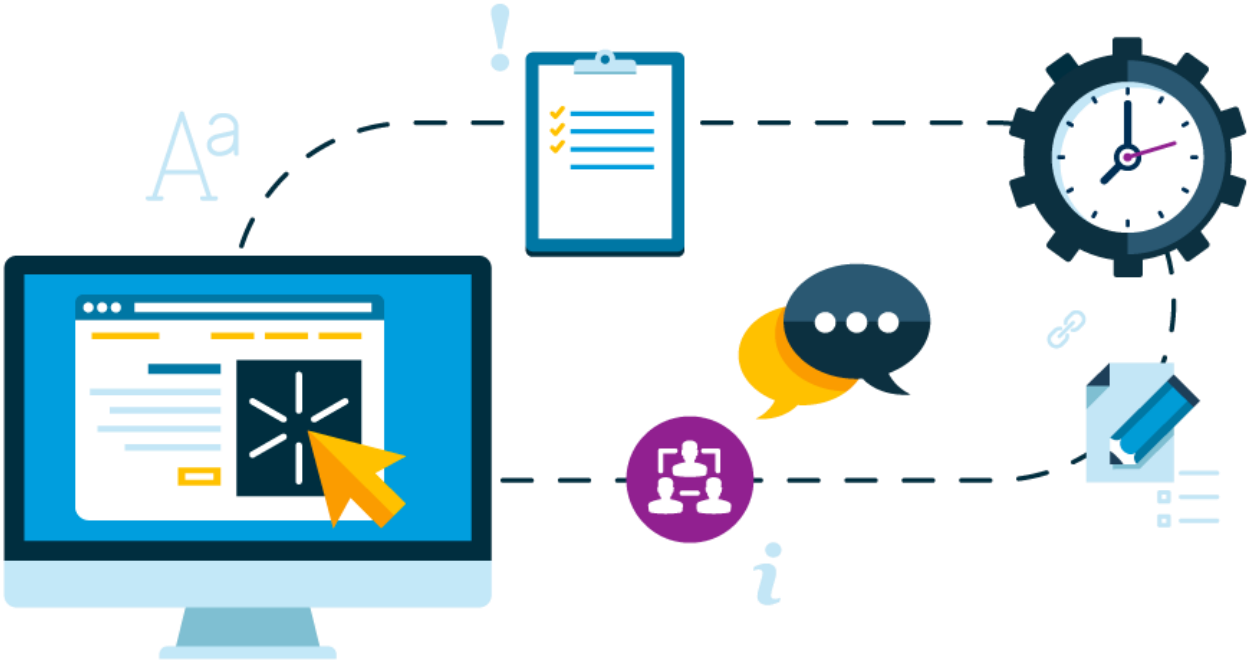
የኢኖቬሽንና ቴክኖሎጂ ሚኒስቴር

Training Manual for Letter Management System



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- Practical exercises for creating, managing, and sending letters.

Introduction

Purpose of the Training Manual

The purpose of this training manual is to provide users with a comprehensive guide on how to effectively utilize our Letter Management System. This manual aims to offer clear, step-by-step instructions to help users navigate the system's features and functionalities with ease. By familiarizing users with the system's workflows, this manual not only ensures efficient usage but also highlights how the system streamlines organizational processes, making work more manageable and productive. Through detailed descriptions, practical exercises, and real-world scenarios, users will gain the confidence and skills necessary to leverage the system to its fullest potential. Ultimately, this manual serves as a vital resource to enhance user proficiency and optimize the overall efficiency of the organization's letter management tasks.

Structure of the Training Manual

This training manual is organized into several key sections to provide a logical and user-friendly learning experience. Each section is designed to build upon the previous one, ensuring a comprehensive understanding of the Letter Management System. Below is an overview of the manual's structure:

1. **Introduction**
   - **Purpose**: Overview of the training manual's objectives and benefits.
   - **Structure:** Description of how the manual is organized and what each section covers.
   - **Brief description of the letter management system**.
2. **Getting Started**
   - **System Requirements:** Technical specifications needed to run the system.
   - **Installation and Setup:** Step-by-step guide to installing and configuring the system.
   - **Logging In and Navigation:** Instructions on accessing the system and navigating the user interface.
3. **System Overview**
   - **Key Features:** Detailed description of the system's main features and functionalities.
   - **User Roles and Permissions:** Explanation of different user roles and their respective permissions within the system.
4. **Detailed Instructions**
   - **Creating a New Letter:** Step-by-step process for creating and composing a new letter.
   - **Managing Letters:** Instructions on editing, deleting, archiving, and organizing letters.
   - **Sending Letters:** Guidelines on sending letters through various methods (email, print, etc.).
   - **Receiving and Processing Incoming Letters:** Procedures for logging, assigning, and routing incoming letters.
   -

5. **Exercises and Scenarios**
    - **Practical Exercises:** Hands-on activities for practicing key tasks within the system.
    - **Real-World Scenarios:** Application of skills in realistic scenarios to reinforce learning.
6. **Troubleshooting and FAQs**
    - **Common Issues and Solutions:** Identification and resolution of common problems users may encounter.
    - **Frequently Asked Questions:** Answers to commonly asked questions about the system.
7. **Assessment**
    - **Quizzes**: Questions to evaluate users' understanding of the system's functionalities.
    - **Answer Key:** Correct answers and explanations to the quiz questions.
8. **Appendices**
    - **Glossary:** Definitions of key terms used in the manual.
    - **Additional Resources:** Links to further reading, support, and other relevant materials.

What is Letter Management System?

A Letter Management System (LMS) is a software solution designed to streamline and automate the creation, management, and distribution of letters within an organization. It helps organizations handle both incoming and outgoing correspondence efficiently, ensuring that letters are properly logged, tracked, and processed. An LMS is particularly useful for businesses that deal with a large volume of correspondence, such as legal firms, government agencies, educational institutions, and large corporations.

How a Letter Management System Works

1. User Authentication and Roles

- **User Authentication:** Users log in to the system using their credentials. The system supports various authentication methods to ensure secure access.
- **User Roles and Permissions:** Different users are assigned specific roles (e.g., admin, employee, Record office) with distinct permissions to control access to various functionalities.

2. Creating and Composing Letters

- **Templates:** The system provides pre-defined templates to standardize letter formats.
- **Composing:** Users can draft letters using a built-in editor that supports rich text formatting. They can insert recipient details, carbon copy recipient and other variables dynamically.

3. Managing Letters

- **Editing:** Users can modify (Edit) draft letters before finalizing them.
- **Organizing:** Letters can be categorized into human readable id or listed for easy retrieval.
- **Archiving:** Completed letters can be archived for long-term storage, ensuring they are not cluttering active workspaces but remain accessible when needed.

