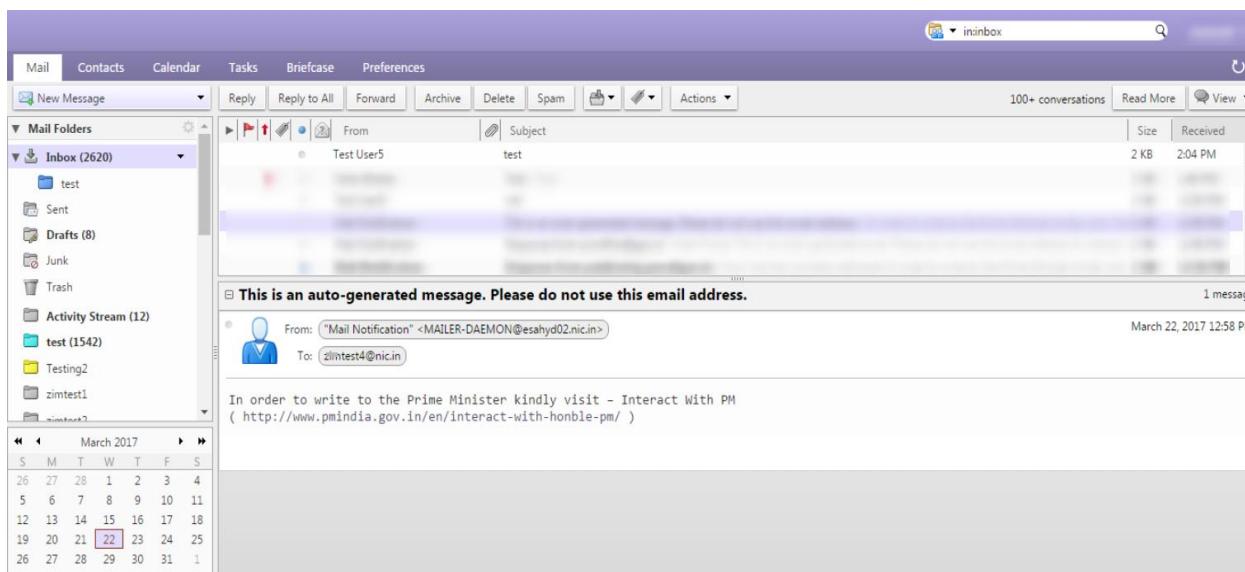
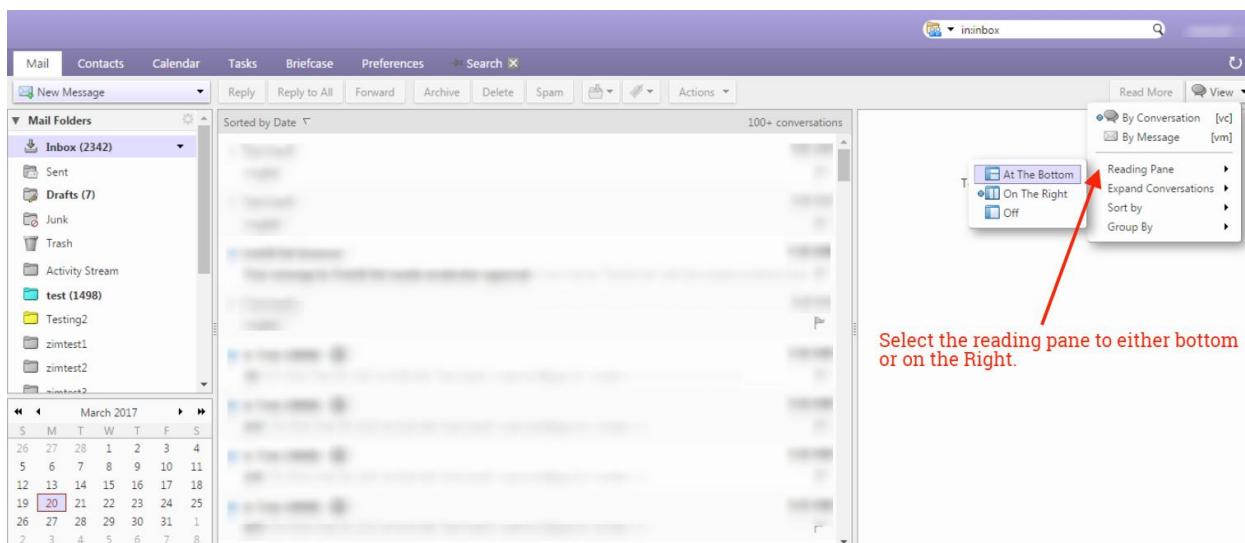




1. Managing Your Email

a. View

- i. You can view your email messages as single messages or as conversations and you can view messages with the Reading Pane off, displayed at the bottom, or displayed on the right.
- ii. To change how messages are grouped in your mailbox, on the toolbar click **View** and select whether to view by conversation or by message and where you want the Reading Pane to display.





I. View Email Messages by Conversation

In the Conversation view your messages are grouped to make it easier to follow the thread of an email exchange. A conversation thread begins when you send or receive an email and then send or receive subsequent replies and forwards based on the original email. The subject displays only once in your Inbox and the number of email messages in the conversation is shown. **Conversations containing unread messages are shown in bold.**

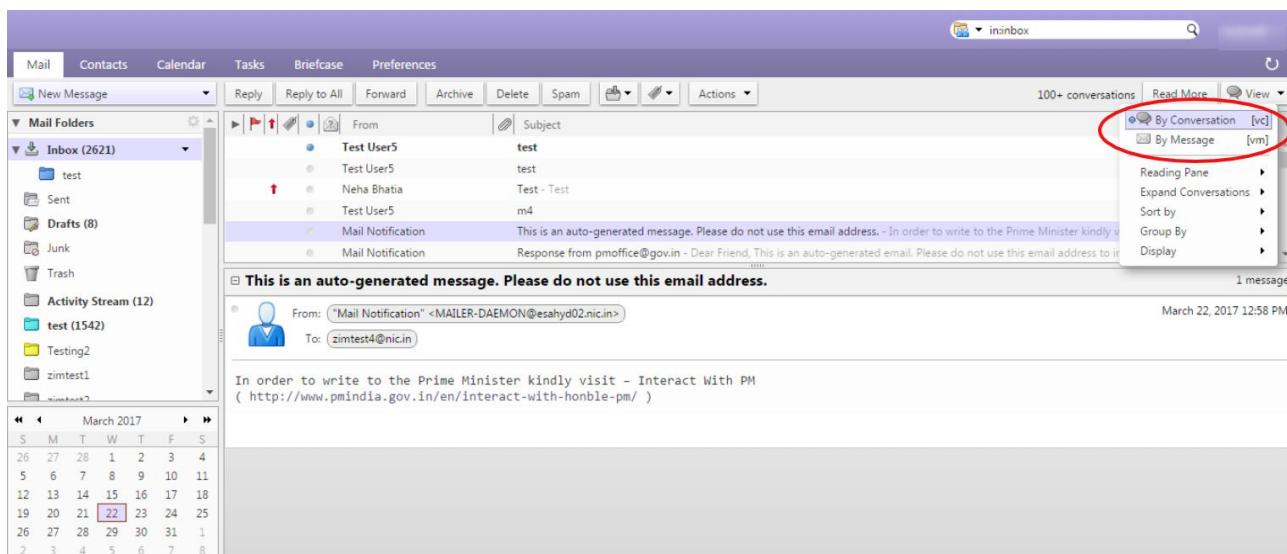
Conversations can be in your Inbox another in your sent folder, and others in another folder. If you move a conversation from one folder to another, all messages within that conversation are also moved to that folder. Messages in the Sent folder and in the Trash folder are not moved.

To create a new conversation thread, you must create a new message, not reply to or forward an existing message.

II. View Email Messages by Message

Email messages in your mailbox can be organized by selecting the date a message is received and by Conversation.

- i. On the Mail tab toolbar, click the View drop-down menu.
- ii. Select either By Conversation or By Message.





b. Attachments

Add Attachments using drag and drop

You can easily add an attachment to an email message by dragging the file from a folder into your email.

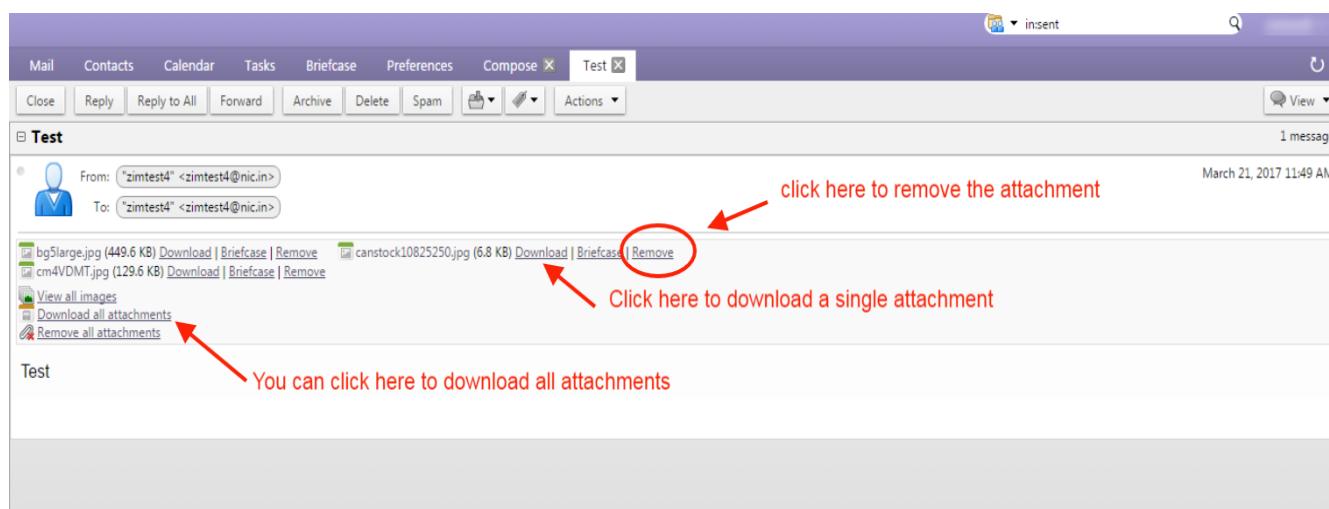
- i. Select one or more files from your desktop and hold down the cursor on the file(s) to be attached.
- ii. Drag the files to the message header area and release the cursor. The file names are displayed in the header.

a. Removing an Attachment

- i. To remove an attachment, click the **x (cross)** in the attachment bubble.

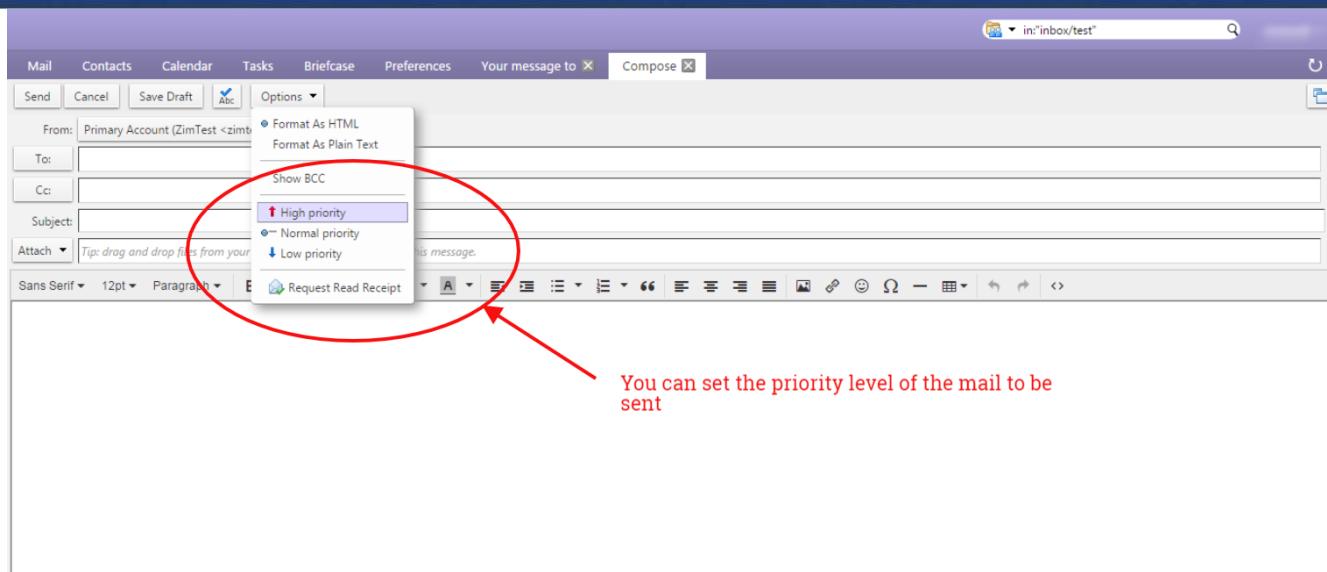
User can download/remove all attachments

You can download or remove all attachments individually as the per users choice by clicking on the file or you can also download all the attachments as a zip file by clicking on “**Download all attachment**” and remove all attachment by clicking on “**remove all attachments**”.



