



e-FORMS

FORMS FOR NIC SERVICES

CONTINUE



USER MANUAL

“Your Manual Forms Are Now Online”

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I. Introduction

A. About us

It was observed since long, the process of getting enrolled to NIC services was on paper. Applicant had to fill manual forms and get it processed through different levels, which used to be a time taking process. This process

has now been automated and the entire manual request of filling forms to avail any services to eforms is now online using the URL <https://eforms.nic.in>.

This has reduced the paper work for applicants. Initially it was difficult for the applicant to track his own application status. Now, the new eforms has given the applicant the provision to fill the form and send a request online. He/She can track his own application anytime by creating his profile on eforms. This will help the applicant to save his information while filling the forms. The new feature also allows viewing the number of request made by an individual on online forms and applicant will be intimated via SMS and email about the status of his request with a valid reason. The email id's are created by following the email policy of government of India which is given on the URL: https://msgapp.emailgov.in/docs/assets/download/E-mail_policy_of_Government_of_India.pdf

B. Audience

This manual is meant for Ministries/Departments and States/UT's applicants who are willing to avail NIC services.

The services which are offered by NIC are as follows:

S.No	Name of Service	Category
1.	Single Applicant Subscription Form	
2.	Bulk Applicant Subscription Form	
3.	NKN Single Applicant Subscription Form	
4.	NKN Bulk Applicant Subscription Form	
5.	GeM Registration Form	
6.	Authentication Service (LDAP)	
7.	Distribution List	
8.	IMAP/POP	
9.	IP Change Requests	
10.	SMS Services	
11.	SMTP Gateway	
12.	Update Mobile Number	
13.	Wi-Fi Services	
14.	DNS Services	
15.	Track Form Status	

C. Purpose of the document

The purpose of this application is to provide you step by step instructions on how to fill the form and use the facility of e-forms.

We have tried to replace the conventional paper forms by making it online and more convenient and easy as per applicant perspective. We are going Digital on each step, so the whole idea behind making these forms online was to make it applicant friendly and should be efficient.

D. Authorship

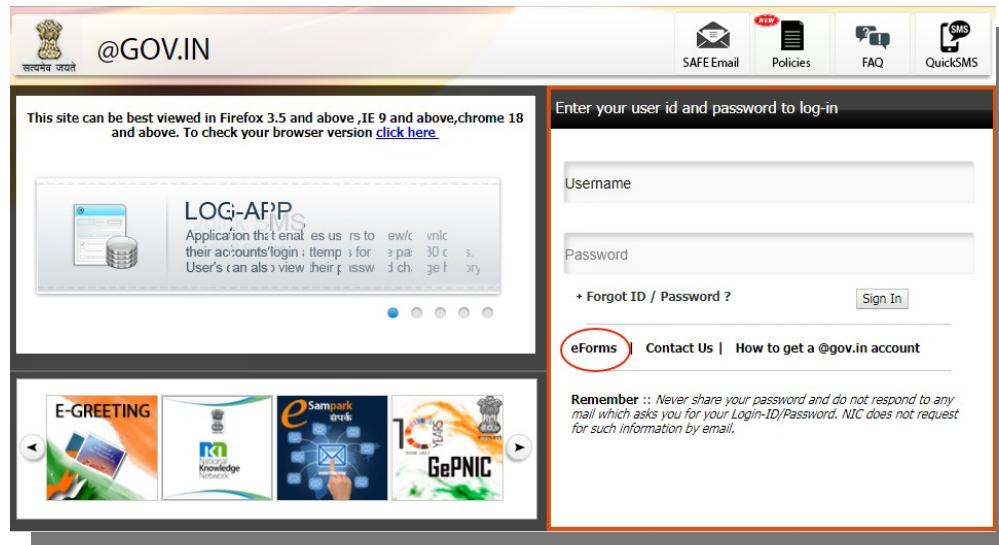
This manual has been written by Messaging and SMS division, National Informatics Centre, Ministry of Electronics and Information Technology, Government of India

E. Accessing eForms

The first step to open online forms is to go to <https://mail.gov.in> and look for the option “eforms” on the page. Click on it and you will be redirected to eforms home page.

You can also open the URL <https://eforms.nic.in> for using online NIC services.

Also ensure the site can be best viewed in the latest version of Chrome, Firefox, Safari, Opera, Internet Explorer (11 +).



II. Home page of eforms

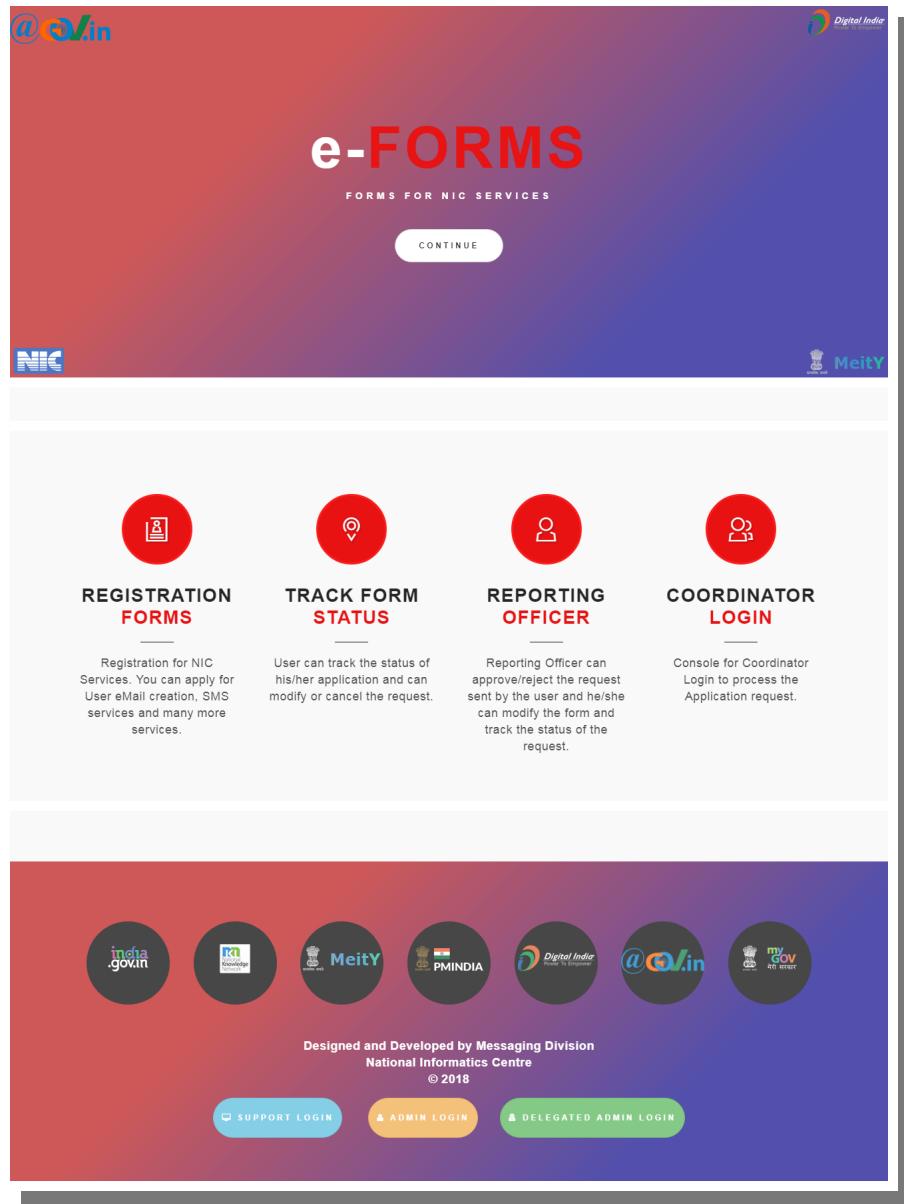
On the home page applicant can see the following options:

- 1. Registration Forms-** Here you can view the complete dashboard of all the forms which comes under NIC services. You can pick any of the services you wish to avail and proceed further.
- 2. Track Form status-** Applicant can check the status of the application form by login to the module by using the NIC/GOV email id or any

alternate email addresses. This module allows the applicant to upload his online form in case of manual process. The manual process of eforms will be explained further. Any action taken against the application form will be updated in this module and will be visible to the applicant for tracking.

3. **Reporting officer-** This module is designed for the reporting officer which applicant has mentioned in his form. The reporting officer should have a government email address i.e. @nic.in/@gov.in or any other sub domain. E.g. cbi.gov.in, csir.res.in etc. If the email address of the reporting officer is a non-government domain (e.g. @gmail.com@yahoo.com/hotmail.com etc.), the process of online forms will become manual, the process of which will be explained further. The email account creation request registered by the applicant will be automatically forwarded to reporting officers email address who will receive a SMS and email communication to the registered email address and mobile number regarding the same. The message will consist of a URL, following which he/She can login to the Reporting Officer Module of eforms. The reporting officer module is also accessed using the home page of eforms. After login, the reporting officer will view a dashboard which will display number of request received for necessary action(like approve, reject, edit and preview, download the form). You are requested to verify the credentials and authenticity of the applicant prior to approval of request. If more information is required please use the option “RAISE A QUERY” and ask for more inputs for verifying credentials.
4. **Coordinator login-** This module allows the NIC Coordinator to take necessary action on the applicant's request which is forwarded by the reporting officer after approval (in case of manual process of eforms the form will be seal and signed by the reporting officer and forwarded to the coordinator for approval, the coordinator can also download the form and take necessary action). In some cases where the applicant has selected “others” in the department, the form will be forwarded to support module, who will forward the same to the respective coordinator/delegated administrator of the Ministry/state/department for required action. The coordinator has to login using his NIC/GOV login credentials. A dashboard will appear after the authentication using the login credentials, which will display the number of forms received and those which are pending/ completed. You are requested to verify the credentials and authenticity of the applicant and Reporting/Forwarding Officer prior to approval of request. If more

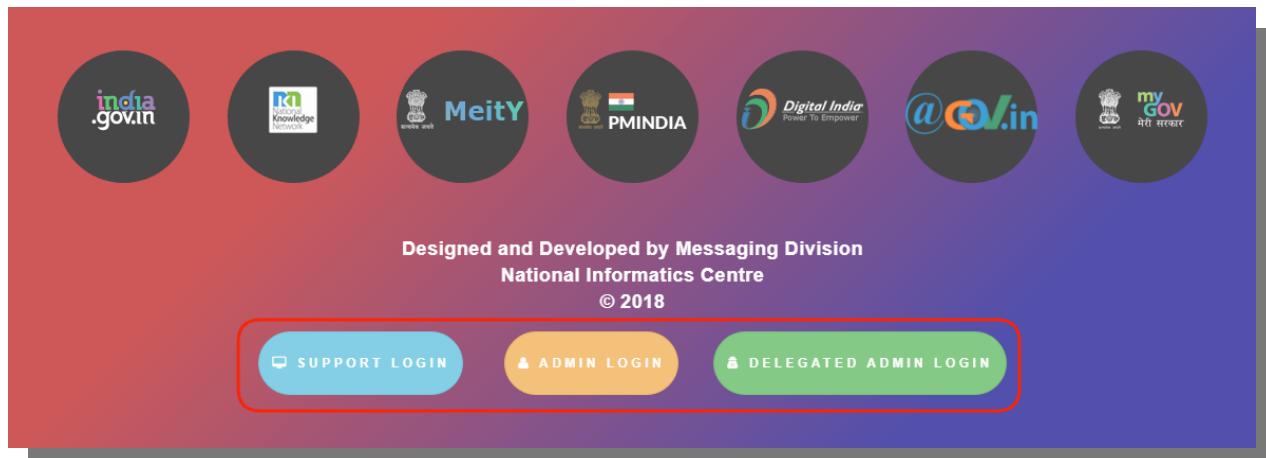
information is required please use the option “RAISE A QUERY” and ask for more inputs for verifying credentials. Please refer the image below to have a view of the home page:



The footer of the page also displays three other options to login:

- Support login-** The support team has the rights to preview/edit, forward/approve, reject and track the form
- Admin Login-** This module allows the support team to take necessary action to approve and create accounts after approval from NIC Coordinator.

3. Delegated Admin login- This module is designed for Delegated Admins who are given a console to create accounts on their own. They will have to use their login credentials of DA(Delegated Administrator) to authenticate themselves. You are requested to verify the credentials and authenticity of the applicant and Reporting/Forwarding Officer prior to approval or creation of account. If more information is required please use the option “RAISE A QUERY” and ask for more inputs for verifying credentials.



