GUIDELINES FOR REQUEST FOR CREATION OF NIC EMAIL-ID'S

1) **Single user account Creation:** For a single user who wants to have NIC Email facility, the prescribed form at URL: http://mail.nic.in/docs/forms/MailService_e-mail_Subscription_Form.pdf has to be downloaded, printed and filled in all the columns as detailed below:

   a. Name of the applicant should be filled in full in all CAPITAL LETTERS, in the order as first name, middle name and surname as specified in the form at #1.

   b. The date of birth should be clearly mentioned in dd/mm/yyyy at #2(a).

   c. The official designation should be filled in full in all CAPITAL LETTERS at #2(b).

   d. Ministry/Department/Organisation should be filled in full in all CAPITAL LETTERS at #3.

   e. Address for correspondence should be filled in full in all CAPITAL LETTERS at #4 clearly mentioning the CITY and PINCODE without fail.

   f. The Official Telephone Number and the User's Mobile Number should be clearly filled at #5. Official Telephone Number should be in the format of 3-digit STD code and 8 digit land-line number. If your city's STD code is more than 3-digits, the extra digits should be pre-fixed to the phone number.

   g. The application should be signed by the applicant both on the first page and second page, get it signed by the competent authority at the left side on the first page.

   h. An excel file containing the details listed in the following table should be sent along with the above filled in signed application form's scanned copy – forwarded by the concerned DIO/NIC Co-ordinator. Please note that all the fields in the table below are mandatory and must be filled in. Also the format of all the cells must be **TEXT** format and no headings are allowed.

First Name	Last Name	Designation	Department/Ministry	State	10 digit Mobile Number	Date of Retirement (dd-mm-yyyy)	Email Login -ID	Preferred Email Address	Date of Birth (dd-mm-yyyy)

   i. The Email Login –ID at column #8 is nothing but Preferred Email Address at column #9 without the domain string i.e., @gov.in.

   j. The Preferred E-mail Address at column #9 should be in accordance with the guidelines mentioned in the E-Mail Address Policy section detailed below and must be @gov.in.

   k. The DIO/NIC Co-ordinator counter-signing the request application form has to check the availability of the Preferred E-mail Address at column #9 above by logging-in to the URL: https://msgapp.nic.in/idlookup/ and correct the field in consultation with the user.

2) **Bulk E-Mail Accounts Creation:** For a group of users in a department/office – for example: all the users of Tehasildar's office, the required form can be downloaded from the URL: http://mail.nic.in/docs/forms/MailService_Bulk_e-mail_Subscription_Form.pdf filled in by the concerned administrative in-charge of the group/department.

   a. Name of the applicant should be filled in full in all CAPITAL LETTERS, in the order as first name, middle name and surname as specified in the form at #1.

   b. The official designation should be filled in full in all CAPITAL LETTERS at #2.

   c. Ministry/Department/Organisation should be filled in full in all CAPITAL LETTERS at #3.

   d. Address for correspondence should be filled in full in all CAPITAL LETTERS at #4 clearly mentioning the CITY and PINCODE without fail.

   e. The Official Telephone Number and the User's Mobile Number should be clearly filled at #5. Official Telephone Number should be in the format of 3-digit STD code and 8 digit land-line number. If your city's STD code is more than 3-digits, the extra digits should be pre-fixed to the phone number.

f. The NIC Email-ID should be mentioned clearly and this should be an active and running mail-id. If the department/organisation never had NIC Email-ID before, they can mention the concerned DIO/NIC Co-ordinator's email-id

g. Depending on the requirement of name-based/designation based Email-ID's an excel file should be created with the details listed in the following table should be sent along with the above filled in signed application form's scanned copy – forwarded by the concerned DIO/NIC Co-ordinator. Please note that all the fields in the table below are mandatory and must be filled in. Also the format of all the cells must be **TEXT** format and no headings are allowed.

First Name	Last Name	Designation	Department/Ministry	State	10 digit Mobile Number	Date of Retirement (dd-mm-yyyy)	Email Login -ID	Preferred Email Address	Date of Birth (dd-mm-yyyy)

h. The Email Login –ID at column #8 is nothing but Preferred Email Address at column #9 without the domain string i.e., @gov.in.

i. The Preferred E-mail Address at column #9 should be in accordance with the guidelines mentioned in the E-Mail Address Policy section detailed below and must be @gov.in.

j. The DIO/NIC Co-ordinator counter-signing the request application form has to check the availability of the Preferred E-mail Address at column #9 above by logging-in to the URL: https://msgapp.nic.in/idlookup/ and correct the field in consultation with the user.

