M InT

የኢኖቬሽንና ቴክኖሎጂ ሚኒስቴር

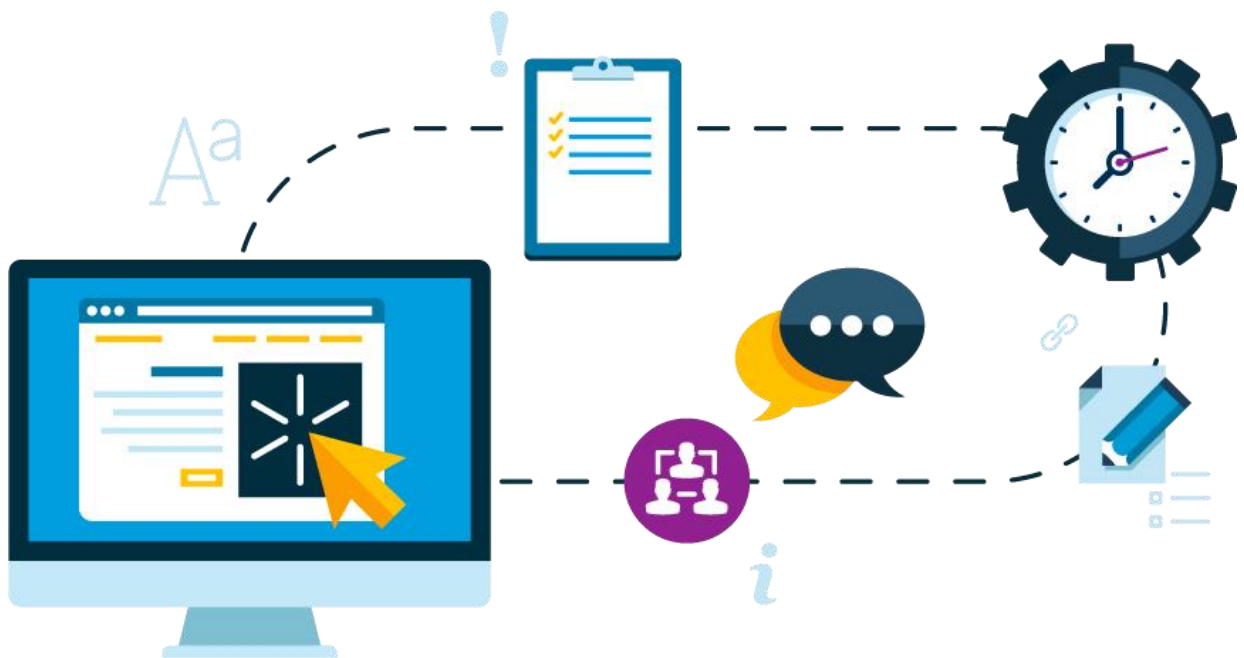**Training Manual for Letter ManagementSystem**

Table of Contents

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

routingincoming 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 usersmay 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 largevolume 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 supportsvarious 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 notcluttering active workspaces but remain accessible when needed.

4. **Sending Letters**

   Delivery Methods: Letters can be sent via this system, or print. The system integrates withprinters for seamless dispatch.

   Tracking: The system tracks the delivery status of sent letters, providing notifications ofsuccessful delivery or any issues encountered.

5. **Receiving and Processing Incoming Letters**

   Logging: Incoming letters are logged into the system, either manually or through automatedcapture (e.g., scanning).

   Assigning and Routing: Letters are assigned to the appropriate personnel or departmentsfor 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 formore precise retrieval.

7. **Security and Compliance**

   Access Control: The system ensures that only authorized users can access, edit, or viewcertain 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 againstunauthorized access and data breaches.

   E-Signature:

Benefits of a Letter Management System

   Efficiency: Automates repetitive tasks, reducing manual effort and time spent oncorrespondence 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 andoutside 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:

Technologies used In Letter Management system

Front End Development
The system's front end was constructed using Next.js, a React framework renowned for its performance and server-side rendering capabilities. This technology facilitated the creation of a robust and scalable user interface.

NGINX, a high-performance load balancer and web server, was employed to efficiently handle incoming traffic and distribute it across system resources.

Authentication
JSON Web Tokens (JWT) were implemented as the primary authentication mechanism. This standard-compliant approach ensures secure and verifiable user sessions.

Backend Development
The system's backend architecture was built upon the Django framework, providing a comprehensive and Python-centric foundation for the application's logic. To facilitate API interactions, Django REST Framework was integrated, enabling the creation of a flexible and maintainable API layer.

Data Storage
PostgreSQL, a powerful and open-source relational database system, was selected to store and manage the application's data. This choice was driven by its robust features, scalability, and ACID compliance.

Hardware Requirements:

Server: Depending on the scale of operations, a dedicated server or cloud hosting servicemay be required.
Storage: Adequate storage capacity to handle the volume of letters and associatedmetadata.
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) toensure accessibility across different platforms.
Responsive Design: User-friendly interface that adapts to various screen sizes and devicesfor optimal usability.

Access Instructions

You can clickthis link

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:

"እን ኪን ደህና መጣህ !" (Welcome!)

Below this message, you will find the field labeled:

"የ ኢ ሜይል አ ድራሻዎን ያስገ ቡ:" (Enter your email address)

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

example@gmail.com

እንኳን ደህና መጡ!

