NEIGRIHMS

पूर्वोत्तर इंन्दिरा गांधी क्षेत्रीय स्वास्थ एवं आयुर्विज्ञान संस्थान शिलांग
NORTH EASTERN INDIRA GANDHI REGIONAL INSTITUTE OF HEALTH & MEDICAL SCIENCES, SHILLONG
(भारत सरकार स्वास्थ एवं परिवार कल्याण मंत्रालय स्वायत संस्थान)
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<u>Circular</u>

This is for information of all employees of the Institute that migration of email accounts under the domain @neigrihms.gov.in to the new NICeMail platform has been completed.

To login into the new NICeMail, the following steps are to be followed:

1. Go to your browser and enter https: //mail[dot]gov[dot]in
2. In the NICeMailServices 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.
    a. By default, SMS will be set as the Multi-Factor Authentication (MFA) mode for the first-time log-in. Once you log in to your account, you will be prompted to enroll your mobile device via MDM to access the mobile applications.
    b. On successful enrolment of your mobile device, the Gov OneAuth application will be installed on your mobile which will be used as an MFA method for future sign-ins.
6. Enter the SMS OTP and click Next to proceed.
7. You will be asked to reset your password to set a new password for your account.
8. 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, etc.
9. 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.
11. You will be landed in your mailbox and a pop-up of the Migration - User Dashboard will be shown for you to check the migration status of your data from the old to new platform. In case of any discrepancy, send screenshots highlighting the mismatch between the old and the new email solution to helpdesk-psuemail[at]nic[dot]in.

Onboarding Manual is also attached herewith for detailed instructions.

For further queries, please reach out to helpdesk via:

Email: helpdesk-psuemail[at]nic[dot]in
Phone number: 1800-296-9474 (24x7x365 Toll Free)

Digitally signed by
PAWAN DEEP
Date: 02-01-2026
15:58:22
(Lt. Cdr. Pawan Deep)
Deputy Director (Admn)

NICeMail Services - Onboarding Overview for PSUs

Email Solution and Office Productivity Software Tools & Services for National Informatics Centre (NIC)

Table of Contents

1. Onboarding to NICeMail Services

This section elaborates the process and steps involved in the first time login to the new NICeMail services. You can access the new email solution using the email address migrated to the new email platform.

The important links to access the help resources of the new NICeMail Services:

1. Detailed Features Help - https://www.mgovcloud.in/mail/help/getting-started.html
2. MDM Enrolment Guide - https://www.mgovcloud.in/mail/help/mdm-enrollment-guide.html
    a. MDM FAQs - https://www.mgovcloud.in/mail/help/mdm-faqs.html

## 1.1 Steps involved in onboarding to the new NICeMail Services

The steps involved in logging into the new email solution encapsulate the following steps:

1. Logging in to the new NICeMail Services
2. Enroling your mobile device via MDM
    a. Device enrolment procedure for Android devices
    b. Device enrolment procedure for Apple devices
3. Configuration of Gov OneAuth for MFA
4. Accessing Gov Mail mobile application

1.1.1 Logging in to the New NICeMail Services

Follow the steps given below to log in to your NICeMail services account:

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.
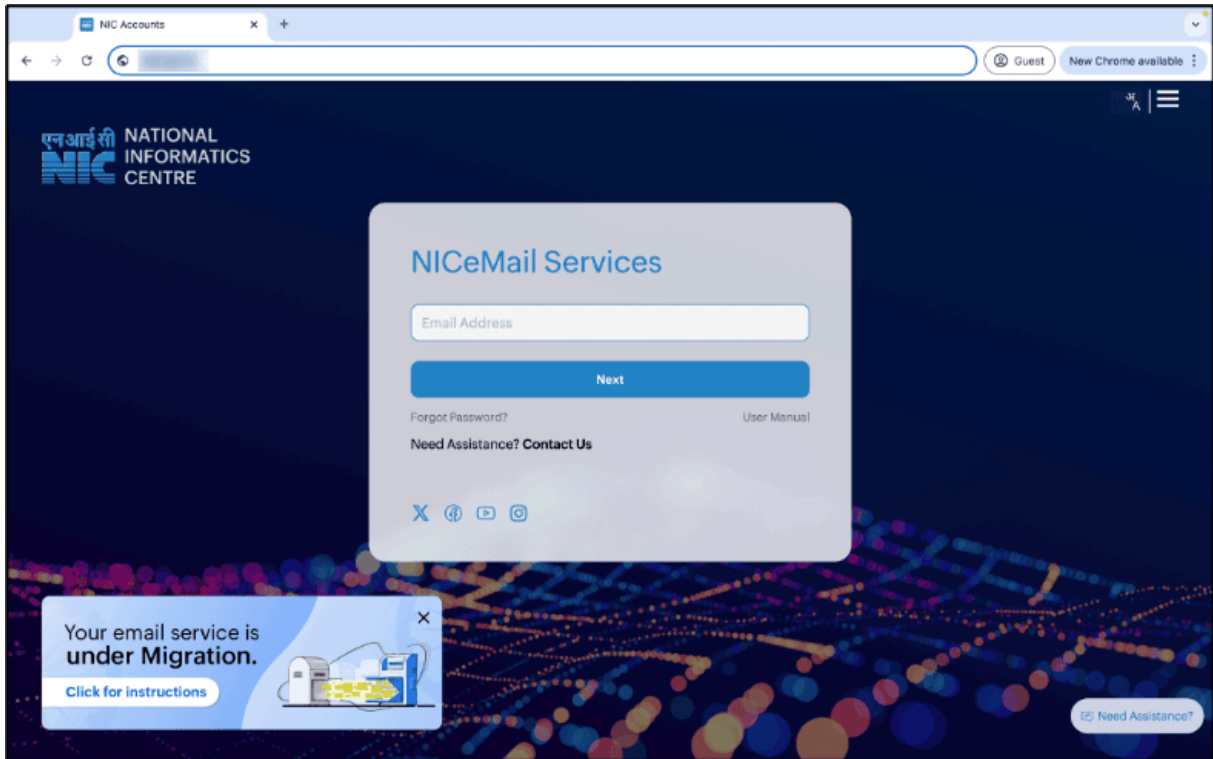
3. Enter your existing email account password.

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.

   a. By default, SMS will be set as the Multi-Factor Authentication (MFA) mode for the first-time log-in. Once you log in to your account, you will be prompted to enrol your mobile device via MDM to access the mobile applications.

   b. On successful enrolment of your mobile device, the Gov OneAuth application will be installed on your mobile which will be used as an MFA method for future sign-ins.

