Penalnet Platform

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1 INTRODUCTION TO THE PENALNET PLATFORM

Penalnet is a web platform that provides a secure European communications network for criminal lawyers.

Access to Penalnet is based on digital certificates encoded on a cryptographic card and is limited to lawyers registered in the system. This platform manages users, mail boxes, the sending and receipt of messages, and provides receipt/read acknowledgment.

Any criminal lawyer registered on the PenalNet platform will have access to a directory of criminal lawyers in the countries included in the system by way of a professional digital certificate. This will allow for secure communications with any other lawyer on the platform.

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2 NAVIGATION

The Penalnet Platform can be accessed through the main Penalnet webpage. The URL is https://www.penalnet.eu/. The home page provides access to the application through the "Access to Penalnet" link.

Home page

The home page of the Penalnet Platform is shown below:

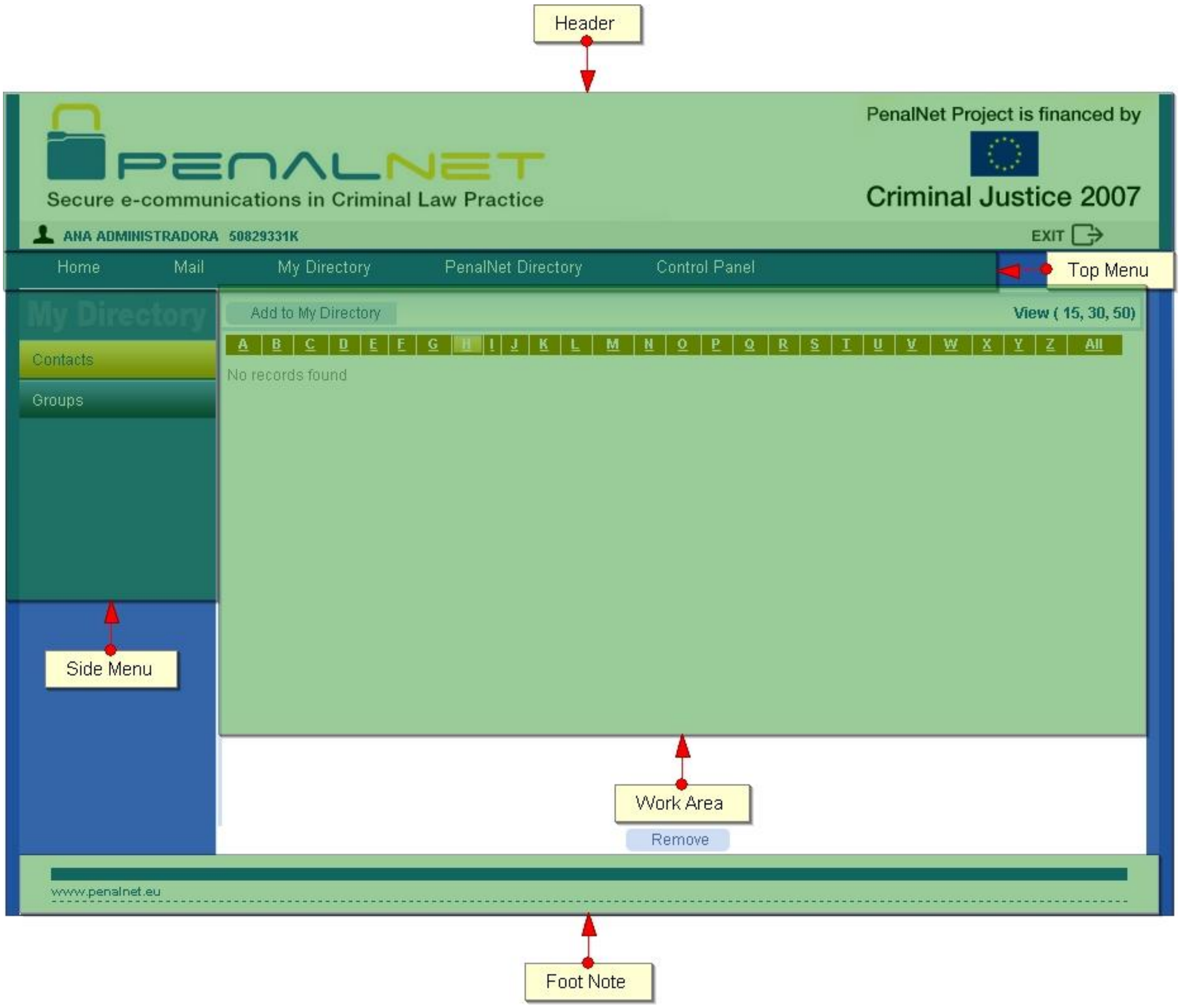
As we can see, the home page consists of the following parts:

- *Heading*: features the Penalnet logo, which links every page on the Penalnet Platform to the home page.
- *Top menu*: menu with the application's functional modules. Each menu option is linked to its associated section.

- *Central part*: work area.
- *Footnote*: contains basic information, such as the Penalnet web address and the application version.

Functional modules

The functional modules feature their own internal navigation system. One is shown below, with the others following a similar format.



The above image shows each part of the page:

- *Heading*
- *Top menu* (*)
- *Side menu* (*): varies depending on the option selected in the top menu.

- *Work area*
- *Footnote*

(*) The menu options shown depend on the profile of the user accessing the application.

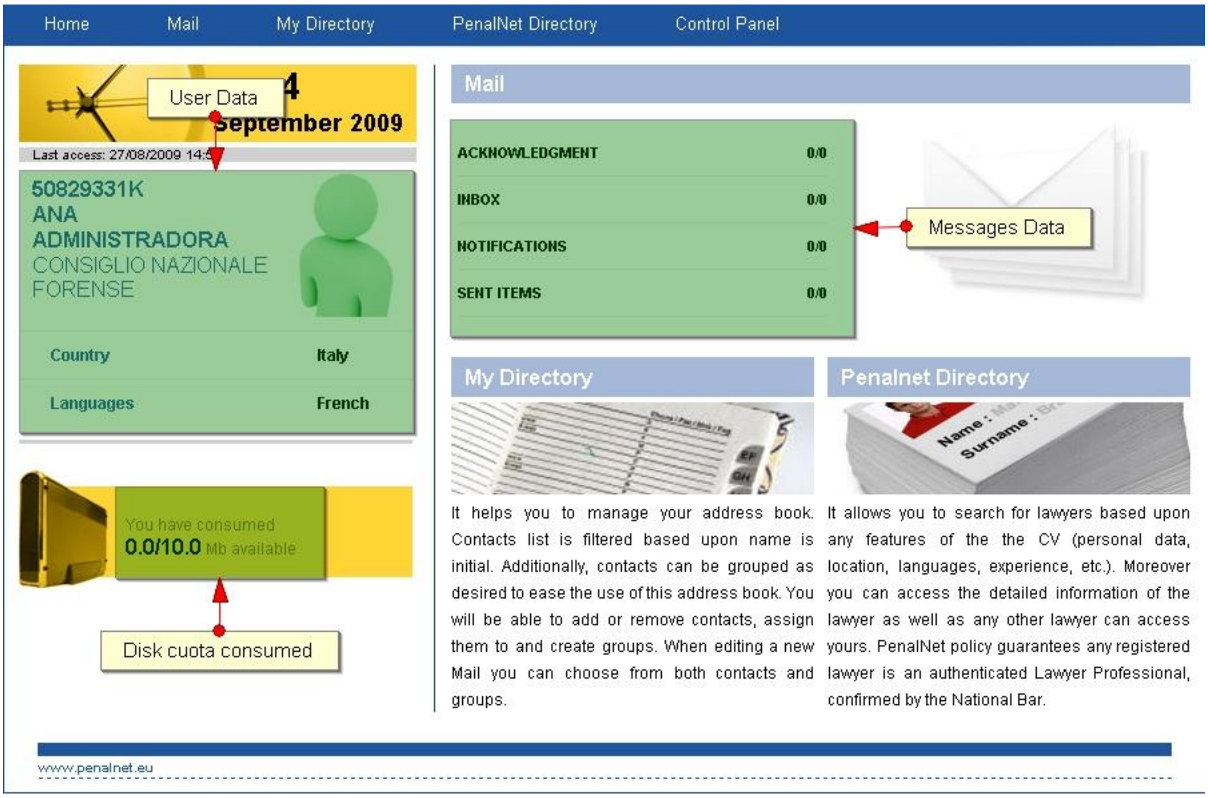
3 FUNCTIONALITY

3.1 PENALNET HOME

Upon entering Penalnet, two things may happen:

- The user is a lawyer whose information is in the system: the user may continue using the application's functions.
- The user is a lawyer whose information is not in the system, or is an administrator: the user does not have permission to use the Penalnet Platform features and will have to wait until a General administrator provides the user with the proper profile.

Once the user's profile is properly set, the main page will show the user's personal information:

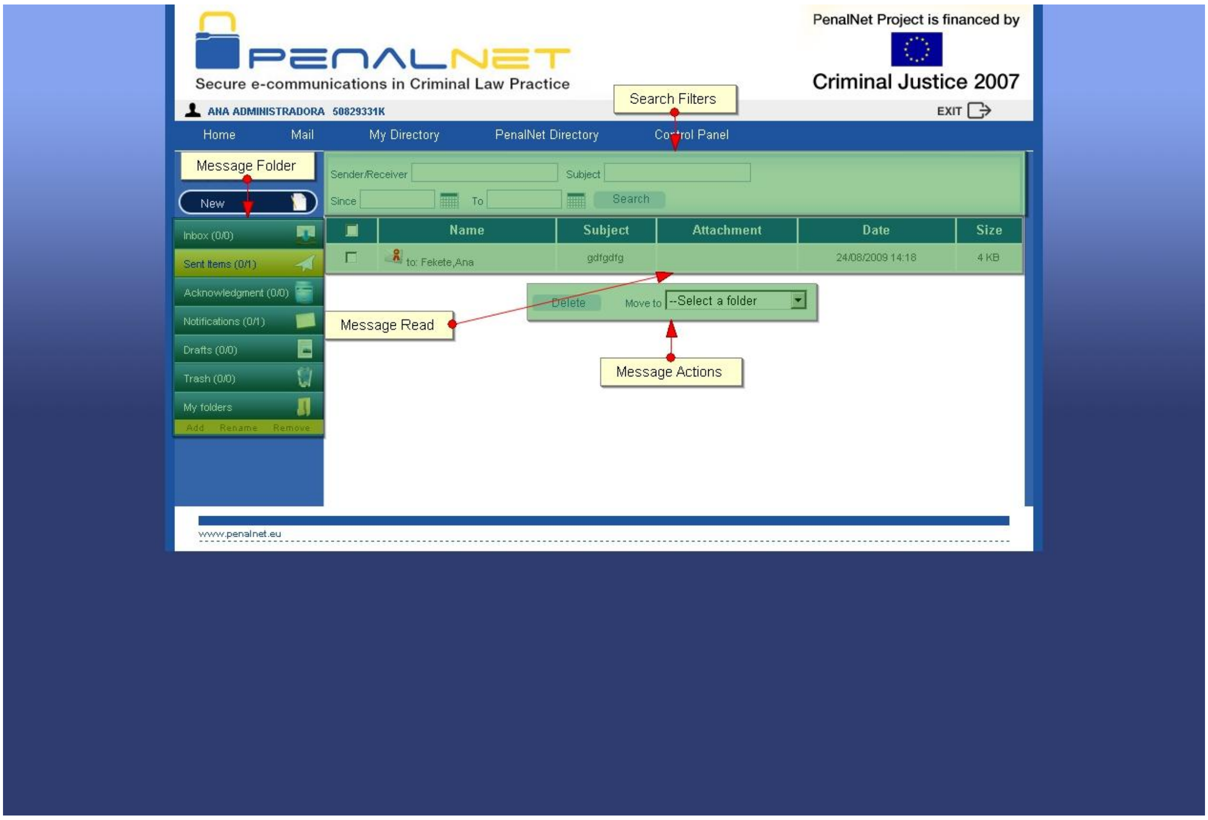


The main sections to highlight are:

- *User information*: personal data such as name, surname, BAR, country and languages.
- *Disk quota*: amount of disk space in use and total available.
- *Mail*: number of unread and total messages in the user's folders. User can navigate to Mail option.
- *Top menu*: menu with the application's functional modules. The options will vary depending on the user's profile.

