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KERALA WATER AUTHORITY

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Thiruvananthapuram - 695033
Kerala - India

നമ്പർ I/23287/2023

തീയതി 27-03-2023

സർക്കുലർ

വിഷയം : കേരള വാട്ടർ അതോറിറ്റി - ഭരണ നിർവ്വഹണം - "ഇ-ഓഫീസ്" ഉപയോഗിച്ചുള്ള ഫയൽ മാനേജ്മെന്റ് സിസ്റ്റം നടപ്പിലാക്കുന്നതിനുള്ള - മാർഗ നിർദ്ദേശങ്ങൾ പുറപ്പെടുവിക്കുന്നു.

- പരാമർശം :
1. സർക്കുലർ നമ്പർ : IT Cell-2/142/2021-ITD തീയതി. 28-10-2022
 2. സംസ്ഥാന ചീഫ് സെക്രട്ടറിയുടെ പ്രതിമാസ അവലോകനയോഗത്തിലെ നിർദ്ദേശം.
 3. മാനേജിംഗ് ഡയറക്ടറുടെ അധ്യക്ഷതയിൽ 11.08.22, 14.09.2022 എന്നീ തീയതികളിൽ നടന്ന അഡ്മിനിസ്ട്രേറ്റീവ് വിംഗിന്റെ പ്രതിമാസ അവലോകന യോഗത്തിലെ തീരുമാനം.

പരാമർശം 1, 2 എന്നിവ പ്രകാരം കേരള വാട്ടർ അതോറിറ്റിയിൽ "ഇ-ഓഫീസ്" എന്ന വെബ് അഡിഷ്ണി ഫയൽ മാനേജ്മെന്റ് സിസ്റ്റം നടപ്പിലാക്കുവാൻ നാഷണൽ ഇൻഫോർമാറ്റിക്സ് സെന്ററുമായി ചേർന്ന് വേണ്ട നടപടികൾ സ്വീകരിക്കുവാൻ നിർദ്ദേശിച്ചിരുന്നു.

പരാമർശം 3 പ്രകാരം, ആദ്യ ഘട്ടത്തിൽ കേരള വാട്ടർ അതോറിറ്റിയുടെ കേന്ദ്ര കാര്യാലയത്തിൽ നിലവിൽ ഉപയോഗിക്കുന്ന ഡിഡിഎഫ്എസ്(DDFS) ന് പകരം "ഇ-ഓഫീസ്" നടപ്പാക്കാൻ തീരുമാനിക്കുകയും, തുടർനടപടികളുടെ ഭാഗമായി കേന്ദ്ര കാര്യാലയത്തിലെ എല്ലാ ജീവനക്കാർക്കും ഇ-ഓഫീസ് (e-Office) ഉപയോഗിക്കുന്നതിനുള്ള പരിശീലനം നൽകുകയുണ്ടായി. "ഇ-ഓഫീസ്" ഫയൽ മാനേജ്മെന്റ് സിസ്റ്റം കേരള വാട്ടർ അതോറിറ്റിയിൽ നടപ്പിലാക്കുന്നതുമായി ബന്ധപ്പെട്ട് ചുവടെ ചേർക്കുന്ന നിർദ്ദേശങ്ങൾ / മാർഗനിർദ്ദേശങ്ങൾ പുറപ്പെടുവിക്കുന്നു.

- 01.04.2023 മുതൽ കേരള വാട്ടർ അതോറിറ്റിയുടെ കേന്ദ്ര കാര്യാലയത്തിൽ ലഭിക്കുന്ന തപാലുകൾ ഇ-ഓഫീസ് ഉപയോഗിച്ച് ഇലക്ട്രോണിക് നമ്പർ നൽകേണ്ടതും, ഇ-ഓഫീസിൽ ഫയൽ Create ചെയ്യേണ്ടതുമാണ്.
- നിലവിൽ ഇതിനായി ഉപയോഗിച്ചു വന്നിരുന്ന DDFS വെബ് അപ്ലിക്കേഷനിൽ കേരള വാട്ടർ അതോറിറ്റിയുടെ കേന്ദ്ര കാര്യാലയത്തിൽ പുതിയ ഫയലുകൾ തയ്യാറാക്കുന്നത് 01.05.2023 തീയതി പ്രാബല്യത്തിൽ പിൻവലിക്കുന്നതാണ്.
- നിലവിൽ DDFS ൽ തുടർന്ന് വരുന്ന ഫയലുകളുടെ തുടർ കറന്റോണേബിൾ പ്രോസസ്സ് ചെയ്യാനായി പ്രസ്തുത ഫയൽ PDF ഫോർമാറ്റിൽ DDFS ൽ നിന്ന് export ചെയ്ത ശേഷം ഇ-ഓഫീസിൽ പുതുതായി ഫയൽ create ചെയ്ത് തുടർ നടപടി സ്വീകരിക്കേണ്ടതാണ്.
- മറ്റു ഓഫീസുകളിൽ നിന്ന് DDFS ൽ ഇൻവേർഡ് ആയി വരുന്ന തപാലുകൾ മേൽ പറഞ്ഞ പ്രകാരം ഇ-

ഓഫീസിലേക്ക് ഉൾപ്പെടുത്തി അനന്തര നടപടി സ്വീകരിക്കേണ്ടതാണ്. മറ്റു ഓഫീസുകളിൽ ഇ-ഓഫീസ് സംവിധാനം പ്രാബല്യത്തിൽ വരും വരെ തപാലുകൾ Head Office CRU (Central Registry Unit) ഇ മെയിൽ ഐ ഡി യിലേക്ക് അയക്കാനുള്ള നിർദ്ദേശം പ്രത്യേകം നൽകുന്നതാണ്. അതുവരെ ഈ നിർദ്ദേശം കർശനമായി പാലിക്കേണ്ടതാണ്.

- ആദ്യ ഘട്ടമായി 01.04.2023 മുതൽ കേന്ദ്രകാര്യലയത്തിലും രണ്ടാം ഘട്ടത്തിൽ 01.06.2023 മുതൽ സർക്കിൾ ഓഫീസുകൾ വരെയും, മൂന്നാം ഘട്ടമായി 01.08.2023 മുതൽ ഡിവിഷൻ ഓഫീസുകൾ വരെയും ഇ-ഓഫീസ് സംവിധാനം പ്രാബല്യത്തിൽ വരുത്തുന്നതിനുള്ള നടപടികൾ ബന്ധപ്പെട്ട ഓഫീസിന്റെ മേധാവി സ്വീകരിക്കേണ്ടതാണ്. ഇതിനായി സ്റ്റേറ്റ് നോഡൽ ഓഫീസറായി ശ്രീ. ഹേമന്ത് ജി ആർ (G10287), യു ഡി ക്ലർക്ക്- നെയും, സ്റ്റേറ്റ് കോ-ഓർഡിനേറ്റർ ആയി ശ്രീമതി. അനു എ ജോസഫ് (G10316), ഹെഡ് ക്ലർക്ക് - നെയും ഇതിനാൽ ചുമതലപ്പെടുത്തുന്നു.

1. പൊതു നിർദ്ദേശങ്ങൾ

ഇ-ഓഫീസ് ഉപയോഗിക്കുന്നതിനായി <https://sujalam.kerala.gov.in/> എന്ന വെബ് അഡ്രസ്സിൽ ഉദ്യോഗസ്ഥർക്ക് ഇതിനോടകം SMS ആയി രജിസ്റ്റേർഡ് മൊബൈൽ നമ്പറിൽ ലഭിച്ചിട്ടുള്ള ഐ ഡി ലോഗിൻ ചെയ്യുവാൻ ഉപയോഗിക്കേണ്ടതാണ്. KSWAN മുഖേന മാത്രമേ <https://sujalam.kerala.gov.in/> എന്ന വെബ് അഡ്രസ് ഉപയോഗിക്കാൻ സാധിക്കുകയുള്ളൂ.

ഇന്റർനെറ്റ് മുഖേന നേരിട്ട് ഇ-ഓഫീസ് വെബ് ആപ്ലിക്കേഷൻ ലഭ്യമാകുകയില്ല. ഇന്റർനെറ്റ് മുഖേന ഏതെങ്കിലും ജീവനക്കാരനോ/ജീവനക്കാരിക്കോ ഇ-ഓഫീസ് ഉപയോഗിക്കണമെങ്കിൽ VPN അക്കൗണ്ട് ആവശ്യമാണ്. VPN അക്കൗണ്ട് ആവശ്യമുള്ള ജീവനക്കാരുടെ NAME, DESIGNATION, e-OFFICE LOGIN ID, OFFICIAL EMAIL ID, REGISTERED MOBILE NUMBER, PHYSICAL LOCATION/OFFICE NAME എന്നീ വിവരങ്ങൾ അതാത് Controlling Officer - മാർ e-Office നോഡൽ ഓഫീസറുടെ ഇമെയിൽ ഐ ഡി യിലേക്ക് (hemanth.10287@kerala.gov.in) അയക്കേണ്ടതാണ്. (VPN ഉപയോഗിക്കേണ്ട രീതി വിശദമാക്കുന്ന ഡോക്യുമെന്റ് ഇതോടൊപ്പം അനുബന്ധമായി ചേർത്തിട്ടുണ്ട്.)

SMS ഇതുവരെ ലഭിച്ചിട്ടില്ലാത്ത ജീവനക്കാർ അതോറിട്ടിയുടെ ഔദ്യോഗിക വെബ്സൈറ്റിൽ -----> സ്ഥാപനവുമായി ബന്ധപ്പെട്ടത് -----> അഡ്മിനിസ്ട്രേഷൻ വിംഗ് -----> eoffice Implementation എന്ന ഭാഗത്ത് നൽകിയിട്ടുള്ള Details of KWA Staff for E office എന്ന ഗൂഗിൾ ഷീറ്റിലെ ഹെഡ് ഓഫീസ് എന്ന ടാബിൾ പേര് വിവരം ഉണ്ടോ എന്ന് പരിശോധിക്കേണ്ടതാണ്. പേര് ഇല്ലാത്ത പക്ഷം അത് സ്റ്റേറ്റ് കോ ഓർഡിനേറ്ററെ അറിയിക്കേണ്ടതാണ്.

- ഗൂഗിൾ ഷീറ്റിൽ പേര് ഉള്ളവർ ഏഴാമത്തെ കോളത്തിൽ ഉള്ള ഔദ്യോഗിക ഇമെയിൽ ഐഡി യിലെ "@kerala.gov.in" എന്നതിന് പകരം "-ker" എന്ന് ചേർത്ത് ഇ ഓഫീസ് യൂസർ ഐ ഡി ആയി ഉപയോഗിക്കാവുന്നതാണ്. (ഉദാഹരണത്തിന് ഔദ്യോഗിക ഇമെയിൽ ഐഡി abcd.10281@kerala.gov.in എന്നാണ് എങ്കിൽ ഇ ഓഫീസ് യൂസർ ഐ ഡി abcd.10281-ker എന്നായിരിക്കും).
- ഔദ്യോഗിക ഇ-മെയിൽ ഐഡി യുടെ പാസ് വേർഡ് ആണ് ഇ- ഓഫീസ് യൂസർ ഐ ഡി ലോഗിൻ ചെയ്യാനും ഉപയോഗിക്കേണ്ടത്.
- പാസ് വേർഡ് ഗൂഗിൾ ഷീറ്റിൽ പേര് ഉണ്ടായിട്ടും ലഭിച്ചിട്ടില്ലാത്ത ജീവനക്കാർക്ക് <https://email.gov.in/> എന്ന വെബ്സൈറ്റിലെ Forget Password ഓപ്ഷൻ ഉപയോഗിച്ച് പാസ് വേർഡ് reset ചെയ്യാവുന്നതാണ്.

ഇ-മെയിൽ ഉപയോഗിക്കുമ്പോൾ ബന്ധപ്പെട്ട ഉദ്യോഗസ്ഥർ താഴെ പറഞ്ഞിട്ടുള്ള നിർദ്ദേശങ്ങൾ കർശനമായും പാലിക്കേണ്ടതാണ്.

- സുരക്ഷാ മുൻകരുതലിനായി Two Step വെരിഫിക്കേഷൻ നിർബന്ധമായതിനാൽ ഔദ്യോഗിക ഇമെയിൽ തുറക്കാനായി കവച് ആപ്പ് ഉപയോഗിക്കേണ്ടതാണ്.
- ഔദ്യോഗിക ജോലി സംബന്ധമായ എല്ലാ ആവശ്യങ്ങൾക്കും പ്രസ്തുത ഇ-മെയിൽ ഉപയോഗിക്കാവുന്നതാണ്. ഇതിനായി <https://email.gov.in/> എന്ന വെബ് അഡ്രസ്സിൽ ഇ-മെയിൽ ഐ.ഡി ഉപയോഗിച്ച് ലോഗിൻ ചെയ്യേണ്ടതാണ്.

- ഉപയോക്താക്കൾ തൊണ്ണൂറ് ദിവസത്തിലധികം ഇ-മെയിൽ അക്കൗണ്ട് ഉപയോഗിച്ചില്ലെങ്കിൽ അവ ഡി - അക്ടിവാക്യൂം , അക്ടിവാക്യൂം അപേക്ഷ ഒൻപത് മാസത്തിനുള്ളിൽ ലഭിച്ചില്ലെങ്കിൽ ഡിലിറ്റ് ചെയ്യപ്പെടുകയും ചെയ്യും.
- ഉപയോക്താക്കൾ അവർക്ക് ലഭിക്കുന്ന യൂസർ ഐ. ഡി / പാസ് വേർഡ് രഹസ്യമായി സൂക്ഷിക്കേണ്ടതാണ്.
- ഇ-മെയിൽ അക്കൗണ്ട് ഹാക്ക് / ദുരുപയോഗം ചെയ്യപ്പെടാതിരിക്കുന്നതിനും പാസ് വേർഡ് മൂന്നു മാസത്തിലൊരിക്കൽ മാറ്റേണ്ടതാണ്.
- ഉറവിടം നിശ്ചയിച്ചില്ലാത്ത ഇ-മെയിൽ അറ്റാച്ച് മെന്റുകൾ തുറക്കരുത്. ഇത്തരത്തിൽ ലഭിക്കുന്നവയിൽ ചിലപ്പോൾ കമ്പ്യൂട്ടർ വൈറസുകൾ ഉണ്ടായേക്കാം, അതിനാൽ ഇവ ഡിലിറ്റ് ചെയ്യേണ്ടതാണ്.
- ഉപയോക്താക്കൾ അവരുടെ കമ്പ്യൂട്ടറിന്റെയും / ഇ-മെയിലിന്റെയും സുരക്ഷിതത്തിനായി ഫയർ വാൾ , ആന്റി വൈറസ് സോഫ്റ്റ് വെയർ ഇൻസ്റ്റാൾ ചെയ്യേണ്ടതാണ്. ആന്റി വൈറസ് സോഫ്റ്റ് വെയർ അപ്ഡേറ്റാണ് എന്നും ഉറപ്പ് വരുത്തേണ്ടതാണ്.
- ആവശ്യമായി കരുതുന്ന ഇ-മെയിലുകൾ സൂക്ഷിക്കേണ്ടത് അതാത് ഉദ്യോഗസ്ഥരുടെ ഉത്തരവിന്മേലാണ്.

2. ഇ-ഓഫീസ് സംവിധാനത്തിന്റെ നിർവ്വഹണത്തിനായി വിവിധ വിഭാഗങ്ങളുടെ ചുമതലകളും ഉത്തരവാദിത്വങ്ങളും.

25.03.2023 നു മുമ്പ് നിലവിലുണ്ടായിരുന്ന ഫയലുകളുമായി ബന്ധപ്പെട്ട് (DDFS വഴിയും മാനുവൽ ആയും ചെയ്തുവരുന്ന ഫയലുകൾ) വരുന്ന തപാലുകൾ ഇ-ഓഫീസ് ഉപയോഗിച്ച് നമ്പർ ഇടുകയും തുടർന്ന് പ്രസ്തുത ഫയൽ : -

- i. DDFS ൽ കൈകാര്യംചെയ്തു വരുന്നവ ആണെങ്കിൽ ടി ഫയൽ പൂർണ്ണമായും pdf ആയി export ചെയ്തു തുടർ നടപടി ഇ ഓഫീസിൽ സ്വീകരിക്കേണ്ടതാണ്.
- ii. മാനുവൽ ആയി ചെയ്തു വരുന്നത് ആണ് എങ്കിൽ അത് pdf രൂപത്തിൽ സ്കാൻ ചെയ്തു (100 dpi, Searchable PDF) തുടർ നടപടി ഇ ഓഫീസിൽ സ്വീകരിക്കേണ്ടതാണ്.

ഇൻവേഡ് സെക്ഷൻ (Inward Section)

- i. ഭൗതികമായും ഇലക്ട്രോണിക് മാർഗ്ഗേനേയും ഓഫീസിൽ ലഭിക്കുന്ന എല്ലാ തപാലുകളും ഇ-ഓഫീസിൽ ഡയറൈസ് ചെയ്യേണ്ടതും അതിന് കൈപറ്റ് രസീത് നൽകുന്നുണ്ടെന്നും ഉറപ്പ് വരുത്തേണ്ടതുമാണ്.
- ii. നിലവിലുള്ള ഓഫീസ് ഓർഡറുകൾക്ക് അനുസൃതമായി തപാലുകൾ അതത് വിഷയങ്ങൾ കൈകാര്യം ചെയ്യുന്ന സെക്ഷന് അയച്ചു കൊടുക്കേണ്ടതാണ്.
- iii. ഓഫീസിൽ ലഭിക്കുന്ന എല്ലാ തപാലുകളും സ്കാൻ ചെയ്ത് ഇ-ഓഫീസിലേക്ക് അപ്ലോഡ് ചെയ്യേണ്ടതാണ്. മാനുവൽ ഓഫ് ഓഫീസ് പ്രൊസീജിയറിൽ പാർ 12-ൽ പ്രതിപാദിക്കും പ്രകാരം നൽകേണ്ട കൈപറ്റ് രസീത് ഇ-ഓഫീസ് മുഖാന്തിരം ജനറേറ്റ് ചെയ്യേണ്ടതാണ്. ഇ-മെയിൽ ഐ.ഡി / മോബൈൽ ഫോൺ നമ്പർ നൽകിയിട്ടുള്ളവർക്ക് ഇ-മെയിൽ / എസ് എം എസ് Acknowledgement (Generate & Send) ഓപ്ഷൻ ഉപയോഗിച്ച് നിർബന്ധമായും അയച്ചു കൊടുക്കേണ്ടതാണ്.
- iv. തപാലുകൾ സ്കാൻ (100 dpi, Searchable PDF) ചെയ്യുവാനും ഡയറൈസ് ചെയ്ത് നമ്പർ ജനറേറ്റ് ചെയ്യുവാനുമായി ജീവനക്കാരുടെ സേവനം എല്ലാ ദിവസവും ലഭ്യമാണെന്ന് ഫെയർ കോപ്പി സുപ്രണ്ട് ഉറപ്പ് വരുത്തേണ്ടതാണ്. തപാൽ നമ്പർ ജനറേറ്റ് ചെയ്തതിനു ശേഷം സെക്ഷൻ ക്ലർക്കിന്റെ ഇൻബോക്സിലേക്ക് ഫോർവേഡ് (Send) ചെയ്യേണ്ടതുമാണ്.
- v. തപാൽ വിതരണം മാനുവൽ ഓഫ് ഓഫീസ് പ്രൊസീജിയറിൽ 15-മത് ഖണ്ഡിക പ്രകാരം ചെയ്യേണ്ടതാണ്. തപാലുകൾ ഏറ്റവും കുറഞ്ഞ സമയത്തിനുള്ളിൽ തന്നെ പ്രസ്തുത വിഷയം കൈകാര്യം ചെയ്യുന്ന ക്ലർക്കിനു അയച്ച് കൊടുക്കേണ്ടതുമാണ്.
- vi. തെറ്റായി മാർക്ക് ചെയ്ത് തപാലുകളുണ്ടെങ്കിൽ സെക്ഷൻ ക്ലർക്ക് - മാർ ഫെയർ കോപ്പി സുപ്രണ്ടിന് തിരികെ നൽകേണ്ടതാണ്.

- vii. തപാലുകൾ പൂർണ്ണമായി സ്കാൻ ചെയ്ത് നമ്പർ ജനറേറ്റ് ചെയ്യേണ്ടതാണ്.
- viii. സെൻട്രൽ റെജിസ്റ്ററി യൂണിറ്റ് (cru.kwa@kerala.gov.in)-ന്റെ ഇ-മെയിൽ ഐ ഡി -ൽ ലഭിക്കുന്ന എല്ലാ ഇ-മെയിലുകളും രജിസ്റ്റർ ചെയ്യേണ്ടതും കൈപ്പറ്റ് രസീത് നിർബന്ധമായും നൽകേണ്ടതുമാണ്.

സെക്ഷൻ മേധാവി

- i. അടിയന്തര ഘട്ടങ്ങളിൽ ക്ലാർക്കിൻ പക്കൽ നിന്നും ഫയൽ / തപാൽ പൂൾ ചെയ്ത് എടുത്ത് തുടർ നടപടികൾ സ്വീകരിക്കേണ്ടതാണ്.
- ii. ക്ലാർക്ക്മാർ സമർപ്പിക്കുന്ന ഫയലുകളിൽ ആവശ്യമായ നോട്ട് ടൈപ്പ് ചെയ്യുകയും, കരട് ഉൾപ്പെടുത്തിയിട്ടുണ്ടെങ്കിൽ ആതിൽ ആവശ്യമായ തിരുത്തലുകൾ ആവശ്യാനുസരണം വരുത്തേണ്ടതുമാണ്. അതിനു ശേഷം പ്രസ്തുത ഫയൽ കൺട്രോളിങ്ങ് ഓഫീസർക്ക് ഉത്തരവിനായി അയക്കേണ്ടതാണ്.
- iii. ഇ-ഓഫീസ് സംബന്ധിച്ച് ജീവനക്കാരിൽ നിന്നും നിർദ്ദേശങ്ങളും പരാതികളും സ്വീകരിക്കേണ്ടതും നോഡൽ ഓഫീസറുമായി ചേർന്ന് അവ പരിഹരിക്കേണ്ടതുമാണ്.

സെക്ഷൻ കൈകാര്യം ചെയ്യുന്ന ജീവനക്കാർ

- i. എല്ലാ ദിവസവും നിശ്ചിത ഇടവേളകളിൽ തപാലുകൾ /ഫയലുകൾ വരുന്ന റെസീപ്റ്റ് ഫയൽ ഇൻബോക്സ് പരിശോധിക്കുകയും ആയതിൻ മേൽ തുടർ നടപടികൾ സ്വീകരിക്കേണ്ടതുമാണ്.
- ii. സർവ്വീസ് ബുക്ക്, ലാസ്റ്റ് പേ സർട്ടിഫിക്കറ്റ്, എഗ്രിമെന്റ്, പെൻഷൻ ബുക്ക്, കൗണ്ടർ സിഗ്നേച്ചർ ആവശ്യമുള്ള അപേക്ഷകൾ തുടങ്ങി, കയ്യൊപ്പ് ആവശ്യമായ തപാലുകൾ ഇ-ഓഫീസ് വഴി ഉത്തരവിന് സമർപ്പിച്ച് ശേഷം കയ്യൊപ്പ് ആവശ്യമായ സ്ഥലത്ത് മേലധികാരിയുടെ കയ്യൊപ്പ് വാങ്ങേണ്ടതാണ്.
- iii. മാനുവൽ ഓഫ് ഓഫീസ് പ്രൊസീജിയറിലെ ഖണ്ഡികകൾ 21 മുതൽ 31 വരെയും, 36 മുതൽ 47 വരെയും പ്രതിപാദിക്കുന്ന നടപടി ക്രമങ്ങളും ഇ-ഓഫീസ് വഴി നിർവ്വഹിക്കാവുന്നതാണ്. നമ്പർ നല്ലത്, വിവരണം നൽകൽ, ഫയലിൽ ചേർക്കൽ, ഫയൽ തുടങ്ങൽ എന്നിവയും ഇ-ഓഫീസ് വഴി ചെയ്യാവുന്നതാണ്. ഫയലുകൾ, തപാലുകൾ എന്നിവയുടെ നീക്കം, Reminder ഡയറി എന്നിവ സംബന്ധിച്ച റിപ്പോർട്ടുകളും ഇ-ഓഫീസിൽ ലഭിക്കും. കത്തിടപാടുകൾ കൂട്ടി ചേർക്കുക, ഫ്ലാഗ് ചെയ്യൽ, ഫയൽ ലിങ്ക് ചെയ്യൽ എന്നിവയും ജോലികളും ഇ-ഓഫീസ് വഴി ചെയ്യാവുന്നതാണ്.
- iv. ഡ്രാഫ്റ്റ് തയ്യാറാക്കുവാൻ ഡ്രാഫ്റ്റ് മെനു ഉപയോഗിക്കാവുന്നതാണ്. ഡ്രാഫ്റ്റ് തയ്യാറാക്കുന്നതിനായി ഇ-ഓഫീസിൽ തന്നെയുള്ള Template - കൾ ഉപയോഗിക്കുകയോ / പുറമെ ചെയ്തവ അപ് ലോഡ് ചെയ്യുകയോ ആവാം. ആവശ്യമായ ടെംപ്ലേറ്റ് ലഭ്യമല്ലെങ്കിൽ ഈ വിവരം നോഡൽ ഓഫീസറുടെ ശ്രദ്ധയിൽപ്പെടുത്തേണ്ടതാണ്.
- v. മേൽ ഉദ്യോഗസ്ഥർ ഡിജിറ്റൽ സിഗ്നേച്ചർ ഉപയോഗിച്ച് അപ്രൂവ് ചെയ്ത ഡ്രാഫ്റ്റുകൾ വാലിഡേറ്റ് ചെയ്യേണ്ടതും dispatch സെക്ഷനിലേക്ക് (സെൻട്രൽ രജിസ്റ്ററി യൂണിറ്റ് - Central Registry Unit - CRU) തുടർ നടപടികൾക്കായി അയക്കേണ്ടതുമാണ്.
- vi. മേൽ ഉദ്യോഗസ്ഥർ ഡ്രാഫ്റ്റ് അപ്രൂവ് ചെയ്ത കഴിഞ്ഞാൽ അത് ഫെയർ കോപ്പി ആക്കുകയും ഇ ഓഫീസ് ഉപയോഗിക്കുന്ന ഓഫീസുകളിലേക്ക് അത് തന്നെ ഇ-ഓഫീസ് ഉപയോഗിച്ച് ഡെസ്റ്റാച്ച് ചെയ്യേണ്ടതും, മറ്റു ഓഫീസുകളിലേക്ക് ഇ മെയിൽ മുഖേന ഡെസ്റ്റാച്ച് ചെയ്യേണ്ടതുമാണ്. ഫെയർ കോപ്പി പ്രിന്റ് എടുത്ത് ഡെസ്റ്റാച്ച് ചെയ്യുന്നത് പരമാവധി ഒഴിവാക്കണം.

ഡെസ്റ്റാച്ച് സെക്ഷൻ (Dispatch Section)

- i. സെൻട്രൽ റെജിസ്റ്ററി യൂണിറ്റ് (CRU) ന്റെ ഇൻബോക്സിൽ (Dispatch) ഉദ്യോഗസ്ഥർ ഡിജിറ്റൽ സിഗ്നേച്ചറോട് കൂടി അയക്കുന്ന എല്ലാ ഫെയർ കോപ്പികളും പ്രിന്റ് ചെയ്ത് ഡെസ്റ്റാച്ച് ചെയ്യേണ്ടതാണ്.

നോഡൽ ഓഫീസർ (Nodal Officer) , സ്റ്റേറ്റ് കോ ഓർഡിനേറ്റർ (State Co-Ordinator)

- i. ഇ-ഓഫീസ് പ്രൊജക്ട് കേരള വാട്ടർ അതോറിറ്റിയിൽ സുഗമമായി നടപ്പിലാക്കുവാനുള്ള നടപടികൾ കേരള സ്റ്റേറ്റ് .ഐ.ടി.മിഷൻ , എൻ ഐ സി മുതലായ ഏജൻസികളുമായി ബന്ധപ്പെട്ട് സ്വീകരിക്കേണ്ടതാണ്.
- ii. അതോറിറ്റി ട്രെയിനിംഗ് സെന്റർ മുഖേന ജീവനക്കാർക്ക് ആവശ്യമായ ട്രെയിനിംഗ് നൽകേണ്ടതാണ്.
- iii. ഇ-ഓഫീസ് സുഗമമായി നടപ്പിലാക്കുന്നതിന് ബന്ധപ്പെട്ട ഉദ്യോഗസ്ഥരുടെ യോഗം നിശ്ചിത ഇടവേളകളിൽ വിളിക്കുകയും പ്രശ്നങ്ങൾക്ക് പരിഹാരം കാണേണ്ടതുമാണ്.

ഐ ടി വിഭാഗം

- i. എല്ലാ കമ്പ്യൂട്ടറുകളിലും മൊബൈൽ ഫയർ ഫോക്സ് , അഡോബ് റീഡർ എന്നിവയുടെ ഏറ്റവും പുതിയ വേർഷൻ ഉണ്ട് എന്ന് ഉറപ്പ് വരുത്തേണ്ടതാണ്.
- ii. ഇ-ഓഫീസ് വെബ് അഡ്രസ്സ് www.sujalam.kerala.gov.in ബുക്ക് മാർക്കായി വെബ് ബ്രൗസറിൽ ബുക്ക് മാർക്ക് ടൂൾ ബാറിൽ ഉണ്ട് എന്ന് ഉറപ്പ് വരുത്തേണ്ടതാണ് / ഹോം പേജായി സേവ് ചെയ്ത് നൽകേണ്ടതാണ്.
- iii. മലയാളം ടൈപ്പ് ചെയ്യുന്നതിനായി സൗജന്യ കീബോർഡ് ഇൻപുട്ട് ടൂൾസ് (Google Input tool / Mozhi etc) ഇൻസ്റ്റാൾ ചെയ്തു കൊടുക്കേണ്ടതാണ്.
- iv. ഇ-മെയിലിൽ നിന്നും തപാലുകൾ പി ഡി എഫ് ഫോർമാറ്റിലേക്ക് മാറ്റുന്നതിനായി PDF to Print Tool ഇൻസ്റ്റാൾ ചെയ്ത് കൊടുക്കേണ്ടതാണ്.
- v. ഇ-ഓഫീസിന്റെ സുഗമമായ പ്രവർത്തനത്തിന് Connectivity (BSNL / KSWAN)/ FTP Connectivity/ Desktop Computers / Document Scanners എന്നിവയുടെ വേഗത / പ്രവർത്തന ക്ഷമത എന്നിവ ഉറപ്പ് വരുത്തുക.
- vi. ഇ-ഓഫീസുമായി ബന്ധപ്പെട്ട എല്ലാ കാര്യങ്ങൾക്കും Nodal Officer ക്ക് ആവശ്യമായ സഹായം നൽകേണ്ടതാണ്.

ഇ-ഓഫീസ് മുഖേന ഫയൽ കൈകാര്യം ചെയ്യുന്നതിനും ഔദ്യോഗിക ഇ-മെയിൽ കൈകാര്യം ചെയ്യുന്നതിനും സഹായകമായ ഹാൻഡ് ബുക്ക് ഇതോടൊപ്പം അനുബന്ധമായി ചേർത്തിട്ടുണ്ട്. ഇ ഓഫീസ് നടപ്പാക്കുന്നതുമായി ബന്ധപ്പെട്ട് മേൽപ്പറഞ്ഞ നിർദ്ദേശങ്ങൾ ജീവനക്കാർ കൃത്യമായി പാലിക്കേണ്ടതാണ്. ഇതുമായി ബന്ധപ്പെട്ട് കൂടുതൽ വിവരങ്ങൾ ആവശ്യാനുസരണം ഈ ഓഫീസിൽ നിന്ന് പുറപ്പെടുവിക്കുന്നതാണ്.

Signed by
Venkatesapathy S las VENKATESAPATHY S IAS
Date: 27-03-2023 14:42:14 EXECUTIVE DIRECTOR

പകർപ്പ് :

- 1. കേന്ദ്ര കാര്യാലയത്തിലെ എല്ലാ ജീവനക്കാർക്കും
- 2. കേന്ദ്ര കാര്യാലയത്തിലെ എല്ലാ യൂണിറ്റ് മേധാവികൾക്കും.
- 3. ഔദ്യോഗിക വെബ്സൈറ്റിൽ പ്രസിദ്ധീകരിക്കുന്നതിനായി



Contents

1. Managing Your Email

a. View	2
b. Attachments	4
c. Set priority Mail	4
d. Undo Send	5
e. Dumpster	6
f. Add Personas (A role granted to the user)	6

2. Search

3. Calendar

a. Calendar sync.....	14
b. To create a custom calendar event with the content of the mail.....	24

4. Contact Book/Address Book

a. Share Address Book	25
b. How to create a new contact and Address book (Contact book)?.....	26
c. Automatically add contacts to emailed contact lists	28

5. Folders

a. How to share your folder?.....	29
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6. Briefcase	33
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7. Configuring POP3/IMAP Client

8. Reset your password

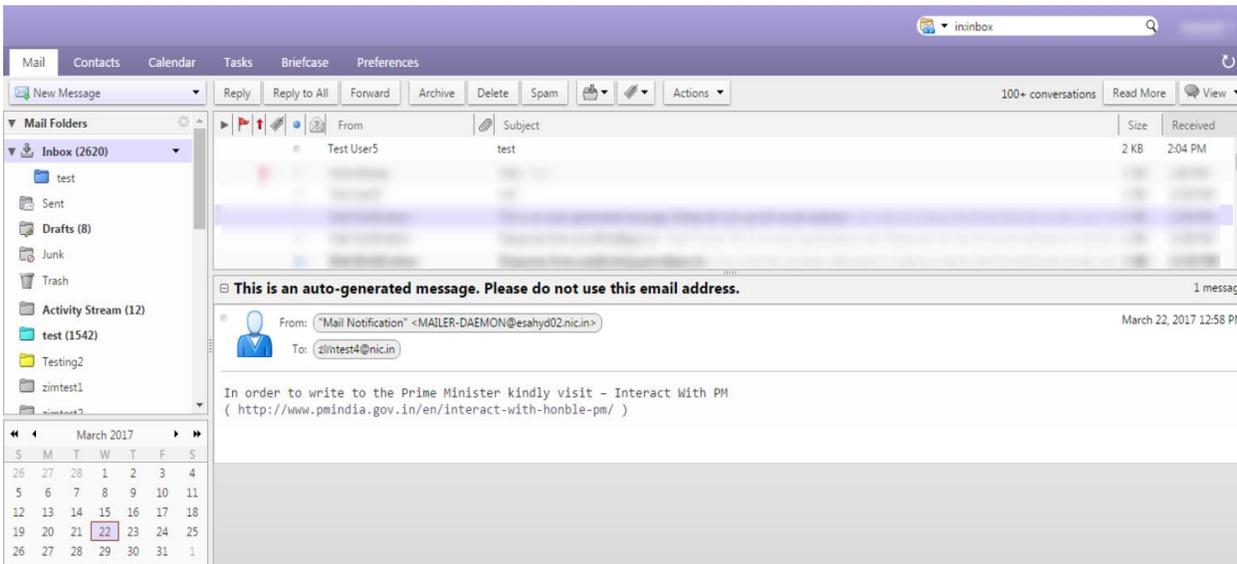
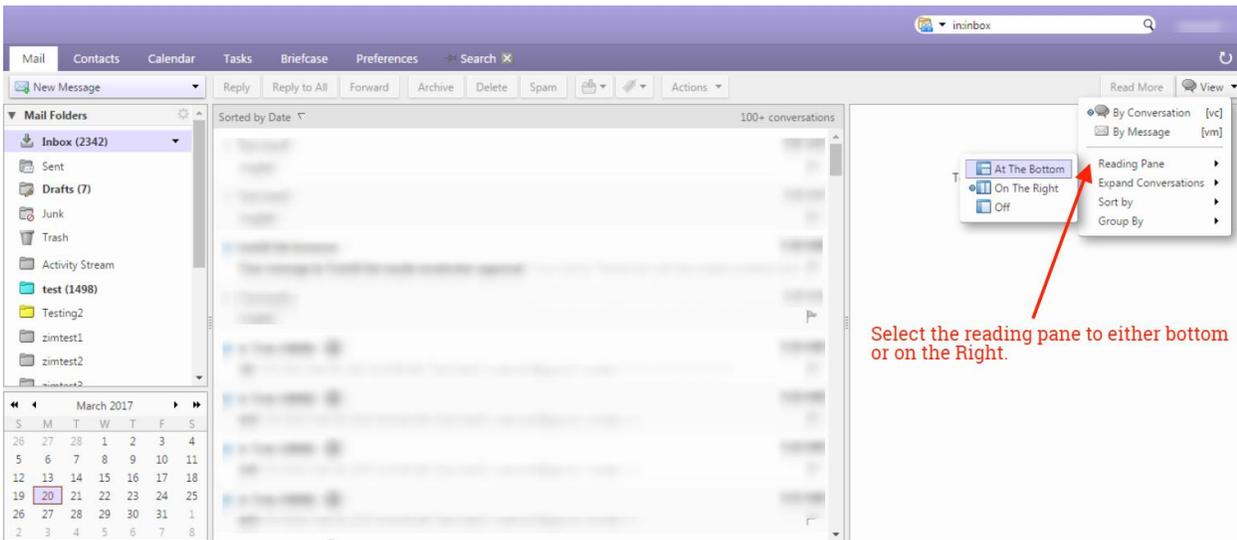
a. How to reset password.....	46
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9. Offline Mode

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.**

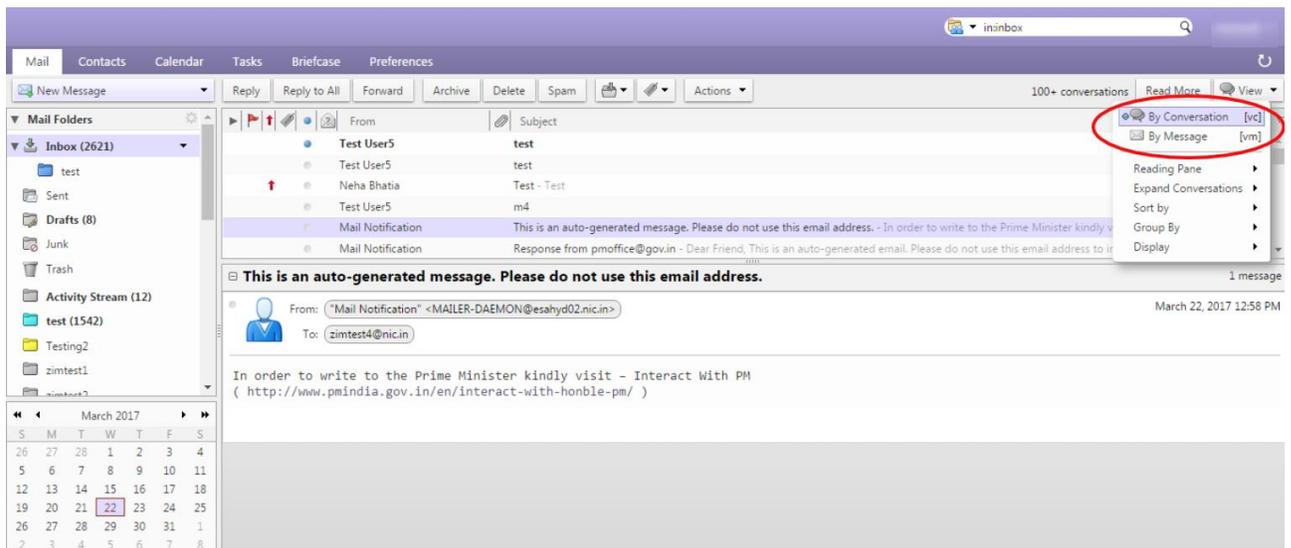
Conversations can be in your Inbox another in your sent folder, and others in another folder. If you move a conversation from one folder to another, all messages within that conversation are also moved to that folder. Messages in the Sent folder and in the Trash folder are not moved.

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.

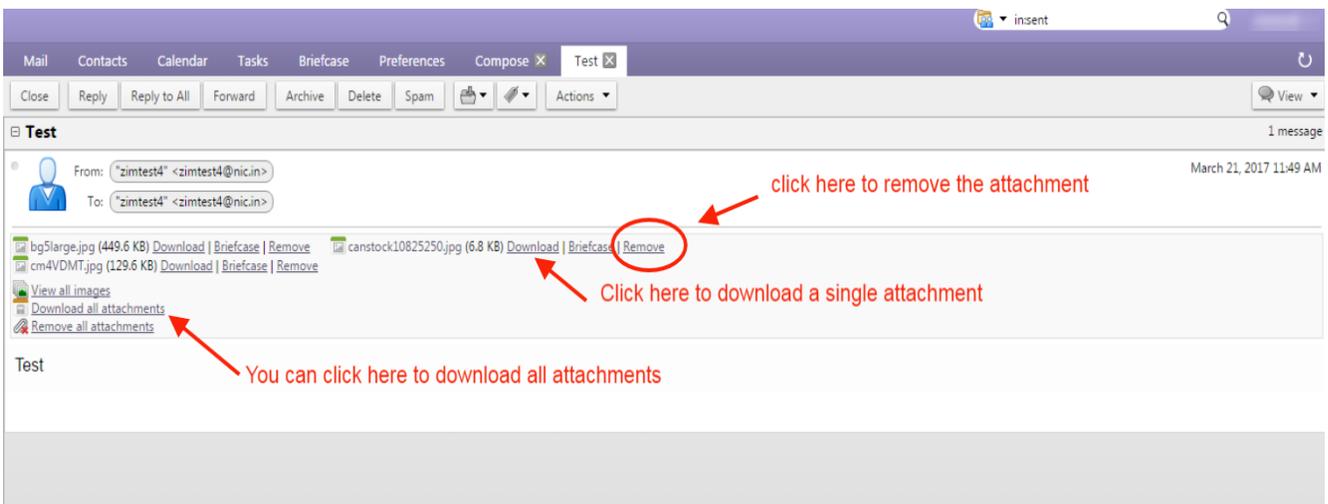
- i. Select one or more files from your desktop and hold down the cursor on the file(s) to be attached.
- ii. Drag the files to the message header area and release the cursor. The file names are displayed in the header.

a. Removing an Attachment

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

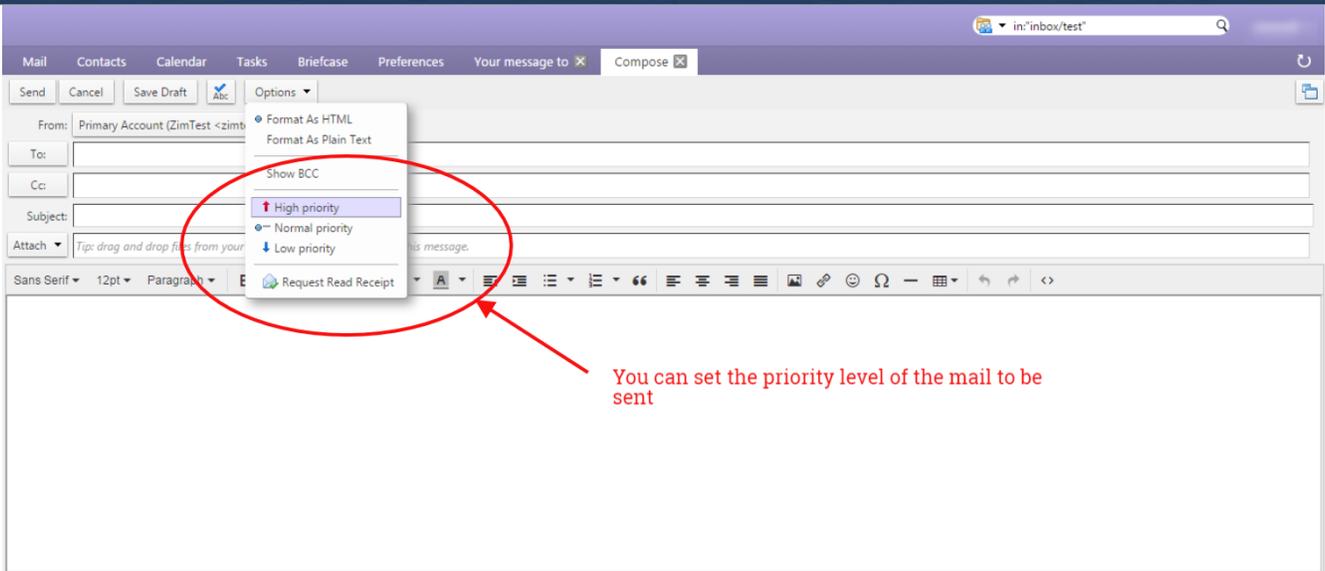
User can download/remove all attachments

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**”.



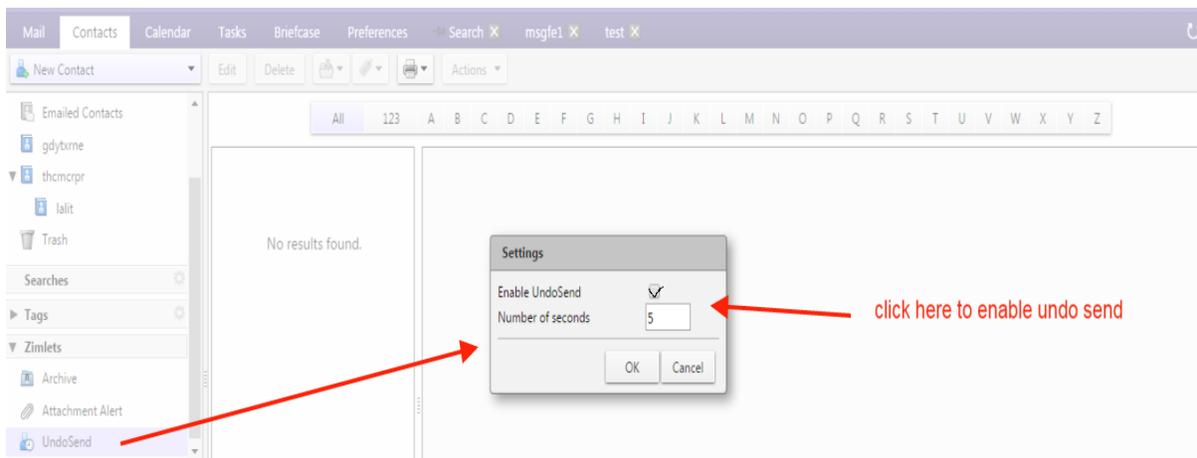
c. Set priority Mail

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.



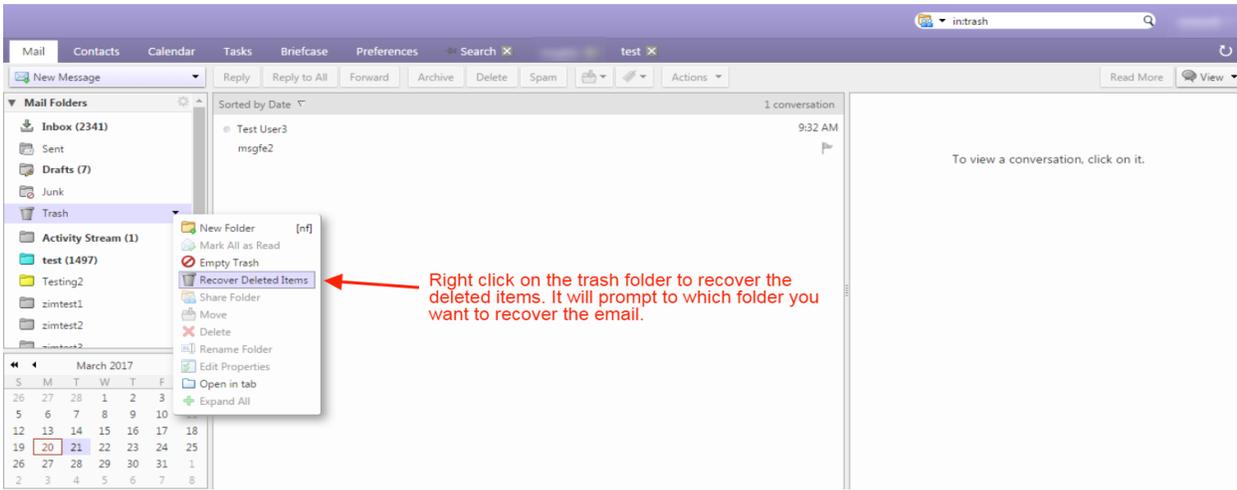
d. Undo Send

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

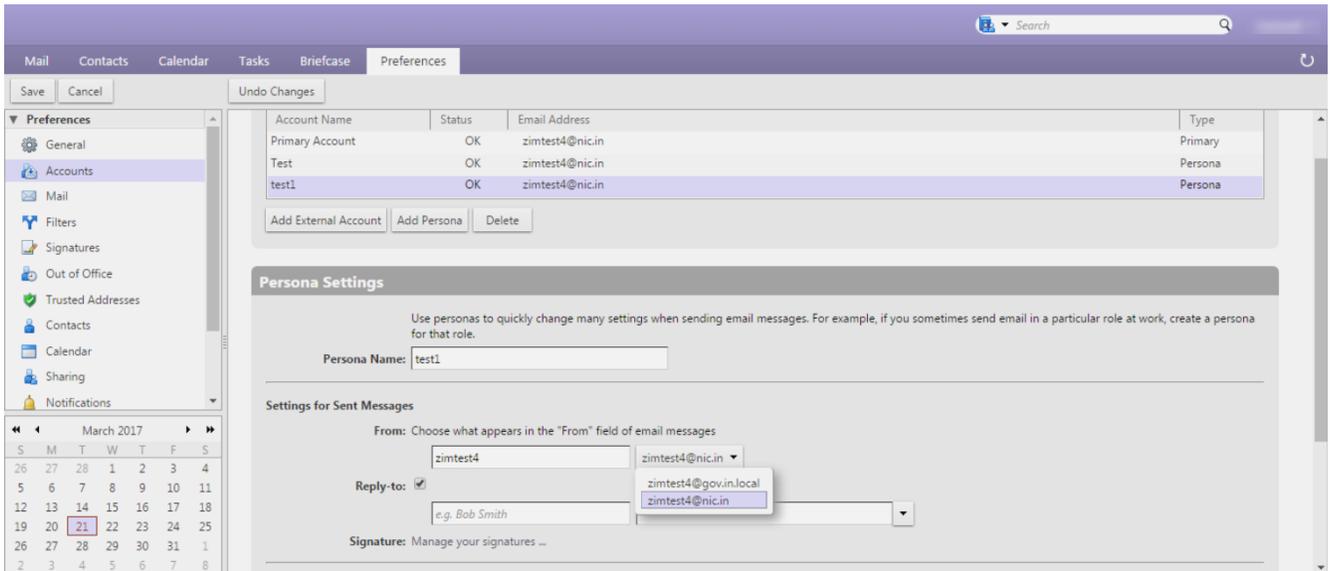
User can restore all the deleted mails from the trash folder within the defined number of days (i.e. within the timestamp of 90 days).

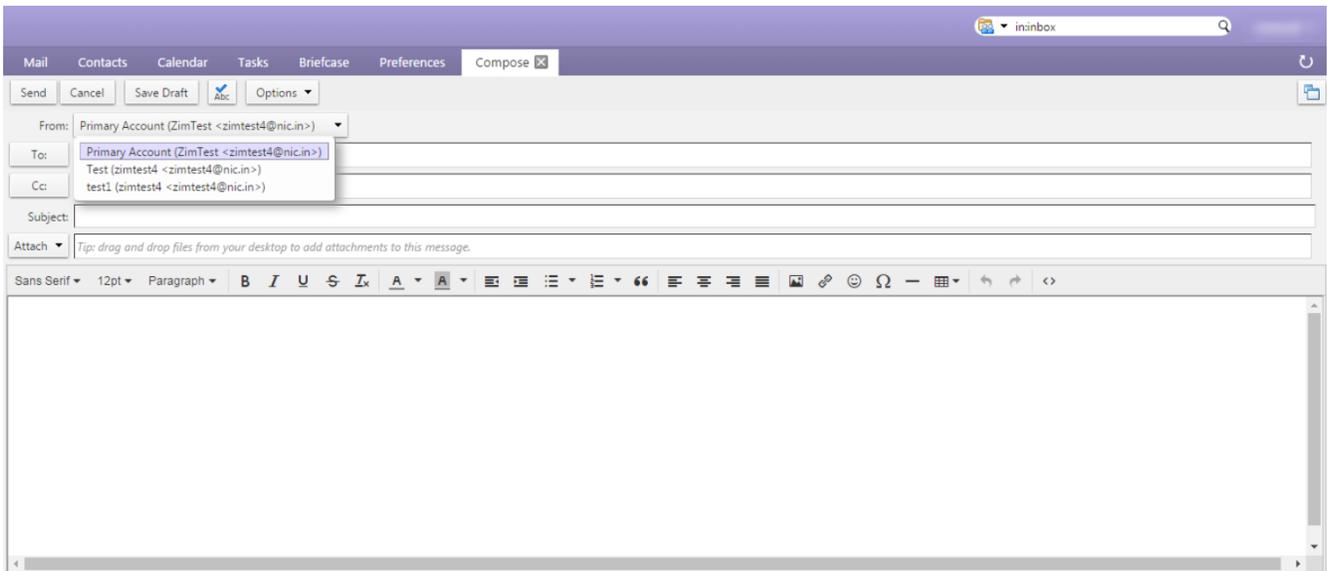


f. Add Personas (A role granted to the user)

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.

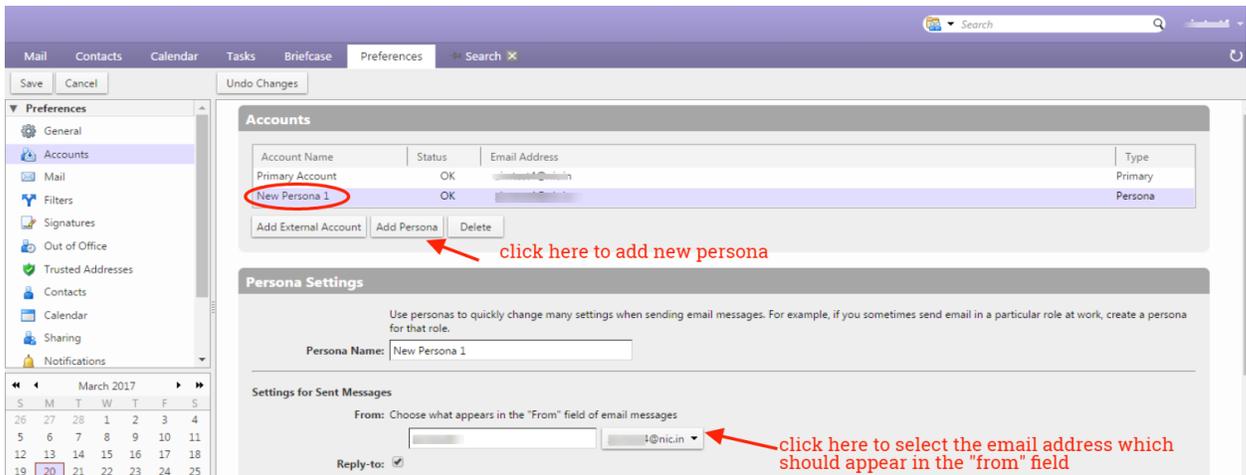
iv. In the Settings for Sent Messages section, specify the “From” information for this persona.

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.

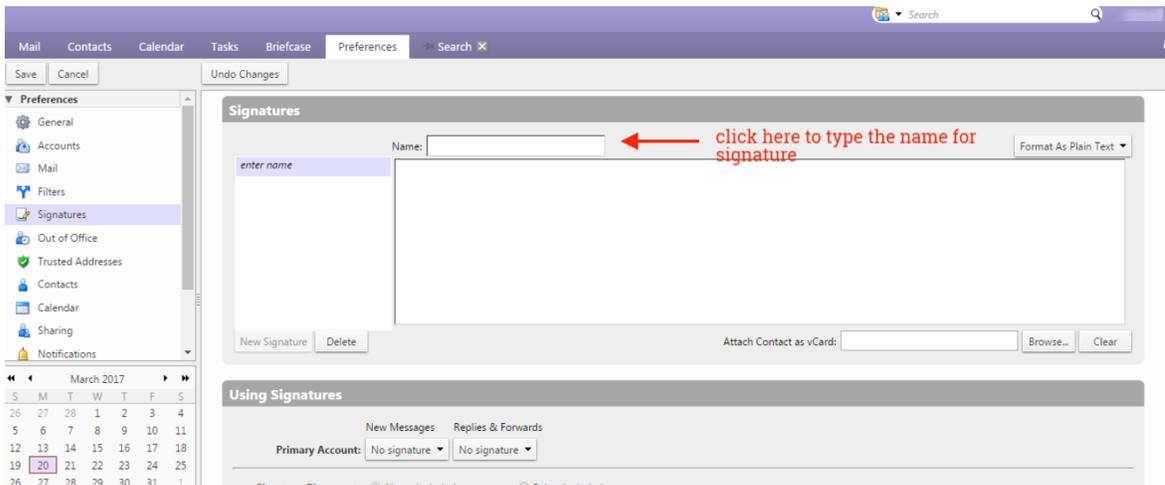
In the drop-down menu next to the text box, select the email address from which to send messages.

****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...

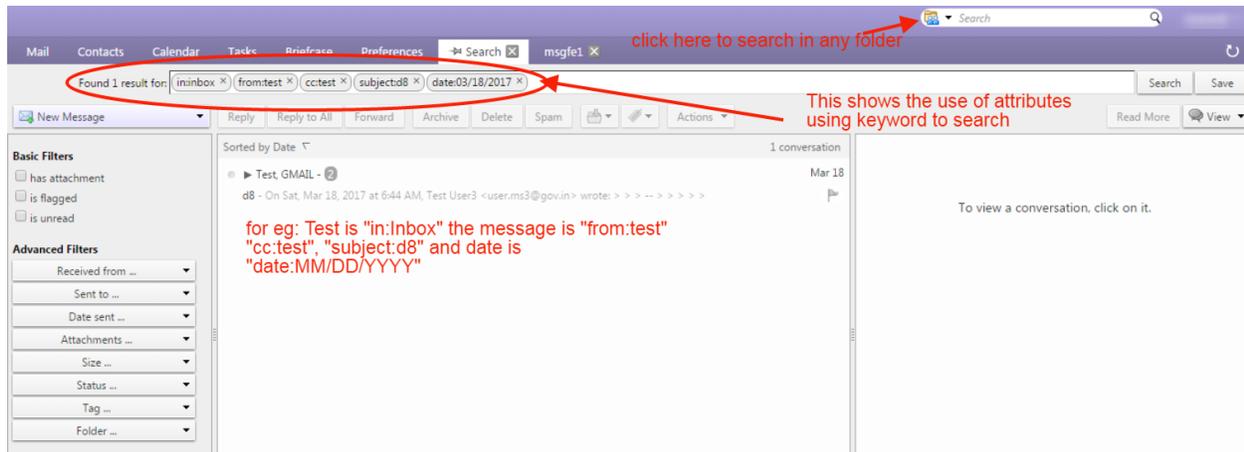


- vii. To automatically **Use this persona** when replying to messages sent to a specific email address or when forwarding messages from that address, select when replying or forwarding messages sent to, and type the email address in the text box. If you are entering more than one email address, separate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



- 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".



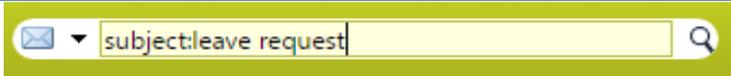
- ii. **to:** It specifies one of the people **to whom the email was addressed** in the **To:** header.



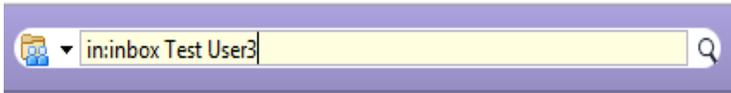
- iii. **cc:** It specifies a recipient in the **cc:** header of the message.



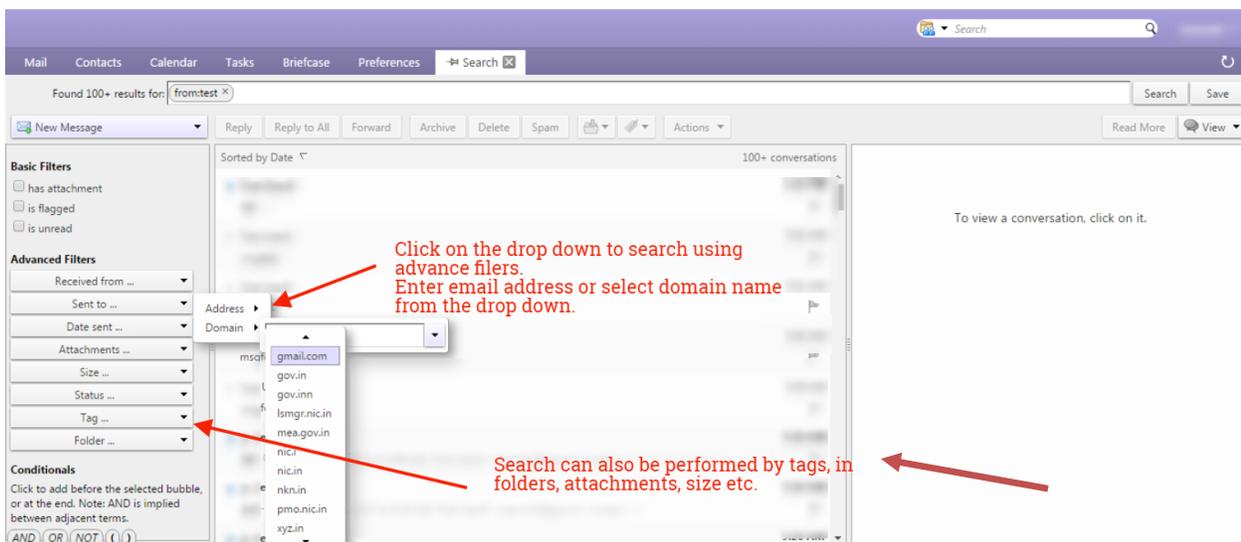
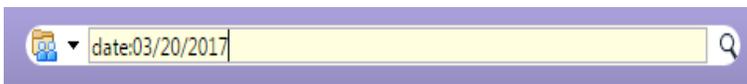
- iv. **subject:** It specifies text that must **appear in the subject** header of the message. An **example** might be **subject: new vacation policy**.