6. Enter the SMS 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. 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.
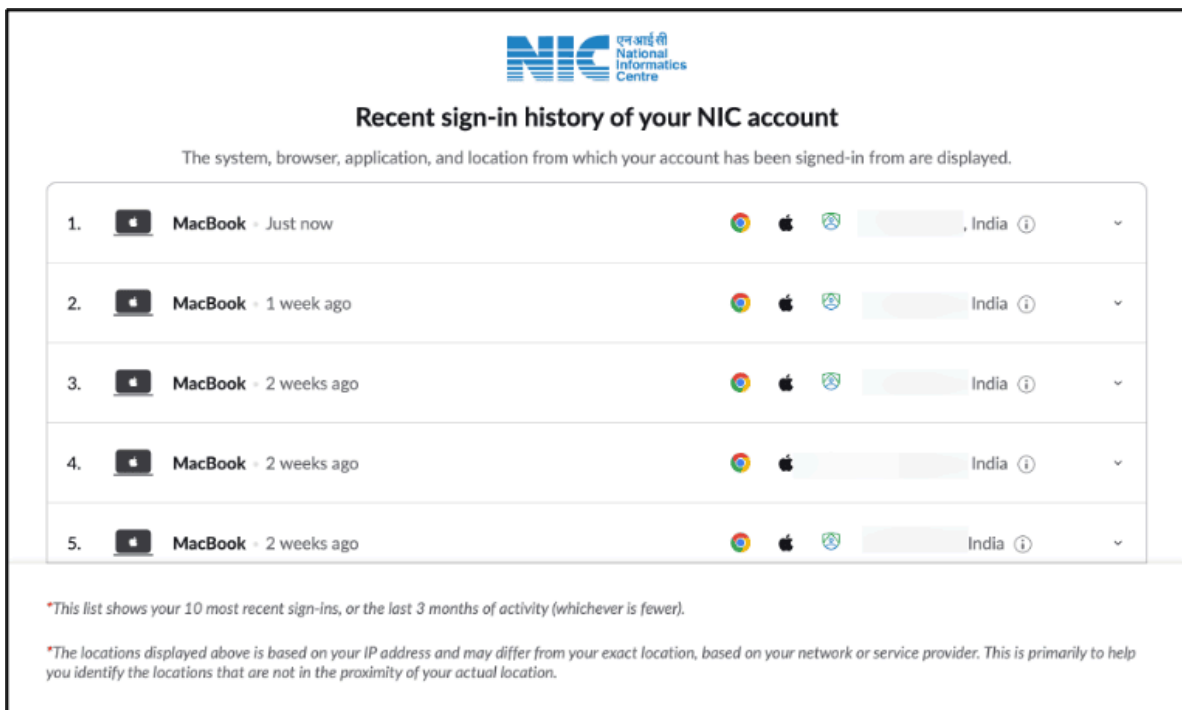
9. Click Continue.

You will be landed in your mailbox and a pop-up of the Migration - User Dashboard will be shown for you to check the migration status of your data from the old to new platform.

1.1.2 Check your migration Dashboard

The Data Migration User Dashboard provides an overview of your email migration, displaying the status of both successfully migrated folders and those that failed to migrate. To access the Data Migration Dashboard, follow the steps mentioned below:

1. Once you have logged into your account, click on the Migration - User Dashboard icon next to your profile picture on the top right corner.

2. The Migration - User Dashboard will appear, showing a summary of completed and failed email migrations.

3. You can also choose to export migration data by selecting one of the following options:

   a. Entire list

   b. Email type summary

   c. Entire summary

4. To refine your view, you can filter the migration data by:

   a. Failed emails

   b. Failed folders

   c. Email type

   d. Mail account

1.1.3 Enroling your mobile device via MDM

Enrolment of your mobile device is mandatory to access the NICeMail Services mobile applications such as Gov OneAuth, Gov Mail and other applications distributed to users via the NIC App Stores for Android and Apple. Learn more.

> **Note:**
>
> For all official applications installed via Mobile Device Management (MDM), it is mandatory that you enter your biometrics or device PIN code every time you access the app. This security measure ensures that your mobile device and sensitive information remain protected.

1.1.3.1 How to enrol your Android device in MDM?

Pre-requisites:

1. The enrolling device must be running on Android OS version 6.0 or later versions.

2. Android devices come in various models and brands such as Samsung, Panasonic,

Vivo, Motorola, Lenovo, Oppo, OnePlus, and more.

3. However, some device models are tested and recommended for official use where work data is secure. They are termed as Android Enterprise Recommended devices. You can check if your device model is listed [here](#).

4. It is strongly recommended to use one of these device models to enrol and access Gov Mail and official apps.

Follow the steps given below to complete device enrolment on Android devices:

1. Download the ManageEngine MDM App from the Google Play Store.

2. On your work laptop/desktop browser, log in to https://mail.gov.in/ and click your profile picture in the top right corner.

3. Go to Mobile Apps and click the Android button to view the QR Code for enroling Android devices.

4. Open the ManageEngine MDM app downloaded onto your device.

5. Click Scan QR Code to enrol your Device.

6. Click Proceed and follow the on-screen instructions to set up your work profile.

7. Wait till your work profile gets created. You will receive a notification about enrolment completion.

8. Once the enrolment is finished, Gov Mail and Gov OneAuth apps will be installed automatically. You can access the downloaded apps in your phone's work profile section.

