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1. Managing Your Email

a. View

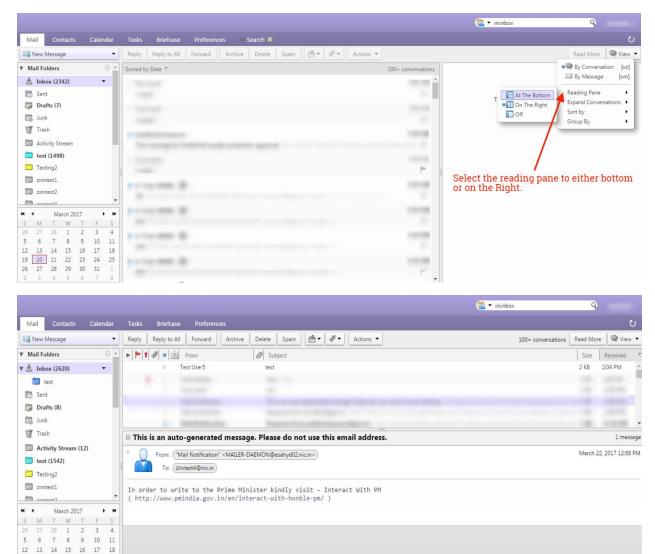
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- i. You can view your email messages as single messages or as conversations and you can view messages with the Reading Pane off, displayed at the bottom, or displayed on the right.
- ii. To change how messages are grouped in your mailbox, on the toolbar click **View** and select whether to view by conversation or by message and where you want the Reading Pane to display.





@Gov.In

I. View Email Messages by Conversation

In the Conversation view your messages are grouped to make it easier to follow the thread of an email exchange. A conversation thread begins when you send or receive an email and then send or receive subsequent replies and forwards based on the original email. The subject displays only once in your Inbox and the number of email messages in the conversation is shown. **Conversations containing unread messages are shown in bold.**

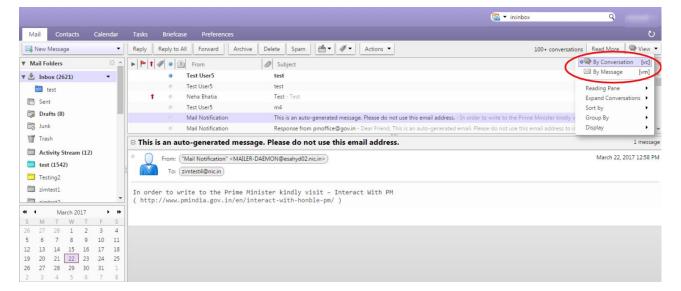
Conversations can be in your Inbox another in your sent folder, and others in another folder. If you move a conversation from one folder to another, all messages within that conversation are also moved to that folder. Messages in the Sent folder and in the Trash folder are not moved.

To create a new conversation thread, you must create a new message, not reply to or forward an existing message.

II. View Email Messages by Message

Email messages in your mailbox can be organized by selecting the date a message is received and by Conversation.

- i. On the Mail tab toolbar, click the View drop-down menu.
- ii. Select either By Conversation or By Message.





b. Attachments

Add Attachments using drag and drop

You can easily add an attachment to an email message by dragging the file from a folder into your email.

- i. Select one or more files from your desktop and hold down the cursor on the file(s) to be attached.
- ii. Drag the files to the message header area and release the cursor. The file names are displayed in the header.

a. Removing an Attachment

i. To remove an attachment, click the **x** (cross) in the attachment bubble.

User can download/remove all attachments

You can download or remove all attachments individually as the per users choice by clicking on the file or you can also download all the attachments as a zip file by clicking on "**Download all attachment**" and remove all attachment by clicking on "**remove all attachments**".

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c. Set priority Mail

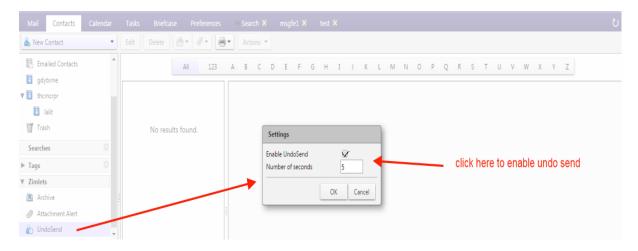
When you compose a new message you can set the priority of the new email. Click on options in the window and set the priority of the message to high, normal or low. If you want your message to be seen quickly and the reply should be given immediately you can set the priority to "HIGH". The sent message will have a high priority sign before the subject.



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You can set the priority lo	evel of the mail to be	
sent		

d. Undo Send

In the mail folders go to the last folder named as Undo send (Inside Zimlets). Click on "**undo send**". You can enable and set the number of seconds after which your mail will be sent. Compose an email and it will show a timer i.e. the number of seconds after which the mail will be sent. You can click on **OK** to proceed further or **Cancel** the sending process. Please enable undo send before proceeding.





e. Dumpster

User can restore all the deleted mails from the trash folder within the defined number of days (i.e. within the timestamp of 90 days).

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f. Add Personas (A role granted to the user)

Creating different personas allows you to use multiple email addresses from your mailbox.

For example, you could use your primary account persona **test<xyz@nic.in>** for your business email correspondence, and create a new persona for your personal email correspondence**test1<xyz@gov.in>**

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i. Go to the Preferences>>Accounts page.

Your default account and personal information is shown as the primary account.

- Click on Add Persona. The account name New Persona1 displays in the Account Name column. Now, in the Persona Settings>Persona Name text box(you can change the name of the persona accordingly)
- iii. In the Persona Name text box enter a descriptive word to identify the persona in the "From" list when you are composing an email. For eg: ABC (This is the from name of the persona). This name does not appear in the email message.
- iv. In the Settings for Sent Messages section, specify the "From" information for this persona.

In the "From" text box type the name that appears in the "From" field of your outgoing email messages. This is the name that is shown before your email address.

In the drop-down menu next to the text box, select the email address from which to send messages.

******If this field is not editable, you do not have additional external accounts identified.

v. To direct replies to email messages from this persona to a name and address different from that which you configured in From, check Reply-to>Set the "Reply-to" field of email messages to, and enter the name to use in the text box.

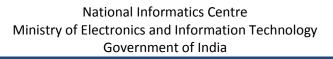


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vi. **(Optional)** To associate a signature with the persona, click Signature: Manage your signatures...