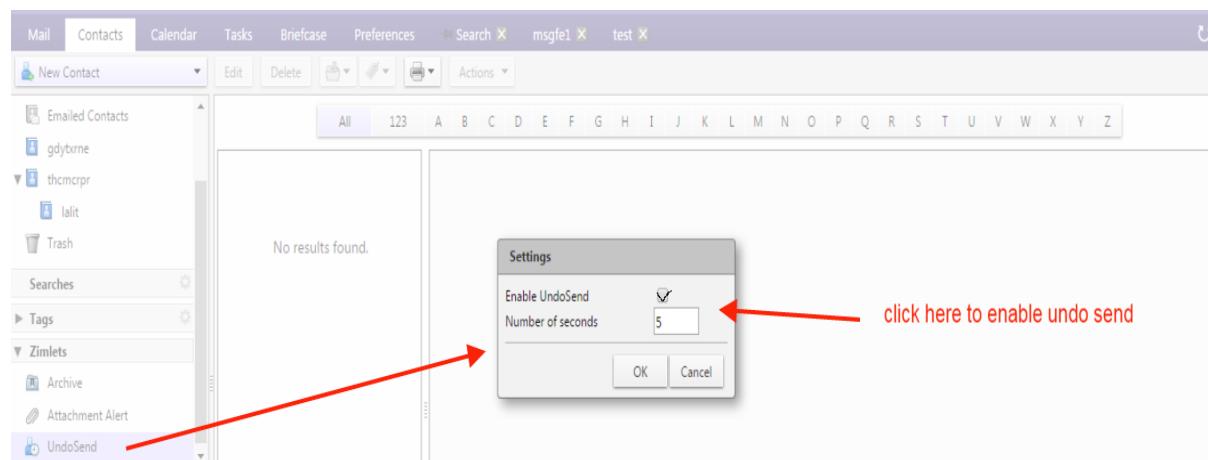
c. Set priority Mail

When you compose a new message you can set the priority of the new email. Click on options in the window and set the priority of the message to high, normal or low. If you want your message to be seen quickly and the reply should be given immediately you can set the priority to “HIGH”. The sent message will have a high priority sign before the subject.



d. Undo Send

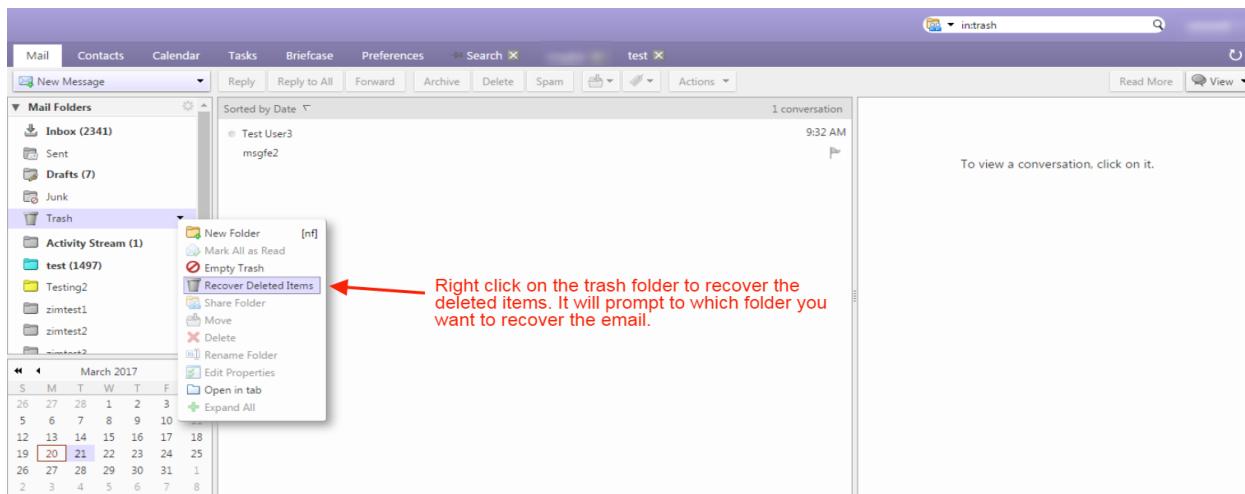
In the mail folders go to the last folder named as Undo send (Inside Zimlets). Click on “undo send”. You can enable and set the number of seconds after which your mail will be sent. Compose an email and it will show a timer i.e. the number of seconds after which the mail will be sent. You can click on **OK** to proceed further or **Cancel** the sending process. Please enable undo send before proceeding.





e. Dumpster

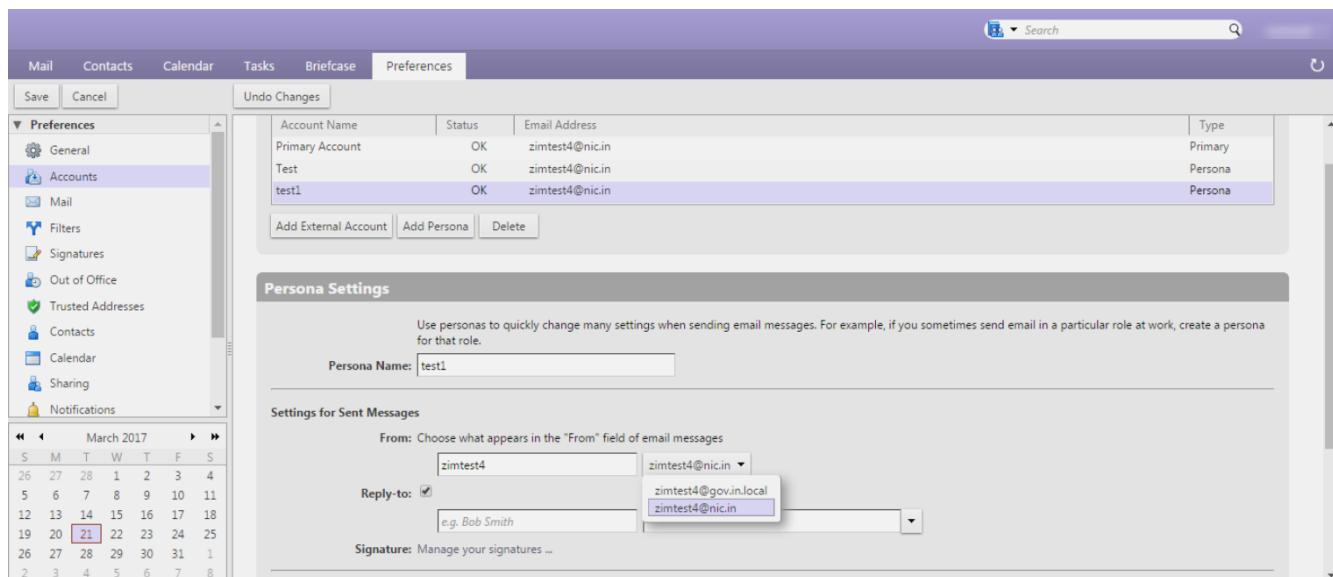
User can restore all the deleted mails from the trash folder within the defined number of days (i.e. within the timestamp of 90 days).

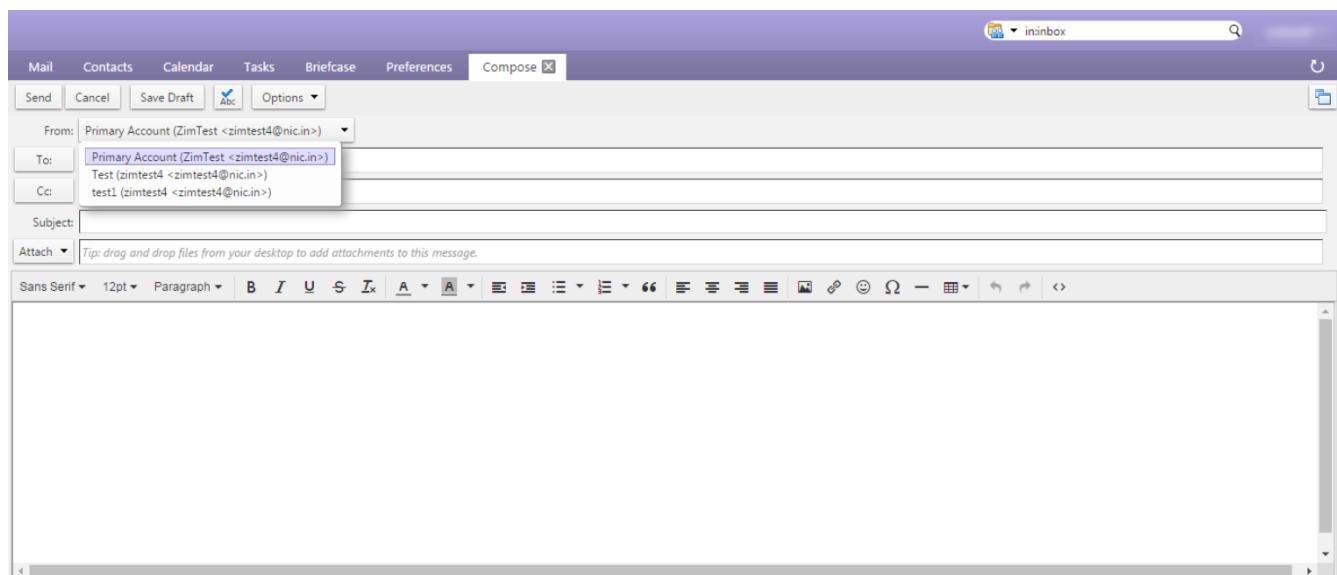


f. Add Personas (A role granted to the user)

Creating different personas allows you to use multiple email addresses from your mailbox.

For example, you could use your primary account persona **test<xyz@nic.in>** for your business email correspondence, and create a new persona for your personal email correspondence**test1<xyz@gov.in>**





- i. Go to the Preferences>>Accounts page.

Your default account and personal information is shown as the primary account.

- ii. Click on **Add Persona**. The account name New Persona1 displays in the Account Name column. Now, in the Persona Settings>Persona Name text box(you can change the name of the persona accordingly)
- iii. In the Persona Name text box enter a descriptive word to identify the persona in the “From” list when you are composing an email. For eg: ABC (This is the from name of the persona). This name does not appear in the email message.
- iv. In the Settings for Sent Messages section, specify the “From” information for this persona.

In the “From” text box type the name that appears in the “From” field of your outgoing email messages. This is the name that is shown before your email address.

In the drop-down menu next to the text box, select the email address from which to send messages.

******If this field is not editable, you do not have additional external accounts identified.

- v. To direct replies to email messages from this persona to a name and address different from that which you configured in From, check Reply-to>**Set the "Reply-to" field of email messages to**, and enter the name to use in the text box.



Accounts

Account Name	Status	Email Address	Type
Primary Account	OK	example@example.com	Primary
New Persona 1	OK		Persona

Add External Account | Add Persona | Delete

Persona Settings

Use personas to quickly change many settings when sending email messages. For example, if you sometimes send email in a particular role at work, create a persona for that role.

Persona Name: New Persona 1

Settings for Sent Messages

From: Choose what appears in the 'From' field of email messages

Reply-to:

- vi. **(Optional)** To associate a signature with the persona, click Signature: Manage your signatures...

Signatures

Name:

enter name

New Signature | Delete | Attach Contact as vCard: Browse... | Clear

Using Signatures

New Messages | Replies & Forwards

Primary Account: No signature | No signature

- vii. To automatically **Use this persona** when replying to messages sent to a specific email address or when forwarding messages from that address, select when replying or forwarding messages sent to, and type the email address in the text box. If you are entering more than one email address, separate the addresses with either a comma or a semi-colon.
- viii. To automatically **Use this persona** when replying to messages in a specific folder or when forwarding messages from this folder, select **when composing**, replying to or forwarding messages in folder(s). Click the folder icon to select one or more folders or to create a new folder. **If you are selecting more than one folder, separate the folder names with either a comma or a semi-colon.
- ix. Click Save.



2. Search

User can search in respective folder by clicking on search tab on the top right corner of the page.

Search can be performed using various attributes with a **colon (:) symbol**.

Found 1 result for: in:inbox from:test cc:test subject:d8 date:03/18/2017

This shows the use of attributes using keyword to search

for eg: Test is "in:Inbox" the message is "from:test" "cc:test", "subject:d8" and date is "date:MM/DD/YYYY"

- You can use these attributes to search in all the folders or they can be combined with other attributes to search in a specific folder.
- In the search box type **in:inbox from:test subject:Hello to:support cc:test**, this will search in respective folder “**Inbox**” with from, subject, to and cc specified and if you search using **from:test** in the search box, without specifying any folder , this will **search in all the folders** for the user “**test**” from which the mail is received.)

Few examples are listed below:-

- from:** Specifies a **sender name** or **email address** that is in the From header. This can be a text, as in "**Aruna**", an email address such as xyz@gov.in or a **domain** such as "@gov.in".



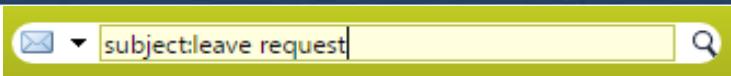
- to:** It specifies one of the people **to whom the email was addressed** in the **To: header**.



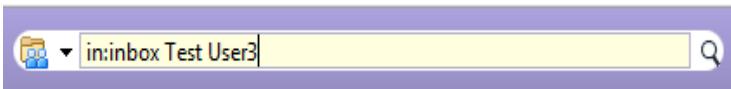
- cc:** It specifies a recipient in the **cc: header** of the message.



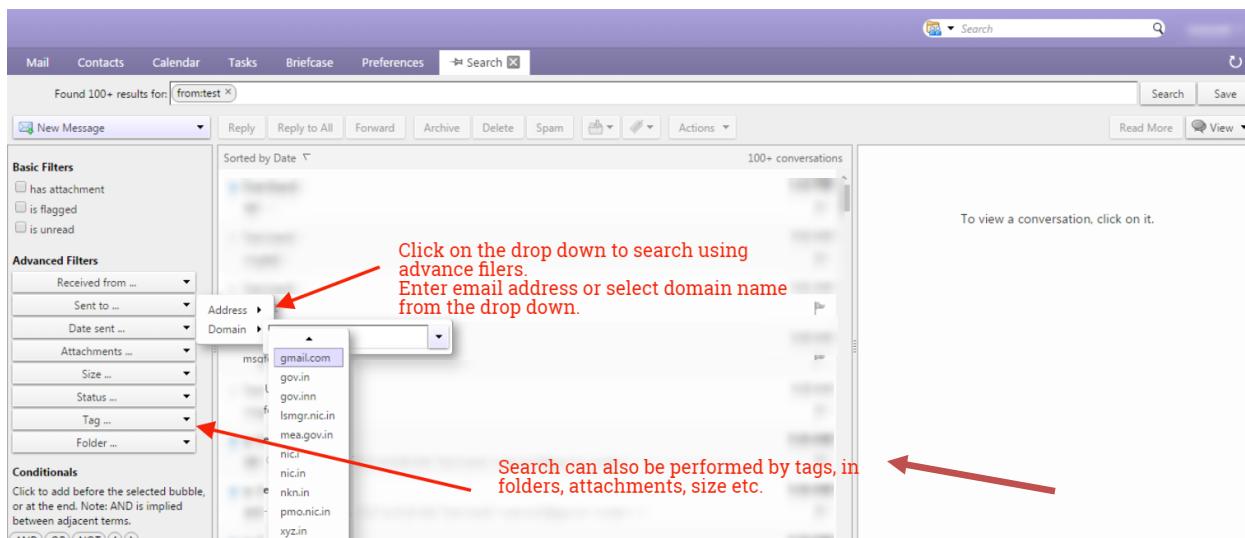
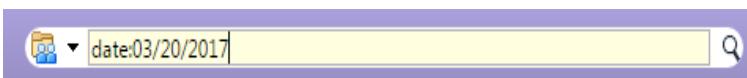
- subject:** It specifies text that must **appear in the subject header** of the message. An **example** might be **subject: new vacation policy**.



- v. **in:** It specifies a folder in which search is to be performed. For example, **in:sent** would show all items in your 'Sent' folder. Similarly **in:Inbox**, **in: Draft**, **in:Trash** etc. will search in the respective folders.



- vi. **date:** Use this keyword search messages for a specific date, using the format that is default for your browser's locale (format is MM/DD/YYYY). For example, **date:2/1/2007** would find messages dated February 1, 2007. The **greater than (>)** or **less than (<)** symbols can be used instead of after or before.

