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# User Manual for DA

Powered by: Messaging and SMS Division

The sole purpose of this document is to provide you stepwise instructions and procedure on how to utilize the Delegated Administrator (DA) console efficiently. This manual has been prepared by Messaging and SMS Division, National Informatics Centre, Ministry of Electronics and Information Technology, Government of India.



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## About us

Delegated Admin (DA) is the top-most authority in the organizational hierarchy of eForms who owns the responsibility of performing all the actions on the eForms application after verifying the applicant's as well as lower most approving authority's details thoroughly.

Hence, all Ministries/Departments/Statutory Organizations/ Autonomous Bodies under both Central and State Government, are given a Delegated Admin console using which the designated administrator of the respective organization can perform several activities on eForms application such as- create/delete/change password/activate/deactivate email id, enable Kavach country policy, generate reports, and etc. of all the users under their domain.

In other words, this service gives the respective organization the independency of managing their respective accounts under their own business organizations (BO's). The delegated administrative console is given only to those organizations/departments which are using NIC email services under free/paid categories.

## eForms and DA

Applicants who wish to avail NIC services can be a new user or an existing user who will access the eForms portal via <https://eforms.nic.in> (REFER EFORMS MANUAL). Once the registration process is completed by the user, s/he can choose any of the available eForms services according to their requirements from the same portal. The request will be submitted to the Reporting Officer, followed by the Coordinator/Delegated Administrator.

The following forms will be forwarded to the delegated administrator:

- i. Single email creation
- ii. Bulk email creation
- iii. GeM email creation
- iv. NKN single email creation
- v. NKN bulk email creation
- vi. Update Mobile number
- vii. IMAP/POP Services
- viii. Distribution List Services

Based on various cases the eForms email creation requests will be forwarded to the respective Delegated Administrator:

### **Case-1 - Applicant is a Central Government employee (Posted in Ministry/Delhi)**

In this case the email accounts will be created by the Delegated Administrator of the concerned ministry (same as that of applicant) using DA Console.

### **Case-2 - Applicant is a Central Government employee (Posted in State)**

Email accounts of the users will be created by the Delegated Administrator of the concerned Ministry posted using DA Console

### **Case-3 - Applicant is a State Government Employee**

Delegated Administrator will create the email accounts of the users who belong to the ministry/departments of the concerned state falling under their business organization (BO).

### **Case-4 - Applicant is NKN user (Single/Bulk)**

Email account creation will be done by the Delegated Administrator of the concerned state under which NKN connected organization falls.

For rest of the other services, requests will be forwarded to DA for approval/rejection, raise query on requests.

## **More about Delegated Administrator Console**

### **Requirements for Accessing DA Console**

Nodal Officers of the organizations/departments/NKN organizations in the central/state ministries whose organizations are hosted on NIC are eligible to apply for DA console. Therefore, prerequisites to avail delegated administrative console are as follows:

- i. Email Address provided by NIC
- ii. VPN IP of the User

**NOTE:** If user does not have VPN IP, then s/he has to fill in VPN form via eForms (<https://eforms.nic.in>).

- iii. BO Name registered in the eForms

## DA Onboarding through eForms

The user who wishes to have access for Delegated Admin console has to onboard himself/herself for DA services from the eForms portal by using this link: <https://eforms.nic.in>

1. Login to the eForms portal with your Gov/NIC email id and password. Enter OTP received on the registered mobile number.
2. Click on the DA Onboarding under OUR SERVICES tab available on the left-hand panel of the dashboard.

The screenshot shows the eForms portal dashboard. On the left, there's a sidebar with various service links: Dashboards, OUR SERVICES (with DA Onboarding highlighted), Authentication Services (LDAP), Distribution List Services, DNS Services, Email (@gov), IMAP/POP, and IP Change Requests. The main area displays a message to 'Ms Meenaxi Indolia' and a notice about raising queries and tracking requests. Below this are four summary boxes: Total User Requests (0), Today's Pending Request (0), Total Pending Requests (0), and Total Completed Requests (0). A table titled 'Total Pending Request' is shown with columns for App Id, Email, Status, Date, and Actions. The table is currently empty, showing 'No data available in table'. At the bottom, there are buttons for 'Previous' and 'Next'.

3. Read all the instructions carefully before filling the form.

The screenshot shows the 'DA Onboarding' form. At the top, there's a note: 'NOTE: Please read all instructions carefully.' followed by a list of 8 points detailing responsibilities and actions for the delegated administrator. The points include: 1. Responsibility for DA console and email accounts; 2. Informing NIC of changes; 3. Ensuring applicant authenticity; 4. Creating consultant/support staff IDs; 5. Ensuring correct expiry dates; 6. Providing payment proof for organizations under paid accounts; 7. Renewing Admin ID every 2nd year; and 8. Maintaining confidentiality and safekeeping of information.

4. Choose any of the options for Eligibility such as:
  - i. Govt department/institutes/organization
  - ii. PSU

Select the VPN IP from the drop-down list with which you want to access DA console.

BO Name will be prefilled for the selected VPN IP. If you do not have any BO Name, then you have to contact [support@nic.in](mailto:support@nic.in) for the same.

Enter the correct captcha value and click on Preview and Submit button.

Eligibility : \*

Govt department/institutes/organization     PSU

VPN IP

10.26.64.41

BO Name \*

nic-official-id

Enter Captcha \*

Captcha Y6MLaf

Enter Captcha

Preview and Submit

5. Preview of the form will be shown to you as shown in the image below. Verify your details and click on “accept terms and conditions” and proceed further by clicking on Submit button.

**NOTE:** You will be able to edit only form specific details. Click on Edit button for editing the form.

Preview



## DA Onboarding Request Form

### Personal Information

Name of Applicant \*

Ms [REDACTED]

Designation \*

null

Employee Code

[Only characters and digits allowed]

### Office Address

Postal Address \*

cgo complex new delhi

State where you are posted \*

District \*

Pin Code \*

[REDACTED]

Nicobar

110075

Telephone Number :(O)

123-12345678

Telephone Number :(R)

Enter Telephone Number(R) [STD CODE-TELEPHONE]

Mobile \*

+91XXXXXX444

E-mail Address \*

[REDACTED]@nic.in

### Reporting/Nodal/Forwarding Officer Details

Reporting/Nodal/Forwarding Officer Email \*

tiwari.ashwini@nic.in

Reporting/Nodal/Forwarding Officer Name \*

Mr Ashwini Tiwari

Reporting/Nodal/Forwarding Officer Mobile \*

Reporting/Nodal/Forwarding Officer Telephone \*

Reporting/Nodal/Forwarding Officer Designation \*

#### Organization Details

Organization Category	Ministry/Organization *
<input type="text" value="Central"/>	<input type="text" value="Electronics and Information Technology"/>
Department/Division/Domain *	
<input type="text" value="National Informatics Centre"/>	

#### DA Onboarding Details

VPN IP *	BO Name *
<input type="text" value="_____"/>	<input type="text" value="nic-official-id"/>
<input checked="" type="checkbox"/> I agree to <a href="#">Terms and Conditions</a>	
<input type="button" value="Edit"/> <input style="border: 2px solid red; padding: 2px;" type="button" value="Submit"/> <input type="button" value="Close"/>	

- Click on Yes button to send your request to the Reporting Officer for approval.

**Reporting/Nodal/Forwarding Officer Details**

We are sending your request for approval to email address  
([tiwari.ashwini@nic.in](mailto:tiwari.ashwini@nic.in))

Name:	Mr Ashwini Tiwari
Email:	<a href="mailto:tiwari.ashwini@nic.in">tiwari.ashwini@nic.in</a>
Mobile:	+91XXXXXX961

Are you sure, you want to proceed?

<input type="button" value="No"/>	<input style="border: 2px solid red; padding: 2px;" type="button" value="Yes"/>
-----------------------------------	---

- You have to proceed manually by uploading scanned copy, i.e. you have to download the generated PDF of the application form, seal & sign and again upload it on the eForms.

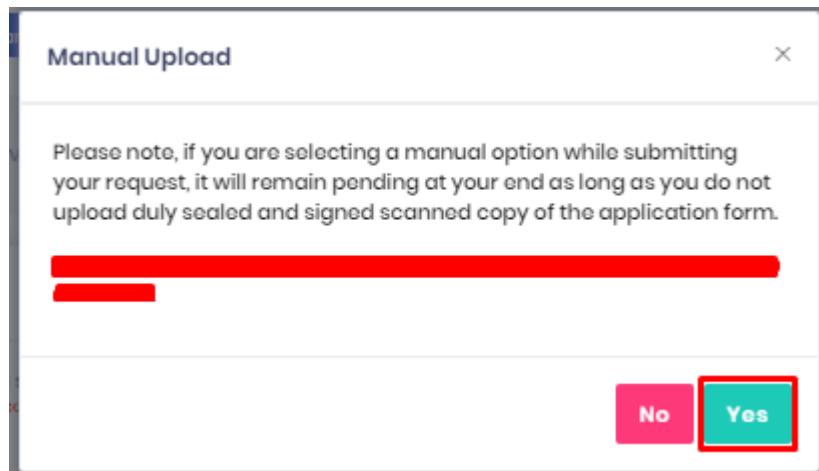
Click on Final Submit button.

