

# Asked Questions (FAQs) (e-bluey)

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### Who is entitled to use the service?

Family and friends of HM Forces or MOD civilians, serving at an operational location or exercise overseas, are entitled to use the e-bluey service.

### How do I open an account?

Go to [www.bfpo.org.uk](http://www.bfpo.org.uk), click on 'Click here to create a new account' (within the 'New e-bluey users' box), which will take you to the e-bluey site, then follow the on-screen instructions to create your account.

### Do I require an e-mail address to use the service?

The sender of an e-bluey requires a valid e-mail address to complete the registration process. The recipient of an e-bluey does not require an e-mail address to receive an e-bluey as they receive a physical letter.

### How do I enter a recipient?

Login to your e-bluey account and place the cursor over the 'Main' tab, a dropdown menu will appear, click on 'Address Book'.

Click on the 'Add Address' button, select the recipients BFPO number and click on 'continue'. Then enter the address details of the intended recipient, as indicated by the red arrows alongside the various boxes, then click on 'continue'.

### How do I change a Recipient address?

To Change the details in a recipient address there are several options to consider.

1. You cannot Change the BFPO # from an Operational Theatre or Exercise to a country - i.e. BFPO 647 to UK (777). You will need to delete your account and re-register, ensuring at stage 3 of the registration you select the second option which is for family and friends based in the UK.
2. You cannot Change from a country to an Operational Theatre or Exercise. i.e. UK (777) to BFPO 647.
3. You can change the BFPO # from one Operational Theatre or Exercise to another. i.e. BFPO 647 to BFPO 058
4. You cannot change the address details in a Recipient Address while e-blueys to that address are in Stage 1 or 2.

If you wish to enter an address change and you still have e-blueys in Stage 1 or 2 - simply create a "New Recipient" in your address book and begin using the new one to send e-blueys. When all the e-blueys from the previous address have cleared Stage 1 and 2-you can then delete the old address-however the Stage Report details for those e-Blueys will no longer display in your Delivery Status.

### How do I enter a recipients military address?

Detailed below is an example of how to complete the information required to set up a recipients military address. All boxes with a Red Arrow must be completed. The service number is not mandatory however, if you have this information please enter the details.

	Service Number:	123456789
	Rank:	CPO/Pte/LCpl/ Maj/SAC/Flt Lt

First Name:	Joe
Middle Name	(not mandatory)
Last Name:	Bloggs
Department Sub Unit:	Battery/Troop/Company/Squadron/Sub Unit
Ship Name Unit:	Name of Ship/Naval Party/Regiment/RAF Squadron
Formation:	Operational Deployment Name (not mandatory)
Email Address:	i.e. Joe.bloggs@aol.com (not mandatory)

### **How do I write an e-bluey?**

Login to your e-bluey account, place the cursor over the 'Main' tab, and select 'Address Book'.

To the left of the recipients name is a small tick box, click here with your mouse to select the recipient. Once you have selected your recipient click on the 'Compose e-bluey' button. Scroll down the page a little and type your letter in the large box (Letter Body), once you have finished composing your letter click on 'Continue'. You will then be given the option to review the letter. If it is acceptable, scroll to the bottom of your letter and click "Send Letter Now". Otherwise press your browser's "Back" button to return to the form and make your corrections. Once you click on "Send E-Bluey" you will not be able to edit your letter.

### **How do I change my personal details and password?**

To change your personal details and password you need to login to your e-bluey account, and place the cursor over the 'Main' tab at the top of the screen, a drop down menu will appear; select 'Profile', then select 'Update your Profile'. Enter the new details and then click on 'continue'.

### **I've forgotten my password, what do I do?**

Log onto the e-bluey site (follow the e-bluey link from [www.bfpo.org.uk](http://www.bfpo.org.uk)) and insert your e-mail address in the log on box. Scroll down and press the "Forgot Password" button. Your password will be e-mailed to you. If you don't receive it within 24 hours please e-mail the e-bluey Customer Care team.