3.2 MAIL

The MAIL section allows messages to be read, sent and managed. They can be deleted or organized into folders. Below is the main screen:



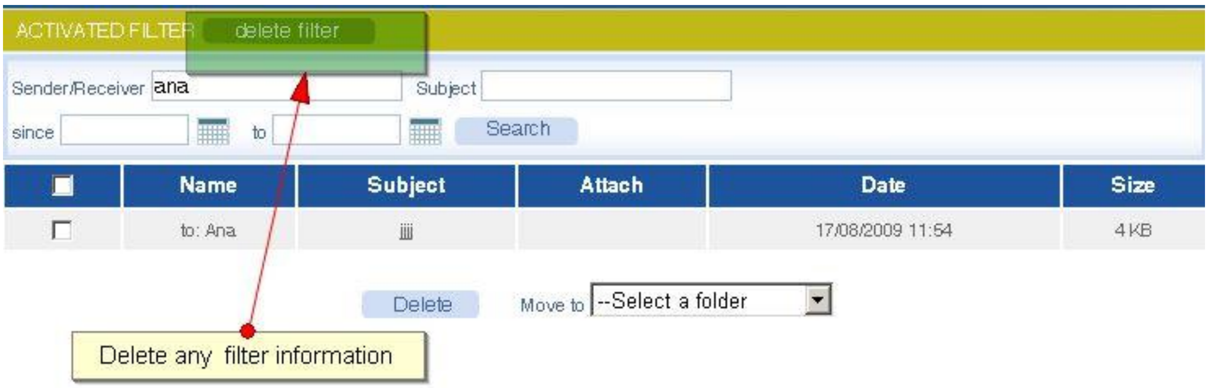
The left side menu shows the folders. Some are pre-defined and others can be created by the user. The top part shows the options for deleting or moving messages between folders, along with the mail search filter.

The central part shows all the messages, with those in the Inbox folder being shown by default. The bolded messages are unread, while those in normal font have been read. Each message has the following fields associated with it: name, subject, attachment (with an icon if the message has any attachments), date sent and message size.

3.2.1 Messages

Message search

The message list can be filtered according to the following fields: sender/receiver, subject, and date. A from-to date range can be specified. All of these fields are optional. Once the desired values are input and the 'Search' option is selected, the resulting messages are shown along with an indication that the filter is active. To deactivate the filter and show all the messages again, click on 'delete filter'.

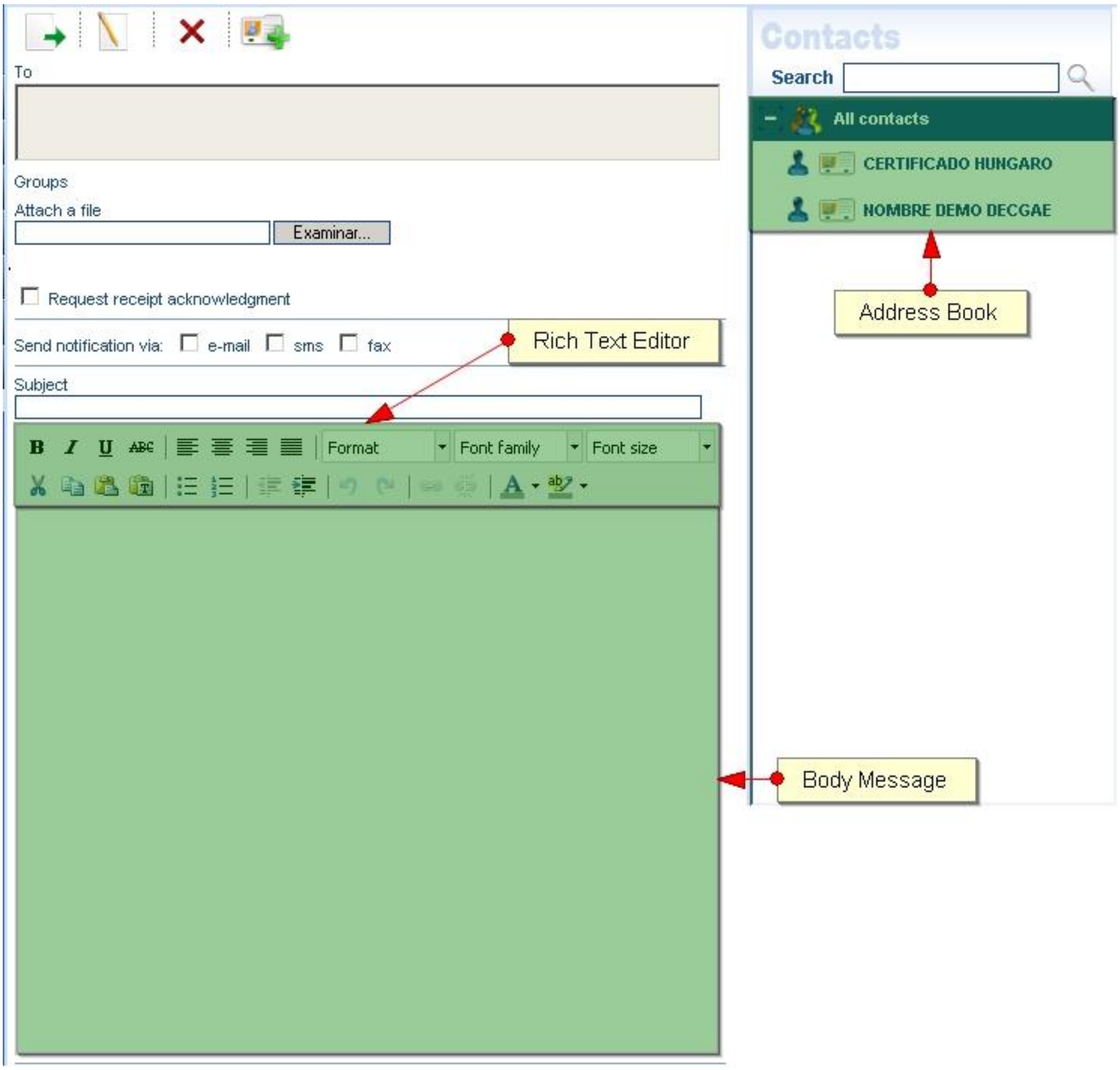


Viewing messages

Only the messages from the active folder are shown, this being determined by the folder the user is currently in. To let the user know which messages are being shown, the active folder will always be highlighted. For example in the following image, the 'Notifications' folder is shown as active, and thus its associated messages would be shown.

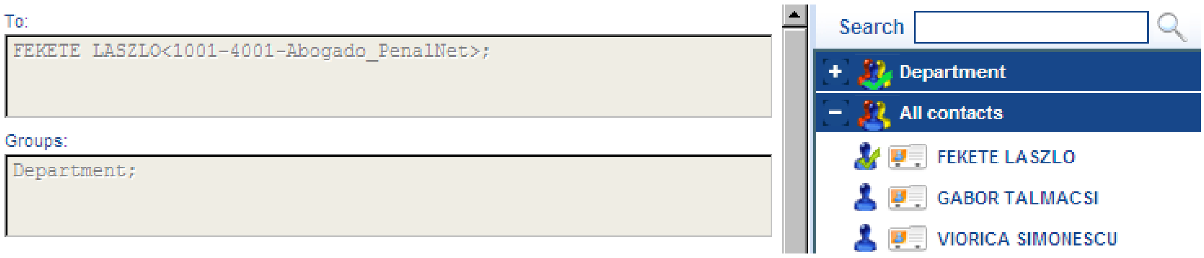
New message

To send a message, click on 'New'. A form will appear for the drafting of messages. On the right side is the address book with the user's groups and contacts. In the center are the message fields, which are: *To*, *Groups*, *Attach file*, *Acknowledgment of receipt*, *Notifications*, *Subject* and *Body*. The only requirement is to list at least one recipient.



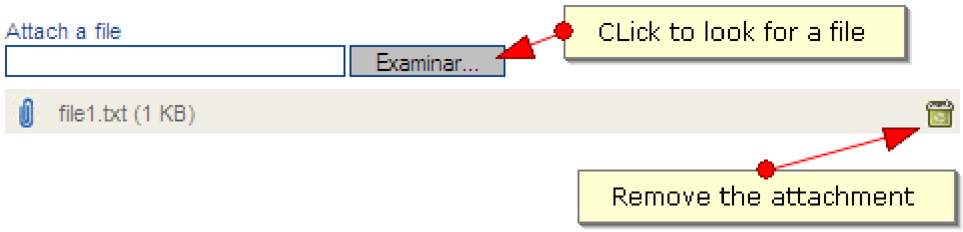
Recipients

The *To* and *Groups* fields only allow data to be entered from the address book by clicking on the associated contact or group name. The relevant field will automatically be shown. For example, in the following image the *Department* group and contact *Fekete* have been selected.



Attachments

To attach a file hit the ‘Browse…’ option (*). A file browser will open for the user to select the file to attach. Keep in mind that the maximum file size is 1500 KB. There is no limit to the maximum number of attachments.

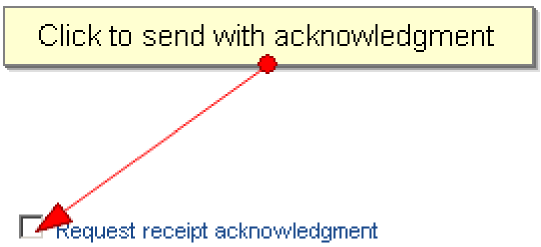


(*) The browser button label will depend on the O.S. language

To remove attached files, hit the trash bin icon. This will update the file listing.