Form Submission Type

Proceed manually by uploading the scanned Copy?  
You have to download generated PDF of application form, seal & sign and upload it on the eforms

Final Submit

8. Read the message for Manual Upload and click on Yes.



9. A unique registration number will be generated for the request. Click on Download PDF button to generate the application form, sign & seal and upload it again on the eForms to submit your request for approval by NIC Coordinator. Subsequently, after the approval of the request from NIC Coordinator, it will be forwarded to the Admin for approval and closure of the same.

Your form has been submitted

Your Registration number DAONBOARDING-FORM202105120007 has been created successfully

You can use it to track your request. You can track your request using [Track User](#)

You have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms  
[Track User](#) to get the request processed.

For any assistance, please contact on **1800-111-555** or mail us to [servicedesk@nic.in](mailto:servicedesk@nic.in).

[Download PDF](#) [Close](#)

## Security of DA Console

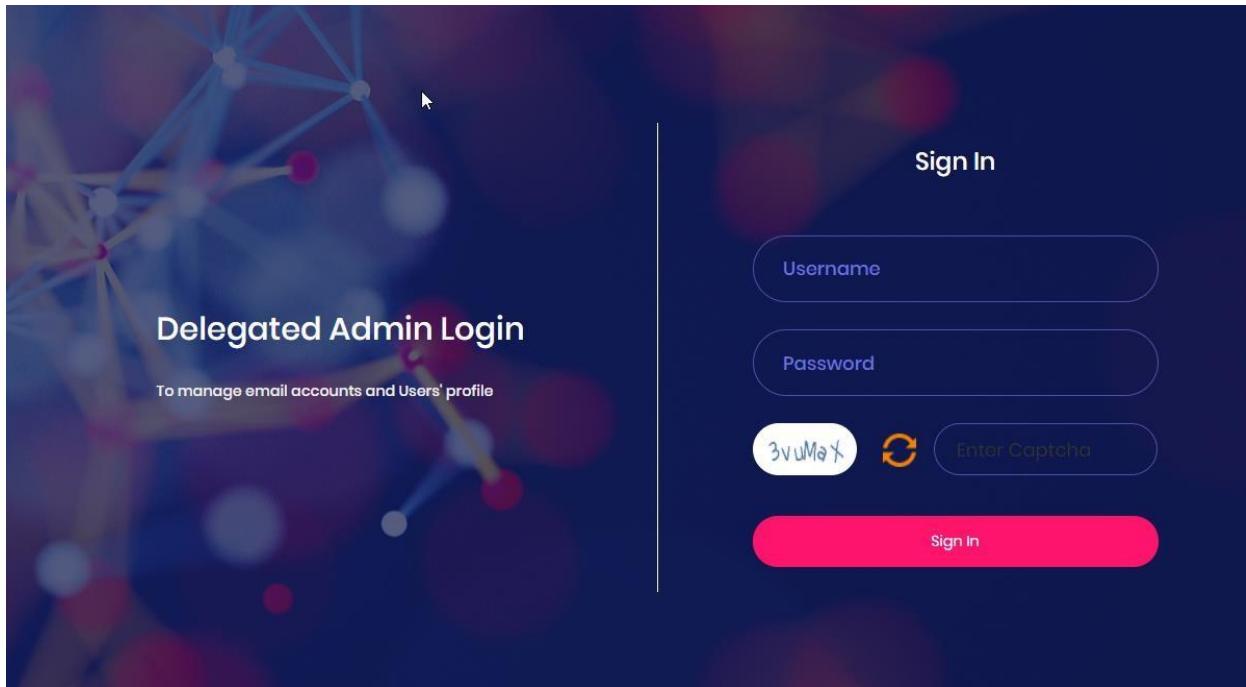
- All the users accessing DA console services must have VPN IP provided by NIC as DA portal will only be accessible through dedicated NIC VPN IP.
- The VPN IP must be mapped with the Delegated Admin console of the user.
- All the users must use strong passwords for security of their DA console.

## Work Flow of Delegated Administrator Console

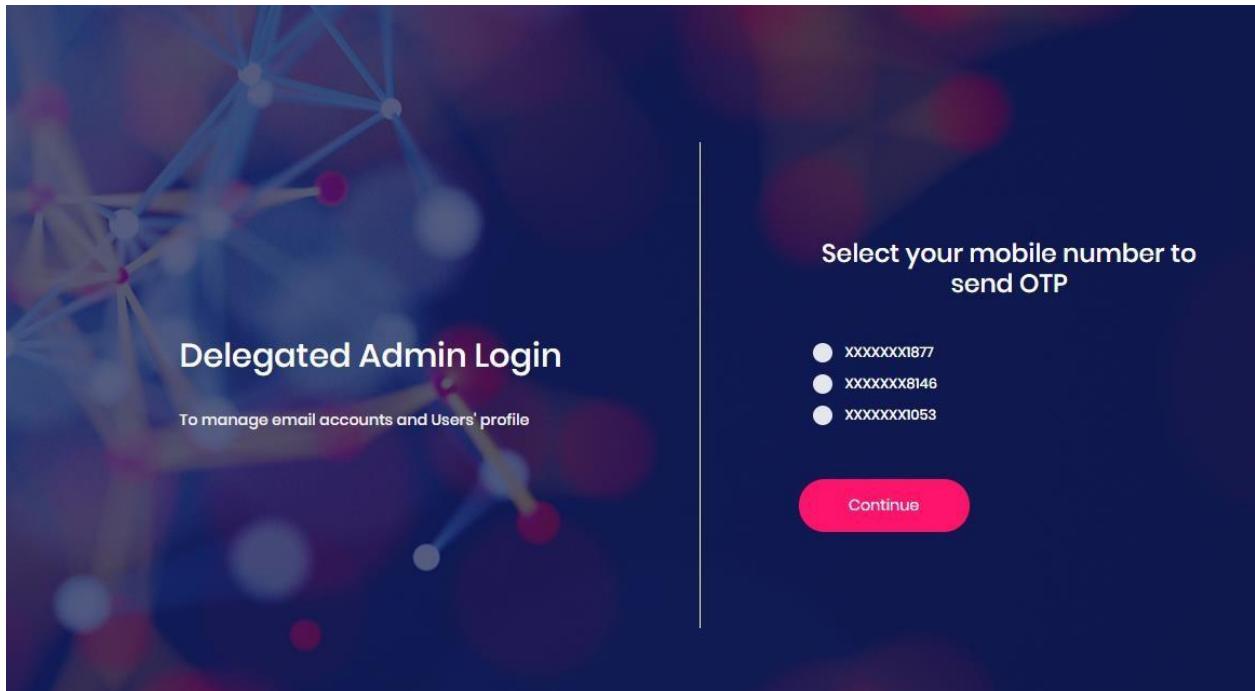
URL to login into DA console is <https://mailadmin.nic.in/da-admin>

### Login

User will login to DA console by entering User Name and Password provided by NIC followed by entering captcha value and proceeding by clicking on Sign In as shown in image below.



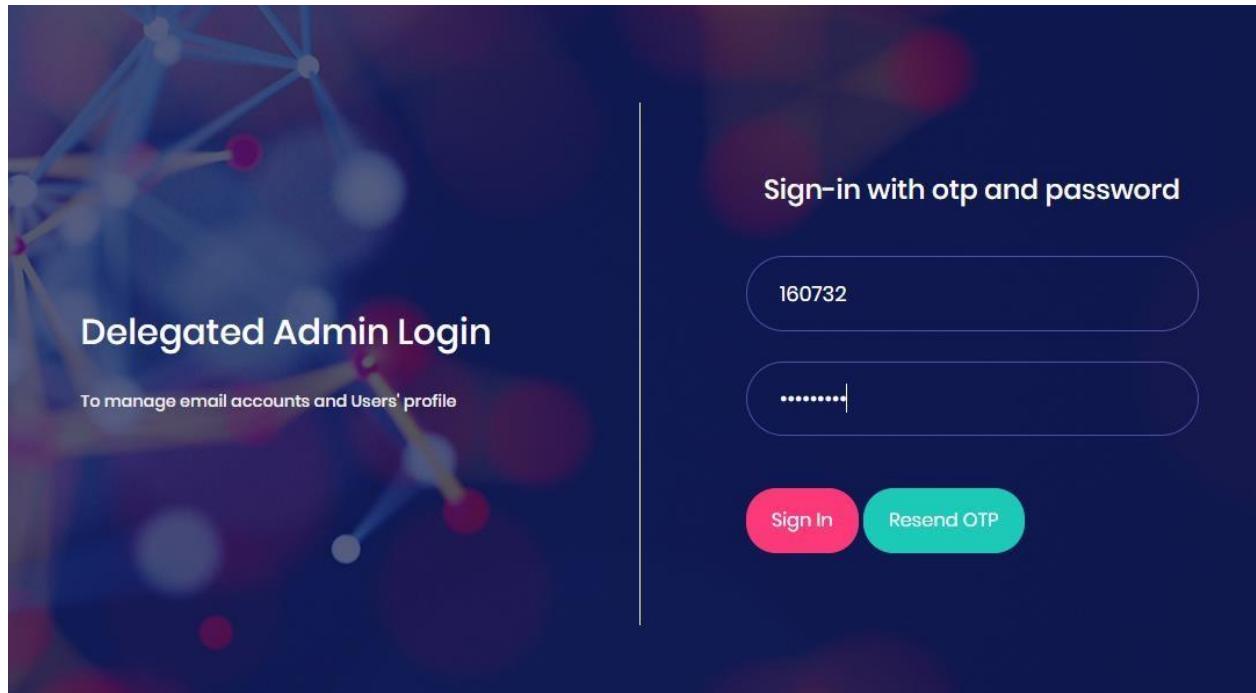
On the next page user will be asked for selecting the mobile number on which OTP will be send. After selecting mobile no. and clicking on Continue, the user will be redirected to the next screen for OTP validation.