### **How do I change my e-mail address?**

To change your email address you need to login to your e-bluey account, and place the cursor over the 'Main' tab at the top of the screen, a drop down menu will appear; select 'Profile', then select 'Update your Profile'. Enter your new email address and then click on 'continue'. Our server will now send an email, to your new email address, requesting that you confirm your new email address. To do this open the email and click on the link contained inside. A login page will appear where you are required to enter your new email address and your password in the boxes provided and click on 'continue'. The email is only used for email change confirmation. To open your account on subsequent occasions use the link at <http://www.bfpo.org.uk>.

### **How many pages of text can I send?**

You may send one A4 size page per e-bluey.

### **How long does it take to deliver an e-bluey?**

E-blueys are printed at least once each working day at locations where the e-bluey machines have been deployed. After the e-blueys have been printed they are delivered as soon as possible. Unfortunately, there are too many factors involved to provide an accurate time period within which e-blueys are

delivered. However, we do aim to ensure that e-blueys to service personnel overseas are delivered within 24 hours of being printed.

### **What is the Delivery Status feature?**

This feature allows the sender of an e-bluey to track the progress of a letter. There are 3 stages of delivery, they are:

Stage 1: Received at the BFPO server.

Stage 2: Letters downloaded to the BFPO terminal.

Stage 3: Letter's have been Printed and Sent for Delivery by the BFPO Terminal.

### **How can I check the delivery status of an e-bluey?**

To check your delivery status login to your e-bluey account, then place the cursor over the Reports tab at the top of the screen, a drop down menu will appear, select 'Delivery Status', then click on 'View Report'. The delivery status for e-blueys you have sent will be displayed for 60 days. Please note that the system will not show when e-blueys have actually been delivered to the recipient but when it was printed and forwarded for delivery.

### **Why does an e-bluey take longer to arrive than an e-mail?**

An e-bluey is actually a physical letter, which is printed out in the Forces Post Office and then delivered to service personnel where they are actually serving. There can be a significant distance from the Forces Post Office and operational conditions may mean that the delivery service is not always regular. e-blueys are downloaded at least once a day in operational theatres. However, we do aim to ensure that e-blueys to service personnel overseas are delivered within 24 hours of being printed.

### **Is there a limit to the number of e-blueys that I can send each day?**

As long as they are sent to legitimate addressees (friends and relatives and service personnel on operations or long term exercises) there is no limit to the number that can be sent. However, checks are made from time to time and if there is excessive daily use from one account then this may be investigated. E-blueys may not be sent to commercial organisations.

### **Can you provide me with a BFPO number for a serviceman or woman?**

We are not able to provide the BFPO number of a serviceman or woman.

In order to find out this information you should contact the unit rear party or families officer or ask the individual yourself next time you are in contact.

### **Can I write to BFPO numbers not listed?**

No, e-blueys can only be sent to the BFPO numbers listed.

### **Can I send an e-bluey anonymously?**

No you can't, all users must be registered with the system. This ensures that only legitimate users have access.

### **Can I use e-bluey to contact my bank or other commercial company?**

The e-bluey system is designed for communication between friends, relatives and service personnel. As it is free it is not possible to use it to communicate with commercial companies or people other than friends and relatives. Indeed conventional free forces air letters cannot be used for this purpose either. Revenue protection measures are in place to prevent misuse of the system. Letters that fall outside the legitimate use of the system are surcharged.

### **Can I send a photo or image via e-bluey?**

The design of the e-bluey software has been optimised for the transmission of text and at present it cannot accept images. In fact if you insert an image it may corrupt the text of your letter and slow down the transmission of other letters, as the system might have to be reset. There are plans to develop the capability for low-resolution images but these will take many months before this ready.

### **I can't seem to use e-bluey with my Apple Mac.**

Unfortunately the e-bluey service is optimised for use with a PC but e-blueys can be sent if Mac OSX is being used. The user has to use Omni Web and in preferences select Internet Explorer v5 or v6.

