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NIC राष्ट्रीय सूचना विज्ञान केंद्र
National Informatics Centre
MESSAGING AND SMS DIVISION



User Manual for Email Service

Powered by: email and eForms Division

The sole purpose of this document is to provide you stepwise instructions and procedure on how to utilize email service using eForms platform efficiently. This manual has been prepared by email and eForms Division, National Informatics Centre, Ministry of Electronics and Information Technology, Government of India.



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Introduction

Previously, the process of getting enrolled in NIC email services depended on paperwork, however, with rapid technological changes, the process of filling forms online came into existence. Earlier with paperwork, applicants had to fill manual forms that pass through different levels of processing eventually making it a time-consuming process and increasing the difficulty for the applicants to track the status of their own application.

With the eForms, this entire process, right from filling forms till availing services has become completely automated and manageable.

Purpose

The purpose of this document is to provide step by step instructions to the user/applicant for filling the email form.

Scope

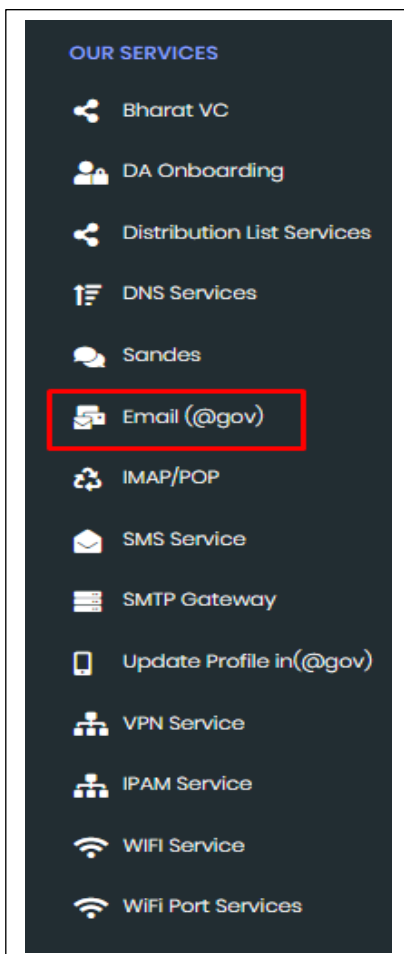
This manual is meant for Ministries/Departments and States/UT's applicants who are willing to avail NIC email services.

Utility Features

- SMS and Email notification to all the stakeholders on any movement of the request or any modification of request.
- Track facility to track the current status and past movements of the request.
- Applicant and Reporting Officers can digitally sign the requests.
- Intelligence to alert approving authority while approving any suspicious request.
- Custom Workflow for different departments.
- Multi-department integration through web-services for seamless data sharing.
- Single click for Email ID creation and closure of the request.

- Dashboard to all stakeholders to view approved, forwarded, submitted, rejected, pending and completed requests.
- Filter and Search facility on the basis of service name, applicant’s email address and status of the application.
- Interactive Chat feature, i.e. Raise/Respond Query between stakeholders to interact among each other to gather more information regarding the request.
- Generate PDF facility to generate PDF of the request dynamically.
- Download/Upload multiple documents facility to download/upload ID proofs or any other related documents.
- Preview facility to check the form before submitting/approving it.

Email Service



This registration form is designed for the applicants who require government email address.

Users who wish to avail this service can follow below given steps for filling the request:

1. Login to eforms portal >> Select the option “Email (@gov)” on the left pane of the dashboard.
2. Read the instruction given on window pop-up and click on the OK button to proceed.
3. Select any of the email requests as per your requirements (as shown in the screenshot below).

Email Subscription Forms

- Single Subscription
- Bulk Subscription
- NKN Single Subscription
- NKN Bulk Subscription
- GEM Subscription
- GEM Bulk Subscription
- Email Activate
- Email De-Activate
- Extend the Validity of Account

Single User Subscription Form (for one email address)

1. Select form details as below:
 - i. For Self – Email address require for yourself
 - ii. For Other User (where you are posted) – Service available for NIC Employees only
2. From the options given below for the type of email id, click on any one of the radio buttons as per your requirements:
 - i. Mail User (with mailbox)
 - ii. Application User (without mailbox (E-officeauth))
 - iii. e-office-srilanka
3. First Name, Last Name will be auto-populated as per your profile details. Enter Date of Birth, Date of Expiry from the given calendar.
4. Choose Email ID preference as below:
 - i. Name Based (for e.g. *pritti[dot]singh[at]govcontractor[dot]in*)
 - ii. Designation Based (for e.g. *tester[hyphen]123[at]govcontractor[dot]in*)
5. Select Employee Description as below:
 - i. Govt/PSU official
 - ii. Consultant/Contractual staff Designation Based
 - iii. FMS support staff
6. Enter correct captcha value and click on Preview and Submit button.

