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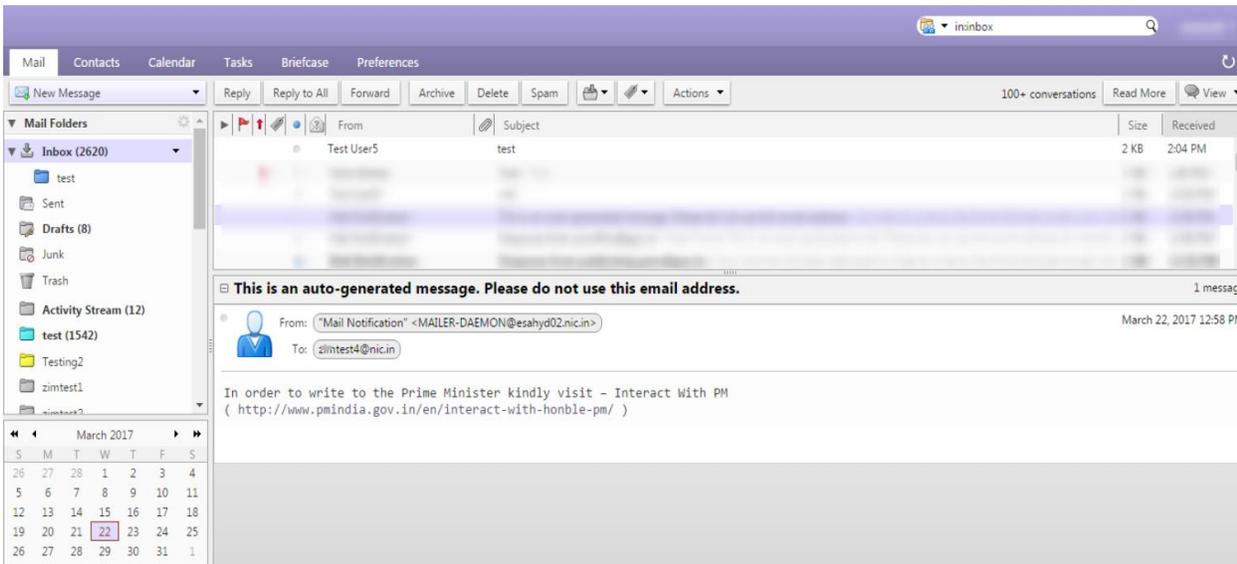
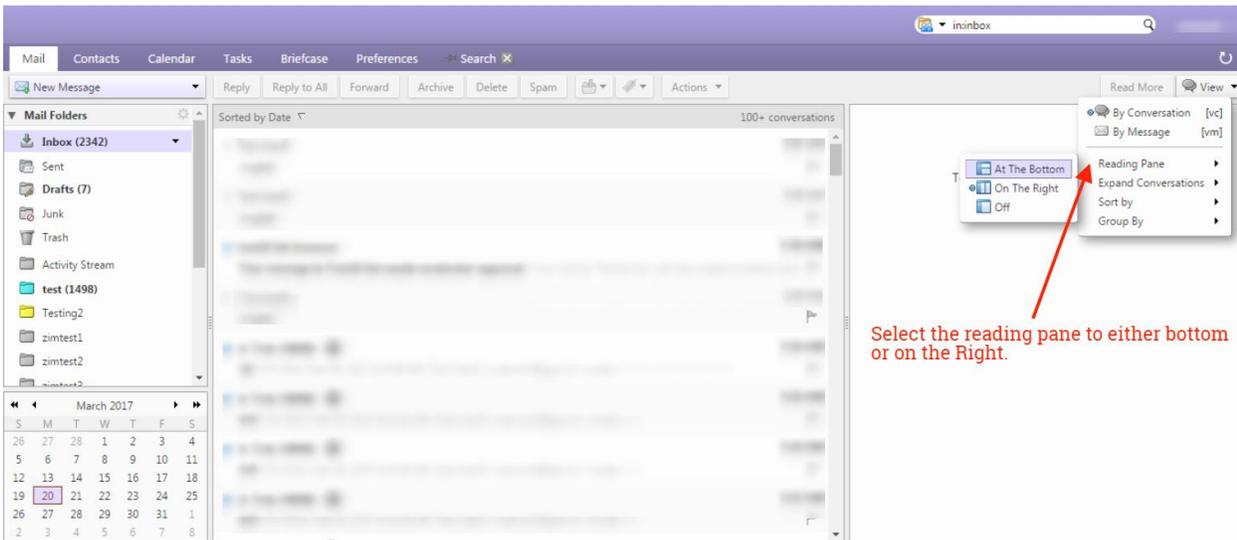
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9. Offline Mode

1. Managing Your Email

a. View

- 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.



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.**

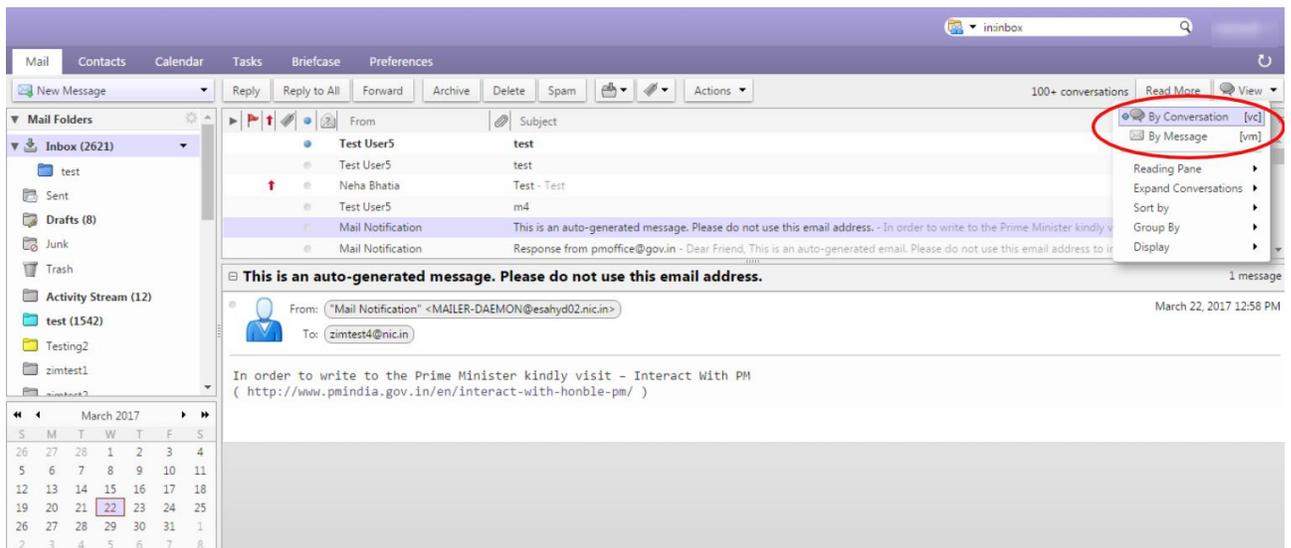
Conversations can be in your Inbox another in your sent folder, and others in another folder. If you move a conversation from one folder to another, all messages within that conversation are also moved to that folder. Messages in the Sent folder and in the Trash folder are not moved.

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.

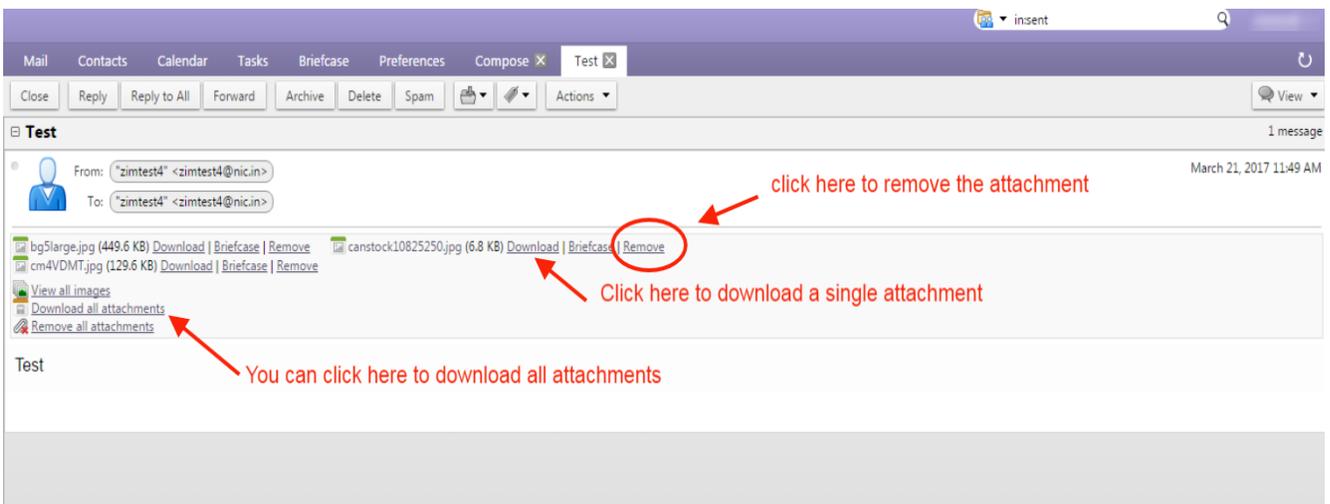
- i. Select one or more files from your desktop and hold down the cursor on the file(s) to be attached.
- ii. Drag the files to the message header area and release the cursor. The file names are displayed in the header.

a. Removing an Attachment

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

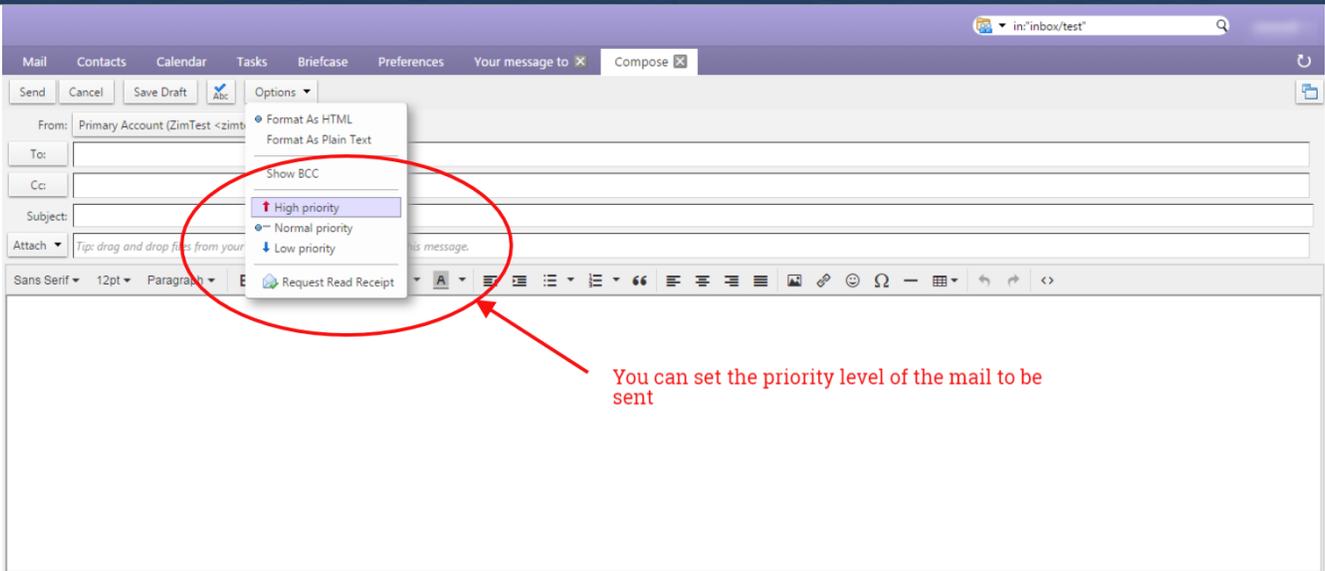
User can download/remove all attachments

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**”.



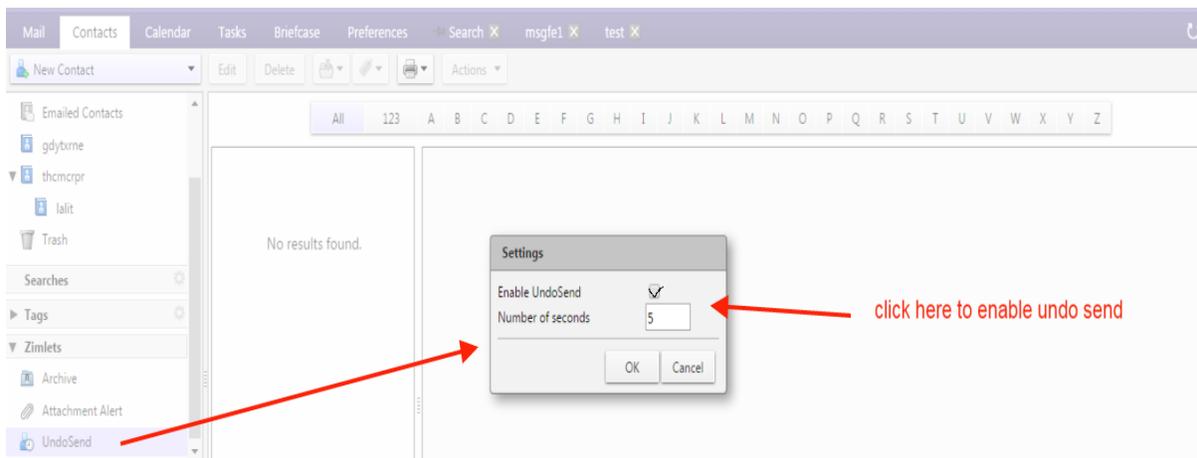
c. Set priority Mail

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.



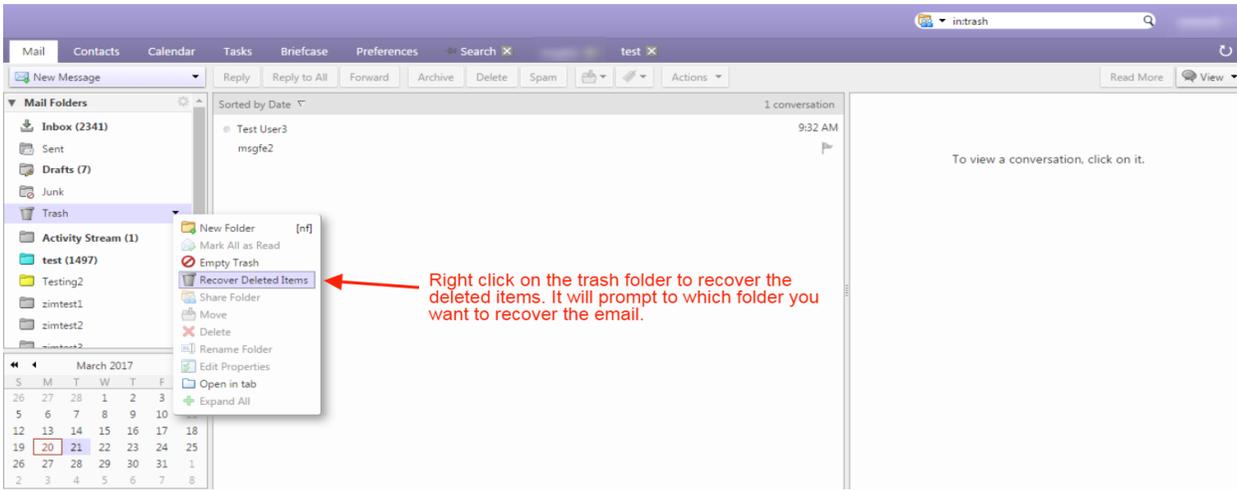
d. Undo Send

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

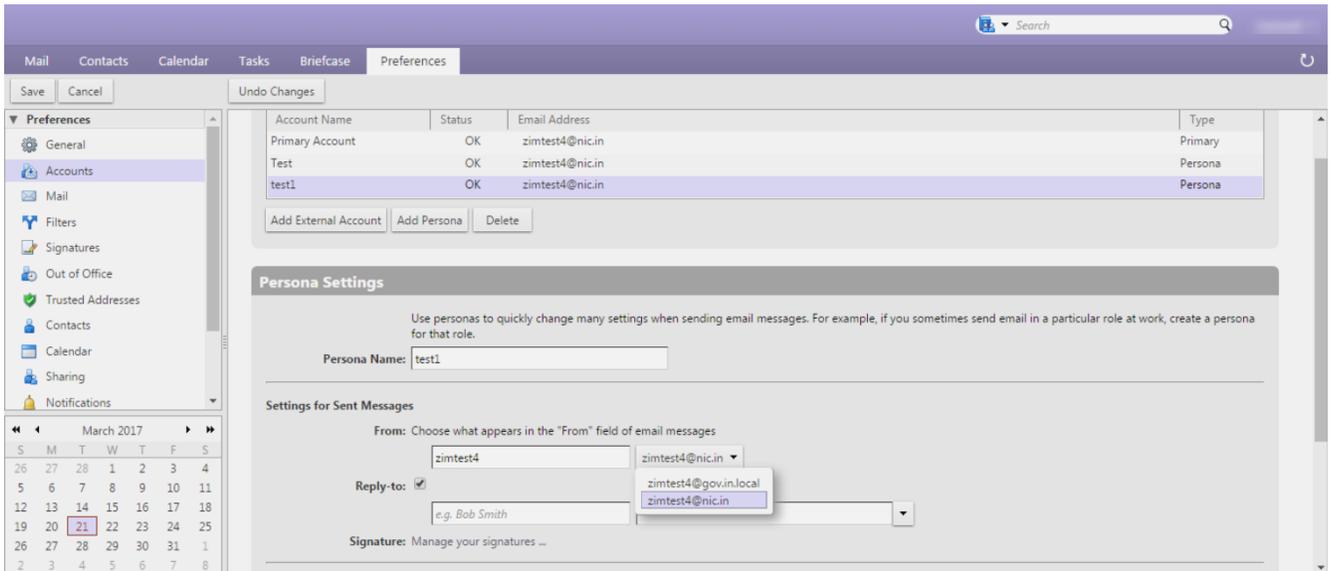
User can restore all the deleted mails from the trash folder within the defined number of days (i.e. within the timestamp of 90 days).