4. **Sending Letters**

- **Delivery Methods:** Letters can be sent via this system, or print. The system integrates with printers for seamless dispatch.
- **Tracking:** The system tracks the delivery status of sent letters, providing notifications of successful delivery or any issues encountered.

5. **Receiving and Processing Incoming Letters**

- **Logging:** Incoming letters are logged into the system, either manually or through automated capture (e.g., scanning).
- **Assigning and Routing:** Letters are assigned to the appropriate personnel or departments for action. Workflow rules can be defined to automate routing based on predefined criteria.

6. **Searching and Retrieval**

- **Search Functionality:** Users can search for letters using various criteria such as date, sender, recipient, keywords, or tags.
- **Advanced Filters:** Advanced filtering options allow users to narrow down search results for more precise retrieval.

7. **Security and Compliance**

- **Access Control:** The system ensures that only authorized users can access, edit, or view certain letters.
- **Audit Trails:** Detailed logs of all actions taken on letters (e.g., creation, modification, deletion) are maintained for accountability and compliance purposes.
- **Data Encryption:** Sensitive data is encrypted both in transit and at rest to protect against unauthorized access and data breaches.
- **E-Signature:**

Benefits of a Letter Management System

- **Efficiency:** Automates repetitive tasks, reducing manual effort and time spent on correspondence management.
- **Accuracy:** Standardizes letter formats and automates data entry to minimize errors.
- **Organization:** Keeps all correspondence in a centralized, searchable repository.
- **Security:** Protects sensitive information through robust access controls and encryption.
- **Compliance:** Maintains audit trails and ensures adherence to regulatory requirements.
- **Improved Communication:** Facilitates timely and accurate communication within and outside the organization.

Getting Started

System Requirements and Prerequisites

Implementing a Letter Management System (LMS) requires careful consideration of system requirements and prerequisites to ensure optimal performance, security, and compatibility. Below are the essential aspects to consider:

Hardware Requirements:

- **Server:** Depending on the scale of operations, a dedicated server or cloud hosting service may be required.
- **Storage:** Adequate storage capacity to handle the volume of letters and associated metadata.
- **Network:** Stable internet connectivity to support user access and communication.

Software Requirements

- **Operating System Compatibility:** The LMS is compatible with all major operating systems, including (Windows, Linux, macOS (Mac))
- **Application Dependencies:**
  - **Web-based Application:** The LMS operates as a web-based application accessible via a web browser. Users can access the LMS from any device with a compatible web browser, promoting flexibility and ease of use.
  - **No Installation Required:** Users can access the LMS directly through a supported web browser without the need to install additional frameworks, libraries, or middleware.

Security Requirements

- **Data Encryption:** Implementation of encryption protocols (e.g., TLS/SSL) to secure data transmission and storage.
- **Access Control:** Role-based access controls (RBAC) to manage user permissions and restrict access to sensitive information.
- **Authentication:** Integration with authentication mechanisms to ensure authorized access to the system.

Integration Requirements:

- **Document Management System (DMS):** Integration with existing DMS or document repositories to manage attachments and related documents.

- E-Signature

User Interface and Experience

- **Browser Compatibility:** Support for major web browsers (e.g., Chrome, Firefox, Edge) to ensure accessibility across different platforms.
- **Responsive Design:** User-friendly interface that adapts to various screen sizes and devices for optimal usability.

Access Instructions

To access the Letter Management System (LMS), follow these instructions:

1. **Access URL:** Open a web browser (such as Chrome, Firefox, or Safari).
2. **Enter the URL:** Type or paste the following URL into the browser's address bar:

http://172.30.91.47:3000/

3. **Access the System:** Press Enter or Return to navigate to the specified URL.

You will be directed to the login page or the main interface of the Letter Management System.

Login Process

On the login screen of the Letter Management System, you will see the following instructions:

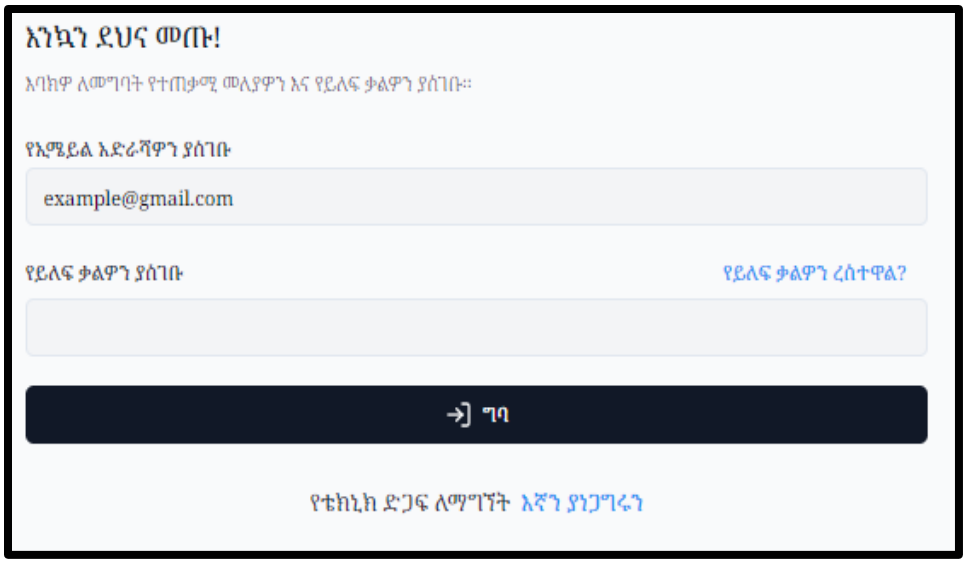
"እንኳን ደህና መጣህ!" (Welcome!)

Below this message, you will find the field labeled:

"የኢሜይል አድራሻዎን ያስገቡ፡" (Enter your email address)

Real-world data example: Type your registered email address in the designated field.

example@gmail.com

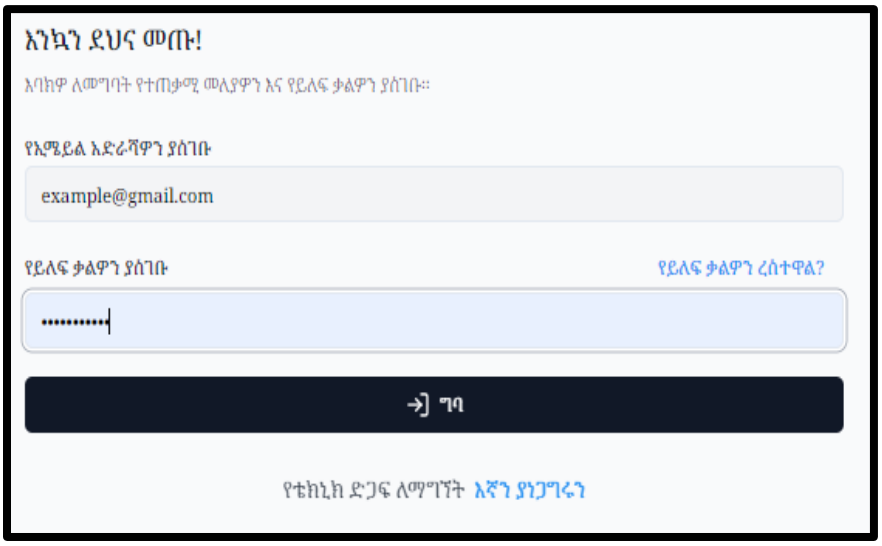


Remember: Ensure the email address matches the one you used during the account creation process. This will allow you to proceed with logging into the system.

