

Customer Support Center

eDocsOnline.com is committed to providing the highest quality online document management service. Our goal is to achieve 100% customer satisfaction and to resolve your issues quickly and efficiently.



Frequently Asked Questions

If you have general questions about service provided by *eDocsOnline.com*, please search through this section. It contains answers to questions we receive most frequently.

If you have technical questions, please start by checking other sections of the Customer Support Center (Training Center, Demo Corner). Do not forget to visit Help Documentation. Be sure to visit technical FAQ section. It is available to the registered members and contains answers to the technical questions most frequently received.

- What is *eDocsOnline*?
- How can *eDocsOnline* help my business?
- What is the difference between *eDocsOnline* and a CD-burner or an online storage service (for example, Yahoo! Briefcase)?
- What are the benefits of an online service versus building a local system?
- Will it be difficult for remote users to access *eDocsOnline*?

- For what size group is the *eDocsOnline* service designed?
- What are the system requirements for *eDocsOnline*?
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- Where can I register to Free 15-day Test Drive?
- How do I subscribe to *eDocsOnline*?
- What are the Terms of Service?
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- How do I sign in to my workspace?
- How can I access my workspace if my password is forgotten?

• **What is *eDocsOnline*?**

eDocsOnline is a web-based document management system. It gives the power of easy, affordable and secure Internet access to store, share, manage and backup your documents and files online.

You do not need any special equipment or software, just a web browser, an Internet connection plus your secure *eDocsOnline* account. In 5 minutes you are ready to access your information from the office, at home, on the road; to collaborate with co-workers and business partners; to share photos with your family, and to backup and archive files and documents through friendly Interface.

• **How can *eDocsOnline* help my business?**

eDocsOnline is the ideal online communication tool specifically designed for small companies, departments or groups who seek the least expensive, easiest, and most secure way to work together smarter and more efficiently.

Companies choose *eDocsOnline* because it is cost and time effective, increases security, provides a disaster recovery plan, and permits a higher level of collaboration. Besides, you gain the advantage of unlimited access from anywhere, a powerful document management system and the absence of administrative headaches.

Center will provide you with your password by e-mail.

• **What is the difference between *eDocsOnline* and a CD-burner or an online storage service (for example, Yahoo! Briefcase)?**

eDocsOnline is a web-based document management system. It is much more powerful than just a CD-burner or an online storage service. For sure, *eDocsOnline* includes all benefits of CD-burner and online storage service (backup, 24/7 access, sharing), but goes far. *eDocsOnline* manages organization, circulation and archiving of your data. System allows you to unify and customize document structure, to attach files and web resources, to create a document tree (link documents between each other). You can version documents, trace the document history, and retrieve necessary information through integrated search engine. A built-in notification process, permission-based access level system, convenient for external user interface and other useful features make *eDocsOnline* not only a good document management system, but a great collaboration product as well. Moreover, you are assured that all your data is encrypted and virus free.

• **What are the benefits of an online service versus building a local system?**

eDocsOnline is a web-based application, so there is NO hardware or software to buy, install or maintain. The service sets up in 5 minutes and becomes fully functional the same day - unlike the months typically required to implement local solutions. Flexible pricing plans provide absolutely predictable cash flow and protect from any erratic expenditures.

• **Will it be difficult for remote users to access *eDocsOnline*?**

No. *eDocsOnline* is specifically designed to provide secure online access to the users at anytime from anywhere. All you need is a web browser, the Internet connection plus an *eDocsOnline* account and you are able to login to your workspace by typing in your username and password from any remote location.

• **For what size group is the *eDocsOnline* service designed?**

Business Version is appropriate for groups from 2 to 100. Individual Version is for an individual member.

• **What are the system requirements for *eDocsOnline*?**

The only general system requirement to operate *eDocsOnline* service is a computer with an Internet connection and a web browser. We advise using the browser recommended for your system and to have it upgraded to the latest available version. For the full list of supported systems and web browsers, please visit Service Requirements page.

• **Do I need to purchase any software or hardware with the *eDocsOnline* service?**

No. You simply need a computer with an Internet connection and a web browser.

• **How long does it take to get my workspace up and running?**

Your fully functional workspace can be set up in less than 5 minutes. You do not need to install any special software or spend time configuring a connection. Just login at our website, create a document and attach to it files or web links. You can access and share your data on the same day that you make a decision to subscribe.

• **Is *eDocsOnline* difficult to manage and maintain?**

No. The administrative tools within the application are incredibly easy to use. *eDocsOnline* is self-explanatory and self-intuitive with rich help features. A basic knowledge of working with the Internet is enough to use *eDocsOnline*.

• **Is any training required to learn how to use eDocsOnline?**

No. It is so interface friendly that it does not require any special knowledge or training. A basic knowledge of working with the Internet is enough to use *eDocsOnline*.

