



# Novasol Judicare Inc.

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## FAQs - Internet instructions

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If you are a savvy Internet user, you can probably ignore this document – it is meant to assist the novice web user getting the value from our web pages. If you feel uncertain about using our web pages, please print it out and keep it as a reference next to your computer, so you have it available when you need it.

### **Getting used to using links...**

When you read a web page on our site, you first read the whole page, so you understand what it is all about. Do not distract yourself by clicking on all the links, until you read the entire page. When you understand what the page is all about, it is time to read it again, this time clicking on all links.

Our web pages are all constructed to that **all text written in blue** represents links. You must click on those, because they lead to additional information you need, but not when you read the page first time. You can see if you visited as link or not, because **the text turns purple**, when you have clicked on the link before. This way, you can easily see if you missed some important information or not.

There are no links on the pages that lead to irrelevant information, so you should *check them all!*

If a web page asks you to fill in information in some form fields, then fill in that information and submit it. If you don't, you will not be able to access the next page.

In some situations you will get the URL (=“Internet address”) for the next page in an automatic e-mail that is sent from the page, when you submit your e-mail address and name. Please look for that e-mail in your in-box.

You will also be exposed to the need of sending us affidavits by hushmail, in order to retrieve crucial information, like pass codes for accessing protected pages. We do not send pass codes in any other way than by hushmail, and we do not do until we see your affidavit. There is a link to the affidavit at the end of the page where you need the pass code in order to access the next page. If you are stuck and cannot proceed, it is because you did not read the text at the bottom of that page and see the links you need to use in order to continue....

When you are done, you will be automatically led to a page that says so. Until you get to that page, you are *not* done – which means that you still have information to read or information to send to us. We do not keep track on that. You can set your own speed, so if you have not finished, we will not push you to continue!

### **Using the affidavits...**

The affidavits we ask are controls that are meant to stop unauthorized use of our information. We take privacy very seriously, and we need those affidavits for several purposes:

- to verify the identity of the person behind a hushmail account
- to remind our clients of the importance of privacy
- to furnish additional information to our clients, particularly when that information is so sensitive that we will not put it up on a web page, not even a password protected one..

So, no matter how much you feel that you already identified yourself and confirmed your compliance with our copyright of our information, please do those affidavits regardless, as they otherwise stop you from accessing more information.

The affidavits are generally available as text files – which you, of course, cannot change. Instead, you *copy* the words from the affidavit and *paste* them into your hushmail. Then, you *edit* your hushmail, by replacing all text in square brackets with the appropriate personal information of your own. The final edited affidavit is a declaration you make and send as a personal letter to us. Please make it look that way also – so we do not get the wrong impression of your ability to follow instructions...

### **If you get lost...**

If your computer crashes or shuts down and you cannot find back to where you were, then you must check your browser's "History". For most browsers, it is either an icon or the word "History" on the top bar of controls. The browser's history will give you an overview of all pages you visited the last couple of weeks. Go in there and find our pages. You can recognize the domain name that constitutes the beginning of all the URLs: **freedomfromtaxes.com**. Find the last visited page in your history file and go back to that – and you are ready to continue.

If you got your history deleted or corrupted, then go back to the beginning and start over. You got the URL for that in an e-mail or hushmail, and you got the pass code

in a hushmail as response to your first affidavit. Then, work your way back to where you were. If you run into an affidavit, send it again.

If you run into a problem with your e-mail address not being accepted because the system does not allow double-registration, then contact us by hushmail and give us the full URL of the page you were at when inserting your e-mail address. You must **copy/paste the browser's address window into a hushmail to us** – otherwise, we have no clue which page you are at and what page you need to go to from there! Just sending us a note saying that “you cannot proceed because you get an error” does not lead to any other response from our side than a question back about what the URL is of the page you are at, so you might as well do it sooner rather than later.

### **If your pass code is rejected...**

There are many reasons for your pass code possibly being rejected when you try to access a password protected page. One possible reason is, of course, that there is an error on our web server. This happens on average 2 hours per year.

Another reason is that we do indeed change passwords regularly, and you could have a situation where we have changed the password since your last visit. In such case, you go back to the last affidavit and submit it again. The response you get will contain the new pass code.