Acknowledgment of receipt

A receipt acknowledgment can be requested. This is done by checking the “Acknowledgment of receipt” box.



Doing this will result in a message being sent to the sender’s ‘Acknowledgment’ folder when the recipient opens the message, confirming that the message has been received and opened.

Notifications

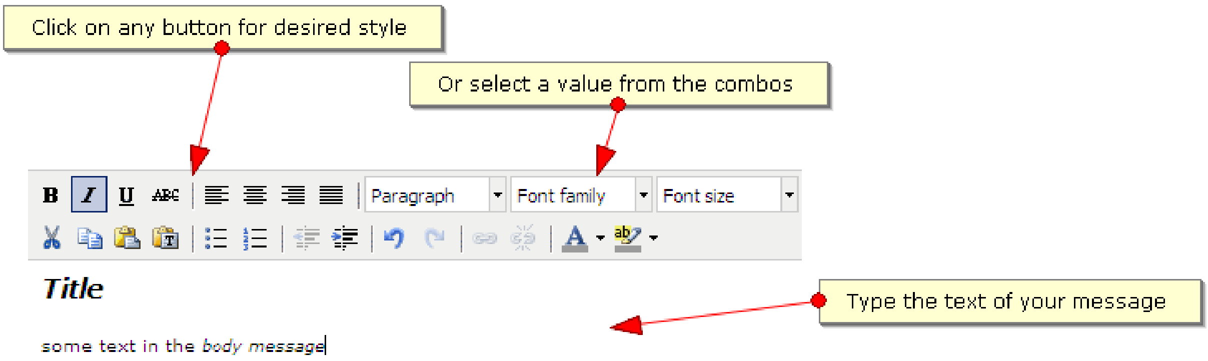
When a message is sent, the recipient can be notified of the arrival of a new message through the following methods: email and SMS. More than one may be selected.

This way the recipient will receive, in addition to the message itself, the notification(s) specified by the sender.

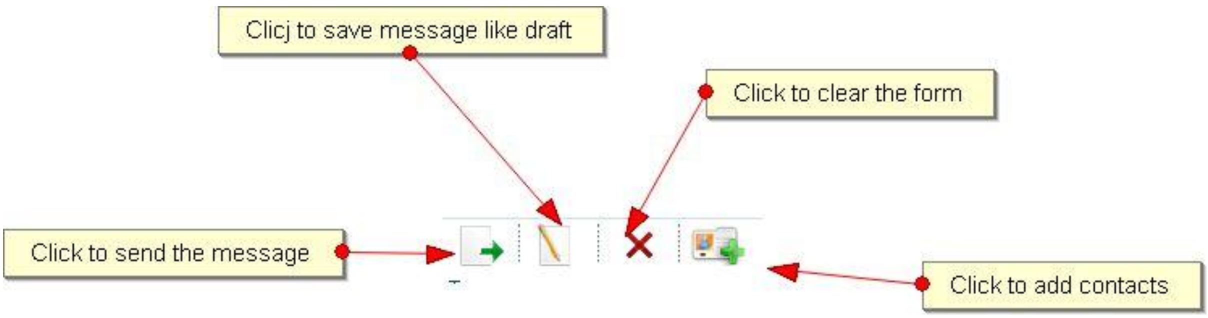
After specifying the notifications the sender will receive a message in his ‘Notifications’ folder with a report on the notifications sent.

Rich text editor

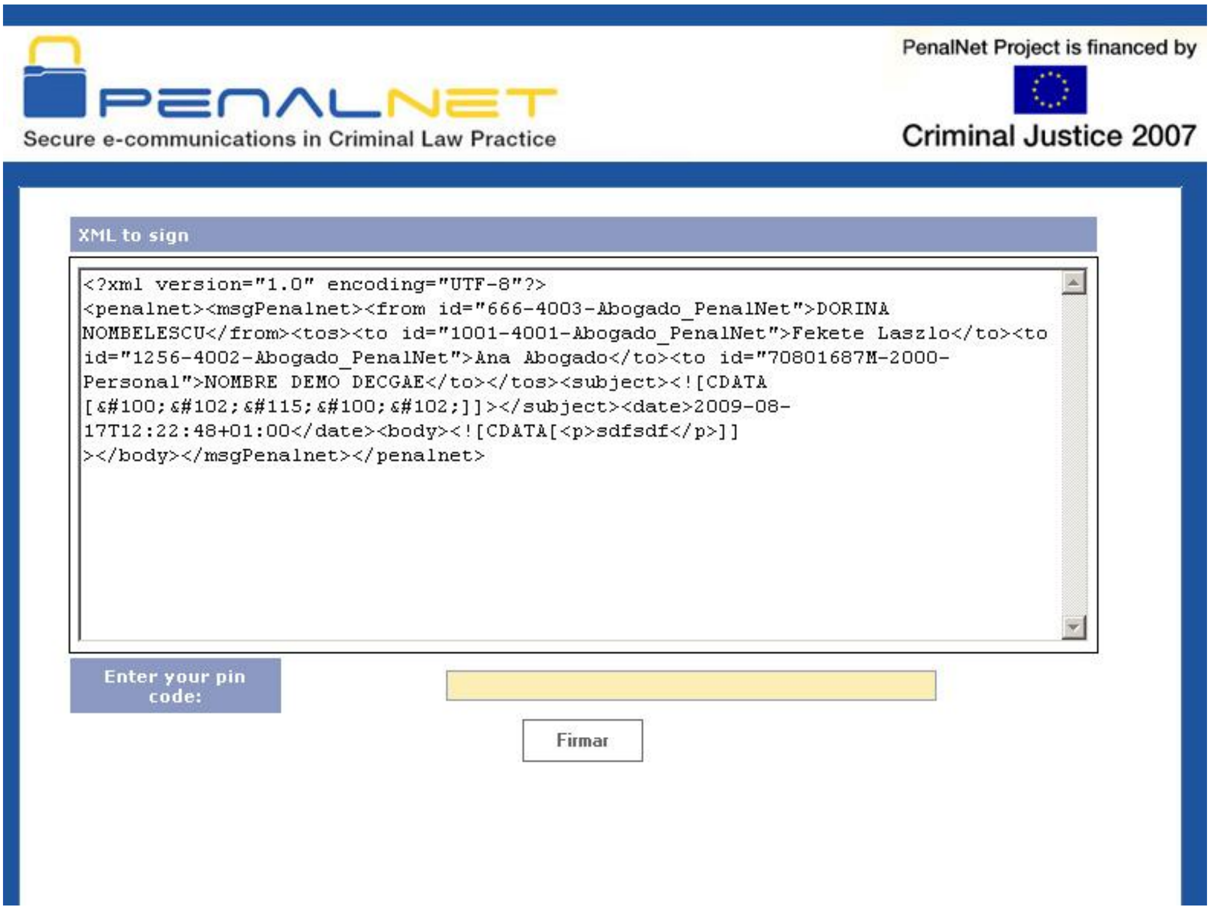
To write the message body, the rich text editor may be used. This allows styles to be applied to the text, such as bold, italic or alignments, and lists or tables to be added, among other options.



Lastly, the message can be sent or the form cleared by using the following options:



In order for the messages to be sent securely, the Penalnet Platform communicates with an electronic signature platform to sign the message. After hitting the send option, a window will open to establish communications with the signature platform, which will first look for the user’s digital certificate and then request the user’s PIN:



Once the PIN is entered and the ‘Sign’ option is selected, the Signature Platform will sign the message. This operation will take a few seconds. Once this is complete, the user is informed of the result of the operation and the Platform window closes.

The message is moved to the ‘Outbox’ folder once it is sent.

The third icon on the last picture allow users to add a contact.

Moving messages

The following preset folders are available for organizing messages:

- *Inbox*
- *Outbox*: messages sent.
- *Trash*: messages can be permanently deleted only from this folder.

- *Notifications*: when sending a message, the sender can request that the recipients receive a new message notification. A report of said notifications is provided to the sender through the 'Notifications' folder.

- *Acknowledgment*: when a message is sent, the sender can request a receipt acknowledgment. When the recipient opens the message, the sender receives an acknowledgment in this folder.

- *My folders*: personal folders managed by the user. Explained in more detail later.

Messages can be moved freely between any of the folders. This is done by selecting the message(s) and then specifying the destination folder in the 'Move to' box. The messages will be automatically moved to that folder.

There is one exception, which is the Trash folder, from which the messages cannot be moved to any folder, but only restored to their original location.

Deleting messages

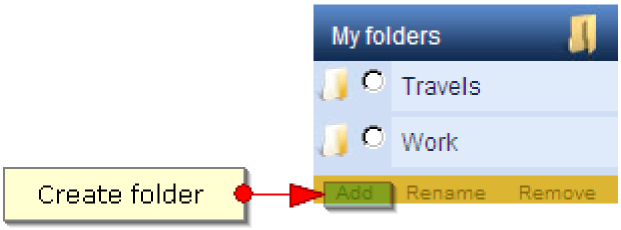
To delete a message, it is first moved to the Trash folder. We then go into the Trash folder and, if the message is to be permanently deleted, select it and click on the 'Delete' option. If, on the contrary, we wish to restore it, select it and hit the 'Restore' option. This will return the message to its original location before it was sent to the trash bin. These operations can be performed on one or more messages at a time.

3.2.2 Folders

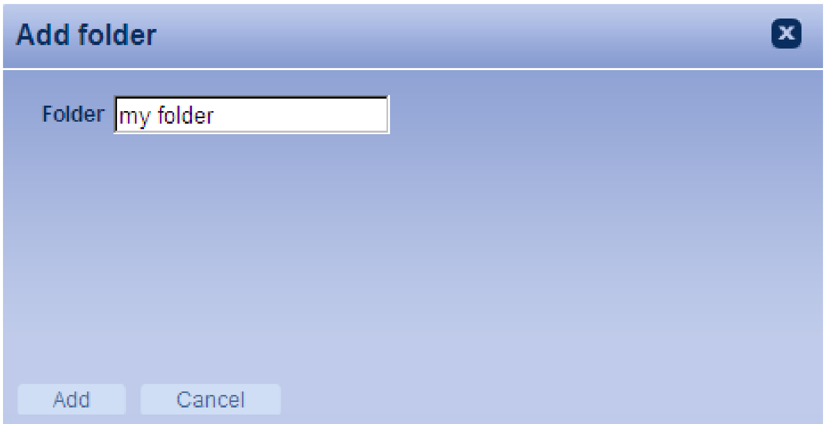
As mentioned above, the subfolders within ‘My Folders’ are personal folders. The user can create, rename and delete them as desired. Messages can also be moved between these subfolders and the remaining folders.