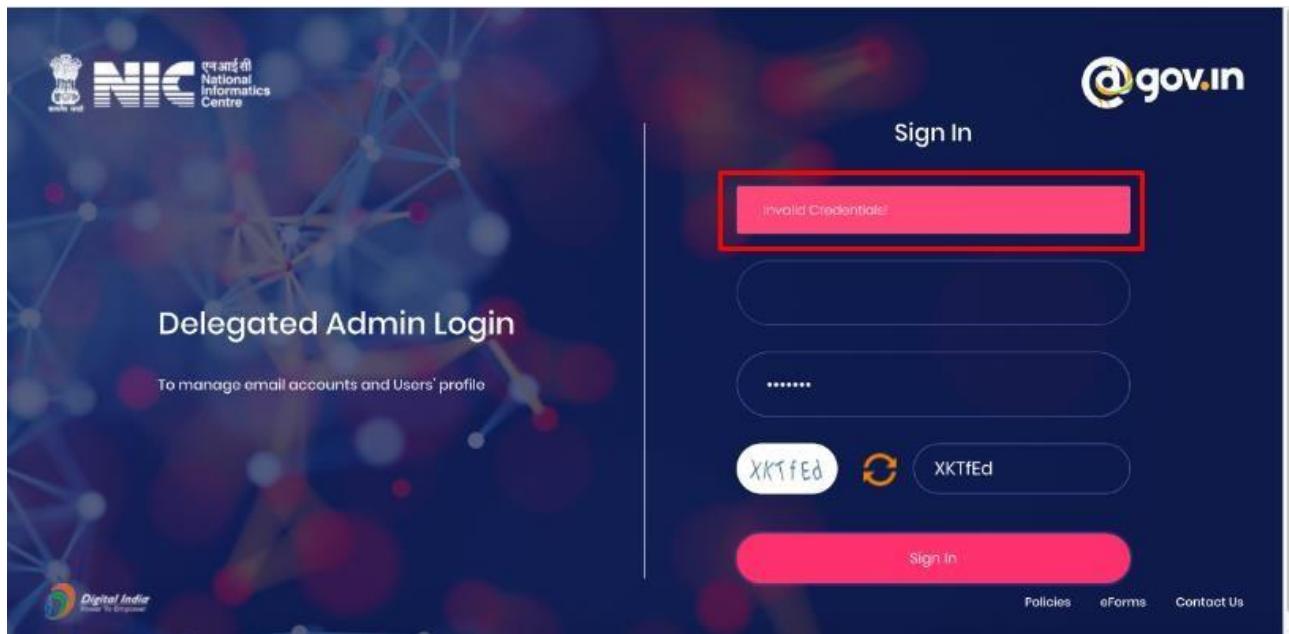
User will enter the OTP provided on selected mobile no. and same password used at the time of Sign In.

**Note:** Validity of OTP (provided on the selected mobile no.) is 8 hours, i.e. you can reuse the same OTP for next 8 hours.

Click on “Sign In” button to login successfully to the home page of Delegated Admin console.

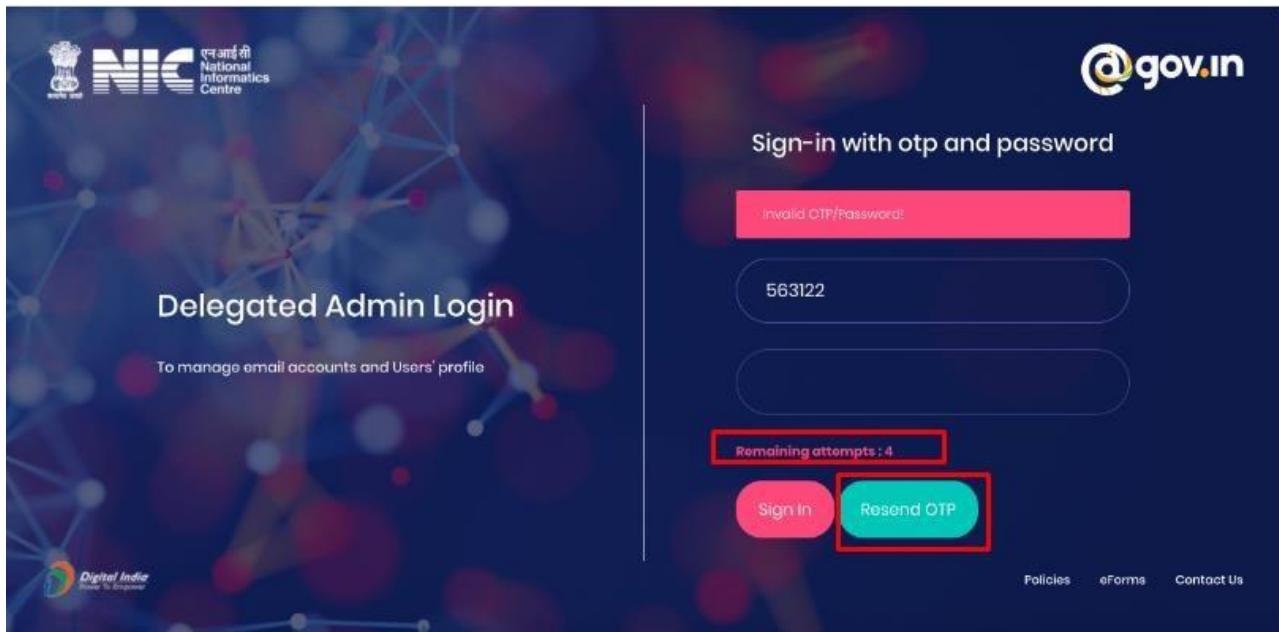


If you have entered wrong password on the login console, then you will be prompted with “Invalid Credentials” error message. Therefore, you have to enter right password to login successfully.



If you have not received OTP, then you can click on Resend OTP button. You will receive another OTP on the mobile number selected at the time of login.

**NOTE:** There are only maximum of 3 attempts in a day for Resend OTP option and for the correct OTP, the user will be given 5 attempts in a day.



## Home Page

- DA will be able to view each and every detail of the email ids along with other useful data of the same on the dashboard.
- Following statistical information related to BO is also shown on the same dashboard (marked in red color):
  - i. Allowed Domains under the BO
  - ii. No. of Accounts created
  - iii. Accounts available for creation
  - iv. Last Activity done
- DA admin can view the existing users (accounts created) under the PO or BO for which the DA console service is provided to him/her. This data exists in tabular format on the homepage.
- The table displays UID, Migration Status, Email, Mobile Number, Name, Status and Actions for every user created successfully.

- On the top header, search bar is present, by using which DA can search any user within that BO. The user can be searched with his/her email id, mobile number, eForms registration number or etc.
- Paid Organization (PO)/Business Organization (BO) name are displayed on the top of the table.
- All the important notification/messages are displayed for the DA's information. After going through the same s/he can proceed with any of the requests.

### ***View of accounts created for the users under the BO***

The screenshot shows the Delegated Admin Panel interface. On the left, a sidebar menu includes options like Home, Account Creation, Accounts Created through File Upload, Accounts Expiring this Month, Bulk update of user attribute, Search user in complete repository, Kavach Country policy, Allow/Remove DA Access, and Generate Reports. The main content area has a header with a search bar labeled "Search User (Email/Mobile with countrycode/eForms Registration)" and a "Search" button. Below the header, a banner reads "Delegated Admin Panel" and "Home". A red box highlights the search bar. To the right, a section titled "Statistics of the accounts under that BO" contains four cards: "Allowed Domains" (4, with sub-points supportgov.in, govcontractor.in, nkn.in), "No. of Accounts Created" (318), "Accounts available for Creation" (32), and "Last Activity" (Accounts created on date: 2021-04-09, with sub-points AccountCreated:1, tivari.lashwini@nic.in:0, rajesh.singh@oov.in:0). A red arrow points from the text "Statistics of the accounts under that BO" to the "Last Activity" card. Another red box highlights the "Existing Users under this BO (BO : test-bo)" section, with a red arrow pointing to it from the text "BO name will be displayed here". A yellow note at the bottom states: "Note: maximum 2000 number of users can be displayed. Use Search option to search an id." At the bottom right, there are "Select Your BO List" and "Statistic" buttons.

**Note:** maximum 2000 number of users can be displayed. Use **Search** option to search an id.

Select Your BO List: test-bo

Statistic Details

S.NO	UID	Migration Status	Email	Mobile	Name	Status	Actions
1	test-1234	NO			test1	inactive	Action
2	mk.ms4	NO	mk.ms4@nic.in	+918765675431	keshav September Test mse	active	Action
3	ms3.test	NO	ms3.test@gov.in	+919711131472	AB Cd	deleted	Action
4	test2.nipgr	NO	test2.nipgr@supportgov.in	+919582926343	nipgr nipgr	active	Action
5	test3.nipgr	NO	test3.nipgr@nic.in	+919582926343	nipgr nipgr	inactive	Action

“Action” button for every account created gives DA several options to perform following tasks under a defined BO.