እባክዎ ለመግባት የተጠቃሚ መለያዎን እና የይለፍ ቃልዎን ያስገቡ።

የኢሜይል አድራሻዎን ያስገቡ

example@gmail.com

የይለፍ ቃልዎን ያስገቡ   የይለፍ ቃልዎን ረስተዋል?

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☐ አስታውሰኝ

→] ግባ

የቴክኒክ ድጋፍ ለማግኘት እኛን ያነጋግሩን

Remember: Ensure the email address matches the one you used during the account creationprocess. 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

እንኳን ደህና መጡ!

አካውዎ ለመግባት የተጠቃሚ መለያዎን እና የይለፍ ቃልዎን ያስገቡ።

የኢሜይል አድራሻዎን ያስገቡ

example@gmail.com

የይለፍ ቃልዎን ያስገቡ   የይለፍ ቃልዎን ረስተዋል?

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☐ አስታውሰኝ

→] ግባ

የቴክኒክ ድጋፍ ለማግኘት እኛን ያነጋግሩን

IMPORTANT NOTE:

For security purposes, please do not share your password with anyone. Your password will be masked as you type for added protection.

✓ Upon successful login, the system will initiate a security verification process by sending a One-Time Password (OTP).

✓ A six-digit verification code will be generated and displayed on your Google Authenticator app. Enter this code on the login screen to complete the authentication process.

✓ Upon successful verification of the OTP, you will be granted access to the system.

✓ 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.

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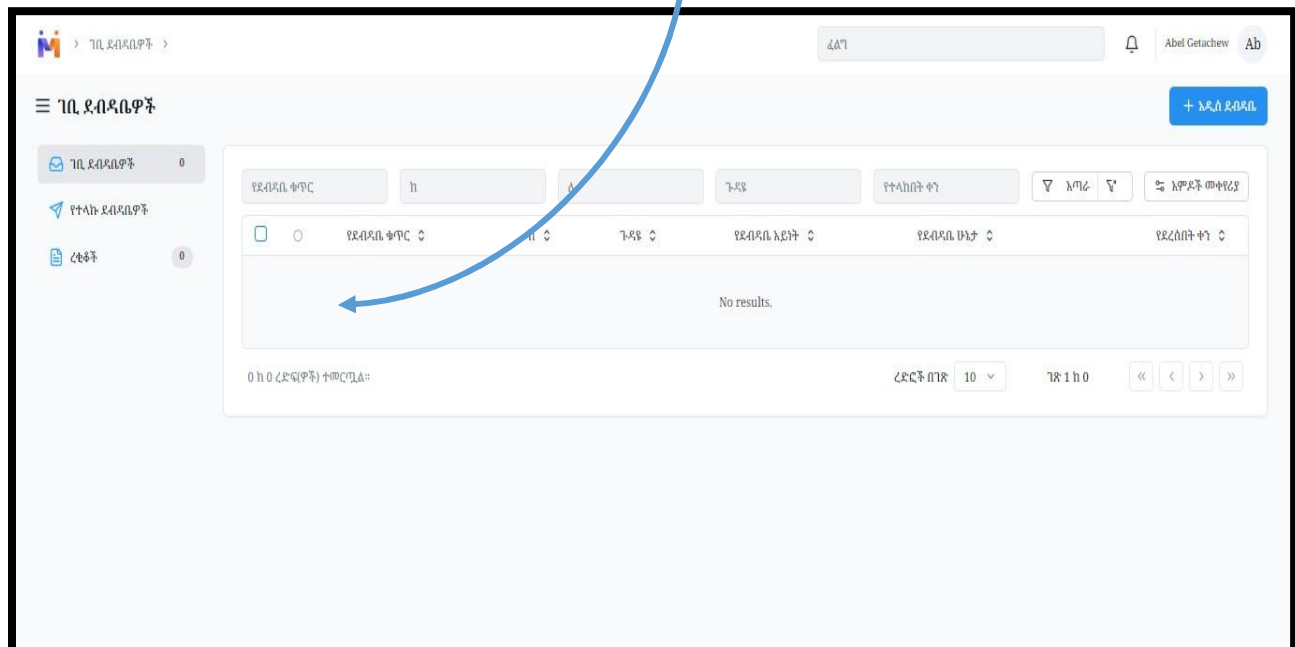
Viewing Sent Letters
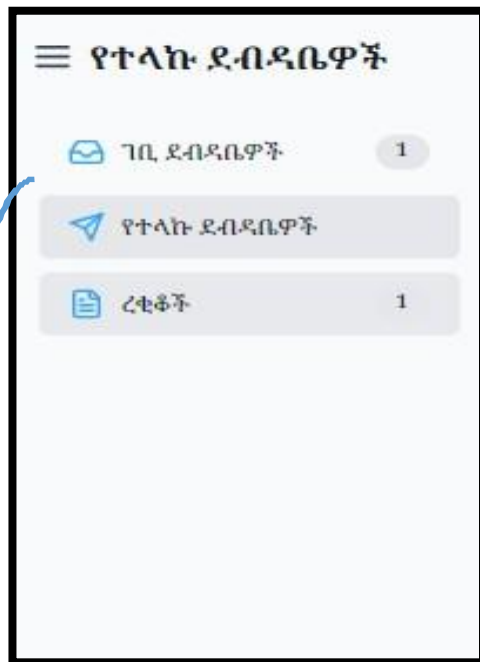
Locating the የተላኩ ደብዳቤዎች Tab: The letter management system has a sidebar menu alongside the inbox view. Look for a tab labeled "የተላኩ ደብዳቤዎች".