Creating a personal folder

To create a folder, click on the small ‘Add’ option:



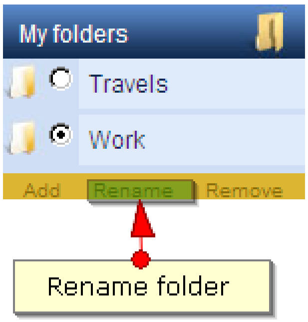
A window like the one below will open:



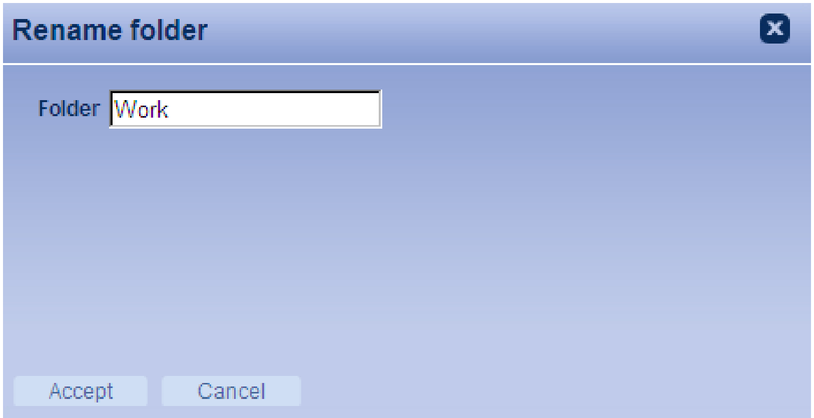
Enter the folder name in the ‘Folder’ field. This is a required field. The name must be unique. When the ‘Add’ option in this window is pressed, the new folder will be created. The operation can be cancelled by clicking on the ‘Cancel’ option. The screen will be updated with the new data.

Rename personal folders

To rename a folder, select it and click on the ‘Rename’ option:



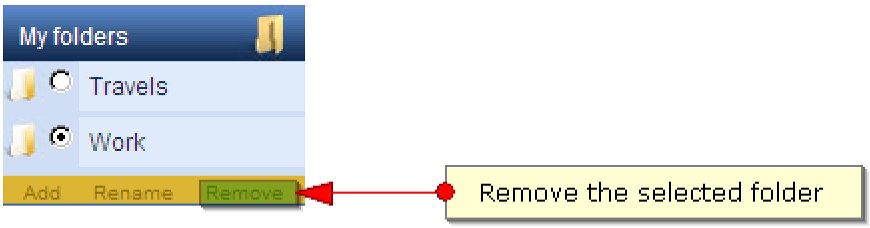
A window similar to that for creating folders will open, this time with the name of the selected folder:



The procedure is as in the case above: the new, unique name is entered in the ‘Folder’ field. This is required. Pressing ‘Accept’ will save the changes and ‘Cancel’ will annul the operation.

Deleting personal folders

To delete a folder, select it and hit the ‘Remove’ option.



The following window will open to confirm the deletion:

There are two options for handling the messages contained in the folder to be deleted:

- Move them to the ‘Trash’ folder.
- Move them to the ‘Inbox’.

Once an option is selected, clicking on the ‘Remove’ option will delete the folder and its messages will be moved as specified. To cancel the operation click on the ‘Cancel’ option.

3.3 MY DIRECTORY

The ‘My Directory’ section allows users to manage their address book. Contacts can be grouped as desired to ease the use of the address book.
To access this function, the ‘My Directory’ option is selected from the top menu. This allows the user to manage the contacts and groups.
A list of the user’s contacts is shown.

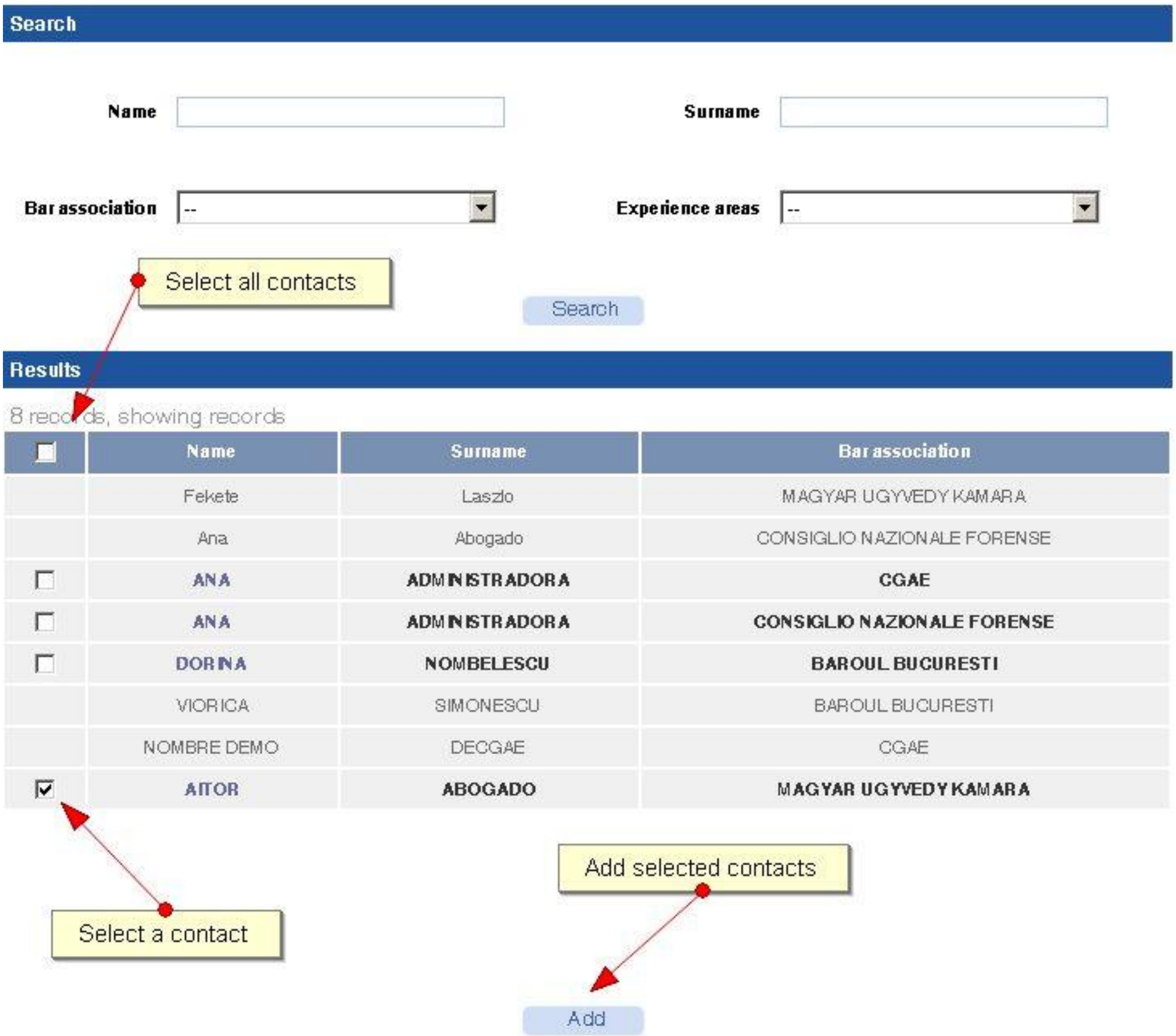
The bar along the top with the alphabet can be used to filter the contacts by name. The data in the table can also be arranged by clicking on any of the column headings.

3.3.1 Contacts

Adding contacts

To add a contact to the address book, click on the ‘Add new contacts’ option. This opens a new form that will allow searches to be filtered by *name, surname, Bar association* and *Experience areas*.

Once the desired search parameters are entered and the ‘Search’ option is selected, a table will appear showing all those users active in the system. Those which are grayed out have already been added to the address book. The rest (if any) are those which may be added to the address book.



To add them, they must be selected, either individually or all at once. After the selection is made, hit the ‘Add’ option. If the user in question has not created any groups, the new contact will be added as is to the address book. If any groups exist, the contact may be included in them by selecting the group in question and clicking on the ‘Add’ option.

If the contact is not to be added to any group, simply hit the 'Do not add to any group' option.

Deleting contacts

To delete contacts from the address book, select them from the contact list either individually or by checking the box that selects all of them, and then hit the 'Remove' option.

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | All

3 records, showing records

☐	Name	Surname	Mail	Mobile	Telephone	Fax
☑	Fekete	Laszlo	aaa@aaa.es		6547547	
☐	Ana	Abogado	aaa@aaa.es		111111111	
☐	ANA	ADMINISTRADORA	aaa@aaa.es	7777777	44444444	3333333

The contact will no longer be shown in the address book.

Viewing contact information

The basic data for a contact can be viewed from the pages used to manage, add or view a group's contacts. To see the contact's information, click on the name of the contact in question.

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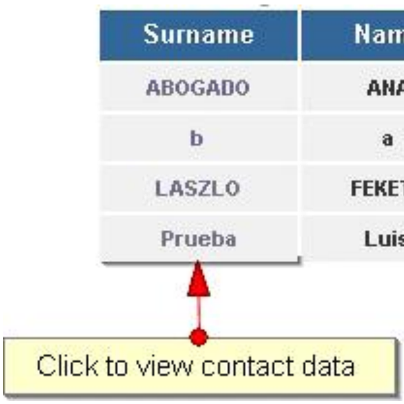
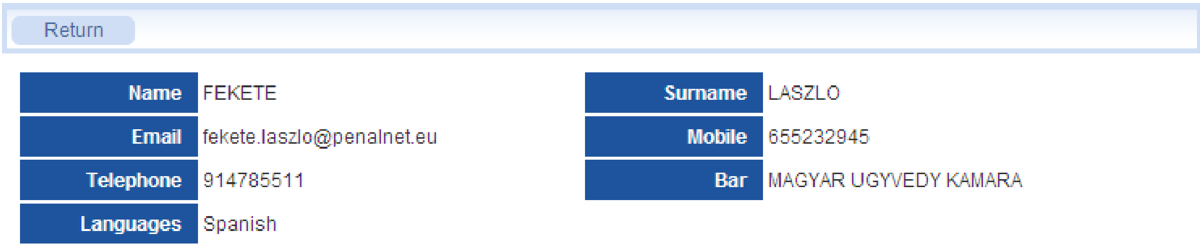


The user's data will be shown. To go back to the previous screen, hit the 'Return' option.



