

Configuration steps for installing Kavach for Gov.in Mail (2FA – Two Factor Authentication)

Configuration steps for installing Kavach

NOTE:

- 1. Please note that NIC does NOT send any mails 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 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.**

With immediate effect installation of 2FA **has been made mandatory as per** directive from Competent Authority. All users availing the email services from NIC need to use 2FA to access their account.

Users are advised to install the same on their access devices (phone/laptop/desktop) immediately . Please note that if you choose to install kavach only one device then please ensure that the device (for instance if you choose to install on the phone) is always available with you as you will need to accept the notification for the access to email to be enabled.

Note:

1. The ID of a user needs to be activated for Kavach in the mail server 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.
2. Ensure the correct mobile no is mapped with your id as you will receive a OTP for registration .
3. Contact your respective NIC coordinator / delegated administrator for updation of your mobile no or any other assistance required in this regard.
4. 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**.

Steps for installing Kavach.

(A) For Self:

1. How to Install Kavach on Mobile (Android or iPhone) & Desktop.

• Desktop

- 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

Mobile

- Download the IOS and Android app from Apple **App Store** and **Google play store** respectively.
- Please search for "**Kavach Authentication**" in the store Screenshot of the correct App is shown below .
- **Minimum requirement for Mobile App**
 - **Android OS:** 2.3 and above
 - **iOS:** 7.0 and above

App Store

Google Play Store

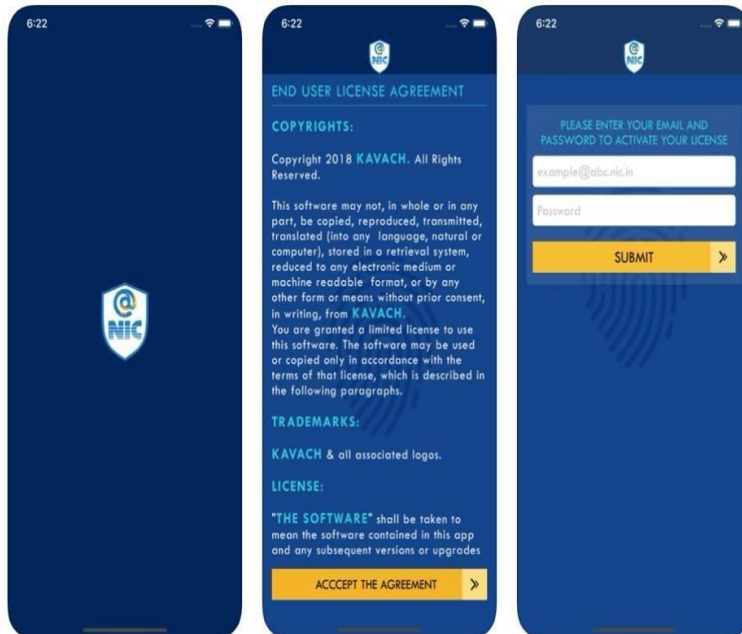


Kavach Authenticat...

Kavach Security

★★★★☆ 7

OPEN



Kavach Authentication

National Informatics Center

Uninstall

Open

What's new •

Last updated Nov 28, 2020



Bugs Fixed!

Developer contact



About this app



Secure Authentication in just one click!

Tools

1. INSTALL THE KAVACH APP

For this, enter the url **kavach.mail.gov.in**
and enter your login id and password