E-Mail Address Policy:

The maximum length of the Email ID excluding the domain is 20 Characters. The major problem that is to be resolved in giving the e-mail addresses to the users is to ensure the address resolution when multiple similar names occur, which is a common occurrence. This problem is found to occur in every nation and therefore there are some proven name resolution methods that have been used by many of the service providers. There are two major naming methods that are used: Personal Name based and Designation/ Job based

1) Personal Name based: In some parts of India, the "surname/last name" or the "family name" is used to address a person. In some other parts (though in a few states) the "given name/first name" is used for addressing a person. Hence the Personal Name based ID will be First_Name.Initial_of_Last_name or First_Name.Last_name.. First Name can be also abbreviated if required.

   a. For example if a person's First Name is Ramana Kumar and Last Name is Kovuru, then the ID can be formed as ramanakumar.k
   b. However if multiple requests with same Last name initial were received, then the last name needs to be expanded in full like ramanakumar.kovuru and ramanakumar.k

2) Designation/Job based: This is used for Official E-mail address for different Govt. Offices: This will be formed with short form of Designation and Department with THREE Letter District short code (from the below tables) and appended with the state code –ts for Telangana and –ap for Andhra Pradesh.

   a. < Short Designation>.<Short Dept name/sub division>-<state code i.e., ts or ap>

      and/or

      < Short Designation + Dept name>.<placecode-upto 3 Chars> - <state code i.e., ts or ap>
   b. For example the Project Director of Sarva Siksha Abhiyan of Karimnagar District will be given as pdssakng-ts@nic.in
   c. Similarly the Project Director of Sarva Siksha Abhiyan of Chittoor District will be given as pdssactr-ap@nic.in

List of Districts of Andhra Pradesh State:

Code	District
APR	Anantapur
CTR	Chittoor
EGO	East Godavari
GTR	Guntur
KRI	Krishna
KNL	Kurnool
PRK	Prakasam
SRK	Srikakulam
NEL	Sri Potti Sri Ramulu Nellore
VIS	Vishakhapatnam
VIZ	Vizianagaram
WGO	West Godavari
CUD	Cudappah

List of Districts of Telangana State:

Code	District
ADB	Adilabad
HYD	Hyderabad
KNG	Karimnagar
KHM	Khammam
MBN	Mahbubnagar
MDK	Medak
NLG	Nalgonda
NZM	Nizamabad
RRD	Ranga Reddy
WGL	Warangal

When a request for new NIC Email ID is received for Single/Bulk ID Creation, the application will be checked thoroughly for compliance of the above points and then the ID will be created according to the NIC Email Creation Policy and the same will be intimated to the user. The user has to update his profile on first login as per the guidelines provided in the **GUIDE LINES TO UPDATE PROFILE ON FIRST LOG-IN** section detailed below:

GUIDE LINES TO UPDATE PROFILE ON FIRST LOG-IN:

Using your favourite browser like Google Chrome/Microsoft Internet Explorer, go to the NIC Mail Login URL: https://mail.gov.in and provide the Username and Password provided in the SMS received in your Registered Mobile Number. The Profile Update page will be displayed as below:

First Name: -- can contain only alphabets and space - no special characters like ., etc., and no numbers.

Last Name: -- can contain only alphabets and space - no special characters like ., etc. , and no numbers.

Phone(Office): Office Land Line Number with STD Code. Note the STD Code should be 3 digits and phone number should be 8 digit. If your City STD Code is more than 3 digits, like 0123, split it as 012 and prefix the leftover 3 to the Land Line Number, put a '-' to separate the STD code and Land Line Number

Mobile: Enter only the 10 digit mobile number without preceding '0'

Office Postal Address: Enter the address in only Alhpa-Numeric characters with the only allowed special characters being: ,(comma) and '(single quote).

Date of Birth: and Date of Retirement: Select month from the drop down list and calendar appears - now select the appropriate date.

Current Password: Enter the password received as SMS in your mobile

New Password: Enter new password which must be created strictly as per the NIC Email Password Policy detailed below:

NIC EMAIL PASSWORD POLICY:

1) The main purpose of this policy is to have a standard password system (in accordance to Industry best-practices) in place to ensure the security of confidential official data available in the NIC Email. Effective implementation of the Password Policy will minimize risk from password cracking or guessing and ensure the Confidentiality, Integrity and Availability of data.

2) Users are responsible for managing the passwords of their NIC Email Accounts.

3) Users should change their temporary password allotted by the Email Creation Team which was sent to their Mobile, on their first log-in.

4) The NEW password should be alphanumeric and a combination of upper and lower case letters: a-z and A-Z, numbers: 0-9, and should have at least one of the punctuation and special characters: !@#$ %^&*()_+|~-=\`{}[]:";'<>?,./.

5) The length of the password should be minimum eight (8) characters. It should not be any word from the dictionary or formed in any known pattern like a1b2 etc.