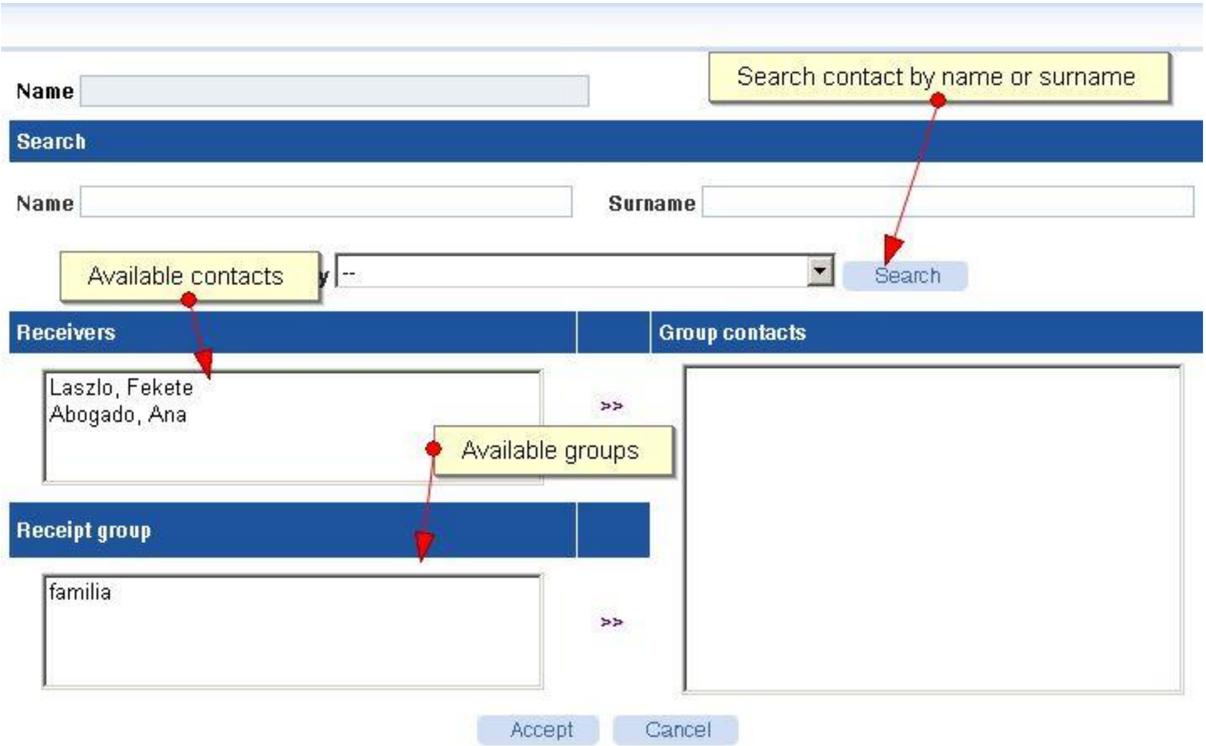
3.3.2 Groups

The contacts can be arranged into groups so as to better organize the address book. To see a user's groups, select the 'Groups' option from the side menu. This will show a listing of the user's groups.

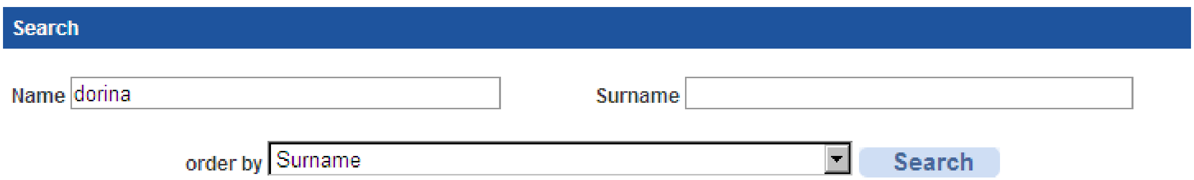
The name of each group is shown, along with the number of contacts, an icon to see their details, and another icon to delete the group.

Add group

To add a group, hit the ‘Add group’ option. A form will appear on which the group data can be entered. The ‘Name’ field is required. The name given must be unique.



The two boxes to the left show the address book contacts and groups. They can be selected and added to the group being created. To facilitate the search for a specific contact, a name and surname filter can be used:



Once the form is filled out with the desired data, the ‘Add’ option must be hit to add the group to the address book. The creation of the group can be cancelled by clicking on ‘Cancel’.

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Modify group

To modify a group, click on its name in the main screen for managing groups:

A form will be shown similar to that for creating groups. The name can be modified and contacts added or deleted. A unique group name must be specified.

Delete group

To delete a group, click on the ‘Remove’ icon:

A window will open to confirm the deletion of the group. There are three options for specifying what to do with the group’s contacts:

- Delete the group but not its contacts
- Delete the group and its contacts only if they do not belong to any other group
- Delete the group and its contacts.

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Once the desired option is chosen, the group will be deleted when the ‘Remove’ option is clicked. To cancel the operation, hit the ‘Cancel’ option.

Viewing group contacts

To see a group’s contacts, click on the View Contacts icon:

A list of the group’s contacts will be shown. To go back to the list of groups, hit the ‘Return’ option.

3.4 PENALNET DIRECTORY

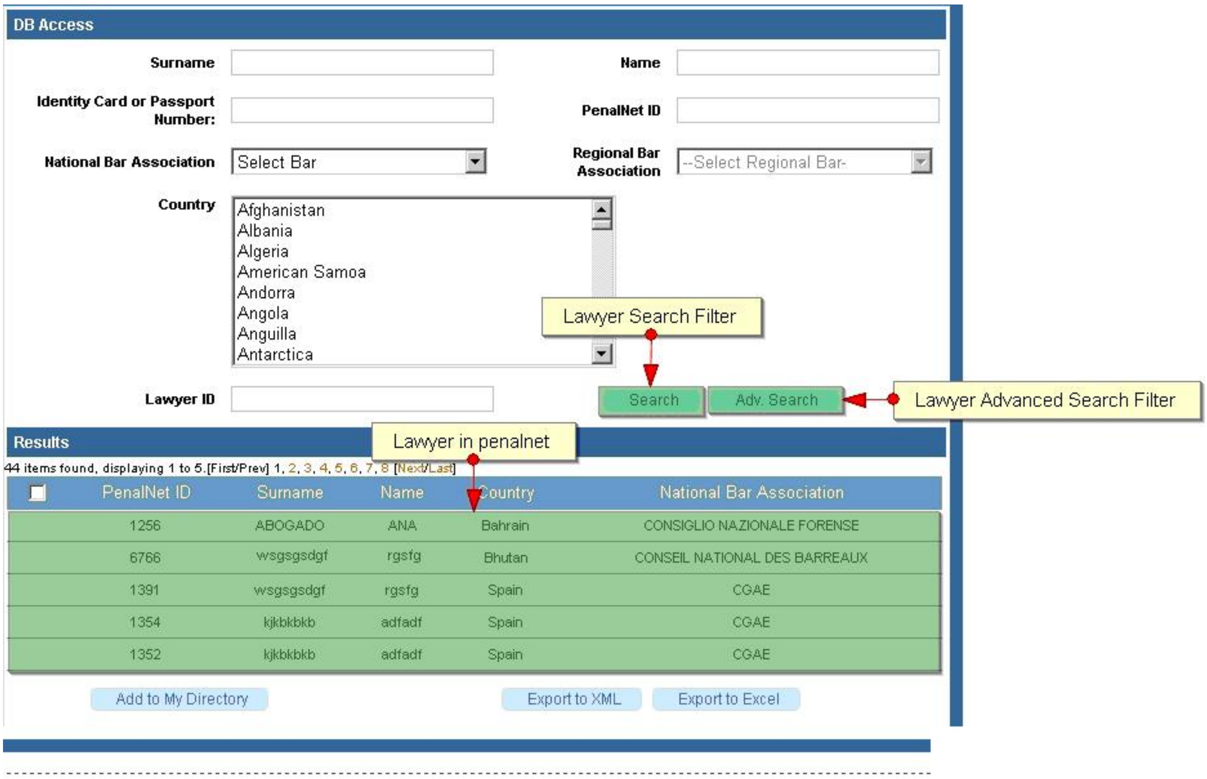
This section contains a series of forms for entering the data on lawyers that is to be stored in the database for the General Council of Lawyers.

The forms are accessed by clicking on the ‘Penalnet Directory’ option on the top menu. It has two parts: ‘DB Access’ and ‘Upload C.V.’ Both allow for the entry and searches of data on the Penalnet Platform lawyers.

3.4.1 DB Access

Searches on those lawyers whose information is stored in the database can be conducted via the DB Access module.

When the ‘Penalnet Directory’ option is clicked on the top menu, or in the side menu within the ‘DB Access’ option, a form opens that allows one to search for lawyers, along with a listing of the lawyers in the system.



The search for lawyers can be filtered by the lawyer’s *name, surname, identity* or *passport number, Penalnet card ID, national or regional Bar, nationality* or *registration number*. The results are shown under the list.

Clicking on any of the rows with the lawyer's data redirects the user to the 'Upload C.V.' section, explained further on.

A lawyer's data can be exported in two formats: XML and Excel.

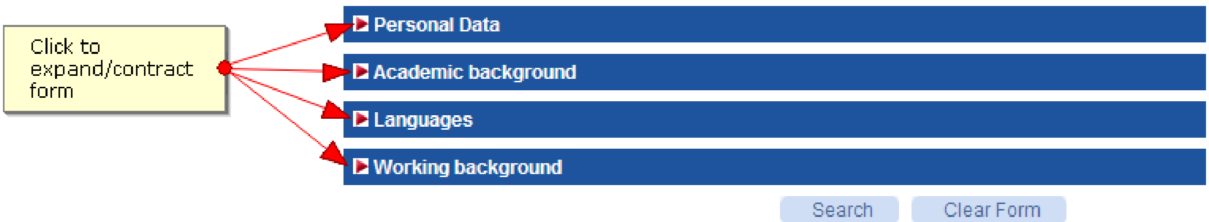
To export to XML click on the corresponding option. This opens a new window with all of the lawyer's data in XML.

To export to Excel click on the 'Export to Excel' option. This opens a window that gives the option to open or save a file called export.zip. This file contains the Excel file with the data on the lawyer(s) and the pictures from their C.V., if any.

Advanced search

The advanced search allows the list of lawyers to be filtered using any field in the curriculum vitae.