Real-world data example: Type your የይለፍ ቃል (password) in the password field.
password

Important Note:

- For security reasons, we recommend not sharing your password with anyone.
- The password field will display dots or asterisks as you type, hiding your actual password for confidentiality.



✓ After entering your email address and password, click the button labeled "**ግባ**".

✓ The system will then authenticate your credentials. You might see a brief message like "**Logging in please wait.**" while this happens.

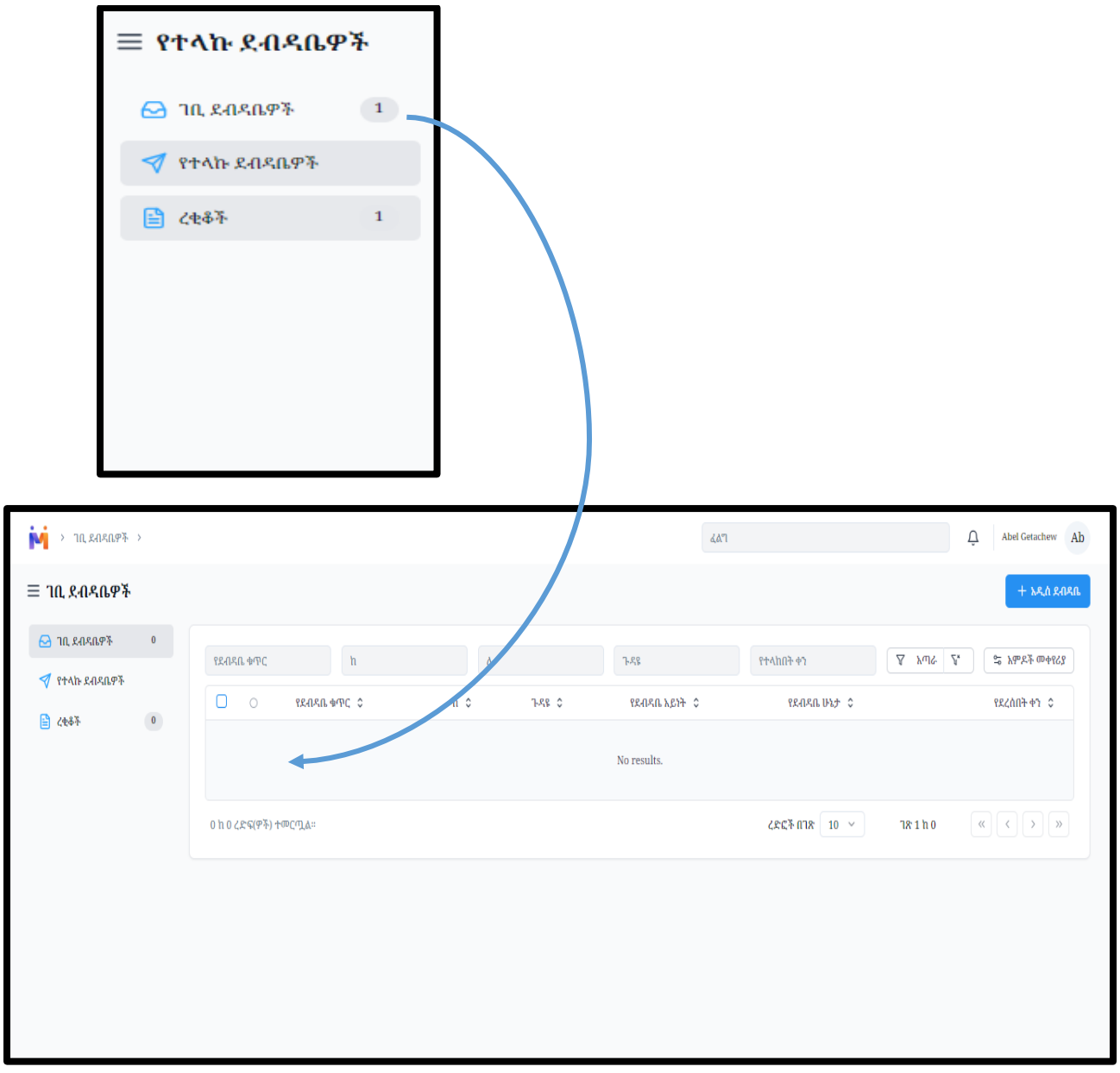
✓ Upon successful login, you will be directed to your secure letter inbox page to view.

Training Email	Training Password
betelhem.asfaw@mint.com	p@ssword
selam.tessema@mint.com	p@ssword
abiy.mulugeta@mint.com	p@ssword
tesfaye.yosef@mint.com	p@ssword
kidist.mekonnen@mint.com	p@ssword
eyob.solomon@mint.com	p@ssword

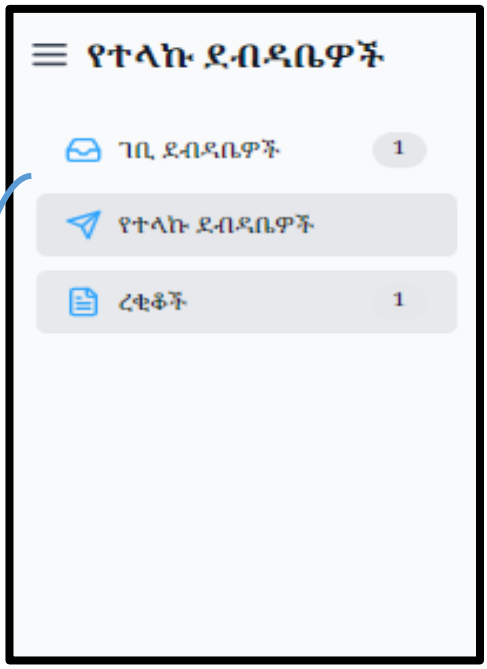
- **Note:** These users are only for Training purposes.

Accessing Your Inbox

1. **Welcome to Your Letter Inbox:** Upon successful login, you will be directed to your secure letter inbox page.
2. **Inbox Display:** Your inbox will typically display a list of your received letters. This list might show the sender's name, letter type, date received, and letter status.