• **Do you have a Printable Version of the FAQ page, Service Requirements page and other pages?**

Yes. A Printable Version is available for almost all pages. You can access it simply by clicking on the print icon from within the desired page. The printable version is a pdf file and you need to have Adobe Reader to view it. If you don't have Adobe Reader, you can install it for free by entering Adobe Reader download page.

• **How can I retrieve my document?**

Organizational structure and integrated search allow you to retrieve a document in many different ways. *eDocsOnline* supports not only a classical folder tree but allows you to quickly organize documents into logical groups. You can move through the document tree and retrieve documents in this manner as well.

Three embedded searches help you find a document quickly and easily. Preset search automatically retrieves recently created or modified documents. Quick search retrieves documents and files by keywords while Advanced search looks for a document by specific criteria.

• **Do you support a Full-text search?**

Yes. The powerful indexing and full text search engine allows you to search the contents of your favorite file types including Microsoft Office (Word, Excel), text file, Adobe Reader and more. Type in a word or phrase that appears in the body of the text and pinpoint the information you need in a second.

• **Do you support versioning?**

Yes. An automatic version control is built into the system. It prevents information from being overwritten or deleted as documents are modified. Files can be quickly rolled back to previous versions when required and you can easily view or download any version to your desktop.

• **Can I share a document with an external user?**

Yes, and an external user does NOT need to open an account. A built-in process sends by e-mail a link to your document. Your addressee clicks on a link in the e-mail that conveniently brings him/her to the document directly within *eDocsOnline*.

• **Do you have a Notification Process?**

Yes. You can set up a notification process that will immediately notify you or other members of your workspace and even external users of changes to a document. Your addressee clicks on a link in the notification e-mail that conveniently brings him/her to the document directly within *eDocsOnline*.

• **What security is used for eDocsOnline?**

eDocsOnline knows that your security is essential to you. Therefore, we provide a special protection plan to ensure that safety of your important information is never compromised.

Security is provided through a secure socket layer (SSL). Every stored document is 128-bit encrypted and goes through a secure HTTPS connection.

Our security and monitoring measures include, but are not limited to: physical security of hosting facility; data security with strict control of direct access to the production servers; automatic backup on a nightly basis; user authentication; 24 x 7 monitoring and support of network connection and server availability.

• **What about improvements and enhancements?**

Regular application upgrades are made automatically at no extra cost to you. All enhancements are implemented immediately into our online service, and are ready to be used by both new and existing members.

• **Can eDocsOnline be customized to fit my needs?**

Absolutely. Familiar Windows-like interface and tree-hierarchy folder structure make organization for any industry and business simple and easy. Document templates can be customized for indexing and search. For example, if you are in the computer software industry you can create a document template entitled "Project Plan" and index fields such as "Project Name", "Customer Name", "Deadline", "Total Cost", etc. You will then be able to locate a document quickly by searching with this criteria.

• **What if I need extensive customization?**

If you need additional extensive customization, we can work directly with you to design a solution for your organization.

- **Where can I register to Free 15-day Test Drive?**

Click here, create your member profile and press Create a Trial Workspace button. Please note that *eDocsOnline* does not sell Spam or sell e-mail addresses. Your e-mail address will be kept private.

- **How do I subscribe to *eDocsOnline*?**

You can subscribe online, right on the *eDocsOnline* web site. The process is simple, safe, secure, and takes less than 5 minutes.

- **What are the Terms of Service?**

eDocsOnline service is provided through different subscription plans (from 1-month to 5-year). Service starts on the day the user registers his workspace. Additional storage space can be purchased as needed. For full information, please visit the Terms of Service page.

- **How is the subscription period calculated?**

Your subscription period starts on the day of your subscription and ends according to the subscription plan chosen by you. If you subscribe while using the free trial, the days remaining until the end of the free trial are added to your subscription period.

- **How much does the service cost?**

The pricing plans are extremely affordable and flexible. The fee is based on the size of your workgroup. Pricing for Individual Version is \$8.95 monthly. Pricing for 5 users is \$49.95 monthly. For further details, please see Pricing Plans.

- **How can I pay for my subscription?**

You can pay with major credit cards (VISA, MasterCard, American Express, Discover), through PayPal financial service or by Check/Money Order.

- **Whom do I contact if I have questions about my bill?**

Please send your billing questions via e-mail to accounting@edocsonline.com.

- **How do I sign in to my workspace?**

To sign into your workspace, simply go to <http://www.edocsonline.com/>, click on "Login" from the Internet Browser and type in your username and password in the fields provided.

- **How can I access my workspace if my password is forgotten?**

If you have forgotten your password, please go to <http://www.edocsonline.com/>, click on "Login" and select Forgot Password from the login screen. Our Customer Support Center will provide you with your password by e-mail.