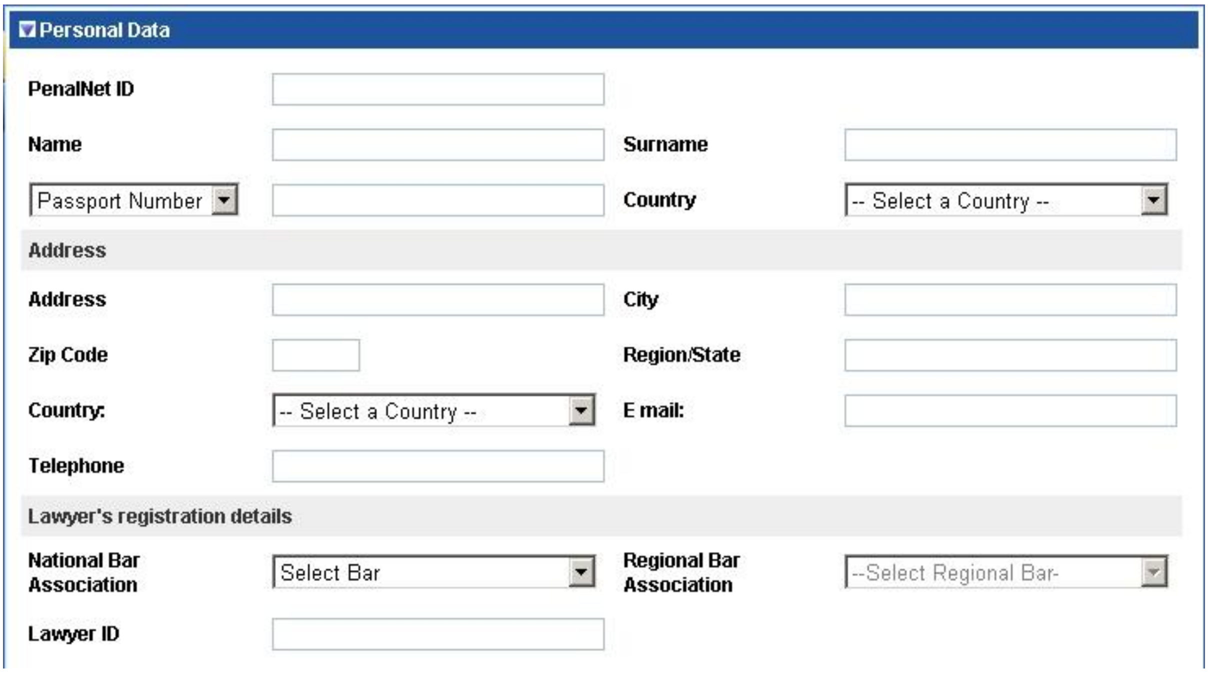
This option is accessed by clicking on the 'Advanced Search' option, which opens the following screen:



Clicking on the icons shown on the image expands each section to reveal a form.

The advanced search consists of four sections:

- *Personal data*: lawyer's personal data, as shown on the following form:


Personal Data

PenalNet ID

Name | Surname

Passport Number | Country: -- Select a Country --

Address

Address | City

Zip Code | Region/State

Country: -- Select a Country -- | E mail:

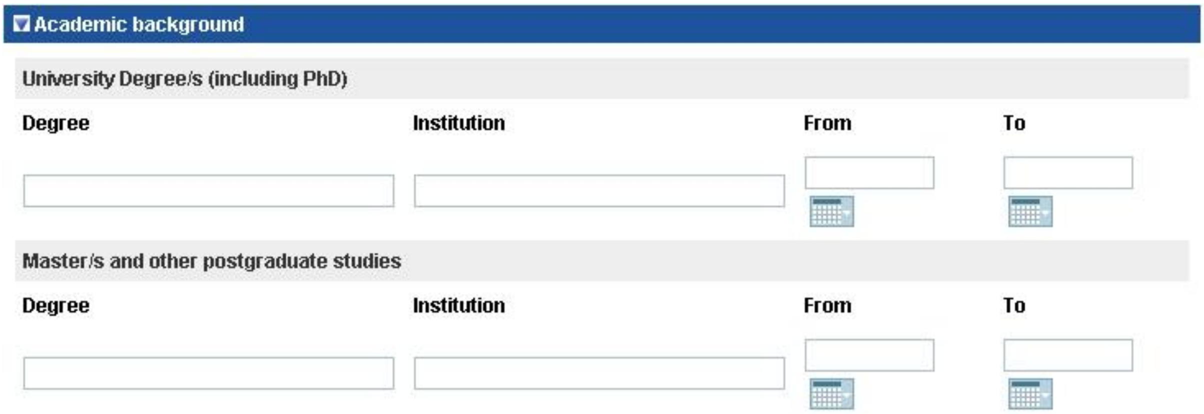
Telephone

Lawyer's registration details

National Bar Association: Select Bar | Regional Bar Association: --Select Regional Bar-

Lawyer ID

- *Academic background*: academic data, such as bachelor's or master's degrees or post-graduate studies. These are entered on the following form:


Academic background

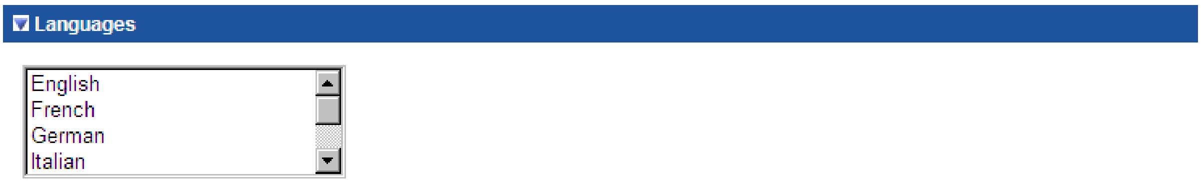
University Degree/s (including PhD)

Degree | Institution | From | To

Master/s and other postgraduate studies

Degree | Institution | From | To

- *Languages*: languages spoken by the lawyer. More than one may be chosen from the list:


Languages

English
French
German
Italian

- *Working background*: employment data. The applicable areas of expertise and/or working experience can be selected. Other comments related to professional background can also be input. The associated form is as shown below:

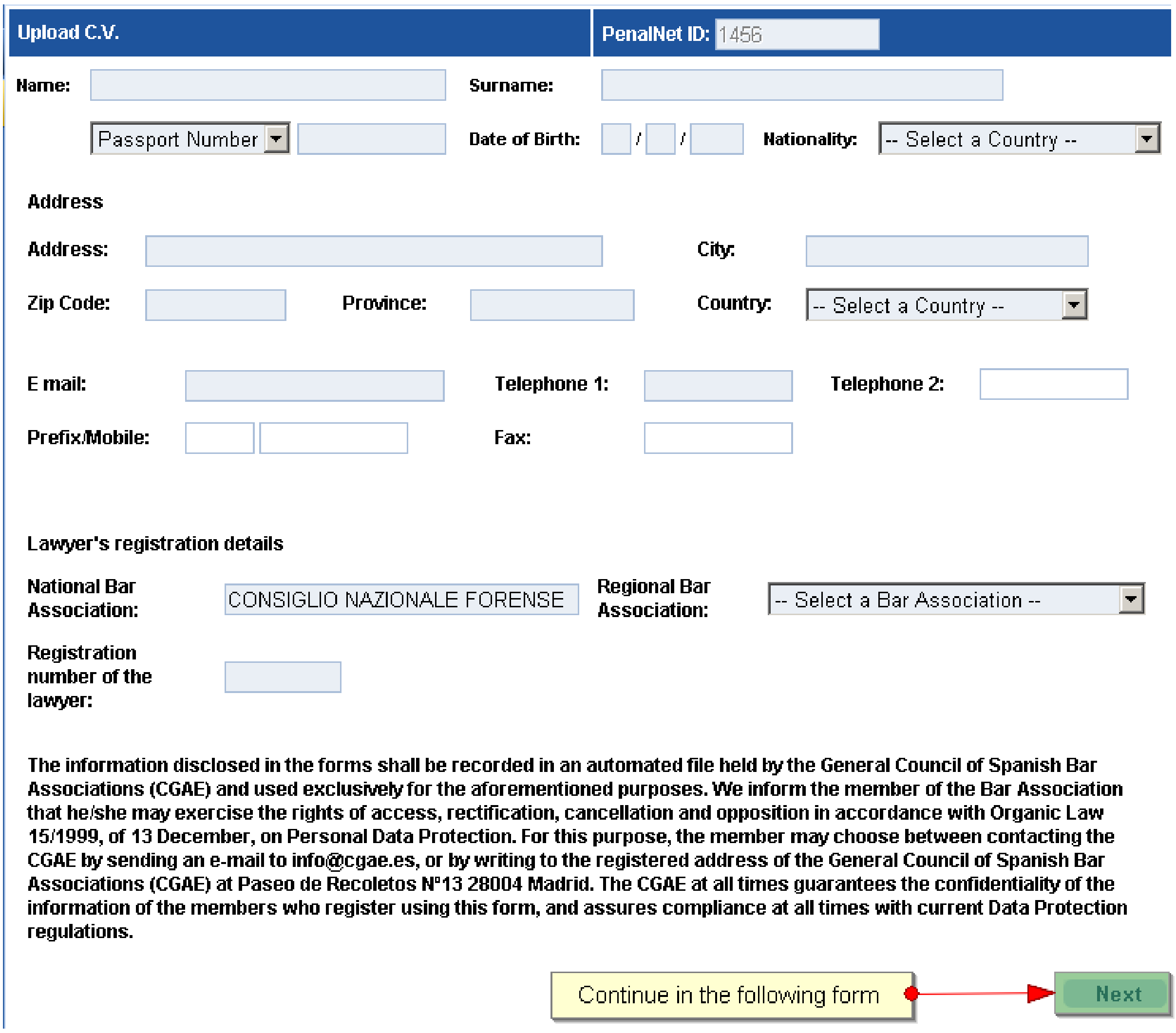
None of the fields is required.

Once the desired search data are input, hit the ‘Search’ option. A list will be shown similar to that shown for the simplified search. The data can be exported to XML and Excel. Likewise, when one of the rows is clicked, the application redirects the user to the ‘Upload C.V.’ module, explained below. If the user wishes to clear the form before initiating the search, this can be done by clicking on the ‘Clear form’ option.

3.4.2 Upload C.V.

This is where a lawyer’s information is entered. It consists of a set of forms that are filled out online.

To access the section, select the ‘Upload C.V.’ option from the side menu in the Penalnet Directory. This will open a form as shown in the image below:



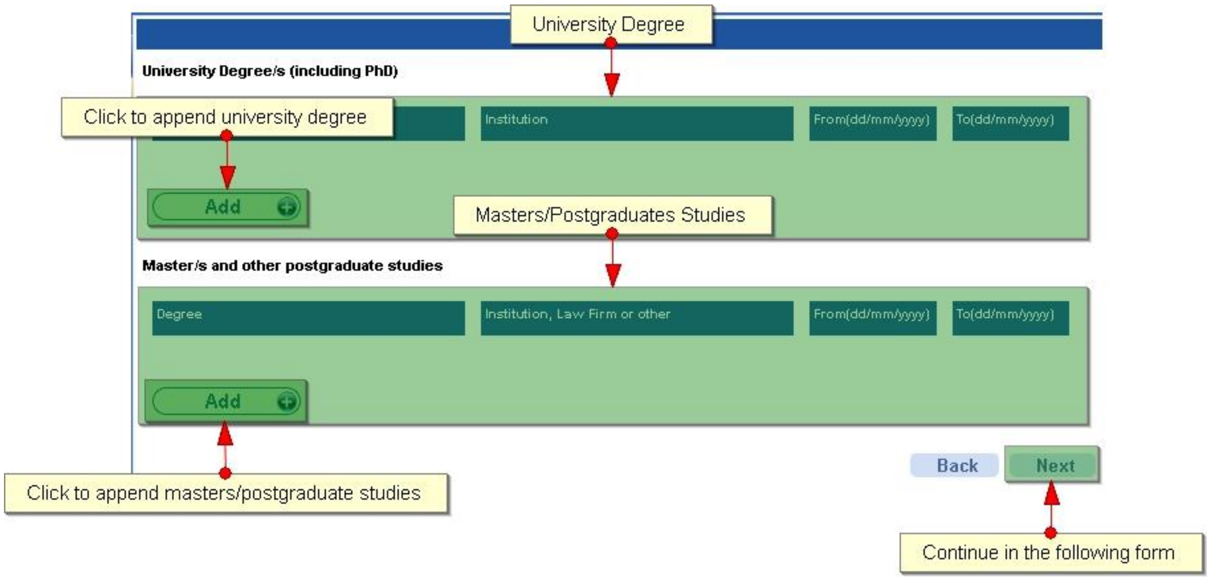
The following fields are required: *name, surname(s), passport or identity number, date of birth, nationality, address, city, postal code, province, country, e-mail, telephone I, regional BAR* and *registration number*.

