
USER GUIDE

e-Communications

3.1



TABLE OF CONTENTS

TABLE OF CONTENTS	2
DOCUMENT MANAGEMENT	3
OVERVIEW	4
DOCUMENT PURPOSE.....	4
ACCESS.....	4
LOGIN	5
WHAT DOES E-COMMUNICATIONS DO?	6
USER PROFILES AND PERMISSIONS	7
ADDING ADMINISTRATION USERS	7
REMOVING A USER	9
GENERAL NAVIGATION	11
BASIC SCREENS	13
COMMUNICATION VIEW	13
TABLE VIEW.....	16
SORT, FILTER AND SEARCH.....	17
CONVERSATION	18
SETTING UP CORRESPONDENCE	19
CREATING NEW	20
REQUEST TO BR TO FORWARD CORRESPONDENCE	25
DRAFTS.....	26
COMPOSING A REPLY.....	27
FURTHER TO A PREVIOUS COMMUNICATION	28
TIMESTAMP	29
EXPORTING CORRESPONDENCE	30
EXPORT TO PDF	30
EXPORT TO EMAIL.....	30
EXPORT TO EXCEL	31
USER SUPPORT	32
HELP DESK AND HOTLINE	32
USER SUPPORT PAGE	32
HOW TO REPORT DEFECTS?.....	32
LET US KNOW WHAT YOU NEED	32

DOCUMENT MANAGEMENT

Documents used as references

Name	Version	File
Release notes v3	3.0	Release Notes v3.pdf
Release notes v1	1.0	Release Notes v1.pdf
Step by step guide	Beta	e-Communications-step-by-step-guide.pdf

OVERVIEW

Document Purpose

This document provides information on how to use the e-Communications system version 3.1, released in November 2020. e-Communications is a web-based application, developed by the Radiocommunication Bureau ('Bureau' or 'BR' hereinafter) as instructed by Resolution 907 (rev. WRC-15), to handle all types of administrative correspondence related to space services between Administrations and the Bureau, as well as between Administrations.

Software Requirements for e-Communications client machines:

- Minimum screen resolution: 1024x768.
- Web browser to use - Google Chrome, Microsoft Edge or Internet Explorer.

Access

e-Communications is available on the internet at the following address:

<https://www.itu.int/ITU-R/space/e-communications>

The user accounts for access can be classified in two categories in version 3.1:

- Administration manager accounts created by the BR,
- Administration user accounts created by those managers.

The access to e-Communications is restricted though a username and password of a TIES user account of Administration managers and Administration users.

Any Administration could require the BR to create one or multiple Administration manager accounts by sending an e-mail to brmail@itu.int, sending a fax to +41 22 730 5785 and indicating the person's name(s), title, email address, telephone number and TIES username.

After an Administration manager user obtain the credentials, s/he can register Administration users in e-Communications using the implemented Users management functionality in the system.

Login

After a user account is registered in e-Communications, the user can log in to the system following the steps:

1. Using a web browser go to the e-Communications website at <https://www.itu.int/ITU-R/space/e-communications>;
2. Make a choice of how long you would like to stay logged in. The log in interface offers by default a session of 10 minutes considering that a public or shared computer is in use. Select the other option for a session of 240 minutes, as shown on Fig.1., when you are going to use the system longer.

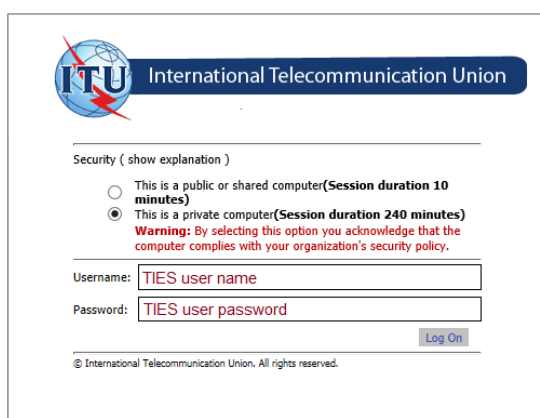



Fig. 1 Log in interface of e-Communications

3. Enter your TIES username and password and click the Log On button.
4. The system validates the entered user credentials (username and password) and determines if this user account is currently enabled. If yes, then the Home page opens. The username is displayed on the upper right corner. Click  to expand the interface and see the user role, the Administration code of the user and the Logout link.

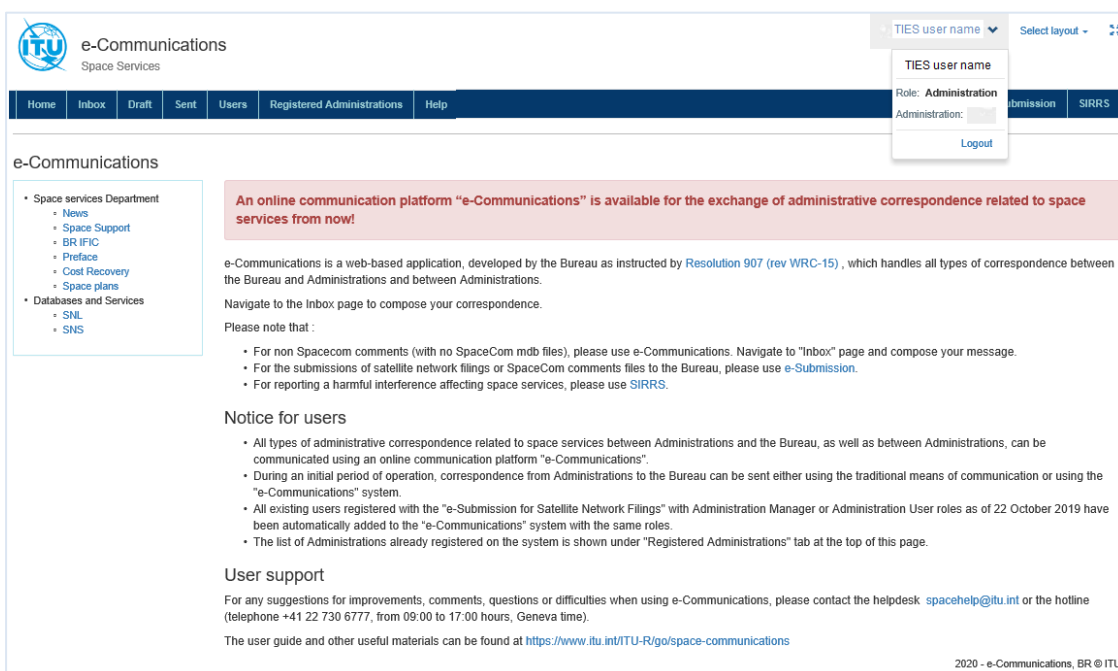


Fig. 2 Home page of e-Communications

WHAT DOES E-COMMUNICATIONS DO?

e-Communications is the latest generation of ITU applications, implemented to replace communications by fax, e-mail and traditional postal mailings between the Bureau and Member States, with modern electronic communication means. It was developed by the Bureau as instructed by Resolution 907 (rev. WRC-15).

It handles the administrative correspondence between the Radiocommunication Bureau (BR) and Administrations and between Administrations related to the advance publication, coordination, notification and recording processes, including correspondence related to Appendices 30, 30A and 30B, for satellite networks, Earth stations and radio astronomy stations.

This release includes functionalities to cover correspondence between Administrations and between Administrations and the Bureau. Future releases will enlarge the system by including in the process Operator users and Intergovernmental Satellite Organizations (IGSO) users.

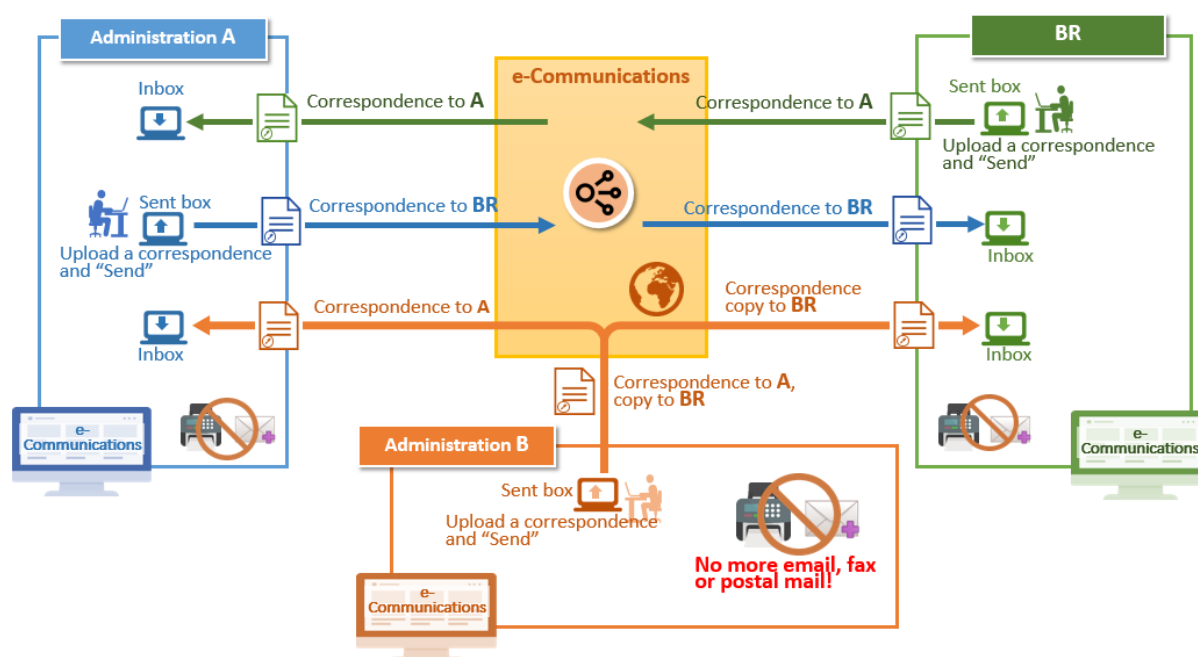


Fig. 3 Abstract view of the system

Using a simple and intuitive interface, the users of e-Communications can read, create and send correspondence. e-Communications offers a shared service for users on the Administration level - if one reads a new correspondence, other users will see it as already read by their Administration because of the read event, registered in the history. Therefore, it is important to determine responsible persons for replying to a received correspondence as well as sending new ones in such a way as to avoid sending the same correspondence twice.