Secure User Login

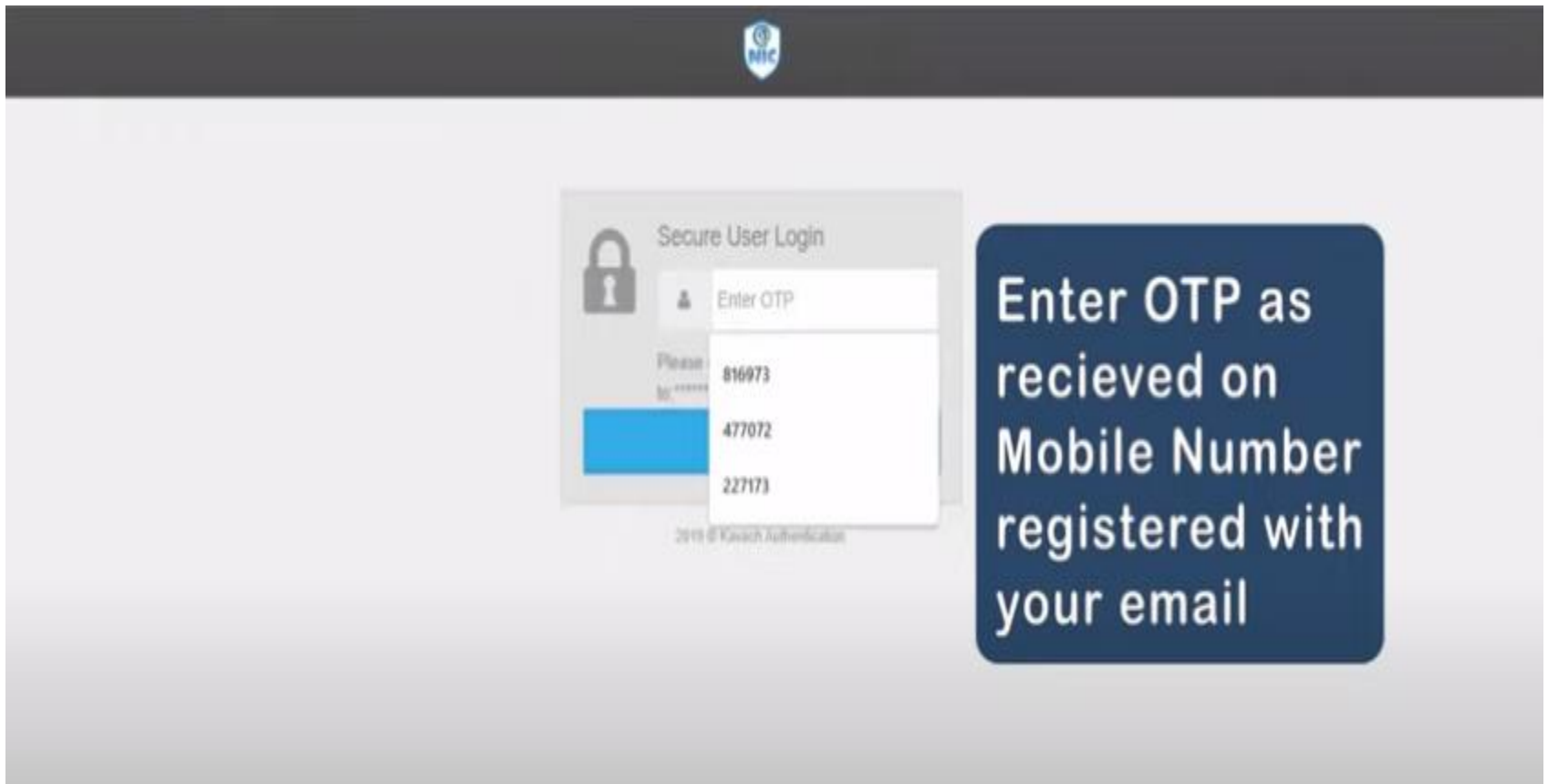
 



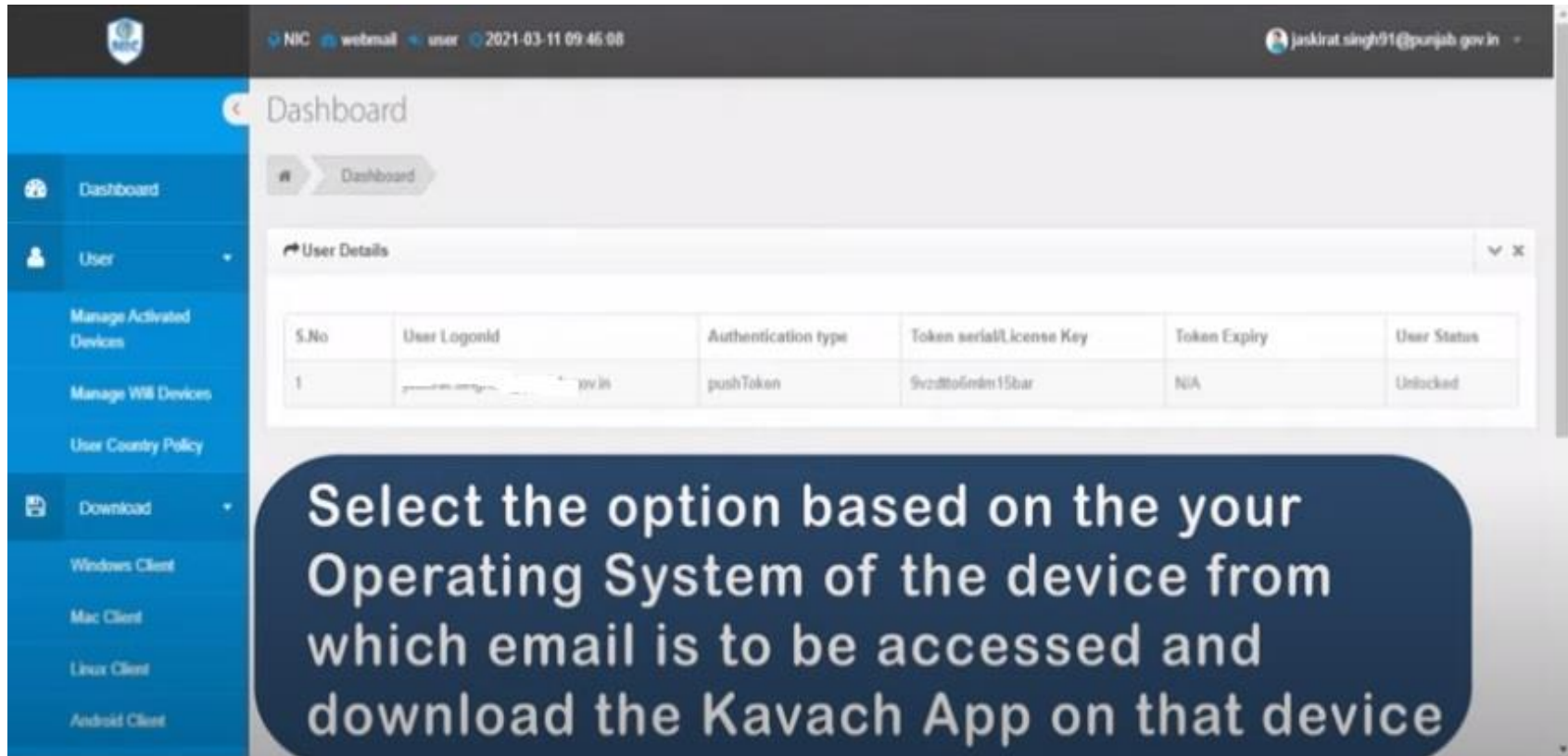
Username

Password

2019 © Kavach Authentication



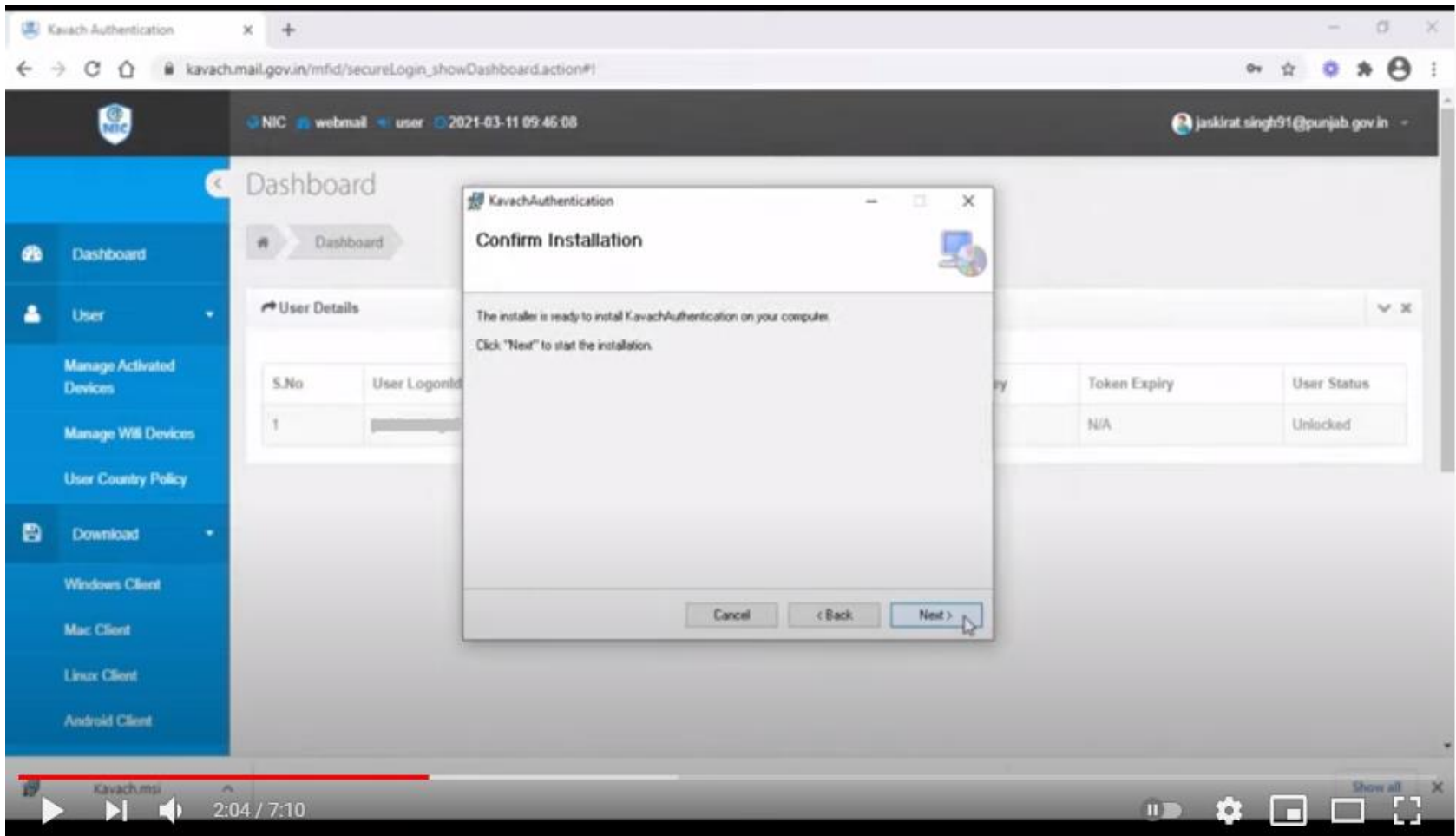
The image shows a screenshot of the NIC Secure User Login interface. At the top, there is a dark grey header with the NIC logo. Below the header, the main content area is light grey. In the center, there is a login form titled "Secure User Login" with a padlock icon. The form has a field labeled "Enter OTP" with a dropdown menu showing three options: "816973", "477072", and "227173". Below the OTP field, there is a field labeled "Please login to:" with a blue button. At the bottom of the form, it says "2019 © Kavach Authentication". To the right of the form, there is a dark blue rounded rectangle with white text that reads: "Enter OTP as recieved on Mobile Number registered with your email".