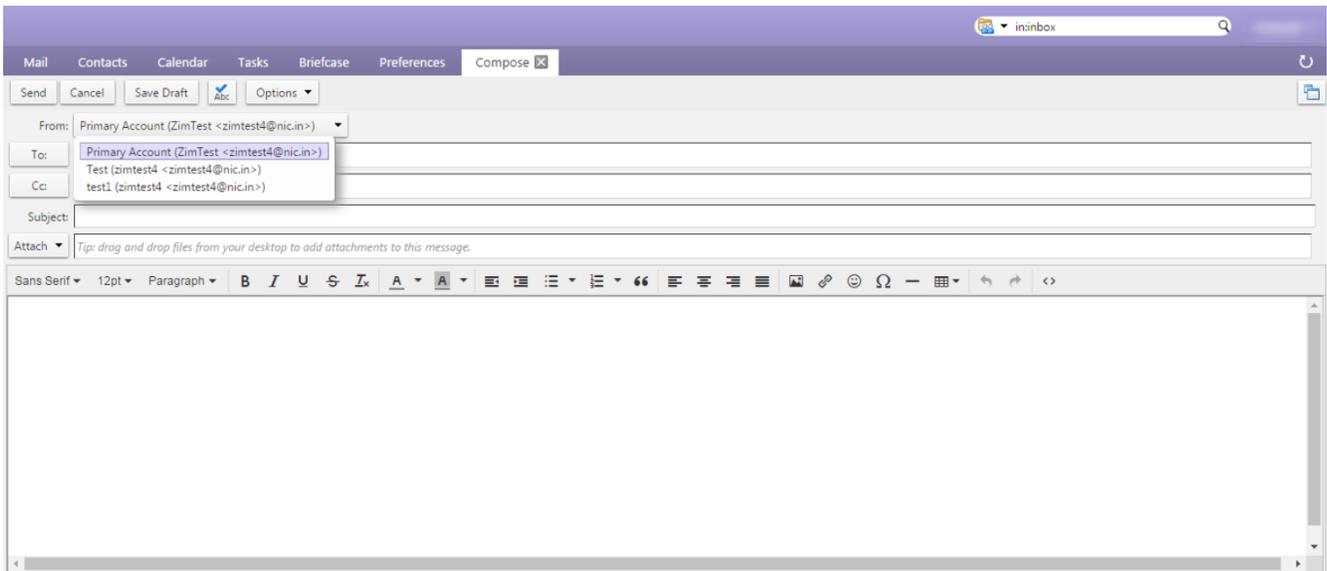


f. Add Personas (A role granted to the user)

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 correspondencetest1<xyz@gov.in>





i. Go to the Preferences>>Accounts page.

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

ii. 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.

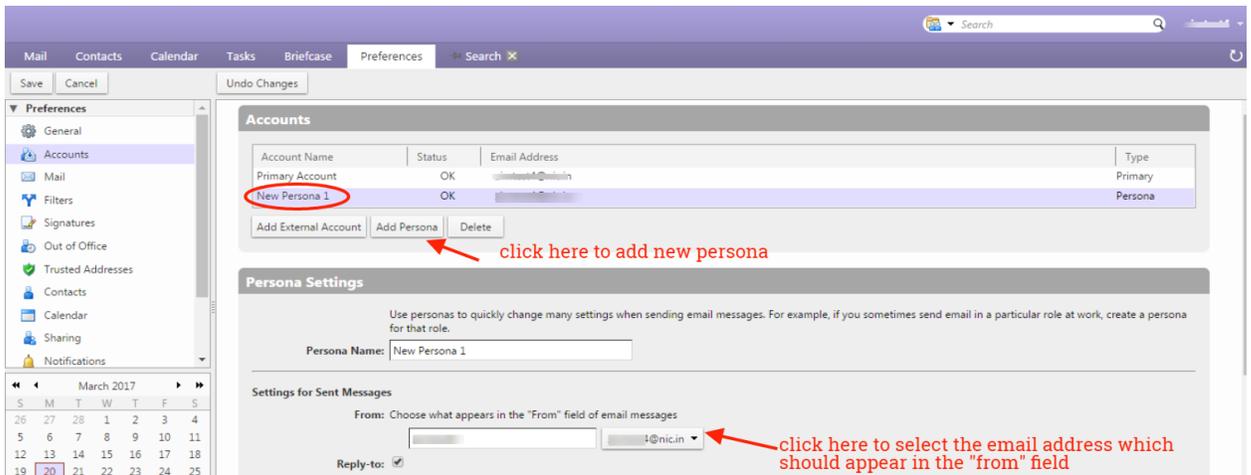
iv. In the Settings for Sent Messages section, specify the “From” information for this persona.

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.

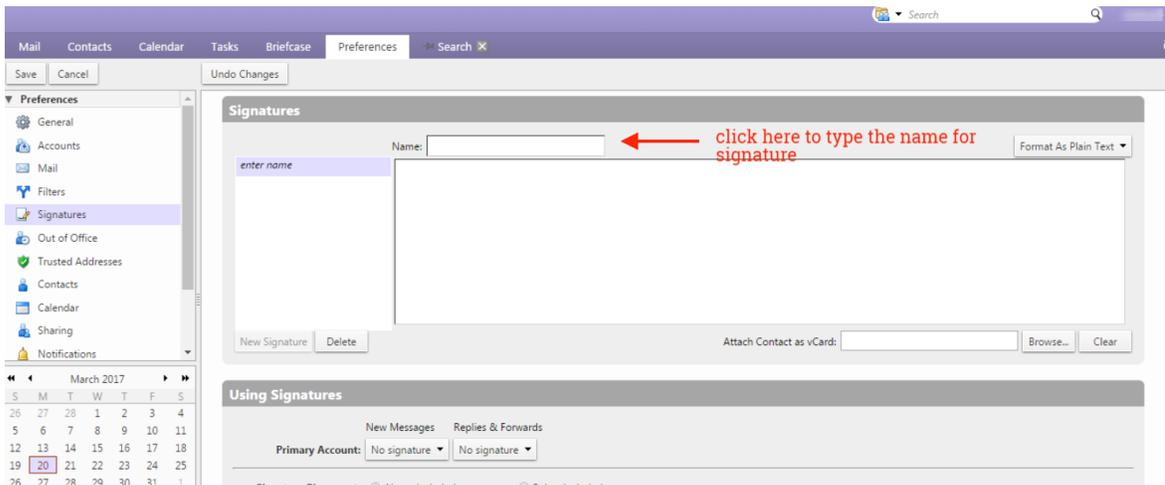
In the drop-down menu next to the text box, select the email address from which to send messages.

****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.



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

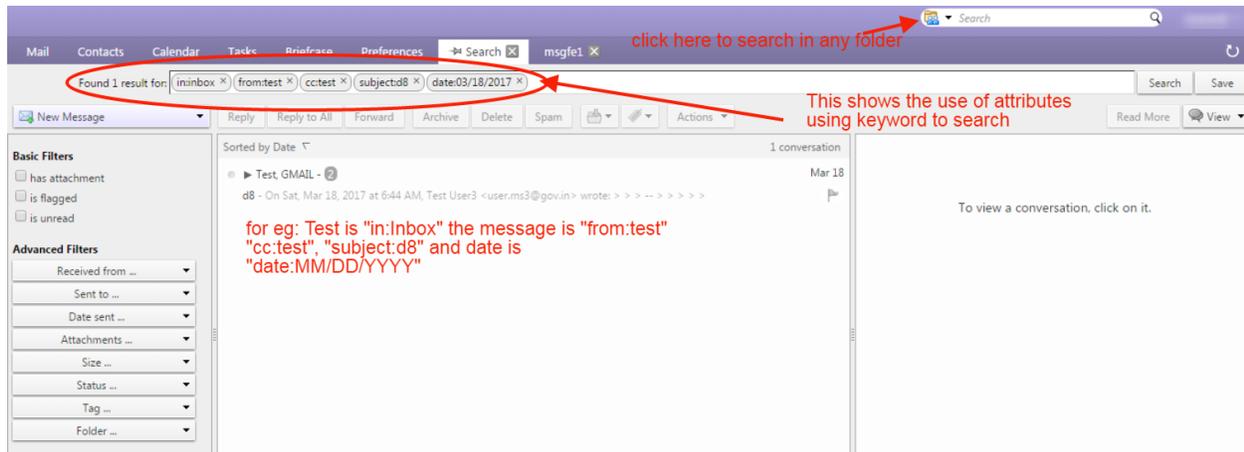


- vii. To automatically **Use this persona** when replying to messages sent to a specific email address or when forwarding messages from that address, select when replying or forwarding messages sent to, and type the email address in the text box. If you are entering more than one email address, separate 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.



- 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.
- 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:-

- 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 xyz@gov.in or a **domain** such as "@gov.in".



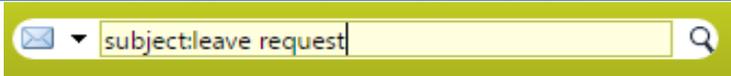
- to:** It specifies one of the people **to whom the email was addressed** in the **To:** header.



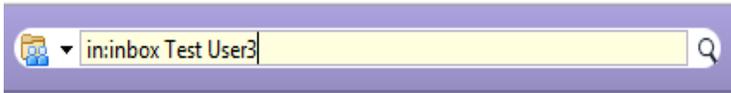
- cc:** It specifies a recipient in the **cc:** header of the message.



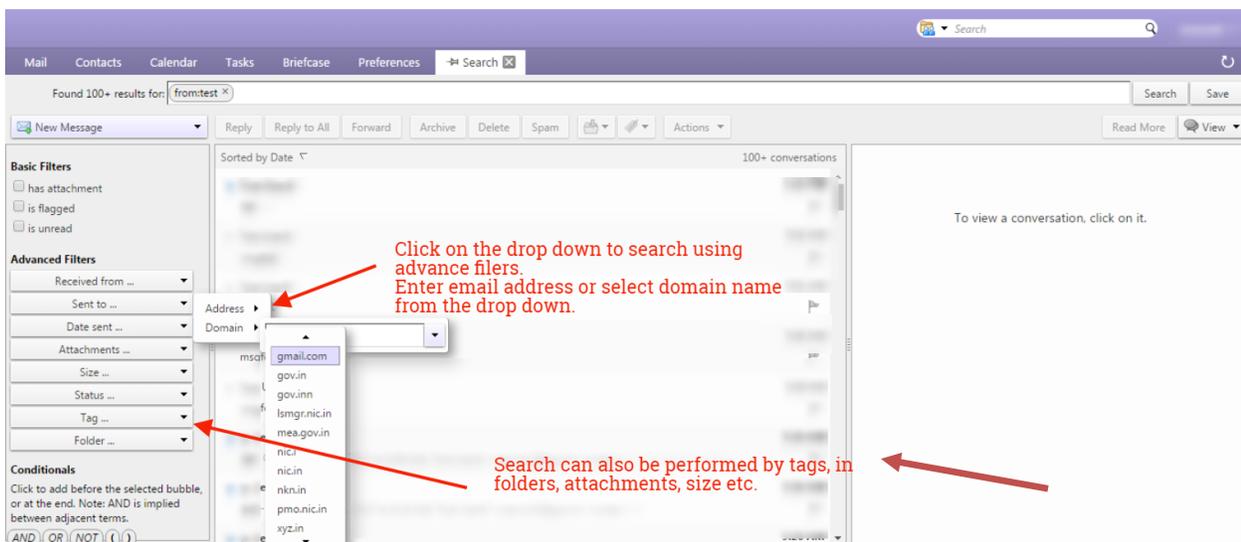
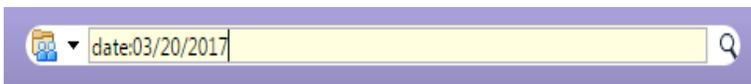
- subject:** It specifies text that must **appear in the subject** header of the message. An **example** might be **subject: new vacation policy**.



- 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.



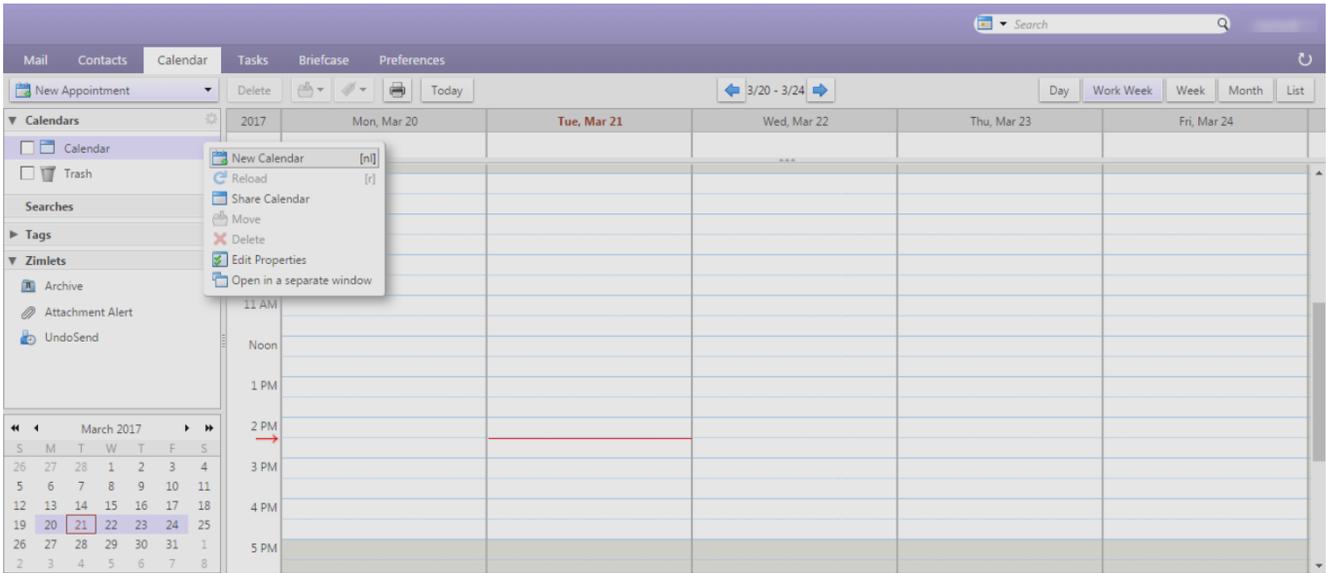
- vi. **date:** Use this keyword search messages for a specific date, using the format that is default for your browser's locale (format is **MM/DD/YYYY**). For example, **date:2/1/2007** would find messages dated February 1, 2007. The **greater than (>)** or **less than (<)** symbols can be used instead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



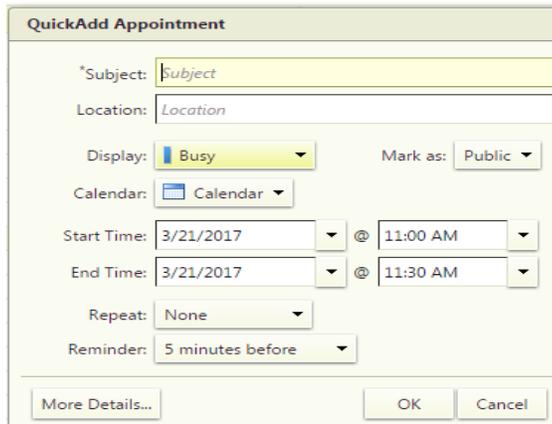
Please click here to view advance search keywords:-<https://email.gov.in/public/docs/Advance-Search.pdf>

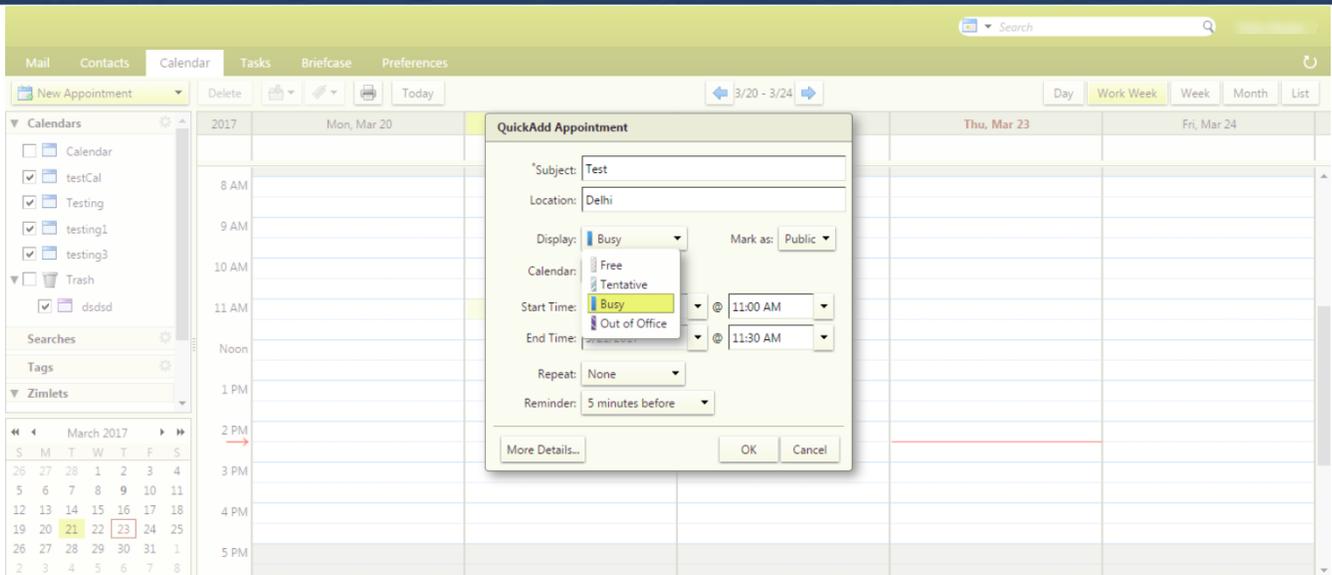
3. Calendar

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.

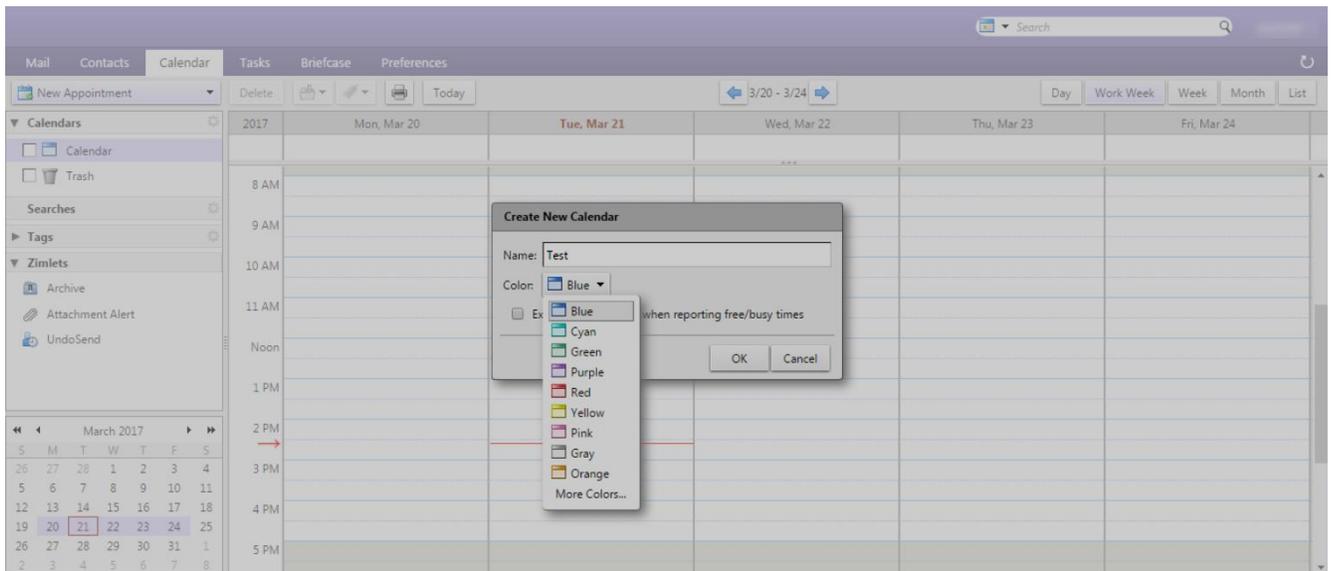


You can change the color of your calendar by clicking on new calendar, a window of create new calendar appears. You can quick add the appointments by double clicking on the calendar screen.





