandatory for the smooth running of the E-office.
- NITB technical resources shall assess the technical requirements for the smooth running of the E-office.
- The organization shall share its organogram with NITB to enable the seamless integration of the E-office system with its organizational structure.
- The organization shall also provide a list of its employees, including their respective designations, to NITB for the proper configuration of the E-office system.

These SOPs are designed to ensure a structured and efficient process for the acquisition of the E-office web version, thereby enhancing the overall productivity and efficiency of the organization.

## 2.3. Installation Guidelines

1. Use the E-Office system only for official work and refrain from using it for personal purposes.
2. Follow standard operating procedures for electronic handling of official files and documents.
3. Ensure that user profiles and access controls are set up properly to prevent unauthorized access to sensitive information.
4. Be familiar with the features and functionalities of the E-Office app, such as file sharing, updating, and storage.
5. Keep the E-Office app updated to the latest version to ensure optimal performance and security.
6. Maintain backups of important files and documents stored in the E-Office system in case of unforeseen events or system failures.
7. Report any technical issues or system malfunctions to the relevant authorities promptly.
8. Attend any training or support sessions provided by the NITB or relevant authorities to enhance proficiency in using the E-Office system.
9. Keep passwords and login credentials secure and change them regularly.
10. Avoid sharing passwords or login credentials with unauthorized personnel.
11. Ensure that the device(s) used to access the E-Office app is secure and protected with anti-virus software and firewalls.
12. Only access the E-Office app from trusted networks or Wi-Fi connections.
13. Follow proper data privacy and security measures when handling sensitive or confidential information in the E-Office system.
14. Avoid downloading or installing unauthorized third-party software or apps that may compromise the security of the E-Office system.
15. Be mindful of the file size and format when uploading or sharing files in the E-Office system to avoid overloading the system.
16. Follow proper naming conventions and file structure when uploading and storing files in the E-Office system for easy retrieval and management.

## 2.4. How to Sign-in

Every user will be provided with a unique ID & password, which he/she will be required to select on accessing the e-Office application. After entering unique user ID, the user will be required to enter his/her password to enter into the system. Here user name and password will be authenticated from the system. This authentication will be done if entered user name and password matches with user name and password stored in the database.

Steps are as follows: -

1. Open e-office application.
2. Enter "user name"
3. Enter "password"
4. Click on "Sign In" button, As shown in figure (1.1)

## 2.5. Functional Area(s)

### 2.5.1. Add Noting

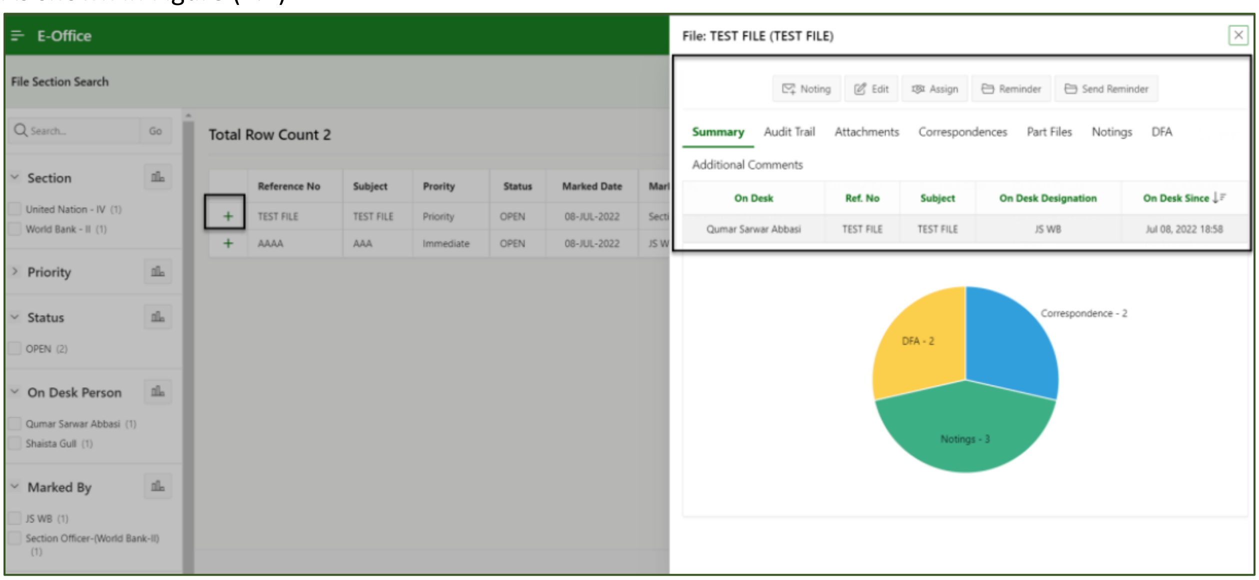
User can access noting screen from following paths from the E Office web version.
Dashboard > Click any of the tile> Select the envelope button from the records displayed in the queue.

User can also access noting screen from following screens.

1. Home >File Queue> Add noting
2. Home >Document Queue > Add noting
3. Home > Search Queue> Search noting

User can select any document or file from the search and click on the + button as highlighted, the details of the file open in a new pop-up screen.

As shown in Figure (1.2)



User can perform different actions from the expanded window and view different details. The options to add more information or modify the file are as follow:

- Noting – User can add noting to the selected file.
- Edit – User can edit/modify the file.
- Assign—User can re-assign or assign the file to another user.
- Reminder—User can set a reminder for this file.
- Send Reminder- User can send reminder to selected user/recipient.

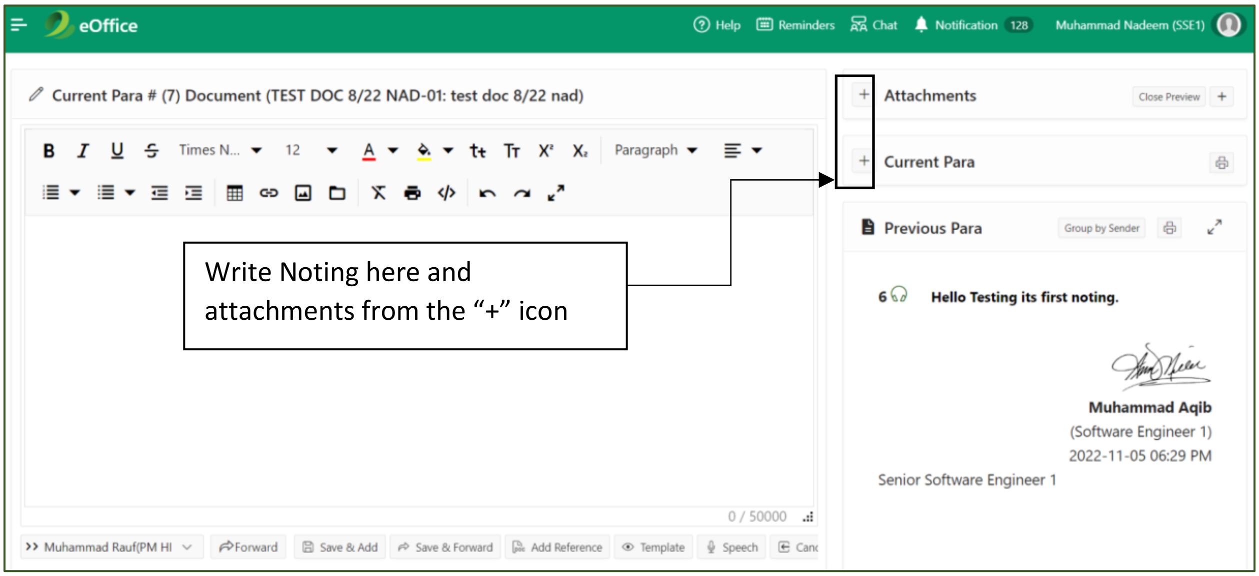
User can also view further details and actions that have been taken on the selected file. The information is shown as follow (Details available in the Dashboard Section):

- Summary
- Audit Trail
- Attachments
- Correspondence
- Part Files
- Noting
- DFA
- Additional Documents

### 2.5.2. Creating a Noting

User can click on noting button and a new screen opens as follow:

As shown in Figure (1.3)




In the header section of this screen user can see the file/document name for which the noting is being added. Also, privileged user can select the quick buttons that can be configured from user configurations.

## 2.6. Configuring quick button

User can add new noting quick button by configuring the following information.

a) **Button Label:** is the name of the quick button that will be displayed to the user on the noting screen.

b) **Noting Text:** is the information that would be displayed in the editor section once the button is clicked.

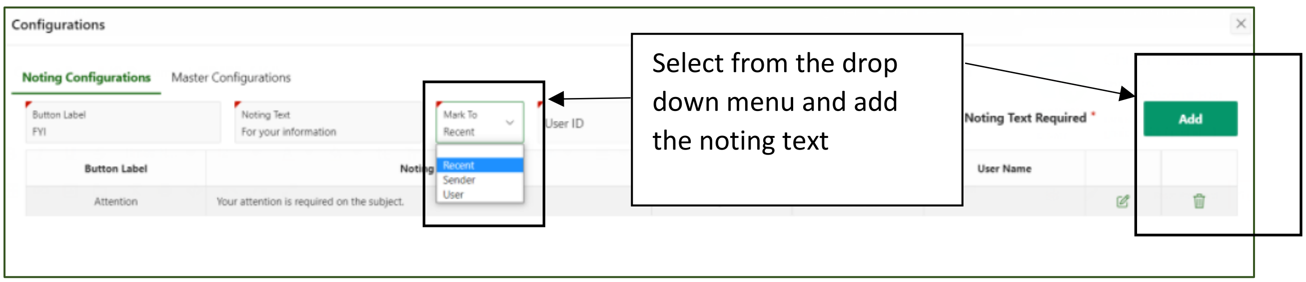
c) **Mark to**: has three options that are: Recent, Sender, User. If user selects sender the User ID dropdown will be enabled.

d) **User ID**: will be enabled when the mark to option is selected as user and all configured user(s) in e-office system will be available for selection from dropdown.

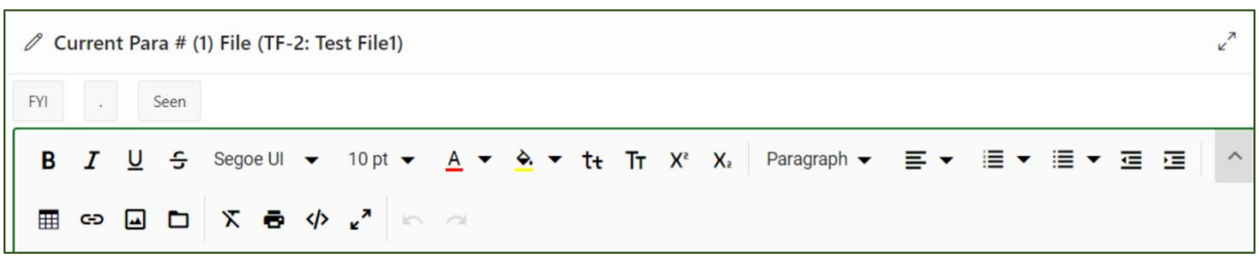
e) **Noting Text Required:** is a checkbox to configure if it is mandatory to provide text in noting text field.

f) **Add:** button is used to add the configuration in the E-Office system configuration.

Once clicked on settings button a new screen should open, user has to click on noting setting screen. As shown in figure (1.4) below:




Once clicked on any of the options than that text/information is automatically added to the noting.
As shown in figure (1.5) below:




User has the options to enter text in text editor along with different formatting options as shown above in the image.

On bottom of the screen user can see following options:

- List of User Names
- Forward Option
- Save & Add
- Save & Forward
- Add Reference

## 2.7. Forward

Once clicked on this button then the noting will be automatically forwarded to the user selected from the dropdown and a successful forward message will be displayed on the screen.

## 2.8. Save and Add

Once user clicks on save and add the noting that has been added gets added and saved to the file/document. It is also displayed in the current para section.

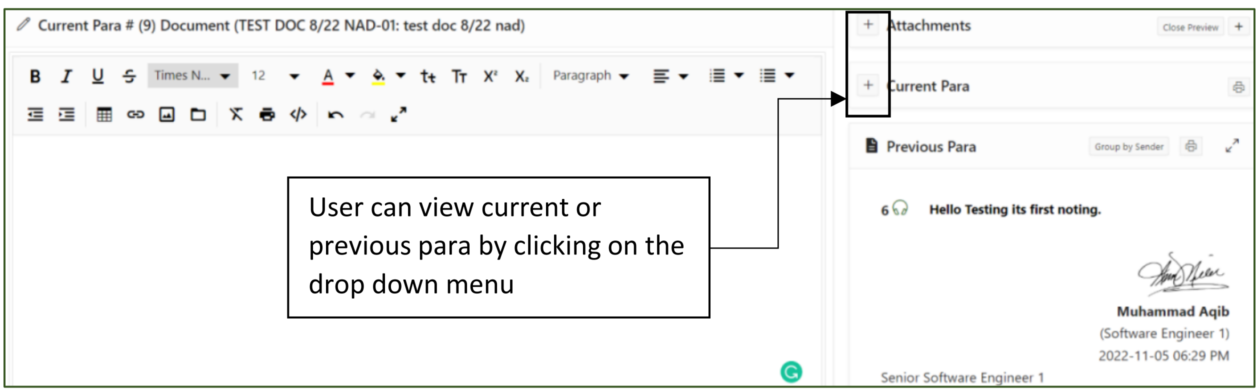
## 2.9. Save and Forward

On click of this button the noting is saved and forwarded to selected user at once.