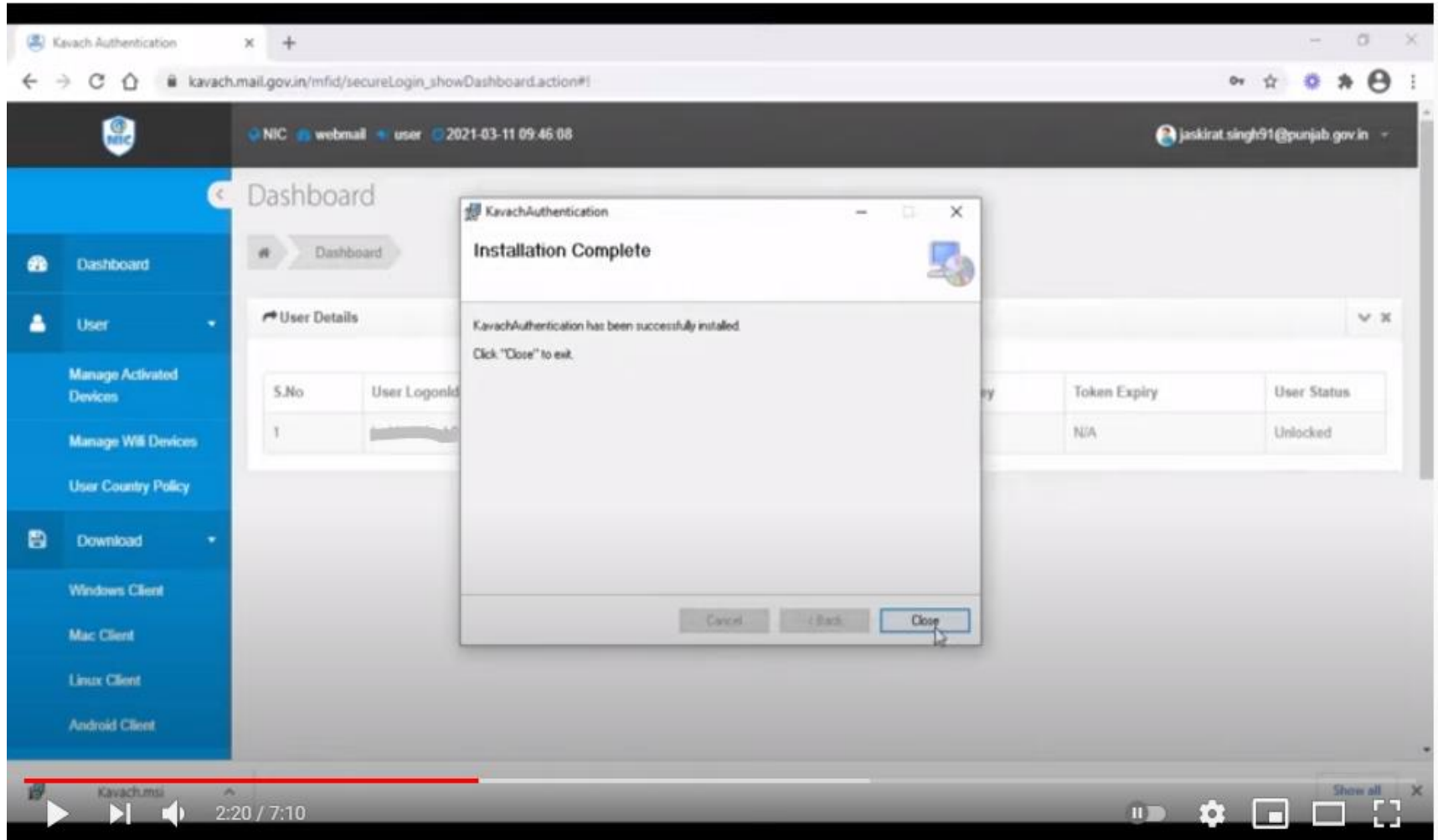


The screenshot shows the webmail interface for a user named 'jaskirat.singh91@punjab.gov.in'. The left sidebar contains navigation links: Dashboard, User, Manage Activated Devices, Manage WAB Devices, User Country Policy, Download, Windows Client, Mac Client, Linux Client, and Android Client. The main content area displays the 'User Details' table.

S.No	User LogonId	Authentication type	Token serial/License Key	Token Expiry	User Status
1	jaskirat.singh91@punjab.gov.in	pushToken	9vzdtt0f0edm15bar	N/A	Unlocked

Select the option based on the your Operating System of the device from which email is to be accessed and download the Kavach App on that device





The screenshot shows a web browser window with the URL `kavach.mail.gov.in/mfid/secureLogin_showDashboard.action#f`. The page displays a dashboard for a user named `jaskirat.singh91@punjab.gov.in`. A modal dialog box titled "KavachAuthentication" is open, showing "Installation Complete". The dialog text states: "KavachAuthentication has been successfully installed. Click 'Close' to exit." The dialog has "Cancel", "Back", and "Close" buttons. The "Close" button is being clicked by the mouse.

