

REGIONAL TRAINING INSTITUTE, JAIPUR

INDIAN AUDIT AND ACCOUNTS DEPARTMENT



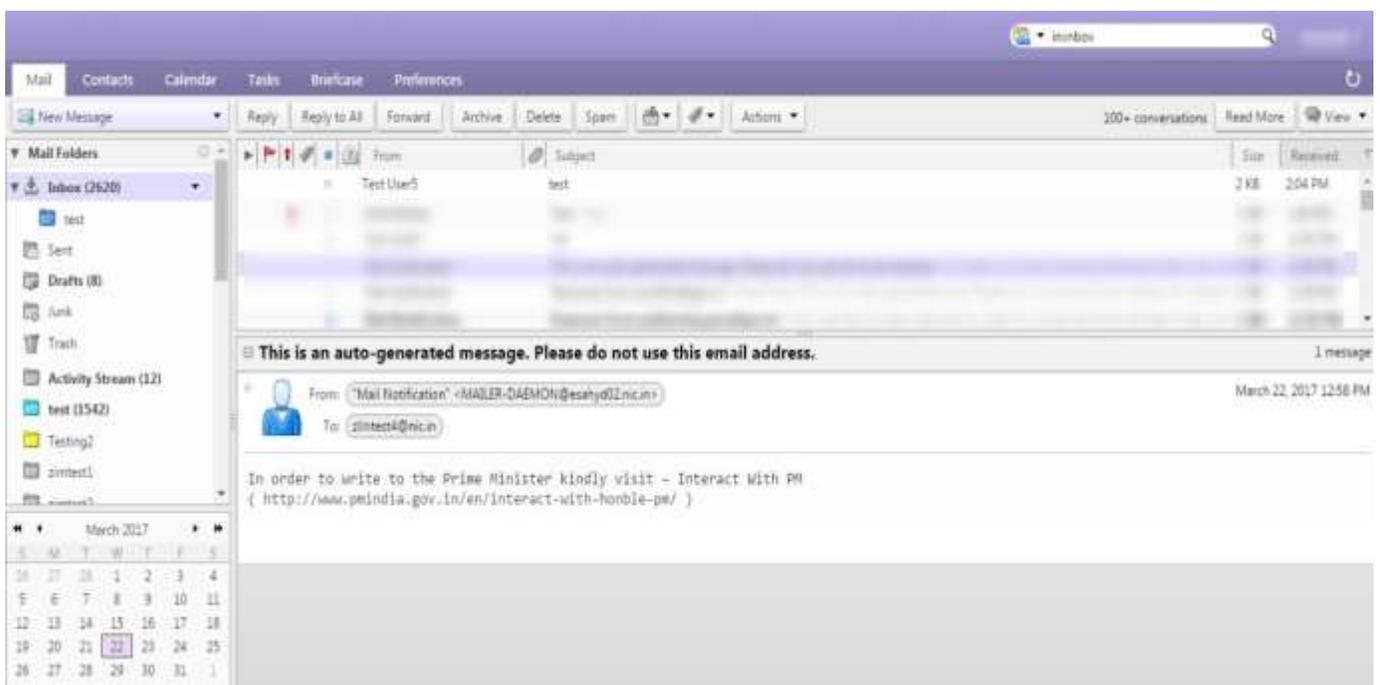
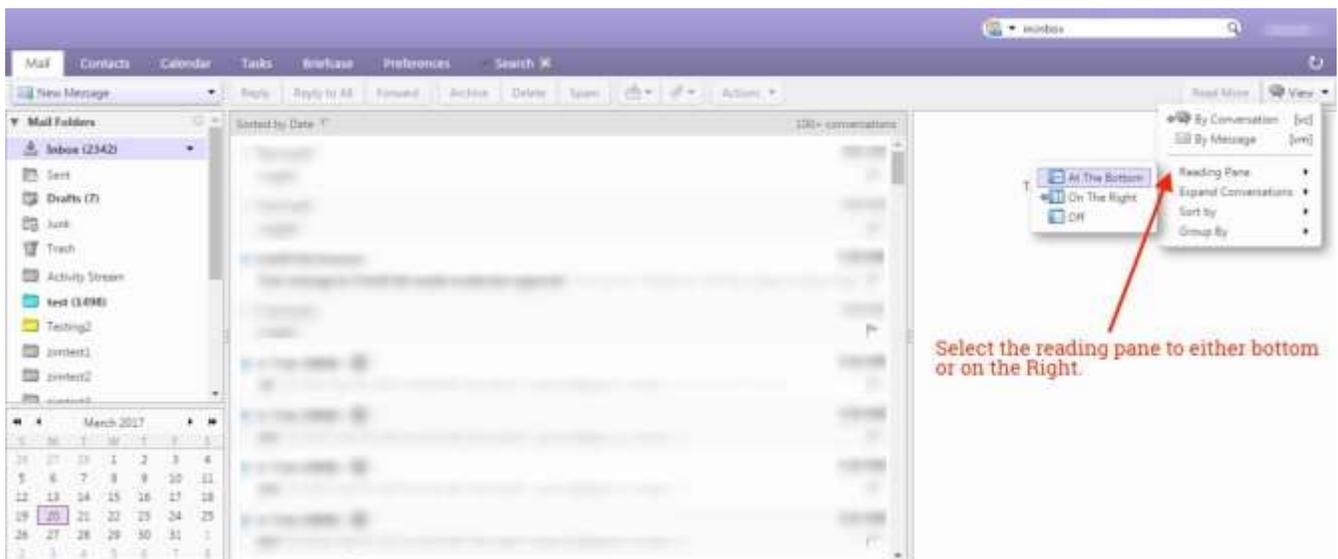
Gov. Email Services & Usage Policies

1. Managing Your Email
 - a) View
 - b) Attachments
 - c) Set Priority Mail
 - d) Undo Send
2. Search
3. Calendar
4. Contact Book/Address Book
 - a) Share Address Book
 - b) Create Contact Book
 - c) Automatically Add Contacts
5. Briefcase
6. Reset Your Password
7. 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.**

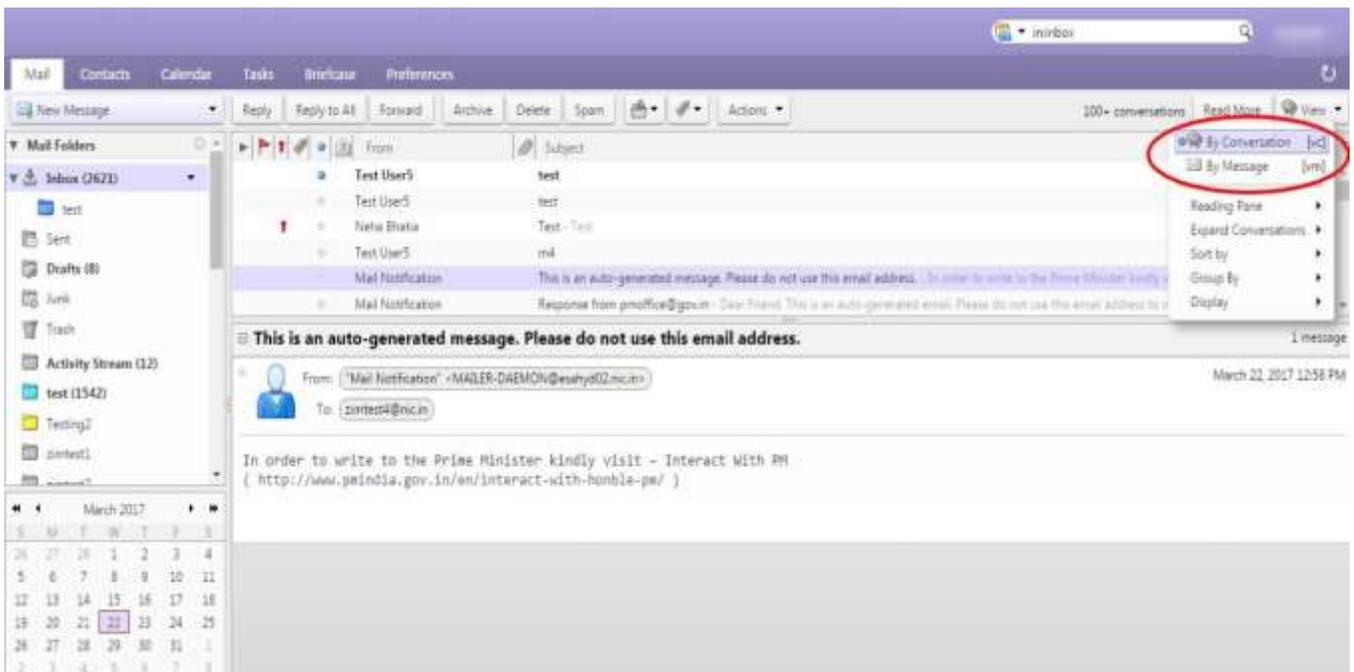
Conversations can be in your Inbox another in your sent folder, and others in another folder. If you move a conversation from one folder to another, all messages within that conversation are also moved to that folder. Messages in the Sent folder and in the Trash folder are not moved.

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.