### **How can I reduce my online internet charges?**

We recommend you download and install the Quick Letter Writer (QLW). This is a small application we have developed for this purpose. The QLW allows you to compose e-blueys off-line, then connect to the internet to send them to the Superletter server. To download the QLW go to <https://www.ebluey.com/BFPO/software.cfm>.

### **My connection disconnects (times out) before I finish my letter. What do I do?**

This can be caused by your ISP or your computer security settings. Some ISPs do not recognise that you are typing a letter on e-bluey and the software assumes that the connection is inactive. It will automatically disconnect to reduce your telephone bills. The best way to avoid this happening is to compose your letter offline, using the e-bluey QLW .

### **What happens if my connection is cut whilst I am composing an e-bluey?**

If your connection is cut for some reason check that you have a reliable ISP and that the connections settings allow you adequate time online. Anything you have written when the connection is cut will be lost. If this is a frequent problem then consider using the QLW.

### **When I register a BFPO address the confirmation screen shows this as GB. Why?**

The e-bluey system uses a piece of commercial software that is provided by Superletter.com Inc. Changes have had to be made for our requirements but to make the system work as smoothly as possible all BFPOs have been registered as GB, it is purely an administrative procedure that GB shows up. E-blueys you send will still be printed at the appropriate BFPO.

### **Can I find a pen pal through e-bluey?**


If you go to <https://www.ebluey.com/> login to your ebluey account, you will then find a link to a site offering a pen pal service .

### **I have a problem with conventional mail. Who can help me?**

To contact the BFPO Customer Care page, go to <https://www.ebluey.com/BFPO/contact.cfm>. If you cannot find the answer here please contact our Customer Services Centre on UK Lo-call number 0845 769 7978.

### **Notification of an incoming e-Bluey.**

To send an e-Bluey account holder, notification that you have sent an e-Bluey, you must know the recipient's e-mail address that was used to create their account. That e-mail address must be entered in the recipient details in your address book. To add an e-mail address to your recipients details, please go

to your e-Bluey Account Address Book and Click on the Edit Icon.  Then click "Edit Address Book Entry" and enter your recipient's e-mail address in the box provided.

If both you and your recipient enter each others e-mail address in your recipient details, each time either of you send an e-Bluey a message similar to the one below will appear when you next log into your account.

### **A letter has been sent to you by "Mr.John Bull" on 15/11/2005 03:52. Depending on your location this letter will be delivered to you by standard post (civilians) or by courier (military).**

This message confirms that an e-Bluey has been sent to you. If you are a civilian in the UK, the e-Bluey will be downloaded and printed in the UK and be delivered by the Royal Mail. If you are serving overseas the e-Bluey will be delivered by military postal courier.

### **Why does the Flowers by Post link not appear in my address book?**

Flowers by Post deliver to UK civilian addresses only. The folder link icon will only appear alongside addresses where the facility is available, click on the folder and then click the 'Flowers by Post' icon.

### **Who are Flowers By Post?**

We can be found right at the heart of life in Jersey, Channel Islands, just fourteen miles off the coast of France. The Victorian Market has stood for more than 120 years and has always been justly famous for the quality of its fresh produce.

Our Flower stall is in the centre of the market right next to the fountain. All our flowers are selected and packed here and when you phone us this is where you are connected to. We are real florists doing real floristry and we have a wealth of experience to support us.

### **Who are Dontforgetyourcard.com (DFYC)?**

DFYC are a Hertfordshire based company providing a 'real' card ordering service via the Internet. Their cards are delivered by mail. They can also include gift vouchers in the cards if requested. At the last count there were 2,100 cards in their on-line library. The folder link icon will only appear alongside addresses where the facility is available, click on the folder and then click the DFYC icon.

### **Who are BoxHappy.com?**

BoxHappy.com are a Hertfordshire based company providing a 'goodies' parcel ordering service via the Internet. You can select a parcel via the link in your e-bluey account. They will then deliver the parcel

direct to the BFPO Depot in North London for onward delivery to the recipient. The BoxHappy link will only appear along side addresses where the facility is available.