The system records the history of events related to each correspondence.

User Profiles and Permissions

The Radiocommunication Bureau is responsible for registering the accounts of Administration managers in e-Communications. In this respect, the Member States are invited to communicate the list of Administration managers (one or several persons) to the Bureau by fax sent to +41 22 730 5785 or by email to brmail@itu.int. The mandatory information to be provided includes: the person's name, title, email address, telephone number and TIES username.

After a person has been given the credentials of an Administration manager in e-Communications, s/he can manage the access rights of other members of the Administration via the system. New Administration user accounts can be added, an existing account can be removed, or a new profile could be assigned to a user already registered in the system.

Adding Administration Users

Only an Administration manager user can add an Administration user account following the steps:

1. After log in to the system as an Administration manager, select the **Users** page.

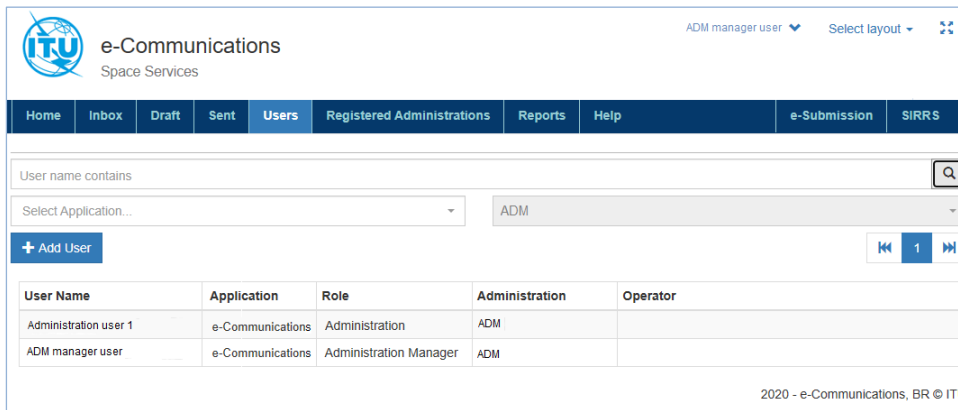


Fig. 4 Page for managing users

2. Click on the **+Add User** button to open the **Add User** page (Fig.5). Be sure the e-Communications is the selected application as shown next:

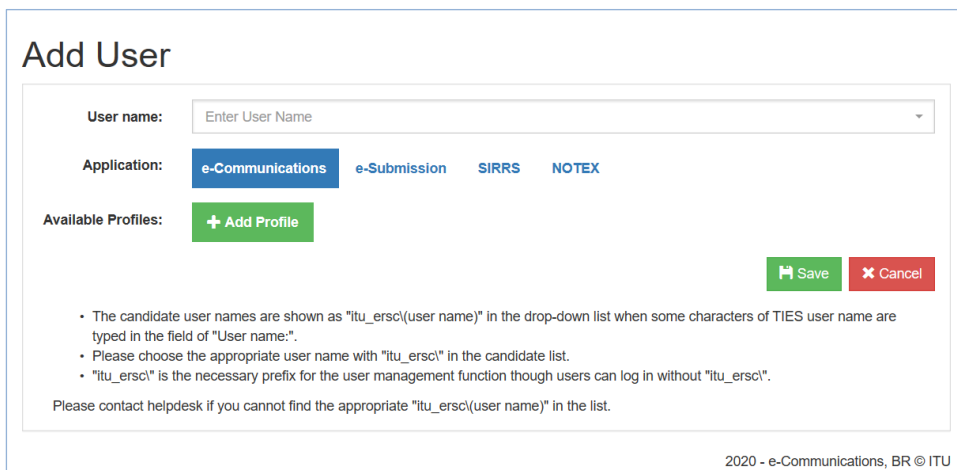


Fig. 5 Add User page

3. Enter the TIES username of the new user in the **User name** field and select the user name from the displayed preselected list (itu_ersc\RTRAIN_F in our example).

The screenshot shows the 'Add User' form. The 'User name' field contains 'Enter User Name' and has a dropdown arrow. Below it, a list of candidate usernames is displayed, with 'itu_ersc\RTRAIN_F' selected. The 'Application' field is set to 'itu_ersc\rtrain_f'. The 'Available Profiles' list includes 'itu_ersc\RTRAIN_FIN', 'itu_ersc\RTRAIN_FJI', and 'itu_ersc\RTRAIN_FSM'. Below the list, there are instructions: 'The candidate user names are shown as "itu_ersc(user name)" in the drop-down list when some characters of TIES user name are typed in the field of "User name:".', 'Please choose the appropriate user name with "itu_ersc" in the candidate list.', and 'itu_ersc" is the necessary prefix for the user management function though users can log in without "itu_ersc".'. A note at the bottom says 'Please contact helpdesk if you cannot find the appropriate "itu_ersc(user name)" in the list.'

Fig. 6 Selecting a user from the list of TIES accounts

4. Click on the **+Add Profile** button and a **New*** will be displayed next to it (Fig. 7).


The screenshot shows the 'Add User' form. The 'User name' field is now 'itu_ersc\RTRAIN_F'. The 'Application' field has buttons for 'e-Communications *', 'e-Submission', 'SIRRS', and 'NOTEX'. The 'Available Profiles' section shows a 'New *' button with a close icon and a '+ Add Profile' button. Below this, the 'Profile' field has a dropdown arrow and a list of roles: 'Administration', 'Operator', and 'Operator Manager'. The same instructions from the previous figure are present at the bottom.

Fig. 7 Selection of the Administrator user role

5. Select the profile of Administration from the list. The **New*** changes to the **Administration*** and below the **Profile** field is displayed the Administration code of the Administration manager as a read-only field.
6. Click on **Save** to add this new Administration user to the system.

The screenshot shows the 'Add User' form. The 'Available Profiles' section now shows 'Administration *' with a close icon and the '+ Add Profile' button. The 'Profile' field is set to 'Administration'. Below it, the 'Administration' field shows the code 'F'. At the bottom right, there are 'Save' and 'Cancel' buttons. The instructions from the previous figures are still present at the bottom.

Fig. 8 The role of Administrator user is set and can be saved

The **Add User** page closes and the **Users** page is displayed. If a user enters an existing username (such as RTRAIN_F from our example) in the search field, and clicks on the search button , the system will find and display it as shown next.

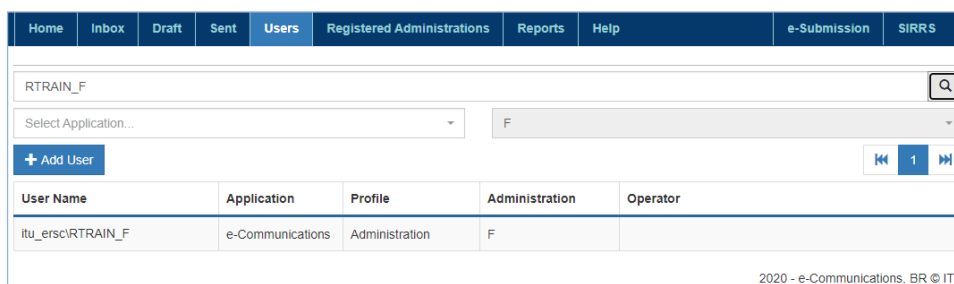


Fig. 9 Searching for a user in the system

Important note: the functionality related to Operator manager/user profiles is not yet implemented in e-Communications. The choice of an Operator or Operator Manager appears in the list of profiles because the user management system is common for several ITU applications. For example, Operator managers/users have access to the e-Submission of Satellite Network Filings system, however those profiles should not be selected for e-Communications until a future announcement.

Removing a User

A user account can be removed only by users having permissions for user management – for e-Communications, those are Administration manager users. Follow next steps to remove an Administration user from e-Communications:

1. After log in to the system, select the **Users** page.
2. Enter the username of the person who should no longer have access to e-Communications in the search field and click the search button (Fig.9).
3. Click on the line containing the username that should be removed. The **Edit User** page opens.

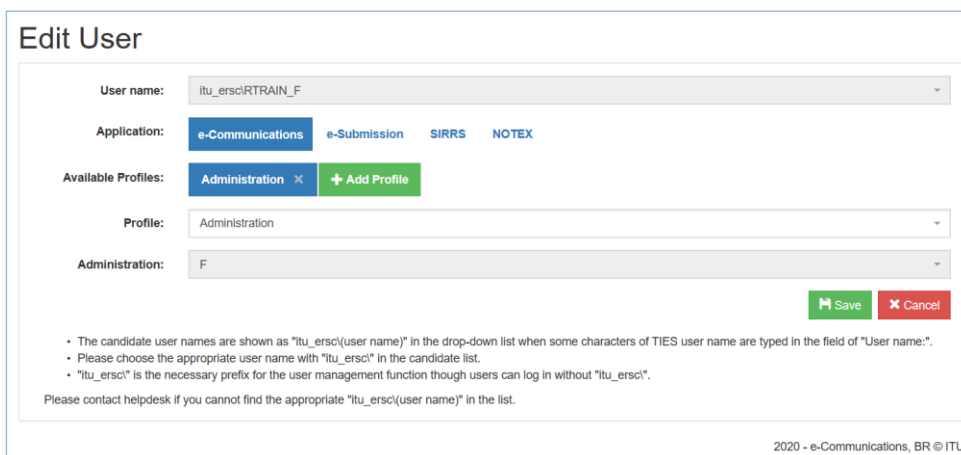


Fig. 10 Edit User page

4. Click the [x] button of the **Administration** profile (listed under **Available Profiles**) to remove it.
5. Click the **Yes, Remove Profile** button to confirm the removal on the confirmation popup (fig.11).

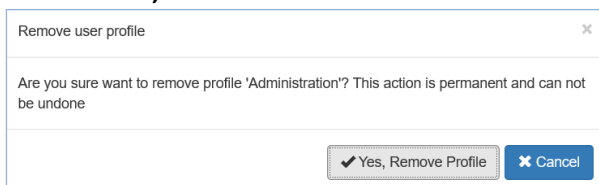


Fig. 11 Confirmation popup for removing a role

- The only profile of the Administration user is removed from the **Available Profiles** on the **Edit User** page.