These modules are for the support team and the Delegated Administrators to login to their respective modules and take necessary actions on the same.

These modules also have dashboards as other modules where all the request of NIC services will be visible on a single page.

III. Registering to eforms

Are you using eforms for the first time or you are a new user, please follow the below steps:

1. You can open eforms from <https://mail.gov.in> or you can directly open the URL <https://eforms.nic.in>
2. You will now see the home page of eforms. Click on registration forms.
3. You will be prompted to enter the login credentials. Your email id can be of any domain (government or non government domain).
4. After clicking submit button you will have to enter your mobile number if you are a first time user. OTP will be sent to the given mobile number or email address.

5. Enter the OTP sent to your mobile number or email address for verification. If you are already registered to eforms portal just enter the login credentials along with the password of the email address.
6. The first time user will have to create a profile on eforms where the applicant will have to mention the personal as well as organizational information. This information will be saved and will be autofilled in the form. If the applicant is a NIC employee the details of the reporting officer can be edited by sending a request to NIC OAD division.
7. Now , for email creation (Single/bulk/NKN single/NKN Bulk user creation or GeM user creation) the applications are available under the heading EMAIL on the dashboard.
8. Click on Registration forms on the home page of eforms.
9. You will see a dashboard which displays all the services offered by email and messaging team.
10. Click on “Email” to go further with the email creation process.
11. You will see five forms under this category namely:
 - i. Single Applicant Subscription
 - ii. Bulk Applicant Subscription
 - iii. GeM Applicant Subscription
 - iv. NKN Single Applicant Subscription
 - v. NKN Bulk Applicant Subscription
 - vi. Click on the service as per your requirement.
12. The eforms portal has made it mandatory for an applicant's to have a permanent profile to be created and saved.
13. The applicant will have to fill all his personal and organizational information in the form as prompted after login in to the portal using the credentials.
14. In the personal details applicant will be asked to fill few mandatory details and also the preferred email ids. Please provide the same adhering to the email policy of government of India.
15. In the organization details, applicant will have to fill the reporting officer email address (the domain of the email address of reporting officer should have **@nic.in/@gov.in** or any other government sub domains like **@cbi.gov.in, @csir.res.in** etc.). If the reporting officer's email address is a non-government domain (e.g. **@gmail.com/@yahoo.com** etc.) the process will become manual (which is explained further in this manual) for that particular case.
16. Save these details as these details will be pre filled in the registration form of NIC services. Also, the reporting officer's details will be saved and if you are a NIC employee the details of the reporting

officer will not be edited. You will have to send an email to eforms@nic.in to update your reporting officer's details. Please refer the screenshots given below for reference:

17. Now click on submit button to proceed further.

The image contains two screenshots of the eForms Authenticate page. Both screenshots show a dark blue header with the eForms logo and 'forms for NIC Services'. Below the header is a white 'Authenticate' form. The top screenshot shows a single input field labeled 'Please enter your NIC/GOV or Alternate email address' and a teal 'CONTINUE' button. The bottom screenshot shows two input fields: the top one is empty and labeled 'Please Enter Your Nic Password', and the bottom one is teal and labeled 'CONTINUE'. At the bottom of both forms is a dark blue footer with the text 'Designed and Developed by Messaging Division National Informatics Centre © 2018'.

USER PROFILE

Personal Info Organizational Info

Entries marked with asterik (*) are mandatory

User Name *	Employee Code	
<input type="text"/>	<input type="text"/>	
Mobile Number *	Email Address *	
<input type="text"/>	<input type="text"/>	
Telephone Number(O) *	Telephone Number(R)	
<input type="text"/>	<input type="text"/> Enter Residence Telephone Number [STD CODE-TELEPHONE]	
Designation *	Enter Your Official Address *	
<input type="text"/>	<input type="text"/>	
State where you are posted *	District Name *	Pin Code *
<input type="text"/>	<input type="text"/>	<input type="text"/>

CONTINUE

PROFILE ACCOUNT

Personal Info

Organizational Info

Entries marked with asterik (*) are mandatory

Organization Category *	Department *	State *
<input type="text"/> State	<input type="text"/> -SELECT-	<input type="text"/> Delhi
Reporting Officer Email *	Reporting Officer Name *	
<input type="text"/> Enter Reporting Officer Email [e.g. abc.xyz@zxc.com]	<input type="text"/> Enter Reporting Officer Name [Only characters, dot(.) and whitespace allowed]	
Reporting Officer Mobile *	Reporting Officer Telephone *	
<input type="text"/> Enter Reporting Officer Mobile Number [e.g. 9999999999 or +919999999999]	<input type="text"/> Enter Reporting Officer Telephone Number [STD CODE-TELEPHONE]	

SUBMIT

Menu Option on eForm:

1. You can update your profile anytime by clicking on “My Profile” option given on the top right corner of the page:
 - a. **My Profile**- This displays your personal details and organizational details which you have saved while creating your profile. You can make any changes in your profile by clicking on “My Profile” and then make the required changes. The changes made will be prefilled in the form and will be shown in the preview of the form filled once.
 - b. **My Request**- This shows the number of forms which you have filled with the status. You can anytime take the following actions on your request like Preview/Edit, Reject or track. Applicant can also track his application status by the SMS or email received. There is a track

link which is sent via both email and SMS to the applicant's registered email address or mobile number.

The screenshot shows the eForms User Console dashboard. At the top, there are four summary boxes: 'TOTAL REQUESTS' (2), 'TODAY'S REQUESTS' (0), 'PENDING REQUESTS' (2), and 'COMPLETED REQUESTS' (0). The 'PENDING REQUESTS' box is circled in red. Below these are sections for 'FILTERS' (Application selected, Single User, Status: Pending, Rejected, Completed) and 'PENDING REQUESTS' (listing two entries: 'SINGLEUSER-FORM201802190025' and 'SINGLEUSER-FORM201802150059', both pending with Reporting Officer). At the bottom, there are logos for .gov.in, RNI, MeitY, Digital India, @eGov, and mGOV.

App Id	Email	Status	Date	Actions
SINGLEUSER-FORM201802190025	[REDACTED]	Pending with Reporting Officer	2018-02-19 11:55:31.0	Actions
SINGLEUSER-FORM201802150059	[REDACTED]	Pending with Reporting Officer	2018-02-15 12:48:17.0	Actions

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- c. **Registration Form-** This link helps you to go back to the dashboard where all the forms of NIC services are being placed. You can select any other service you wish to avail. Please refer the image given below:

HOME • Home

Security Audit

Application Security Audit Services

Authentication Services

Authentication Services (LDAP)

Cloud

Cloud Services

Distribution List

Distribution List Services

Domain Registration

Gov.in Domain Registration Services

DNS Services

Domain Name System Services

EMAIL

Email Services for Government of India

e-Sampark

Mailer Dissemination

Firewall

Firewall Services

IMAP/POP

Enable or Disable IMAP/POP

IP Change Requests

Add/Change an IP for other services

SMS Services

Short Messaging Services

SMTP Gateway

SMTP Gateway Services (Relay)

Update Mobile

Update Your Mobile Number

VC

Reservation of Video Conferencing

VPN Services

Virtual Private Network Services

WAF

Web Application Firewall Services

Wi-Fi

Wi-Fi Services

IV. Email (Email services for Government of India)

a) Single User Subscription- This registration form is designed for the applicants who require a government domain email address.

The applicant will have to fill the form and the details as given in the form and select the requirement as per preference.

The following steps should be followed by the applicant to get a government domain email address:

- i. Open Single User Subscription form.
- ii. Please refer the image below for the reference.
- iii. All the details in the profile of the applicant should be filled by the applicant correctly. All the fields marked as star are mandatory fields; your form will not be processed without filling the mandatory fields.
- iv. The reporting officer can be a government employee with an email address with domain @gov.in/@nic.in or sub domain like @meity.gov.in, @csir.res.in, @cbi.gov.in etc or the email address of the reporting officer can be a non government domain (eg: @gmail.com/@yahoo.com etc). In the case of reporting officer

- having a non government email address the process will become manual for the applicant. Please refer **point no. x**
- v. Also, ensure if you are opting for a **name based** account then enter your full name in the name field, and if you are opting for **designation based** email address please select designation based option given. The name of reporting officer and the applicant should not be same. The preferred format for name based email id will be [firstname.lastname@nic.in/gov.in\(abc.xyz@nic.in\)](mailto:firstname.lastname@nic.in/gov.in(abc.xyz@nic.in)), firstname.lastname@nic.in/gov.in with last two digit of date of birth/retirement/mobile number (Government employees can avail for @gov.in domain whereas contractual employees are only eligible for @nic.in domain.) For designation based email ids the format is designation.division-ministrycode@gov.in (if the employee is from central ministry), if DA is given to central ministry then the format is

Note: The organizational details, contact details of the applicant, reporting officer's details will be prefilled in the form. It will appear same as you have filled while creating your profile on eforms or If you are a NIC employee you can send a request to NIC OAD division to update the details of reporting officer. If you want to edit any of these details you can do so by going to your profile which is on the top right on the page. Click on your name and then click on "My Profile", you can then edit any details you want to update. These details will be prefilled in the form which you will fill to request for any email service.

Also ensure that if the applicant is selecting name based account/designation based account, email id's will be created as per the NIC policy on format of email address.
https://msgapp.emailgov.in/docs/assets/download/NIC_Policy_on_for mat_of_e-mail_Address.pdf

Single User Subscription Details

Type of Mail ID: * [\(Know More\)](#)

Mail user (with mailbox) Application user (without mailbox)

Select any one to proceed, if you need a mailbox with or without mailbox

Date Of Birth *

Enter Date Of Birth [DD-MM-YYYY]

Date Of Retirement *

Enter Date Of Retirement [DD-MM-YYYY]

Email address preference: *

Name Based Designation Based

Select any one of the following in both the cases

Employee Description: *

Government Official Contractual Employee

Preferred Email Address 1 (Refer [email address guidelines](#)) *

Enter Email Address [e.g. abc.xyz@gov.in OR abc.xyz@nic.in]

Preferred Email Address 2 (Refer [email address guidelines](#)) *

Enter Email Address [e.g. abc.xyz@gov.in OR abc.xyz@nic.in]

Captcha 

Enter Captcha *

Enter Captcha

Click here to preview your form and submit if all the details entered are correct

Preview X

SINGLE USER SUBSCRIPTION FORM

Contact details of Applicant

Name of The Applicant *

Enter your full name

Designation *

Employee Code

Office Address:

Postal Address *

State where you are posted *

City *

Pin Code *

Telephone Number :(O) *

Telephone Number :(R)

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

Mobile *

Enter your mobile number

E-mail Address *

Enter your email address

Reporting Officer Details

Reporting Officer Email *

Reporting Officer Name *

Reporting Officer Mobile *

Reporting Officer Telephone *

Reporting Officer Designation *

Organization Details

Organization Category

Ministry/Organization *

Department/Division/Domain *

Single User Subscription Details

Date Of Birth * 

Select date from the calendar

Date Of Retirement * 

Select date from the calendar

Email address preference: *

Name Based Designation Based

Employee Description: *

Government Official Contractual Employee

Preferred Email Address 1 (Refer [email address guidelines](#)) *

Preferred Email Address 2 (Refer [email address guidelines](#)) *

Please enter the preferred email address as per guidelines

I agree to [Terms and Conditions](#)

Click here to accept the terms and conditions

[Close](#)

[Edit](#)

[Submit](#)

- vi. After accepting the terms and conditions you can proceed further with your request to submit the form.
- vii. You can edit your form any time before submission by clicking on the edit button. Only the single user subscription details will be editable in the form.
- viii. Now, after clicking on submit, a window will be displayed which will show the details given in the below image.

Reporting Officer Details

Reporting Officer Name 

Reporting Officer Email 

Reporting Officer Mobile +9188  26

We are sending your request for approval to email address ()

Are you sure you want to submit the form?

No

Yes

- ix. Click on **YES** to proceed further with your request or else click on **NO**.
- x. Now, there will be two possibilities in which user can fill the form:
 - a. **Manual process:** If the applicant has created a profile on

eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com@yahoo.com etc.), in this case the process becomes manual for the applicant. The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The next window will prompt to download the PDF of the form filled.

Your form has been submitted

Your Registration number SINGLEUSER-FORM2018-44 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. (The 'Track User' link is circled in red)

For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in.

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

The downloaded PDF form will have to be uploaded on the **TRACK FORM STATUS** module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject

- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer. Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1 Approve
- 1.2 Track
- 1.3 Reject
- 1.4 Preview
- 1.5 Download user scanned form
- 1.6 Download Multiple Doc
- 1.7 Raise/Respond to Query



REGISTRATION FORMS

Registration for NIC Services. You can apply for User eMail creation, SMS services and many more services.



