

Office®



Windows 3.11/Windows 95/Windows NT

User's Handbook

eOffice[®] Intranet for

Windows 3.11/Windows 95/Windows NT

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C O N T E N T S

Quickstart

Chapter 1 About eOffice Intranet

Why Direct-Dial?	1-1
Why not use the Public Internet?	1-2
Interception	1-2
Disk-drive exposure	1-2
Monitoring	1-3
Reliability Issues	1-3
How eOffice protects your sensitive communications	1-4

Chapter 2 Starting a (Direct-Dial) eOffice Intranet

How many Intranets can I have?	2-1
Registration of New Intranet	2-2
From setup diskette	2-3
From the Office menu	2-4
Adding members	2-5
Setting member privileges	2-6

Chapter 3 Joining a (Direct-Dial) eOffice Intranet

How many Intranets can I join?	3-1
Registering as a new member	3-2
From a member diskette	3-3
What are my privileges?	3-4

Chapter 4 Using Secure Forms & Pages

What are Secure Forms & Pages?	4-1
Accessing Secure Forms & Pages?	4-1
Accessing an Office's Mainform	4-2
Clicking hyperlinked text	4-3
Clicking hyperlinked lists	4-4
Creating Secure Forms & Pages?	4-5
Creating from scratch	4-6
Creating from a template	4-7
Making your forms & pages interactive	4-8
Text labels	4-9
Images	4-10
Text boxes	4-11
List boxes	4-12
Check boxes	4-13

Option buttons	4-14
Combo boxes	4-15
Frames.....	4-16
Databases	4-17
Publishing Secure Forms & Pages.....	4-18
Saving your work	4-19
Connecting and transferring your work.....	4-20
Updating your published work.....	4-21

Chapter 5 Using Online Files

What are Online Files.....	5-1
Accessing Online Files.....	5-2
Checking file description.....	5-3
Checking file attributes.....	5-4
Publishing Online Files.....	5-5
Deleting Online Files.....	5-6

Chapter 6 Using Email

To whom can I send email?.....	6-1
Limited access.....	6-1
Your address listing.....	6-1
To whom can I receive email?.....	6-1
What is my electronic business card.....	6-2
Creating your business card.....	6-2
Editing and saving your business card	6-2
How do I create new email	6-3
How do I send email	6-4
How do I attach files to my email.....	6-4
How do send files only.....	6-5
How do I receive email.....	6-6
Checking the Inbox.....	6-6
Viewing email and storing files.....	6-6
How do I save my email	6-7

Chapter 7 Managing & Growing your eOffice Intranet

Member management	7-1
Adding new members	7-2
Removing members	7-3
Suspending members.....	7-4
Setting member privileges	7-5
Intranet Summary.....	7-6
Account management	7-7
Online files.....	7-8
Activity Details.....	7-9

Appendix A About Network Security

The state of network security on the Public Internet	A-1
Circuit-Switched -vs- Packet Switched	A-2
Future developments.....	A-3
Tunneling.....	A-4
Encryption.....	A-5
Authentication.....	A-6
Tomorrow's Public Internet.....	A-7
Future of Direct Dial	A-8

Appendix B System Messages

Messages and their meanings.....	B-1
----------------------------------	-----

Appendix C Trouble Shooting

Solutions to common problems	C-1
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Glossary

eOffice Service and Support Solutions

Index


About this guide

This guide contains all the information you need to use eOffice Intranet, a direct-dial intranet service. When you install the eOffice Intranet software you will register for one of two account types; you either join as a member of a private intranet or start a new intranet for other people to join. When you start an intranet for other people to join, you are an *Intranet Master*.

Use this handbook to learn how to use your eOffice Intranet account to get the most of eOffice Intranet for secure office-to-office communications.

Conventions

This guide uses the following conventions.

NOTE:	Clarification or exception.
CAUTION:	Warning about conditions that could cause unexpected or destructive results to data or software.
ALL CAPS	Path, directory, or file.
Initial Caps	Interface object, such as a menu, dialog box, or option.
SMALL CAPS	Pull-down menu command.
Key+Key	Key combination. Hold down the first key and press the second key.
Courier	Text you enter or view on the screen.
	Instructions for <i>Intranet Master</i> .