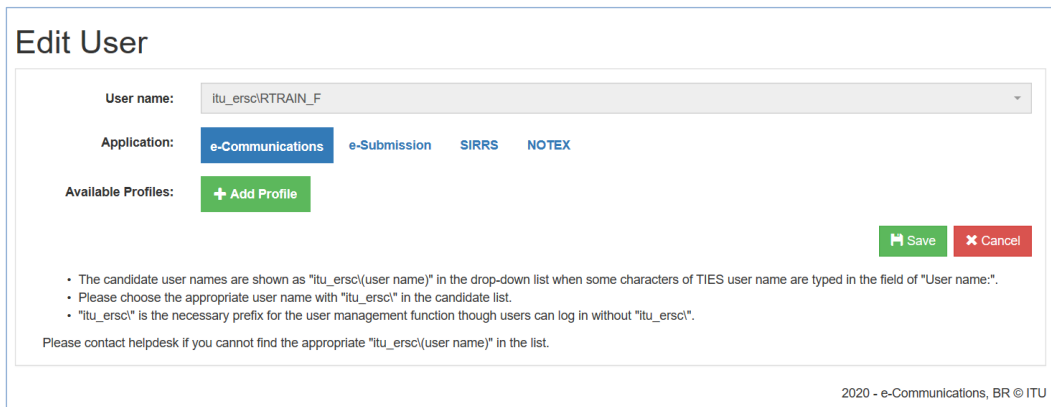


Fig. 12 User account with no roles in the system

- Click the **Save** button to register the removal.

The removed user will not be able to log in to e-Communications anymore. Its username (RTRAIN_F in our example) will not be found by the system (Fig.13).

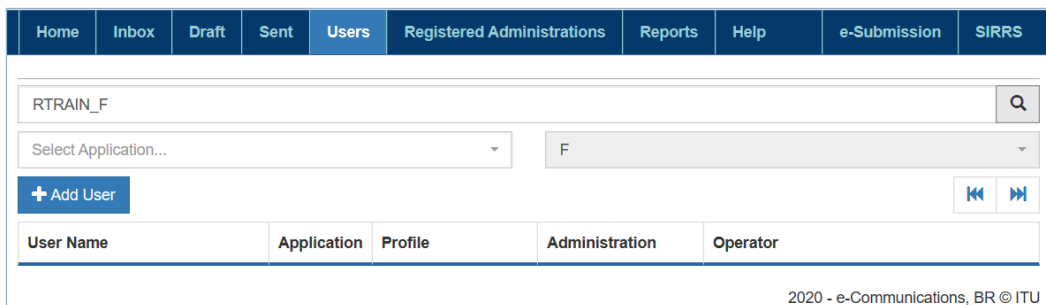



Fig. 13 Users page when a user is not found

GENERAL NAVIGATION

After a successful login, the user is directed to the **Home** page of e-Communications where we share the latest information about the system, a list of useful links and how to get support in case of need. The username is displayed on the top right corner and additional information about the user role at the user's Administration can be seen if the  button is clicked. From the expanded popup the user can logout.

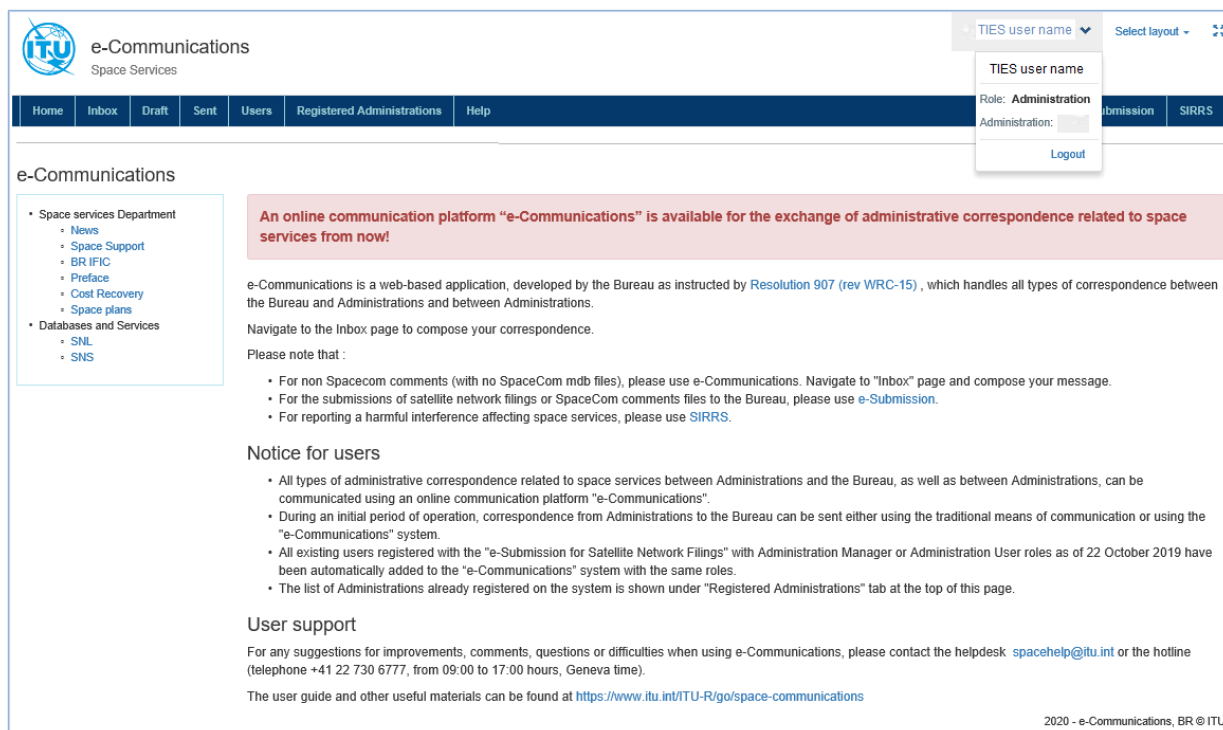


Fig. 14 Home page

The e-Communications system organizes correspondence in three tabbed pages - Inbox, Draft and Sent. The **Inbox** shows any received correspondence. The **Draft** page shows any saved but not sent correspondence. Users can open a draft anytime to edit and save it again or to complete and send it. The saved copies of any sent correspondence are shown in **Sent**.

Any of **Inbox**, **Draft** and **Sent** can be displayed in either table or communication view layouts, which give different ways to look at items.

The **Communication view** layout opens by default. To change it, go to the **Select layout** drop-down list and select the **Table view** layout. The system remembers the lastly selected layout by users and displays it after the next log in to e-Communications.

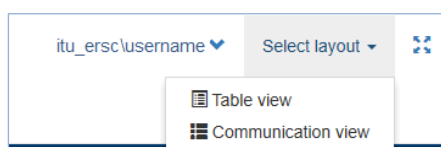


Fig. 15 Layout options for a selection

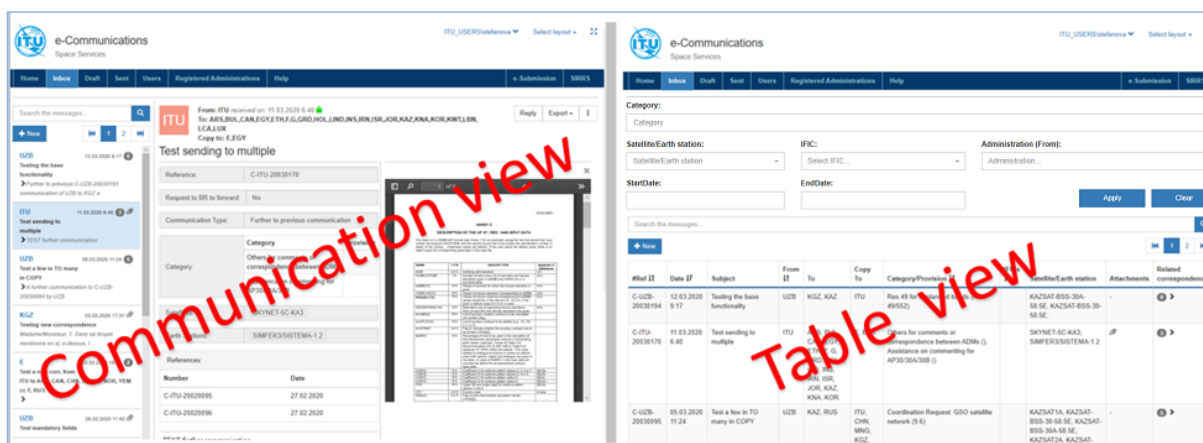


Fig. 16 Communication and table view

The **Users** page contains a list all registered e-Communications users at the Administration.

The **Registered Administrations** page displays the list of Administrations currently using e-Communications. Any correspondence to Administrations not included in this list must be sent using traditional means: a telefax, an email or a postal mailing.

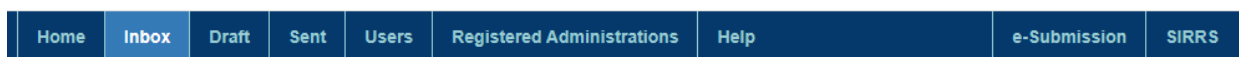


Fig. 17 Main navigation items

e-Communications provides direct access to both:

- **e-Submission** (e-Submission of Satellite Network Filings) allowing users to upload and submit satellite network filings and SpaceCom comments to the BR,
- **SIRRS** (Space Interference Reporting and Resolution System) allowing users to create reports of harmful interference in the name of their Administration and to submit them to the BR.