- 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.



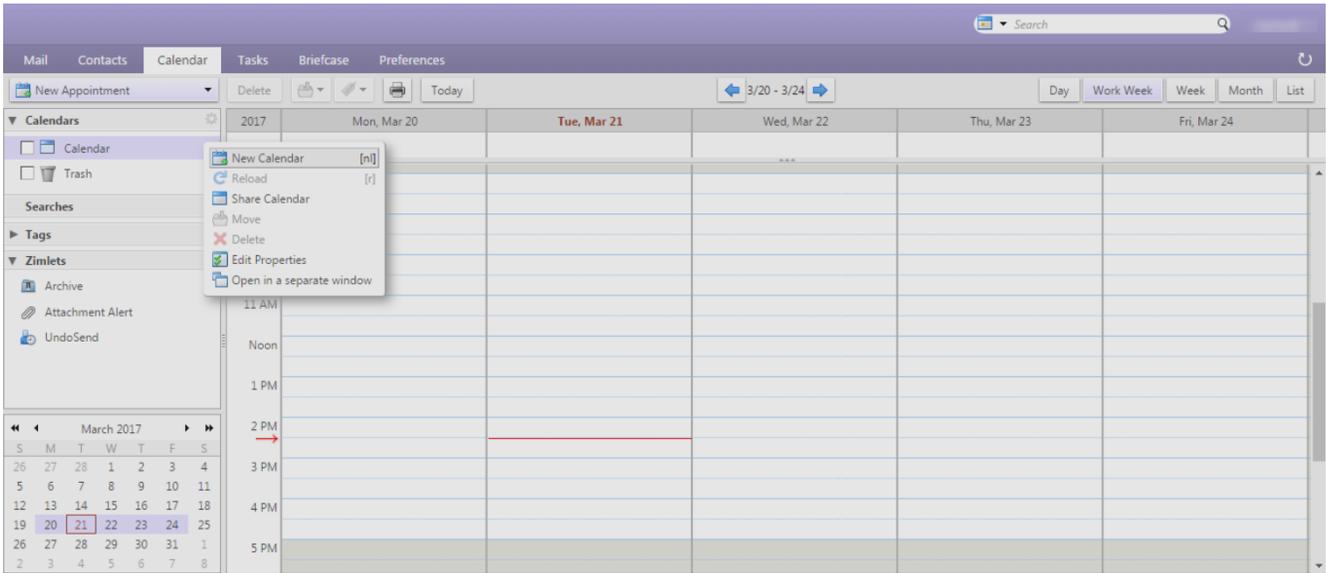
- vi. **date:** Use this keyword search messages for a specific date, using the format that is default for your browser's locale (format is **MM/DD/YYYY**). For example, **date:2/1/2007** would find messages dated February 1, 2007. The **greater than (>)** or **less than (<)** symbols can be used instead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



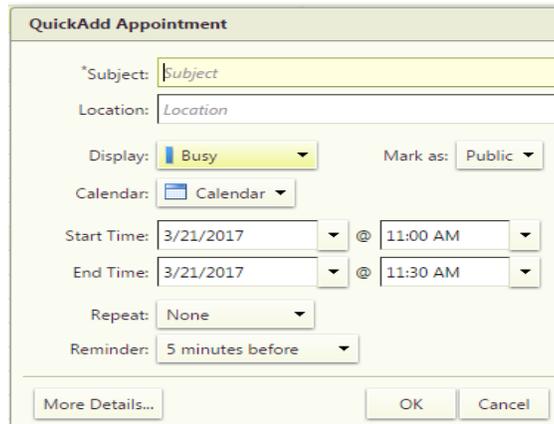
Please click here to view advance search keywords:-<https://email.gov.in/public/docs/Advance-Search.pdf>

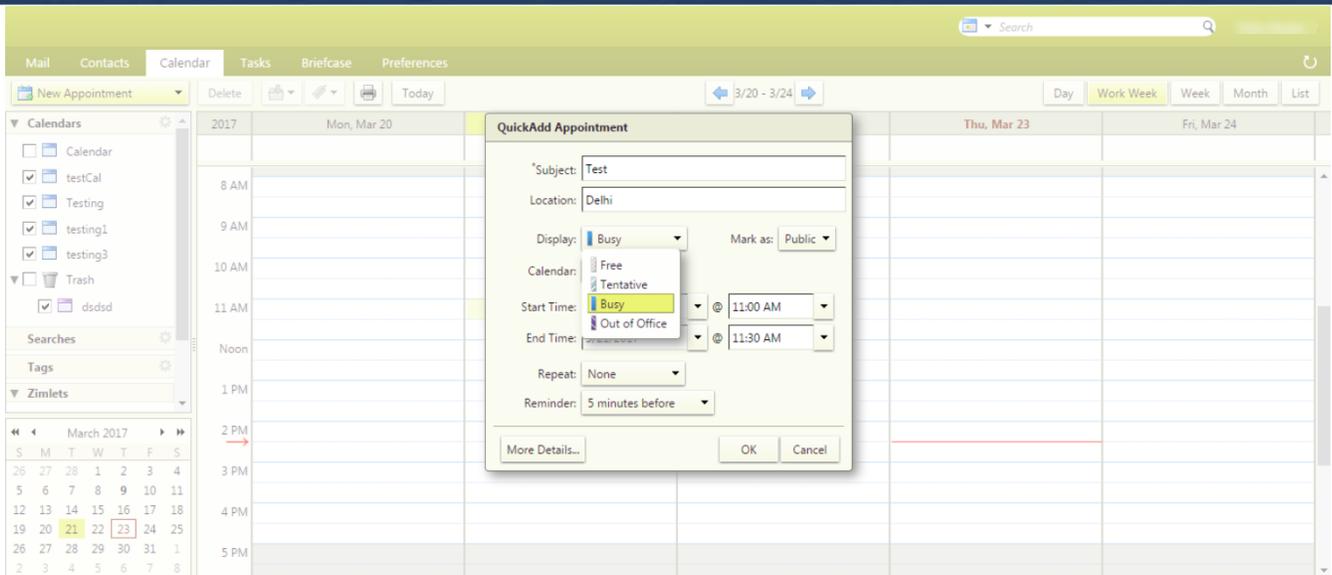
3. Calendar

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.

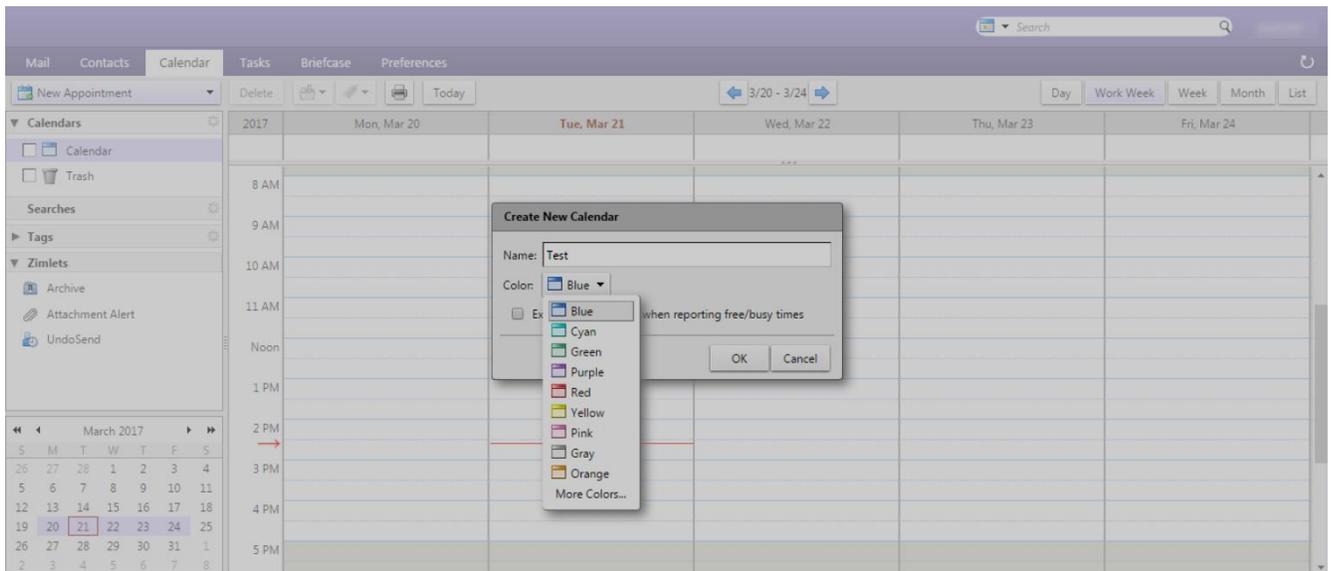


You can change the color of your calendar by clicking on new calendar, a window of create new calendar appears. You can quick add the appointments by double clicking on the calendar screen.

A screenshot of the 'QuickAdd Appointment' dialog box. It contains the following fields and controls: '*Subject: Subject', 'Location: Location', 'Display: Busy' (dropdown), 'Mark as: Public' (dropdown), 'Calendar: Calendar' (dropdown), 'Start Time: 3/21/2017 @ 11:00 AM' (dropdowns), 'End Time: 3/21/2017 @ 11:30 AM' (dropdowns), 'Repeat: None' (dropdown), and 'Reminder: 5 minutes before' (dropdown). At the bottom, there are buttons for 'More Details...', 'OK', and 'Cancel'.



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

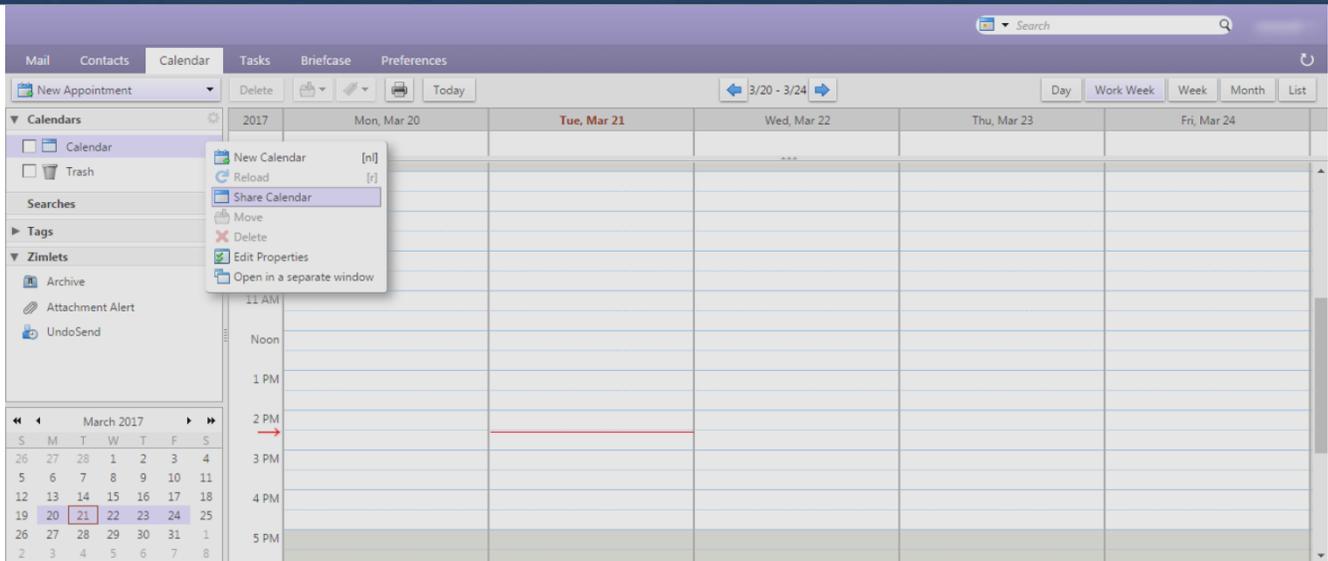


The calendar can also be shared with internal users or group, external users and public (view only, no password is required).

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:

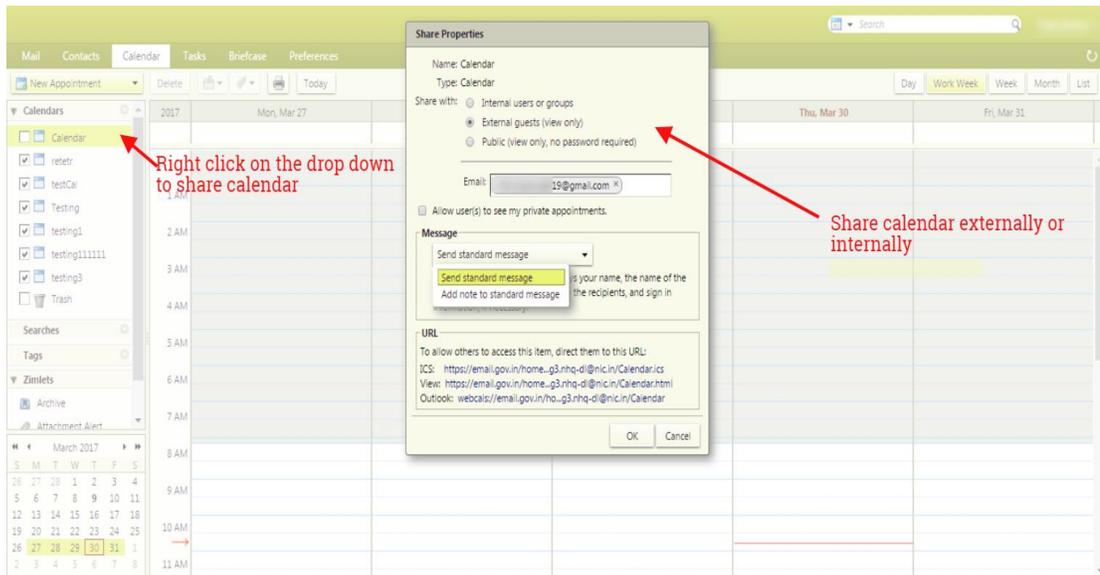
Enter the email address to which the calendar will be shared

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.

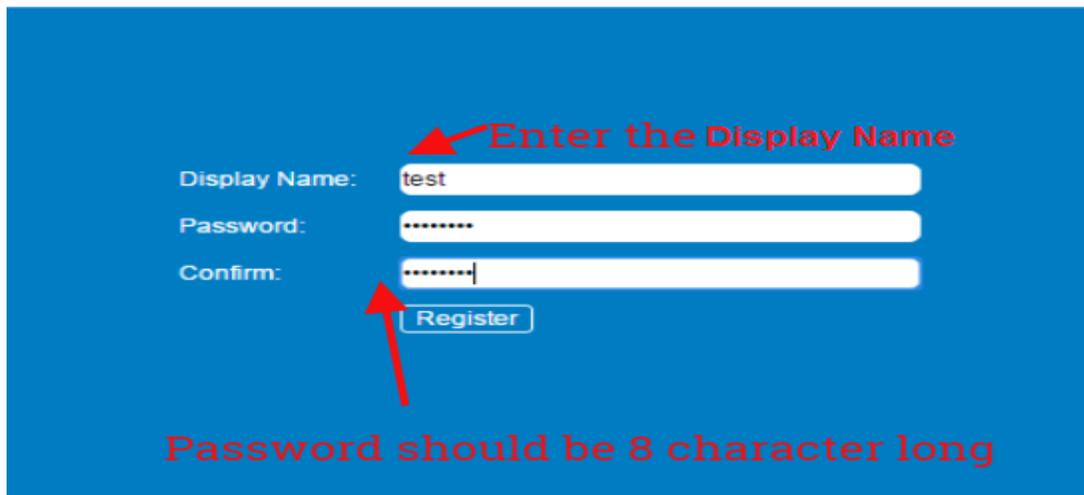
For external guests

- 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.



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)

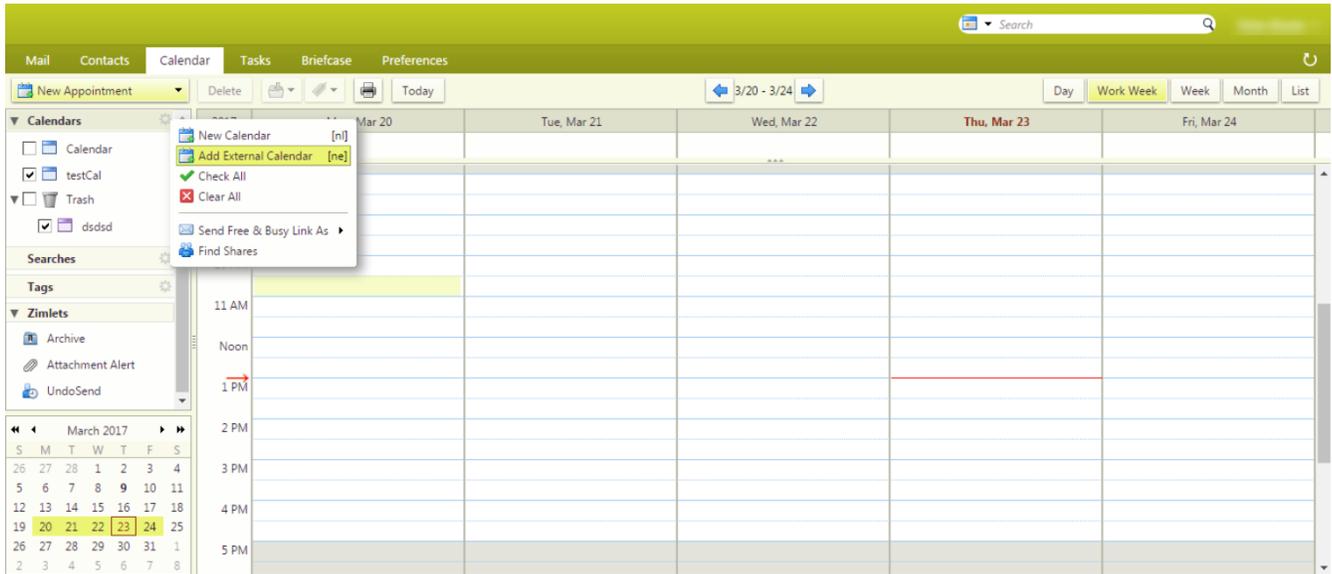
This will redirect you to a page which will show the calendar shared.

a. Calendar sync

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

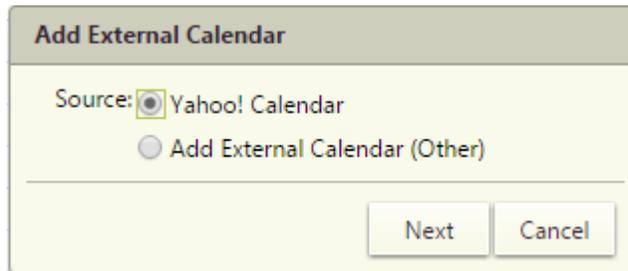
For Web

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.

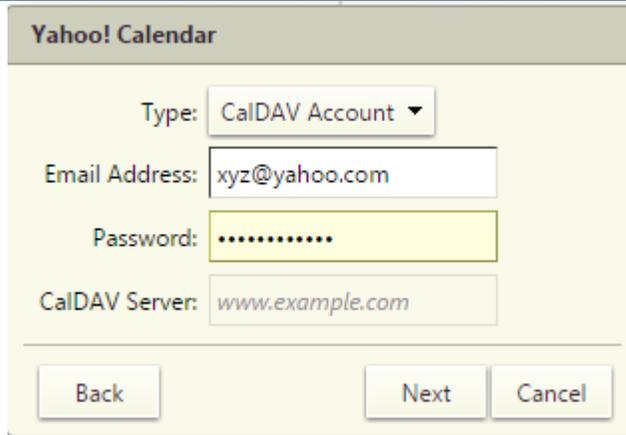


To add Yahoo calendar

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

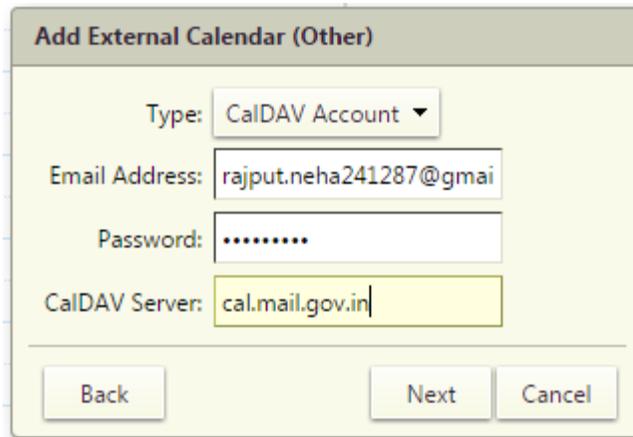
Password:

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 ▾

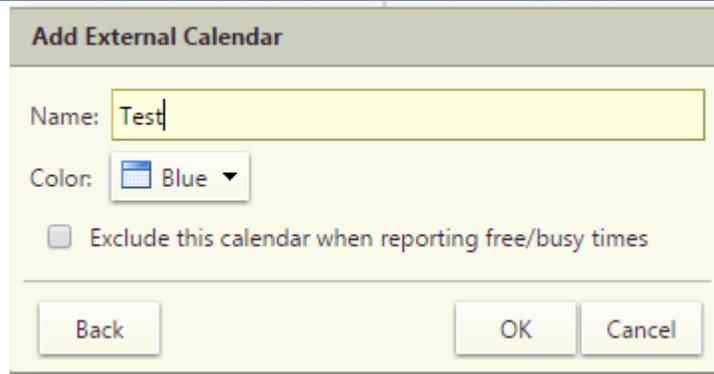
Email Address: rajput.neha241287@gmai

Password:

CalDAV Server: cal.mail.gov.in

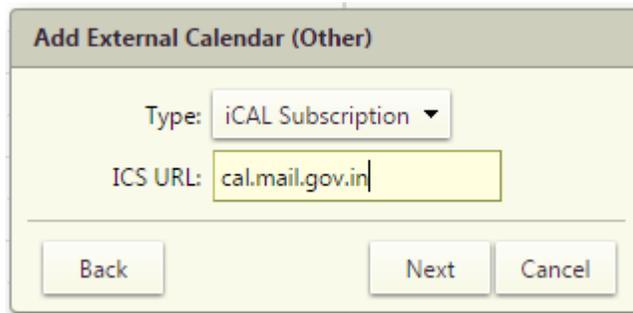
Back Next Cancel

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



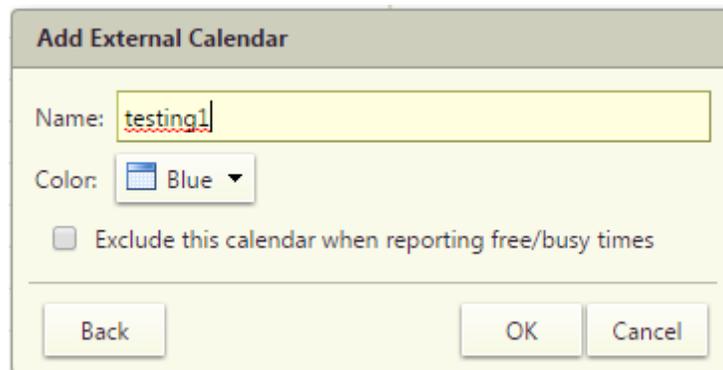
The dialog box is titled "Add External Calendar". It contains a text field for "Name" with the value "Test". Below it is a "Color" dropdown menu set to "Blue". There is an unchecked checkbox labeled "Exclude this calendar when reporting free/busy times". At the bottom, there are three buttons: "Back",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

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



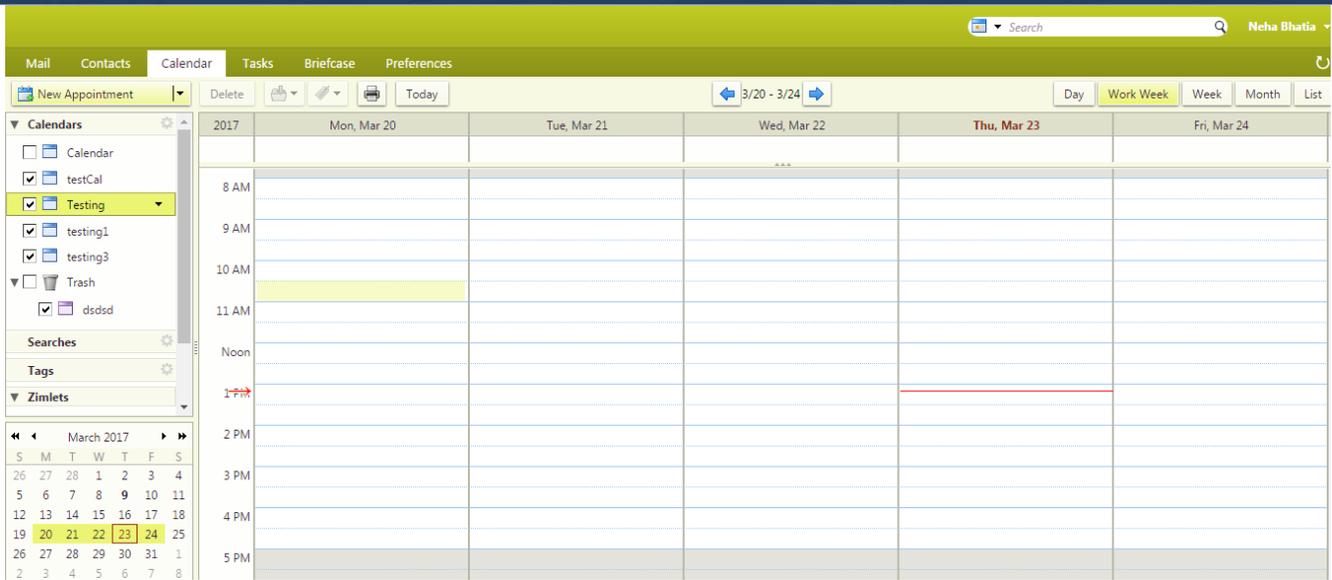
The dialog box is titled "Add External Calendar (Other)". It features a "Type" dropdown menu set to "iCAL Subscription". Below it is a text field for "ICS URL" containing "cal.mail.gov.in". At the bottom, there are three buttons: "Back", "Next", and "Cancel".

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

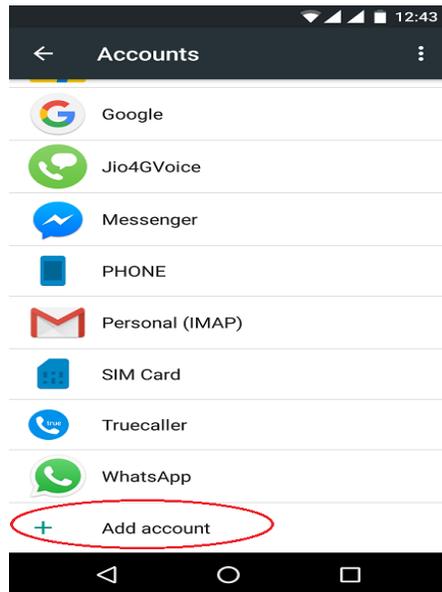
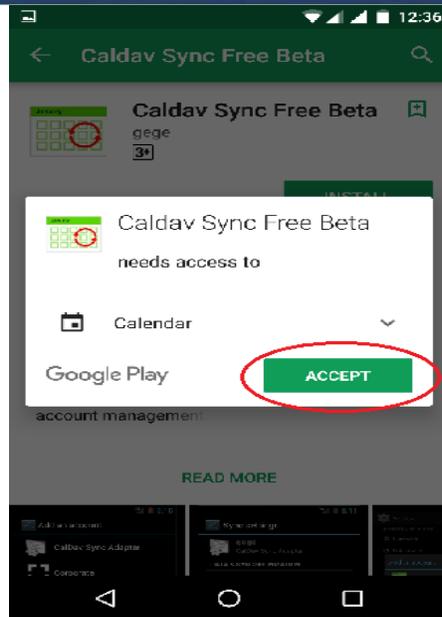
You can sync your calendar to your phone whenever required. All the data will automatically sync to your phone's calendar. There are two type of devices in which you can sync your calendar.

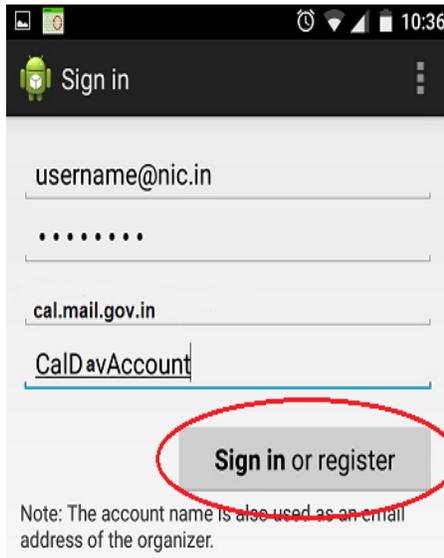
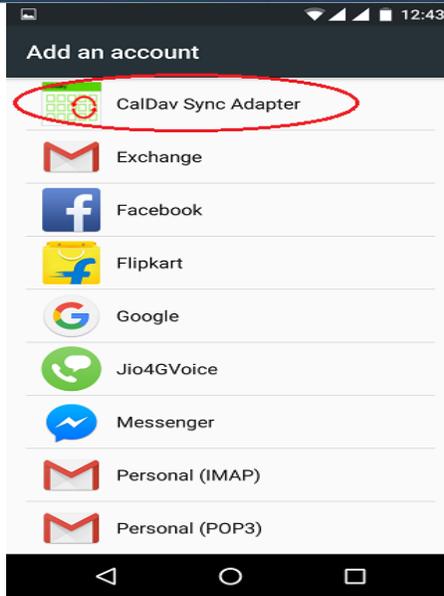
- a. Android
- b. Iphone(IOS)

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.

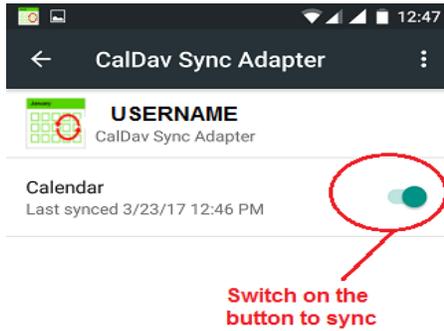




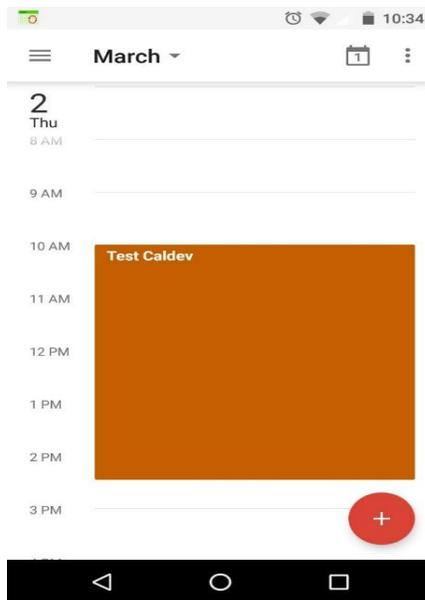
d) Enter username, password and account name

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.

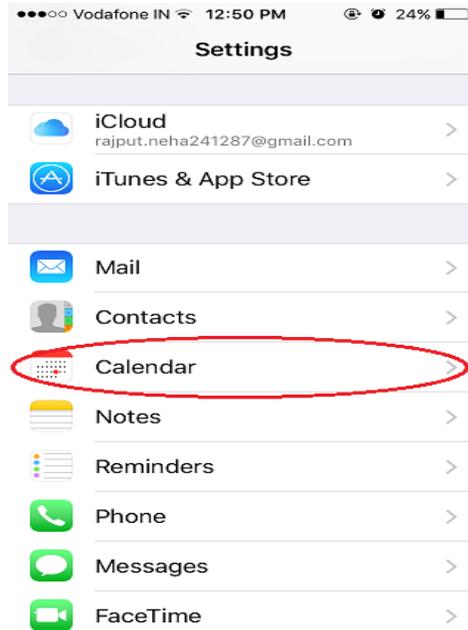


f) Select calendar sync and then open calendar from the menu and check for synced calendars –

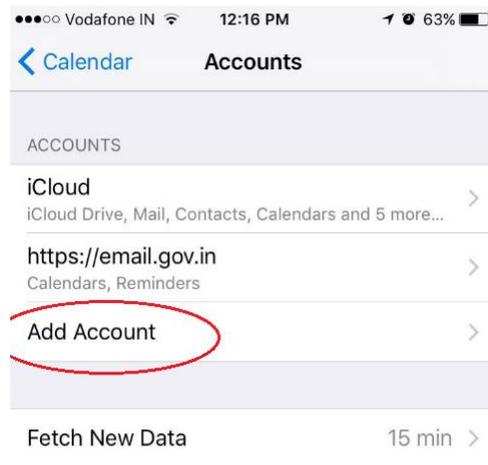


ii. Steps to sync calendar in iPhone device –

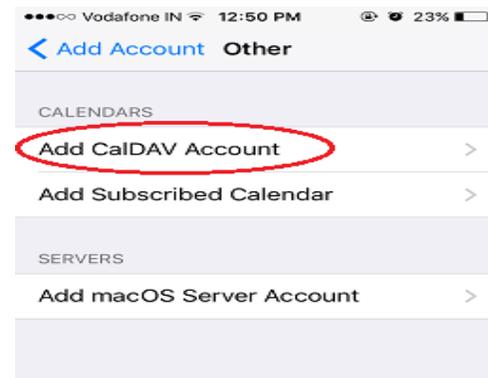
- a) In your Iphone, go to settings and select calendar.
- b) Now select accounts in calendar



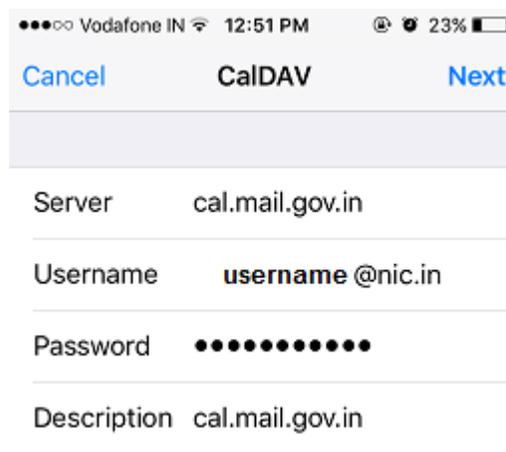
c) The next step would be to add accounts



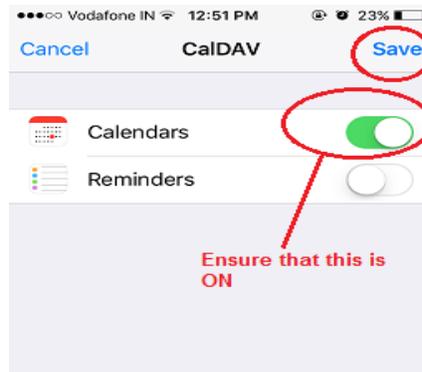
d) It will prompt you to add CalDav account



g) Enter Username, password and Description



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

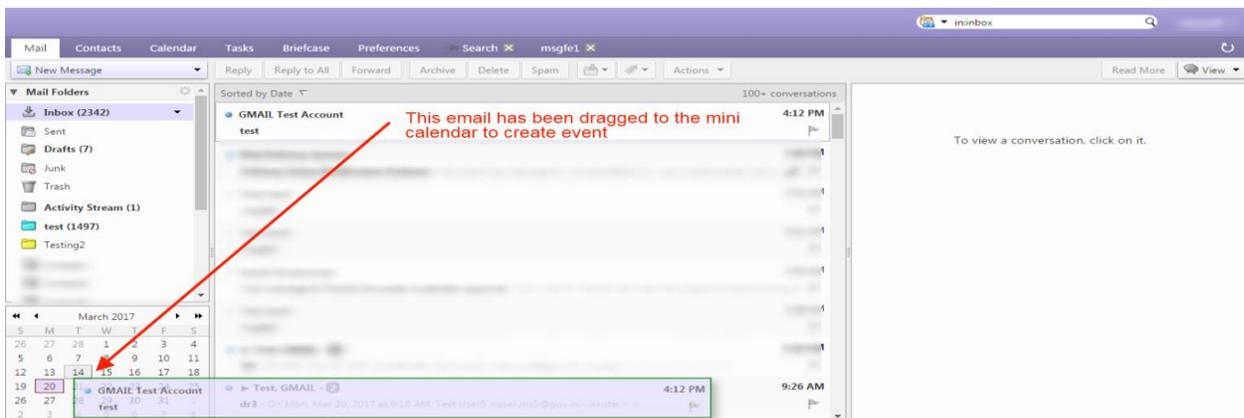


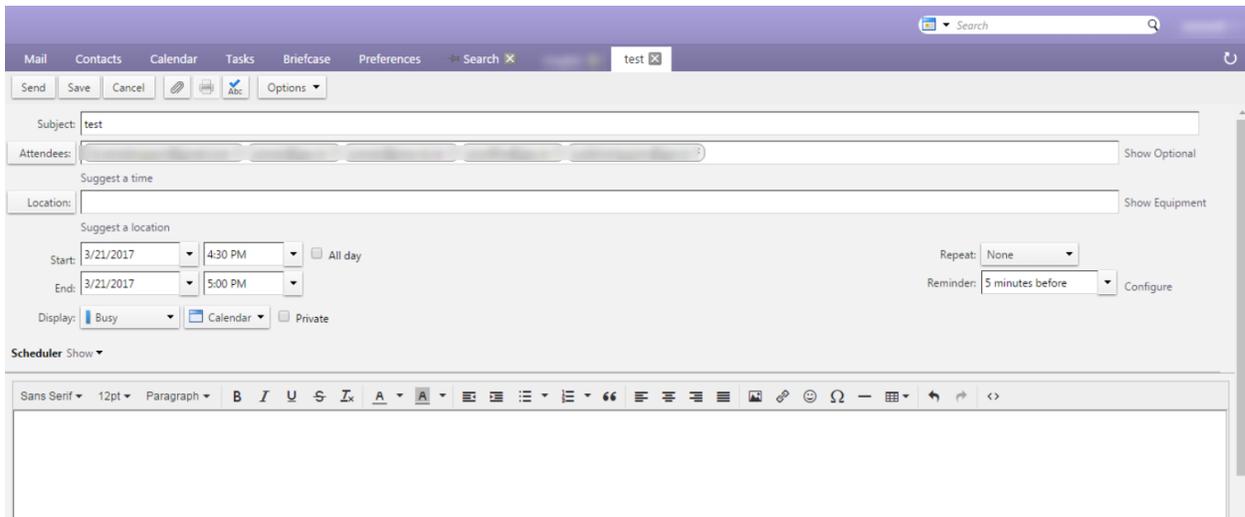
i) Open Calendar in the menu of the phone to verify the synced appointments –



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.

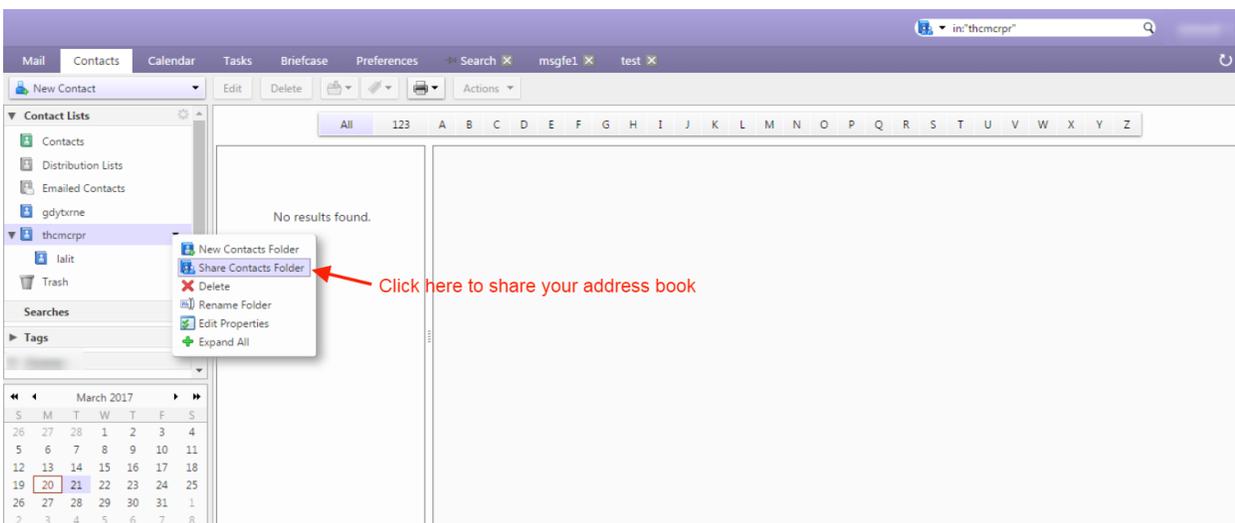




4. Contact Book/Address Book

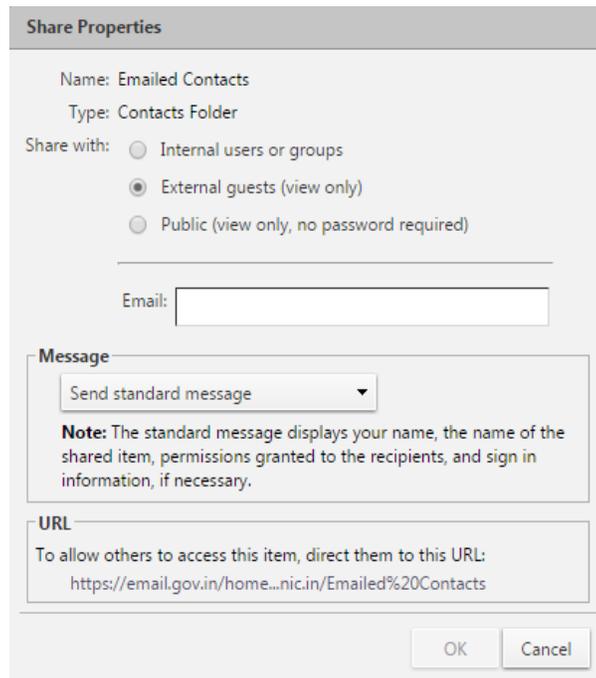
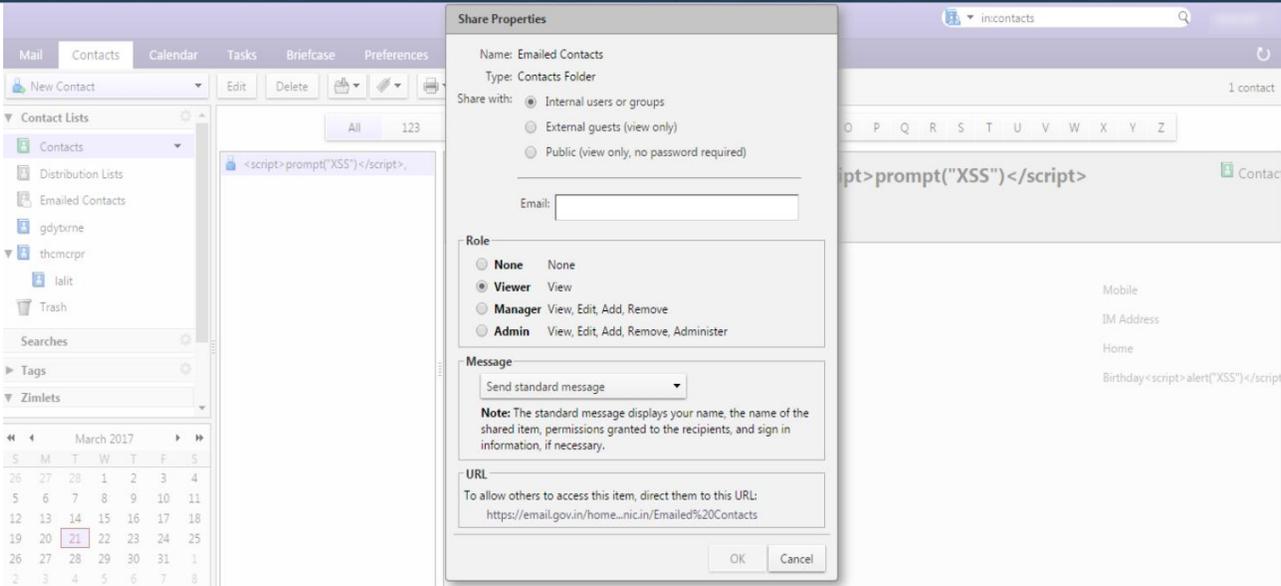
a. Share Address Book

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.



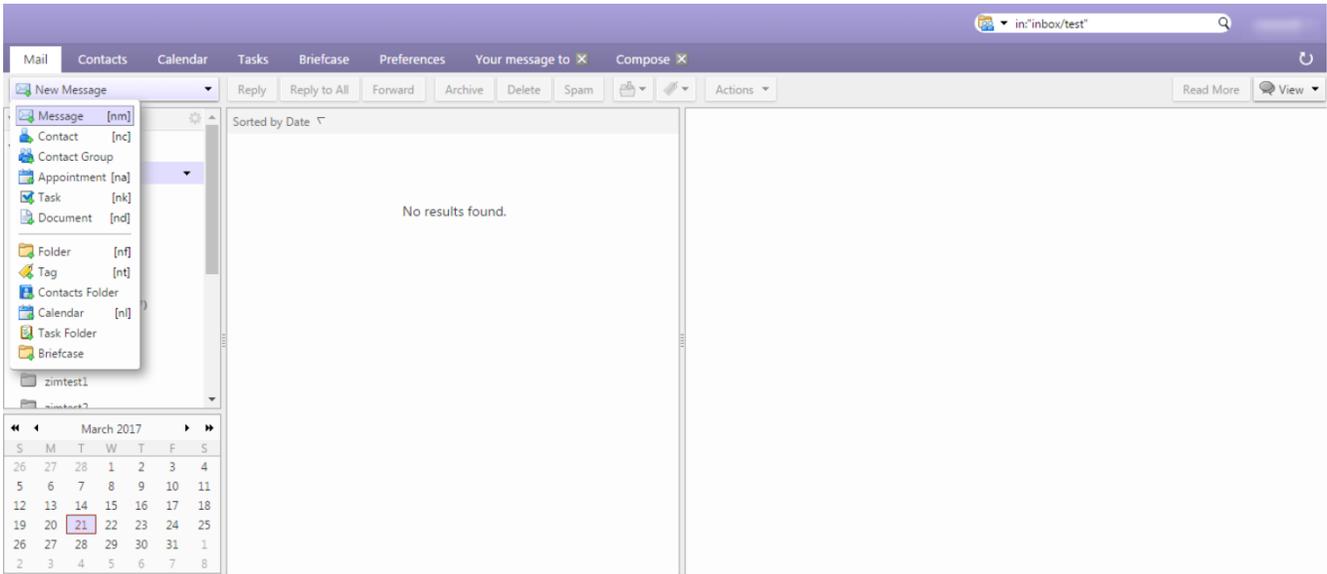
You can share your contact folder with internal users or group, external users or with public.

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.



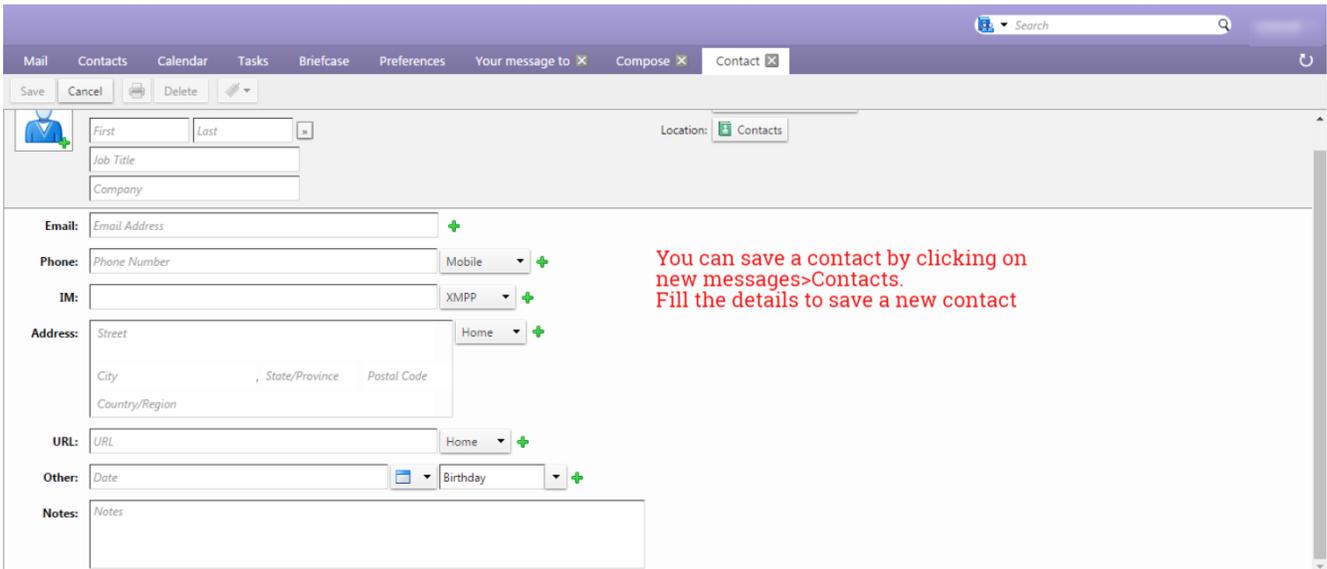
b. How to create a new contact and Address book (Contact book)?

- 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:-

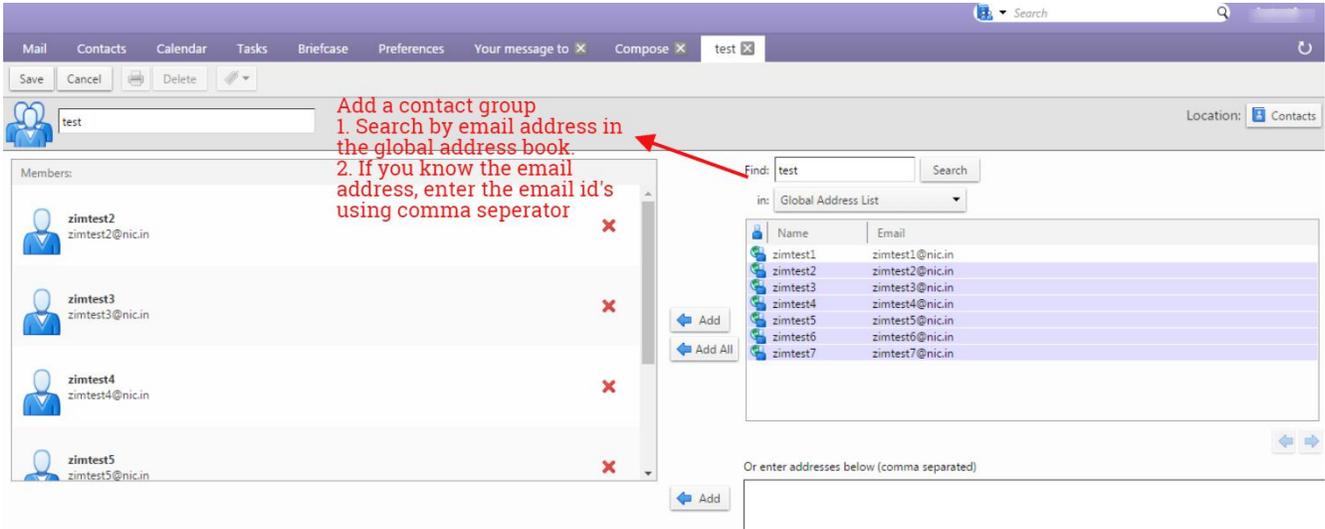
- ii. Click on save after filling the details in the form.



Contact group

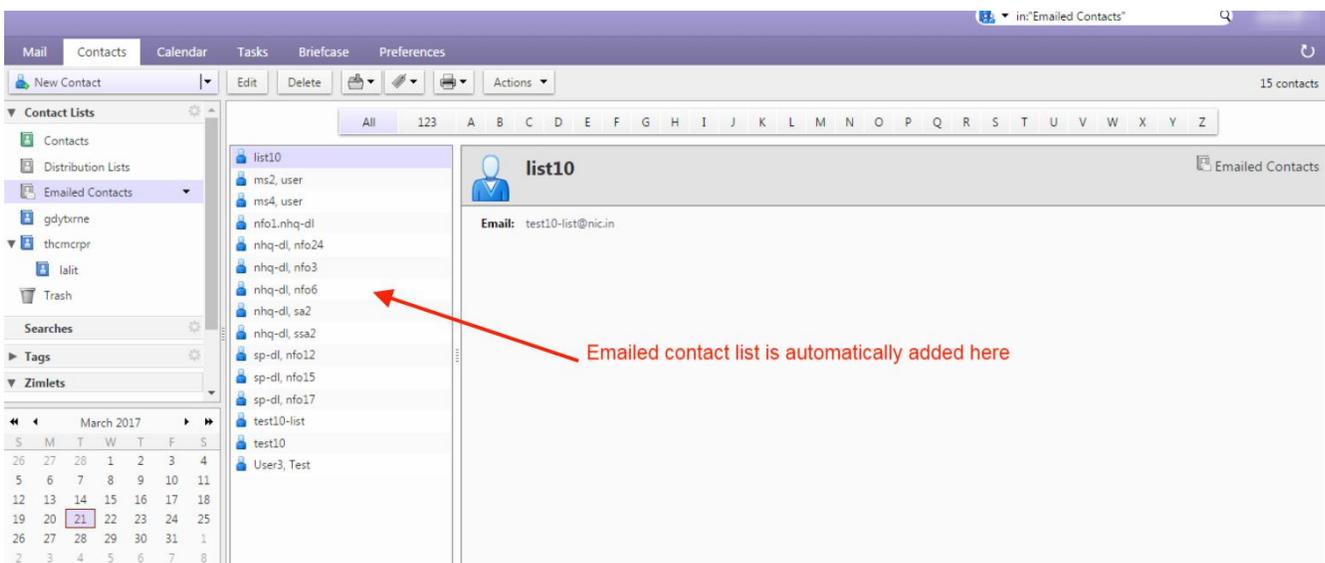
- i. You can make a list of contact group by selecting the contact group option from the “New Message” drop down.
- ii. You can name the group and select the email id’s from the global address book or you can also enter the email id’s in the space provided using a comma separator.

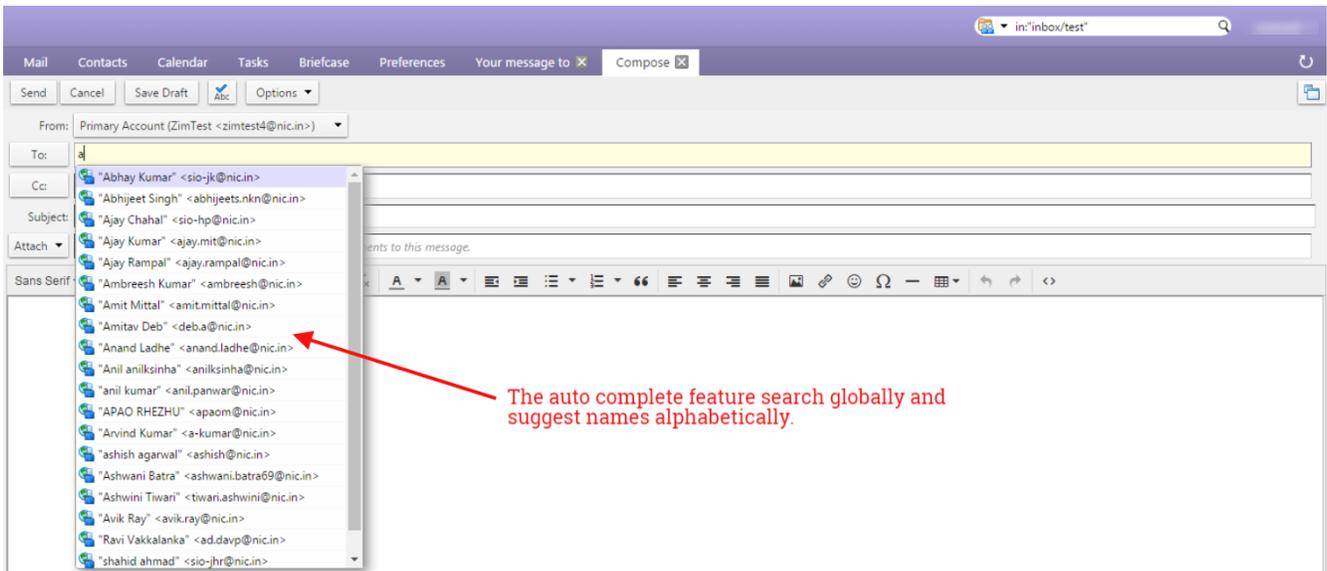
- iii. Click on **Add** or **Add all** button to add the contacts individually or in a group.
- iv. The group made can be directly used while composing an email and entering the group name. All the email address present in the group will be added to the “TO” of the new message. You can edit the list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

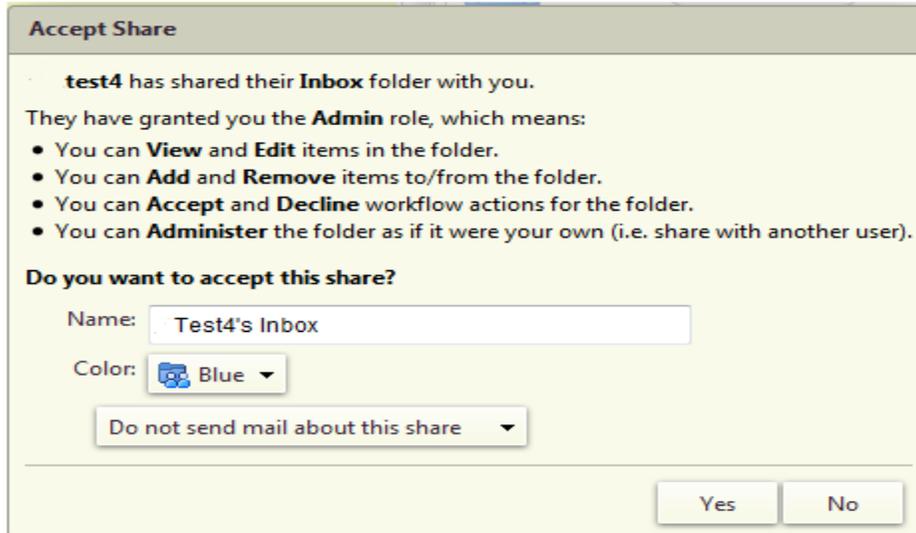
An internal and external user can have the following roles:

- 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:

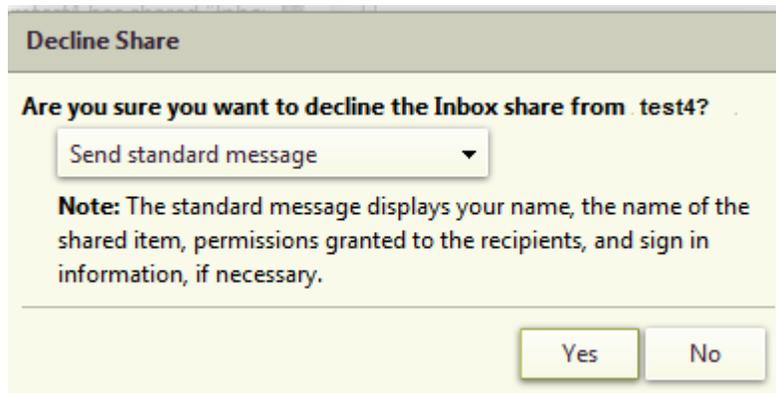
- You can **View** and **Edit** items in the folder.
- You can **Add** and **Remove** items to/from the folder.
- You can **Accept** and **Decline** workflow actions for the folder.
- You can **Administer** the folder as if it were your own (i.e. share with another user).

Do you want to accept this share?