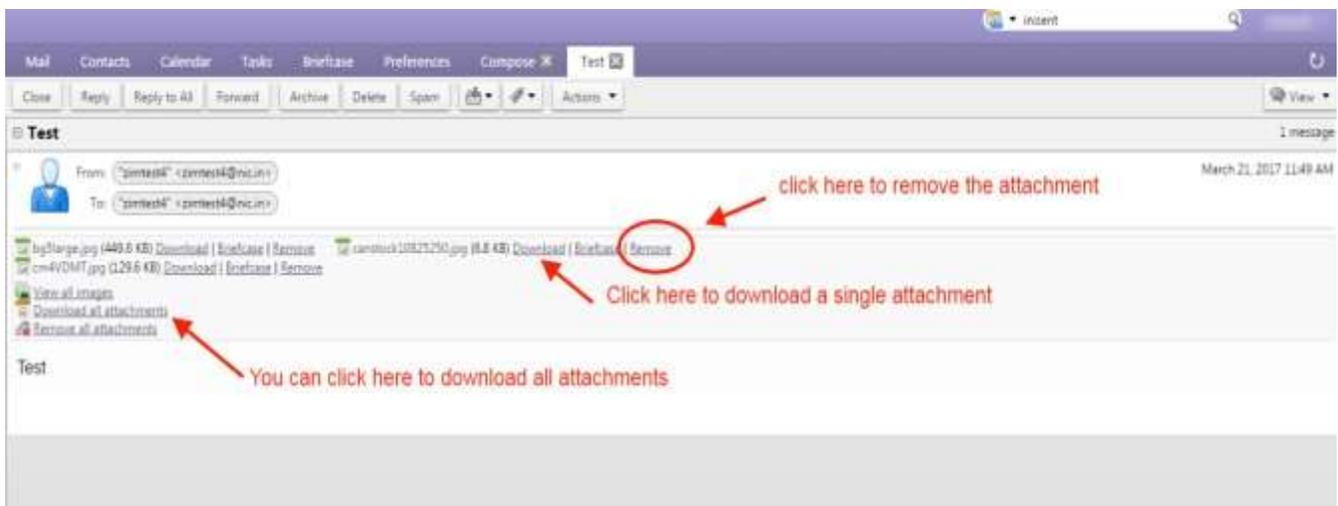
- i. Select one or more files from your desktop and hold down the cursor on the file(s) to be attached.
- ii. Drag the files to the message header area and release the cursor. The file names are displayed in the header.

Removing an Attachment

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

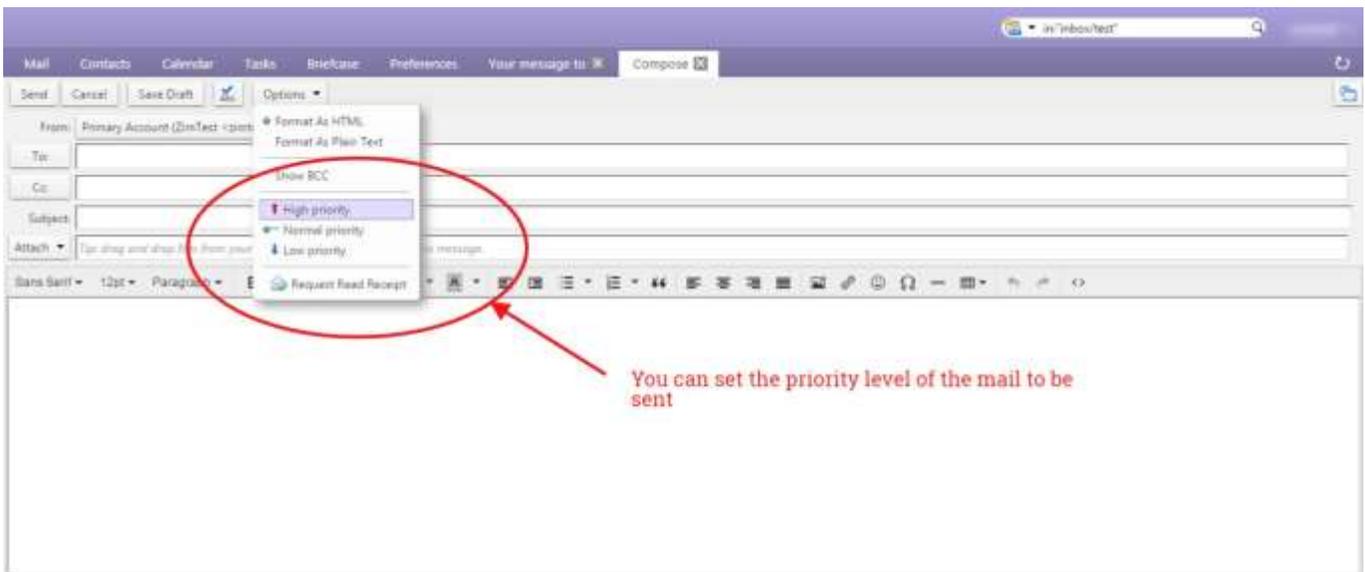
Download/remove all attachments

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**”.



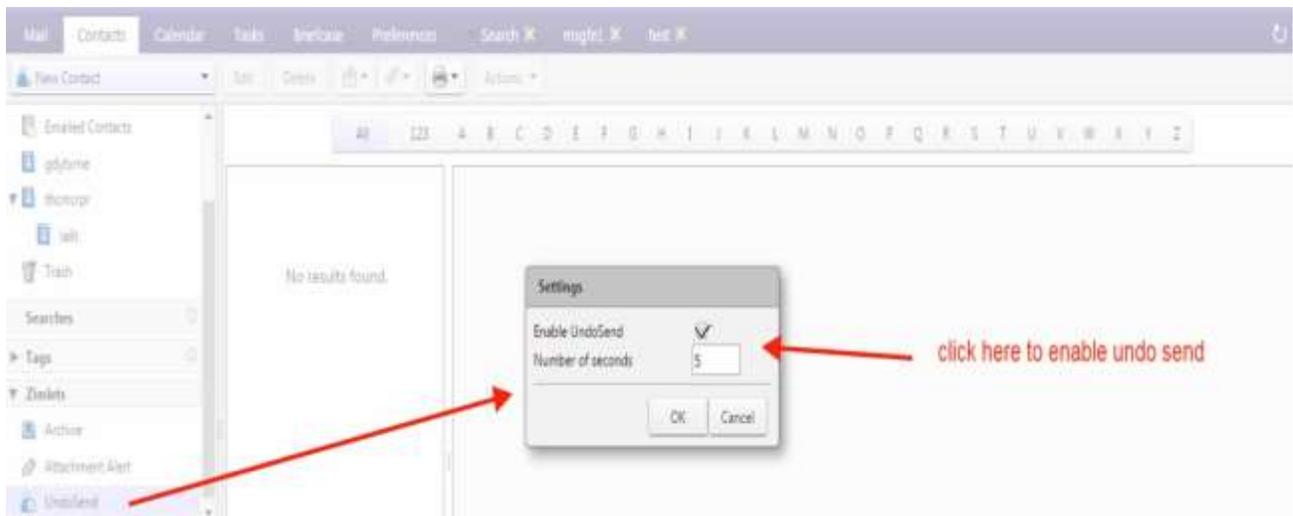
c. Set priority Mail

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.



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 xyz@gov.in 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.

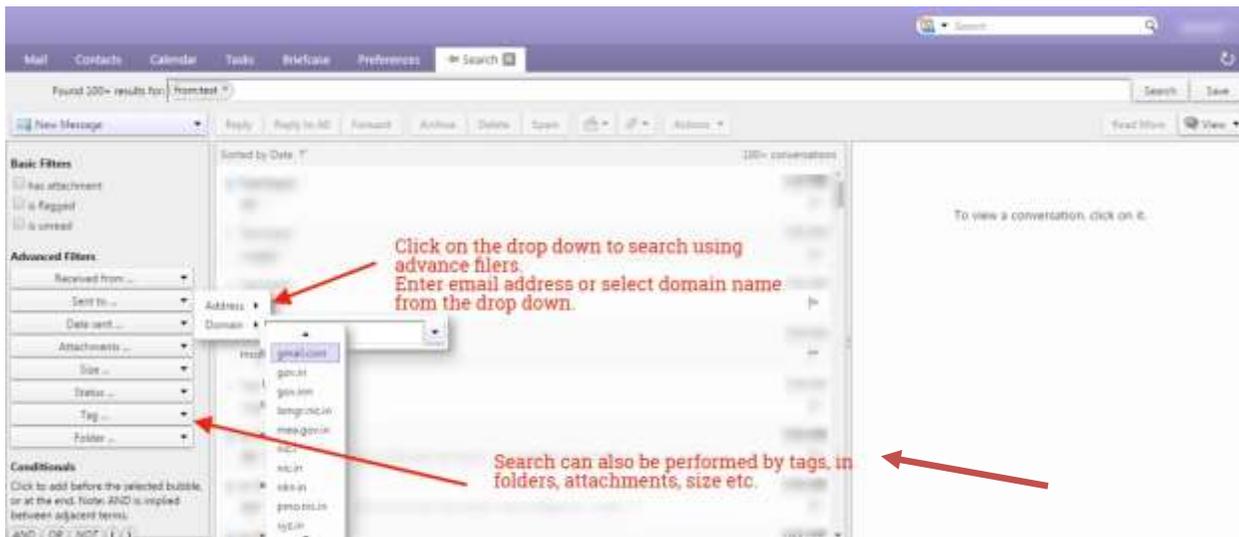
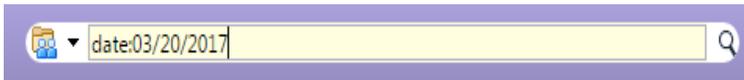


- iv. **subject:** It specifies text that must **appear in the subject** header of the message. An **example** might be **subject: new vacation policy**.

- 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.

