User Manuals

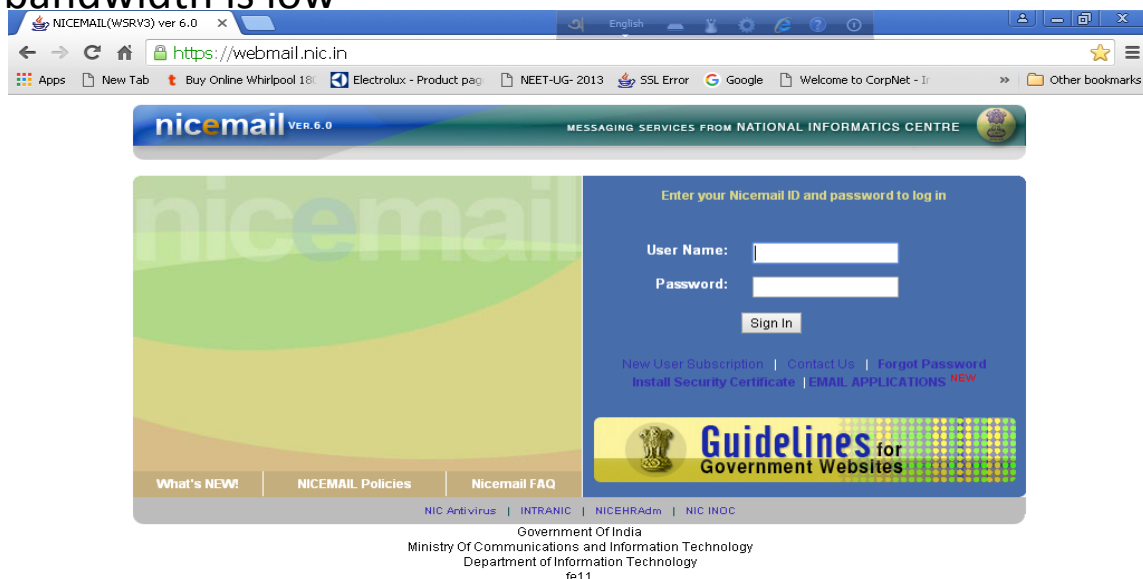# For

Using e-mail services of NIC

1. Using email service of NIC.

❖ Use InternetExplorer-9(IE-9) to access NIC-email service on https://mail.gov.in or https://webmail.nic.in. Use of IE-6, IE-7andIE-8 browsersis not recommended.

❖ Users who have windows XP, or Vista or any other operating system that does not support IE-9or above, maykindly use the Mozilla/safari/chrome browser's to access the email services.

❖ On accessing these websites users will get the following pages:
i) On https://webmail .nic.in : To be used where internet bandwidth is low

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01 100 1328128 | 01 104 1328128 | 01 113 1328128

ii) On https://mail.gov.in
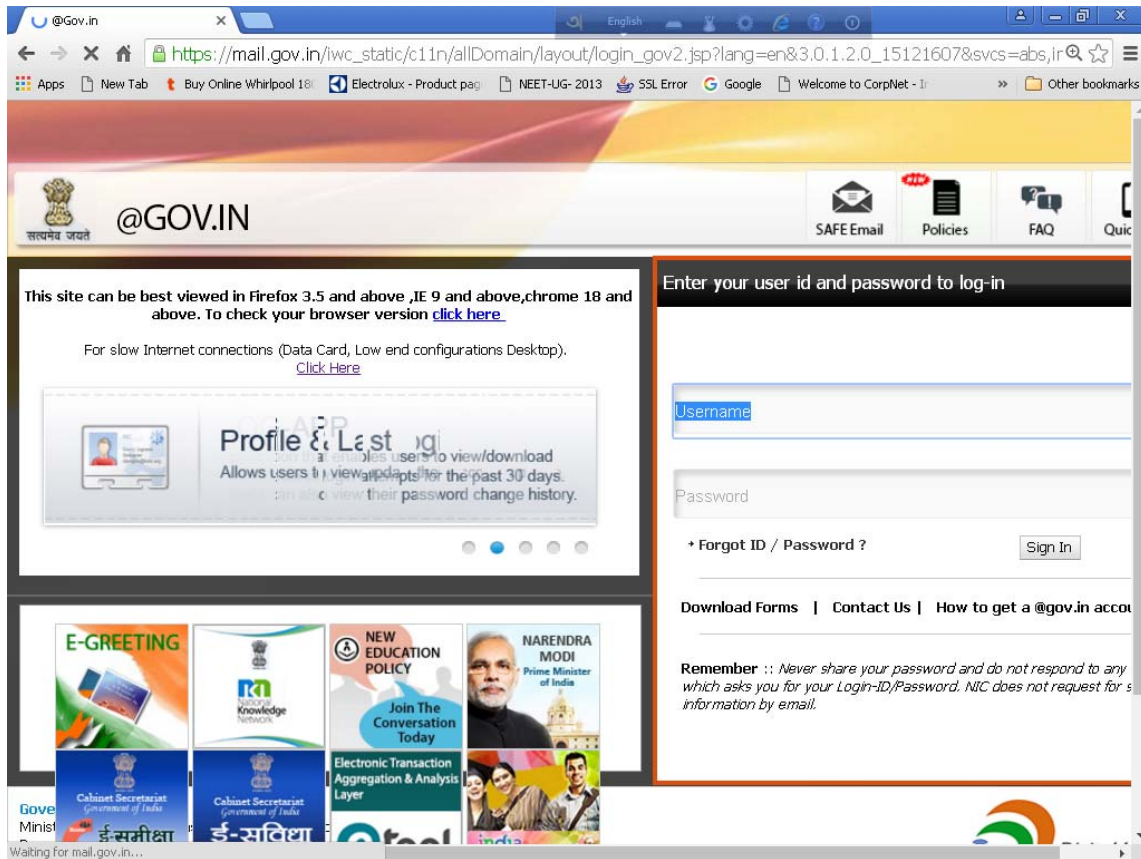
❖ The user name is the full email address i.e. xxxx@cewacor.nic.in and the password to be entered is the one that NIC has provided to the users .

❖ For the First time users, a profile page may appear wherein user has to feed his profile details. The screenshot of the page is shown as under.

@GOV

We request for your cooperation, kindly spare a few minutes to update your profile.