### **For email IDs with Active Status below options are provided under Action button**

ID creation of FMS staff with @supportgov.in domain and consultant/contractual staff with @govcontractor.in domain only  
Notice : Violation of such policy leads to deactivation of account without any information

Existing Users under this BO ( BO : test-bo )

**Note:** maximum 2000 number of users can be displayed. Use **Search** option to search an id.

Select Your BO List: test-bo

Show 10 entries

S.NO	UID	Migration Status	Email	Mobile	Name	Status	Actions
1	test-1234	NO					Action
2	mk.ms4	NO	mk.ms4@nic.in	+918765675431			Action

- govcontractor.in
- nkn.in
- AccountCreated : 1
- userlastlogin@nic.in : 0
- rolesinheld@gov.in : 0

- >Edit Personal Details
- Add Mail Equivalent
- Exchange Primary with Equivalent
- Change IMAP / POP
- Password Reset
- Deactivate
- Update date of Expiry
- Delete
- Swap to supportgov/govcontractor

### **Features under Action button**

Following options are provided to the DA under Action button where s/he can perform various operational tasks.

## 1. Edit Personal Details

If the applicant has requested for change in any of the details in his profile like first name, middle name, last name, mobile number, telephone number, employee number, designation, department/ministry name or postal address, the same is done by using this action button >> edit personal details.

User Details

**Edit Personal Details** (highlighted with a red box)

Email Address:	████████@nic.in	UID:	mkms4	Display Name:	keshav September Test mse
Mail Equivalent:	████████@dummy.nic.in, ██████████@supportgov.in				
Remove Mail Equivalent:	<input type="text"/>		<b>Remove</b>		
Country Policy:	India				
Kavach:	Kavach Not Enabled				
Account CreateTimeStamp:	15-10-2015 16:13:20	Date of Expiry:	12-08-2030 00:00:00	Type of Mail ID:	MailBox
Account Status:	active	Protocol:	Imap & Pop both Disable	Mobile No.:	+91████████

Designation:	Deputy Secretary - Accounts	Department/ Ministry Name:	dept	Postal Address:	nic
First Name*	████September	Middle Name	Test	Last Name*	mse
(Format: Only characters, dot(), comma() allowed [1 to 50 characters])					
Mobile Number*	+91████████	Telephone Number (o)*	011-████████	Employee Number	Enter Employee Number
(Format: Only digits allowed [+91 with 10 digits for India and + with 8 to 12 digits for Others])					
Designation*	Deputy Secretary - Accounts	Department/ Ministry Name*	dept	Postal Address*	nic
(Format: Only characters, digits, special symbol (-,_,&) allowed [2 to 50 characters])					

**Update** (highlighted with a red box)    **Close**

## 2. Add Mail Equivalent

The delegated administrator can add mail equivalent address/alias address to the existing primary email address of the user. For this, DA has to click on the “Add Mail Equivalent” button under Action and enter the alias which is to be added against the primary email address of the applicant.

Subsequently, click on update button, applicant's details will be updated successfully.

User Details

Add Mail Equivalent Details

Email Address: mkms4@nic.in      UID: mkms4      Display Name: keshav September Test mse

Mail Equivalent:  
mkms4@dummy.nic.in, testal.nhq@supportgov.in

Country Policy:

Kavach:

Account CreateTimeStamp: 15-10-2015 15:13:20      Date of Expiry: 13-12-2024 00:00:00      Type of Mail ID: MailBox

Account Status: active      Protocol: Imap & Pop both Disable      Mobile No.: +918765675431

Designation:      Department/Ministry Name:      Postal Address:

Domain Allowed: [supportgov.in, govcontractor.in, nkn.in, dummy.nic.in]

Enter Mail Equivalent Address\*  
Enter Mail Equivalent Address      Update      Close

Click here to update mail equivalent

## 3. Exchange Primary with Equivalent

If the applicant wants to swap/interchange the primary address with the mail equivalent address, a request will be sent to the delegated administrator. DA will click on action button > click on “Exchange Primary with Equivalent”, select the alias address from the drop down and click on update button. The details will be successfully updated in the NIC database.

User Details

Exchange Primary with Alias

Email Address:	mk.ms4@nic.in	UID:	mk.ms4	Display Name:	keshav September Test mse
Mail Equivalent:	mk.ms4@dummy.nic.in, testal.nhq@supportgov.in				
Country Policy:					
Kavach:					
Account CreateTimeStamp:	15-10-2015 15:13:20	Date of Expiry:	13-12-2024 00:00:00	Type of Mail ID:	MailBox
Account Status:	active	Protocol:	Imap & Pop both Disable	Mobile No.:	+918765675431
Designation:	Department/Ministry Name:		Postal Address:		
Exchange Primary Address with Alias *					
Select one Alias		Update	Close	Click here to update primary with alias	

#### 4. Change IMAP/POP

The delegated administrator has the provision to change the IMAP/POP status by clicking on action button >> click on “Change IMAP/POP” and select the user status from the drop down.

The IMAP/POP status can be enabled/disabled (whatever is the case). Click on update button to save the details in NIC repository.

IMAP-POP Details

Change IMAP-POP Status

Email Address:	mk.ms4@nic.in	UID:	mk.ms4	Display Name:	keshav September Test mse
Mail Equivalent:	mk.ms4@dummy.nic.in, testal.nhq@supportgov.in				
Account CreateTimeStamp:	15-10-2015 15:13:20	Date of Expiry:	13-12-2024 00:00:00	Type of Mail ID:	MailBox
Account Status:	active	Protocol:	Imap & Pop both Disable	Mobile No.:	+918765675431
Designation:	Deputy Secretary - Accounts	Department/Ministry Name:	dept	Postal Address:	nic
Select User Status*	<input type="button" value="Select one"/>				

## 5. Password Reset

If applicant requests for resetting the password of his/her account, then delegated administrator has the authority to do the same by clicking on the action button >> Password Reset >> verify mobile number (in the new window) >> click on reset password button.

An automated email will be sent to the applicant's registered mobile number for successful password reset and new password will be sent to the user's registered mobile number.

Reset password

### User Password Reset

<b>Email Address:</b> mk.ms4@nic.in	<b>UID:</b> mkms4	<b>Display Name:</b> keshav September Test mse
<b>Mail Equivalent:</b> mk.ms4@dummy.nic.in, testal.nhq@supportgov.in		
<b>Account CreateTimeStamp:</b> 15-10-2015 15:13:20	<b>Date of Expiry:</b> 13-12-2024 00:00:00	<b>Type of Mail ID:</b> MailBox
<b>Account Status:</b> active	<b>Protocol:</b> Imap & Pop both Disable	<b>Mobile No.:</b> +918765675431
<b>Designation:</b> Deputy Secretary - Accounts	<b>Department/Ministry Name:</b> dept	<b>Postal Address:</b> nic
Please Enter Your Remarks*		
Please Enter Remark Format: Only characters, digits, special symbol (.,&#038;/@?) allowed [2 to 500 characters]		
DA will click here to reset new password <input style="background-color: #009640; color: white; border: 1px solid #009640; padding: 5px 10px; border-radius: 5px;" type="button" value="Reset Password"/>		<input style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 3px;" type="button" value="Close"/>

## 6. Deactivate

To deactivate the activated email address under the BO (through which DA has login), delegated administrator will click on Action >> click on deactivate >> add remarks >> click on YES button. The account will get deactivated successfully.

Deactivate Account

### Delete User Account.

**Remarks\***

Enter your remarks

## 7. Update Date of Expiry

If the DA has to extend the activation date of the account under his BO, then s/he can click on this option under Action button and enter the desired details such as new account expiry date and remarks for the same as shown in the image below followed by clicking on “Update” button.

The expiry date of the account will be updated and all the stakeholders will be notified for the same.

Date of Expiry Details

**Update Date of Expiry (Activate)**

<b>Email Address:</b> mk.ms4@nic.in	<b>UID:</b> mkms4	<b>Display Name:</b> keshav September Test mse
<b>Mail Equivalent:</b> mk.ms4@dummy.nic.in, testal.nhq@supportgov.in		
<b>Account CreateTimeStamp:</b> 15-10-2015 15:13:20	<b>Date of Expiry:</b> 13-12-2024 00:00:00	<b>Type of Mail ID:</b> MailBox
<b>Account Status:</b> active	<b>Protocol:</b> Imap & Pop both Disable	<b>Mobile No.:</b> +918765675431
<b>Designation:</b> Deputy Secretary - Accounts	<b>Department/Ministry Name:</b> dept	<b>Postal Address:</b> nic
<b>Account Expiry Date (DD-MM-YYYY)*</b> Please Enter Account Expiry Date Format: (DD-MM-YYYY)		
<b>Enter Remark*</b> Please Enter Remark Format: Only characters, digits, special symbol (_,&,#/@?) allowed [2 to 500 characters]		
<b>Update</b> <b>Close</b>		

## 8. Delete

For deletion of any user account from the business organization (BO), then the delegated administrator will have to click on action button >> click on Delete >> email address which is to be deleted will be displayed >> click on confirm >> click on delete button.

The email account will be deleted partially.

**Note** - If user wants to delete the email address permanently, s/he has to send an email to [support@nic.in](mailto:support@nic.in) routing his/her request through Delegated Administrator.

Delete User.