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

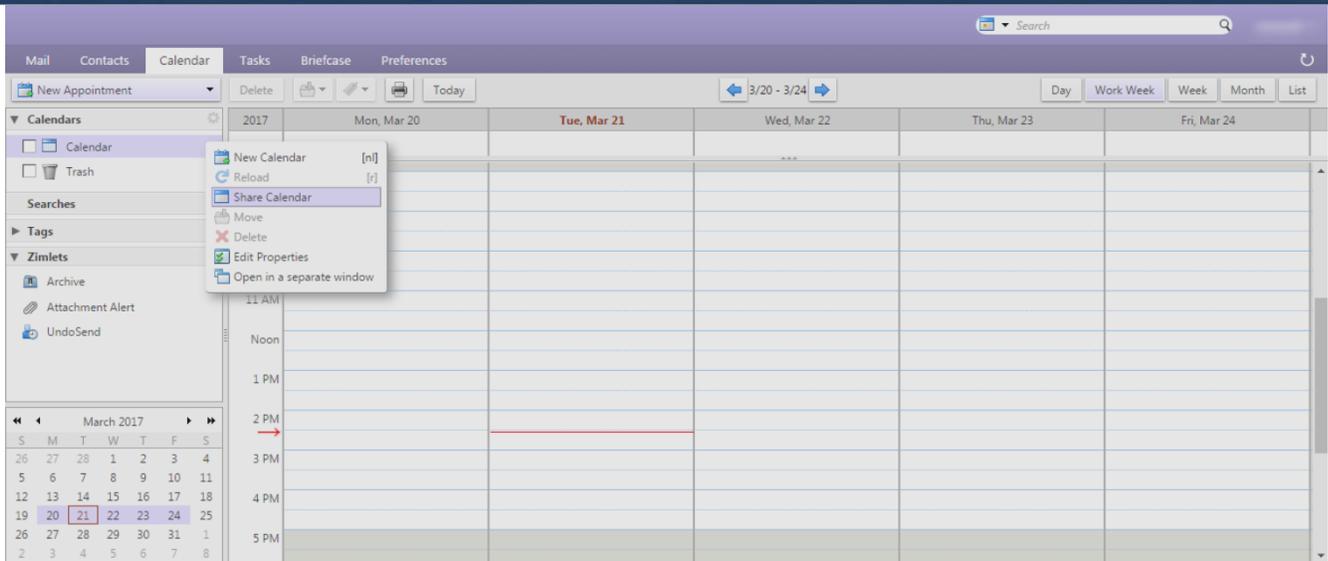


The calendar can also be shared with internal users or group, external users and public (view only, no password is required).

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



Share Properties

Name: testCal
Type: Calendar

Share with: Internal users or groups
 External guests (view only)
 Public (view only, no password required)

Email:

Role

None None
 Viewer View
 Manager View, Edit, Add, Remove
 Admin View, Edit, Add, Remove, Administer

Allow user(s) to see my private appointments.

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 information, if necessary.

URL

To allow others to access this item, direct them to this URL:

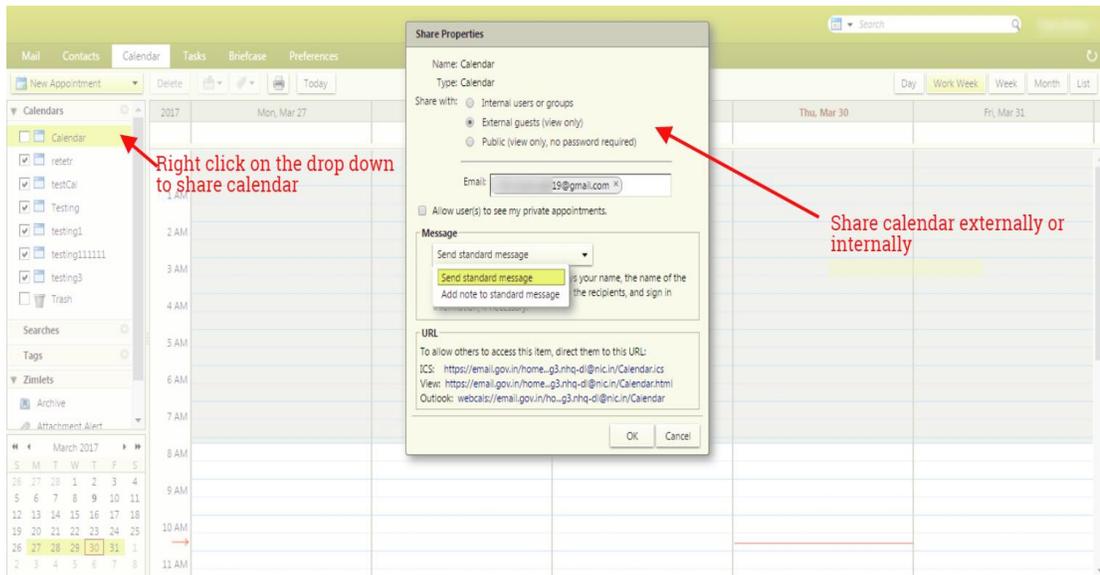
Enter the email address to which the calendar will be shared

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

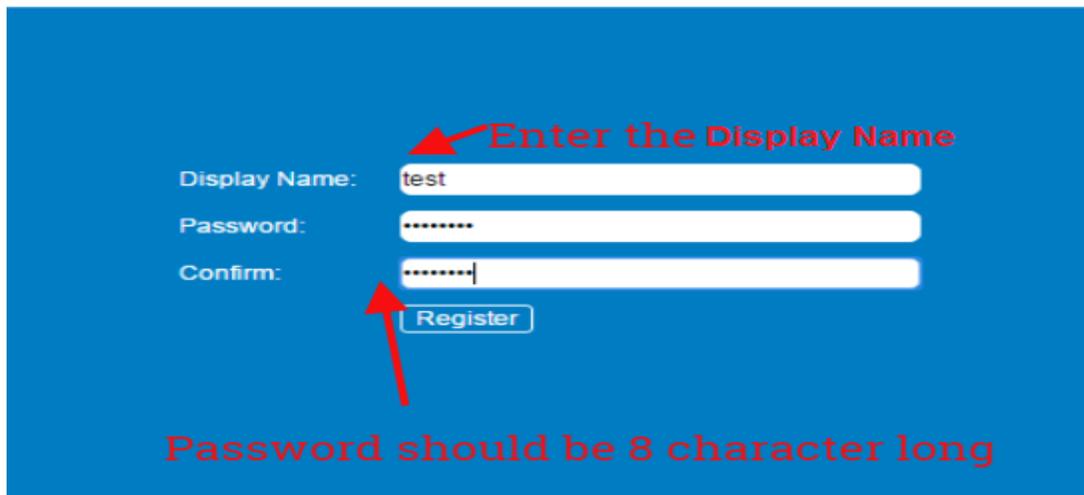
For external guests

- 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



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



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)

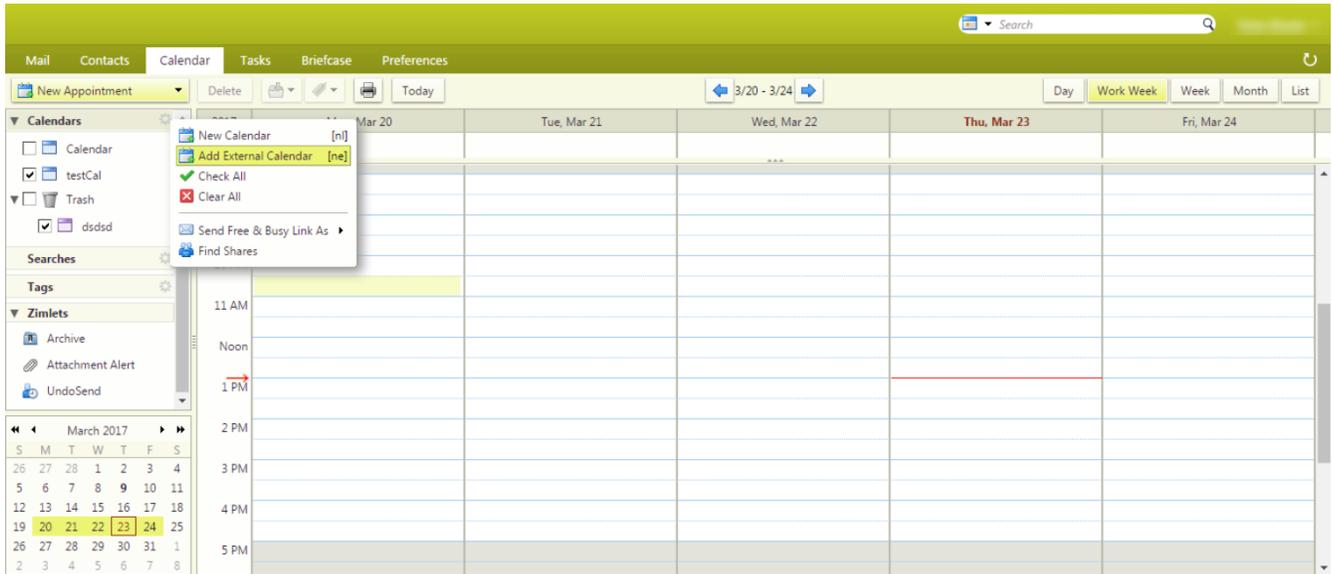
This will redirect you to a page which will show the calendar shared.

a. Calendar sync

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

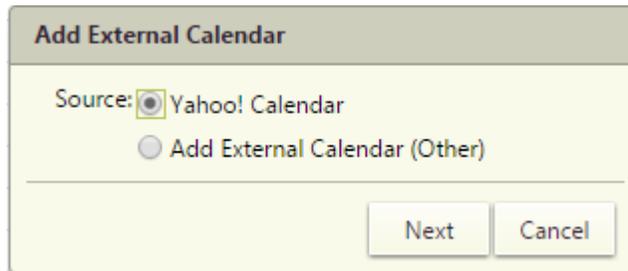
For Web

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.

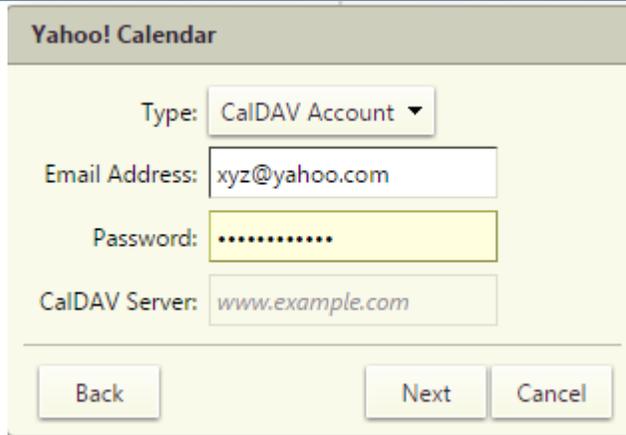


To add Yahoo calendar

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

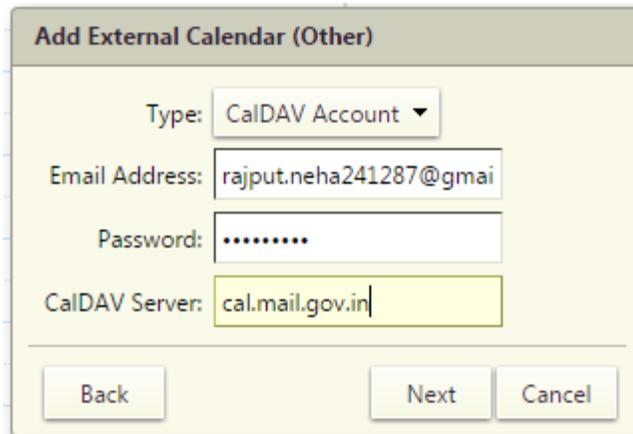
Password:

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)

Type: CalDAV Account ▾

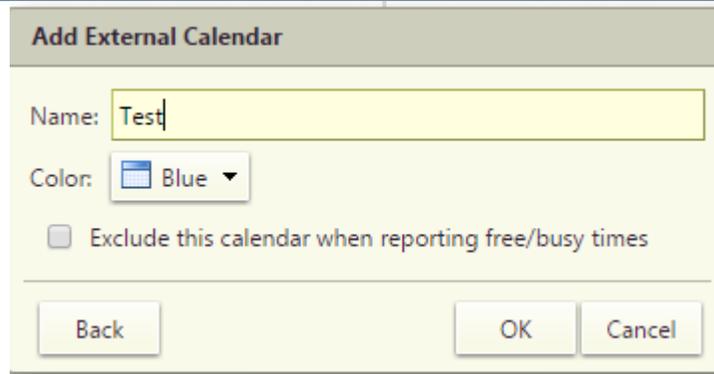
Email Address: rajput.neha241287@gmai

Password:

CalDAV Server: cal.mail.gov.in

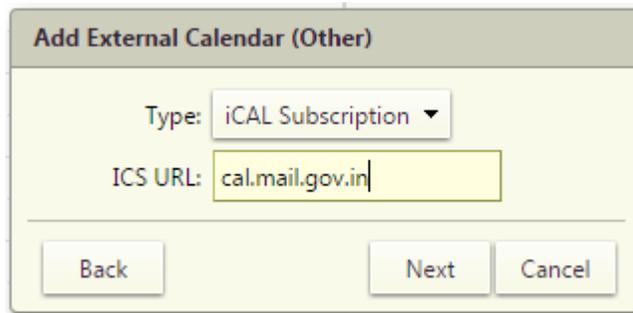
Back Next Cancel

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



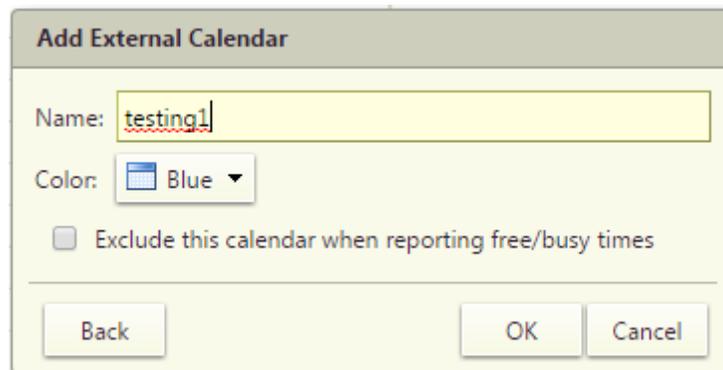
The dialog box is titled "Add External Calendar". It contains a text field for "Name" with the value "Test". Below it is a "Color" dropdown menu set to "Blue". There is an unchecked checkbox labeled "Exclude this calendar when reporting free/busy times". At the bottom, there are three buttons: "Back", "OK", and "Cancel".

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



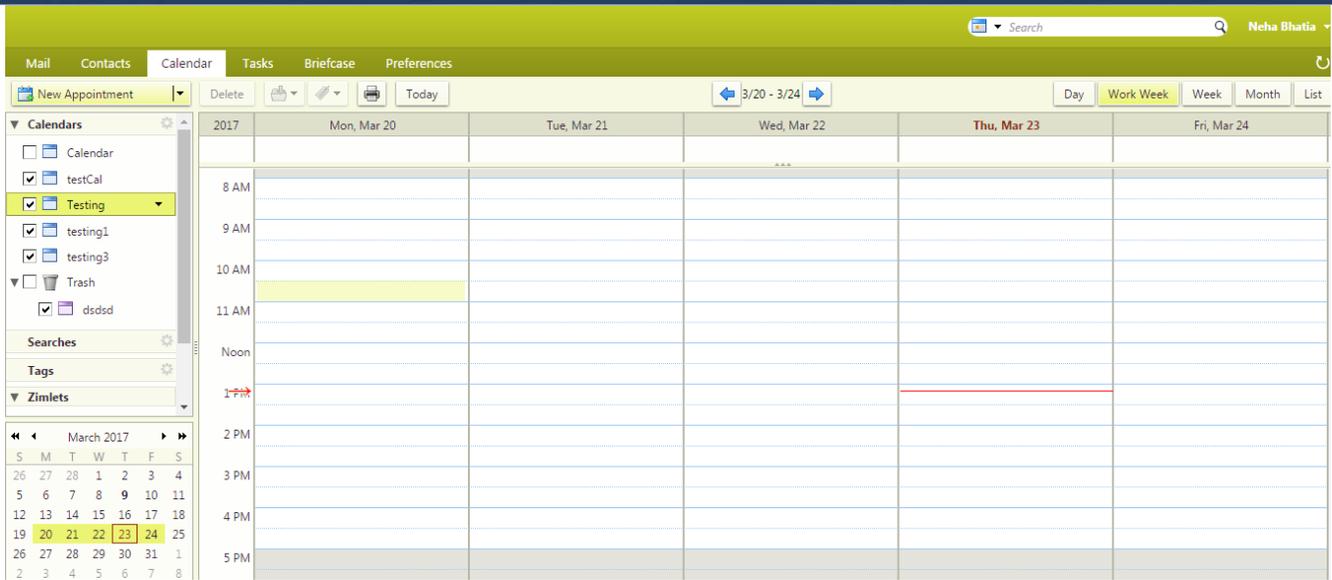
The dialog box is titled "Add External Calendar (Other)". It contains a "Type" dropdown menu set to "iCAL Subscription". Below it is a text field for "ICS URL" with the value "cal.mail.gov.in". At the bottom, there are three buttons: "Back", "Next", and "Cancel".

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



The dialog box is titled "Add External Calendar". It contains a text field for "Name" with the value "testing1". Below it is a "Color" dropdown menu set to "Blue". There is an unchecked checkbox labeled "Exclude this calendar when reporting free/busy times". At the bottom, there are three buttons: "Back", "OK", and "Cancel".