Name:

Color:

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



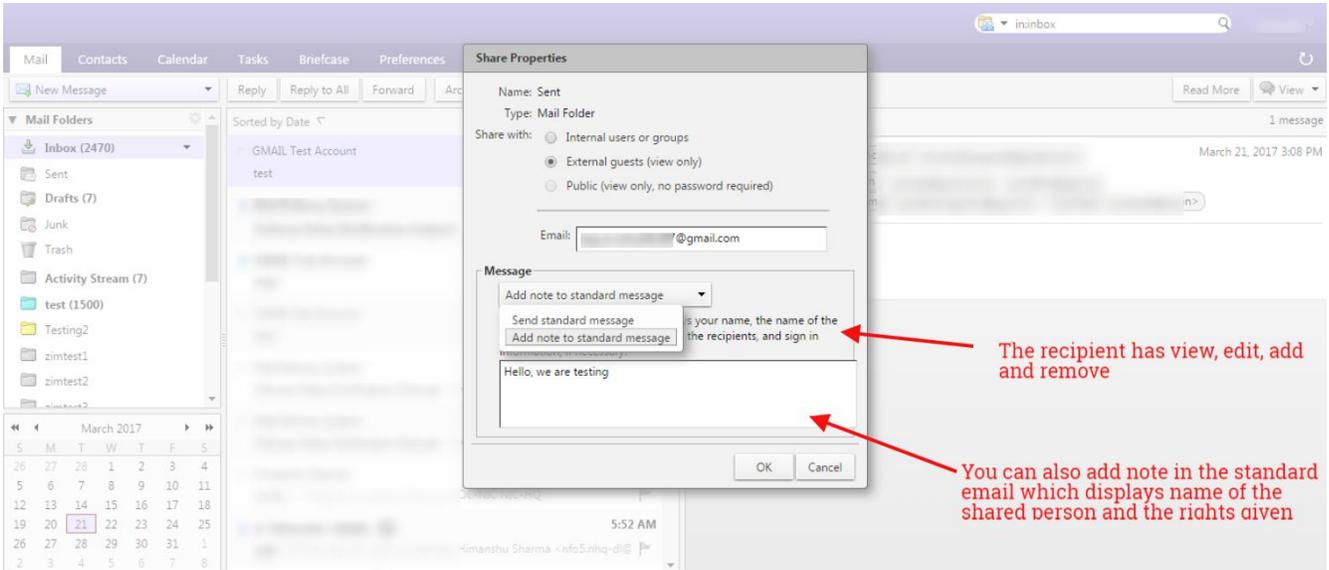
Decline Share

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

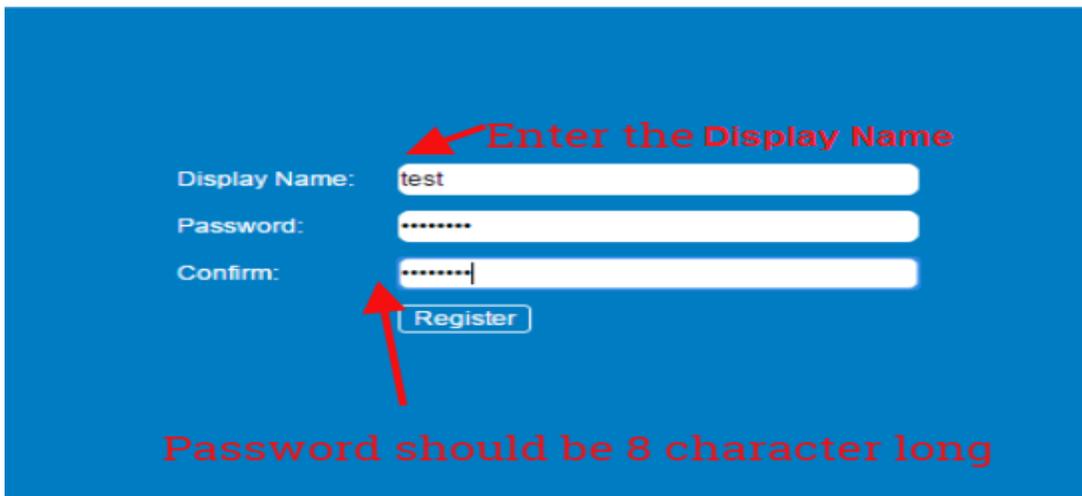
Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.

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.

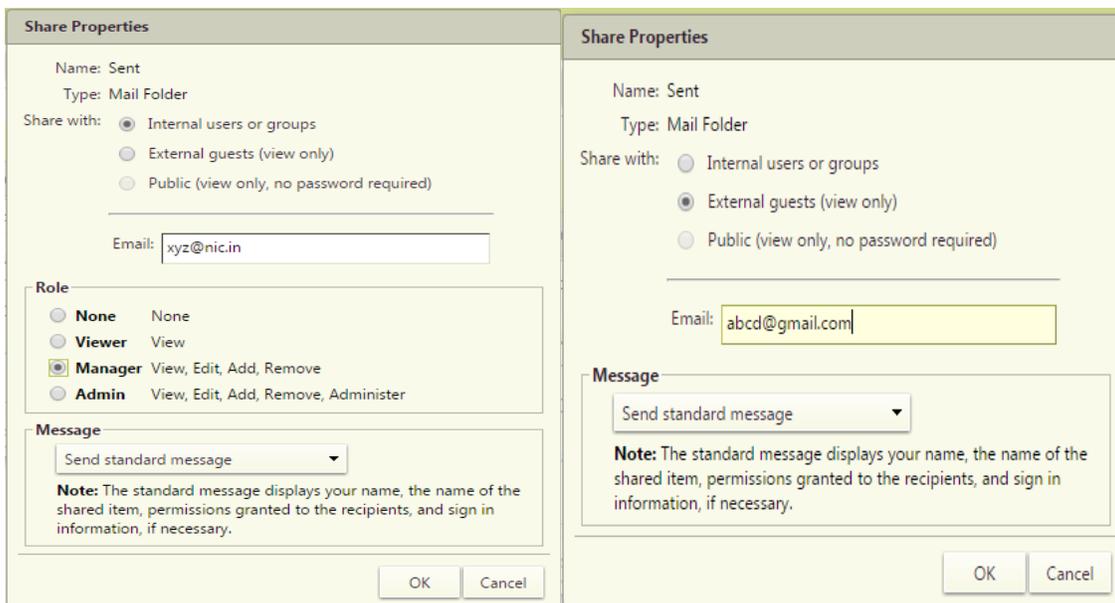
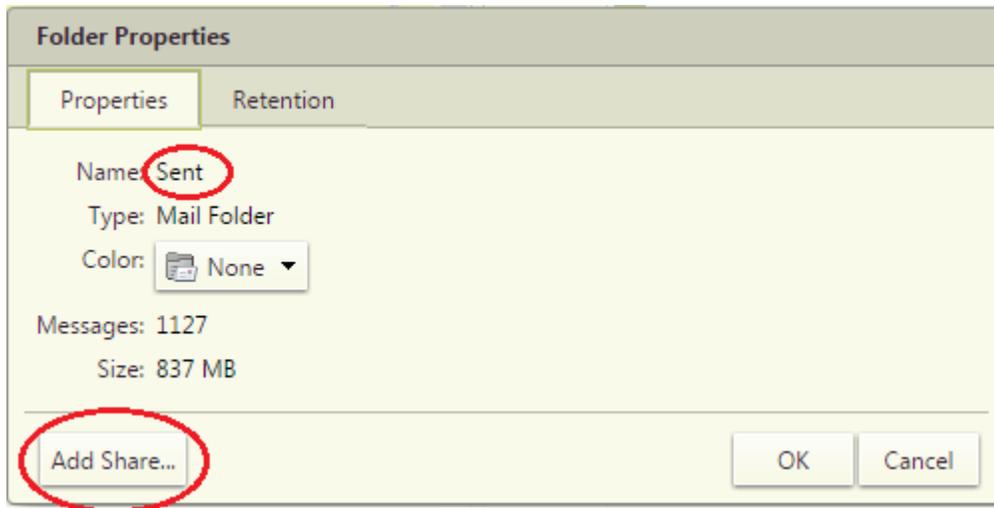


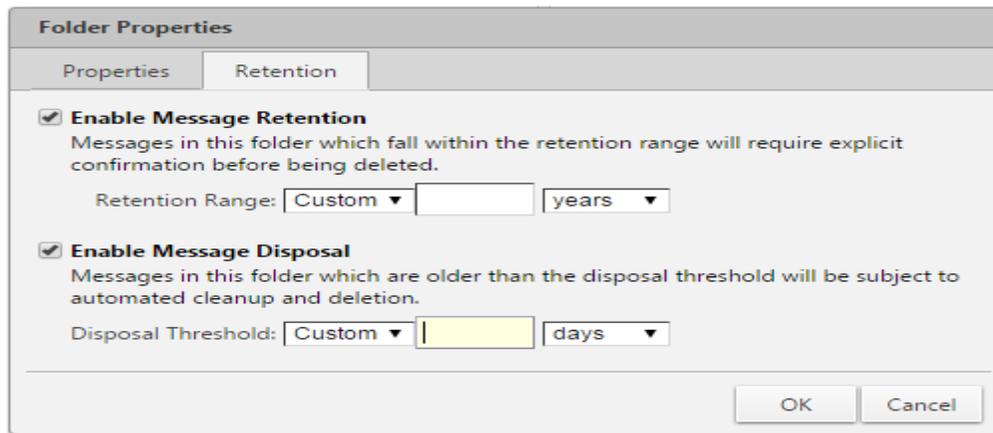
This external email address will be registered to **email.gov.in**. For the next login, enter your external email address in the format (**eg:** username.gmail.com@nic.in)

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.

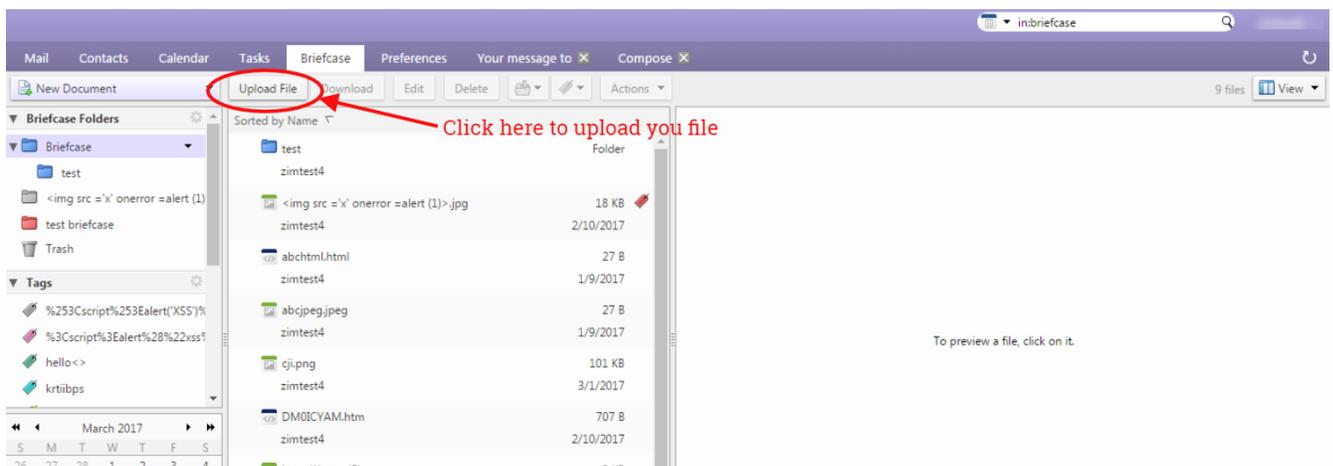




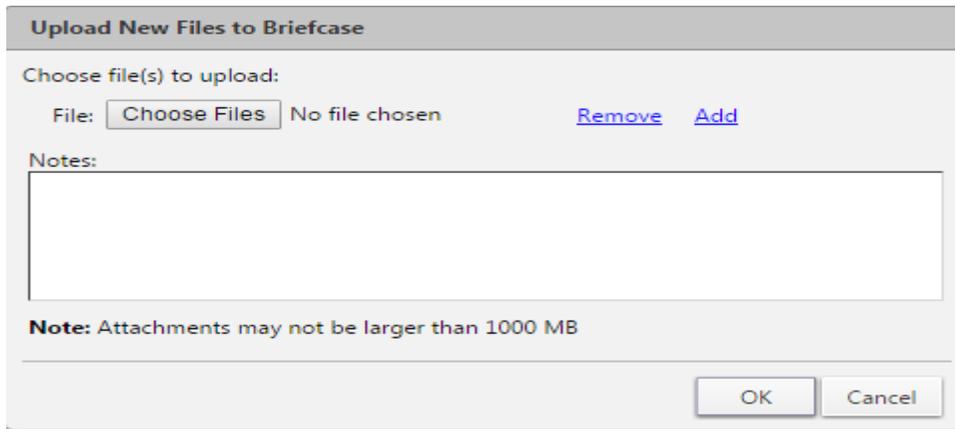
6. Briefcase

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



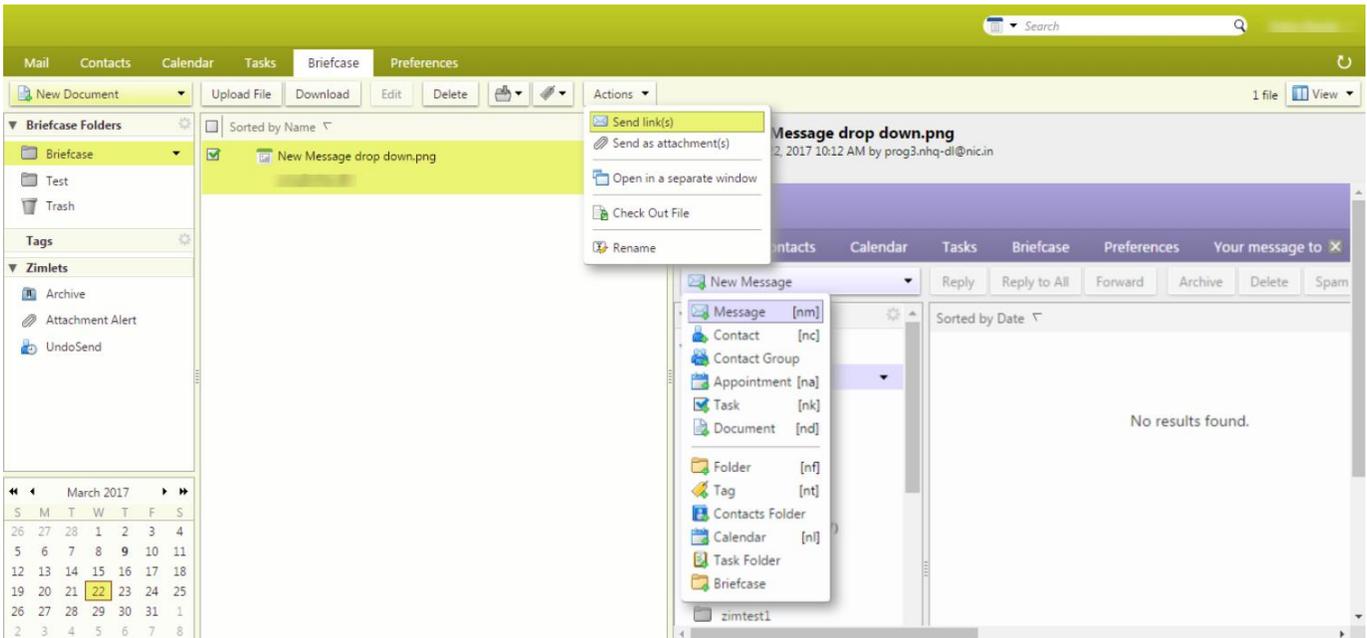
- c) A window will appear which will prompt you to upload your file. You can add multiple files or remove them accordingly.
- d) You need to add files from your personal computer. This will be added in the form of attachment.



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:-

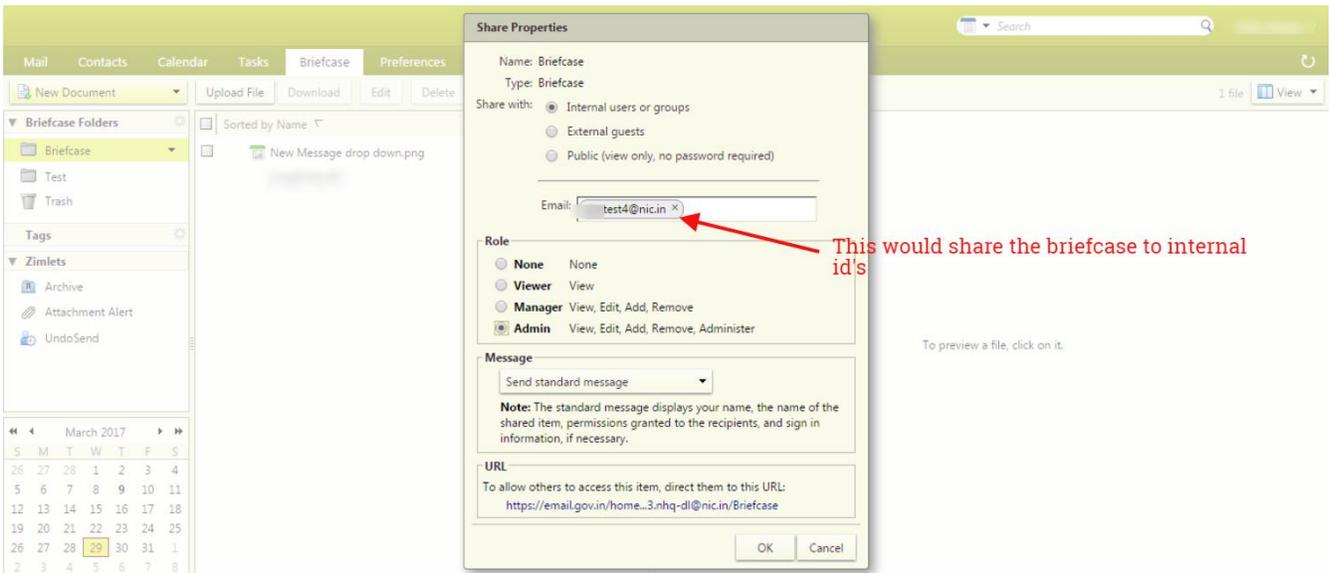
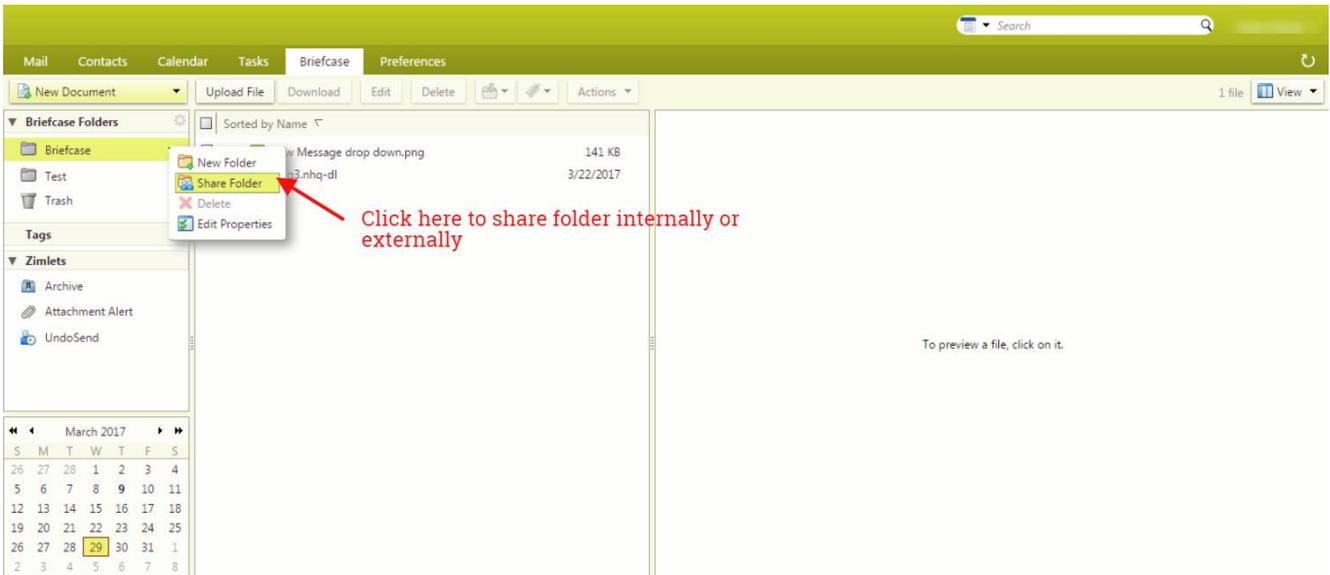
- Send an Email with a Link to a File
- Send a File as an Email Attachment

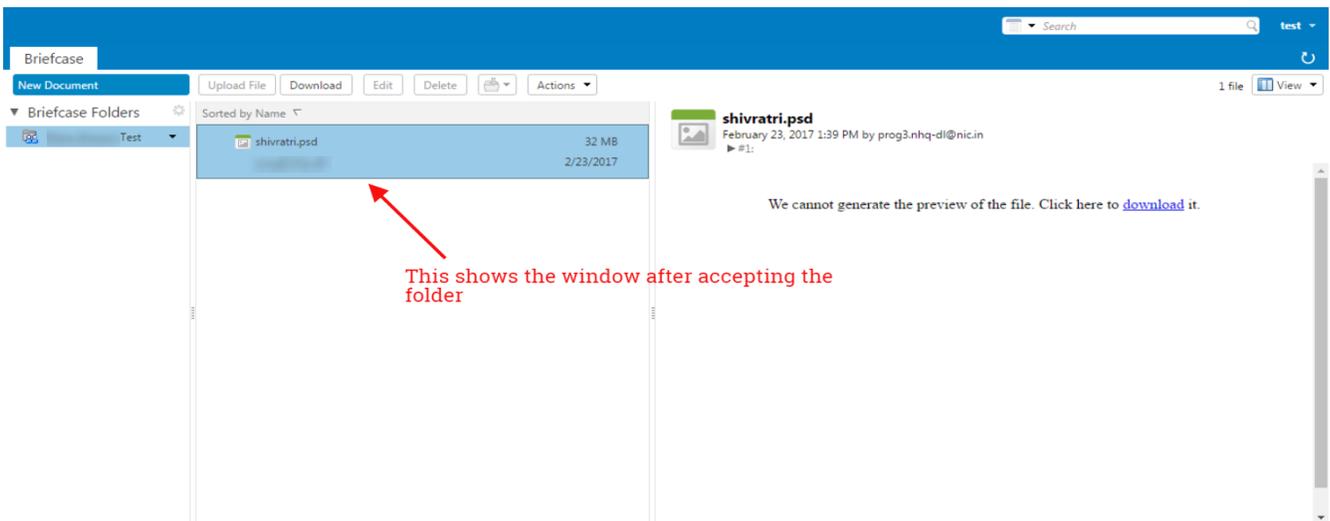
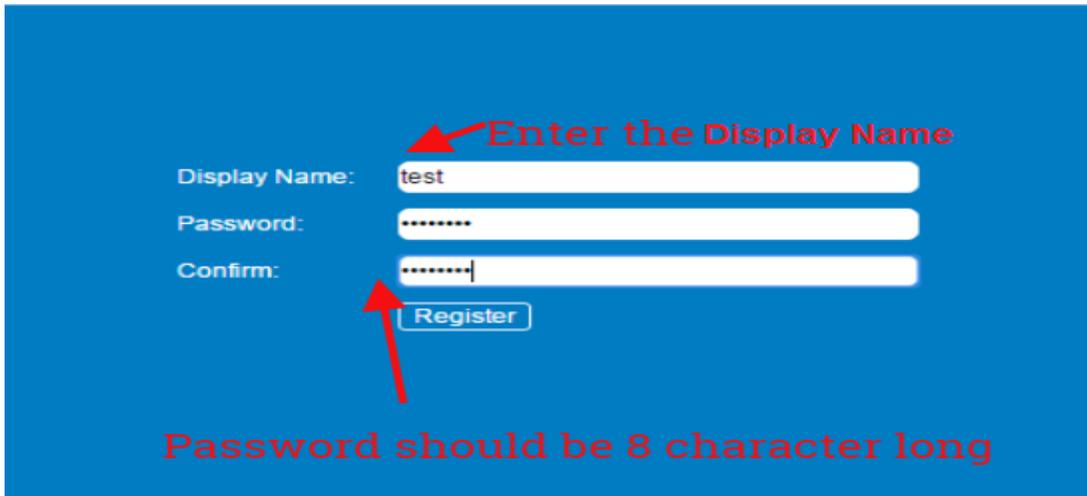
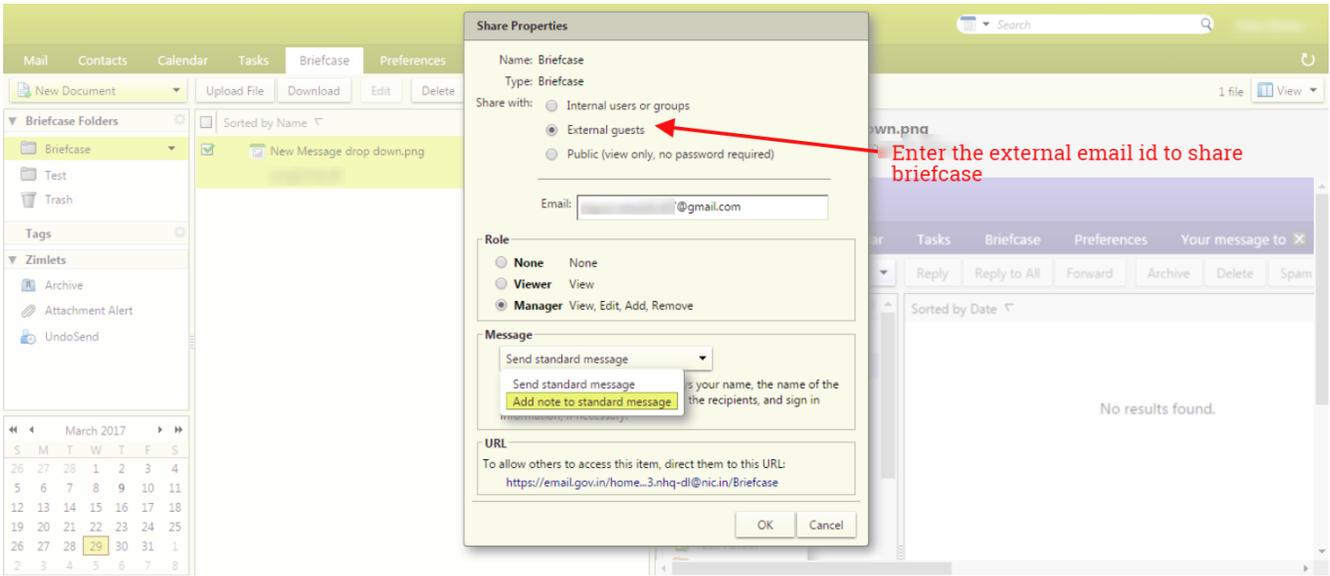


Share your Briefcase Internally and Externally

- 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 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.

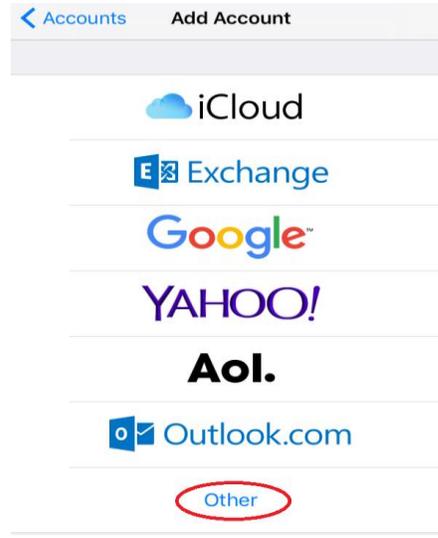
7. Configuring POP3/IMAP Client

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

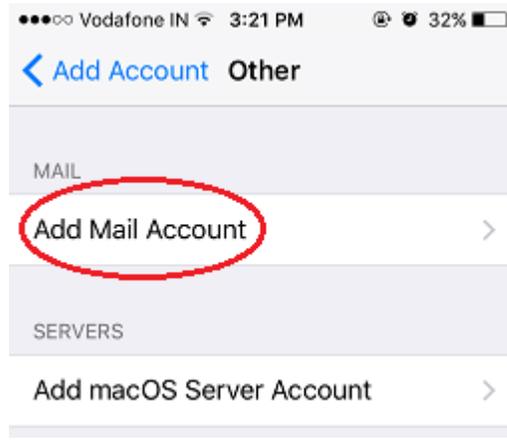
- i. Go to settings>>Mail>>Accounts>>Add Account
- ii. Enter valid Email ID
- iii. Incoming mail server : **imap.mail.gov.in**
- iv. Outgoing mail server/ SMTP : **smtp.mail.gov.in**
- v. IMAP Port: **993**
- vi. SMTP Port: **465**

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%

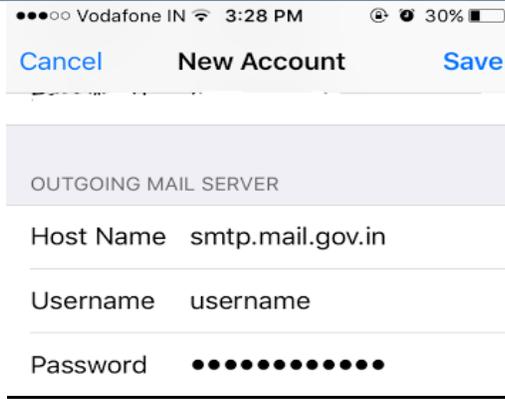
Cancel New Account Save

INCOMING MAIL SERVER

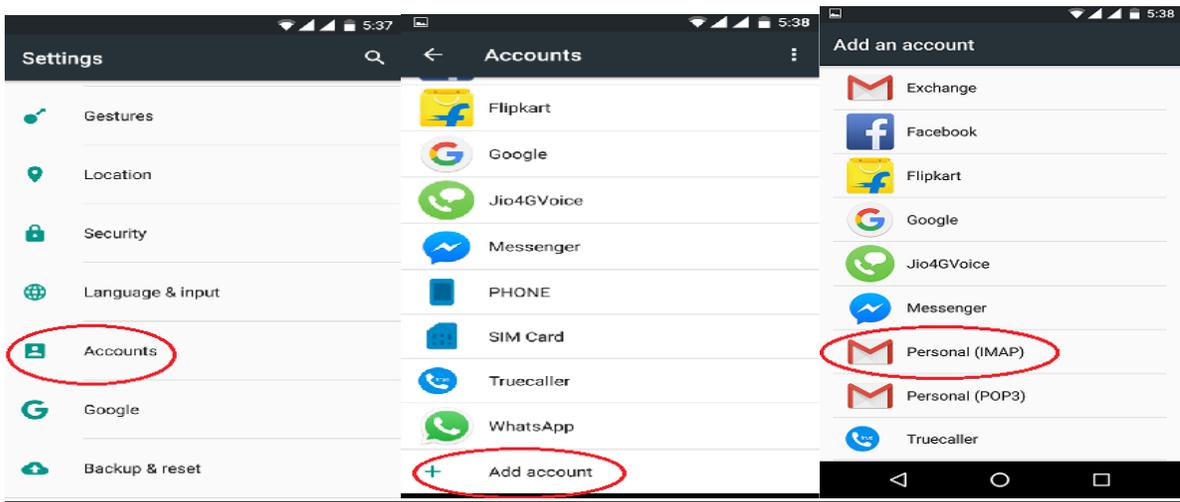
Host Name pop.mail.gov.in

Username username

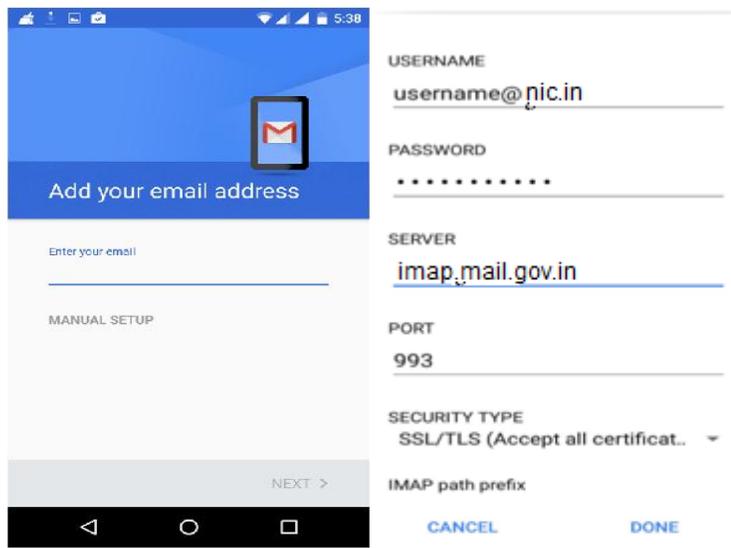
Password ●●●●●●●●



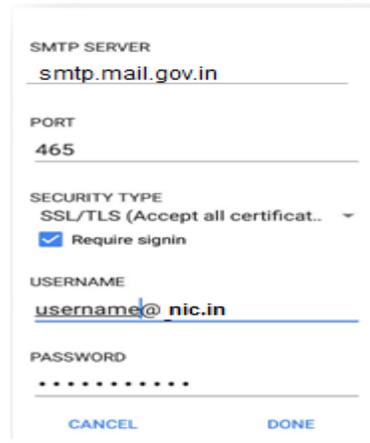
III. Screenshots for mobile client IMAP (Android)



Incoming Server



Outgoing Server



SMTP SERVER
smtp.mail.gov.in

PORT
465

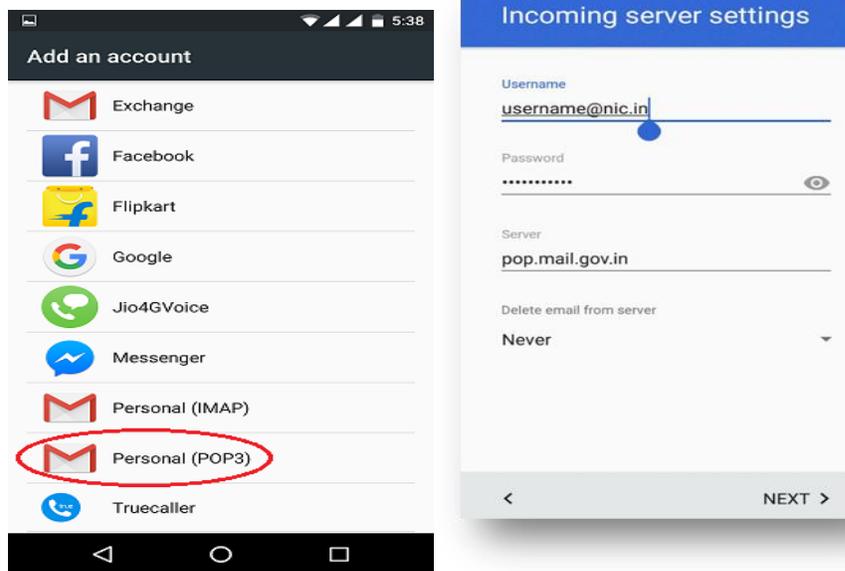
SECURITY TYPE
SSL/TLS (Accept all certificat..
 Require signin

USERNAME
username@nic.in

PASSWORD
.....

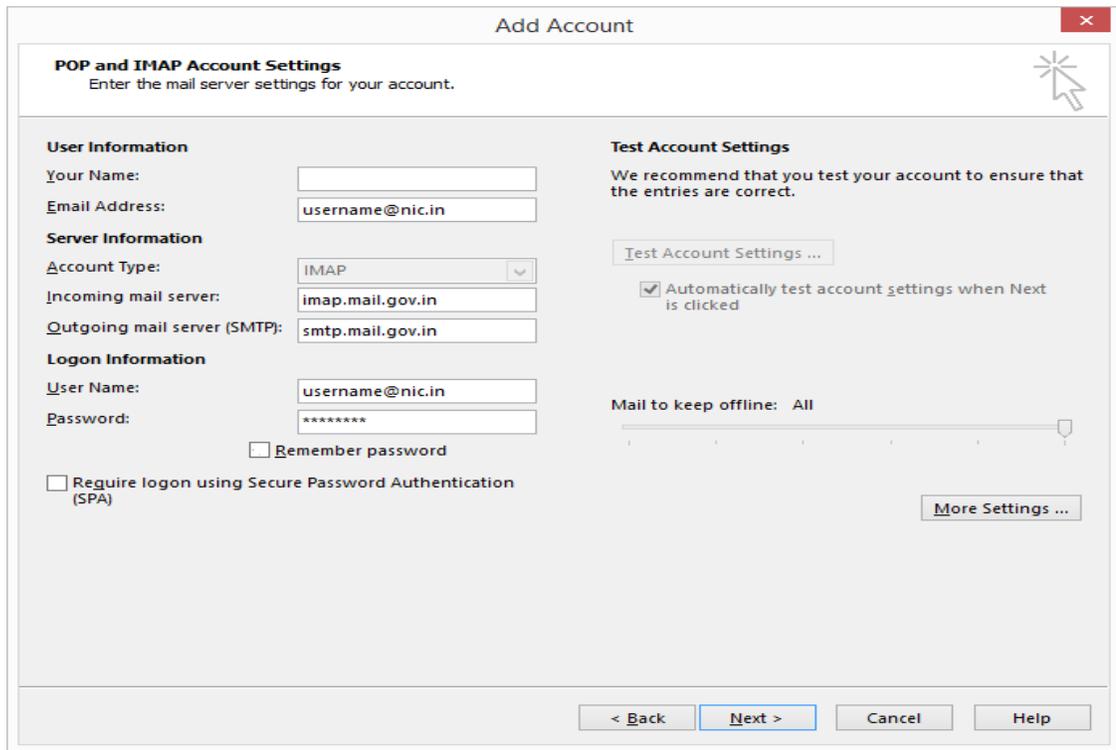
CANCEL DONE

IV. Screenshots for mobile client POP3(Android)

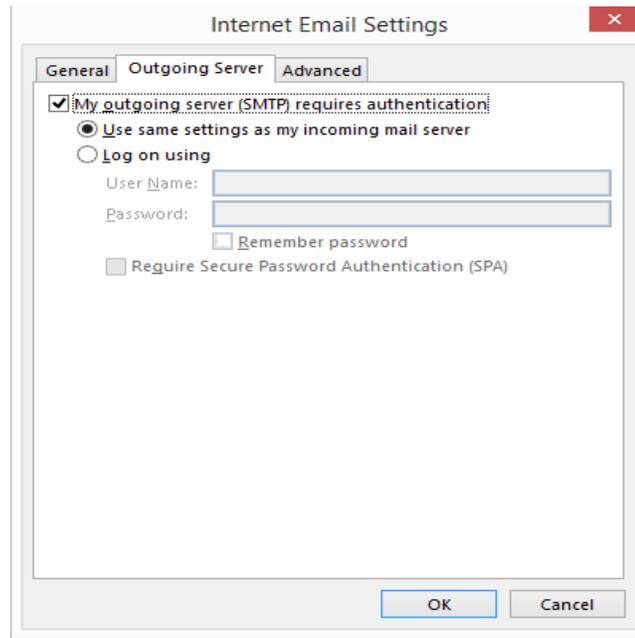


(Step-1)

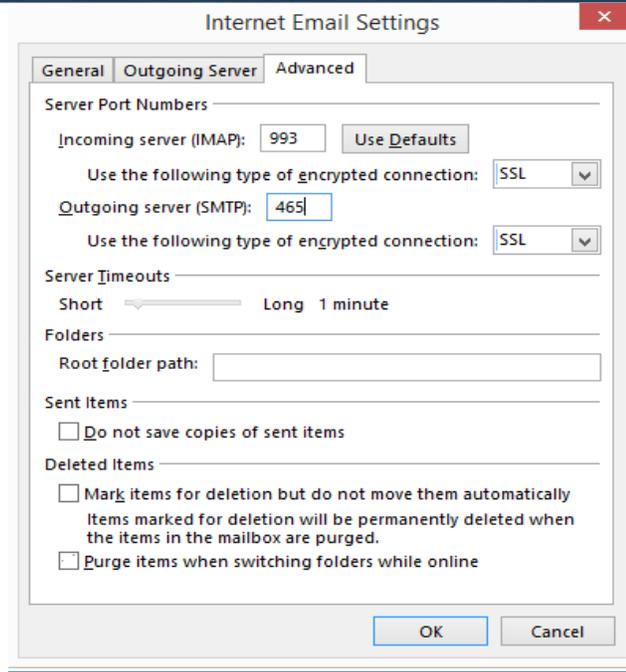
V. Screenshots for IMAP Configuration in Microsoft Outlook



(Step-1)

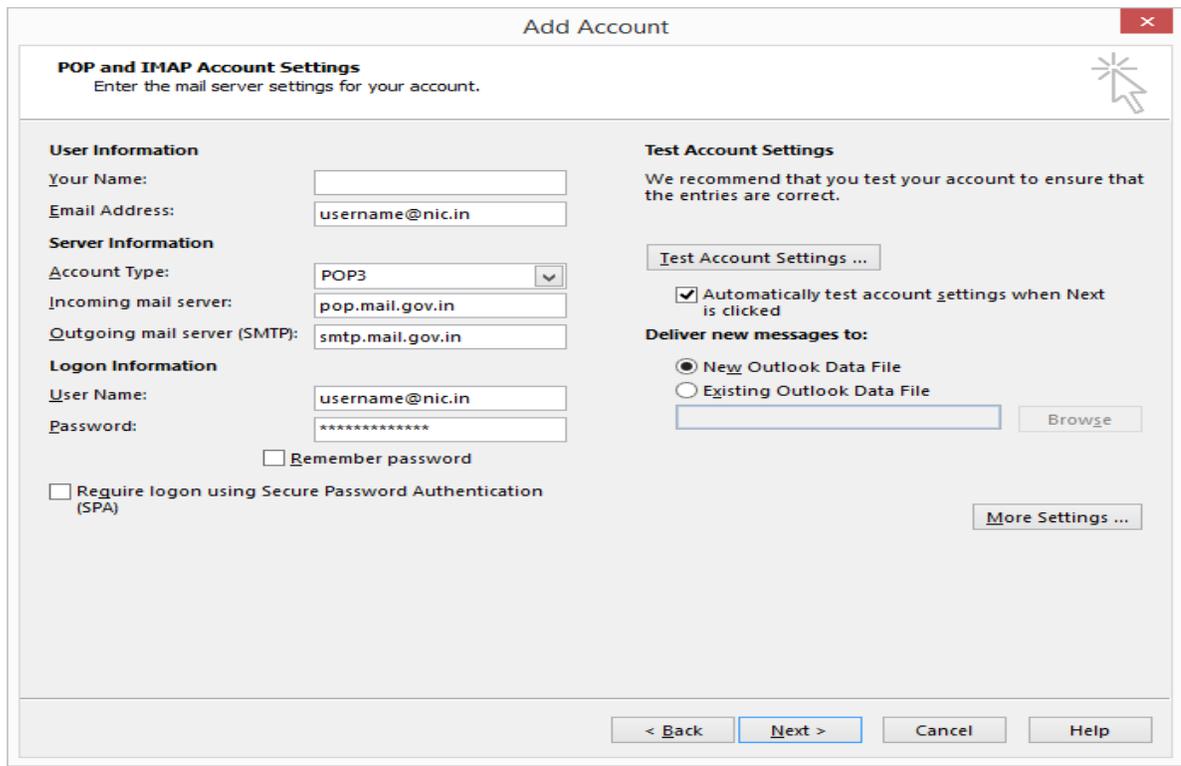


(Step-2)

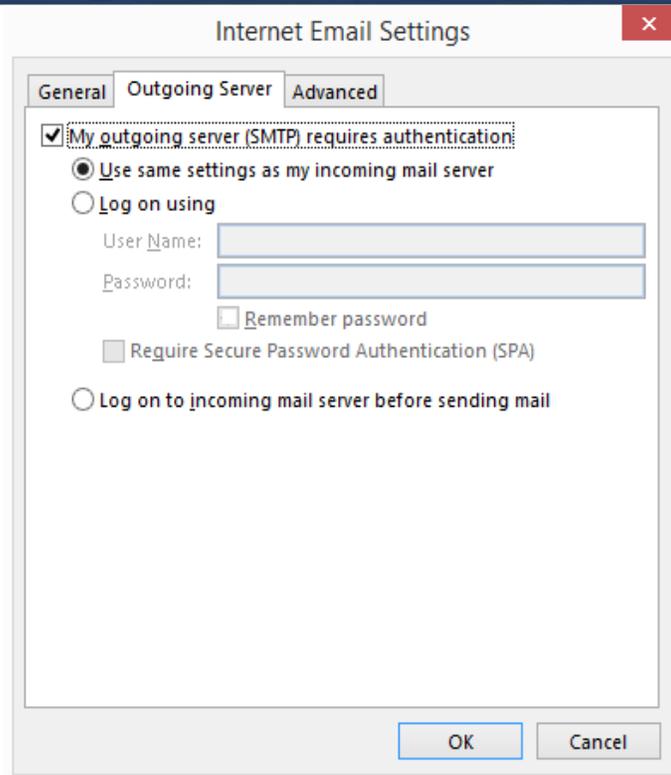


(Step-3)

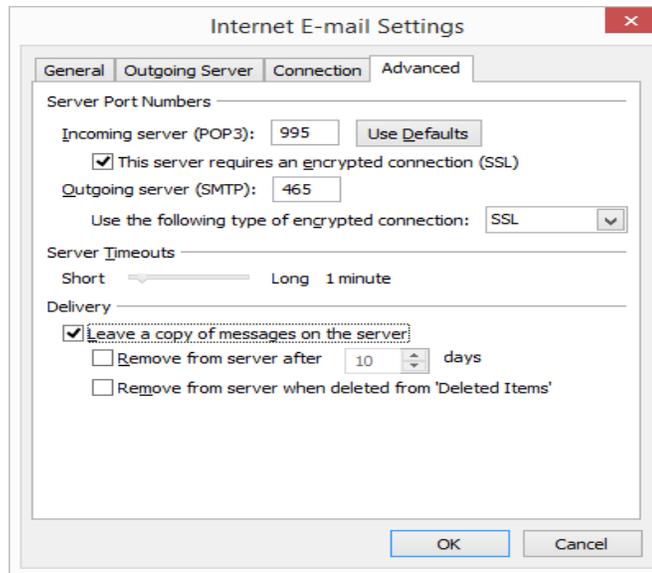
VI. Screenshots for **POP3** Configuration in Microsoft Outlook



(Step-1)



(Step-2)



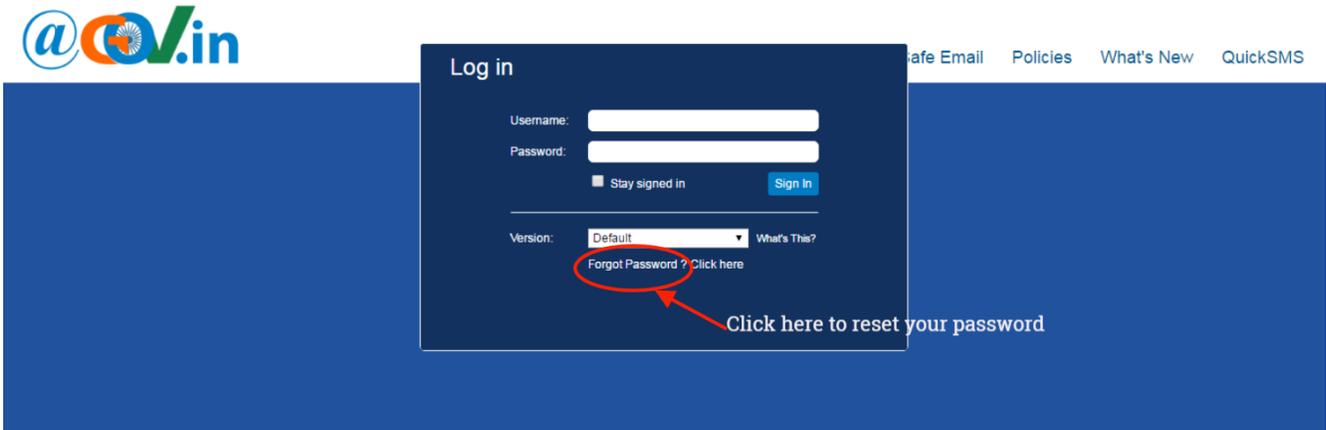
(Step-3)

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

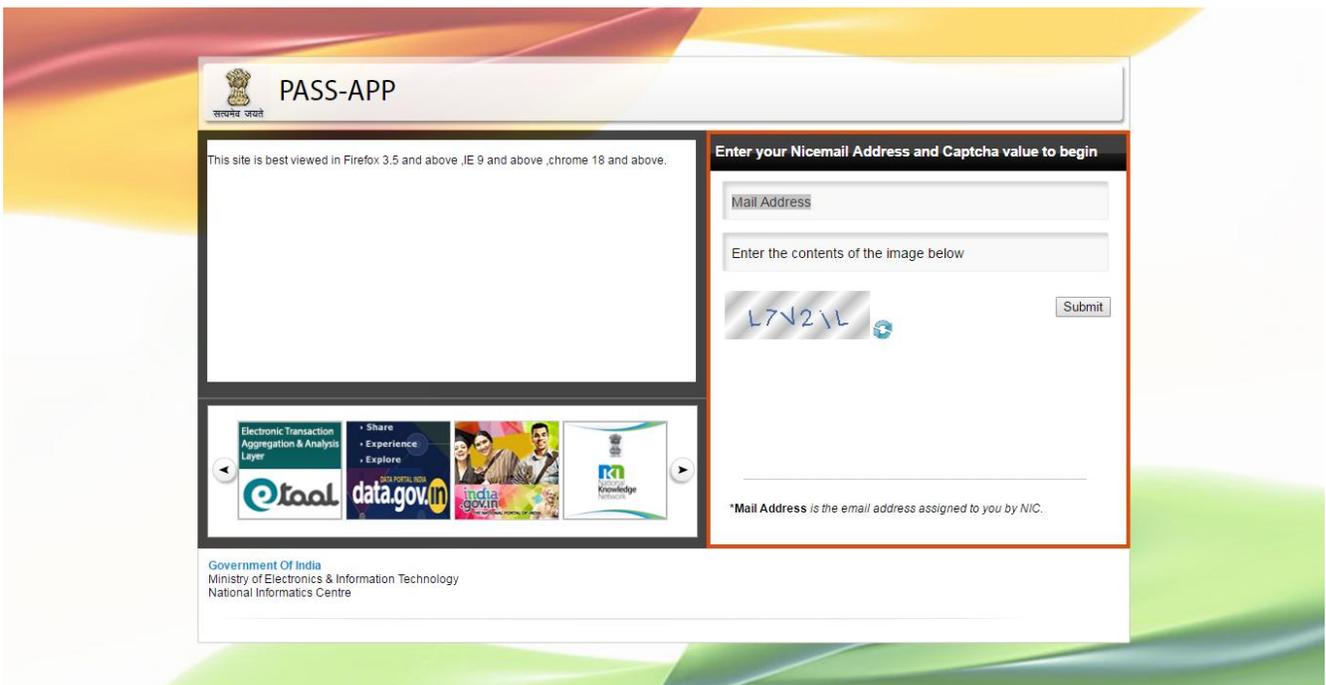
a. How to reset password

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.

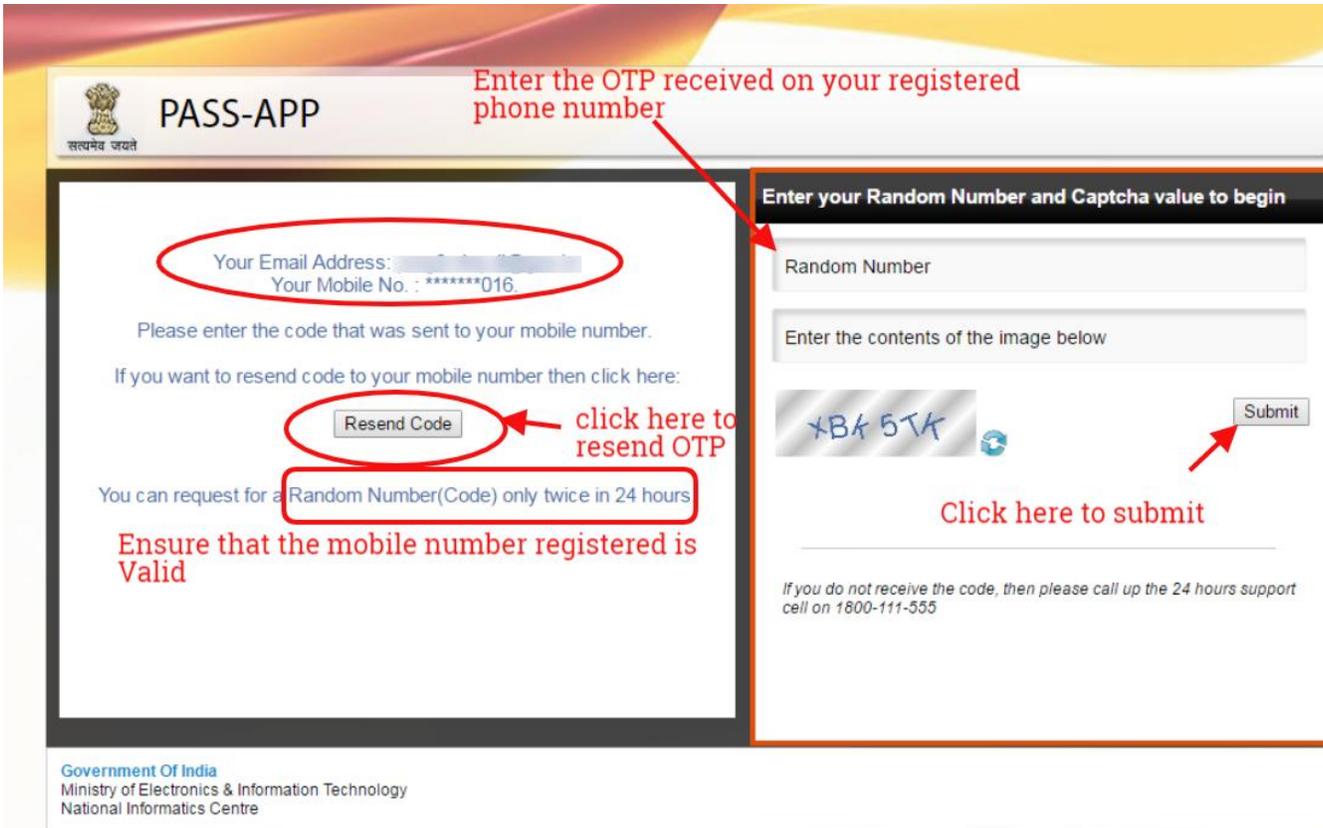


This site can be best viewed in Firefox 3.5 and above, IE 9 and above. To check your browser version Click Here

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.

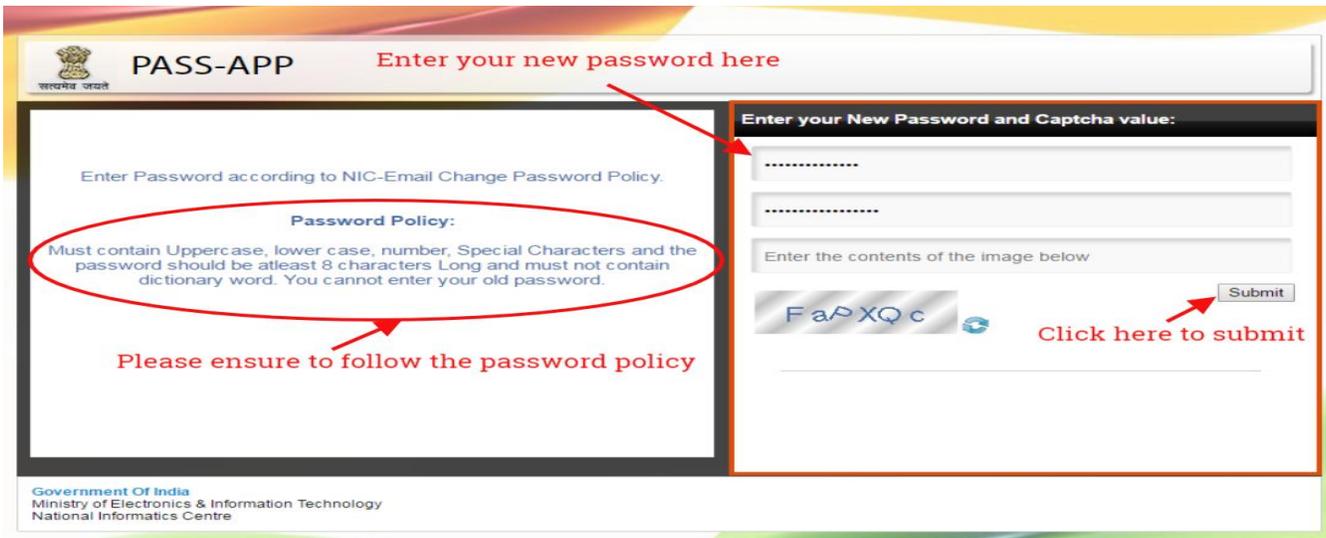


The screenshot shows the PASS-APP password reset interface. The header includes the Government of India logo and the text "PASS-APP" with the motto "सत्यमेव जयते". The main content area is divided into two sections. The left section contains a form with fields for "Your Email Address:" and "Your Mobile 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 Captcha image showing "xBA5TK", and a "Submit" button. A red arrow points from the "Submit" button to the text "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.

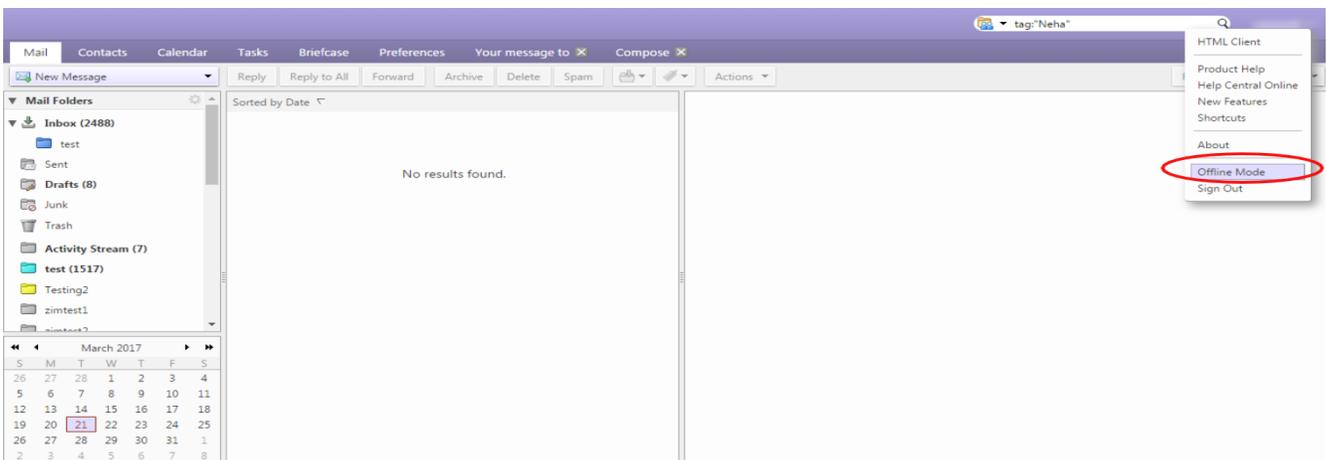
Now you will be redirected to a page which will prompt you to enter your new password twice. Enter the Captcha value to confirm.



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

CONSOLIDATED -FAQ'S FOR KAVACH

Contents

1. Introduction to 2FA	3
2. Installation of Kavach application	4
1.1 Desktop/Laptop	4
1.2 Mobile.....	4
3. Enrollment on Kavach application	5
4. Addition of a new user with Kavach Account.....	5
5. How to use the Desktop/Laptop application	6
6. How to use the Mobile application.....	7
6.1 Other features of the Mobile app:	8
7. Change of Mobile device	8
8. Delete/ De-register a registered Device	8
8.1 Using kavach.mail.gov.in	9
8.2 Using Desktop/Laptop Application.....	11
8.3. Using Mobile Application	13
9. Access eMail using Kavach Application	15
9.1 Append OTP with password	16
10. Configuration of IMAP with Kavach on Windows Device	17
10.1 Steps to configure path for Mailing Client (outlook) in Kavach application.....	17
10.2 Steps to configure outlook in Kavach Application	18
11. Configuration of IMAP with Kavach application on Linux Device	23
11.1 Installation of Kavach Application on Linux Desktop/Laptop	23
11.2 Steps to configure path for Mailing Client (Thunderbird) in Kavach application	24
11.3 Steps to configure Thunderbird using Kavach application.....	25
12. Installing Kavach Application on your Mac Desktop/Laptop	27
13. Step to configure IMAP on Android Device.....	34
14. Step to configure IMAP on iPhone Device	37
15. Stop frequent notifications in Android Application	40
16. Stop frequent notifications in IOS mobile	41
17. How to Trust the WI-FI network	43
18. Set Mail Path in Kavach for different Mail clients	44
19. How to turn on precise location for iPhone for Wi-Fi network.....	45

1. Introduction to 2FA

As per the directive from Competent Authority, the installation of 2FA **has been made mandatory with immediate effect.**

All users availing the email services from NIC must use 2FA to access their accounts. Additionally, users are advised to install the same on their access devices (phone/laptop/desktop) immediately.

Please note: If you choose to install kavach on a single device, it must be ensured that that device is always available with you to accept kavach notification for accessing mails.

Please Note:

1. Please note that NIC does not send any mail under any situation that requires you to submit your login credentials (login/password). Hence, do not take any action on a mail that asks for your login and/or password as it could be a fake mail and may carry malicious malware to infect your devices.
2. If you receive any email with a link, please verify its authenticity before clicking. It could be a phishing link.
3. The user ID for Kavach is activated prior to activation by the users. Hence, this procedure needs to be followed by **ONLY** those users who receive a mail from mailservices@nic.in. This mail is sent after the id has been enabled for Kavach. If a user receives a mail forwarded by a colleague/acquaintance, please do not try and activate as it will give an error. User needs to wait to receive a direct mail.
4. Ensure the correct mobile no is mapped with your id as you will receive a OTP for registration.
5. Contact your respective NIC coordinator / delegated administrator for updation of your mobile no or any other assistance required in this regard.
6. Notification will be sent to all devices on which the app is installed hence for ease of use please install on all (max 3) devices that are used for accessing email services.

Video tutorial is available on <https://email.gov.in> (after logging in) under the heading “How to Install Kavach App on Android and iPhone”

2. Installation of Kavach application

The Kavach application can be installed on various devices such as Desktop/Laptop and Mobile (Android or iOS). To install, please follow the steps mentioned below:

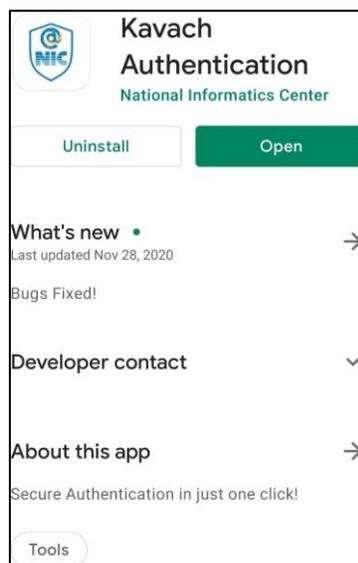
1.1 Desktop/Laptop

- Download the Desktop App from <https://kavach.mail.gov.in>
- Minimum requirement for Desktop App
 - Windows 7
 - MAC 10.11
 - Ubuntu 19.04
 - CentOS/RedHat 6.9
 - Fedora – arduino package is mandatory before kavach installation.