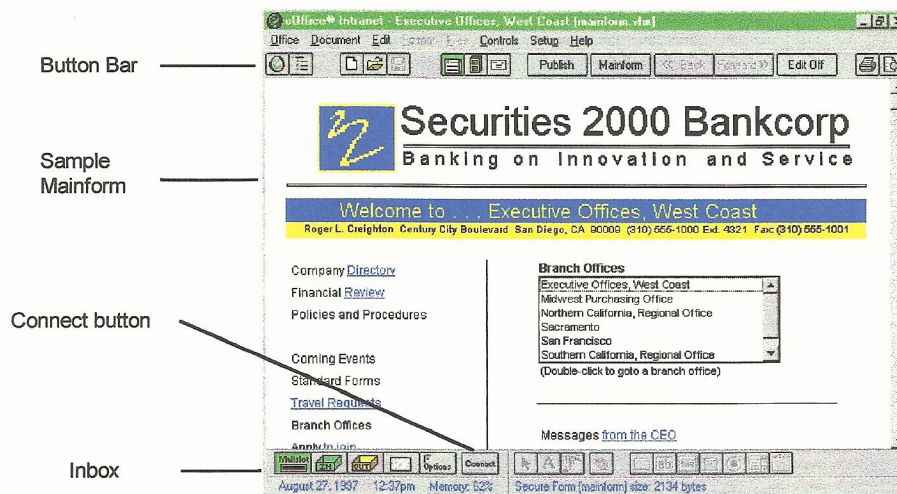
Quickstart

To start eOffice Intranet:

- Click Start on the Windows taskbar, point to Programs, point to the eOffice Intranet group, and click eOffice Intranet.

The eOffice Intranet main window appears.

Figure 1 eOffice Intranet main window



To check your email, click the connect button.

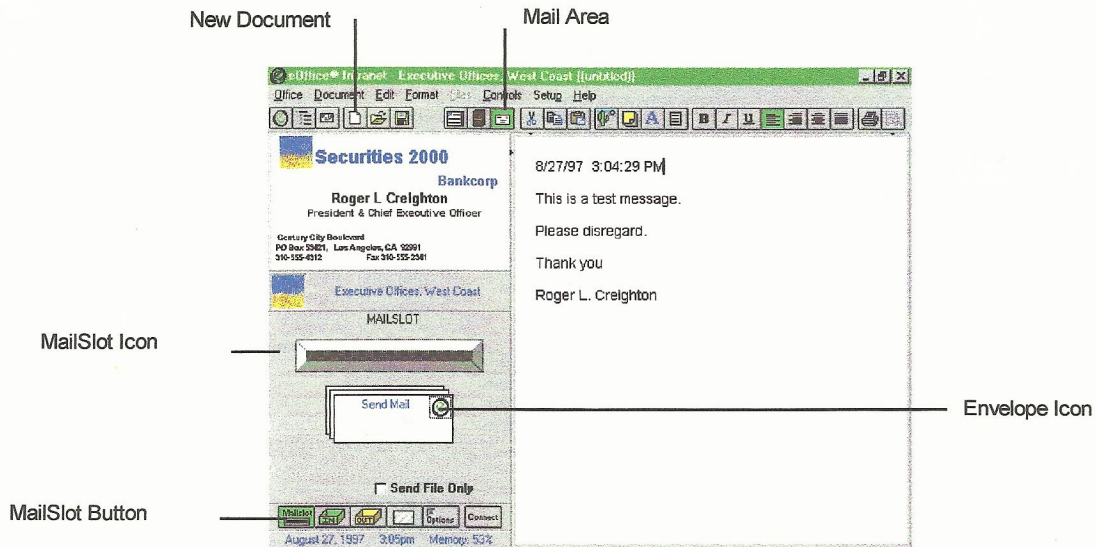
- In the eOffice Intranet main window, click the Connect button to connect to eOffice Intranet. The software will have your modem call a direct-dial number to check for email, files or forms waiting for you online.

To view your email, click the inbox

- Click the Inbox button, double-click on any item in the Inbox.

To create email:

- 1 Click the Mail Area button
 - 2 Click the New Document button
- Begin Typing your email



To address and send email:

- 1 Click the MailSlot button in the Control Panel
- 2 Drag and Drop the Envelope icon onto MailSlot icon above
 - An address listing should appear
 - Choose each addressee who is to receive your email
 - Click Close
- 3 Enter a subject in the Subject Box
- 4 Click Put in Outbox or click Send Now

NOTE: If you click Put in Outbox, your email will be delivered the next time you connect.