Single User Subscription Details

For Self For Other User(Where you are posted)

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

Mail user (with mailbox) Application user (without mail box(Eoffice-auth)) e-office-srilanka

First Name

Last Name

Date Of Birth *

Date Of Retirement/Date of expiry*

Email address preference: *

Name Based Designation/Office based id

Employee Description: *

Govt/Psu Official Consultant/Contractual Staff FMS Support Staffs

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

@


monika.singh2@govcontractor.in is available for creation

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

@govcontractor.in

singh2.monika@govcontractor.in is available for creation

Enter Captcha *

Captcha 

7. The preview of the filled form will be shown to the applicant. The applicant can edit the form details only before the final submission. If the applicant wants to change any details in the personal as well as organizational information, it can be changed by using “My Profile” option given on the top right corner of the page.
8. After clicking on the Submit button, a pop-up message will be displayed for confirming of approval of the request by the Reporting Officer. If the user agrees with the approval, s/he can click on YES to proceed further.

Preview

Single User Subscription Form

Personal Information

Name of Applicant * Designation * Employee Code

Office Address

Postal Address *

State where you are posted * District * Pin Code *

Telephone Number (O) Telephone Number (R)

Mobile * E-mail Address *

Reporting/Nodal/Forwarding Officer Details

Reporting/Nodal/Forwarding Officer Email * Reporting/Nodal/Forwarding Officer Name *

Reporting/Nodal/Forwarding Officer Mobile * Reporting/Nodal/Forwarding Officer Telephone *

Reporting/Nodal/Forwarding Officer Designation *

Organization Details

Organization Category * Ministry/Organization *

Department/Division/Domain *

Single User Subscription Details

For Self For Other User(Where you are posted)

Type of Mail ID: *

Reporting/Nodal/Forwarding Officer Details

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

Name:	[REDACTED]
Email:	[REDACTED]@nic.in
Mobile:	+91XXXXXXXX866

Are you sure, you want to proceed?

9. On the next screen, the user will be shown three options for the submission of the request and s/he can click on any of the radio buttons to finally submit the request.

- e-sign the document with Aadhaar
- Proceed online
- Proceed manually by uploading the scanned copy

Form Submission Type

Please select any to proceed:

e-Sign the document with Aadhaar?
(Delivery of e-sign with aadhaar depends on platforms outside control of NIC. In case of delay, you may choose to proceed online without aadhaar)

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)

9.1. If you select e-sign through Aadhaar, then you will be redirected to CDAC portal where you have to enter your Aadhaar number and verify the same through OTP validation. After successful authentication through Aadhaar, your form will be submitted and unique registration number will be generated.

Ministry of Electronics and Information Technology
Government of India

Digital India
Power To Empower

CDAC

You are currently using C-DAC eSign Service and have been redirected from National Informatics Centre

CDAC's e-Sign Service

View Document Information

Aadhaar Number Virtual ID UID Token [Get Virtual ID](#)

Enter Your Aadhaar Number

Aadhaar TOTP Aadhaar OTP [How to generate TOTP?](#)

Enter Your Aadhaar OTP

Get OTP Cancel

9.2. If you select manual option, you have to download PDF of the form, upload sealed and signed PDF and then submit the request.

10. After clicking on Final Submit button, registration number of your request will be generated, this registration number can be used to track the status of your application by using "TRACK USER" button.

Your form has been submitted.

Your form has been submitted and your Registration number is [SINGLEUSER-FORM202411250175](#).