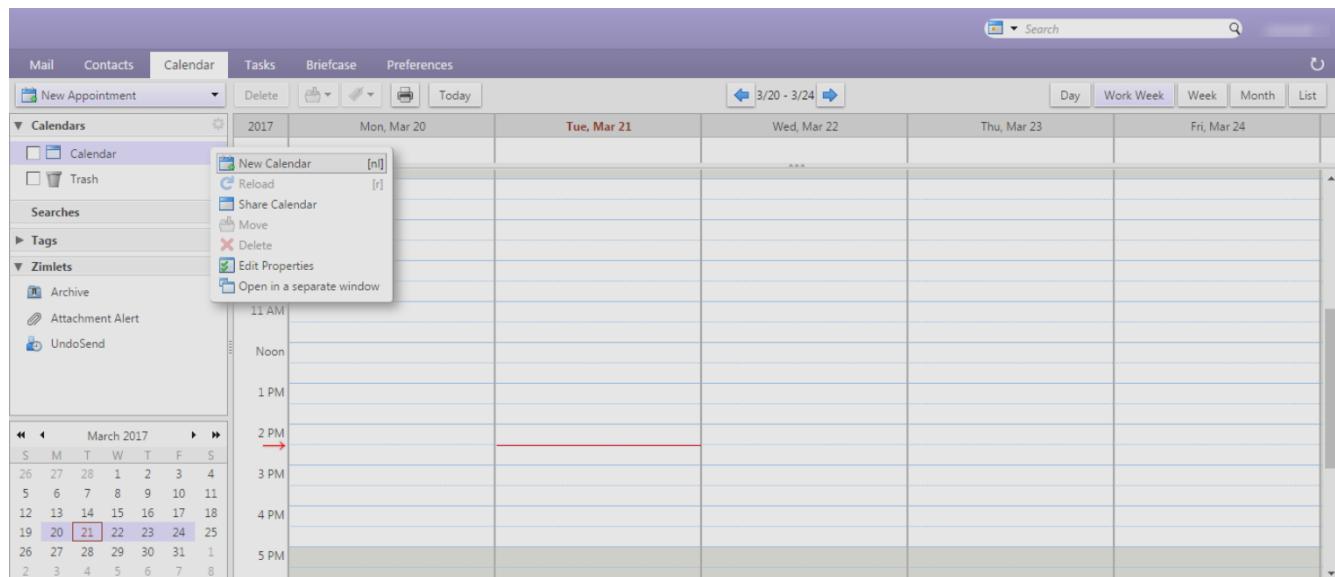


Please click here to view advance search keywords:-<https://email.gov.in/public/docs/Advance-Search.pdf>

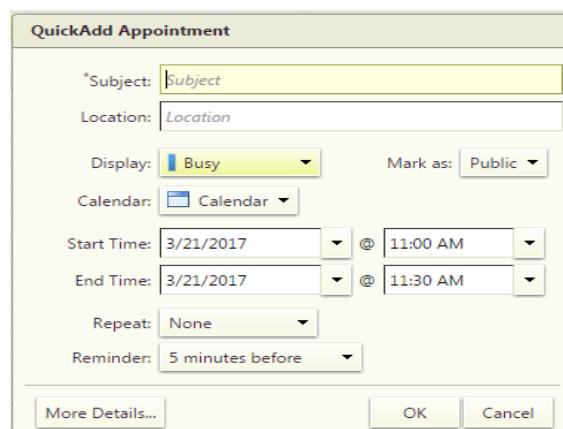


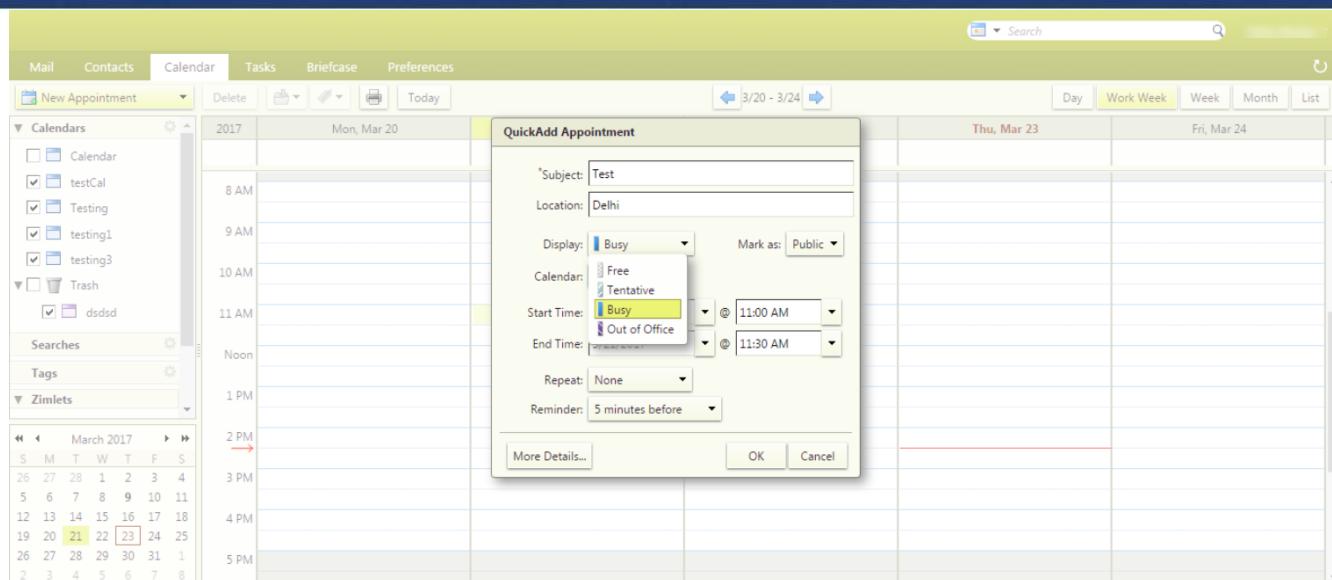
3. Calendar

A new calendar can be created by clicking on the Calendar tab. On the left hand side of the page there is a drop down available with the calendar function, click on the drop down and you can find the new calendar option.

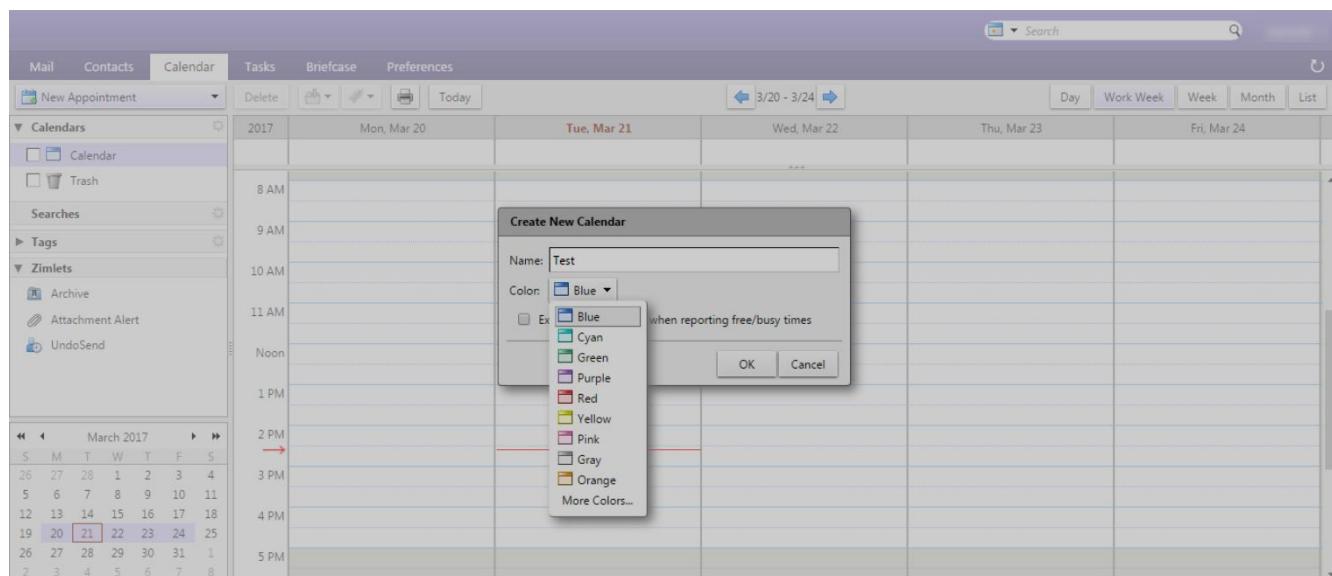


You can change the color of your calendar by clicking on new calendar, a window of create new calendar appears. You can quick add the appointments by double clicking on the calendar screen.





Select the color to personalize your calendar and save it with a desired name.



The calendar can also be shared with internal users or group, external users and public (view only, no password is required).

For Internal Users or groups

You can assign the following role:

- i. None- No rights
- ii. Viewer – Only View right
- iii. Manager – View, Edit, Add , Remove
- iv. Admin- View, Edit, Add, remove, Administer



The screenshot shows the @Gov.In calendar interface. A context menu is open over a shared calendar entry. The menu options are: New Appointment [n], Reload [r], Share Calendar (highlighted in purple), Move, Delete, Edit Properties, and Open in a separate window.

Share Properties

Name: testCal
Type: Calendar

Share with:

- Internal users or groups
- External guests (view only)
- Public (view only, no password required)

Email: Enter the email address to which the calendar will be shared

Role

- None None
- Viewer View
- Manager View, Edit, Add, Remove
- Admin View, Edit, Add, Remove, Administer

Allow user(s) to see my private appointments.

Message

Send standard message

Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.

URL

To allow others to access this item, direct them to this URL:

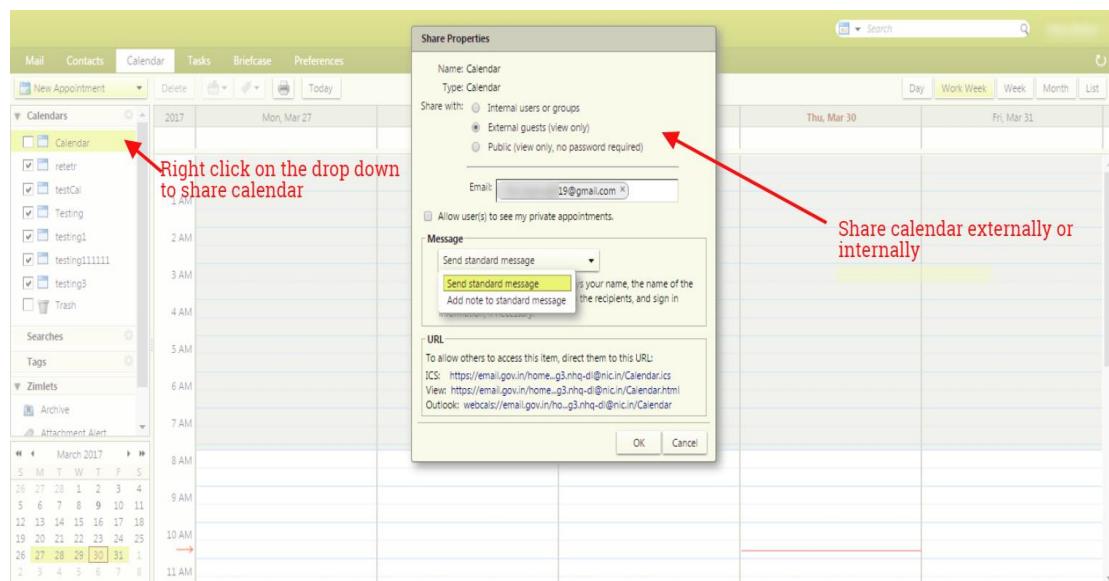
The internal user (receiver) can accept or decline the request received through mail. If he accepts the request a folder will be created under the calendar tab.

For external guests

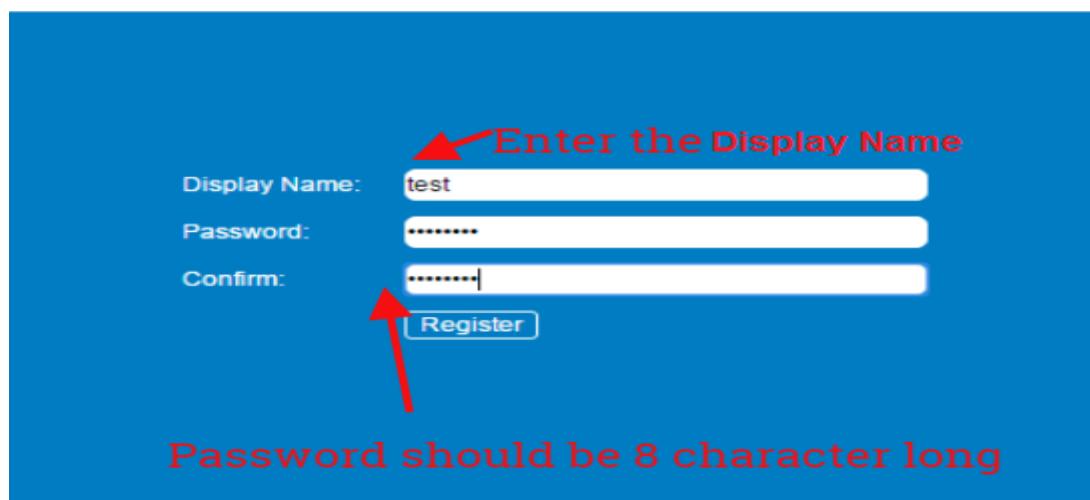
- i. Enter the email address of the guest (outside domain eg: @gmail.com, @hotmail.com etc.) you wish to share your calendar. In this case the user only has the View, Edit, Remove and Add.
- ii. You can also allow guest to see your private appointments.



Share your Calendar externally



When the receiver accepts the external shared calendar, it will prompt him to enter a display name and the password he wish to keep.



This external email address will be registered to **email.gov.in**. For the next login, enter your external email address in the format (eg: username.gmail.com@nic.in)

This will redirect you to a page which will show the calendar shared.

a. Calendar sync

You can sync your calendar to and device in easy steps:



For Web

A new calendar can be created by clicking on the Calendar tab. On the left hand side of the page there is a drop down available with the calendar function, click on the drop down and you can find the new calendar option. Go to calendar>Settings button>Add external calendar.

The screenshot shows a web-based calendar application. At the top, there are tabs for Mail, Contacts, Calendar, Tasks, Briefcase, and Preferences. The Calendar tab is selected. Below the tabs is a toolbar with icons for New Appointment, Delete, and Today. The main area displays a weekly calendar for March 20 to March 24, 2017. A dropdown menu is open over the 'Add External Calendar' option in the Calendars section of the sidebar. The dropdown menu includes options like 'Check All', 'Clear All', 'Send Free & Busy Link As...', and 'Find Shares'. The sidebar also contains sections for Tags, Zimlets, and a calendar for March 2017, where the 20th is highlighted.

To add Yahoo calendar

Click on yahoo calendar and enter your yahoo email id and password to proceed.