NOTE:

- User's who use ids based on designation and not on individual names, should enter the details of the person to whom the mail id has been assigned.
- When the officer moves to a new location, these details can be changed in the profile option.
- Profile updation is mandatory due to security reasons.
- New Password should be according to NIC-Email Change Password Policy.
- **Password Policy:** Must contain Uppercase, lower case, number, Special Characters and the password should be atleast 8 characters Long and must not contain dictionary word. Your new password cannot be same as the current password.

First Name: PAWAN
(Can contain only characters)
✔

Last Name: SEN
(Can contain only characters)
✔

Phone(Office):
(e.g. 123-12345678, i.e. STD/ISD Code followed by landline number)
Error:Please Enter Office Telephone number

Mobile: India (+91)

(e.g. 98xxxxxxxx, do-not append 0(zero) at the beginning of the mobile number)
Error:Please Enter Mobile Number

Office Postal Address:

Can contain only Alpha-Numeric Character's and the following special characters ,'.-
Error:Please Enter Postal Address

Date Of Birth:
Error: Please Enter Date Of Birth
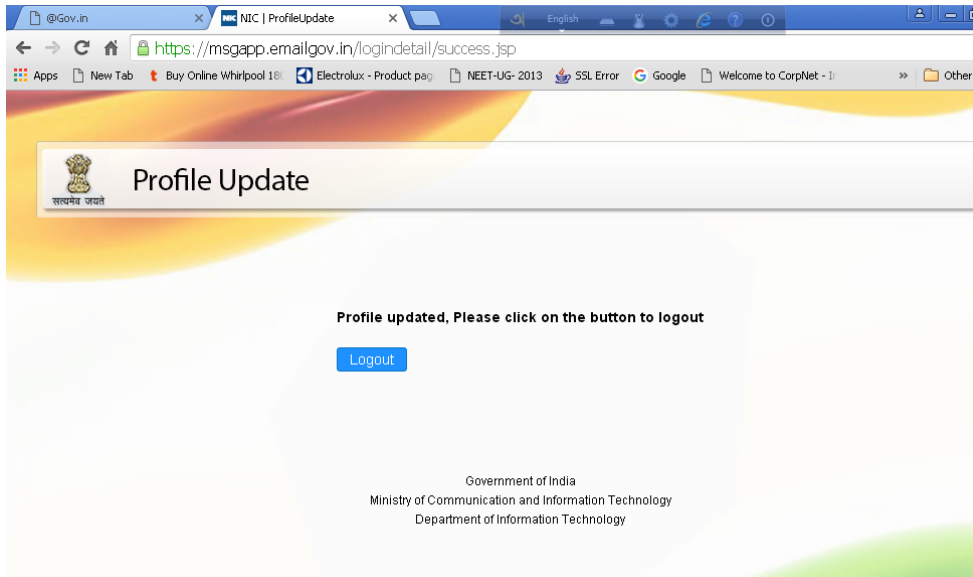
Date Of Retirement: May 31 2021

Are you NIC Employee ? Other

Employee Code
Can contain only Alpha-Numeric Character's .
✔

Current Password:

New Password:

❖ The users   has to furnish all the information as shown in the above template. For saving the changes made by the users click the update button.   Screen shown below will appear on successful updation
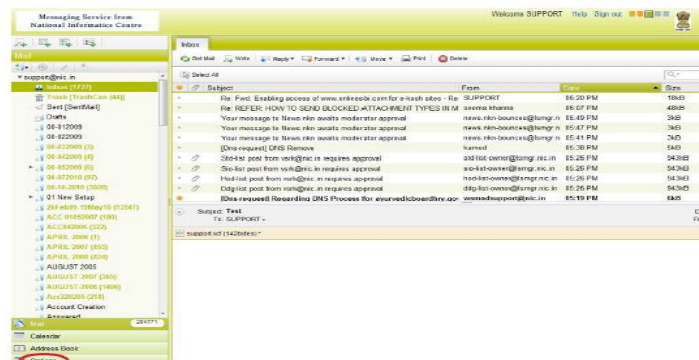
❖ The user profile page is also available on the websitehttps://msgapp.emailgov.in/logindetail/index.jsp

❖ Change the Email password as it is a mandatory requirement for first login user.

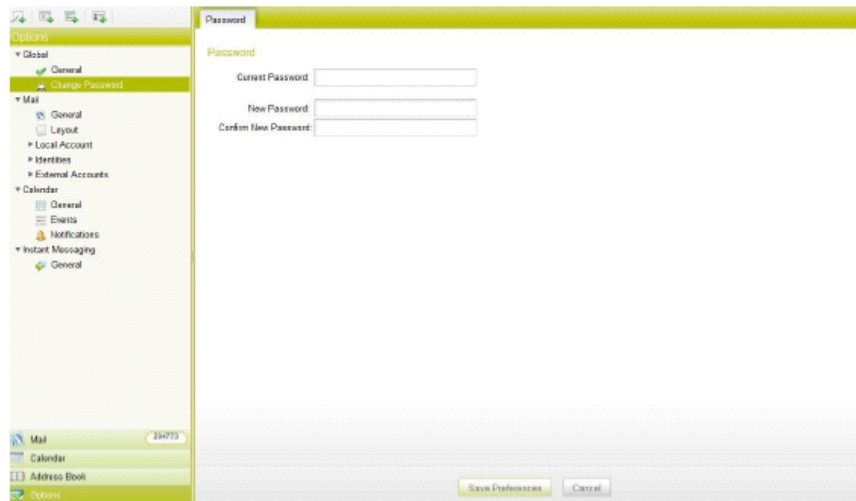❖ Users can also change their existing password at any time by following the steps detailed below.

2. Go To "Change Password"

Enter Current password:
New Password:
Confirm new Password:

And then click on "Save Preferences"
You will get a Prompt "Your Password has been changed".

2 . To Access email through Microsoft Outlook:

❖ Users have to configure the Microsoft outlook/ Outlook Express in their machine as given below to access the mail services. The Outlook Express / Microsoft Outlook helps to pop mails from the NIC Mail Server to the local Machines.

