HOW TO USE KAVACH

NOTE: YOU ARE NOT REQUIRED TO INSTALL KAVACH ON ALL DEVICES FROM WHERE YOU ACCESS YOUR EMAIL SERVICE. IDEALLY, YOU SHOULD INSTALL IT ON ANY DEVICE THAT IS ALWAYS AVAILABLE WITH YOU FOR INSTANCE YOUR "MOBILE".

THE DEFAULT NUMBER OF DEVICES ALLOWED ARE 3. IF PERMISSION FOR ADDITIONAL DEVICES ARE REQUIRED, PLEASE SEND A MAIL TO SUPPORT-KAVACH@NIC.IN WITH ADEQUATE JUSTIFICATION.

Kavach provides two-factor authentication to the user for accessing their government email service.

How to Use Kavach

User can use any of the following two options:

 I.   By accepting the **Tap request**.
 II.   By appending OTP with password.

I.   Tap Request :

1. Enter the email-id & password in https://email.gov.in & click on "Sign-In" button.
2. A notification for "Accept/Deny" will pop-up on all devices on which Kavach has been installed & registered.
3. Tap the request to "Accept" for accessing your email. If you have not initiated the request, please click on "Deny".
4. Please "Accept" the request immediately. The request will time out in 45 seconds.
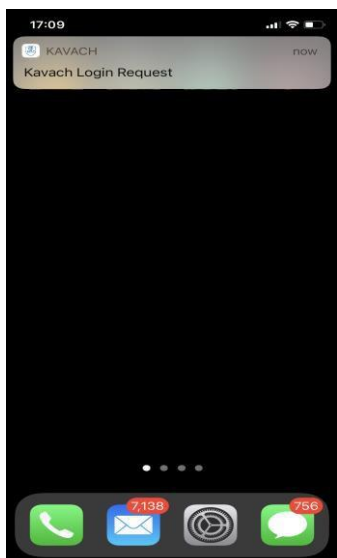
5. Notification requires a strong and stable network connection (Wi-Fi/ Mobile Data). If you are in a weak/dark signal zone, you may not get the notification immediately. In case you did not get the notification you can use the **PULL** option available in the APP
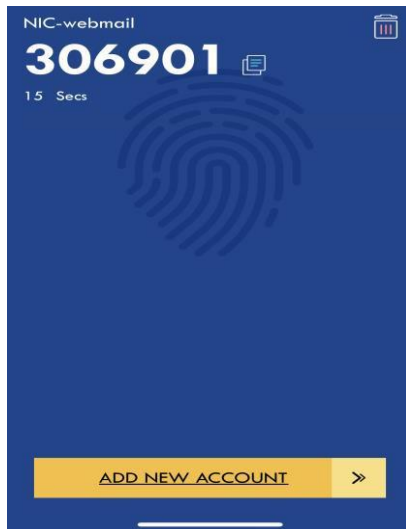
   a) In the app, select the tab with the five dots on the extreme left above. Click on "PULL" option to get the notification & accept the request.
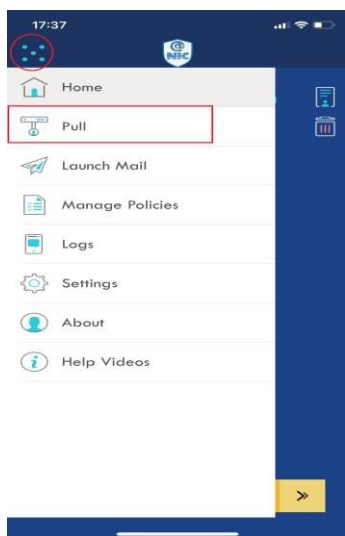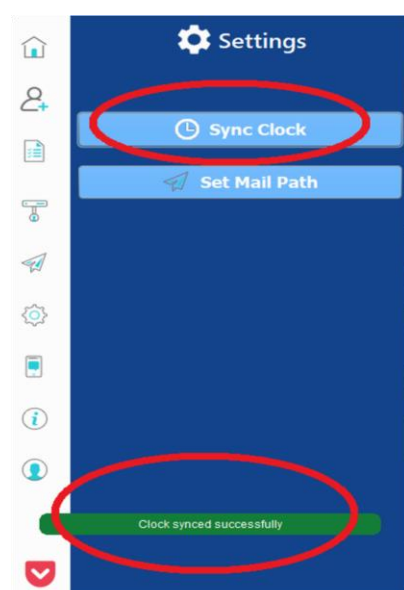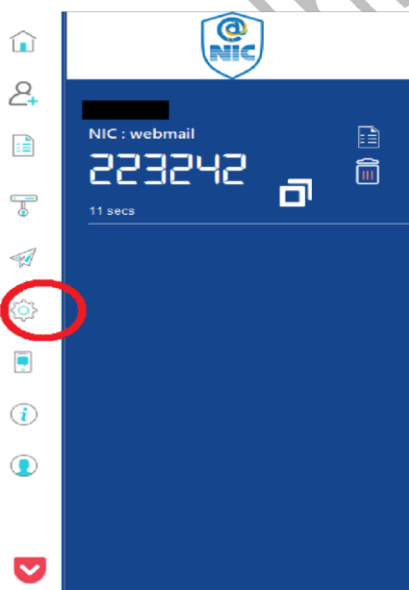
II. OTP with password Open the app. You will see a code with 6 numbers. This is the OTP. It will change every 30 seconds :

1. Suffix the numbers with your password, without any gap and click on "Sign In".

NOTE:-

In case you are not able to login using the given OTP, use "Sync Clock" option under "Settings" button on the desktop App and try again. Refer below image to find "Sync Clock".

III. In case you change your mobile device:-

You need to remove / de-register your existing device from Kavach environment, then download and register on the new device.