The dialog box has a title bar 'Add External Calendar'. It contains a 'Source:' field with a radio button next to 'Yahoo! Calendar' which is selected. There is also an unselected radio button for 'Add External Calendar (Other)'. At the bottom are 'Next' and 'Cancel' buttons.

Select from the drop down: iCal subscription or CalDAV account.



Yahoo! Calendar

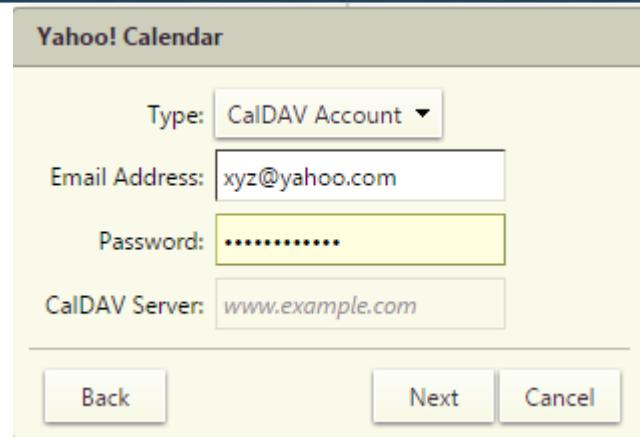
Type: CalDAV Account ▾

Email Address: xyz@yahoo.com

Password:
.....

CalDAV Server: www.example.com

Back Next Cancel



To add external calendar

Enter your external email id and password to proceed further. Enter the CalDAV server as cal.mail.gov.in

Add External Calendar (Other)

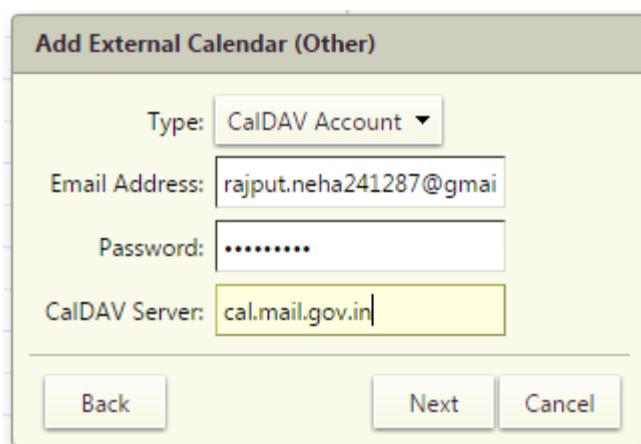
Type: CalDAV Account ▾

Email Address: rajput.neha241287@gmai

Password:

CalDAV Server: cal.mail.gov.in

Back Next Cancel



Enter a folder name to distinguish your calendar folder and you can also change the color of the folder.



Add External Calendar

Name:

Color:

Exclude this calendar when reporting free/busy times

Now, select iCal subscription from the drop down and enter the ICS URL.

Add External Calendar (Other)

Type:

ICS URL:

Enter a folder name to distinguish your calendar folder and you can also change the color of the folder.

Add External Calendar

Name:

Color:

Exclude this calendar when reporting free/busy times

A folder will be created on the left hand side of the page showing your calendar.



The screenshot shows a weekly calendar view from March 20 to March 24, 2017. The interface includes a sidebar with Calendars, Searches, Tags, and Zimlets. A month calendar at the bottom shows the dates 20 through 24 highlighted in yellow. The main area displays a grid where each row represents a day from Monday to Friday, and each column represents a time slot from 8 AM to 5 PM. Events are represented by colored bars: a green bar from 10 AM to 11 AM on Monday, a red bar from 1 PM to 2 PM on Thursday, and a grey bar from 8 AM to 5 PM on Friday.

For Devices

Sync with Phone

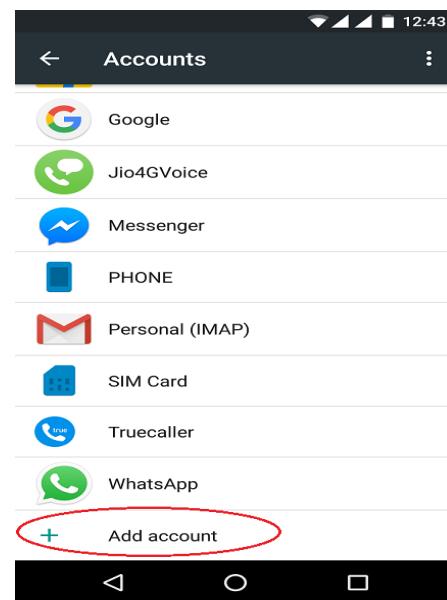
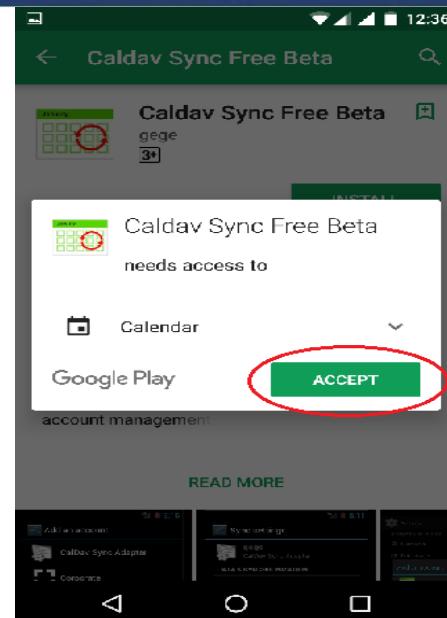
You can sync your calendar to your phone whenever required. All the data will automatically sync to your phone's calendar. There are two type of devices in which you can sync your calendar.

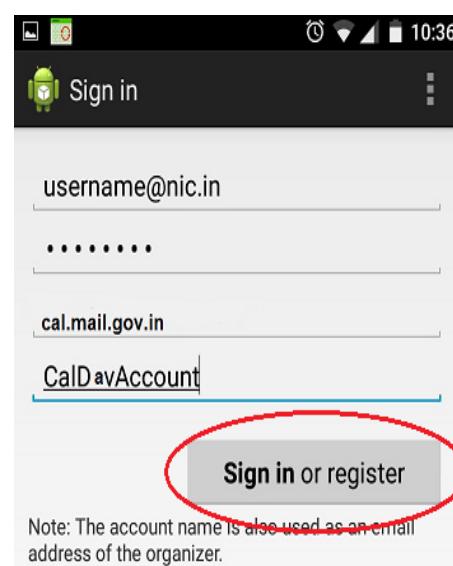
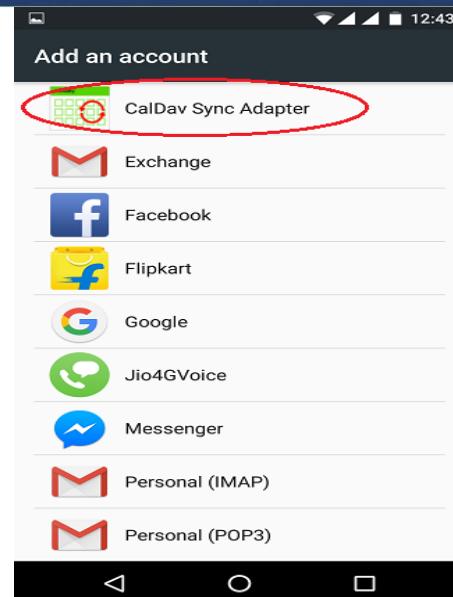
- a. Android
- b. Iphone(IOS)

i. Steps to configure CalDav Sync in Android device –

- Download application for CalDav sync (You can download Caldav Sync Adapter from Google play store). It is just an adapter which will sync your email calendar to your local android calendar
- URL to access application from Google play store-
<https://play.google.com/store/apps/details?id=org.gege.caldavsyncadapter>

- 1) Configure the CalDav account.
 - a) Open play store in your android mobile, and download CalDav sync free beta.
 - b) Click on settings and select account. Now, click on add accounts. Select CalDav sync adapter.
 - c) A window will prompt which will ask for username and password.



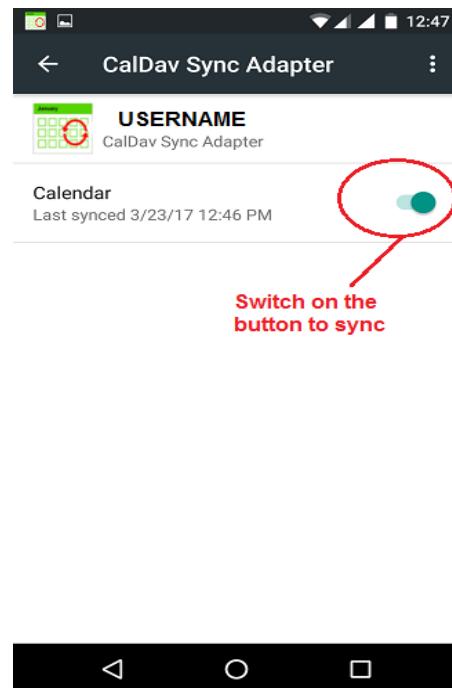


d) Enter username, password and account name

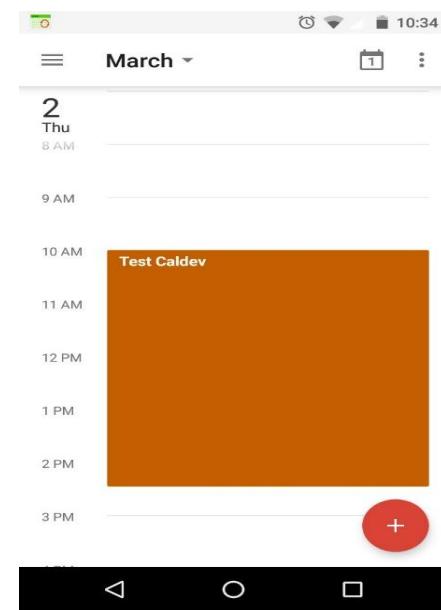
e) **Server URL – cal.mail.gov.in**



After successful sign in you will be redirected to sync page. You will have to select the button to sync calendar.



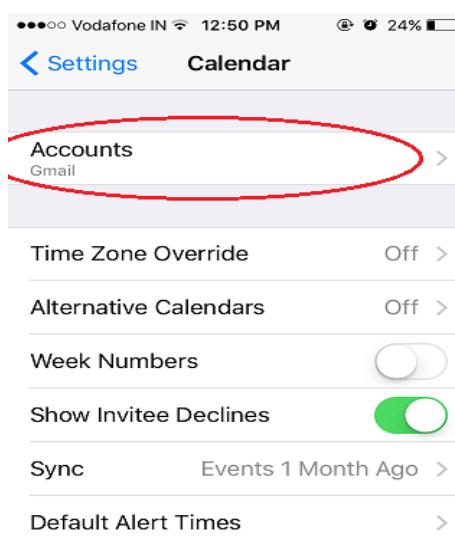
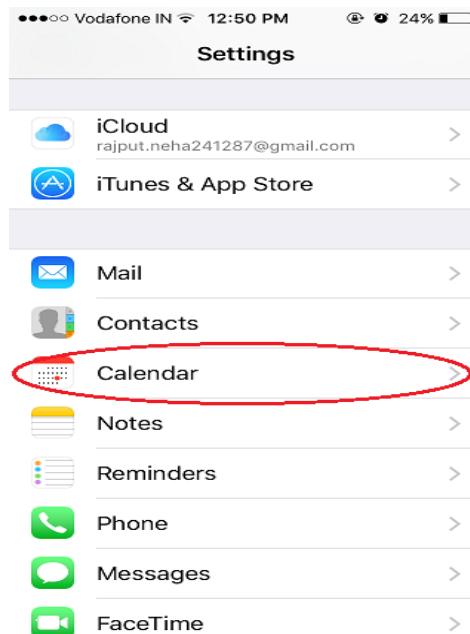
- f) Select calendar sync and then open calendar from the menu and check for synced calendars –





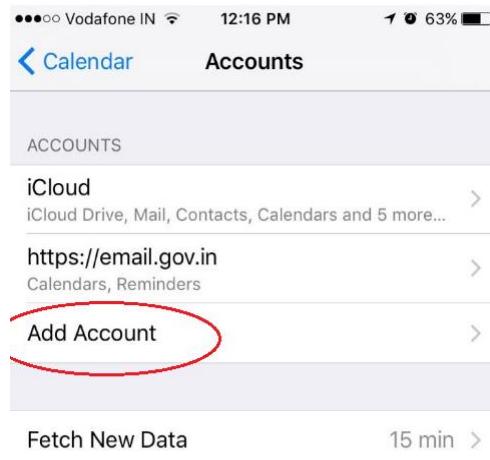
ii. Steps to sync calendar in iPhone device –

- a) In your Iphone, go to settings and select calendar.
- b) Now select accounts in calendar

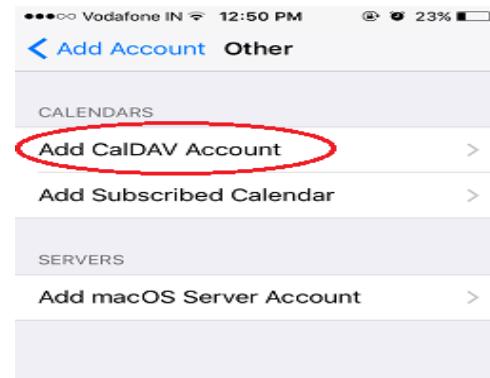




c) The next step would be to add accounts



d) It will prompt you to add CalDAV account



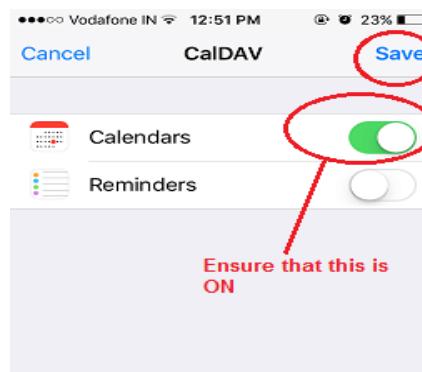
g) Enter Username, password and Description

The screenshot shows the 'CalDAV' setup screen. At the top, there are buttons for 'Cancel', 'CalDAV' (which is bolded), and 'Next'. Below the buttons, there are four input fields:

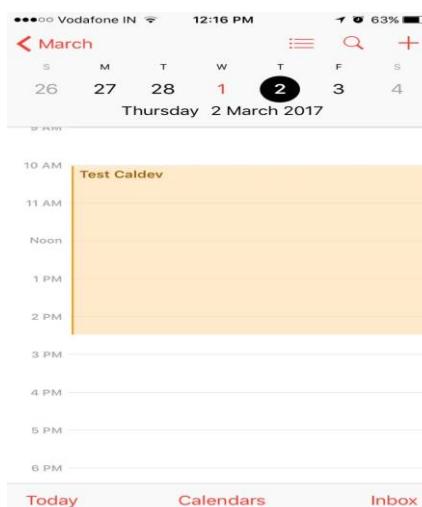
- Server: cal.mail.gov.in
- Username: username @nic.in
- Password: (redacted)
- Description: cal.mail.gov.in