## 2.10. Add Reference

On click of this button a new pop-up screen is opened and user has the option to add reference documents/attachments.

User can select the text and make it as link by clicking the add reference button and select the required noting from the window as shown in figure (1.6) below:




Once added the selected text becomes a link and whenever this noting opened or forwarded to the user, the link will open the attached item.

## 3.0. Speech

If user clicks on speech button, then user can use speech to text option to dictate the text to be added to noting.

## 3.1. Cancel

If clicked removes any information entered on screen and does not save any information as

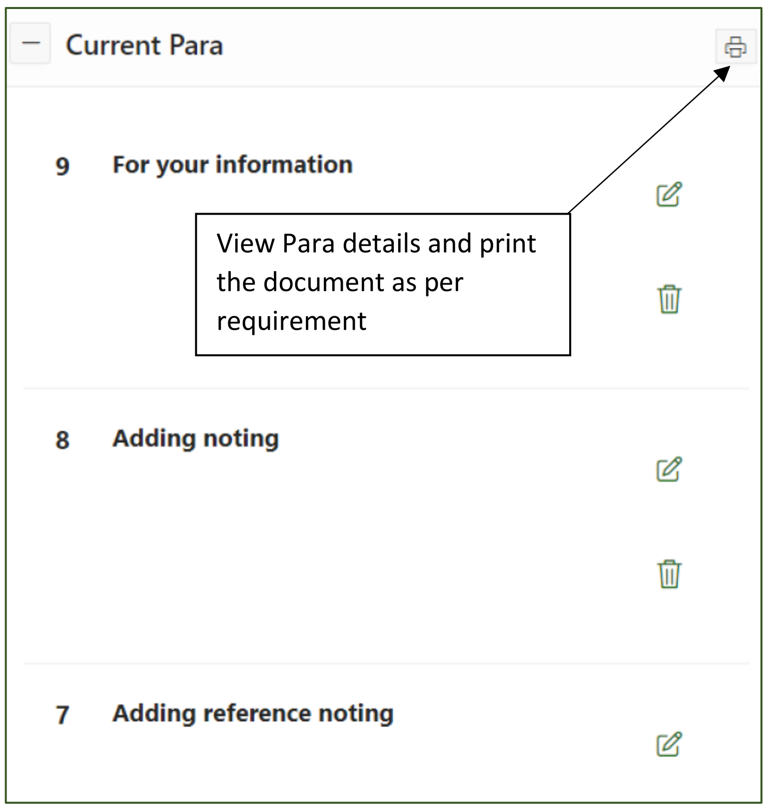
## 3.2. Attachments

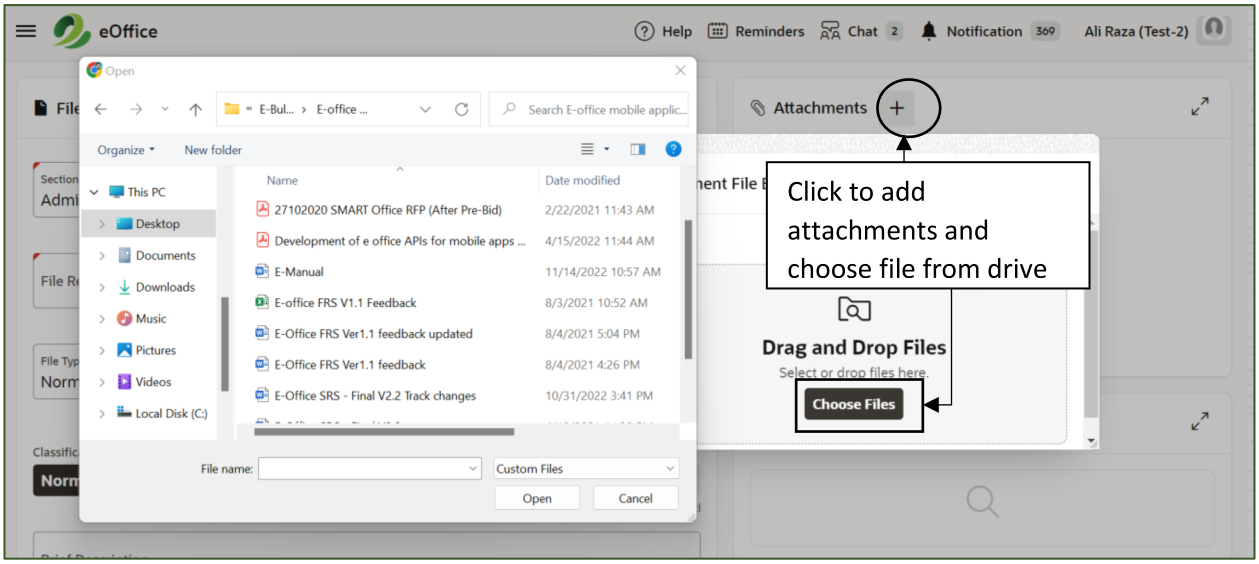
On right side of the screen user has the option to add attachments to the noting or add current para.

User can click on + button to browse and upload new document. User can also click on delete button to remove any the already uploaded attachments as shown in Figure (1.8).

## 3.3. Current Para

User can view current para details and also can edit / delete the current para, (before marking it to the next user level). Furthermore, user also has the option to print this information. System will show all the noting that have been currently added in the current para section as shown in Figure (1.7).





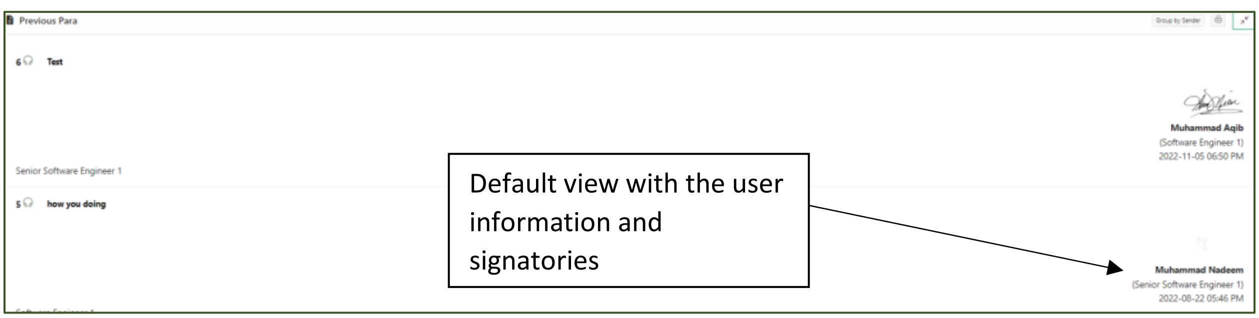

- User can edit the noting from current para section by clicking on edit button. The noting will open in editable text in editor for user to make changes.
- User can also delete the noting from current para section by clicking on delete button. Once clicked on delete button the noting will be removed.
- User can also print the noting from current para by clicking on print button.

## 3.4. Previous Para

User can view Previous Para in two ways i.e.,
**Group by Sender**: In this view user will be able to view the information based on sender details as shown in figure (1.9) below:

- User can also print the noting from previous para by clicking on print button and expand the window from the expand window option.


## 3.5. Default View




In this view user will be able to view the information in default view with user designation and their names as shown in figure (2.0) above

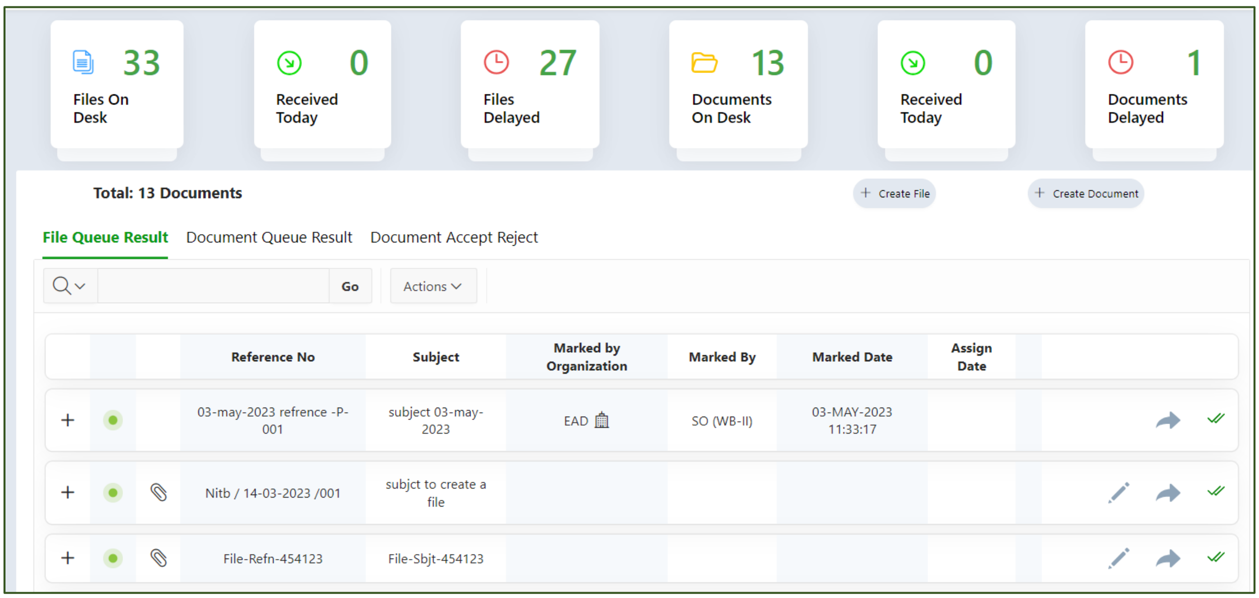
# 4. Section III - Dashboard Overview

As the user login to the E-Office web version, the user is routed to the dashboard which is also called the landing page.

The intuitive Dashboard depicts the following fields

## 4.1. Files Information

The user can view the file information by clicking on the “+” icon. All the information pertaining to the file will be visible once the user clicks on the icon as depicted in figure(2.1).




### a) File Detail

This field contains specific details about the file, such as its title, reference number, creation date, and any other relevant information that helps identify and categorize the file. See figure (2.2)

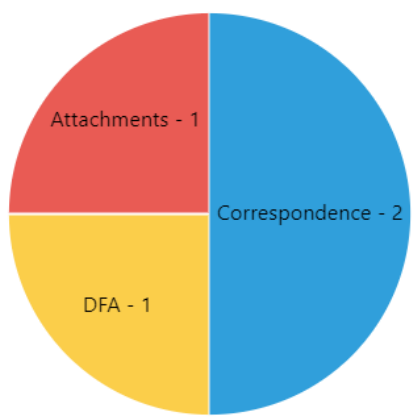
## File Information

File-Refn-454123 (File-Sbjt-454123)

Noting | Edit | Transfer | Assign | Close | Suspend File

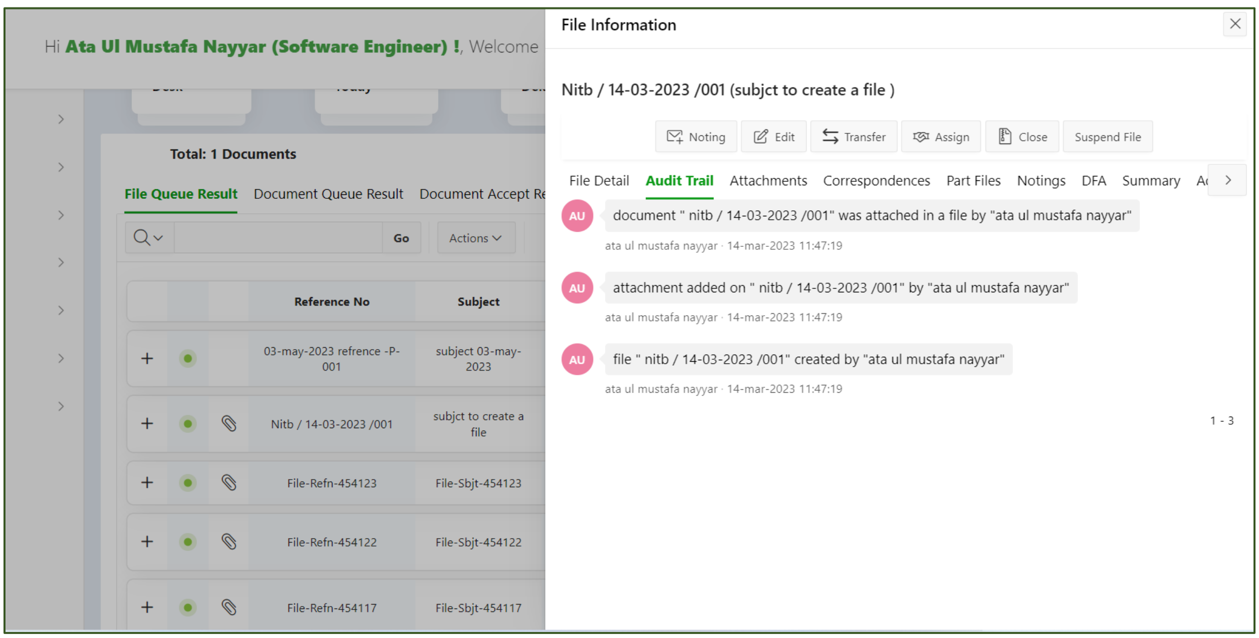
**File Detail** | Audit Trail | Attachments | Correspondences | Part Files | Notings | DFA | Summary

| On Desk | Ref. No | Subject | Creation Date | On Desk Designation | On Desk Since | Owner Designation |
|---|---|---|---|---|---|---|
| Ata ul Mustafa Nayyar | File-Refn-454123 | File-Sbjt-454123 | Mar 03, 2023 11:40 | Software Engineer | Mar 03, 2023 11:40 | Software Engineer |