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

Bulk User Subscription Form (for more than one email address)

Steps for filling the bulk email request is as follows:

1. Select “Bulk Subscription” form from the list and other form details (as shown in screenshot for Single Email Subscription).
2. If you wish to check the sample file for bulk subscription in CSV format, then click on the link to download and refer the same to upload the bulk data for the form.
3. The input file should be in the format as given below:
 - i. First Name and Last Name
 - ii. Designation: Department/ Ministry: State
 - iii. Country Code without (+): Mobile
 - iv. Date of Retirement (dd-mm-yyyy)
 - v. Login UID
 - vi. Complete Email address
 - vii. Date of Birth (dd-mm-yyyy) – this field is non-mandatory
 - viii. Employee Code – this field is non-mandatory
4. Enter the correct captcha value and click on Submit button.
5. Rest of the process remains the same as mentioned in “Single User Subscription Form” section.

Bulk User Subscription Details

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

Mail user (with mailbox) Application user (without mail box(office-auth)) e-office-srilanka

Email address preference: *

Name Based Designation/Office based id

NOTE: Please Follow these instructions for uploading CSV.


- CSV file must contain following fields:
First Name(special characters not allowed) **Last Name**(special characters not allowed) **Designation**(only [.,-/0.] allowed) **Department/ Ministry**(only [-/0 &.] allowed) **State**(only [- & /] allowed) **Country Code** without(+), **Mobile**, **Date of Retirement**(dd-mm-yyyy), **Login UID**(only [-_] allowed), **Complete Email address**(only [-_@] allowed), **Date of Birth**(dd-mm-yyyy), **Employee Code**
- All fields are mandatory (except Date of Birth and Employee code) for account creation.
- Maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.
- We have allowed ID Creation facility for international mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes for their country.
- Country Code (allowed 1-5 digits), Mobile Number (allowed 8-14 digits)- For for(9) Country Code Only 10 digit mobile number is allowed.

Employee Description: *

Govt/Psu Official Consultant/Contractual Staff FMS Support Staffs

Please upload the CSV file You can Download the File and fill the Detail and Upload

Bulk-FileFormat (0).csv

Captcha 

Note - The maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.

NKN Single Subscription

This registration form is designed for applicants who require an email address in the government domain for NKN connected institutes.

The applicant has to follow below steps for filling NKN single subscription request.

1. Click on Email (@gov) service available on the left pane of the dashboard.
2. Read the instructions on the pop-up window and click on OK button to proceed.
3. Select “NKN Single Subscription” from the options provided.
4. First Name and Last Name will be auto-populated from your profile.
5. Enter the NKN user subscription details:
 - i. Institute Name
 - ii. Institute ID
 - iii. Name of Project NKN
6. Select the date of birth and date of retirement from the calendar.
7. Select the preferred email address 1 and 2. Refer to the email address guidelines while entering the preferred email address.
8. Click on the preview and submit button to proceed further.
9. Rest of the process remains the same as mentioned in **“Single User Subscription Form”** section.

NKN User Subscription Details

First Name	Deepika	Last Name	singh		
Institute Name *	AIIMS Deoghar	Institute ID	aiims	Name of Project NKN *	@Procurement
Date Of Birth *	17-01-1995	Date Of Retirement/Date of expiry*	25-11-2043		
Type of Mail ID: * (know More)					
<input checked="" type="radio"/> Mail user (with mailbox) <input type="radio"/> Application user (without mail box(office-auth)) <input type="radio"/> e-office-srilanka					
Email address preference: *					
<input checked="" type="radio"/> Name Based <input type="radio"/> Designation/Office based id					
Preferred Email Address 1 (Refer email address guidelines) *			Preferred Email Address 2 (Refer email address guidelines) *		
Enter User ID @ govcontractor.in			Enter another User ID @		
Captcha 206749			Enter Captcha* 2DV7xn		
<input type="button" value="Preview and Submit"/>					

NKN Bulk Subscription

This registration form is designed for applicants who require an bulk email address in the government domain for NKN connected institutes.

The applicant must follow below steps for submitting this request.

1. Login to eForms portal >> Select the option “Email (@gov)” on the left pane of the dashboard.
2. Read the instructions on the pop-up window and click on the OK button to proceed.
3. Select “NKN Bulk Subscription”
4. Enter the NKN Bulk User Subscription details:
 - i. Institute name
 - ii. Institute ID
 - iii. Name of Project NKN
5. The applicant can download the sample CSV file which can be used as a reference to upload the data for the creation of email accounts for NKN Institutes. The email address will be created in the institute's own registered domain.
6. The format of input file should be:
 - i. First Name
 - ii. Last Name
 - iii. Designation
 - iv. Department/ Ministry
 - v. State
 - vi. Country Code
 - vii. Mobile
 - viii. Date of Retirement (dd-mm-yyyy)
 - ix. Login UID
 - x. Complete Email address
 - xi. Date of Birth (dd-mm-yyyy) – This field is non-mandatory
 - xii. Employee Code –This field is non-mandatory
7. Click to browse and select the file from your desktop to upload the same in the form.
8. Enter the correct Captcha value and click on Submit button.
9. Rest of the process remains the same as mentioned in “**Single User Subscription Form**” section.