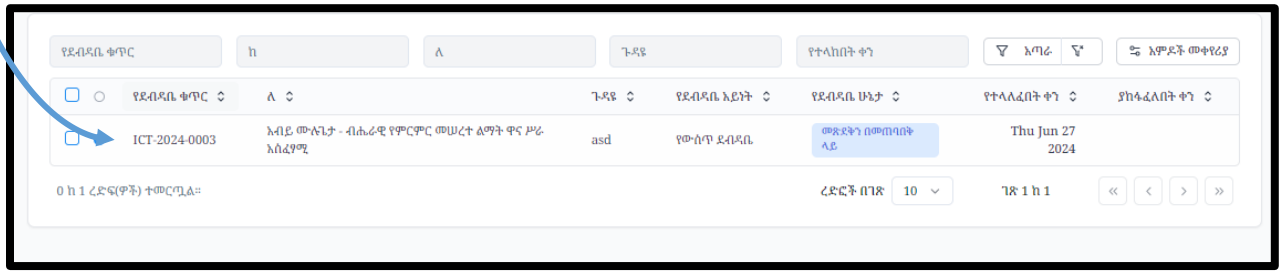


Viewing Sent Letters



Locating the **የተላኩ ደብዳቤዎች** Tab: The letter management system has a sidebar menu alongside the inbox view. Look for a tab labeled "የተላኩ ደብዳቤዎች".

Accessing Sent Letters: Click on the "የተላኩ ደብዳቤወች" tab in the sidebar menu. This will display a list of letters you've sent, typically showing details similar to your inbox (recipient name, subject line, date sent, etc.).

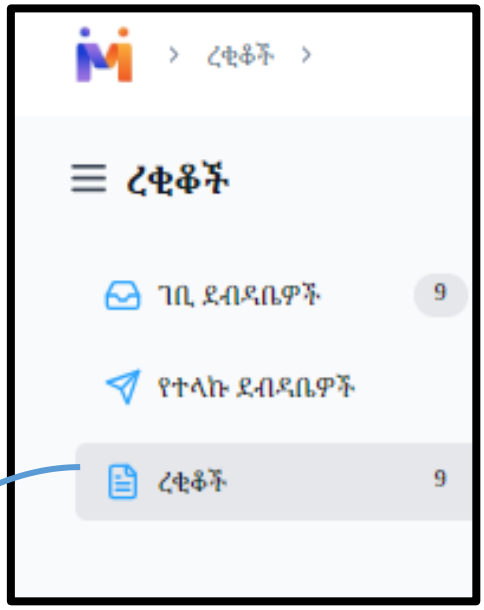


Sent Letters

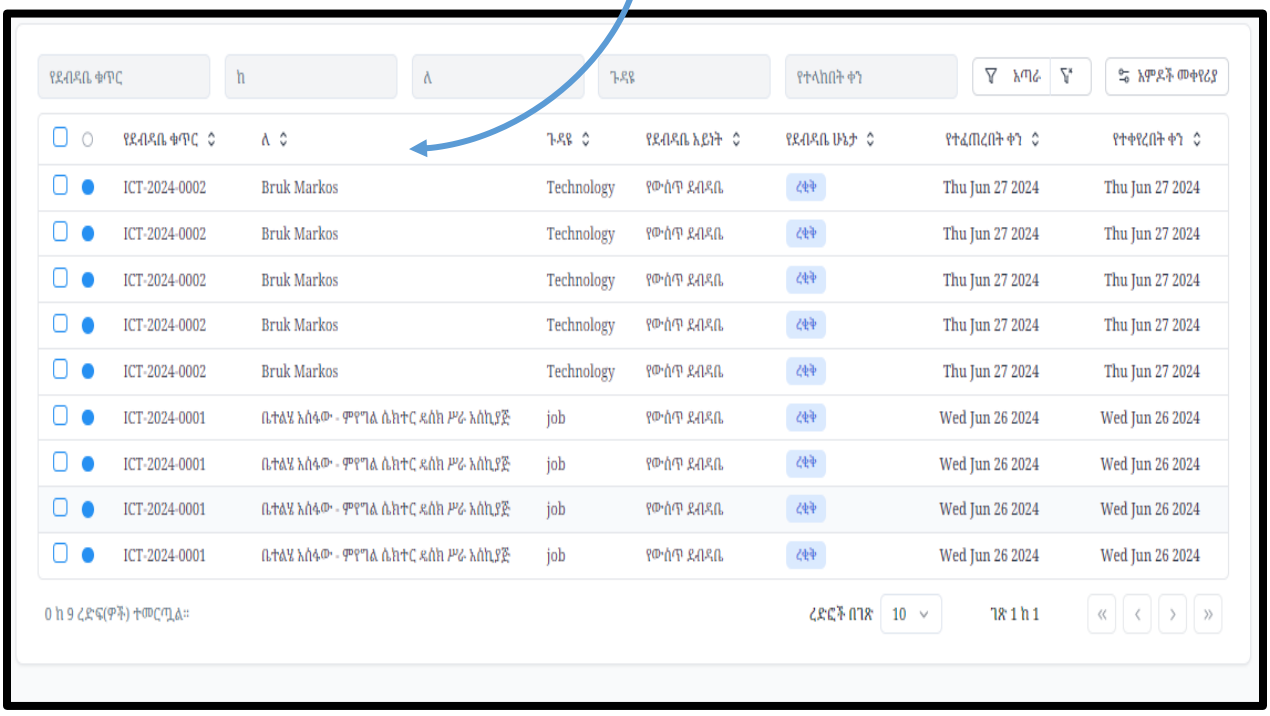
Viewing Draft Letters:

Locating the ***ረቂቅ*** Tab: The letter management system has a sidebar menu alongside the inbox view. Look for a tab labeled "*ረቂቅ*"

Accessing Draft Letters: Click on the "*ረቂቅ*" tab in the sidebar menu. This will display a list of letters you've created as Drafts (*ረቂቅ*).



Side bar



System Overview

Key features and functionalities.

Workflow Management

- **Process Automation**: Automate document routing and approval processes based on predefined workflows of the letter management.

Collaboration

- **Real-Time Editing:** Enable multiple users to collaborate on Letter creation and editing simultaneously.
- **Commenting and Feedback:** Allow users to leave comments and provide feedback on Letter.

E-Signature Capabilities

- **Electronic Signing:** Facilitate the digital signing of Letter for legal validity and authenticity.
- **User Authentication:** Ensure secure authentication of signers using multi-factor authentication options.
- **Audit Trail:** Capture and maintain an audit trail of all e-signature activities, including timestamps and signer details.

User roles and permissions.