Accessing Sent Letters: Click on the "የተላኩ ደብዳቤዎች" 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.).
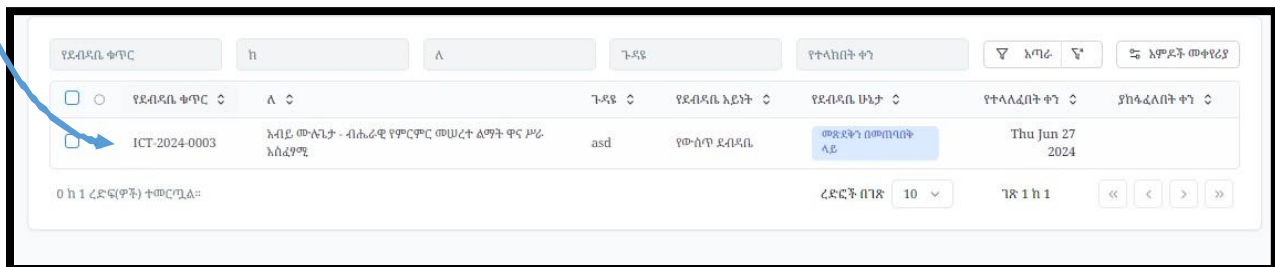
Sent Letters

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

Clicking the "Delete" button will take you to the deletion confirmation page.
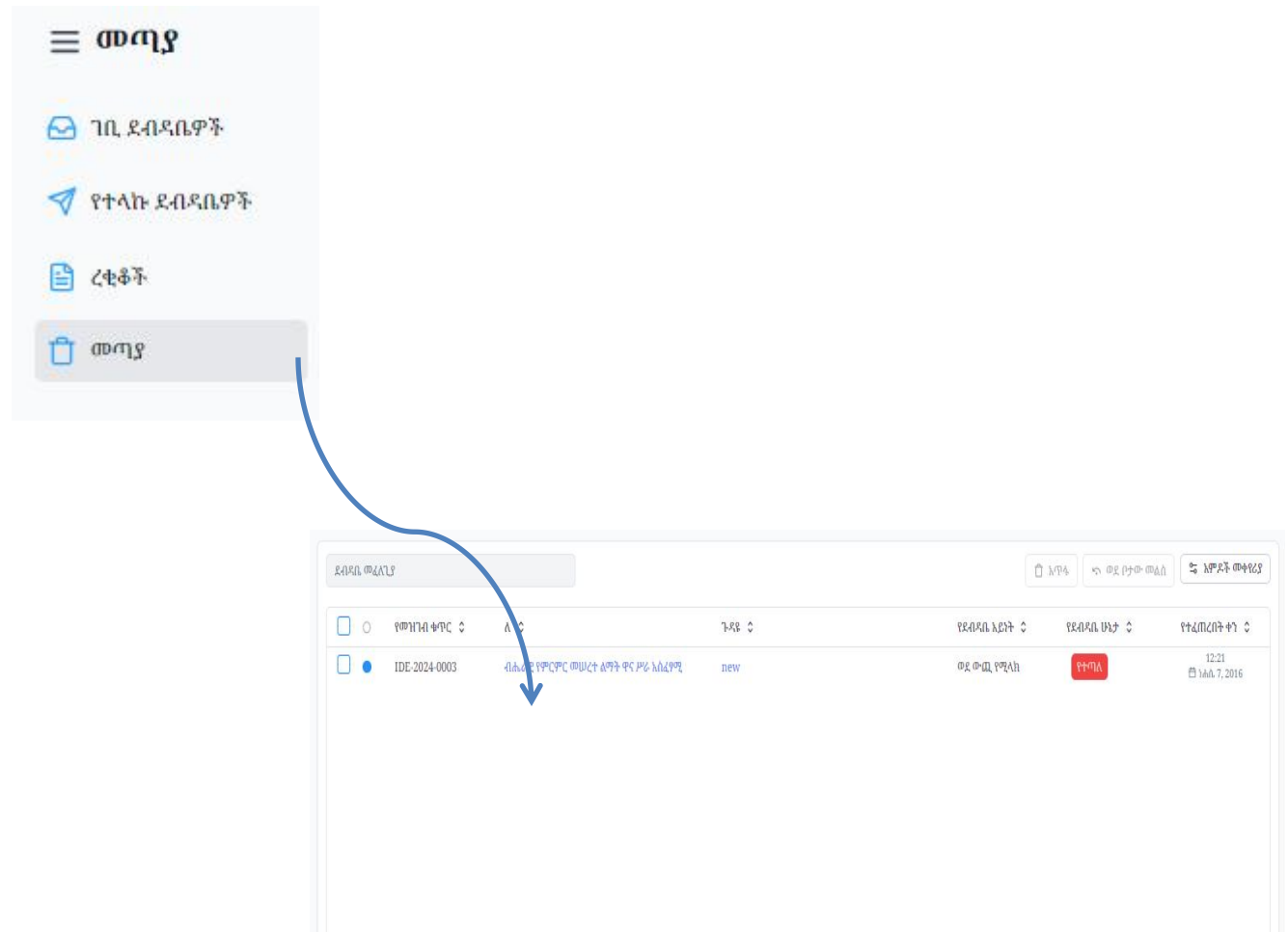
System Overview

Key features and functionalities.