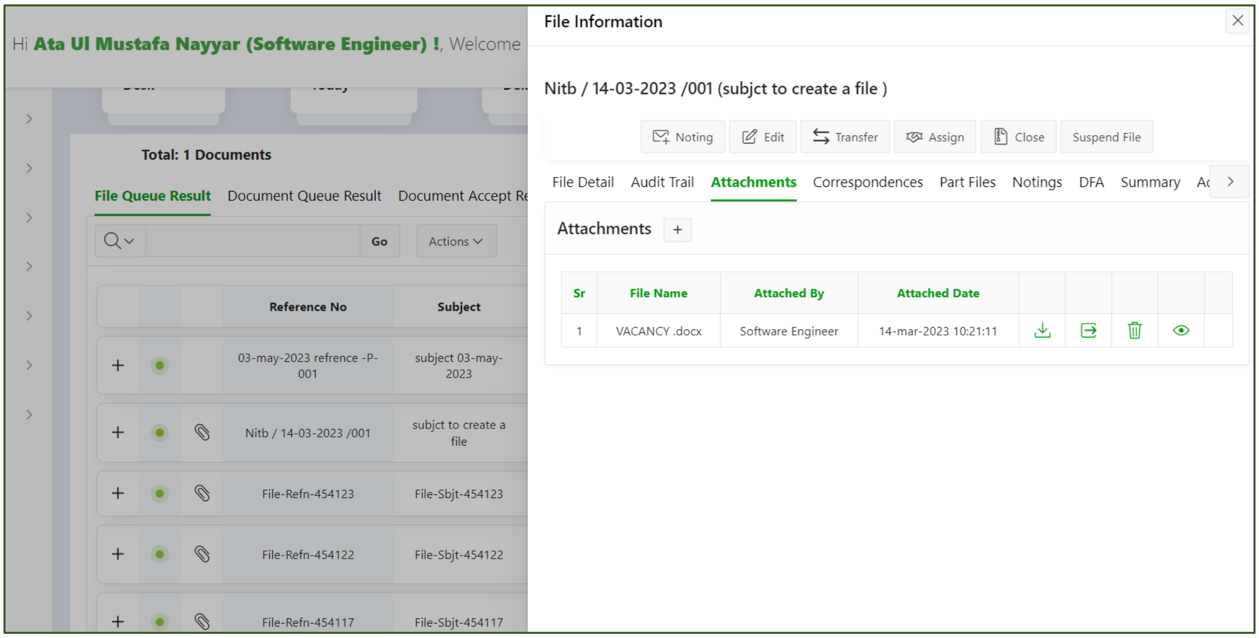
## b) Audit Trial

The audit trail field keeps track of the history and activities related to the file. It records information such as who accessed the file, when it was accessed, any modifications made, and other relevant actions taken throughout the file's lifecycle. The audit trail provides an important record for accountability and tracking purposes. See (Figure 2.3)



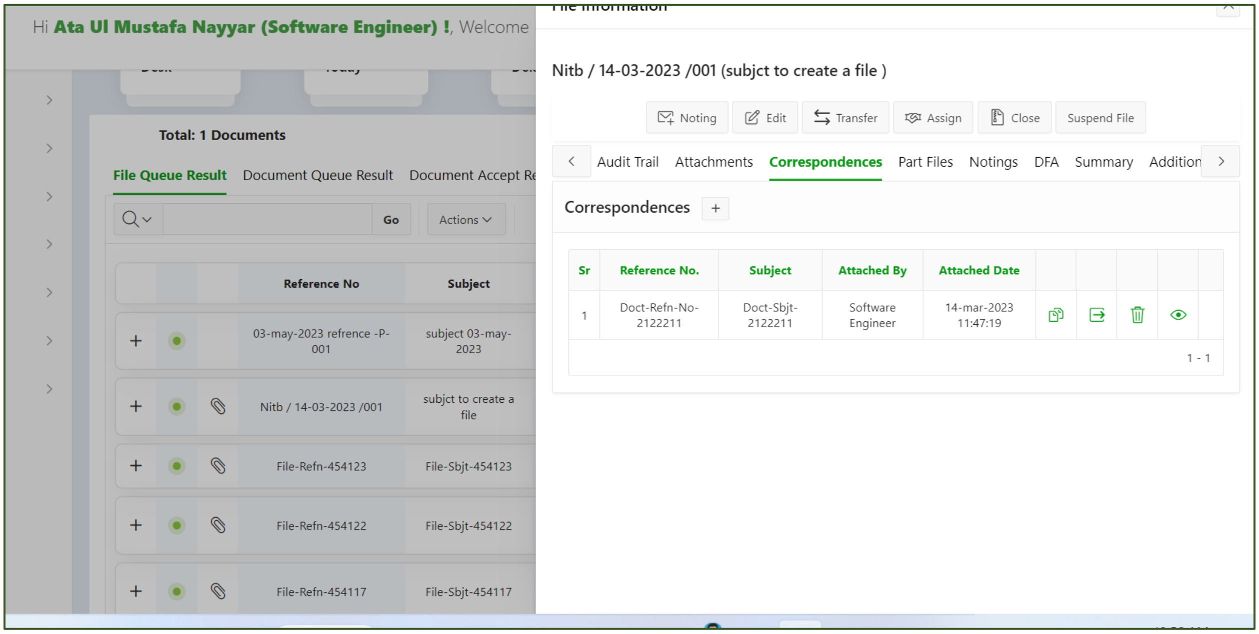

## c) Attachments

This field includes any additional files or documents that are attached to the main file. These attachments can be related reports, images, spreadsheets, or any other supporting materials that provide further context or information about the file. See Figure(2.4)



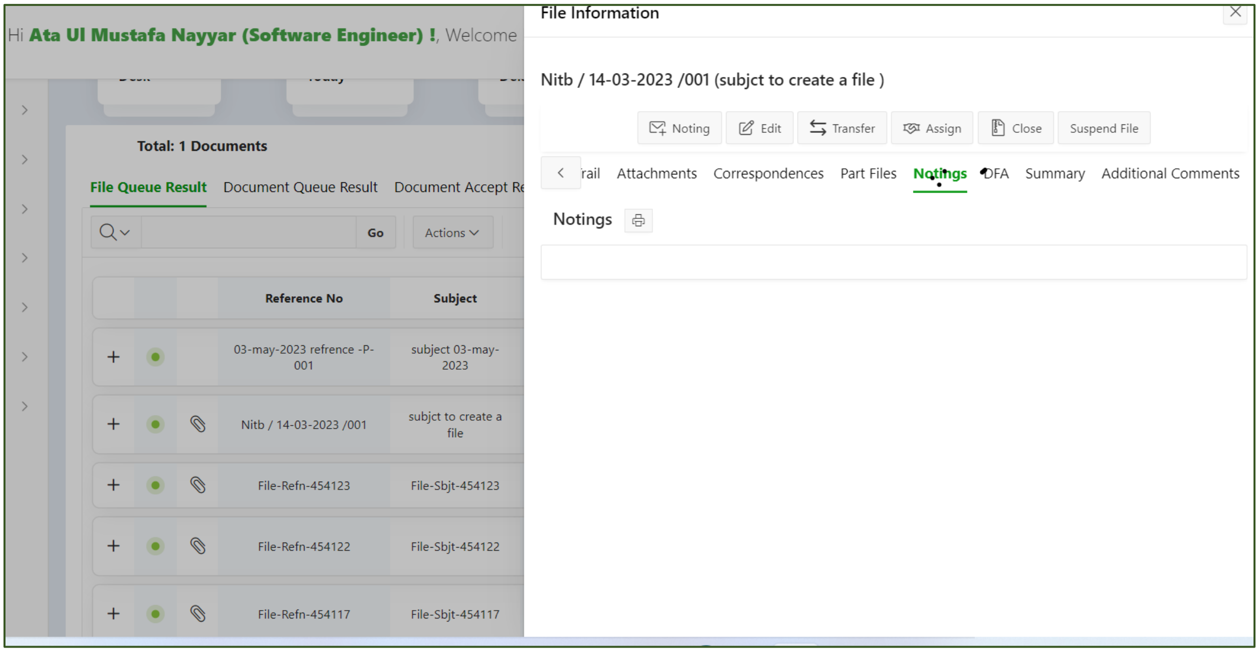

### d) Correspondences

Correspondences refer to any communications or exchanges related to the file. This field may contain emails, memos, letters, or other forms of communication that are relevant to the file. It helps to maintain a record of all the correspondence associated with the file. See Figure (2.5)




### e) Notings

Notings refer to any annotations, comments, or remarks made on the file by authorized individuals. These notations can provide additional insights, suggestions, or important information that is relevant to the content of the file. See Figure(2.6)

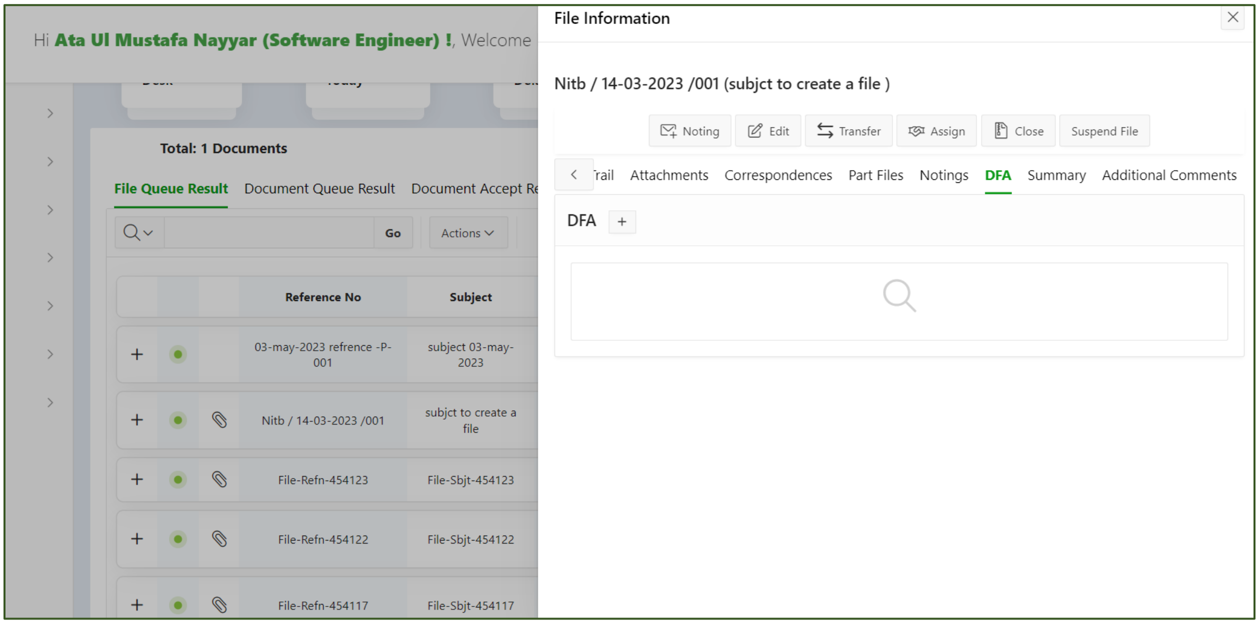



### f) Draft for Approval (DFA):

When a document or file is labeled as a DFA, it indicates that it is not yet ready for circulation or distribution to stakeholders or the intended audience. The DFA status implies that the content of the document is subject to revision, refinement, and approval by relevant individuals or authorities.

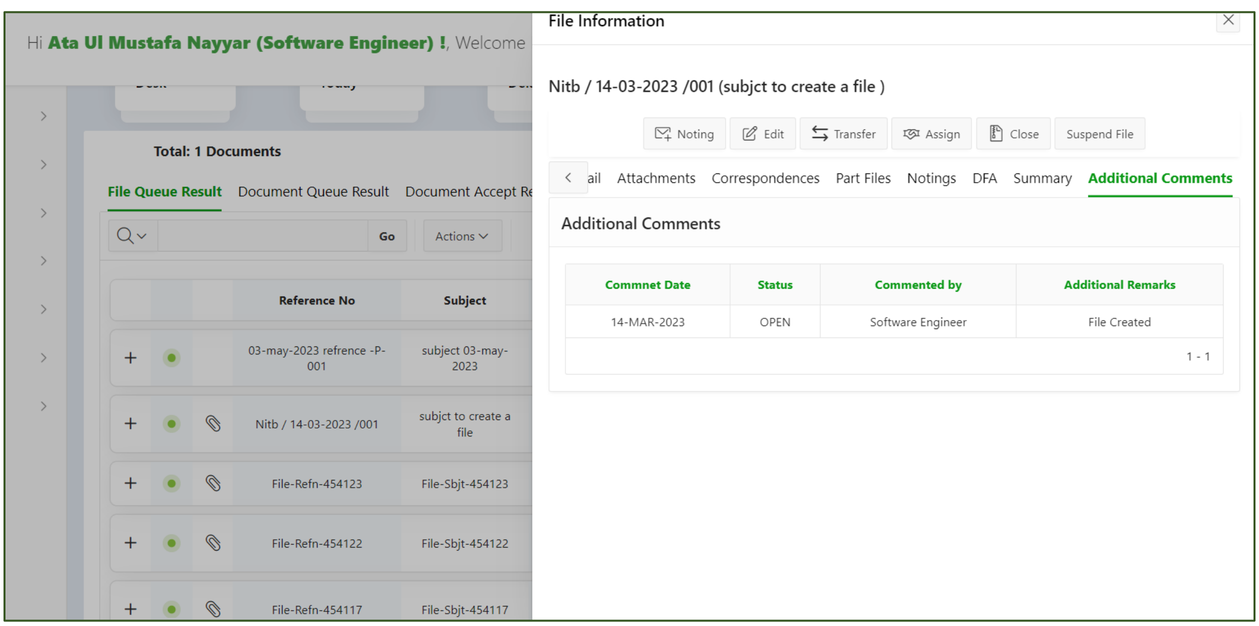
Typically, a DFA goes through a review process where designated reviewers provide feedback, suggest changes, and ensure that the content aligns with the desired standards, guidelines, or objectives. The review process may involve multiple iterations until the document meets the necessary criteria for approval.