BASIC SCREENS

Communication View

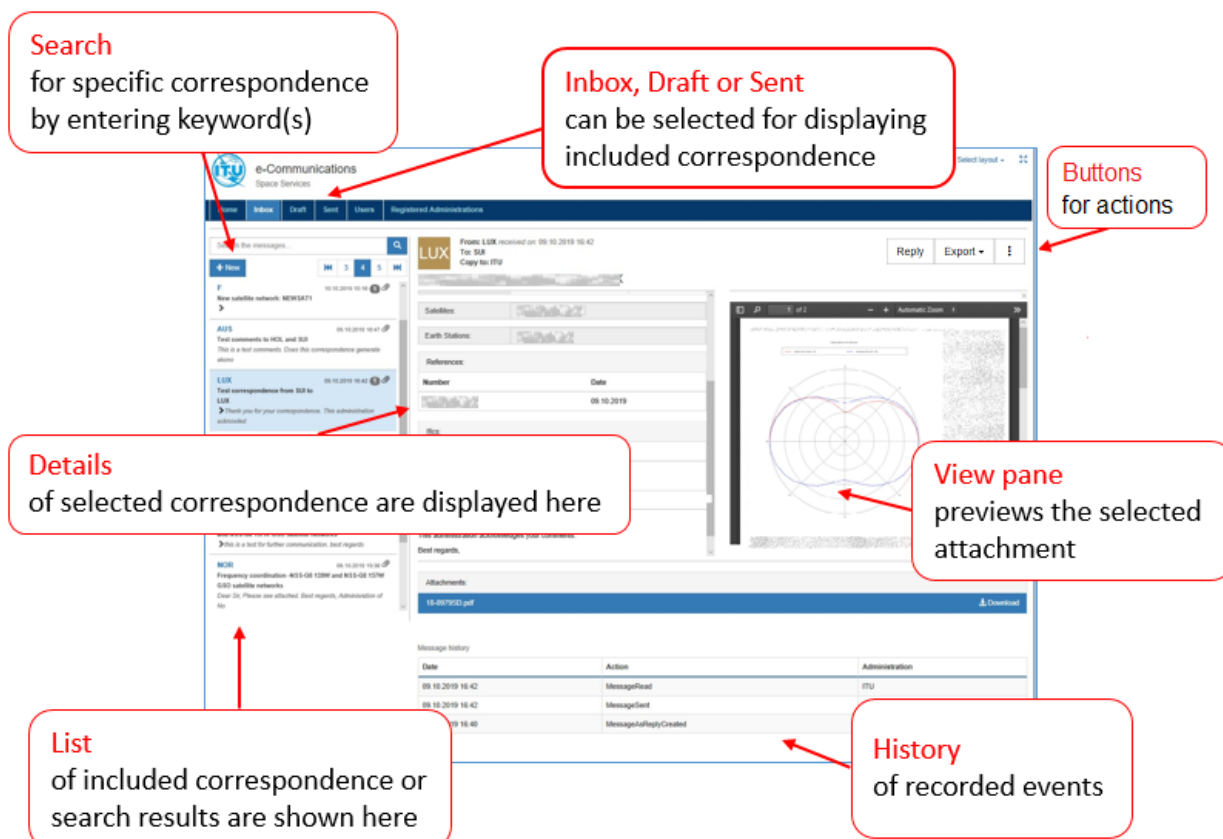



Fig. 18 Basic screen functions

When any of **Inbox**, **Draft** or **Sent** is selected after the first log in to the system, it opens in communication view by default and displays a list of included correspondence on the left. After correspondence is selected in the list of the **Inbox**, its details are displayed on the right and it is possible to access the attached files.

To quickly scan the correspondence list, a preview including the sender, the correspondence date and time, the attachment icon  (if there are attached files), the subject (in bold) and the first lines of the message are displayed in the list. The new, unread correspondence is displayed with a blue vertical line on the left in the list as shown on the first image (Fig.19). e-Communications marks the correspondence as read when it is selected, and its details are displayed on the right - at that moment, the **MessageRead** event is registered in the history, and the blue vertical line is removed.

12.03.2020 9:44	MessageRead	ITU
-----------------	-------------	-----

Fig. 19 Message read event in the Message history


If the correspondence should remain as unread for some reason, click the  button on the top right corner and select **Mark as unread** from the menu. Please note that this will not remove the MessageRead event from the history.



Fig. 20 Unread and selected (read) correspondence preview in the list

When the correspondence includes several exchanged messages under the same subject, only the latest one is displayed in the Communication view list. The number near the attachment icon (such as 2) shows how many are collapsed. Click the > icon in front of the message text to expand the list.

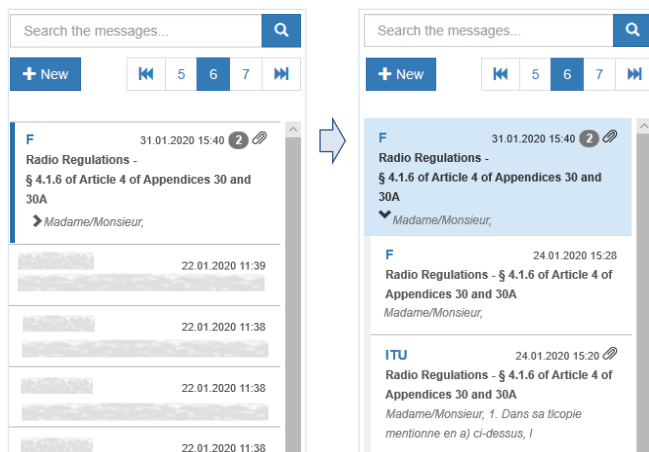


Fig. 21 Collapsed and expanded correspondence in communication view

The action buttons are in the top right corner and they are related to the content displayed in the details. For example, if a received correspondence is selected in the Inbox, users can act by clicking on **Reply**, **Export** and **More...** (⋮) buttons.



Fig. 22 Action buttons (Inbox)

Click **Reply** to compose a response to a correspondence item selected from the list.

Click **Export** and select **To Email** to send the selected correspondence, including the attached files, to a given e-mail address via the e-Communications system.

Click **Export** and select **To Pdf** to export the selected correspondence to a PDF file but without the attached files.

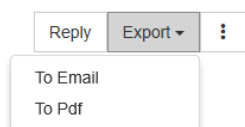


Fig. 23 Export options

Click the **More...** (⋮) button to set a correspondence item as **unread** or to set the status to **Handled**.

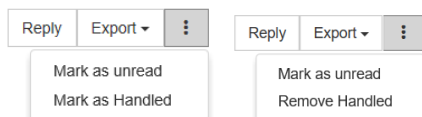




Fig. 24 More options: **Mark as unread**, **Mark as Handled** or **Remove Handled** (if Handled was already set)

As explained previously, any unread correspondence has a blue vertical line on the left.

Setting a correspondence item to **Handled** status helps to inform other users at the Administration of the completion of tasks related to this correspondence. If set as Handled, the correspondence has a small green mark in the list on the left in communication view, and the **Handled** status when its details are displayed. Additional information is displayed on mouseover on the  icon near to the status label (Fig.25).

To remove the **Handled** status, open the correspondence and select **Remove Handled** via the **More...** () button (Fig.24).

Please note that the actions of setting unread, Handled or removing Handled are not registered in the Message history.

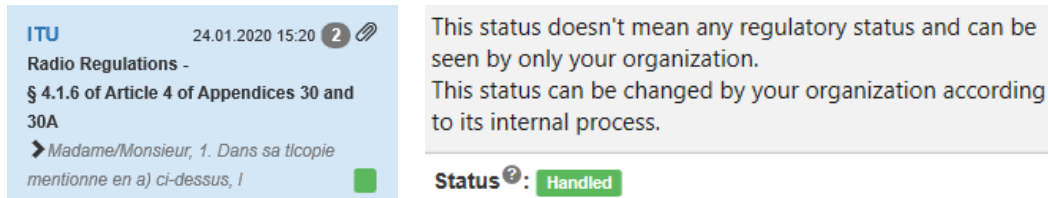


Fig. 25 Handled flags of a correspondence item: in the list (left) and in details view (right)

Table View

The table view of the **Inbox**, **Draft** and **Sent** provides a user-friendly interface helping users to find specific information; to arrange data in the table by sorting some of the columns.

Correspondence is displayed in a table view over several pages and using the navigation buttons the user can easily navigate to the first, last page or to one of displayed page numbers.

Any unread correspondence has a blue vertical line on the left.

Any correspondence set as **Handled** is displayed with a status label **Handled** below the reference number.

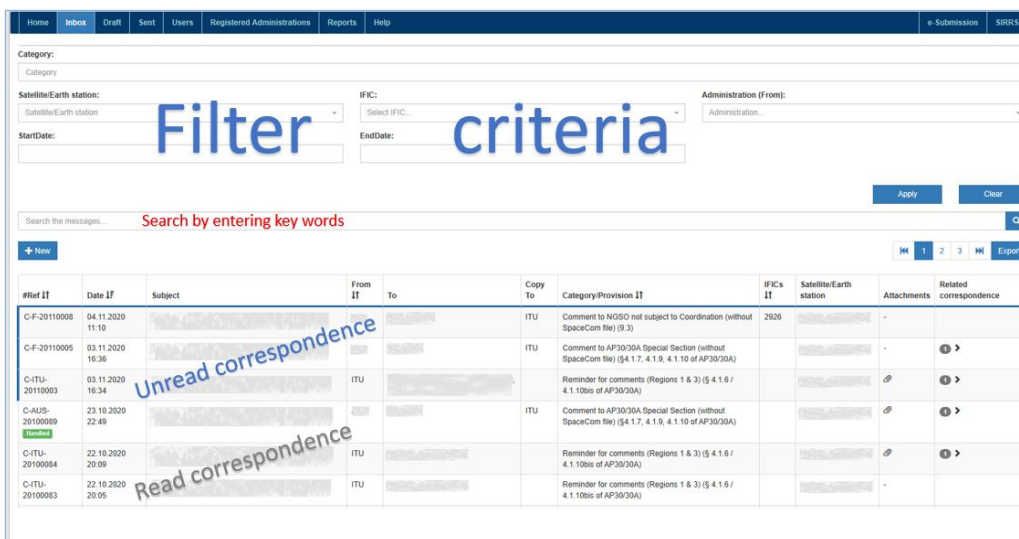


Fig. 26 Table view of Inbox

Click on a row to open and see the correspondence details. To return to the table view, click the [x] button on the top right corner (Fig.27 - marked with a red square).