TRACK FORM STATUS

User can track the status of his/her application and can modify or cancel the request.



REPORTING OFFICER

Reporting Officer can approve/reject the request sent by the user and he/she can modify the form and track the status of the request.



COORDINATOR LOGIN

Console for Coordinator Login to process the Application request.

FILTERS

Application

 Single User

Status

 Forwarded
 Pending
 Rejected
 Completed

PENDING REQUESTS

10 records

App Id	Email	Status	Submission Type	Date	Actions
SINGLEUSER-FORM2018042	[REDACTED]	Pending with Coordinator	User: Online RO: Online	2018-04-23	Actions ▾ ☐ Preview / Edit ▢ Approve ☒ Reject ▢ Revert ▢ Track ▢ Download Multiple Docs ☒ Raise/Respond to Query

TOTAL REQUESTS

 0

TODAY'S REQUESTS

 0

PENDING REQUESTS

 0

COMPLETED REQUESTS

 0

FILTERS

Application

 Single User

Status

 Forwarded
 Pending
 Rejected

PENDING REQUESTS

10 records

App Id	Email	Status	Submission Type	Date	Actions
SINGLEUSER-FORM201804	[REDACTED]	Pending with Coordinator	User: Online RO: Online	2018-04-23	Actions ▾ ☐ Preview / Edit ▢ Approve ☒ Reject ▢ Revert ▢ Track ▢ Download Multiple Docs

- b. **Online Process :** In the online process of eforms user has three options namely:
- E-sign the document with Aadhar
 - Proceed online without Aadhar
 - Proceed manually by uploading the scanned copy
- Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

eSign Your Form

Proceed online ?

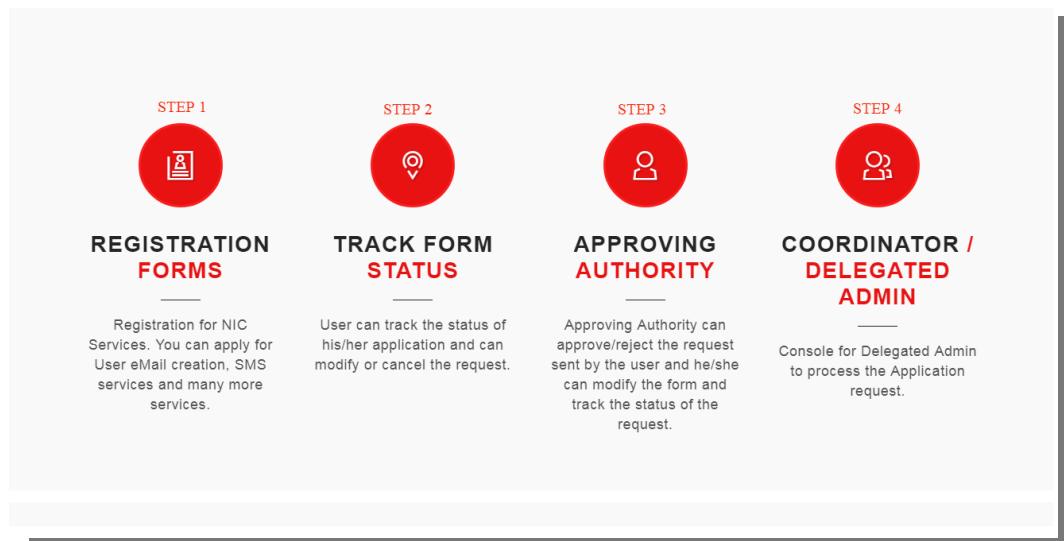
Proceed manually by uploading the scanned copy ?

(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

Continue

- If the applicant enters the Ministry/Department which is not available in the database in such cases the request will first go to the reporting officer for approval, thereafter the same will be forwarded to HQ support team (support module) for approval, who will forward the request to the concerned coordinator of the Ministry/Department/State. The Coordinator will receive the request on the coordinator module, who can then take necessary action on the request.
- After filling the form online/offline, you will be submitting the form and a window will appear which will show the status "Your form is submitted". You will also get a registration number on your email address via email and SMS on your registered mobile number and email address.
- We have also given a link to track your form, which will be sent along with the registration number via email and SMS. Use the link to know the current status of the application form filled.
- Once your email address will be created you will be intimated via email and SMS both on the registered email address and mobile number.

b) Bulk User Subscription-



Steps to be followed for Bulk User Subscription

1. Click on registration forms and login to eforms using your login credentials.
2. Create your profile on eforms and save the details.
3. A dashboard of email services will be displayed.
4. Click on EMAIL to use the bulk user subscription service.
5. Fill the form and select the type of mail id required i.e. mail user(with mailbox) or application user (without mailbox)
6. Click on name based or designation based options as per your preference.
7. The file to be uploaded should be in .CSV format. Please click on download sample CSV format view the default format.

First Name	Last Name	Designation	Ministry/Department	State	Mobile no. (10 digit Numerals)	*Date of Retirement / Completion of Contract(Contractual employees / Consultants) (Format DD-MM-YYYY)	Login ID	Complete Email address	Date of Birth (Format DD-MM-YYYY)	Employee Code (Optional)
------------	-----------	-------------	---------------------	-------	---------------------------------	---	----------	------------------------	------------------------------------	--------------------------

8. Click on choose file to upload the CSV file.
9. Enter the Captcha value to proceed.

Note: Please read the instructions given carefully before uploading the file.

Bulk User Subscription Details

Type of Mail ID: * [\(Know More\)](#)

Mail user (with mailbox) Application user (without mailbox)

Email address preference: *
 Name Based Designation Based

[\(Click here to download Sample CSV-Format \) & the format of input file should be:](#)
First Name:Last Name:Designation:Department/ Ministry:State:Mobile(10 digit):Date of Retirement(dd-mm-yyyy):Login UID:Complete Email address:Date of Birth(dd-mm-yyyy):Employee Code
NOTE: All Field are mandatory (Except Date of Birth and Employee code) for account creation
NOTE: Maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.

Please upload the CSV file

No file chosen

Captcha  Enter Captcha *

10. After uploading the file three options will be displayed to the applicant to download:

- a. List of applicants which can be processed.
- b. List of applicants which cannot be processed.
- c. List of errors in excel file.

These .CSV files are also sent to the applicant's registered email address to view the successful entries and the list of email id's which were not created with the detailed error file.

11. Preview the list and submit your request.
12. The request will be forwarded to the reporting officer for necessary action.
13. After the approval of reporting officer the same will be forwarded to the coordinator module/delegated administrator console for necessary action.
Delegated administrator's can directly create the email account using the DA

console given to them whereas the NIC coordinators will have to login to the coordinator module to take the necessary action on the request.

14. At the last the request will be forwarded to the Admin module after the approval from NIC Coordinator, who is responsible for creation of email accounts.

15. Applicant can anytime track his request using the track module or by the tracking link given in the email and SMS sent on the registered email address and mobile number after the submission of form.

Note:

- a. **Manual process:** If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com@yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)

- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

FORM DETAILS - STEP 1 OF 2

1 Step

2 Step

The screenshot shows a two-step process. Step 1 contains three colored boxes: blue, red, and blue. Each box has a person icon and a 'Download' button. The first box is labeled 'List of users which can be processed'. The second is 'List of users which can not be processed'. The third is 'List of errors in excel file'. Each 'Download' button is circled in red.

Preview and Submit

c) GeM User Subscription Form

The GeM User Subscription Form is designed to create email addresses for the applicants who belong to PSU's. For all the government employees, they will have to fill the single user subscription form. The GeM form is available under the sub heading **EMAIL** on the dashboard of eforms which is visible only once the user login's using his /her credentials.

The screenshot shows a two-step process. Step 1 contains four colored boxes: blue, red, blue, purple, and yellow. Each box has a person icon and a 'Proceed' button. The top row includes 'Single User Subscription' (blue), 'Bulk User Subscription' (red), and 'Gem User Subscription' (blue). The bottom row includes 'NKN Single User Subscription' (purple) and 'NKN Bulk User Subscription' (yellow). The 'Gem User Subscription' box is circled in red.

Steps to follow while filling the GeM application form:

Case 1

If an applicant belongs to Central/State government departments, then

he/She should fill the Single/Bulk User subscription form to create IDs. The process remains same as discussed above.

Case 2

If an applicant belongs to PSU then the process of GeM will be as follows:

- i. There are two type of user's who are defined in GeM FAQ's given on GeM Portal; (a) Primary User (b) Secondary User
For GeM FAQ's refer the URL: <https://gem.gov.in/userFaqs>
- a. Primary User: It is the nodal officer which is assigned for various departments. The nodal officer will send the request of creation of email account in a excel file format to ds.nagalakshmi@gem.gov.in. After the creation of account of the nodal officer with @gem.gov.in domain, the nodal officer can then refer the secondary user's under him.
- b. Secondary Users: These are the applicants who are assigned under the nodal officer. They will have to fill the form online via eforms under the heading EMAIL>> **GeM User subscription form**.
In the forwarding officer's details the secondary user has to mention the nodal officer's email address ending with @gembuyer.in. This request will be forwarded to the delegated administrator of GeM Portal i.e. gemapplicant@gem.gov.in who will take necessary action on the application forms submitted. Any modification required in the email address in future will be done by sending an email to gemapplicant@gem.gov.in. NIC HQ will not be responsible for changing of any information with respect to @gem.gov.in email id's
- c. In GeM registration form there is an option of providing the details of forwarding officer. Here the forwarding officer is the primary user created by GeM. If the details of the reporting officer consist of the email address ending with a government domain then the reporting officer can act as a forwarding officer while filling the GeM form. However if the details of the reporting officer is of non government domain the applicant will have to give the details of the primary user created under the heading "Forwarding Officer details".
- d. The email ids under GeM can be created by referring to the policy of GeM mentioned on the home page of eforms. Click on GeM Policy and you will be able to download the .PDF file.
- e. If there are any queries regarding the creation of GeM account please refer to the FAQs by clicking on the URL : <https://gem.gov.in/userFaqs>

GEM User Subscription Details

Organization Category *

Central PSE (Which are controlled by Central Ministry) State PSE (Which are controlled by State)

State (Where PSE is located) *

District Name (Where applicant is posted) *

Forwarding Officer Details

Your application needs to be forwarded by an officer at the level of Under Secretary or above and having government email address. For example @nic.in/@gov.in. Once approved by the Forwarding Officer, your request will be forwarded to gemapplicant@gem.gov.in. Please contact GEM support (gemapplicant@gem.gov.in) for any queries.

Email *

Name *

Mobile *

Telephone *

If you want to update your mobile number please click on <https://quicksms.emailgov.in/mobile/#/login>

Designation *

Address *

Are you primary user/HOD on GeM portal * Yes No

Personal Details

Date Of Retirement *

Role to be assign *

Preferred Email Address 1 (Refer [email address guidelines](#)) *

Preferred Email Address 2 (Refer [email address guidelines](#)) *

neha.bhatia@gembuyer.in is available for creation

nehabhatia.nhq@gembuyer.in is available for creation

Enter Your Projected Monthly Traffic *

Captcha 

Enter Captcha *

[Preview and Submit](#)

Reporting Officer Details

Reporting Officer Name [REDACTED]

Reporting Officer Email [REDACTED]

Reporting Officer Mobile [REDACTED]

We are sending your request for approval to email address ([REDACTED])

Are you sure you want to submit the form?

eSign Your Form

Proceed online ?
 Proceed manually by uploading the scanned copy ?
(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

Your form has been submitted

Your Registration number is GEM-FORM20180305 [REDACTED].

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

For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in.

d) NKN Single user Subscription

Steps to be followed for NKN Single User Subscription

1. Go to the home page and click on registration forms, login using your credentials and then click on Email.

2. You will now see five forms under the heading EMAIL.
3. Click on NKN Single User Subscription and click on proceed.

The screenshot shows the eForms interface with a grid of service categories and a step-by-step process for user subscription.

Service Categories:

- Security Audit
- Authentication Services
- Cloud
- Distribution List
- Domain Registration
- DNS Services
- EMAIL (highlighted with a red oval)
- e-Sampark
- Firewall
- IMAP/POP
- IP Change Requests
- SMS Services
- SMTP Gateway
- Update Mobile
- VC
- VPN Services
- WAF
- Wi-Fi

FORM DETAILS - STEP 1 OF 2

The process is divided into two steps:

- Step 1:** Contains three options:
 - Single User Subscription (blue background)
 - NKN Single User Subscription (purple background, circled in red)
 - Gem User Subscription (blue background)
- Step 2:** Contains three options:
 - Bulk User Subscription (red background)
 - NKN Bulk User Subscription (yellow background)
 - Gem User Subscription (blue background)

4. If you are already registered on eforms you will directly view the form of NKN else you will have to first create a profile on eforms which

consist of personal details and organizational information. You can edit this information anytime. If the applicant is a NIC employee then the reporting officer details will freeze and can be changed only by sending an email to eforms@nic.in .