1.1.3.2 How to enrol your Apple(iOS) devices in MDM?

Pre-requisites

1. All iPhone and iPad device models with any of the following minimum OS versions:
   a. iOS 7.0 and above
   b. iPadOS 13.0 and above

2. Note that iPad devices can run either iOS or iPadOS depending on the device model.

3. You can check your device OS version using the following steps: Open Settings -> General -> About. You can see the iOS or iPadOS version number here.

Follow the steps given below to complete self-enrolment on iOS devices:

1. On your work laptop/desktop browser, log in to https://mail.gov.in/ and click your profile picture in the top right corner.
2. Go to Mobile Apps and click the iPhone button to view the QR Code for enroling iOS devices.
3. Open the camera app on your iPhone and scan this QR code to start enroling the device. Make sure to open the link in Safari browser.
4. Click Download profile to download a configuration profile and click Allow when prompted.
5. Once the profile is downloaded, open the settings app on your device and select the downloaded MDM profile at the top of the settings listing.
6. If you can't find it, navigate to the Settings > General > VPN & Device Management section in your device and select the downloaded profile.
7. Click Install in the installed profile page.
8. When prompted, Do you trust this profile's source to enrol your iphone into remote management?, click Trust.

Your device is now successfully enroled. You will automatically receive prompts to install Gov Mail and Gov OneAuth apps. All the installed apps will be available in your mobile's apps section.

1.1.4 Configuration of Gov OneAuth for MFA

Gov OneAuth is automatically installed on your mobile device on successful enrolment of your device via MDM. Follow the steps given below to configure MFA using Gov OneAuth:

1. Go to your browser and enter https://mail.gov.in/.
2. Enter your email address and select Next.

3. Enter the Password.

4. Next, you will receive an SMS with OTP on your registered mobile number.

   a. Enter the OTP to authenticate the login.

5. The browser page with steps to set up MFA using Gov OneAuth will be displayed.

6. Open the Gov OneAuth Application on your mobile and select Sign In.

7. Enter your NIC email address and password in the mobile login window and authenticate the login using SMS OTP.

8. In the next screen, select Enable MFA to configure MFA in the Gov OneAuth app.

9. Click View OTP on the mobile screen to view the Time-based One Time Password (TOTP).

10. Enter this OTP in your laptop or desktop browser to authenticate the browser session.

11. Now, MFA will be enabled for your account.

12. Next, you'll be prompted to set up backup codes for your NICeMail services account on the laptop or desktop browser screen. Generating backup codes is strongly recommended to avoid getting locked out of your account in case you lose your mobile device or lose access to Gov OneAuth in some way.

    a. Click Generate under Backup verification codes. Your backup codes will be generated successfully. Download and save those codes securely.

13. By default, Time-based OTP is enabled as the MFA mode for the account in Gov OneAuth.

14. You can select according to your preference from the options available:

    a. QR code - You'll receive a QR code on your webpage to scan with your smartphone.

    b. Time-based OTP (TOTP) - You'll receive a one-time password (OTP) on your smartphone, which needs to be entered on the webpage to verify your identity.

The next time you log in to your NICeMail Services account, you will authenticate using your chosen method via the Gov OneAuth application, providing an extra layer of security.

1.1.5 Accessing Gov Mail mobile application

Gov Mail is automatically installed on your mobile device upon successful enrolment via MDM. Follow the steps below to log in to the Gov Mail app:

1. Open the Gov Mail app downloaded onto your device.
2. Enter your email address and select Next.
3. Enter the account password.
4. Authenticate using the SMS OTP received on your registered mobile number or via one of the MFA methods configured in Gov OneAuth to log in.

You have now successfully logged into your Gov Mail account.

1.2 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-psuemail@nic.in
2. Help Desk Toll-Free Number: **1800-296-9474 (24x7x365 Toll Free)**