DFA serves as an essential step in quality control and ensures that documents or files undergo thorough scrutiny and verification before they are considered final.Figure (2.7)




## g) Additional Comments

The additional comments field allows users or reviewers to include any extra remarks or observations that are pertinent to the file but do not fit within the predefined fields. It offers flexibility to capture important information or insights that may not have been covered in other sections. See Figure (2.8)



**Functinal Behavior of Documents:**

The functional behavior of "Classification" , " Priority " , " Categories" are as follow.

**Classification: -** See below the classification

**Normal: -** All officer of the section can view the file content, including support staff.

**Confidential: -** All officer of the section can view the file content, But Support staff should not be able to preview file content, if an officer marked the confidential file to support staff, support staff should Not be able to preview previous contents.

**Secret:-** The content of file should be visible to the person who marked the file, and the person to whom its marked. Support staff should not be able to preview.

**Top Secret:** - Only on the desk user can view its content. Owner/ Support staff should not be able to preview file content.

**Normal: -** Response time within 7 days.

**Priority:-** Response time within 5 days.

**Immediate: -** Response time within 3 days.

**Residence: -** Response time within same day.

**Note: -** If a file complete its active task circle and landed back to file initiator desk, the file imitator should have an option (Button, Checkbox) that the active task on file completed. file will Not be count as pending until next move.

Categories: -

A: - File will be permanently available, No one (Including owner) can delete it.

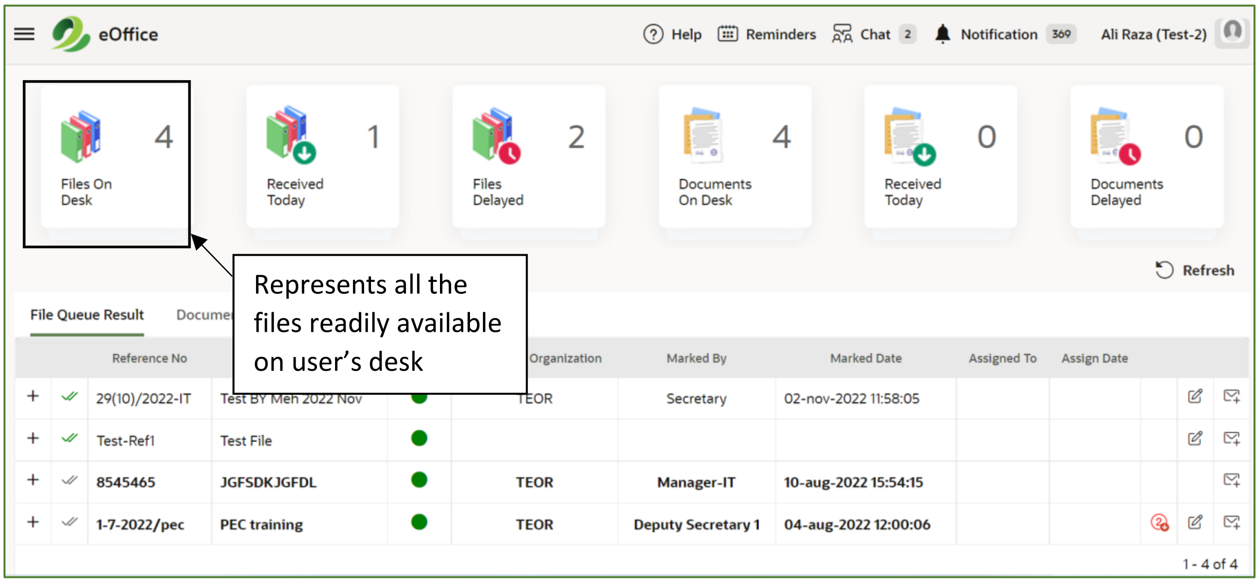
B: - The file tenure 25 years and above.

C: - The file tenure 10 years and above.

D: - The file tenure 3 years than will be destroyed.

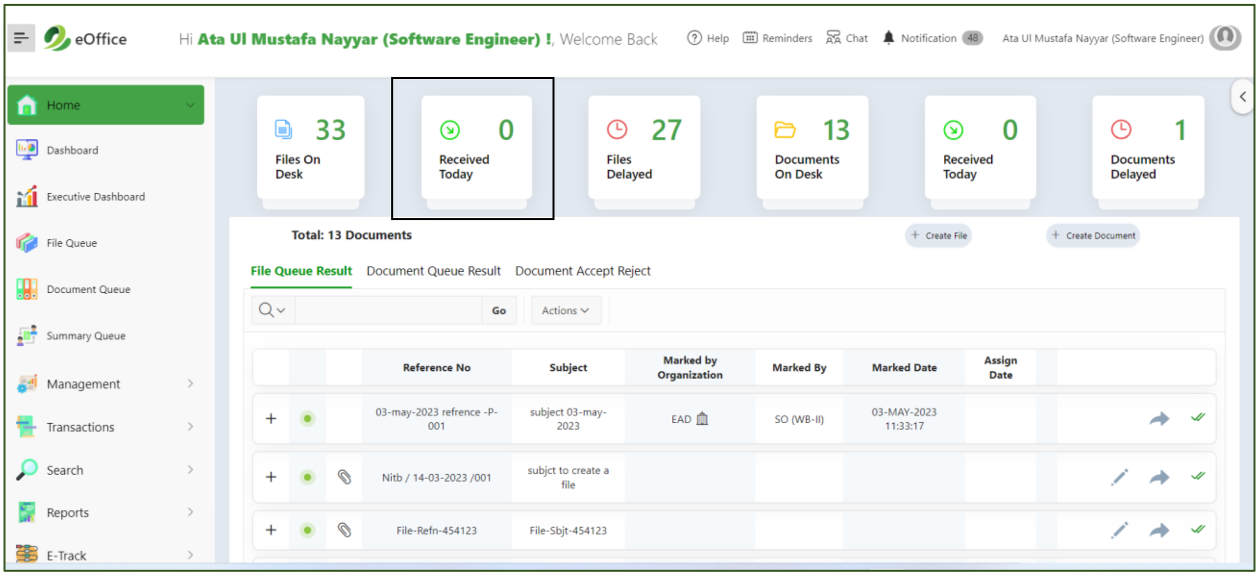
The Dashboard also elaborates on File Queue Results, Documents Queue Results, and whether the document is accepted or rejected. By clicking on the refresh button, the page can be refreshed again to view any incoming files. Notifications and reminders give popups to any new file or action required.

As shown in figure (3.0) below

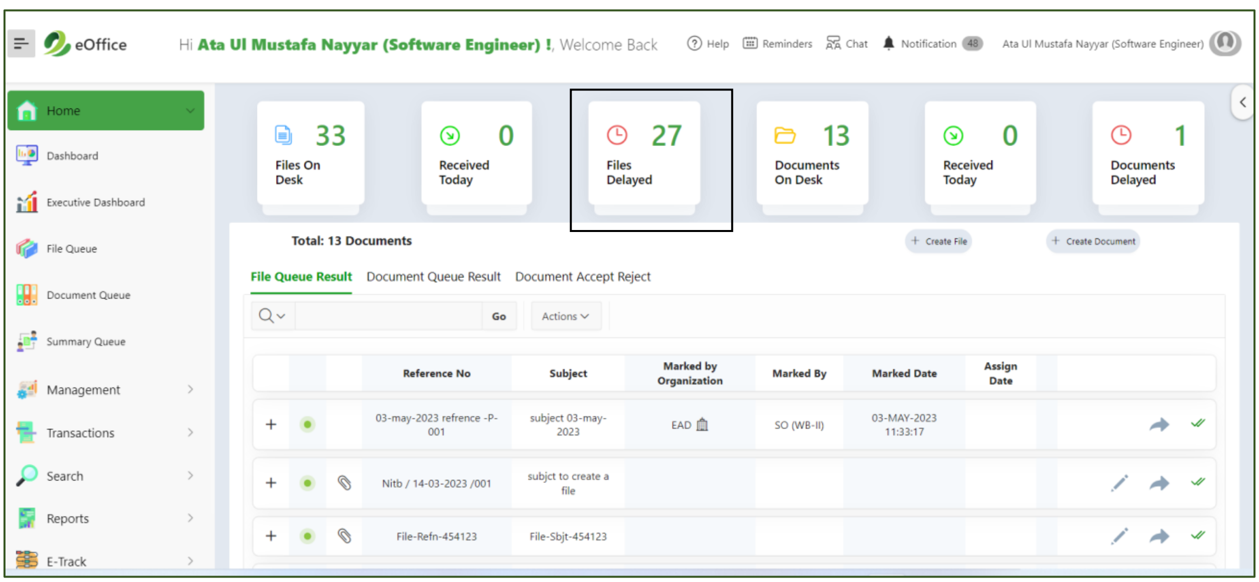



1. Received today

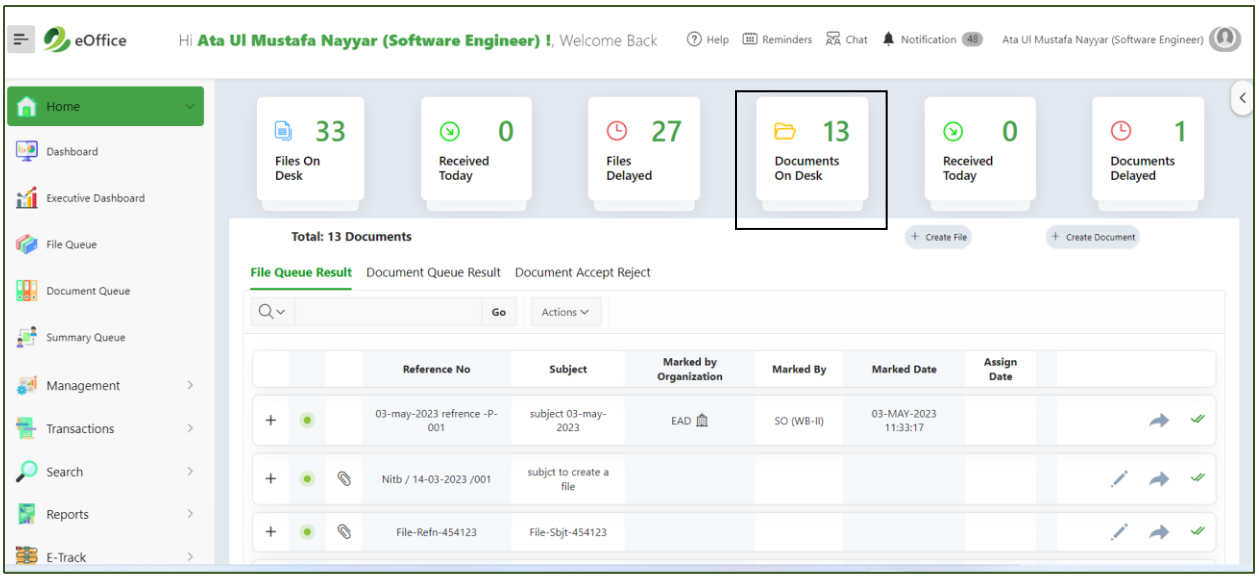
The received today field depicts all the files that are received by a user till date. User can click on the **"Received Today"** tile to view all the files. Figure (3.1)