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26 27 28 29 30 31 1			

- vii. To automatically **Use this persona** when replying to messages sent to a specific email address or when forwarding messages from that address, select when replying or forwarding messages sent to, and type the email address in the text box. If you are entering more than one email address, separate the addresses with either a comma or a semi-colon.
- viii. To automatically **Use this persona** when replying to messages in a specific folder or when forwarding messages from this folder, select **when composing**, replying to or forwarding messages in folder(s). Click the folder icon to select one or more folders or to create a new folder. ******If you are selecting more than one folder, separate the folder names with either a comma or a semi-colon.
- ix. Click Save.

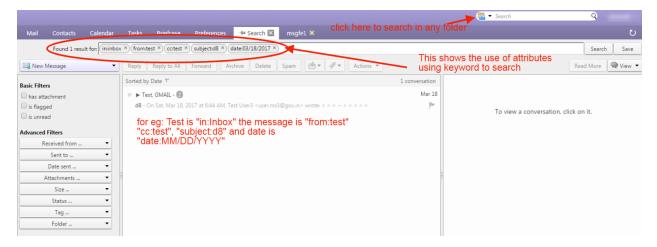




2. Search

User can search in respective folder by clicking on search tab on the top right corner of the page.

Search can be performed using various attributes with a **colon (:)** symbol.



- a) You can use these attributes to search in all the folders or they can be combined with other attributes to search in a specific folder.
- b) In the search box type in:inbox from:test subject:Hello to:support cc:test, this will search in respective folder "Inbox" with from, subject, to and cc specified and if you search using from:test in the search box, without specifying any folder, this will search in all the folders for the user "test" from which the mail is received.)

Few examples are listed below:-

i. **from:** Specifies a **sender name** or **email address** that is in the From header. This can be a text, as in "**Aruna**", an email address such as <u>xyz@gov.in</u> or a **domain** such as **"@gov.in".**



ii. to: It specifies one of the people to whom the email was addressed in the To: header.



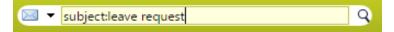
iii. cc: It specifies a recipient in the cc: header of the message.



iv. **subject:** It specifies text that must **appear in the subject** header of the message. An **example** might be **subject: new vacation policy.**







v. in: It specifies a folder in which search is to be performed. For example, in:sent would show all items in your 'Sent' folder. Similarly in:Inbox, in: Draft, in:Trash etc. will search in the respective folders.



vi. date: Use this keyword search messages for a specific date, using the format that is default for your browser's locale (format is MM/DD/YYYY). For example, date:2/1/2007 would find messages dated February 1, 2007. The greater than (>) or less than (<) symbols can be used instead of after or before.

date:03/20/2017 date:03/2017 date:03/2017	Q

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Please click here to view advance search keywords:-https://email.gov.in/public/docs/Advance-

Search.pdf



3. <u>Calendar</u>

A new calendar can be created by clicking on the Calendar tab. On the left hand side of the page there is a drop down available with the calendar function, click on the drop down and you can find the new calendar option.

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You can change the color of your calendar by clicking on new calendar, a window of create new calendar appears. You can quick add the appointments by double clicking on the calendar screen.

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Select the color to personalize your calendar and save it with a desired name.

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The calendar can also be shared with internal users or group, external users and public (view only, no password is required).

For Internal Users or groups

You can assign the following role:

- i. None- No rights
- ii. Viewer Only View right
- iii. Manager View, Edit, Add, Remove
- iv. Admin- View, Edit, Add, remove, Administer



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shared	The standard message displays your name, the name of the item, permissions granted to the recipients, and sign in ation, if necessary.	
URL	thers to access this item, direct them to this URL:	

The internal user (receiver) can accept or decline the request received through mail. If he accpets the request a folder will be created under the calendar tab.

For external guests

- i. Enter the email address of the guest (outside domain eg: @gmail.com, @hotmail.com etc.) you wish to share your calendar. In this case the user only has the View, Edit, Remove and Add.
- ii. You can also allow guest to see your private appointments.



Share your Calendar externally

	Share Properties	🗇 🕶 Search 🔍
Mail Contacts Calendar Tasks Briefcase Prefe Image: New Appointment Delete Image: Tasks		Dey Work Week Month List
Calendars Calendar Calendar Calendar	Share with:	Thu, Mar 30 Fri, Mar 31
Image: Second	Email 19@gmail.com *	
testing1 2 AM testing11111 testing3 3 AM	Message Send standard message Send standard message Send standard message is your name, the name of the	Share calendar externally or internally
Carlos Ca	Add note to standard message the recipients, and sign in	
Tags 2 Ann Y Zimlets 6 AM ØR Archive 6 AM	To allow others to access this item, direct them to this URL ISS: https://email.govin/htome.g3.htpd:/@hic.in/Calendar.iss View: https://email.govin/htome.g3.htpd:@hic.in/Calendar.html Outlook:websity/email.govin.do.3.htpd:@hic.in/Calendar	
Active	OK Cancel	
S M T W T F S 26 27 28 1 2 3 4 5 6 7 8 9 10 11		
$\begin{array}{cccccccccccccccccccccccccccccccccccc$		

When the receiver accepts the external shared calendar, it will prompt him to enter a display name and the password he wish to keep.

	Enter the Display Name
Display Name: Password:	test
Confirm:	Register

This external email address will be registered to **email.gov.in**. For the next login, enter your external email address in the format (**eg:** username.gmail.com@nic.in)

This will redirect you to a page which will show the calendar shared.

a. Calendar sync

You can sync your calendar to and device in easy steps:



For Web

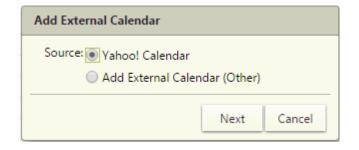
A new calendar can be created by clicking on the Calendar tab. On the left hand side of the page there is a drop down available with the calendar function, click on the drop down and you can find the new calendar

option. Go to calendar>Settings 🥯 button>Add external calendar.