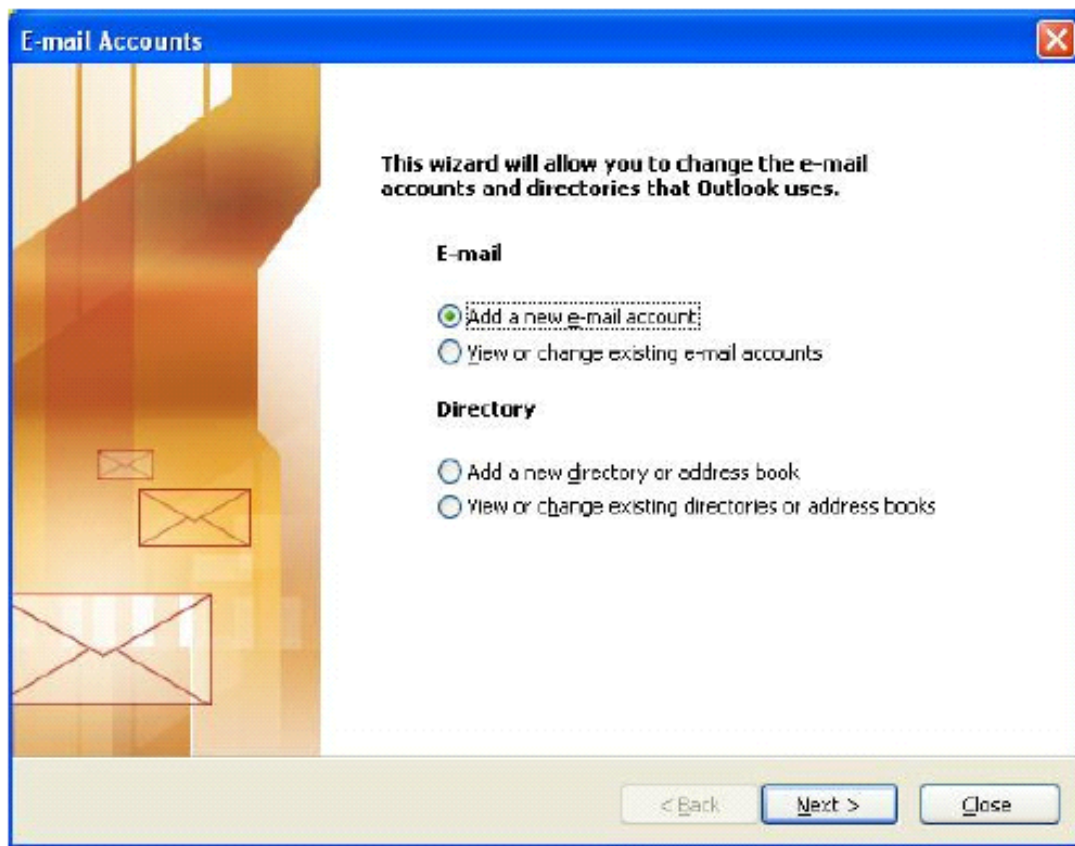## To set up your Microsoft Outlook Client (POP)

Open Microsoft Outlook

Click the **Tools** menu, Select **Email Accounts**
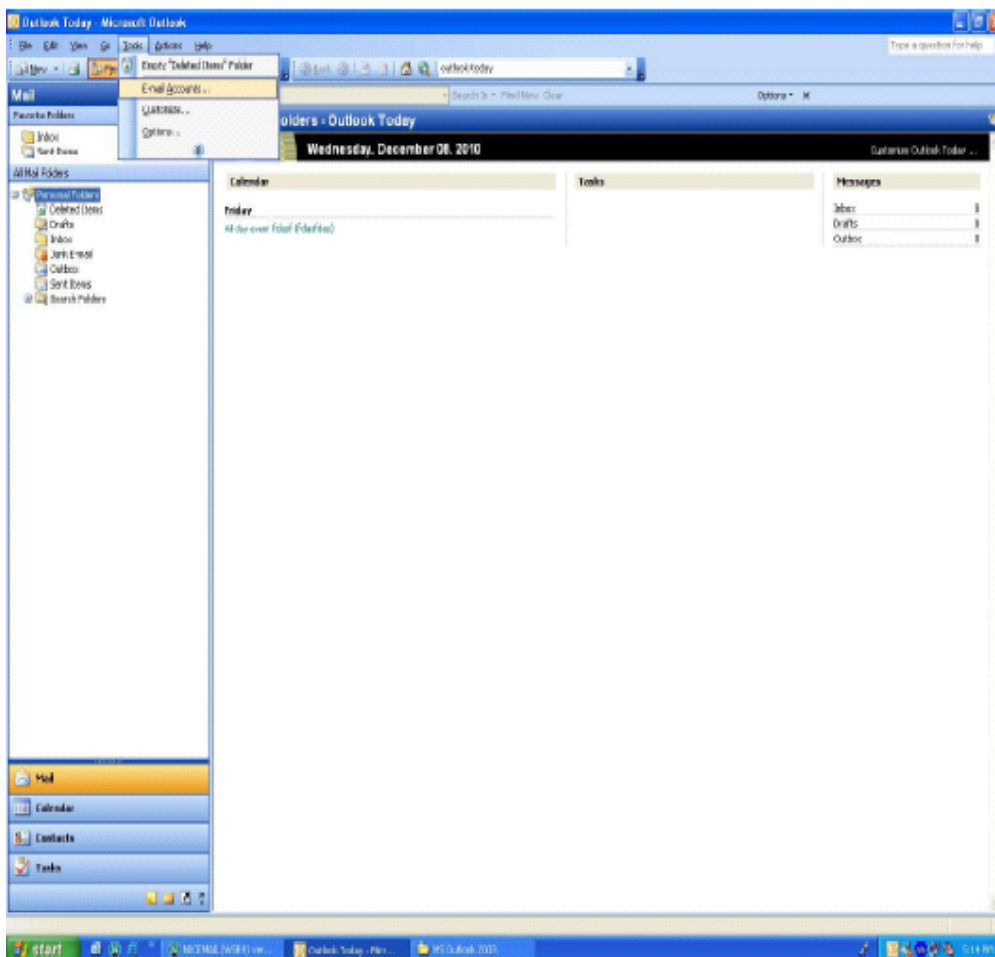
Select "Add a New Email Account "

Click **NEXT**

You are prompted to **Choose E-mail Service**
Select POP3

Click Next

1. Fill in all necessary fields to include the following information:

   Your Name: Enter your name as you would like it to appear in the From: field of outgoing messages.
   Email Address: Enter your full NIC Email address (*abcd@nic.in*).
   Password: Enter your email password. (Optional ,As per the users choice)