About eOffice Intranet

eOffice Intranet is the leading dial-up service for secure Office-to-Office communications of electronic information. When transmitting email, files or forms between remote offices, eOffice Intranet protects your sensitive information from interception and it protects your online activities from being monitored, all the while, providing you the ease-of-use and reliability you need to get your information from your office to another office.

Why Direct Dial?

A little known fact is that direct dial (or plain-old telephone service) supplies one of the best wide area networks for secure, electronic communications today. When you dial a telephone number, the phone company creates a temporary closed circuit between your office and a destination office. To see this, imagine a solid wire connected between your office and the destination office. This is called a circuit-switched connection and it is protected and regulated by Federal and State Laws.

To understand how direct-dial can be used as a secure wide-area communications network, think of faxing. When you fax, a temporary circuit is established between your office and a destination office. During that connection your fax message is transmitted to the destination fax machine. After the fax is transmitted, the circuit disconnects.

Sending a fax from your office to another office is the fundamental result of a secure communications event that can also be applied to electronic mail, computer files and electronic forms. And since direct-dial is ubiquitous (on nearly every office desk and in nearly every home) setting up a flexible, wide-area network with direct-dial is actually a pretty elegant solution. The only thing missing is an easy way to adapt direct-dial as a wide-area network; this is where the eOffice Intranet service completes the solution by providing easy-to-use software and a high-security, national call center. Please read on to discover more about eOffice Intranet and why you should think twice before using the Public Internet as the transmission medium for your sensitive electronic information.

Why not use the Public Internet?

By now, everyone knows of the perils when using the Public Internet as the transfer medium of sensitive information. The Public Internet has proven to be a powerful forum for holding electronic meetings and accessing information across wide geographic areas. The problem is that some people come to your meetings uninvited and other people see what you are communicating and with whom you are communicating, without you ever knowing it.

While not exhaustive, the list below points out the main problems associated with using the Public Internet as the transfer medium of sensitive information.



Interception: The Public Internet is comprised of millions of host computers that are interconnected in a collaborative way. Starting with your local internet access provider, your sensitive information may travel through larger, tiered access providers, then on through the host computers of the main internet backbones, and then in reverse order, all the way back to the local access providers at the destination. Information interception can happen nearly anywhere along this path. And since the host computers that comprise the Public Internet are independently owned and unregulated, there is no telling what's going on. Copies of your information, whether email, files or forms can be generated and stored at places unknown, exposed to eyes unknown.



Disk-Drive Exposure: Information you transmit can be intercepted while enroute as described above, but what people are finding out is that information that you don't transmit is subject to theft right off your hard drive. This exposure can occur by simply accessing an interactive web page. Here's how it works: Web page development tools enable programmers to write applets (small programs) that execute when accessing a particular web page or link in a web page. Java and ActiveX are excellent examples of tools used to create interactive web pages. When accessing an interactive web page, any computer file on your hard drive may be subject to theft or vandalism. This means your computer files or their content can be transmitted to remote locations behind the scenes and you won't even know it's happening, unless you watch very closely.



Monitoring: While information interception (or theft) are related to what you are communicating, with whom you communicate and where you visit on the Public Internet represent another major area of concern. The monitoring of your activities while connected to the Public Internet or while sending email across the Public Internet raise issues of privacy and underscore a fundamental flaw in using the Public Internet for forming sensitive communication relationships. This problem is easy to understand. Here's how it works: Like the US Postal System, information transmitted (email, files accessing of web pages) mimics the basic idea of post cards. For nearly every message transmission, there's a sender address and there's a recipient address, along with a message. Think of it as if a postal worker was viewing your post cards to see where they should be routed next. Tracking the activity of sender and receiver addressing is a relatively easy procedure and in fact is a requirement for host computers on the Public Internet. Host computers on the Public Internet need to know whether to pass a message along to another host computer to ensure a message is delivered to the proper destination. This involves looking at the sender and recipient addresses. Logs of this kind of activity can be automatically generated to provide insight into your communication activities, showing with whom you communicate, how often and when.



Reliability Issues: While not an issue of security or privacy, the reliability of the Public Internet as the transmission of sensitive, yet urgent messages raises questions regarding investing in it for the long run as the medium for mission-critical applications. Problems with router tables, hacker mischief, and increasing bandwidth demands are examples of problems that underscore concerns about today's Public Internet as a reliable medium in the long term. If your information must reach a destination with determinable regularity, you may need to look elsewhere for this service until *tomorrow's* Public Internet can guarantee it.