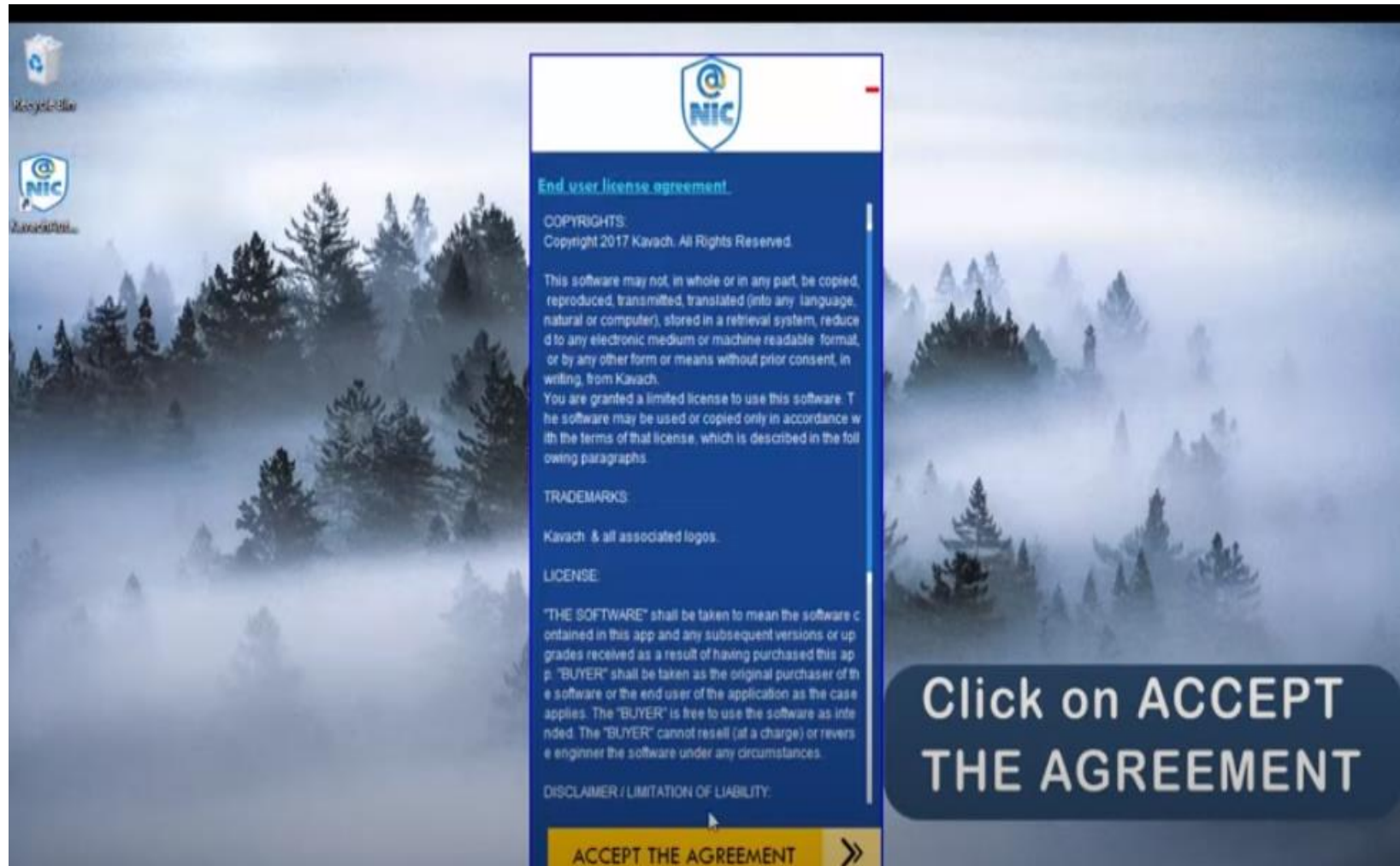
Dashboard


User Details

S.No	User LogonId
1	[REDACTED]

Token Expiry	User Status
N/A	Unlocked








Please enter your Email as Username and Password to activate your License

Submit

Email

Password



Please enter your Email as Username and Password to activate your License

Submit


We have sent you a 6 digit activation code to your registered mobile Number *****. Please enter that activation code in the boxes below to complete your registration

Submit

[Did not receive any SMS? Try again.](#)

Enter OTP as recieved on Mobile Number registered with your email

Adding New Account



Please enter your Email as Username and Password to activate your License

Submit




Please enter your Email as Username and Password to activate your License

We have sent you a 6 digit activation code to your registered mobile Number *****. Please enter that activation code in the boxes below to complete your registration

Submit

Did not receive any SMS? Try again.

