eOffice Dos & Don'ts

S No	Dos	Don'ts
1	**Browsers:** Internet Explorer and *Mozilla Firefox* only.	Do not use Google Chrome, safari etc.
2	**Operating System:** Windows 7 or above version and Macintosh (Apple OS)	Do not use Windows XP, Linux, ubuntu Operating Systems.
3	**Login ID:** While logging to eofficewebsite use only Username (Eg: srinivas-ap)	Do not add domain name while logging to eOffice(Eg: @ap.gov.in or gov.in)
4	**Tappal :**Should only be scanned in PDF format.	Name the PDF document should not contain dot (.)
5	**DSC Settings:** select onlysigning option in Preferences under Settings immediately after registering the DSC.	If selected other thansigning option"**Authentication or Both"** in DSC settings then DSC is required for Logging to eoffice.
6	**Sign& Send:** must Connect theDSC Token to laptop or Desk top while sending the file along with Green Note and While Signing on Draft.	Don't use tab or mobile for signature
7	Update the "Java JRE" if there is a Security Update pop-up, if required check the version updates manually.	Don't use out dated version of Java JRE .
8	Check the Digital Signature Drives in the System, if not download and install from the official website (www.e-mudhra.com)	In the absence of Software drivers in the system the Digital Signature will not work.
9	Wrong entry of passwords in Digital Signature for more than 8 times may lead to Lock.	In case of Digital Signature Lock don't try or attempt to unlock the same as it may lead to Certificate Corruption/Deletion. Contact IT Department or Technical Associate immediately for further assistance.
10	Update the Operating system when there is a Security Update pop-up, if required set to Automatic Update in Settings.	Outdated Operating System may lead to improper or Slow Loading of eOffice website.
11	Check the System Time, if required Set the System time manually and check the option "Set Time Automatically" in PC Settings.If System time is wrong or not in sync with the IST (India	

	Standard Time) the same as eOffice server time, may lead to Digital Signature Issues while signing the Draft.	
12	While using the Noting, Draft part directly type in the endorsement in the available editor. If there is a predefined format in the system then paste the same content using the option "Paste From Word" in the editor available.	Don't copy and paste the Content directly from the Predefined format into Noting/Draft as this may lead to Improper Alignment, Font Family, Tables issues due to incompatibility between Microsoft Office and Open Editor (in eOffice).
13	Save the Draft by clicking the option "SAVE" available.If "SAVE" option is not clicked in Draft then Draft will get deleted after exiting File.	
14	Digital Signature is to be used only for Digitally Signing the File/Draft.	Don't try to Format the Digital Signature and/or use it as External Storage as this may lead to Certificate Corruption/Deletion.