How eOffice protects your sensitive communications

eOffice Intranet is a transaction based system that uses direct-dial as the transfer medium. This means you have absolute confidence in tracking your communications through the trusted, reliable medium of direct-dial. Your sensitive communications are protected as follows:

- **Direct-Dial:** Creates a closed, direct circuit between your offices to eliminate interception. You know the path on which your messages travel and where your messages are going.
- **Call Accounting:** Generates activity reports showing who called and when, to give you control of your member communications activity.
- **Isolation:** Provides you the power to exclude your electronic address from the rest of the world. Since there is no connection to the Public Internet, you get to choose your communications partners.
- **Reliability:** Your sensitive, yet urgent communications are delivered with the same regularity and consistency as with sending a fax or placing a phone call. You know your messages are delivered on time.

In short, eOffice Intranet puts you in control of your sensitive communications, empowering you to account for every message transaction as it travels from your office to another office over the trusted, reliable medium of direct dial.

Using Secure Forms & Pages

eOffice Intranet provides you Secure Forms & Pages to ease the task of distributing, collecting and communicating information between office sites.

What are Secure Forms & Pages?

The best way to think about Secure Forms & Pages is to think of web pages on the world wide web portion of the Public Internet. Secure Forms & Pages on eOffice Intranet share many of the same attributes with web pages. They have links, pictures, backgrounds, text, listboxes, option buttons and many other similar features. But the primary difference between forms and pages on eOffice Intranet and those found on the Public Internet is access -- For your protection, Secure Forms & Pages on eOffice Intranet are accessible only by members of your intranet and they are only accessible through the medium of direct dial.

Accessing Secure Forms & Pages?

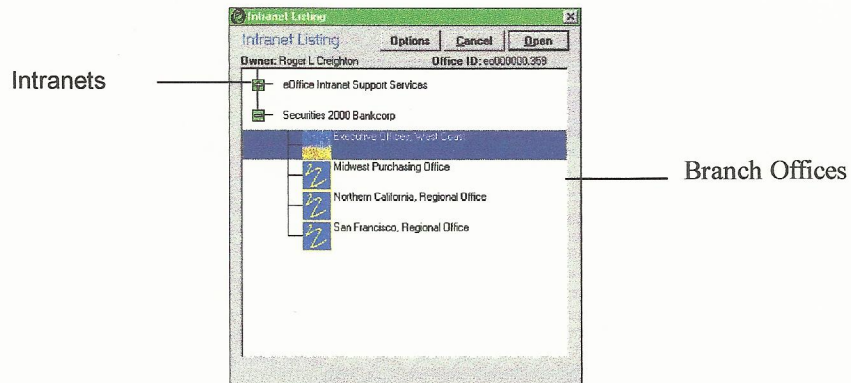
Your rights to access Secure Forms & Pages are determined by the Intranet Master. The Intranet Master is the person who establishes relationships within the Intranet they manage. These relationships determine who gets to communicate with whom within an intranet and where intranet members can visit.

The Secure Forms & Pages of an intranet are located within Branch Offices. Each Branch Office in an eOffice Intranet contains a Mainform. The Mainform of a Branch Office is the gateway to other forms and pages within a Branch Office.

To access the Mainform of a Branch Office:

1. Select OFFICE, OPEN from the main menu.
2. In the Intranet Listing window, double-click the desired intranet to open it and show the Branch Offices you can access.
3. Choose the Branch Office you desire.
4. With the Branch Office you desire highlighted, click Open.

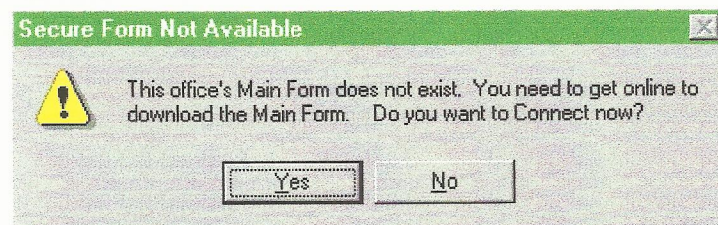
Figure 4-1 Selecting a Branch Office from the Intranet Listing



5. The Branch Office will open and display its Mainform.

NOTE: You may have to connect to eOffice Intranet to receive the Mainform for a Branch Office. Simply click Yes when prompted.