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Mail Contacts Calendar	Tasks Briefcase Preferences				ŭ
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▼ Calendars	Mar 20	Tue, Mar 21	Wed, Mar 22	Thu, Mar 23	Fri, Mar 24
	w Calendar [nl] d External Calendar [ne]				
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🔻 🗌 🧊 Trash 🛛 🔀 Clea	ar All				
🗸 🛅 dsdsd 🖂 Sene	nd Free & Busy Link As 🕨				
	d Shares				
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Attachment Alert					
💩 UndoSend 👻	1 PM				
	2 PM				
S M T W T F S 26 27 28 1 2 3 4	2.04				
26 27 28 1 2 3 4 5 6 7 8 9 10 11	3 PM				
12 13 14 15 16 17 18	4 PM				
19 20 21 22 23 24 25 26 27 28 29 30 31 1					
26 27 28 29 30 31 1 2 3 4 5 6 7 8	5 PM				

To add Yahoo calendar

Click on yahoo calendar and enter your yahoo email id and password to proceed.



Select from the drop down: iCal subscription or CalDAV account.



Yahoo! Calendar			
Type:	CalDAV Account 🔻		
Email Address:	xyz@yahoo.com		
Password:	•••••		
CalDAV Server:	www.example.com		
Back Next Cancel			

To add external calendar

Enter your external email id and password to proceed further. Enter the CalDAV server as cal.mail.gov.in

Add External Calendar (Other)				
Туре:	CalDAV Account 🔻			
Email Address:	rajput.neha241287@gmai			
Password:	•••••			
CalDAV Server:	cal.mail.gov.in			
Back	Next	Cancel		

Enter a folder name to distinguish your calendar folder and you can also change the color of the folder.



Add External Calendar				
Name: Test				
Color: 📃 Blue 🔻				
Exclude this calendar when reporting free/busy times				
Back	OK Cancel			

Now, select iCal subscription from the drop down and enter the ICS URL.

Add External Calendar (Other)				
Туре:	Type: iCAL Subscription 🔻			
ICS URL:	cal.mail.gov.in			
Back Next Cancel				

Enter a folder name to distinguish your calendar folder and you can also change the color of the folder.

Add External Calendar				
Name: testing1				
Color: Blue 🔻				
Exclude this calendar when reporting free/busy times				
Back OK Cancel				

A folder will be created on the left hand side of the page showing your calendar.



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Mail Contacts Caler	ndar Ta	asks Briefcase	e Preferences				ٽ ن
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▼ Calendars 🔅 ^	2017	Mon	n, Mar 20	Tue, Mar 21	Wed, Mar 22	Thu, Mar 23	Fri, Mar 24
🗌 🛅 Calendar							
💌 🚞 testCal	8 AM						
🔽 🗖 Testing 🔹							
🔽 🛅 testing1	9 AM						
🔽 🛅 testing3	10 AM						
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26 27 28 1 2 3 4	3 PM						
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26 27 28 29 30 31 1	5 PM						
2 3 4 5 6 7 8							

For Devices

Sync with Phone

You can sync your calendar to your phone whenever required. All the data will automatically sync to your phone's calendar. There are two type of devices in which you can sync your calendar.

- a. Android
- b. Iphone(IOS)
- i. Steps to configure CalDav Sync in Android device -
 - Download application for CalDav sync (You can download Caldav Sync Adapter from Google play store). It is just an adapter which will sync your email calendar to your local android calendar
- URL to access application from Google play storehttps://play.google.com/store/apps/details?id=org.gege.caldavsyncadapter
- 1) Configure the CalDav account.
- a) Open play store in your android mobile, and download CalDav sync free beta.
- b) Click on settings and select account. Now, click on add accounts. Select CalDav sync adapter.
- c) A window will prompt which will ask for username and password.



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Gege	
Caldav Sync Free Beta needs access to	
🖬 Calendar 🗸 🗸	
Google Play	
account management	
READ MORE	
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Google	
Jio4GVoice	
Messenger	
PHONE	
Personal (IMAP)	
SIM Card	
Cue Truecaller	
WhatsApp	
+ Add account	

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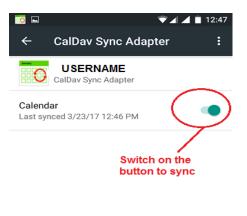
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Add an	account	
$\bigcirc 0$	CalDav Sync Adapter	
M	Exchange	
f	Facebook	
¥	Flipkart	
G	Google	
C	Jio4GVoice	
\sim	Messenger	
M	Personal (IMAP)	
M	Personal (POP3)	
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-	0 🛡 🖌 🗎 1	0:36
igi Sign		:
userna	me@nic.in	
•••••		
cal.mail.	gov.in	
<u>CalDav</u>	Account	_
	Sign in or register	\mathbb{D}
	account name is also used as an cin ail the organizer.	

- d) Enter username, password and account name
- e) Server URL cal.mail.gov.in



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After successful sign in you will be redirected to sync page. You will have to select the button to sync calendar.





f) Select calendar sync and then open calendar from the menu and check for synced calendars -





ii. <u>Steps to sync calendar in iPhone device –</u>

- a) In your Iphone, go to settings and select calendar.
- b) Now select accounts in calendar

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	Mail	>
	Contacts	>
	Calendar	\supset
	Notes	>
	Reminders	>
	Phone	>
	Messages	>
	FaceTime	>

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Default Alert Time	es	>

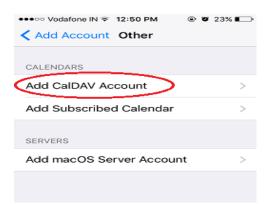


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c) The next step would be to add accounts



d) It will prompt you to add CalDav account



g) Enter Username, password and Description

•••• Vodafone IN	ি হ 12:51 PM	@ @ 23% 🕞
Cancel	CalDAV	Next
Server	cal.mail.gov.i	n
Username	username	@nic.in
Password	•••••	••
Description	cal.mail.gov.i	'n



h) Now, switch on the calendars and save the settings



i) Open Calendar in the menu of the phone to verify the synced appointments -

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3 PM						
4 PM -						
5 PM						
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Today	,	Ca	lenda	rs	1	Inbox

b. To create a custom calendar event with the content of the mail

User gets a mini calendar on the left to view his/her calendar events/User can drag an email to the mini calendar to create a customer calendar event with the content of the mail.