**Delete User Account.**

<b>Email Address:</b> mk.ms4@nic.in	<b>UID:</b> mk.ms4	<b>Display Name:</b> keshav September Test mse
<b>Mail Equivalent:</b> mk.ms4@dummy.nic.in, testal.nhq@supportgov.in		
<b>Account CreateTimeStamp:</b> 15-10-2015 16:13:20	<b>Date of Expiry:</b> 13-12-2024 00:00:00	<b>Type of Mail ID:</b> MailBox
<b>Account Status:</b> active	<b>Protocol:</b> Imap & Pop both Disable	<b>Mobile No.:</b> +918765675431
<b>Designation:</b> Deputy Secretary – Accounts	<b>Department/Ministry Name:</b> dept	<b>Postal Address:</b> nic
<b>Delete Account for User ID</b> mk.ms4@nic.in	<b>Mail User Status</b> active	<b>Mobile</b> +918765675431
<b>Please Enter Your Remarks*</b> Please Enter Remark Format: Only characters, digits, special symbol (_,-,&,#,/?) allowed [2 to 500 characters]		

**Delete** **Close**

## 9. Swap to supportgov/govcontractor

Any user account under the logged in BO can be interchanged with supportgov or govcontractor domain with the help of this feature where the DA will select either of domain (whatever is the case) and click on YES button to complete the action.

ID	UID	Migration Status	Email	Mobile
1	test-004	NO		
2	test-005	NO	test-005@nic.in	+918765675431
3	test-006	NO	test-006@gov.in	+918765675432
4	test-007	NO	test-007@supportgov.in	+918765675433
5	test-008	NO	test-008@nic.in	+918765675434

## Email IDs with Inactive Status

Existing Users under this BO ( BO : test-bo )

Note: maximum 2000 number of users can be displayed. Use **Search** option to search an id.

Select Your BO List: test-bo

Show 10 entries

Statistic Details

S.NO	UID	Migration Status	Email	Mobile	Name	Status	Actions
1	test-1234	NO			test1	Inactive	Action ▾
2	mkms4	NO	mkms4@nic.in	+918765675431			Activate
3	ms3.test	NO	ms3.test@gov.in	+919711131472			Delete
							Swap to supportgov/govcontractor

The functionality of all the options under Action button such as – Activate and Move to Retire BO is mentioned below:

### 1. Activate

The users with inactive status can be turned into active state by using this option by the DA as shown in the image below.

By clicking on the Activate option, DA will be redirect to a screen for updating date of expiry (activate). Choose the date of account expiry and enter remarks. Click on “Update” button. Subsequently the request will be completed and the user account will get converted into active state with new date of expiry.

	ID	UID	Name	Email	Mobile	Role	Status	Action
1	test-1234	NO				test1	inactive	Action
2	mk.ms4	NO	mk.ms4@nic.in	+918765675431	keshav September Test mse	active	Action	Action
3	ms3.test	NO	ms3.test@gov.in	+919711131472	AB Cd	deleted	Action	Action
4	test2.nipgr	NO	test2.nipgr@supportgov.in	+919582926343	nipgr nipgr	active	Action	Action
5	test5.nipgr	NO	test5.nipgr@nic.in	+919582926343	nipgr nipgr	inactive	Action	Action
6	test1.kiy	NO	test1.kiy@nic.in	+919582926343	kiy kiy	inactive	Action	Activate
7	test2.kiy	NO	test2.kiy@nic.in	+919582926343	kiy kiy	inactive	Action	Delete
8	test3.kiy	NO	test3.kiy@nic.in	+919582926343	kiy kiy	inactive	Action	Move to Retire BO
9	test5.kiy	NO	test5.kiy@supportgov.in	+919582926343	kiy kiy	inactive	Action	Swap to supportgov/govcontractor
10	osd.kiy	NO	osd.kiy@nic.in	+919582926343	kiy kiy	inactive	Action	Action

<https://mailadmin.nic.in/da-admin/home#>

### Update Date of Expiry (Activate)

Email Address:	test5.nipgr@nic.in	UID:	test5.nipgr	Display Name:	nipgr nipgr
<b>Mail Equivalent:</b>					
Account CreateTimeStamp:	20-09-2016 10:17:54	Date of Expiry:	31-12-2016 00:00:00	Type of Mail ID:	MailBox
Account Status:	inactive	Protocol:	No Protocol enabled	Mobile No.:	+919582926343
Designation:	test	Department/Ministry Name:	-	Postal Address:	-
<b>Account Expiry Date (DD-MM-YYYY):</b> <input type="text" value="Please Enter Account Expiry Date Format: (DD-MM-YYYY)"/>					
<b>Enter Remark*</b> <small>Please Enter Remark Format: Only characters, digits, special symbol (.,&amp;(),#/(@?) allowed [2 to 500 characters]</small>					
<input type="button" value="Update"/> <input type="button" value="Close"/>					

## 2. Delete

For this option, refer “[email ids with Active Status](#)” section above.

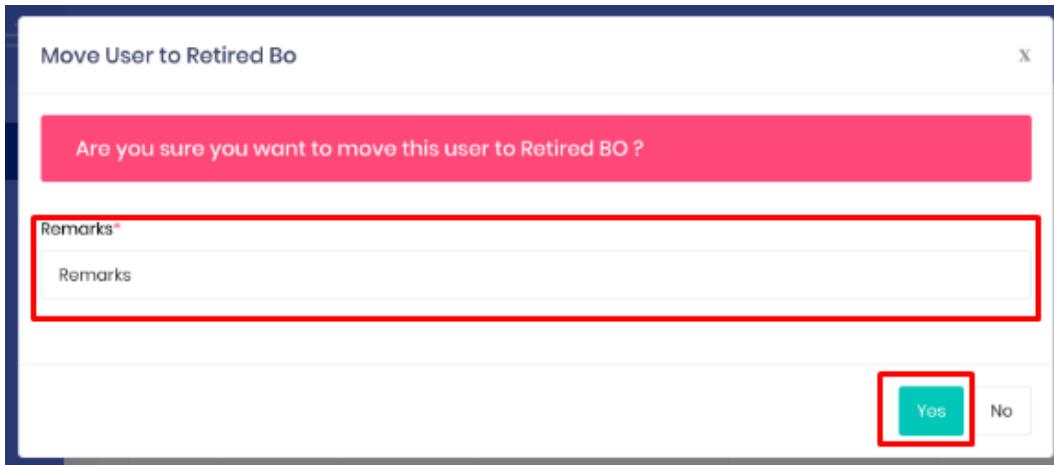
## 3. Move to Retire BO

If the Delegated Administrator wish to move the inactive user to the retire BO, s/he can use this option for the same.

Click on this option available under Action button, enter the remarks in the “Move User to Retire BO” screen and click on Yes button to complete the request and the inactive user will be moved to the retire BO.

The screenshot shows the 'DELEGATED ADMIN' interface. On the left, there's a sidebar with various options like 'Account Creation', 'Accounts Created through File Upload', 'Accounts Expiring this Month', etc. The main area is titled 'Search User (Email/Mobile with countrycode/eForms Registration)' and displays a table of users. The columns are S.NO, UID, Migration Status, Email, Mobile, Name, Status, and Actions. A user named 'test1' is listed as 'inactive'. An 'Action' dropdown menu is open for this user, showing options: 'Activate', 'Delete', 'Move to Retire BO' (which is highlighted with a red box), and 'Swap to supportgov/govcontractor'.

S.NO	UID	Migration Status	Email	Mobile	Name	Status	Actions
1	test-1234	NO			test1	inactive	Action
2	mk.ms4	NO	mk.ms4@nic.in	+918765675431	keshav September Test mse	active	Action
3	ms3.test	NO	ms3.test@gov.in	+919711131472	AB Cd	deleted	Action
4	test2.nipgr	NO	test2.nipgr@supportgov.in	+919582926343	nipgr nipgr	active	Action
5	test5.nipgr	NO	test5.nipgr@nic.in	+919582926343	nipgr nipgr	inactive	Action
6	test1.kiy	NO	test1.kiy@nic.in	+919582926343	<span>Activate</span>		
7	test2.kiy	NO	test2.kiy@nic.in	+919582926343	<span>Delete</span>		
8	test3.kiy	NO	test3.kiy@nic.in	+919582926343	<span>Move to Retire BO</span>		
9	test5.kiy	NO	test5.kiy@supportgov.in	+919582926343	kiy kiy	inactive	Action



#### 4. Swap to supportgov/govcontractor

For this option, refer “email ids with Active Status” section above.

### Email IDs with Deleted Status

Select Your BO List										Statistic Details			
S.NO	UID	Migration Status	Email	Mobile	Name	Status	Action						
1	test-l234	NO			test1	Inactive	Action ▾						
2	mk.ms4	NO	mk.ms4@nic.in	+918765675431	keshav September Test mse	active	Action ▾						
3	ms3.test	NO	ms3.test@gov.in	+919711131472	AB Cd	deleted	Action ▾						
4	test2.nipgr	NO	test2.nipgr@supportgov.in	+919582926343	nipgr nipgr	Preview Details							
5	test3.nipgr	NO	test3.nipgr@nic.in	+919582926343	nipgr nipgr	Inactive	Action ▾						
6	test5.nipgr	NO	test5.nipgr@nic.in	+919582926343	nipgr nipgr	Inactive	Action ▾						

Under this status, DA can Preview the User Details only, i.e. s/he will not be able to edit any of the details.