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



For Devices

Sync with Phone

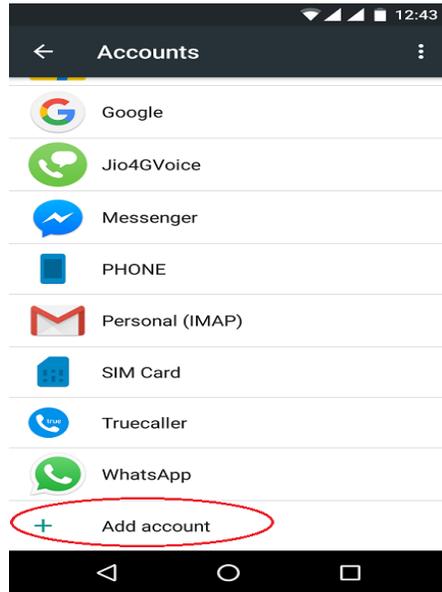
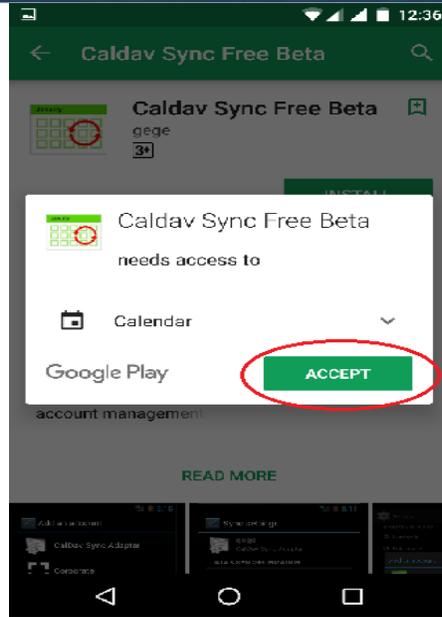
You can sync your calendar to your phone whenever required. All the data will automatically sync to your phone's calendar. There are two type of devices in which you can sync your calendar.

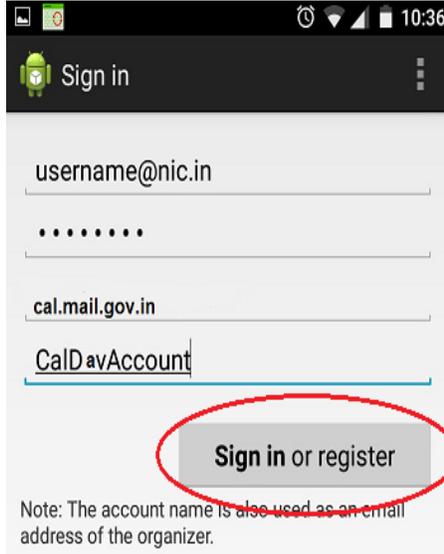
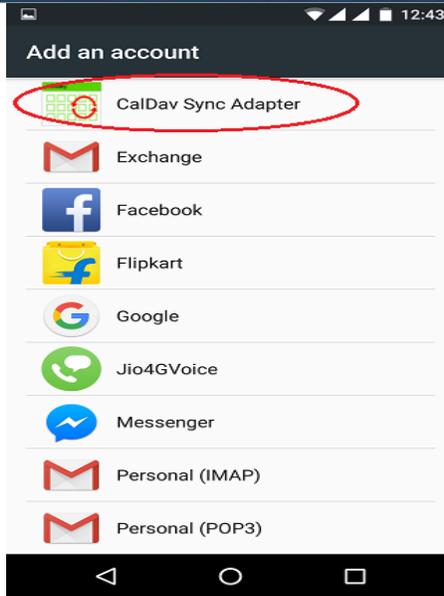
- a. Android
- b. Iphone(IOS)

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 store-
<https://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.

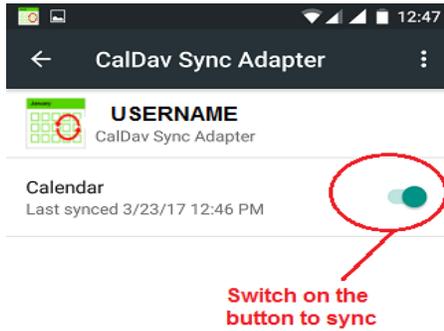




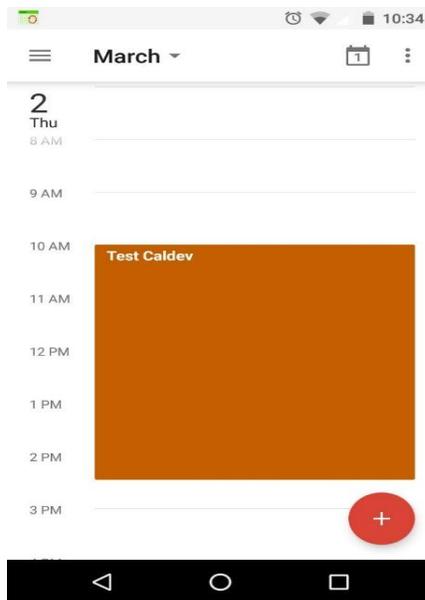
d) Enter username, password and account name

e) **Server URL** – cal.mail.gov.in

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

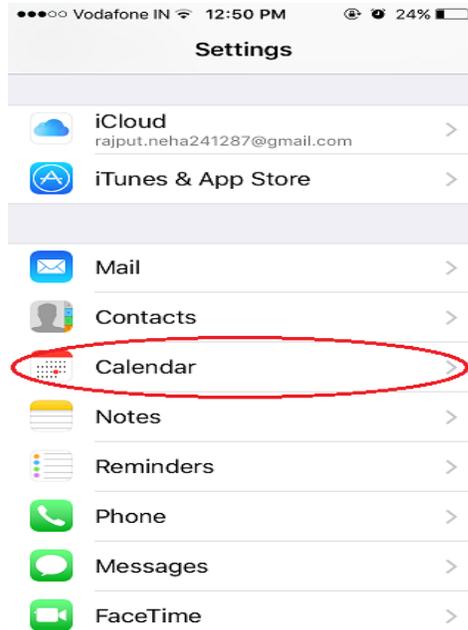


f) Select calendar sync and then open calendar from the menu and check for synced calendars –

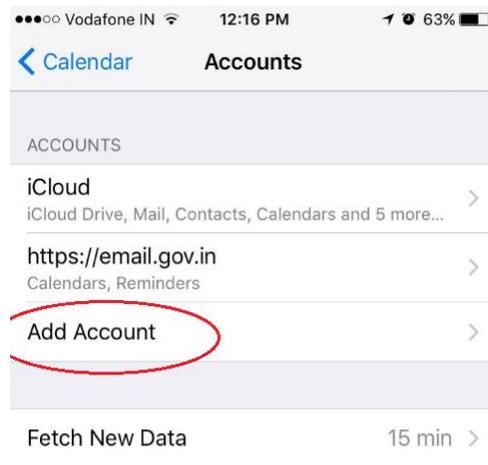


ii. Steps to sync calendar in iPhone device –

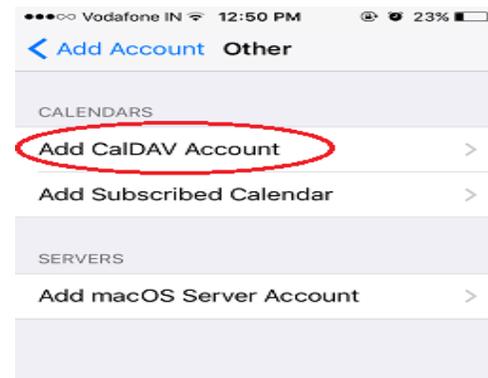
- a) In your Iphone, go to settings and select calendar.
- b) Now select accounts in calendar



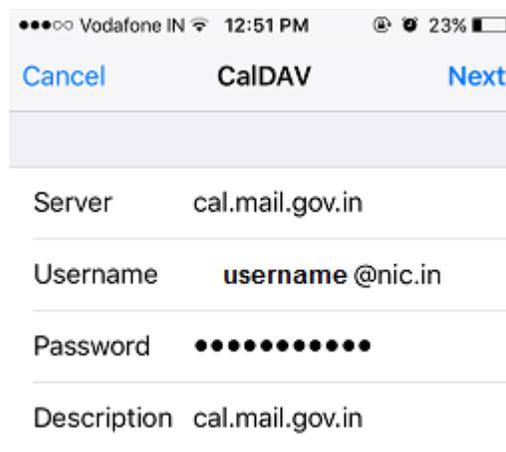
c) The next step would be to add accounts



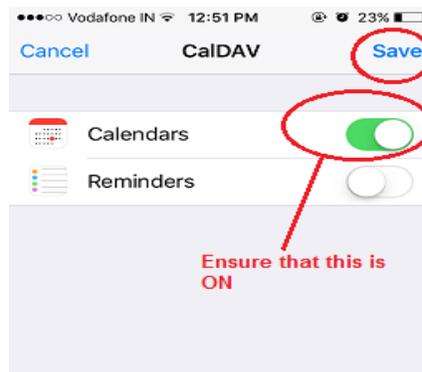
d) It will prompt you to add CalDav account



g) Enter Username, password and Description



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

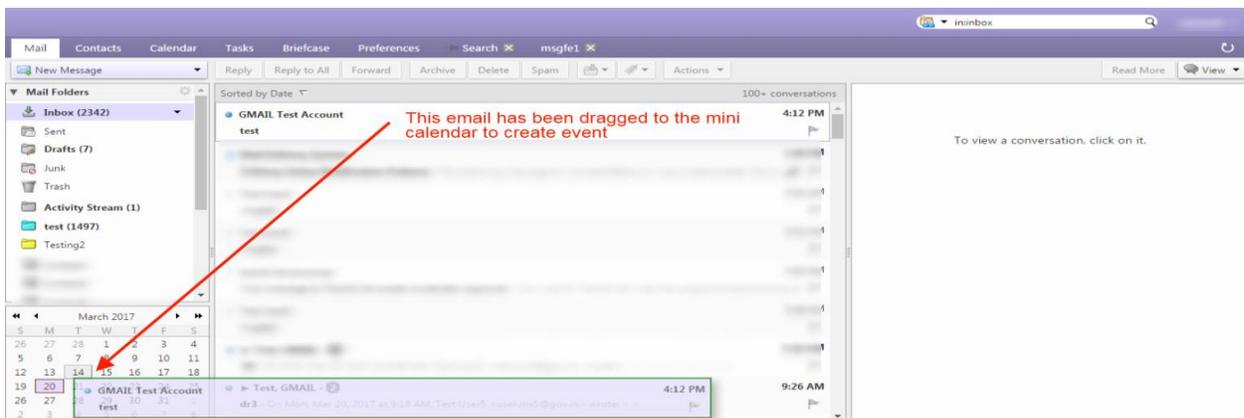


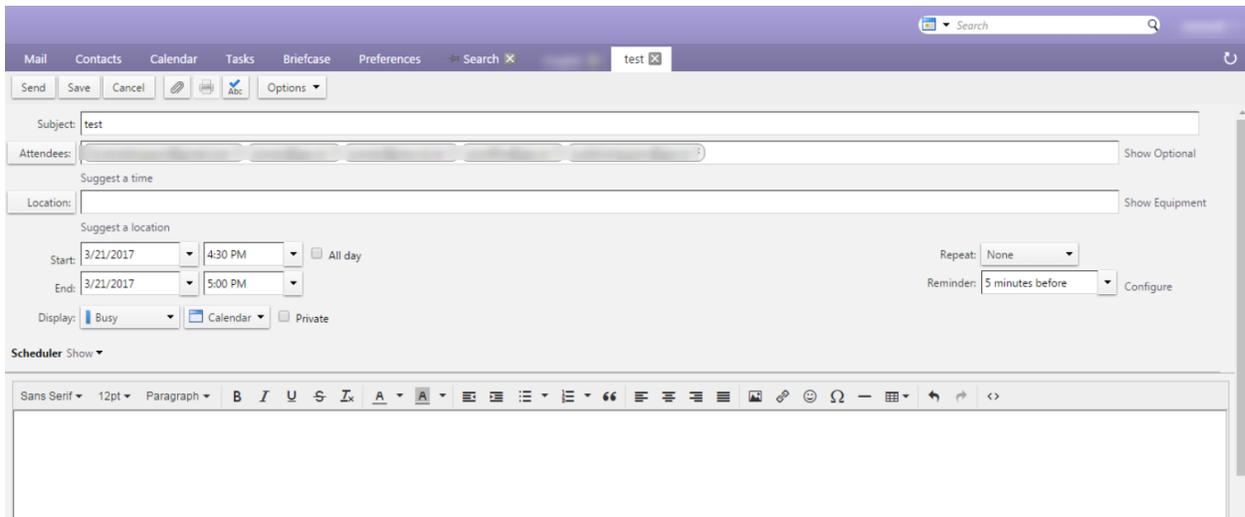
i) Open Calendar in the menu of the phone to verify the synced appointments –



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.

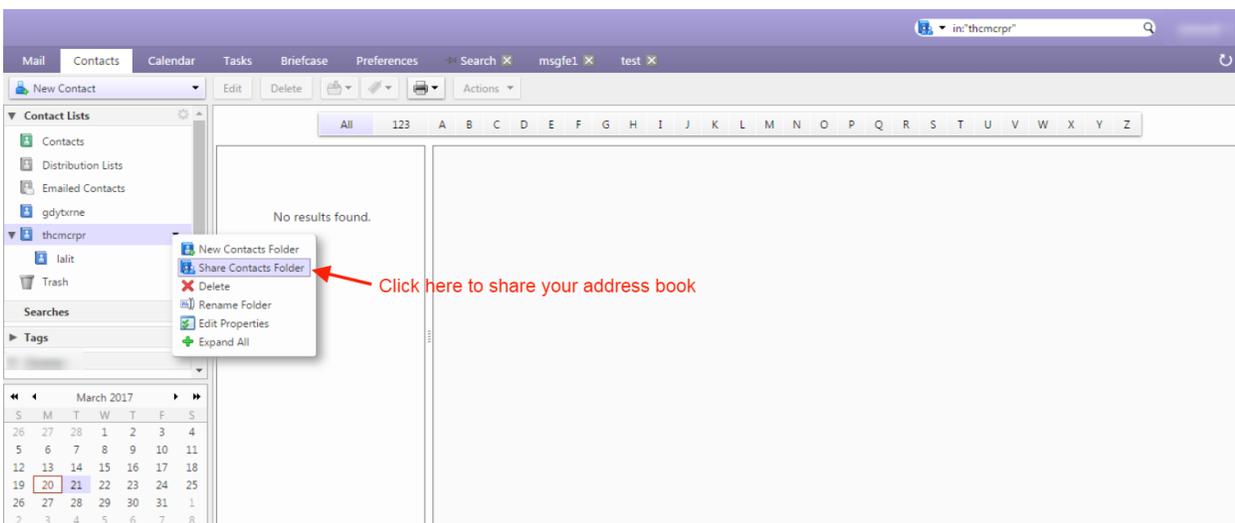




4. Contact Book/Address Book

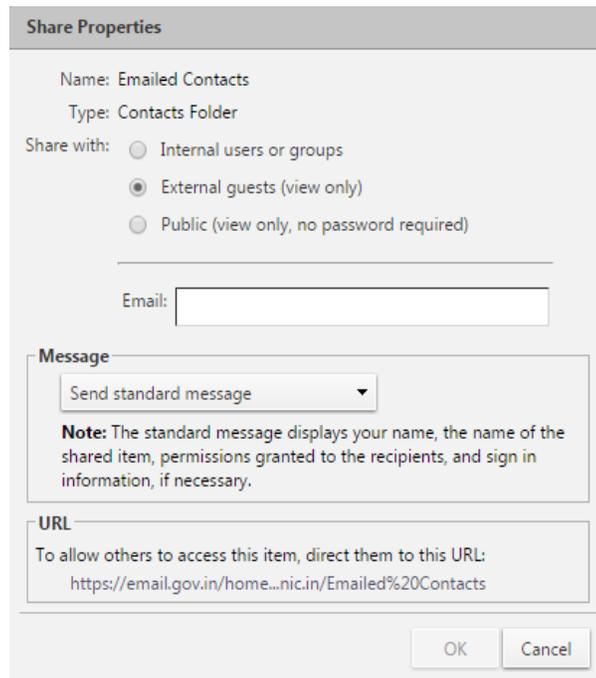
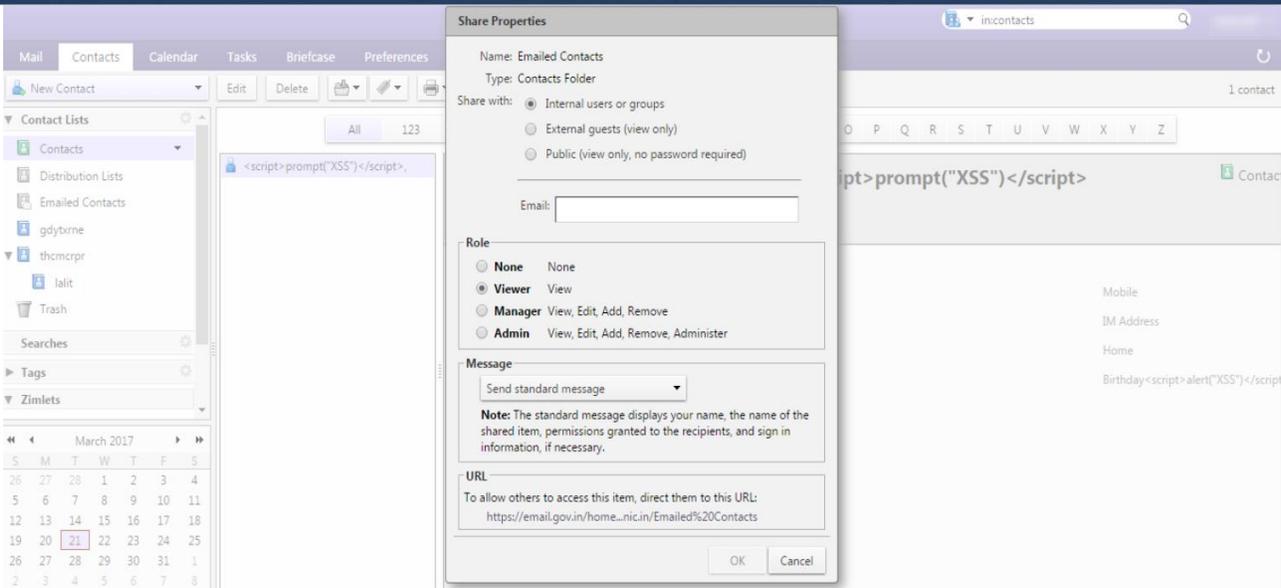
a. Share Address Book

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.