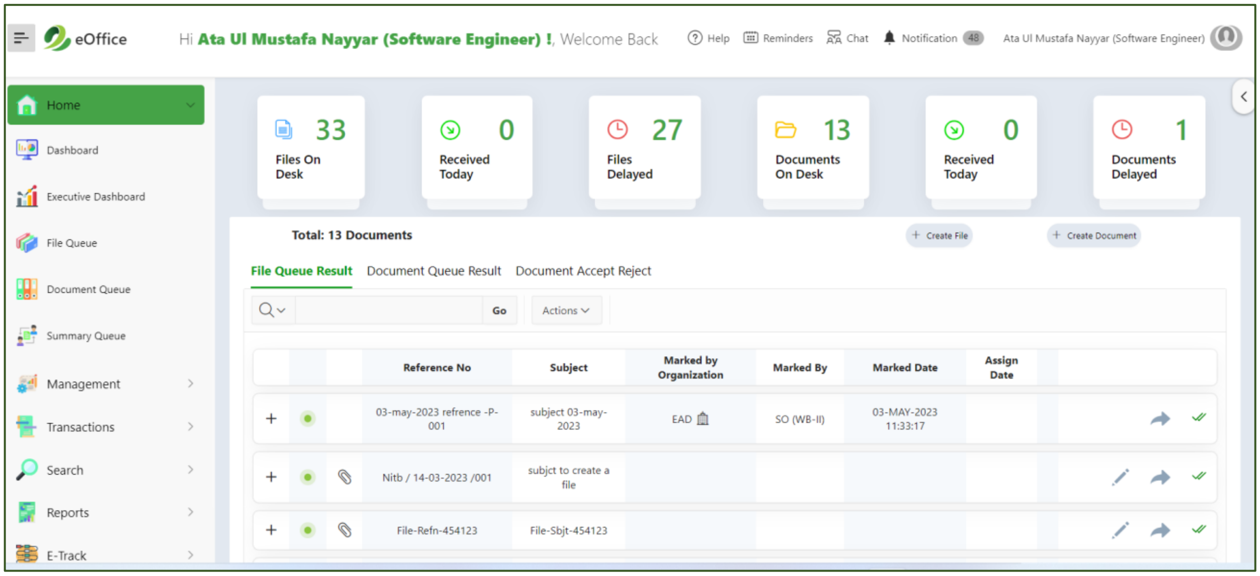

2. Files Delayed See Figure (3.2)



3. Document on Desk: This tile gives us information about the documents on the current users' desk .See Figure (3.3)



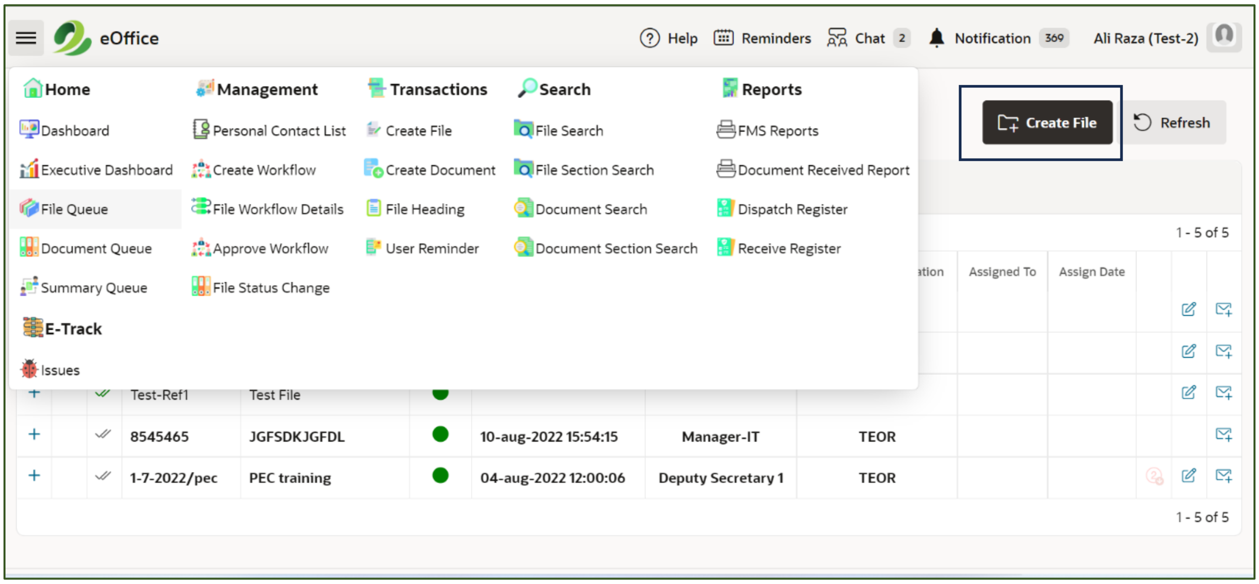

4. Documents Delayed: This file gives us information about the number of files delayed on the current users' desk.See Figure (3.4)



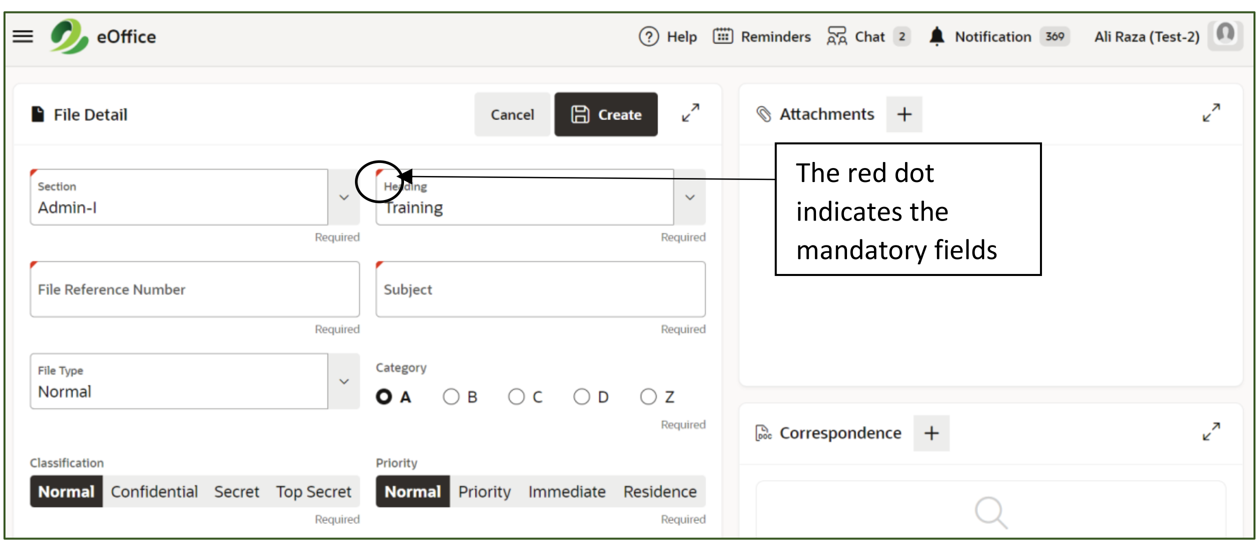

## 4.2. File Queue

The purpose of this feature to allow the user to view a list of all files along with their respective attributes such as, “Files created by me”, “Files on Desk , “ Worked by me” , “assigned to me”. “Merge. The user is also allowed to search for a specific file using the search section.

As shown in figure (3.5) below



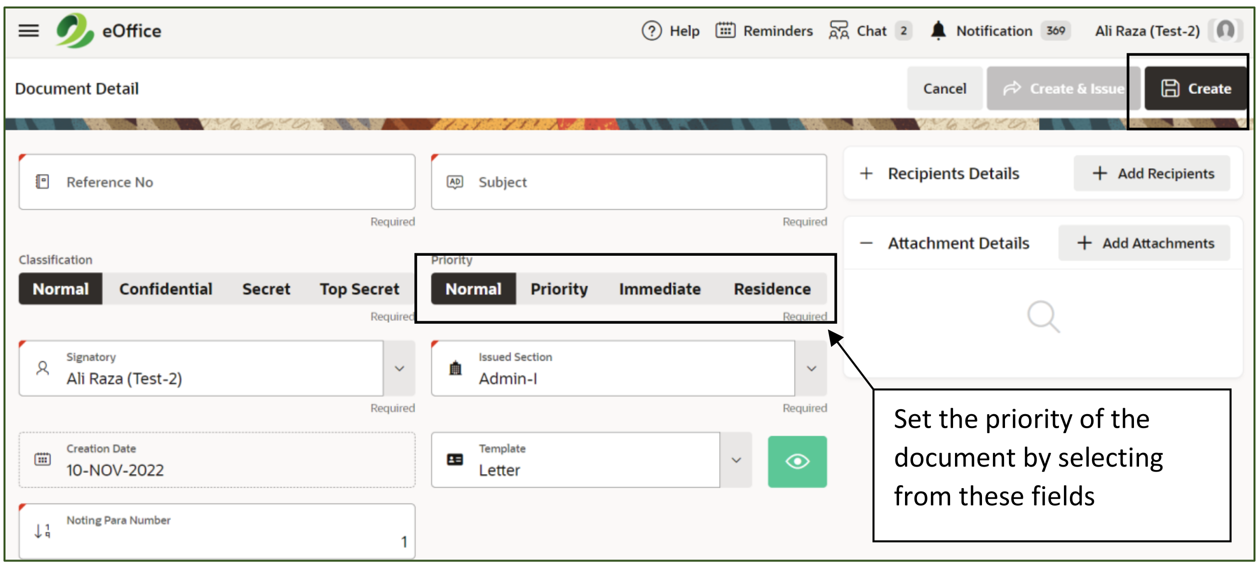

The fields with the red flags illustrate mandatory fields. Classification can be changed as per the document urgency. Attachments and correspondence can be added accordingly as shown in figure (3.6) below:



## 4.3. Document Queue

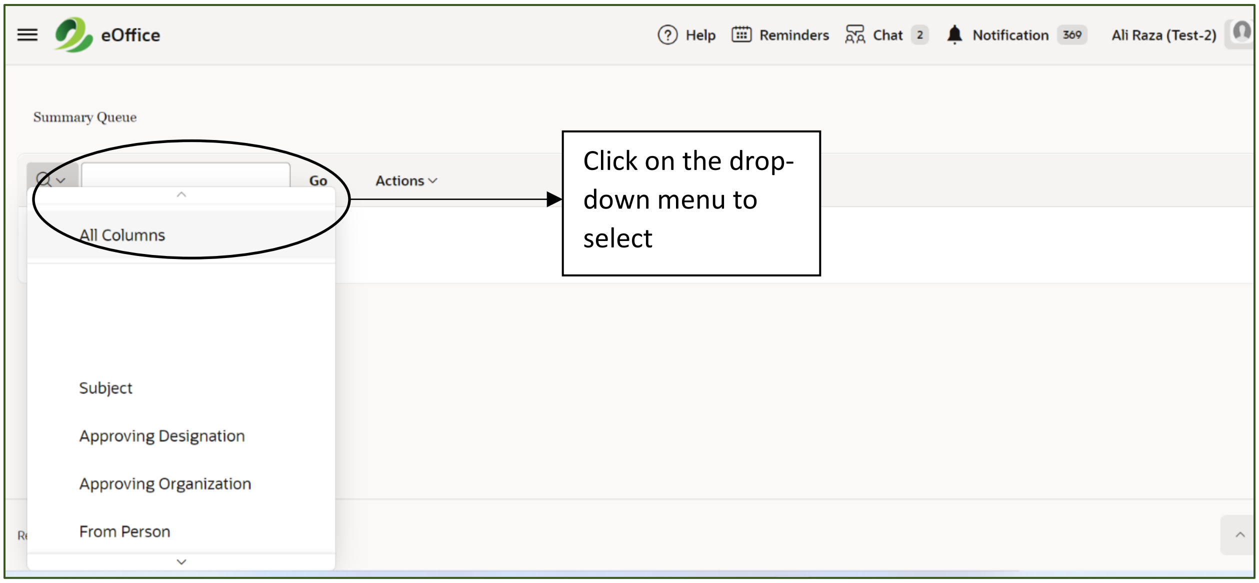
Users can access the Document Queue option in the following way.

By clicking on the menu on the left-hand side top corner. As shown in Figure (3.7)



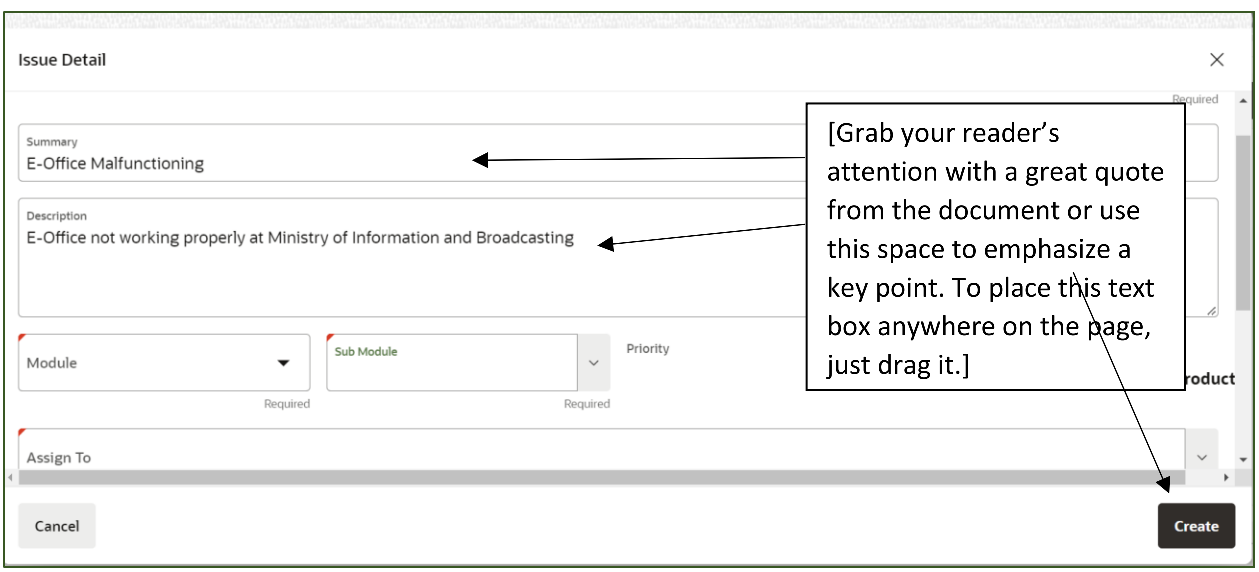

## 4.4. Summary Queue

Summary queue is a recently introduced feature that is only for the use of high dignitaries for the approval of certain time sensitive notifications such as traffic routes in case of emergency, Holidays due to Panic situations, natural disasters and catastrophes. Once approved from the approving Designation the notification will be appearing in the respective column as shown in Figure (3.8) below:




## 4.5. E-Track

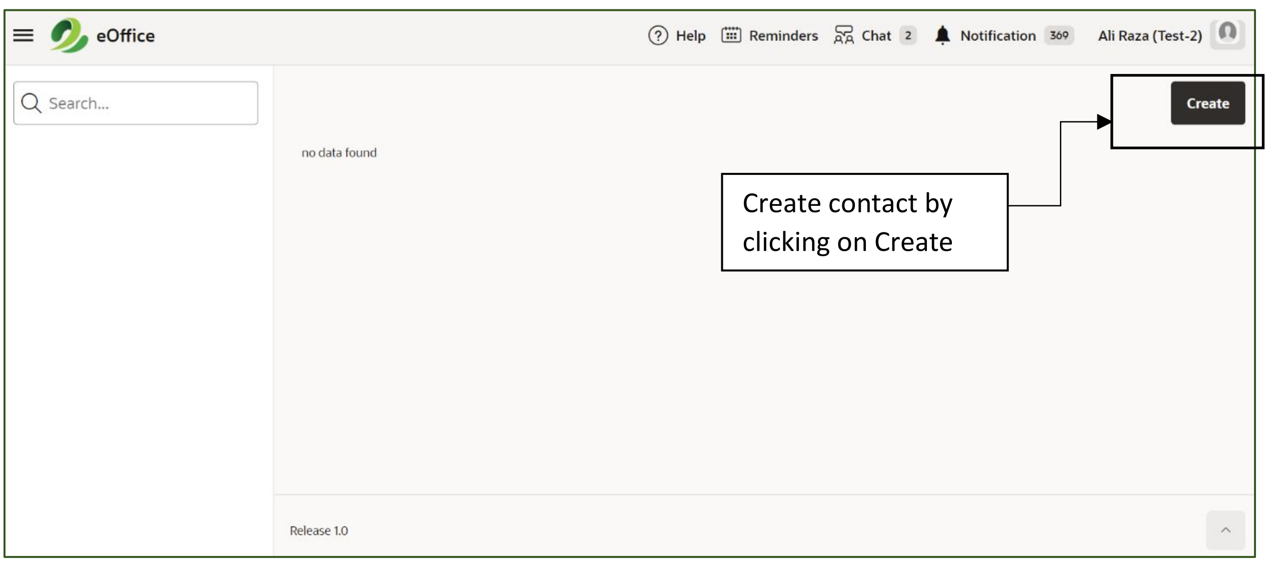
E-track is a useful tool to track bugs in an e-office environment. As e-offices rely heavily on software and electronic systems, bugs and glitches can sometimes arise. These issues can cause significant disruptions as shown in See Figure (3.9)



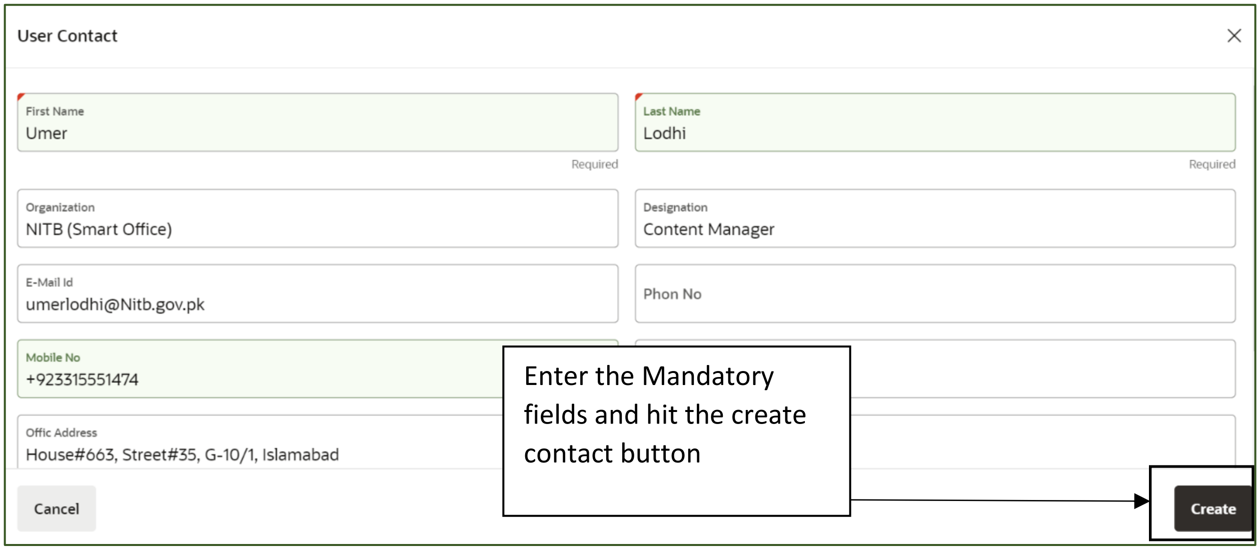
to work and productivity if left unresolved. E-track allows teams to report and track these bugs, ensuring that they are resolved efficiently and effectively. The Issues can be escalated accordingly.

### 4.6. Personal Contact List

Personal Contact list contains the list of all the employees that are added in the contact list for instant file transfer. New contact can be created by clicking on create tab as shown in Figure (4.0)



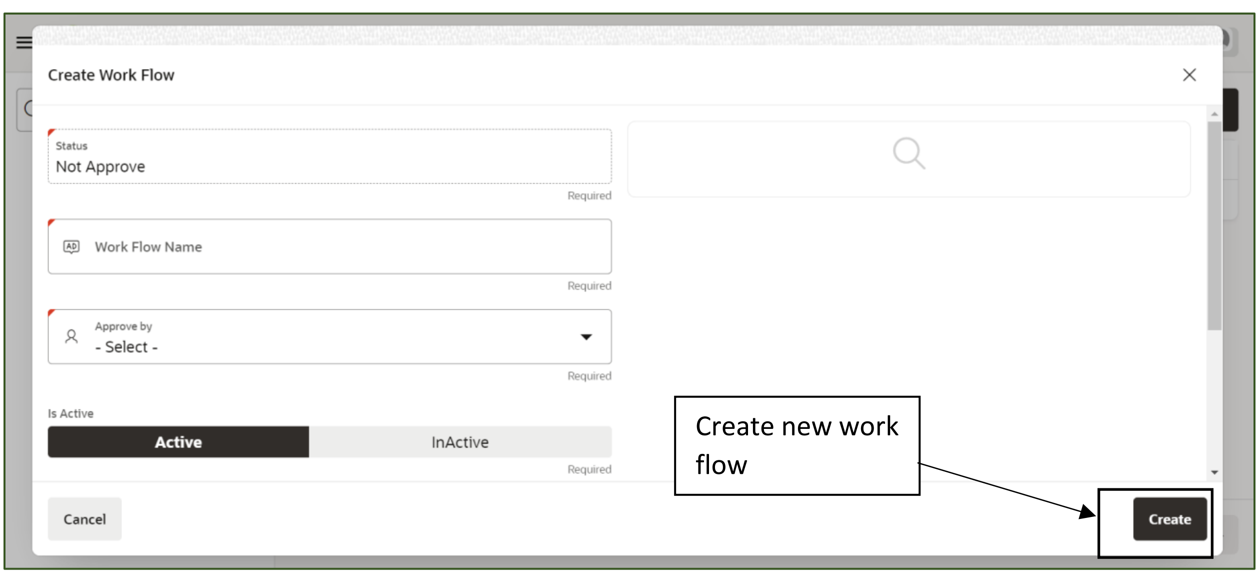
Enter the mandatory fields to create contact as shown in Figure (4.1).




## 4.7. Create Workflow

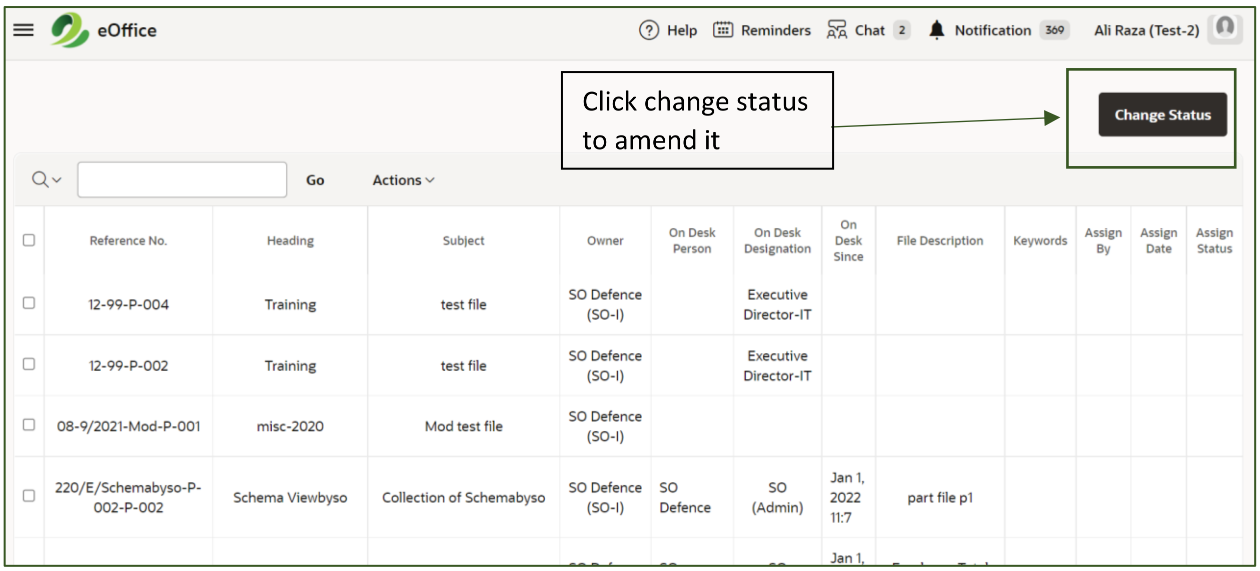
Workflow can be created as per the followed Hierarchy. Below mentioned is how a normal workflow looks like with the Fields like workflow ID, Name, state of the workflow, Status and the respective organization.

As shown in Figure (4.2)



## 4.8. File Change Status

File status can be changed by clicking on the change status tab as shown in Figure (4.3)



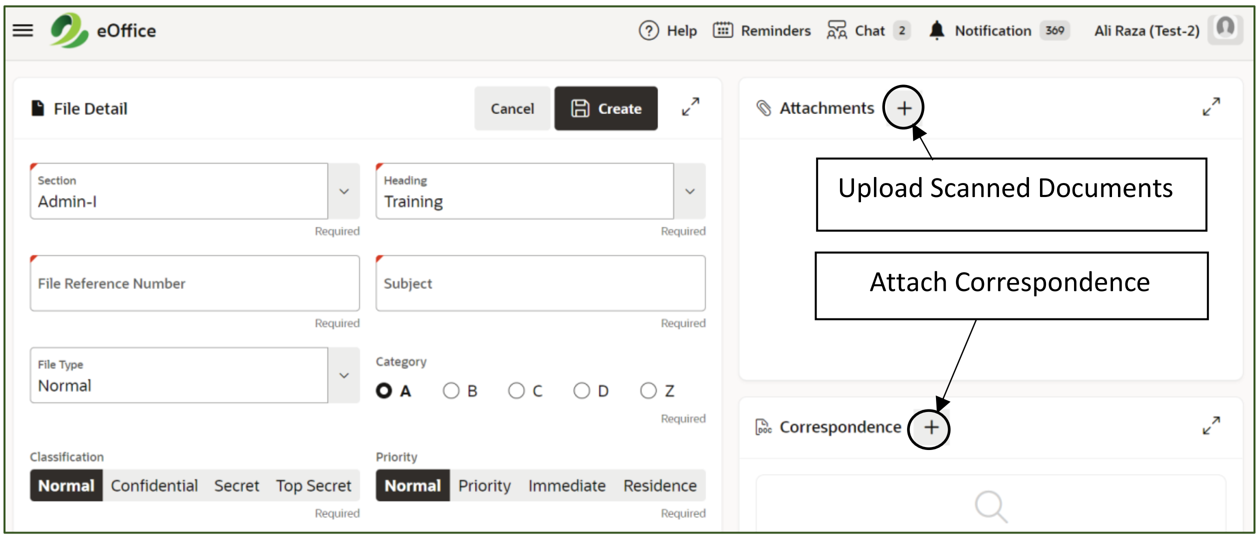

## 4.9. How to Create a File:

User will create a new file by using an interface. User will select File Head and will provide a unique reference number, Subject, select relevant fields for the file, The user has the option to define the keywords at the time of creation of the file, which would help to search the files later on.

Steps: -

1. Click on Management icon
2. Click on “Create File “Menu
3. Fill the relevant fields
4. Upload attachments
5. Add correspondence
6. Click on “Save” file Button.

As shown in the Figure (4.4) below.