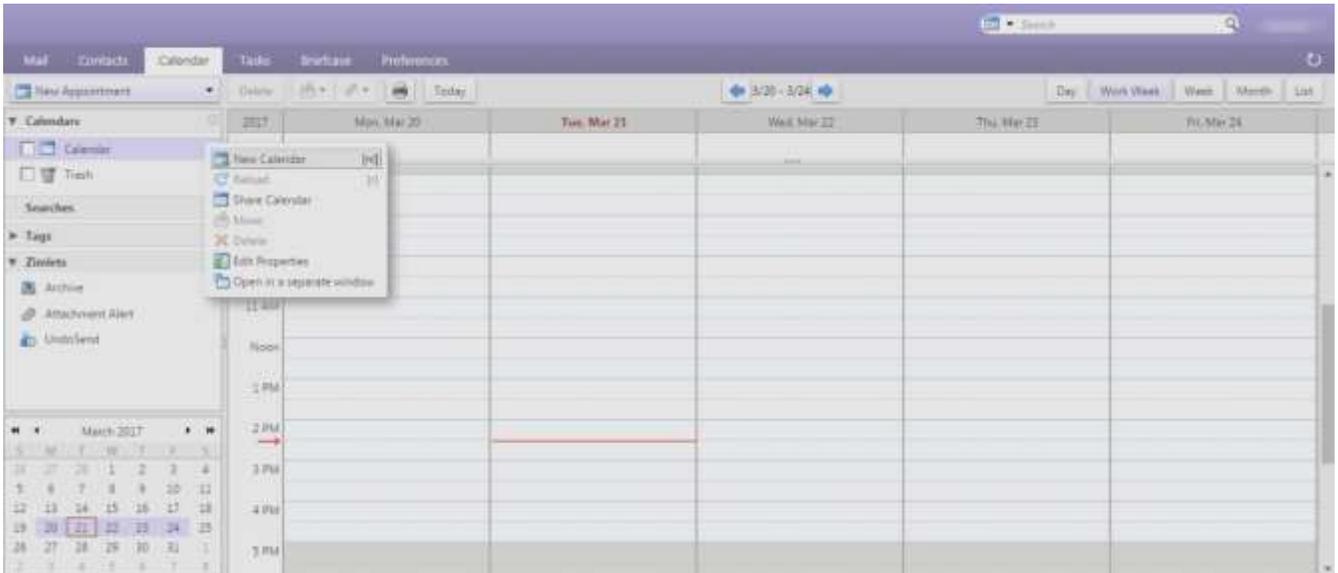


- vi. **date:** Use this keyword search messages for a specific date, using the format that is default for your browser's locale (format is **MM/DD/YYYY**). For example, **date:2/1/2007** would find messages dated February 1, 2007. The **greater than (>)** or **less than (<)** symbols can be used instead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



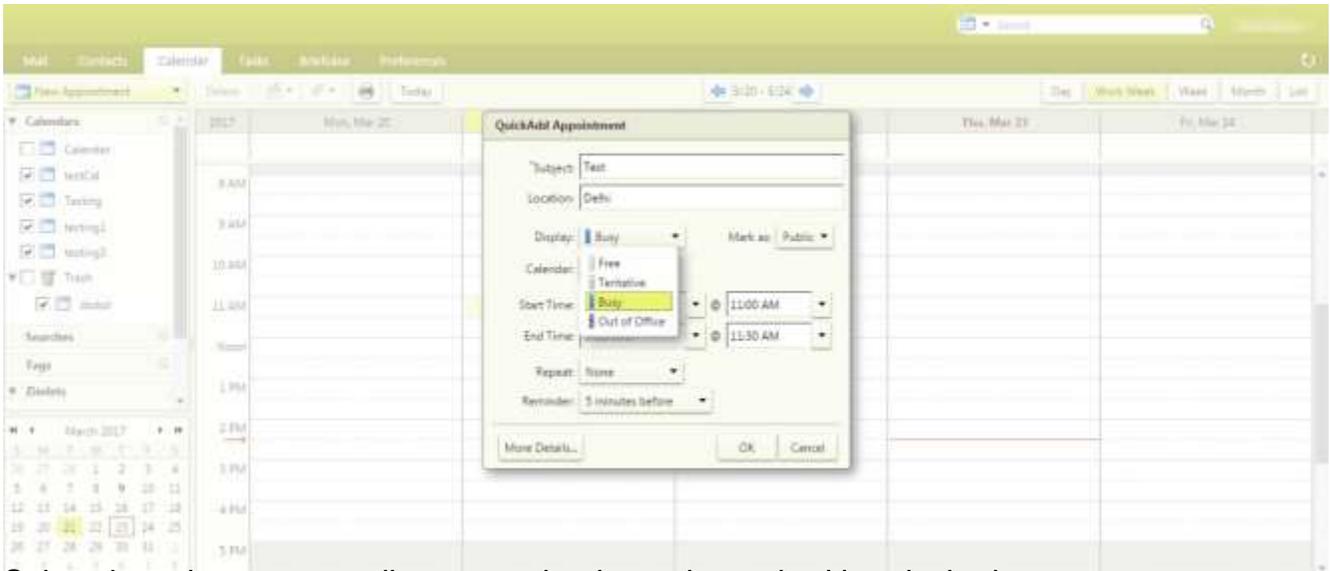
3. [Calendar](#)

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.

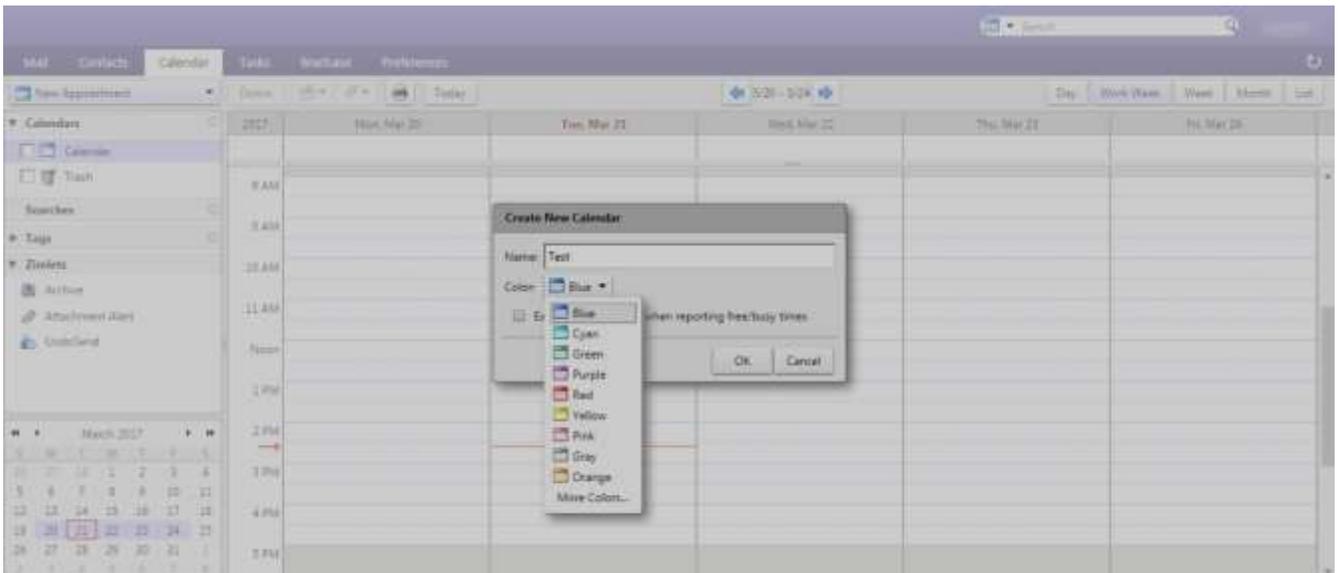


You can change the color of your calendar by clicking on new calendar, a window of create new calendar appears. You can quick add the appointments by double clicking on the calendar screen.

A screenshot of the 'QuickAdd Appointment' dialog box. The dialog has a title bar and several input fields and dropdown menus. The fields are: 'Subject' (with placeholder text 'Subject'), 'Location' (with placeholder text 'Location'), 'Display' (set to 'Busy'), 'Mark as' (set to 'Public'), 'Calendar' (set to 'Calendar'), 'Start Time' (set to 3/21/2017 at 11:00 AM), 'End Time' (set to 3/21/2017 at 11:30 AM), 'Repeat' (set to 'None'), and 'Reminder' (set to '5 minutes before'). At the bottom, there are three buttons: 'More Details...', 'OK', and 'Cancel'.



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

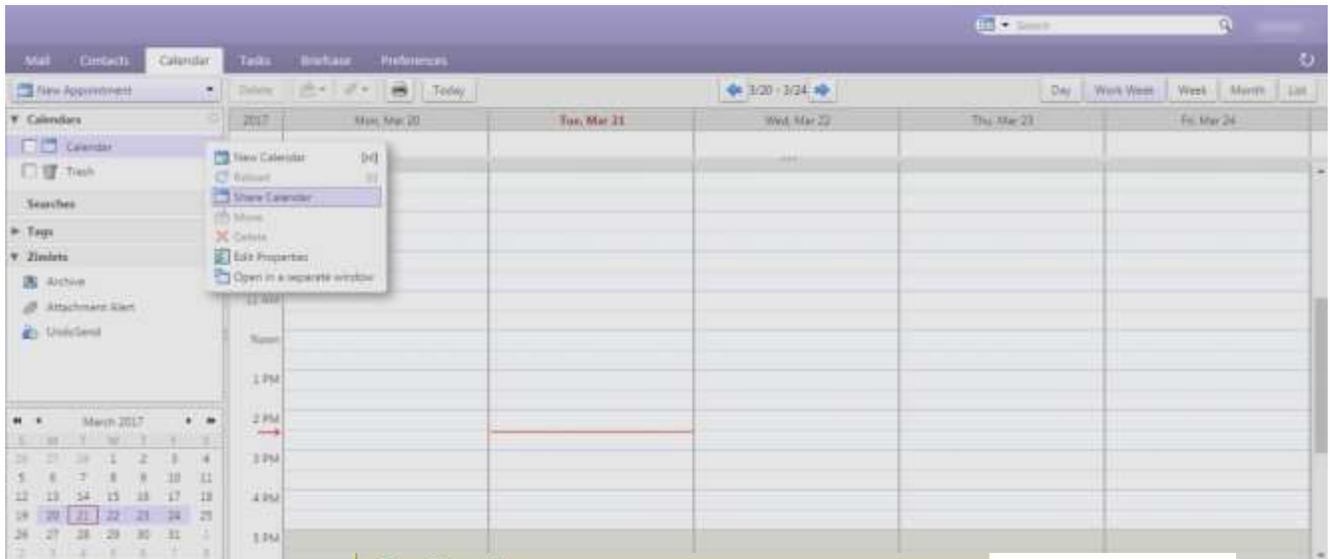


The calendar can also be shared with internal users or group, external users and public (view only, no password is required).