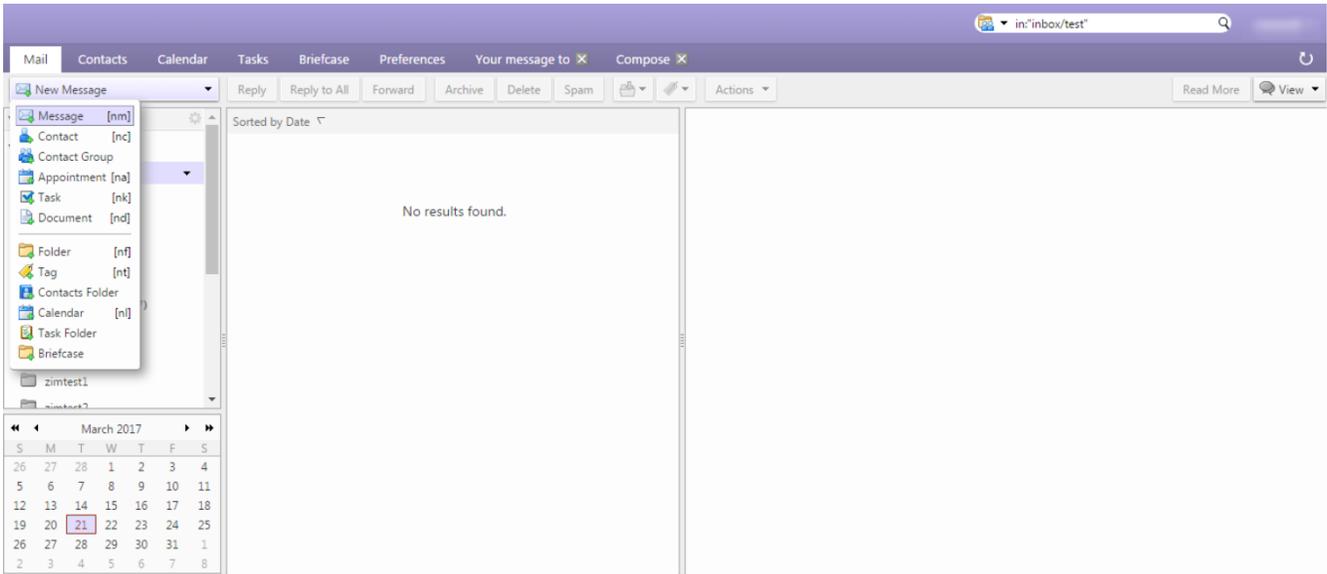
You can share your contact folder with internal users or group, external users or with public.

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.



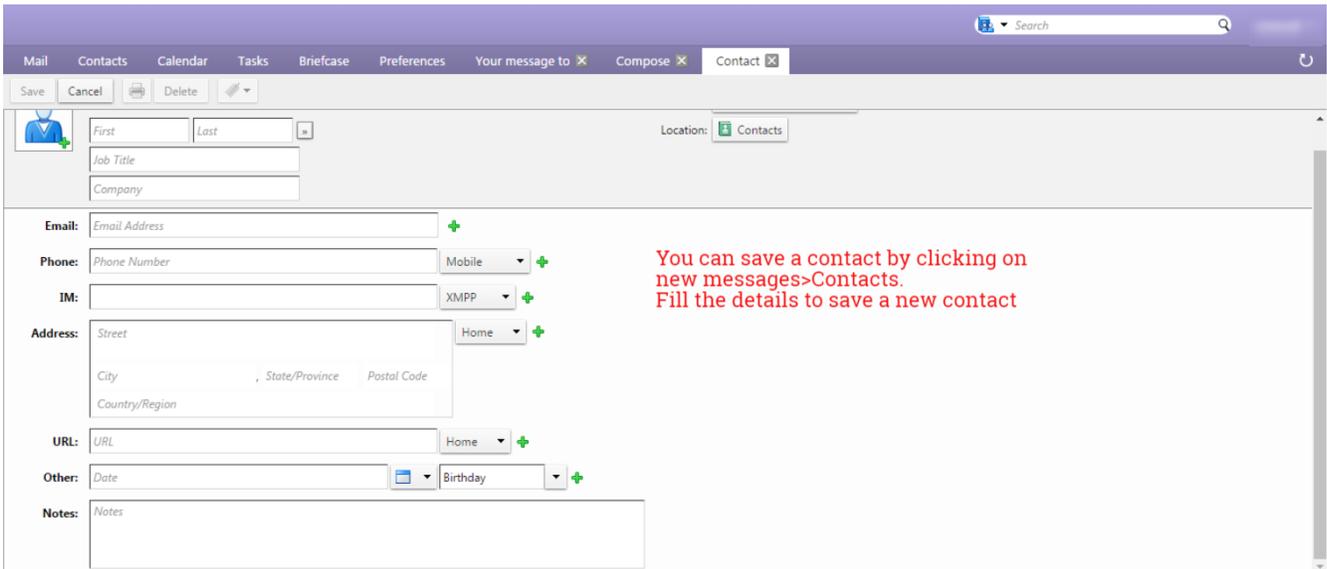
b. How to create a new contact and Address book (Contact book)?

- 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.



New Contact page:-

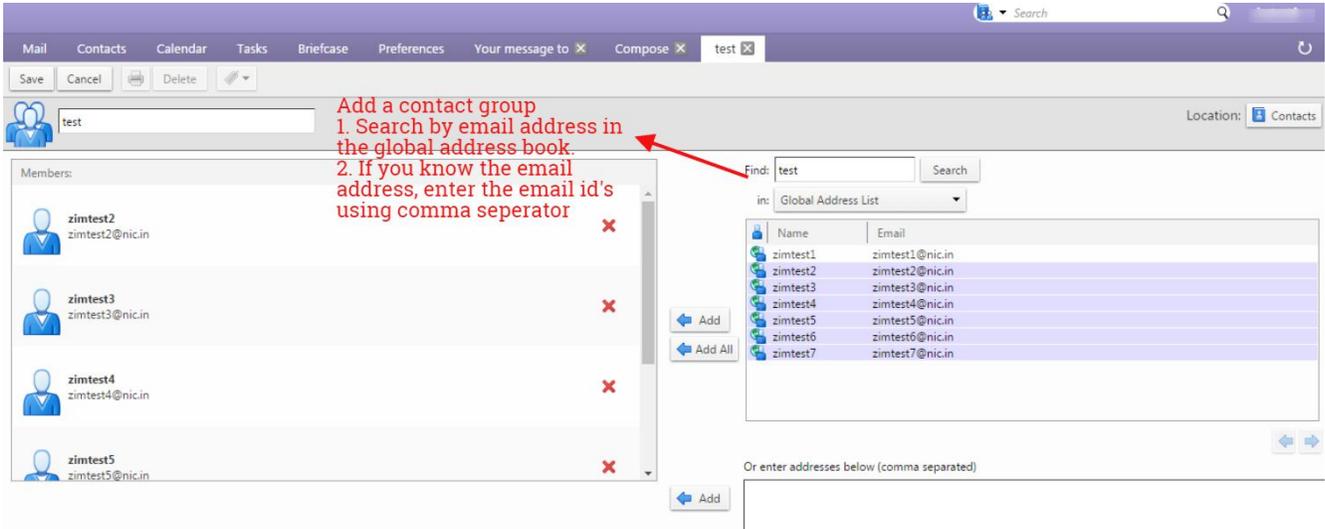
- ii. Click on save after filling the details in the form.



Contact group

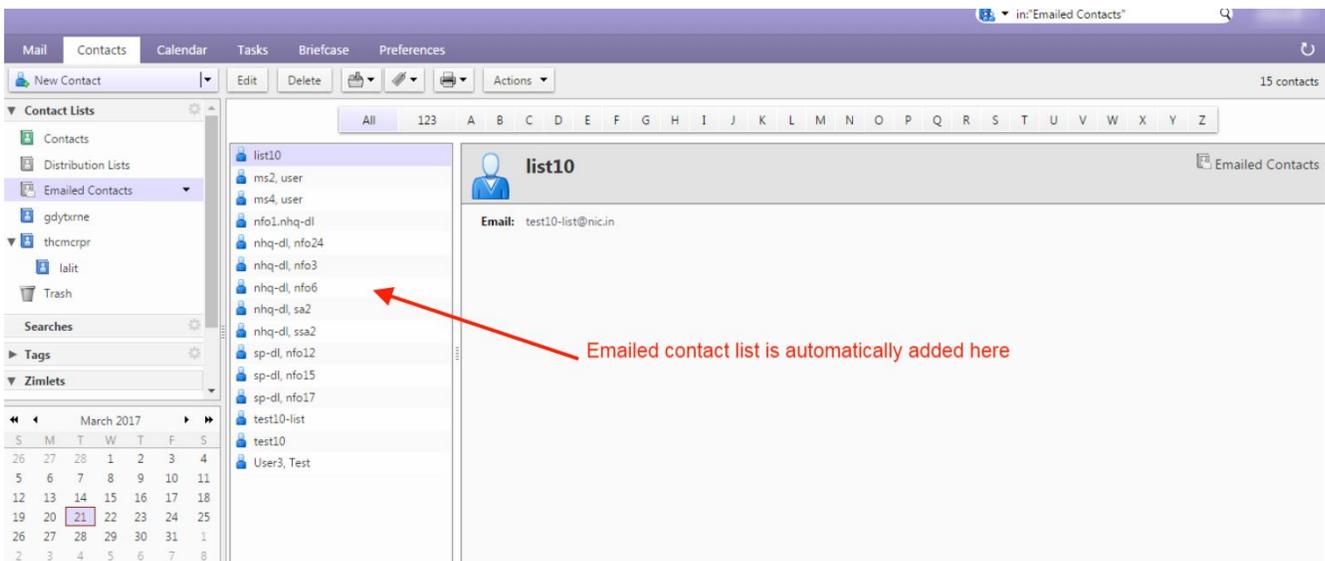
- i. You can make a list of contact group by selecting the contact group option from the “New Message” drop down.
- ii. You can name the group and select the email id’s from the global address book or you can also enter the email id’s in the space provided using a comma separator.

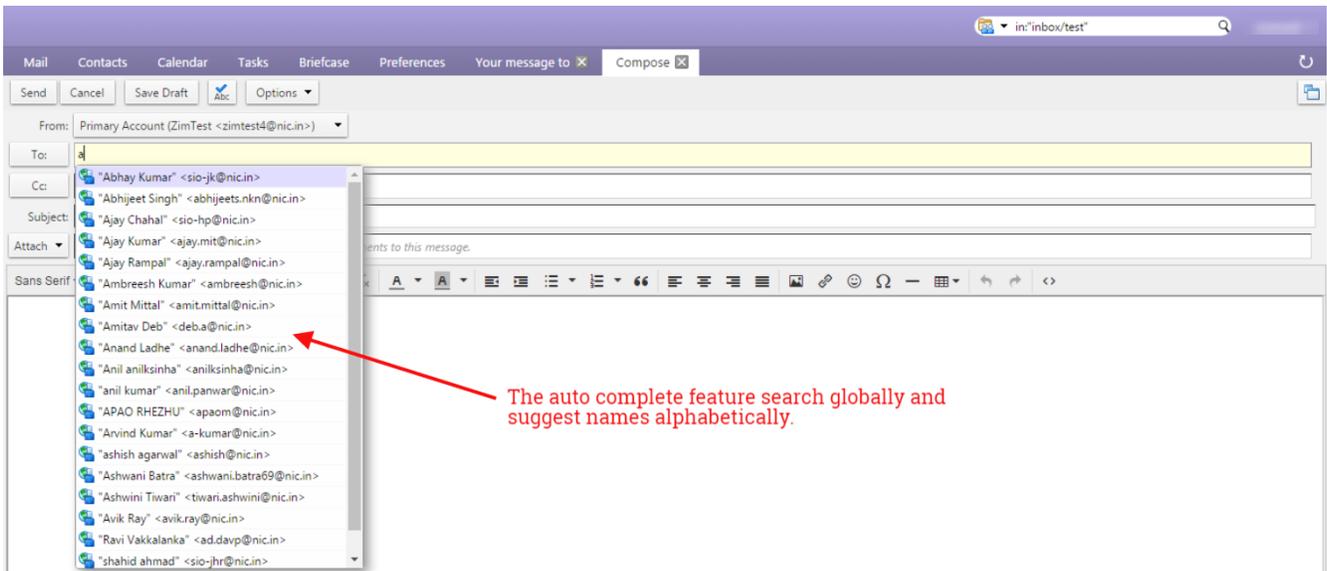
- iii. Click on **Add** or **Add all** button to add the contacts individually or in a group.
- iv. The group made can be directly used while composing an email and entering the group name. All the email address present in the group will be added to the “TO” of the new message. You can edit the list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



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.





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

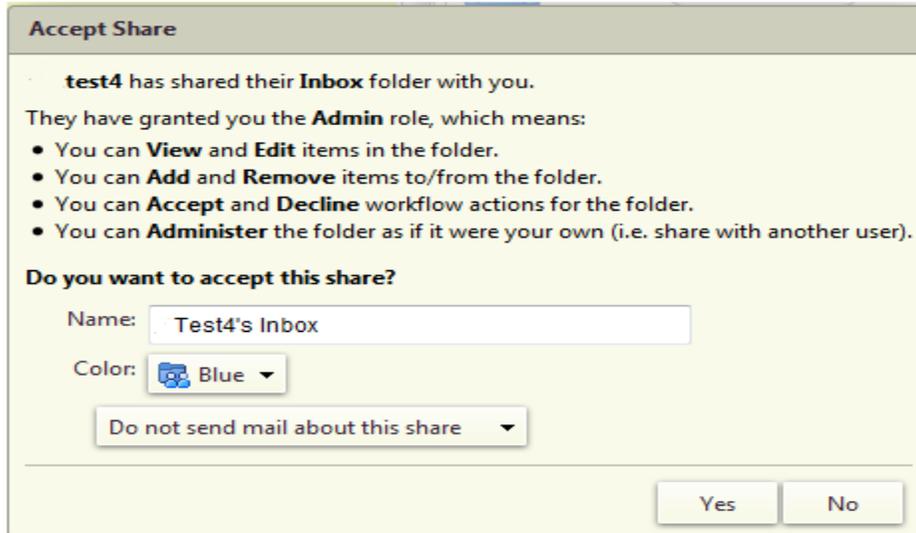
An internal and external user can have the following roles:

- 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:

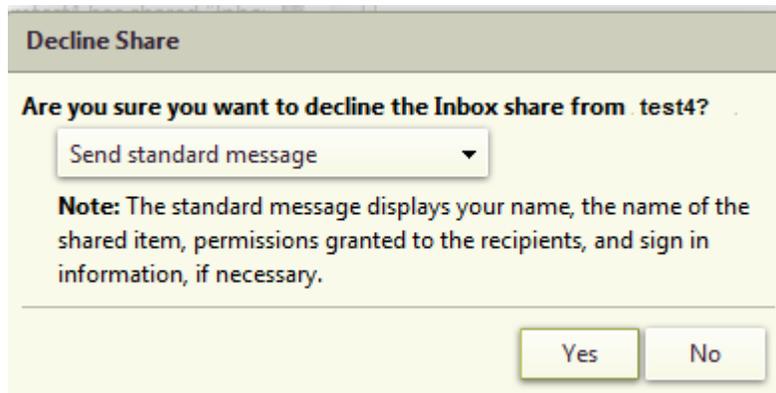
- You can **View** and **Edit** items in the folder.
- You can **Add** and **Remove** items to/from the folder.
- You can **Accept** and **Decline** workflow actions for the folder.
- You can **Administer** the folder as if it were your own (i.e. share with another user).

Do you want to accept this share?

Name:

Color:

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



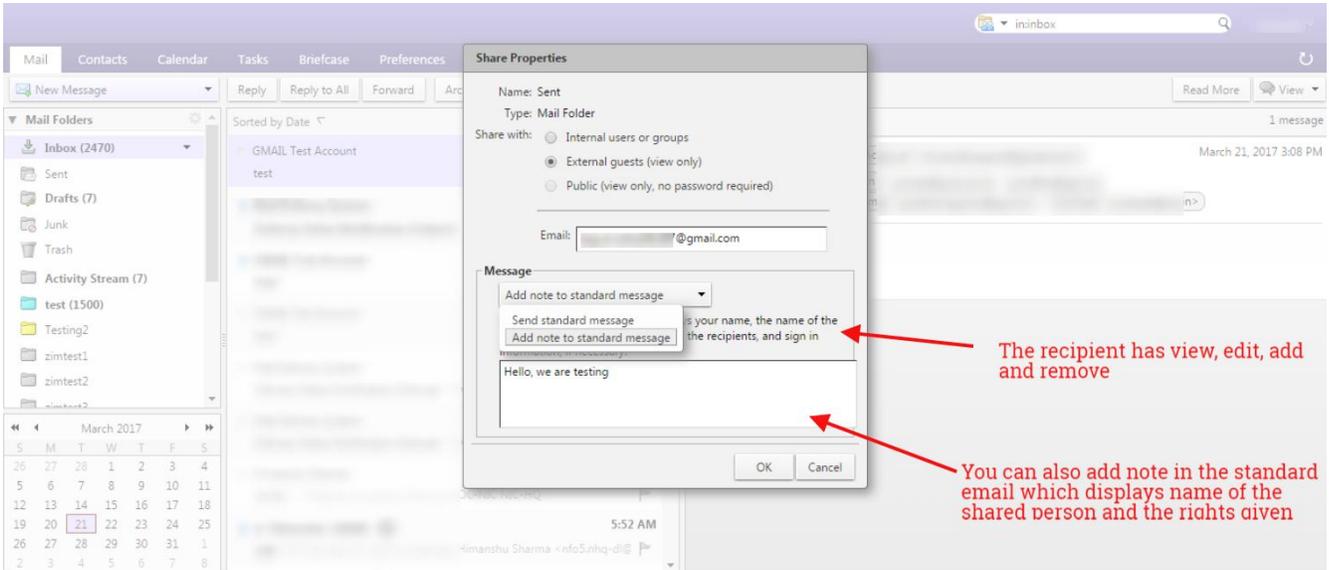
Decline Share

Are you sure you want to decline the Inbox share from test4?

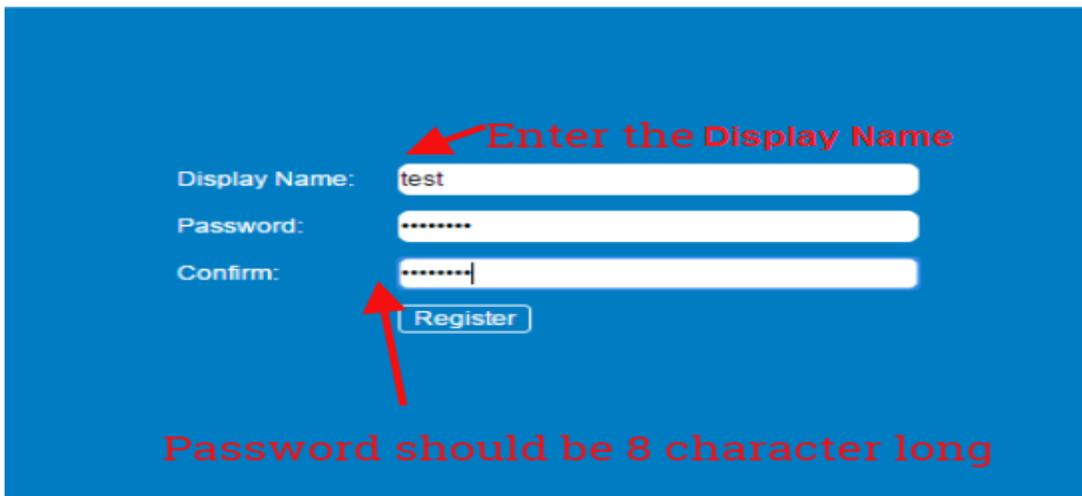
Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.