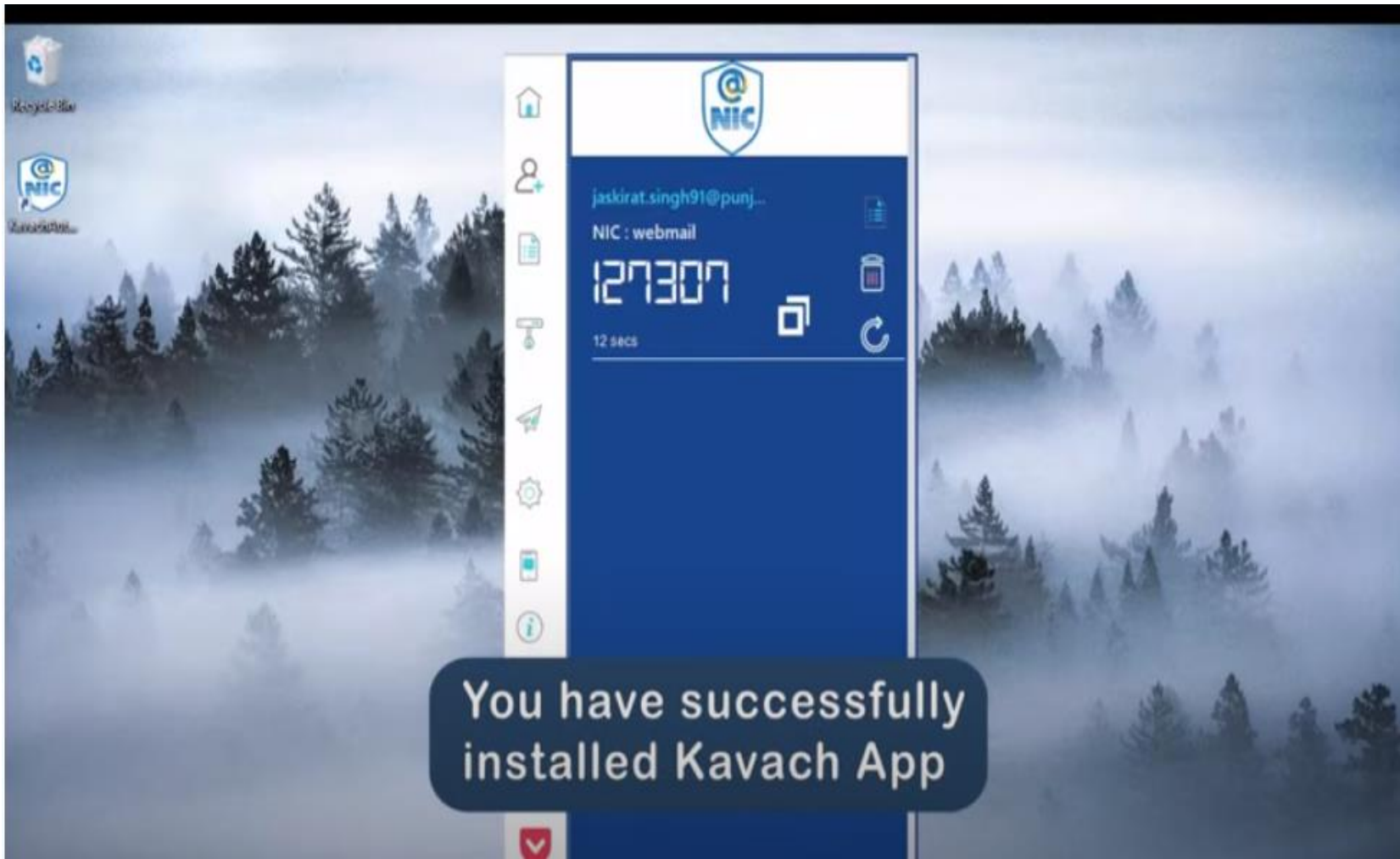
Enter OTP as recieved on Mobile Number registered with your email



@nkn.in
NIC : webmail
868405
29 secs

@nic.in
NIC : webmail
919936
29 secs

@nkn.in
NIC : webmail
994253
29 secs





2. USE KAVACH APP TO OPEN YOUR EMAIL

Now Open the Kavach App and
then in browser enter the url
email.gov.in

Email Web Client Sign In x +

email.gov.in



सत्यमेव जयते



[Forgot / Change Password?](#)

Language:


Version:


Menu


There are 3 ways to open your email

Email Web Client Sign In

email.gov.in



सत्यमेव जयते



user@gov.in / user@nic.in

Sign In

Forgot / Change Password?

