

Gov Mail Id User Support for Offices under Department of Agriculture

The following points are covered in this user guide

Part-1

1. Introduction.
2. Use of Kavach to Login. *(Mandatory)*

Part-2

3. Enabling IMAP/Mobile Phone sync for gov mail. *(Optional)*
4. Syncing in android/iOS mobile. *(Optional)*
5. Syncing in Outlook in desktop. *(Optional)*
6. Syncing with Mozilla Thunderbird in Desktop. *(preferred) (Optional)*

Part -1

1. Introduction

The Government mail ID for Offices under Department of Agriculture are created with an intention to overcome the storage limitations in the current platforms like Gmail, Yahoo, Hotmail etc. which are commonly used. Also, GOV mail ensures the secure transmission of email messages from and to an office. Eventhough it is working on GOV platform, it can send and receive emails from anyof the emailing platforms like Gmail, Hotmail, yahoo etc.

The web address to which you have to login to access the GOV mail is <https://email.gov.in/>.

As per the instructions from the government, Only the e-mail services provided by NIC, the Implementing Agency of the Government of India shall be used for official communications by all organizations except those exempted under clause no. 14 of the Email policies. The e-mail services provided by other service providers shall not be used for any official communication by a government organization.

The email ID was created based on the Government policy on format of email address.

E.g.: *{kb}{Abbreviation of kb name}{abbreviation of district name}{.dept name abbreviation}{@}{kerala. gov. in}. (kbnlnridk.agri@kerala.gov.in)*

Currently there is no storage limitation for the gov mails, however the

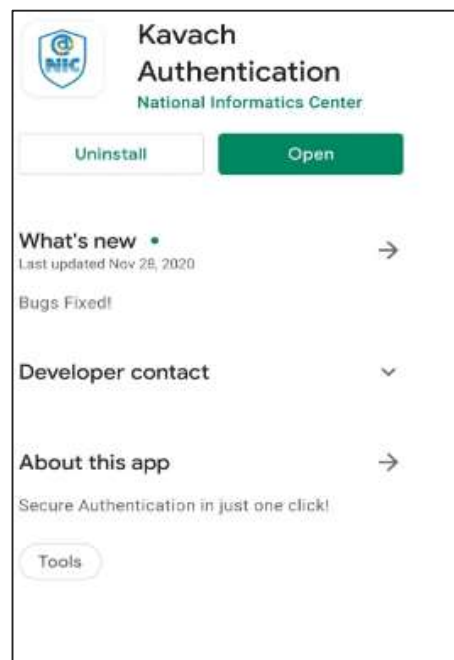
maximum size of files attachable to a mail is 1000 MB(0.98GB). The instructions for using mail ID are described in the Order No. ADFW ADFW/5173/2021-IT1.

2. Use of Kavach to login

Kavach is a two-factor authentication app for gov mails just like a google authenticator app for Gmail services. Without using Kavach, signing into gov mail shows the error “**Password is incorrect**”.

Kavach can be installed from Google Play store in Your Android Phone. Please search App for “Kavach Authentication” in the store. Screenshot of the correct App is shown here.

1. After Downloading, Install the same and accept the terms and conditions.
2. Authenticate by giving your email username & password.
3. You will receive a 6-digit code OTP (One time password) via SMS on your registered Mobile.



4. Please enter the OTP and click on Submit to complete the enrolment. After this, Try Logging in to your account from desktop browser.

5. You will get a notification from the Kavach app asking you to “Accept”/” Deny”.

6. Pls “Accept” immediately. Any delay will result in “timeout”

7. Please note that you need to be in strong network signal zone for the notification. If for any reason you are in a weak signal zone, then you may not get the notification immediately. Please use the following two option in such a scenario:

a) Use the “PULL” option to get the notification *OR*

b) Use the 6-digit OTP showed inside Kavach app and suffix it with your password and then press

“enter. (OTP is the number that you see on the main screen of your Kavach App as shown here.)



The usage of various menus in email is provided as Video Tutorials inside your email login page.

The use of Kavach can be avoided if you sync your gov mail with email clients like Gmail app (Android Phone), Outlook, Thunderbird (Desktop) etc. For this, IMAP facility must be enabled for your mail ID.