In case of External guests

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



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

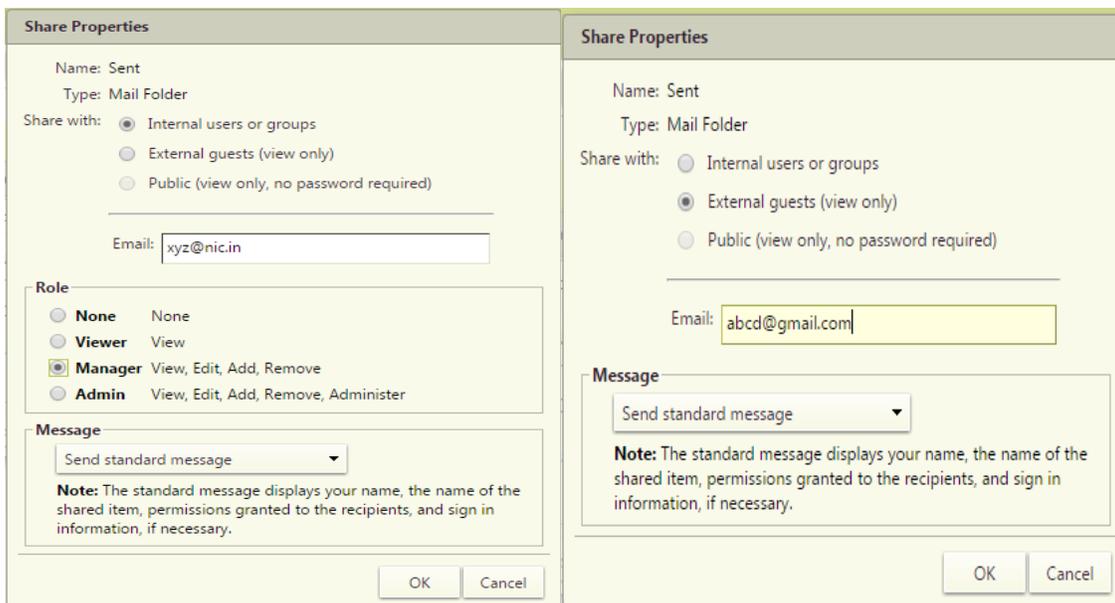
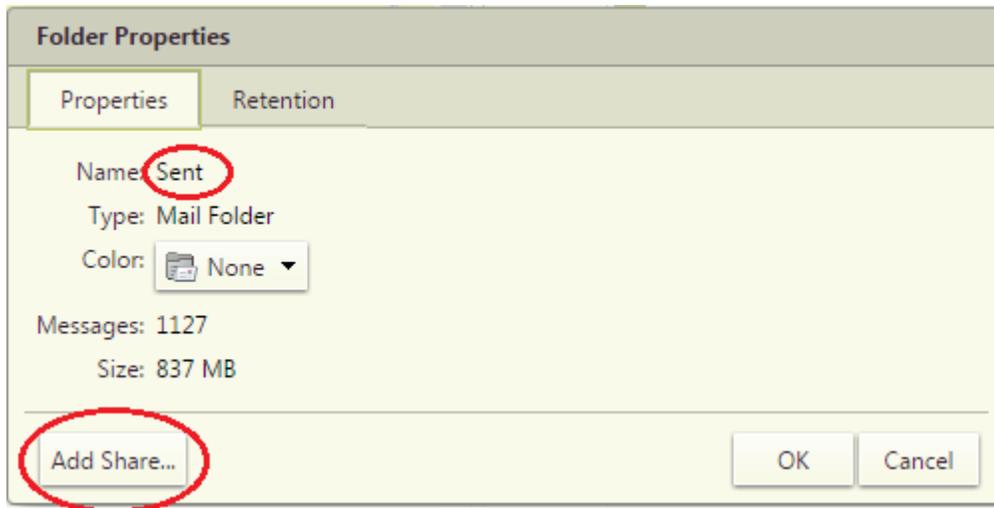


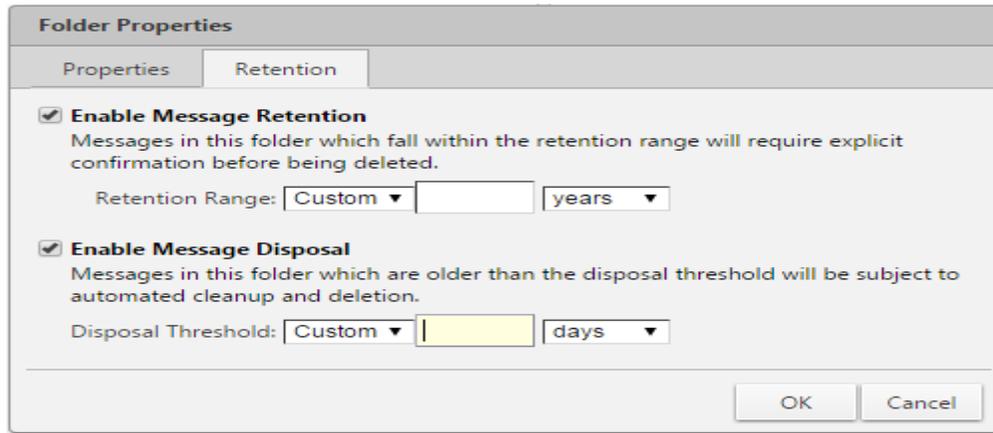
This external email address will be registered to **email.gov.in**. For the next login, enter your external email address in the format (**eg:** username.gmail.com@nic.in)

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.

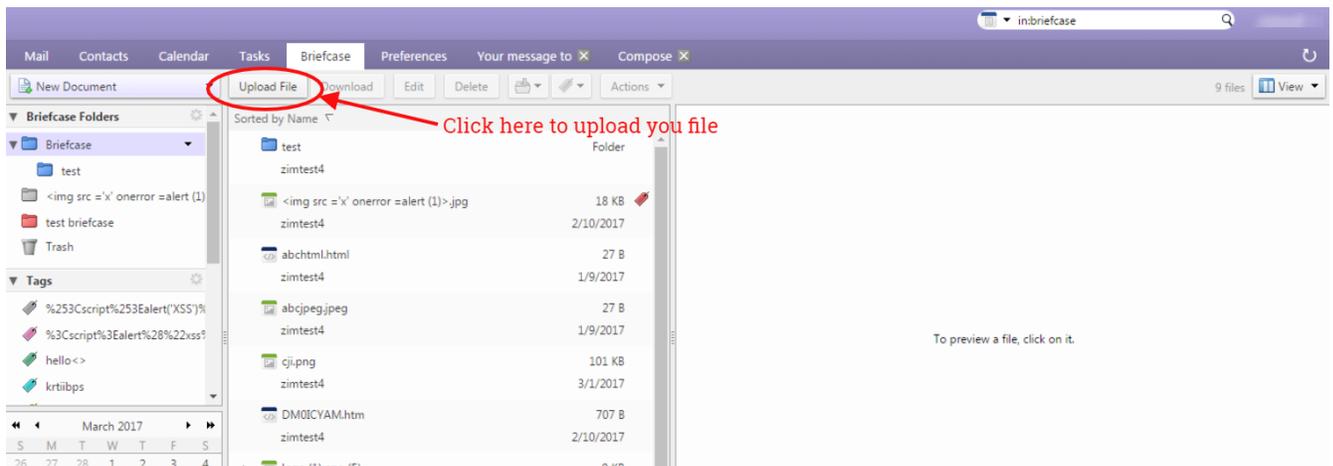




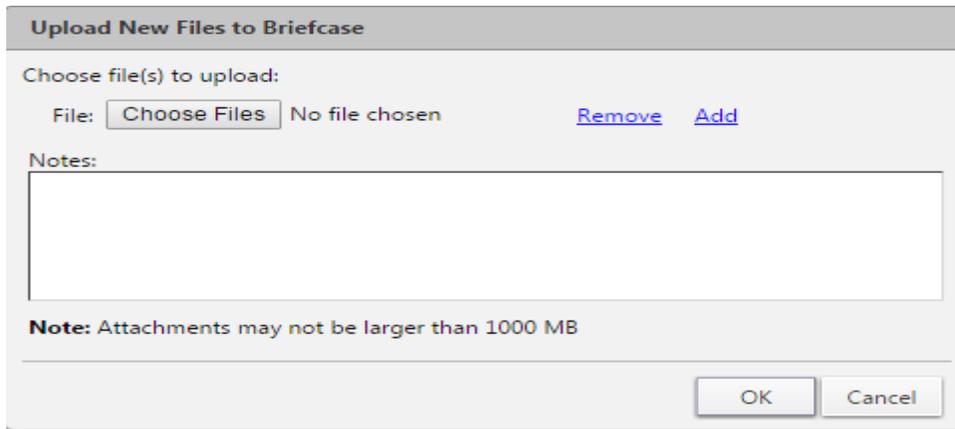
6. Briefcase

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



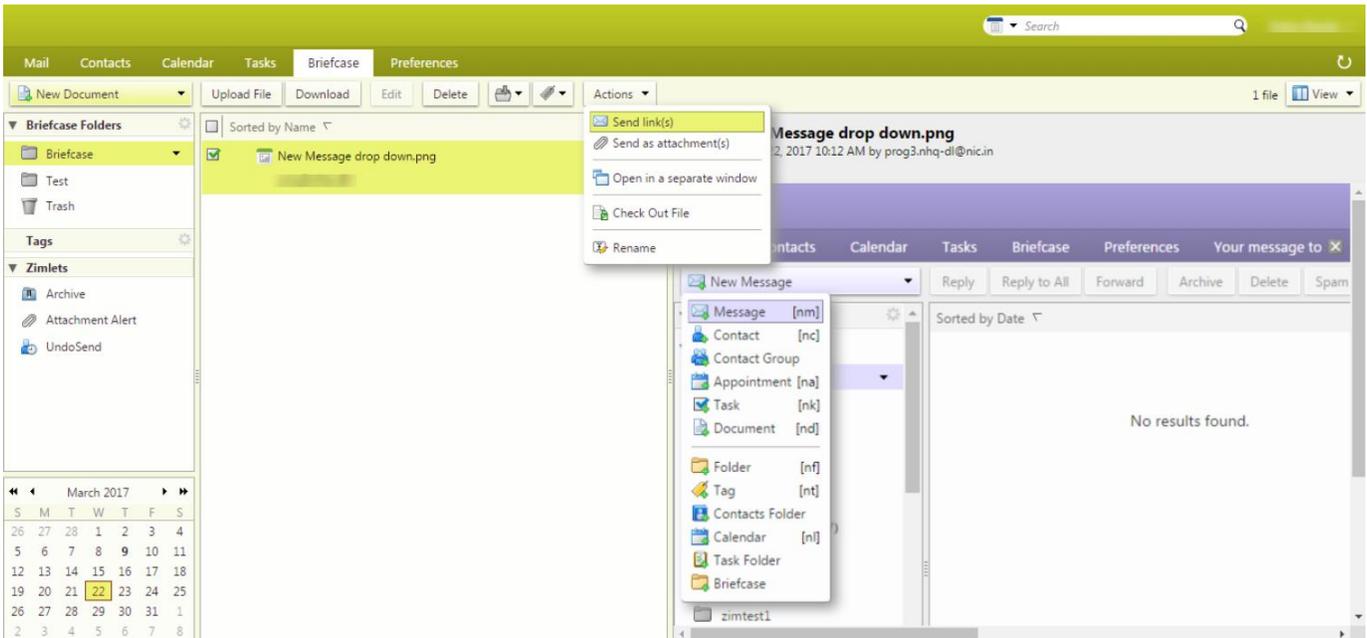
- c) A window will appear which will prompt you to upload your file. You can add multiple files or remove them accordingly.
- d) You need to add files from your personal computer. This will be added in the form of attachment.



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:-

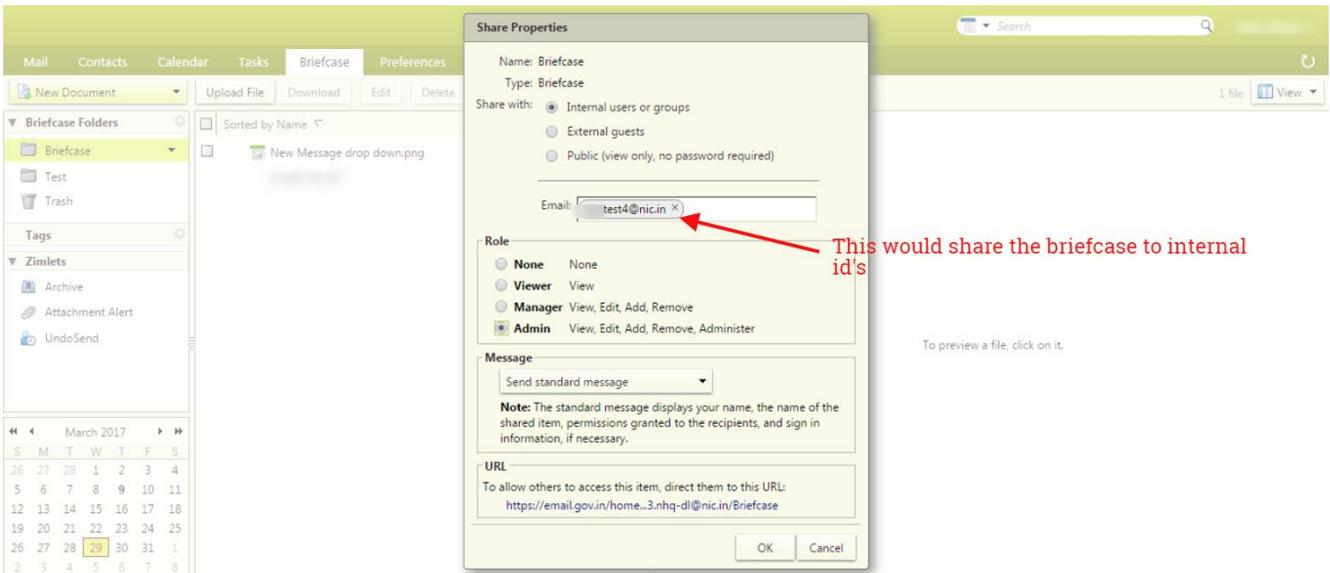
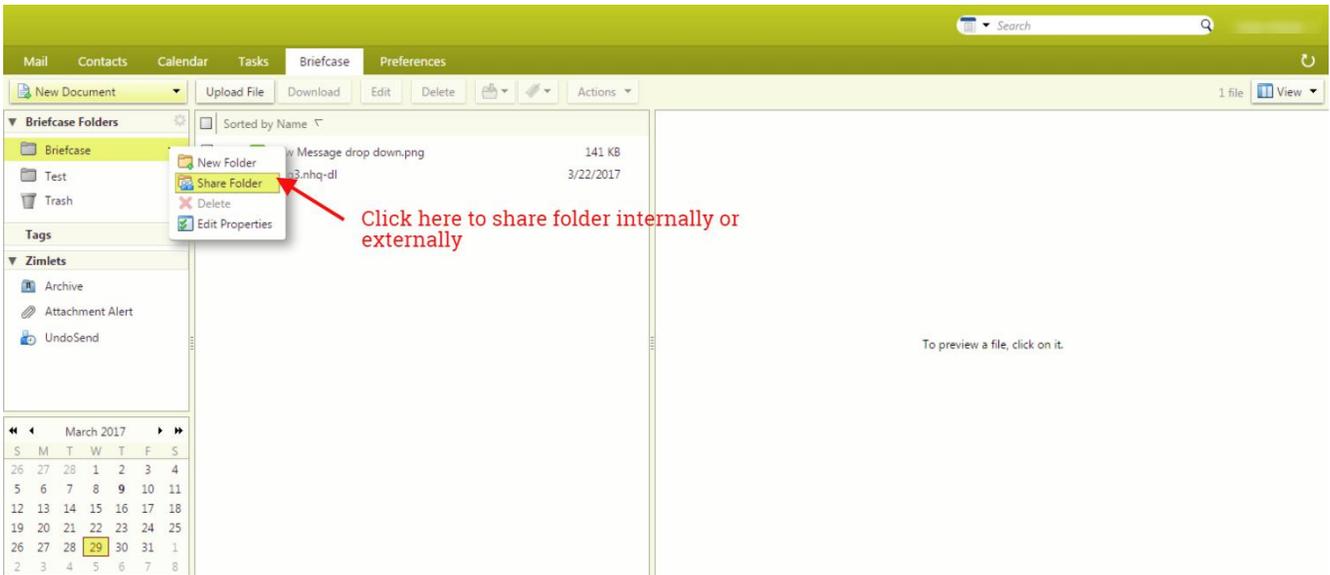
- Send an Email with a Link to a File
- Send a File as an Email Attachment

