

## Login to a message box

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Enter your **Log-in name** and **Password** to connect to a message box. If you are logging in for the first time, click on **Sign in here** in the right corner. Once in the sign in window, please complete the required fields.

After having logged in successfully, you will immediately access the inbox message window, and the forename and surname of the user having logged in will be shown in the upper right corner of the window.

## How to interact with authorities

### Message box window

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After having logged in to a message box, you will see folders **Receive**, **Send out**, **Delete** and a menu item **Settings** in the left window menu.

In the upper menu you will see the menu items with help of which you will be able to write new messages and to delete the existing ones (see the figure below).

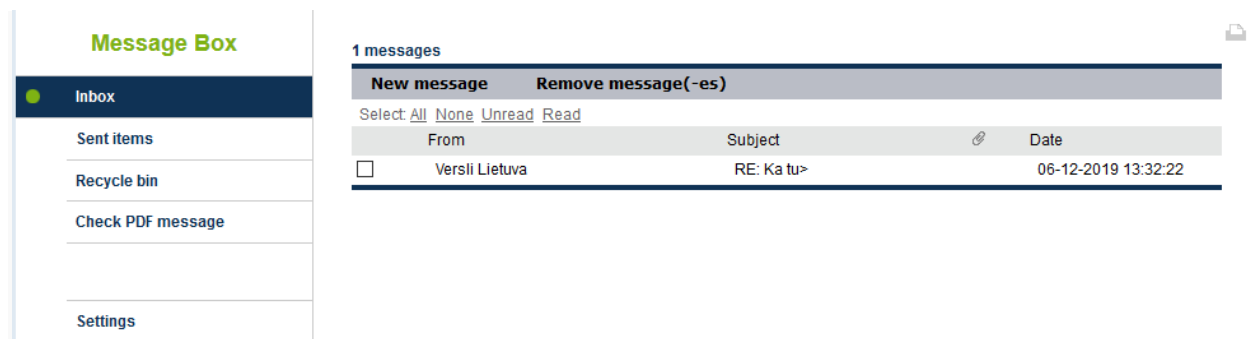


Fig. Message box. Letters received.

## How to send out a message

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To send a message to an authority, click on the menu item **New message** in the message box window. A new message window will open (see figure below).