1.2 Mobile

For Android users:

- Go to Google play store and search for “Kavach Authentication” (screenshot of the correct application is shown below)
- Install the application
- Minimum requirement for Kavach Mobile App is **Android OS: 8.0 and above**



Kavach application on Google Play Store

For iOS users:

- Go to Apple App Store and search for “Kavach Authentication” (screenshot of the correct application is shown below)
- Install the application
- Minimum requirement for Kavach Mobile App is **iOS: 9.1 and above**



Kavach application on App Store

The Kavach application can also be downloaded from the URL: <https://kavach.mail.gov.in>.

3. Enrollment on Kavach application

Once the application is downloaded and installed, to complete the enrolment user should follow the steps mentioned below:

- Accept the terms and conditions
- Authenticate by submitting username & password
- Insert the 6-digit code OTP (One time password) received via SMS on your registered Mobile number.
- Click on Submit

4. Addition of a new user with Kavach Account

(This feature is provisioned to allow Personal Secretary (PS)/ Group Member to access user's account)

- To access user's account, the PS/ Group member should follow the steps mentioned below. Please ensure that the PS/ Group member being added to the app also has Kavach enabled. This can be

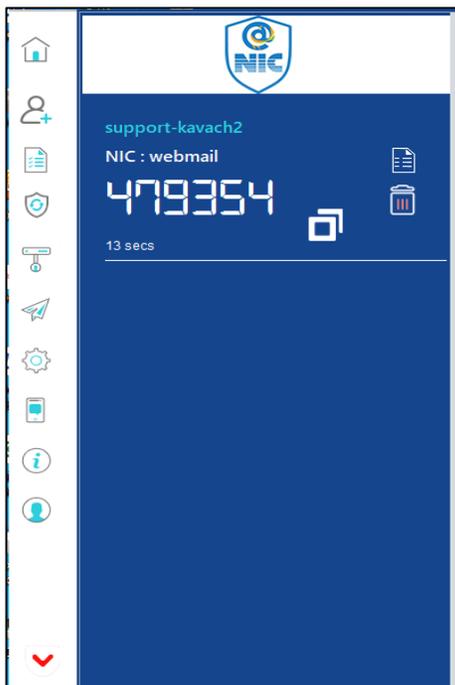
ensured by contacting user's respective Delegated Administrator/NIC Coordinator or by sending a mail to mailservices@nic.in

- The PS/ Group member will install the kavach application and register with his/her email address by following the steps mentioned under “Installation of Kavach Application” and “Enrollment on Kavach application”.
- The PS/ Group member will click on “ADD NEW ACCOUNT” in the Kavach app.
- Enter the email ID and Password of the user whose account he/she has to access.
- Enter the 6-digit OTP sent on the registered mobile number of the user (the user needs to share the OTP received on phone with the PS/Group member to allow access).
- Once the enrolment is completed, the authorized PS /Group member can access the user's account.

Please Note: Maximum number of delegations that are allowed per account is 2.

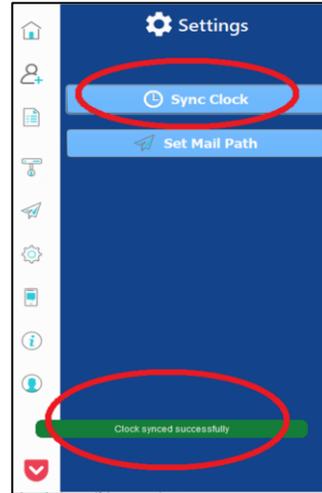
5. How to use the Desktop/Laptop application

- Open the app on desktop/laptop
- A 6-digit number (code) will appear on the app. This is the OTP. This code will change every 30 seconds.
- Suffix (Add) this 6-digit code with your password, without any gap and click on “Sign In”.



Please Note:

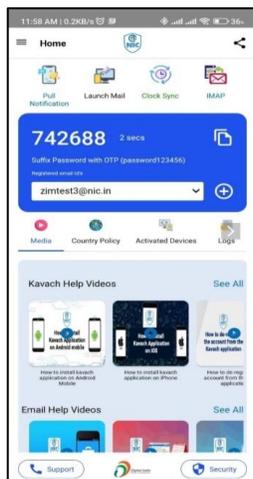
In case the user is not able to login using the given OTP, use “Clock Sync” to login. This option is available under “Settings” button on the desktop App. Refer the images given below to login using “Clock Sync”.



6. How to use the Mobile application

After successful installation of the mobile application, please follow the steps mentioned below:

- Login with username /password and press enter.
- The user will receive a notification from Kavach mobile app to “Accept”/” Deny” the login request.
- The request should be accepted immediately. Any delay will result in “timeout” and the user will have to repeat the above-mentioned steps.
- Please note: The user should be in strong signal zone to receive the notification. If, for any reason, the user is in a weak signal zone, then the user may not receive the notification immediately. Please use the following two option in such a scenario:
 - Use the “PULL NOTIFICATION” option on the home screen of the Kavach app to receive the notification (as shown below) OR
 - Use the 6-digit OTP (displayed on the home screen of the Kavach app) and suffix it with password and then press “Sign In”.



6.1 Other features of the Mobile app:

- The user watch videos and gain understanding about the Kavach app in the media.
- The user can apply for the country policy using the kavach app.
- The user can keep a track of their registered devices through Activated Devices.
- The user can check logs to keep track of access activity.

The user is advised to go through all the options available on the app for using it effectively.

For any issues, please call the 24x7 NIC Helpdesk **1800-111-555** or Contact NIC Officers/Delegated Administrator in your respective Ministry/Department.

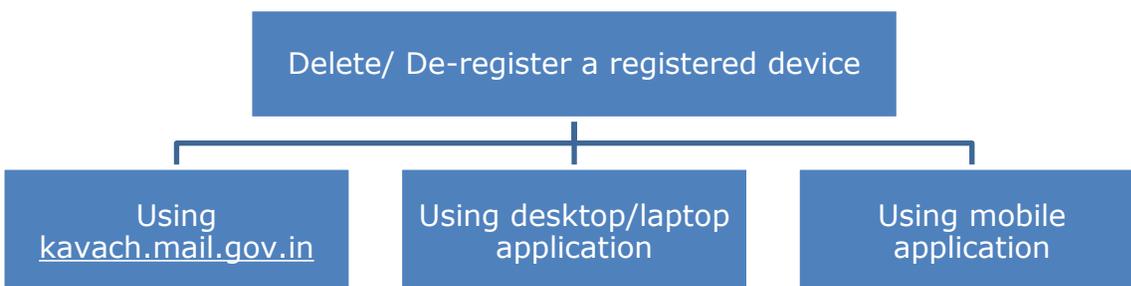
7. Change of Mobile device

In case of change in the mobile device, the user may follow the steps mentioned below:

- The user must ensure to delete the previously registered device. This can be done from <https://kavach.mail.gov.in>.
- The user must follow the steps mentioned under “Installation of Kavach Application” and “Enrollment on Kavach application” to use the application on the new device.

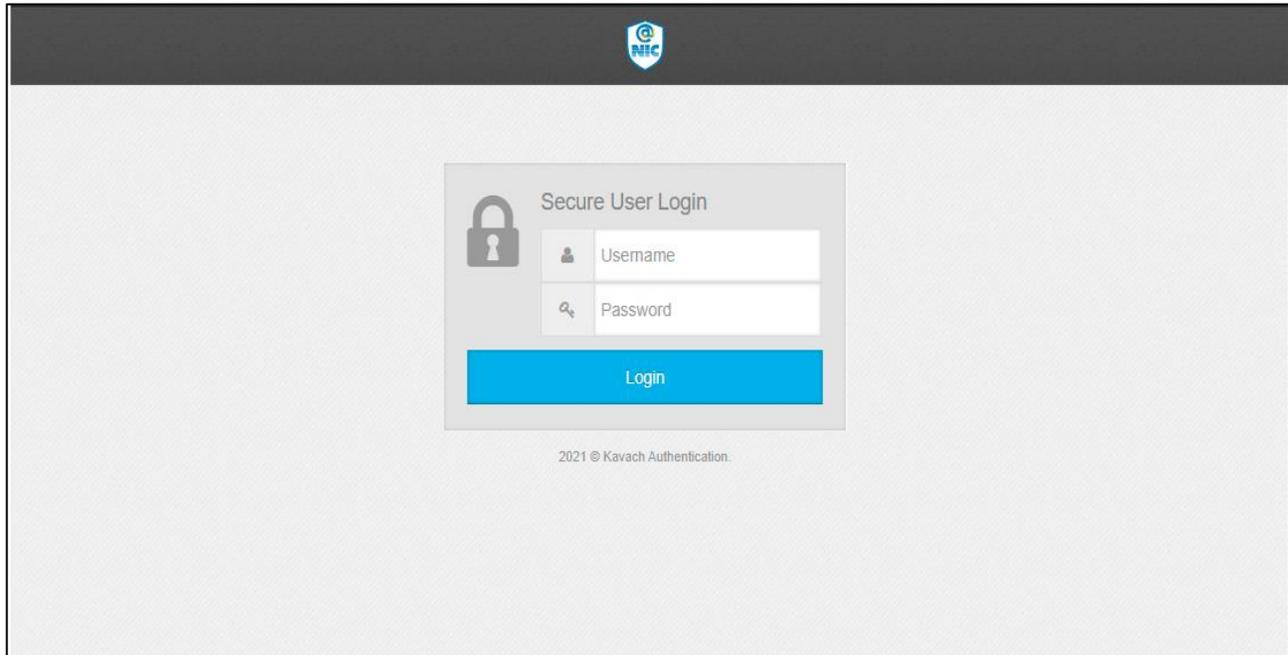
8. Delete/ De-register a registered Device

There are three ways in which a user can Delete/De-register a registered Device. The steps for each way are detailed below.

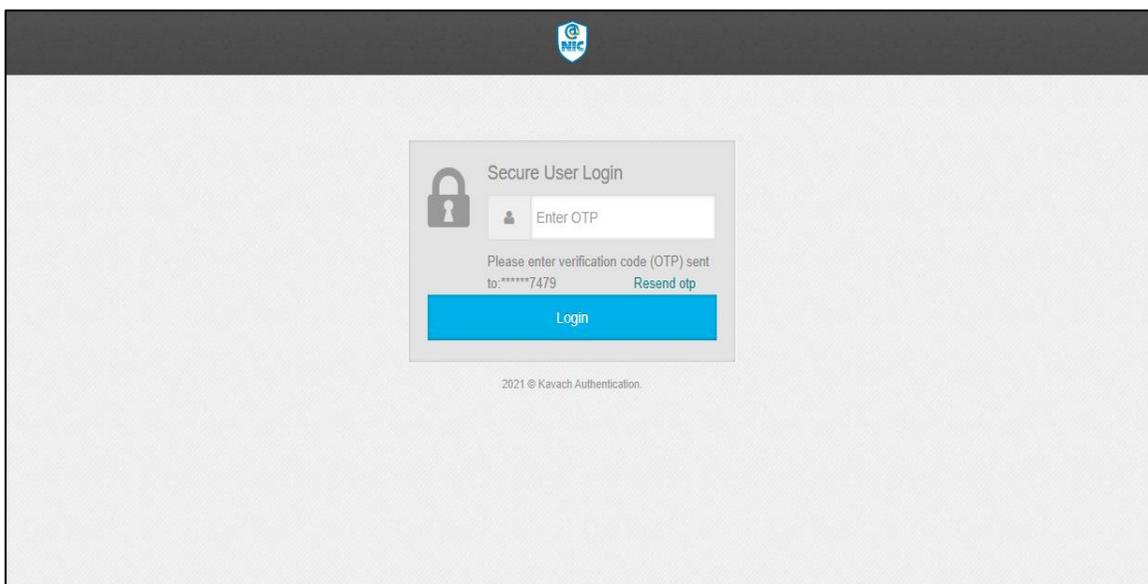


8.1 Using kavach.mail.gov.in

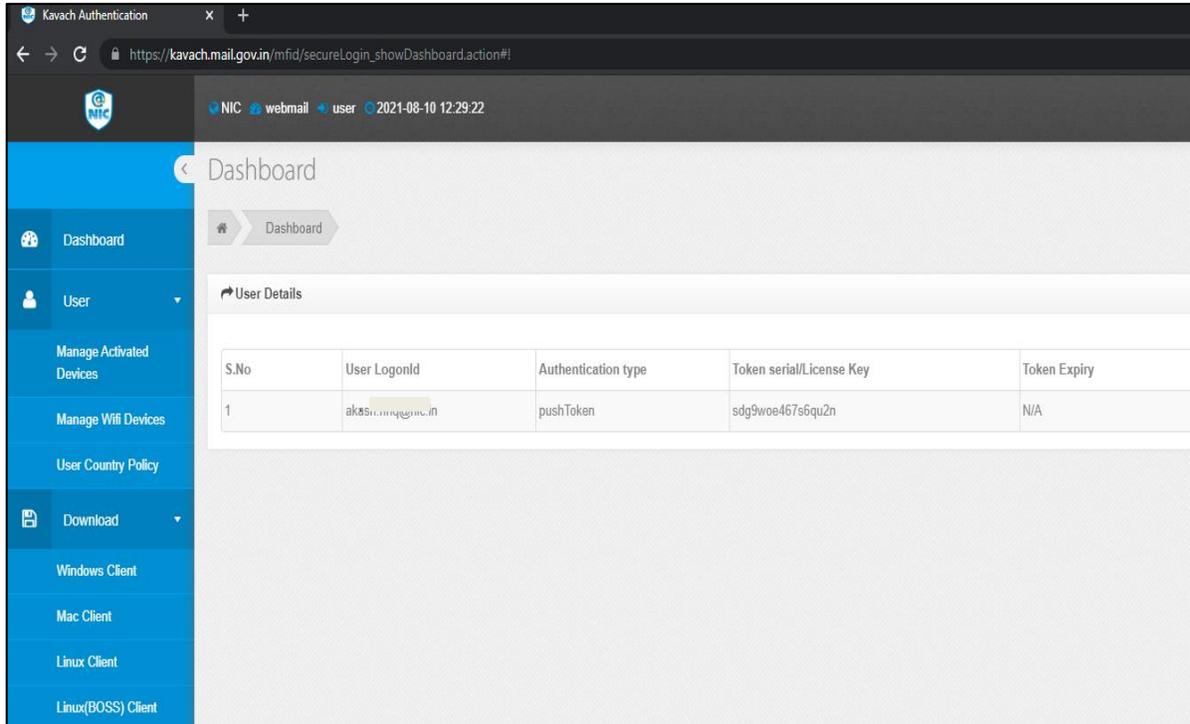
1. Go to <https://kavach.mail.gov.in>
2. Login with user email id and password.



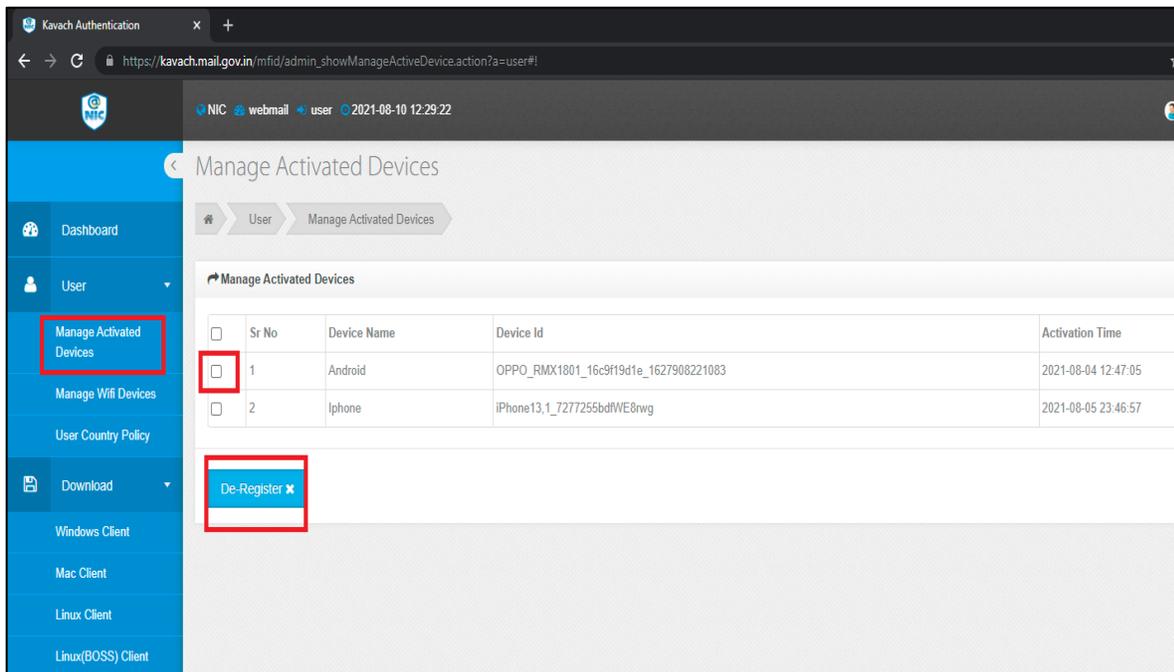
3. Enter the OTP sent on the registered mobile number and click on Login.



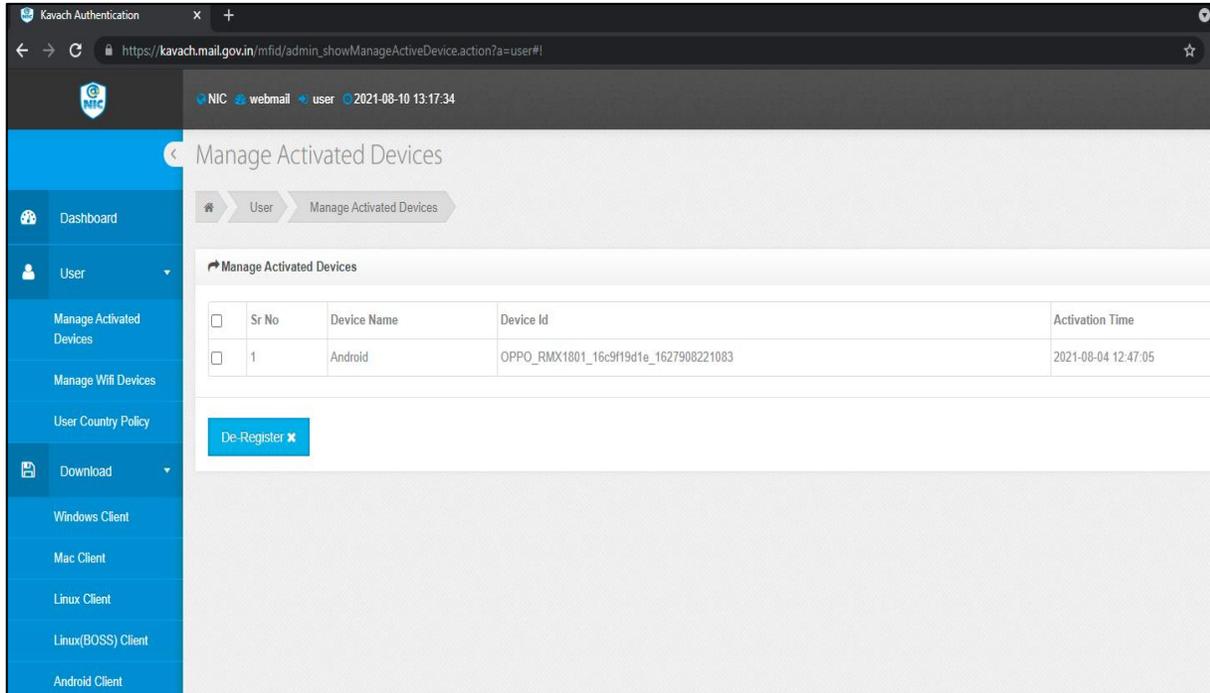
4. A dashboard will be opened for kavach.mail.gov.in.



5. Click on Manage Activated Devices and then select the device to be deleted and click on De-register.

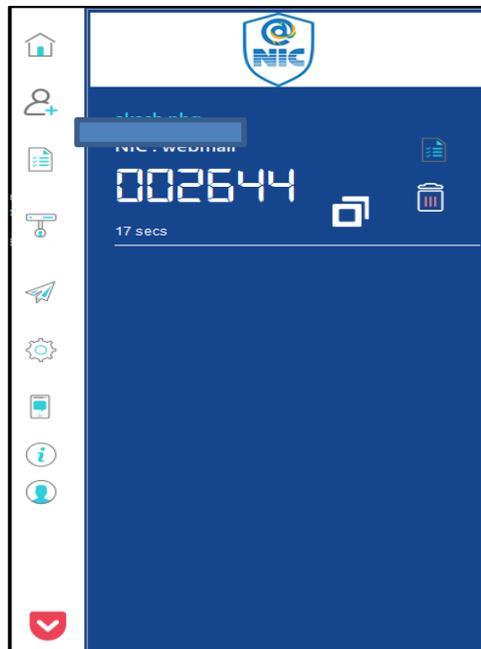


6. The device has been successfully deleted.

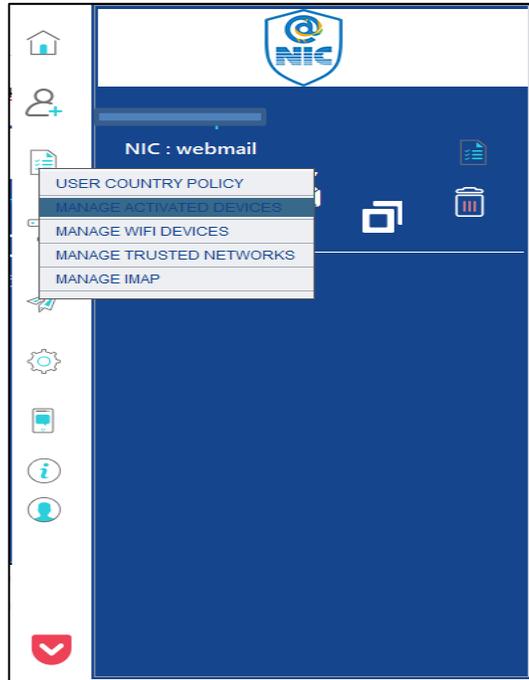


8.2 Using Desktop/Laptop Application

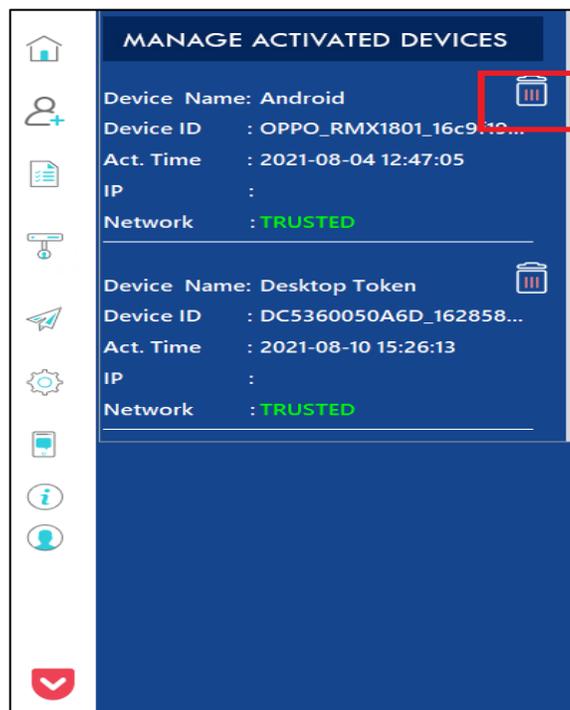
1. Open the Kavach application on the Desktop/Laptop.



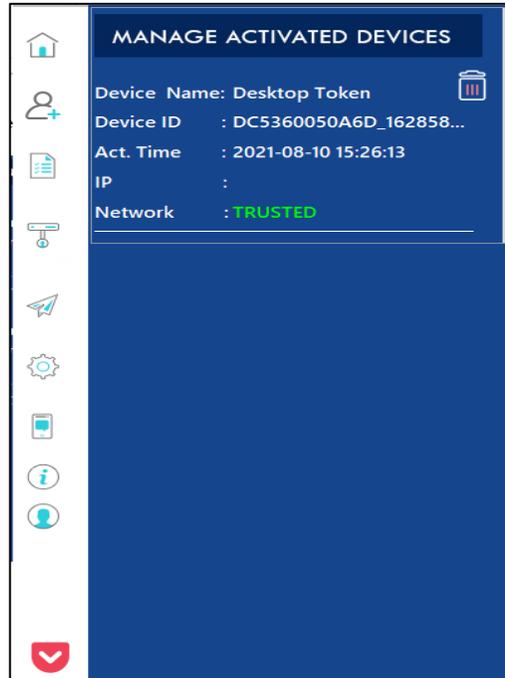
2. Click on the Manage Policy Tab on the sidebar.



3. Go to Manage Activated Devices section.
4. Click on the delete icon present on the right corner to delete the required device same.

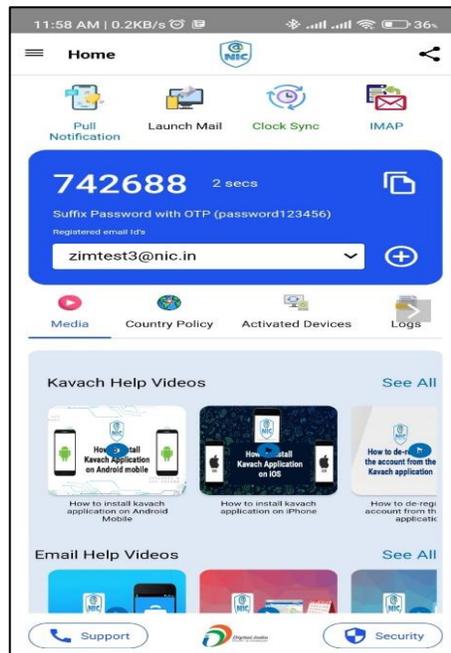


5. The device has been successfully deleted.

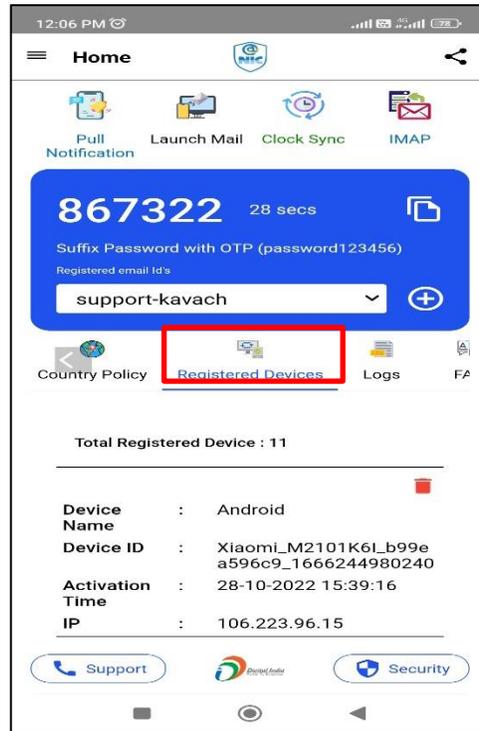


8.3. Using Mobile Application

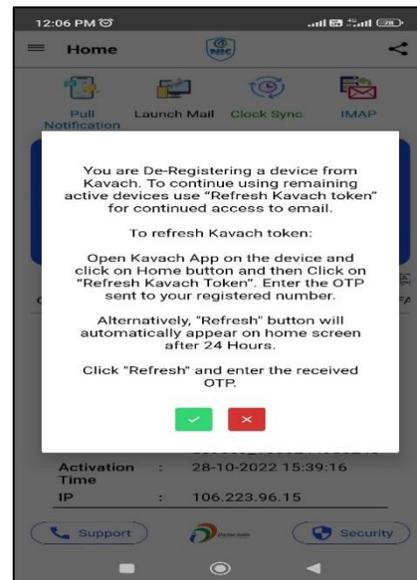
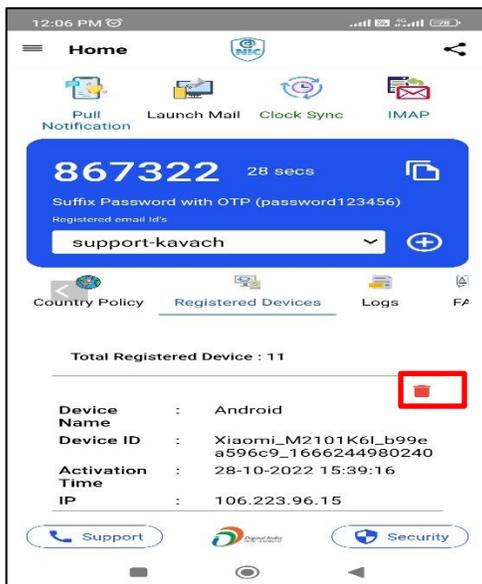
1. Open the kavach application on your Android/iOS mobile device.



2. Click on the “Registered Devices” Tab.



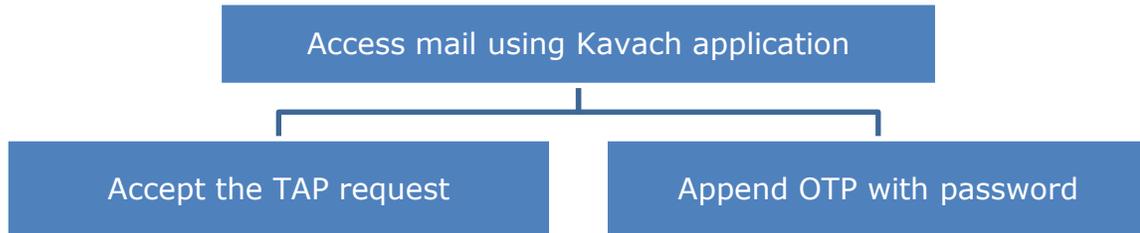
3. Click on the delete icon on the right corner to delete the required device.



4. Click on the green checkbox.
5. The device has been successfully deleted.

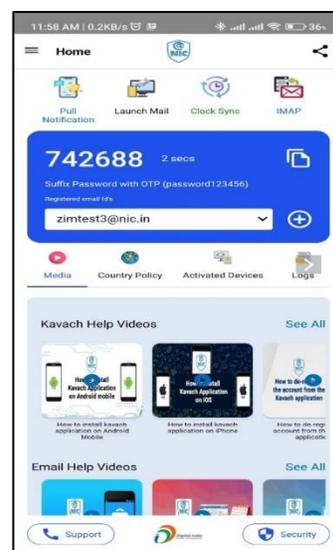
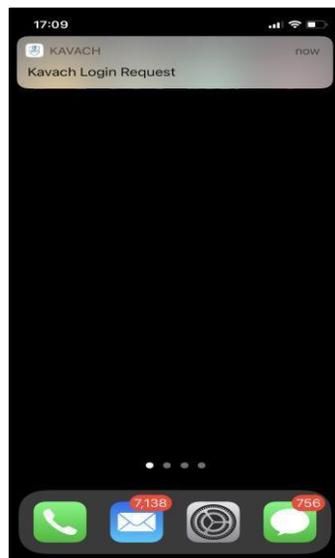
9. Access eMail using Kavach Application

There are two ways in which a user can use Kavach application to access mails. The steps for each way are detailed below.

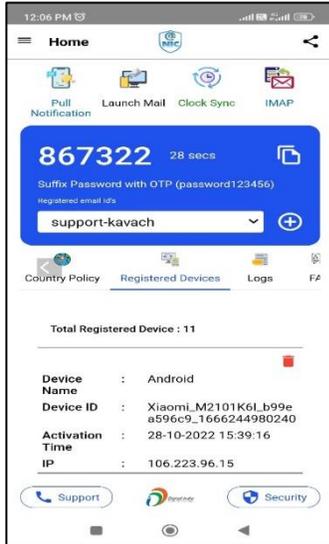


Accept the TAP request

1. Go to <https://email.gov.in>. Enter user email-id and password. Click on “Sign-In”.
2. A notification for “Accept/Deny” will pop-up on mobile devices on which the Kavach app has been installed & registered.
3. Tap “Accept” to access email. If the user has not initiated the request, **please click on “Deny”**.
4. The request should be accepted immediately as the request will time out in 45 seconds.



Please note: Notification requires a strong and stable network connection (Wi-Fi/Mobile Data). If the user is in a weak signal zone, then the user may not receive the notification immediately. In this case, the user can click on “PULL NOTIFICATION” option on the home screen of the Kavach app to receive the notification. The user should accept to access mail.



Step 1



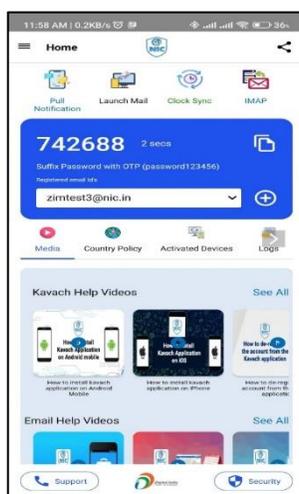
Step 2



Step 3

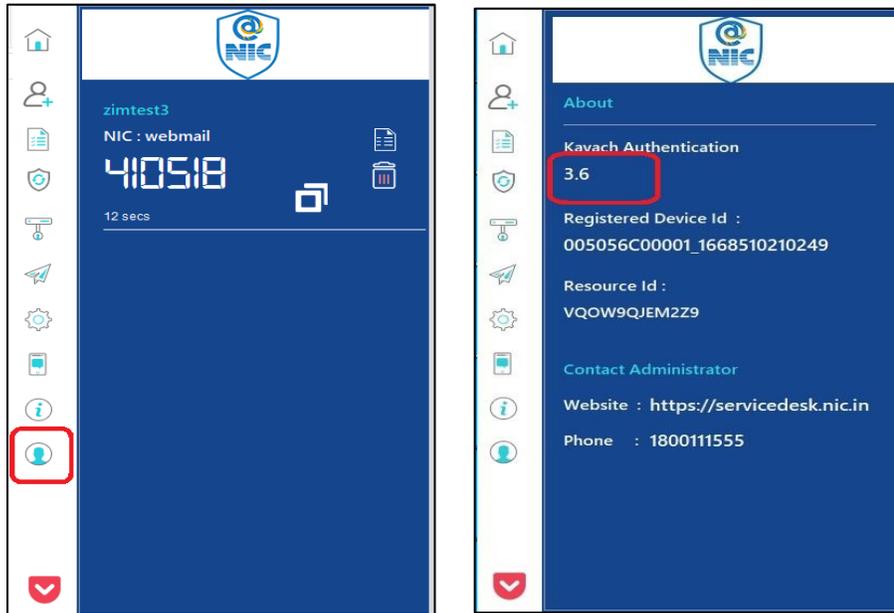
9.1 Append OTP with password

1. Open the Kavach application.
2. Use the 6-digit OTP (displayed on the home screen of the Kavach app). This OTP will change in every 30 seconds.
3. Suffix the numbers with your password, without any gap and click on “Sign In”



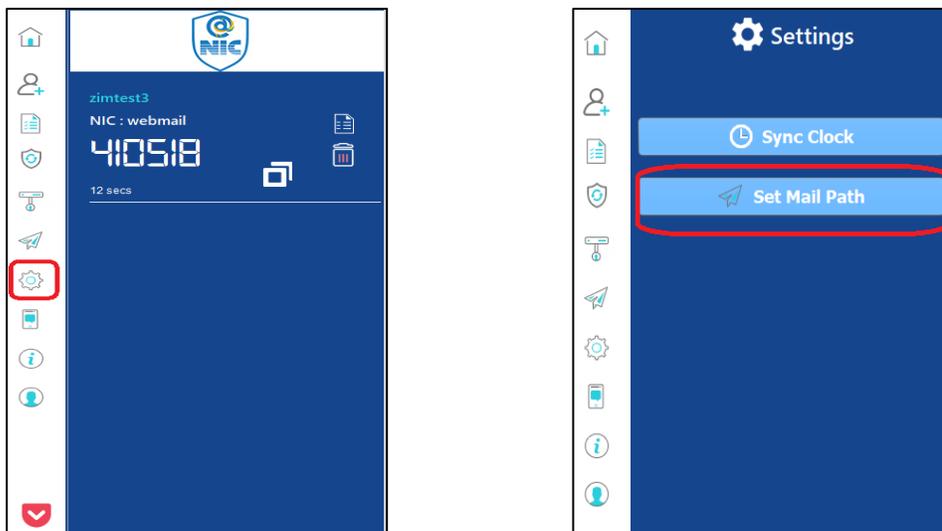
10. Configuration of IMAP with Kavach on Windows Device

1. Open the Kavach application on your desktop/laptop
2. Click on “about” icon.
3. Check the current version of application. The current version should be 3.5 or above.
4. In case current version of the application is 3.4 or lower, please upgrade it from <https://kavach.mail.gov.in>

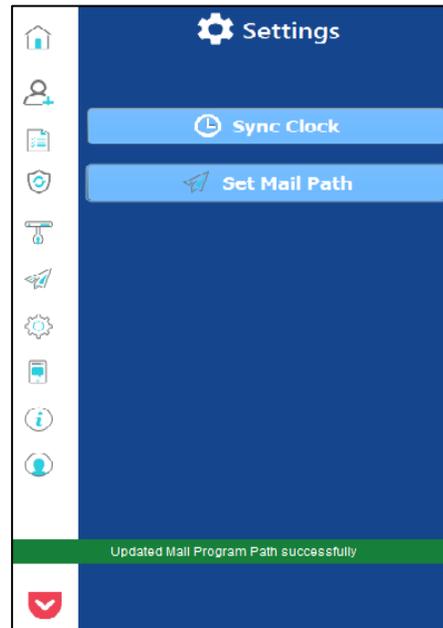
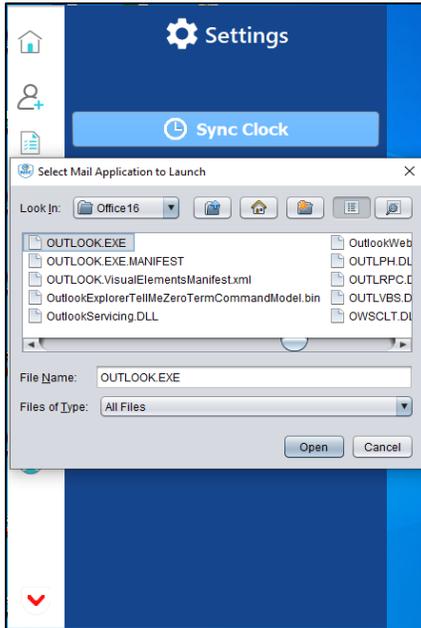


10.1 Steps to configure path for Mailing Client (outlook) in Kavach application

1. Open the Kavach Application
2. Click on “Settings” and then click on “Set Mail Path” to set the Outlook path

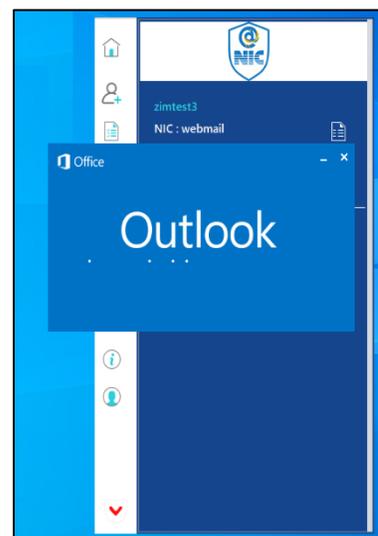
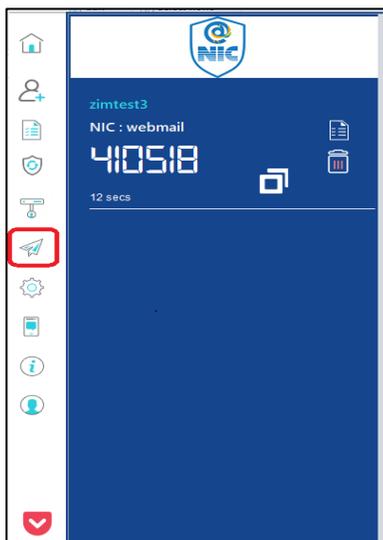


3. A new window prompt “Select Mail application to Launch” will open. To set up a mail path of Outlook Client, the user must enter “ C:\Program Files (x86)\Microsoft Office\root\Office16\outlook.exe “ in the File Name.
4. Click “Open”. The user will get a prompt on the screen with “Updated mail program path successfully”.

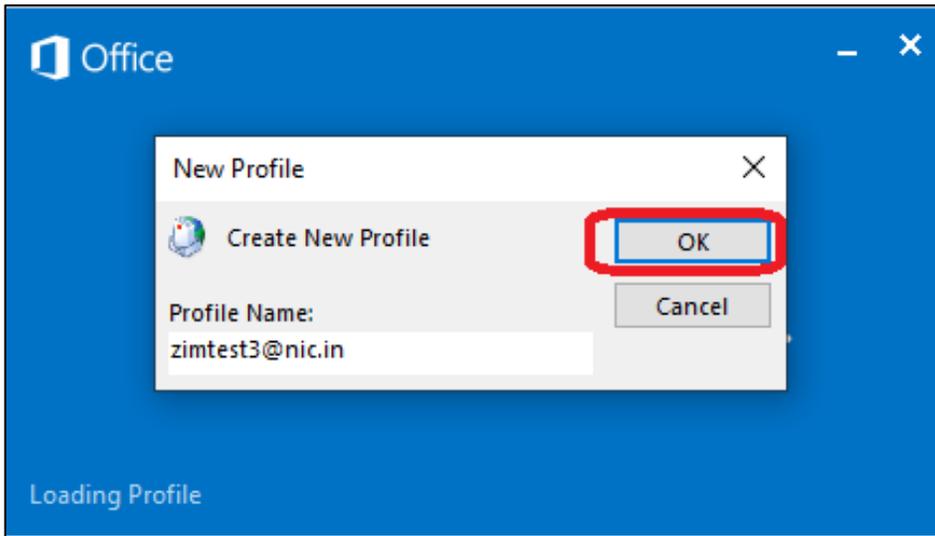


10.2 Steps to configure outlook in Kavach Application

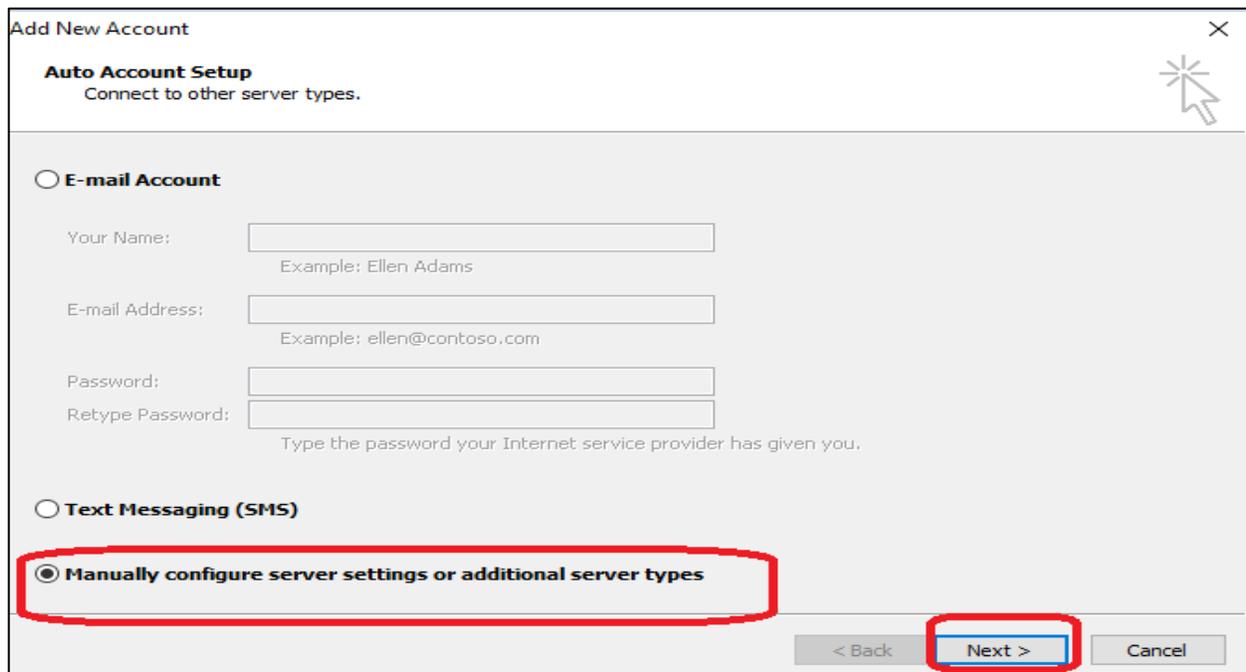
1. Open the Kavach Application
2. Click on “Launch mail” (Mail application will open)



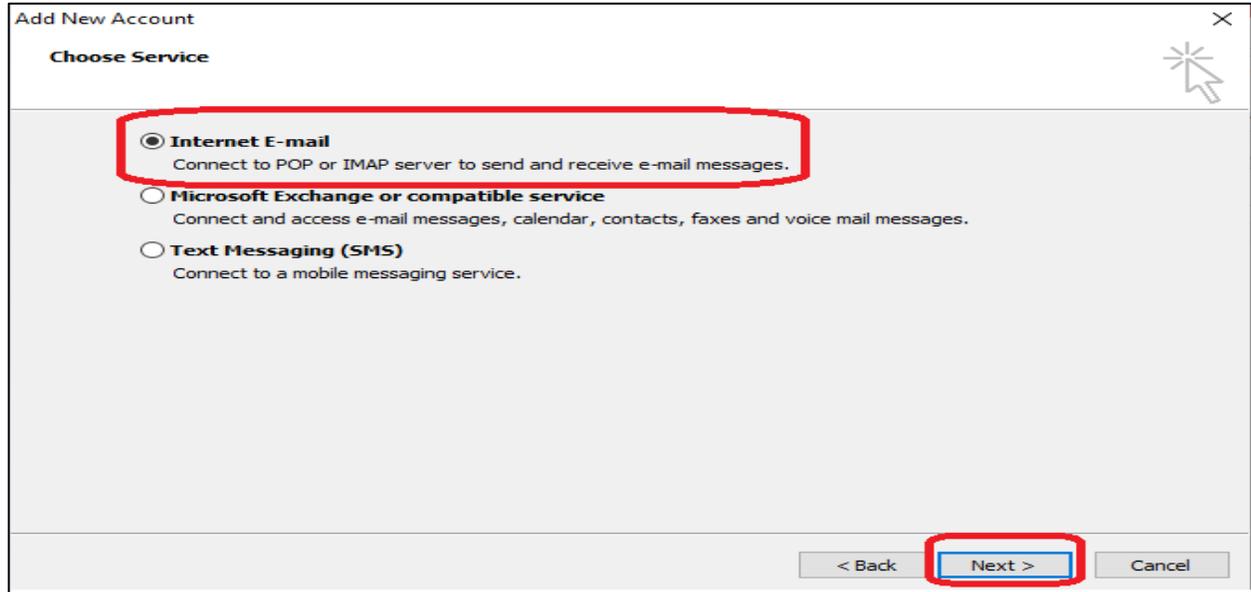
3. Click on OK



4. Click on Manually Configure & then click on Next



5. Click on Internet E-mail and then Next

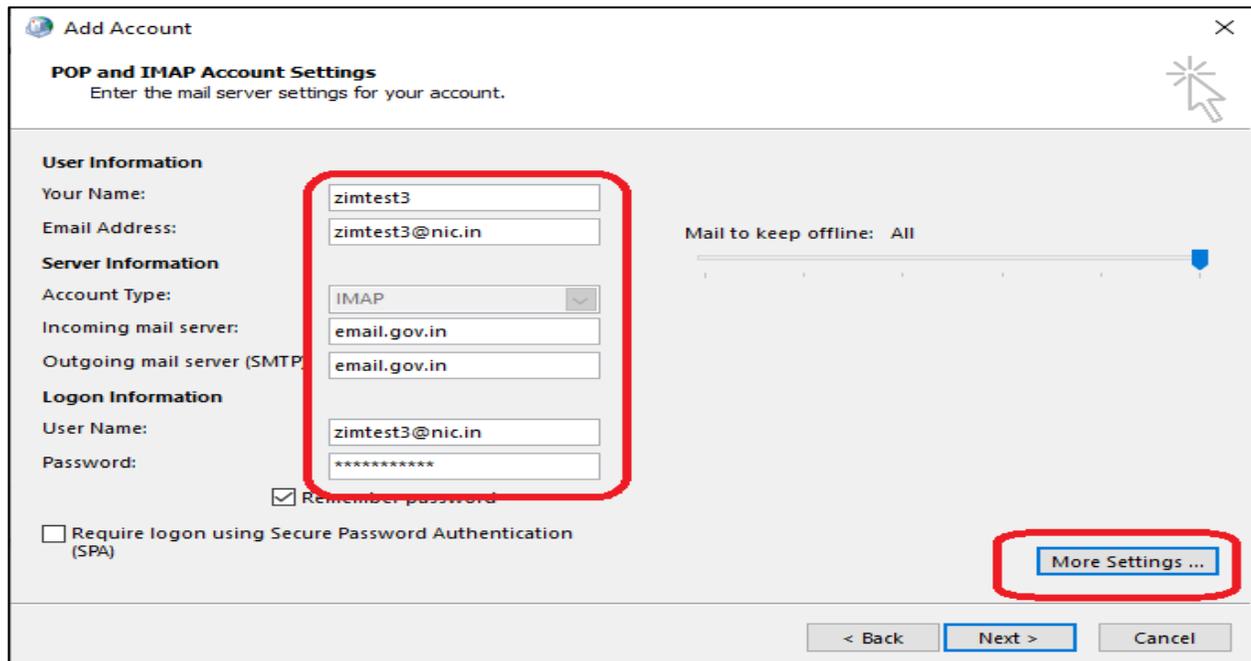


The screenshot shows a dialog box titled "Add New Account" with a close button (X) in the top right corner. The main heading is "Choose Service". There are three radio button options:

- Internet E-mail**
Connect to POP or IMAP server to send and receive e-mail messages.
- Microsoft Exchange or compatible service**
Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.
- Text Messaging (SMS)**
Connect to a mobile messaging service.

At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a red box.

6. Enter the required details that are highlighted in red box & then click on More Settings

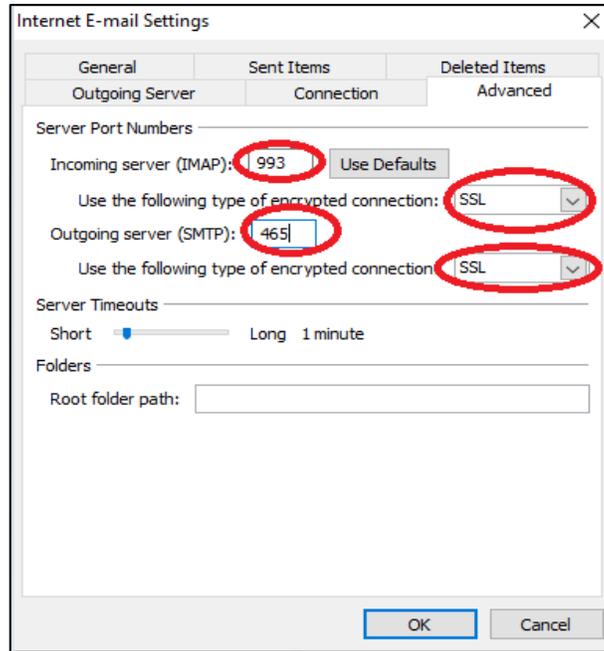


The screenshot shows a dialog box titled "Add Account" with a close button (X) in the top right corner. The main heading is "POP and IMAP Account Settings" with the instruction "Enter the mail server settings for your account." Below this, there are several sections of input fields:

- User Information**
 - Your Name: zimtest3
 - Email Address: zimtest3@nic.in
- Server Information**
 - Account Type: IMAP (dropdown menu)
 - Incoming mail server: email.gov.in
 - Outgoing mail server (SMTP): email.gov.in
- Logon Information**
 - User Name: zimtest3@nic.in
 - Password: *****
 - Remember password
 - Require logon using Secure Password Authentication (SPA)

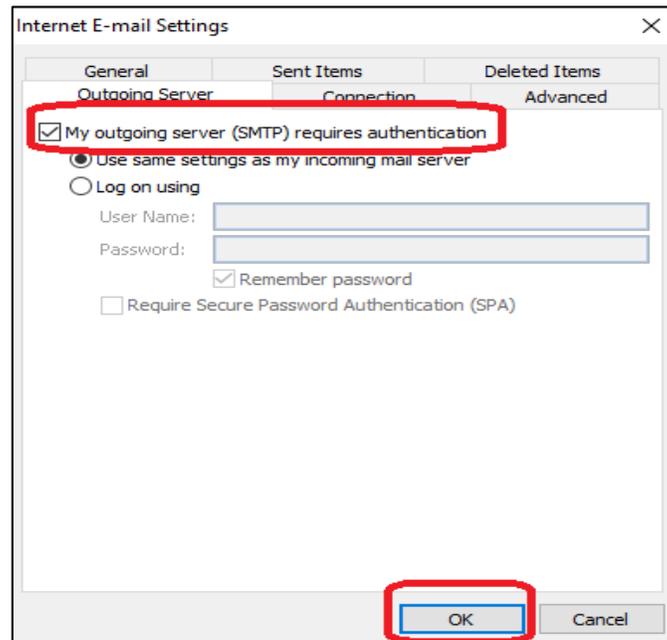
On the right side, there is a "Mail to keep offline: All" slider control. At the bottom right, there is a "More Settings ..." button highlighted with a red box. At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

7. Ensure all settings as per highlighted in red box



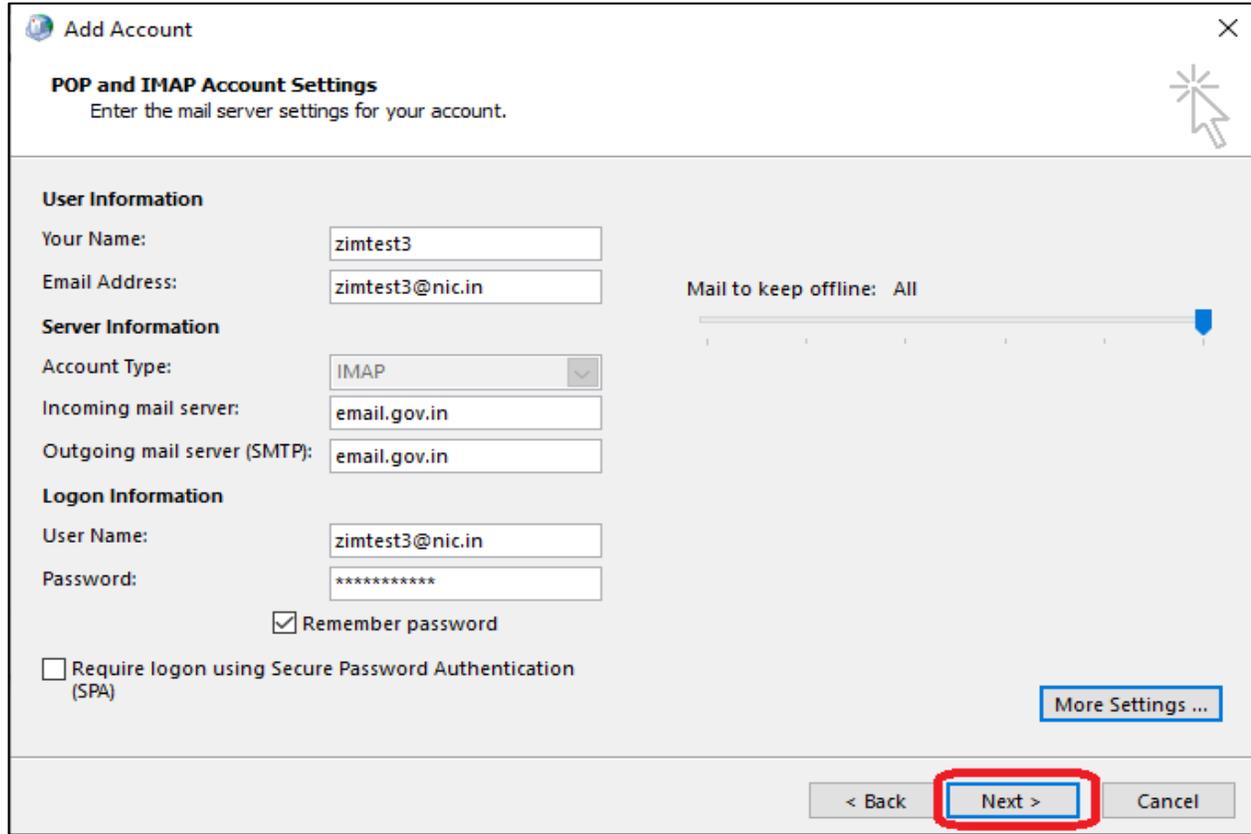
The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Connection' tab selected. The 'Outgoing Server' section is highlighted with a red box. The 'Incoming server (IMAP):' field contains '993', the 'Use the following type of encrypted connection:' dropdown is set to 'SSL', the 'Outgoing server (SMTP):' field contains '465', and the 'Use the following type of encrypted connection:' dropdown is set to 'SSL'. The 'Server Timeouts' section shows a slider between 'Short' and 'Long 1 minute'. The 'Folders' section has a 'Root folder path:' field. The 'OK' button is highlighted with a red box.

8. Ensure check BOX is clicked for My Outgoing Server (SMTP) & then click on ok



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Connection' tab selected. The 'Outgoing Server' section is highlighted with a red box. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. The 'Use same settings as my incoming mail server' radio button is selected. The 'Log on using' section has 'User Name:' and 'Password:' fields, and the 'Remember password' checkbox is checked. The 'Require Secure Password Authentication (SPA)' checkbox is unchecked. The 'OK' button is highlighted with a red box.

9. Click on Next



Add Account [Close]

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

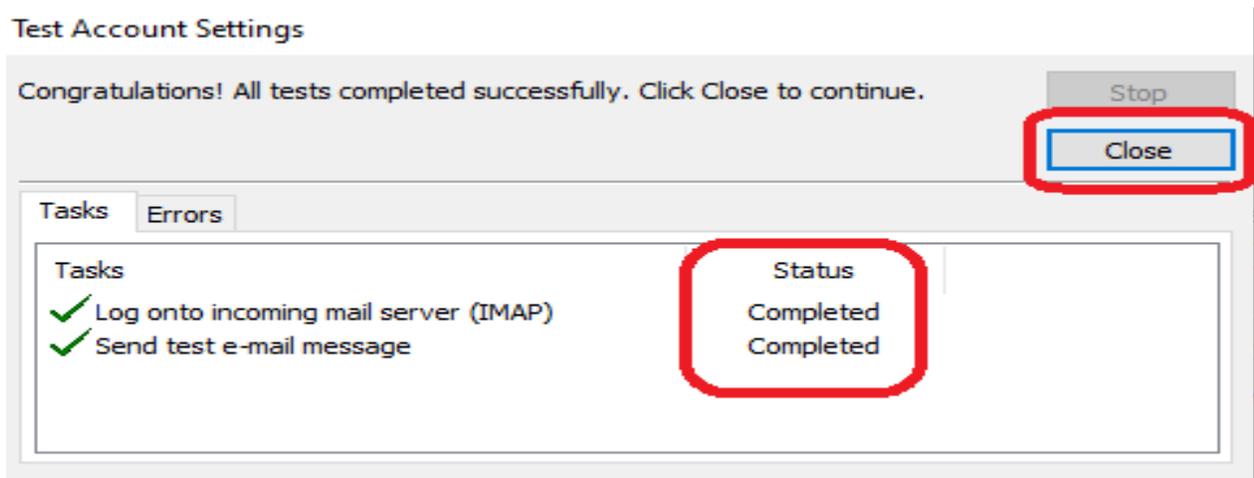
Require logon using Secure Password Authentication (SPA)

Mail to keep offline: All [Slider]

[More Settings ...](#)

< Back **Next >** Cancel

10. You will see below screen, check Status is “Completed” & then click on “Close”



Test Account Settings

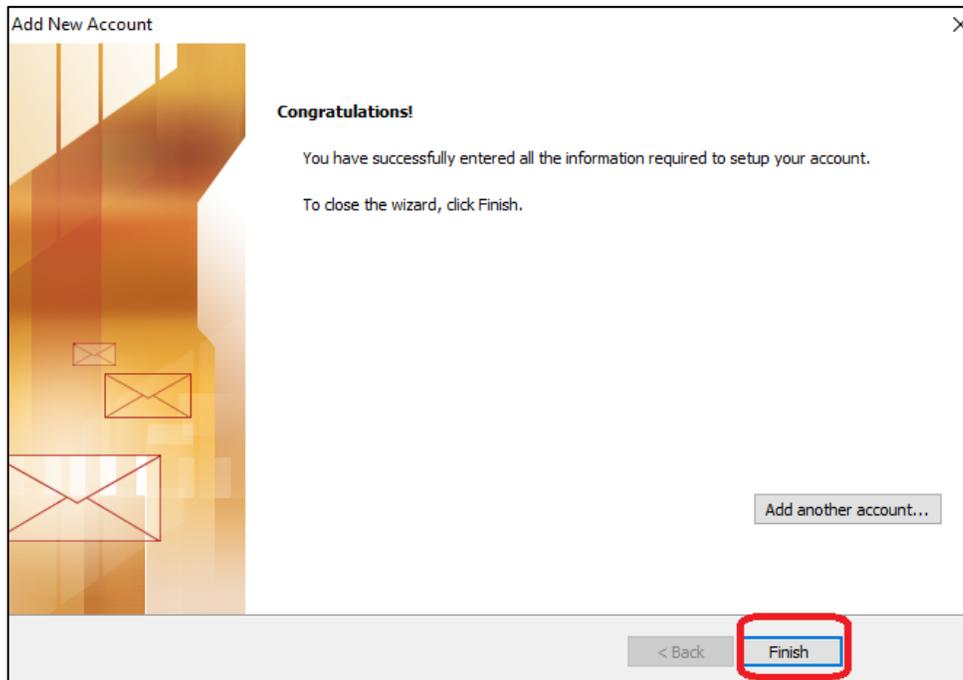
Congratulations! All tests completed successfully. Click Close to continue.