- h) Now, switch on the calendars and save the settings

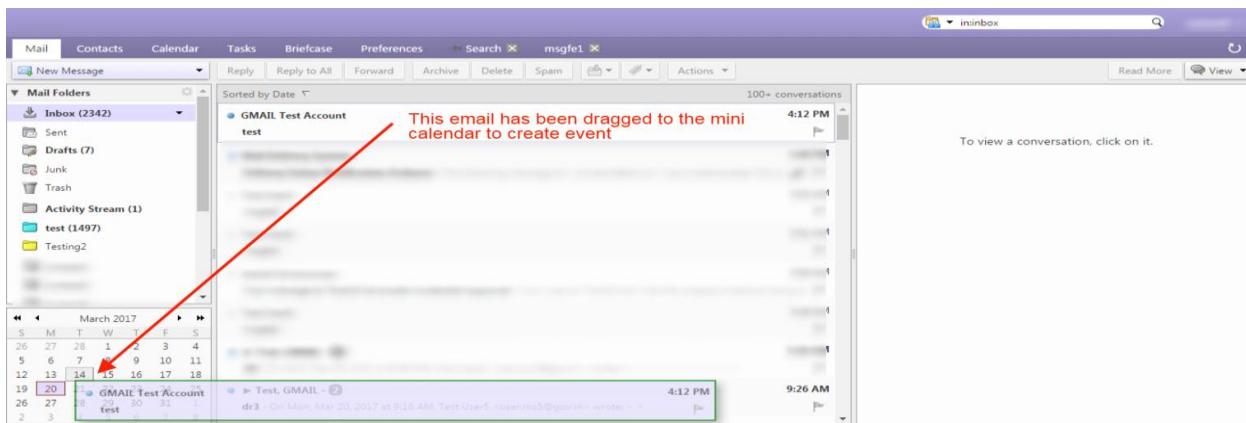


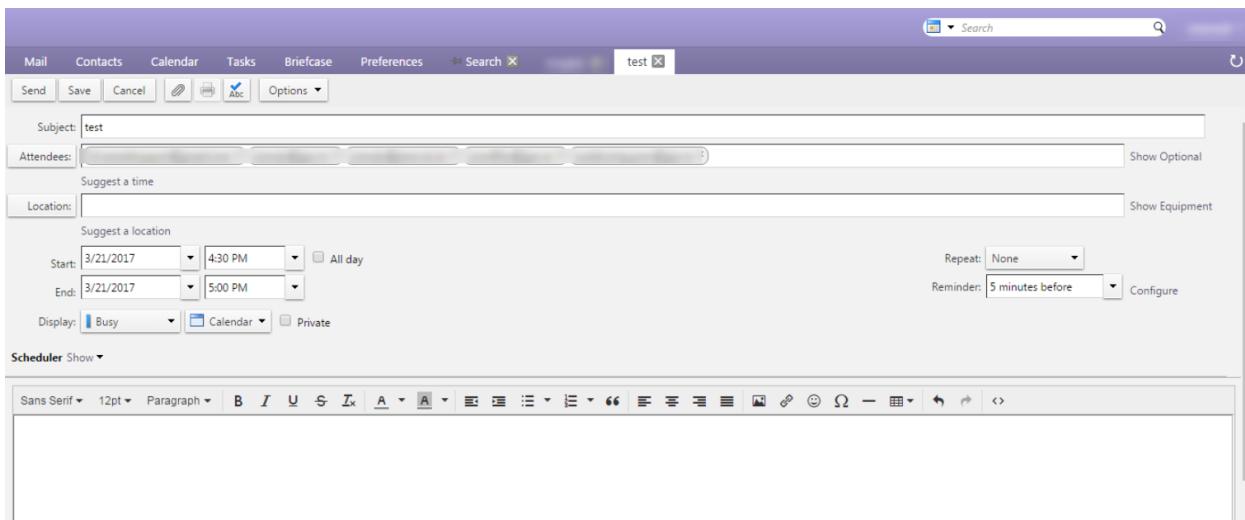
- i) Open Calendar in the menu of the phone to verify the synced appointments –



b. To create a custom calendar event with the content of the mail

User gets a mini calendar on the left to view his/her calendar events/User can drag an email to the mini calendar to create a customer calendar event with the content of the mail.

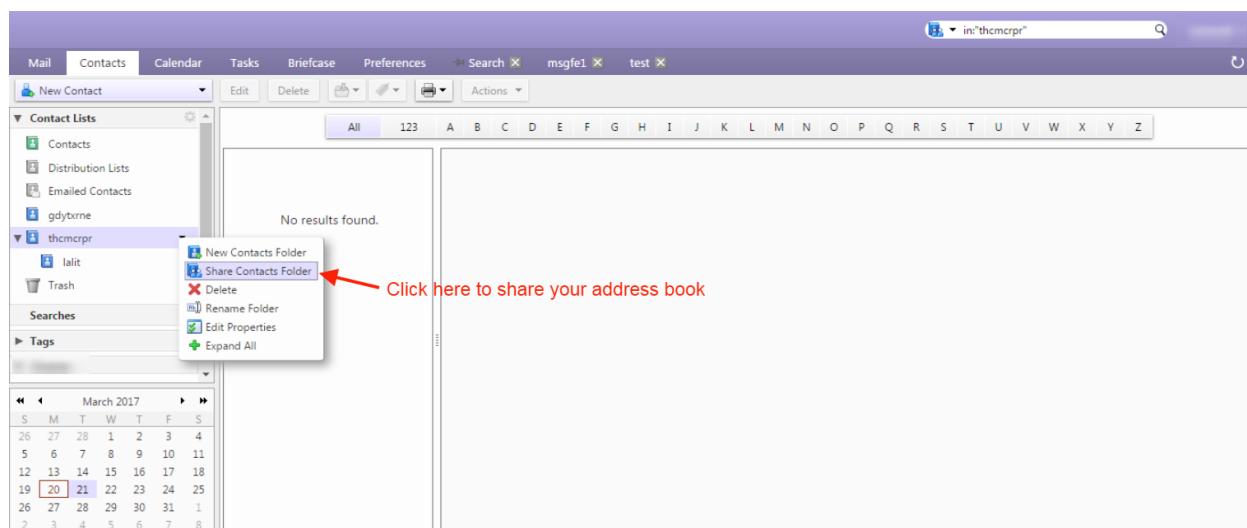




4. Contact Book/Address Book

a. Share Address Book

You can share any of your address book with internal and external users. Sharing your address book is useful for giving others access to contacts. You can choose to make the address book view-only or allow internal users to edit, add, and delete names.



You can share your contact folder with internal users or group, external users or with public.

They are given different rights. An internal can view, add, remove, edit or administer the address book whereas an external guest and public have the right to view the address book.



The screenshot shows the @Gov.In interface with a 'Share Properties' dialog box open. The dialog box is titled 'Share Properties' and contains the following fields:

- Name: Emailed Contacts
- Type: Contacts Folder
- Share with:
 - Internal users or groups (selected)
 - External guests (view only)
 - Public (view only, no password required)
- Email: [empty input field]
- Role:
 - None
 - Viewer (selected)
 - Manager
 - Admin
- Message:
 - Send standard message
- Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.
- URL:
 - To allow others to access this item, direct them to this URL:
https://email.gov.in/home...nic.in/Emailed%20Contacts

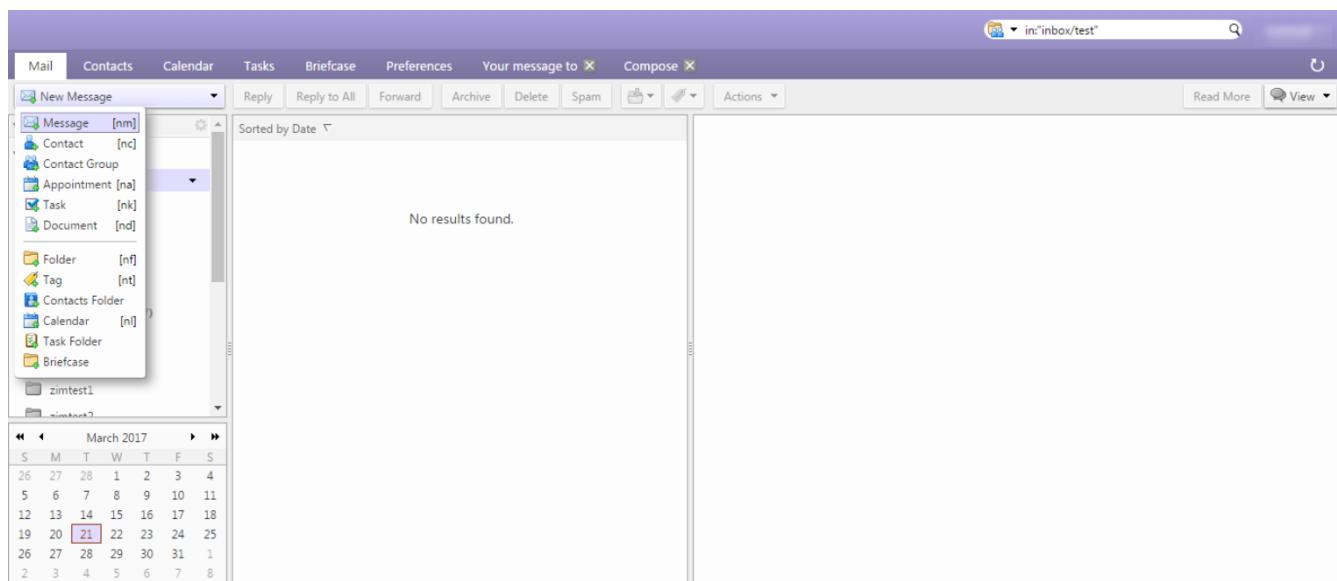
The background of the interface shows a calendar for March 2017 and a list of contacts under the 'Contact Lists' section.

The screenshot shows the 'Share Properties' dialog box again, but with different sharing settings:

- Name: Emailed Contacts
- Type: Contacts Folder
- Share with:
 - External guests (view only) (selected)
 - Internal users or groups
 - Public (view only, no password required)
- Email: [empty input field]
- Role:
 - None
 - Viewer
 - Manager
 - Admin
- Message:
 - Send standard message
- Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.
- URL:
 - To allow others to access this item, direct them to this URL:
https://email.gov.in/home...nic.in/Emailed%20Contacts

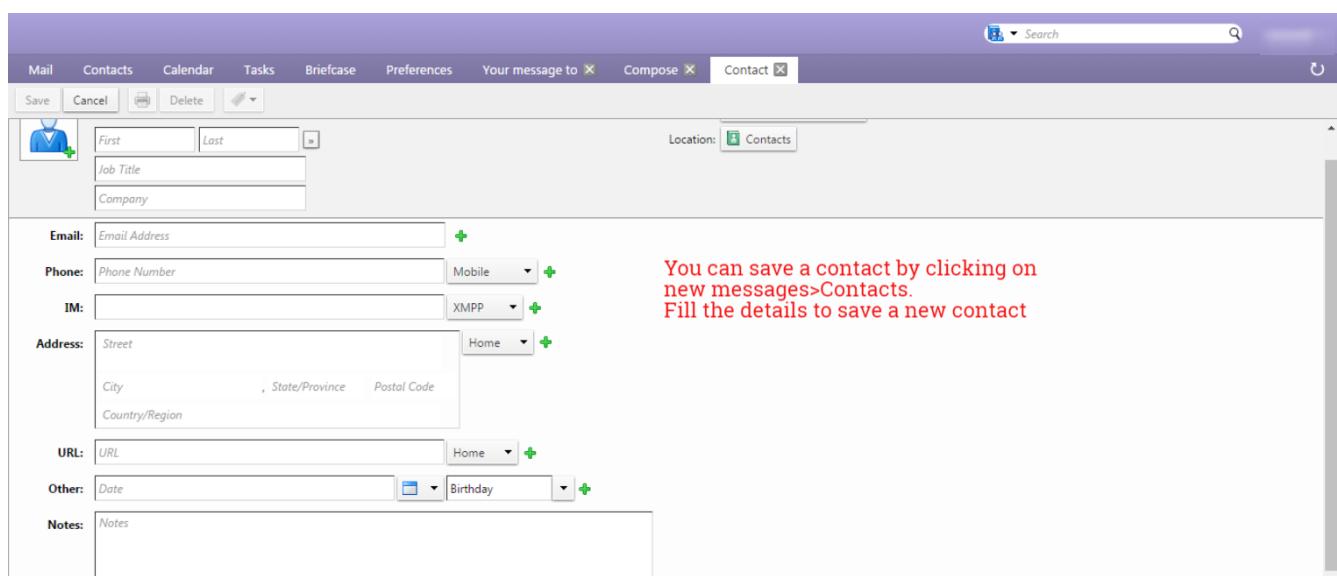
b. How to create a new contact and Address book (Contact book)?

- On the top left corner of the window click on “New Message” drop down. Then click on contact option to create a new contact. Fill the details in the form as displayed.



New Contact page:-

- ii. Click on save after filling the details in the form.



Contact group

- i. You can make a list of contact group by selecting the contact group option from the “New Message” drop down.
- ii. You can name the group and select the email id's from the global address book or you can also enter the email id's in the space provided using a comma separator.



- iii. Click on **Add** or **Add all** button to add the contacts individually or in a group.
- iv. The group made can be directly used while composing an email and entering the group name. All the email address present in the group will be added to the “TO” of the new message. You can edit the list by removing the email addresses as per your choice.

Add a contact group
1. Search by email address in the global address book.
2. If you know the email address, enter the email id's using comma separator

Members:

- zimtest2 zimtest2@nic.in
- zimtest3 zimtest3@nic.in
- zimtest4 zimtest4@nic.in
- zimtest5 zimtest5@nic.in

Find: test Search in: Global Address List

Name	Email
zimtest1	zimtest1@nic.in
zimtest2	zimtest2@nic.in
zimtest3	zimtest3@nic.in
zimtest4	zimtest4@nic.in
zimtest5	zimtest5@nic.in
zimtest6	zimtest6@nic.in
zimtest7	zimtest7@nic.in

Or enter addresses below (comma separated)

Add Add All

C. Automatically add contacts to emailed contact lists

You can automatically save the email addresses to which you send an email to, in your email contact list. Any time you respond to, or compose a message that includes an address that is not in your address books, it is added to your Emailed Contacts list. If you are using the auto-complete feature, maintaining an Emailed Contacts list helps you quickly find addresses that you have emailed to in the past. You can go to contacts>Emailed Contacts and the list will be displayed on the right hand side.