   Incoming mail server (POP3): mail.nic.in OR mail.gov.in

   Outgoing mail server (SMTP): mail.nic.in OR mail.gov.in

   Click On More Settings button

Select the **Outgoing Server** tab. Check the box next to **My outgoing server (SMTP) requires authentication** and select **Use same settings as my incoming mail server.**

Click OK

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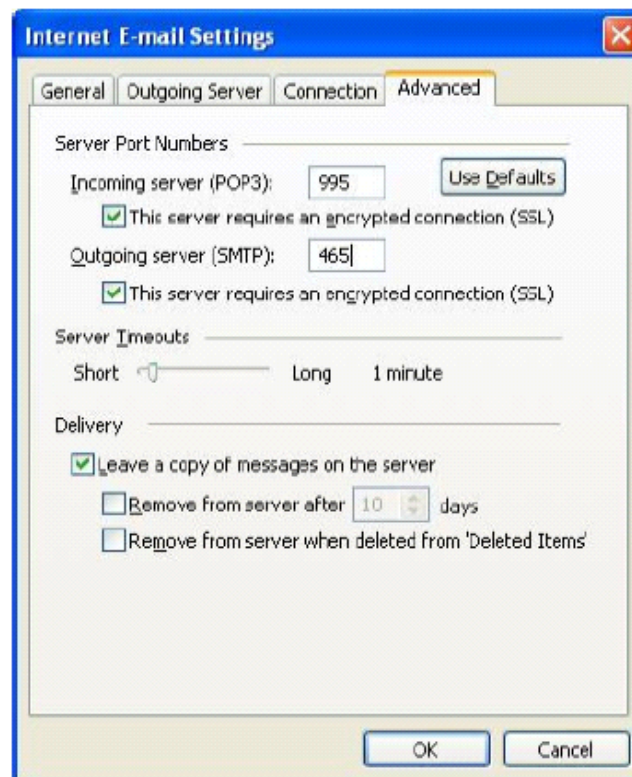ID 9105077462
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Click the **Advanced tab**, and check the box next to **This server requires an encrypted connection (SSL)** under **Incoming Server (POP3)**. Enter Port 995 in the 'Incoming Server (POP3)' box.

In the **Outgoing server (SMTP)** box, enter Port 465, and check the box next to **This server requires an encrypted connection (SSL)** under **Outgoing Server (SMTP)**.
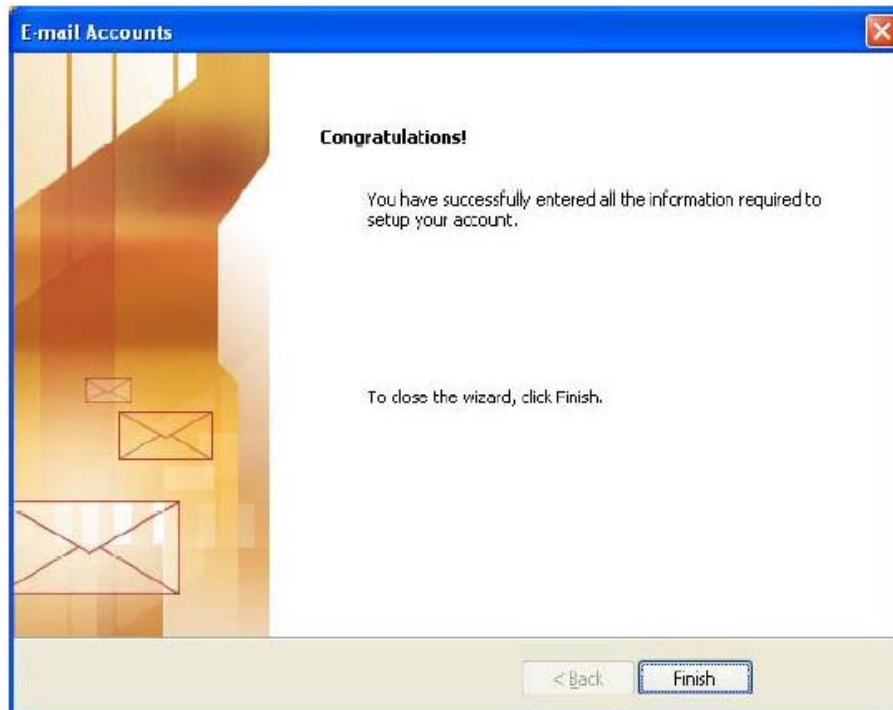
"Leave a copy of messages on the Server" should be checked.

Internet E-mail Settings

General | Outgoing Server | Connection | Advanced

Server Port Numbers

Incoming server (POP3):   995   [Use Defaults]
☑ This server requires an encrypted connection (SSL)

Outgoing server (SMTP):   465
☑ This server requires an encrypted connection (SSL)

Server Timeouts
Short ──○──────── Long   1 minute

Delivery
☑ Leave a copy of messages on the server
☐ Remove from server after 10 ⬍ days
☐ Remove from server when deleted from 'Deleted Items'

[OK]   [Cancel]

Click Ok

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Click **Next**, and then click **Finish.**