Stop

Close

Tasks	Errors
Tasks	Status
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

11. Click on Finish as below screen



Now your email has been configured.

Please Note:

- Always Use “Launch Mail” option on Kavach App to access the Mails.
- As soon as the user clicks “Launch Mail”, the current IP of the user will be registered, and the mail can be used.

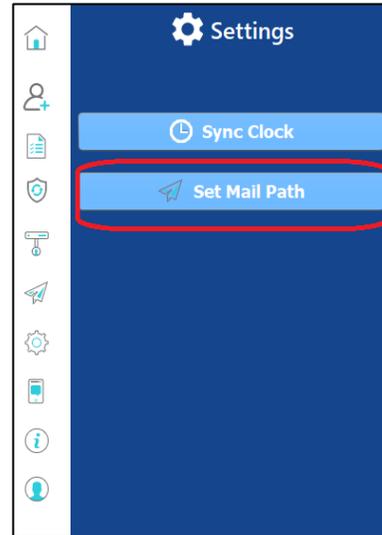
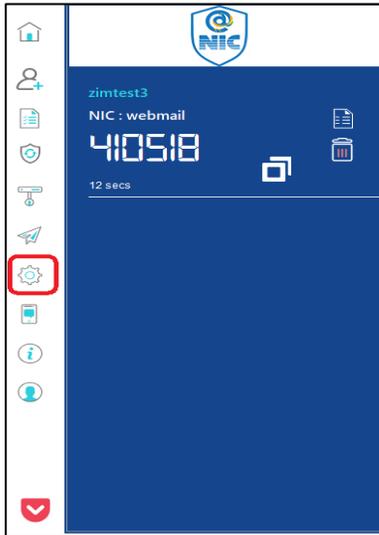
11. Configuration of IMAP with Kavach application on Linux Device

11.1 Installation of Kavach Application on Linux Desktop/Laptop

1. Open the terminal and check the java version by using the command “`java -version`”
2. The Java version should be 8 or above.
3. Command to Install “Jdk” with command “`apt-get install jdk`”
4. To install in **Ubuntu**, use command “`apt install net-tools`”
5. To install in **Redhat**, use command “`yum install net-tools`”
6. Please note: To install in **Fedora**, arduino package is mandatory before kavach installation
7. After successful installation of jdk, make the “**KavacAuthenticaction.jar**” executable with command “`chmod +x KavacAuthenticaction.jar`”.
8. The Kavach application can now be opened by double clicking the KavachAuthentication.jar file or by using command “`java -jar KavachAuthentication.jar`”.

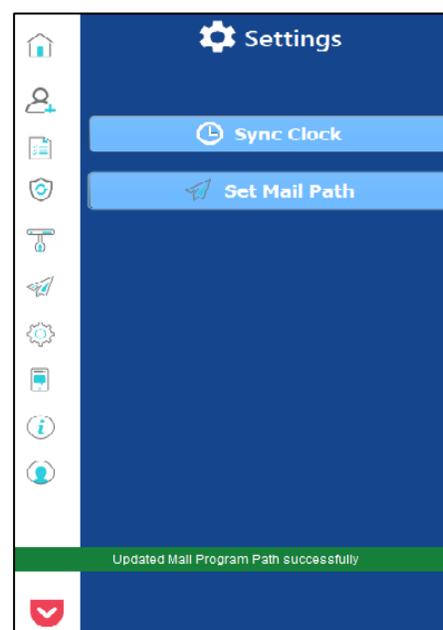
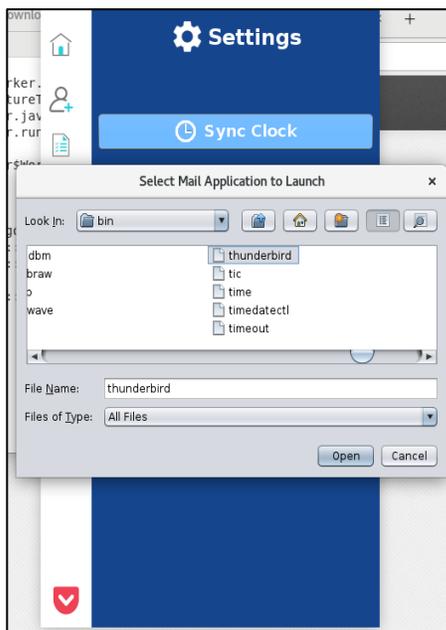
11.2 Steps to configure path for Mailing Client (Thunderbird) in Kavach application

1. Open the Kavach Application
2. Click on “Settings” and then click on “Set Mail Path” to set the Outlook path



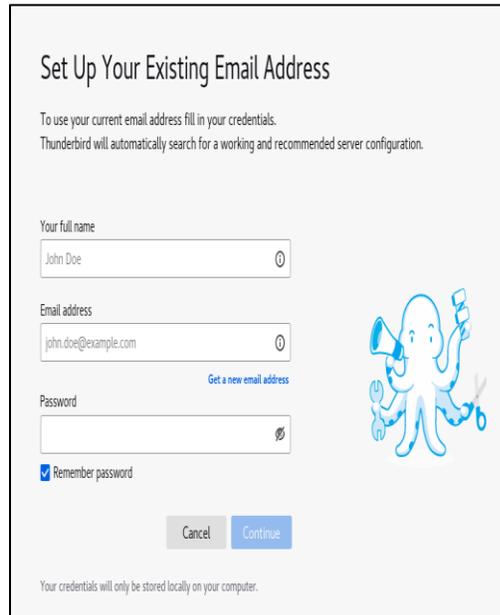
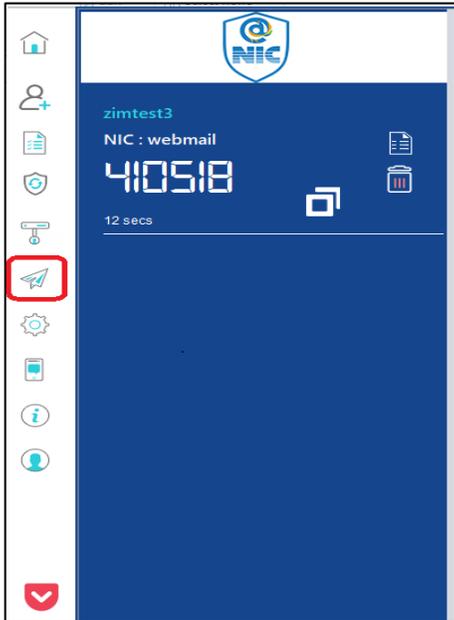
A new window prompt “Select Mail application to Launch” will open. To set up a mail path of Thunderbird, the user must enter “**/bin/thunderbird**” in the File Name.

3. Click “Open”. The user will get a prompt on the screen with “Updated mail program path successfully”.

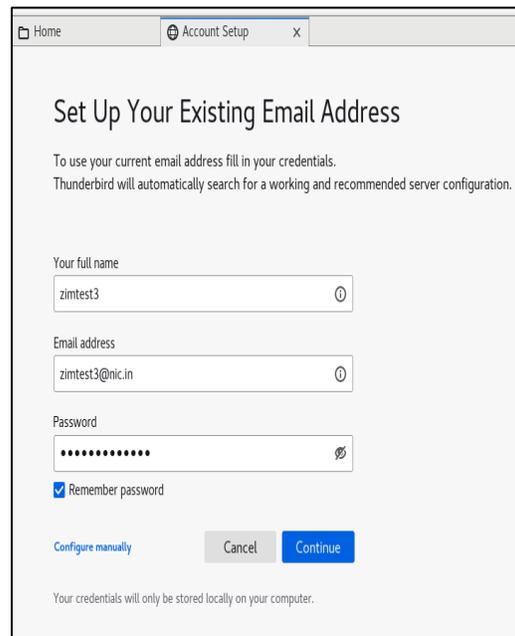


11.3 Steps to configure Thunderbird using Kavach application

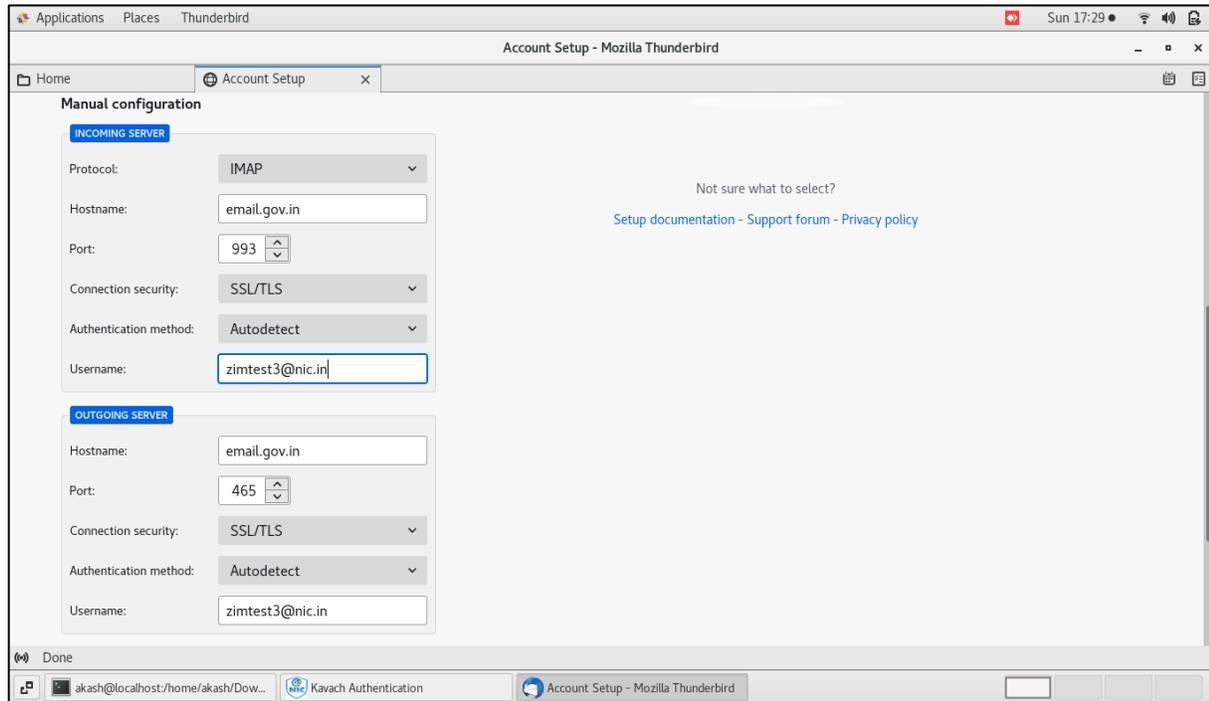
1. Open the Kavach Application.
2. Click on Launch mail icon. (Mail application will open)



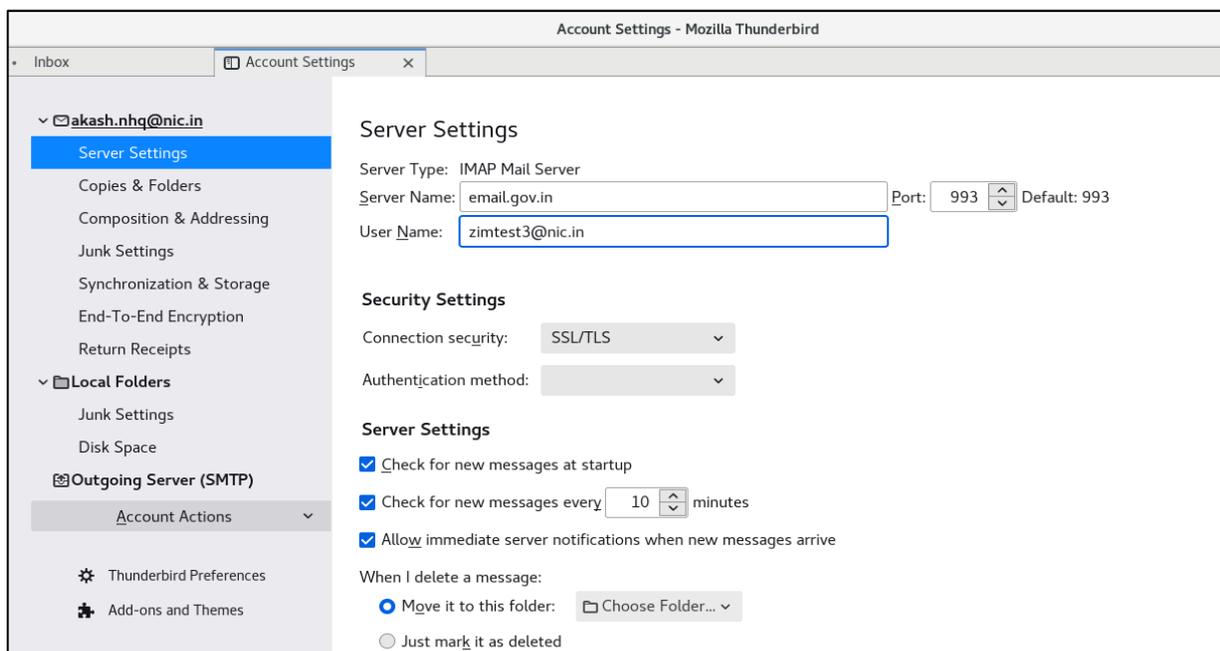
3. Enter the user ID, email address and password & click on continue



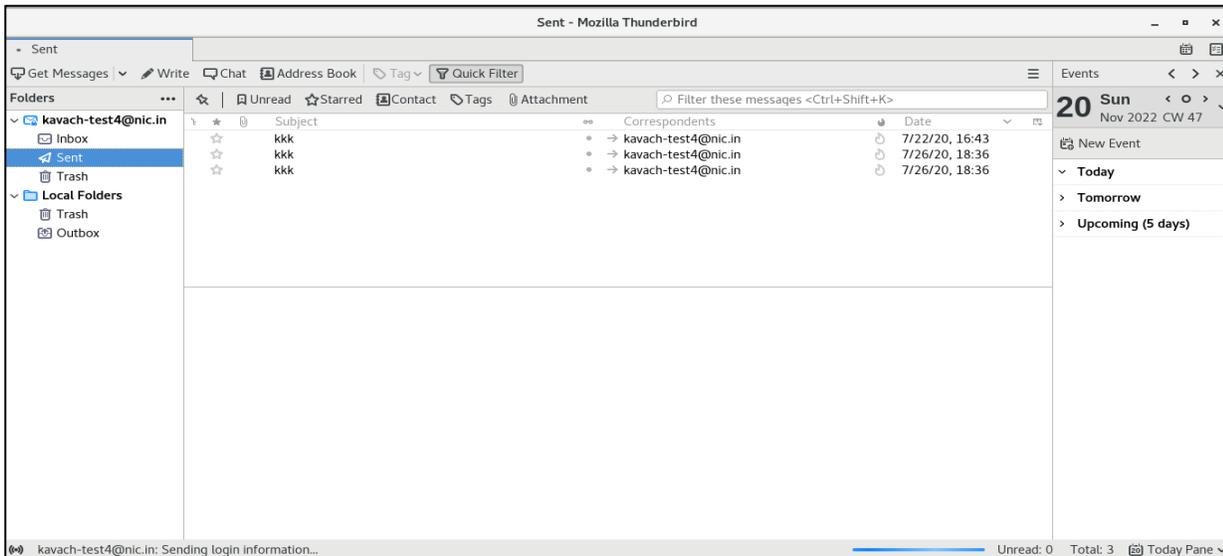
4. Enter the Incoming Server and Outgoing Server Details along with the port number and click on done.



5. Enter the Server Setting Details and Proceed further



6. You can now access your mail.



Now your email has been configured.

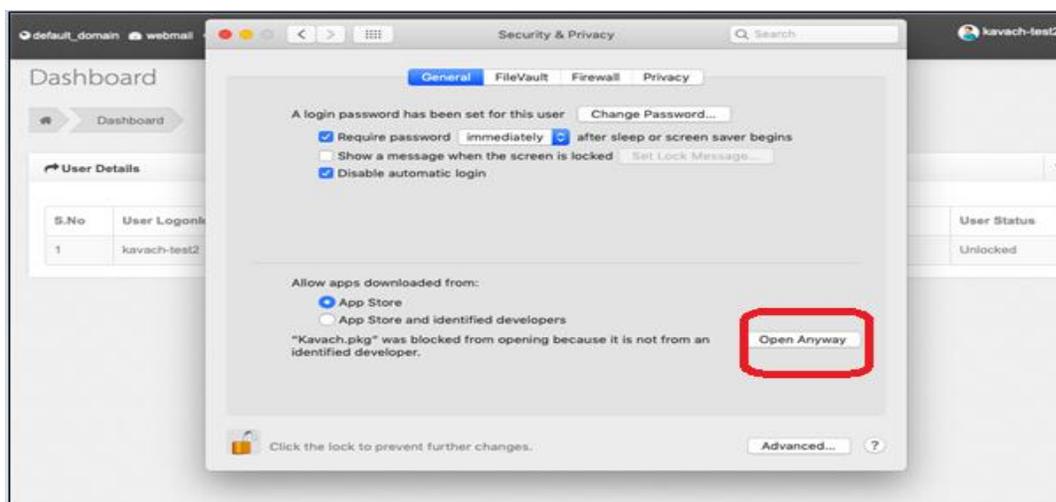
Please Note:

- Always Use “Launch Mail” option on Kavach App to access the Mails.
- As soon as the user clicks “Launch Mail”, the current IP of the user will be registered, and the mail can be used.

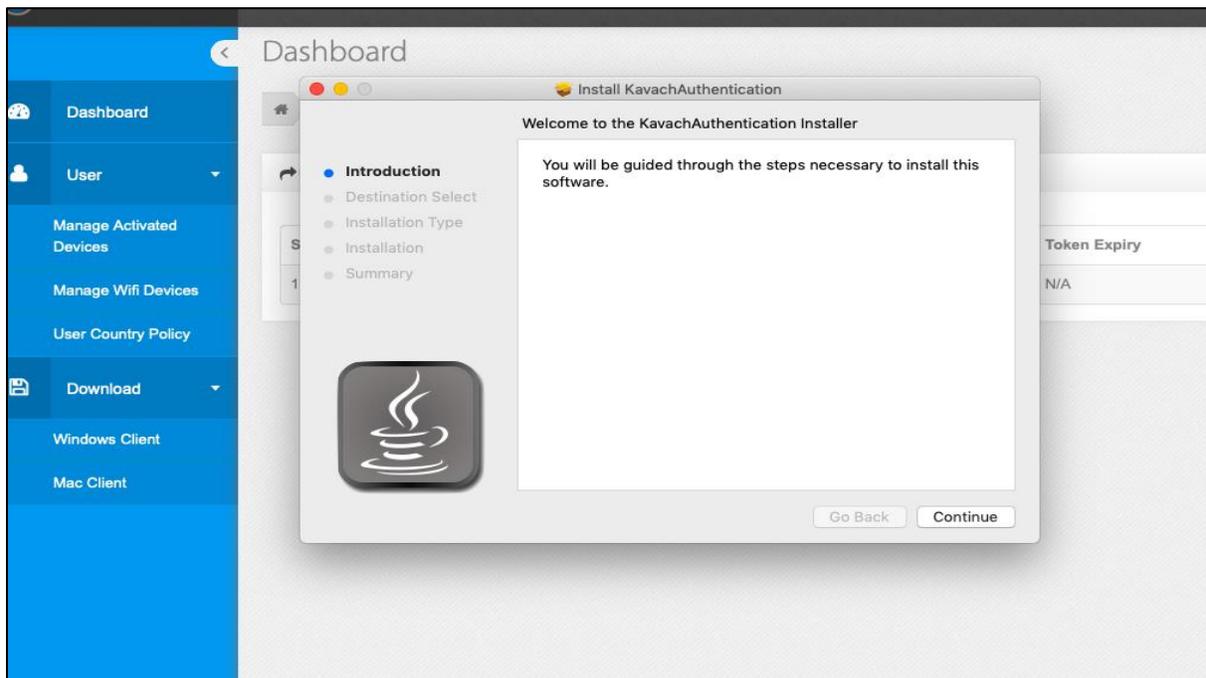
12. Installing Kavach Application on your Mac Desktop/Laptop

12.1 Installation of Kavach Application on Mac Desktop/Laptop

1. Go to “**Security & Privacy**” option and click on “**Open Anyway**” under the General option to start the installation of Kavach application on the desktop/Laptop.



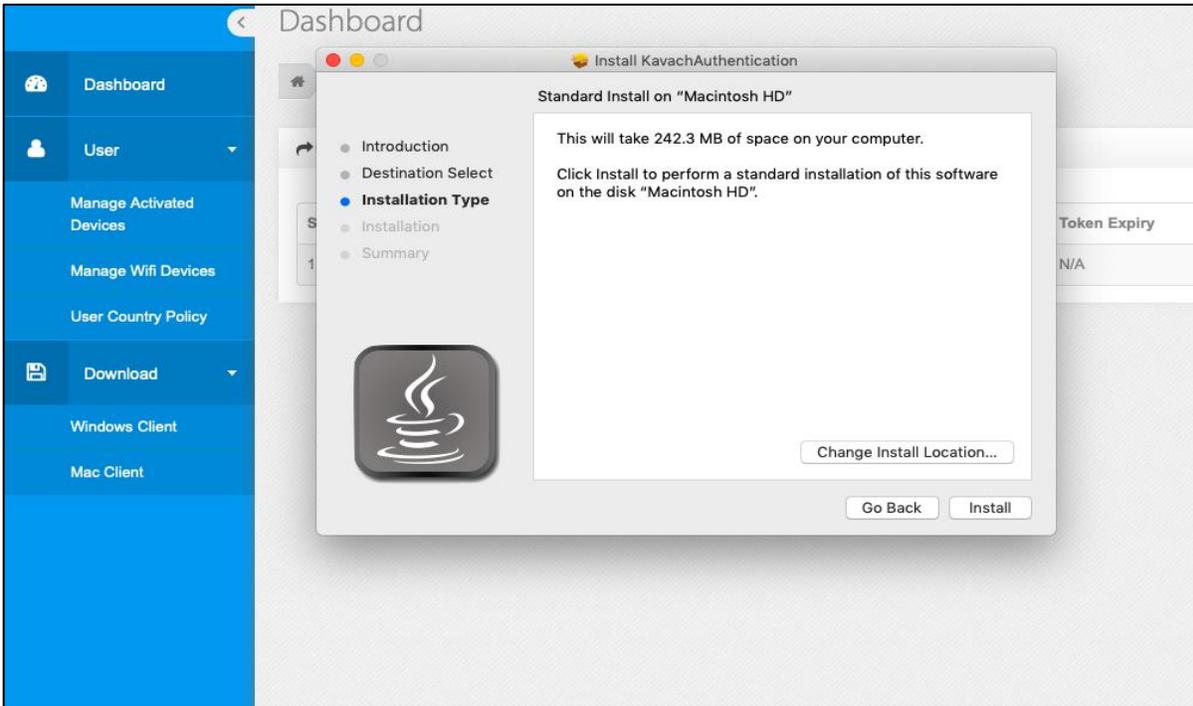
2. Click on “**Continue**” for introduction of the Kavach Application.



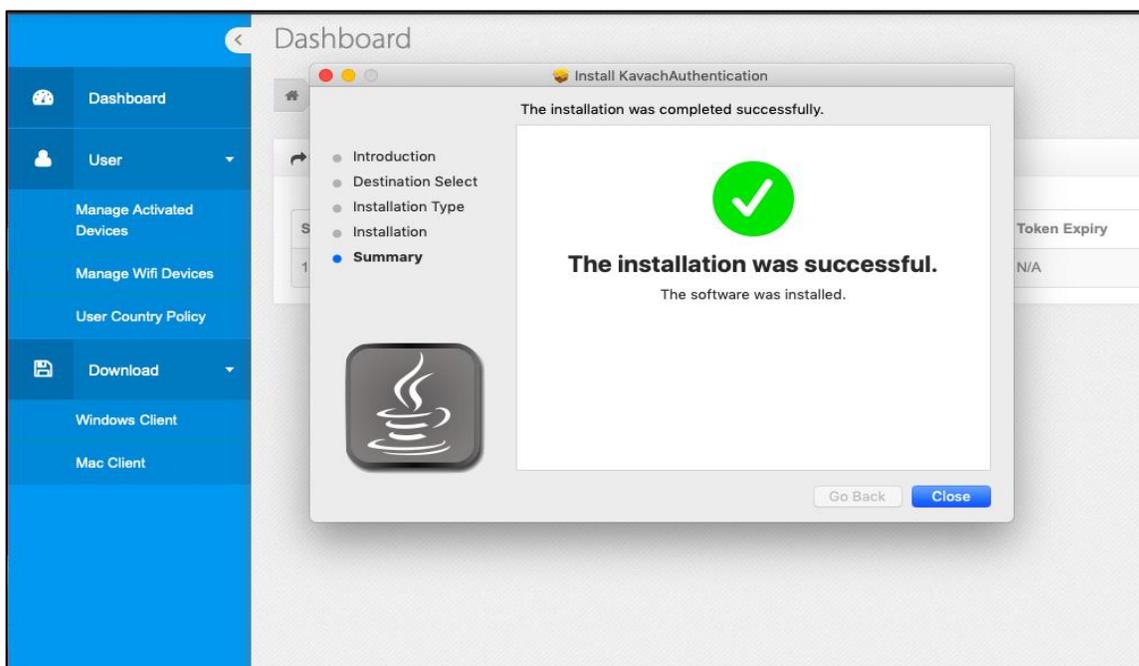
3. Click on “**Continue**” to start the installation of the Kavach application.



4. Then click on “**install**” option as screen shot below.

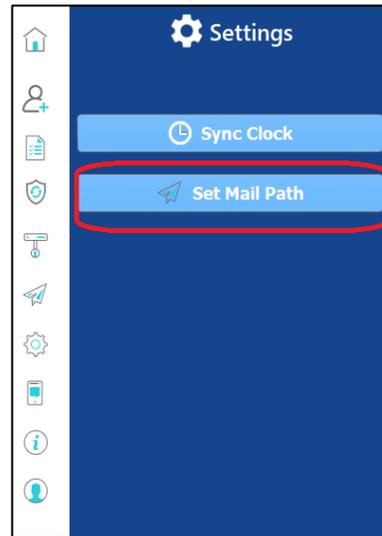
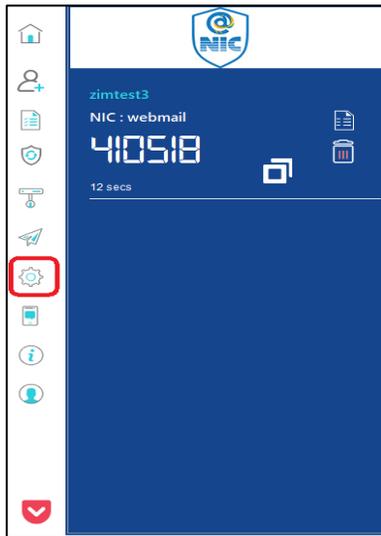


5. Once the installation of the Kavach application is completed. The below stated window will appear to notify about the completion of installation and then click on close.



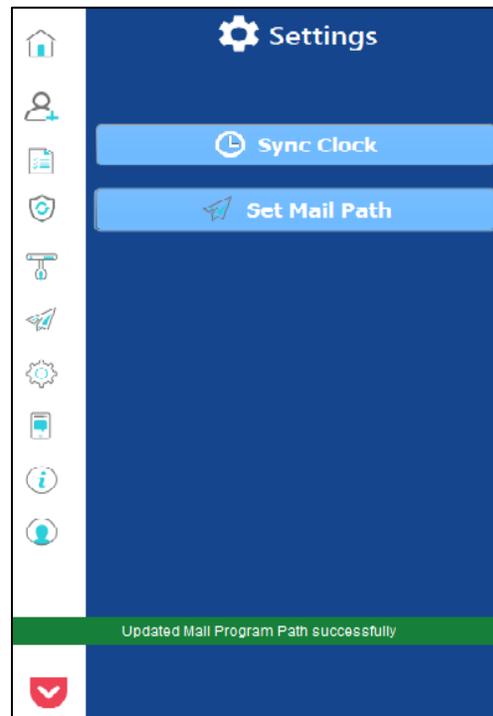
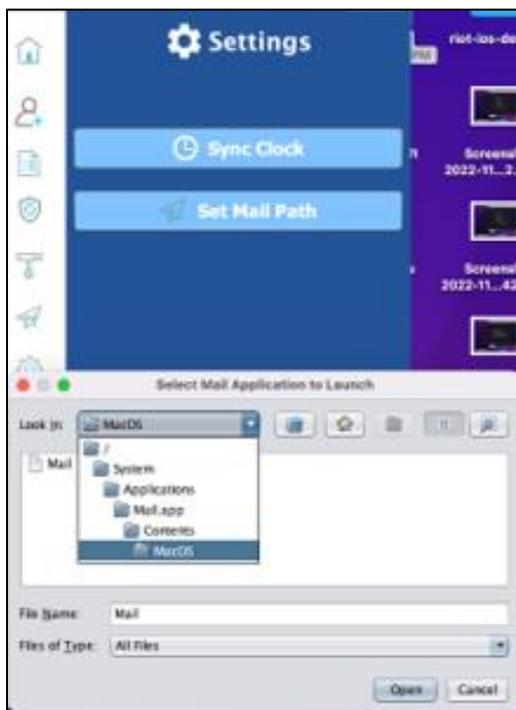
12.3 Steps to configure path for Mailing Client (Mail App) in Kavach application

1. Open the Kavach Application
2. Click on “Settings” and then click on “Set Mail Path” to set the Outlook path



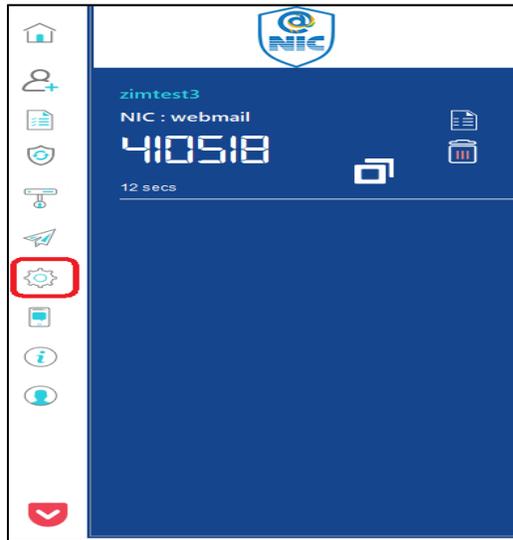
A new window prompt “Select Mail application to Launch” will open. To set up a mail path of Mail App, the user must enter **“/system/applications/mail app/macos/mail”** or path of outlook **“Application/Microsoft Outlook.app/Contents/Macos/Microsoft outlook”** in the File Name.

3. Click “Open”. The user will get a prompt on the screen with “Updated mail program path successfully”.

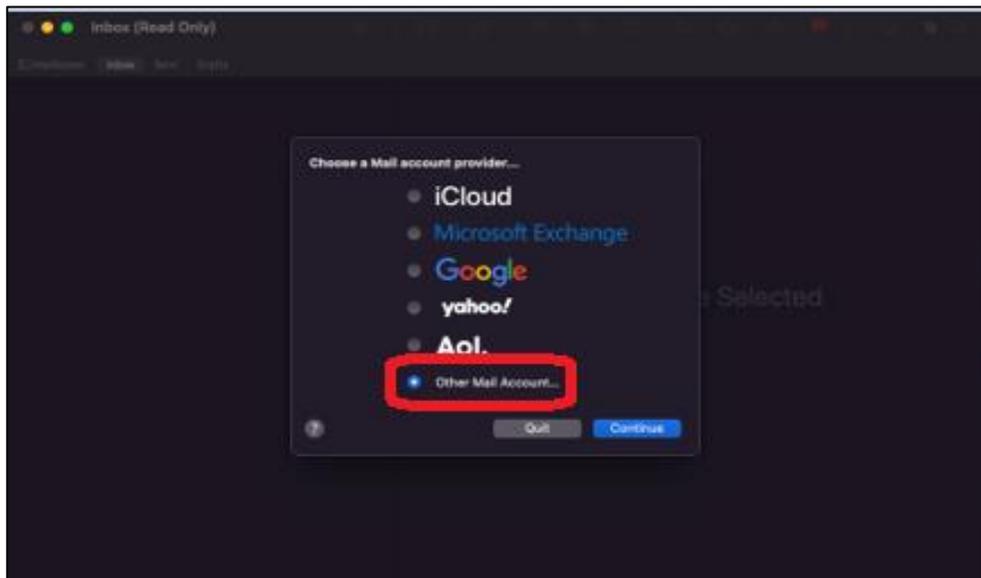


12.4 Steps to configure Mail App using Kavach application

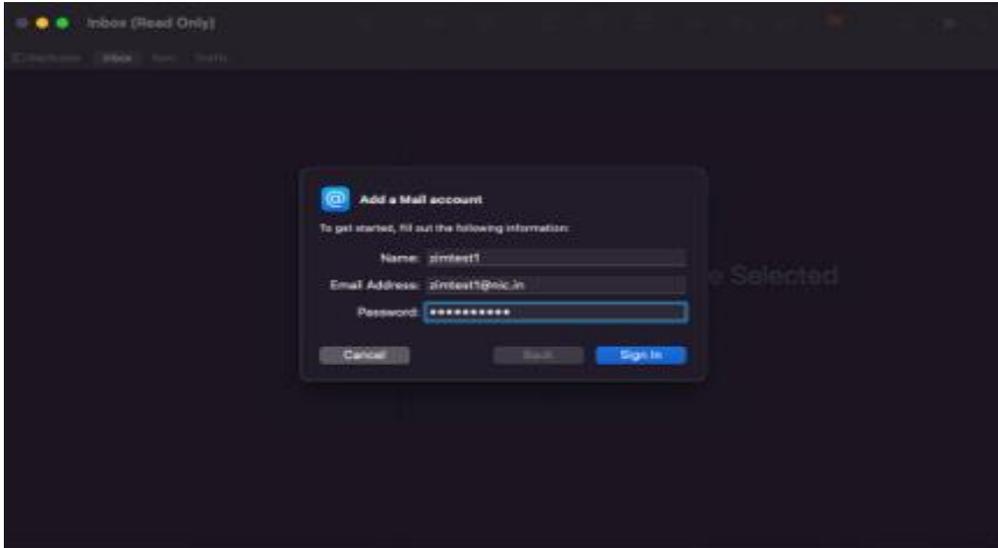
1. Open the Kavach Application.
2. Click on Launch mail icon. (Mail application will open)



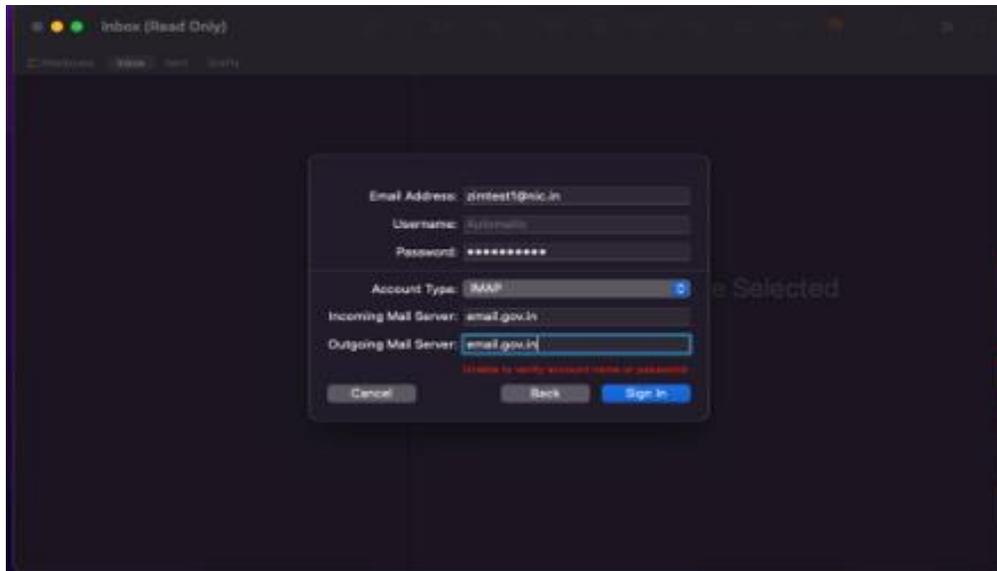
3. Click on Other Mail Account



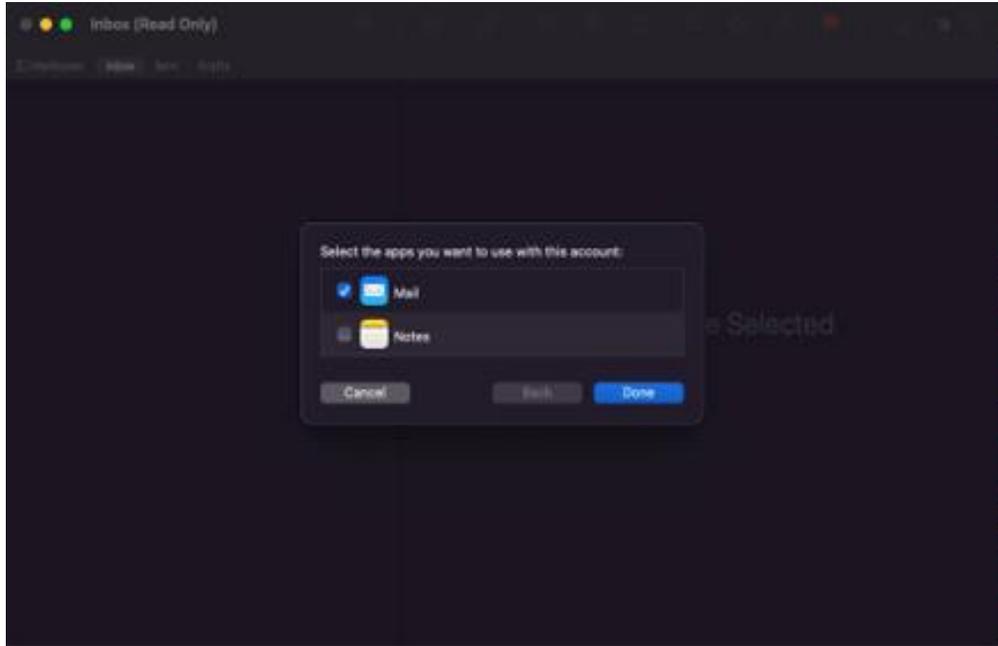
4. Enter Name, email ID, password and click on Sign In



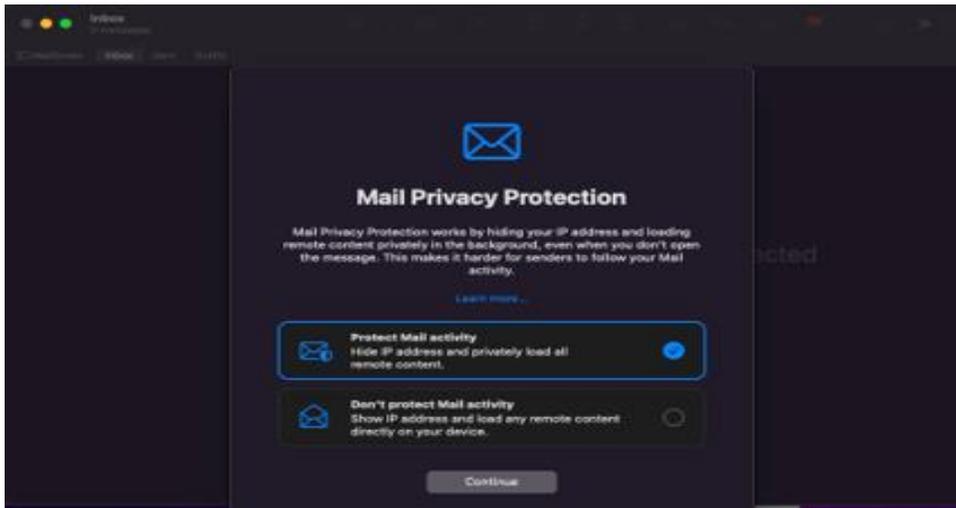
5. Enter incoming Mail Server and Outgoing Mail Server and click on Sign In



6. Now select the App you want to use



6. Click on Protect Mail Security and then click on Continue



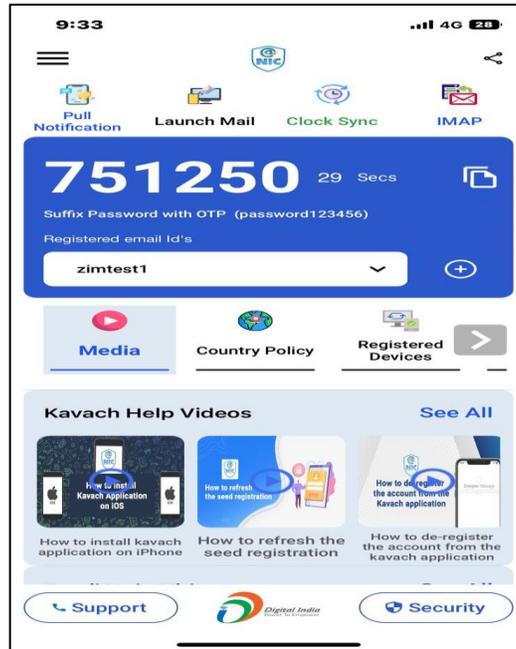
Now your email has been configured.

Please Note:

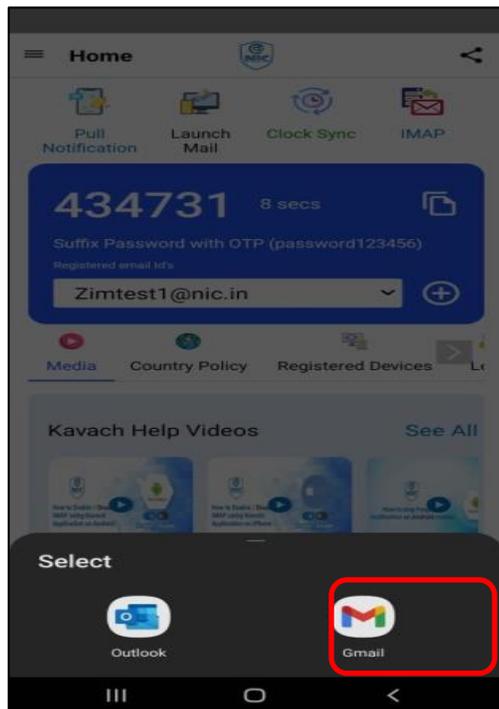
- Always Use “Launch Mail” option on Kavach App to access the Mails.
- As soon as the user clicks “Launch Mail”, the current IP of the user will be registered, and the mail can be used.

13.Step to configure IMAP on Android Device

1. Open kavach application, click on Launch Mail option on HOME SCREEN.



2. Popup window will appear on your screen to “Choose an Email Client application”.



3. Enter the mail and then click on **IMAP** option and enter the **password**.



9:40 PM



zimtest1@nic.in

What type of account is this?

Personal (POP3)

Personal (IMAP)



9:40 PM

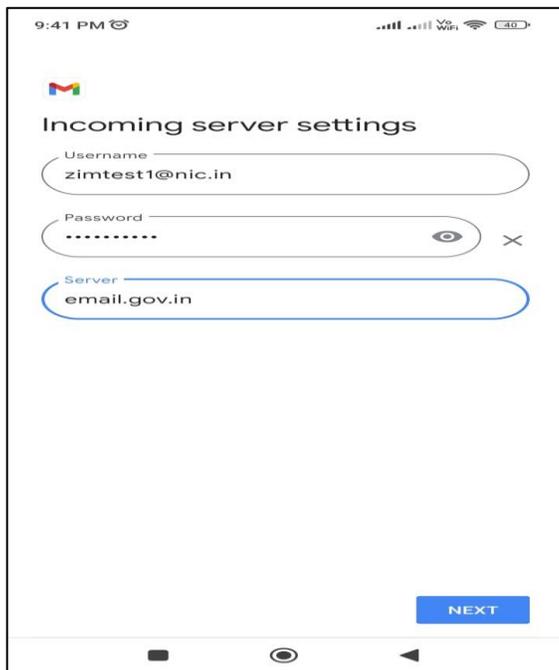


zimtest1@nic.in

Password

NEXT

4. Enter the **Incoming** and **Outgoing** server details as **email.gov.in** shown below and click on Next.



9:41 PM



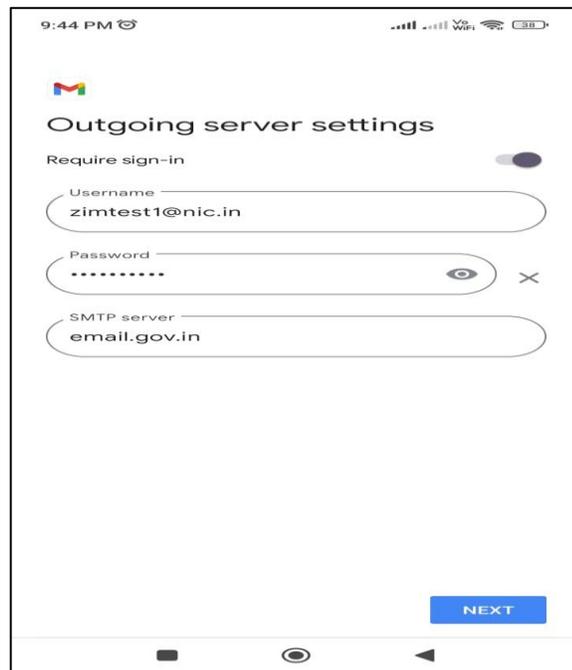
Incoming server settings

Username
zimtest1@nic.in

Password
.....

Server
email.gov.in

NEXT



9:44 PM



Outgoing server settings

Require sign-in

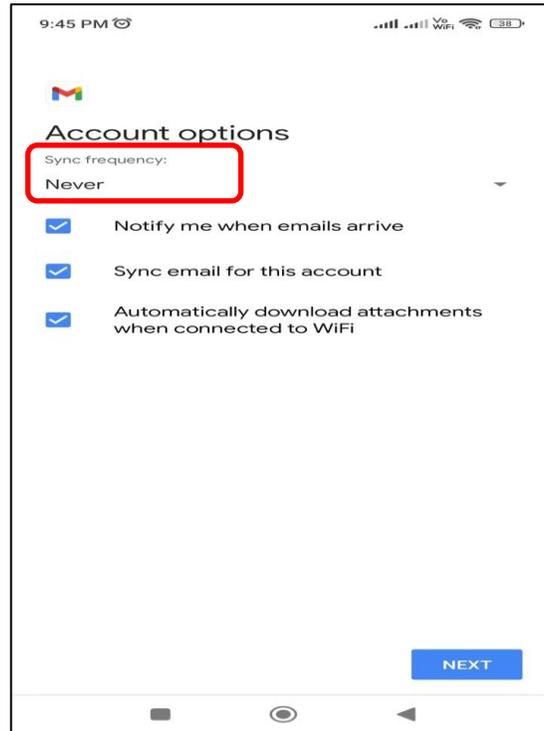
Username
zimtest1@nic.in

Password
.....

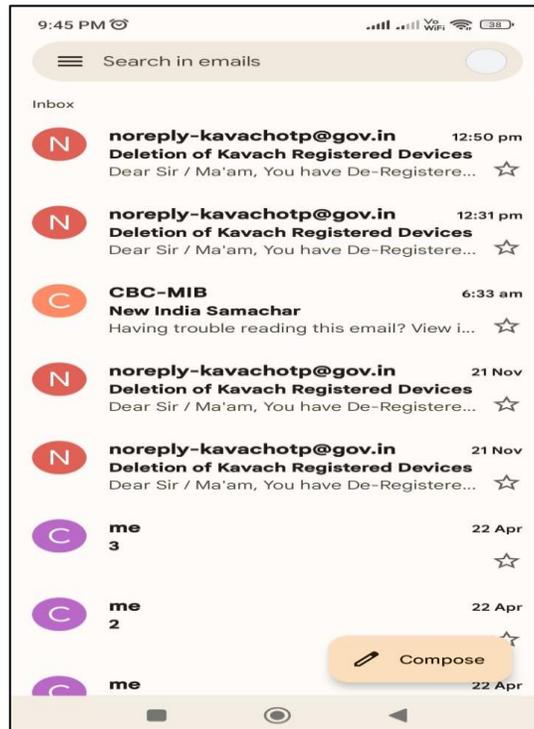
SMTP server
email.gov.in

NEXT

5. Select the Sync Frequency option to “Never”.

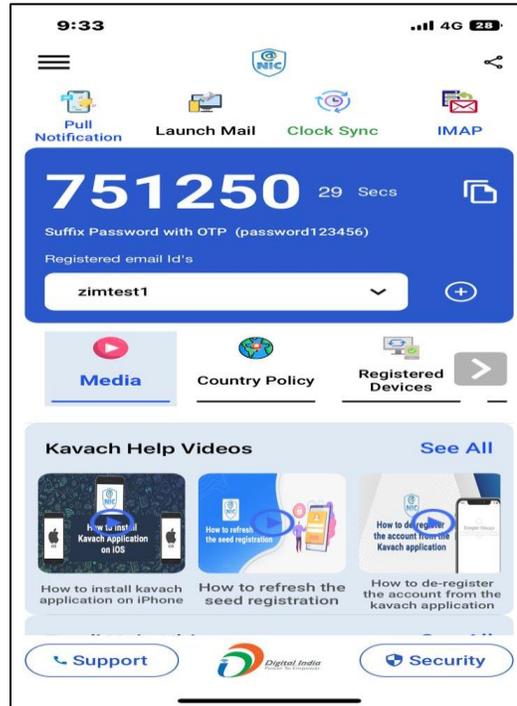


6. You have successfully configured your account



14. Step to configure IMAP on iPhone Device

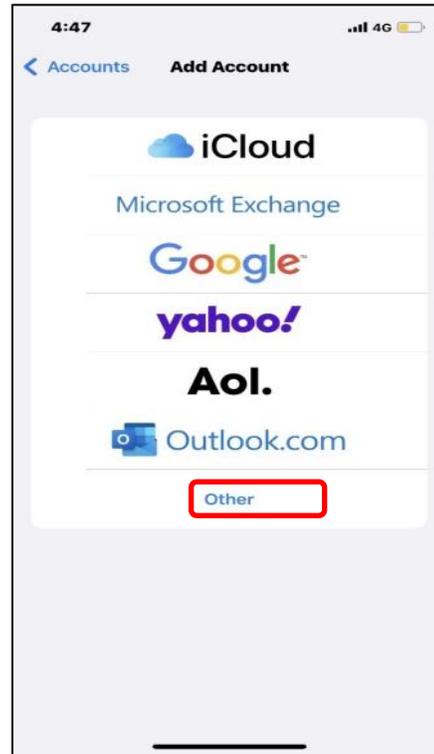
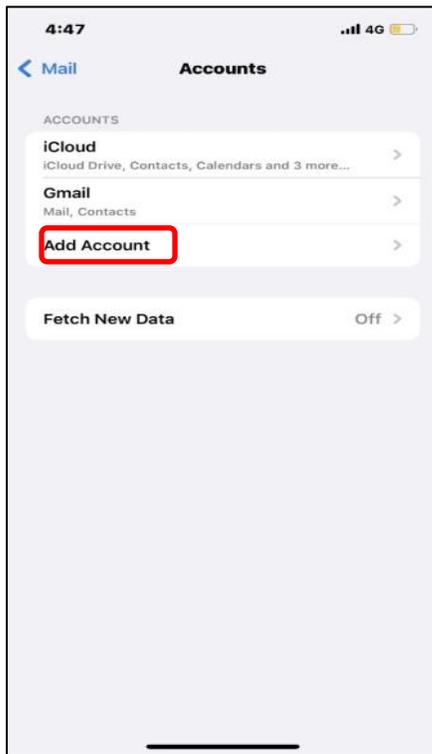
1. Open kavach application, click on Launch Mail option on HOME SCREEN.



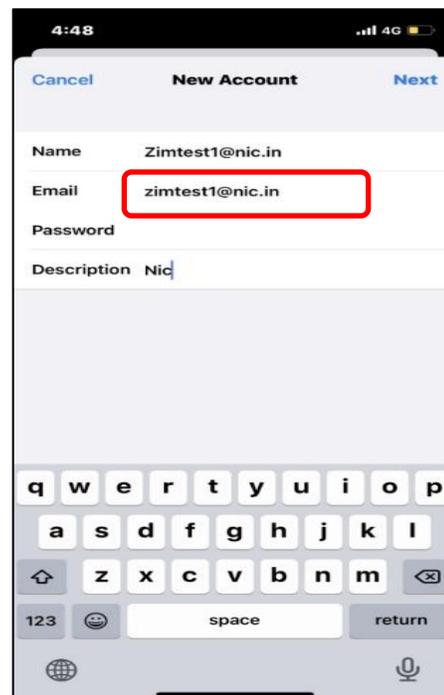
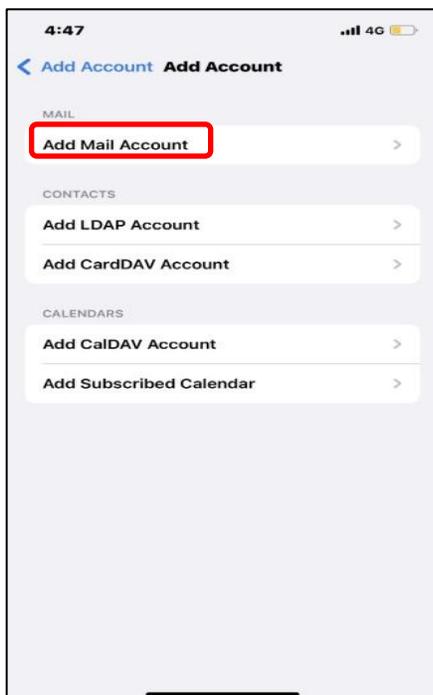
2. Go to **settings** in iPhone and click on **Mail** option and then click on **Accounts**.



3. Now, click on **Add Account** and choose **other** option shown in below screen.



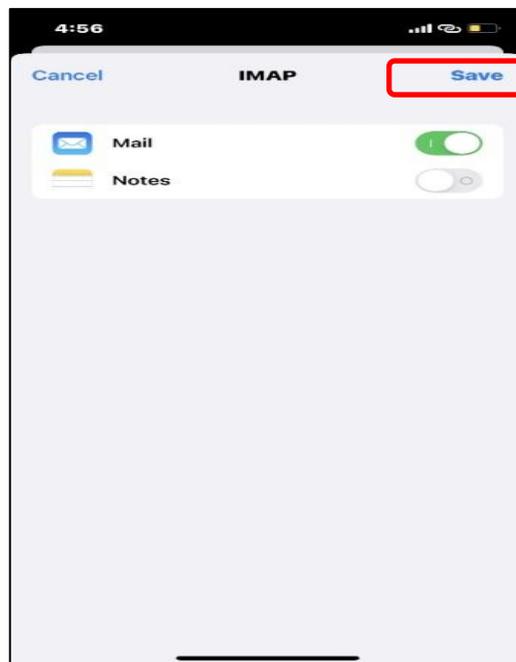
4. Click on **Add Mail Account** and enter the email address and **password** and click on Next.



5. Enter the **Incoming** Server and **Outgoing** Server Details along with the **Password**.



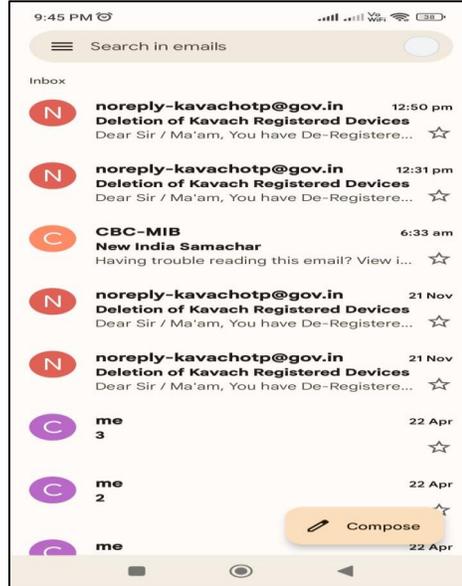
6. Now Click on **Save**. You have successfully configured your account



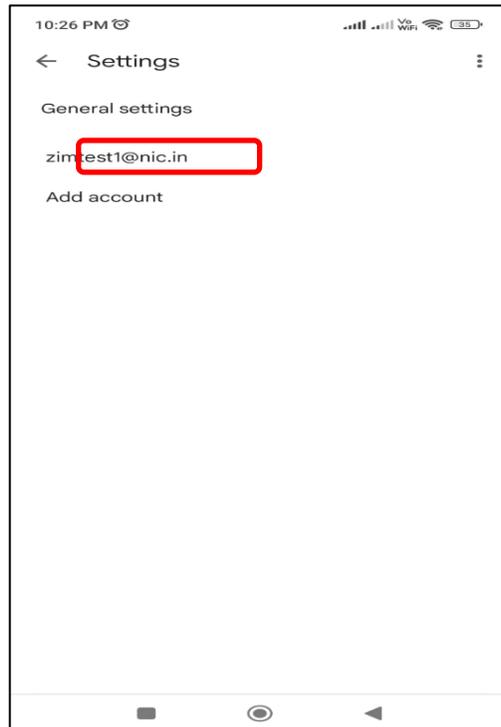
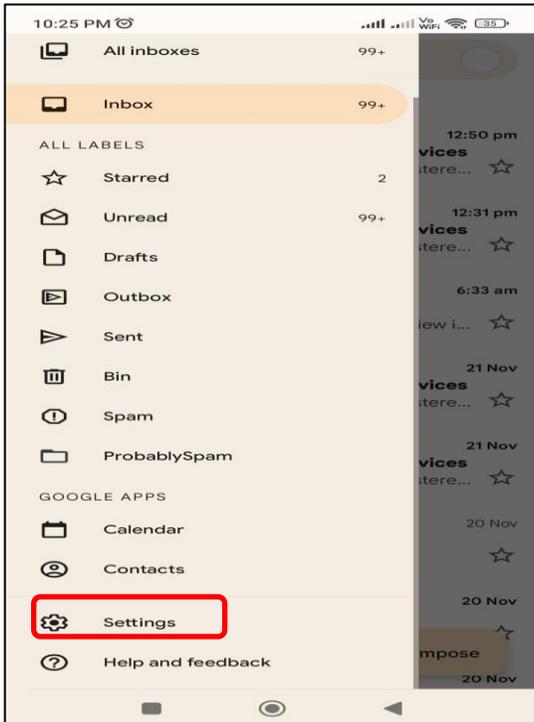
15. Stop frequent notifications in Android Application

You need to set **Sync Frequency** option as **Never/Manual** in Email Client App.

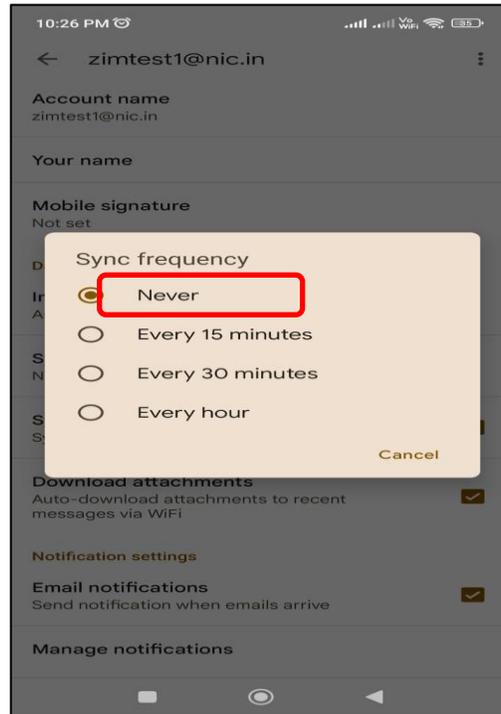
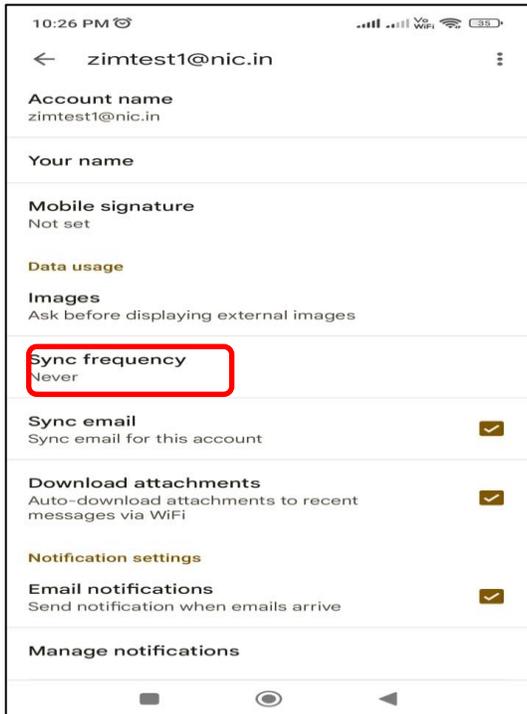
1. Open Mail client (Gmail App) and click on home option on top left corner.