Workflow Management

Process Automation: Automate document routing and approval processes based onpredefined workflows of the letter management.

Collaboration

Real-Time Editing: Enable multiple users to collaborate on Letter creation and editingsimultaneously.

Commenting and Feedback: Allow users to leave comments and provide feedback onLetter.

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-factorauthentication options.

Audit Trail: Capture and maintain an audit trail of all e-signature activities, includingtimestamps 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
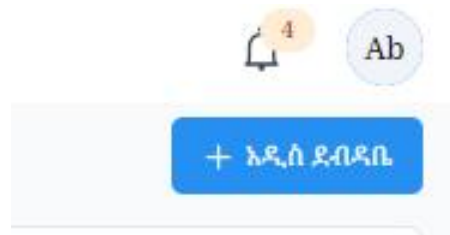- ✓ Print their own sent letters

Creating a New Letter

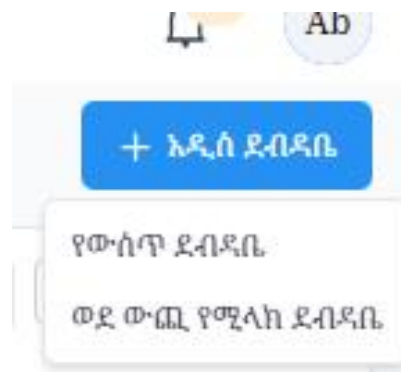Once you've familiarized yourself with your inbox and sent items, you can create a new letter to send.

Locating the "አ ዲ ስ ደ ብ ዳ ቤ " Button:

1. Look for a button labeled "አ ዲ ስ ደ ብ ዳ ቤ " (New Letter).

Clicking "አ ዲ ስ ደ ብ ዳ ቤ "

2. Clicking the "New Letter" (አ ዲ ስ ደ ብ ዳ ቤ) button will present you with two options: "Internal (የ ውስ ጥ ደ ብ ዳ ቤ)Letter" and "Outgoing Letter" (የ ወጪ ደ ብ ዳ ቤ)

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3. Selecting "Outgoing Letter" will initiate the process of creating a new outgoing letter.The key input fields include:

በኢትዮጵያ ፌደራላዊ ዲሞክራሲያዊ ሪፐብሊክ
የኢኖቬሽንና ቴክኖሎጂ ሚኒስቴር
The Federal Democratic Republic of Ethiopia
Minister of Innovation and Technology

ቁጥር
Ref.No._____
ቀን
Date_____

እባክዎ የደብዳቤውን ለማን እንደሚልኩ ይምረጡ

ጉዳዩ:- የደብዳቤዎን ርዕስ ጉዳይ እዚህ ያስገቡ...

ደብዳቤዎን እዚህ ይፃፉ...

እንዲያውቁት:-
    እባክዎ ስለ ደብዳቤው እንዲያውቁ የሚገባቸውን ሰዎች ይምረጡ

ግልባጭ:-
    እባክዎ የደብዳቤው ግልባጭ የሚላክላቸውን ሰዎች ይምረጡ

1. specify the recipient of the outgoing letter, click on the "Recipient" field and enter the necessary details.

እባክዎ የደብዳቤውን ለማን እንደሚልኩ ይምረጡ

አብይ ሙሉጌታ - ብሔራዊ የምርምር መዉረት ልማት ዋና ሥራ አስፈያሚ
ቤተልሄም አስፋዉ - የግል ሴክተር ዴስክ ሥራ አስኪያጅ
ሰላም ተሰማ - የመንግስት እይሲቲ መዉረት ልማት ልማት እና አስተዳደር ዋና ሥራ አስፈያሚ
ቅድስት መኮነን - የሰዉ ሃይል አስተዳደር ዋና ሥራ አስፈያሚ
እዮብ ሰሎሞን - የህዝብ ግንኙነት እና ኮሙዩኒኬሽን ዋና ሥራ አስፈያሚ
ሪኪክ አስፋ - ዲሊቨሪ ዩኒት
ብሬክ 360 - MINT & 360

2, Next, provide a concise and descriptive subject for the letter in the designated "Subject" field.

ጉዳይ:- descriptive subject

ደብዳቤዎን እዚህ ይፃፉ...

3, Compose the body of your letter in the designated text box.

ደብዳቤዎን እዚህ ይፃፉ...

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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 ያብስራልሳነ ወርቅ (Delivery Unit Development teamLeader) in the "እንዲያውቁት " (BCC) field.

እንዲያውቁት:-

እባክዎ ስለ ደብዳቤው እንዲያውቁ የሚገባቸውን ሰዎች ይምረጡ

ግልባጭ:-

እባክዎ የደብዳቤው ግልባጭ የሚላክላቸውን ሰዎች ይምረጡ

Once you've composed your letter, you'll find a control panel above the input fieldsoffering two options:

[ረቂቁን ያስቀምጡ] [ወደ መዝገብ ቢሮ እስተላልፍ]

Upon completing the letter content, you will be presented with two options:

- **Save as Draft (እንደ ረቂቅ ያስቀምጡ):** This option preserves the letter in its current state for future completion or modification.
- **Send to Archive Office (ወደ ማህደር ቢሮ መላክ):** This option finalizes the letter and submits it for processing by the archive office.