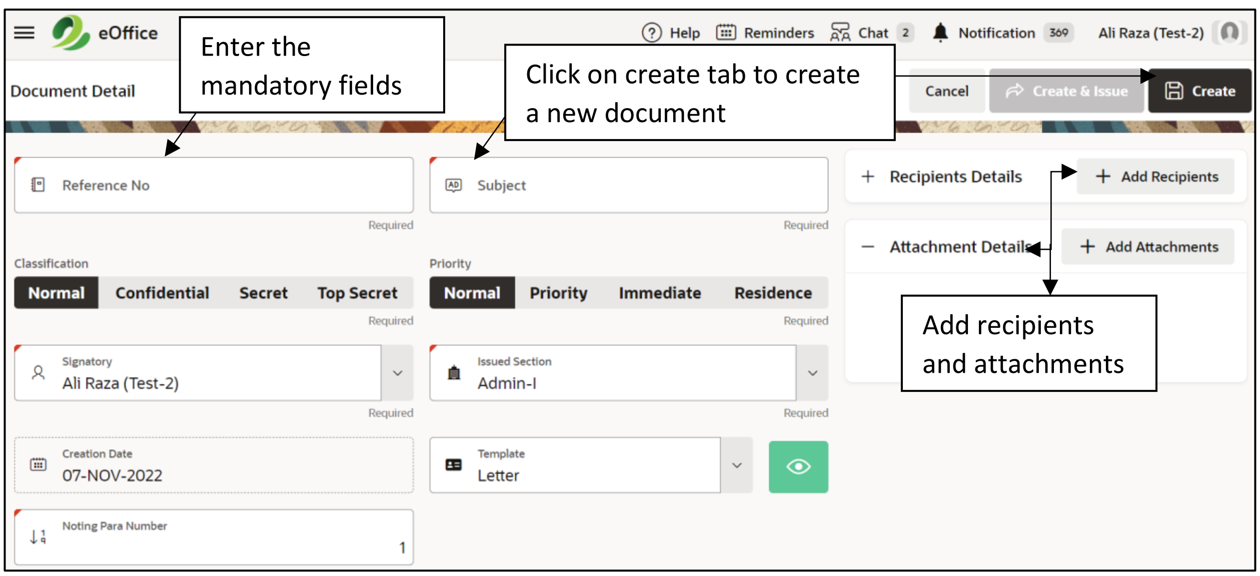

## 4.10. How to Create a Document

Users can add a new document. This document can be issued later internally or externally. It can also be added to file later. The user is able to enter basic information of the document, enter body for the document, select any existing template for the document, attach any other document to it and specify document recipients.

Steps: -

1. Click on “Create” icon
2. Enter the mandatory fields like “Reference number” and “Subject”
3. Fill Document information and select the relevant fields
4. Click on “+” Button to Upload / Attach documents
5. Add the relevant content details

As shown in Figure (4.5) below




## 4.11. File Heading

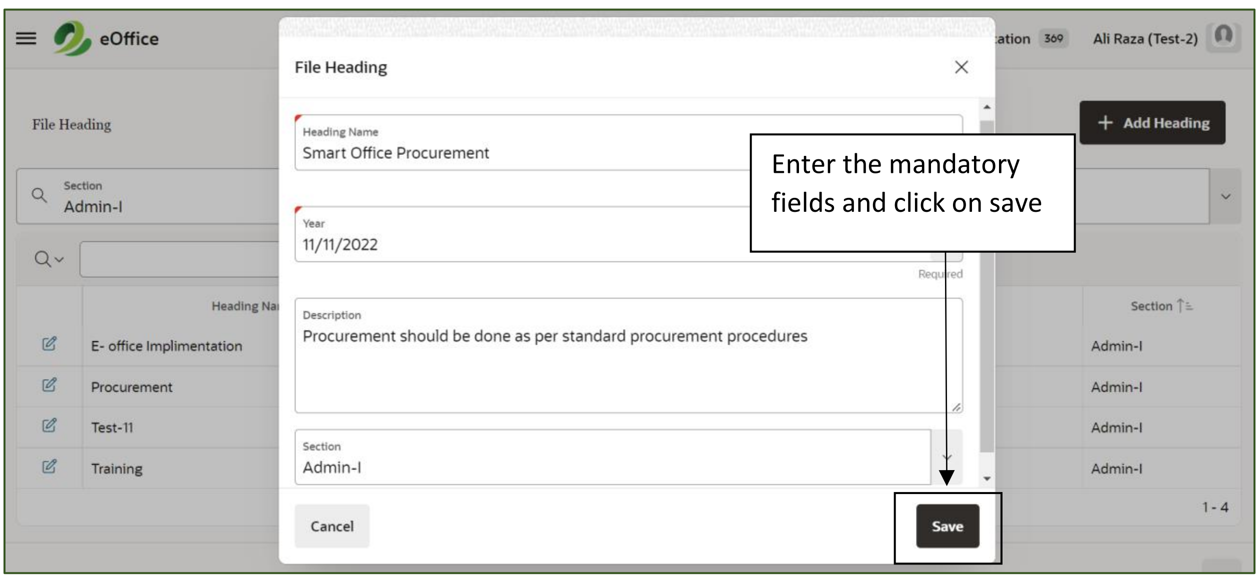
The purpose of this use case is to define the headings in each section. The headings for each section are defined by the Nominated User by taking into consideration the responsibilities that are given to each section by the Secretary.

Headings are defined on dated basis.

Steps :-

- Click on Management icon
- Click on “file heading”
- Select “Section”
- Click on “+” button.
- Enter “Head Name”.
- Enter “Head creation Date”
- Click on Save Button

As shown in Figure (4.6) below:



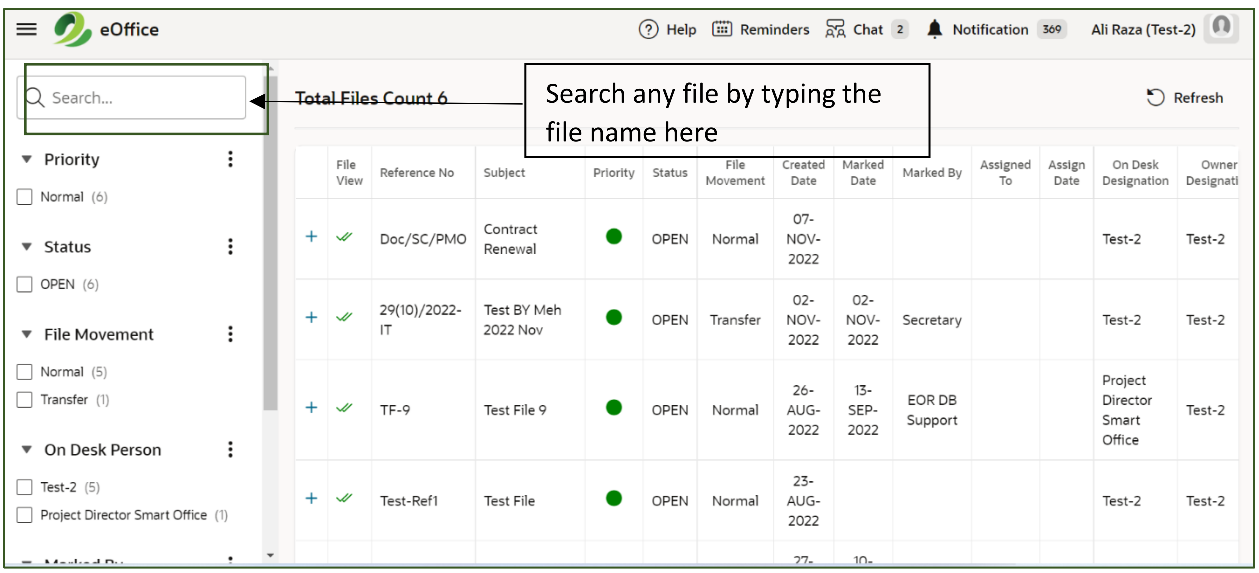

## 4.12. File Search

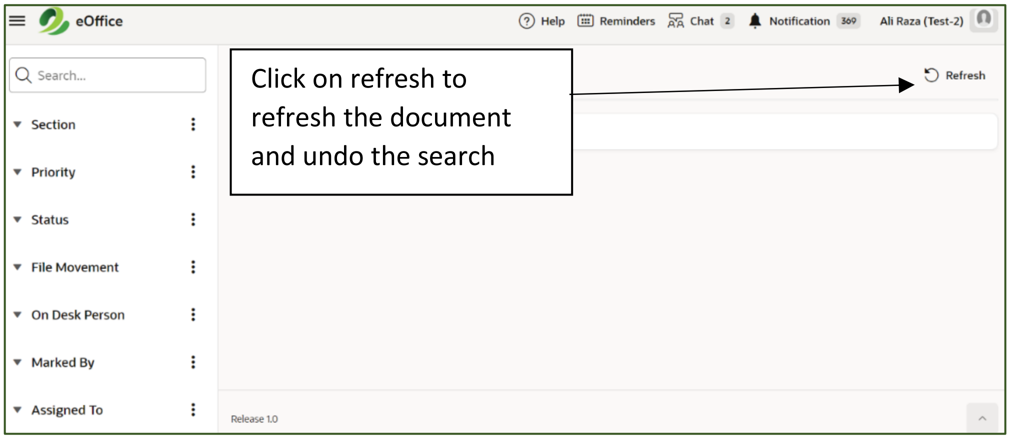
The purpose of this use case is to allow the user to view a list of all files along with their respective attributes such as, Reference no., Subject, Creation Date, On Desk, and Owner. The user is also allowed to search for a specific file using the search section. Authorized user will be provided with search function, which will help him in finding files. There will be different search options e.g., file subject, creation date, keywords, section. The system will allow the user to create dynamic search criteria by selecting fields for the search, value for each field in order to make the search flexible.

## 4.13. File Section Search

User will be provided with search function, which will help him/her in finding files. There will be different search options e.g., file subject, creation date, keywords, section.

As shown in Figure (4.7) and Figure (4.8) below



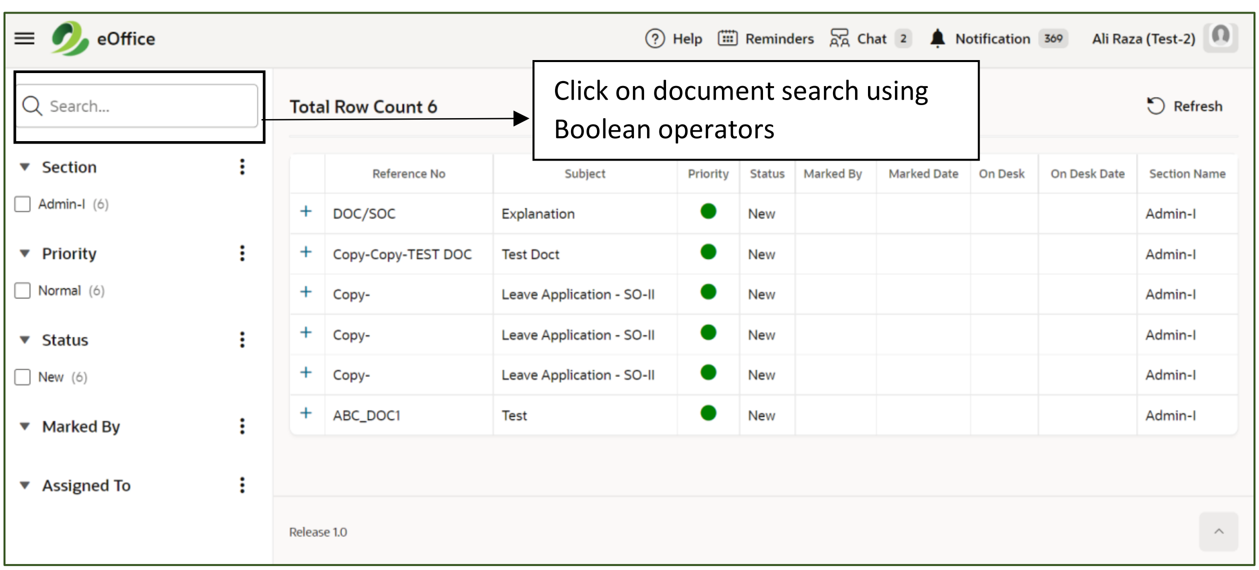



## 4.14. Document Search

User will be provided with document search function, which will help him in finding documents. He can search documents on the basis of a variety of fields, e.g., document reference no., subject, date. The system will allow the user to create dynamic search criteria by selecting fields for the search in simple and advance form by adding Boolean operators between fields.

## 4.15. Document Section Search

The system will allow the user to create dynamic search criteria by selecting fields for the search in simple and advance form by adding Boolean operators between fields as shown in Figure (4.9).