5. Fill the NKN User subscription form and enter the details like institute name, institute ID, name of NKN project, DOB, DOR.
6. Enter the preferred email address ending with domain “**@nkn.in**” and enter the Captcha value for authentication.
7. Click on preview and submit to proceed and if you want to go back and make changes in the form click on EDIT.
8. Accept the terms and conditions before submission and click on submit.
9. You will then see a pop up which will display the reporting officers email address and other details. It will also prompt for final confirmation before submission.
10. Applicant will be asked to authenticate himself using Aadhar, or the application will be processed further without eSign also. Choose the option appropriately.
11. The final pop window shows the registration number/application id of the form submitted. There is also a tracking link given to track the application status.
12. After submission the applicant will receive an alert via SMS and email. The message will consist of application id details and tracking link.

Now, there will be two possibilities in which user can fill the form:

a. Manual process: If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs

- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1 Approve
- 1.2 Track
- 1.3 Reject
- 1.4 Preview
- 1.5 Download user scanned form

- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

NKN User Subscription Details

Institute Name *	Institute ID
<input type="text"/>	<input type="text"/>
Name of Project NKN *	
<input type="text"/>	
Date Of Birth *	Date Of Retirement *
<input type="text"/>	<input type="text"/>
Preferred Email Address 1 (Refer email address guidelines) *	Preferred Email Address 2 (Refer email address guidelines) *
<input type="text"/>	<input type="text"/>
Captcha 	Enter Captcha*
<input type="text"/>	
<input type="button" value="Preview and Submit"/>	

After the above step you will be able to view the preview of the form, which can be edited before submission. Once submitted the applicant will not be able to edit it again.

After submission the applicant will be shown a window with the details of reporting officer.

Click on YES to proceed further.

Reporting Officer Details

Reporting Officer Name [REDACTED]

Reporting Officer Email [REDACTED]

Reporting Officer Mobile [REDACTED]

We are sending your request for approval to email address [REDACTED]

Are you sure you want to submit the form?

eSign Your Form

Proceed online ?
 Proceed manually by uploading the scanned copy ?
(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

Your form has been submitted

Your Registration number is NKN-FORM20180: [REDACTED]

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

For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in.

e) NKN Bulk user Subscription

Steps to be followed for NKN Bulk User Subscription

1. Go to the home page >> click on Email.
2. You will now see five forms under the heading EMAIL.
3. Click on NKN Bulk User Subscription and click on proceed.

4. You will have to enter the institution name along with the institution ID and name of project NKN.
5. All the fields marked with a star (*) are mandatory.
6. For bulk account creation the file is to be uploaded in .CSV format.
7. The format of the file is also given and is highlighted in red.
8. You can download the file and give the details as prescribed in the sheet.
9. Save the sheet in .CSV format on your desktop and click on choose file to upload the file.
10. The condition to upload the file is also mentioned. Only 3000 rows are accepted in a single file.
11. Enter the Captcha and proceed.

Note: Please read the instructions given before uploading the .CSV file

FORM DETAILS - STEP 1 OF 2

The screenshot shows a step-by-step form process. Step 1 of 2 is displayed, featuring six subscription options arranged in two rows of three. Each option includes a 'Proceed' button. The 'NKN Bulk User Subscription' option in the bottom row is circled in red, indicating it is the selected or highlighted choice. The other five options are: Single User Subscription (blue), Bulk User Subscription (red), Gem User Subscription (dark blue), NKN Single User Subscription (purple), and another instance of NKN Bulk User Subscription (yellow).

NKN Bulk User Subscription Details

Institute Name *

Enter Institute Name [Only characters, whitespace, comma(,),dot(.) allowed]

Institute ID

Enter Institute ID [Alphanumeric,.comma(.) allowed]

Name of Project NKN *

Enter Name of Project NKN [Only characters, whitespace, comma(,),dot(.) allowed]

[Click here to download Sample CSV-Format](#) & the format of input file should be:

First Name:Last Name:Designation:Department/ Ministry:State:Mobile(10 digit):Date of Retirement(dd-mm-yyyy):Login UID:Complete Email address:Date of Birth(dd-mm-yyyy):Employee Code

NOTE: All Field are mandatory (Except Date of Birth and Employee code) for account creation

NOTE: Maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.

Please upload the CSV file

No file chosen

Enter Captcha*

Captcha MShrpU

Enter Captcha

12. If you have already made a profile on eforms then you will be redirected to fill the form, else you will have to create you profile on eforms and then proceed.

13. Once you have uploaded the file you will be redirected to the next page where you will be able to view three options:

- i. List of users which can be processed.
- ii. List of users which cannot be processed.
- iii. List of errors in CSV file

1 Step

2 Step

List of users which can be processed

List of users which can not be processed

List of errors in CSV file

Click on preview and submit the form, this will show a preview of the application form filled. It will have all the personal details, organization details, reporting officer details and NKN user subscription details.

14. The final pop window shows the registration number/application id of the form submitted. There is also a tracking link given to track the application status.

15. After submission the applicant will receive an alert via SMS and email. The message will consist of application id details and tracking link.

Note:

Now, there can be two possibilities in which user can fill the form:

a. Manual process: If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

NKN User Subscription Details

Institute Name *	Institute ID
<input type="text"/>	<input type="text"/>
Name of Project NKN *	
<input type="text"/>	
Uploaded filename: Bulk-FileFormat.csv	
<input checked="" type="checkbox"/> agree to Terms and Conditions	
<input type="button" value="Close"/> <input type="button" value="Edit"/> <input type="button" value="Submit"/>	

Your form has been submitted

Your Registration number is NKN-FORM20180: [REDACTED]

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

For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in.

[Close](#)

V. Authentication Service (LDAP)

Steps to be followed for Authentication Service(LDAP) Subscription

- 1.** Enter <https://eforms.nic.in> on your browser.
- 2.** Click on registration forms for application forms.
- 3.** Click on Authentication Service (LDAP) form to proceed with your request.
- 4.** Read the instructions carefully given while filling the form.
- 5.** Enter the name of the application along with the application URL.
- 6.** Now enter the IP address from which you will access the LDAP server. If you do not know your IP click on the URL <https://msgapp.emailgov.in/findip.jsp>. You can add at least 2 IP address from which you will access LDAP server.
- 7.** Enter the domain/group of people who will access this application along with the server location.
- 8.** Ensure that the application is enabled over https. There is no option for selection of NO as it is mandatory for the application to be enabled over https:
- 9.** Please upload the security audit clearance certificate in .PDF format. The size of the file should be less than 1 Mb.
- 10.** Enter the captcha value to proceed with the preview and submission of the form.
- 11.** You can edit the form before final submission. Your form will be

forwarded to the respective reporting officer as mentioned in your profile information for necessary action.

12. The application can be processed in two ways:

- Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.)
- Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below)

13. You will be shown the prerequisite of integration and checking of LDAP authentication for your application.

14. Click on YES if you are able to do telnet the LDAP server else click on NO. Follow the steps as mentioned in the figure given below.

15. You can submit the form and will receive a registration number to track your form.

Security Audit Application Security Audit Services	Authentication Services Authentication Services (LDAP)	Cloud Cloud Services	Distribution List Distribution List Services
Domain Registration Gov.in Domain Registration Services	DNS Services Domain Name System Services	EMAIL Email Services for Government of India	e-Sampark Mailer Dissemination
Firewall Firewall Services	IMAP/POP Enable or Disable IMAP/POP	IP Change Requests Add/Change an IP for other services	SMS Services Short Messaging Services
SMTP Gateway SMTP Gateway Services (Relay)	Update Mobile Update Your Mobile Number	VC Reservation of Video Conferencing	VPN Services Virtual Private Network Services
WAF Web Application Firewall Services	Wi-Fi Wi-Fi Services		

FORM DETAILS - STEP 1 OF 1

Ldap Request Details

Name of the Application *

Enter Name of the Application [characters, dot(.) and whitespace]

Application URL *

Enter Application URL [e.g: (https://abc.com)]

IP1 from which you will access LDAP Server * (Know Your IP)

Enter Application IP1 [e.g: 10.10.10.10]

IP2 from which you will access LDAP Server

Enter Application IP2 [e.g: 10.10.10.10]

Domain/Group Of People who will access this application *

Only [Alphanumeric, dot(.), comma(,), hyphen(-), slash(/) and whitespace] allowed

Server Location *

Select from the drop down ▾

Is the application enabled over https: *

Yes No

Is the application security audit cleared: *

Yes No

Application should have Security audit clearance certificate, Upload certificate in PDF format (less than 1mb) *

No file chosen

Captcha 8ps uyE

Enter Captcha *

Enter Captcha

Reporting/Nodal/Forwarding Officer Details

Name: [REDACTED]

Email: [REDACTED]

Mobile: [REDACTED]

We are sending your request for approval to email address ([REDACTED])

Are you sure you want to submit the form?

PRE-REQUISITE FOR INTEGRATION AND CHECKING

- I. ALL TESTING MUST BE DONE FROM SERVER FROM WHICH LDAP AUTHENTICATION SERVICE NEEDS TO BE INTEGRATED.
- II. Check the domain look up using nslookup command. If domain (auths.nic.in) does not get resolved, then please contact your server/firewall administrator.

Refer below screenshot for using nslookup command.

```
[nic@nic ~] nslookup auths.nic.in  
Server: 164.100.3.1  
Address: 164.100.3.1#53  
  
Non-authoritative answer:  
Name: auths.nic.in  
Address: 164.100.14.58
```

- III. Telnet auths.nic.in (164.100.14.58) on port 636. Go to command line interface (CLI) and type telnet auths.nic.in 636 and press enter. If telnet works then connection to LDAP server is OK.

```
[nic@nic ~]telnet auths.nic.in 636  
Trying 164.100.14.58...  
Connected to ldap.nic.in.  
Escape character is '^'.  
^]  
  
telnet> q  
Connection to ldap.nic.in closed.
```

- IV. If telnet does not work, then there is connection issue. Refer below screenshot.

```
[nic@nic ~] telnet auths.nic.in 636  
Trying 164.100.14.58...  
telnet: connect to address 164.100.14.58: Connection timed out
```

Disclaimer : NIC will not be responsible if the testing is not done from the host machine at which application is hosted.

Are you able to Telnet the Ldap Server or not?

Yes

No

eSign Your Form

- Proceed online without aadhaar ?
 Proceed manually by uploading the scanned copy ?

(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

▼ Continue

Your form has been submitted

Your Registration number LDAP-FORM2018071 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.

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

Note:

Now, there can be two possibilities in which user can fill the form:

a. Manual process: If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

VI. Distribution List

Steps to be followed for Distribution List Subscription

1. Enter <https://eforms.nic.in> on your browser.
2. Click on registration forms for application forms.

3. Click on Distribution List form to proceed with your request.
4. Read the instructions carefully given while filling the form.
5. Enter the name of the list which you want to keep. Please note append **@lsmgr.nic.in** after the list name. Now enter the description of the list.
6. You can also assign a moderator to the list who will be responsible for any action taken on the list or click on No if you want the list to be open for all the list members.
7. Also select whether the list is temporary, if yes mention the validity date. If No then proceed with the selection.
8. Also specify whether only the members are allowed to send mails to the list or not. Make the selection appropriately as per your choice.
9. Your list will be created and the applicant will be informed by SMS and email which will be sent to the respective email address and mobile number.

Distribution List Details

NOTE: Please read all instructions carefully and select the required services.