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 "ደ ብ ዳ ቤ አ ጋ ራ ":** On the Letter Details page, click the ደ ብ ዳ ቤ አ ጋ ራ 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:
- o **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 (ifany), you can typically preview the comment within the dialogue box itself
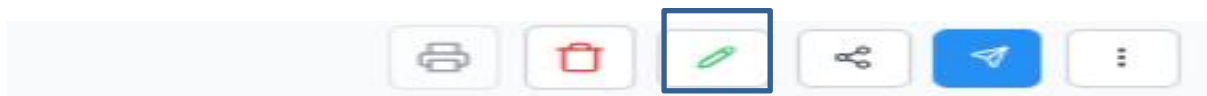
Make Changes (ለ ውጦ ች ን ማድ ረ ግ): Clicking this button allows you to access andedit the content of your saved draft.
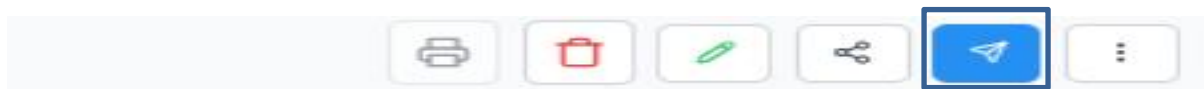
Send to Archive Office (ወ ደ መዝ ገ ብ ቤ ት ያ ስ ተ ላ ል ፉ): This button allows you to sendyour completed draft to the archive office.

Click the Send Reminder button to trigger a reminder notification for the selected letter. The reminder will be sent to the intended recipients, urging them to take the necessary actions.

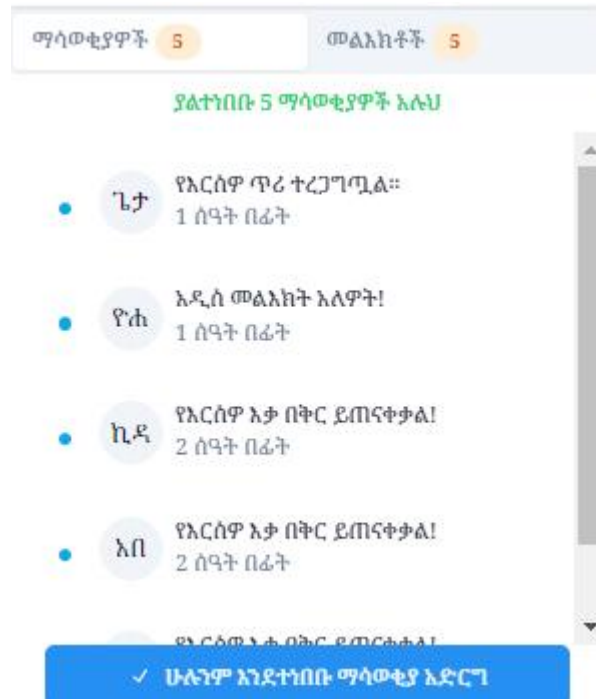**Print:** Click this button to print a physical copy of your drafted letter directly.

6. Saving a Draft and Accessing the Letter Details Page

1. **Clicking "ረቂቁን አስቀምጥ":** Once you've composed your letter, navigate to the controlpanel 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.

≡ **descriptive subject** ረቂቅ

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የኢኖቬሽንና ቴክኖሎጂ ሚኒስቴር
**The Federal Democratic Republic of Ethiopia
Minister of Innovation and Technology**

MኢT

ቁጥር
Ref.No.___IDE-2024-0005___
ቀን
Date_____

ለ በተልዬም እስፋው - የግል ሴክተር ደሰከ ፕሮ እስኪያጅ ✖

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ጉዳዩ:- descriptive subject

I'm writing to express my deep concern about the recent political climate. The increasing polarization and division are detrimental to our society. It's imperative that our elected officials prioritize finding common ground and working together for the betterment of all citizens.

To view any system alerts or updates, click on the notification bell icon located at the top right corner of the screen.

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ያልተነበቡ 5 ማሳወቂያዎች አሉህ

● ጌታ   የእርሰዎ ጥሪ ተረጋግጧል::
        1 ሰዓት በፊት

● የሐ   አዲስ መልእክት አለዎት!
        1 ሰዓት በፊት

● ኪዲ   የእርሰዎ እቃ በቅር ይጠናቀቃል!
        2 ሰዓት በፊት

● እበ   የእርሰዎ እቃ በቅር ይጠናቀቃል!
        2 ሰዓት በፊት

        የ ርዕዎ ነ ሐ በቅር ይጠርቀቃል!

✓ ሁሉንም እንደተነበቡ ማሳወቂያ አድርግ

Clicking on your name will display a dropdown menu with the following options:

Help: Accesses a comprehensive user manual for detailed guidance on system functionalities.

Abel Getachew
ICT and Digital Economy Sector

⑦ እርዳታ
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Training Manual for Letter Management System

Help Video: Provides visual tutorials to assist with specific tasks or features.

የቪዲዮ እርዳታ

የቪዲዮ እርዳታውን በመክፈት ይከታተሉ.

የሰነድ እስተዲደር እና ኢ-ፊርማ

የሰነድ አሰተዳደር እና ኢ-ፊርማ

እንኳን ደህና መጡ!