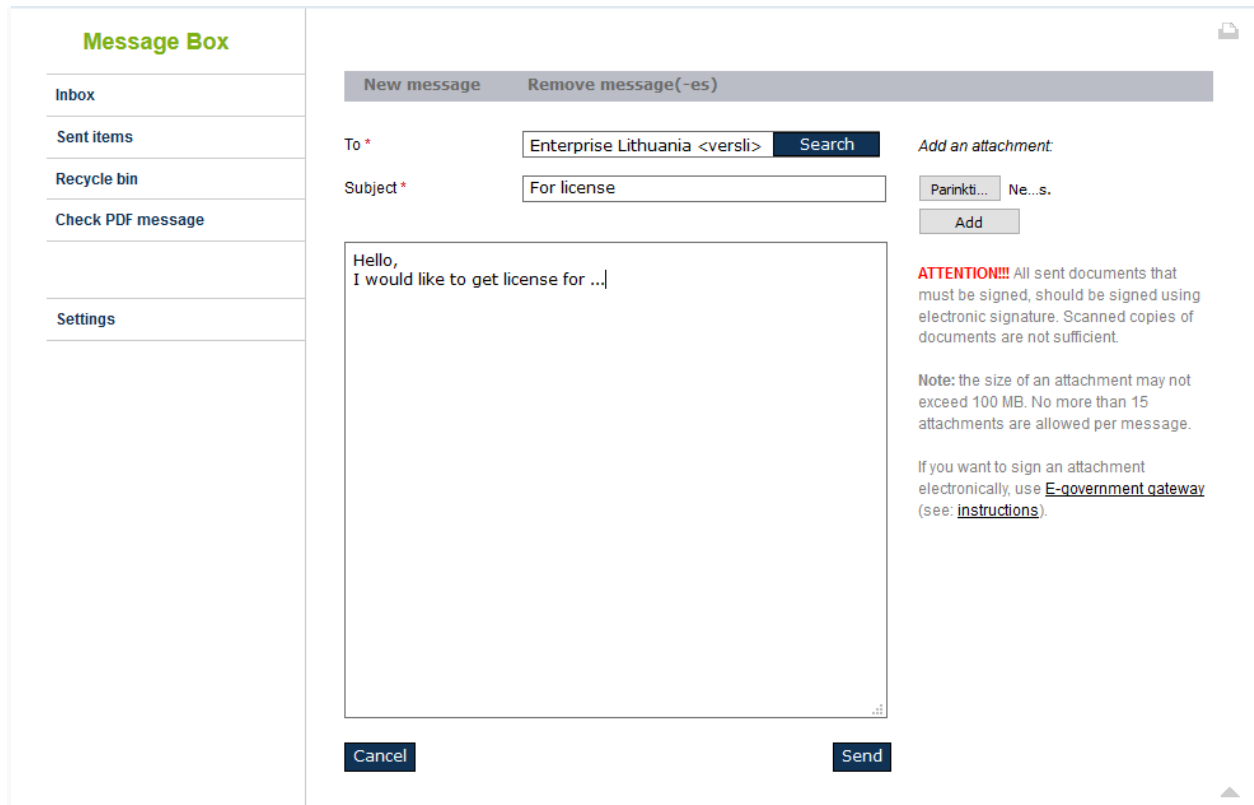


Fig. Message box. Sending a message

**To.** Specify the recipient (authority) of the message in this field: click on **Search** button, select a recipient from the list of authorities.

**Subject.** Specify a brief description of the message in this field.

**Field of content (large field with no name in the centre of the window).** Enter a message content in this field.

Click on **Send** after having specified a recipient, and subject and content of the message.

All sent messages automatically appear in the folder **Sent** (see figure below).

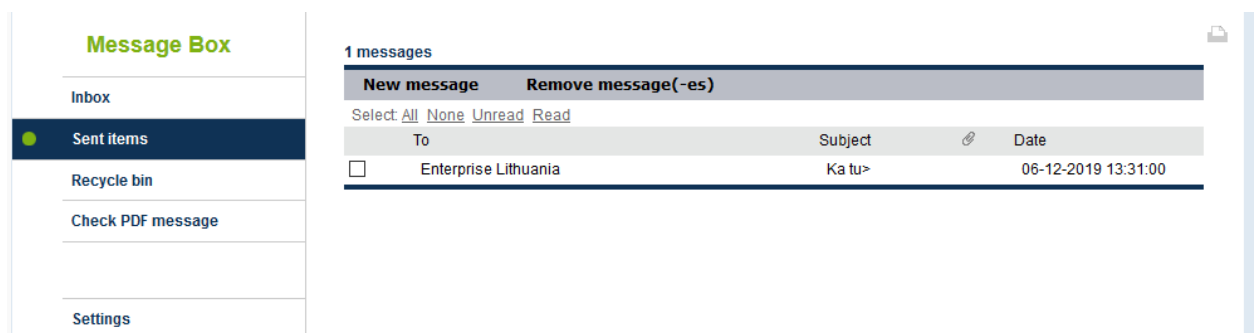


Fig. Message box. Sent messages.

## Search for recipients (authorities)

After clicking on a button **Search** in the message sending window, a list of possible recipients (authorities) is provided, with the possibility to search for a recipient by a fragment of the name (see figure below).

The screenshot shows a web interface for sending messages. On the left is a 'Message Box' sidebar with links for 'Inbox', 'Sent items', 'Recycle bin', 'Check PDF message', and 'Settings'. The main area is titled 'New message Remove message(-es)'. A search box labeled 'Search by institution name' contains the text 'Enterprise' and a 'Search' button. Below the search box, a list of 16 authorities is displayed, including 'Akmenė District Municipality', 'Alytus District Municipality', 'Alytus Town Municipality', 'Anykščiai Municipality', 'Architects Chamber of Lithuania', 'Association LATGA', 'Birštonas Municipality', 'Biržai District Municipality', 'Communications Regulatory Authority of the Republic of Lithuania', 'CONSTRUCTION PRODUCTION CERTIFICATION CENTER (SPSC)', 'Department of Cultural Heritage under the Ministry of Culture', and 'Drug, tobacco and alcohol control'. A 'Cancel' button is at the bottom left of the list. On the right, there is an 'Add an attachment' section with a 'Parinkti...' button, a 'Ne...s.' button, and an 'Add' button. Below this, there is an 'ATTENTION!!!' warning about electronic signatures and a note about attachment size (100 MB limit, 15 attachments max). At the bottom right, there is a link to the 'E-government gateway' for electronic signing.

Fig. Message box. Search for authority.

To carry out search for a recipient (authority) by the name of authority or a fragment of the name, enter a keyword into the search box at the bottom of the window (for example, of Vilnius) and click on a button **Search**. The list of the authorities found will be displayed (no more than ten authorities found are displayed).