3. How to send and receive e-mails

❖ For sending e-mails , the user has to log into the web portal https://webmail.nic.in or https://mail.gov.in , the following page will appear
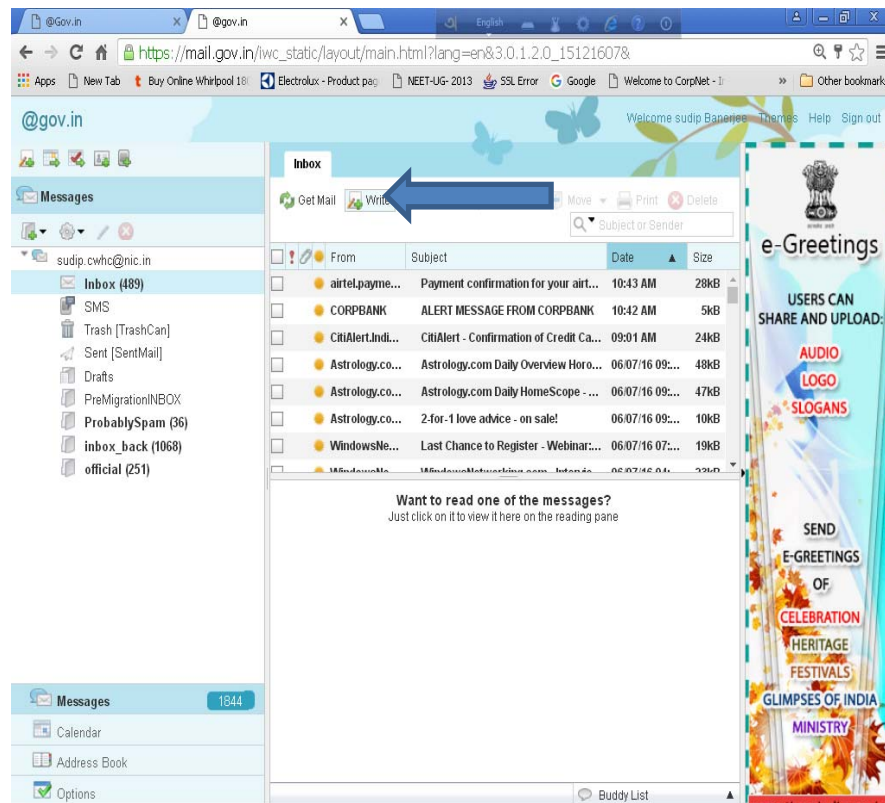
❖ The user has   to click the "write" icon as indicated by the arrow above for composing a new mail. The new window will appear which is shown as below.

Message writing area
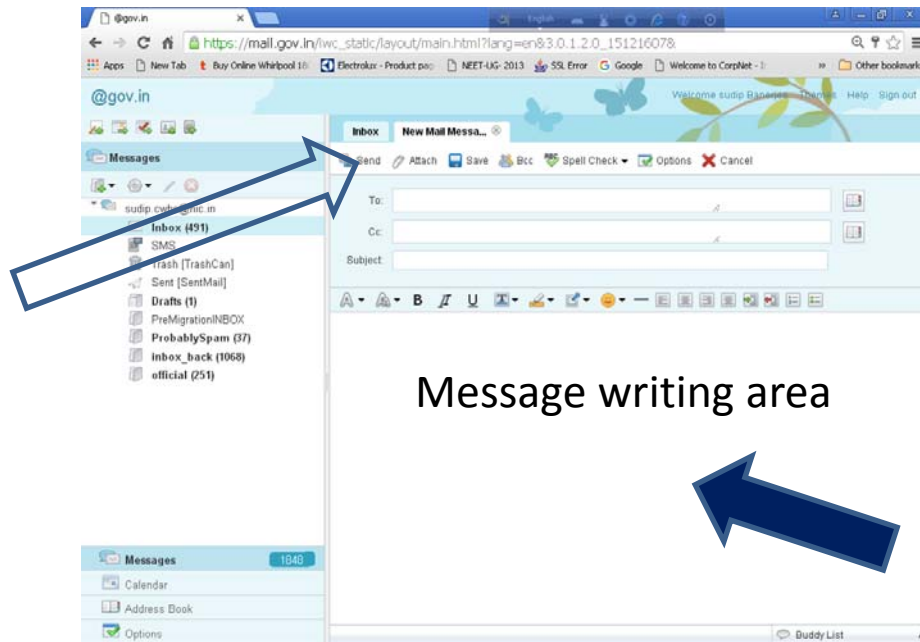
❖ For sending the e-mail , user has to enter the e-mail address of the recipients in the row marked with "TO" For sending the copy of the mail to other recipients , the e-mail address can filled the row marked as "CC" or "BCC". The message is to be written in the message editor part as shown by the arrow above .

To:	Click this checkbox to send the message to this recipient.
Cc:	Click this checkbox to send a copy of the message to this recipient.
Bcc:	Click this checkbox to send a blind copy of the message to this recipient.

❖ For sending the mail, user has to click send button as shown by the arrow above .

❖ In case user want to attach files along with the mail user has to click the "Attachment" button as indicated by blue arrow above.

❖ On clicking the attachment button the following window will appear which is shown below.
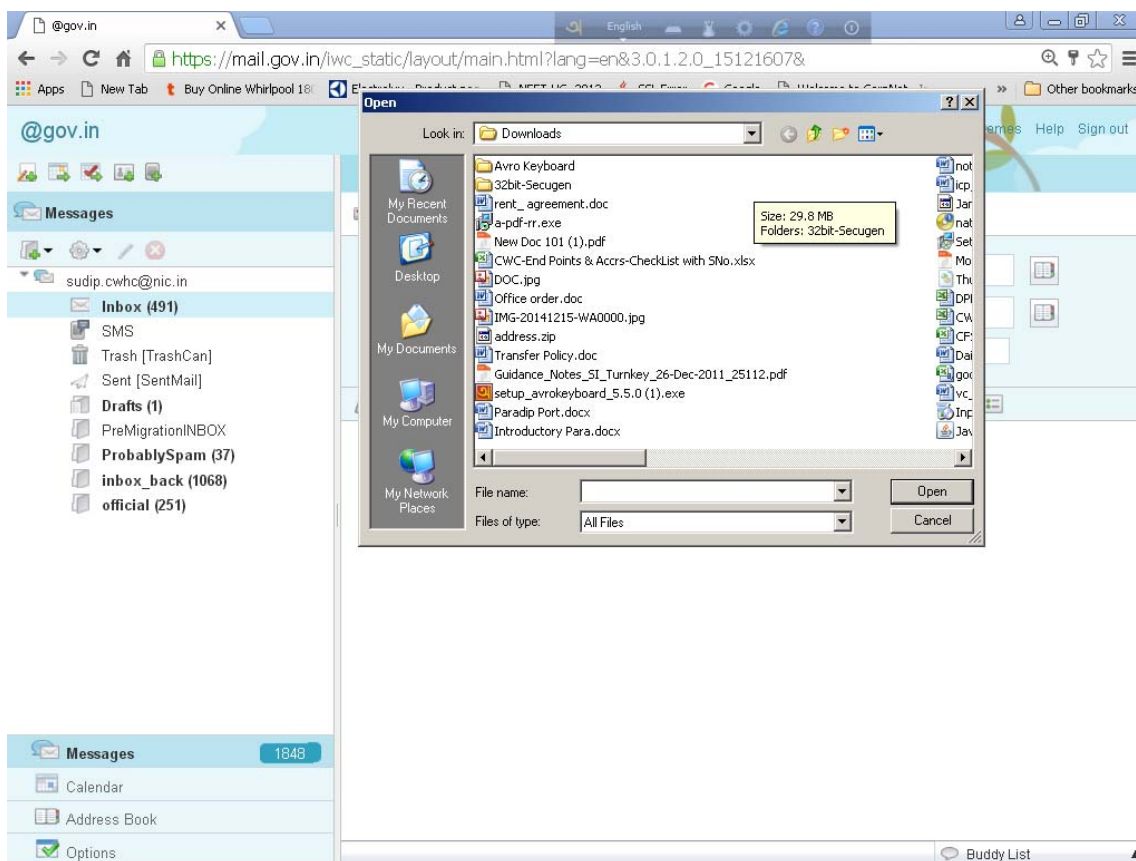
❖ User has to select the file for attachment and click on the open button shown in the above screen. A new screen will open ,as shown in the next slide which will indicate the name of the attached the file as shown by the arrow.