1. Entries marked with asterik (*) are mandatory
2. Users are requested to install the personal firewall software to secure their machine and e-mail traffic.
3. Users are requested to install the Antivirus software with latest pattern update periodically and OS patches in their system.
4. If using Outlook, Outlook Express, Mozilla Firefox on Microsoft WINDOWS, please apply the appropriate patches announced by the Microsoft/ Mozilla from time to time.
5. NIC is not responsible for the contents that are being sent as part of the mail. The views expressed are solely that of the originator.
6. NIC will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, NIC cannot be held responsible.
7. User is responsible for his/her data. In case he/she accidentally deletes data, he/she will not ask NIC to restore it.
8. Contact our 24x7 support if you have any problems. Phone 1800-111-555 or you can send mail to servicedesk@nic.in

Name of the list (append @lsmgr.nic.in after list name) *

E.g: abc.def@lsmgr.nic.in [dot(.) or hyphen(-) with 6-20 characters in list name]

Description of List *

Enter Description of List [characters, dot(.) and whitespace]

Will the List be moderated ? *

Yes(recommended) No

Are only members allowed to send mails to the list ? *

Yes(recommended) No

Is list temporary (if yes, indicate validity date) ? *

Yes No

Will list accept mail from a non-NICNET email address (from internet like gmail, yahoo etc) ? *

Yes No(recommended)

[Continue >](#)

10. Now if you are the moderator of the list, then enter the moderator name, email address and mobile number. Enter the captcha to preview and submit the form.
11. The form will be submitted and will be sent to the reporting officer for necessary action.
12. The application can be processed in two ways:
 - i. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.)
 - ii. Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below.)

1 Step

2 Step

Moderator Details

Are you the Moderator admin of the List ?

Moderator Name *

Enter Name of The Admin [characters, dot(.) and whitespace]

Moderator E-mail Address *

enter moderator email address [e.g:abc.xyz@nic.in or all gov domains]

Moderator Mobile *

Enter Mobile [e.g: +919999999999]

Enter Captcha *

Captcha 

Enter Captcha

[Preview and Submit](#)

Reporting/Nodal/Forwarding Officer Details

X

Name:

Email:

Mobile: +91

We are sending your request for approval to email address (@nic.in)

Are you sure you want to submit the form?

No

Yes

Note:

Now, there can be two possibilities in which user can fill the form:

a. Manual process: If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go to the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve

- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

VII. IMAP/POP

Steps to be followed for IMAP/POP Subscription

1. Enter <https://eforms.nic.in> on your browser.
2. Click on registration forms for application forms.
3. Click on IMAP/POP form to proceed with your request.
4. Read the instructions carefully given while filling the form.
5. Check the protocol which is to be enabled on your device i.e. IMAP/POP.
6. As per your selection the protocol will be enabled on your device.
7. Enter the catcha value to proceed.
8. You can now preview the form and can edit or submit the form. Accept the terms and conditions to submit the form.
9. The form will be submitted and will be forwarded to the reporting officer for necessary action.
10. The application can be processed in two ways:
 - i. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form

will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.

- ii. Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below.)

IMAP POP Update

NOTE: Please read all instructions carefully.

1. Users are requested to install the personal firewall software to secure their machine and e-mail traffic.
2. Users are requested to install the Antivirus software with latest pattern update periodically and OS patches in their system.
3. If using Outlook, Outlook Express, Mozilla Firefox on Microsoft WINDOWS, please apply the appropriate patches announced by the Microsoft/ Mozilla from time to time.
4. NIC is not responsible for the contents that are being sent as part of the mail. The views expressed are solely that of the originator.
5. NIC will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, NIC cannot be held responsible.
6. User is responsible for his/her data. In case he/she accidentally deletes data, he/she will not ask NIC to restore it. Individuals are responsible for saving email messages as they deem appropriate. Messages will be automatically purged from folders as follows: Trash - 7 days ProbablySpam – 7 days
7. NIC account will be deactivated, if not used for 90 days.
8. Email id will be deleted after a period of 9 months from the date of deactivation if no request for activation is received.
9. Contact our 24x7 support if you have any problems. Phone 1800-111-555 or you can send mail to servicedesk@nic.in
10. Please note that advance payment is a must for paid users.
11. NIC coordinator reserves the right to ask for supporting documents like copy of identify card or any other document deemed appropriate to confirm the credentials of the applicant.
12. NIC will not share the details of Email Accounts and Email Addresses with anyone unless authorized by Reporting/Nodal/Forwarding Officer of the Department.

Please check the Protocol to be enabled : *

IMAP POP

Captcha	JQ6cV6	<input style="width: 150px; border: 1px solid #ccc; height: 20px;" type="text" value="Enter Captcha"/>
<input style="border: 1px solid #ccc; padding: 5px; width: 150px; height: 25px;" type="button" value="Preview and Submit"/>		

Note:

Now, there can be two possibilities in which user can fill the form:

- a. **Manual process:** If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non-government

domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form

- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go to the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc

1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

VIII. IP Change Requests

Steps to be followed for IP Change Request Subscription

1. Enter <https://eforms.nic.in> on your browser.
2. Click on registration forms for application forms.
3. Click on IP Change Requests form to proceed with your request.
4. Read the instructions carefully given while filling the form.
5. Select your preference:
 - i. Change IP
 - ii. Add IP
6. When you click on change ip and proceed, you will get three options to make your choice i.e. change IP for LDAP Auth, relay and SMS Service.
7. If you have made the choice as LDAP auth you can chane upto 4 IP's. Enter the captcha and proceed.
8. Now, if the preference is to **change the IP** for relay service, you will have to enter the application name along with the old IP address, also select the server location from the drop down menu.
Now, you can change upto 4 IP's. Enter the Captcha and proceed.
9. For change of IP in case of SMS service enter the account name along with the old IP's. You can change upto 4 IP's in this case also. Enter the captcha and proceed.
10. After clicking on submit button you can view the preview of the form. Click on accept terms and conditions and submit the form. The form will be sent to the reporting officer for necessary action.

11. You can preview and submit the form. The application can be processed in two ways:
- i. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.)
 - ii. Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below.)

FORM DETAILS - STEP 1 OF 1

The image shows two side-by-side mobile application screens. Both screens have a dark grey header bar with the text "Change IP Details". Below this, the left screen has a blue background and displays a white edit icon, the text "Add IP", and a "Proceed" button. The right screen has a red background and displays a white edit icon, the text "Change IP", and a "Proceed" button.

Change IP

Service request for *

LDAP AUTH RELAY SMS

Application Name *

Enter Application Name, [characters only limit[50],dot(,),comma(,) whitespace allowed]

Old IP Address

Enter IP Address [e.g. 10.1.X.X]

Server Location *

NDC Delhi

OLD IP Address 1 *

Enter OLD IP Address 1 [e.g. 10.1.X.X]

NEW IP Address 1 *

Enter NEW IP Address 1 [e.g. 10.1.X.X]

[+]

Captcha KxpnBc

Enter Captcha *

Enter Captcha

Preview and Submit

Service request for *

LDAP AUTH RELAY SMS

Account Name *

Only characters,digits,dot(.),hyphen(-),underscore(_) allowed [5 to 15 characters]

OLD IP Address 1 *

Enter OLD IP Address 1 [e.g. 10.1.X.X]

NEW IP Address 1 *

Enter NEW IP Address 1 [e.g. 10.1.X.X]

[+]

Captcha KxpnBc

Enter Captcha *

Enter Captcha

Preview and Submit

Service request for *

LDAP AUTH RELAY SMS

OLD IP Address 1 *

Enter OLD IP Address 1 [e.g. 10.1.X.X]

NEW IP Address 1 *

Enter NEW IP Address 1 [e.g. 10.1.X.X]

[+]

Captcha KxpnBc

Enter Captcha *

Enter Captcha

Preview and Submit

12. Similarly, in case of **Add IP** there are three options to select namely LDAP auth, relay service and SMS
13. You will have to enter the IP address which you want to add with all the service. The maximum limit of adding IP's are upto 4.
 - i. For LDAP Auth just add provide the IP address which you want to add.
 - ii. For relay service mention the application name, old ip address and server location along with the IP address which is to be added.
 - iii. For SMS Service mention the account name for which IP has to added. The maximum limit of adding IP address is 4.
14. Enter the captcha value and proceed with preview and submission of the form.
15. You will see the preview of the form which you can submit or edit after accepting the terms and conditions.
16. The form will be submitted and it will be forwarded to the reporting officer for necessary action.
17. The application can be processed in two ways:
 - i. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.)
 - ii. Proceed Manually (In this process you will have to download the form and proceed. The process in mentioned below.)

Add IP

Add IP Details

NOTE:

1. Entries marked with asterik (*) are mandatory
2. Users are requested to install the personal firewall software to secure their machine and e-mail traffic.
3. Users are requested to install the Antivirus software with latest pattern update periodically and OS patches in their system.
4. If using Outlook, Outlook Express, Mozilla Firefox on Microsoft WINDOWS, please apply the appropriate patches announced by the Microsoft/ Mozilla from time to time.
5. NIC will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, NIC cannot be held responsible.
6. User is responsible for his/her data. In case he/she accidentally deletes data, he/she will not ask NIC to restore it.
7. Contact our 24x7 support if you have any problems. Phone 1800-111-555 or you can send mail to servicedesk@nic.in

Service request for *

LDAP AUTH RELAY SMS

IP Address 1 *

IP Address 1 [e.g. 10.1.X.X]

IP Address 2

IP Address 2 [e.g. 10.1.X.X]

IP Address 3

IP Address 3 [e.g. 10.1.X.X]

IP Address 4

IP Address 4 [e.g. 10.1.X.X]

Enter Captcha *

Captcha 5/3d2e 

Enter Captcha

Preview and Submit

Service request for *

LDAP AUTH RELAY SMS

Application Name *

Enter Application Name, [characters only limit[50],dot(.),comma(,), whitespace allowed]

Old IP Address

Enter IP Address [e.g. 10.1.1.1]

Server Location *

NDC Delhi 

IP Address 1 *

IP Address 1 [e.g. 10.1.X.X]

IP Address 2

IP Address 2 [e.g. 10.1.X.X]

IP Address 3

IP Address 3 [e.g. 10.1.X.X]

IP Address 4

IP Address 4 [e.g. 10.1.X.X]

Enter Captcha *

Captcha JCUppt 

Enter Captcha

Service request for *

LDAP AUTH RELAY SMS

Account Name *

Only characters,digits,dot(.),hyphen(-),underscore(_) allowed [5 to 15 characters]

IP Address 1 *

IP Address 1 [e.g. 10.1.X.X]

IP Address 2

IP Address 2 [e.g. 10.1.X.X]

IP Address 3

IP Address 3 [e.g. 10.1.X.X]

IP Address 4

IP Address 4 [e.g. 10.1.X.X]

Captcha JCWjpt

Enter Captcha *

Enter Captcha

[Preview and Submit](#)

Note:

Now, there can be two possibilities in which user can fill the form:

a. Manual process: If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non-government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs

1.7 Download uploaded docs

1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

1.1 Preview/Edit

1.2 Approve

1.3 Reject

1.4 Track

1.5 Generate Form

1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)

1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)

1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)

1.9 Download docs uploaded by user (these are the documents which the user has uploaded)

1.10 Raise/Respond to query

After the action by the reporting officer the request will go to the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

IX. SMS Services

Steps to be followed for SMS Service Subscription

1. Enter <https://eforms.nic.in> on your browser.
2. Click on registration forms for application forms.

3. Click on SMS Service form to proceed with your request.
4. Read the instructions carefully given while filling the form.

PUSH: To send SMS from application to mobile using API (A2M)

PULL: To send SMS from mobile to application using API (M2A)

OBD: To send phone call (voice message) from application to subscriber

MISSED CALL: Allows missed call on a predefined number to subscribe or avail a service

OTP SERVICE: High priority SMS sent through application using SMS API

QUICK SMS: NIC SMS web console for sending SMS.

SHORT CODE: Premium caller ID given by DOT (Department of Telecommunication)

In case of NO, NIC will provide you 10 digit Virtual Mobile Number (VMN).

VMN: Virtual Mobile Number is a 10 digit pre-defined mobile number used in PULL SMS Service.

5. For PULL Service:

- i. Enter the name of the application along with the application URL.
Also mention the purpose of the application.
- ii. Select the server location from the drop down menu.
- iii. Enter the IP from which you will access the SMS Gateway. If you do not know your IP address then click on the URL
<https://msgapp.emailgov.in/findip.jsp>

6. For PULL Service:

- i. Enter the URL path along with the keyword. If you have a short code select YES and enter the short code or select both. In case of both please enter the short code.
- ii. Enter the name of the application along with the application URL.
Also mention the purpose of the application.
- iii. Select the server location from the drop down menu.
- iv. Enter the IP from which you will access the SMS Gateway. If you do not know your IP address then click on the URL
<https://msgapp.emailgov.in/findip.jsp>

7. For OBD/Missed call/OTP Service the process remains the same as it was for PULL Service.

8. For QUICKSMS Service:

- i. Enter the IP from which you will access quickSMS. You can enter maximum of 2 IP's which will be allowed to access quickSMS.

9. You will now be shown perquisite for integration and checking. Click on YES if you accept have read the prerequisite or click on NO. Now again read the instructions and enter the firewall id or skip.

