

Regarding:- e-mail Support Related issues

Field offices have been sending following types of requests regarding e-mail related issues very frequently:

1. Activation of existing email_IDs
2. Creation of new email_IDs
3. Deactivation of existing email_IDs
4. Change of Designation of email subscriber
5. Change of Password of email subscriber
6. Duplicate entries in Corporate Directory
7. Miscellaneous problems relating to use of NIC email
8. Configuration of CAG mail on Mobile phone

All NIC e-mail users of all field office including this office may see following points in regard to NIC email usage for information and their compliance.

1. Activation of existing email_IDs

Email IDs were created and sent to field office in August 2013 and circulated among all the field offices. It has however, been noticed that few users have never logged in. All officers up to AAO level to whom NIC email have been allotted and they have never logged in to NIC email services, should login to NIC email (<https://mail.gov.in>) with their credentials (Login ID & Password) & update compulsorily their profile including mobile number & date of retirement. To ensure smooth operation and **best view** of NIC email services, **please ensure that browsers are Firefox 3.5 and above, Internet Explorer 9 and above, Google chrome 18 and above.** There is no other way to activate the already created email user ID.

2. Creating new e-mail ID:

New E-mail IDs are created by NIC on recommendation of IS Wing. For creating new e-Mail ID, relevant subscription form (Individual/Bulk) should be filled and sent to IS Wing and not to NIC support cell of CAG office. **Forms are available on <https://mail.gov.in> under "DownloadForms".** In case, Bulk subscription form is sent for creating bulk email_IDs, an Excel Sheet showing Name, Designation, Date of Birth, Date of Retirement, Mobile Number, alternate E-mail ID and Office Details should also be included with the request of creating New e-mail IDs. The details are as below to follow;

- a. Request for creation of single user e-mail ID may be forwarded on duly filled and authorised by DAG/SAO(Admin) **Single User Subscription Form either hard or soft copy** to sao1is@cag.gov.in.