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:

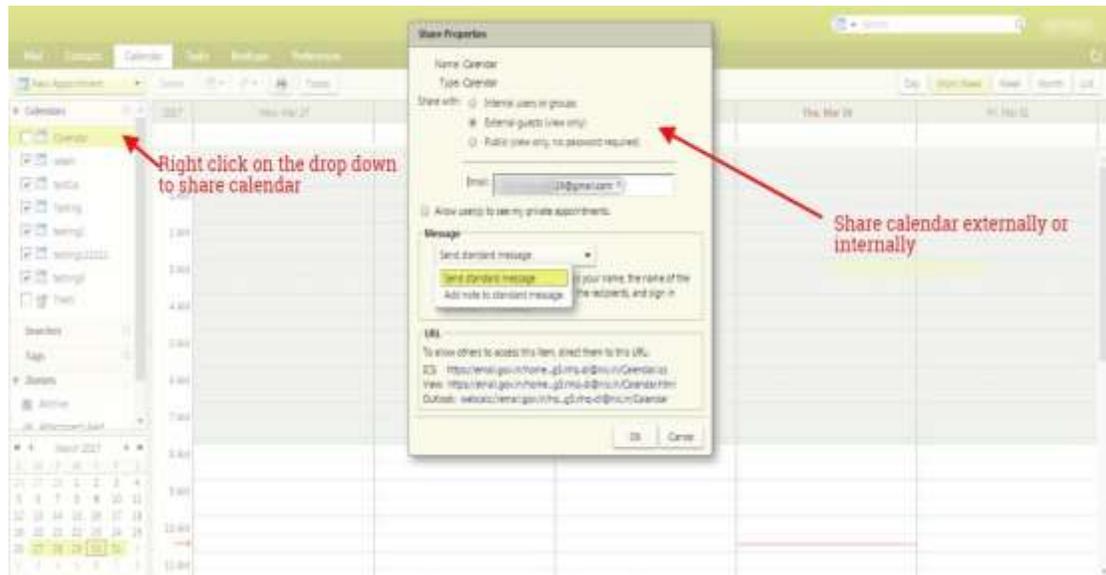
Enter the email address to which the calendar will be shared

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.

A registration form on a blue background. It contains three input fields: 'Display Name:' with the text 'test', 'Password:' with eight asterisks, and 'Confirm:' with eight asterisks. A 'Register' button is located below the 'Confirm' field. A red arrow points to the 'Display Name' field with the text 'Enter the Display Name'. Another red arrow points to the 'Confirm' field. At the bottom of the form, the text 'Password should be 8 character long' is displayed in red.

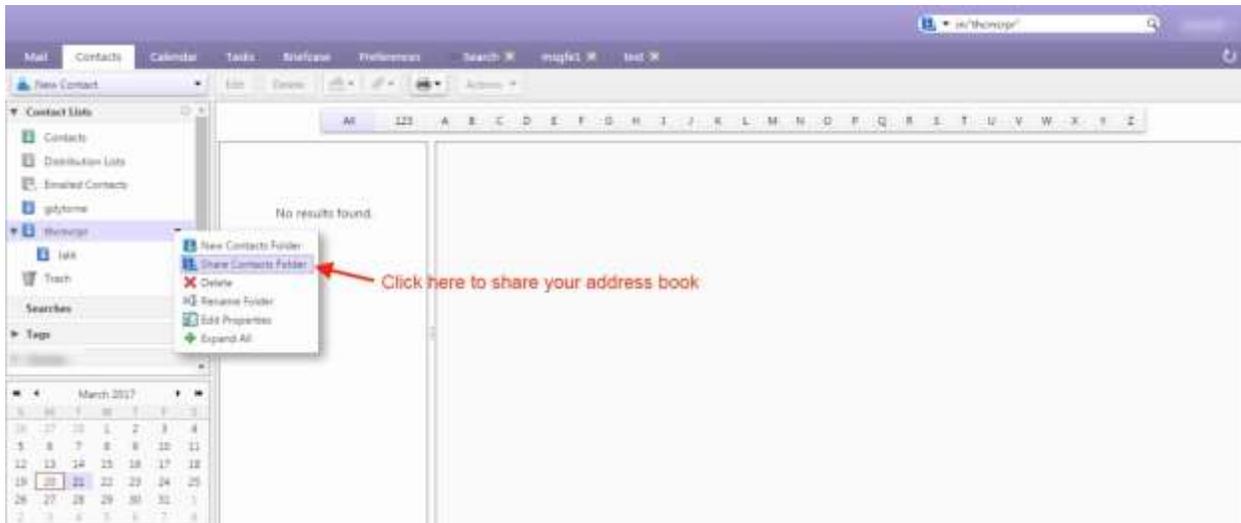
This external email address will be registered to **email.gov.in**. For the next login, enter your external email address in the format (**eg:** username.gmail.com@nic.in)

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

4. Contact Book/Address Book

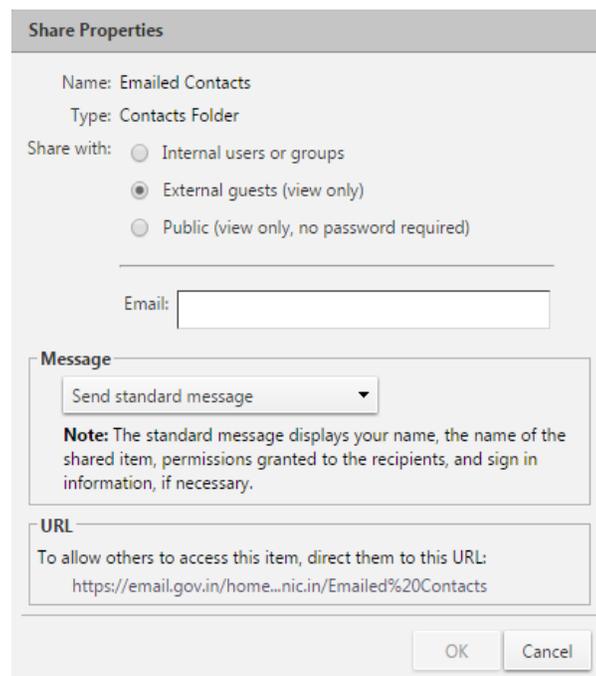
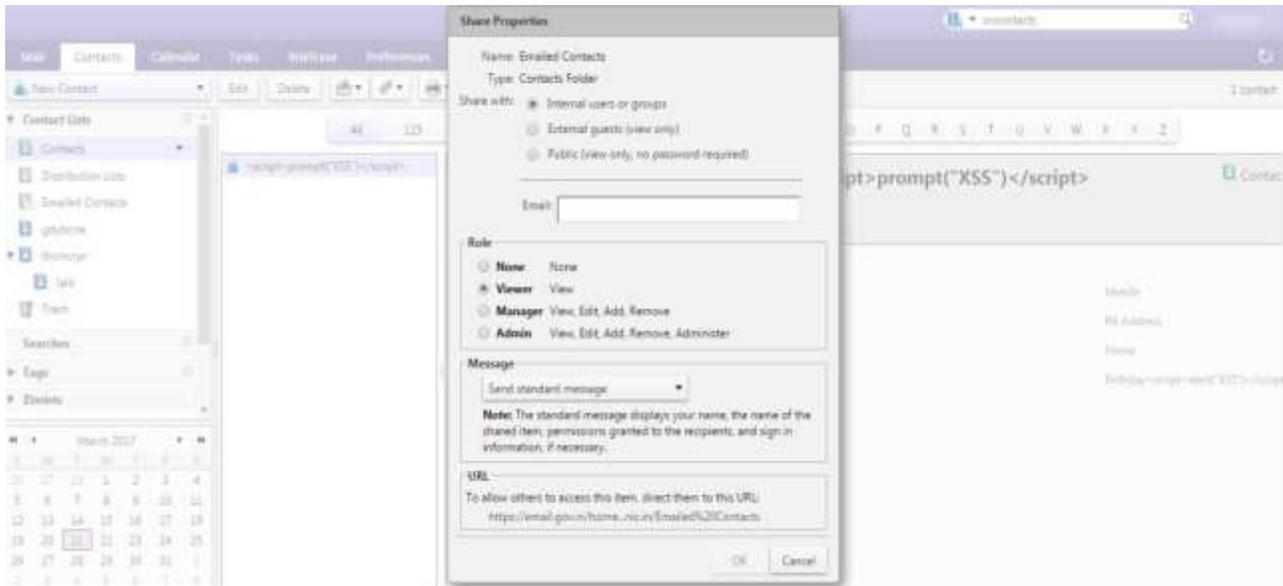
a. Share Address Book

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.



