Frequently Asked Questions (FAQs)
Mailbox
(Last update April 2006)

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1. General

1.1. What is the Mailbox?
The Mailbox is a single point of delivery for electronic communications from the EPO. It is a company-based service. In other words, items sent to a company's Mailbox are not delivered direct to individuals within the company. Anyone in the company who is in possession of a smart card can access the Mailbox.

1.2. Who can have a Mailbox?
A Mailbox is created when a new user enrols for a smart card. The Mailbox is associated with the company name given by the user on the smart card enrolment form. It belongs to the company and not the person.

1.3. How does it work?
With the My.epoline® Mailbox you have access to an inbox where you can receive mail items with links to PDF versions of communications from the EPO. The mail items are addressed to professional representatives registered with the EPO or to so-called associations of representatives. At the moment it is not possible to reply to the EPO using the My.epoline® Mailbox.

1.4. How can we start using our company Mailbox?
To use the Mailbox you need a smart card. Your company administrator must then give
you access to the Mailbox, and one or more associates must be defined and approved by the EPO. These associates must then be activated as mail recipients by the administrator.

The sequence of events is as follows:

1. Administrator activates the Mailbox and adds associates
2. Status of associates is checked by the EPO
3. Administrator activates associates (provided status is resolved) and authorises selected smart card holder(s) to access the Mailbox

2. Usage

2.1. Who can use the Mailbox and who can receive communications?

Anyone who has a smart card (= user) and who has been given access by their company administrator can access the company Mailbox and read all communications. Associates (= professional representatives) can “receive” communications. That is, communications addressed to them are sent via the Mailbox.

2.2. Can mail items be forwarded from the Mailbox?

No, you cannot forward items from the Mailbox. If you wish to forward an item, you must download it to your own computer and send it as an attachment using your own mail system, or place it on a shared drive.

2.3. Can I reply to the EPO from the Mailbox?

No, you cannot reply to the EPO via the Mailbox. The current version of the Mailbox allows only one-way communication, from the EPO to the user. It is planned to add a reply function in a future version.

2.4. What happens if a mail item sent via the Mailbox is not opened?

If a mail item remains unopened for five days after delivery to the Mailbox, it is removed from the Mailbox and re-routed to the EPO post room, where it is printed out and sent by post.

2.5. Which communications can currently be received via the Mailbox?

<table>
<thead>
<tr>
<th>Doc ID</th>
<th>Form description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1133</td>
<td>Information on forthcoming publication</td>
</tr>
<tr>
<td>1160</td>
<td>Notice drawing attention to Article 86(2) EPC</td>
</tr>
<tr>
<td>1176</td>
<td>Notice drawing attention to Article 86(2) EPC</td>
</tr>
<tr>
<td>1185</td>
<td>Refund 20% filing/examination fee</td>
</tr>
<tr>
<td>1186</td>
<td>Refund search fee</td>
</tr>
</tbody>
</table>
2.6. Which communications cannot be received by the Mailbox?

The following types of communication currently cannot be sent to the Mailbox:

- registered mail items
- search reports
- communications from the examiner

These communications will continue to be sent by post until further notice.

2.7. Our company consists of several legal entities. Can we have more than one Mailbox?

Each Mailbox is defined by its company name. If your company has several legal entities within the same country or in different countries, you can ensure that you have more than one Mailbox by indicating different company names on individual smart card enrolment forms, eg "EPO The Hague", "EPO Munich", "EPO Berlin" and "EPO Vienna".

2.8. If I choose to receive my mail in electronic form will I still get a paper copy as well?

No. Once your administrator has turned on your company Mailbox and authorised your access to it, you will be sent electronic communications instead of paper. Once an item of electronic mail has been received, it is not sent by post.

2.9. Is it possible to recover mail from the trash?

The administrator can choose to set the trash to be emptied once a day, once a week, once every four weeks, or once every twelve weeks. Depending on the setting chosen, therefore, you can recover communications from the trash for up to a maximum of twelve weeks.
3. Troubleshooting

3.1. I cannot view the PDF documents listed in the Mailbox folders. Is this something to do with my browser?

My epoline® products have been tested for use with Microsoft Internet Explorer 6.x and Firefox 1. Other browsers have not been tested. If you use Netscape 7.2 or Mozilla, you should ensure that popup windows are not blocked (note: this is the default option after a new installation of Netscape). To disable this function in Netscape, open the browser. On the toolbar, click Edit and select Preferences. Highlight "Popup windows" in the Privacy & Security section on the left and click "Allowed sites" on the right. Enter the address of the epoline® website (www.epoline.org), click Add and then OK.

3.2. I cannot find the Mailbox tab. What should I do?

The Mailbox can only be accessed if you have a smart card. Are you logged in with a smart card? If you are, your company administrator needs to give you access rights using the administration function within My epoline®. For more information, see "How do I give other users access rights?" under the FAQs for administration).