NKN Bulk User Subscription Details

Institute Name * Institute ID Name of Project NKN *

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

First Name>Last Name.Designation/Department/ Ministry/State/Country Code without(+).Mobile/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.


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

Mail user (with mailbox) Application user (without mail box(office-auth)) e-office-srilanka

Email address preference: *

Name Based Designation/Office based id

Please upload the CSV file

Captcha 

GEM Single Subscription

For the process of GeM User subscription refer the URL: <https://gem.gov.in/userFaq>

For Primary Users:

Please find the GeM Subscription Procedure mentioned below for Primary applicant.

Send the endorsed letter signed by the Deputy Secretary or Undersecretary level of the ministry under which the organization belongs to and forward the same to **gemapplicant[at]gem[dot]gov[dot]in**. After the approval, the applicant will get an email id with the domain [at]gembuyer[dot]in.

Once the primary email id is created, send a CSV file of the accounts which are to be created by GeM Subscription in the given format which is mentioned in the trailing mail.

- i. S.No.
- ii. First Name
- iii. Last Name
- iv. Designation
- v. Role(HOD/Buyer/ Consignee /both/PAO/DDO)
- vi. Name of Ministry/ Department/ Organization
- vii. State/City
- viii. Mobile No (10 digits)
- ix. Complete Office Address

For Secondary Users:

Fill the GeM User Subscription form given on eForms portal.

1. Read the instruction window pop up and click on OK button to proceed.
2. Select “GeM Subscription”
3. Enter the GeM User Subscription details as mentioned in below points
4. In the organization category:

For Central PSE

Select the controlling ministry from the drop down

For State PSE

Select the state of posting from the drop-down and select the district name (where the applicant is posted) from the drop-down.

5. Forwarding Officer details will be auto filled when you select the organization category

Note: Your application needs to be forwarded by an officer at the level of Under Secretary or above and having a government email address.

For example: [at]nic[dot]in/[at]gov[dot]in. Once approved by the Forwarding Officer, your request will be forwarded to gemapplicant[at]gem[dot]gov[dot]in. Please contact GeM support (gemapplicant[at]gem[dot]gov[dot]in) for any queries.

6. Enter the personal details:
7. Date of retirement
8. Select the role to be assigned from the drop-down
9. Enter the preferred email address 1&2 (refer the email address guidelines for the creation of email address)
10. Enter your projected monthly traffic.
11. Enter the Captcha value and click on Preview and Submit button.
12. Rest of the process remains the same as mentioned in **“Single User Subscription Form”**.

GEM User Subscription Details

First Name

Last Name

Organization Category *

Central PSE (Controlled by Central Ministry)
 State PSE (Controlled by State Ministry)

Controlling Ministry *

Ministry of Coal

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 OEM support (gemapplicant@gem.gov.in) for any queries.

Email *

@nic.in

Name *

Mobile *

Telephone *

Designation *

Address *

Personal Details

Date Of Retirement/Date of expiry *

Role to be assign *

HOD

Preferred Email Address 1 (Refer email address guidelines) *

 @

Preferred Email Address 2 (Refer email address guidelines) *

 @

Enter Your Projected Monthly Traffic *

captcha

Enter Captcha *

[Preview and Submit](#)

GEM Bulk Subscription

1. Process for submission of GEM Bulk Subscription form remains the same as that of GEM Single Subscription form.
2. User has to upload CSV file with all the below details.
 - i. First Name
 - ii. Last Name
 - iii. Designation: Department/ Ministry
 - iv. State
 - v. Country Code
 - vi. Mobile
 - vii. Date of Retirement (dd-mm-yyyy)
 - viii. Login UID
 - ix. Complete Email address
 - x. Date of Birth (dd-mm-yyyy) – this field is non-mandatory
 - xi. Employee Code – this field is non-mandatory
3. Rest of the process remains the same as mentioned in **“Single User Subscription Form”**.