10. Now enter the contact details of the technical admin. If you yourself is the technical admin of the server application then click the check box or else enter the details of technical admin which includes name of technical admin, designation, admin employee code.

11. It also includes postal address, state where you are posted,

district name, pin code, telephone no. (office/residence) mobile number and email address.

12. Now your form is ready for final submission.
13. The application can be processed in two ways:
 - i. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.)
 - ii. Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below.)
14. You will now receive a registration number which will be used for tracking of application status.

Application Details

SMS Services , Please select appropriate *

PUSH PULL OBD Missed Call OTP Service QuickSMS Service

Please check SMS service

PUSH: To send SMS from application to mobile using API(A2M)
PULL: To send SMS from mobile to application using API(M2A)
OBD: To send phone call (voice message) from application to subscriber
MISSSED CALL: Allows missed call on a predefined number to subscribe or avail a service
OTP SERVICE: High priority SMS sent through application using SMS API
QUICK SMS: NIC SMS web console for sending SMS

Name of the Application *	Application URL *
Enter Name of the Application [characters,dot(.) and whitespace]	Enter Application URL [e.g. (https://abc.com)]
Purpose of the application	Server Location *
Enter Purpose of the application [characters,dot(.) and whitespace]	NDC Delhi
IP1 from which you will access SMS Gateway * (Know Your IP)	IP2 from which you will access SMS Gateway
Enter Application IP1 [e.g. 10.10.10.10]	Enter Application IP2 [e.g. 10.10.10.10]

[Continue >](#)

Application Details

SMS Services , Please select appropriate *

PUSH PULL OBD Missed Call OTP Service QuickSMS Service

Please check SMS service

PUSH: To send SMS from application to mobile using API(A2M)

PULL: To send SMS from mobile to application using API(M2A)

OBD: To send phone call (voice message) from application to subscriber

MISSED CALL: Allows missed call on a predefined number to subscribe or avail a service

OTP SERVICE: High priority SMS sent through application using SMS API

QUICK SMS: NIC SMS web console for sending SMS

If PULL, Mention URL path *

Enter URL (e.g: https://abc.com)

Keyword *

Enter Keyword [Alphanumeric,length 1 to 15 digits]

Do you have a short code? Yes No both

SHORT CODE: Premium caller ID give by DOT (Department of Telecommunication)

In case of NO, NIC will provide you 10 digit Virtual Mobile Number(VMN).

VMN: Virtual Mobile Number is a 10 digit pre-defined mobile number used in PULL SMS Service.

Name of the Application *

Enter Name of the Application [characters,dot(.) and whitespace]

Application URL *

Enter Application URL [e.g: (https://abc.com)]

Purpose of the application

Enter Purpose of the application [characters,dot(.) and whitespace]

Server Location *

NDC Delhi

IP1 from which you will access SMS Gateway * [\(Know Your IP\)](#)

Enter Application IP1 [e.g: 10.10.10.10]

IP2 from which you will access SMS Gateway

Enter Application IP2 [e.g: 10.10.10.10]

Continue >

Application Details

SMS Services , Please select appropriate *

PUSH PULL OBD Missed Call OTP Service QuickSMS Service

PUSH: To send SMS from application to mobile using API(A2M)

PULL: To send SMS from mobile to application using API(M2A)

OBD: To send phone call (voice message) from application to subscriber

MISSED CALL: Allows missed call on a predefined number to subscribe or avail a service

OTP SERVICE: High priority SMS sent through application using SMS API

QUICK SMS: NIC SMS web console for sending SMS

IP1 from which you will access QuickSMS

Enter Application IP1 [e.g: 10.10.10.10]

IP2 from which you will access QuickSMS

Enter Application IP2 [e.g: 10.10.10.10]

[Continue >](#)

PRE-REQUISITE FOR INTEGRATION AND CHECKING

I. ALL TESTING MUST BE DONE FROM SERVER FROM WHICH SMS GATEWAY NEEDS TO BE INTEGRATED.

II. Check the domain look up using nslookup command. If domain (smgsv.sms.gov.in) does not get resolved, then please contact your server/firewall administrator.

Refer below screenshot for using nslookup command.

```
[nic@nic-] nslookup smgsv.sms.gov.in
Server:      164.100.3.1
Address:     164.100.3.1#53

Non-authoritative answer:
Name:   smgsv.sms.gov.in
Address: 164.100.14.211
```

III. Telnet smgsv.sms.gov.in (164.100.14.211) on port 443. Go to command line interface (CLI) and type telnet smgsv.sms.gov.in 443 and press enter. If telnet works then connection to SMS gateway is OK.

```
[nic@nic -telnet smgsv.sms.gov.in 443
Trying 164.100.14.211...
Connected to smgsv.sms.gov.in.
Escape character is '^'.
^]

telnet> q
Connection closed.
```

IV. If telnet does not work, then there is connection issue. Refer below screenshot.

```
[nic@nic -l telnet smgsv.sms.gov.in 443'
Trying 164.100.14.211...
telnet: connect to address 164.100.14.211: No route to host
```

Disclaimer : NIC will not be responsible if the testing is not done from the host machine at which application is hosted.

Are you able to Telnet the SMS Gateway or not? Yes No

PLEASE READ INSTRUCTION

- I. One possible reason for telnet failure is that your application server is behind a firewall and firewall rule is not configured to allow traffic from your server to SMS Gateway.
- II. In this regard you have to apply for firewall rule through <https://farpns.nic.in> as per below screenshot.

The screenshot shows a web-based form for creating a firewall rule. Key fields include:

- Functionality of the Server**: OS of the Server
- Application : Website IP Address**: Enter IP 164.100.14.211
- IP Address of VMS / servers behind the load balancer**: (Leave blank)
- Base IP**: (Leave blank)
- Select IP type**: Add IP
- URL of the application hosted on above IP (if any)**: (Leave blank)
- Select Data Centre where server is hosted**: Andhra Pradesh: NATIONAL DATA CENTER
- Are you the Server/Website/Application Owner (if)?**: * Yes or No
- RULES:** Select No and Select Syed Taha Owais from drop down box
- Duration For Which above Rules are Needed**: Specific Period: Any
- Security strength of Server/Website/Application**
- Server scanned for Vulnerabilities**: * IPCA ID is not available please enter IP Address with date etc.: (Leave blank)
- In antivirus installed ?**: * Yes or No or Not Applicable (Check Antivirus Details): (Leave blank)
- Application Security Audit Cleared**: * Yes or No or N/A (for Appliances, Routers, Switches etc): (Leave blank)
- Emergency Alerting Required**: * Yes or No
- Enter security audit detail of user application**: (Leave blank)

*If both private IP and public IP are configured on your application server, then before filling up the following firewall form, please confirm from your network/firewall administrator that the SMS request from your application will reach SMS server from which IP (PUBLIC or PRIVATE).

Are you the Server/ Website/ Application Owner ?	NO
Data Centre where server hosted	NIC HQ DATA CENTER
Functionality of the Server	SMS Server
OS of the Server	LINUX
IP Type	Public Only
Public IP	164.100.14.211
URL of the application hosted on above IP (if any)	

Public IP rule for access from Outside Systems to SMS Gateway Server

From	To	Services	URL of the server to be visited	Ports	Reason for opening port	Protocol
YOUR APPLICATION SERVER IP	164.100.14.211	HTTPS		443	SMS Service	TCP

For any issue related to firewall, NIC Cyber Security team should be contacted on 011-24305140 (Email on : appsecmon2@nic.in, appsecdev3@nic.in , aniljha@nic.in).

- III. After you have applied for the firewall rule to allow traffic from your server to SMS Gateway, an auto generated request ID will be generated.

- IV. If you have the request ID, please enter the request ID in the space provided below. And click on submit button to proceed. Your form will be submitted successfully.

Enter the Firewall Request ID: ✓ Submit ✗ Skip

Contact Details of Technical Admin

Are you the technical admin of the server application ?

Name of The Technical Admin *

Enter Name of The Admin [characters,dot(.) and whitespace]

Designation *

Enter Designation [characters,digits,whitespace,(,),(.),(,),(_),(&)]

Admin Employee Code

Enter Admin Employee Code [Only characters and digits allowed]

Office Address:

Postal Address *

Enter Postal Address [Only characters,digits,whitespace and [, - # / ()] allowed]

State where you are posted *

-SELECT--

District Name *

-SELECT-

Pin Code *

Enter Pin Code [Only digits(6) allowed]

Telephone Number :(O)*

Enter Telephone number [STD CODE(3-5 DIGIT)-TELEPHONE(8-15 DIGIT)]

Telephone Number :(R)

Enter Telephone number [STD CODE(3-5 DIGIT)-TELEPHONE(8-15 DIGIT)]

Mobile *

Enter Mobile [e.g.+919999999999]

E-mail Address *

enter email address [e.g. abc.xyz@zxc.com]

[Continue >](#)

eForms

Welcome

Your form has been submitted

Your Registration number WIFI-FORM201808210006 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.

[Download PDF](#)

[Close](#)

Note:

Now, there can be two possibilities in which user can fill the form:

- a. **Manual process:** If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)

- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go to the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

X. SMTP Gateway

Steps to be followed for SMTP Gateway Subscription

1. Enter <https://eforms.nic.in> on your browser.
2. Click on registration forms for application forms.
3. Click on SMTP Gateway form to proceed with your request.
4. Read the instructions carefully given while filling the form.
5. Enter the Application IP in the form along with the application name for which replay service has to be enabled.
6. Enter the name of division, name and version of operating system.
7. Select the server location from the drop down.
8. It is clearly mentioned in the form that for staging server IP will be allowed for maximum 15 days.
9. Applicant will have to upload the security audit clearance certificate which should be in .pdf format and of the size less than 1 Mb.
10. Choose the file from your desktop and upload it. Now enter the captcha value and submit the form.
11. You will see a preview of the form along with your personal details which was saved earlier while filling the profile information.
12. The application can be processed in two ways:
 - i. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the

credentials or with an information that Wi-Fi has been enabled on your device.

ii. Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below.)

13. There is also a prerequisite for integration and checking of how to check whether relay service has been enabled. Please follow the screenshot as given below.

14. Click on Yes if you are successfully able to Telnet else click on NO. You will be given certain instructions to read in case you are unable to do Telnet. Please read them carefully and proceed accordingly.

 FORM DETAILS - STEP 1 OF 1

Relay Entry Details

Application IP *

 + ADD

Application Name *

Name of Division *

Operating System (Name, Version) *

Server Location *

 ▼

For Staging Server, please check (IP will be allowed maximum for 15 days)

Application should have Security audit clearance certificate, Upload certificate in PDF format (less than 1mb)*

No file chosen

Captcha  Enter Captcha *

PRE-REQUISITE FOR INTEGRATION AND CHECKING

- I. ALL TESTING MUST BE DONE FROM SERVER FROM WHICH NIC EMAIL RELAY GATEWAY NEEDS TO BE INTEGRATED.
- II. Check the domain look up using nslookup command. If domain (relay.nic.in) does not get resolved, then please contact your server/firewall administrator.

Refer below screenshot for using nslookup command.

```
[nic@nic-] nslookup relay.nic.in
Server:      14.139.5.5
Address:    14.139.5.5#53

Non-authoritative answer:
Name:   relay.nic.in
Address: 164.100.14.95
```

- III. A) For applications hosted in NIC/NKN network Telnet relay.nic.in (164.100.14.95) on port 25. If telnet works then connection to relay server is OK on port 25.

```
[nic@nic-] telnet relay.nic.in 25
Trying 164.100.14.95...
Connected to relay.nic.in.
Escape character is '^].
220 relayin.nic.in ESMTP
^]
```

```
telnet> q
Connection closed.
```

If telnet does not work, then there is connection issue. Refer below screenshot.

```
[nic@nic-]telnet relay.nic.in 25
Trying 164.100.14.95...
telnet: connect to address 164.100.14.95: Connection timed out
```

- B) For applications hosted outside NIC/NKN network. I. Telnet relay.nic.in (164.100.14.95) on port 465. If telnet works then connection to relay server is OK on port 465.

```
[nic@nic-] telnet relay.nic.in 465
Trying 164.100.14.95...
Connected to relay.nic.in.
Escape character is '^].
220 relayin.nic.in ESMTP
^]
```

```
telnet> q
Connection closed.
```

If telnet does not work, then there is connection issue. Refer below screenshot.

```
[nic@nic-]telnet relay.nic.in 465
Trying 164.100.14.95...
telnet: connect to address 164.100.14.95: Connection timed out
```

- IV. Integration of relay service over port 465 requires a userid/password for authentication. If you don't have an id, same may be applied at https://eforms.nic.in/OnlineForms/Email_registration.jsp.