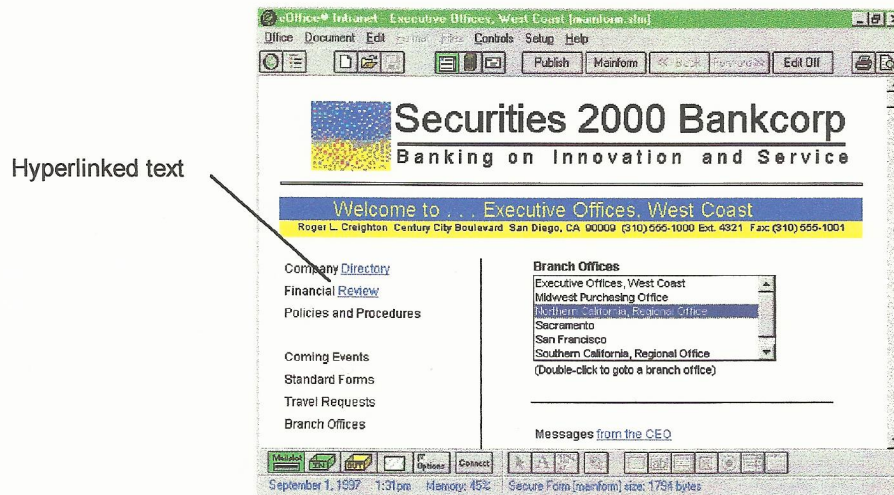
Figure 4-2 Prompt to download a Branch Office Mainform



Clicking hyperlinked text:

1. Locate blue, underlined text.
2. Place cursor over blue, underlined text then click mouse.

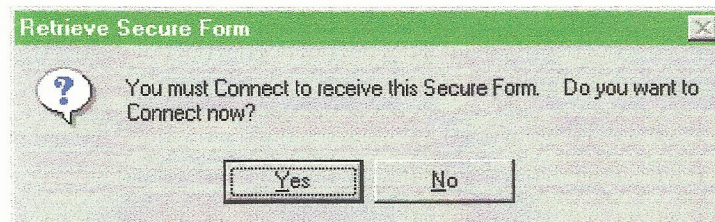
Figure 4-3 Mainform of a Branch Office



3. The linked form or page will display

NOTE: You may have to connect to eOffice Intranet to receive a linked form or page. Simply click Yes when prompted.

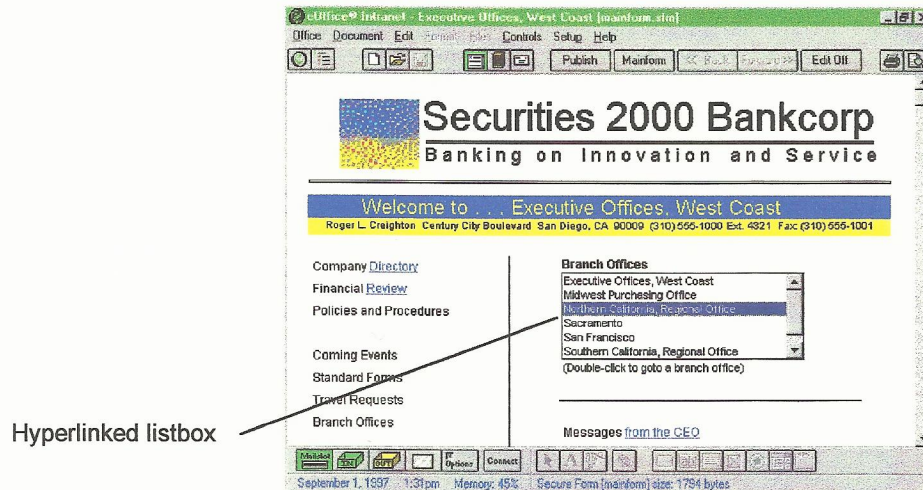
Figure 4-4 Prompt to download a Secure Form



Clicking hyperlinked lists:

1. Locate a listbox on a form or page.
2. Place cursor over desired item in listbox then double-click mouse.

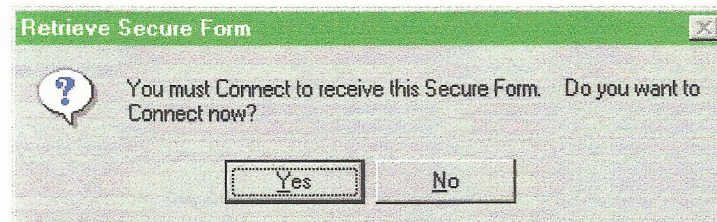
Figure 4-5 Mainform of a Branch Office



3. The linked form or page will display

NOTE: You may have to connect to eOffice Intranet to receive a linked form or page. Simply click Yes when prompted.