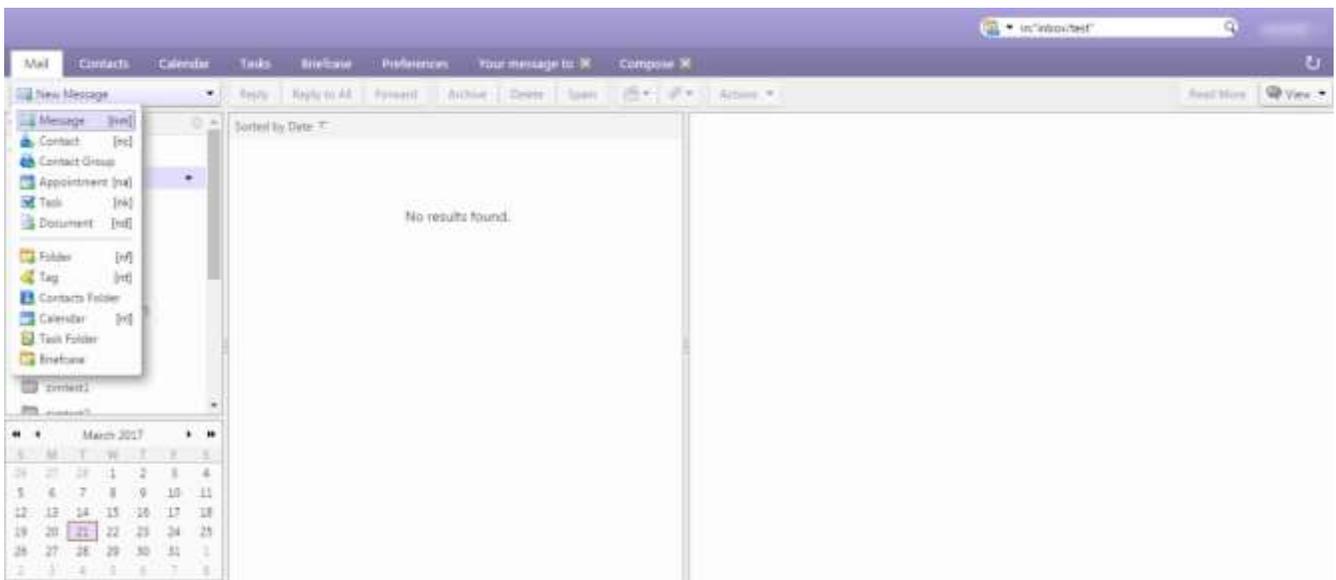
You can share your contact folder with internal users or group, external users or with public.

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.



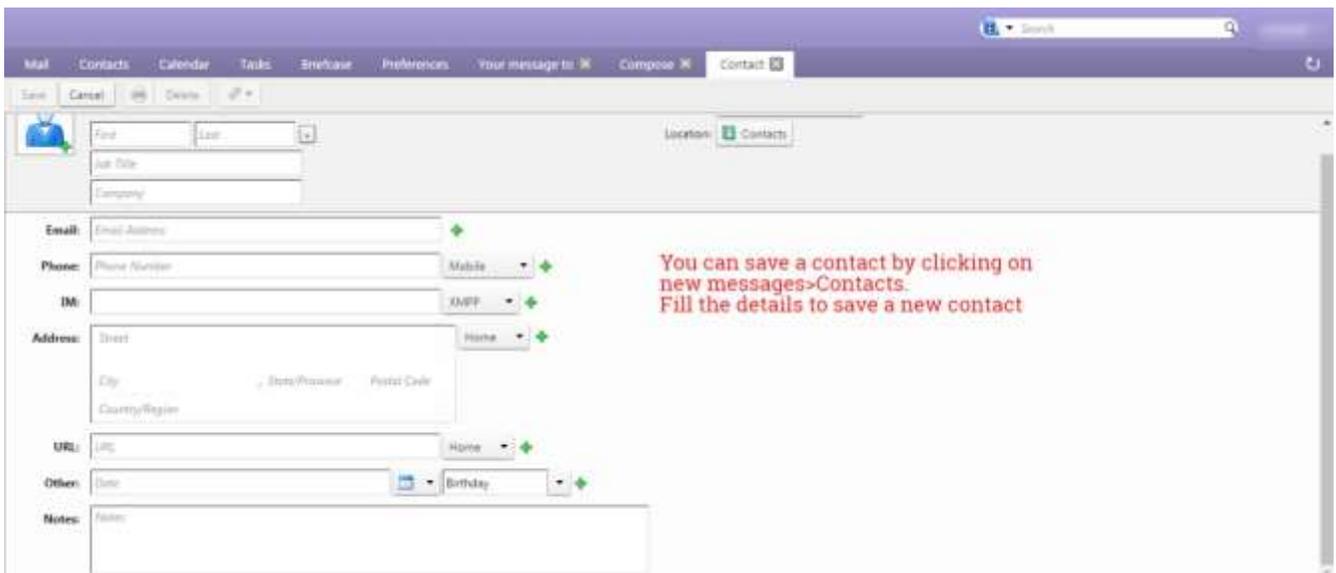
b. Create a new contact and Address book

- 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:-

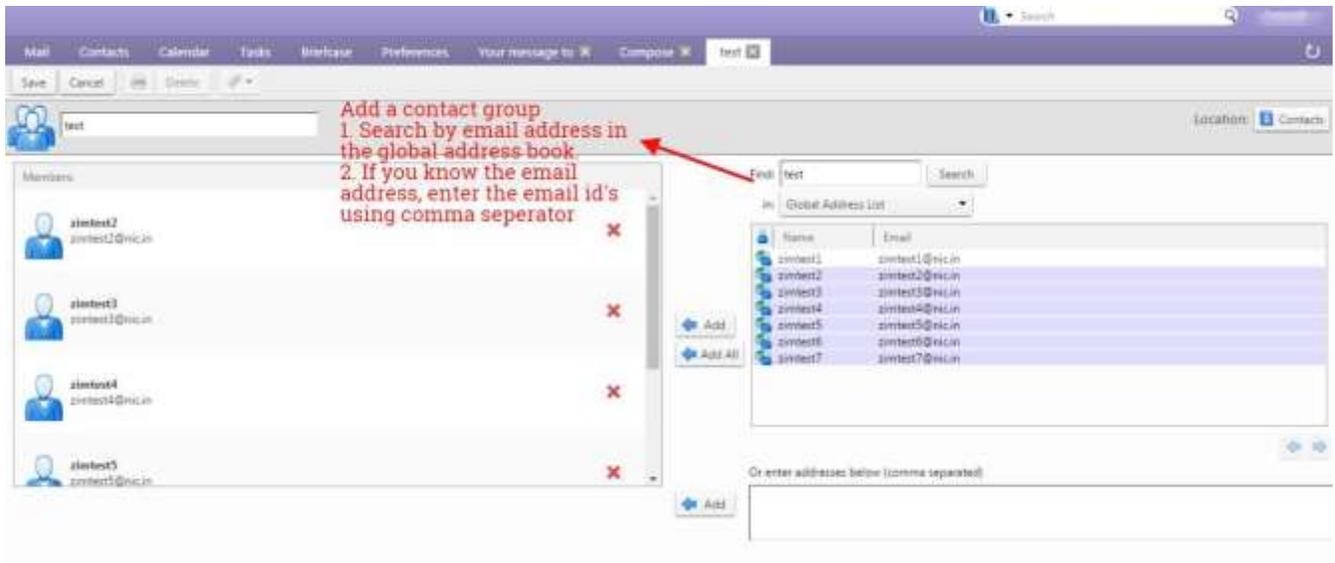
- ii. Click on save after filling the details in the form.



Contact group

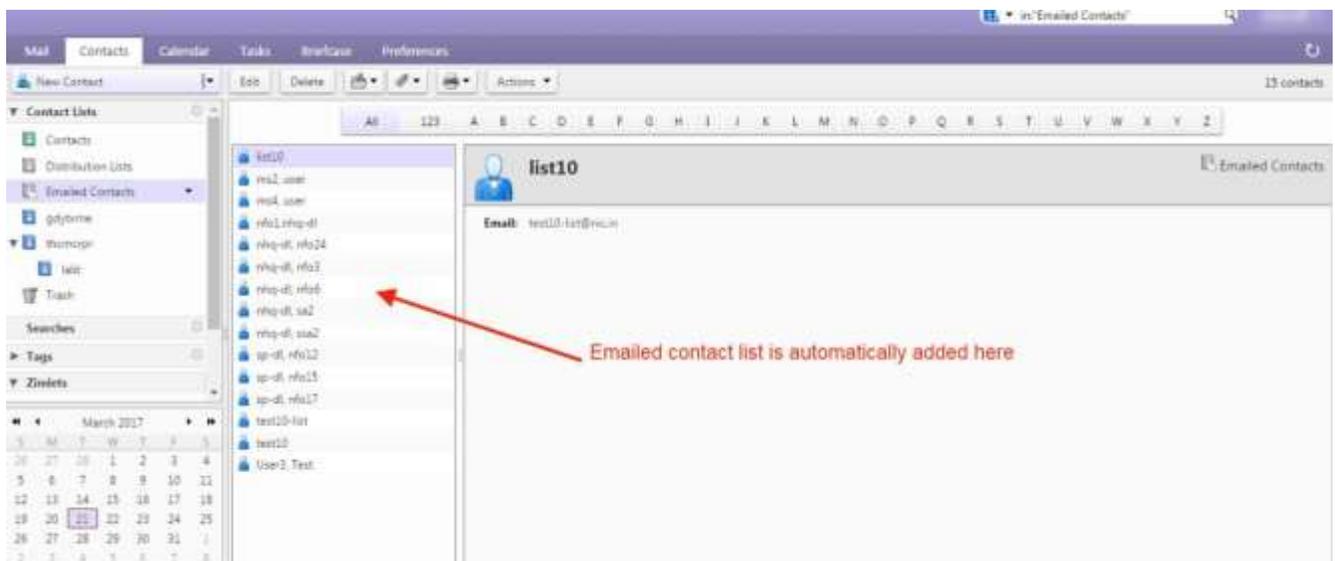
- i. You can make a list of contact group by selecting the contact group option from the “New Message” drop down.
- ii. You can name the group and select the email id’s from the global address book or you can also enter the email id’s in the space provided using a comma separator.