Select a recipient (authority) and you will be returned to a message creating window.

## How to attach a file to a message

On the right side of a new message creating window there is a button for attaching a file (see figure below).

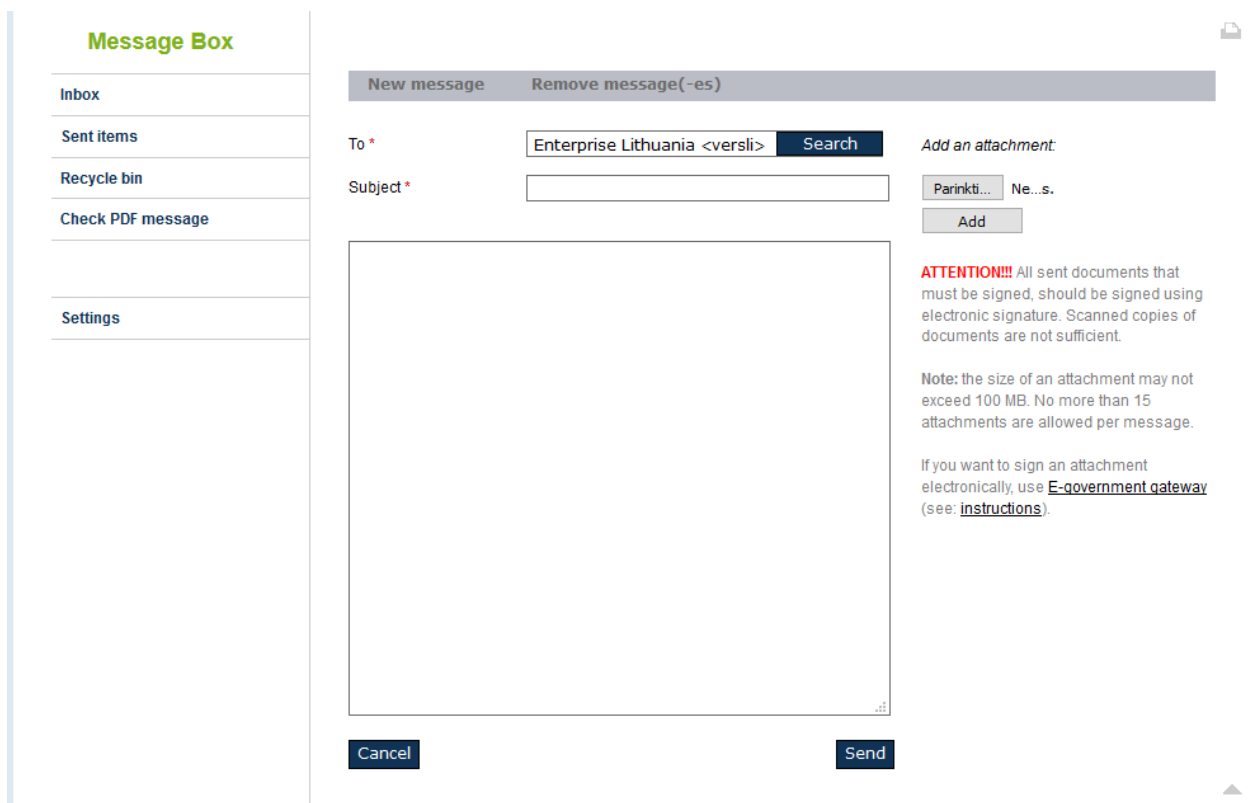


Fig. Message box. New message creating.

If you want to attach a file to a message, click on a button for selecting a file **Select a file** which is located under a text **Add an attachment** (name of a button for selecting a file may differ depending on the operating system and web browser that you use). Select a desired file in the file selection dialogue (after selecting, the file name should appear next to the file selection button). Click on a button **Add** which is located under the file selection button, and the file will be attached to a message (this process may take a few minutes or more, depending on the size of the file and the bandwidth of your online channel). The name of the file attached will be visible under the text **Add annex**. The size of the attached file is indicated in brackets next to the file name.

You may also attach to a message the documents signed with a qualified electronic signature.