አካውንት ለመግባት የኢሜይል አድራሻዎን እና የይለፍ ቃልዎን ያስገቡ።

የኢሜይል አድራሻዎን ያስገቡ

የይለፍ ቃልዎን ያስገቡ   የይለፍ ቃልዎን ረስተዋል?

ግባ

የቲከኒክ ድጋፍ ለማግኘት እኛን ያነጋግሩ

በዲዛይን እና ተክኖሎጂ ሚስጥር በኬራት የተደገፈ

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Logout: Terminates the current session and logs you out of the system.

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

User Guide for User Registration

Logging into the Admin Dashboard

Accessing the login page

The administrative login page is accessible through the following link.: http://196.189.50.10:8000/admin/

Entering email address and password
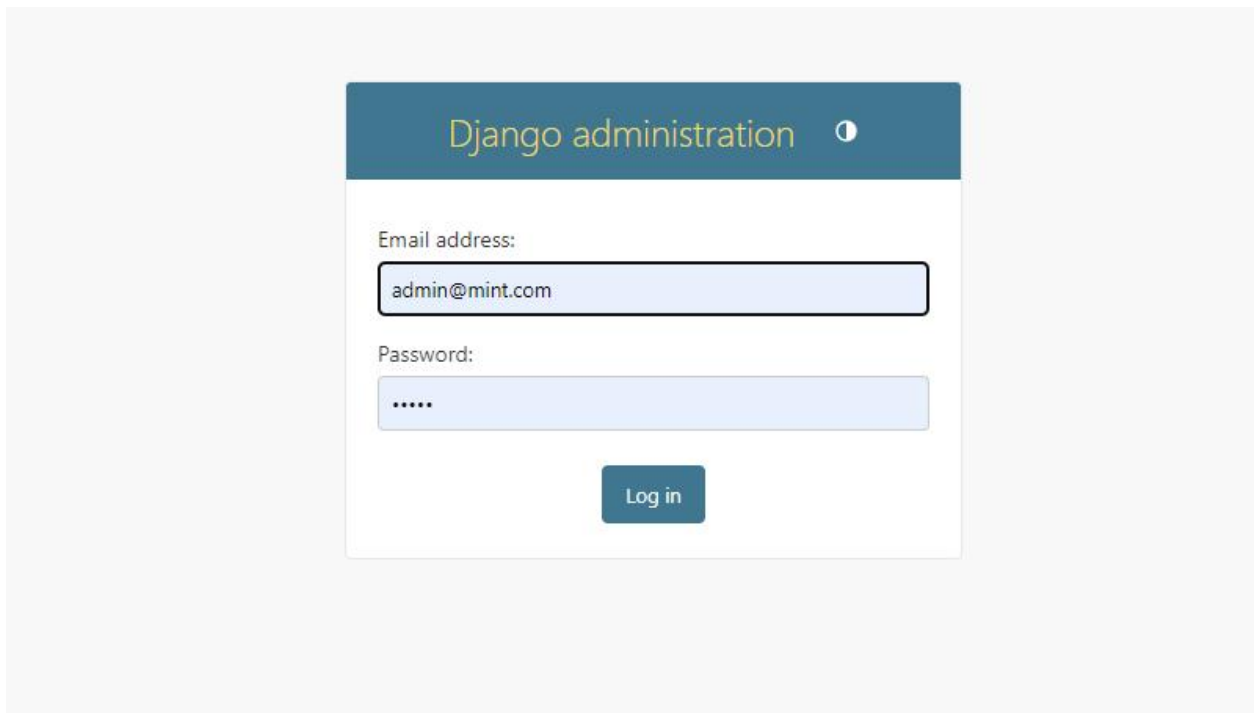
Navigating to Admin Dashboard

Creating a New User

To access the user management section, locate and click the "Add Member" button. Upon clicking this button, the user registration page will be displayed.

After clicking the add member button you will be greeted with the user registration page

Firstly we enter the user email and password the user will use to login into the system.

Follow that by entering the user's email address and password, which will subsequently be used for system login. Thereafter, input the user's first and last name (optional), followed by the mandatory phone number

- After we fill their personal information the next step will be to fill their job details
  - Job Title
  - Department

- After we finish Entering all the above information we need to give the added user permission and role in using the letter management system.
  - Is Staff
  - Is Superuser

Finally, we click the save button to add the user.

Adding Departments

To access the Department section, locate and click the "Add Department" button. Upon clicking this button, the Department registration page will be displayed

After clicking the add department button you will be greeted with the Department registration page