GEM Bulk User Subscription Details

Organization Category *
 Central PSE (Controlled by Central Ministry) State PSE (Controlled by State Ministry)

Controlling Ministry *
 -SELECT-

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 *

Mobilo *

Designation *

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

Personal Details
 Role to be assign *

Please upload the CSV file

Enter Your Projected Monthly Traffic *

You can Download the File and fill the Detail and Upload

Enter Captcha*
 Captcha DdL8X7

Email Activate

1. Select the “Email Activate” option in the form.
2. Enter the email id in the correct format as shown in the image below.
3. Choose the employee description such as:
 - i. Govt/PSU Official
 - ii. Consultant/Contractual Staff – If user selects this option, then a copy of work order has to be uploaded
 - iii. FMS Support Staff - If user selects this option, then a copy of work order has to be uploaded
4. Select the Date of Retirement from the calendar.
5. Enter the correct Captcha value and click on Preview and Submit button.
6. For rest of the process, follow the steps as mentioned in **“Single User Subscription form”**.

Note – This request is submitted by Reporting Officer of the user who has once approved the request of the user while email creation or NIC Coordinator of the user department.

Email De-Activate

1. Select the “Email De-Activate” option in the Email Subscription Forms under Email (@gov) service.
2. Enter the email id in the correct format as shown in the image below.
3. Enter the correct Captcha value and click on Preview and Submit button.
4. For rest of the process, follow the steps as mentioned in [“Single User Subscription form”](#).

Extend the Validity of Account

1. Select Extend the Validity of Account option.
2. Choose either of the option “For Serving Employees” or “Employee Retiring this Month”.

Note- If your account is expiring this month, then you will be able to raise request for the same. If your account is not expiring this month, then you will get error message as “Your account is not expiring this month. Kindly revisit this portal in the month in which your account is expiring.”

3. Select Email address preference and Employee Description.

4. Your email address, date of birth, previous date of account expiry will be prefilled.
5. Choose the date of account expiry from the calendar that you want to extend.
6. Fill in correct Captcha value and click on Preview and Submit button.
7. For rest of the process, follow the steps as mentioned in **“Single User Subscription form**

Additional Email

This service is available only to Delegated Admins who want an additional email quota/licenses for their department to create the email ids. Delegated Admin has to use Zscaler or VPN connection in order to submit this request.

1. Select Additional Email option.
2. Your organizational hierarchy for which you want additional email quota will be displayed.

3. Click on check box and further details related to form like- Competent Authority details, balance quota you want to add will be asked to filled by DA-Admin.

Competant Authority Details

Competant Authority Officer Email *

Competant Authority Officer Name *

Competant Authority Officer Mobile *

Competant Authority Officer Telephone *


Competant Authority Officer Designation *

Select Department for which for which you want to add a quota of additional emails *

Category Ministry

Balance of Additional Email Accounts needed *

NOTE: • If any "PSU/Ministry/Department" needs to be added, please send the details to [eforma\[at\]nic\[dot\]in](mailto:eforma[at]nic[dot]in)

Enter Captcha *
Captcha 

4. Preview of the form will be shown to the user. Click on Submit button.

Preview ✕

Additional Email Form

Personal Information

Name of Applicant * Designation * Employee Code

Office Address

Postal Address *

State where you are posted * District * Pin Code *

Telephone Number :(O) Telephone Number :(R)

Mobile * E-mail Address *

Organization Details

Organization Category * Ministry/Organization *

Department/Division/Domain *

Competent Authority Officer Details

Competent Authority Officer Email * Competent Authority Officer Name *

Competent Authority Officer Mobile * Competent Authority Officer Telephone *

Competent Authority Officer Designation *

Additional Email Form Details

5. You will be shown e-sign option to submit the request and this option will take you to CDAC portal for e-signing the request through Aadhaar.