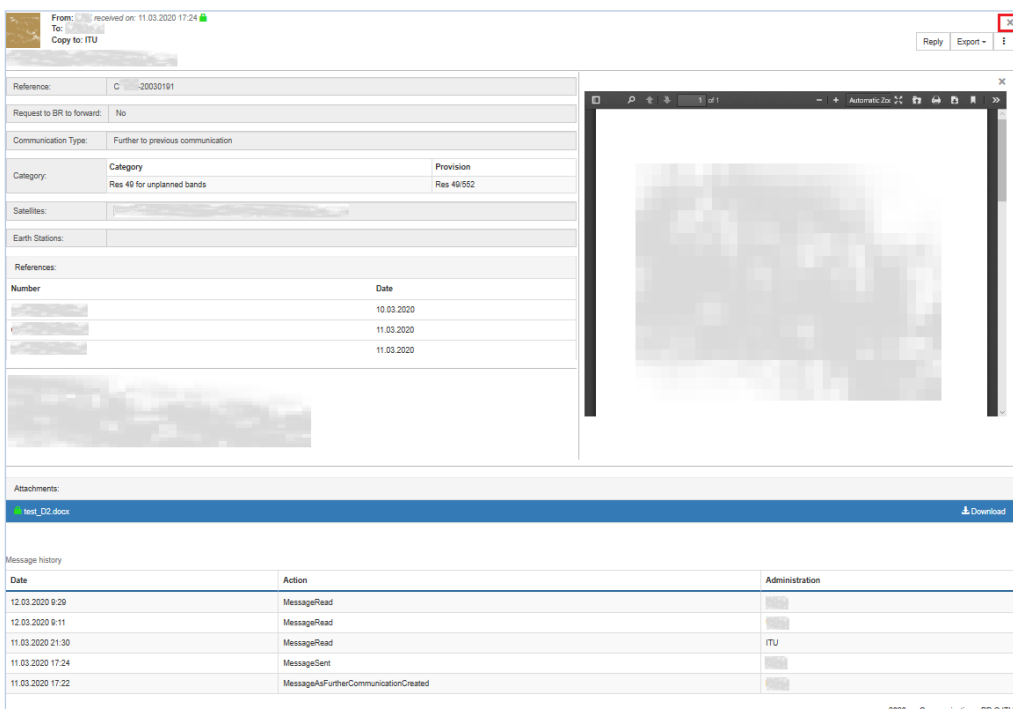


Fig. 27 Correspondence details

Sort, Filter and Search

Use the search, filter, and sort options to quickly locate correspondence or personalize how correspondence is listed in the table view.

Several columns of the table have a clickable header for enabling sorting of the data in the column. They can be recognised by arrows next to the column name, for example **Date** ↓↑. If you want to sort the listed items in the Correspondence list, click one of these column headers. When clicked, the right arrow changes to indicate in which order the column is sorted (ascending ↓↑ or descending ↓↑). Clicking on a column that is already sorted will reverse the order. For example, the Date column will be sorted from oldest to newest ↓↑ or from newest to oldest ↓↑ date.

The Administration codes in **From** column can be sorted in ascending order from A to Z ↓↑ or in descending order from Z to A ↓↑.

Use the filter tool (Fig.26) for a simple and fast way to temporarily hide some of the data in the table and focus on the data you want to see. From the filter tool select as many of filters as desired (Administration code, Category name, satellite or Earth station name, a range of dates, BR IFIC number) and click the **Apply** button to apply the filters to the correspondence list.

Click the **Clear** button to clear applied filters and redisplay all data in the table.

What can be filtered in Inbox?

- Correspondence received by a specified Administration or by the Bureau.
- Correspondence under a specified category or a list of categories.
- Correspondence related to a specified satellite networks (satellite and/or Earth station).
- Correspondence in a specified date range.
- Correspondence related to a specified BR IFIC number.

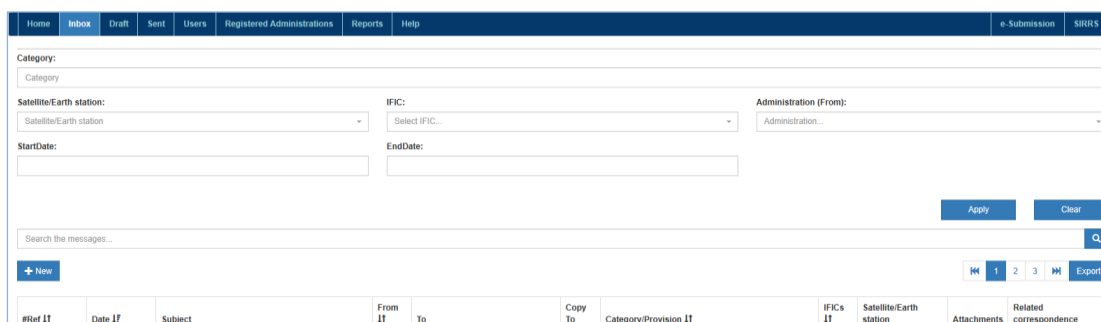


Fig. 28 Filters and the search field in table view

Use the search tool (Fig.29) to further narrow the displayed results. The search tool respects any selected filter parameters and will only search for items within the filtered results. Use one or more filters to restrict which items are displayed. Sorting can be used after to rearrange the way results are listed in the table.

If you are looking for a specific text in correspondence, enter a keyword or phrase in the Search box 'Search the messages...', then click the magnifying glass icon to initiate the search.



Fig. 29 Search field, remove keywords button and search icon

To remove the entered keywords from the search field, click first the [x] button near the search icon. Afterwards, click to redisplay all data in the table.

Conversation

The correspondence can be grouped in conversations. A conversation includes all messages in the same thread with the same subject line.

#Ref	Date	Subject	From	To	Copy To	Category/Provision	IFICs	Satellite/Earth station	Attachments	Related correspondence
C- 20030198	12.03.2020 11:57				ITU	Exclusion of service area of BSS (23.13), Exclusion from service area (AP30B) under §6.16 of AP30B (§6.16 of AP30B)	2933		-	2 >

Fig. 30 Collapsed conversation (table view)

Conversations that include multiple messages are identified in the table view by a triangular expand/collapse icon and the number shows how many pieces of correspondence are collapsed. Click the icon to expand or collapse a conversation. Please note that the sent correspondence (stored in Sent) is also included in the conversations displayed in the table view of the **Inbox**.

#Ref	Date	Subject	From	To	Copy To	Category/Provision	IFICs	Satellite/Earth station	Attachments	Related correspondence
C-I 20030231 Handled	13.03.2020 16:28			ITU		Comment to GSO and NGSO subject to coordination (without SpaceCom file) (9.51, 9.52 (9.7, 9.7A, 9.7B, 9.11 to 9.14, 9.21)), Correspondence related to coordination meeting ()	2921		-	
C-I 20030198	12.03.2020 11:57			ITU		Exclusion of service area of BSS (23.13), Exclusion from service area (AP30B) under §6.16 of AP30B (§6.16 of AP30B)	2913		-	2 >
C- 20030197	12.03.2020 11:42			ITU		Exclusion of service area of BSS (23.13), Exclusion from service area (AP30B) under §6.16 of AP30B (§6.16 of AP30B)	2913			
C- 20030196	12.03.2020 11:29			ITU		Exclusion of service area of BSS (23.13), Exclusion from service area (AP30B) under §6.16 of AP30B (§6.16 of AP30B)	2913			

Fig. 31 Expanded conversation (table view)

The user interface in Communication view is slightly different. The number of collapsed items is displayed near the attachment icon and the triangular expand/collapse icon is in front of the previewed message text.

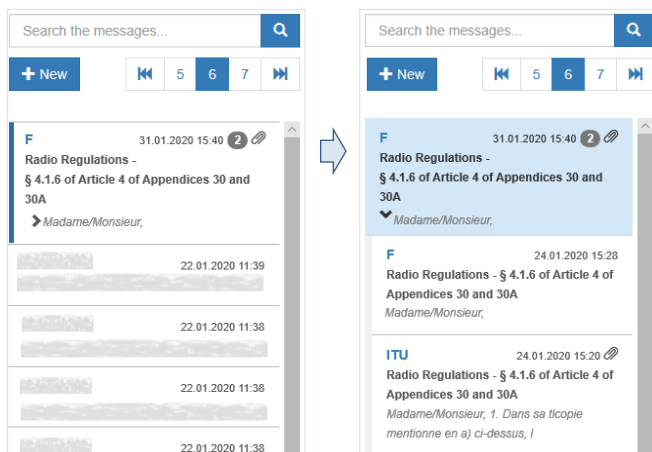


Fig. 32 Collapsed and expanded correspondence in communication view

Within each conversation, correspondence is stored with the newest one on top and this order cannot be changed. Any unread correspondence has a blue vertical line on the left.

SETTING UP CORRESPONDENCE

The e-Communications system provides following types of communications: *new communication*, *further to previous communication*, *reply*, and *request to BR to forward* a correspondence item, created as a *new communication* but serving specific cases when an Administration could not address its correspondence directly to one or more Administrations and seeks the assistance of the BR.



Fig. 33 Different types of communications

When e-Communications is given a **+New**, **Further communication** or **Reply** command, it opens a pane for composing correspondence.

When you create a *new communication* by clicking on **+New**, all data should be entered from scratch. After sending, this correspondence item can be found in **Sent**.

Create a *further to previous communication* when something important was forgotten in an already sent *new communication*. Find the original correspondence item in **Sent**, click the **Further communication** button and complete the *further to previous communication* with additional explanations and/or attachments. Please note that a *further to previous communication* is not allowed if the *new communication* was created as a *request to BR to forward* the correspondence. That is why, if you open it in **Sent**, the **Further communication** button will not be present.

When you receive correspondence, the main action you can take on it is to **Reply** to the sender and other recipients. When you compose a reply to a *new communication* or a *further to previous communication*, the original data is preserved and displayed as read-only in most of the fields. You can enter a response in the Message box, and optionally add files as attachments. After the reply is sent, e-mail notifications alert designated recipients.

Creating New

To create a new correspondence, use the **+New** button, which is present on the **Inbox**, **Draft**, and **Sent** pages in both table and communication views. After **+New** is clicked, the compose interface of new communication is displayed as shown in the next image. The red asterisk means that the field is mandatory and must be filled.

