1 INTRODUCTION

The OpenBook User Manual contains all essential information for the user to make full use of OpenBook. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

1.1 Purpose and Scope

This User Manual describes how to setup an OpenBook account, how to check your notifications, and how to use FIRB to retrieve items that have not been tagged. See the Telepresence Add-On User Manual for information on using the Telepresence Add-On.

1.2 Organization

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1.3 Points of Contact

Stay up to date with OpenBook news by following our Twitter and Facebook accounts. For any questions or support feel free to email us at Support@OpenBook.com as well as visit our website at www.OpenBook.com or www.OpenBookHelp.com.

1.4 Project References

See A New Method of Managing Online Personal Information – A White Paper for background information on OpenBook.
OPENBOOK USER MANUAL

2 SYSTEM CAPABILITIES

OpenBook scans the Internet for potential breaches in the user’s privacy, and either blocks the content or notifies the user. It may also provide links to legal resources if the user wants to take legal action.

2.1 Purpose

The purpose of OpenBook is to defend privacy by monitoring the Internet to a degree that would be otherwise impractical for a human to do.

2.2 General Description

OpenBook can link various online profiles together and determine whether a post is referring to the user or one of his/her online aliases. If the software has permission and the account settings are set to the correct defaults, it can block offending content automatically. The user will also receive notifications that are ranked by priority based on what OpenBook has found during its scanning process.

3 DESCRIPTION OF SYSTEM FUNCTIONS

3.1.1 Creating an OpenBook User Account

This section describes how to create and OpenBook user account. Creating an OpenBook account is required to access OpenBook, and it allows users to use all of OpenBook’s online personal information management features. See sections 3.2.1 and 3.3.1 for a description of some of OpenBook’s functions.

3.1.2 Steps for Creating an OpenBook User Account

1. Open the OpenBook mobile application on a mobile device or navigate to the OpenBook website.
2. Select Create Account.

3. Enter your email address and desired password into the specified fields. Then select Next.
3. Enter Email and Desired Password

4. Enter your basic personal information in the given fields. Then select *Next*.

5. Add supported online accounts for OpenBook to manage.
   a. Select the service provider of the account.
   b. Enter the username, or associated email, and the password for the account.
   c. When you are done adding accounts, select *Next*.

6. Complete the personal survey about yourself and your online activities. This allows OpenBook to identify online information that is about you. When you are done, select *Next*.
7. Read the OpenBook Terms of Service. Select Next to accept.

8. Select Confirm Account Creation to finish creating your OpenBook account

3.1.3 Results

Upon Completion of the Account Creation process, the user will have full access to OpenBook’s features. These features include, but are not limited to, checking notifications (see section 3.2), change/modify old posts (see section 3.3), legal information on how to have personal information removed from a website or database, and suspending or deleting an OpenBook user account (see section 4.3).

3.2 Checking Notifications

This section explains how to navigate and understand OpenBook’s notification system, as well as the actions that can be taken in each circumstance. Notifications update you about new information that posted about you online. You will need to have created an OpenBook account (see 3.1 Creating an OpenBook User Account above). You will also need access to both your OpenBook account and the Internet in order to view up-to-date notifications.
3.2.1 Steps for Checking Notifications

1. Log on to your OpenBook account with your username and password.
2. Click Home.
3. The newsfeed will have three categories of notifications: Major, Regular, and Minor. These categories represent how likely a notification is to be a breach of privacy, and each category should have a number next to it displaying the amount of notifications inside that category.
4. If each category has a (0) listed next to it, you have no new notifications.
5. If any category has a number greater than (0) listed, click it.
6. A drop-down list will be revealed, displaying posts OpenBook found that it believes are relevant to you.
7. If you do not mind the content of the post, simply click Dismiss.
8. If a post is not about you, right-click and select This isn’t Me and OpenBook will log that occurrence to improve its filtering settings for future scanning.
9. If you would like to block the post (keeping others from seeing it), click Block.
10. If OpenBook has already blocked the post, it will say so. You may click Unblock to undo this action.
11. It may not be possible to block a post, depending on the website’s legal permissions. If this is the case, you may right-click and select Take Legal Action to be directed to legal resources to assist you.