User Details

Preview Personal Details

Email Address:	ms3.test@gov.in	UID:	ms3.test	Display Name:	Avinash raj Avinash raj
Mail Equivalent:	test12334@dummy.nic.in, ms3.test@dummy.nic.in, ms3.test@nic.in				
Remove Mail Equivalent:	<input type="text"/>		<input type="button" value="Remove"/>		
Country Policy:	Country Policy Not found				
Kavach:	Kavach Not Enabled				
Account CreateTimeStamp:	11-08-2016 16:50:30	Date of Expiry:	16-10-2057 00:00:00	Type of Mail ID:	MailBox
Account Status:	deleted	Protocol:	Both (IMAP & POP)	Mobile No.:	+919711131472
Designation:	No Data Available	Department/Ministry Name:	No Data Available	Postal Address:	A blocAvinash rajAvinash raj
Deleted by:	prog17.nhq-dl@nic.in				
Date and Time:	2020-06-18 09:57:25.0				

#### ***View of accounts created for the users under the PO***

The Delegated Administrator can also log in with his/her PO that is mapped in NIC and by selecting the BO from the drop-down list; s/he can check the status of the users created under that PO and BO.

**DELEGATED ADMIN**

Search User (Email/Mobile with countrycode/eForms Registration) PO : Test Org , BO : test bo org

Existing Users under this BO

Note: maximum 2000 number of users can be displayed. Use **Search** option to search on id.

Select Your BO List:

- test-bo.org
- test-bo
- test-bo2
- log-app
- test-bo3

S.NO	UID	Migration Status	Email	Mobile
1	test-bo-org-admin	NO	test-bo-org-admin@nic.in	+918287142350,+918860840079,+918860087384,+919313316035,+919891590974,+9196438016

Showing 1 to 1 of 1 entries

[Export List](#)

**DELEGATED ADMIN**

Search User (Email/Mobile with countrycode/eForms Registration)

Note: maximum 2000 number of users can be displayed. Use **Search** option to search on id.

Select Your BO List:

- test-bo

Show 10 entries

S.NO	UID	Migration Status	Email	Mobile	Name	Status	Actions
1	test-1234	no			test1	inactive	<a href="#">Action</a>
2	mk.ms4	no	mk.ms4@nic.in	+918765675431	keshav September Test mse	active	<a href="#">Action</a>
3	ms3.test	no	ms3.test@gov.in	+919711131472	AB Cd	deleted	<a href="#">Action</a>
4	test2.nipgr	no	test2.nipgr@supportgov.in	+919582926343	nipgr nipgr	active	<a href="#">Action</a>
5	test5.nipgr	no	test5.nipgr@nic.in	+919582926343	nipgr nipgr	inactive	<a href="#">Action</a>

## Export List

An option to export the complete list of users under a defined Business Organization (BO)/Paid Organization (PO) is provided at the end of the Home page. DA can click on “Export-list” button

and the list of accounts (Excel file with password protection) created under defined BO will be sent to DA's email address through whichs/he has logged in. After logging into to his/her mailbox, the complete list of the users can be downloaded. DA can open the file by entering the password that is sent on his/her registered mobile number.

8	test2.kiy	NO	test2.kiy@nic.in	+919582926343	kiy kiy	inactive	Action ▾
9	test3.kiy	NO	test3.kiy@nic.in	+919582926343	kiy kiy	active	Action ▾
10	test5.kiy	NO	test5.kiy@supportgov.in	+919582926343	kiy kiy	inactive	Action ▾

Showing 1 to 10 of 324 entries

[Export-List](#)

◀ 1 2 3 4 5 ... 33 ▶



## Account Creation

### eforms Request

Applicant will submit the application form through eForms portal and the same will be received by the Delegated Administrator on his/her DA console once approved by the Reporting Officer/Under Secretary/JS/Secretary.

Particularly, this dashboard gives the statistical view of the eForms request status such as- pending requests, completed requests, total requests and etc. (refer box marked in red color in the image below).

For convenience of the DA, "Filters" are provided on the left side of the page, by using this option DA can extract out the requests based on Registration Form No. and Status of the application.

"Search" option is also provided to search a particular registration number from the list which is displayed in tabular format.

For taking any action on the request displayed in the table, DA will click on the “Action” button given in front of every registration number of the form shown on the dashboard.

The action button consists of the following options:

## 1. Preview/Edit

DA can preview the form submitted by the applicant. If s/he wants to make any change in the application form, it can be done using the EDIT button given on the form after clicking on PREVIEW button.

**Note:** The organizational details and Subscription details can be edited in the form.

DA will click on SUBMIT button once the fields are edited.

The screenshot shows the 'Single User Subscription Form' within the 'Delegated Admin' application. The left sidebar lists various administrative tasks: Home, eForms Requests, Accounts Created through file upload, Account Expiry List, Create accounts through file upload, and Update LDAP attributes. The main form is titled 'Take Action for SINGLEUSER-FORM201908250002'. It contains sections for 'Personal Information' and 'Single User Subscription Details'. In the 'Personal Information' section, fields include Name of Applicant (Mohit Singh), Designation (nfo), Employee Code (Only characters and digits allowed), Auth Email, Department (Only characters,digits,whitespace and [.,-]), and Mobile Number (+91 9999999999). Dates for Date Of Birth (07-08-1996) and Date Of Retirement (07-10-2025) are also specified. The 'Single User Subscription Details' section includes BO name (test-bo), Description (—Select One—), and options for Duplicate Check with Mobile (Check Duplicate or without Duplicate). Two preferred email addresses are listed: xyz.abc @gov.in and abc.pqr@nic.in. At the bottom right are 'Close' and 'Create ID' buttons.

## 2. Forward

This option is used by Delegated Administrator if s/he finds that the particular form should not exists in his/her DA console. Therefore, the same can be forwarded to [support@nic.in](mailto:support@nic.in)/[support@gov.in](mailto:support@gov.in) for further action.

## 3. Create ID/Mark as done

DA can create the email address of the user by using this option. S/he will click on “Create ID/Mark as done” button and confirm the preferred email address given by the applicant. Also, s/he can edit the preferred email address and finally click on create email id. The email id will be created successfully.

In addition to this, DA can also check for duplicate with the mobile number or can proceed without checking the duplicate value.

#### **4. Reject**

If in case, Delegated Admin wishes to reject an application, s/he will click on the eForms request >> search registration number >> click on action button >> click on reject. Request will be rejected and the user will be notified on his/her email address regarding the rejection of the request.

#### **5. Raise/Respond Query**

DA can anytime respond to the query raised by the applicant. Also, a query can be raised by the DA himself, in case if any justification/clarification is required from the user on his/her request.

The screenshot shows the Delegated Admin dashboard on the left and a modal dialog box on the right titled "Query Raise for Reg No. - SINGLEUSER-FORM201908250002". The modal has the following fields:

- Table header: "Show 10 entries" and "Search:"
- Table columns: S.No., By, To, Message, Date
- Table message: "No data available in table"
- Section: "Showing 0 to 0 of 0 entries"
- Section: "Choose Recipient" with a dropdown menu labeled "Select Recipient".
- Section: "Raise a Query" with a text area containing placeholder text: "AlphaNumeric Characters allowed with special characters like (#,.-/[@\\_?]) with maximum length 500 characters."
- Buttons: "Raise/Respond to Query" (blue), "Close" (grey), and a small yellow "1" icon.

#### **6. Download Multiple Docs Uploaded by User/Reporting Officer**

Applicant has been provided with an option to upload documents on eForms portal. Hence, any supporting documents uploaded by the applicant can be downloaded by the DA for verification, for further processing of the registration form. The process is same for single email creation, NKN single email creation and GeM email creation.

## **7. Generate PDF**

PDF of an application form filled by the applicant can be generated by using this option. This PDF consists of applicant's personal and organizational information which can be viewed after downloading the same.

### **Procedures followed for different eForms request**

#### **1. Bulk user subscription**

Work flow of this form is as follows:

DA will click on action button >> click on create id/mark as done >> a window will appear which will display the list of accounts which are uploaded by the applicant using eForms portal >> click on EDIT button if any change needs to be done in the personal details of the applicant ( like user id, user mail, first name, last name, designation, department/ministry, state, and employee number, date of retirement, date of birth and mobile number) >> click on SUBMIT button after the details are saved.

Delegated Admin can click on ERROR button to know if any error exists in the request.

Next step is to select the description of the organization whether free/paid and check the checkbox for duplicate values.

The final step is to click on generate ID for email account creation.

A notification is sent to the applicant's registered mobile number and email address once the request is completed by DA.

DELEGATED ADMIN

Create for BULKUSER-FORM201812230001

S.No.	ID	Applicant Name	Mail	Mobile	Action	Error
1	ravinder-dlnhq	ravinder test	ravinder-dlnhq@gov.in	+919540324707	Edit	Erorr
2	dhirendra-dlnhq	test test	dhirendra-dlnhq@gov.in	+918860840079	Edit	Erorr

Showing 1 to 2 of 2 entries

Bulk User Subscription Details

BO name	Description*	Duplicate Check with Mobile:*
test-bo	--Select One-- —Select One— Free Paid	<input checked="" type="radio"/> Check Duplicate <input type="radio"/> without Duplicate

**Create ID** **Generate File** **Reject** **Close**

## 2. IMAP/POP

The delegated administrator has the rights to enable IMAP protocol for the applicant. The applicant will fill the IMAP/POP request form using eForms portal. After the approval of the Reporting Officer/ Undersecretary/JS/Secretary, the form will be forwarded to the concerned DA.

The DA will click on the eForms request >> Action button >> Create ID/Mark as done >> check the details filled by the applicant >> select the protocol which is to be updated >> click on protocol update to complete the request.

In the final step, IMAP/POP will be successfully enabled for the applicant and s/he will be notified on his/her registered mobile number and email address once the request gets completed.