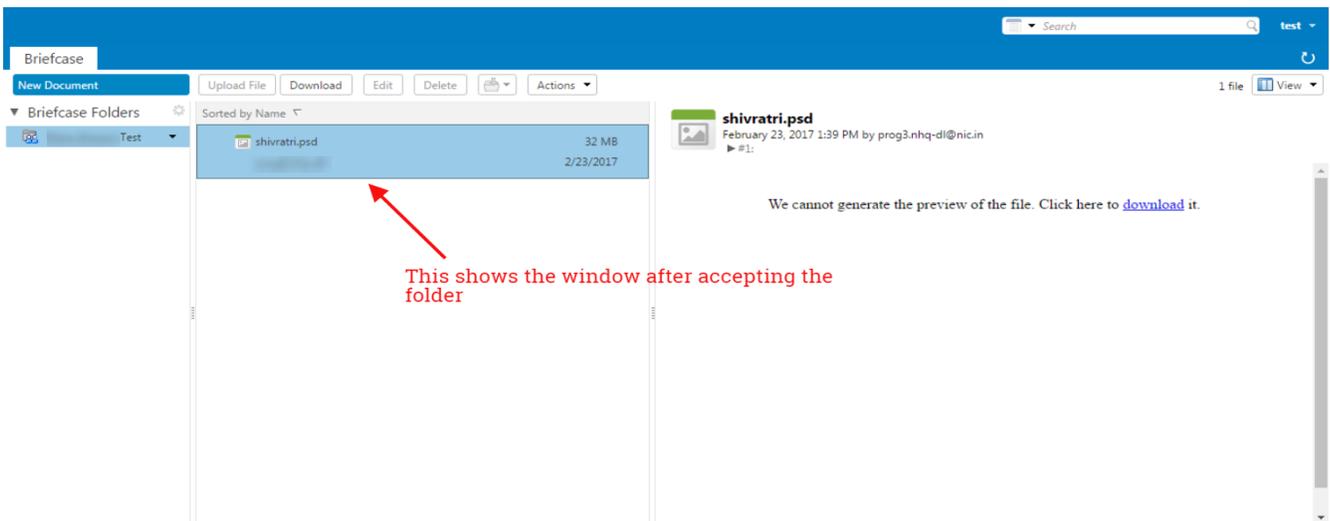
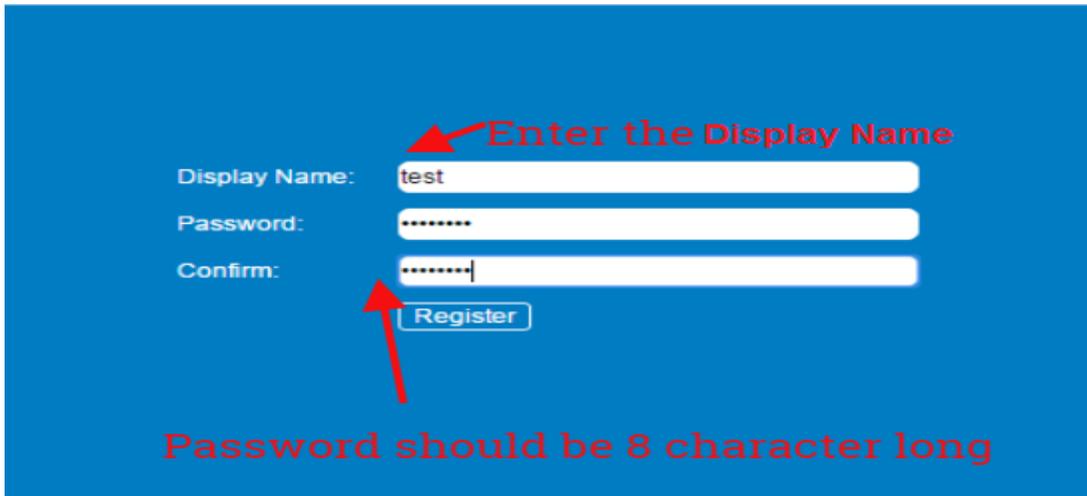
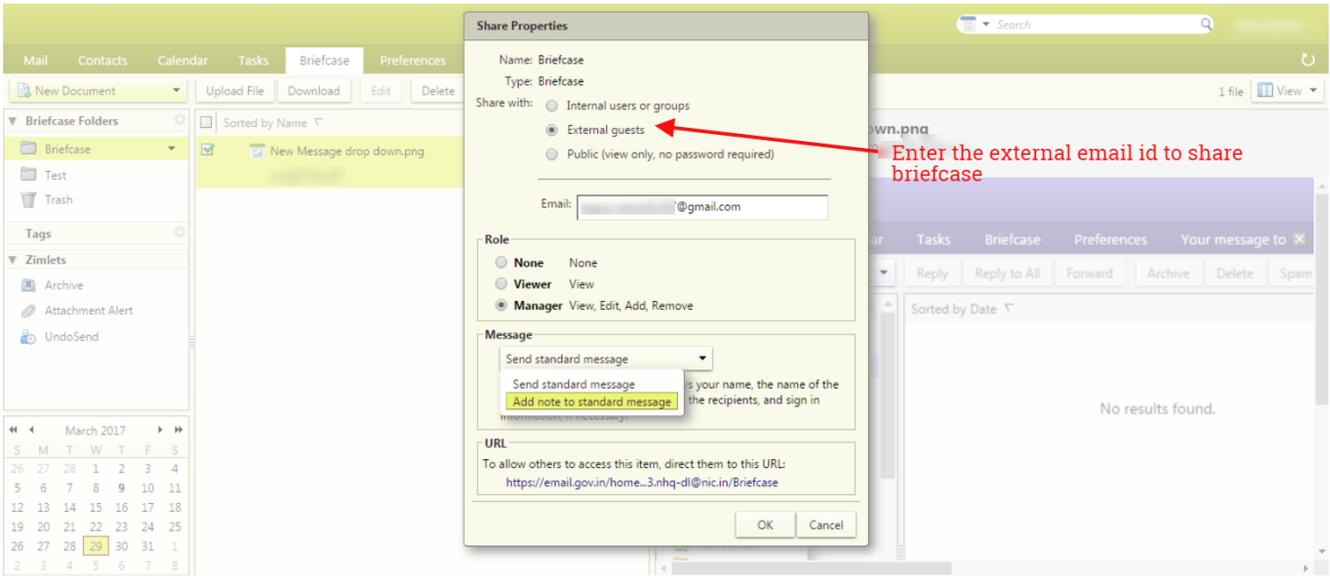


Share your Briefcase Internally and Externally

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

- This will send an email to the internal user or the external user to accept the share.
- Internal user can accept the share by clicking on accept 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 be 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 composed 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 composed 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.
- l) 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.

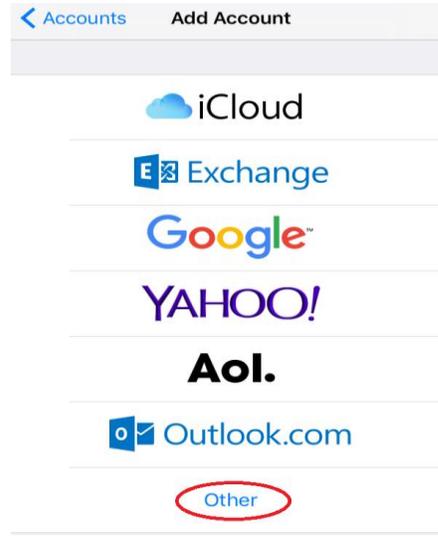
7. Configuring POP3/IMAP Client

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

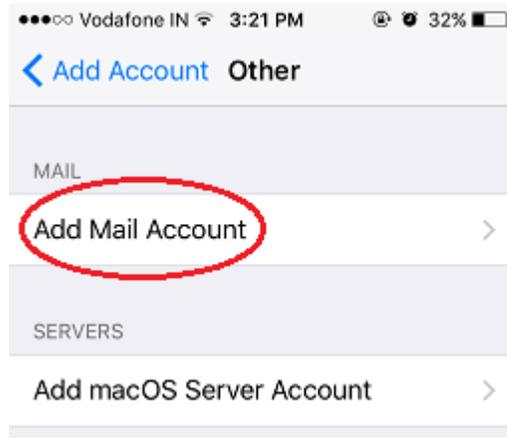
- i. Go to settings>>Mail>>Accounts>>Add Account
- ii. Enter valid Email ID
- iii. Incoming mail server : **imap.mail.gov.in**
- iv. Outgoing mail server/ SMTP : **smtp.mail.gov.in**
- v. IMAP Port: **993**
- vi. SMTP Port: **465**

I. Screenshots for mobile client IMAP (Iphone-IOS)

- i. Click on settings>>Mail>>Accounts>>Add Accounts>>Others



[Step-1]



[Step-2]



Cancel **New Account** Next

Name Nitin

Email xyz@nic.in

Password ●●●●●●●●

Description Nic

(Step-3)

Cancel **New Account** Next

IMAP POP

Name Nitin

Email xyz@nic.in

Description Nic

(Step-4)

Incoming Server

Cancel **New Account** Next

INCOMING MAIL SERVER

Host Name imap.mail.gov.in

Username xyz@nic.in

Password ●●●●●●●●

(Step-5)



Outgoing Server

OUTGOING MAIL SERVER

Host Name smtp.mail.gov.in

Username XYZ@nic.in

Password ●●●●●●●●

II. Screenshots for mobile client POP (Iphone-IOS)

Vodafone IN 3:27 PM 30%

Cancel New Account Save

IMAP POP

Name Username

Email username@nic.in

Description username@nic.in

Vodafone IN 3:27 PM 30%

Cancel New Account Save

INCOMING MAIL SERVER

Host Name pop.mail.gov.in

Username username

Password ●●●●●●●●

Vodafone IN 3:28 PM 30%

Cancel New Account Save

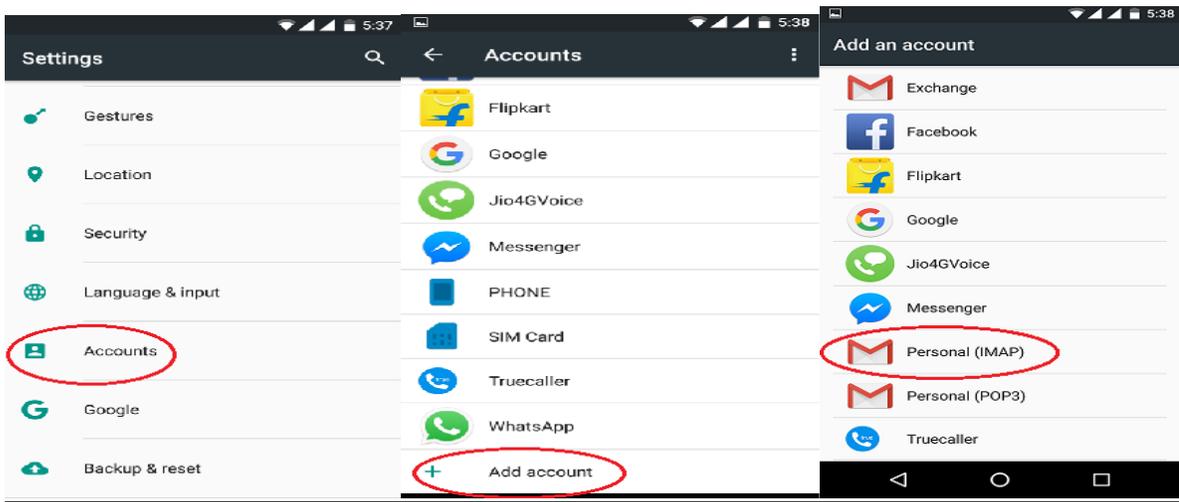
OUTGOING MAIL SERVER

Host Name smtp.mail.gov.in

Username username

Password ●●●●●●●●

III. Screenshots for mobile client **IMAP** (Android)



Incoming Server

5:38

Add your email address

Enter your email

MANUAL SETUP

NEXT >

USERNAME
username@nic.in

PASSWORD
●●●●●●●●

SERVER
imap.mail.gov.in

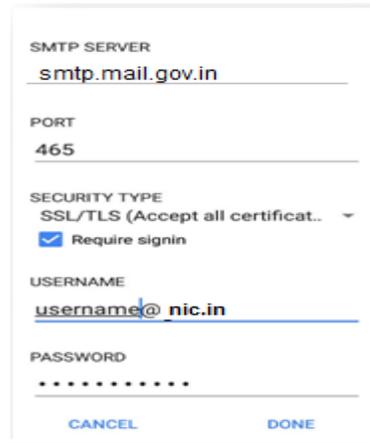
PORT
993

SECURITY TYPE
SSL/TLS (Accept all certificat..)

IMAP path prefix

CANCEL DONE

Outgoing Server



SMTP SERVER
smtp.mail.gov.in

PORT
465

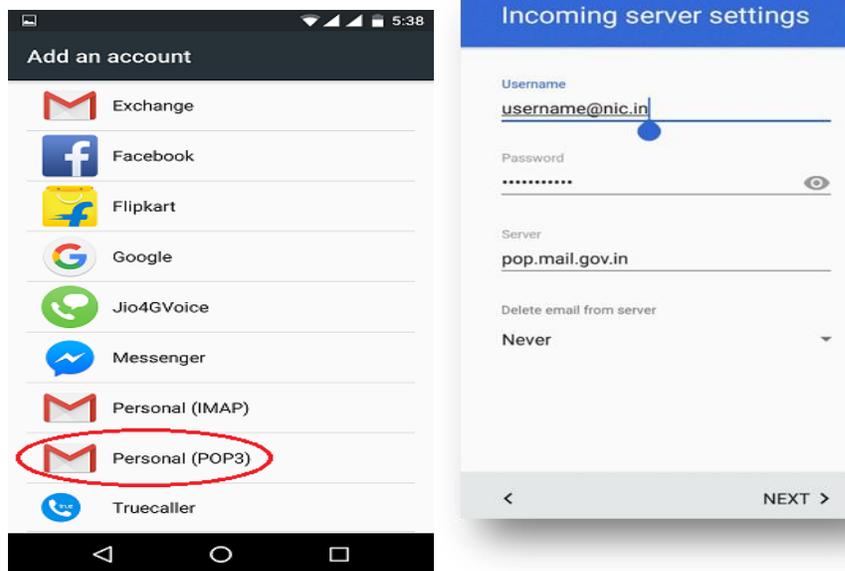
SECURITY TYPE
SSL/TLS (Accept all certificat..
 Require signin

USERNAME
username@nic.in

PASSWORD
.....

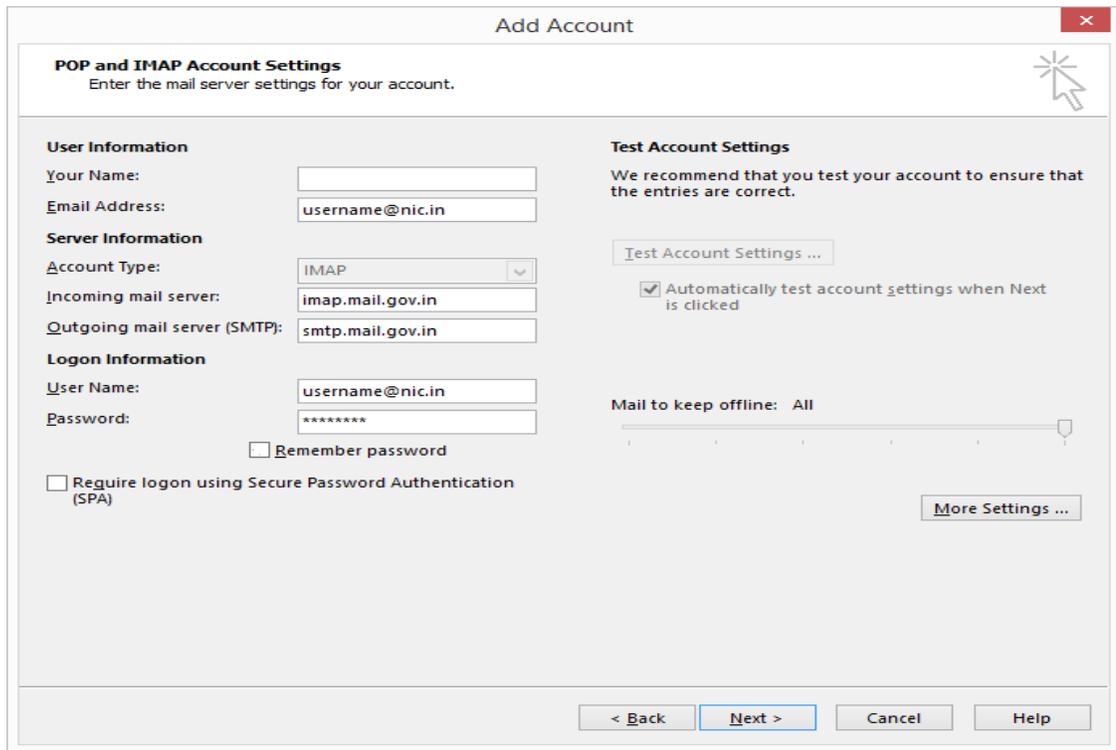
CANCEL DONE

IV. Screenshots for mobile client POP3(Android)

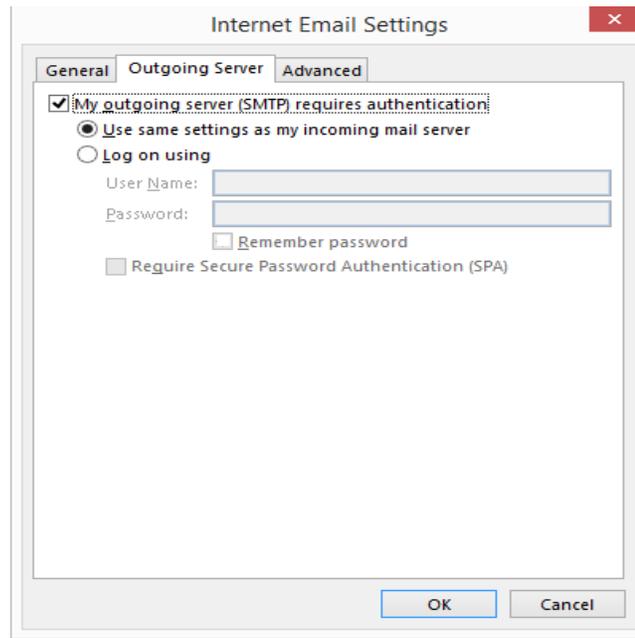


(Step-1)

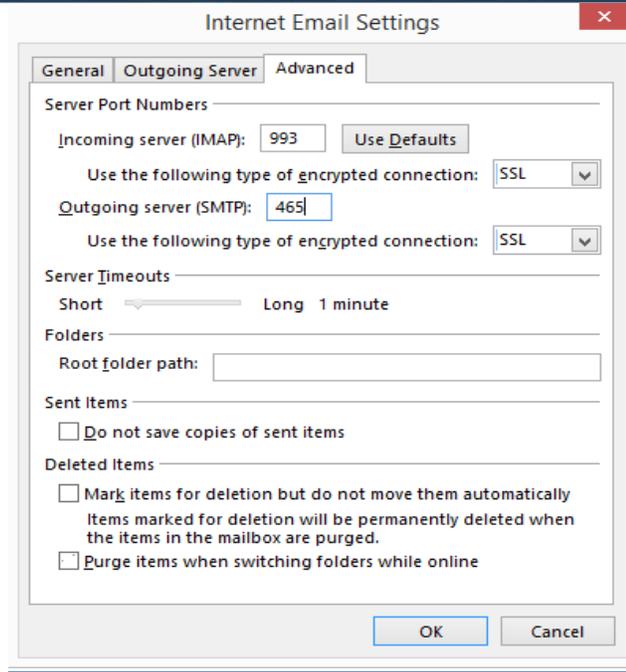
V. Screenshots for IMAP Configuration in Microsoft Outlook



(Step-1)