Contact Lists

- Contacts
- Distribution Lists
- Emailed Contacts
- gdytxrne
- thmcprcr
- lalit
- Trash

Searches

Tags

Zimlets

March 2017

S	M	T	W	T	F	S
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

list10

ms2, user

ms4, user

nfo1.nhq-dl

nhq-dl, nfo24

nhq-dl, nfo3

nhq-dl, nfo6

nhq-dl, sa2

nhq-dl, ssa2

sp-dl, nfo12

sp-dl, nfo15

sp-dl, nfo17

test10-list

test10

User3, Test

list10

Email: test10-list@nic.in

Emailed Contacts

Emailed contact list is automatically added here



The screenshot shows a mail composition window with various tabs like Mail, Contacts, Calendar, Tasks, Briefcase, Preferences, and Your message to. The 'Your message to' tab is active. In the 'To:' field, the user has typed 'a'. A dropdown menu lists numerous email addresses starting with 'a', such as 'Abhay Kumar <sio-jk@nic.in>', 'Abhijeet Singh <abhijeets.nkn@nic.in>', and 'Ajay Chahal <sio-hp@nic.in>'. The list is sorted alphabetically. A red arrow points from the input field to the start of the suggestion list. To the right of the list, a red text box contains the explanatory text: 'The auto complete feature search globally and suggest names alphabetically.'

5. Folders

a. How to share your folder?

Right click on the folder you want to share. There is an option to share folder. Click on it and a new window will open which will show “Share Properties”.

You can share your folder with the following:

1. Internal users
2. External guests

An internal and external user can have the following roles:

- i. **None**-None
- ii. **Viewer**-View
- iii. **Manager**-View, Edit, Add, Remove
- iv. **Admin**- View, Edit, Add, Remove, Administrator

Once the folder is shared with the internal user (eg: xyz@nic.in), the receiver can then accept or decline the request from the email received.

If accepted by the receiver then he can change the color of the folder shared. Select an option from the drop down.



- Do not send mail about this share
- Send standard message
- Add note to standard message

Accept Share

test4 has shared their **Inbox** folder with you.

They have granted you the **Admin** role, which means:

- You can **View** and **Edit** items in the folder.
- You can **Add** and **Remove** items to/from the folder.
- You can **Accept** and **Decline** workflow actions for the folder.
- You can **Administer** the folder as if it were your own (i.e. share with another user).

Do you want to accept this share?

Name:

Color:

Do not send mail about this share ▾

Yes **No**

The receiver can also decline the folder shared by the user.

Decline Share

Are you sure you want to decline the **Inbox** share from test4?

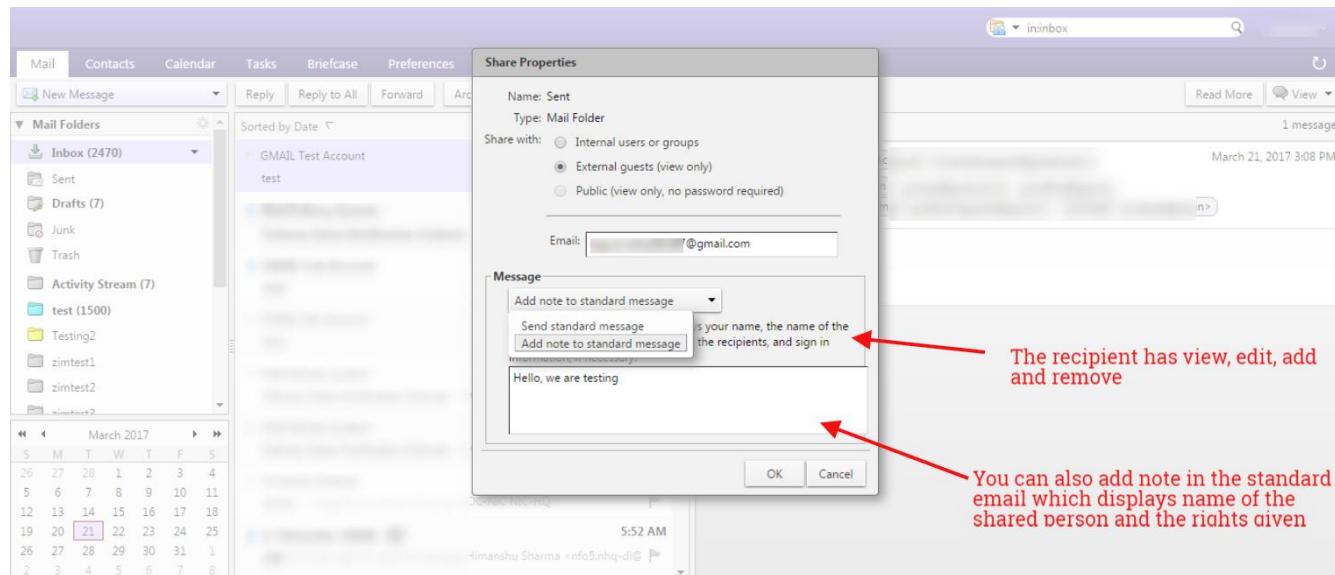
Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.

Yes **No**

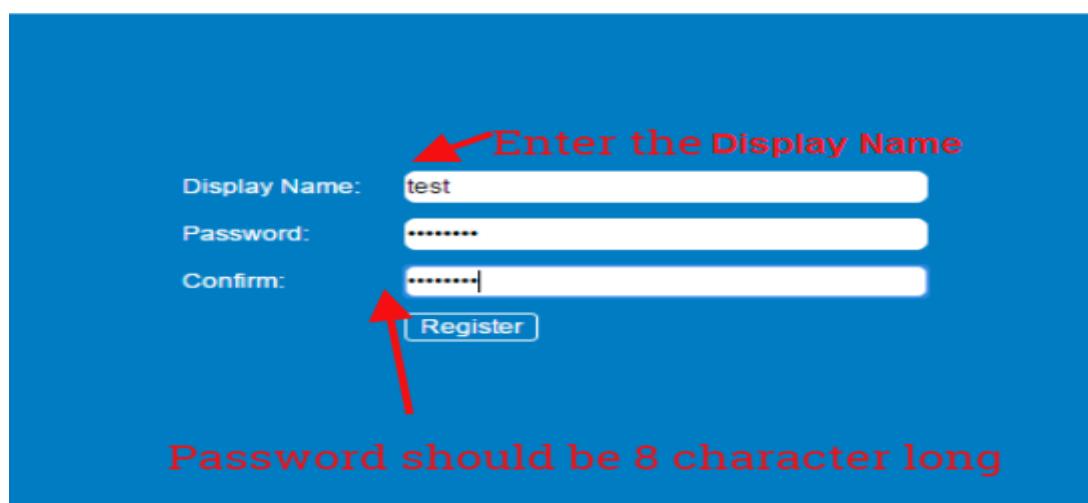


In case of External guests

Select external guest from the list of share properties when you select to share your folder.



When the receiver accepts the external shared folder, it will prompt him to enter a display name and the password he wish to keep.



This external email address will be registered to **email.gov.in**. For the next login, enter your external email address in the format (eg: username.gmail.com@nic.in)

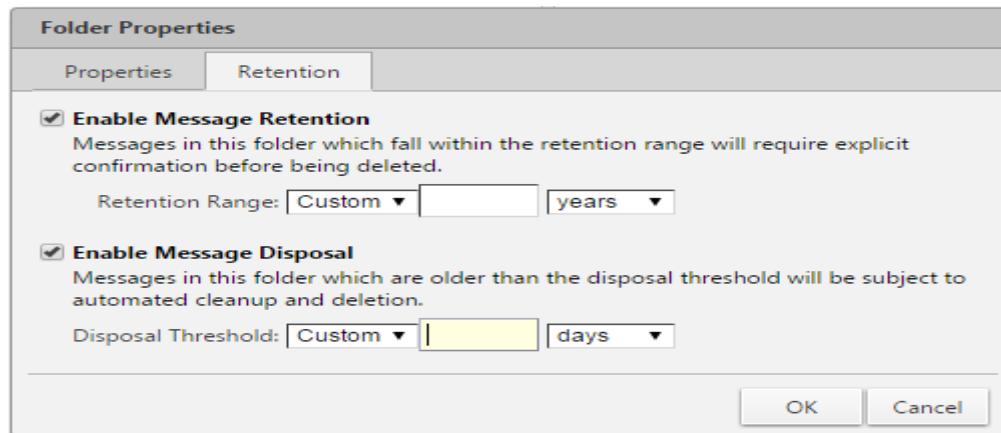
This will redirect you to a page which will show the folder's shared.



Folder Properties

- I. Every folder has a property defined. Right click on any folder and click on edit properties. This will open a window which will prompt you to enter the name of the folder with the folder color.
- II. You can share your folder from here also. Just click on Add share and it will prompt to share to internal user or external guest.
- III. There is an option for retention of messages in a specific folder.
- IV. You can either enable message retention or enable message disposal. The difference is the message in the retention folder will ask for permission before deletion but the messages in the disposal folder will be automatically deleted/cleaned up after a certain period of time.

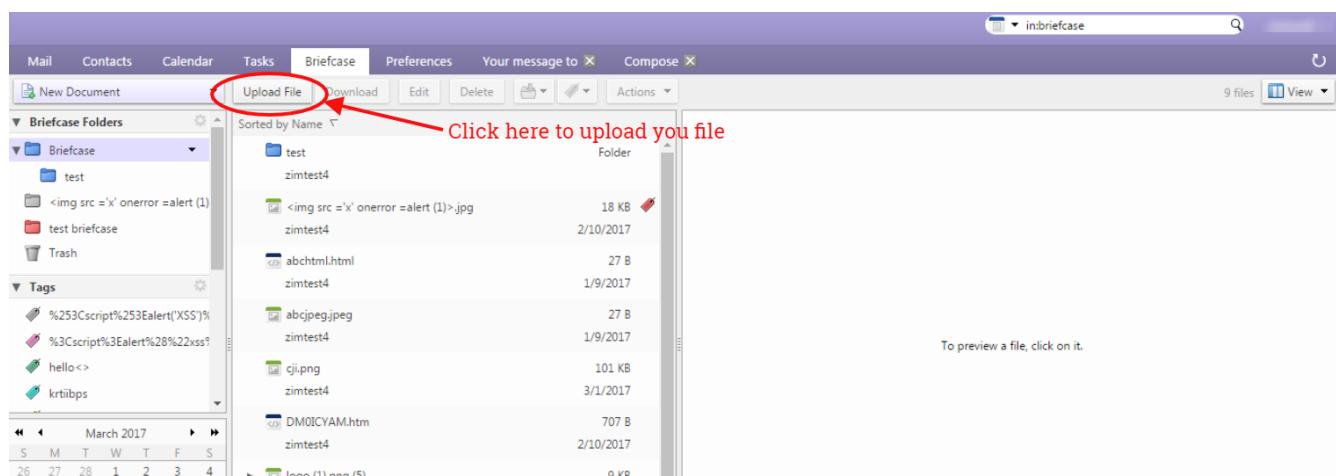




6. Briefcase

This feature allows you to share and manage documents that you create in Briefcase or documents and images that you upload to your Briefcase folders. Go to the briefcase tab on the top of the page. You can access the files saved in briefcase from any computer at any point of time. You just have to login to your account and use the feature.

- This feature enables you to upload files upto 1000MB which cannot be attached in the normal attachment while composing an email.
- Click on upload file



- A window will appear which will prompt you to upload your file. You can add multiple files or remove them accordingly.
- You need to add files from your personal computer. This will be added in the form of attachment.



Upload New Files to Briefcase

Choose file(s) to upload:

File: No file chosen [Remove](#) [Add](#)

Notes:

Note: Attachments may not be larger than 1000 MB

[OK](#) [Cancel](#)

You can also share your briefcase to internal, external users. This would help others to access files in your folder.

You can send files from your briefcase in the following ways:-

- Send an Email with a Link to a File
- Send a File as an Email Attachment

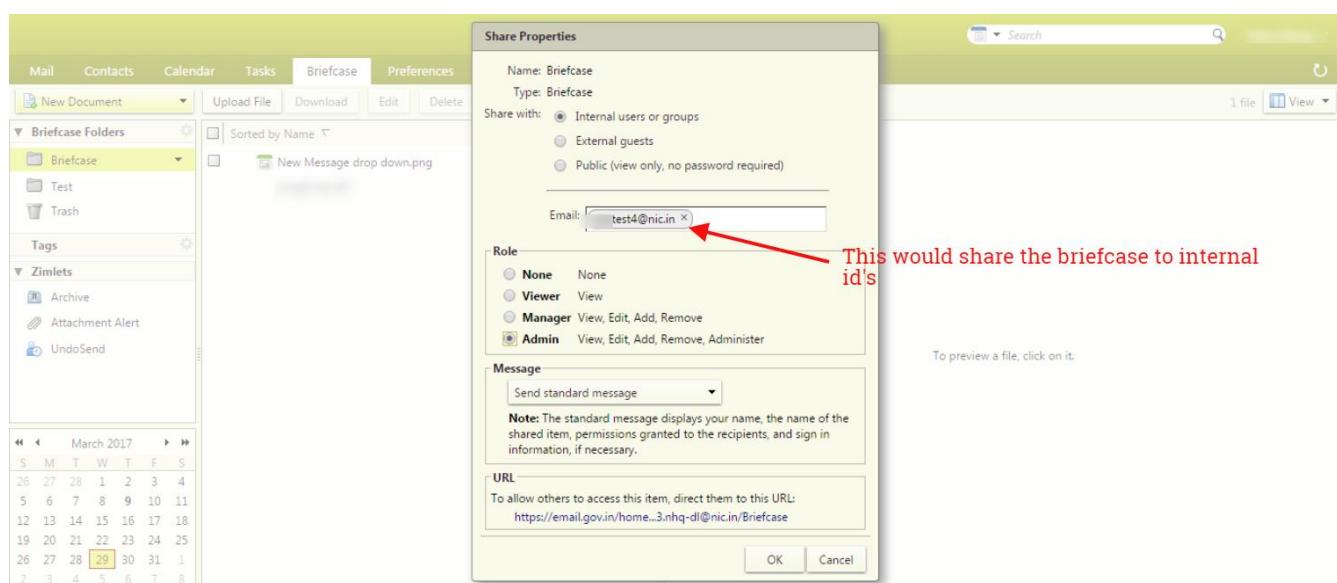
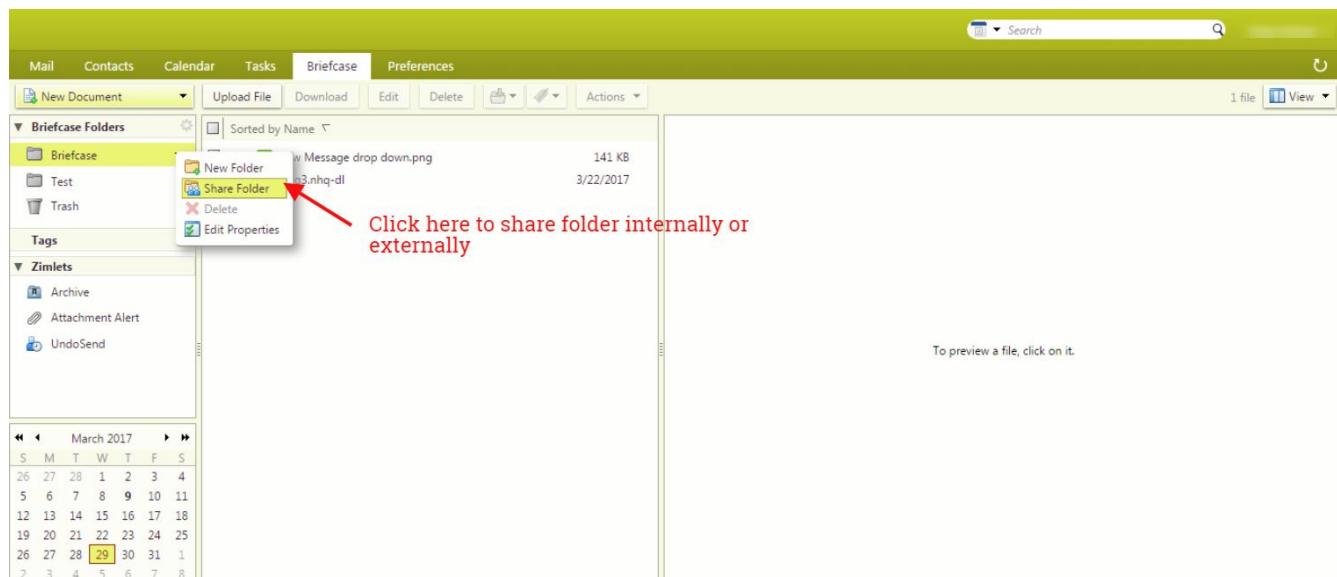
The screenshot shows the Zimbra Collaboration interface. The top navigation bar includes Mail, Contacts, Calendar, Tasks, Briefcase (which is selected), and Preferences. Below the navigation is a toolbar with New Document, Upload File, Download, Edit, Delete, and Actions dropdown. The left sidebar features Briefcase Folders (Briefcase, Test, Trash), Tags, and Zimlets (Archive, Attachment Alert, UndoSend). A calendar for March 2017 is also visible. The main workspace shows a list of files in the Briefcase folder, with 'New Message drop down.png' selected. A context menu for this file includes options like 'Send link(s)', 'Send as attachment(s)', 'Open in a separate window', 'Check Out File', and 'Rename'. To the right, an email message window is open, showing the recipient list and message body. The bottom right corner displays a search bar and various navigation links.