Disclaimer : NIC will not be responsible if the testing is not done from the host machine at which application is hosted.

Are you able to Telnet the NIC Email Relay Gateway or not? Yes No

PLEASE READ INSTRUCTION

- I. One possible reason for telnet failure is that your application server is behind a firewall and firewall rule is not configured to allow traffic from your server to NIC Email Relay Gateway.
- II. In this regard you have to apply for firewall rule through <https://farp.s.nic.in>.
 - * If both private IP and Public IP are configured on your application server, then before filling up the following firewall form, please confirm from your network/firewall administrator that the Relay request from your application will reach Real server from which IP (PUBLIC or PRIVATE).

Are you the Server/ Website/ Application Owner ?	NO
Data Centre where server hosted	NIC HQ DATA CENTER
Functionality of the Server	Mail Relay Server
OS of the Server	LINUX
IP Type	Public Only
Public IP	164.100.14.95
URL of the application hosted on above IP (if any)	

Public IP rule for access from Outside Systems to Server

For applications hosted in NIC/NKN Network

From	TO	Services	URL of the server to be visited	Ports	Reason for opening port	Protocol
YOUR APPLICATION SERVER IP	164.100.14.95	SMTP		25	Sending mail	TCP

OR

For Application Hosted outside NIC/NKN Network

From	TO	Services	URL of the server to be visited	Ports	Reason for opening port	Protocol
YOUR APPLICATION SERVER IP	164.100.14.95	SMTPS		465	Sending mail	TCP

If domain (relay.nic.in) does not get resolved, then please contact your server/firewall administrator. For any issue related to firewall, NIC Cyber Security team should be contacted on 011-24305140 (Email on : appsecmon2@nic.in, appsecdev3@nic.in , aniljha@nic.in).

III. After you have applied for the firewall rule to allow traffic from your server to NIC Email Relay Gateway, an auto generated request ID will be generated.

IV. If you have the request ID, please enter the request ID in the space provided below. And click on submit button to proceed. Your form will be submitted successfully.

Enter the Firewall Request ID:

Submit

Skip

Reporting/Nodal/Forwarding Officer Details

Name: [REDACTED]

Email: [REDACTED]

Mobile: [REDACTED]

We are sending your request for approval to email address ([REDACTED])

Are you sure you want to submit the form?

Your form has been submitted

Your Registration number is RELAY-FORM201808210007.

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

For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in.

Note:

Now, there can be two possibilities in which user can fill the form:

- a. **Manual process:** If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go to the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

XI. Update Mobile Number

Steps to be followed for Update Mobile Number Subscription

1. Enter <https://eforms.nic.in> on your browser.
2. Click on registration forms for application forms.
3. Click on Update mobile number form to proceed with your request.
4. Read the instructions carefully given while filling the form.
5. You will be shown the current mobile number which is updated in our system against the user id using which you have logged into eforms portal.
6. Select your country code and enter the new mobile number which you wish to update.
7. Enter the captcha to authenticate yourself.
8. You will see the preview of the form. Accept the terms and conditions and then proceed in submission of the form.
9. You can preview and submit the form. The application can be processed in two ways:
 - i. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.)
 - ii. Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below.)

Security Audit Application Security Audit Services	Authentication Services Authentication Services (LDAP)	Cloud Cloud Services	Distribution List Distribution List Services
Domain Registration Gov.in Domain Registration Services	DNS Services Domain Name System Services	EMAIL Email Services for Government of India	e-Sampark Mailer Dissemination
Firewall Firewall Services	IMAP/POP Enable or Disable IMAP/POP	IP Change Requests Add/Change an IP for other services	SMS Services Short Messaging Services
SMTP Gateway SMTP Gateway Services (Relay)	Update Mobile Update Your Mobile Number	VC Reservation of Video Conferencing	VPN Services Virtual Private Network Services
WAF Web Application Firewall Services	Wi-Fi Wi-Fi Services		

Mobile Update

NOTE: Please read all instructions carefully.

1. Users are requested to install the personal firewall software to secure their machine and e-mail traffic.
2. Users are requested to install the Antivirus software with latest pattern update periodically and OS patches in their system.
3. If using Outlook, Outlook Express, Mozilla Firefox on Microsoft WINDOWS, please apply the appropriate patches announced by the Microsoft/ Mozilla from time to time.
4. NIC will take all possible measures to prevent data loss, however, due to unforeseen technical issues, if the same happens, NIC cannot be held responsible.
5. User is responsible for his/her data. In case he/she accidentally deletes data, he/she will not ask NIC to restore it.
6. In case of bulk Mobile update please provide the list of email accounts in excel sheet with fields - Email Address, Mobile Number.
7. Contact our 24x7 support if you have any problems. Phone 1800-111-555 or you can send mail to servicedesk@nic.in

Your mobile number in our portal is:

Country Code *

Mobile Number *

Enter Captcha *

Captcha 

[Preview and Submit](#)

 eSign Your Form

- Proceed online without aadhaar ?
- Proceed manually by uploading the scanned copy ?

(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

 Continue

Your form has been submitted

Your Registration number MOBILE-FORM201808210002 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.

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

Note:

Now, there can be two possibilities in which user can fill the form:

a. Manual process: If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com/yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

1.1 Preview/Edit

- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

XII. Wi-Fi Services**Steps to be followed for Wi-Fi Service Subscription**

1. Open the URL <https://eforms.nic.in>.
2. Click on registration forms and click on Wi-Fi.
3. Read the instructions carefully before filling the form. Fill all the mandatory fields marked with (*).
4. Enter the details of forwarding officer in the space provided. The email address of forwarding officer has to be NIC email address.
5. If you want to update your mobile number please click on the URL <https://quicksms.emailgov.in/mobile/#/login> .
6. Enter the Wi-Fi Request details like MAC Address in the format AA:AA:AA:AA:AA:AA.
7. Enter the operating system of the device.
8. You can enable Wi-Fi over multiple devices. Just mention the MAC address of other 2 devices.
9. Enter the captcha and proceed.
10. You can preview and submit the form. The application can be processed in two ways:
 - iii. Proceed online without Aadhar (In this process the form will be sent to the concerned reporting officer for approval, after which the form will be forwarded to the respective NIC coordinator/Delegated Administrator for necessary action. The admin will then process the request and a confirmation SMS and email will be sent to the applicant with the credentials or with an information that Wi-Fi has been enabled on your device.)
 - iv. Proceed Manually (In this process you will have to download the form and proceed. The process is mentioned below.)

Security Audit Application Security Audit Services	Authentication Services Authentication Services (LDAP)	Cloud Cloud Services	Distribution List Distribution List Services
Domain Registration Gov.in Domain Registration Services	DNS Services Domain Name System Services	EMAIL Email Services for Government of India	e-Sampark Mailer Dissemination
Firewall Firewall Services	IMAP/POP Enable or Disable IMAP/POP	IP Change Requests Add/Change an IP for other services	SMS Services Short Messaging Services
SMTP Gateway SMTP Gateway Services (Relay)	Update Mobile Update Your Mobile Number	VC Reservation of Video Conferencing	VPN Services Virtual Private Network Services
WAF Web Application Firewall Services	Wi-Fi Wi-Fi Services		

FORM DETAILS - STEP 1 OF 1

WIFI Details

NOTE:

1. Entries marked with asterik (*) are mandatory
2. Only three devices allowed per user ID.
3. For iPhone/iPad/MAC, write ios(version) in Operating System.

Forwarding Officer Details

Email *

Name *

Mobile *

Telephone *

If you want to update your mobile number please click on <https://quicksms.emailgov.in/mobile/#/login>

Designation *

Address *

Enter Postal Address [Only characters,digits,whitespace and [. , - # / ()] allowed]

WIFI Request Details

MAC Address of the Device *

Enter MAC Address (e.g: AA:AA:AA:AA:AA:AA)

Operating System of the Device *

Enter Operating System [characters, whitespace,comma(,),dot(.),hyphen(-)]

MAC Address of the Device

Enter MAC Address (e.g: AA:AA:AA:AA:AA:AA)

Operating System of the Device

Enter Operating System [characters, whitespace,comma(,),dot(.),hyphen(-)]

MAC Address of the Device

Enter MAC Address (e.g: AA:AA:AA:AA:AA:AA)

Operating System of the Device

Enter Operating System [characters, whitespace,comma(,),dot(.),hyphen(-)]

Captcha 

Enter Captcha *

Enter Captcha

Your form has been submitted

Your Registration number WIFI-FORM201808210006 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.

[Download PDF](#)

[Close](#)

eSign Your Form

Proceed online without aadhaar ?

Proceed manually by uploading the scanned copy ?

(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

 Continue

Note:

Now, there can be two possibilities in which user can fill the form:

a. Manual process: If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain (e.g. @gmail.com@yahoo.com etc.), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

1.1 Preview/Edit

- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

Role of Reporting officer: The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form (the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

Role of Delegated Administrator: The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer.

Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

Role of NIC Coordinator: After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.

The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query

b. Online Process: In the online process of eforms user has three options namely:

- i. E-sign the document with Aadhar
- ii. Proceed online without Aadhar
- iii. Proceed manually by uploading the scanned copy

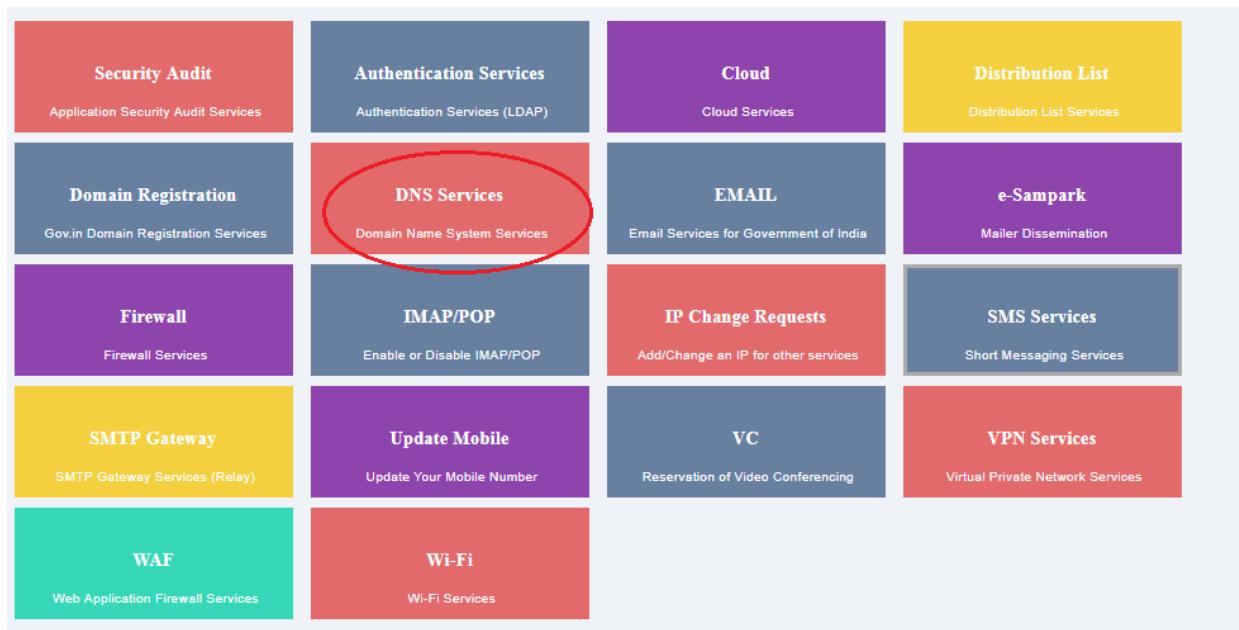
Applicant can use any one of the option as per the convenience.

Note: If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to eforms@nic.in for change of reporting officer details.

XIII. DNS Services

Steps to be followed for DNS Subscription

- i. Open the URL <https://eforms.nic.in>.
- ii. Click on registration forms and click on DNS Services.
- iii. Read the instructions carefully before filling the form. Fill all the mandatory fields marked with (*).
- iv. Make your selection. Choose from the option Web URL or Service Domain URL.
- v. Now select the request for which you are filling the form.
- vi. Choose whether it is a new request, or you want to modify or delete the request.
- vii. Enter the domain name, CName(Canonical Name) or IP Address A or AAAA in the space provided.
- viii. Enter the Web Server Location.
- ix. Also give other record addition and make your selection from MX, PTR, TXT, SRV, SPF and DMARC.
- x. If you have made the selection as MX, then the request will be sent to MR. Rajesh Singh (rajesh.singh@nic.in)/Mrs. Rajeswari (rajp@nic.in) for approval.
- xi. For other additions the request will be sent to the Admin for necessary action.



