

Onboarding and Operations Manual - NICeMail Services

1. Onboarding to NICEmail Services

The guide elaborates and enumerates the process and steps involved in the migration and onboarding of users to the new NICEmail services.

1.1. Pre-migration

1. Once the list for the department is shared to migrate to the new platform by the NICEmail Admin Team, the HOD/ NIC Co-ordinator of the department can share a official circular informing the users of the migration process.
2. The users will be communicated by the NICEmail Services team about the initiation of migration of their account to the new platform. They will receive an email (to their old platform - <https://email.gov.in>) and an SMS (to their registered mobile number).
3. The users can continue using their old email platform until they receive the migration completion notification via email and SMS.
4. There will be no interruption in the email service during migration.

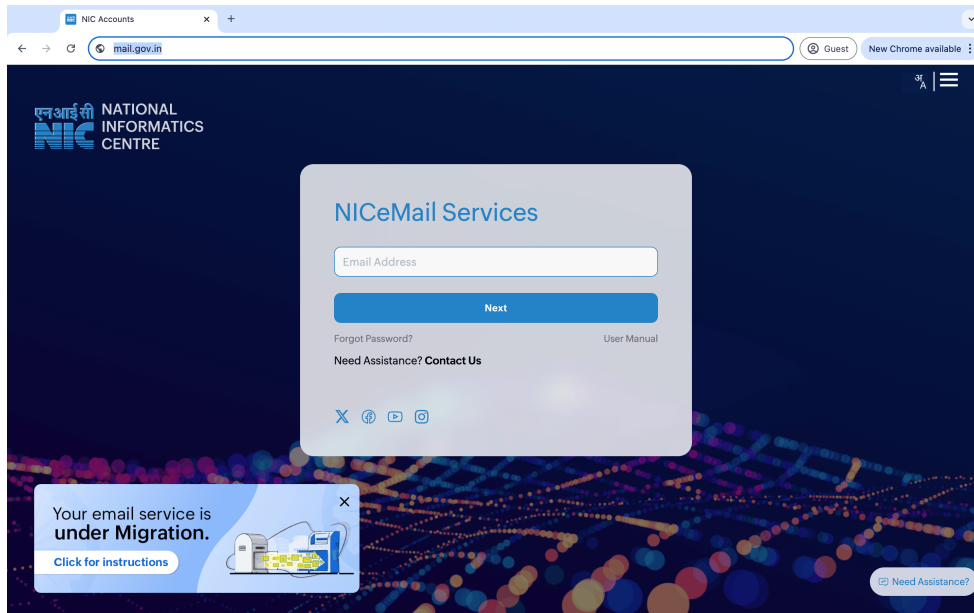
1.2. Post-migration

1. On successful completion of migration, the users will be communicated via email and SMS about the migration completion of their account.
 - a. The email will contain the steps to log in to the new platform along with the Email helpdesk contact details to which the users can reach out in case of any discrepancies in the migration of their account.

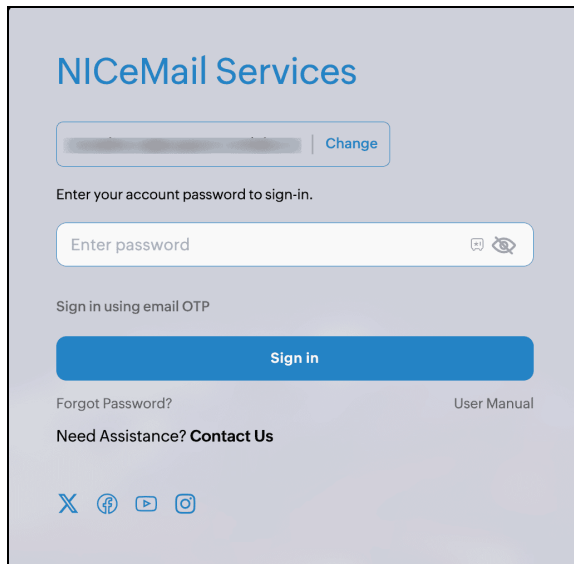
1.3. Logging in to the New NICEmail Services

Once you receive the migration completion email and SMS, if you log in to the old email platform (<https://email.gov.in>), you will be redirected to the the new NICEmail Services platform (<https://mail.gov.in>)

1. Go to your browser and enter <https://mail.gov.in/>.
2. In the NICeMail Services log-in page, enter your **Email address** and select **Next**.



3. Enter your **existing email account password**.



4. Click **Sign In**.
5. You will receive an OTP as an SMS to your registered mobile number as part of the Two-factor Authentication.
6. Enter the OTP and click **Next** to proceed.
7. You will be asked to **reset your password** to set a new password for your account. This

new password shall be used for all your future sign-in to your new NICeMail services account only.

- a. **You can continue to use your old password for accessing eOffice, HRMS, etc.**
8. Once you log in, you will be asked to fill out the **Work Profile Information form**.
9. After you submit the form, a pop-up window will be shown to display your recent login details.
 - a. If you find any of the log-in sessions to be suspicious, please inform your Delegated Administrator immediately.
10. Click **Continue**.

You will be prompted to enroll your device via MDM for the installation of Gov Mail and Gov OneAuth work applications. It is recommended to enroll your mobile device to use the work applications on your mobile devices.

All the emails exceeding 10 GB of storage will be moved to GovDrive. You can view the status of GovDrive migration in the **Migration Dashboard** available at the top-right corner of your mailbox.

2. Help Desk Contact Details

If you have any queries related to the migration of your account, data migrated to your account, or issues related to the use of the email solution, you can reach out to our Help Desk team available 24x7x365 to assist you with a quick resolution.

The contact details are given below:

1. Help Desk Email Address: **helpdesk-email@gov.in**
2. Help Desk Toll-Free Number: **1800-5719-646** (24X7)