- ❖ User can add more files by repeating the above procedures. The attachment can removed by clicking on the remove button on the attachment status bar.
- ❖ Finally on click of the "send" button the message along with the attachments will be delivered to recipient

4. Management of E-mail messages.

❖ *To View Messages in a Folder.*
❖ Click your email address in the left pane of the
   Mail tab. As shown below
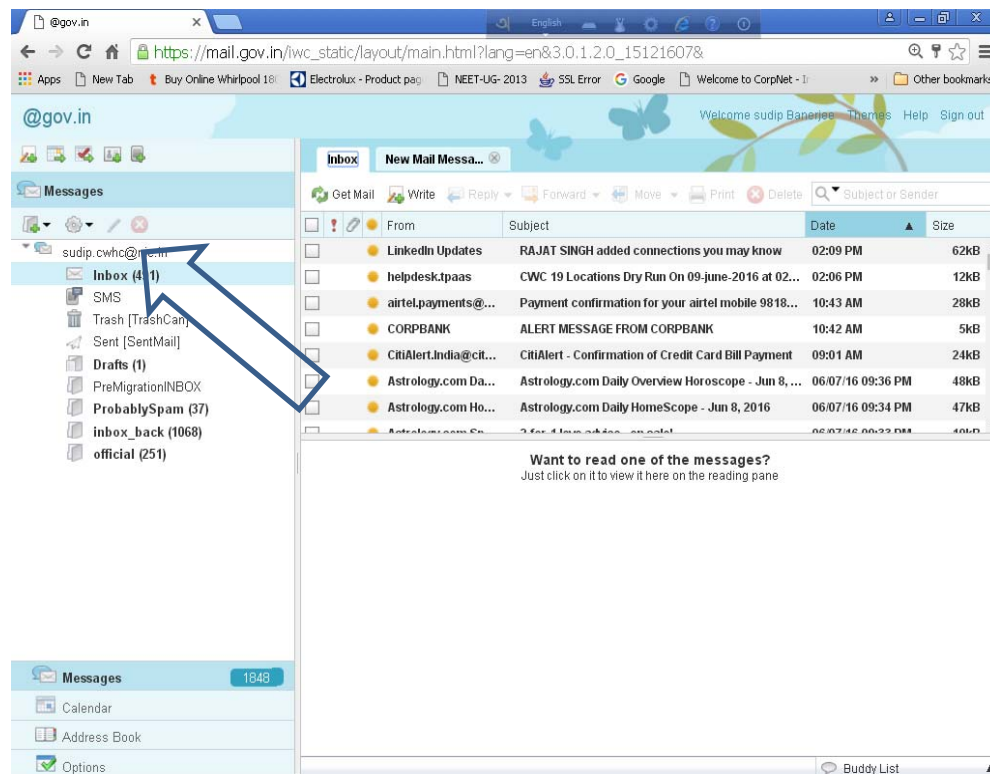
❖ Click the name of the folder you want to
   view.

❖ The list of messages within the folder
   appears. The Subject, date Sent or Received,
   From or To, and Size information is provided
   for each message.

❖ Click the subject of a message to view the
   contents of the message.