- 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.

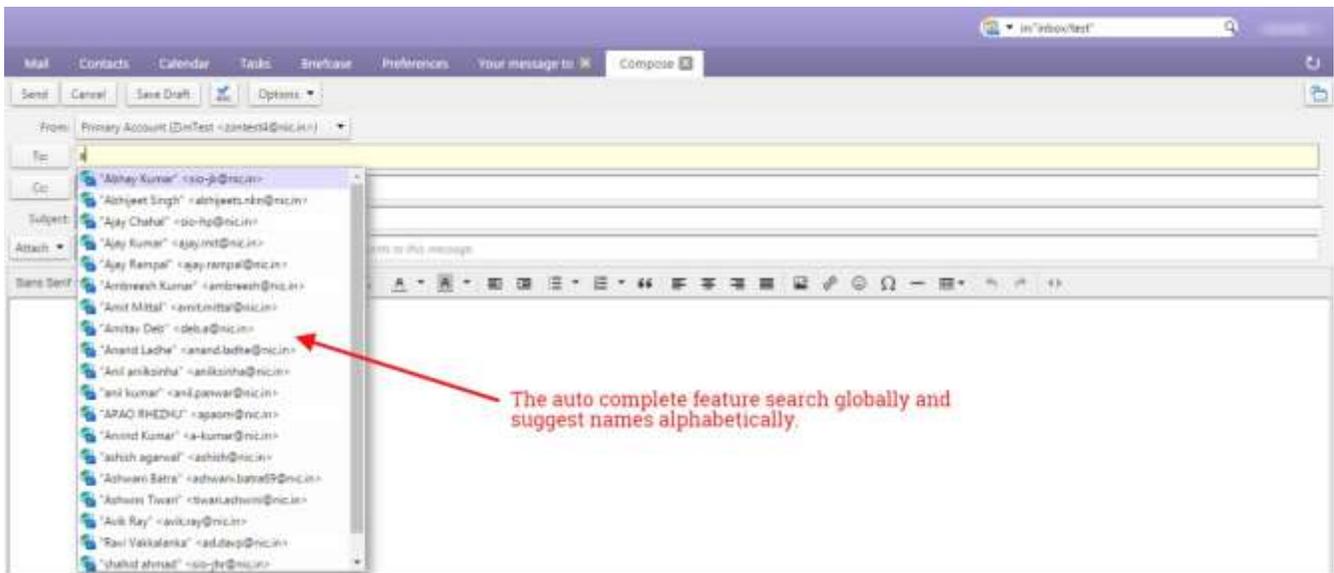


C. Automatically add contacts to emailed contact lists

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



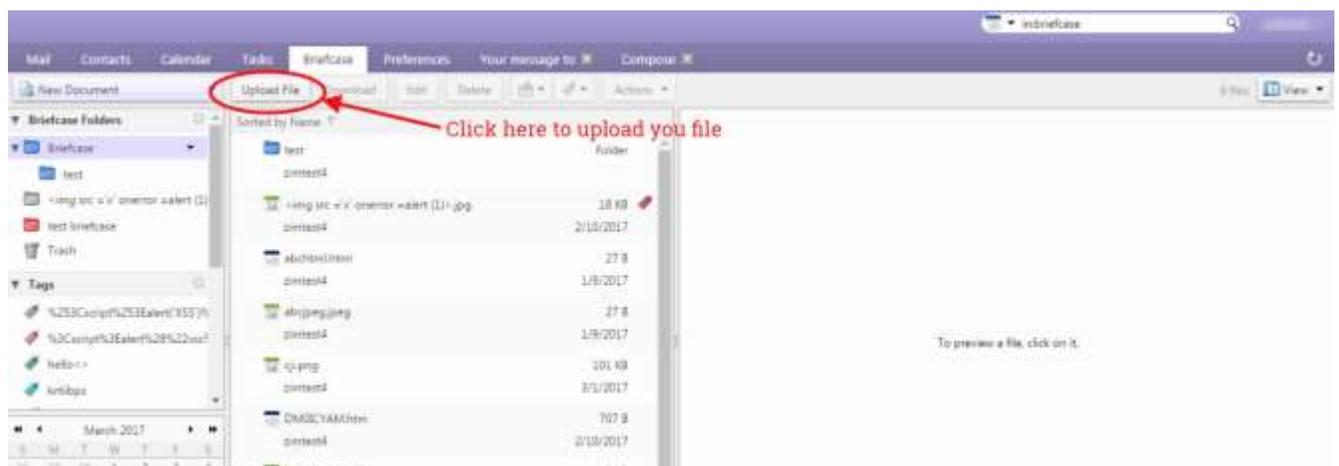
addresses that you have emailed to in the past. You can go to contacts>Emailed Contacts and the list will be displayed on the right hand side.



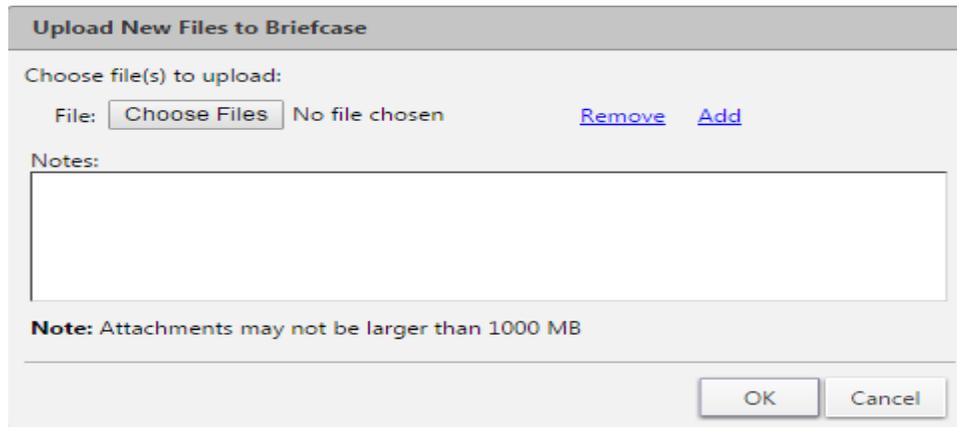
5. Briefcase

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



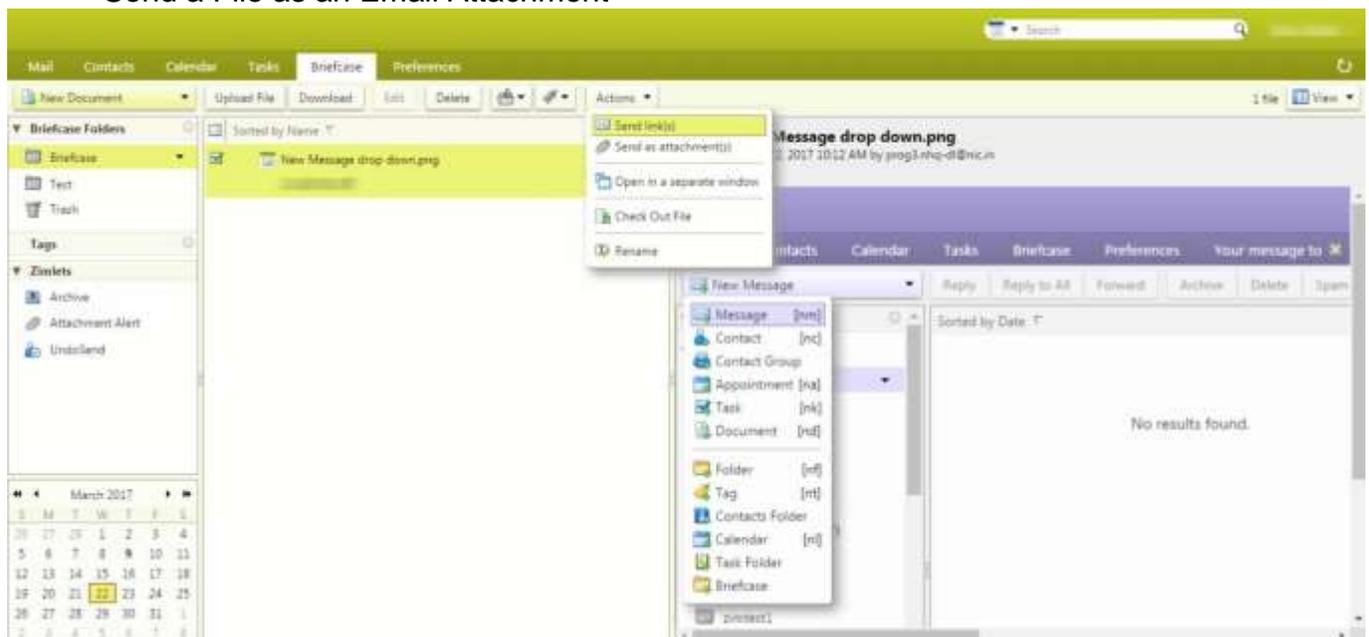
- c) A window will appear which will prompt you to upload your file. You can add multiple files or remove them accordingly.
- d) You need to add files from your personal computer. This will be added in the form of attachment.