Mail Contacts Calendar	Tasks Briefcase Preferences Search × msgfe1 × Reply Reply to All Forward Archive Delete Spam ● ▼ Actions	*	Read More 🔍 Vie
Mail Folders	Sorted by Date 🔽	100+ conversations	
 Inbox (2342) - Sent Drafts (7) 	GMAIL Test Account This email has been dragged to the m calendar to create event	nini 4:12 PM	To view a conversation, click on it.
Junk Trash			
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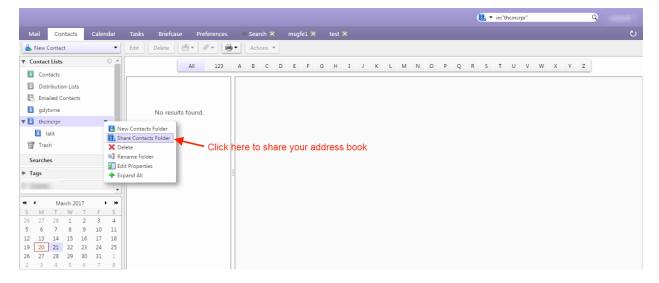


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4. Contact Book/Address Book

a. Share Address Book

You can share any of your address book with internal and external users. Sharing your address book is useful for giving others access to contacts. You can choose to make the address book view-only or allow internal users to edit, add, and delete names.



You can share your contact folder with internal users or group, external users or with public.

They are given different rights. An internal can view, add, remove, edit or administer the address book whereas an external guest and public have the right to view the address book.



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	Share Properties	🔃 💌 in:contacts	9
Mail Contacts Calendar Tasks Briefcase Preferences	Name: Emailed Contacts		ى
👗 New Contact 🔹 Edit Delete 🗁 🗸 🖶	Type: Contacts Folder Share with:		1 contact
	 External guests (view only) Public (view only, no password required) 	o P Q R S T U V W pt>prompt("XSS")	X Y Z
Scherber Contract	Role None None Ø Viewer View Manager View, Edit, Add, Remove Admin View, Edit, Add, Remove, Administer		Mobile IM Address Home
► Tags	Message Send standard message		Birthday <script>alert("XSS")</script</td></tr><tr><td>▼ Zimlets</td><td>Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.</td><td></td><td></td></tr><tr><td>26 27 28 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1</td><td>URL To allow others to access this item, direct them to this URL: https://email.gov.in/homenic.in/Emailed%20Contacts OK Cancel</td><td></td><td></td></tr></tbody></table></script>

Share Properties										
Name: Emailed Contacts										
Type: Contacts Folder										
hare with: O Internal users or groups										
 External guests (view only) 										
 Public (view only, no password required) 										
Email:										
Send standard message										
Note: The standard message displays you shared item, permissions granted to the minformation, if necessary.										
To allow others to access this item, direct them to this URL: https://email.gov.in/homenic.in/Emailed%20Contacts										
	OK Cancel									

b. How to create a new contact and Address book (Contact book)?

i. On the top left corner of the window click on "New Message" drop down. Then click on contact option to create a new contact. Fill the details in the form as displayed.



											🚰 🔻 in:"inbox/test"	9	
Mail	Contacts	Calendar	Tasks	Briefcase	Preference	s Your r	nessage to	X Com	pose 🗙				U
🖂 New	Message	-	Reply	Reply to All	Forward	Archive	Delete Sp	am 💾	· 🥢 •	Actions 💌		Read More	🔍 View 👻
App Task Doc Folc	tact [nc] tact Group iointment [na] ([nk] ument [nd] ler [nf] [nt] tacts Folder endar [n1] fcoder fcase mtest1 28 1 2 7 8 9 14 15 1 21 22 2 28 29 3	F S 2 3 4 0 10 11 6 17 18 3 24 25 0 31 1	Sorted by	/ Date 🔽	No re	sults found.			Data da Caracteriza d				

New Contact page:-

ii. Click on save after filling the details in the form.

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Mail C	Contacts Calendar Tasks Briefcase Preferenc	es Your message to 🔀 Co	mpose X Contact X	ŭ
Save Car	ncel 📄 Delete 🛷 🕶			
	First Last »		Location: E Contacts	*
T	Job Title			
	Company			
Email:	Email Address	+		
Phone:	Phone Number	Mobile 🔻 💠	You can save a contact by clicking on	
IM:		XMPP 🝷 💠	new messages>Contacts. Fill the details to save a new contact	
Address:	Street	Home 🔻 💠		
	City , State/Province Postal Code			
	Country/Region			
URL:	URL	Home 🔻 💠		
Other:	Date 🗖 🗸	Birthday 🔻 💠		
Notes:	Notes			
				*

Contact group

- i. You can make a list of contact group by selecting the contact group option from the "New Message" drop down.
- ii. You can name the group and select the email id's from the global address book or you can also enter the email id's in the space provided using a comma separator.



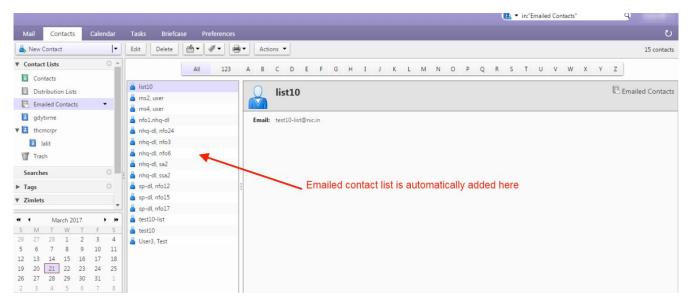
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- iii. Click on **Add** or **Add all** button to add the contacts individually or in a group.
- The group made can be directly used while composing an email and entering the group name.
 All the email address present in the group will be added to the "TO" of the new message. You can edit the list by removing the email addresses as per your choice.

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Mail Contacts Calendar Tasks	Briefcase Preferences Your message to	× Compose ×	test 🛛		ڻ ن
Save Cancel 🖶 Delete 🛷 🕶					
test	Add a contact group 1. Search by email addre the global address book 2. If you know the email	ess in			Location: 🖪 Contacts
Members:	2. If you know the email		Find: test	Search	
zimtest2 zimtest2@nic.in	address, enter the email using comma seperator	10'S 🔺	in: Global Add	Email zimtest1@nic.in	
zimtest3 zimtest3@nic.in			Add	zimtest2@nic.in zimtest3@nic.in zimtest4@nic.in zimtest5@nic.in zimtest6@nic.in	
zimtest4 zimtest4@nic.in		×	Add All 🚰 zimtest7	zimtest7@nic.in	
zimtest5 zimtest5@nic.in		×	Or enter addresse	s below (comma separated)	* *
			Add		

C. Automatically add contacts to emailed contact lists

You can automatically save the email addresses to which you send an email to, in your email contact list. Any time you respond to, or compose a message that includes an address that is not in your address books, it is added to your Emailed Contacts list. If you are using the auto-complete feature, maintaining an Emailed Contacts list helps you quickly find addresses that you have emailed to in the past. You can go to contacts>Emailed Contacts and the list will be displayed on the right hand side.