- *To Save attachments*

❖ It is advisable that the attachments from the known recipient should preferably be saved in the local machine/ desktops for faster retrieval. For doing this users has to follow the steps detailed as under
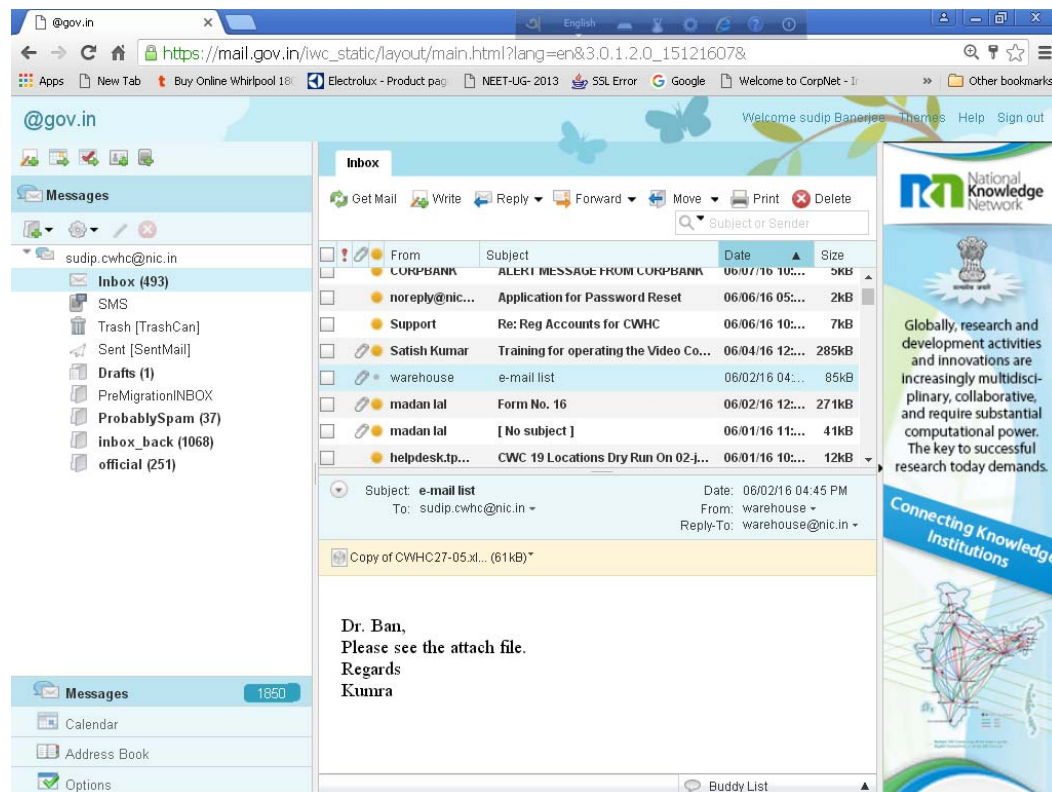
❖ Right click on the attachments , the following window as shown on the next slide will appear
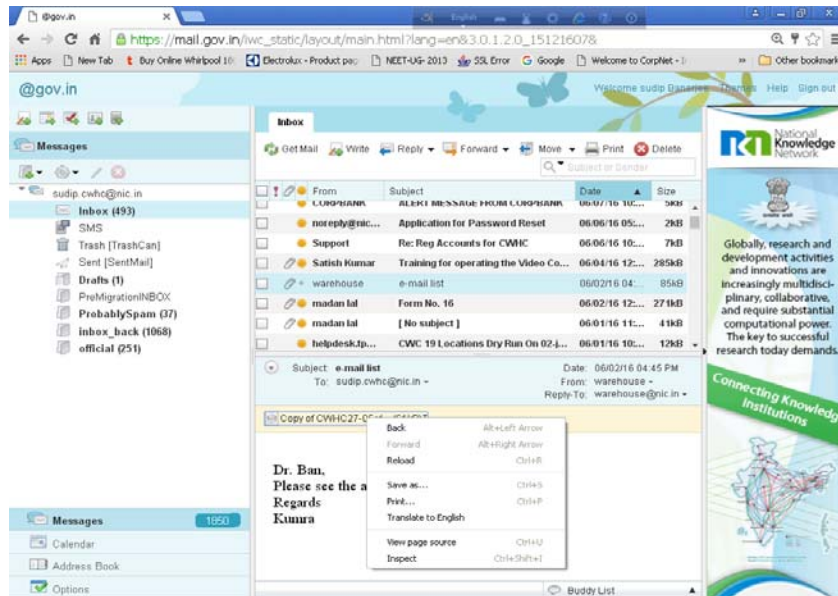
❖ **Click the save as button**
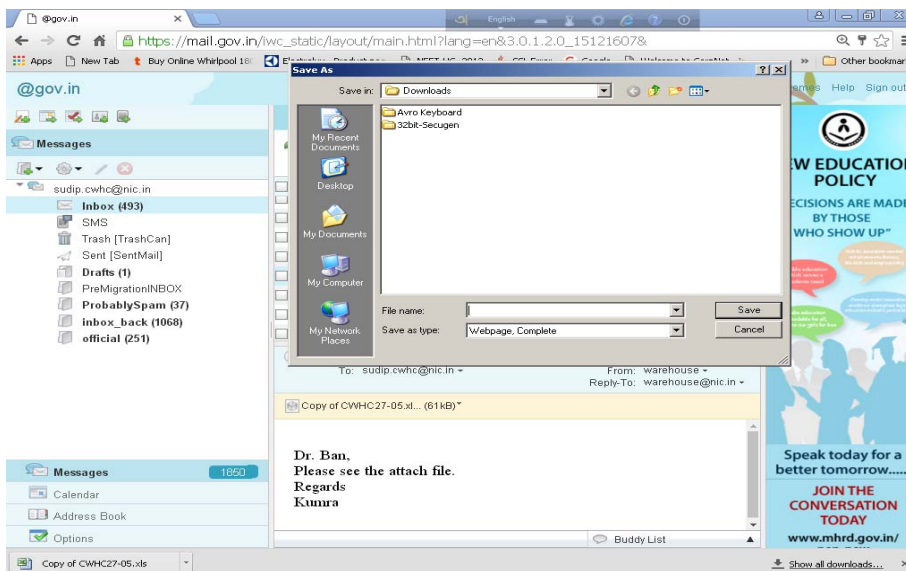
❖ User will be prompted to provide the file name and the location in the save as dialogue box. On clicking the save button file will be shaved in the desired location.

To Create a New Folder

- ❖ Click your email address in the left pane of the Mail tab to access the Folders page.

- ❖ Select the radio button of the message folder that is the parent for your new folder.

- ❖ Click the New icon.

- ❖ In the dialog box, type a name for the new folder.

- ❖ Click OK to create the folder.

To delete a message

- ❖ For deleting a message, select the message by checking the box on the left of message and click the delete button.