Share your Briefcase Internally and Externally

- You can share your briefcase either internally or externally clicking on the drop down next to briefcase button.



- This will send an email to the internal user or the external user to accept the share.
- Internal user can accept the share by clicking on accept or decline, whereas external user will be prompted to accept the briefcase share and enter a new display name with a new password.
- The password should be of eight(8) character in length and should not exceed the limit.
- A new user id with the domain name of the external email id will created. (for example:- username.yahoo.com@nic.in)





Share Properties

Name: Briefcase
Type: Briefcase

Share with:

- Internal users or groups
- External guests
- Public (view only, no password required)

Email: test@gmail.com

Role

- None None
- Viewer View
- Manager View, Edit, Add, Remove

Message

Send standard message

Add note to standard message... is your name, the name of the recipients, and sign in

URL

To allow others to access this item, direct them to this URL:
<https://email.gov.in/home...3.nhq-dl@nic.in/Briefcase>

OK Cancel

Display Name: test

Password:

Confirm:

Register

Enter the Display Name

Password should be 8 character long

Briefcase

New Document Upload File Download Edit Delete Actions

Briefcase Folders

Sorted by Name

shivratri.psd 32 MB 2/23/2017

shivratri.psd
February 23, 2017 1:39 PM by prog3.nhq-dl@nic.in
#1:

We cannot generate the preview of the file. Click here to [download](#) it.

This shows the window after accepting the folder



Send as Link.

1. Go to the Briefcase tab and select the file to share.
2. Click Actions and select Send link. A confirmation pane opens reminding you that the recipient must have permission to view the content of the folder. Click Yes to proceed.
3. A new composes email message opens with the link displayed in the body of the message. Complete the email message and click Send to mail the message.

Send as an Attachment

1. Go to the Briefcase tab and select the file to attach.
 2. Click Actions and select Send as attachment. The email composes page opens with the file attached.
 3. Add the recipient's email address and complete the email message.
 4. Click Send.
- j) Sharing a briefcase to external user includes adding the email address to which the folder is to be shared.
 - k) The external guest will open the email and click on the option to open the shared folder. This will redirect the external user to a window which will prompt for entering a display name along with the desired password.
 - l) This will register the user to email.gov.in where he will enter the user name (for example:- **username.domainname@nic.in, xyz.yahoo.com@nic.in**).
 - m) The shared briefcase is now ready to be accessed by external guest.

7. Configuring POP3/IMAP Client

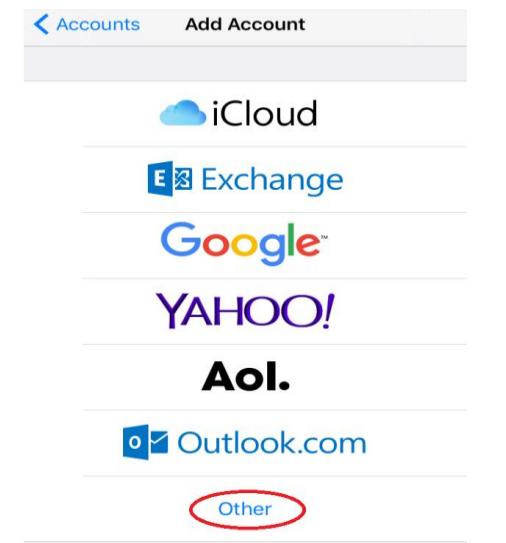
Please find the steps to configure the IMAP or POP3 account -

- i. Go to settings>>Mail>>Accounts>>Add Account
- ii. Enter valid Email ID
- iii. Incoming mail serve : **imap.mail.gov.in**
- iv. Outgoing mail server/ SMTP : **smtp.mail.gov.in**
- v. IMAP Port: **993**
- vi. SMTP Port: **465**

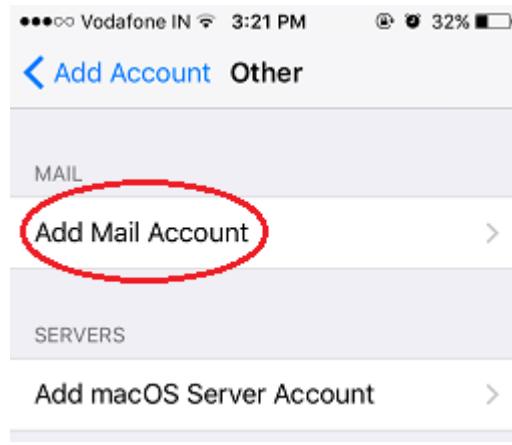


I. Screenshots for mobile client IMAP (Iphone-IOS)

- i. Click on settings>>Mail>>Accounts>>Add Accounts>>Others



(Step-1)



(Step-2)



Cancel New Account Next

Name Nitin

Email xyz@nic.in

Password ••••••••••|

Description Nic

(Step-3)

Cancel New Account Next

IMAP POP

Name Nitin

Email xyz@nic.in

Description Nic

(Step-4)

Incoming Server

Cancel New Account Next

INCOMING MAIL SERVER

Host Name imap.mail.gov.in

Username XYZ@nic.in

Password ••••••••••

(Step-5)

Outgoing Server

OUTGOING MAIL SERVER

Host Name smtp.mail.gov.in

Username xyz @nic.in

Password ••••••••|

II. Screenshots for mobile client POP (Iphone-IOS)

•••oo Vodafone IN 3:27 PM 30%

New Account Cancel Save

IMAP **POP**

Name Username|

Email username@nic.in

Description username@nic.in

•••oo Vodafone IN 3:27 PM 30%

New Account Cancel Save

INCOMING MAIL SERVER

Host Name pop.mail.gov.in

Username username

Password ••••••••



••••• Vodafone IN 3:28 PM 30%

New Account

OUTGOING MAIL SERVER

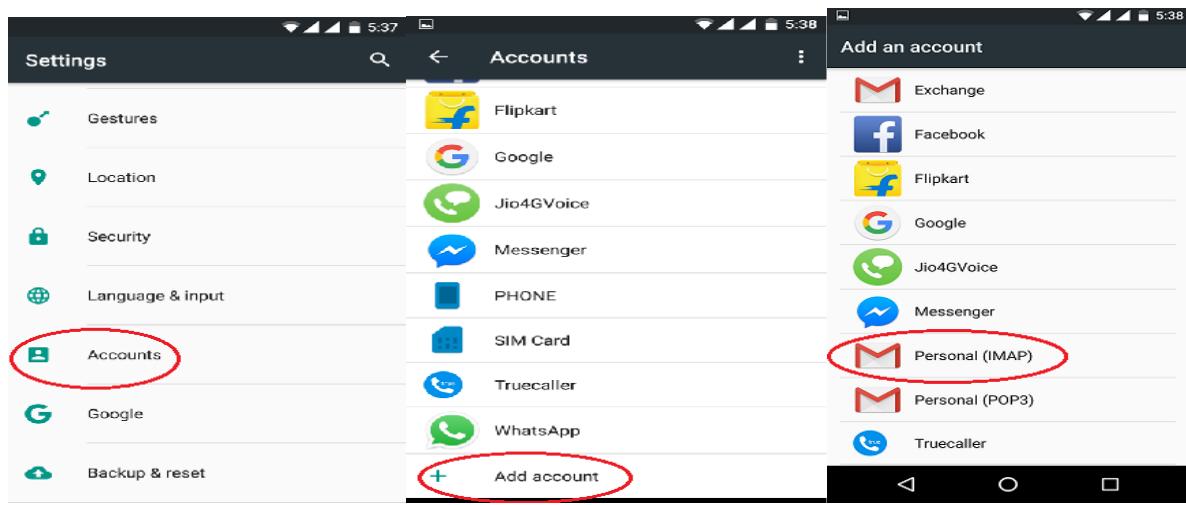
Host Name `smtp.mail.gov.in`

Username `username`

Password `*****`

Cancel **Save**

III. Screenshots for mobile client IMAP (Android)



Incoming Server

Add your email address

Enter your email

MANUAL SETUP

NEXT >

USERNAME
`username@nic.in`

PASSWORD

SERVER
`imap.mail.gov.in`

PORT
`993`

SECURITY TYPE
SSL/TLS (Accept all certificates)

IMAP path prefix

CANCEL DONE

Outgoing Server

SMTP SERVER
smtp.mail.gov.in

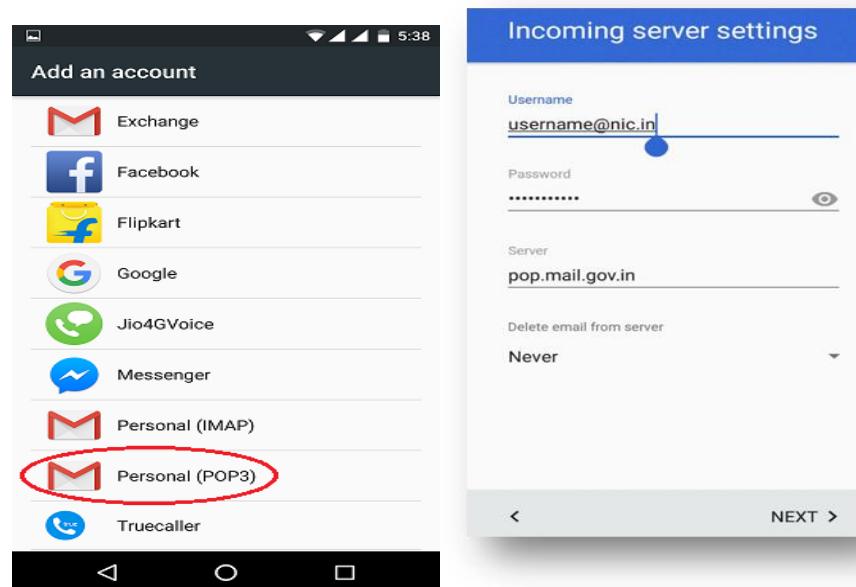
PORT
465

SECURITY TYPE
SSL/TLS (Accept all certificates)
 Require signin

USERNAME
username@nic.in

PASSWORD

[CANCEL](#) [DONE](#)

IV. Screenshots for mobile client POP3(Android)**(Step-1)**



V. Screenshots for IMAP Configuration in Microsoft Outlook

Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings
We recommend that you test your account to ensure that the entries are correct.

Automatically test account settings when Next is clicked

Mail to keep offline: All

< Back Cancel Help

(Step-1)

Internet Email Settings

General Outgoing Server Advanced

My outgoing server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

User Name:

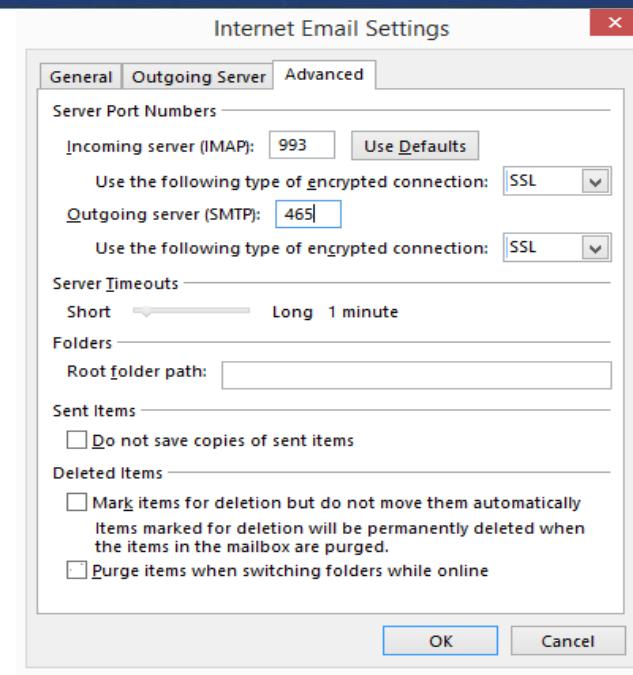
Password:

Remember password

Require Secure Password Authentication (SPA)