Figure 4-6 Prompt to download a Secure Form



Using Email

eOffice email answers the question of how to deliver sensitive memos and attached files from your office to another office.

To whom can I send email?

Since eOffice Intranet is isolated from the Public Internet and other online services, you will be limited in selecting who you can send email. Also, for your protection, this isolation ensures your email travels through eOffice Intranet, over trusted direct-dial connections, to prevent email interception, activity monitoring and to increase reliability of delivery.

LIMITED ACCESS: Since eOffice Intranet is an isolated system, your ability to send email is limited to those people who are members of the same intranet in which you have membership. Furthermore, within this constraint, your ability to email members of the same intranet is controlled by the Intranet Master. The Intranet Master selects and sets email relationships between members of an intranet. The overall effect is to create limited access which usually is defined by real-world, working relationships.

YOUR ADDRESS LISTING: You automatically receive an address listing for addressing email. Your address listing consists of the members of the intranet that you can send email. As mentioned above, the Intranet Master determines who you can access and therefore, your address listing is a controlled listing. You can send email only to the members that appear in your address listing.

From whom can I receive email?

Similar to the constraints on who you can send email, your ability to receive email is determined by the Intranet Master. Anyone who has your name in their address listing will be able to send you email.

What is my electronic Business Card?

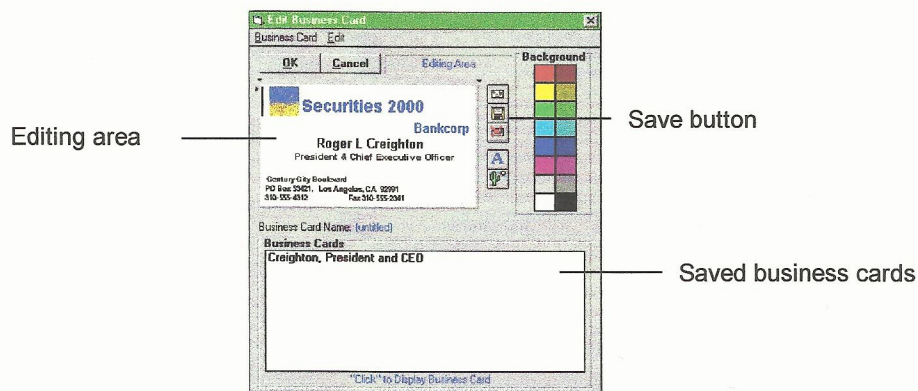
Similar to a real business card, an electronic Business Card accompanies each email you send or receive through eOffice Intranet. This helps recipients easily identify email by showing the senders name, address, phone numbers and company logo.

Creating your business card:

NOTE: Your business card is automatically generated if you are not the Intranet Master or a Branch Office Owner.

1. Select DOCUMENT, BUSINESS CARD from the main menu.
2. Position the cursor in the Editing Area.
3. Begin typing.

Figure 4-1 Editing Your Business Card



NOTE: You can change the background color of your business card, as well as insert pictures and set font attributes.

4. When done, click the Save button to name and save your card.

Editing and saving your business card:

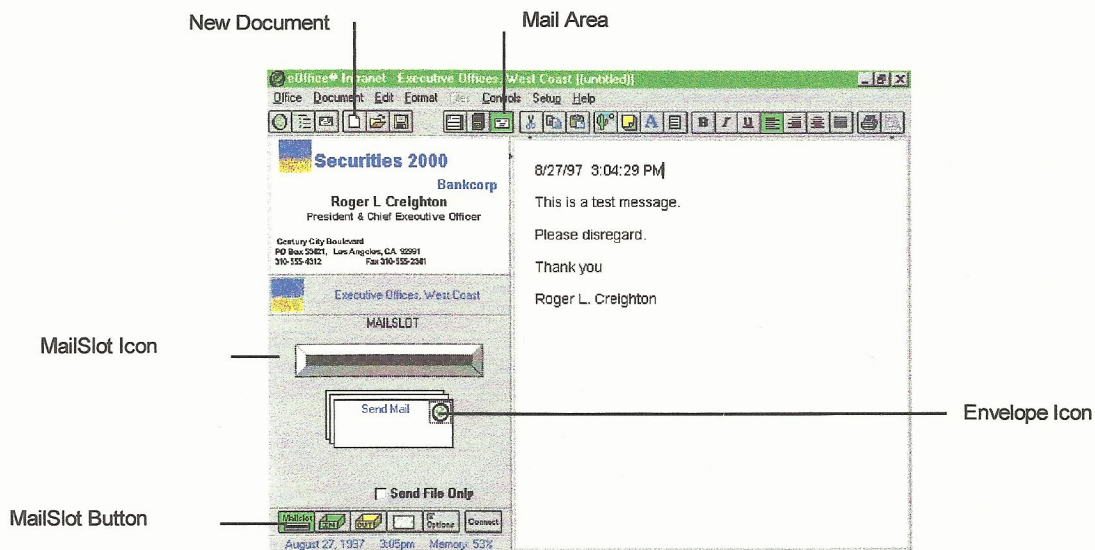
1. Select DOCUMENT, BUSINESS CARD from the main menu.
2. Select a saved Business Card from the Business Cards list.

NOTE: If you have no previously saved business cards, then the list is empty and you will need to create and save a business card before you can edit any existing cards.

3. Position the cursor in the Editing Area and begin editing.
4. When done, click the Save button to save your card.

How do I create new email?

- 1 Click the Mail Area button
 - 2 Click the New Document button
- Begin Typing your email



How do I send email?

- 1 Click the MailSlot button in the Control Panel
- 2 Drag and Drop the Envelope icon onto MailSlot icon
 - An address listing should appear
 - Choose each addressee who is to receive your email
 - Click Close
- 3 Enter a subject in the Subject Box
- 4 Click Put in Outbox or click Send Now

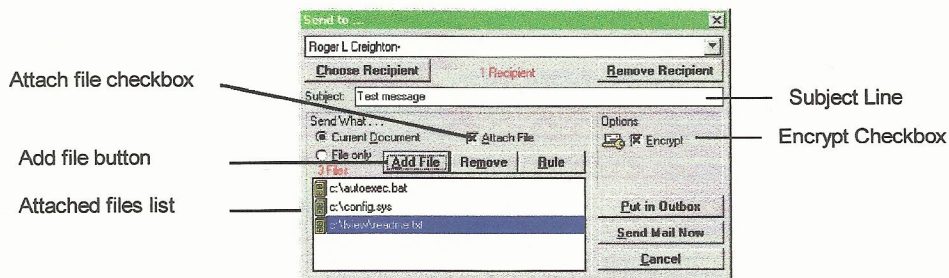
NOTE: If you click Put in Outbox, your email will be delivered next time you connect.

How do I attach files to my email?

- 1 Click the MailSlot button in the Control Panel
- 2 Drag and Drop the Envelope icon onto MailSlot icon
 - An address listing should appear
 - Choose each addressee who is to receive your email with attachments
 - Click Close

NOTE: The Envelope icon is visible only when you have email open for editing. If you do not see the Envelope icon, simply create a new email and it will appear.

- 3 Enter a subject in the Subject Box
- 4 Check the Attach File checkbox



3. Click Add File, then from the Select File window, select each file you want to attach and then click Close.
4. From the Send To window, click Put in Outbox or Send Now