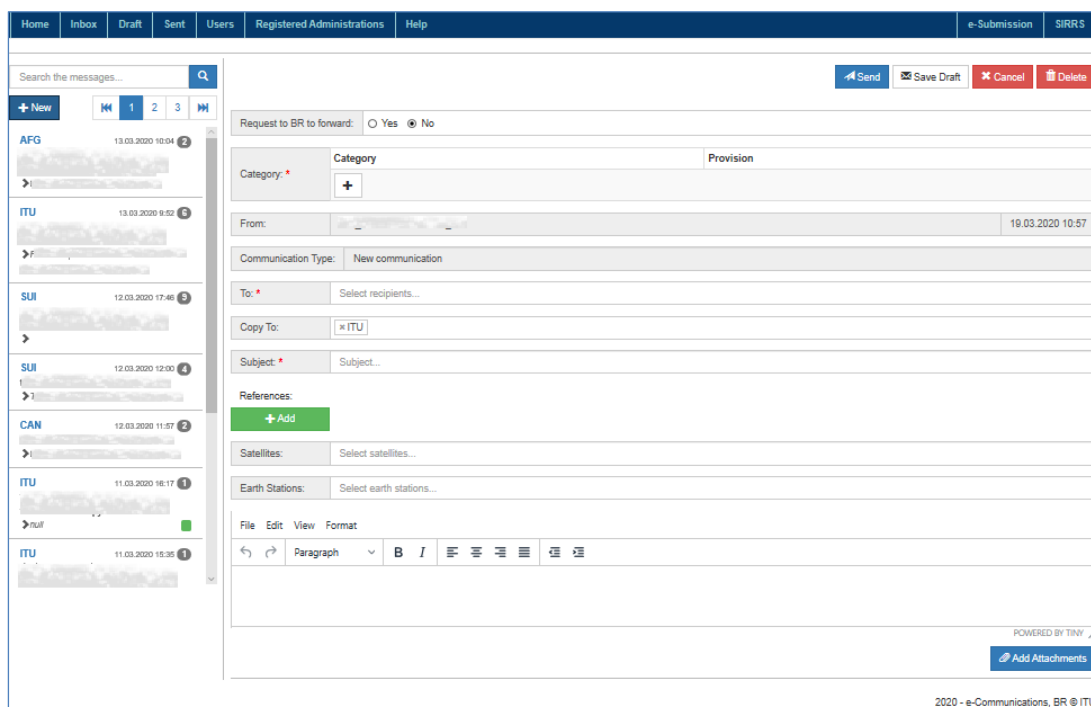


Fig. 34 Compose interface of a new communication

The compose interface starts with an option related to a request to the BR to forward this new communication. By default, **No** is selected (corresponding to the majority of cases).

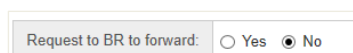


Fig. 35 Request for forwarding (default option)

If for some reason, such as a diplomatic issue, your Administration cannot address its correspondence directly to one or more Administrations, it could seek the assistance of the Bureau by selecting **Yes**. This specific case will be explained later in a separate chapter.

Follow these steps to create a new correspondence:

1. Each correspondence should be tagged with a main category and a subcategory. This is a mandatory field. In the **Category** section click the **[+]** button to display the popup for category selection.

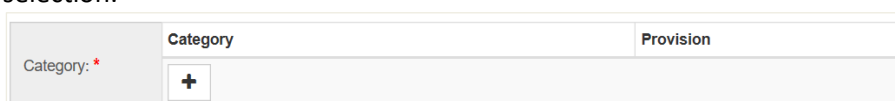


Fig. 36 Category section in the interface.

2. Click **▼** to expand a detailed list of subcategories or if expanded, click to collapse it. To see the detailed lists of all categories, click the **Expand all** button. To hide it, click the **Collapse all** button.

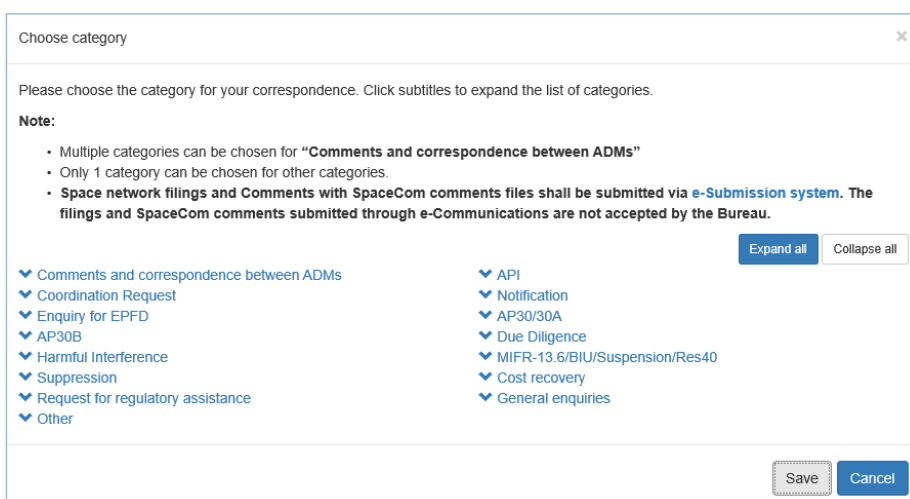


Fig. 37 Category selection popup

3. Select one or multiple subcategories related to the correspondence by ticking the corresponding check boxes. Multiple subcategories can only be selected under the category 'Comments and correspondence between ADMs'. For all other subcategories, only one can be chosen at any time via a radio button. If multiple subcategories of 'Comments and correspondence between ADMs' have been selected, choosing one from any other category will deselect them. Please note that the related provision(s) are displayed when the mouse pointer is hovered over a category in the list.

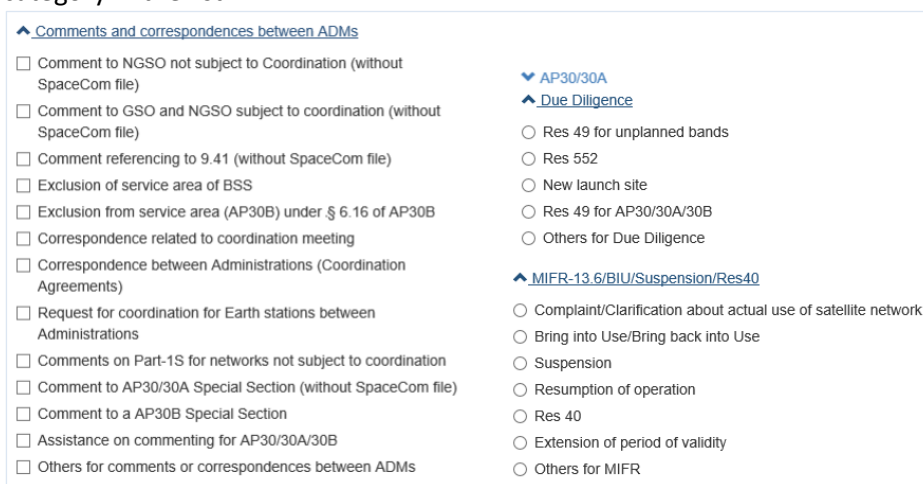



Fig. 38 Multiple comments categories can be selected or only one from others

4. Click the **Save** button to save the subcategory selection and return to the composing interface. The selected subcategory and corresponding provision will be displayed in the Categories fields in the following way.

	Category	Provision
Categories:	Comment to GSO and NGSO subject to coordination (without SpaceCom file)	9.51, 9.52 (9.7, 9.7A, 9.7B, 9.11 to 9.14, 9.21)
	Correspondence between Administrations (Coordination Agreements)	
	Correspondence related to coordination meeting	
	+	

Fig. 39 Selected categories and corresponding provisions

The selection of one or multiple subcategories under '**Comments and correspondence between ADMs**' could require a BR IFIC number as mandatory information. In this case, the user interface adapts accordingly. The red asterisk and the  icon call the user's attention to mandatory data that should be provided.

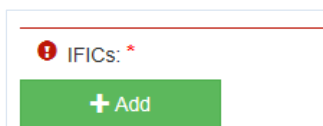


Fig. 40 BR IFIC marked as mandatory

For the subcategories listed below, a BR IFIC number is mandatory:

- Comment to NGSO not subject to Coordination (without SpaceCom file),
- Comment to GSO and NGSO subject to coordination (without SpaceCom file),
- Comment referencing to 9.41 (without SpaceCom file),
- Exclusion of service area of BSS,
- Exclusion from service area (AP30B) under §6.16 of AP30B,
- Comments on Part-IS for networks not subject to coordination,
- Comment to AP30/30A Special Section (without SpaceCom file),
- Comment to AP30B Special Section.

Click the **+Add** button and select the appropriate BR IFIC number from the list. The date of the publication will be completed by the system.

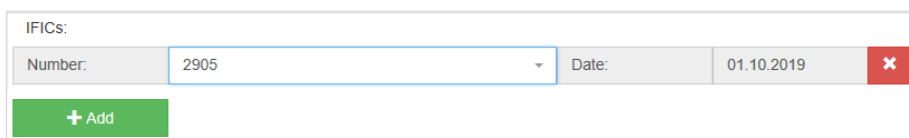



Fig. 41 Interface for adding a BR IFIC

- Specify who receives this correspondence in the **To** field. Multiple recipients can be entered there. Start typing an Administration code or 'ITU' and the system will display matching cases from a preselected list. Click on the desired Administration code or on 'ITU' to add it into the field. Pay attention to not select the same Administration twice because this will remove it from the field. To delete an incorrect selection, click **[x]** next to the code. If an Administration, to which the user intends to send a correspondence item, does not have a registered user in e-Communications, the following icon is displayed beside the Administration code  and a warning message will be displayed in addition on mouseover.

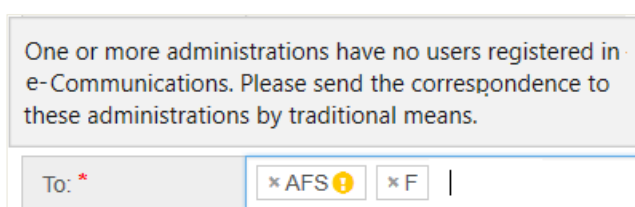


Fig. 42 Alert about unregistered Administration in e-Communications

- Specify who receives this correspondence in the **Copy to** field. Add Administrations not directly concerned, but that should be aware of this correspondence. By default, the ITU is preselected there but it can be removed if you do not need to send a copy to the BR. If additional recipients must be added, start typing the Administration code and select it from the list. Recipients specified in this field will also be shown to other recipients of the message. To remove a selection, click on [x] next to the code. Again, if an Administration, to which the user intends to send a copy of the correspondence, does not use e-Communications, the user will be alerted by this icon ⓘ and an additional explanation when the mouse pointer hovers over it (Fig. 42).
- Click the **+Add** button to enter a reference number of previously sent/received correspondence related to what you are composing and set its date using the date picker. Once the **+Add** button is clicked, both the **Number** and **Date** fields become mandatory. If a reference field was added erroneously, it could be removed via the **✖** button.