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Mail	Contacts Calendar Tasks Briefcase	Preferences	Your message to 🛛	Compose 🛛					J
Send	Cancel Save Draft								6
From	Primary Account (ZimTest <zimtest4@nic.in>)</zimtest4@nic.in>								
To:	a								
	省 "Abhay Kumar" <sio-jk@nic.in></sio-jk@nic.in>	A							
Cc:	省 "Abhijeet Singh" <abhijeets.nkn@nic.in></abhijeets.nkn@nic.in>								
Subject	省 "Ajay Chahal" <sio-hp@nic.in></sio-hp@nic.in>								
Attach 🔻	省 "Ajay Kumar" <ajay.mit@nic.in></ajay.mit@nic.in>	ents to this message							
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	shahid ahmad" <sio-jhr@nic.in></sio-jhr@nic.in>	•							

5. Folders

a. How to share your folder?

Right click on the folder you want to share. There is an option to share folder. Click on it and a new window will open which will show "Share Properties".

You can share your folder with the following:

- 1. Internal users
- 2. External guests

An internal and external user can have the following roles:

- i. None-None
- ii. Viewer-View
- iii. Manager-View, Edit, Add, Remove
- iv. Admin- View, Edit, Add, Remove, Administrator

Once the folder is shared with the internal user (eg: xyz@nic.in), the receiver can then accept or decline the request from the email received.

If accepted by the receiver then he can change the color of the folder shared. Select an option from the drop down.



- Do not send mail about this share
- Send standard message
- Add note to standard message

Accept Share					
test4 has shared their Inbox folder with you.					
They have granted you the Admin role, which means:					
 You can View and Edit items in the folder. You can Add and Remove items to/from the folder. 					
 You can Accept and Decline workflow actions for the folder. You can Administer the folder as if it were your own (i.e. share with another user). 					
Do you want to accept this share?					
Name: Test4's Inbox					
Color: 🔯 Blue 👻					
Do not send mail about this share 💌					
Yes No					

The receiver can also decline the folder shared by the user.

Decline Share Are you sure you want to decline the Inbe	ox share from test4?
Send standard message	·
Note: The standard message displays yo shared item, permissions granted to the information, if necessary.	
	Yes No



In case of External guests

Select external guest from the list of share properties when you select to share your folder.

			🔯 🖛 indinbox 🛛 🔍	
Mail Contacts Calendar Tasks B	inefcase Preferences Share Properties			ŭ
Reply	ply to All Forward Arc Name: Sent		Read More	🔍 View 👻
🔻 Mail Folders 🔅 📥 Sorted by Date	e ⊂ Type: Mail Fo			1 message
🔮 Inbox (2470) 👻 👘 GMAIL Tes	t Account	iternal users or groups	March 21	2017 3:08 PM
🔁 Sent test		cternal guests (view only)		
Drafts (7)	O Pi	ublic (view only, no password required)	m n>	
E Junk	Email:	'@gmail.com		
Trash		@gmail.com		
Activity Stream (7)	Message		1	
🛅 test (1500)		tandard message 🔻		
Testing2	Send standa Add note to	rd message s your name, the name of the the recipients, and sign in		
🛅 zimtest1	International Control of Control		The recipient has view, ed: and remove	it, add
zimtest2	Hello, we are	testing	and remove	
PM simtret2				
26 27 28 1 2 3 4		OK Cancel	You can also add note in the st	tandard
5 6 7 8 9 10 11	DONIC NICHQ		email which displays name of shared person and the rights of	
12 13 14 15 16 17 18 19 20 21 22 23 24 25		5:52 AM	shared person and the rights o	iven
26 27 28 29 30 31 1 2 3 4 5 6 7 8		o5.nhq-dl@ 🏲		

When the receiver accepts the external shared folder, it will prompt him to enter a display name and the password he wish to keep.

	Enter the Display Name
Display Name:	test
Password:	
Confirm:	Register

This external email address will be registered to **email.gov.in**. For the next login, enter your external email address in the format (**eg:** username.gmail.com@nic.in)

This will redirect you to a page which will show the folder's shared.



Folder Properties

- I. Every folder has a property defined. Right click on any folder and click on edit properties. This will open a window which will prompt you to enter the name of the folder with the folder color.
- II. You can share your folder from here also. Just click on Add share and it will prompt to share to internal user or external guest.
- III. There is an option for retention of messages in a specific folder.
- IV. You can either enable message retention or enable message disposal. The difference is the message in the retention folder will ask for permission before deletion but the messages in the disposal folder will be automatically deleted/cleaned up after a certain period of time.

Folder Properties	
Properties Retention	
Name	
Type: Mail Folder	
Color: 📄 None 🔻	
I None V	
Messages: 1127	
Size: 837 MB	
\frown	
Add Share	OK Cancel
ihare Properties	
•	Share Properties
Name: Sent Type: Mail Folder	Name: Sent
hare with: Internal users or groups	Type: Mail Folder
 External guests (view only) 	Share with: 🔘 Internal users or groups
 Public (view only, no password required) 	 External guests (view only)
Farally and a	 Public (view only, no password required)
Email: xyz@nic.in	· abile (iten only, no passiona requirea)
Role	
None None Viewer View	Email: abcd@gmail.com
Manager View, Edit, Add, Remove	Message
Admin View, Edit, Add, Remove, Administer	Send standard message
Message	
Send standard message	Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in
Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.	information, if necessary.
OK Cancel	OK Cancel



Folder Propert	ies				
Properties	Retention				
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Disposal Thr	eshold: Custon	n v	days	•	
					OK Cancel

6. Briefcase

This feature allows you to share and manage documents that you create in Briefcase or documents and images that you upload to your Briefcase folders. Go to the briefcase tab on the top of the page. You can access the files saved in briefcase from any computer at any point of time. You just have to login to your account and use the feature.