3.3 Changing/Modifying Old Posts

This section explains how to change or modify old posts to social media websites using OpenBook. You will need to have created an OpenBook account (see 3.1 Creating an OpenBook User Account above). You will also need access to both your OpenBook account and the Internet in order to modify your posts.

3.3.1 Steps for Changing/Modifying Old Posts

1. Log on to your OpenBook account with your username and password.
2. Click Search.
3. In the search bar, type the keyword(s) that would identify the post you are trying to modify, or browse through the list shown on the page.
4. In the filter box, select a filter from the set of filters available
5. Press search
6. From the found posts, click the checkbox next to the posts you would like to modify, or check the select all check box at the top of the list.
7. After selecting the posts, a set of actions will appear at the top of the page.
8. From these actions you can select:
   a. Global allow or deny
   b. Create a new custom action
   c. Previously created custom action
9. Finally, OpenBook will then apply the selected action to the selected posts.
3.3.2 Results

Upon Completion of the Changing/Modifying Old Posts process, the user will have successfully modified their old posts. These features include, but are not limited to, checking notifications (see section 3.2), change/modify old posts (see section 3.3), legal information on how to have personal information removed from a website or database, and suspending or deleting and OpenBook user account (see section 4.3).

4 OPERATING INSTRUCTIONS

4.1 Initiate Operation

OpenBook can be accessed by navigating to the OpenBook webpage or by downloading the OpenBook app from your mobile device’s app store. Upon opening the mobile app or website, OpenBook’s start page will be loaded. From the start page, users can login to an existing account or create a new user account. Once a user has logged in with an existing account, all OpenBook function can be accessed. For detailed instruction on account creation, see Section 3.1 of the OpenBook User Manual.

4.2 Account Maintenance Operation

When you change passwords for online accounts that are managed by OpenBook, you must update the password stored in OpenBook to the new one. OpenBook will alert you if you need to update the password for an account. Until the password is updated in OpenBook, OpenBook will not have access to the given account and will not be able to manage that account.

4.3 Account Logout, Suspension, and Deletion Operations

- Account Logout
  An OpenBook user account can be logged out by selecting Logout at the top of the OpenBook interface. To help ensure user data security, OpenBook accounts will be automatically logged out after 15 minutes of no user interaction.

- Suspending a User Account
  Suspending an OpenBook user account stops all OpenBook activities and revokes OpenBook’s access to all connected accounts for the duration of the suspension. To suspend a user account, select Suspend Account under Account Options after logging into OpenBook. After a user account has been suspended, it can be unsuspended by selecting Unsuspend Account under Account Options. To completely remove a User Account from the OpenBook system, see Deleting a User Account below.

- Deleting a User Account
  Deleting an OpenBook user account completely removes it from the OpenBook system. All user data is removed from OpenBook servers and the account cannot be recovered. To delete a user account, select Delete Account under Account Options after logging into
OpenBook. To temporarily suspend an OpenBook’s activities, see Suspending a User Account above.

5 ERROR HANDLING

5.1 Error Codes

ERROR 2387: OpenBook has attempted to unblock a post, but another OpenBook account is still blocking it. This can only be fixed if the owner of the blocking account chooses to unblock the post.

ERROR 3309: OpenBook lost connection to one of its linked databases and can’t perform the desired action. This may be due to technical issues such as server maintenance. Visit www.openbookhelp.com to see the current status of our server connections to other databases. If there aren’t any problems displayed, wait for a few minutes and try again.

ERROR 4784: OpenBook has closed and is now ClosedBook. All functionality is the same, except now ClosedBook’s logo and title make sense with what it does.

5.2 OpenBook Help Facilities

Go to www.openbookhelp.com for a status report on OpenBook’s systems, server status, and connections. There is also online chat for customer service and additional helpful resources available. If you are having trouble accessing the website, call 1-800-OPN-BOOK (1-800-676-2665).