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

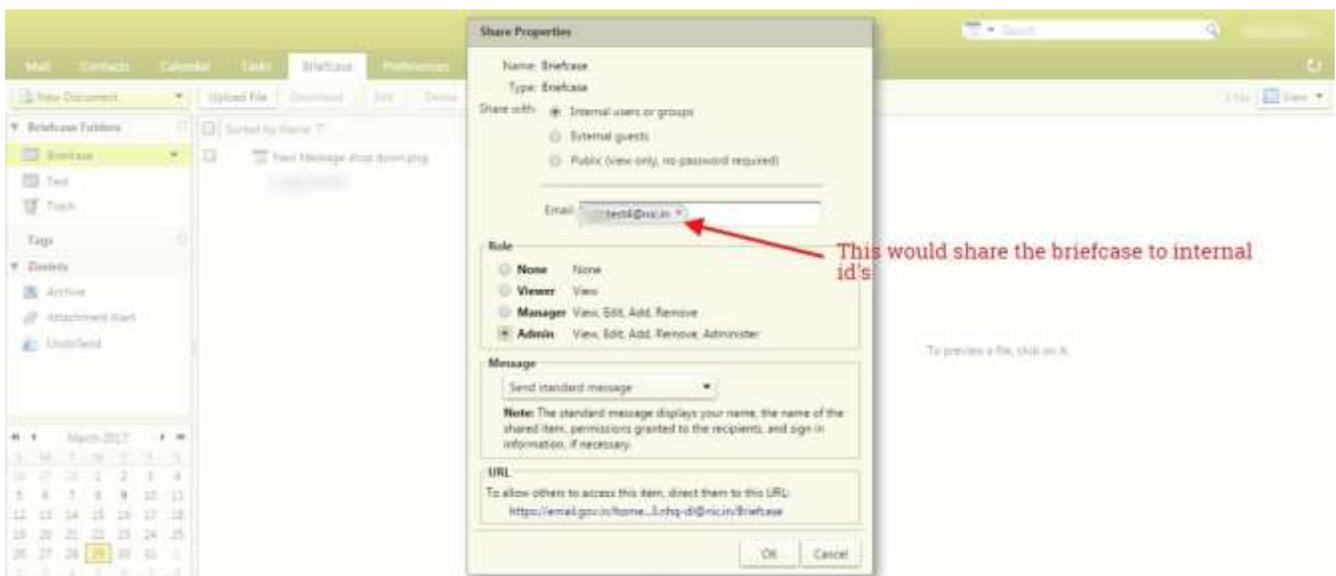
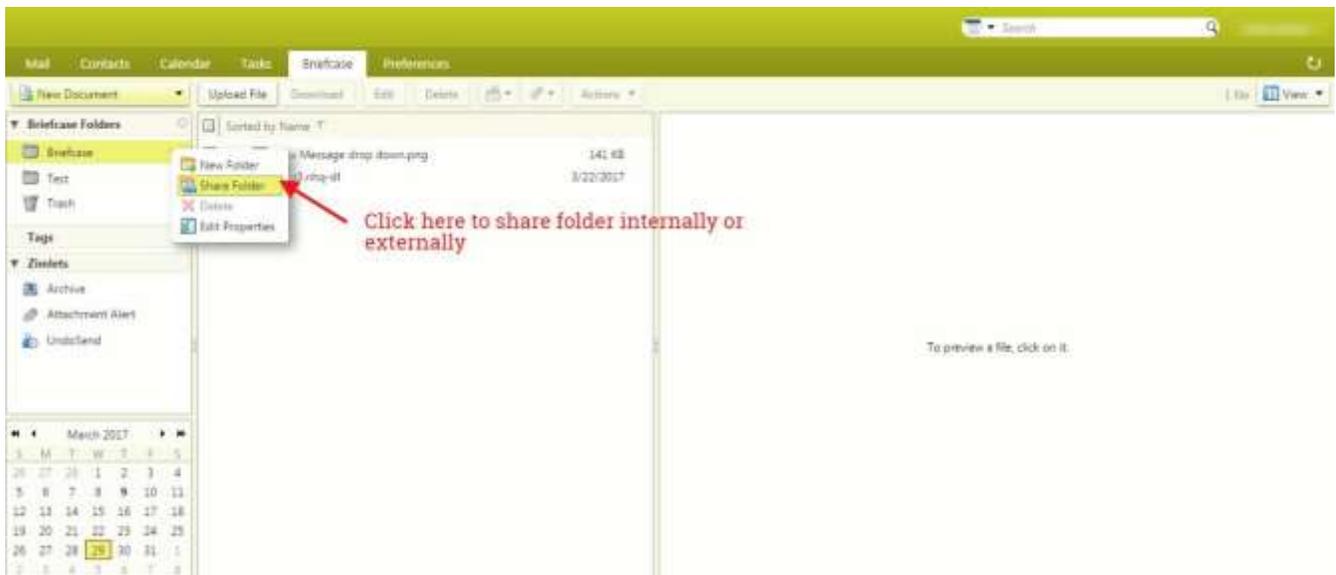
You can send files from your briefcase in the following ways:-

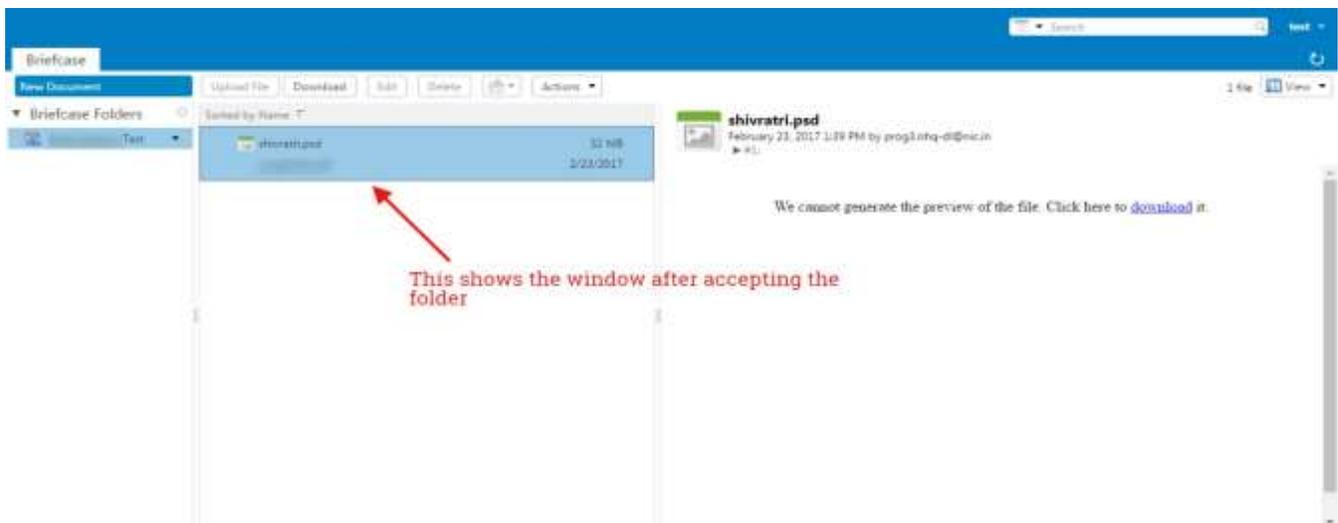
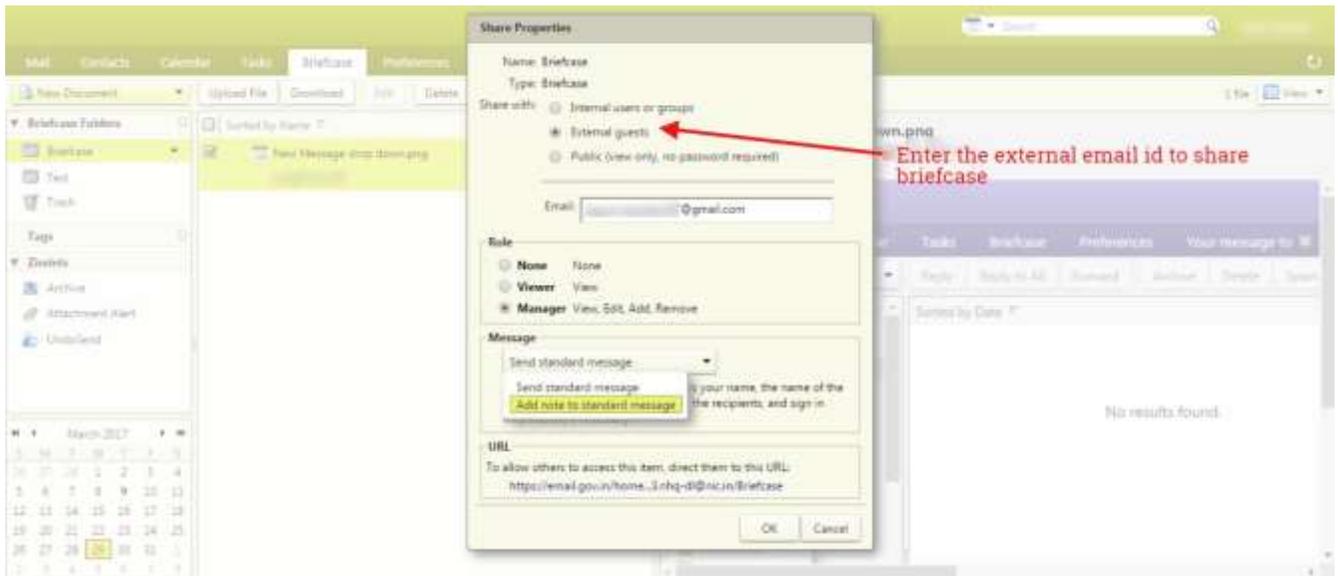
- Send an Email with a Link to a File
- Send a File as an Email Attachment



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 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.