**Note:** The attachment cannot be bigger than 100 MB in size. Up to 15 attachments can be uploaded in the message.

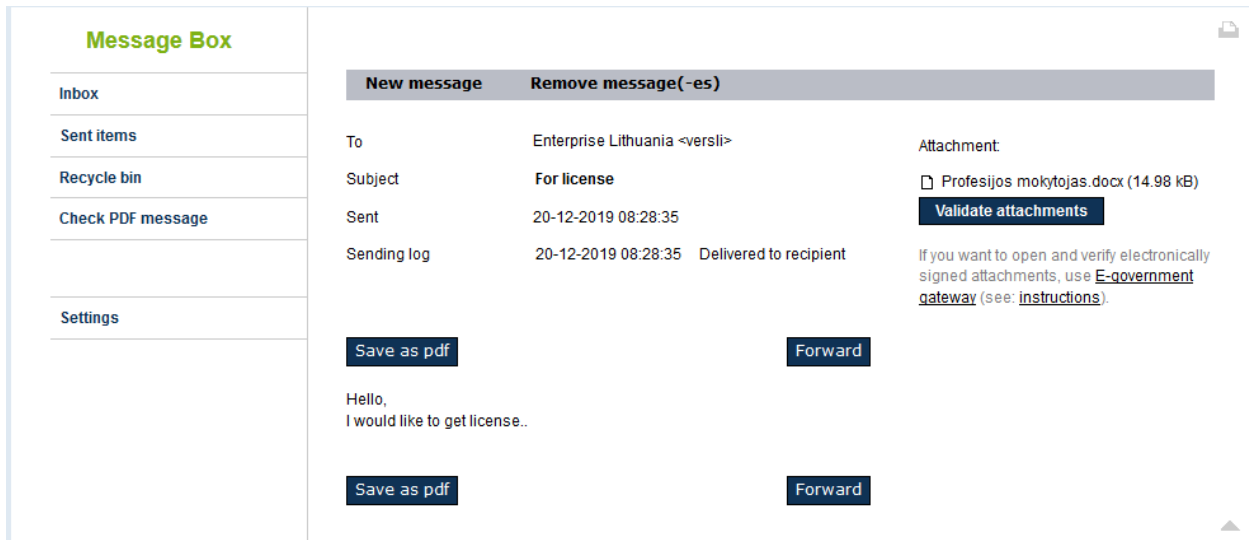


Fig. Message box. Preview window for a message sent.

## How to know whether or not the recipient has previewed a message

If you want to know whether or not the recipient has already previewed your message, find the message you have sent in the folder **Sent** of the message box, and open the message you have sent. The field **"Recipient has previewed"** in the sent message window that has opened up shows when the message was opened by the recipient for the first time (see figure below).

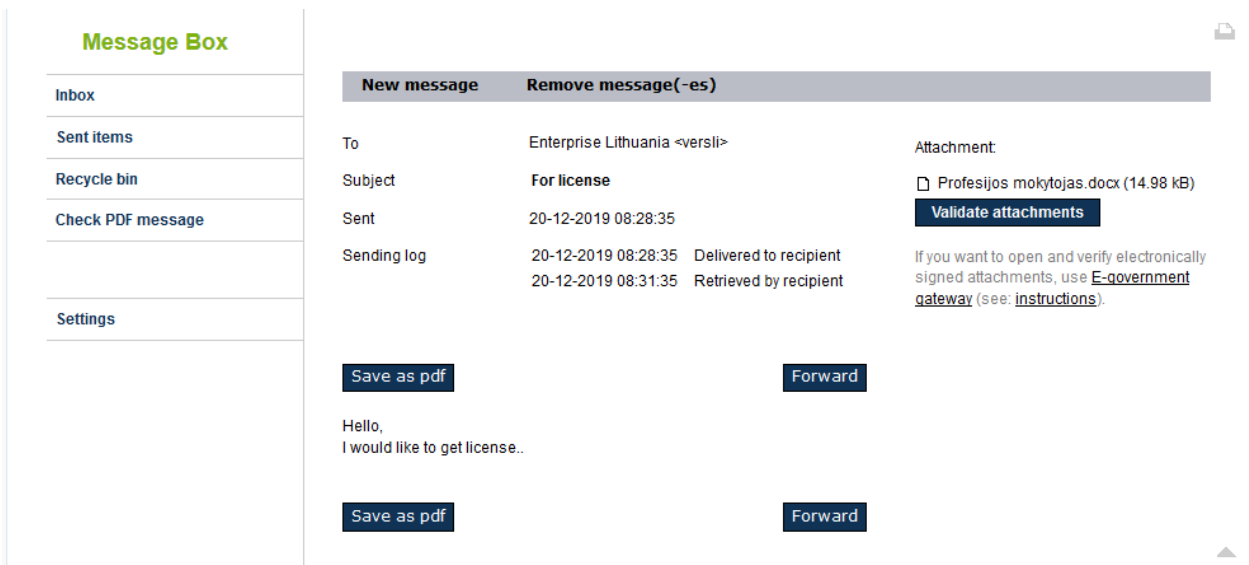


Fig. Message box. Window for a message sent.