Admin

- **Roles:** System Administrator, User Management
- **Permissions:** Create, edit, and delete user accounts

Record Office

- Roles: Letter Approval, Processing, and Communication
- Permissions: Approve or disapprove submitted letters
  - ✓ Print letters for physical copies
  - ✓ Send and receive letters Internal or Outgoing
  - ✓ Share letters with other authorized users within the system
  - ✓ View all letters (including drafts, sent, received, and archived)
  - ✓ Edit letters
  - ✓ Delete letters

Employee (User)

- Roles: Letter Creation and Communication

- Permissions:
  - ✓ Create new letter drafts
  - ✓ Edit their own letter drafts
  - ✓ Save drafts for later completion
  - ✓ Send letters for approval by the Record Office
  - ✓ View their own sent and received letters
  - ✓ Share letters with other authorized users within the system
  - ✓ Print their own sent letters

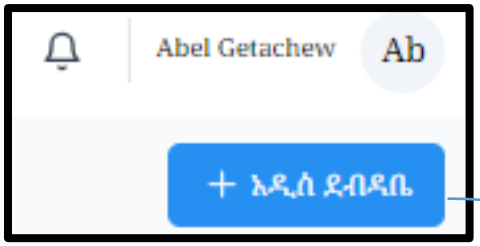
Detailed Instructions

Creating a New Letter

Once you've familiarized yourself with your inbox and sent items, you can create a new letter to send.

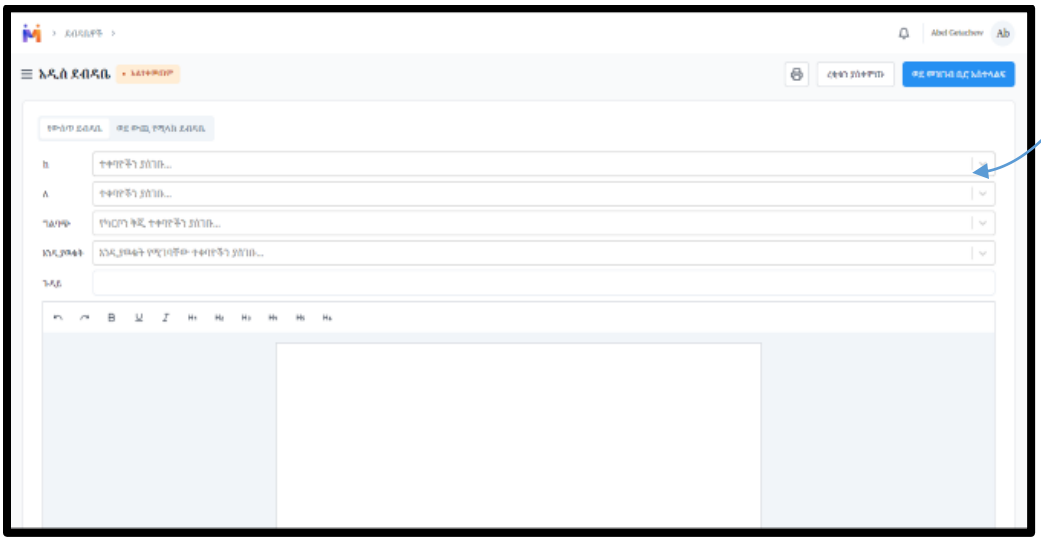
Locating the "አዲስ ደብዳቤ" Button:

1. Look for a button labeled "አዲስ ደብዳቤ" (New Letter).



Clicking "አዲስ ደብዳቤ"

2. Click on the "አዲስ ደብዳቤ" (New Letter) button. This will launch a separate window or dedicated page within the system specifically designed for composing and sending new letters.



3. The key input fields include:

The key input fields include:

- **Sender Name (ከ):** This field should contain the sender's name. **Real-world data:** Enter ቤተልሄም አስፋው (የኢንፎርሜሽንና ኮሙኒኬሽን ቴክኖሎጂ አገልግሎት ክፍል) (Bethlehem Asfaw (Information and Communication Technology Service Department)) in this field.

- **Recipient (ለ):** Locate the field labeled "ለ" (To). This is where you'll enter the name of the primary recipient of your letter. **Real-world data:** Enter አብስራ ግርማ (የመልክት አገልግሎት ክፍል ተማሪ) (**Absra Girma** (Delivery Unit Intern)) in this field.

- **CC Fields (ግልባጭ, እንዲያውቁት):** There will be additional fields labeled "ግልባጭ" (CC) and "እንዲያውቁት" (BCC). These are fields where you can enter the names of people you want to copy on the letter but are not the primary recipients. **Real-world data:** Enter **Biruk Markos** (Delivery Unit Intern) in the "ግልባጭ" (CC) field and **ያብሰራ ልሳነወርቅ** (Delivery Unit Development teamLeader) in the "እንዲያውቁት" (BCC) field.

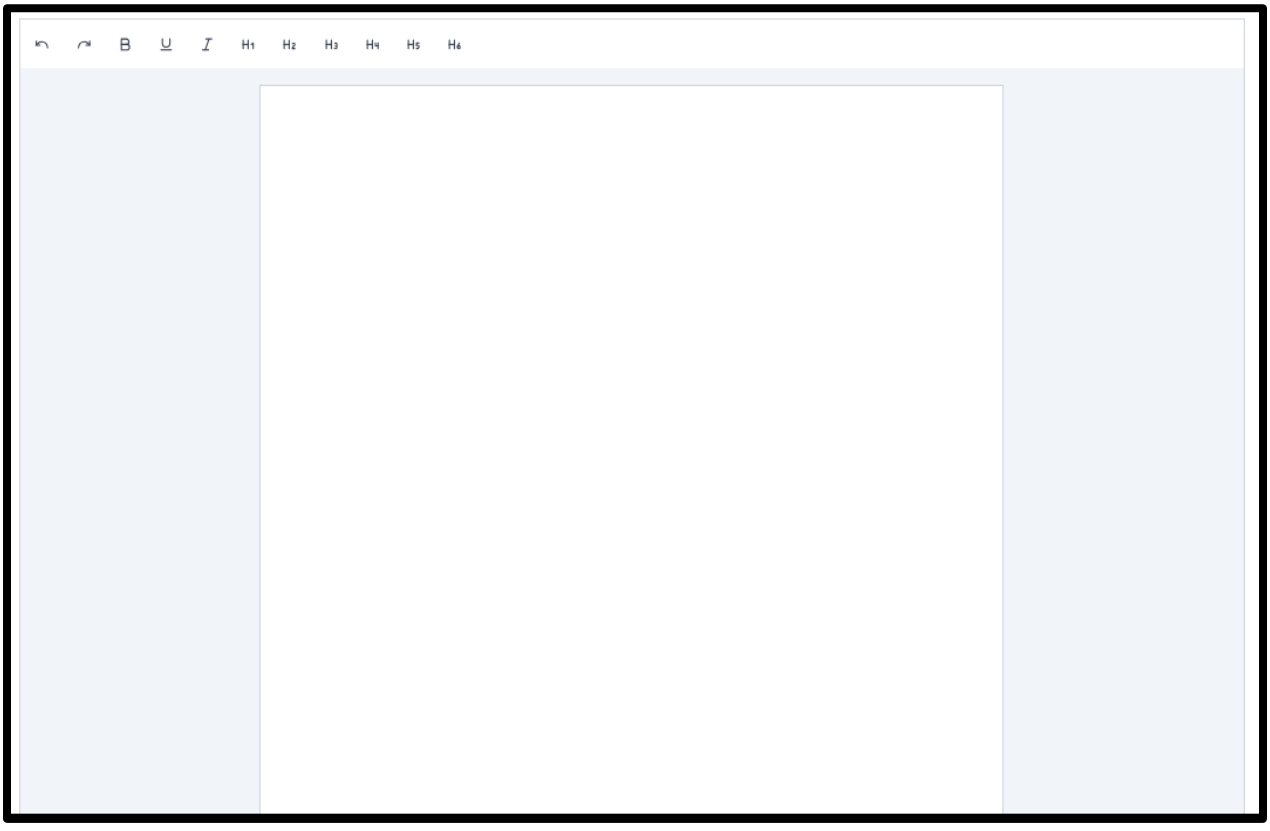
- **Subject Line (ጉዳይ):** Locate the field labeled "ጉዳይ" (Subject). This is where you'll enter a brief and informative summary of your letter's content. **Real-world data:** Enter (**በድጋሚ የፍርድ ቤት ክስ መጥሪያን ማሳወቅን ይመለከታል)** (Regarding the Reactivation of the Court Case) in the subject line.)