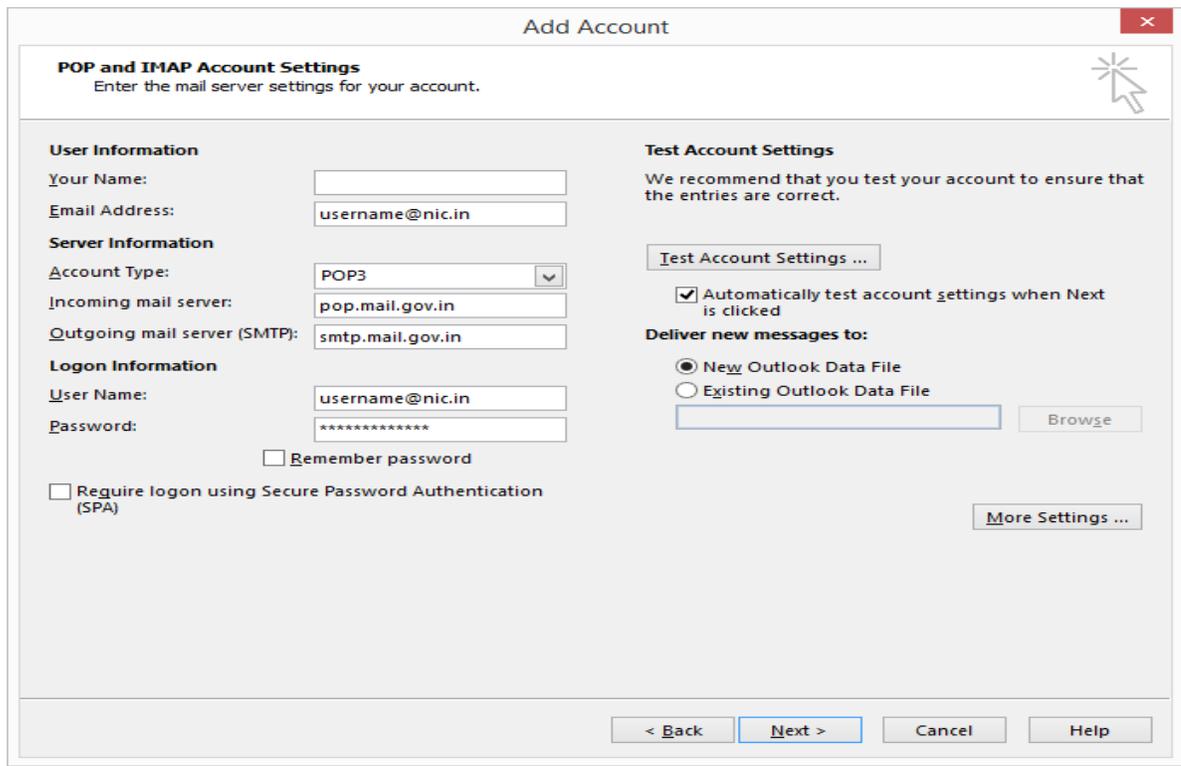


(Step-2)

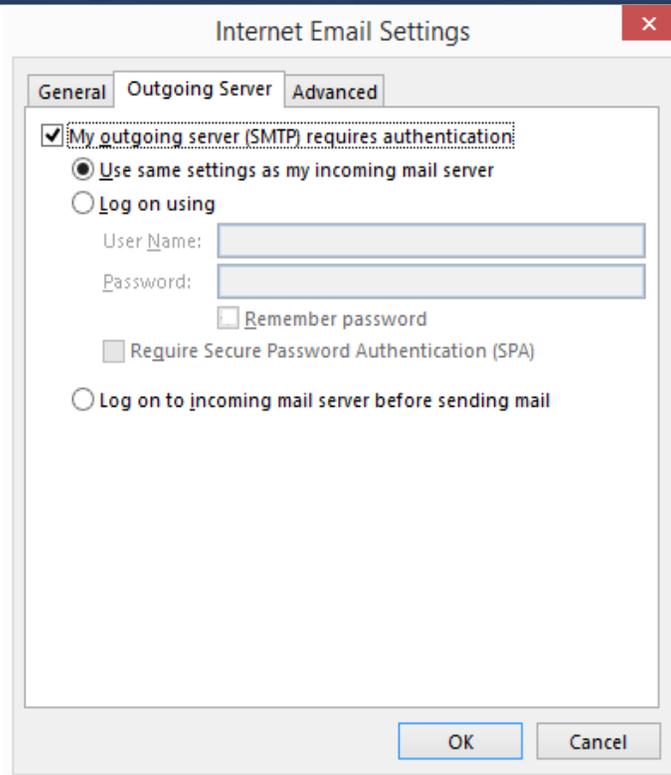


(Step-3)

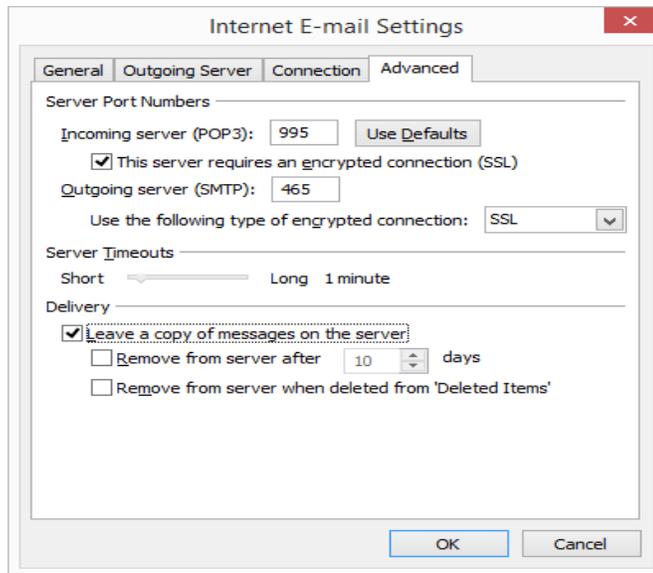
VI. Screenshots for **POP3** Configuration in Microsoft Outlook



(Step-1)



(Step-2)



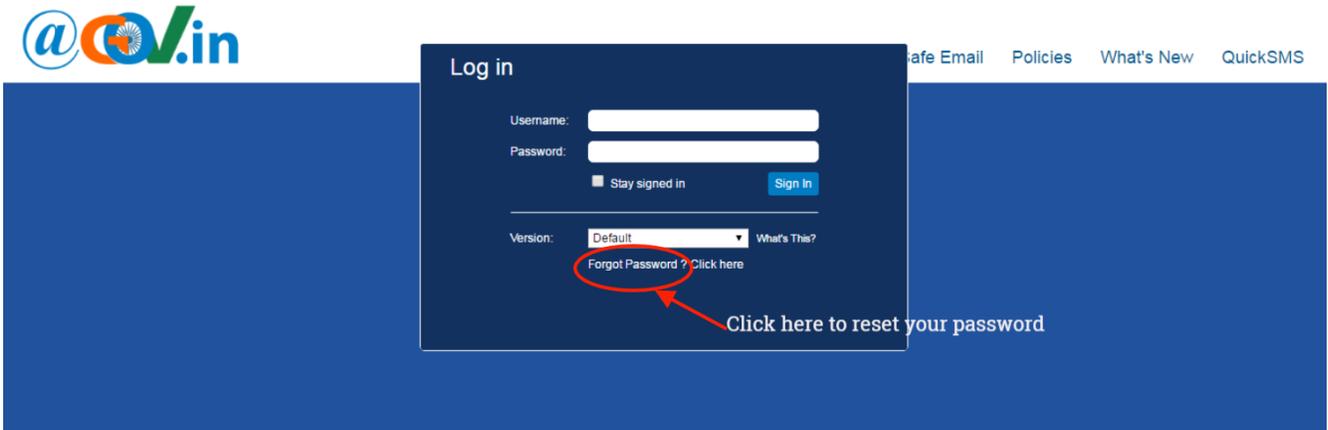
(Step-3)

Note: - 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

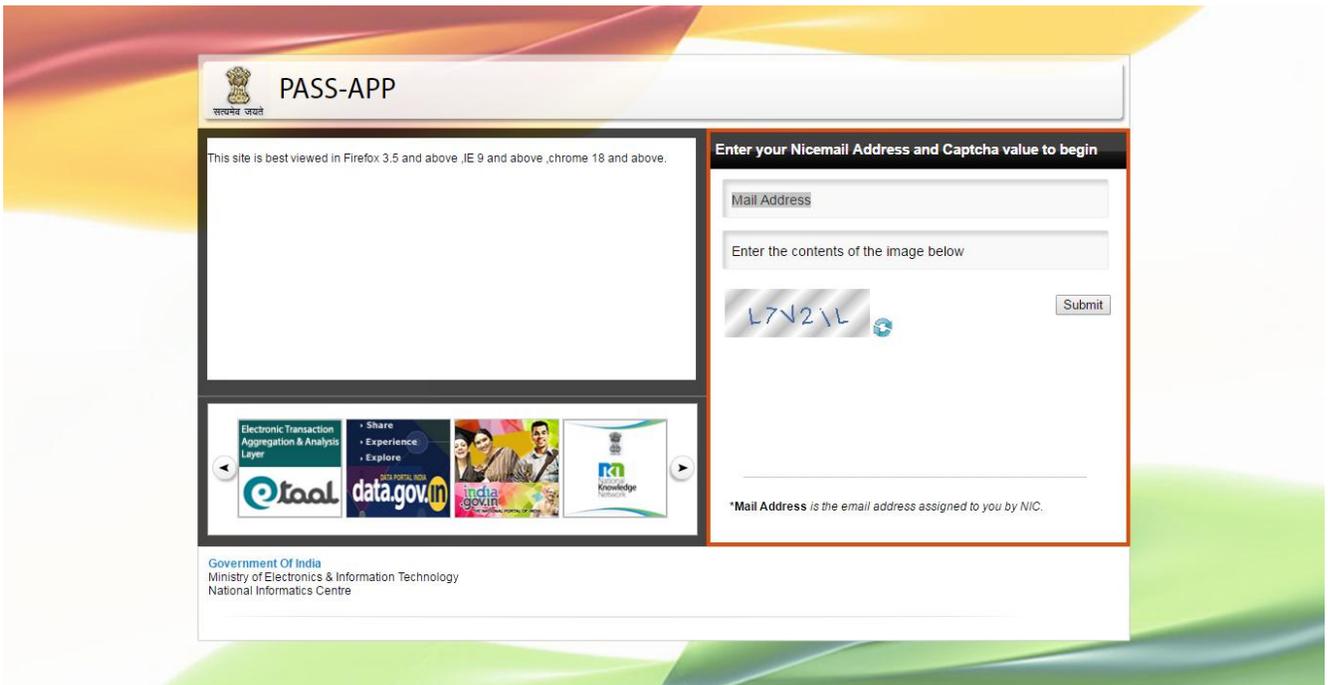
a. How to reset password

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 <https://passapp.emailgov.in/> . Using this application you can reset your password.

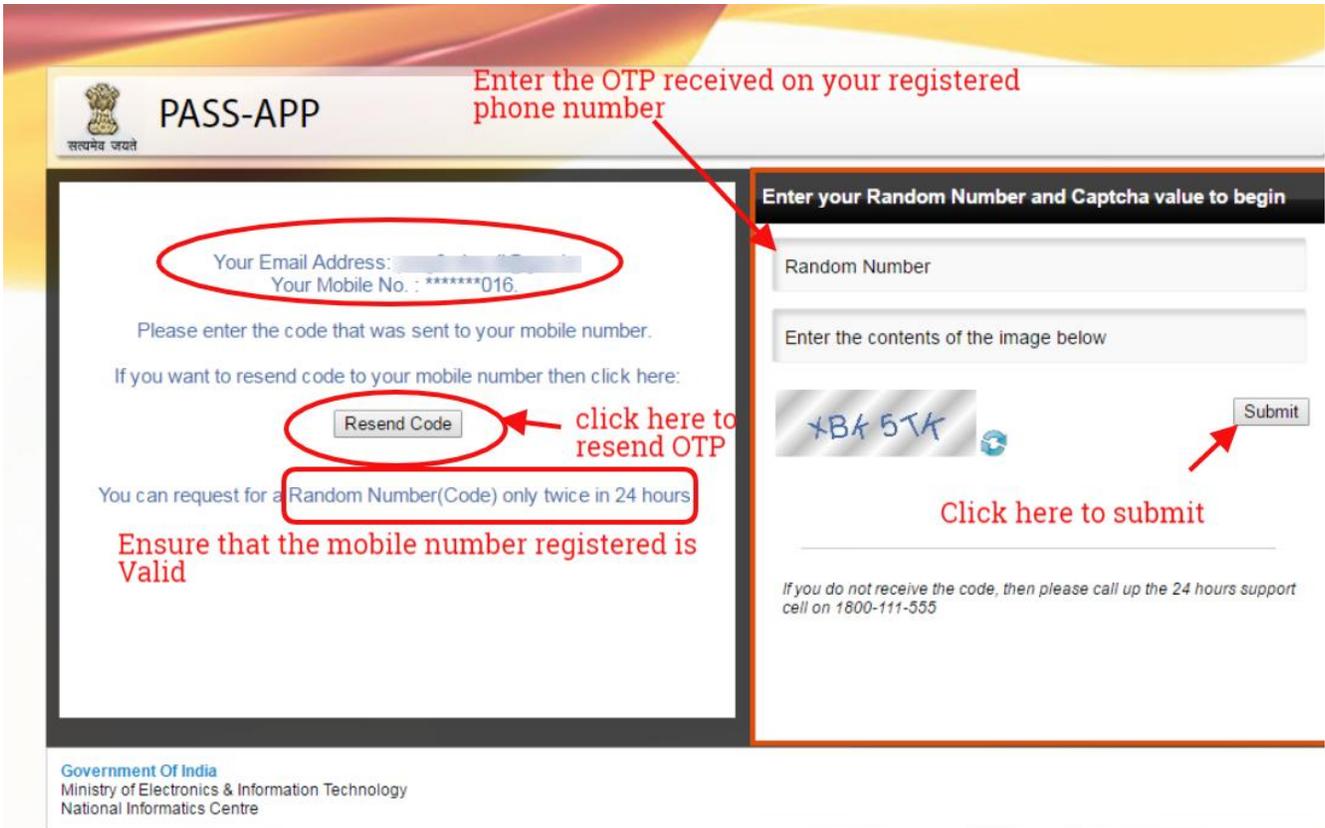


This site can be best viewed in Firefox 3.5 and above, IE 9 and above. To check your browser version Click Here

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



- 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.

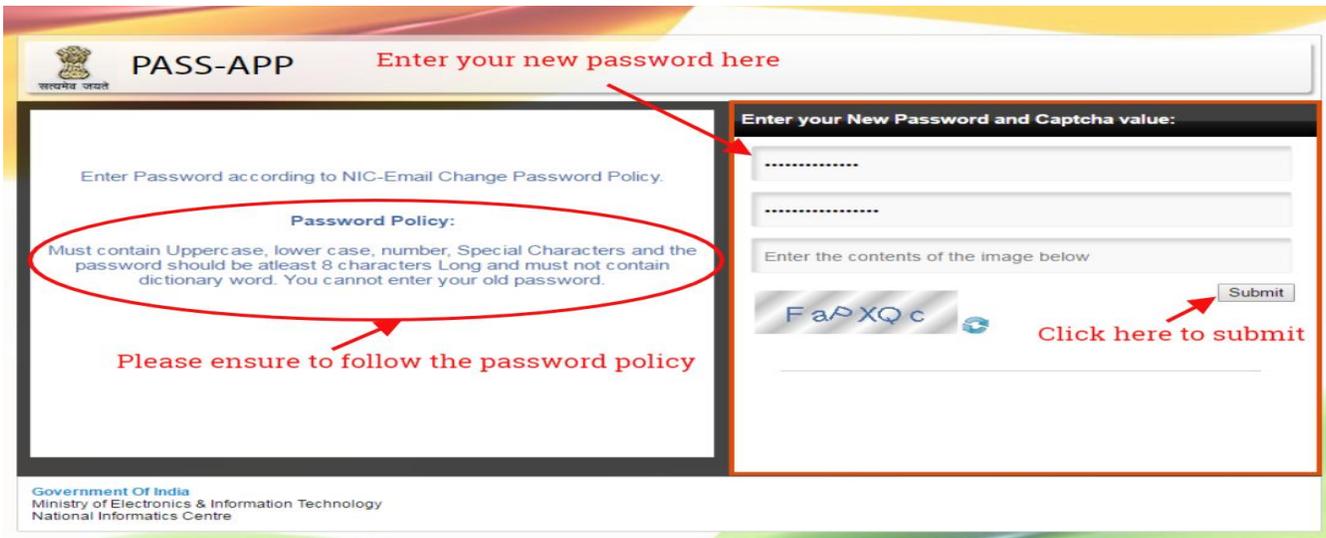


The screenshot shows the PASS-APP password reset interface. The header includes the Government of India logo and the text "PASS-APP" with the motto "सत्यमेव जयते". The main form area is divided into two sections. The left section contains fields for "Your Email Address:" and "Your Mobile No. : *****016", both circled in red. Below these fields, there is a "Resend Code" button, also circled in red, with an annotation "click here to resend OTP" pointing to it. A note states "You can request for a Random Number(Code) only twice in 24 hours" and "Ensure that the mobile number registered is Valid". The right section is titled "Enter your Random Number and Captcha value to begin" and contains a "Random Number" input field, a "Enter the contents of the image below" field with a captcha image showing "xBA5TK", and a "Submit" button. A red arrow points to the "Submit" button with the annotation "Click here to submit". At the bottom, there is a footer with the text "Government Of India, Ministry of Electronics & Information Technology, National Informatics Centre" and a support cell number "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.

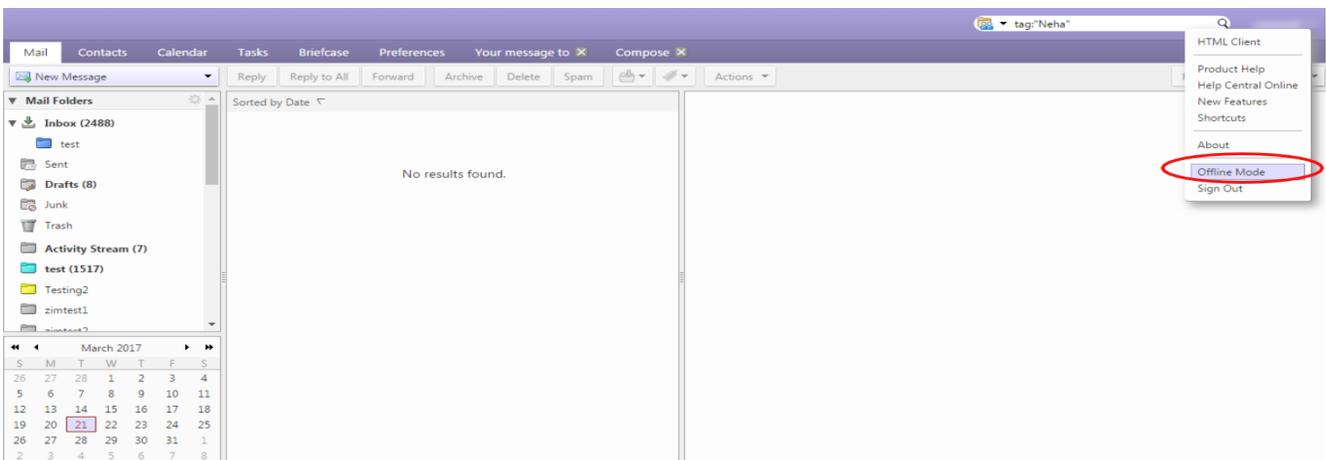
Now you will be redirected to a page which will prompt you to enter your new password twice. Enter the Captcha value to confirm.



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.



Note: - For any issues please contact support at [1800-111-555\(toll free\)](tel:1800-111-555) or email at: support@gov.in