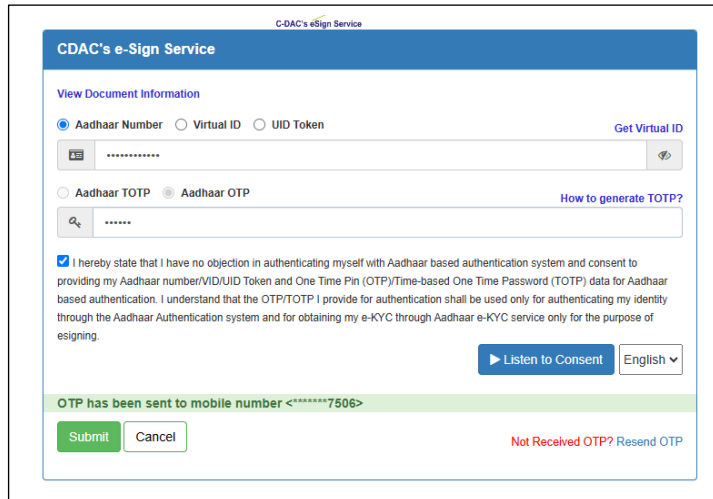
Form Submission Type

Please select any to proceed:

e-Sign the document with Aadhaar?
(Delivery of e-sign with aadhaar depends on platforms outside control of NIC. In case of delay, you may choose to proceed online without aadhaar)

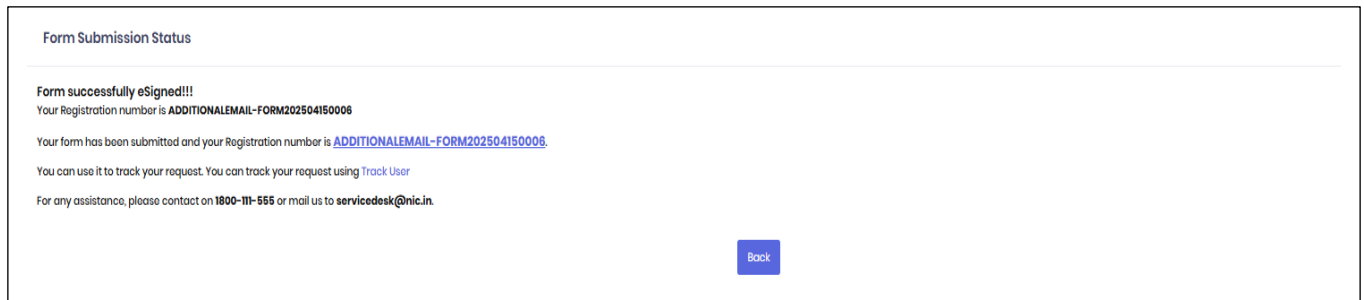
✔ Continue

6. Enter your Aadhaar Card details and validate through OTP (delivered on your registered number).



The screenshot shows the CDAC's e-Sign Service interface. At the top, it says "CDAC's e-Sign Service". Below that, there's a section titled "View Document Information". There are three radio buttons: "Aadhaar Number" (selected), "Virtual ID", and "UID Token". To the right of these is a "Get Virtual ID" link. Below the radio buttons is a text input field with a masked Aadhaar number "*****" and a search icon. There are also radio buttons for "Aadhaar TOTP" and "Aadhaar OTP" (selected), with a "How to generate TOTP?" link. Below this is another text input field with a masked OTP "*****". A consent statement is displayed: "I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number/VID/UID Token and One Time Pin (OTP)/Time-based One Time Password (TOTP) data for Aadhaar based authentication. I understand that the OTP/TOTP I provide for authentication shall be used only for authenticating my identity through the Aadhaar Authentication system and for obtaining my e-KYC through Aadhaar e-KYC service only for the purpose of signing." There is a "Listen to Consent" button and a language dropdown set to "English". A green notification bar at the bottom says "OTP has been sent to mobile number <*****7506>". At the very bottom, there are "Submit" and "Cancel" buttons, and a red link that says "Not Received OTP? Resend OTP".

7. After successful authentication through Aadhaar, your form will be successfully submitted and registration number will be generated.



The screenshot shows a "Form Submission Status" page. It has a title "Form Submission Status" and a horizontal line. Below the line, it says "Form successfully eSigned!!!". The registration number is "ADDITIONALEMAIL-FORM202504150006". It states "Your form has been submitted and your Registration number is [ADDITIONALEMAIL-FORM202504150006](#)." It also says "You can use it to track your request. You can track your request using [Track User](#)". At the bottom, it says "For any assistance, please contact on 1800-111-555 or mail us to servicedesk@nic.in". There is a blue "Back" button at the bottom right.