4. Composing Your Letter Body

- Below the input fields, you'll find a rich text editor (ደብዳቤ መፃፊያ). This is where you'll compose the main body of your letter.
- The rich text editor typically functions similarly to a word processing program, allowing you to format text (bold, italics, underline), create lists, and insert attachments.

Real-world data:

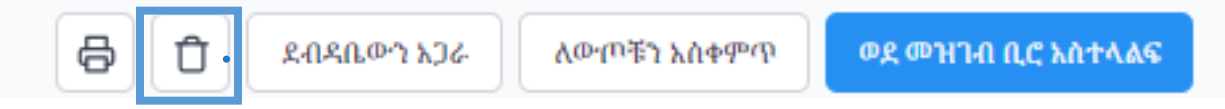
በመጋቢት 17/2016 በደብዳቤ ቁጥር ህ/ጉ/ስ/አ123/16 በፌደራል የመጀመሪያ ደረጃ ፍርድ ቤት የአራዳ ምድብ ችሎት በመዝገብ ቁጥር 246472 ከሳሽ ኢትዮ ቴሌኮም እና በተከሳሽ የኢኖቬሽንና ቴክኖሎጂ ሚኒስቴር መካከል በቀድሞ የመገናኛና ኢንፎርሜሽንና ቴክኖሎጂ ሚኒስቴር መካከል በተገባ ውል መሰረተ ያልተከፈለ የአገልግሎተ ክፍያ 8,143073.01(ስምንት ሚሊየን አንድ ሙዶ ሰላሳ አራት ሺህ ሰባ ሶስት ብር 1/100) እንዲከፈላቸው የጠየቁ በመሆኑ ስለጉዳዩ ያላችሁን መረጃ በ5 የስራ ቀናት ውስጥ እንድትል



Once you've composed your letter, you'll find a control panel above the input fields offering three options:

Managing Letters

The Letter Details page will have a new control panel offering options to manage your draft:

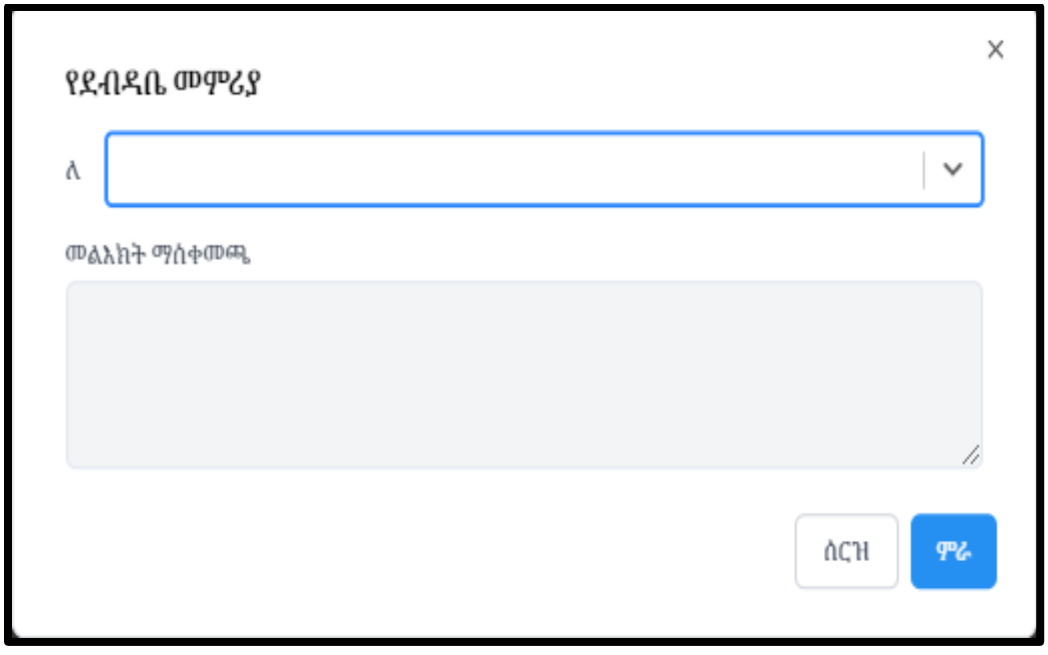


Delete Draft Letter

This button allows you to remove the saved draft if you no longer need it.

Sharing Your Draft

1. **Clicking "ደብዳቤ አጋራ":** On the Letter Details page, click the **ደብዳቤ አጋራ** button, and it will initiate sharing the Dialogue box.
2. **Share Letter Dialogue Box:** Upon clicking "Share Letter," a dedicated dialogue box will appear, allowing you to specify who you want to share the draft with and add a comment.