- a) This feature enables you to upload files upto 1000MB which cannot be attached in the normal attachment while composing an email.
- b) Click on upload file

			In:oneicase	4
Mail Contacts Calendar	Tasks Briefcase Preferences Your m	essage to 🗙 Compose 🗙		ڻ ن
🗟 New Document	Upload File Download Edit Delete (Actions 🔻		9 files View
▼ Briefcase Folders 🔅 🍝	Sorted by Name Click he	ere to upload you file		
🔻 🛅 Briefcase 👻	test	Folder		
🛅 test	zimtest4			
img src ='x' onerror =alert (1)	<pre>img src ='x' onerror =alert (1)>.jpg</pre>	18 KB 🛷		
test briefcase	zimtest4	2/10/2017		
Trash	abchtml.html	27 B		
▼ Tags 🔅	zimtest4	1/9/2017		
%253Cscript%253Ealert('XSS')%	abcjpeg.jpeg	27 B		
%3Cscript%3Ealert%28%22xss%	zimtest4	1/9/2017	To preview a file, click on it.	
nello<>	cji.png	101 KB		
🗳 krtiibps	zimtest4	3/1/2017		
	DM0ICYAM.htm	707 B		
S M T W T F S	zimtest4	2/10/2017		
26 27 28 1 2 3 4		0.1/0		

- c) A window will appear which will prompt you to upload your file. You can add multiple files or remove them accordingly.
- d) You need to add files from your personal computer. This will be added in the form of attachment.

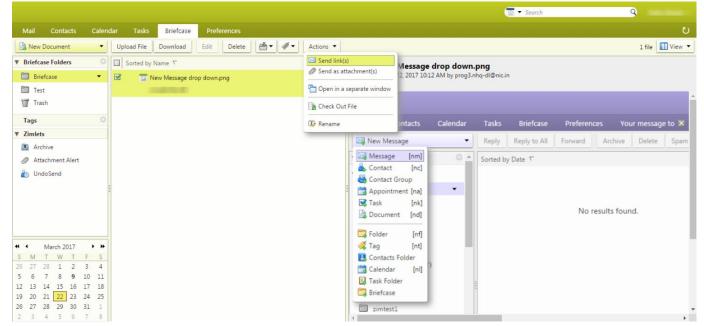


Upload New Files to Briefcase		
Choose file(s) to upload:		
File: Choose Files No file chosen	<u>Remove</u>	Add
Notes:		
Note: Attachments may not be larger than 1000 ${\tt N}$	ИВ	
		OK Cancel

You can also share your briefcase to internal, external users. This would help others to access files in your folder.

You can send files from your briefcase in the following ways:-

- Send an Email with a Link to a File
- Send a File as an Email Attachment



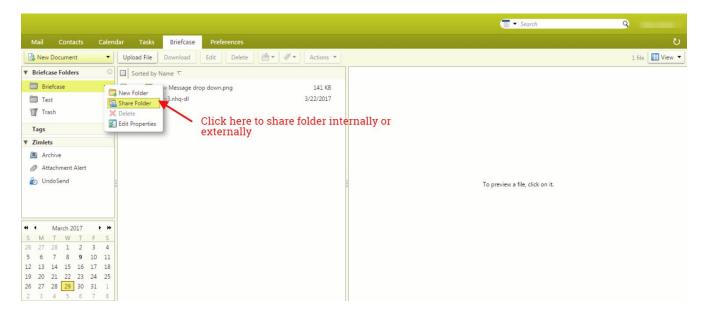
Share your Briefcase Internally and Externally

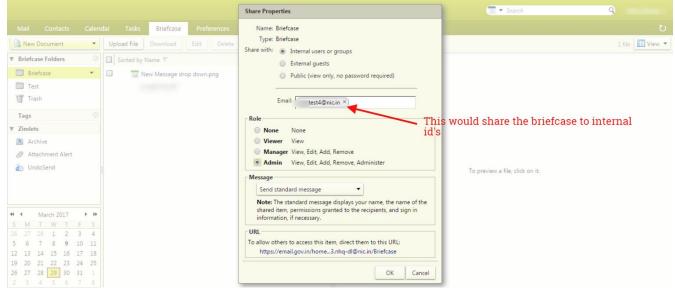
You can share your briefcase either internally or externally clicking on the drop down next to briefcase button.



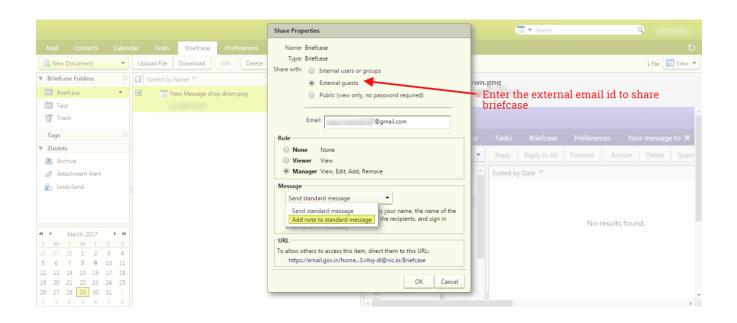
@Gov.In

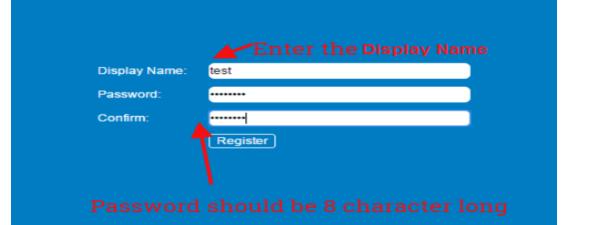
- > This will send an email to the internal user or the external user to accpet the share.
- Internal user can accpet the share by clicking on accpet or decline, whereas external user will be prompted to accept the briefcase share and enter a new display name with a new password.
- > The password should be of eight(8) character in length and should not exceed the limit.
- A new user id with the domain name of the external email id will created. (for example:username.yahoo.com@nic.in)

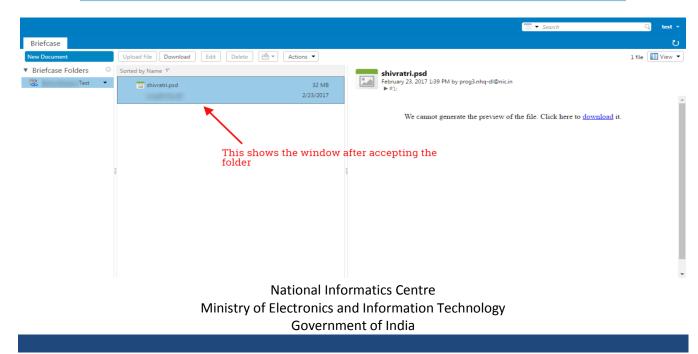














Send as Link.

1. Go to the Briefcase tab and select the file to share.

2. Click Actions and select Send link. A confirmation pane opens reminding you that the recipient must have permission to view the content of the folder. Click Yes to proceed.