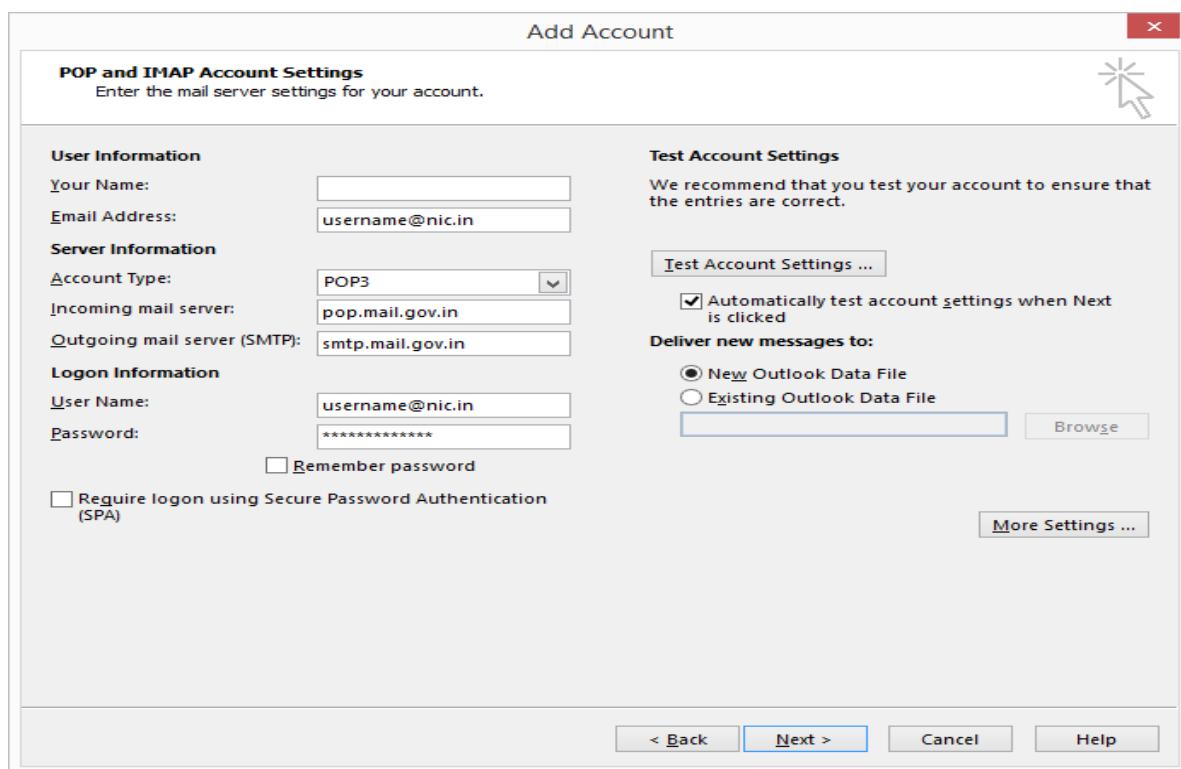
OK Cancel

(Step-2)

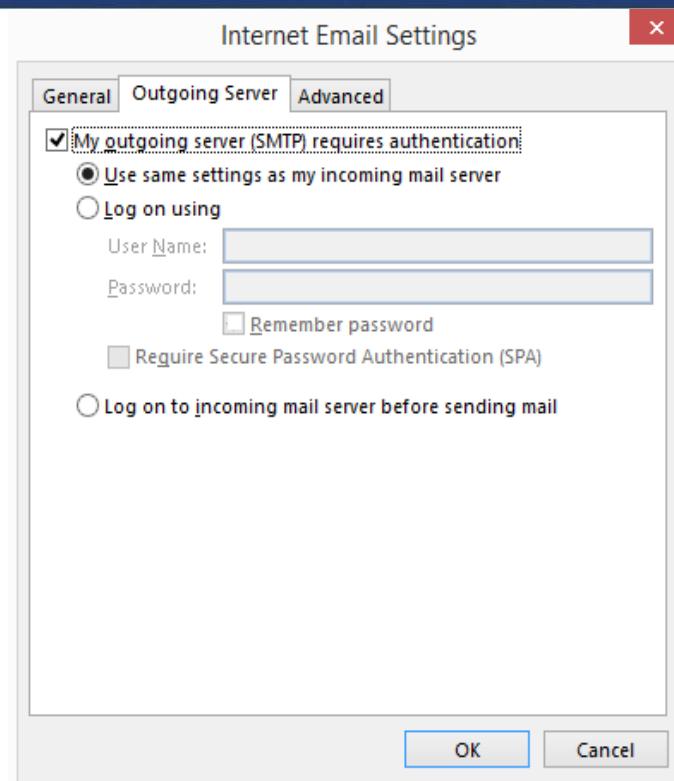


(Step-3)

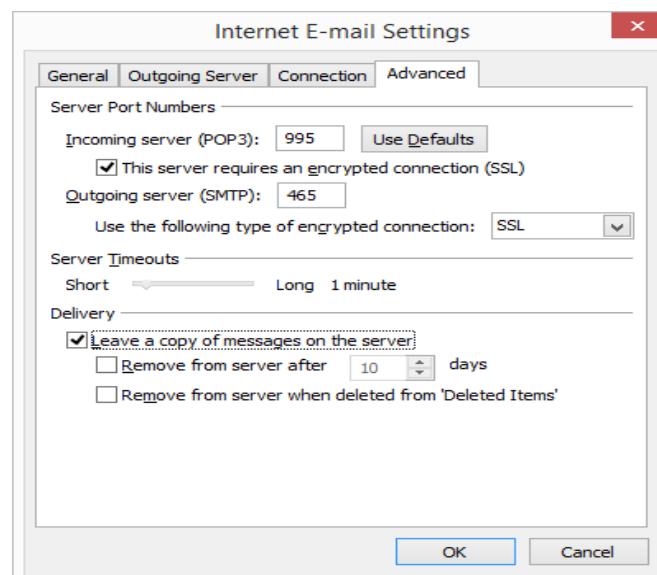
VI. Screenshots for POP3 Configuration in Microsoft Outlook



(Step-1)



(Step-2)



(Step-3)

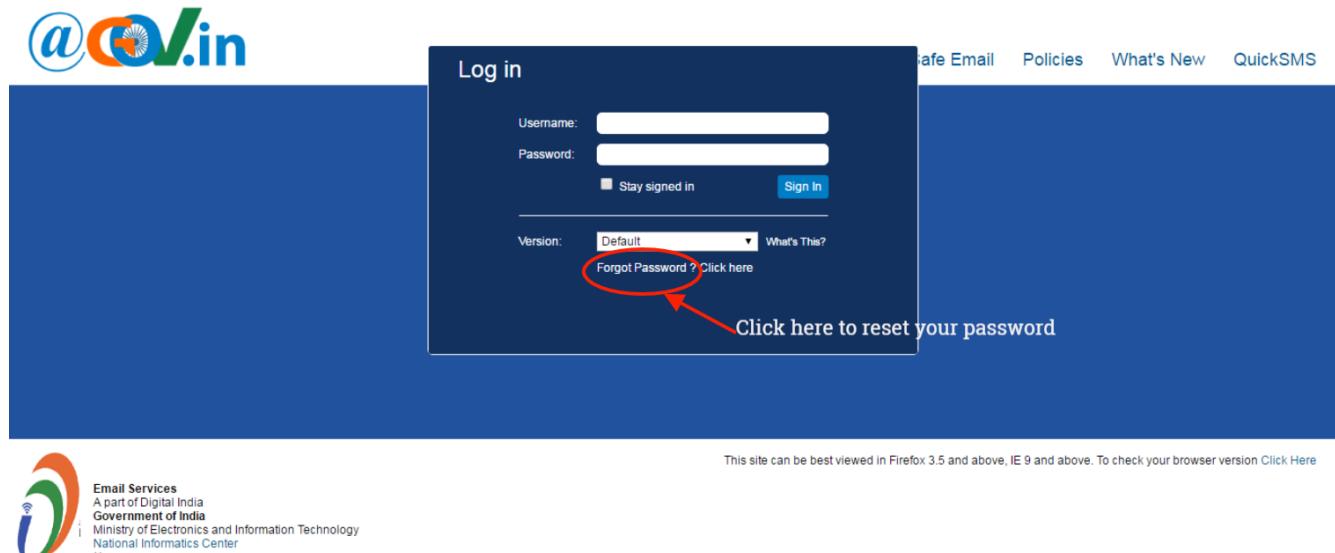
Note: - Please fill all the required fields as directed and if you require any help contact support on **1800-111-555 (Toll Free)** for help.



8. Reset your password

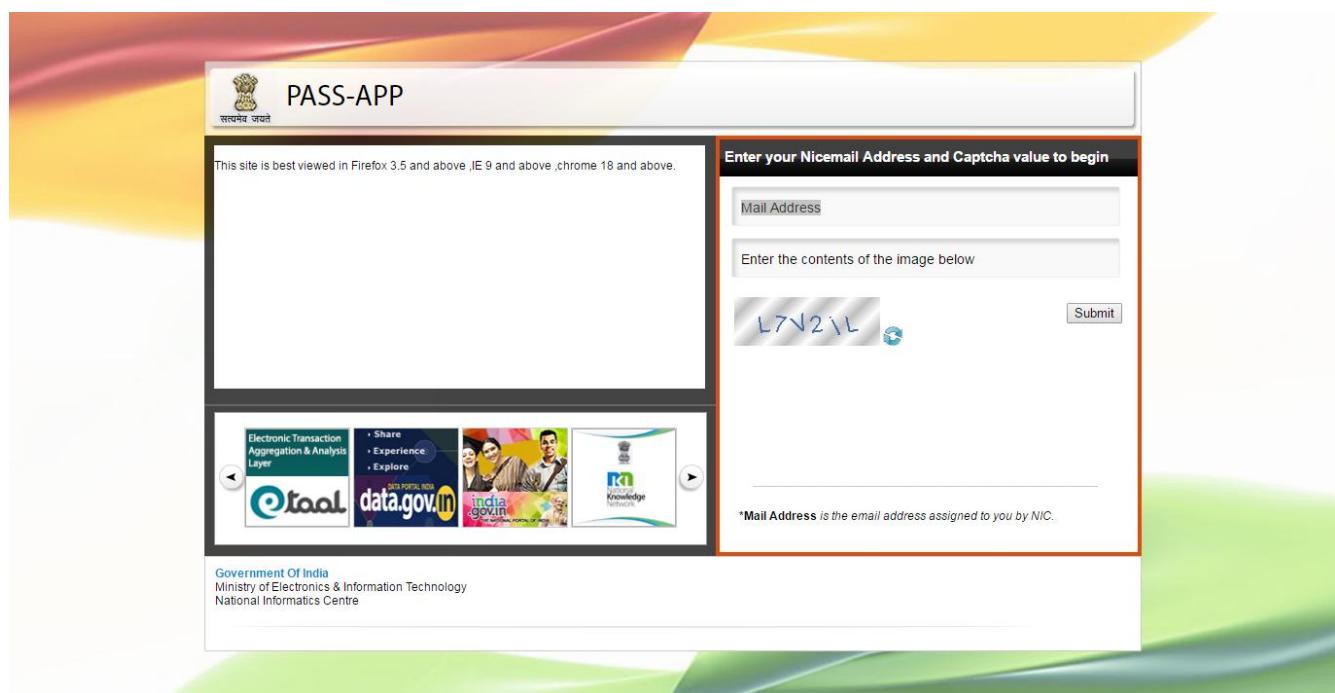
a. How to reset password

Please ensure that you mobile number is updated. If you have forgotten your password, click on forgot password on the login page of email.gov.in. You will be redirected to **PASS-APP** or follow the URL <https://passapp.emailgov.in/>. Using this application you can reset your password.



This site can be best viewed in Firefox 3.5 and above, IE 9 and above. To check your browser version [Click Here](#)

You will be redirected to PASS-APP to reset your password.





- i. Enter the email address for which you wish to reset your password.
- ii. Also, enter the Captcha value as displayed in the box.
- iii. Click on submit button to proceed further.

Your Email Address: [REDACTED]
Your Mobile No. : *****016

Please enter the code that was sent to your mobile number.
If you want to resend code to your mobile number then click here:

[Resend Code](#) *click here to resend OTP*

You can request for a Random Number(Code) only twice in 24 hours

Ensure that the mobile number registered is Valid

Enter the OTP received on your registered phone number

Enter your Random Number and Captcha value to begin

Random Number

Enter the contents of the image below

XBA 5TA

Submit *Click here to submit*

If you do not receive the code, then please call up the 24 hours support cell on 1800-111-555

Government Of India
Ministry of Electronics & Information Technology
National Informatics Centre

Enter the random number which is sent to your mobile number. You can also resend OTP if not received at once (** Random number will be generated twice in 24 hours)

Now, enter the Captcha value and confirm your submission.

Now you will be redirected to a page which will prompt you to enter your new password twice. Enter the Captcha value to confirm.



PASS-APP Enter your new password here

Enter Password according to NIC-Email Change Password Policy.

Password Policy:

Must contain Uppercase, lower case, number, Special Characters and the password should be atleast 8 characters Long and must not contain dictionary word. You cannot enter your old password.

Please ensure to follow the password policy

Enter your New Password and Captcha value:

.....
.....

Enter the contents of the image below

F a P X Q c

Submit

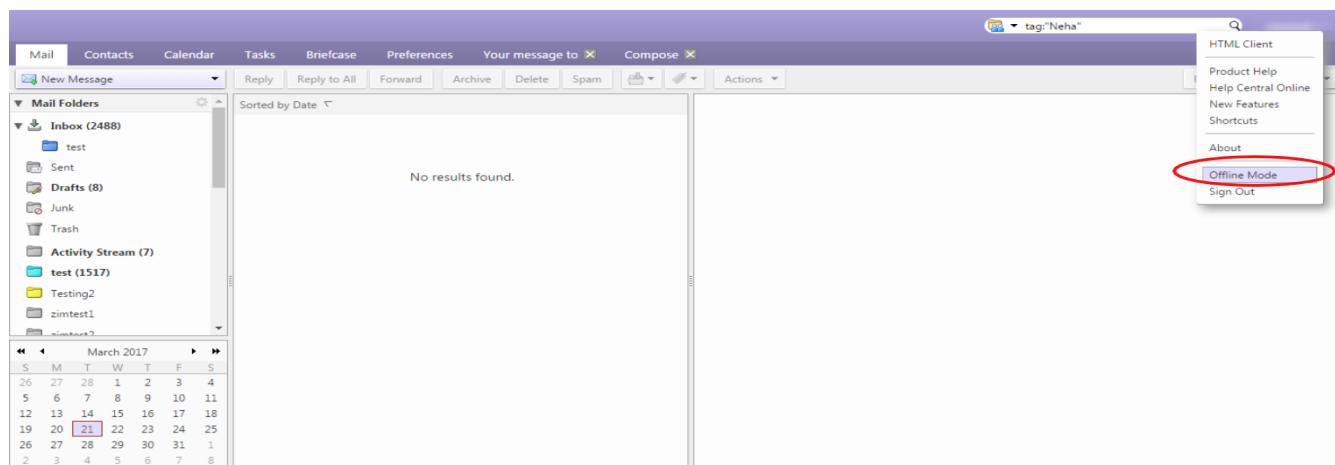
Click here to submit

Government Of India
Ministry of Electronics & Information Technology
National Informatics Centre

You must follow the password policy as prompted to reset your password.

9. Offline Mode

- This feature allows you to access the data without network connectivity.
- The web client will be automatically restored to online mode when network connectivity is in transition.
- The work performed in offline mode is stored in cache and synched with the server when restored to online mode.



Note: - For any issues please contact support at **1800-111-555(toll free)** or email at:
support@gov.in