



Frequently Asked Questions (FAQs)

Table of Contents

Note: Click directly on any Question or Topic to go directly to the answer.

| | |
|---|---|
| What is e-bluey?..... | 2 |
| What is Photo-Bluey?..... | 2 |
| What size photos can I insert in my e-bluey?..... | 2 |
| Who is entitled to use the service?..... | 2 |
| How do I open an account?..... | 2 |
| How do I "Enable" my e-bluey account for Photo-bluey?..... | 2 |
| Do I require an e-mail address to use the service?..... | 2 |
| How do I enter a recipient?..... | 2 |
| How do I change a Recipient address?..... | 2 |
| How do I enter a recipients military address?..... | 3 |
| How do I write an e-bluey?..... | 3 |
| How do I insert a Photo in my e-bluey?..... | 3 |
| How do I change my personal details and password?..... | 3 |
| I've forgotten my password, what do I do?..... | 3 |
| How do I change my e-mail address?..... | 3 |
| How many pages of text can I send?..... | 4 |
| How long does it take to deliver an e-bluey?..... | 4 |
| What is the Delivery Status feature?..... | 4 |
| How can I check the delivery status of an e-bluey?..... | 4 |
| Why does an e-bluey take longer to arrive than an e-mail?..... | 4 |
| Is there a limit to the number of e-blueys that I can send each day?..... | 4 |
| Can you provide me with a BFPO number for a serviceman or woman?..... | 4 |
| Can I write to BFPO numbers not listed?..... | 4 |
| Can I send an e-bluey anonymously?..... | 4 |
| Can I use e-bluey to contact my bank or other commercial company?..... | 5 |
| Can I send a photo or image via e-bluey?..... | 5 |
| I can't seem to use e-bluey with my Apple Mac. | 5 |
| How can I reduce my online internet charges?..... | 5 |
| My connection disconnects (times out) before I finish my letter. What do I do?..... | 5 |
| What happens if my connection is cut whilst I am composing an e-bluey?..... | 5 |
| When I register a BFPO address the confirmation screen shows this as GB. Why?..... | 5 |
| Can I find a pen pal through e-bluey?..... | 5 |
| I have a problem with conventional mail. Who can help me?..... | 5 |
| Notification of an incoming e-Bluey. | 5 |
| Who are Flowers By Post?..... | 6 |
| Who are Dontforgetyourcard.com (DFYC)?..... | 6 |
| Who are BoxHappy.com?..... | 6 |
| Why does the Flowers by Post link not appear in my address book?..... | 6 |

What is e-bluey?

When the British Forces are deployed on operations they are entitled to free aerogrammes (colloquially known as "blueys" because of their colour) to and from their families and friends. This service has been in place for a considerable time. Blueys as we know them today were issued for the first time during the early days of the Northern Ireland deployment. More recently BFPO, working in conjunction with SuperLetter.com, has pioneered an electronic form of the bluey known as 'e-bluey'.

The e-bluey is a Hybrid mail system that allows service personnel, relatives and friends to maintain a personal and private contact with each other while serving on operations or exercise for more than 60 days duration. Probably the most important factor is that the system is two way. This means those service personnel with access to the Internet can send e-blueys back home.

[Table of Contents](#)

What is Photo-Bluey?

Photo-bluey is a feature within e-bluey that allows you to insert a colour or black & white photo at the top of an e-bluey. The maximum photo print area is 7 ¼" w x 4 ½ "h. Your account must be "Enabled" to activate this feature. Once your account is "Enabled" you will be able to insert a photo in your e-bluey. Note: During the first phase all photos (colour or b&w) will be printed in black & white only. The long term goal is to deploy color printers to select BFPO locations to allow colour printing of your e-blueys and photos.

[Table of Contents](#)

What size photos can I insert in my e-bluey?

You can browse your PC and insert any photo of any size. The photo print area on your e-bluey is a maximum of 7 ¼" w x 4 ½ "h. Photos less than 7 ¼" w x 4 ½ "h will be printed in the actual size. Photos larger than 7 ¼" w x 4 ½ "h will be reduced proportionately to fit as closely as possible to 7 ¼" w x 4 ½ "h.

[Table of Contents](#)

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.

[Table of Contents](#)

How do I open an account?

Go to www.bfpo.mod.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.

[Table of Contents](#)

How do I "Enable" my e-bluey account for Photo-bluey?

To enable your account click "Photo-bluey" on the menu bar and then select "Enable Photo-bluey".

[Table of Contents](#)

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.

[Table of Contents](#)

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'.

[Table of Contents](#)

How do I change a Recipient address?

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

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.

You cannot Change from a country to an Operational Theatre or Exercise. i.e. UK (777) to BFPO 647.

You can change the BFPO # from one Operational Theatre or Exercise to another. i.e. BFPO 647 to BFPO 058

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.

[Table of Contents](#)

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) |

[Table of Contents](#)

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 you 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.

[Table of Contents](#)

How do I insert a Photo in my e-bluey?

Login to your e-bluey account. Select a Recipient from your Address Book as usual and click [Compose E-Bluey]. On the next page click the "Add PhotoBluey to Letter" and follow the prompts to browse your PC to select a photo to insert in your e-bluey. Then Type your e-bluey as usual, Review and/or Print Preview your e-bluey, then click [Send E-bluey].

[Table of Contents](#)

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'.

[Table of Contents](#)

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) 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.

[Table of Contents](#)

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>.

[Table of Contents](#)

How many pages of text can I send?

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

[Table of Contents](#)

How long does it take to deliver an e-blueey?

E-blueeys are printed at least once each working day at locations where the e-blueey machines have been deployed. After the e-blueeys 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-blueeys are delivered. However, we do aim to ensure that e-blueeys to service personnel overseas are delivered within 24 hours of being printed.

[Table of Contents](#)

What is the Delivery Status feature?

This feature allows the sender of an e-blueey 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.

[Table of Contents](#)

How can I check the delivery status of an e-blueey?

To check your delivery status login to your e-blueey 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-blueeys you have sent will be displayed for 60 days. Please note that the system will not show when e-blueeys have actually been delivered to the recipient but when it was printed and forwarded for delivery.

[Table of Contents](#)

Why does an e-blueey take longer to arrive than an e-mail?

An e-blueey 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-blueeys are downloaded at least once a day in operational theatres. However, we do aim to ensure that e-blueeys to service personnel overseas are delivered within 24 hours of being printed.

[Table of Contents](#)

Is there a limit to the number of e-blueeys 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-blueeys may not be sent to commercial organisations.

[Table of Contents](#)

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.

[Table of Contents](#)

Can I write to BFPO numbers not listed?

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

[Table of Contents](#)

Can I send an e-blueey anonymously?

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

[Table of Contents](#)

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.

[Table of Contents](#)

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.

[Table of Contents](#)

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.

[Table of Contents](#)

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>.

[Table of Contents](#)

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 .

[Table of Contents](#)

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.

[Table of Contents](#)

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.

[Table of Contents](#)

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 .

[Table of Contents](#)


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.

[Table of Contents](#)

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.

[Table of Contents](#)

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.

[Table of Contents](#)

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.

[Table of Contents](#)

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.

[Table of Contents](#)

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.

[Table of Contents](#)