Two ways to Delete/De-register a registered device:

1. Using web-url https://kavach.mail.gov.in

i. Login to https://kavach.mail.gov.in
ii. Click on **Manage Activated Devices** and then select the device you want to Delete and click on **De-register**.
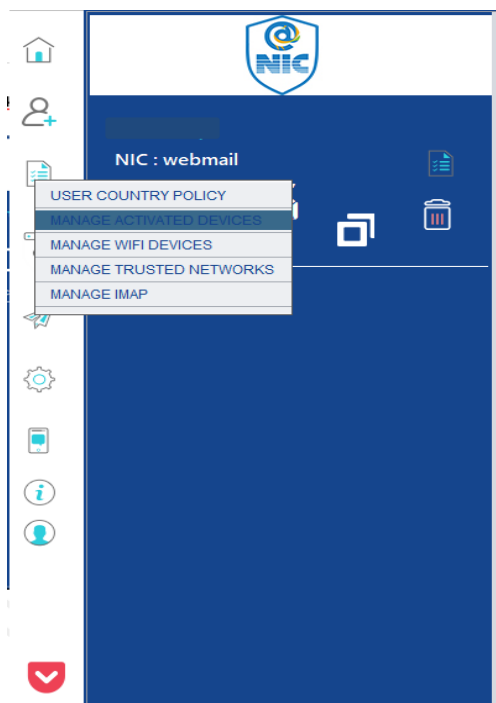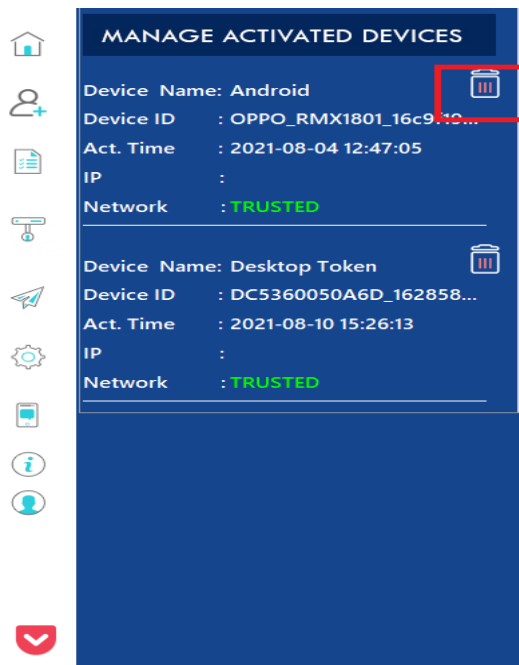
2.Using Mobile Application
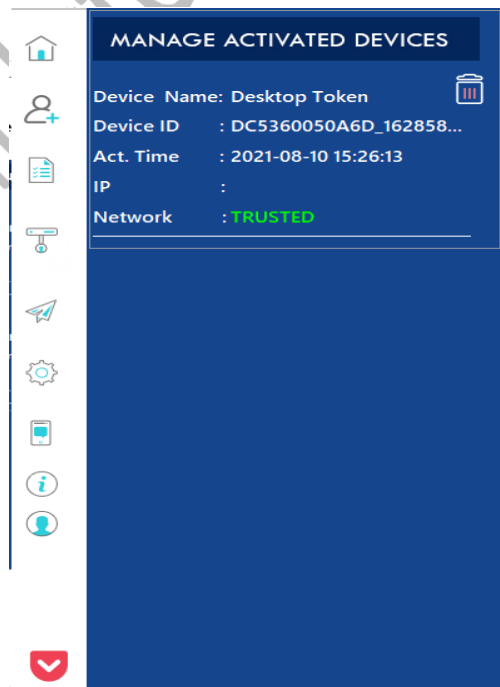
1. Open the kavach application.
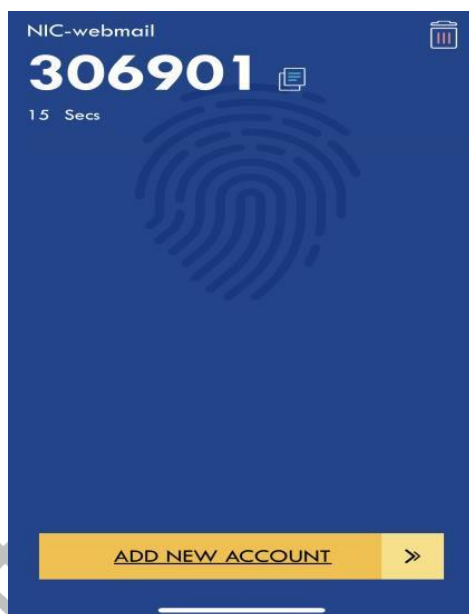
2. Click on the Manage Policy Tab on the sidebar.

3. Go to Manage Activated Devices section.
4. Click on the delete icon present on the right corner to delete the same.

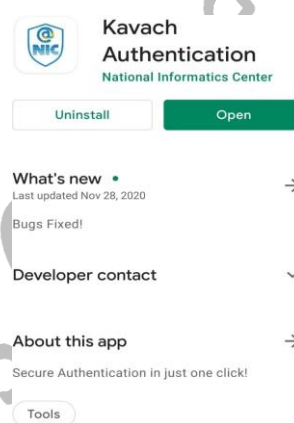5. You have successfully deleted the device.

How to install Kavach on new Mobile device:

1. Download the IOS or Android app from Apple App Store/Google play store respectively on new mobile.

App Store   **Google Play Store**

2. After Downloading, Install the same and accept the terms and conditions.
3. Authenticate by giving your username & password.
4. You will receive a 6 digit code OTP (One time password) via SMS on your registered mobile number.
5. Please insert the OTP and click on Submit to complete the enrolment.