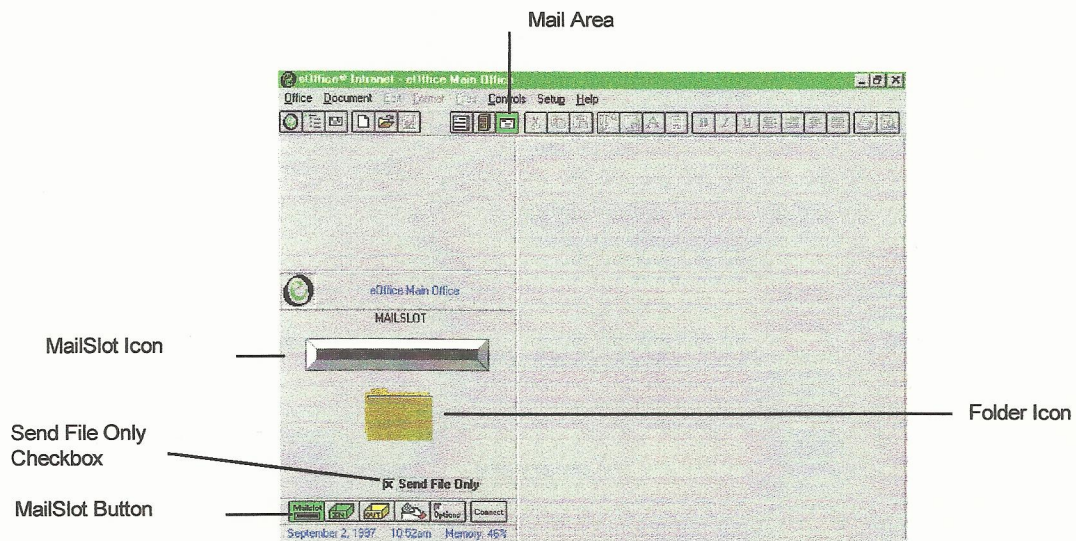
NOTE: If you click Put in Outbox, your email will be delivered next time you connect.

TIP: Check the Encrypt checkbox to encrypt your email and attached files. The encryption process will compress large files as well as scramble them with military grade encryption. This decreases the amount of time you need to be connected when sending your email.

How do I send files only?

- 1 Click the Mail Area button
- 2 Click the MailSlot button in the Control Panel (lower left part of screen)

Figure 4-4 Choosing Send File Only



- 1 Locate and check the Send File Only checkbox
- 2 Drag and Drop the Folder Icon onto the MailSlot icon
 - An address listing should appear
 - Choose each addressee who is to receive your files
 - Click Close
3. In the Send To windows, click Add File, then from the Select File window, select each file you want to attach and then click Close.
4. From the Send To window, click Put in Outbox or Send Now

NOTE: If you click Put in Outbox, your email will be delivered next time you connect.

TIP: Check the Encrypt checkbox to encrypt your email and attached files. The encryption process will compress large files as well as scramble them with military grade encryption. This decreases the amount of time you need to be connected when sending your email.

How do I receive email?

To receive your email, click the connect button.

- In the eOffice Intranet main window, click the Connect button to connect to eOffice Intranet. The software will have your modem call a direct-dial number to check for and download email, files or forms waiting for you online.

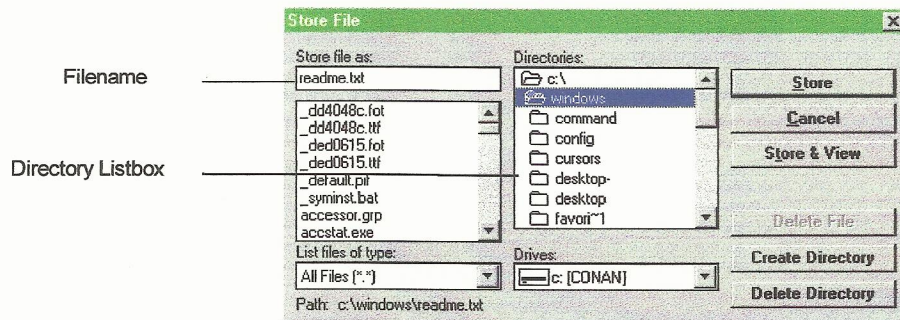
Viewing email and storing files:

1. Click the Inbox button, double-click on any item in the Inbox.

NOTE: Inbox items display with identifier icons that help you determine inbox item types. Email items show an email icon, file items show a file-cabinet icon and secure forms show a secure form icon.

- If the inbox item is email or a secure form, it will display on the screen for viewing. If the item is a file, then you will be prompted to store the file on your hard drive.

Figure 4-5 Storing a file from the inbox



2. Choose the directory to store the file or group of files
3. Verify or change the filename as needed.
4. Click Store or Store and View.

NOTE: The Store and View button may not be enabled if there is no association with the type of file being stored. Associations with file types are setup by Windows. For example, .txt files are usually associated with the program, Notepad; or, .doc files are associated with the program Microsoft Word. See your Windows operating system documentation for more help on configuring file associations.

How do I save my email?

You will be prompted to save you email automatically. To save you email manually:

- Click DOCUMENT, SAVE from the main menu.
- Enter a name for your email document