Fig. 43 Field for entering references

- In the **Subject** field, type a few words describing the correspondence content (up to 255 characters); for example, type the title of the letter attached to the correspondence. This information lets recipients see what the correspondence is about. The subject is a title of the correspondence item, which will be displayed in the list when the layout of the table view is selected. The system will group messages in conversations when the same subject field is used in the correspondence.
- Start typing in the **Satellites** field the name of the satellite network related to this correspondence. The auto-complete function automatically displays a list of matching names based on what you are entering. Select the name from the list to add it into the field. Multiple satellite network names can be entered in this field. To remove an incorrect selection, click on [x] next to the satellite name. The system also accepts a new satellite network name to be entered here – just type it and when it is complete, select it from the list (click on the blue area).

Fig. 44 New satellite name

- Enter in the **Earth Stations** field one or multiple Earth station names. Start typing and select from the list of the matching names proposed by the system. The system accepts a new Earth station name to be entered here.
- Describe the purpose of this correspondence in the **Message** box that provides a set of editing features like in a word processor. The message can be long up to 4095 characters.

Fig. 45 Message editor

- Click the **Add Attachments** button below the **Message** box to attach the applicable files you want to include to this correspondence. Browse to the location of the file(s), select the file(s) and click Open. Repeat until all desired files are attached. e-Communications allows users to attach many file types as .doc, .xls, .pdf, .jpg, .png, .rtf, .ppt, .xml, .rar, etc. Some of them can be previewed within the viewer - select a file from the list to display it. The interface allows downloading a file via the **Download** button or removing it via the **Delete** button.



- When the new correspondence is ready to be sent, click the **Send** button. The following confirmation popup is displayed, and the correspondence is sent after you confirm by clicking on **Yes**.

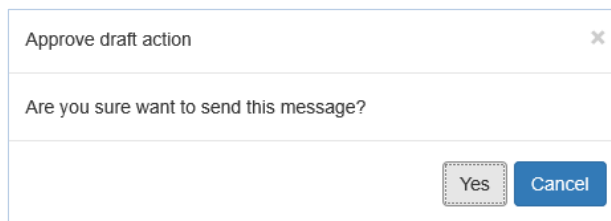


Fig. 46 Confirmation popup before sending correspondence

The recipients using e-Communications will get it straight away in the Inbox. They will also be alerted by the system via notification emails sent to their registered TIES accounts. Notification emails are used as an alternative alert mechanism to the registered users of the recipient(s) Administration(s).

Request to BR to Forward Correspondence

If for some reason (such as a diplomatic issue) your Administration could not address its correspondence directly to one or more Administrations, it could seek the assistance of the Bureau by selecting **Yes** in the interface section dedicated to the request to the BR to forward a correspondence item. In this case the **To** field becomes read-only and filled with the ITU, and no **Copy To** is available. Users should enter the concerned Administration(s) to which the Bureau shall forward the correspondence in the **Forward To** field.

Fig. 47 Request to BR to forward related interface

All other interface elements remain the same as for the default option **No**. Please see the previous chapter “Creating New” for detailed explanations.

The next image shows how the **Yes** and **No** choices of this option reflect on the interface of the header after the correspondence was sent.

Fig. 48 Correspondence headers of a request to the BR to forward (left) and of the default case (right)

The sender and the BR users will be notified by the system about this request via e-mails.



Please remember that the option **Yes** of a **Request to BR to forward** is intended to be selected only for a correspondence item, which shall be delivered to the recipient Administration(s) directly by the BR according to the Radio Regulations. This is the case, when the sender’s Administration has difficulties to communicate with the receiving Administration(s) directly (for example, because of diplomatic issues).

Do not select the option **Yes**, if your Administration has difficulties to deliver a correspondence item because of incorrectly addressed emails or telefax number(s).

Once again, use the **Request to BR to forward** only when your Administration seeks the assistance of the Bureau to send a correspondence item according to the Radio Regulations.

Drafts

At any moment when composing a correspondence item, users can save it as a draft to finish it later by clicking on the **Save Draft** button. If the **Draft** page is not your current location, the compose interface closes after this action; otherwise, it remains on the screen.

The autosave feature saves drafts every few seconds.

Navigate to the **Draft** page to find in the list of saved drafts the one you want to finish and to send.

Click the **Cancel** button if for some reason the latest changes must be discarded.

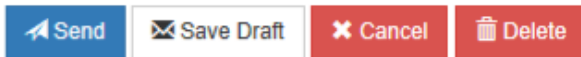


Fig. 49 Action buttons for Drafts

Use the **Delete** button to remove the draft.

Composing a Reply

When you receive correspondence, the main action you can take on it is to reply. When you reply to a *new communication* or a *further to a previous communication* message, the original data remains in most of the fields as read-only and cannot be modified.

Navigate to the **Inbox** and open the correspondence you want to reply to, then click **Reply**. The **From** field displays the username, the code of the Administration, the date and the time of creation. The Communication Type is Reply and the fields **To**, **Copy To**, **Subject**, **Category**, **Provision**, **Satellites** and **Earth stations** are prefilled with data from the original message. They are read-only and cannot be modified. If one or multiple BR IFIC number(s) were present in the original message, they are listed below the field of **Category**. The reference number of the original correspondence to which this is a reply is included as well.

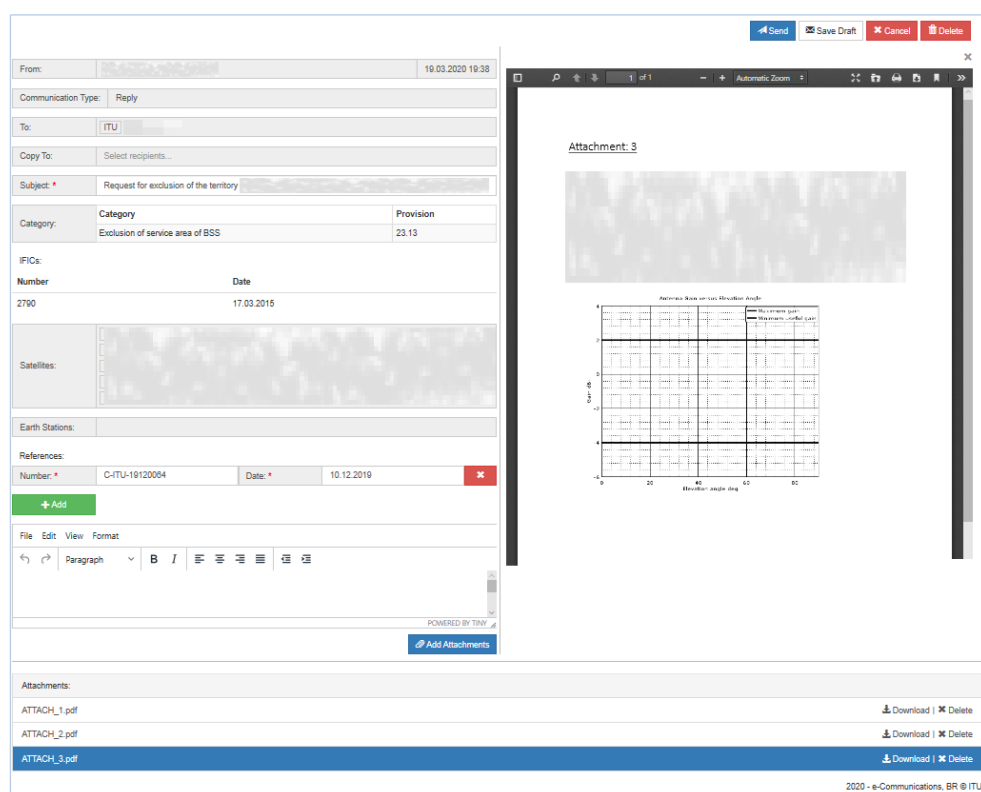


Fig. 50 User interface of a reply

To complete a reply, follow these steps:

1. Type a reply in the **Message** box.
2. Click **Add Attachments** to attach files. Select one or multiple files via the popup window. Note that received attachments will not be included in the reply.
3. At any moment, a draft could be saved to be finished later by clicking on the **Save Draft** button. Because the **Draft** page is not your current location (you are composing a reply from the **Inbox**), the compose interface closes after this action. There is an autosave feature, which saves drafts every few seconds.
4. Navigate to the **Draft** page, select the saved draft and complete the reply.
5. When the reply is ready, click the **Send** button and confirm the sending.

The recipients using e-Communications will get this reply straight away. They will also be alerted by the system via notification emails sent to the registered TIES accounts.

Further to a Previous Communication

Users can send additional information to the same recipients included in a correspondence item sent earlier. Navigate to the **Sent** list and open the correspondence you would like to complete with additional information and click the **Further communication** button.

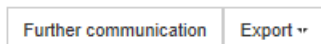


Fig. 51 Action buttons available in Sent

The user interface for composing the *further to previous communication* will be displayed (Fig.52). It is like the pane for composing a new correspondence, except that the fields of **Category**, **Provision**, **From**, **To**, **Copy To**, **Subject**, **Satellites** and **Earth station** are filled with information taken from the original correspondence.

1. Describe why additional information is needed to complete a previously sent correspondence in the **Message** field.
2. Click **Add Attachments** to attach files. Browse to the location of the file you would like to attach. Select the file and click Open. Repeat until all files are added.
3. At any moment when composing *a further to previous communication*, it can be saved as a draft to be finished later by clicking on the **Save Draft** button. The autosave feature saves drafts every few seconds.
4. When the further to previous communication is ready, click the Send button and confirm the sending.

The recipients using e-Communications will get it straight away. They will also be alerted by the system via notification emails sent to the registered TIES accounts.