All the other, far more common reasons, all fall into these categories, in the order we experience them:

- You ignored capitalization where it is required...
- You are using the wrong pass code, probably assuming that you can reuse pass codes from other pages – which you cannot...
- You misspelled the URL
- You have a virus or a Trojan in the machine that prohibits it
- Your firewall prohibits pass word exchange
- Your browser has its security setting too high
- Your anti-virus program prohibits password exchange
- There is something wrong with your Internet connection
- There is something else wrong with your computer

Please respect that we are not computer techs. If you need one, you can get it online at <http://cansup.juvio.com>.

### **If you get an error page...**

9 out of 10 times, this is happening because someone ignored capitalization in the URL.

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Example:

<http://freedomfromtaxes.com/InvestmentIncubator> is not the same as

<http://freedomfromtaxes.com.investmentincubator>.

The next common reason is that you clicked on a link in an e-mail that was broken over two lines, because it was too long.

Example:

<http://freedomfromtaxes.com/InvestmentIncubator/confidential/app>  
>licationform.php

This link will not work when you click on it, because the last part of the URL is on the second line, so your browser only gets

<http://freedomfromtaxes.com/InvestmentIncubator/confidential/app>

- which is a non-existing address. You have to add the missing [licationform.php](#) by *typing* it into the browser window where the Internet address is displayed, so you get the whole URL as this:

<http://freedomfromtaxes.com/InvestmentIncubator/confidential/applicationform.php>

### **Using hushmail...**

Your hushmail account is your lifeline of communication. Please take good care of it. This means that you must check it regularly. If you have a free account and don't log in at least once every 20 days, you lose it. So, if you are in a situation where you do not expect to use it very often, it is paramount that you pay the small fee for a regular account. If we have important information to send to you, it will be sent by hushmail, and if your hushmail account is dead, you don't get it. It is that simple. The party suffering damage from this is you, not us.

If you do not use your hushmail daily, you should set it up so it sends an e-mail to your ordinary e-mail account when you have a new hushmail. You do that by clicking on "Preferences" at the upper right top of the main panel.

At the same token, being at the "Preferences" section, you should also make sure that you set it to include in your reply the message you reply to, and include it below your reply.

It is also extremely helpful for us if you will set outgoing mail to display your full name. We are certain that this will be appreciated also by others.

Your pass phrase for your hushmail account is very important to not forget. If you do, you lost your account; there is no way of retrieving any messages without your pass phrase. Not even Hushmail's techs can do that.

For friction-free functioning of your hushmail, you must download and enable Hushmail's little Java program. You have a chance to check that on the page you are led to when you have inserted your account to log in.

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When you attach documents to a hushmail, the encryption program will create two documents. One which is the encrypted version of the original on your computer, and a smaller one which is the key to decrypting the other. Those two are sent to the destination address through two different routes on the Internet, so it is impossible for a hacker to get them both. When they arrive in the receiver's hushmail inbox, they still come as two separate files. Not until you store the main file on your own machine, with it use the key file to make the original decrypted document. You cannot open the little key file. But when you have store the main document onto your hard-drive, you can delete both from your hushmail – they take up a lot of space, particularly if you run a free account.

This means that, when you receive attachments from other people to your hushmail account, you get two files for every one document. As long as you do not delete them, they stay on Hushmail's server, so, if they are of sensitive nature, you leave them there and do not store them on your hard-drive. You might store them on a little removable drive you have on a USB stick, for instance, but do not store any sensitive documents on your computer's hard-drive!

### **Asking for help...**

If none of the above helps, then please ask for help. You do so **through hushmail**. From *your* hushmail account to *our* hushmail account. Not in any other way. We will not discuss passwords or URLs or detailed instructions referring to the contents of the web pages over the phone or through unencrypted e-mail.

When you connect through hushmail with a problem, please take into account that we have not been standing next to you watching what you have been doing, and we do not keep records of all previous hushmails. You have to include in your hushmail *everything* that possibly can help us help you!

This particularly means that you must:

- Include the URL for the page you are having trouble with or from; this is to be done by copying/pasting the browser window's content into your hushmail. *Not* by retyping it..
- Explain what you are trying to accomplish;
- Explain what you have done;
- Explain what errors you are getting;
- Include a copy of our last communication pertaining to the matter.

If you include anything less than this, you are seriously wasting our time as well as your own, because we *cannot* give you a meaningful answer without this information.

Sincerely,

Novasol Judicare Inc.