 FORM DETAILS - STEP 1 OF 1


 DNS User Subscription Through(Manual Entries)


 DNS Bulk Subscription Through(File Upload)

a. DNS User Subscription Through(Manual Entries)

- i. Refer the steps and guidelines of DNS entries and read all the instructions carefully before proceeding further.
- ii. Only NIC Employees have the access to open the DNS application form.
- iii. The MX pointer(mailgw.nic.in) should be first confirmed with Mrs. Rajeswari(rajp@nic.in)/Mrs. Seema Khanna(seema@gov.in).
- iv. The sublevel domain entry should be forwarded through support@registry.gov.in
- v. Now make your selection

(Refer Steps & Guidelines for DNS Entry) * NOTE: Please read all instructions carefully and select the required services.

1. DNS entry request only on NIC Private/Public IP Pool (164.100.X.X) and NIC IPv6 addresses will be entertained
 2. Entries marked with asterik (*) are mandatory
 3. First confirm MX pointer(mailgw.nic.in) from Mrs. Rajeshwari/ Mrs. Seema Khanna (rajp@nic.in/seema@gov.in) if related to NIC Mail Service
 4. Kindly forward sub level domain entry (related to 'gov.in') through support@registry.gov.in
 5. NIC Domains are NOT allowed for PSUs (Public Sector Undertaking).

Web Url Service Domain Url

Request For:

NEW MODIFY DELETE

Domain Name * <input type="text" value="e.g : demo.nic.in or demo.gov.in"/>	CNAME <input type="text" value="Enter CNAME e.g : www.demo.nic.in or ..."/>	IP Address A OR AAAA <input type="text" value="Enter New IP e.g : 164.100.X."/> 
---	---	---

Web Server Location *

Other Record Addition:

<input type="checkbox"/> MX	<input type="checkbox"/> PTR	<input type="checkbox"/> TXT
<input type="checkbox"/> SRV	<input type="checkbox"/> SPF	<input type="checkbox"/> DMARC

Captcha  Enter Captcha *

(Refer Steps & Guidelines for DNS Entry) * NOTE: Please read all instructions carefully and select the required services.

1. DNS entry request only on NIC Private/Public IP Pool (164.100.X.X) and NIC IPv6 addresses will be entertained
2. Entries marked with asterik (*) are mandatory
3. First confirm MX pointer(mailgw.nic.in) from Mrs. Rajeshwari / Mrs. Seema Khanna (rajp@nic.in/seema@gov.in) if related to NIC Mail Service
4. Kindly forward sub level domain entry (related to 'gov.in') through support@registry.gov.in
5. NIC Domains are NOT allowed for PSUs (Public Sector Undertaking).

Web Url Service Domain Url

Request For:

NEW MODIFY DELETE

Domain Name *

e.g : demo.nic.in or demo.gov.in

CNAME

Enter CNAME e.g : www.demo.nic.in or ..

OLD IP Address(A OR AAAA)

Enter Old IP e.g : 164.100.X.X or IPV6 A

New IP Address IP/A/AAAA

Enter New IP e.g : 164.100.X..



Web Server Location *

Alphanumeric, whitespace and [. , - # / ()] allowed

Other Record Addition:

Other Record Addition:

MX

PTR

TXT

OLD MX: [Alphanumeric,[. , - /] and whitespace] allo..

Enter the IPV4/IPV6 Address

Enter TXT value

SRV

SPF

DMARC

Enter SRV value

Enter SPF value

Enter DMARC value

Captcha

Enter Captcha *

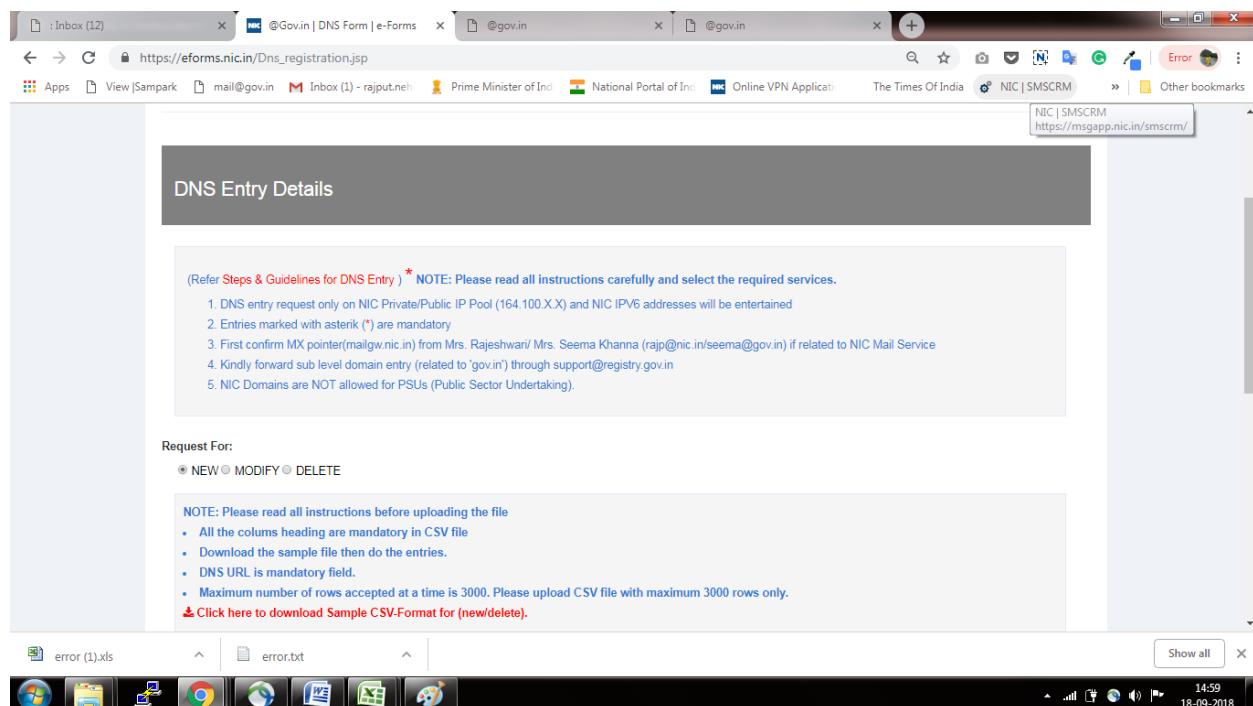
Enter Captcha

[Preview and Submit](#)

b. DNS Bulk Subscription Through(File Upload)

- i. Select DNS Bulk Subscription through file upload for bulk upload process.
- ii. Please read all the steps and guidelines carefully before filling the form.
- iii. The sample CSV file format for new entry, or modification or deletion has been given as a link. Please select the appropriate option as per your requirement.
- iv. Now select the web server location and make choices from other record addition.
- v. Choose and enter the necessary entries.
- vi. Now, enter the captcha value and click on preview and submit option.

- vii. This form will be forwarded to Admin for necessary action. For MX entry the form will be forwarded to Mrs. Rajeswari(rajp@nic.in) / Mrs. Seema Khanna (seema@nic.in) for approval.
- viii. You can anytime track the status of the form using track form status module of eforms.



Request For:

NEW MODIFY DELETE

NOTE: Please read all instructions before uploading the file

- All the columns heading are mandatory in CSV file
- Download the sample file then do the entries.
- DNS URL is mandatory field.
- Maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.

[Click here to download Sample CSV-Format for \(new/delete\).](#)

Please Select Your File

Select file

Web Server Location *

[Alphanumeric, whitespace and [., - # / ()] allowed]

Other Record Addition:

MX

PTR

TXT

SRV

SPF

DMARC

Enter Captcha *

Captcha PNAu9b

Enter Captcha

[Preview and Submit](#)

Other Record Addition:

MX

PTR

TXT

[Alphanumeric, [. , - /] and whitespace] allowed

Enter TXT value

SRV

SPF

DMARC

Enter SRV value

Enter SPF value

Enter DMARC value

Enter Captcha *

Captcha PNAu9b

Enter Captcha

[Preview and Submit](#)

XIV. Track Form Status

This module is designed for the applicant, the reporting officer and the

Messaging and SMS Division

National Informatics Centre

Ministry of Electronics and Information Technology

coordinator to track the status of the application. The URL for track form status is: https://eforms.nic.in/signup_track

You will have to authenticate yourself by entering your NIC/GOV or alternate email address and password.

You can view all the forms which you have filled along with the status of the application.



The 'Authenticate' screen displays two input fields:

- Enter your NIC/GOV or alternate email address
- Please Enter Your Nic Password

A large teal 'CONTINUE' button is located at the bottom of the form.

It consists of a dashboard which will display the following:

- Total requests
- Today's requests
- Pending requests
- Completed requests

- e. It is a portal to upload the duly signed form of the applicant along with any supporting documents which an applicant wants to upload.

On the left hand panel of the dashboard, you can select the application for which you have filled the form.

Also, you can select the status and apply filter. You can select multiple option and click on apply filter.

If there are multiple applications filled by the applicant and it is difficult to locate the form, you can copy the application id and paste it on the search tab given. Your result will be displayed below in the table.

You can also take the following action on your request. You can anytime preview/edit the form, reject the form or track your application status. If it is pending it will show where it is pending and if your application is rejected by reporting officer or coordinator, they will have to provide a genuine reason for rejection.

The tracking module has helped the applicant to get all the updates regarding his application form via email and SMS. Please refer the screenshot below to have a clear idea of the dashboard.

The screenshot shows the eForms dashboard with the following details:

- Top Bar:** NIC CERT, NIC SERVICE DESK DIAL 1800 111 555, Digital India Power To Empower
- Dashboard Summary:**
 - TOTAL REQUESTS: 7
 - TODAY'S REQUESTS: 2
 - PENDING REQUESTS: 7
 - COMPLETED REQUESTS: 0
- FILTERS:**
 - Application:** GEM User, Single User, NKN User (with a red oval and arrow pointing to it)
 - Status:** Pending, Rejected, Completed (with a red oval and arrow pointing to it)
 - APPLY FILTER:** A button at the bottom of the filters section.
- PENDING REQUESTS Table:**

App Id	Email	Status	Date	Actions
NKN-FORM201 001	[REDACTED]	Pending with Reporting Officer	2018-03-07 10:52:46.0	Actions
GEM-FORM201 1003	[REDACTED]	Pending with Reporting Officer	2018-03-07 10:21:22.0	Actions
NKN-FORM201 002	[REDACTED]	Pending with Reporting Officer	2018-03-05 16:52:31.0	Actions
GEM-FORM201 003	[REDACTED]	Pending with Reporting Officer	2018-03-05 10:25:04.0	Actions
SINGLEUSER-FORM201 141	[REDACTED]	Pending with Reporting Officer	2018-03-01 17:14:49.0	Actions
SINGLEUSER-FORM201 0025	[REDACTED]	Pending with Reporting Officer	2018-02-19 11:55:31.0	Actions
SINGLEUSER-FORM201 0059	[REDACTED]	Pending with Reporting Officer	2018-02-15 12:48:17.0	Actions
- Page Footer:** Messaging and SMS Division, National Informatics Centre, Ministry of Electronics and Information Technology

FILTERS

Application

- GEM User
- Single User
- NKN User

Status

- Pending
- Rejected
- Completed

APPLY FILTER

SEARCH RESULTS

Use search option to search using application id, if there are multiple request.

Search:

App Id	Email	Status	Date	Actions
NKN-FORM2018	[REDACTED]	Pending with Reporting Officer	2018-03-07 10:52:46.0	Actions ▼ <input checked="" type="checkbox"/> Preview / Edit <input type="checkbox"/> Reject <input type="checkbox"/> Track
GEM-FORM2018	[REDACTED]	Pending with Reporting Officer	2018-03-07 10:21:22.0	Actions ▼
NKN-FORM2018	[REDACTED]	Pending with Reporting Officer	2018-03-05 16:52:31.0	Actions ▼
GEM-FORM2018	[REDACTED]	Pending with Reporting Officer	2018-03-05 10:25:04.0	Actions ▼
SINGLEUS-FORM2018	[REDACTED]	Pending with Reporting Officer	2018-03-01 17:14:49.0	Actions ▼
SINGLEUS-FORM2018	[REDACTED]	Pending with Reporting Officer	2018-02-19 11:55:31.0	Actions ▼