**ELECTRONIC OFFICE FREQUENTLY ASKED QUESTIONS**

* What is the e-office?

The e-office of the University of Barcelona is a website intended to enable the university community, members of the public, the private sector and other bodies to exercise their right of access to UB information, services and procedures telematically, ensuring the integrity and accuracy of the website’s content.

The e-office offers information on rules and regulations, profiles for bidders and suppliers, the proceedings of meetings, edicts etc. of the University of Barcelona. Providing processes and procedures online enables users to interact more easily with the university, bringing the administration closer to the public.

* Who is the e-office for?

The e-office is intended for use by the university community, members of the public, the private sector and any other bodies that want or need to interact with the University of Barcelona by Internet.

* What can you use the e-office to do?

Using the e-office, you can consult information on rules and regulations, grants, profiles for bidders and suppliers, and more. You can also complete processes and procedures online.

* Do tasks carried out online have the same legal validity as face-to-face dealings?

Yes, they do. There is no legal difference between procedures completed online and face-to-face. They are equally valid under the law.

* Is it safe to use the services of the e-office?

Communication between users and the e-office is secure. All information is sent encrypted and digital certificates guarantee the identities of the two parties.

In addition, the treatment of users’ personal data is subject to Organic Law 15/1999, of 13 December, on personal data protection.

* When can you use the e-office?

You can use the e-office to consult information and carry out procedures 24 hours a day, 365 days a year.

Bear in mind that procedures carried out on public holidays will not take effect until the next working day.

* What date and time will be used to calculate time periods?

To calculate the time period for any procedure, the legally applicable date and time will be the official date and time of the E-Office as stipulated in article 26.1 of Law 11/2007, of 22 June, on the electronic access of citizens to public services. It will not be the time and date indicated on the user's computer.
Also, bear in mind that the relevant time and date pertains to confirmation of a procedure irrespective of when a procedure is begun. For example, let us assume that the deadline for an administrative procedure is midnight on 20 September. If you begin to fill in the application at 11.50 pm on 20 September, but do not finish until 00.10 on the following day, your application will be deemed late.

Any procedures carried out on public holidays will not be processed until the next working day.

* What is an authentic electronic copy?
An authentic electronic copy is a digitally signed electronic document that is identical to the original electronic document appearing in the E-Office when you carry out a procedure and it has the same legal validity. Bear in mind that the digital copy is legally valid, not the copy printed on paper.

An authentic electronic copy is the electronic equivalent of an authentic paper copy and it is governed by articles 43-46 of Royal Decree 1671/2009, of 6 November, which partially develops Law 11/2007, of 22 June, on the electronic access of citizens to public services.

* What is the online publications registry?
The publications registry of the e-office contains digital evidence relating to the publication and availability of materials.

Digital evidence contains traceable information on materials. It shows when materials have been published and how long they have been available. It can also be used to check whether the materials have been changed during this period. Digital evidence identifies who has carried out each logged action.

Another feature of digital evidence is that it correctly preserves the chain of custody, which ensures that materials cannot be manipulated and therefore can be submitted to a court as true and correct. In this way, it safeguards citizens' rights and ensures the independence and transparency of E-Office materials.

* What is an electronic signature?
An electronic signature is a set of electronic data that can be used to identify the signer of a document, safely exchange information with other people and institutions, and electronically sign any information that is sent. Electronic signatures enable users to check the integrity and source of information.

As stipulated by article 3 of Law 59/2003, of 19 December, a recognized electronic signature has the same value with respect to data disclosed electronically as a handwritten signature in relation to data disclosed on paper.

Security recommendations
* The University of Barcelona will never request your certificate or personal identification number (PIN) by email. Be suspicious of any message that requests this information from you.

* Keep your operating system, antivirus software and browser up to date.

* Access the e-office from a trustworthy website. Do not access the e-office from links that you find in emails or websites that are not safe.

* Do not enter the PIN for your certificate if anyone nearby can see what you are typing.

* Never save the PIN for your certificate if you are using a computer that you do not ordinarily use.

* Correctly close the browser if you are using a public computer or other people have access to the computer.

* For greater safety, select a PIN that is not obvious or easy to guess. For example, avoid using birthdates. Also, do not use numbers that you have written down anywhere.

For additional information: www.ub.edu/certificatdigital