## How to receive a reply

After arrival of a new message, you will receive a notification to the e-mail address that you have specified at the time you have created a message box.

All messages received to a message box fall within a folder **Received**.

## How to read a message received

All messages received to a message box of the Business gateway fall within a folder **Received**. Unread (newly received) messages are written in bold.

To read a message, click on a message in the list of messages. A window of a message received will open (see figure below).

The screenshot displays an email client interface. On the left, a sidebar titled "Message Box" contains a list of folders: "Inbox", "Sent items", "Recycle bin", "Check PDF message", and "Settings". The main area shows an open email message. At the top, there are buttons for "New message" and "Remove message(-es)". The message header includes "From: Versli Lietuva <versli>", "Subject: RE: For license", and "Attachment: No attachments". Below the header, the message body contains a greeting, a note about sending documents, and a list of items. A separator line is followed by a quoted message header: "Nuo: Sandra Sun <testas>", "Išsiųsta: 2019.12.20 08:28:35", "Kam: Enterprise Lithuania <versli>", and "Tema: For license". The quoted message body starts with "Hello, I would like to get license..". At the bottom of the message body, there are buttons for "Save as pdf", "Forward", and "Reply".

Fig. Message box. Message.

## Saving a message as PDF file

You can save a message opened as PDF file: click on a button **Save as PDF file** and you will be offered to open a PDF file or save it to your computer.

## Preview/save of the file attached

If a message contains a file(s) attached, click on the attachment link that can be seen in the upper right corner of the opened message under the text **Annexes**. After clicking on the link, you will be offered to open an attachment file or to save it to your computer.

## How to print a message

To print the opened message, click on a printer icon in the right upper corner.

## How to reply to a message

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To reply to a message received, click on a button **Reply** in the opened window of the message received.

A new message form will open up in which the following will be automatically completed: recipient, content and subject of the initial message with a sub-note **"RE:"**.

Enter a message content and click on a button **Send**. The message will be sent and saved in a folder **Sent**.

## How to forward a message received to another authority

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To forward a message received to another authority, click on a button **Forward** in the opened window of the message received.

A new message form will open up in which the following will be automatically completed: information of the initial message and subject thereof with a sub-note **"FW:"**.

Specify a recipient (authority), enter the message content and click on a button **Send**.

The message will be sent to an authority selected and saved in a folder **Sent**.

## How to handle messages

### Duration of storing messages in a message box

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Messages are stored in a message box for a limited time. Therefore, after having sent or received a message do not forget to save a message content and annexes to a message.

Messages contained in a folder **Received** are stored for a period of 90 calendar days of the date when the message was last opened. Messages contained in a folder **Sent** are stored for a period of 90 calendar days of the date when the message was sent. After 90 calendar days, the message is automatically transferred to a folder **Delete**.

Messages contained in a folder **Delete** are stored for a period of 90 calendar days of the date when the message was transferred to this folder. After 90 calendar days, the message is automatically deleted on a permanent basis.

### How to change settings of a message box

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In the left menu, after pressing a menu item **Settings**, you will enter a window of settings change. In this window you can change the e-mail address to which notifications will be sent of messages received, and the language in which notification messages will be sent (see figure below).

**Message Box**

- Inbox
- Sent items
- Recycle bin
- Check PDF message
- Settings**

**Message box information**

User name\*   
Please provide your preferred user name.

Password   
Please provide your password (at least 6 characters and 1 digit).

Password repeated \*   
Please repeat the password.

Security question \*   
Please provide the security question. If you forget your password, you will be able to change it by providing user name or email and by answering to the security question.

Answer to security question \*   
Please provide an answer to the security question.

\* marks required field.

**Message box information**

Fig. Message box. Settings.

## How to finish work

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After having finished work in a message box of the Business gateway, click on a link **Log out** in the right upper corner of the window.

**Note: after having finished work do not forget to log out since after closing the browser window without logging out, the message box remains locked for 30 minutes!**

## If you have further questions

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If using a message box raised further questions, send an inquiry to the e-mail address [s.zvirblyte@enterpriselithuania.com](mailto:s.zvirblyte@enterpriselithuania.com) or call a number +370-672-81608.