The *telephone II, mobile* and *fax* fields are not required.

The *National Bar Association* field is read only, and will contain the national BAR number for the user logged into the application.

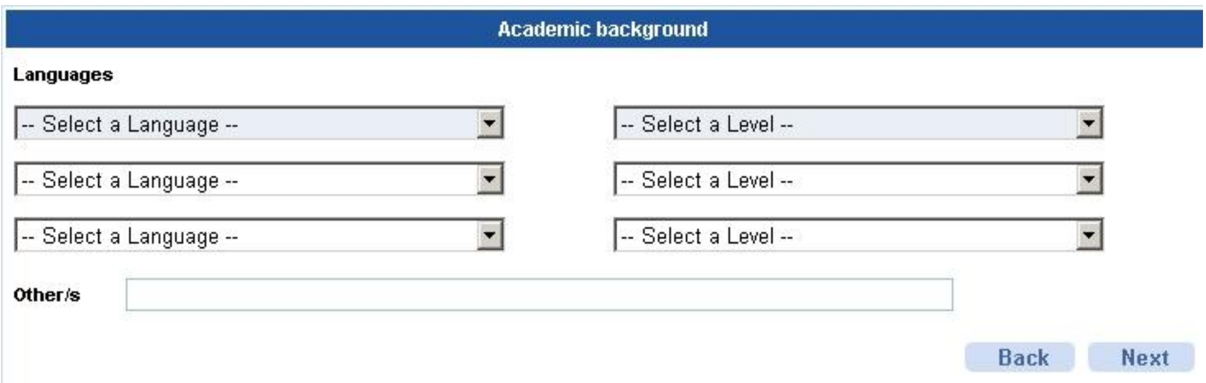
Once the appropriate data are entered in the fields, hit the 'Next' option to continue entering other data.

The next form is for academic information. Both bachelor's and master's degrees or other relevant courses may be listed. The form is as follows:



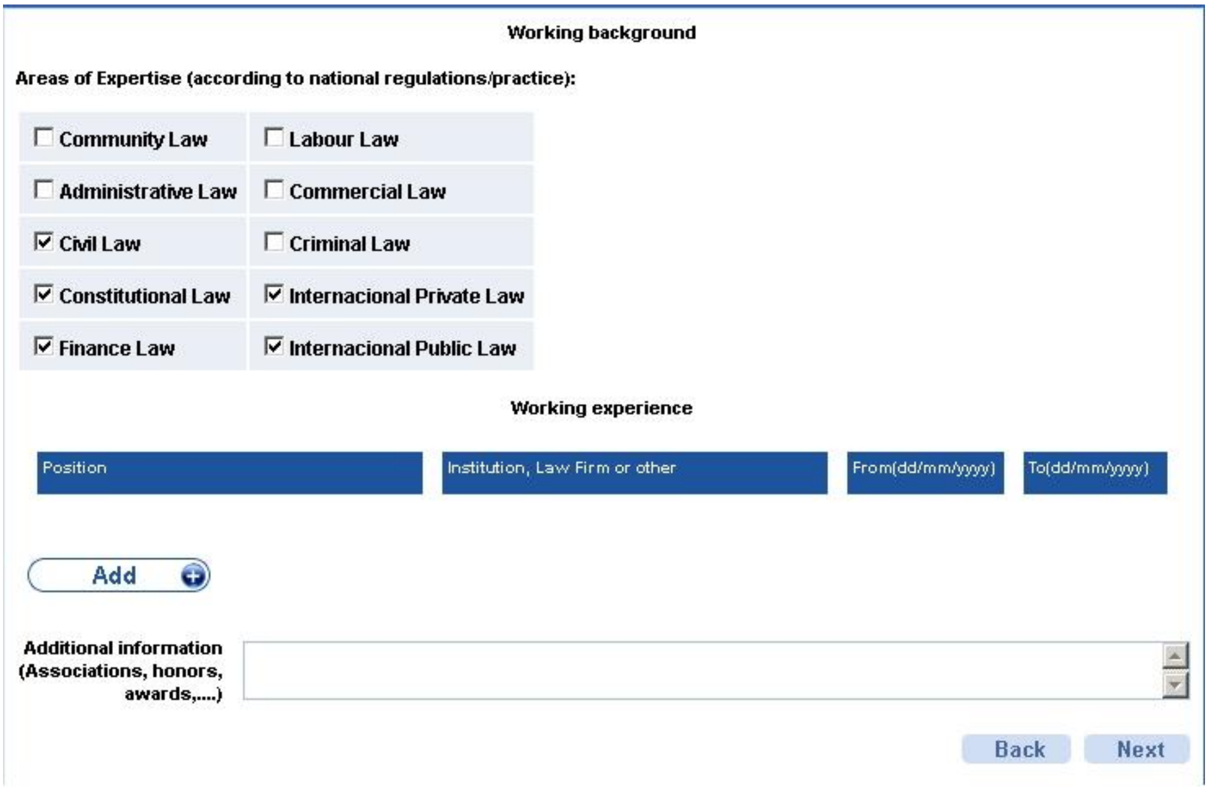
To add a bachelor's or master's degree, click on the respective 'Add' option. A window will open in which to enter the degree name, the institution, and the start and completion dates. Once the data are entered and the form is accepted, the screen will update, adding the new degree to the list. At least one university degree must be entered.

After all the necessary degrees are input, hitting the 'Next' option will open the language form:



The first language is required, the rest are optional. The name and level of each language must be specified.

Clicking on 'Next' takes the user to the next form, on working experience:


Working background

Areas of Expertise (according to national regulations/practice):

☐ Community Law	☐ Labour Law
☐ Administrative Law	☐ Commercial Law
☑ Civil Law	☐ Criminal Law
☑ Constitutional Law	☑ Internacional Private Law
☑ Finance Law	☑ Internacional Public Law

Working experience

Position	Institution, Law Firm or other	From(dd/mm/yyyy)	To(dd/mm/yyyy)

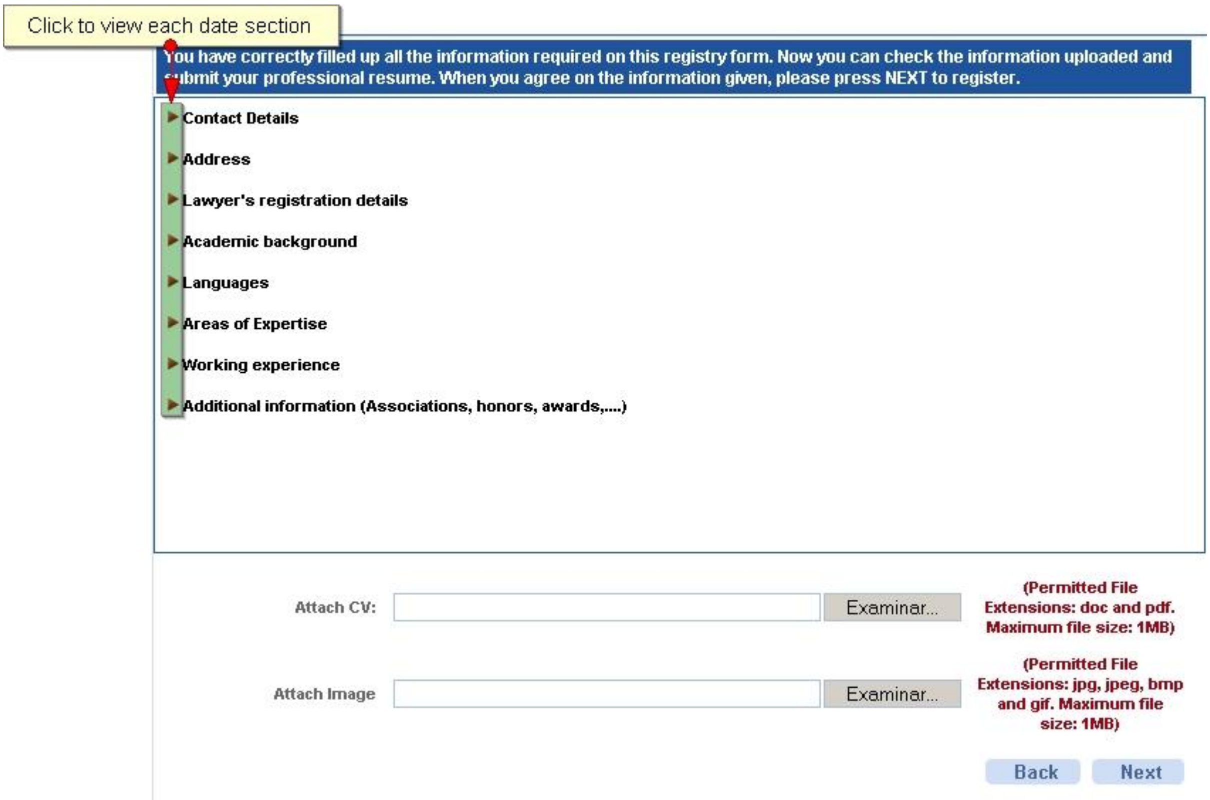
Add

Additional information (Associations, honors, awards,....)

Back Next

The information on this form is not required. The areas of expertise are shown first. Check as many as are appropriate. The working experience section is next. To add information, click on ‘Add’. This opens a window where the user can specify the job, institution and start and end dates. Once the changes are accepted, the working experience listing is updated. Other important work data can be entered in the field labeled ‘Other merits and/or Professional responsibilities’.

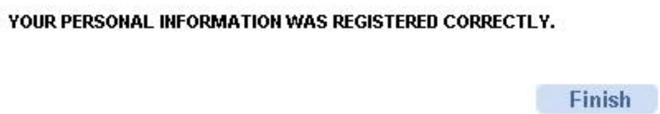
Once all the necessary information is input, hit the ‘Next’ option to proceed to the last screen of the online form:



First, all the data input previously are shown, divided into sections. To view this information, click on the icons as shown in the image.

Additionally, a file with the user's curriculum vitae and photo can be uploaded. Hitting the 'Examine…' option will open a file browser so the user can navigate to the file in question. Uploading a C.V. and/or image is optional.