**DELEGATED ADMIN**

Preview

### Imap Pop Request Form

**Personal Information**

Name of Applicant*	Designation *	Employee Code
Mr Dhirendra	Sr. Software Engineer[ss]	QWEasdZXC

Auth Email	Department *	Mobile Number
abcd.nhq17@gov.in	[Only characters,digits,whitespace and [,. -]	+9188898989898

**Imap Pop Protocol Enable Details**

Please check the Protocol to be enabled: \*

IMAP     POP

**Enter the department name**

**Close** **Protocol Update**

### 3. Update mobile number

The delegated administrator will check the dashboard for update mobile number request on his/her DA console.

Once the request is visible in DA console, s/he will login with his /her credentials >> search the request with registration number >> click on action button >> click on Create ID/Mark as done >> check the old mobile number and enter new mobile number >> click on update mobile button.

The request will be completed successfully and a message will be sent to the applicant's registered mobile number and email address for updation of new mobile number.

The screenshot shows the 'Mobile Update Form' window within the 'DELEGATED ADMIN' application. The form is titled 'Mobile Update Form' and contains sections for 'Personal Information' and 'Mobile Update Entry Details'. In the 'Personal Information' section, fields include 'Name of Applicant' (Mr Dhirendra), 'Designation' (Sr. Software Engineer), and 'Employee Code' (QWEasdZXC). In the 'Mobile Update Entry Details' section, fields include 'Auth Email' (uptest5@nic.in) and 'Department' (Other). Two red arrows point to the 'Mobile Number' fields. The first arrow points to the top 'Mobile Number' field and is labeled 'Enter the existing mobile number'. The second arrow points to the bottom 'Mobile Number' field and is labeled 'Enter the new mobile number which is to be updated'. At the bottom right of the form are 'Close' and 'Update Mobile' buttons.

#### 4. NKN bulk user subscription

The process of creation of email account for NKN bulk user subscription remains same as that of bulk email creation request. DA will be able to view the list of accounts for creation. Given checkbox is to be checked and the details are to be verified by the DA. Click on created ID and the accounts will be created successfully. The credentials will be sent to applicant's registered mobile number and email address

#### Create Accounts through File Upload

- This option is the eForms request submission for account creation using file upload where delegated administrator will upload xls/.xlsx file in a correct format with following attributes.
  - a. First name
  - b. Last Name
  - c. Designation
  - d. Department/Ministry
  - e. State
  - f. Country code without “+” sign
  - g. Mobile number
  - h. Date of Retirement (dd-mm-yyyy)
  - i. Login UID

- j. Complete email address
- k. Date of birth (dd-mm-yyyy)
- l. Employee code

**Note:** Please read all the instructions carefully before uploading the file.

- DA will choose the type of email id such as-
  - i. Mail User (with mailbox)
  - ii. Application/e-office user (without mailbox)
- In the next step, the admin will click on any of the following radio buttons for Duplicate Check with Mobile:
  - i. Check Duplicate - It means the email ids with duplicate mobile numbers will be checked under this option.
  - ii. Without Duplicate - If DA selects this option, then the creation of accounts will be processed without checking the duplicacy in the mobile number.
- Click on browse file link to select file from your computer followed by clicking on “Upload” button.
- Email ids of all the applicants under defined BO will be created successfully and simultaneously all the stakeholders will be notified on their email address and mobile number for the same.

## Accounts created through file upload

- “Accounts created through file upload” option provides the facility to the DA for downloading the files under various options for the user accounts created.
- As shown in the image below, the dashboard shows the data in the tabular format where for every DA that has uploaded file for account creation, validated accounts, accounts for which validation gets failed and final account creation report can be downloaded.
  - Uploaded File – This is the file which has been uploaded by the respective DA for account creation.
  - Validated Accounts – This file contains the data of all the accounts which has been verified after checking duplicate mobile number or any other incorrect data.
  - Accounts for which validation failed – This file consists of the accounts for which validations occurred but got failed due to some errors in the data, i.e. it is error containing file (as marked in red color).
  - Final Account Creation Report – This report has all the accounts which are created after successful validations.
- Delegated Admin can click on Download button for any of the data and check the details of the same in the downloaded excel file (based on their requirements).

The screenshot shows the 'Delegated Admin Panel' interface. On the left, there's a sidebar with navigation links: Home, Account Creation, Accounts Created through File Upload (which is selected and highlighted in blue), Accounts Expiring this Month, Bulk update of user attribute, Search user in complete repository, Kavach Country policy, and Generate Reports. The main content area has a title 'Delegated Admin Panel > Accounts Created through File Upload'. Below it, a sub-section title says 'Accounts Created Directly through File Uploads : (test-bo-admin)'. A search bar is present. The main content is a table with the following data:

S.NO	DA Email	Date and Time	Uploaded File (DA)	Validated accounts (DA)	Accounts for which validation failed	Final Account Creation Report
1	dhirendra.nhq@nic.in	2020-09-02 18:29:36.0	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>
2	dhirendra.nhq@nic.in	2020-08-26 18:50:12.0	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>
3	dhirendra.nhq@nic.in	2020-07-02 11:26:12.0	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>
4	dhirendra.nhq@nic.in	2020-05-31 16:35:55.0	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>

Showing 1 to 4 of 4 entries

## Account Expiring this Month

This feature allows the delegated administrator to view all the accounts which are going to be expired within that specific month. DA has the provision to select the date range for getting information regarding accounts expiration. Also, preview of the user details can be viewed by clicking on the “Preview” button in front of the applicant’s details.

**Delegated Admin Panel** - Accounts Expiring this Month

Accounts Expiring in Current month Apr-2021

S.NO	Email	Mobile	Name	Designation	Date of Expiry	Actions
1	test1-spav@nic.in	+918333050923	Test Test	Test	2021-04-11	Action ▾
2	test2-spav@nic.in	+919487005023	Test Test	Test	2021-04-11	<span style="color: blue;">Preview</span>
3	test3-spav@nic.in	+918129794964	Test Test	Test	2021-04-11	<span style="color: blue;">Extend Date of Expiry</span>
4	test4-spav@nic.in	+919440603040	Test Test	Test	2021-04-11	<span style="color: blue;">Retain-ID Post Retirement</span>
5	test5-spav@nic.in	+918309404448	Test Test	Test	2021-04-11	Action ▾
6	test1-ysrhu@nic.in	+917382833638	Test Test	Test	2021-04-30	Action ▾
7	test2-ysrhu@nic.in	+917382833644	Test Test	Test	2021-04-30	Action ▾

Showing 1 to 7 of 7 entries

## Bulk Update of User Attributes

Updation of the LDAP attributes such as mobile number, password reset, account expiry date, IMAP and account deactivation can be done by using this feature. In order to use this facility, the delegated administrator, manually can upload file in correct format in which details of the applicants are mentioned in bulk.

### Mobile update

The file format required to update mobile number in the NIC database is as follows:

- Complete email address
- Country code without “+” sign
- Mobile number

Click on browse to upload the .xls/.xlsx file from your desktop and click on “Upload” button. The excel file will be uploaded and the details will be updated in the database.

Delegated Admin Panel [Bulk update](#)

Bulk update (Mobile / Password / Account Expiry Date / IMAP enable)

**NOTE: Please read all instructions carefully.**

- We have allowed Mobile Number / Account Expiry Date Update facility for international mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes.
  - Example: Country code (allowed 1-5 digits), Mobile Number (allowed 8-14 Digits)
  - For India(91) Country code only 10 digit number is allowed

**NOTE: Excel field separated by colon**

[Mobile Update](#) [Password Reset](#) [Account Expiry Date Update](#) [IMAP Update](#) [Account Deactivate](#)

**File Upload for Mobile Update**

Please upload the file in following format:  
Complete Email address : Country Code without (+) : Mobile number  
Only .xls/.xlsx Files are allowed for upload  
[Browse File](#)

[Upload](#)

## Password Reset

Delegated Admin has the rights to reset the password of the applicant's email address using this option. Click on "Bulk Update User Attributes" >> Click on reset password tab >> click on browse file link >> click on Upload button.

A message will be sent to applicant's registered mobile number with the new password.

The file should contain correct and complete email address

Delegated Admin Panel    Bulk update

Bulk update (Mobile / Password / Account Expiry Date / IMAP enable)

**NOTE: Please read all instructions carefully.**

- We have allowed Mobile Number / Account Expiry Date Update facility for international mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes.
  - Example: Country code (allowed 1-5 digits), Mobile Number (allowed 8-14 Digits)
  - For India(91) Country code only 10 digit number is allowed

**NOTE: Excel field separated by colon**

Mobile Update    **Password Reset**    Account Expiry Date Update    IMAP Update    Account Deactivate

**File Upload for Password Reset**

Please upload the file & the format of input file should be:  
Complete Email Address  
Only .xls/.xlsx Files are allowed for upload  
[Browse File](#)

[Upload](#)

## Accounts Expiry Date Update

Delegated Administrator can activate the email address of any applicant under his BO by updating the date of retirement of the email address. This can be done manually by uploading .xls/.xlsx file with the fields as mentioned below:

- Complete email address
- Account Expiry Date in the format dd-mm-yyyy
- Country code without “+” sign
- Mobile number

The excel file must be saved on your desktop prior to uploading process. Click on browse file link to select file and click on “Upload” button.

The file will be successfully uploaded and the details will be updated in the database.