2. Click on **setting** option and select the **account**.



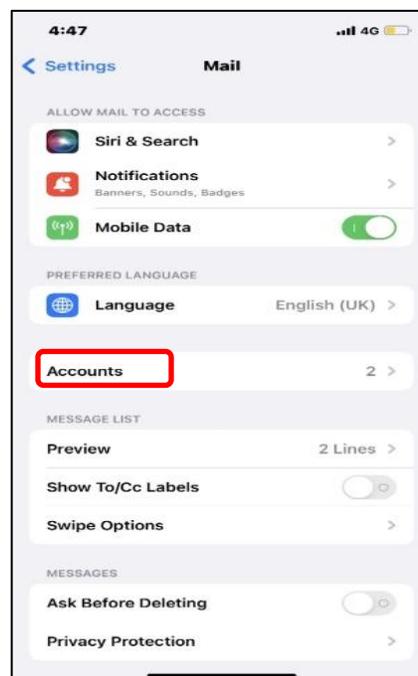
7. Click on **Sync Frequency** option and select the **Never** option.



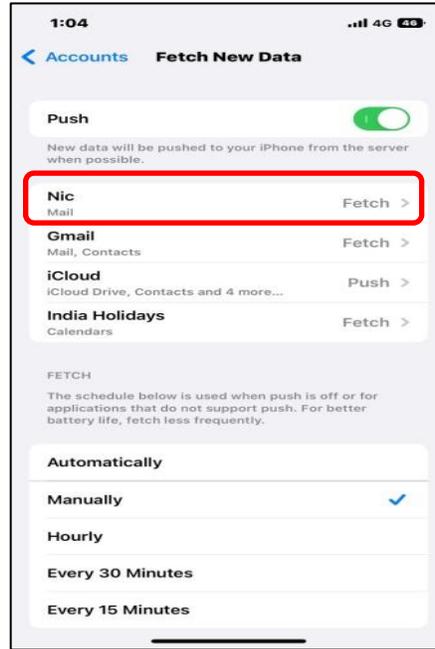
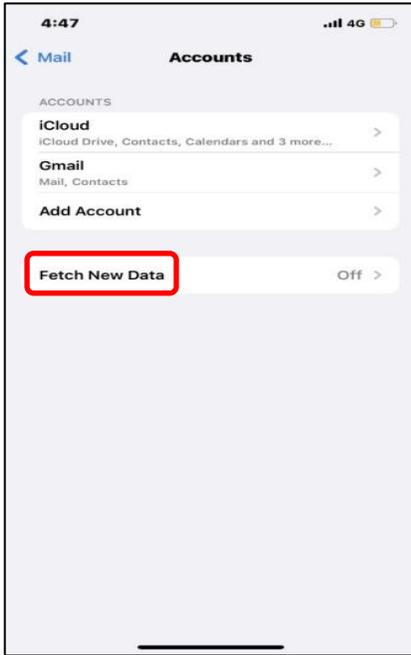
16. Stop frequent notifications in IOS mobile

You need to set Sync Frequency option as Manual in Email Client App.

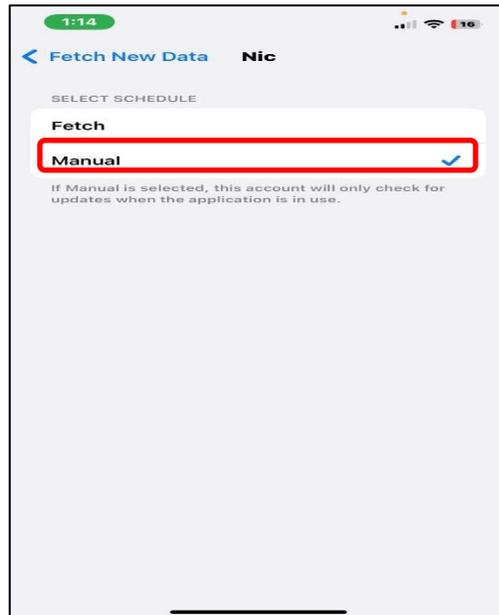
1. Open iPhone **Setting** and choose **mail** option and click on **Accounts** option



2. Click on **Fetch New Data** option and select the mail id you want to set to manual.



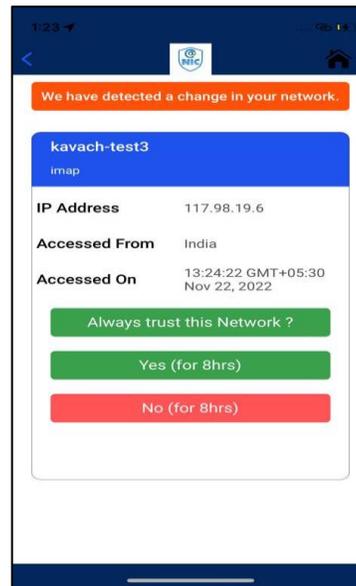
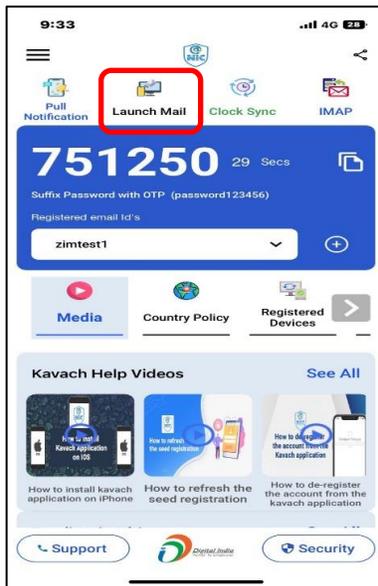
3. Choose **Manual** to set frequency.



17. How to Trust the WI-FI network

In case you are on WIFI network:

Click Launch Mail option, you will get the below notifications.



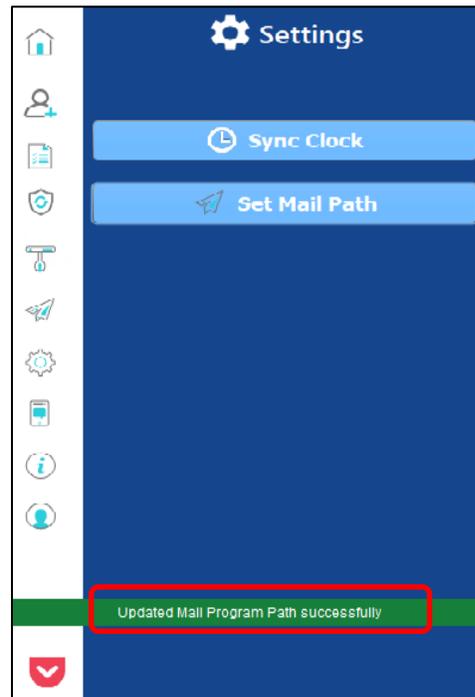
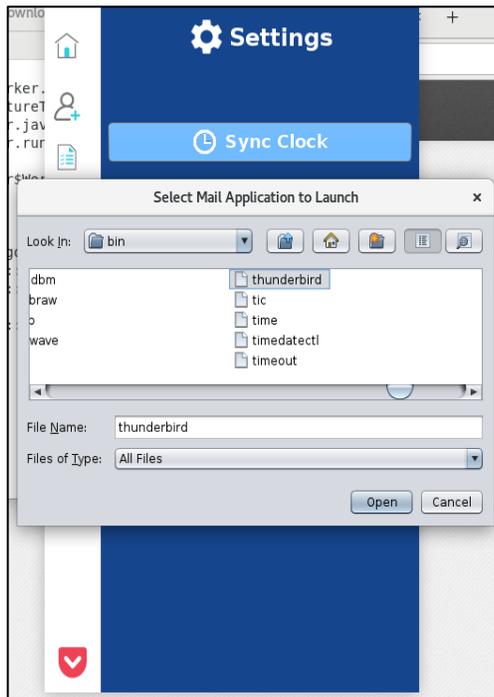
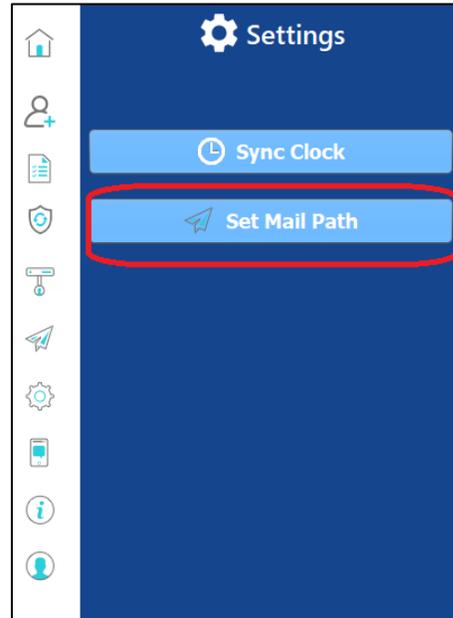
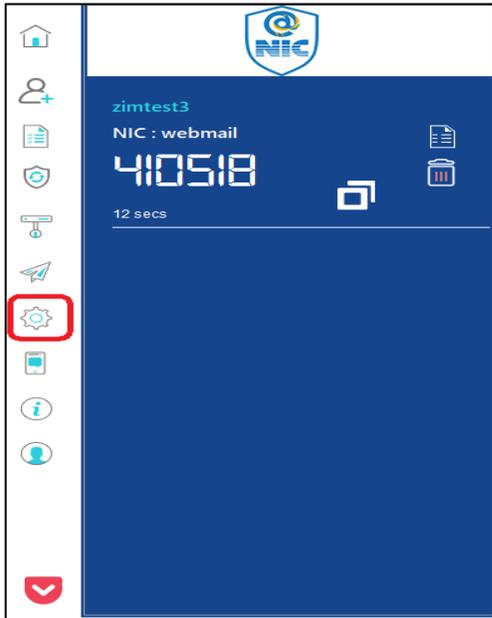
Always Trust This Network: - If you choose this option, then your network will be trusted and you will not get any prompt in future from this network. Choose this option If you want to trust the network permanently.

Yes (For 8 Hours): - If you choose this option, network will be trusted for 8hrs only i.e you can use this network to download the mails only for 8hrs.

Deny (For 8 Hours): - If you choose this option, network will be untrusted and you will not able to download mails using this network.

18. Set Mail Path in Kavach for different Mail clients

Click on **Setting Icon** and then click on “**Set Mail Path**” to set the Outlook path



Path for Outlook 2016 :- C:\Program Files (x86)\Microsoft Office\root\Office16\outlook.exe

Path for Thunderbird :- /bin/thunderbird

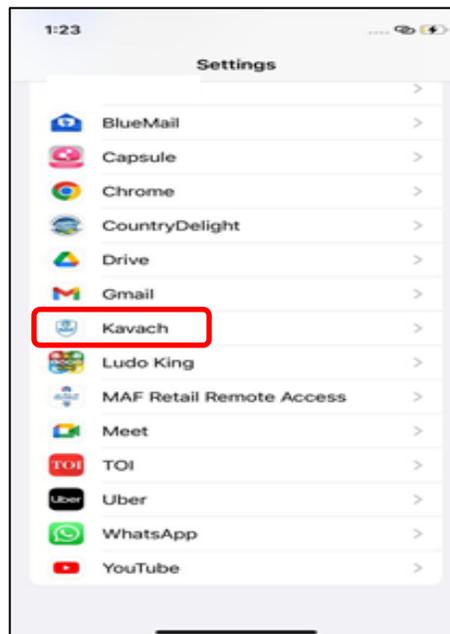
Path for MAC OutlookPath :- Application/Microsoft Outlook.app/Contents/Macos/Microsoft outlook

Path for MAC Default mail APP path :- /system/applications/mail app/macos/mail

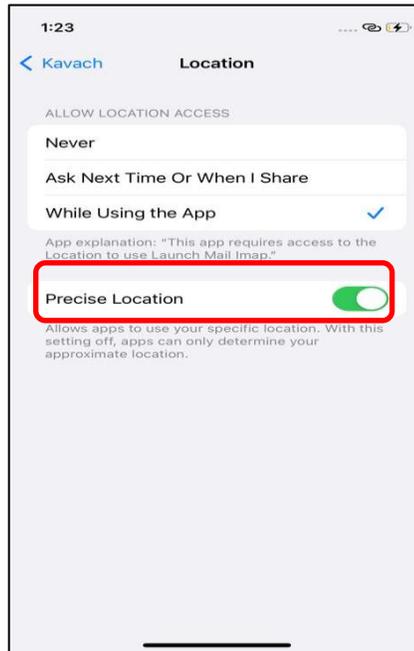
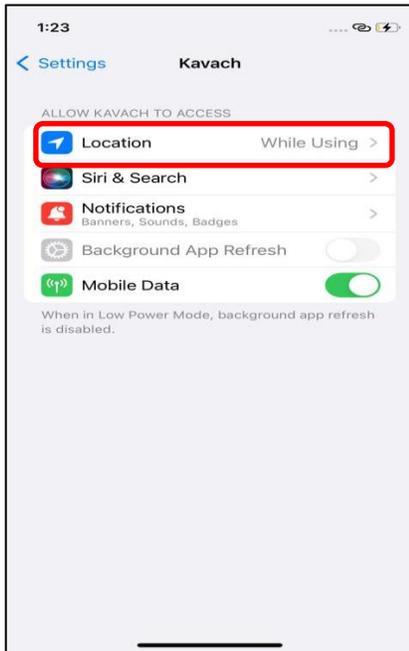
Path for Outlook 2015 :- C:\Program Files (x86)\Microsoft Office\Office15\outlook.exe

19. How to turn on precise location for iPhone for Wi-Fi network

1. Go to iPhone **setting** and click on kavach application



2. Click on **Location** and enable **precise location** option.



eOffice Quick Reference Manual

Table of Contents

1	Introduction	3
2	eFile Modules	4
2.1	Receipts	4
2.1.1	Receipt (Tappal/Inward) registration in eFile	4
2.1.2	Sending the Receipt for further actions	5
2.1.3	Inbox	6
2.1.4	Sent	7
2.1.5	Closed	7
2.2	Files	8
2.2.1	Creating a new electronic file in eFile	8
2.2.2	Sending the File for further actions	10
2.2.3	Inbox	11
2.2.4	Various actions performed in an electronic file	12
a	Writing Green Note	12
b	Writing Yellow Note	12
c	Viewing the previous note	13
d	Quick view Button	13
e	TOC/Recent/All	13
2.2.5	Creating a new Draft in a File	13
2.2.6	Approving and Dispatching the draft	14
2.2.7	Closing the file	16
2.2.8	Linking and Attaching of Files/Receipts	16
2.3	File Migration	21
2.4	Other useful features available in eFile	25
2.4.1	Searching and Tracking of Files/Receipts/Dispatch	25
2.4.2	Parking	26
2.4.3	Pull up	27
2.5	DSC (Digital Signature Certificate)	27
3	Validating Digital Signature	28
4	Clearing of Java Cache	31
5	eFile MIS Report	34

1. Introduction

The need for transforming conventional government offices into more efficient and transparent e-offices, eliminating huge amounts of paperwork has long been felt. The eOffice product pioneered by National Informatics Centre (NIC) aims to support governance by using in more effective and transparent inter and intra-government processes.

An automated office attempts to perform the functions of ordinary office by means of a computerized system. In a manual office scenario, there are thousands of letters and files and their manual tracking is not a very easy task. A computerized File Tracking System enables users to track these letters and files within seconds. Also, dispatch and record keeping are made easy. It ensures proper distribution of work load, thus increasing the efficiency of the system and bringing transparency to the system. The system simulates the manual system in a digital environment.

eFile, an integral part of eOffice suite is a system designed for the Government departments, PSU's, Autonomous bodies to enable a paperless office by scanning, registering and routing the inward correspondences along with creation of file, noting, referencing, correspondence attachment, draft for approvals and finally movement of files as well as receipts.

eFile, is a workflow based system that replaces the existing manual handling of files with a more efficient electronic system. This system involves all stages, including the diarisation of inward receipts, creation of files, movement of receipts and files and finally, the archival of records. With this system, the movement of receipts and files becomes seamless and there is more transparency in the system since each and every action taken on a file is recorded electronically. This simplifies decision making, as all the required information is available at a single point.

It envisions a paperless office, with increased transparency, efficiency and accountability of the organization.

A revolutionary product aimed to make office work like never before in the history of Indian Governance, is based on the Thirteenth edition of Central Secretariat Manual of Office Procedures (CSMOP) of the Department of Administrative Reforms & Public Grievances (DARPG), Govt. of India.

2. eFile Modules

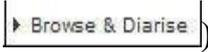
Different sections that constitute eFile application are Receipts, Files, Dispatch, Migrate Files, DSC, Settings, Notification and so on. Each section comprises of different links that helps the user to easily utilize the functionalities of different sections of the eFile.

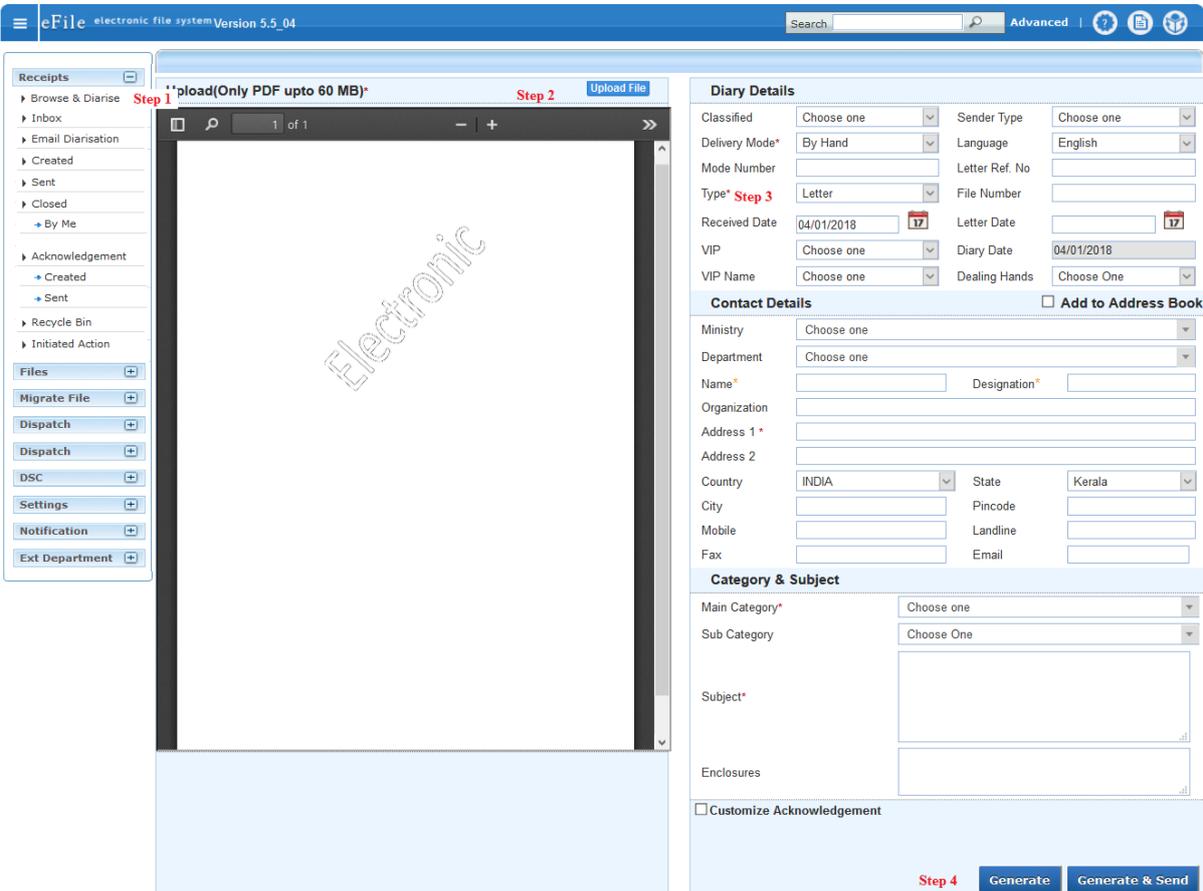
2.1 Receipts

In eFile system the 'Tappals/Inwards' are represented by the term 'Receipts'. In eFile, receipts are created by the CRU (Tappal/Office section) which is further attached with the file to get processed and approved from the higher authority.

2.1.1 Receipts (Tappals/Inwards) registration in eFile

The first process in eFile to register a Receipt is, scan the physically received paper based receipts in to a pdf document and save it in the computer system. Then perform the following steps in eFile application.

1. Click the **Browse and Diarise** () option of **Receipts** menu, as shown in Fig.eFile.1:

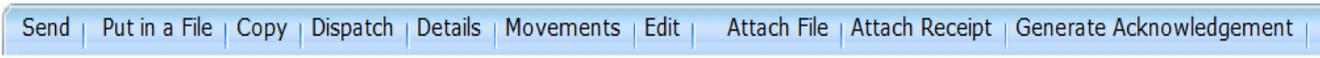


The screenshot displays the eFile application interface. On the left, a navigation menu is visible with options like 'Receipts', 'Files', 'Migrate File', 'Dispatch', 'DSC', 'Settings', 'Notification', and 'Ext Department'. The main area shows a file upload step with a 'Browse & Diarise' button highlighted. The right side contains a form for entering receipt details, including 'Diary Details' (Classified, Delivery Mode, Mode Number, Type, Received Date, VIP, VIP Name, Dealing Hands) and 'Contact Details' (Ministry, Department, Name, Designation, Organization, Address, Country, State, City, Pincode, Mobile, Landline, Fax, Email). The form also includes 'Category & Subject' fields and a 'Customize Acknowledgement' checkbox. At the bottom right, there are 'Generate' and 'Generate & Send' buttons.

Fig.eFile1

2. Click the Upload File () button from the **Browse and Diarise** screen to upload the scanned receipt.
3. Enter the essential details in all the mandatory fields in **Browse and Diarise** Page.
4. Click the **Generate** () button on **Browse and Diarise** page to generate a **unique Receipt (Tappal/Inward) number**.

There are 10 options provided, those are associated with an Electronic receipt created:



- a) **Send** → User can use this option to send the generated receipts to other user to work at a later stage.
- b) **Put in File** → User can use this option to attach the generated receipt to an existing live file.
- c) **Copy** → User can use this option to copy the metadata fields automatically and can edit the metadata fields as per requirement and by uploading a new scanned receipt document the user can generate a new electronic receipt.
- d) **Dispatch** → User can use this option to Dispatch the electronic receipt
- e) **Details** → User can use this option to view the details of the generated/received receipts such as **Dispatch History, Referenced files, Referenced Receipts and Detach Receipts**.
- f) **Movement** → User can use this option to track the **Movements** of the receipt which automatically gets updated as Receipt moves further
- g) **Edit** → User can use this option to edit the Metadata fields of the Receipt before sending it to the intended recipient.
- h) **Attach Files** → User can use this option to attach the receipt with the File.
- i) **Attach Receipts** → User can use this option to attach the working receipt/document with the other Receipt(s) irrespective of the receipt nature.
- j) **Generate Acknowledgement** → User can use this option to generate an acknowledgment to a created receipt.

2.1.2 Sending the Receipt for further action

By clicking on **Send** option the user can send the generated receipts to other user to work at a later stage. As a result the following send window appears (Fig.eFile.2). By providing the user address in '**To**' field (Mandatory) the user can send the receipt for further actions.

Send | Put in a File | Copy | Dispatch | Details | Movements | Edit | Attach File | Attach Receipt | Generate Acknowledgement

All Reporting Officer Sub-ordinates Recent 5 Send Back In Channel Preferred List

Note: Name of the creator is highlighted in yellow colour.

To

Cc
(Use semicolon(;)) to separate recipients.)
Note : CC copies are non-editable (both pdf and metadata). Any change in the Main receipt will be reflected in the CC copies, till the time not put inside the file

Set Due Date 

Action

Priority

Total 1000 | 1000 characters left.

Remarks

Receipt Number	Subject
<input checked="" type="checkbox"/>  706421/2018/IT	Administrative Secretariat

Fig.eFile.2

Cc → Used to send the copies of the receipt to different user. Multiple user address can be entered by providing semicolon (;).

Set Due Date → Used to provide a due date indication to the recipient.

Action → Indication given to the recipient what action has to performed on receipt

Priority → The user can set the priority to process the receipt. (Immediate, Most Immediate, Out Today)

Remarks → Remarks can be typed (if required) while sending the receipt.

All the above said entries are optional except ‘To’ field.

2.1.3 Inbox

Inbox option contains the list of all the receipts that are received as an Inward Correspondence. User has to click the Receipt number to view the receipt. As a result, the user can view the content of receipt along with the details. Character ‘E’ symbolizes Electronic Receipt.

There are 12 Links provided under Receipt Inbox:

Send | Send Back | Put in a File | Copy | Dispatch | Details | Movements | Edit | Close | View Draft | Attach File | Attach Receipt

a) **Send Back** → This link helps the user to reply to the sender of the Receipt.

- b) **Close** → This link helps the user to close a receipt by providing the closing remarks.
- c) **View Draft** → User can use this option to view the drafts that are already created with receipt.

The remaining all other link's functionalities are same as explained in 2.1.1

2.1.4 Sent

Sent option contains a list of all the receipts that are sent as an outward correspondence.

User can view all the sent receipts, by clicking the **Sent** link under the **Receipts** section. As a result, the Sent Receipts screen appears as shown in Fig.eFile.3. There are 4 links provided under Sent Section of receipt:

Computer No.	Receipt No.	Subject	Sender	Sent to	Sent On	Due On	Pull Back Icon
E 705601	705601(2)/2017/IT	Life Mission	Panchayath deputy directr	SO-IT,IT	05/01/18 11:19	13/11/17	Initiate Action
E 705574	705574/2017/IT	ARRANGEMENT OF WORKING CAPITAL REG	KUTTIADI COCONUT	DS-IT,IT	05/01/18 11:17	01/11/17	Initiate Action
E 705428	705428/2017/IT	Rural Development	Commissionerate of Rural Development,	AS-IT,IT	21/11/17 02:32	-	Initiate Action
E 704208	704208/2017/IT	governance needed	principal secretary	AS-IT,IT	21/11/17 02:31	-	Initiate Action
E 705574	705574/2017/IT	ARRANGEMENT OF WORKING CAPITAL REG	KUTTIADI COCONUT	DS-IT,IT	01/11/17 04:43	-	Initiate Action
E 705455	705455/2017/IT	RELAXATION IN POINTS OF SANCTION COMMUNICATION REG...	babu	DS-IT,IT	26/10/17 05:03	28/10/17	Initiate Action
E 705455	705455/2017/IT	RELAXATION IN POINTS OF SANCTION COMMUNICATION REG...	babu	SREEJITH E S,C DCKKD	26/10/17 04:41	-	Initiate Action
E 705438	705438/2017/IT	rural	Commissionerate of Rural Development,	CA-IT,IT	24/10/17 02:16	-	Initiate Action

Fig.eFile.3

View → User can use this option to list the Receipts depending upon its current state. i.e. (Electronic, VIP References, All)

User can also Pull back the sent receipt from the intended recipient even when the receipt is in the Inbox of the recipient, using the **Pull Back** () link. In case, the recipient has opened the receipt, then pullback option is inaccessible.

2.1.5 Closed

Closed option contains a list of all the receipts that are marked as closed as shown in Fig.eFile.4.

User can re-open the closed receipt anytime by clicking the Re-Open option.

To Re-open any Receipt user has to perform following steps:

Select the Closed receipt which needs to be Re-Open and click the Re-open option available, as shown in Fig.eFile.4. As a result, a confirm message to re-open the receipt will appear. The re-opened receipts will be moved to the inbox by clicking on the OK button of confirmation message.

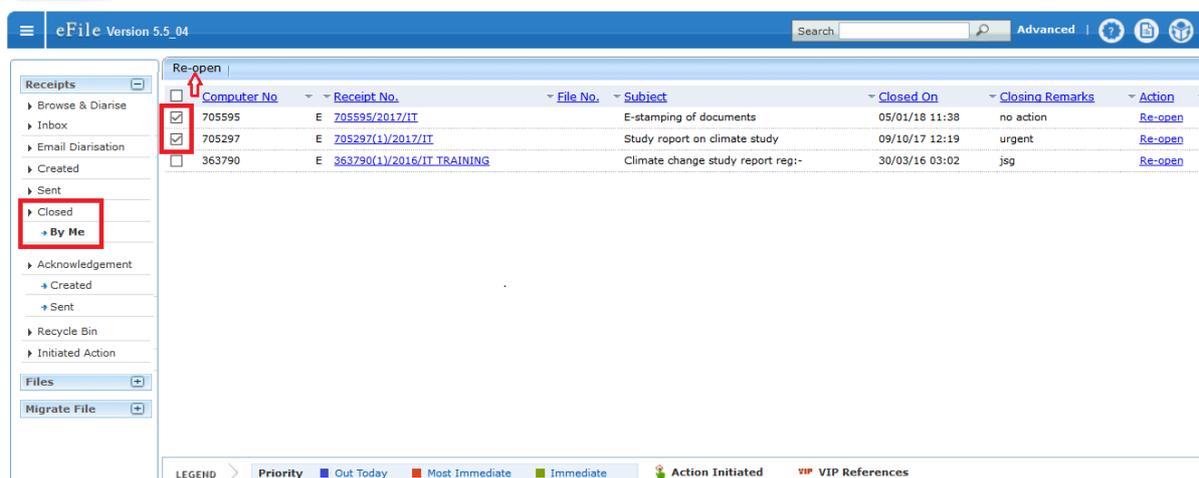


Fig.eFile.4

2.2 Files

A File is a collection of related records which comprises of Receipts, Noting, Drafts, References, and Linked Files.

2.2.1 Creating a new electronic file in eFile

Create New option under the *Files* section helps the user to create an Electronic File.

To create a New File user has to perform the following steps:

1. Click on **Create New** option from the Left navigation panel under the **File** section, as a result, File Cover Page screen appears. (Fig.eFile.5) Add File No.
2. Enter the necessary details on the File Cover Page. Subject Description is a Mandatory field along with File No
3. After filling the necessary details, click the Continue Working () button to create a new file.

As a result, file gets created, along with a unique file number based on the selection of heads. (Fig.eFile.5.1)

Govt. of Kerala
Kerala
ITD
ITD

Step 1

File No.* Cho ▾ Cho ▾ Cho ▾ Cho ▾ 2018 ITD ▾

Step 2

Subject

Description*

Category Main Choose one ▾
Sub Choose One ▾

Other Details

Classified Choose One ▾

Remarks

Previous Reference Later Reference

Step 3

Continue Working ▶

Fig.eFile.5

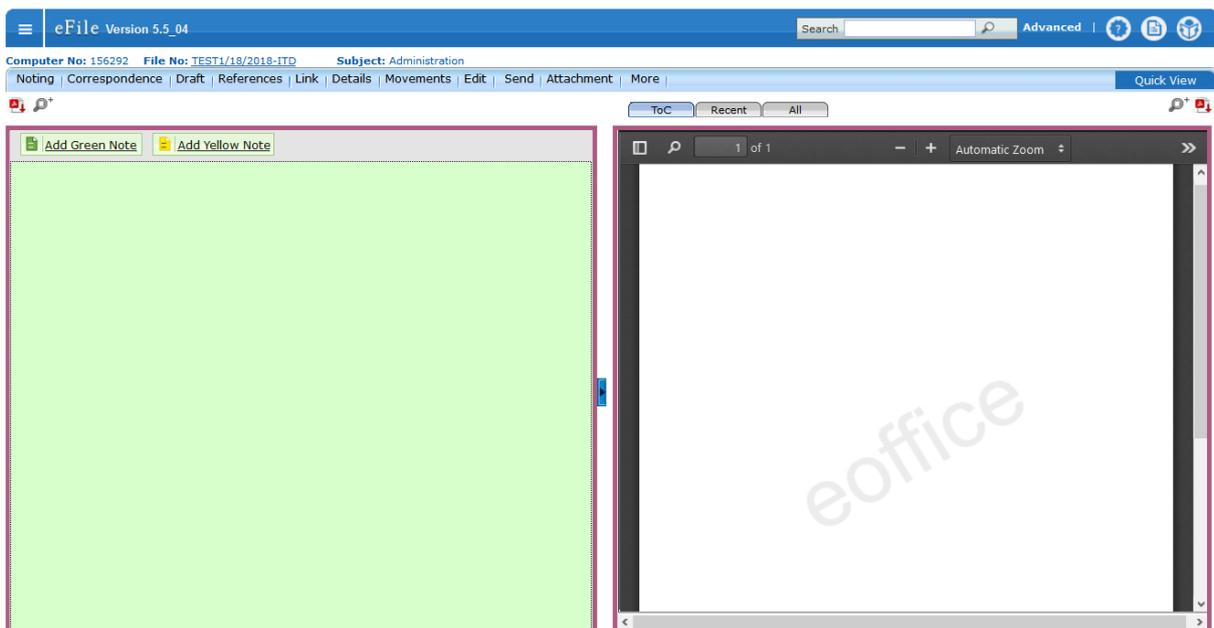


Fig.eFile.5.1

User can perform 11 different operations on a file, For instance:

Noting | Correspondence | Draft | References | Link | Details | Movements | Edit | Send | Attachment | More

- a) **Noting** → With the help of this feature user can view the existing notes in a file. There are three different view options (View by Name, View by Date and View All) available for the user.
- b) **Correspondence** → With the help of this feature user can attach correspondence/ Receipt to the working File.
- c) **Draft** → With the help of this feature user can create New Draft and View existing Drafts in the File.
- d) **Reference** → With the help of this feature user can attach references corresponding to the working File.
- e) **Link** → With the help of this feature user can Link and delink other eFile(s) to the working file. It contains 2 sub links:
 - Internal Files:* - This sub link helps the user to link/delink any other file from within the Organisation
 - Linked In Files:* - This sub link helps the user to view other Files that are linked from some other Organisation with the working file.
- f) **Details** → With the help of this feature user can view the details file and also can view the total number of part files created.
- g) **Movements** → With the help of this feature user can have a track on the Running File and can view all the movements.
- h) **Edit** → With the help of this feature user can make changes to the cover page of existing running file except the Basic and corresponding Heads.
- i) **Send** → With the help of this feature user can send the File to the Recipient.
- j) **Attachment** → With the help of this feature the user can attach other related Files or Receipts to the working file.
- k) **More** → With the help of this feature user can **Park** or **Close** the working file.

2.2.2 Sending the File for further actions

By clicking on **Send** option the user can send the created file to other user to work at a later stage. As a result, the following send window appears (Fig.eFile.6). By providing the user address in '**To**' field (Mandatory) the user can send the file for further actions.

The screenshot shows the 'Send' window in the eFile application. At the top, there's a navigation bar with 'Noting | Correspondence | Draft | References | Link | Details | Movements | Edit | Send | Attachment | More'. Below this, there are radio buttons for 'All', 'Reporting Officer', 'Sub-ordinates', 'Recent 5', 'Send Back', 'In Channel', and 'Preferred List'. A note states: 'Name of the creator is highlighted in yellow colour.' The main form has several sections:

- To:** A text input field with a red box around it.
- Notify Through:** Checkboxes for 'Email' and 'SMS'.
- Set Due Date:** A date picker.
- Action:** A dropdown menu with 'Forward' selected.
- Priority:** A dropdown menu with 'Choose one' selected.
- Remarks:** A text area with a character count: 'Total 1000 | 1000 characters left.'
- File Number:** A table with columns 'File Number', 'Subject', and 'Note (Chars)'. The first row contains 'TEST1/18/2018-ITD', 'Administration', and '0'. A note below says: 'Bulk signing maximum allowed characters- 1000000 Total(Formatting included) :0'.
- Send:** A blue button at the bottom left.

Fig.eFile.6

Set Due Date → Used to provide a due date indication to the recipient.

Action → Indication given to the recipient what action has to be performed on File

Priority → The user can set the priority to process the File. (Immediate, Most Immediate, Out Today)

Remarks → Remarks can be typed (if required) while sending the File.

All the above said entries are optional except ‘To’ field. The user can also provide a notification alert through email/sms to the recipient.

2.2.3 Inbox

Inbox option contains the list of all the Files that are received by the user for further actions. User has to click the File No. to view the Content of the file (Notes/Correspondence/Draft etc.).

The following Fig.eFile.7 shows the File inbox listing Screen.

Computer No	File Number	Subject	Sent By	Sent On	Due On	Read On	Remarks
E 155637	2 TEST1/1254/2017-ITD	accountss	SO-IT,IT	05/01/18 12:38	-	-	
E 156287	TEST1/14/2018-ITD	newfile	ASST-ITD,IT	04/01/18 02:37	-	04/01/18 02:40	
E 156285	TEST1/13/2018-ITD	newfile1	ASST-ITD,IT	04/01/18 02:05	-	04/01/18 02:10	
E 156277	TEST1/10/2018-ITD	New file	US-IT,IT	03/01/18 03:32	-	03/01/18 03:34	
E 156245	TEST1/1374/2017-ITD	IT Department	ASST-ITD,IT	27/12/17 03:14	-	27/12/17 03:20	
E 153954	TEST1/771/2017-ITD	common	SO-IT,IT	27/12/17 12:42	-	27/12/17 12:45	
E 156111	TEST1/1387/2017-ITD	abcd	SO-IT,IT	21/12/17 10:53	-	21/12/17 10:54	
E 153964	TEST1/774/2017-ITD	general transfer	ASST-ITD,IT	18/12/17 02:54	-	18/12/17 02:55	
E 155954	TEST1/1361/2017-ITD	dgbv	SO-IT,IT	15/12/17 03:51	-	-	
E 155952	TEST1/1359/2017-ITD	Test	CA-IT,IT	15/12/17 03:02	-	-	
E 155945	TEST1/1358/2017-ITD	rural development	CA-IT,IT	15/12/17 02:48	-	15/12/17 02:49	
E 155898	TEST1/1355/2017-ITD	Animal Husbandry Department	ASST-ITD,IT	13/12/17 02:03	-	13/12/17 02:05	
P 155840	TEST1/1342/2017-ITD	fghfghvj	SO-IT,IT	04/12/17 12:47	-	04/12/17 12:50	
E 155824	TEST1/1335/2017-ITD	abcytuu y7	JS-IT,IT	29/11/17 10:40	-	29/11/17 01:54	
E 155775	TEST1/1306/2017-ITD	report on climate change study	SO-IT,IT	25/11/17 05:05	-	25/11/17 05:05	

LEGEND

- Priority: Out Today (Blue), Most Immediate (Red), Immediate (Green)
- Action Initiated (Green icon)
- Other Department (Red icon)
- Files with Draft (Green icon)
- Draft Note (Blue icon)
- Yellow Note (Yellow background)
- External Files (Blue icon)

Fig.eFile.7

- The Priority of the file (Blue – Out Today, Red – Most Immediate, Green – Immediate)
- The file with Yellow Note
- 📄 File with Draft
- 📄 File with Note in draft Stage
- 📎 File with attachment (Other Files/Receipts)
- 📄 The Remarks provided by the sender while sending the file can be viewed by clicking on this icon.

User can perform 12 different operations on a file, which is opened from the inbox



2.2.4 Various actions performed in an electronic file

The various operations that can be performed on electronic file which is opened from the Inbox are as follows (Fig.eFile.8).

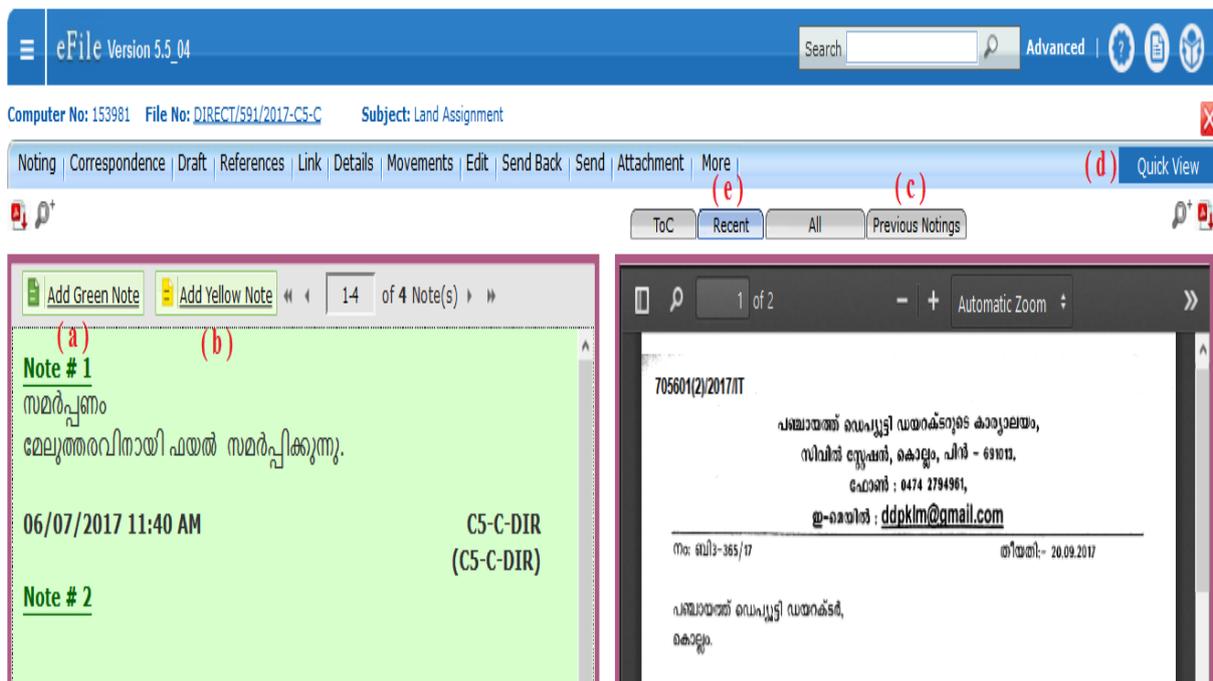


Fig.eFile.8

(a) Writing Green Note

Commonly used method for writing notes in a file. Green Note cannot modify/delete/cancel after the file is forwarded for further actions.

The user can use ‘Add Green Note’ Button to write the green note in a file. User will be getting an editor with limited formatting tools; and can type the notes in English as well as in local language (Malayalam). The typed notes will be auto saved.

(b) Writing Yellow Note

Rarely used mechanism for writing note in a file. It is rough noting mechanism. The yellow note can be Edited/Discarded/Confirmed. Once the yellow note gets confirmed, noting gets finalized and saved to main Green sheet noting of File.

The user can use ‘**Add Yellow Note**’ Button to write the yellow note in a file. User will be getting an editor with limited formatting tools; and can type the notes in English as well as in local language (Malayalam). The typed notes will be auto saved.

At a time only one noting will be active, either yellow note or Main Green sheet note.

(c) Viewing the previous note

While typing the new note (green/yellow) in file the user can view the previous notes of the file by clicking on the ‘**Previous Notings**’ Button.

(d) Quick view Button

By using this tool, the user can view the Correspondence/ Draft/Previous Notes of the file in separate window while typing the new note (green/Yellow). A convenient mechanism to view the file’s Note, correspondence and Draft simultaneously.

(e) TOC/Recent/All

TOC → Table of Content of Correspondence/Issues in the File. (List view)

Recent → This options shows the recently attached Correspondence/ Issues in the File.

All → This option shows all the Correspondence/Issues in the File.

2.2.5 Creating a new Draft in a File

To create a new draft in a file first the user has to open the concerned file and chose the link **Draft** → **Create new Draft**; as a result the following window with a word editor will be opened (Fig.eFile.9) then perform the following steps.

1. Provide the Meta data about the draft by entering the entire mandatory field in ‘**Draft details**’ and ‘**Communication details**’ category.
2. The user can prepare the draft by opting any one of the three methods available.
 - (i) Directly typing the draft content in editor itself
 - (ii) Choose the draft template from the ‘**Choose From Template**’ option and add the draft content in it.

- (iii) Use the **‘Upload File’** option to upload the draft file prepared separately by using Microsoft Word / Open Office word processing applications
3. Click on **‘Save’** Button to save the draft. (Draft’s are not auto saved like notes)

The user can use **‘Quick View’** option to view the notes file/correspondence file/other drafts in file while preparing the draft.

To attach any other supporting document along with draft the user can use **‘Attach File’** option.

The screenshot displays the eFile Version 5.5_04 interface for creating a new draft. The top navigation bar includes 'Computer No: 153981', 'File No: DIRECT/591/2017-C5-C', and 'Subject: Land Assignment'. The main content area is titled 'New Draft' and features a toolbar with various editing options. The form is divided into three main sections: 'Draft Details', 'Communication Details', and 'Attachments'. The 'Draft Details' section includes fields for Draft Type, Draft Nature, Language, and Subject. The 'Communication Details' section includes fields for Ministry, Department, Name, Designation, Organization, Address, Country, State, City, Pincode, Mobile, Landline, and Fax. The 'Attachments' section has an 'Attach File' button. A 'Save' button is located at the bottom right of the form. The interface also shows a toolbar with various editing options and a search bar at the top.

Fig.eFile.9

2.2.6 Approving and dispatching the draft

To approve a draft in file the authorised user has to open the concerned file first. Then by using link **‘Draft → View draft’** the user can open the draft by clicking on the draft No. As a result the user can view the draft content and the Meta data about the draft in the following screen (Fig.eFile.10).

1. The user can use '**Edit**' button to edit the draft content as well as the Meta data about the draft before approving if necessary. The user can use '**Quick View**' option to view the notes file/correspondence file/other drafts in file while editing the draft content. If the draft's get edited the user can use the "**Save**" Button save the draft.
2. By clicking on the '**Approve**' button the user can approve the draft. One the draft get approved no further change can be possible in the approved draft.

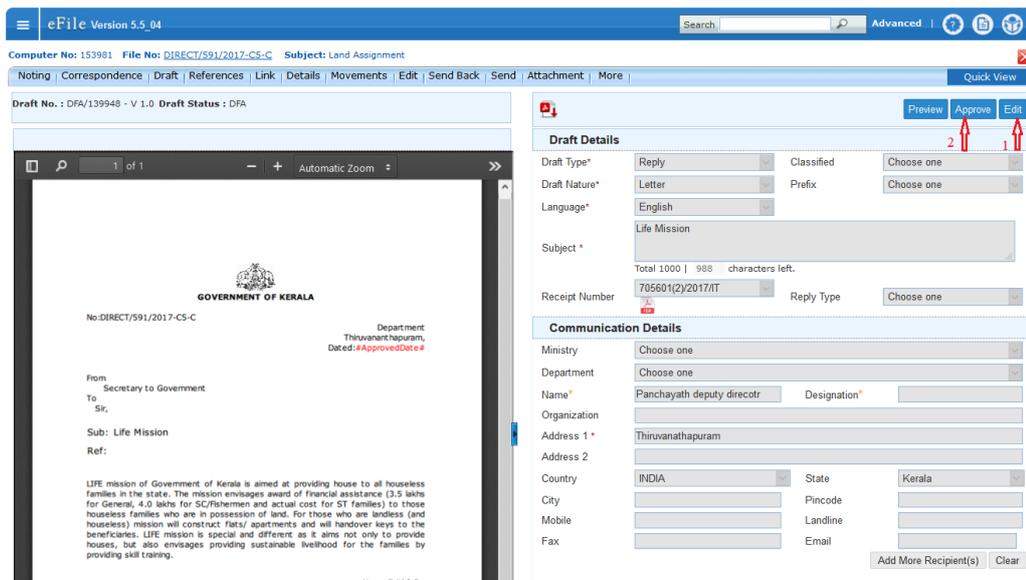


Fig.eFile.10

An approved draft can be dispatched. As result the user will be getting a dispatched window as follows (Fig.eFile.11).

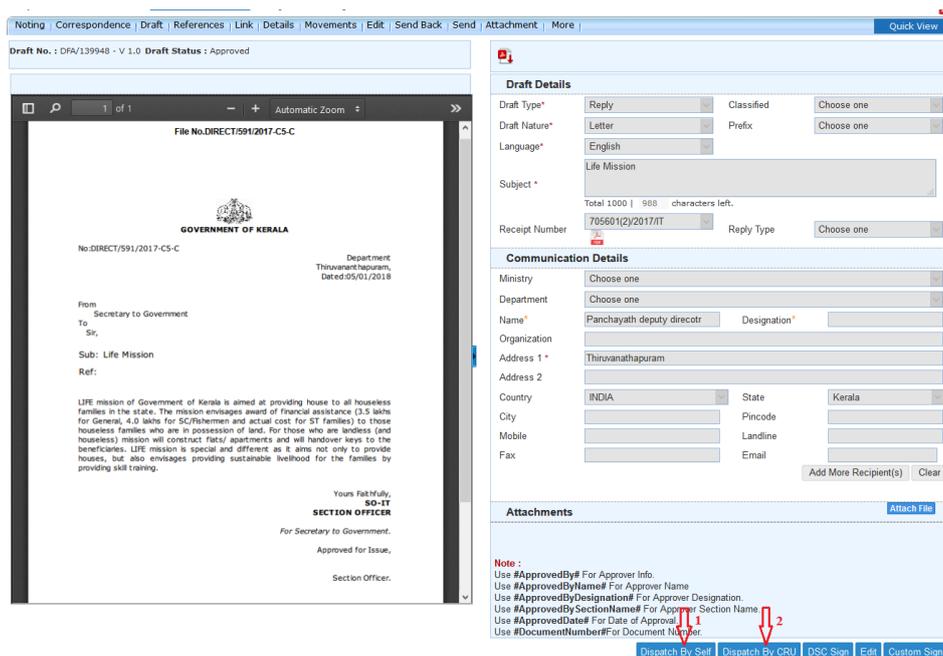
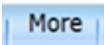


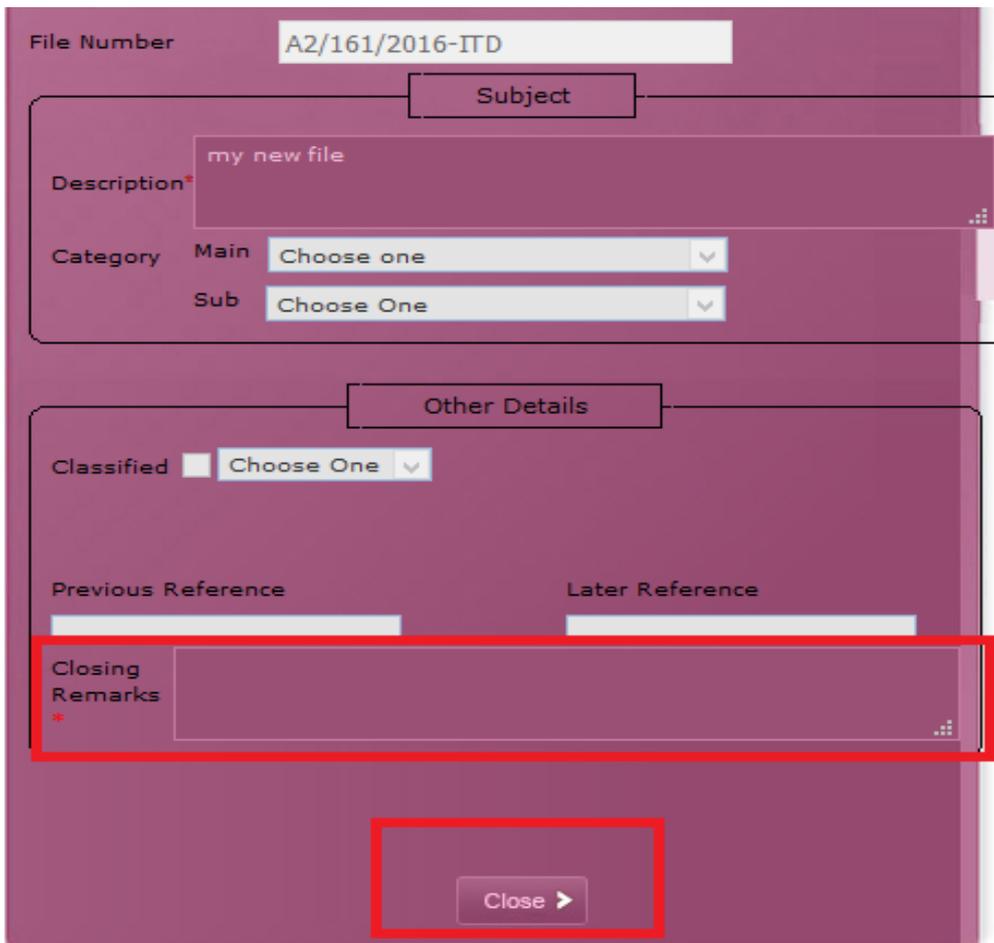
Fig.eFile.11

1. **Dispatch by Self** → The user can self Dispatch the approved draft
2. **Dispatch by CRU** → The user can dispatch the approved draft through CRU. (Central Registry Unit/Dispatch section).

2.2.7 Closing the file

To close a file the user can use the close option from the  Link. More → Close File → Close.

As a result the following window (Fig.eFile.12) will appear. After providing the closing remarks the user can **'Close'** button to close the file.



The screenshot shows a web form for closing a file. At the top, the 'File Number' is 'A2/161/2016-ITD'. Below it is a 'Subject' field. The 'Description' field contains 'my new file'. There are two dropdown menus for 'Category': 'Main' (set to 'Choose one') and 'Sub' (set to 'Choose One'). A 'Classified' field is set to 'Choose One'. There are two text input fields for 'Previous Reference' and 'Later Reference'. A large text area for 'Closing Remarks' is highlighted with a red box. At the bottom, a 'Close' button with a right-pointing arrow is also highlighted with a red box.

Fig.eFile.12

2.2.8 Linking and Attaching of Files/Receipts

Link a File

In eOffice, a file can be linked to another file (may be AD file or the section file itself). While linking, a copy of the file is attached to the corresponding file and not the original file. The original file remains in the Inbox itself.

Open the file from inbox list by clicking on file No. which is to be processed by linking another file. Then perform the following steps.

1. Click on option 'Link'
2. Choose the first option "Internal files"

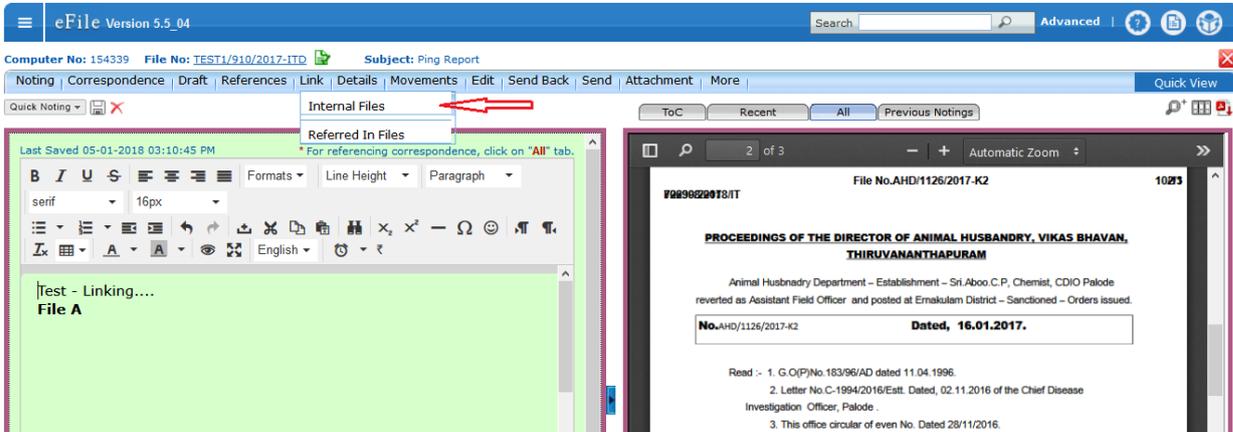


Fig.eFile.13

3. A new window (Link/Delink) appears on the right side. Click on "Attach"

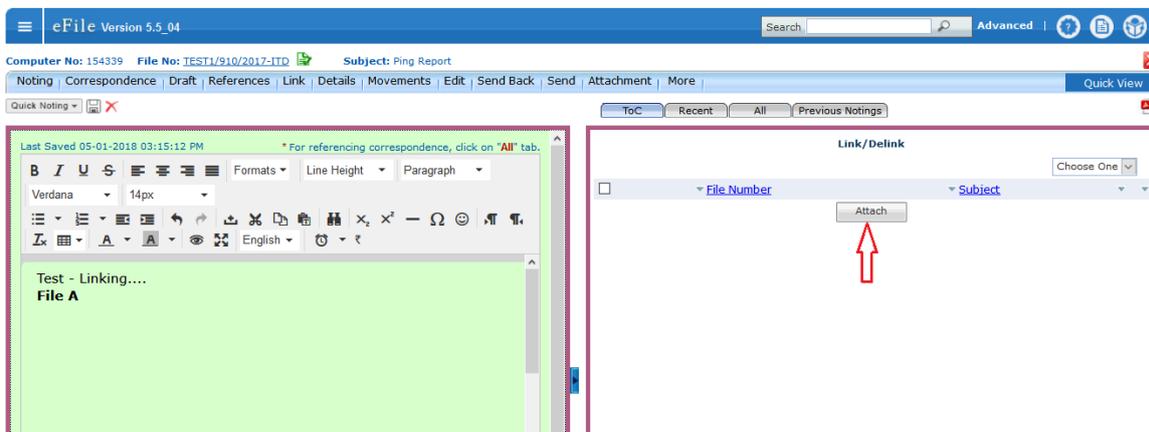


Fig.eFile.14

4. Select the file which is to be linked from the list of files which are there in your 'inbox' or 'completed' folders displayed in the new window.
5. Then Click on "Attach" Button.

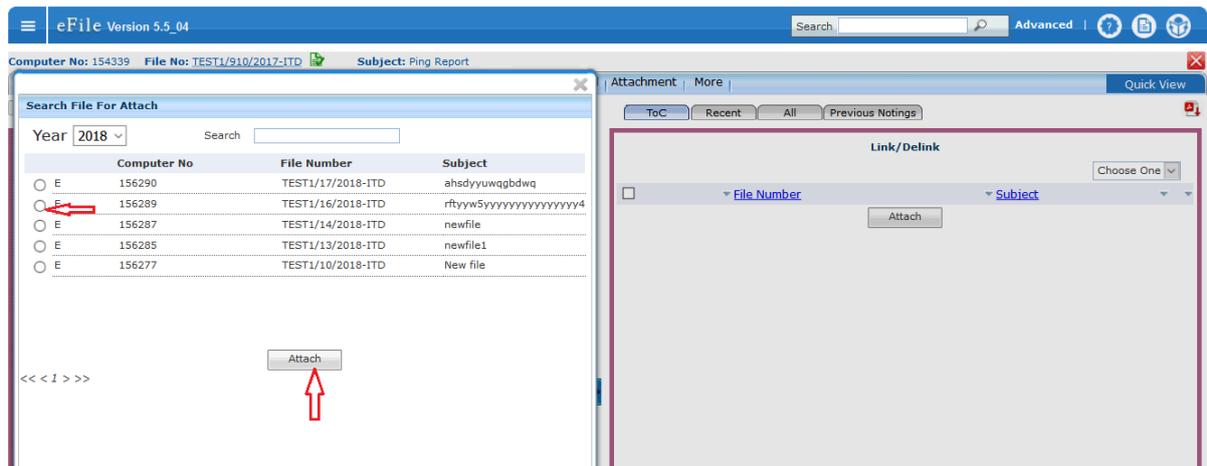


Fig.eFile.15

6. The list of Linked files is shown in right hand side with file nos.

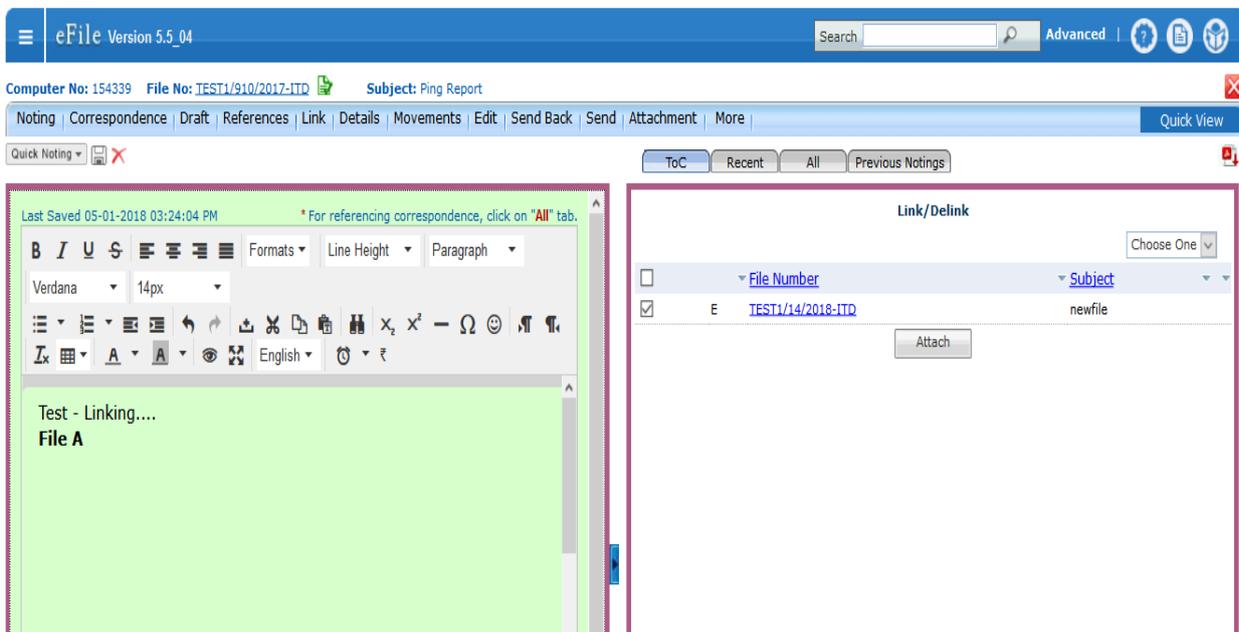


Fig.eFile.16

7. The linked file can be viewed in read only mode in a new window by clicking on the file no.

Delink a File

Open the file from inbox list by clicking on file No. Then perform the following steps.

1. Click on option 'Link'
2. Choose the first option "Internal files"

3. Click the check box near the file number
4. From the “Choose one” option select ‘Delink’
5. A confirmation message appears and click “OK” to delink the file.