Lastly, clicking on the 'Next' option takes the user to the final step, which confirms that the entire process has been successfully completed:



3.5 CONTROL PANEL

Penalnet Platform users have access to a variety of tools for managing and checking data. These utilities are found in the 'Control Panel', which can be accessed by clicking on the 'Control Panel' option on the top menu.

This section is only accessible to National Bar Administrators.

This is the main page:

The functions included are:

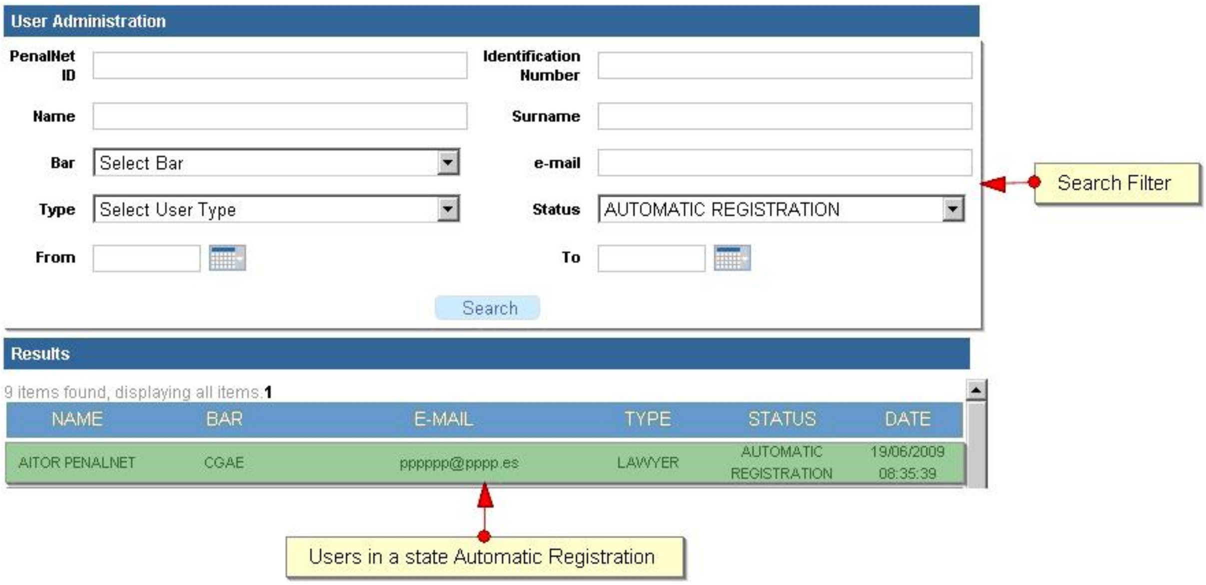
- User management
- Profile management
- Module management
- Storage
- Reports
- Notifications

3.5.1 Users

In this module, administrators can control user access and modify certain information.

Basically, when a user first accesses the PenalNet Platform, he does so in Automatic Registration mode and is not able to access any of the PenalNet Platform's functions. A PenalNet administrator has to register the user to enable him to access the PenalNet functions. The user's status can also be changed to *Suspended* and *Deleted*.

When accessing the users module, a search form and a listing of those users whose status is Automatic Registration is shown:

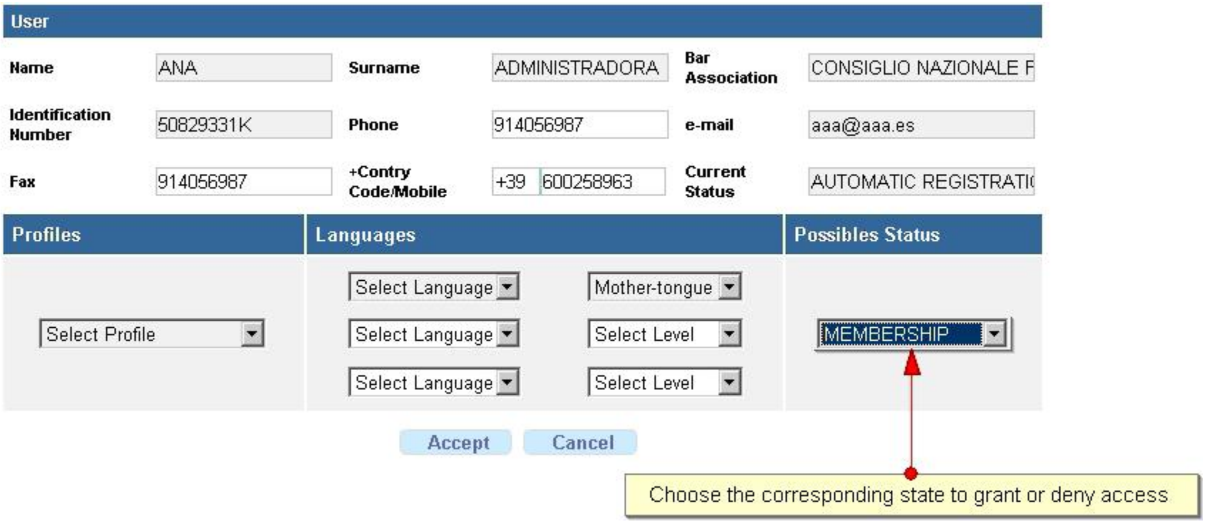


The list can be arranged by *name, surname(s), Bar, e-mail, type* (lawyer or administrator), *status* (automatic registration, member, suspended) and initial access *date*.

It is important to note that *National Bar Administrators* can only manage those users belonging to their own national Bar. Users designated as *General Administrators*, however, can manage all Penalnet Platform users.

Once the user in question is found, their data can be modified by clicking on the row containing the user's data:

If the user to be edited is a lawyer, a series of forms is shown for updating the user's curriculum vitae. Lastly a form is shown to change the user's status. If the user is an administrator, on the other hand, he is taken directly to the change status form:



Note: this form varies depending on whether the user is an administrator or a lawyer. For lawyers, the languages field is not shown since the lawyer already has this information.

In this form, the *telephone, fax, mobile, profile, languages* and *status* fields can be modified, the following being valid status values: *member, suspended* and *deleted*. The profile, main language and status fields are required. Once the desired data have been input, hit the 'Accept' option to save the data. The editing of user profiles can be cancelled by clicking on 'Cancel'.

3.5.2 Storage

Users designated as Administrators can allot the amount of folder storage space a user can have.

To access the quota management feature, click on the 'Storage' option on the side menu.

A list like the one below will appear, with the quotas for the different BARs and profiles:

Storage

BAR Association	Profile	Storage Limit (KB)	Maximun Storage Limit
CONSIGLIO NAZIONALE FORENSE	Users without access	0	0
CONSIGLIO NAZIONALE FORENSE	Lawyer	50000	100000
CONSIGLIO NAZIONALE FORENSE	National Administrator	10000	50000

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The storage limit per user is shown for every BAR and profile, as well as the allowed storage maximum. The storage is shown in KBs. The limit may not exceed the allowed maximum.

Users designated as National Administrators can only modify the storage limits for those BARs he oversees. The maximum established by a General Administrator cannot be exceeded.

To save the changes, click on the 'Accept' option. To clear the form and cancel the operation, click on the 'Cancel' option.

Keep in mind that if a General Administrator reduces the maximum allowed value, those quota limits exceeding this new maximum value will have their values reduced. Those user accounts whose quotas are above the new limit will be frozen internally.

3.5.3 Reports

Users can request communications reports by BAR, look up user communications, messages and KBs occupied by user and folder, as well as system access reports. The procedure in every case is similar: there is a filter which, depending on the search parameters specified, will show a listing of the reports, sorted by time period and shown by day/month/year. All that changes is the filter data and the data in the reports.

National Bar Administrators can obtain reports for their own BAR or for those whose users belonging to that BAR, depending on the type of report.

To access the report generation utility, click on the 'Reports' option on the side menu.

Each specific case is detailed below.

Communications report by BAR.

This report lists the number of communications made between the different BARs.

To access this feature, select the 'Communications between BARs' option within 'Reports'. This shows a search filter with the following fields: *Originating BAR, Destination BAR, date* (from-to), and *report type* (daily/monthly/annual). The date and report type are required fields. Once the desired search parameters are specified and the 'Accept' option is selected, the report is presented in accordance with the specified filter, along with the following information:

- *Originating BAR*
- *Destination BAR*
- *Date* (day, month or year, as specified in the *Report type* field).

- *No. of messages sent*
- *No. of messages received*
- *No. of receipt acknowledgments requested*
- *No. of receipt acknowledgments received*

The totals per BAR are also shown.

User communications report

This report lists the number of communications made by users, arranged by time period and presented by day/month/year.

To access this feature, select the 'Communications between users' option in the 'Reports' section. This shows a search filter with the following fields: *originating BAR, destination BAR, originating user, destination user, date* (from-to) and *report type* (daily/monthly/annual). The date and report type are required fields. Once the desired search parameters are specified and the 'Accept' option is hit, the report is presented in accordance with the specified filter, along with the following information:

- *Originating BAR*
- *Originating user* (user who initiated the communication, identified by PenalnetID/PersonalID and full name)
- *Destination BAR*
- *Date* (day, month or year, as specified in the *Report type* field).
- *No. of messages sent*
- *No. of messages received*
- *No. of receipt acknowledgments requested*
- *No. of receipt acknowledgments received*

Totals are also shown by BAR and user.

Folder usage report by user

This report shows the number of messages in a user's folders, indicating the amount of storage space taken up in KBs.

To access this feature, select the 'Folder usage' option with the 'Reports' section. This shows a search filter with the following fields: *BAR, folder* and *user* (identified by PenalnetID if a lawyer or by PersonalID). Once the desired search parameters are specified and the 'Accept' option is selected, the report is presented in accordance with the specified filter, along with the following information

- *BAR*
- *User*
- *Folder*
- *No. of messages*
- *Total KBs of messages stored in the folder*

The totals per BAR and user are also shown.

System access

This report shows the number of times a user accesses the system.

To access this feature, select the 'System access' option with the 'Reports' section. This shows a search filter with the following fields: *BAR, regional BAR, user* (identified by PenalnetID if a lawyer, or by PersonalID), *date* (from-to) and *report type* (daily/monthly/annual). The date and report type fields are required. Once the desired search parameters are specified and the 'Accept' option is selected, the report is presented in accordance with the specified filter, along with the following information:

- *BAR*
- *Regional BAR*
- *User*
- *Date* (day, month or year, as specified in the *Report type* field).
- *No. of times accessed*

The totals per BAR are also shown.

3.5.4 Notificaction Settings

It allows to configurate the generation of notifications for the messages sent by the user as well as the messages got/received by him.

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Notify my message to receiver via

While sending a message it will be possible to configurate a notification via:

- email
- sms

If during the sending, the user modifies the types of notifications to be sent, these values will be ignored.

Notify me new messages via

When receiving a message, the user can be asked to be notified via:

- email
- sms

When the receiver gets a message, he will be notified, if the sender decides it as well as if the receiver does it, through its configuration

When generating a notification it will be done if the sender as well as the receiver request it

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