- ❖ For multiple deleting of message , individual messages has to be selected by checking each message and then clicking the delete button .
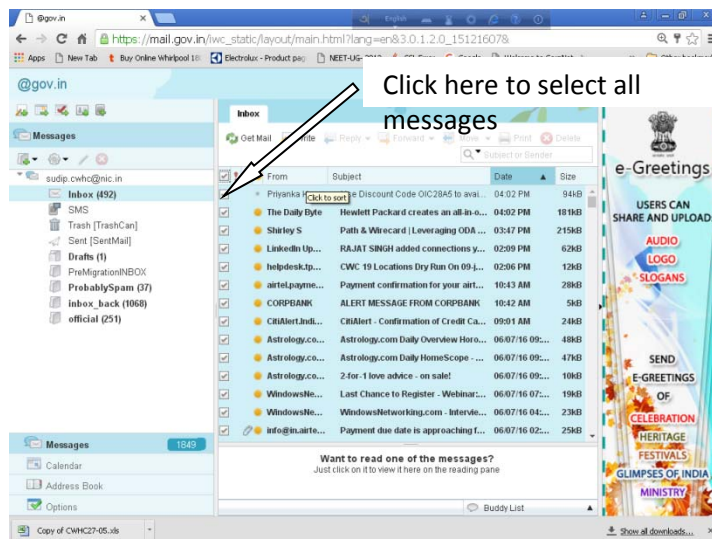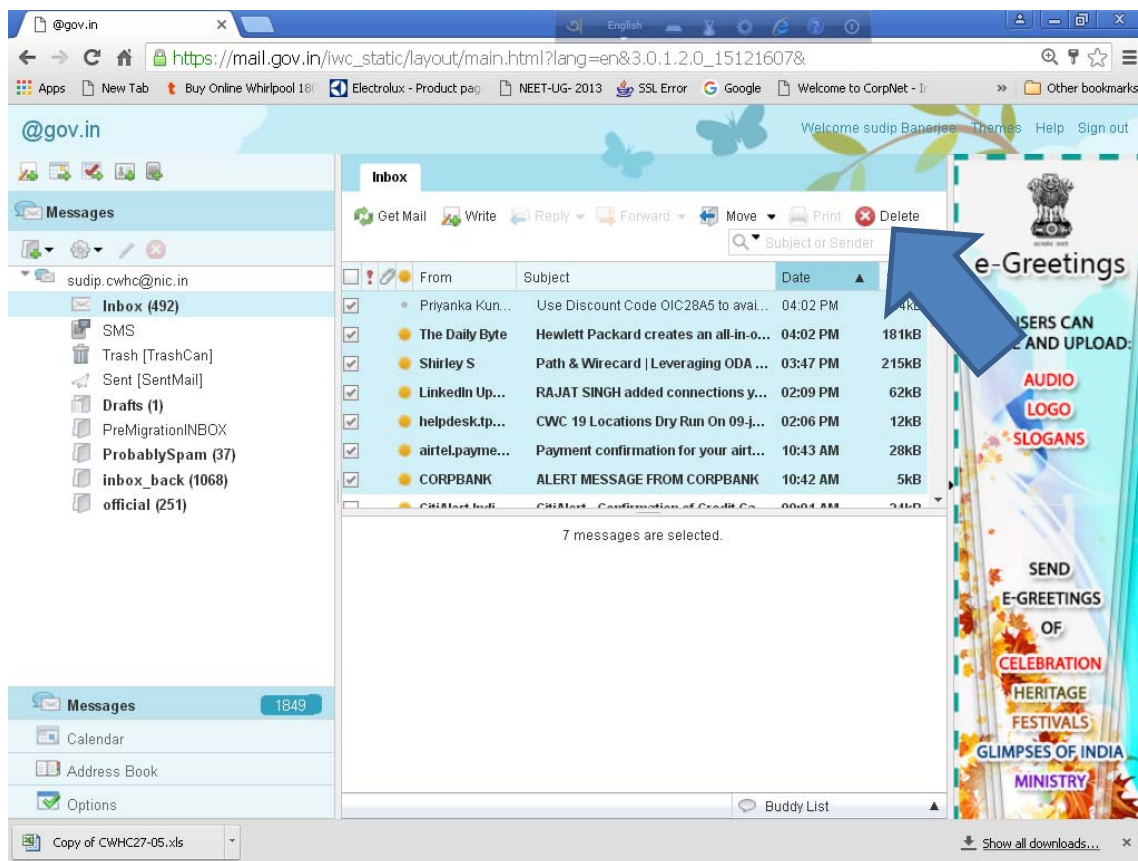
❖ *In order to select all the messages, click on the checkbox as shown above then click the delete button.*

❖ *Delete a Folder*

> ❖ Click your email address in the left pane of the Mail tab to access the Folders page.
>
> ❖ Click the red colored radio button with a cross mark left of the folder name to select the folder to delete.
>
> ❖ Click Delete.
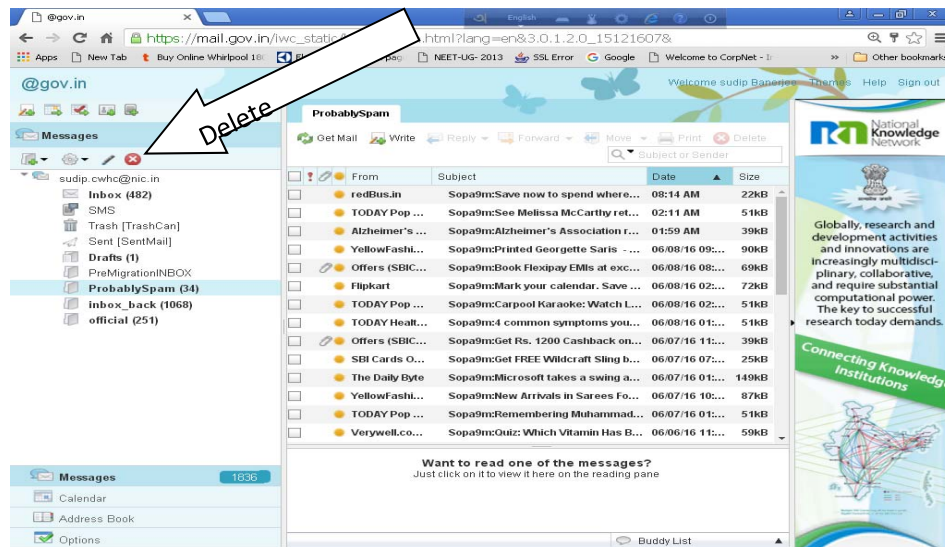
Rename a Folder

❖ Click your email address in the left pane of the Mail tab to access the Folders page.
❖ Click the radio button left of the folder name to select the folder you want to rename.
❖ From the Folder Actions drop-down menu, click Rename Folder.
❖ In the Rename folder to dialog box, type a new folder name.
❖ Click OK.

Moving a Message From One Folder to Another

❖ Click the name of the email folder that contains the messages you want to move.
❖ Select the message or messages that you want to file.

  ❖ To select a single message, click its check box as shown above.
  ❖ To deselect a selected message, click its selected check box.
  ❖ To select all messages, click the Select All, icon. Click this icon again to unselect all messages.

❖ From Move to Folder drop-down menu, select the new folder for placing your messages. Your messages are moved to the selected folder.

6 . Maintenance:

❖ User is responsible for his /her data. In case he /she accidentally deletes data, he/she will not ask NIC to restore it.

❖ 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. Therefore ,Users are required to take regular backup of their mails.

❖ User can take the back up of their e-mails by either forwarding all the mails from the inbox to some other email id. Backup can also be kept in a new folder created after logging into the mail.gov.in site.

❖ The mails from the inbox as well as sentmail may be moved to this folder as a backup copy .