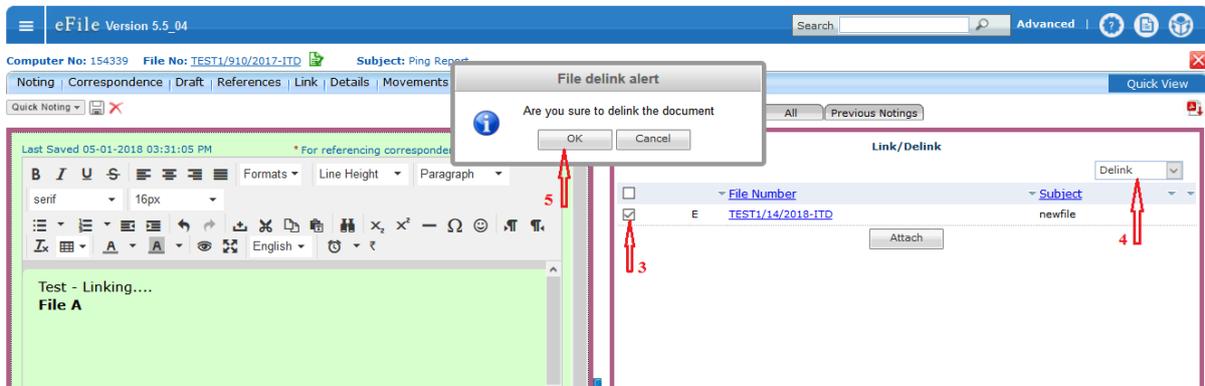


Fig.eFile.17

Attach a File

Attach file mechanism can be used to process a transfer file from one section to other section or it can be used to process a reference file coming from another department. The original file will be attached to the routine file when the users do this process. The attached file should be detached to close the routine file.

1. After Opening the routine file, click on the option **Attachment** → **File**

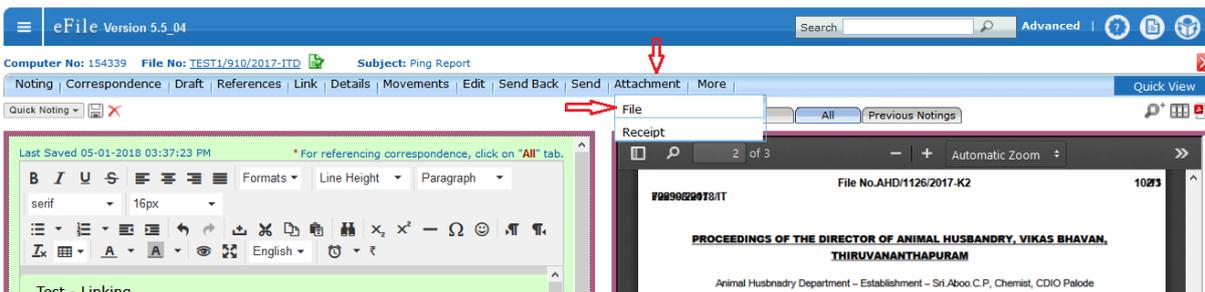


Fig.eFile.18

2. Click on **Attach File**

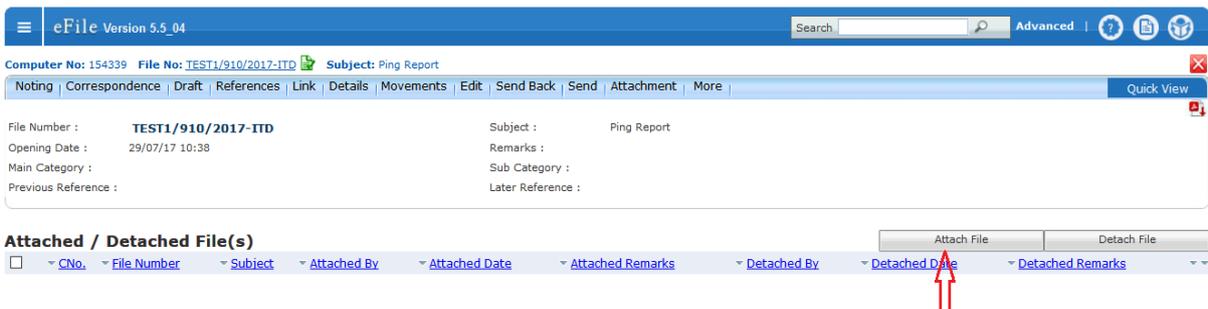


Fig.eFile.19

3. Select the file to be attached from list and click on Attach button, give the remark and click 'OK'

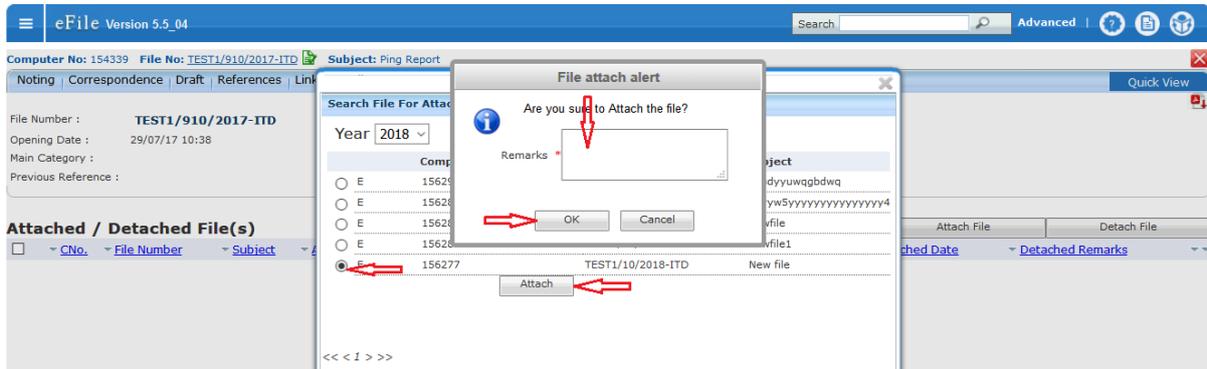


Fig.eFile.20

4. The attached file's details will listed as shown in (Fig.eFile.21) below. The file can be opened in separate window in read only mode by clicking on file no

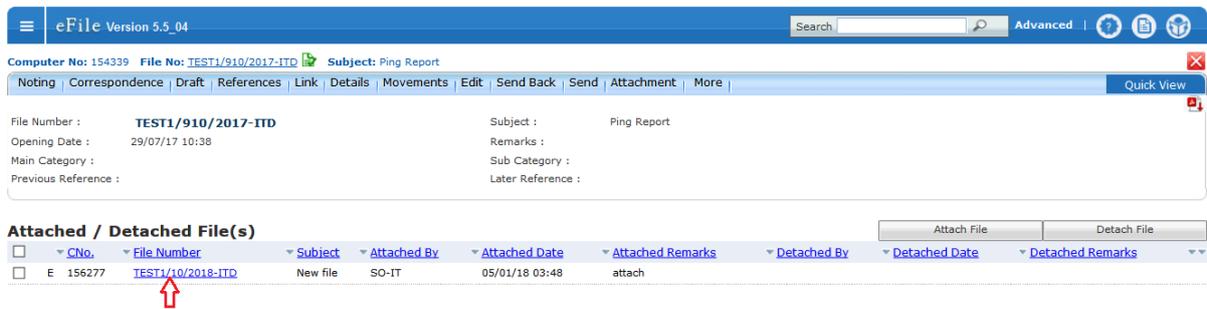


Fig.eFile.21

Detach a File

1. After opening the file click on 'Attachment ->File', Select the file to be detached from list and click 'Detach File'.

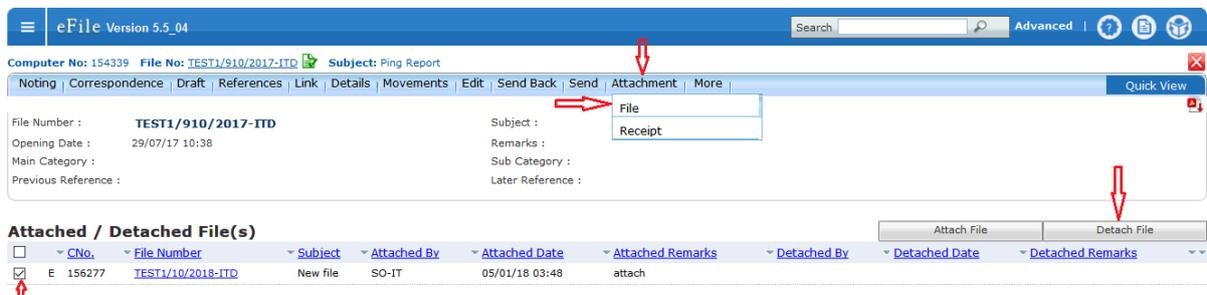


Fig.eFile.22

2. Give the remarks and click 'OK'. The detached file be stored back to inbox

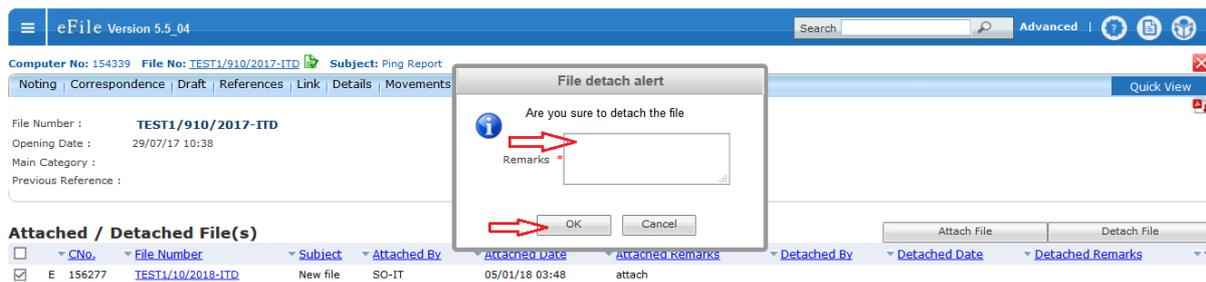


Fig.eFile.23

2.3 File Migration

File Migration is the process of converting the old physical files in to electronic files which can be processed in eOffice application. To Migrate file the user can perform the following steps.

Follow Step1 if doing file migration first time else follow step2.

1. Click on "**Folder Permission**" under "**Migrate File**" option in the eOffice main menu to set folder permission to the user in Document server of the eFile application to access the concerned old physical files which are scanned and stored in the server. Click on "**Save**" Button after choosing the department, section, name and file folder from the drop down list (Fig.eFile.24). After setting the folder permission (one time process) perform the following steps.

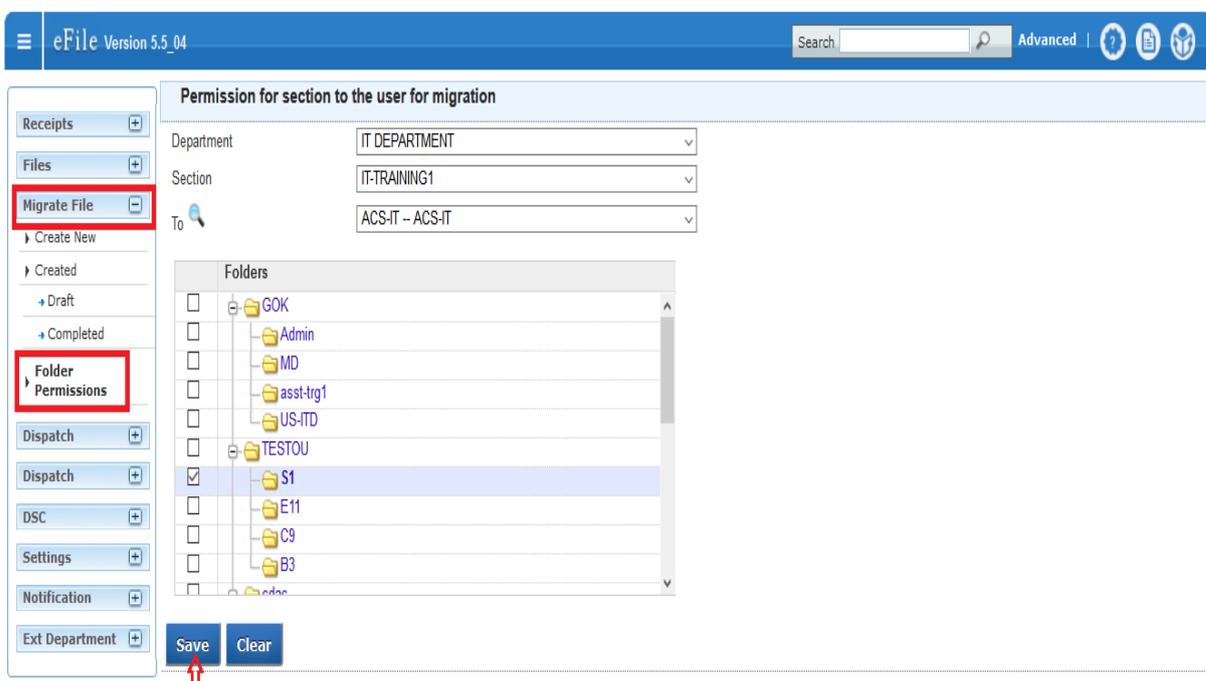


Fig.eFile.24

2. Select "**Create New**" option in "**Migrate File**" menu. Choose your seat number in the "File Number" option.

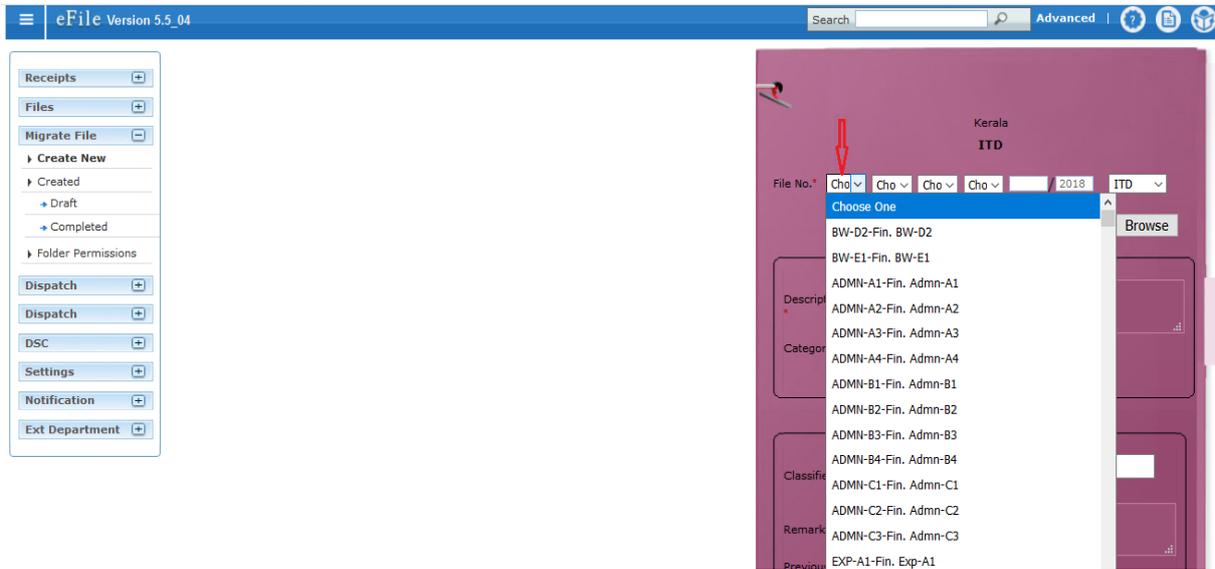


Fig.eFile.25

3. Click the "**Browse**" button to select the file for migration. Select the file from the list which is to be migrated. You can use the file search facility to search the file by providing the Physical file number in the "**Search**" box. Then click the "**Import**" button.

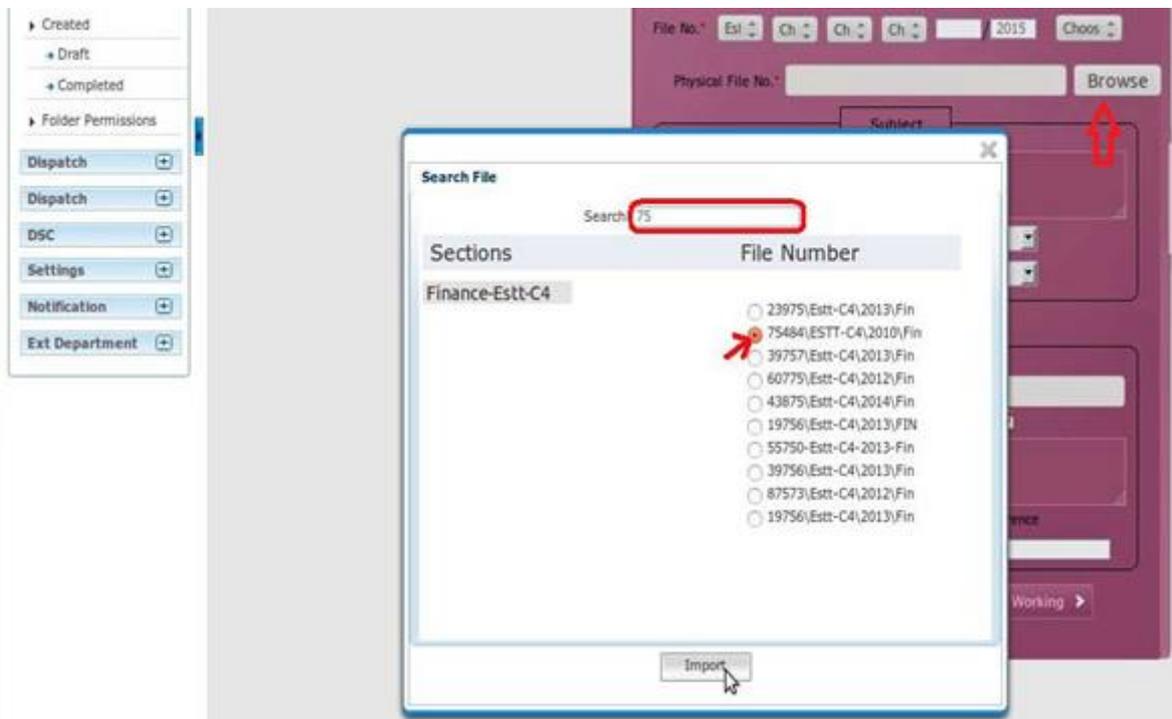


Fig.eFile.26

A new panel will appear on the left side showing 'source' on the upper side and 'Destination' on the lower side. Now we've to transfer the scanned documents from the source (Server) side to the Destination (efile) side. (Fig.eFile.27).

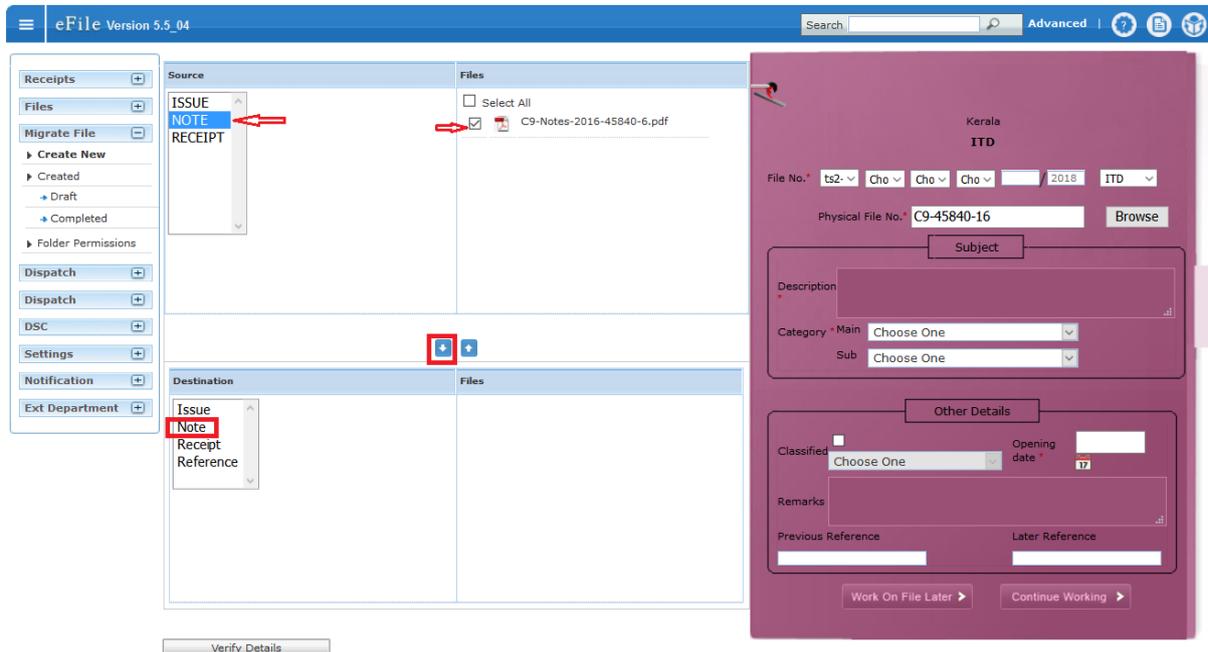


Fig.eFile.27

4. Click on the Notes folder in the Source Side and select all the scanned files. Click the 'Notes' folder in Destination side and click the Down arrow Symbol in the middle. Continue these steps for all the 'Receipts', 'Issues' and 'References' if any. Now enter the details of the file like 'Description', 'Category' and 'Opening Date'. Then click the 'Continue Working' button. As a result the following window appears.
5. Enter the metadata for the receipt and issues (Mandatory Fields should be filled) by clicking the 'Edit' icon corresponding to it as shown (Fig.eFile.28).

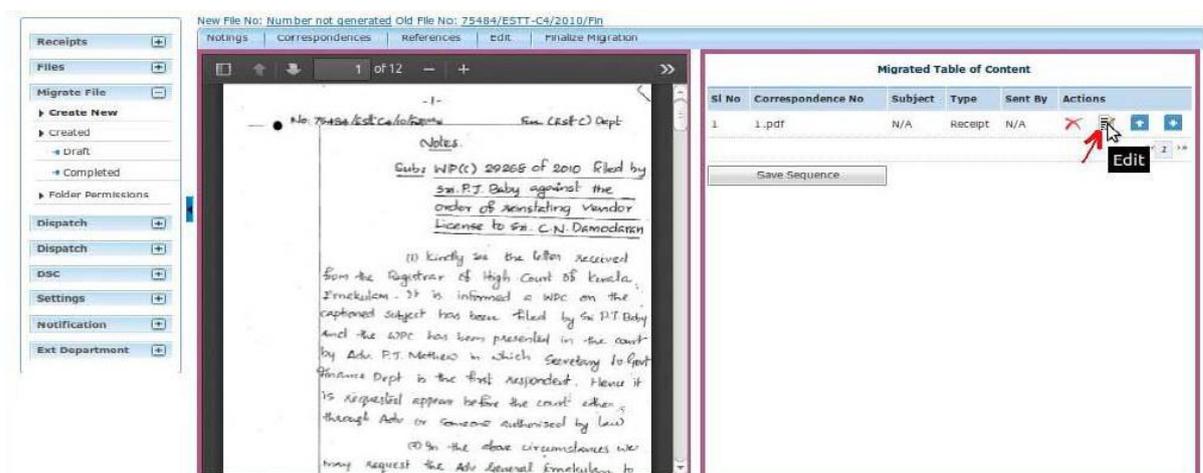


Fig.eFile.28

- After filling the Meta data, click the '**Generate**' button (Fig.eFile.29). After generating the receipts and issues click the '**Finalize migration**' option.

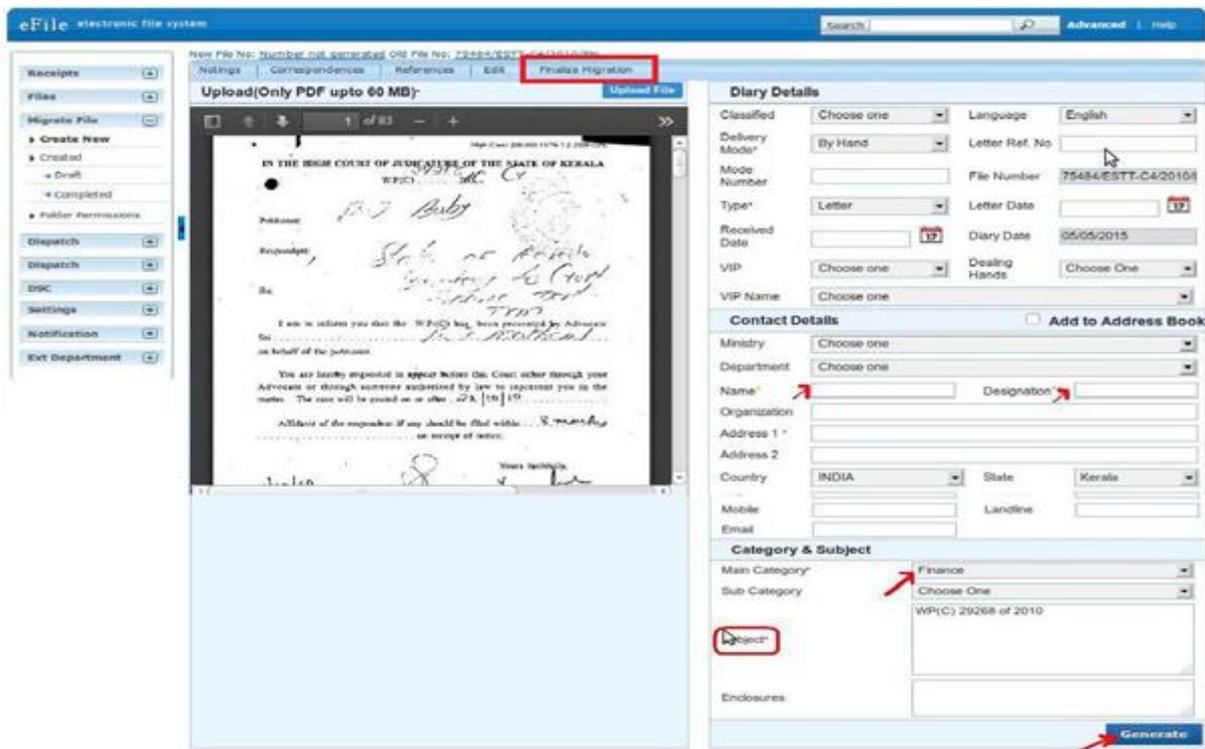


Fig.eFile.29

- Click the "OK" button in the Confirmation box that appears. Migrated file is created and the Migrated Notes will be shown as a link in the Noting side and the receipts will be shown in the correspondence side.

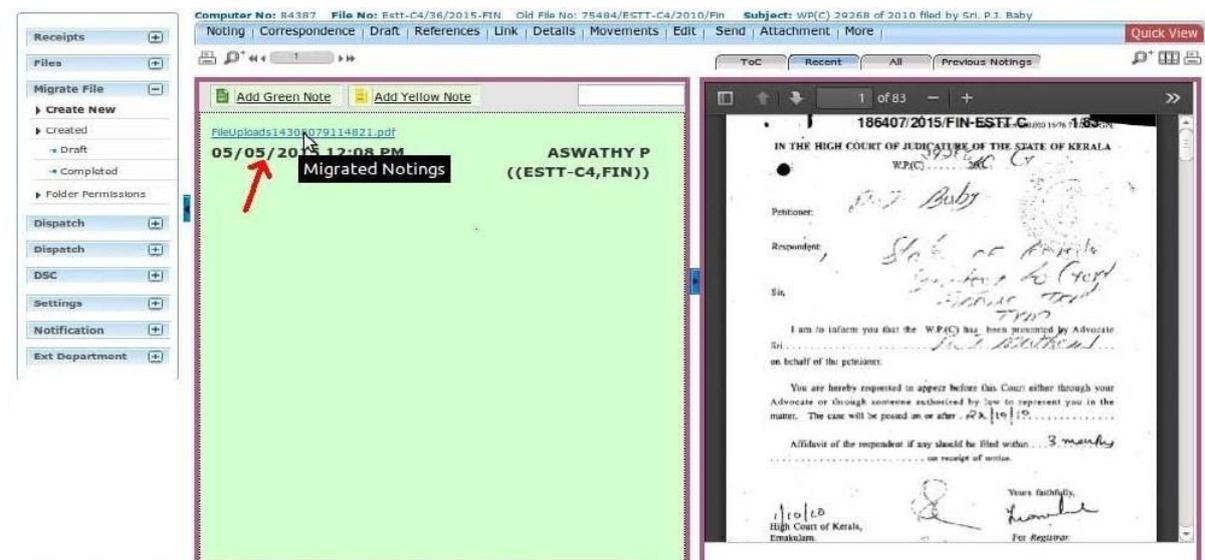


Fig.eFile.30

2.4 Other useful features available in eFile

There many other useful feature available with eFile. Few are explained bellow.

2.4.1 Searching and Tracking of Files/Receipts/Dispatch

By using “*Advanced*” search option the user can search all the files/Receipts/Dispatch which are all processed in eFile.

The screenshot shows the eFile search interface. At the top, there is a search bar with the word 'Advanced' highlighted in a red box. Below the search bar, there are three tabs: 'File', 'Receipt', and 'Dispatch'. The 'File' tab is selected. Under the 'File' tab, there are several input fields: 'Creation Year' (with '2018' entered), 'Origin' (with 'Internal' selected), 'Nature' (with 'All' selected), 'Physical Scope' (with 'Section' selected), and 'Electronic Scope' (with 'Section' selected). Below these fields, there are two sections: 'Basic Parameters' and 'Advance Parameters'. The 'Basic Parameters' section has input fields for 'Computer No.', 'File No.', and 'Subject'. The 'Advance Parameters' section has checkboxes for 'All Day(s)', 'Computer No.', 'File No.', 'Subject', 'Location', 'Opening Date', 'Currently With', 'Section', 'Department', 'Forward Remark', and 'Pending'. At the bottom of the form, there is a blue button labeled 'Search Files' which is highlighted with a red box.

Fig.eFile.31

The user can search the Files, Receipts, and Dispatch by using the tabs ‘File’, ‘Receipt’ and ‘Dispatch’ respectively.

By providing the ‘basic parameters’ like Computer No./File No./Receipt No./Dispatch No. or Subject the user can track the records.

User can also use ‘Advanced Parameter’ to search and track the records more precisely and effectively.

The screenshot shows the eFile search interface with the 'Advance Parameters' section highlighted in a red box. The 'Advance Parameters' section includes several input fields: 'Category' (with 'Select Main Category' selected), 'Sub Category' (with 'Select Sub Category' selected), 'Classified' (with 'Choose one' selected), 'Previous Reference', 'Later Reference', 'Creation Date' (with two date pickers), 'Old Phy File No.', 'File Heads' (with 'Select Basic Head', 'Select Primary Head', 'Select Secondary Head', and 'Select Tertiary Head' selected), 'Received From' (with 'Select Department', 'Select Section', and 'Select User' selected), 'Date' (with two date pickers), 'Remarks', and 'Action' (with 'Choose one' selected). Below these fields, there are checkboxes for 'All Day(s)', 'Computer No.', 'File No.', 'Subject', 'Location', 'Opening Date', 'Currently With', 'Section', 'Department', 'Forward Remark', and 'Pending'. At the bottom of the form, there is a blue button labeled 'Search Files'.

Fig.eFile.32

2.4.2 Parking

The user can park the file using the park feature of eFile system. Parked link contains a list of all the Files that are temporary closed and work will be done later stage. Pendency of file will be removed if any file is parked. Parked files can be made active at any point of time.

The files received in 'Inbox' can be parked by performing the following steps.

1. Open the file form the 'Inbox' by clicking on file number.
2. Click on the '**Park File**' option in the '**More**' link, as a result a parking confirmation window appears
3. Provide the **Parking due date** and **Parking Remarks** and Click '**OK**' Button.

The parked file will be listed in '**Parked**' folder of the Main menu '**Files**'.

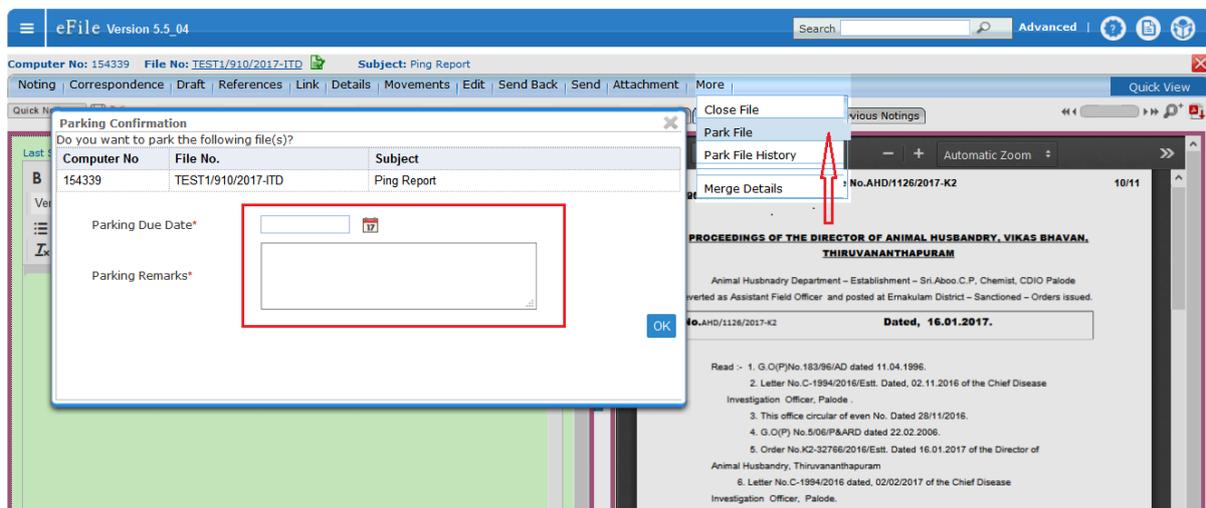


Fig.eFile.33

The Parked files can be un parked



Fig.eFile.34

2.4.3 Pull Up

The pull up operation can be performed on both the Files and Receipts of other user's (in same section/in just one hierarchy down).

In case of **Files** this action can be performed on files which are there in other user's *inbox/parked/personal folder created under inbox*.

In case of **Receipts** this action can be performed on receipts which are there in other user's *inbox/ personal folder created under inbox*.

In order to pull up a file/receipt, a user needs to select a source user from the **Hierarchical View**. By clicking on the hierarchical View list, the user can select the name of concerned employee from whom the file/receipt is to be pulled up and also to see the list of files to be pulled up.

Once the file (which is being pulled up) has been located, by using the **Pull up link/icon (pull)** the user can Pull Up the file by providing Pull up reason in the remarks window. (Fig.eFile.35).

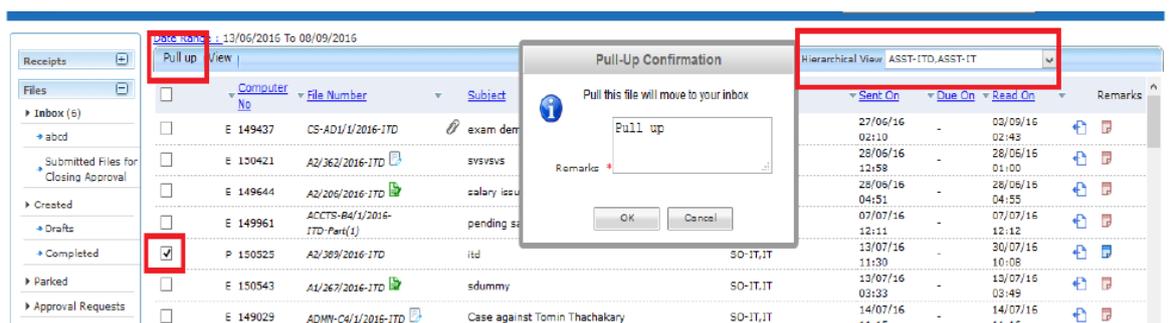


Fig.eFile.35

As a result the pulled up file/receipt will be available now in file's/receipt's inbox of the user.

2.5 DSC (Digital Signature Certificate)

A Digital Signature Certificate that has the same legal recognition and validity as handwritten signatures which implies a process of demonstrating the authenticity of a digital message or document.

eOffice user has to get a digital signature (optional) in USB token from any of the certifying authorities like Sify SafeScript, e-Mudhra, or (n)Code. For using the DSC token the user has to register the DSC (one time process) using the option **DSC Registration** under DSC section. To register a new DSC '**Signing Certificate**' link is used. The registered DSC information will be listed as shown in (Fig.eFile.36).

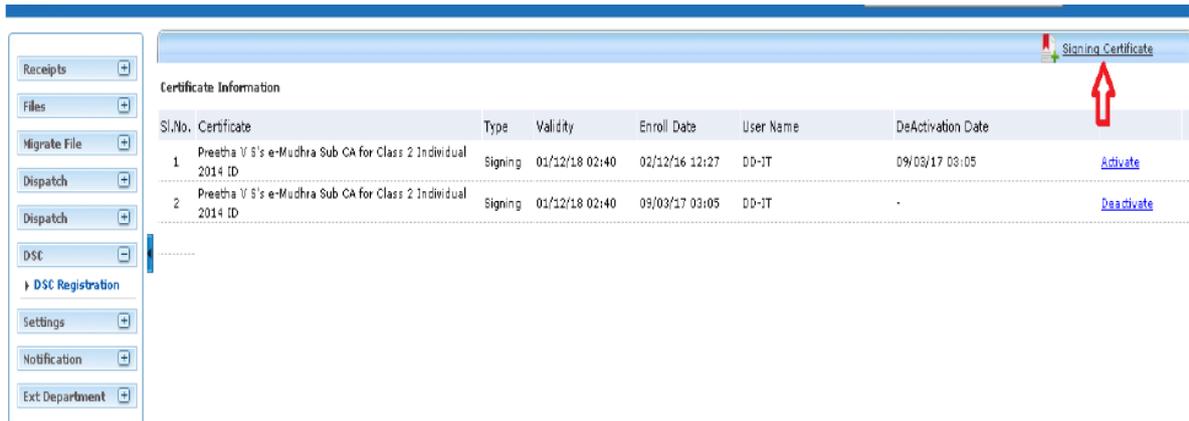


Fig.eFile.36

Note: User has to properly install drivers and the Java Packages for the DSC USB Token in the system before registration.

3. Validating Digital Signature

If the Digital Signature is showing as a question mark with unknown validity, right click the signature and Select "Validate Signature" and perform the following steps.

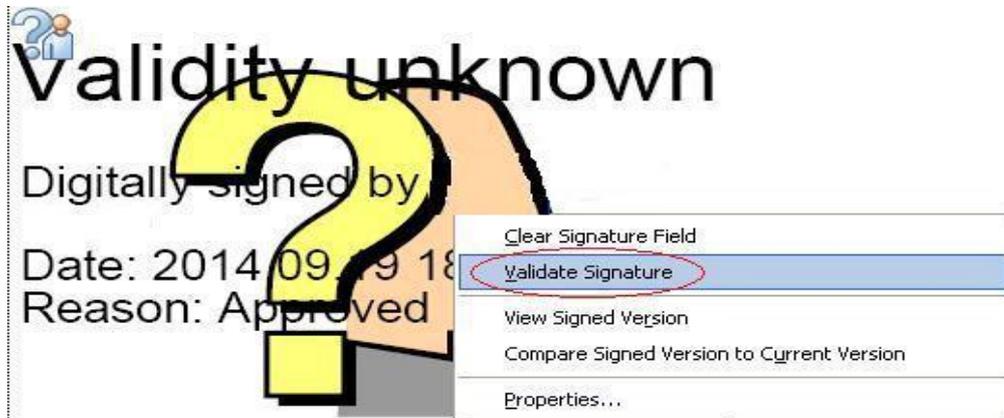


Fig.eFile.37

1. Click on "legal notice" from the new window



Fig.eFile.38

2. Select "Signer legal notice"

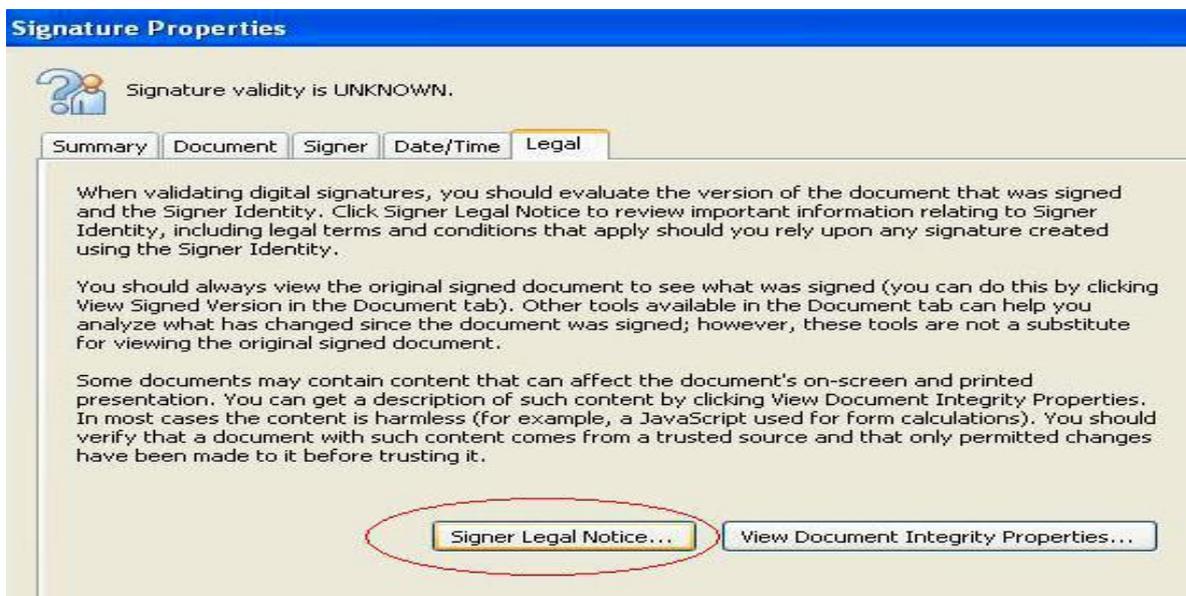


Fig.eFile.39

3. Select The tab "Trust"

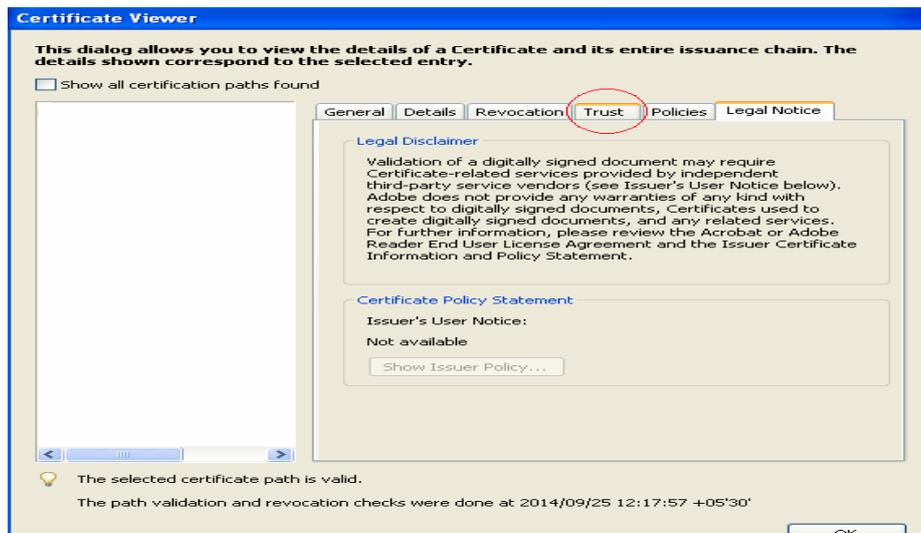


Fig.eFile.40

4. Click "Add to Trusted Identities" and press OK

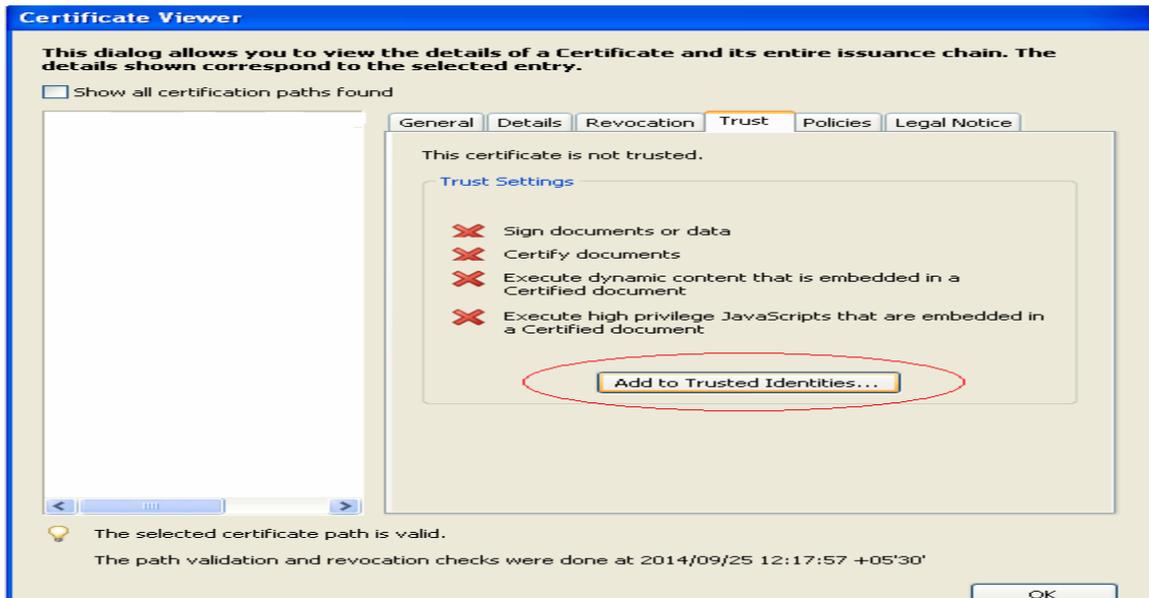


Fig.eFile.41

2. Select "Verify Signature"

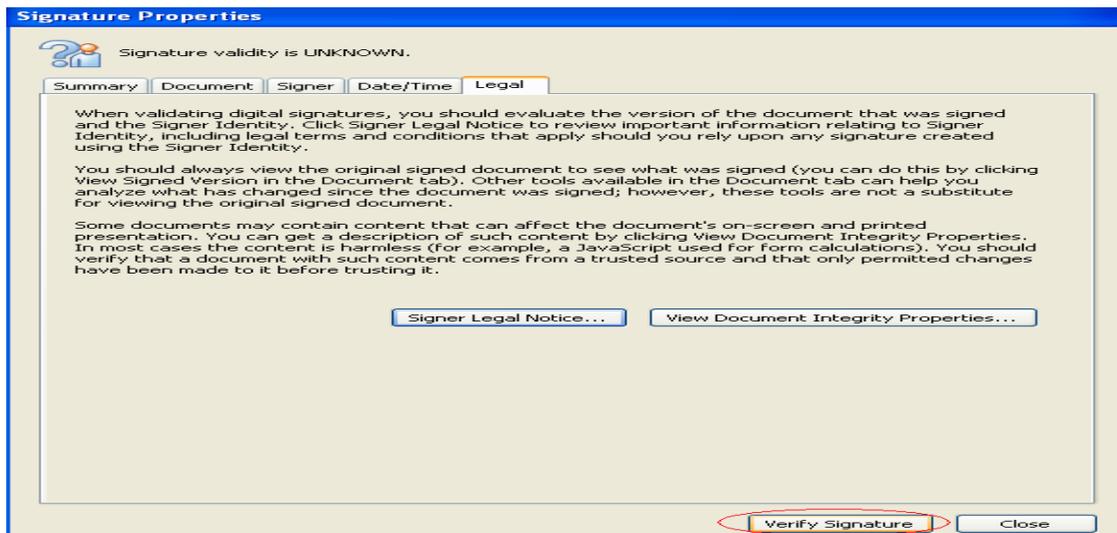


Fig.eFile.42

3. Now this signature is Valid



Fig.eFile.43

4. Clearing of Java Cache

Clearing of Java Cache will enable the user to put digital signature without any time delay.

Linux/Ubuntu System

Open the terminal window by pressing alt+Control+T keys together on keyboard then Type the command “jcontrol”. As result the java control panel window appears. Now click on Settings.

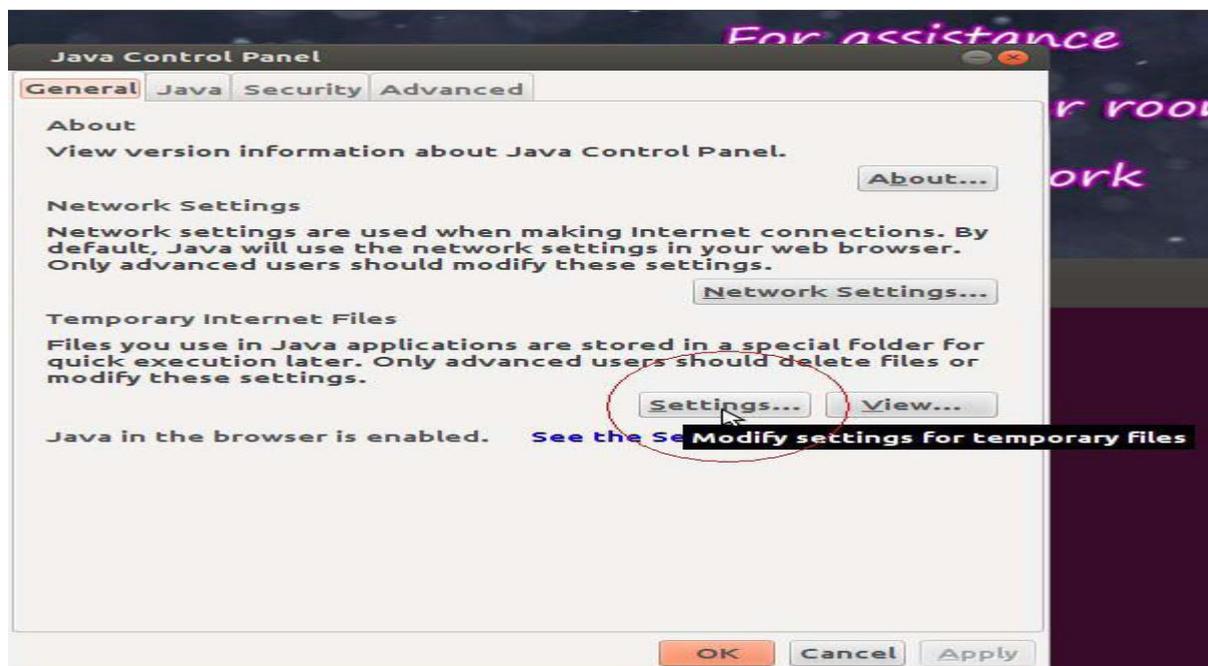


Fig.eFile.44

1. Click “Delete Files”

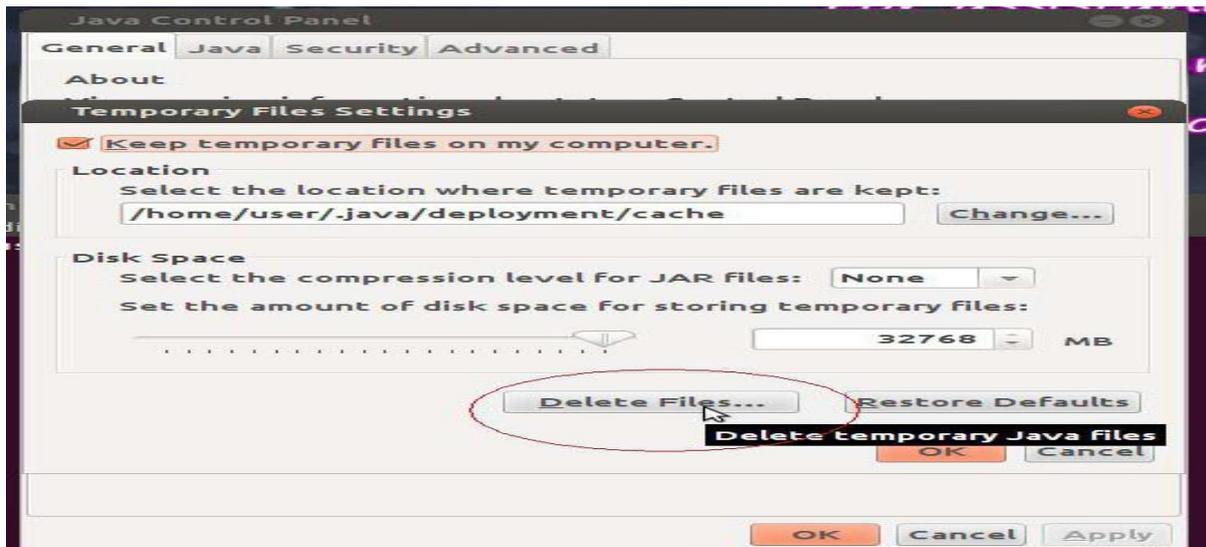


Fig.eFile.45

2. Click OK

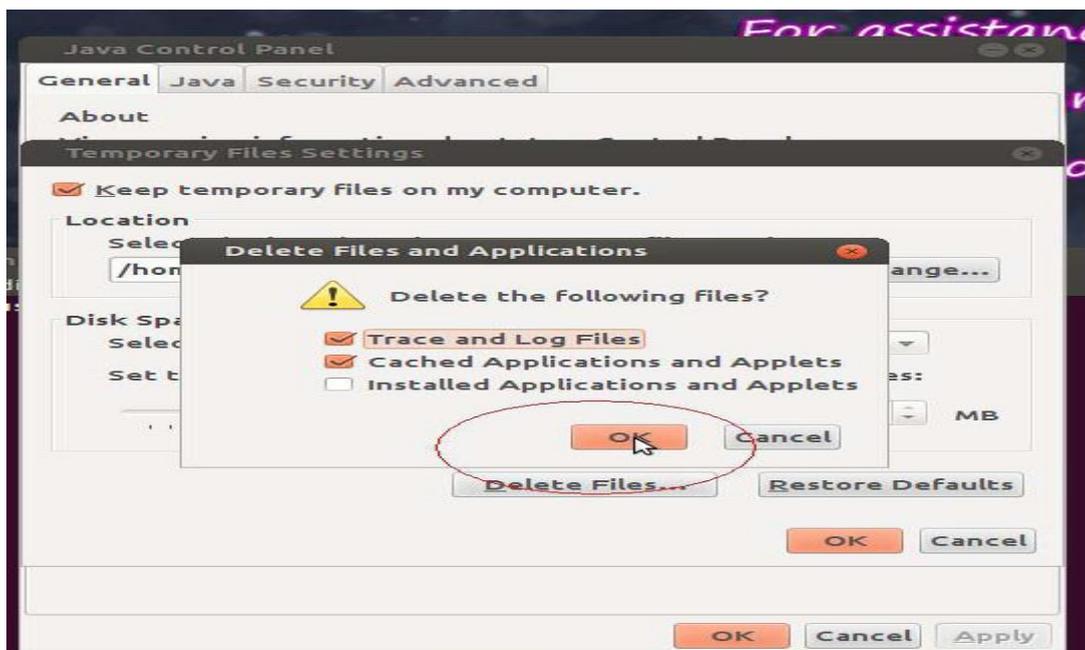


Fig.eFile.46

Windows System

Open *Java* from the Control Panel Window by performing following steps.

Select *run* from the start menu or press *Windows key+R* on the keyboard. Type “control” command and click OK.

1. Click on settings

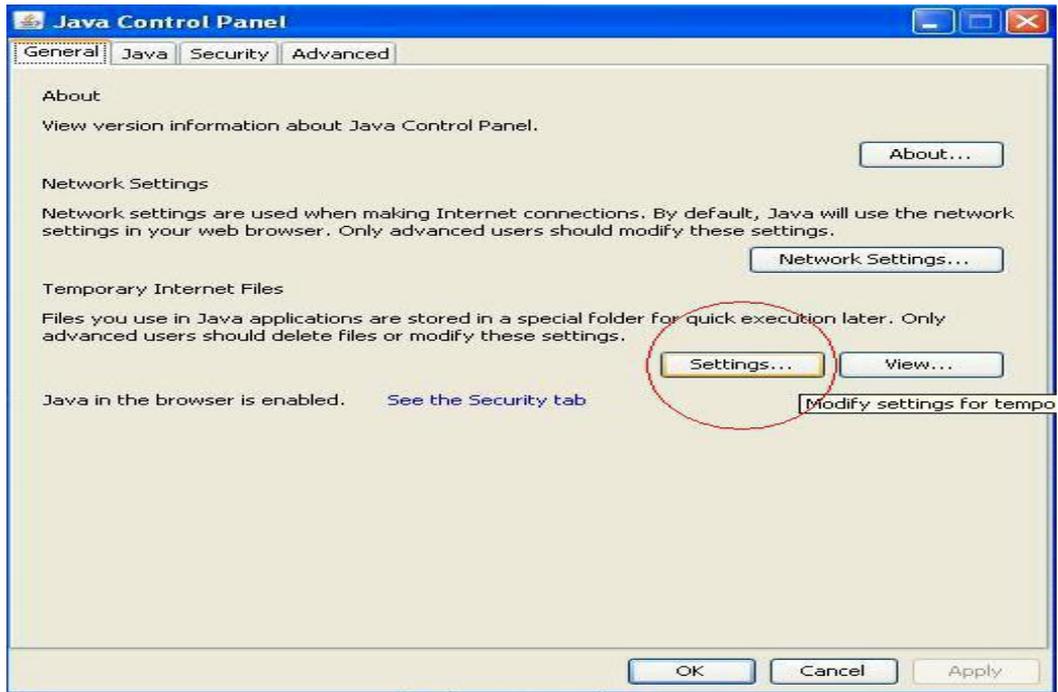


Fig.eFile.47

2. Click on Delete files

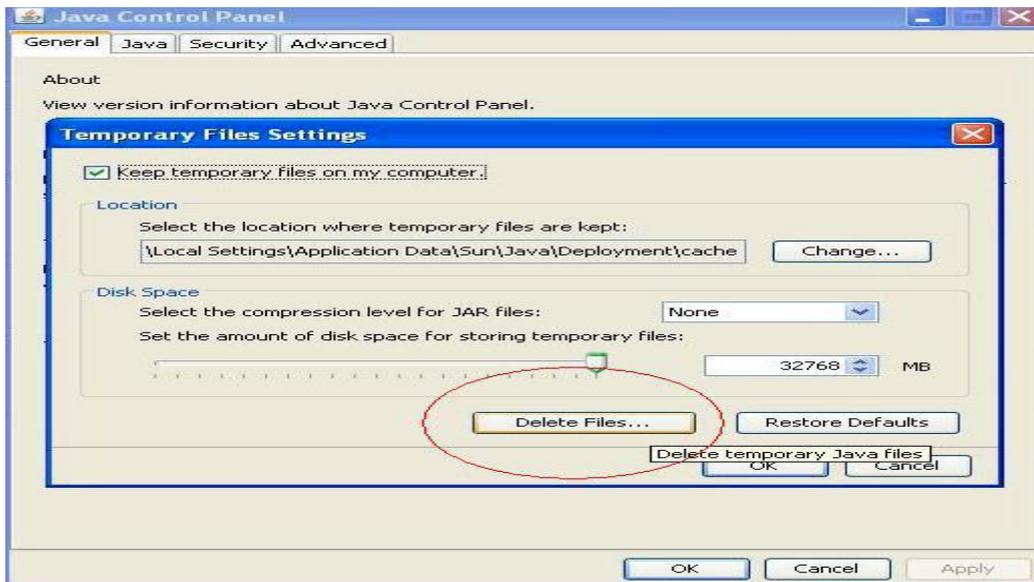


Fig.eFile.48

3. Now press OK

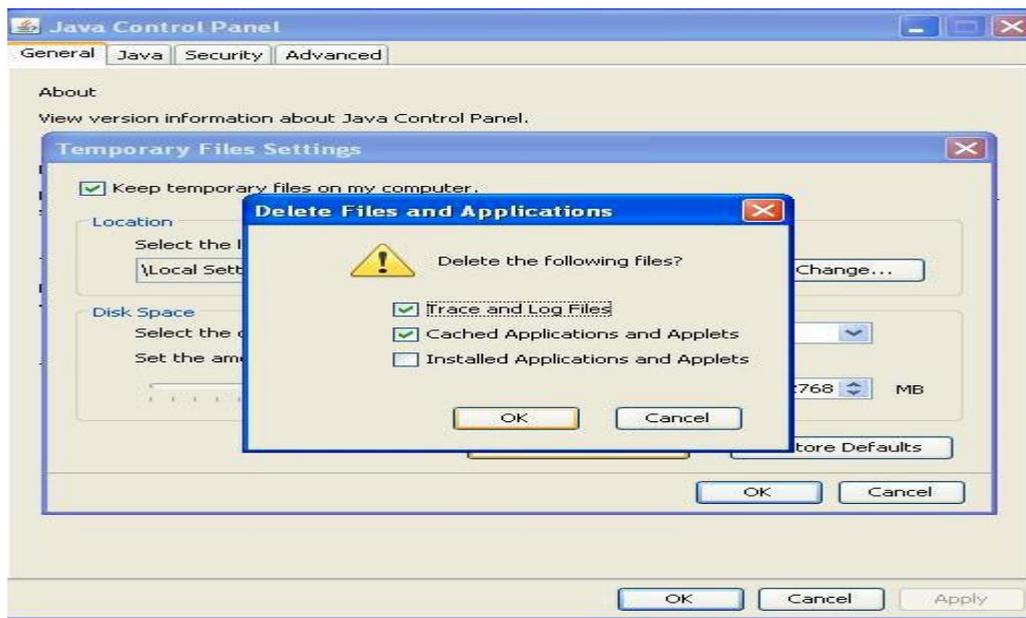


Fig.eFile.49

5. eFile MIS Report

eFile MIS Report is a new module added in eOffice application; can be used to generate various kinds of reports for decision making. This module include MIS reports like Personal Register (PR) of an employee, Monthly business statements, pendency report, GO registers, Dispatch registers etc.