Then we enter the department name and abbreviation

Add department

Name: Human Recourses

Abbreviation: HR

SAVE   Save and add another   Save and continue editing

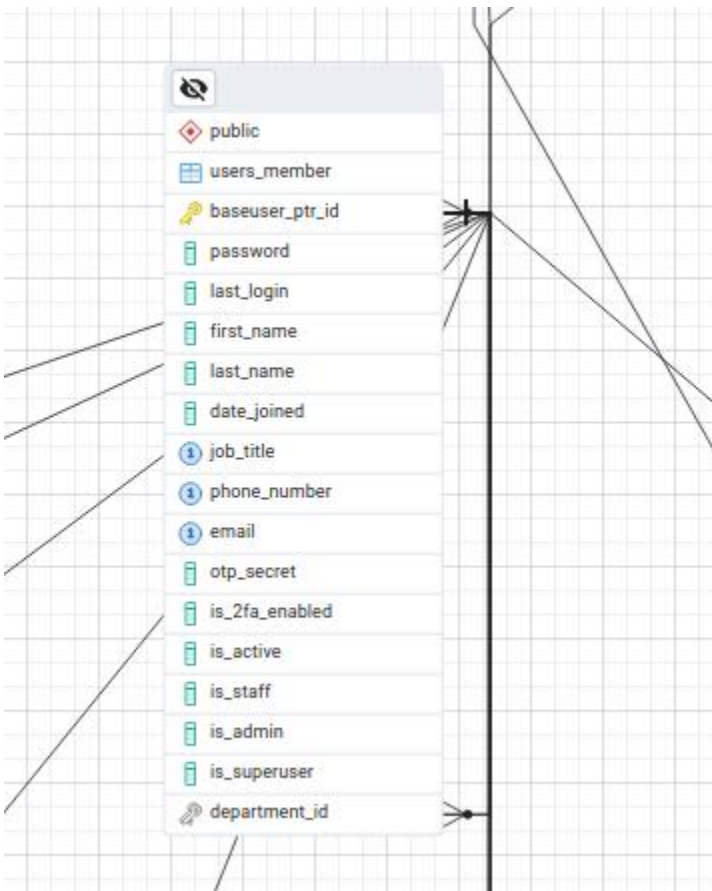Finally, we click the save button to add the Department.

SAVE   Save and add another   Save and continue editing

Database Structure

User Entity:

· **baseuser_ptr_id:** This column suggests that the users_member model inherits from a base user model, providing core user information like username, password, etc.

· **password:** Stores the hashed password for user authentication.

· **last_login:** Records the timestamp of the user's last login attempt.

· **first_name:** Stores the user's first name.

· **last_name:** Stores the user's last name.

· **date_joined:** Records the date when the user account was created.

· **job_title:** Specifies the user's job title or position within the organization.

· **phone_number:** Stores the user's phone number.

· **email:** Stores the user's email address.

· **otp_secret:** related to two-factor authentication, storing a secret key for generating one-time passwords.

· **is_2fa_enabled:** A boolean flag indicating whether two-factor authentication is enabled for the user.

· **is_active:** A boolean flag indicating whether the user account is active or inactive.

· **is_staff:** A boolean flag indicating whether the user is a staff member with administrative privileges.

· **is_admin:** A boolean flag indicating whether the user has superuser permissions.

· **is_superuser:** A boolean flag indicating whether the user has the highest level of administrative privileges.