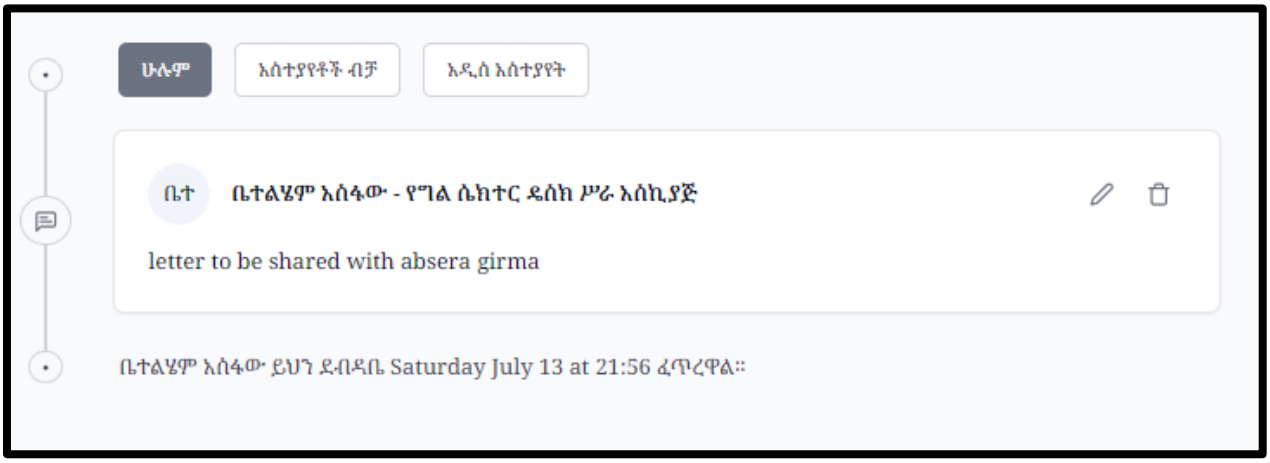


Sharing Options in the Dialogue Box:

- **Recipient Selection:** The dialogue box will provide options for selecting the recipients of your shared draft. This will involve:
    - **Selecting Users:** allowing you to select users from a list (e.g., colleagues from specific departments).
- **Adding a Comment:** A comment field will be available where you can provide additional context or instructions for the people, you're sharing the draft with.

Viewing the Added Comment:

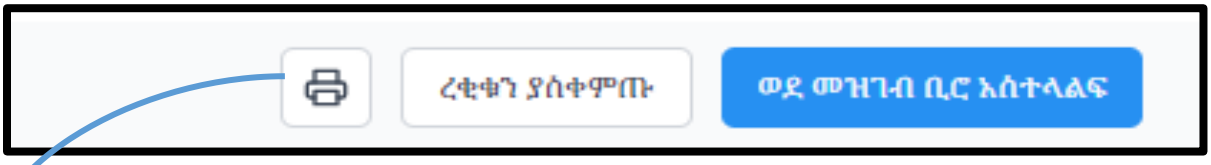
1. Once you've selected the recipients and added your desired comment (if any), you can typically preview the comment within the dialogue box itself



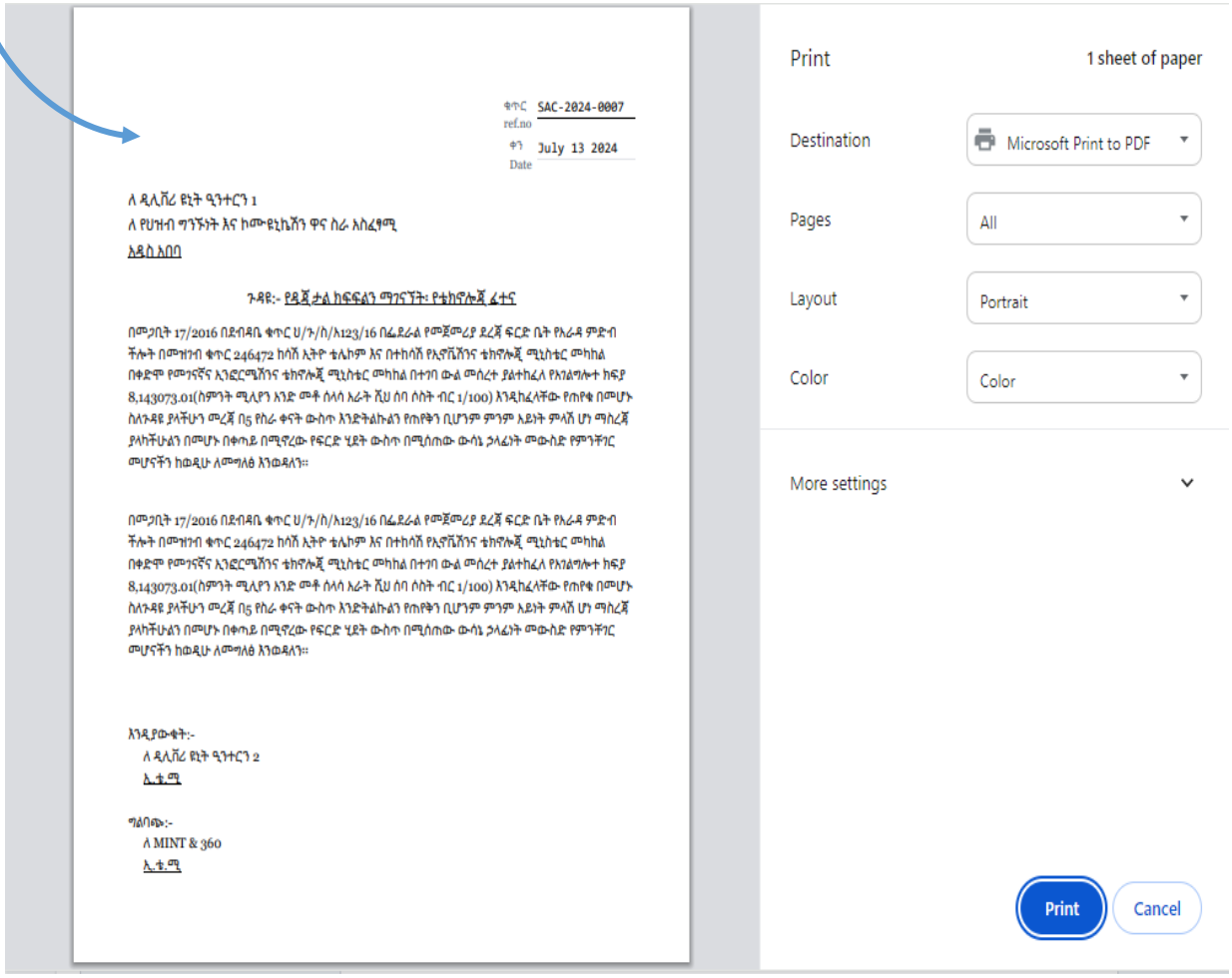
Make Changes (ለውጦችን ማድረግ): Clicking this button allows you to access and edit the content of your saved draft.

Send to Archive Office (ወደ መዝገብ ቤት ያስተላልፉ): This button allows you to send your completed draft to the archive office.

Printing Letters



Print: Click this button to print a physical copy of your drafted letter directly.