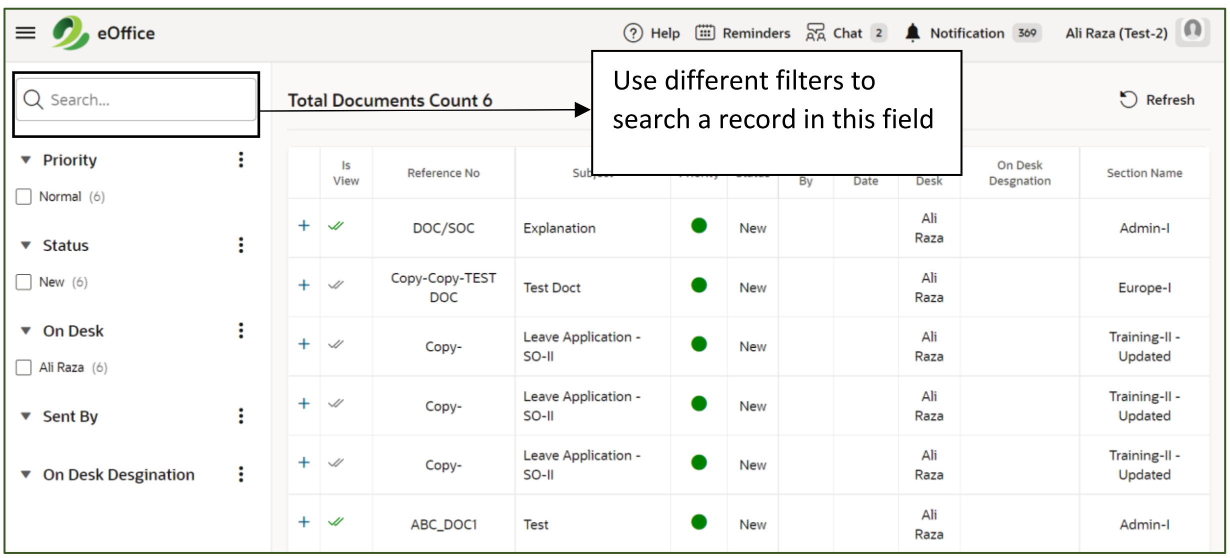
### 4.16. Dispatch Register

All documents and files to be dispatched to other offices are provided in a view to assist user in decision-making.

**Steps: -**

1. Click on "Search "Icon.
2. Click Filter
3. Filter the search by the relevant fields.
4. User can search a record.

As shown in figure (5.0)




### 4.17. Receive Register

All documents and files to be received in from other offices are provided in a view to assist user in decision-making.

All the user has to do is follow the following steps: -

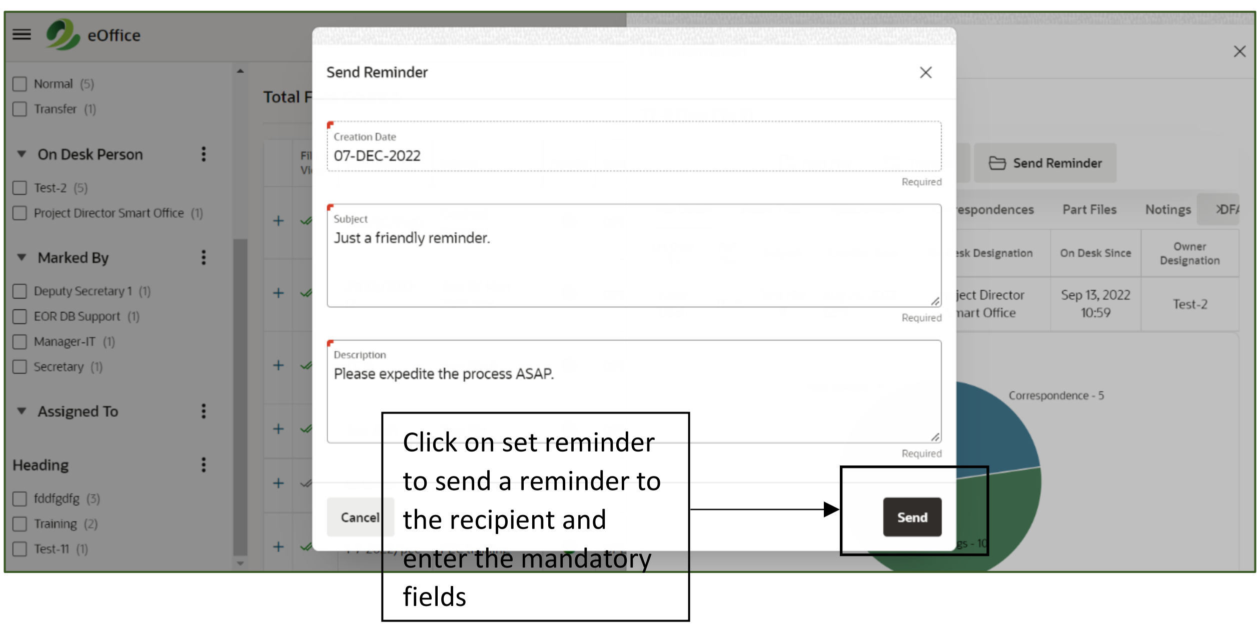
1. Click on “Search “Icon.
2. Filter the search by the relevant fields.
3. User can search a record.
4. User can also apply different filters to search a record.

### 4.18. E-Office Add on Features:

There are some features that have really enhanced the scalability of E-office new version and made it more intuitive. Apart from fast loading screens, good image resolution, flexible search options and filters, Bright and bold color schemes, push notifications, some new features have been introduced to make this portal more user friendly.

### 4.19. Reminders on Files/Documents

Reminders can be added on each File/Document to expedite the process as depicted in the Figure (5.2) below:

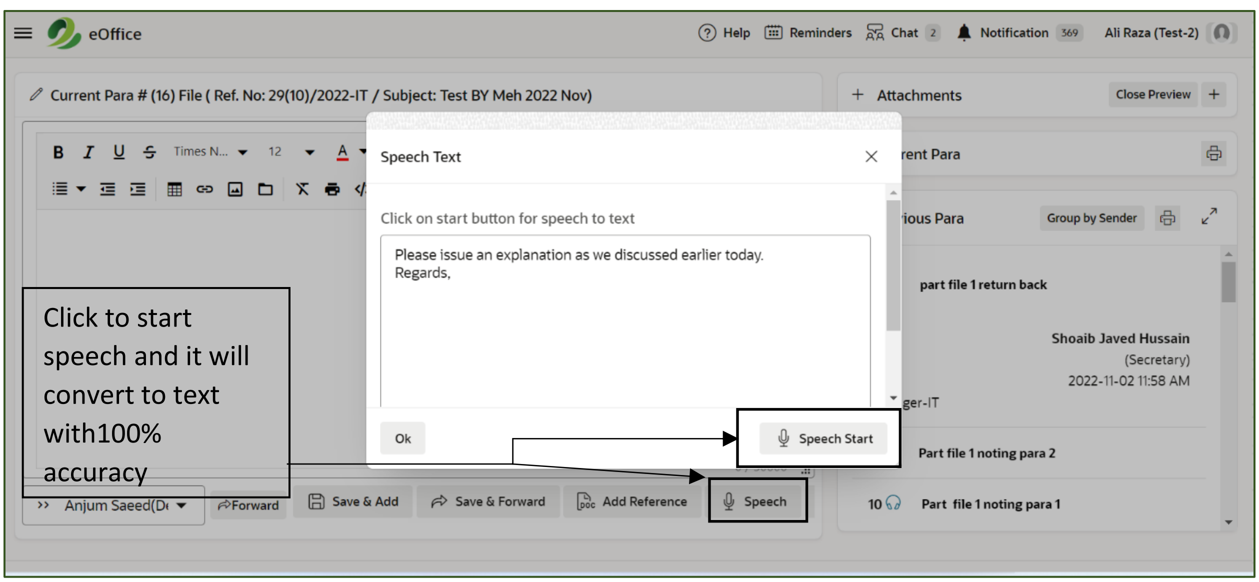


## 4.20. Speech Supported Noting

An exclusive speech to text feature has been introduced that instantly transforms any voice to 100% text once you have your audio transcribed, you can share your documents by email, Dropbox, and other apps. The web version doesn't limit the length of your documents. You can easily adjust formatting, edit them quickly, and share them on the most common recipients.

Moreover, the platform has solid voice formatting and editing options, including selecting words and sentences for deletion or editing.

As shown in the Figure (5.3) below:



## 5. Section IV - Trouble- shooting

The engineers in the E-office team are using systematic approach to problem-solving that is often used to find and correct issues with complex machines and contemporary software systems. The first step in most troubleshooting methods our team use is gathering information on the issue, such as an undesired behavior or a lack of expected functionality. Once the issue and how to reproduce it are understood, the next step is to eliminate unnecessary components to determine if the issue persists.

The primary objectives of troubleshooting are to figure out why something doesn't work as intended and provide a solution to resolve the issue.

Here are some points as a procedure for E-Office trouble shooting.

1. Identify the problem: The first step is to identify the problem. Determine what is causing the issue and gather as much information as possible about the problem.
2. Check for error messages: Check the E-Office platform for any error messages or notifications that may provide information about the issue.
3. Restart the system: Sometimes, simply restarting the system can resolve the issue. Try restarting the E-Office platform or the computer system and see if the problem persists.
4. Check the internet connection: E-Office platforms require a stable internet connection to function properly. Check the internet connection and make sure it is stable.
5. Clear cache and cookies: Clearing the cache and cookies of the web browser used to access the E-Office platform can sometimes resolve issues related to slow performance or errors.
6. Update the software: Ensure that the E-Office platform and any related software are up to date. Check for any available updates and install them if necessary.
7. Contact support: If the issue persists, contact the E-Office platform's customer support team for assistance. Provide as much information as possible about the problem and steps taken so far to resolve it.
8. Follow troubleshooting steps provided by the platform: E-Office platforms often provide troubleshooting steps for common issues. Check the platform's documentation or knowledge base for troubleshooting steps and follow them accordingly.
9. Try another device: If the issue is with a specific device, try accessing the E-Office platform from another device to determine if the issue is device-specific.
10. Backup data: If the issue cannot be resolved and data is at risk, backup any important data stored on the platform to avoid data loss.

## 6. Help Desk:

The support numbers are manned by knowledgeable staff who can offer technical guidance, answer queries, and troubleshoot problems concerning the E-Office system. They can also offer aid with activities like establishing user profiles, arranging the system, and organizing records.

Please note*

1. It is important to have the E-Office support numbers handy in case of any issues or questions that arise while using the platform.

2. Users should be prepared to provide detailed information about the problem or query so that the support team can provide effective and efficient assistance.

| Name | Designation | Phone number | Email |
|---|---|---|---|
| Farhad Shah | System Network Engineer | 0301-8326269 | Farhad.shah@nitb.gov.pk |
| Haider Rizvi | System Network Engineer | 0334-4158572 | Haider.rizvi@nitb.gov.pk |
| Ali Raza | Implementation Manager | 0311-6917760 | Ali.raza@nitb.gov.pk |
| Malik Obaid | Software Engineer | 0311-2537656 | Malik.obaid@nitb.gov.pk |

## 7. SECTION V:

## FAQ's

1. **What is an E-Office?**
   An E-Office is a digital platform that allows for the creation, processing, storage, and sharing of documents and information in an electronic format.

2. **What are the benefits of using an E-Office?**
   Using an E-Office offers several benefits, including increased efficiency, reduced paper waste, improved document security, and enhanced collaboration between team members.

3. **How does an E-Office work?**
   An E-Office typically includes various modules and features that allow users to create, edit, and share documents, manage tasks and workflows, and collaborate with colleagues in real-time.

4. **What kind of documents can be created and managed using an E-Office?**
   An E-Office can handle various types of documents, including word processing documents, spreadsheets, presentations, emails, and PDFs.

5. **Is it possible to integrate an E-Office with other software applications?**
   Yes, many E-Office platforms allow for integration with other software applications, such as CRM systems, HR systems, and project management tools.

6. **Is it possible to customize an E-Office to fit specific business needs?**
   Yes, many E-Office platforms offer customization options, allowing businesses to tailor the platform to their specific needs and requirements.

7. **What kind of security measures are in place to protect data in an E-Office?**
   E-Office platforms typically include various security measures, such as encryption, access controls, and audit trails, to protect data from unauthorized access or breaches.

8. **What kind of training and support is available for users of an E-Office?**
   Many E-Office platforms offer training and support resources, including user guides, online tutorials, and customer support services, to help users get started and resolve any issues they may encounter.

11. **Can I access an E-Office on my mobile device?**
    Many E-Office platforms offer mobile apps, allowing users to access and work on documents from their mobile devices.

12. **Can multiple users work on the same document simultaneously in an E-Office?**
    Yes, many E-Office platforms offer real-time collaboration features, allowing multiple users to work on the same document simultaneously.

13. **Can I upload existing documents into an E-Office?**
    Yes, most E-Office platforms allow users to upload existing documents into the platform for storage and management.

14. **Can I download documents from an E-Office?**
    Yes, users can usually download documents from an E-Office platform for offline access.

15. **Can I share documents with external users using an E-Office?**
    Yes, many E-Office platforms offer sharing and collaboration features that allow users to share documents with external users, such as clients or vendors.

16. **How do I manage my tasks and to-do lists in an E-Office?**
    Many E-Office platforms offer task management and to-do list features that allow users to create, assign, and track tasks and deadlines.

17. **Can I customize the layout and design of an E-Office platform?**
    Many E-Office platforms offer customization options for the platform's layout and design, allowing users to tailor the platform to their preferences.

18. **Is it possible to automate certain tasks and workflows in an E-Office?**
    Yes, many E-Office platforms offer automation features, allowing users to automate repetitive tasks and workflows to improve efficiency and productivity.

19. **How do I backup and restore data in an E-Office?**
    Most E-Office platforms offer backup and restore options, allowing users to back up their data and restore it in case of data loss or system failure.

20. **Can I integrate my email with an E-Office platform?**
    Yes, many E-Office platforms offer email integration features, allowing users to manage their email directly from the platform.