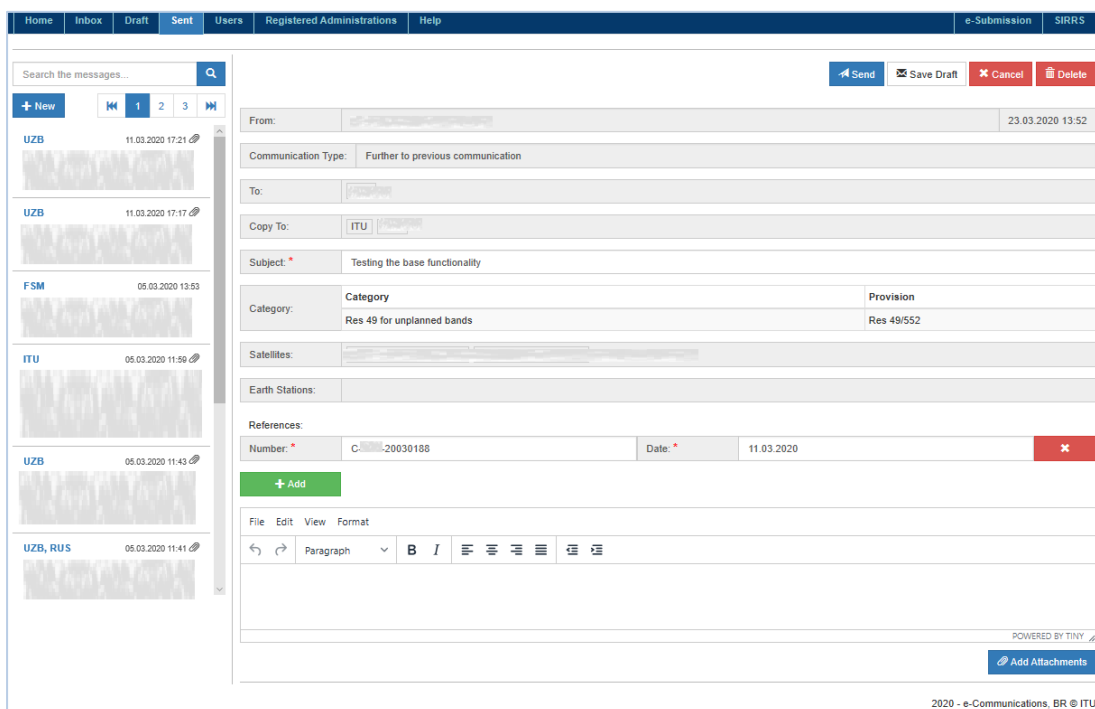



Fig. 52 Further to previous communication (compose interface)

Timestamp

The attached files and any sent correspondence include a timestamp and users can check the exact time of the file upload and the sent event. Click the timestamp icon  to open the **Timestamp information** popup.

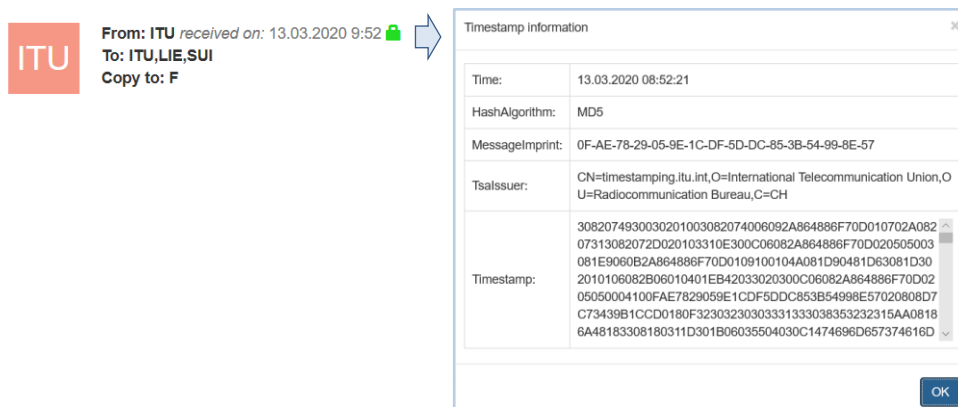


Fig. 53 Timestamp information popup about the sent correspondence

A timestamp contains the exact date and time of the event. There is a difference between what is displayed in the timestamp information and the hour in e-Communications. This is because the hour on the Timestamp information is in UTC (Coordinated Universal Time), the hour in e-Communications is Geneva time (UTC+01:00). Both register the same absolute time but with a one-hour difference in display.

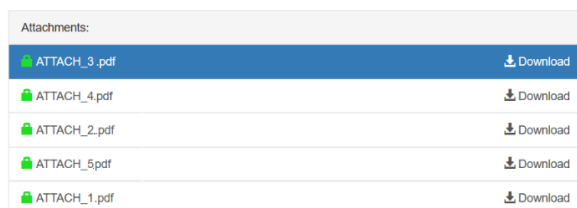


Fig. 54 Timestamps icons of attached files

EXPORTING CORRESPONDENCE

e-Communications allows exporting a single correspondence or a correspondence list from the table view of **Inbox** or **Sent**.

A single correspondence can be exported to a PDF file via **Export > To Pdf** or to one or multiple external email addresses via **Export > To Email**. Both are available under the **Export** menu for any received correspondence located in the **Inbox**.

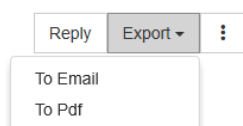


Fig. 55 Exporting interface in Inbox

Any correspondence located in **Sent** can only be exported to a PDF file.

Export to PDF

The Export to Pdf functionality converts the information from a correspondence item to be displayed in a PDF file. The exported file can be opened and printed in any compatible application, like Adobe Acrobat or other.

Click **Export** and select **To Pdf** to export the selected correspondence item to a PDF file but without attached files. Only the metadata from the details view will be available in the exported PDF file. It can be saved to a given location. e-Communications will propose as a filename to be used the unique reference number given by the system to the selected correspondence item for export. Users have freedom to change that name to anything more convenient for them. After that the PDF file can be opened in and printed.

Export to Email

To export correspondence via email, follow the steps:

1. Go to the **Inbox** and open the correspondence you would like to send to someone who has no access to the e-Communications system.
2. Click **Export** and select **To Email**.
3. Enter the email(s) of the external recipient(s) to whom you want to transfer this correspondence in the displayed popup. Separate multiple email addresses by a semicolon (;).

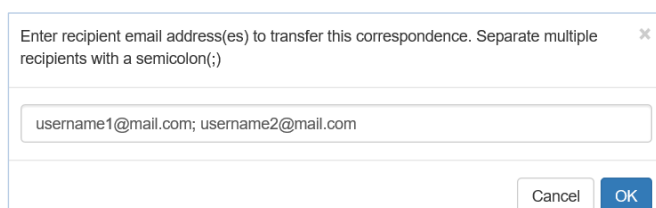


Fig. 56 Popup window for entering external emails

- Verify the entered email addresses and click **OK** if they are correct – a confirmation message will inform you that the message is scheduled to be send to the recipients.

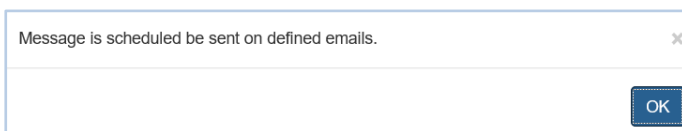


Fig. 57 Confirmation popup after exporting to email

The recipient(s) will receive an e-mail containing the information of the exported correspondence with all attached files. This information includes the sent/received date and time, data of **From, To, Copy To, Subject, Categories, Provisions, Satellites, Earth stations** and **Message** body. The next image shows what the email looks like.

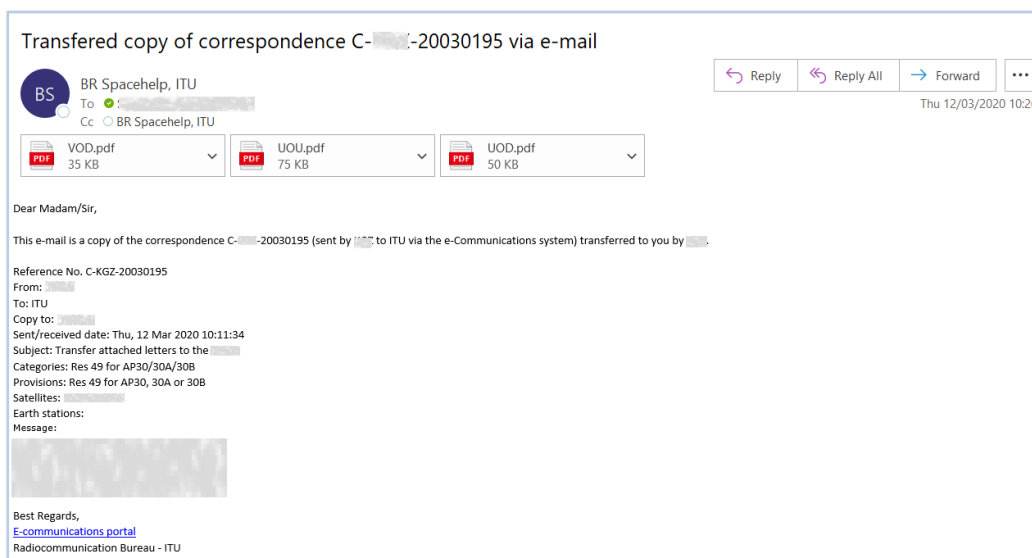


Fig. 58 Email of exported correspondence

Export to Excel

To export the list of correspondence from **Inbox** or **Sent**, select the table view layout. Use the search, filter, and sort options to personalize how correspondence is listed in the table view, if needed. Click on the **Export** button and select what to export to Excel: the current page or entire list, then save the file at a desired location.

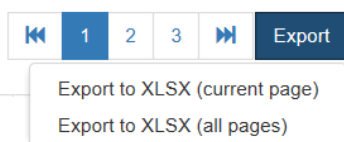


Fig. 59 Export to Excel interface

USER SUPPORT

Help Desk and Hotline

Support for e-Communications is available through two channels: Help desk and hotline. Please contact the Help desk at spacehelp@itu.int or call the hotline (telephone +41 22 730 6777, between 9 am and 5 pm CET, Geneva time) if there are questions or difficulties using the e-Communications system. The Bureau also welcomes any suggestions for improvements to the system.

When sending e-mail, please include the name the organization, the email address and detailed information about the difficulties encountered.

User Support Page

Supplemental information on e-Communications, notices for users and other useful information can be seen at the following address: <https://www.itu.int/ITU-R/go/space-communications>

How to Report Defects?

If a defect is encountered in e-Communications, please send an e-mail to the support team at the ITU. Make sure to include a very brief summary of the problem in the Subject line of your message. Whenever possible, attach screen shots illustrating the case.

Let Us Know What You Need

Please give us [feedback](#) on this user guide, so we can provide content that is truly useful and helpful. Thanks!