3. A new composes email message opens with the link displayed in the body of the message. Complete the email message and click Send to mail the message.

Send as an Attachment

1. Go to the Briefcase tab and select the file to attach.

2. Click Actions and select Send as attachment. The email composes page opens with the file attached.

3. Add the recipient's email address and complete the email message.

4. Click Send.

- j) Sharing a briefcase to external user includes adding the email address to which the folder is to be shared.
- k) The external guest will open the email and click on the option to open the shared folder. This will redirect the external user to a window which will prompt for entering a display name along with the desired password.
- I) This will register the user to email.gov.in where he will enter the user name (for example:-username.domainname@nic.in, xyz.yahoo.com@nic.in).
- m) The shared briefcase is now ready to be accessed by external guest.

7. Configuring POP3/IMAP Client

Please find the steps to configure the IMAP or POP3 account -

- i. Go to settings>>Mail>>Accounts>>Add Account
- ii. Enter valid Email ID
- iii. Incoming mail serve : imap.mail.gov.in
- iv. Outgoing mail server/ SMTP : smtp.mail.gov.in
- v. IMAP Port: 993
- vi. SMTP Port: 465



- I. <u>Screenshots for mobile client IMAP (Iphone-IOS)</u>
 - i. Click on settings>>Mail>>Accounts>>Add Accounts>>Others

Accounts Add Account	
iCloud	
E 🛛 Exchange	
Google	
YAHOO!	
Aol.	
Outlook.com	
Other	
(Step-1)	
•••∞ Vodafone IN র 3:21 PM @ Ø 32%	
Add Account Other	
MAIL	
Add Mail Account	>
SERVERS	
Add macOS Server Account	>
(Step-2)	



Cancel	New Account	Next
Name	Nitin	
Email	xyz@nic.ir	1
Password	•••••	
Description	Nic	
	(Step-3)	
Cancel	New Account	Next
Cancel		Next POP
IMA	P	РОР
Name	P Nitin xyz@nic.in	РОР
Name Email	P Nitin xyz@nic.in	РОР
Name Email Description	P Nitin xyz@nic.in Nic	POP
Name Email Description	P Nitin xyz @nic.in Nic (<u>Step-4)</u>	POP

Host Name imap.mail.gov.in Username XYZ @nic.in Password •••••••

(Step-5)



Outgoing Server

OUTGOING MA	IL SERVER	
Host Name	-smtp.mail.gov.in	
Username	XYZ @nic.in	
Password	•••••	

II. <u>Screenshots for mobile client POP (Iphone-IOS)</u>

•••• Vodafone IN	N 🗟 3:27 PM	@ Ø 30% 🗩
Cancel	New Account	Save
IMAP		РОР
Name	Username	
Email	username@r	iic.in
Description	username@r	ic.in

●●●○○ Vodafone II	N 🗟 3:27 PM	⊕ O 30% ∎
Cancel	New Account	Save
INCOMING MA	IL SERVER	
Host Name	pop.mail.gov.i	n
Username	username	
Password	•••••	



••••• Vodafone I	N 🗢 3:28 PM	e o 30% ∎
Cancel	New Account	Save
OUTGOING MA	AL SERVER	
Host Name	smtp.mail.gov.ir	า
Username	username	
Password	•••••	•

III. Screenshots for mobile client IMAP (Android)

	₹⊿⊿:	5:37		👻 🗖 着 5:38	▼⊿⊿≣ 5:38
Setti	ngs	٩	←	Accounts :	Add an account
				Flipkart	Exchange
•	Gestures		4	- npreare	Facebook
•	Location		G	Google	Flipkart
			9	Jio4GVoice	
â	Security			Messenger	Google
•				PHONE	Jio4GVoice
⊕	Language & input			PHONE	Messenger
	Accounts		111	SIM Card	Personal (IMAP)
			C	Truecaller	Personal (POP3)
G	Google			WhatsApp	
•	Backup & reset		4	Add account	C Truecaller
			· · ·	Add account	

Incoming Server

A 1 5.38	
	USERNAME
	username@ɲic.in
M	PASSWORD
Add your email address	
	SERVER
Enter your email	
	imap,mail.gov.in
MANUAL SETUP	PORT
	993
	SECURITY TYPE SSL/TLS (Accept all certificat 👻
NEXT >	IMAP path prefix
	CANCEL DONE



Outgoing Server

smtp server smtp.mail.gov.in
PORT
465
SECURITY TYPE SSL/TLS (Accept all certificat Require signin
USERNAME
username@ nic.in
PASSWORD
CANCEL DONE

IV. Screenshots for mobile client POP3(Android)

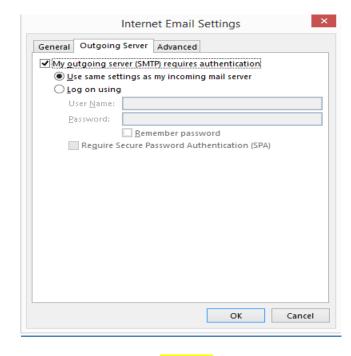
an account	Usemame username@nic.in
Facebook	Password
Flipkart	
Google	server pop.mail.gov.in
Jio4GVoice	Delete email from server
Messenger	Never
Personal (IMAP) Personal (POP3)	
Truecaller	< NEXT
⊲ 0 □	



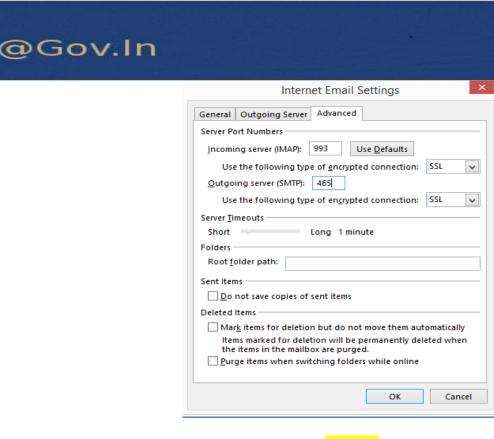
V. Screenshots for IMAP Configuration in Microsoft Outlook