Delegated Admin Panel [Bulk update](#)

Bulk update (Mobile / Password / Account Expiry Date / IMAP enable)

**NOTE: Please read all instructions carefully.**

- We have allowed Mobile Number / Account Expiry Date Update facility for international mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes.
  - Example: Country code (allowed 1-5 digits), Mobile Number (allowed 8-14 Digits)
  - For India(91) Country code only 10 digit number is allowed

**NOTE: Excel field separated by colon**

[Mobile Update](#) [Password Reset](#) [Account Expiry Date Update](#) [IMAP Update](#) [Account Deactivate](#)

**File Upload for Account Expiry Date Update**

Please upload the file & the format of input file should be:  
Complete Email Address : Account ExpiryDate(format: DD-MM-YYYY) : Country Code without (+) : Mobile number  
Only .xls/xlsx Files are allowed for upload  
[Browse File](#)

[Upload](#)

## IMAP Update

IMAP protocol for the applicant can be made enable by the Delegated Admin under his BO manually by using this option. DA has to enter complete email address of the applicant/s in the excel sheet and save the same on his/her desktop.

By clicking on browse file link, the file will be selected and using “Upload” button, IMAP will be enabled successfully.

A notification message will be sent to the applicant’s registered mobile number for the same.

The screenshot shows the 'Delegated Admin Panel' with a 'Bulk update' link. Under 'Bulk update (Mobile / Password / Account Expiry Date / IMAP enable)', there is a note: 'NOTE: Please read all instructions carefully.' A list of instructions follows:

- We have allowed Mobile Number / Account Expiry Date Update facility for international mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes.
  - Example: Country code (allowed 1-5 digits), Mobile Number (allowed 8-14 Digits)
  - For India(91) Country code only 10 digit number is allowed

Below the note, it says 'NOTE: Excel field separated by colon'. The 'IMAP Update' tab is selected. The 'File Upload for IMAP Update' section contains a dashed box for file upload, instructions ('Please upload the file & the format of input file should be: Complete Email Address'), and a 'Browse File' button. An 'Upload' button is located below the dashed box.

## Account Deactivate

Delegated Admin has the authority to deactivate accounts for the applicant's under his BO. The file containing complete email address and remarks must be created in .xls/.xlsx on your desktop and the same can be browsed using "Browse File" link.

Once excel file gets selected, click on "Upload" button and the email accounts mentioned in the file will get deactivated successfully.

**Delegated Admin Panel** ▶ Bulk update

Bulk update (Mobile / Password / Account Expiry Date / IMAP enable)

**NOTE: Please read all instructions carefully.**

- We have allowed Mobile Number / Account Expiry Date Update facility for international mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes.
  - Example: Country code (allowed 1-5 digits), Mobile Number (allowed 8-14 Digits)
  - For India(91) Country code only 10 digit number is allowed

**NOTE: Excel field separated by colon**

Mobile Update Password Reset Account Expiry Date Update IMAP Update **Account Deactivate**

**File Upload for User deactivate**

Please upload the file & the format of input file should be:  
Complete Email Address : Remarks  
Only .xls/xlsx Files are allowed for upload  
[Browse File](#)

[Upload](#)

## Search User in Complete Repository

NIC repository consists of detailed personal, organizational and account information of its users (new as well as existing). Hence, Delegated Administrator can search any user belonging to his BO/PO or not with his/her name or mobile number and click on “Search User” button.

The correct user details will be displayed on the screen if it exists in the NIC repository.

**Delegated Admin Panel** ▶ Search User

Search User Details

Complete Email Address / Mobile number with CountryCode

**Search User**

## Kavach Country Policy

Kavach application is extremely simple and easy to use. This option allows user to access his/her email ID's in the allowed countries only. To add Kavach Country Policy for applicant under his/her BO, DA will have to follow below given steps:

1. Enter the valid email address of the user
2. Click on Search User button for whom country policy needs to be applied.
3. Add new country from drop down list, and select the desired duration (Start Date and End Date) for which ID access is required. It is recommended to include one additional day to avoid any time zone differences.
4. Click on “Save Changes” button and the request will be completed.

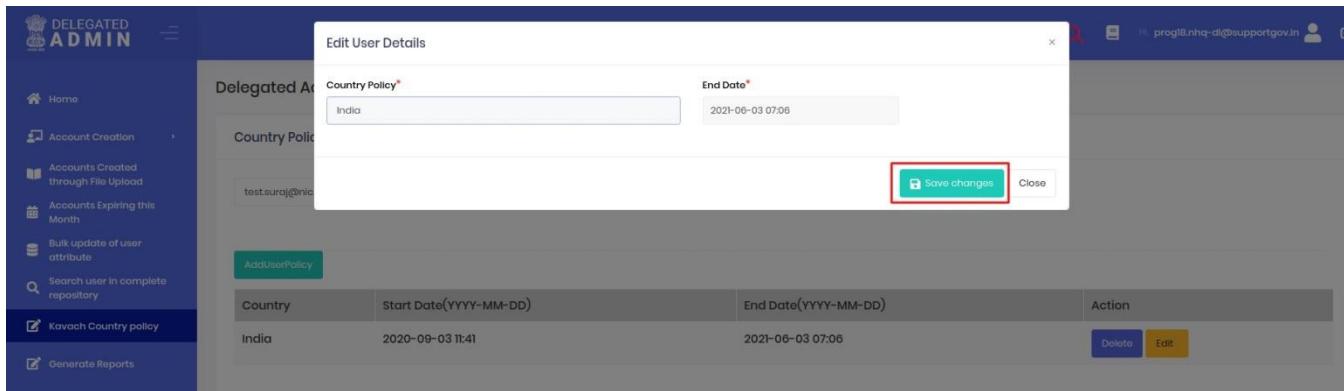
Country	Start Date(YYYY-MM-DD)	End Date(YYYY-MM-DD)	Action
India	2020-09-03 11:41	2021-06-03 07:06	<button>Delete</button> <button>Edit</button>

Add Country Policy

User Email*	Country Policy*
mk.ms4@nic.in	Select Country Policy
From Date*	To Date*
Start Date	End Date

## Edit User Details

This option is available only for editing time duration for which Kavach Country Policy is applied by the applicant. DA will change the end date and time by this option and save the changes.



## Delete User Details

To delete Kavach Country Policy click on “Delete” button and click on “OK” in the confirmation pop up available on the screen.



## Generate Reports

Based on the request type, DA can generate report of the accounts under his/her BO. S/he can click on the “Generate Reports” option available on the left side panel, select BO name, request type from the drop down list, select time period (From Date & To Date) and click on Select button.

The complete report of the BO will be sent to the DA on his/her email address.

The types of requests for which reports can be generated are explained below:

- 1. Accounts with mailbox and without mailbox** – Email Ids which are created with both mailbox and without mailbox (for e-office purpose).
- 2. Accounts with mailbox only** – Users account created with mailbox for the purpose of sending and receiving the mails along with other features such as- calendar, login history, briefcase, tasks, video tutorials and etc.
- 3. Accounts without mailbox only** – Accounts which are created by DA without mailbox, i.e. for the purpose of authenticating in NIC or other government portals (like APAR registration).
- 4. Users Activated** – For the users which are activated during the requested time period for that BO can be generated by using this request type.
- 5. Users Deleted** – Similarly the users which are deleted during the requested time period for that BO are listed in this report.
- 6. Accounts associated with mobile** – Email addresses which are having valid mobile numbers as registered in LDAP are listed in this report. DA can generate the report for this request type by using this option.
- 7. Kavach Allowed Users** – Accounts on which Kavach policy has been mapped fall under this request type.
- 8. Accounts Country Policies** – Users having any country policies enabled over their email accounts are considered to be listed under this request type.

**NOTE:** The report will be a password protected excel file in CSV format. The password will be sent on DA's registered mobile number.

## Reporting

**Allowed Domains**

- gov.in
- punjabmail.gov.in
- supportgov.in

**11**

**No. of Accounts Created** **359**

**Accounts available for Creation** **741**

**Last Activity**

Accounts created on (date : 2021-02-28)

- AccountCreated:1
- keshav.nhq@nic.in:1
- sunny.kurha@nic.in:0

**Select Your BO List**

test-bo

**From**

2021-02-11

**To**

2021-04-12

**Submit**

Show 10 entries

S.No	UID	Mail	Mobile	Name	Created Date	Account Type	Created By
1	sada.reha	sada.reha@gov.in	+919958910445	Ms Meenaxi	2021-02-11 16:48:36.0	App User	keshav.nhq@nic.in
2	sada.rehan	sada.rehan@gov.in	+919958910445	Ms Meenaxi	2021-02-11 16:55:18.0	App User	keshav.nhq@nic.in
3	sada.ronak	sada.ronak@gov.in	+919958910447	Ms Meenaxi	2021-02-11 17:12:58.0	App User	keshav.nhq@nic.in
4	sunny.dsadsa	sunny.dsadsa@gov.in	+915858585858	Mr dasd	2021-02-28 23:50:35.0	App User	keshav.nhq@nic.in

## Reporting

**Allowed Domains**

- gov.in
- punjabmail.gov.in
- supportgov.in

**11**

**No. of Accounts Created** **359**

**Accounts available for Creation** **741**

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**Select Your BO List**

test-bo

**From**

2021-02-11

**To**

2021-04-12

**Submit**

Show 10 entries

**Select Report type**

Accounts With Mailbox and Without Mailbox

Accounts With Mailbox and Without Mailbox

Accounts With Mailbox only

Accounts Without Mailbox only

Users Activated

Users Deleted

Accounts associated with Mobile

Kavach Allowed Users

Accounts Country Policies