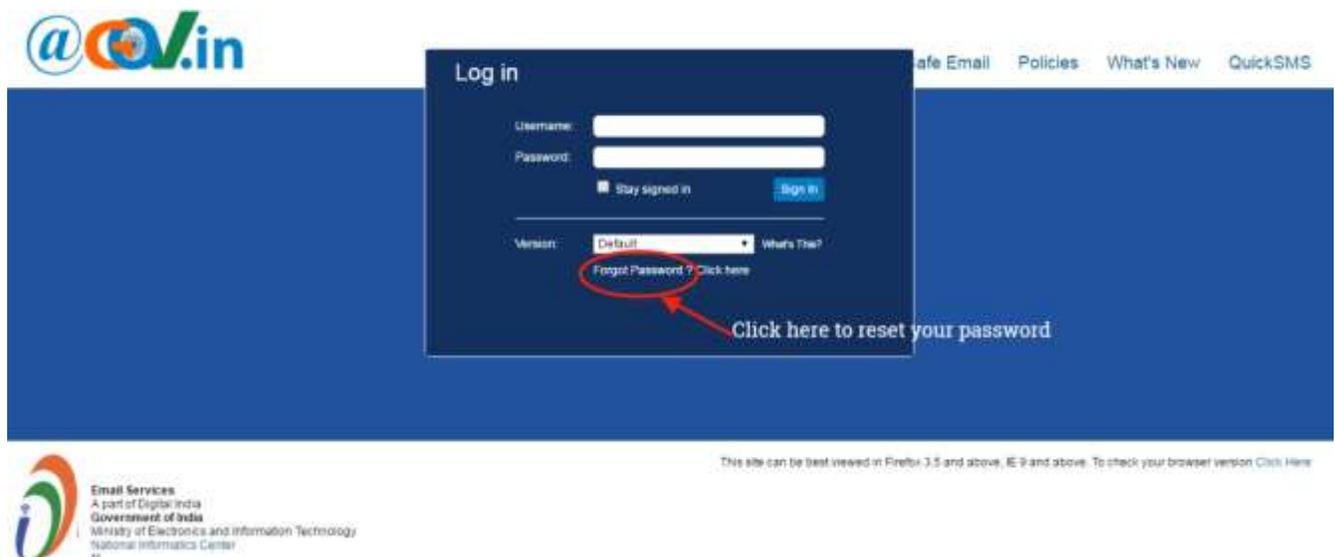
Send as an Attachment

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.
- a) Sharing a briefcase to external user includes adding the email address to which the folder is to be shared.
 - b) 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.
 - c) 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**).
 - d) The shared briefcase is now ready to be accessed by external guest.

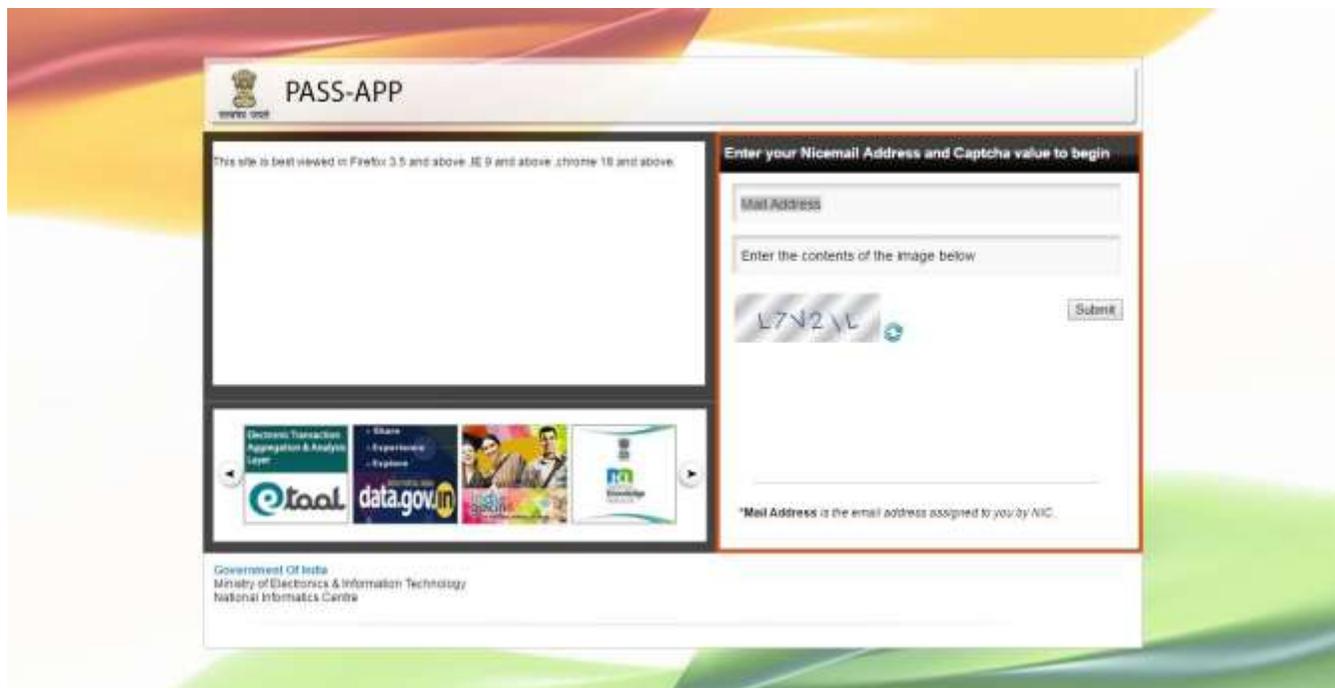
6. [Reset your password](#)

a. How to Reset Password

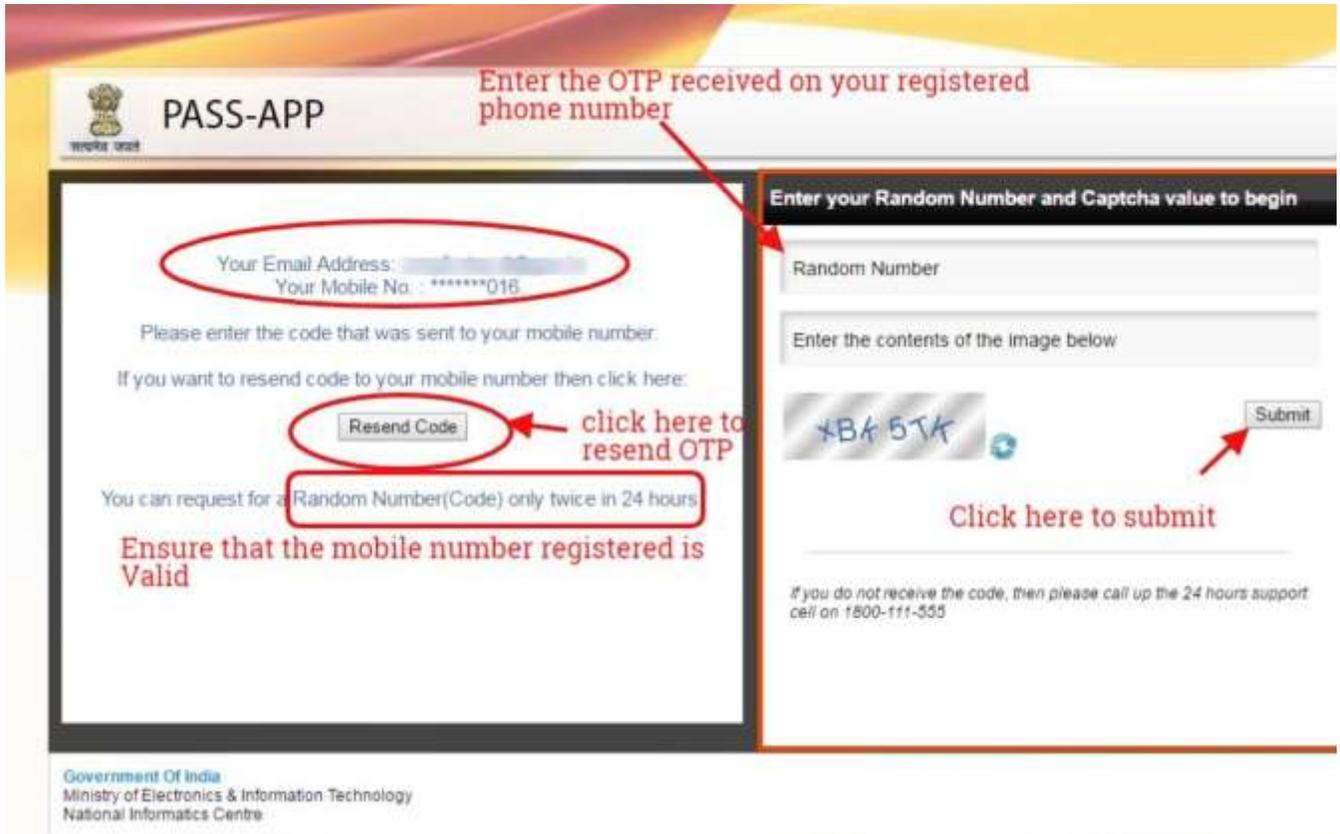
Please ensure that you mobile number is updated. If you have forgotten your password, click on forgot password on the login page of email.gov.in. You will be redirected to **PASS-APP** or follow the URL <https://passapp.emailgov.in/> . Using this application you can reset your password.



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.



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.

7. 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 synced with the server when restored to online mode.