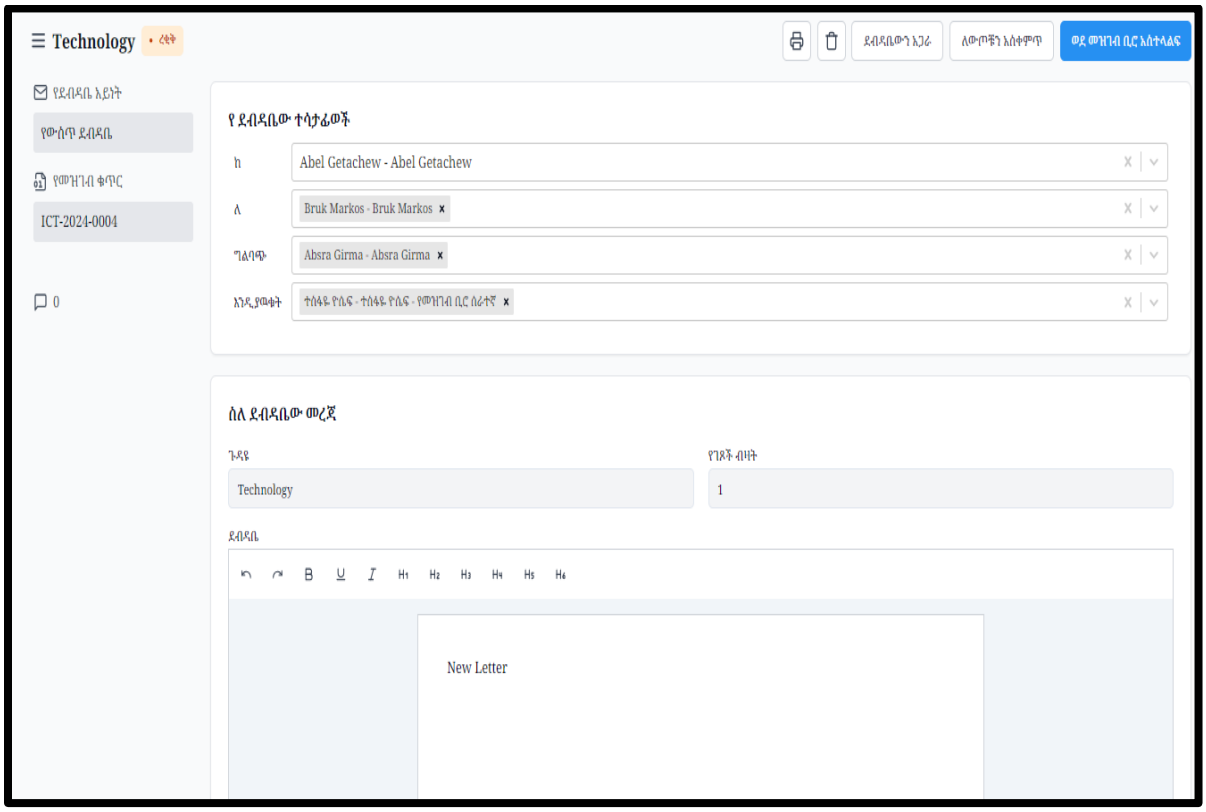


Save Draft (ረቂቁን አስቀምጥ): This button allows you to save your unfinished letter as a draft. You can access and edit these drafts later if you need to resume writing before sending them.

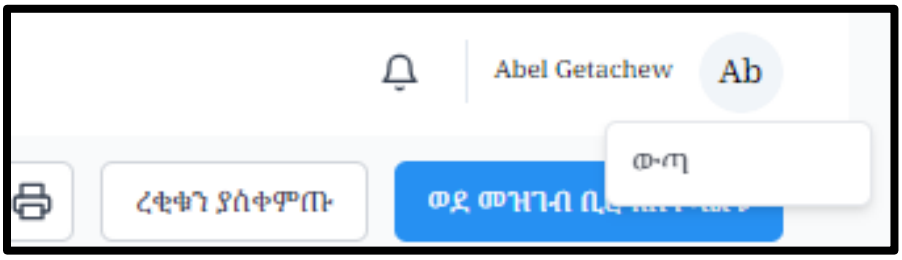
Send to Archive office (ወደ መዝገብ ቤት ያስተላልፉ): This button allows you to send your completed letter to the archive office.

6. Saving a Draft and Accessing the Letter Details Page

1. **Clicking "ረቂቁን አስቀምጥ":** Once you've composed your letter, navigate to the control panel above the input fields and click the button labeled "**ረቂቁን አስቀምጥ**."
2. **Draft Saved Confirmation:** Upon clicking "Save Draft," the system might display a brief confirmation message (e.g., "Draft Saved Successfully").
3. **Letter Details Page:** Following the confirmation, you'll be directed to a dedicated "Letter Details" page. This page will display the details of your saved draft.



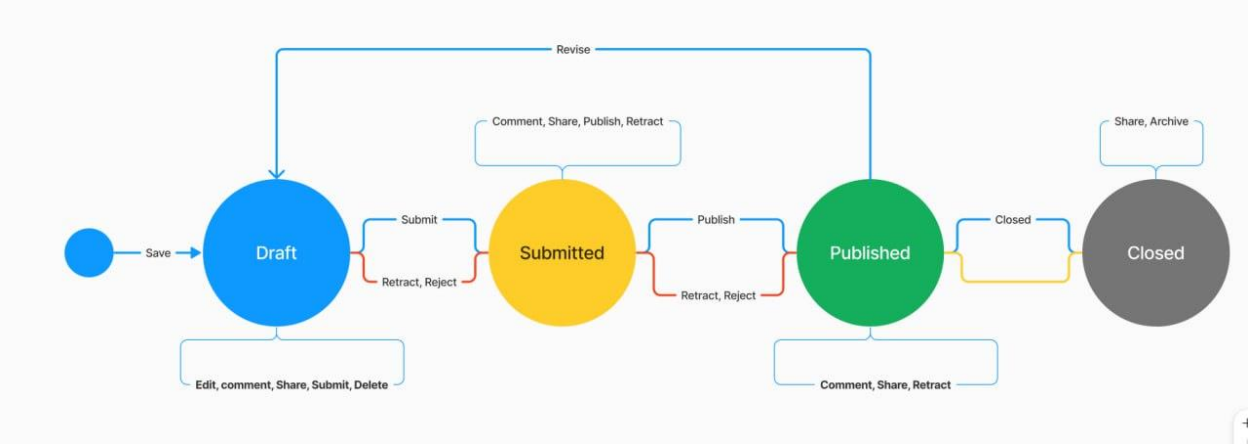
Logging Out and Finishing Your Session



- Once you click the "*ውጣ*" button, you will be signed out of your account.

- You will then be redirected to the login page, where you can enter your credentials to log back in if needed.

Workflow Access and Process



Workflow diagram