	Add A	ccount
POP and IMAP Account Set Enter the mail server setting		×.
User Information Your Name:		Test Account Settings We recommend that you test your account to ensure that the entries are correct.
Email Address:	username@nic.in	
Server Information Account Type: Incoming mail server: Qutgoing mail server (SMTP):	IMAP v imap.mail.gov.in	Iest Account Settings ✓ Automatically test account <u>s</u> ettings when Next is clicked
Logon Information		
<u>U</u> ser Name: <u>P</u> assword: <u>R</u> e	username@nic.in ******** member password	Mail to keep offline: All
Reguire logon using Secur (SPA)	e Password Authentication	More Settings
		< <u>B</u> ack <u>N</u> ext > Cancel Help

(Step-1)







(Step-3)

VI. Screenshots for POP3 Configuration in Microsoft Outlook

POP and IMAP Account Set Enter the mail server setting		7
User Information Your Name: Email Address: Server Information Account Type: Incoming mail server: Outgoing mail server (SMTP): Logon Information User Name:	username@nic.in POP3 v pop.mail.gov.in smtp.mail.gov.in	Test Account Settings We recommend that you test your account to ensure t the entries are correct.
	username@nic.in ************************************	Browse More Settings
		< Back Next > Cancel Help

(Step-1)



	×
General Outgoing Server Advanced	
✓ My outgoing server (SMTP) requires authentication O Use same settings as my incoming mail server	
O Log on using	
User <u>N</u> ame:	
Password:	
Reguire Secure Password Authentication (SPA)
O Log on to incoming mail server before sending m	
ОК	Cancel
(Step-2)	
(Step-2) Internet E-mail Settings	×
	×
Internet E-mail Settings General Outgoing Server Connection Advanced Server Port Numbers	×
Internet E-mail Settings General Outgoing Server Connection Advanced	
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	
Internet E-mail Settings General Outgoing Server Connection Advanced Server Port Numbers Incoming server (POP3): 995 Use Defaults Image: This server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 Use the following type of engrypted connection: SSL	
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	
Internet E-mail Settings General Outgoing Server Connection Advanced Server Port Numbers Incoming server (POP3): 995 Use Defaults Image: This server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 Use the following type of engrypted connection: SSL Server Timeouts	
Internet E-mail Settings General Outgoing Server Connection Advanced Server Port Numbers Incoming server (POP3): 995 Use Defaults Image: This server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 Use the following type of engrypted connection: SSL Server Timeouts Short Long 1 minute Delivery Image: Long 1 minute Delivery	
Internet E-mail Settings General Outgoing Server Connection Advanced Server Port Numbers Incoming server (POP3): 995 Use Defaults Image: This server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 Use the following type of engrypted connection: SSL Server Timeouts Short Long 1 minute Delivery Image: Personal convertion of the server 10 image: days	

<u>(Step-3)</u>

<u>Note: -</u> Please fill all the required fields as directed and if you require any help contact support on 1800-111-555 (Toll Free) for help.



8. Reset your password

a. How to reset password

Please ensure that you mobile number is updated. If you have forgotten your password, click on forgot password on the login page of email.gov.in. You will be redirected to **PASS-APP** or follow the URL <u>https://passapp.emailgov.in/</u>. Using this application you can reset your password.

@ @ .in	Log in	afe Email	Policies	What's New	QuickSMS	
	Username: Password: Stay signed in Sign in Version: Pergot Password ? Click here Click here to rese	t your pass	sword			
Email Services A part of Digital India Government of India I Ministry of Electronics and Information Technology National Informatics Center	This site can be best viewed in Fir	refox 3.5 and above	, IE 9 and above.	To check your browser	version Click Here	

You will be redirected to PASS-APP to reset your password.

This site is best viewed in Firefox 3.5 and above , IE 9	and above ,chrome 18 and above.	Enter your Nicemail Address and Captcha va Mail Address	lue to begin
		Enter the contents of the image below	Submit
Electronic Transaction * Share			
Aggregation & Analysis Lever Cotcocl.	Konstage	*Mail Address is the email address assigned to you by	NIC.
Government Of India Ministry of Electronics & Information Technology National Informatics Centre	Knowledge Internet	"Mail Address is the email address assigned to you by	NIC.



@Gov.In

- i. Enter the email address for which you wish to reset your password.
- ii. Also, enter the Captcha value as displayed in the box.
- iii. Click on submit button to proceed further.

Recurse out of PASS-APP phone number	Enter your Random Number and Captcha value to begin
Your Email Address: Your Mobile No. : *******016.	Random Number
Please enter the code that was sent to your mobile number.	Enter the contents of the image below
If you want to resend code to your mobile number then click here: Resend Code You can request for a Random Number(Code) only twice in 24 hours Ensure that the mobile number registered is Valid	Subr Subr Click here to submit If you do not receive the code, then please call up the 24 hours support cell on 1800-111-555

Enter the random number which is sent to your mobile number. You can also resend OTP if not received at once (** Random number will be generated twice in 24 hours)

Now, enter the Captcha value and confirm your submission.

Now you will be redirected to a page which will prompt you to enter your new password twice. Enter the Captcha value to confirm.



PASS-APP Enter your new password h	lere
Enter Password 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. You cannot enter your old password. Please ensure to follow the password policy	Enter your New Password and Captcha value:
Government Of India Ministry of Electronics & Information Technology National Informatics Centre	

You must follow the password policy as prompted to reset your password.

9. Offline Mode

- > This feature allows you to access the data without network connectivity.
- The web client will be automatically restored to online mode when network connectivity is in transition.
- The work performed in offline mode is stored in cache and synched with the server when restored to online mode.

		😨 🔻 tag:"Neha"
Mail Contacts Calendar	Tasks Briefcase Preferences Your message to 🗙 Compose 🗙	HTML Client
🖂 New Message 👻	Reply Reply to All Forward Archive Delete Spam 💾 🗸 🚿	Product Help Help Central Online
🔻 Mail Folders 🔅 📤	Sorted by Date	New Features
🖉 😃 Inbox (2488)		Shortcuts
🛅 test		About
🔝 Sent	No results found.	Offline Mode
词 Drafts (8)	No results found.	Sign Out
🔁 Junk		
Trash		
Activity Stream (7)		
test (1517)		
Testing2		
zimtest1		
■ simtest2 *		
M March 2017 M March 2017 S M T W T F S		
26 27 28 1 2 3 4		
5 6 7 8 9 10 11 12 13 14 15 16 17 18		
19 20 21 22 23 24 25		
26 27 28 29 30 31 1		
2 3 4 5 6 7 8		

Note: - For any issues please contact support at 1800-111-555(toll free) or email at:

support@gov.in