This module can be accessed by clicking on the link ‘eFile MIS Report’ in the home page of the eOffice application.



Fig.eFile.50



Kerala Water Authority



ഇ ഓഫീസ് ലഭിക്കുന്നതിന് താഴെ പറയുന്നവിധം നിങ്ങളുടെ ഡസ്ക്ടോപ്പിൽ മാറ്റം വരുത്തേണ്ടതാണ്

1. Install , Mozilla Firefox (Latest version)

URL: <https://www.mozilla.org/en-US/firefox/windows/>



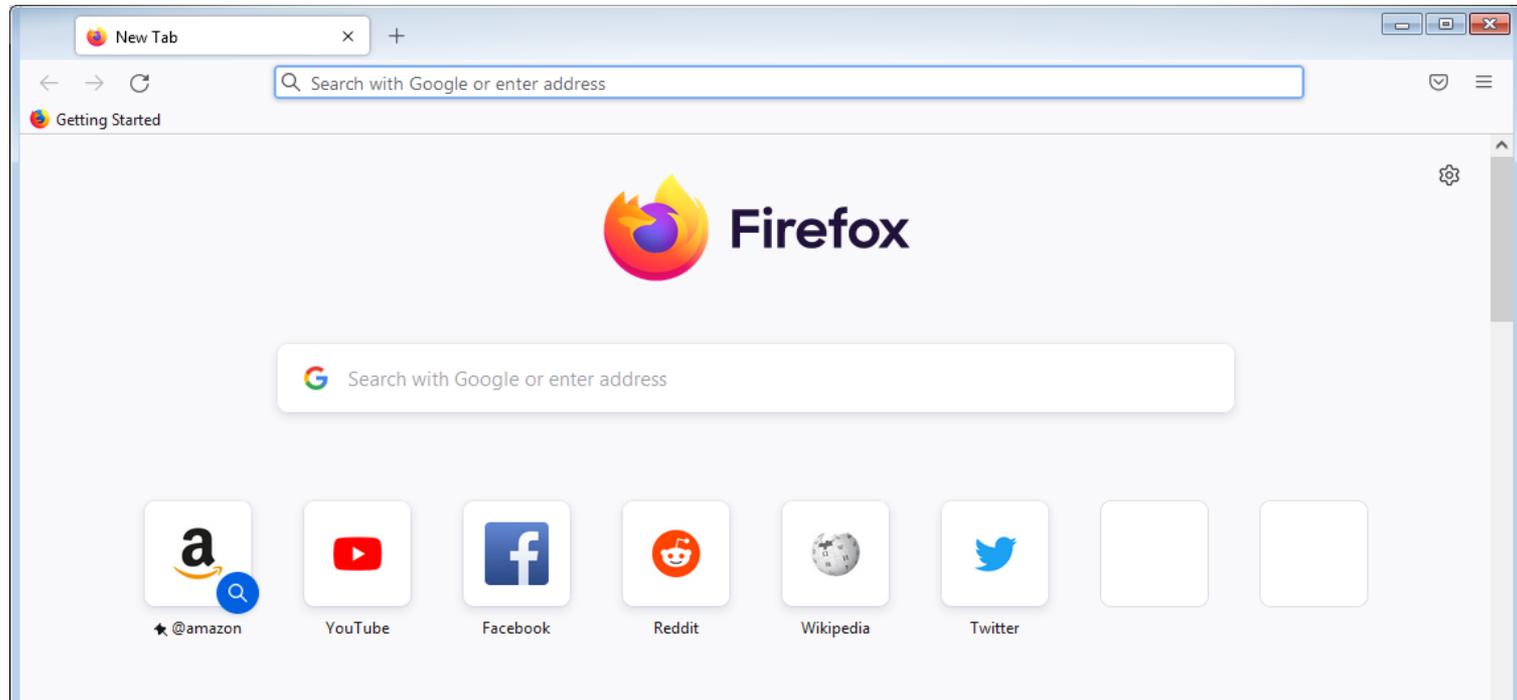
Download Mozilla Firefox for Windows

[Download Now](#)

[Firefox Privacy Notice](#)

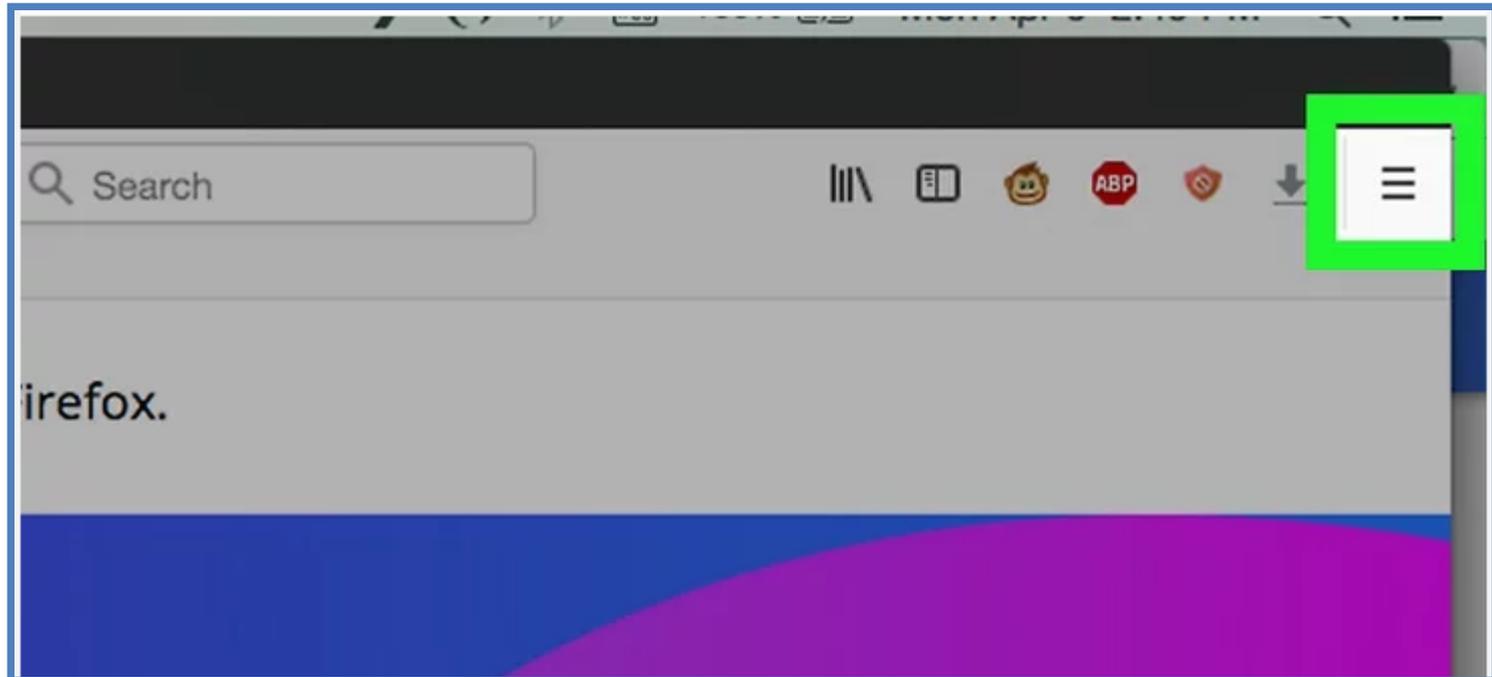
[Download a different platform or language](#)

2. Open Firefox Browser

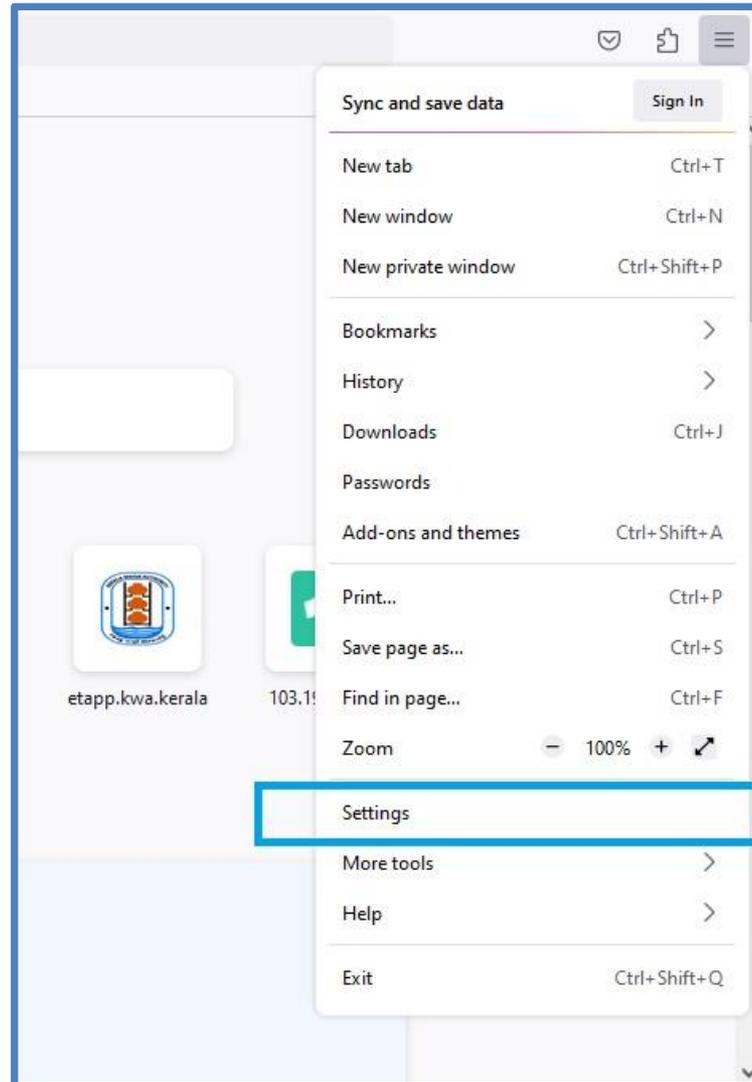


Setup KSWAN proxy

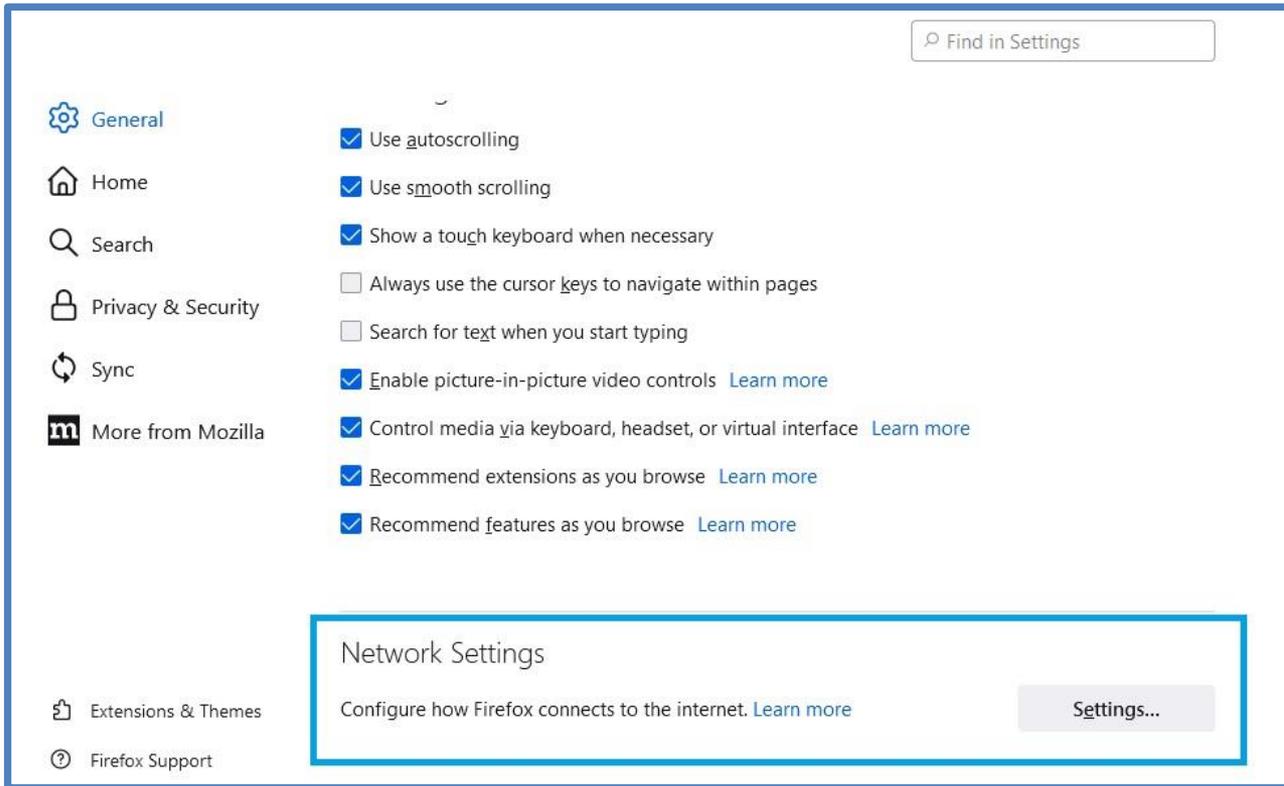
Open Firefox. Its app icon resembles a blue globe with an orange fox wrapped around it.



2.Click ☰. This icon is in the top-right corner of the Firefox window. A drop-down menu will appear. Click settings at the bottom



3. In the General panel, go to the **Network Settings** section.



Click Settings.... This button is on the lower-right side of the page.

Doing so will open the Proxy Settings window.



The image shows a screenshot of the Windows 'Connection Settings' dialog box, specifically the 'Proxy' tab. The window title is 'Connection Settings' with a close button (X) in the top right corner. The main heading is 'Configure Proxy Access to the Internet'. There are four radio button options: 'No proxy', 'Auto-detect proxy settings for this network' (which is selected), 'Use system proxy settings', and 'Manual proxy configuration'. Under 'Manual proxy configuration', there are three rows of input fields: 'HTTP Proxy' with a 'Port' field set to '0', 'HTTPS Proxy' with a 'Port' field set to '0', and 'SOCKS Host' with a 'Port' field set to '0'. A checkbox labeled 'Also use this proxy for HTTPS' is located between the HTTP and HTTPS proxy fields. Below the SOCKS Host field, there are two radio button options: 'SOCKS v4' and 'SOCKS v5' (which is selected). At the bottom, there is an 'Automatic proxy configuration URL' radio button, followed by an empty text input field and a 'Reload' button. In the bottom right corner, there are 'OK' and 'Cancel' buttons.

Connection Settings

Configure Proxy Access to the Internet

No proxy

Auto-detect proxy settings for this network

Use system proxy settings

Manual proxy configuration

HTTP Proxy Port

Also use this proxy for HTTPS

HTTPS Proxy Port

SOCKS Host Port

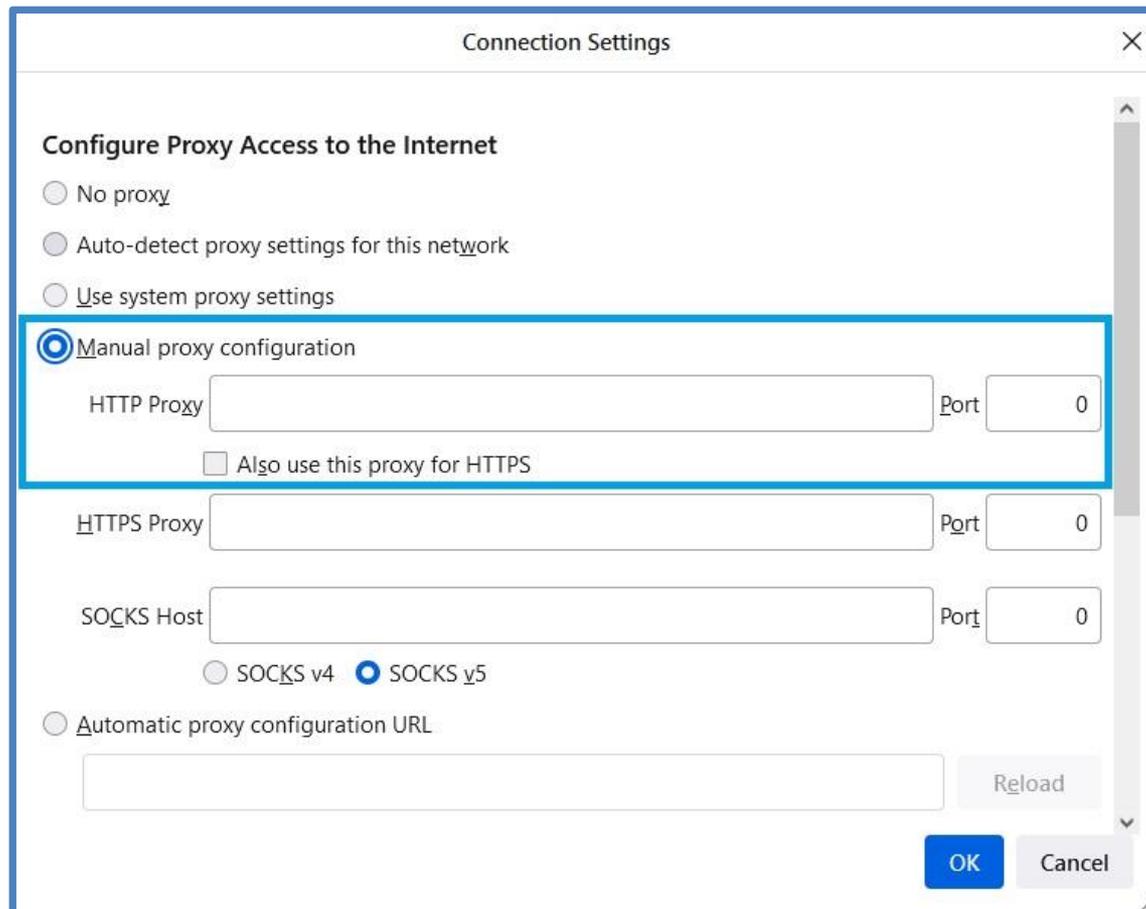
SOCKS v4 SOCKS v5

Automatic proxy configuration URL

Reload

OK Cancel

Check the "Manual proxy configuration" box.



The image shows a screenshot of the "Connection Settings" dialog box. The title bar at the top reads "Connection Settings" with a close button (X) on the right. The main content area is titled "Configure Proxy Access to the Internet" and contains four radio button options: "No proxy", "Auto-detect proxy settings for this network", "Use system proxy settings", and "Manual proxy configuration". The "Manual proxy configuration" option is selected, indicated by a blue circle. Below this option, there are three proxy configuration sections: "HTTP Proxy" with a text input field and a "Port" field set to "0"; "HTTPS Proxy" with a text input field and a "Port" field set to "0"; and "SOCKS Host" with a text input field and a "Port" field set to "0". Under the "SOCKS Host" section, there are two radio button options: "SOCKS v4" and "SOCKS v5", with "SOCKS v5" selected. At the bottom of the dialog, there is an "Automatic proxy configuration URL" option with an empty text input field and a "Reload" button. The "OK" and "Cancel" buttons are located at the bottom right of the dialog.

Connection Settings

Configure Proxy Access to the Internet

No proxy

Auto-detect proxy settings for this network

Use system proxy settings

Manual proxy configuration

HTTP Proxy Port

Also use this proxy for HTTPS

HTTPS Proxy Port

SOCKS Host Port

SOCKS v4 SOCKS v5

Automatic proxy configuration URL

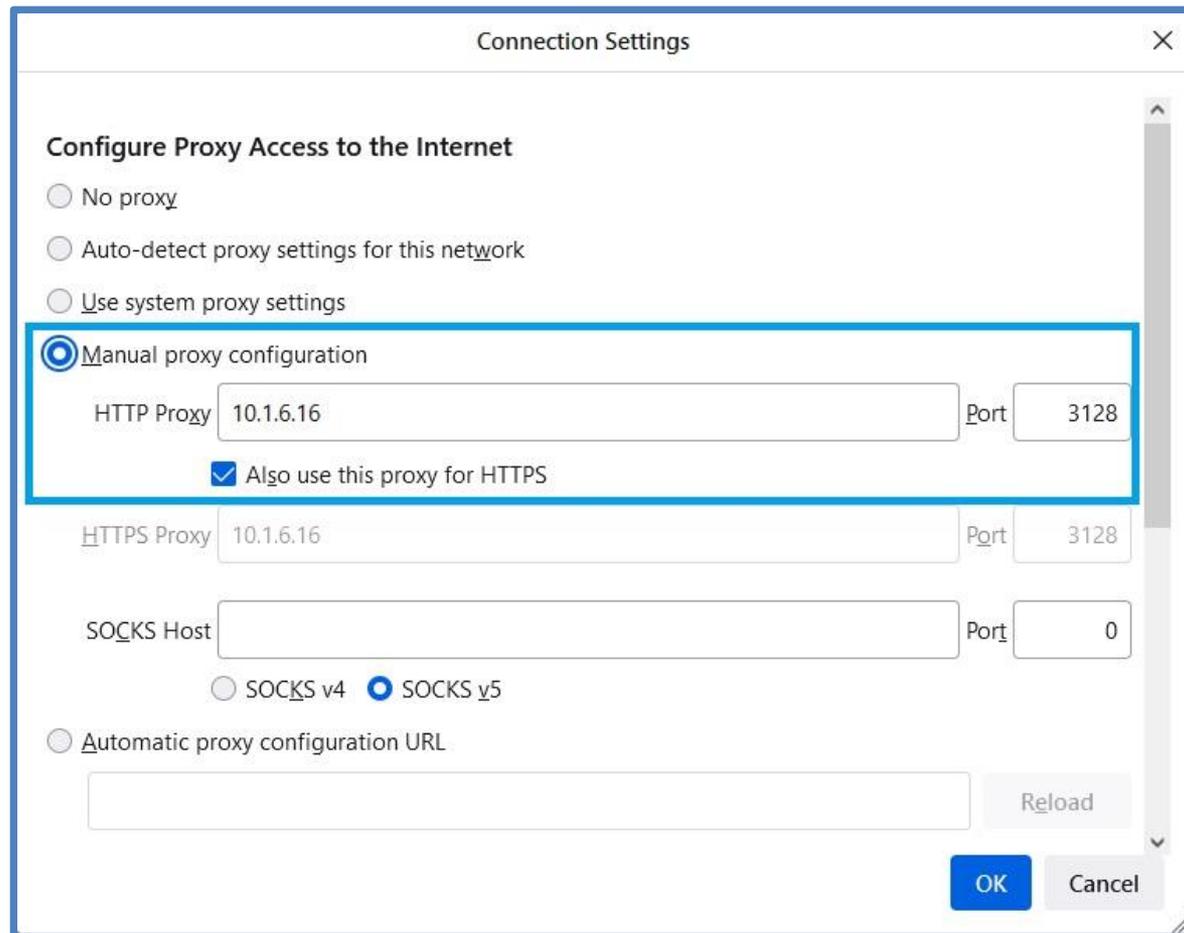
Reload

OK Cancel

Enter your proxy information. You'll need to fill out the following fields:

HTTP Proxy - Your proxy server's IP address goes here. **10.1.6.16**

Port - The server's port number goes here. **3128**



The image shows a screenshot of the Windows 'Connection Settings' dialog box. The 'Manual proxy configuration' option is selected and highlighted with a blue border. The 'HTTP Proxy' field contains '10.1.6.16' and the 'Port' field contains '3128'. The checkbox 'Also use this proxy for HTTPS' is checked. The 'HTTPS Proxy' field also contains '10.1.6.16' and the 'Port' field contains '3128'. The 'SOCKS Host' field is empty and the 'Port' field contains '0'. The 'SOCKS v5' option is selected. The 'Automatic proxy configuration URL' option is unselected and its field is empty. The 'OK' and 'Cancel' buttons are visible at the bottom right.

Connection Settings

Configure Proxy Access to the Internet

No proxy

Auto-detect proxy settings for this network

Use system proxy settings

Manual proxy configuration

HTTP Proxy Port

Also use this proxy for HTTPS

HTTPS Proxy Port

SOCKS Host Port

SOCKS v4 SOCKS v5

Automatic proxy configuration URL

Reload

OK Cancel

Check the "Also use this proxy for HTTPS" box. It's directly below the "HTTP Proxy" field.

Connection Settings

Configure Proxy Access to the Internet

No proxy

Auto-detect proxy settings for this network

Use system proxy settings

Manual proxy configuration

HTTP Proxy Port

Also use this proxy for HTTPS

HTTPS Proxy Port

SOCKS Host Port

SOCKS v4 SOCKS v5

Automatic proxy configuration URL

Reload

OK Cancel

Click OK. It's at the bottom of the window. Doing so will save your settings.

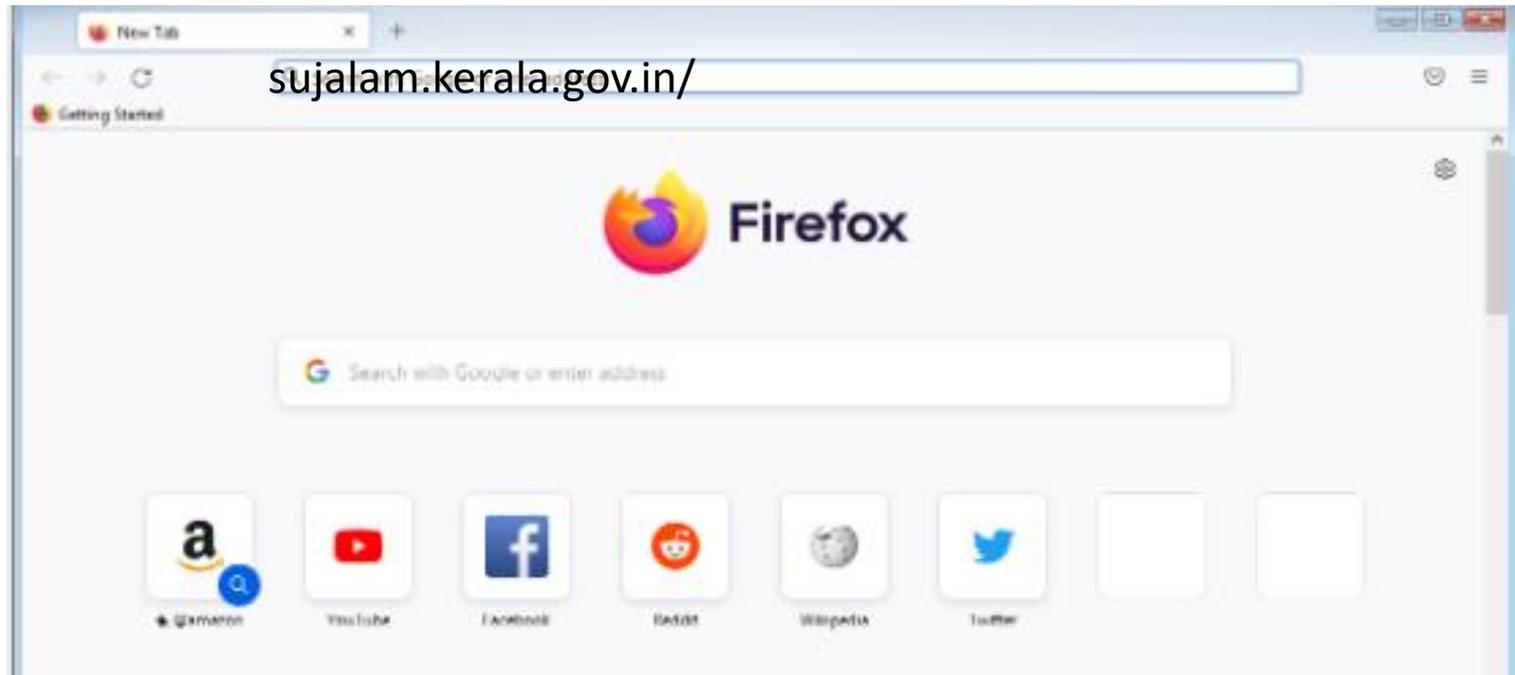
SOCKS v4 SOCKS v5

Automatic proxy configuration URL

Reload

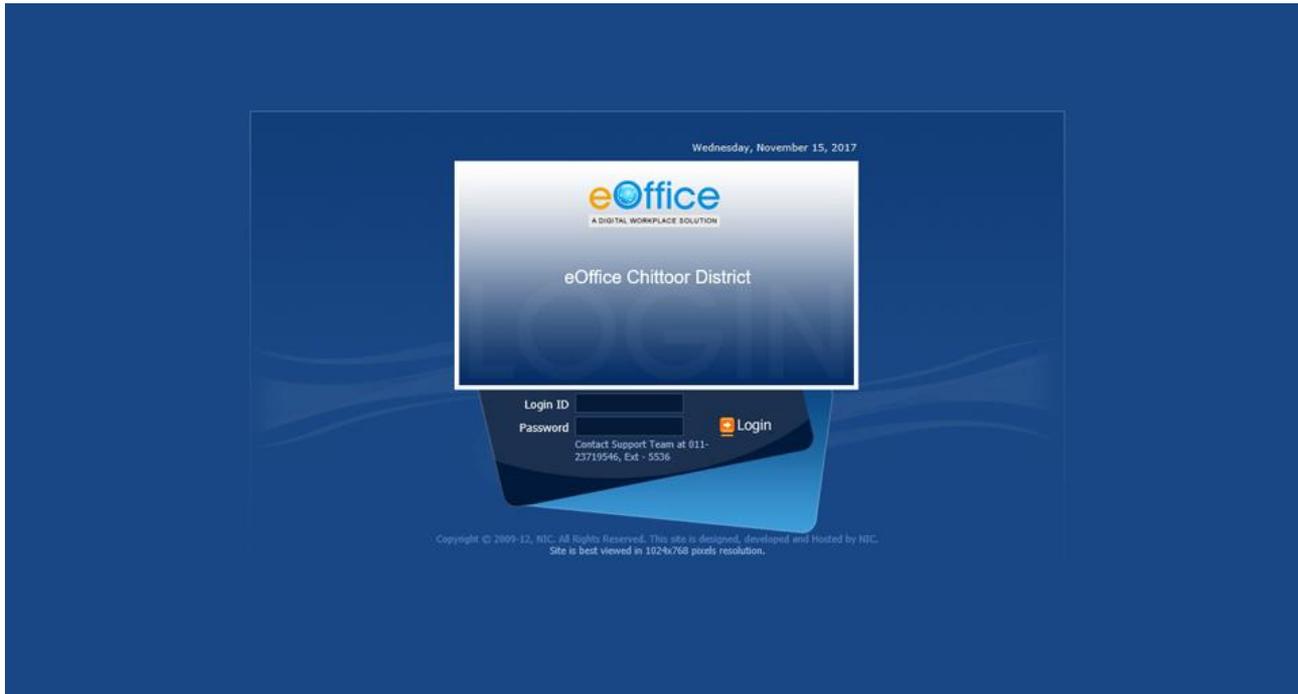
OK Cancel

Open new tab



sujalam.kerala.gov.in

Open eoffice



Enter your login details and open

*thank
you*

KWA IT UNIT

16.06.2022

NOTICE

The present VPN solution faces lot of performance related issues, which necessitated the need for a new VPN solution. Hence, Government identified and implemented a new VPN solution named 'Accops' with better performance which satisfies the requirements of Government officials, who are accessing electronic files, remotely. The new VPN solution supports all Operating Systems viz; Windows, Ubuntu, Android, Mac, IOS and Linux. Hence, all VPN account holders in Secretariat are requested to use the Accops VPN solution for processing electronic files, remotely. A user manual for the purpose is also attached.



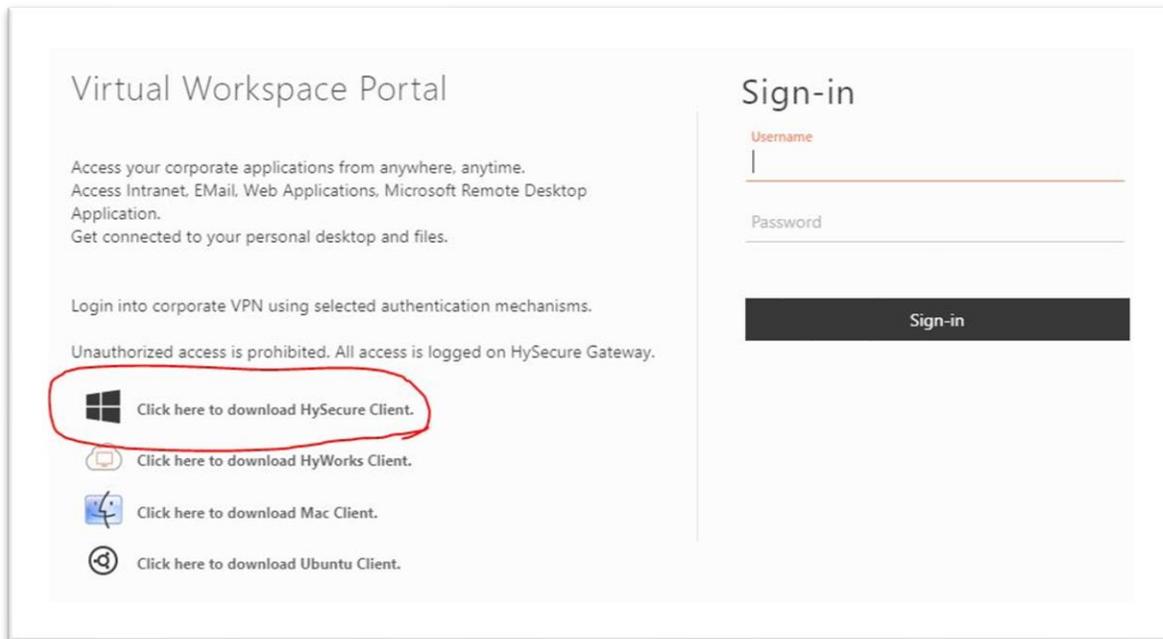
Section Officer
E & IT (IT Cell) Department

Steps for Accops HySecure VPN installation on client Devices

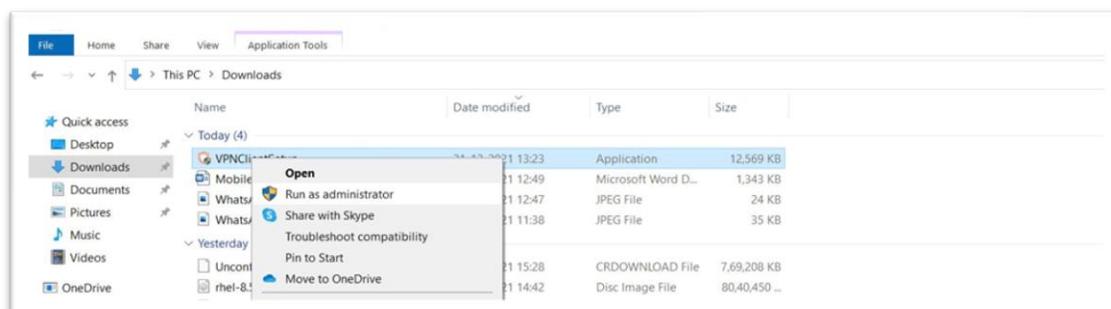
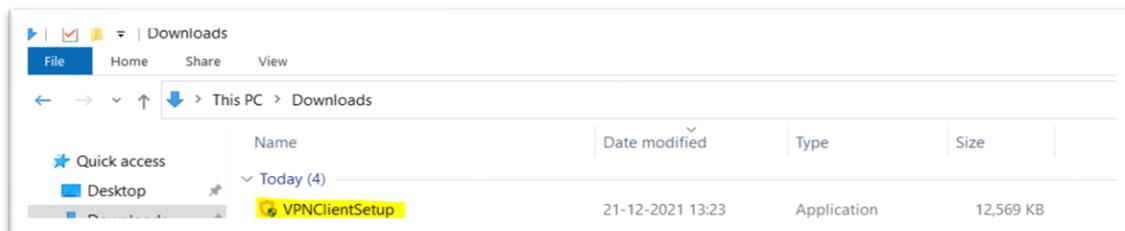
Operating System	Pages
Windows	2 - 3
Mac	4 - 6
Ubuntu	7 - 9
Android	10 - 13

Accops HySecure Installation for User login on **Windows OS**

- 1) To download HySecure client for Windows OS, open any browser and type the URL <https://evpn.kerala.gov.in> in the address bar. Then click on the below option to download HySecure client for windows.



- 2) Open file explorer and go to downloads folder. Right click on VPNClientSetup.exe and select "Run as Administrator" and install the HySecure client.



- 3) Now to login using HySecure client go to desktop and click on the icon Accops HySecure client.



- 4) Enter HySecure Server address as 'evpn.kerala.gov.in' and enter your VPN user name and password to login.

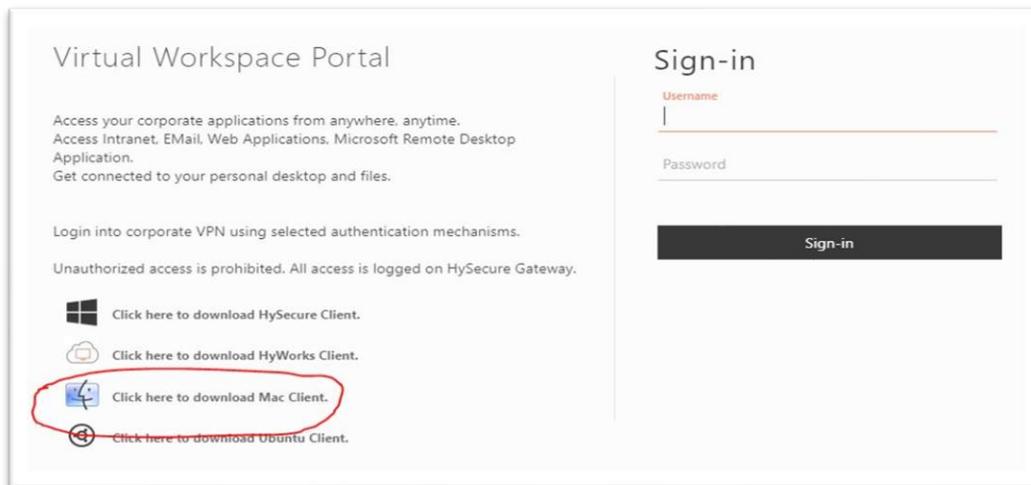
The image shows the Accops HySecure Client login window. The window title is 'Accops HySecure Client'. The main heading is 'KERALA STATE IT MISSION' with the subtitle 'DEPARTMENT OF ELECTRONICS AND INFORMATION TECHNOLOGY'. Below this, there is a text box for 'HySecure Server' containing 'evpn.kerala.gov.in'. A message says 'Please login using configured authentication method.' There are two checkboxes: 'Login with a digital certificate' (unchecked) and 'Remember Me' (unchecked). Below these are text boxes for 'Username' and 'Password'. At the bottom, there is a 'Login' button.

- 5) Minimize the Accops HySecure client application and open the Mozilla Firefox browser. Then type the URL <https://esarkar.kerala.gov.in> in the address bar. You will get the login screen of e-Office as shown below:

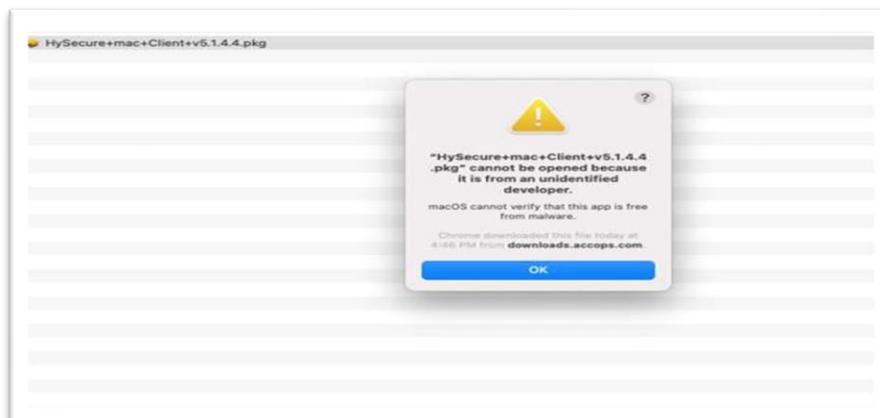


Accops HySecure Installation for User login on **Mac OS**

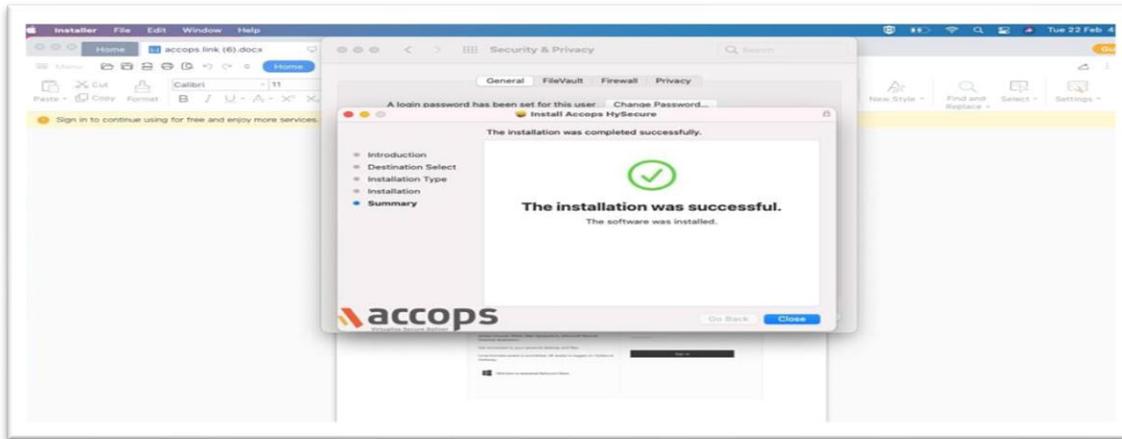
- 1) To download HySecure client for Mac OS, open any browser and type the URL <https://evpn.kerala.gov.in> in the address bar. Then click on below option to download HySecure client for Mac OS.



- 2) After downloading, click on the packager to install.



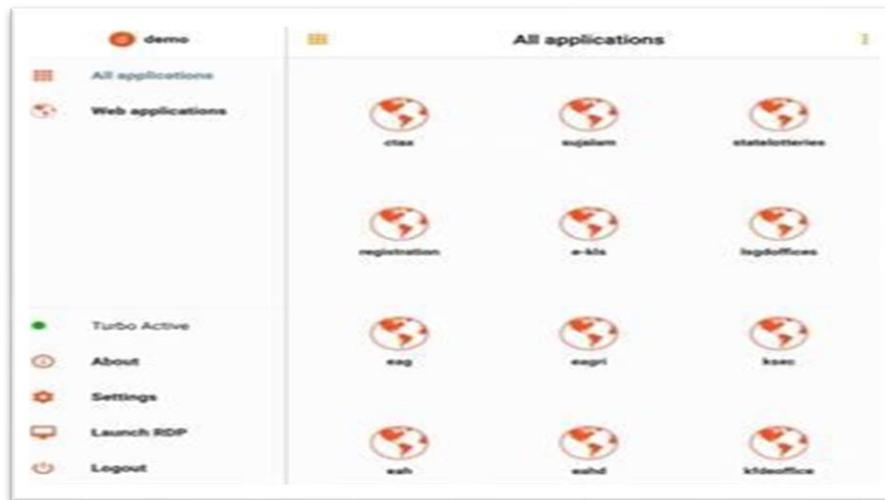
- 3) Give Security permissions to install HySecure, Go to System Preferences → Security → Allow HySecure to install.



- 4) After installing Accops HySecure for Mac, click the 'Go' menu on the top left of the screen → Applications → Accops HySecure Client. Open the Accops HySecure Client Application and enter the Server address 'evpn.kerala.gov.in' and VPN User name and password as shown below;



5) Click on login, following console will be shown.

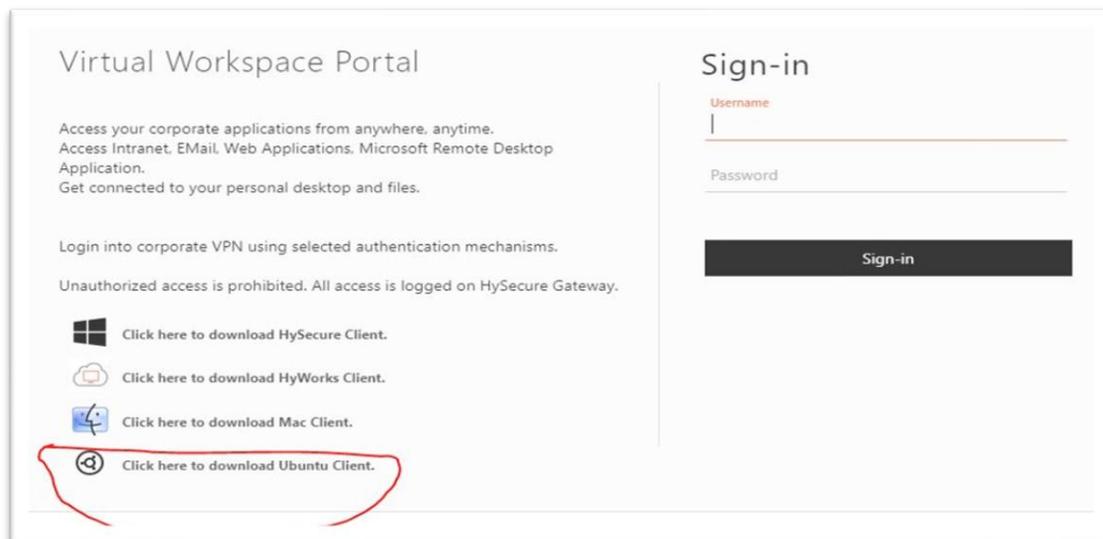


6) Minimize the Accops HySecure client application and open the Mozilla Firefox browser. Then type the URL <https://esarkar.kerala.gov.in> in the address bar. You will get the login screen of e-Office as shown below:

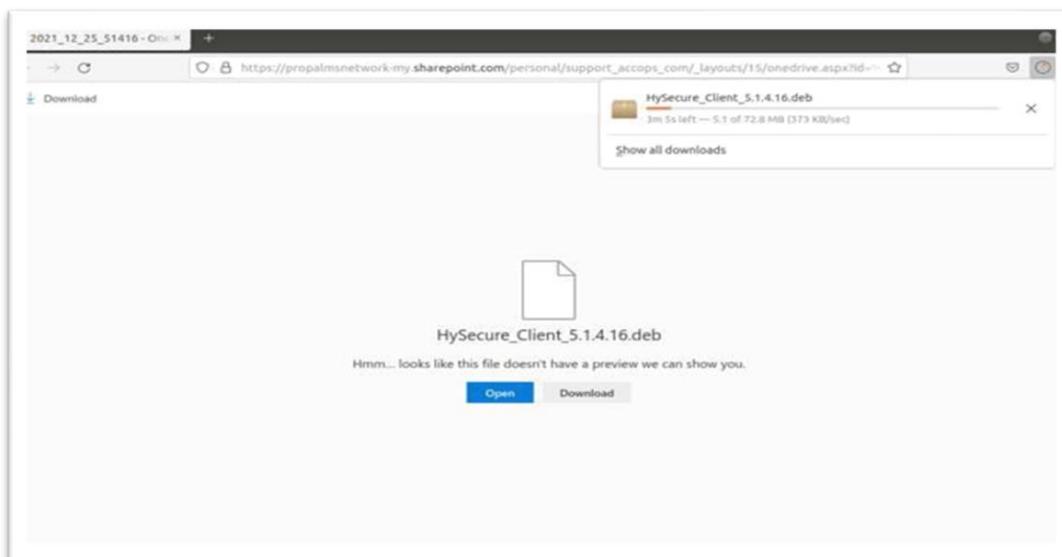


Accops HySecure Installation for User login on **Ubuntu**

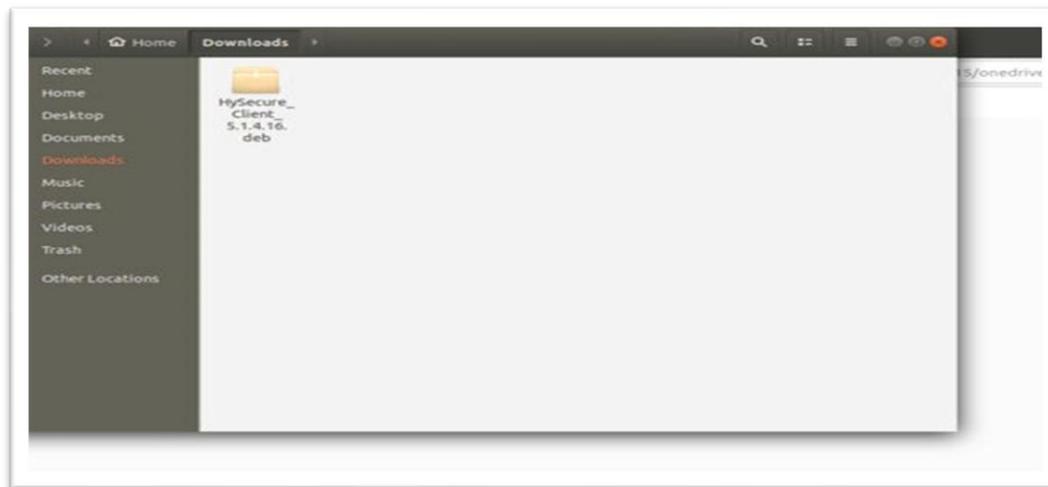
- 1) To download HySecure client for Ubuntu OS (versions 16.04 / 18.04 / 20.04), open any browser and type HySecure server URL <https://evpn.kerala.gov.in> in the address bar. Then click on the below option to download HySecure client for Ubuntu OS



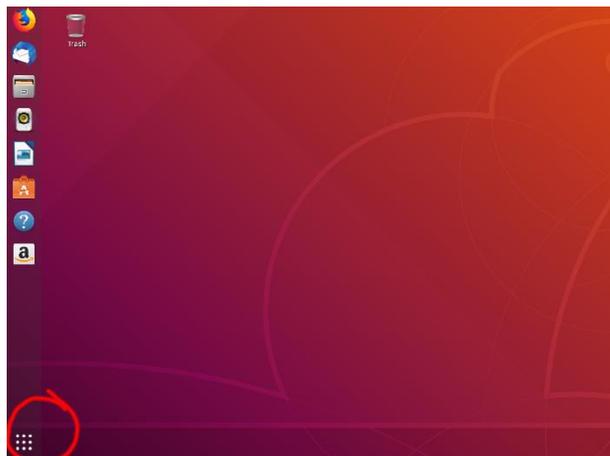
- 2) The packager will be downloaded as shown below;



3) The packager will be downloaded in the “Downloads” folder.



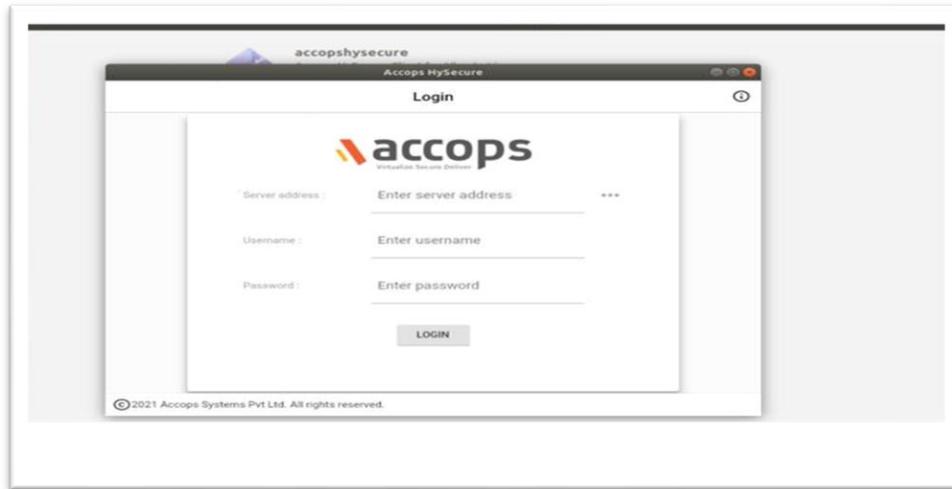
4) Double click the installer package for installing Accops HySecure client. After installation, to view the Accops HySecure icon, go to Applications menu in the Home Screen.



5) Now, search Accops HySecure client, then double click on Accops HySecure icon.



- 6) Enter the Server address as “evpn.kerala.gov.in” and VPN user name and password as shown below;

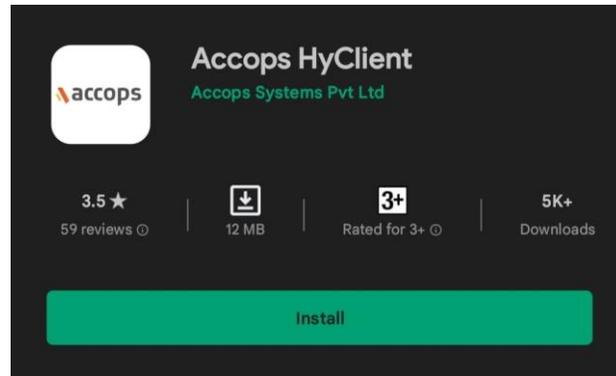


- 7) Open Mozilla Firefox browser and enter the URL <https://esarkar.kerala.gov.in> in the address bar. Then you will get the login screen of e-Office as show below:



ACCOPS HyClient Installation for **ANDROID**

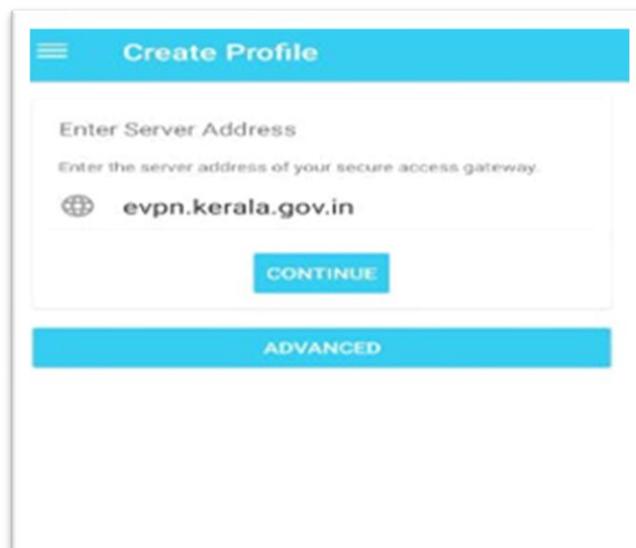
- 1) To Access Accops HyClient for android, install Accops HyClient app from Play Store as shown below.



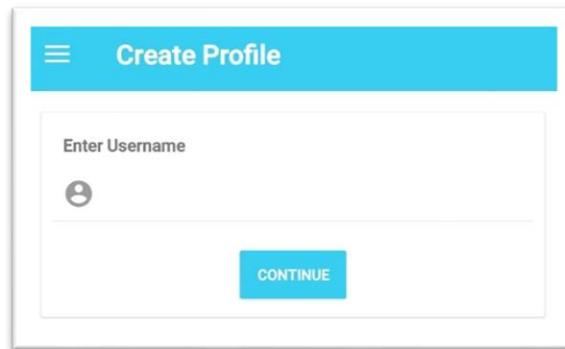
- 2) After installation, the below shown icon will appear on Home screen of the Android Mobile/Tab.



- 3) After installing Accops HySecure for Android , Open the above app and enter the Server address as 'evpn.kerala.gov.in' as shown below.

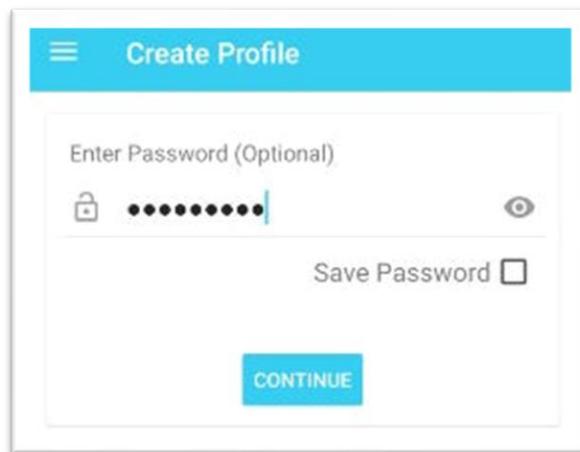


4) After clicking on continue, enter the VPN username.



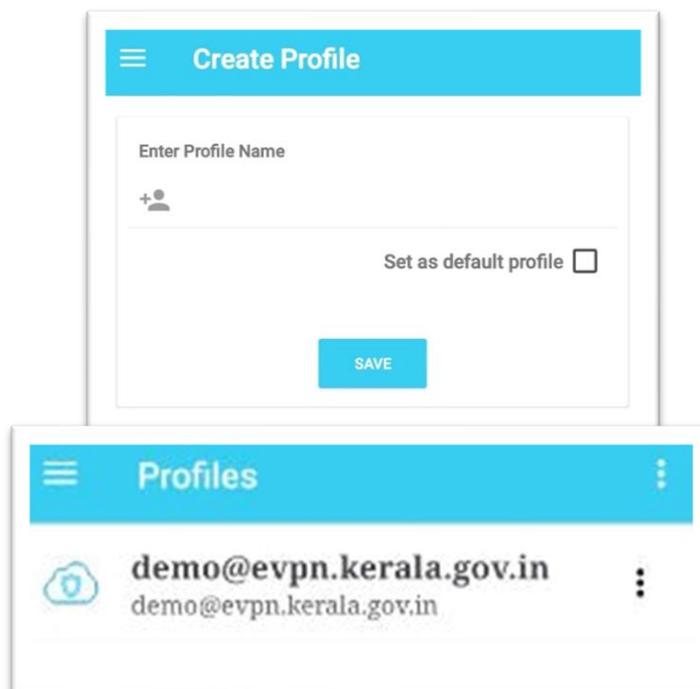
The screenshot shows a mobile application interface with a blue header bar containing a hamburger menu icon and the text "Create Profile". Below the header is a white input field with the placeholder text "Enter Username" and a grey person icon. At the bottom of the input field is a blue button labeled "CONTINUE".

5) Click continue and enter the password which is optional.



The screenshot shows the same "Create Profile" screen. The input field now contains the placeholder text "Enter Password (Optional)", a lock icon, a series of black dots representing a password, and an eye icon. Below the input field is a "Save Password" checkbox. At the bottom is a blue button labeled "CONTINUE".

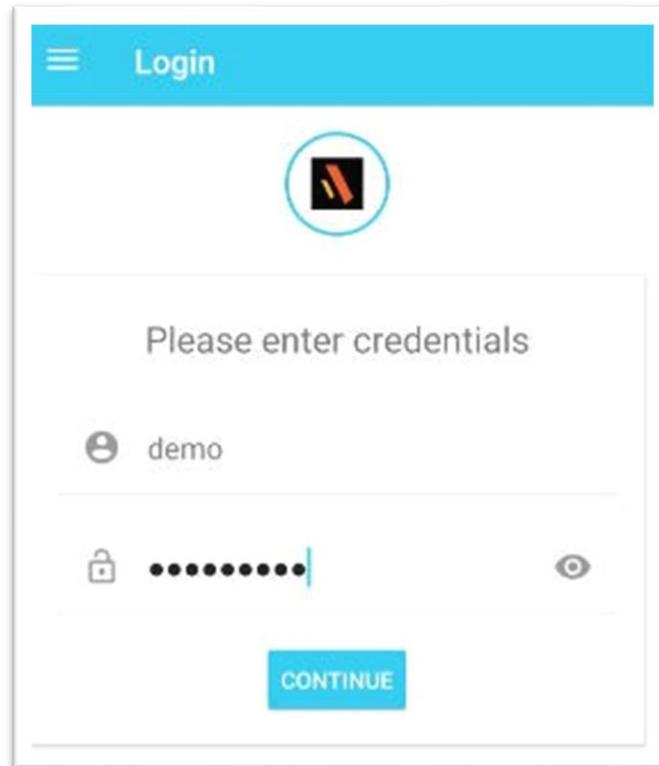
6) A VPN profile will be created after clicking save button.



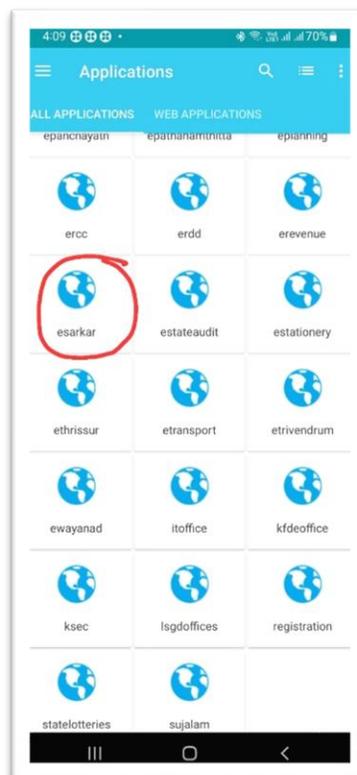
The top screenshot shows the "Create Profile" screen with the input field containing the placeholder text "Enter Profile Name" and a plus person icon. Below the input field is a "Set as default profile" checkbox. At the bottom is a blue button labeled "SAVE".

The bottom screenshot shows the "Profiles" screen with a blue header bar containing a hamburger menu icon, the text "Profiles", and a vertical ellipsis icon. Below the header is a list item for a profile with a cloud icon, the text "demo@evpn.kerala.gov.in", and a vertical ellipsis icon.

7) Once a profile is created, click on the profile and enter the VPN Password and click on continue.



8) After clicking continue, user will get the following console.



9) When the user click on [esarkar](#) app, the following login page of e-Office will be displayed.