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· **department_id:** A foreign key referencing a department table indicating the user's department affiliation.
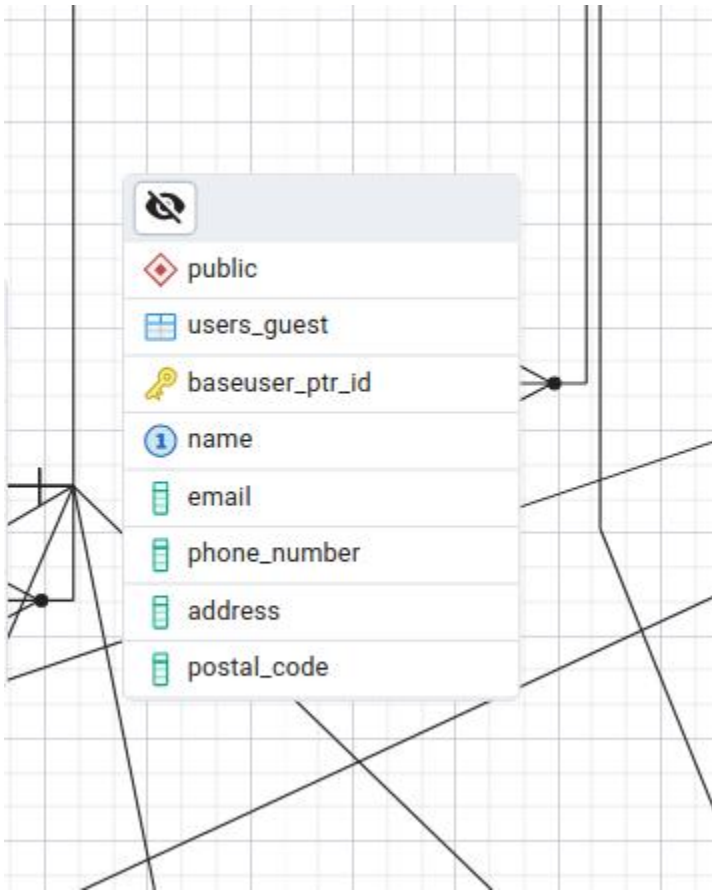
- **baseuser_ptr_id:** Similar to the previous tables, this indicates inheritance from a base user model.
- **job_title:** Specifies the staff member's job title or position.
- **department_id:** A foreign key referencing a department table, indicating the staff member's department.
- **hire_date:** Records the date when the staff member was hired.
- **salary:** Stores the staff member's salary information.
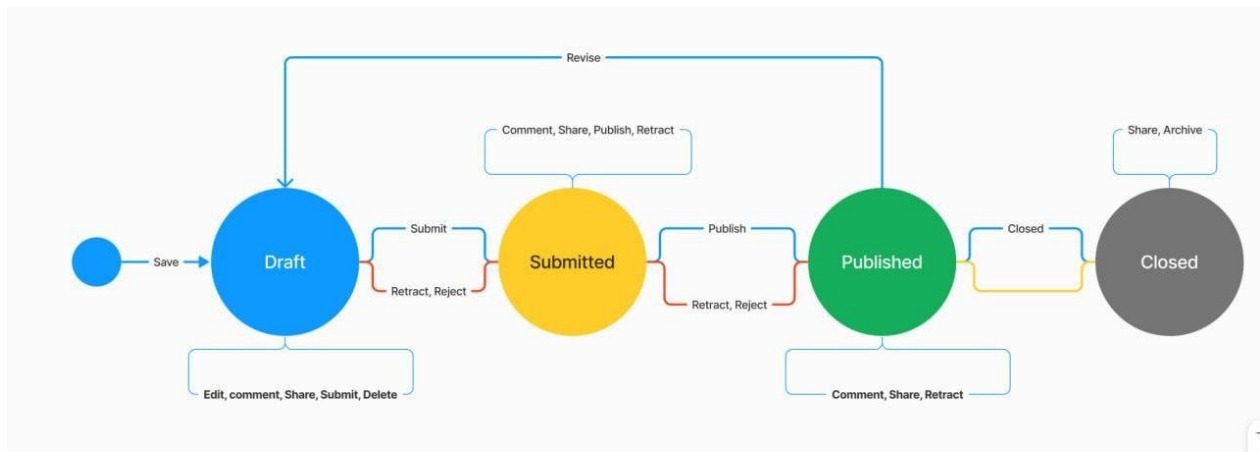- **is_manager:** A boolean flag indicating whether the staff member is a manager.
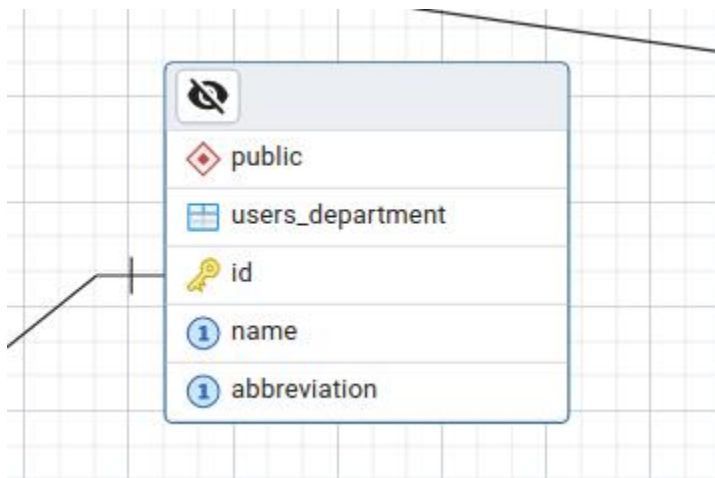
- **id:** The primary key uniquely identifying each department.
- **name:** The full name of the department.
- **abbreviation:** A shorter abbreviation for the department name.
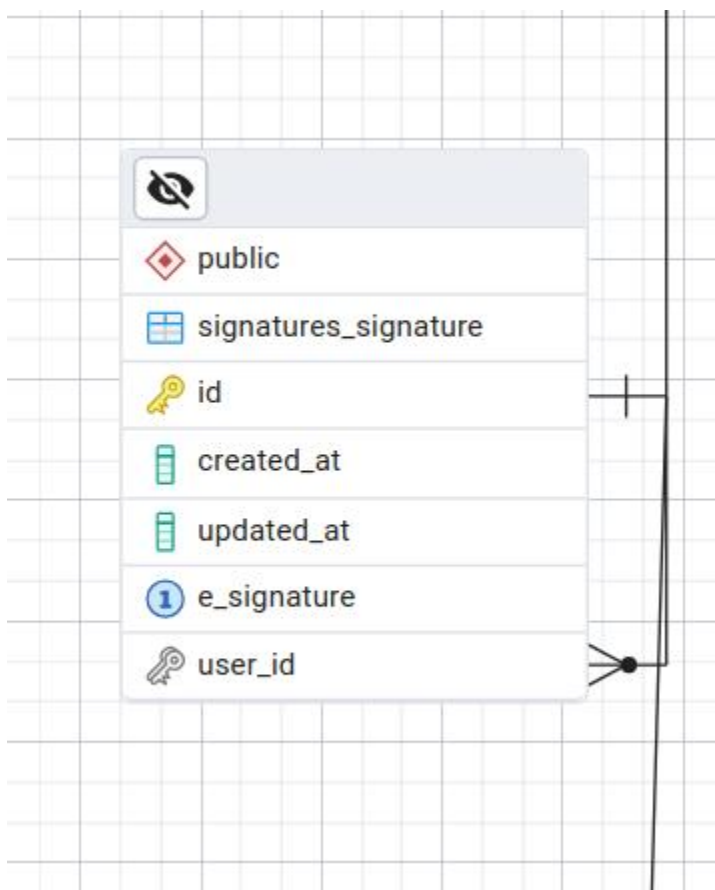
- **id:** The primary key uniquely identifying each signature record.
- **created_at:** Timestamp indicating when the signature was created.
- **updated_at:** Timestamp indicating when the signature was last modified.

- **e_signature:** This column likely stores the actual digital signature data, possibly in a binary or encoded format.
- **user_id:** A foreign key referencing a user table linking the signature to its owner.

Workflow Access and Process

Workflow diagram