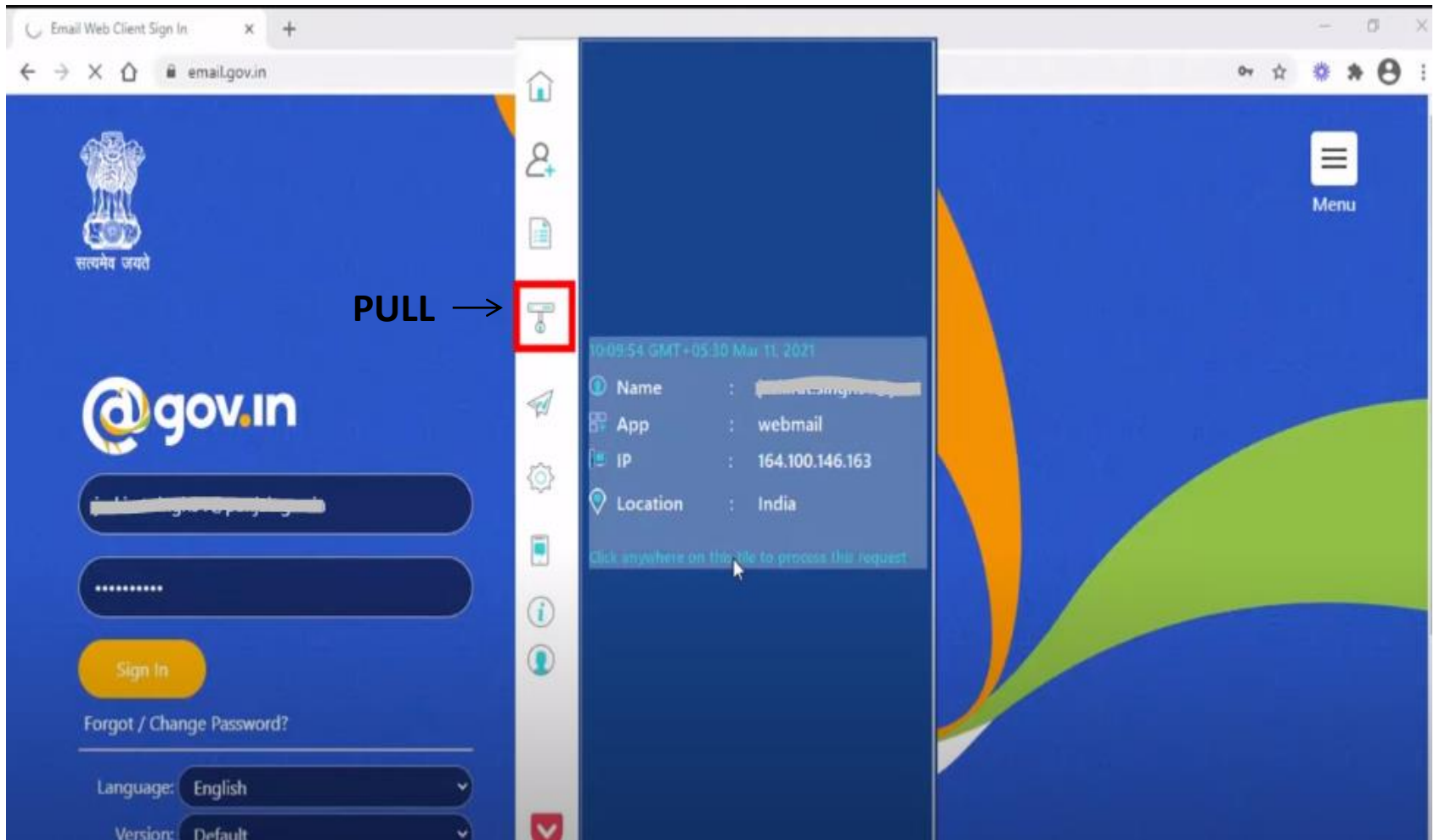
Language: English

Version: Default

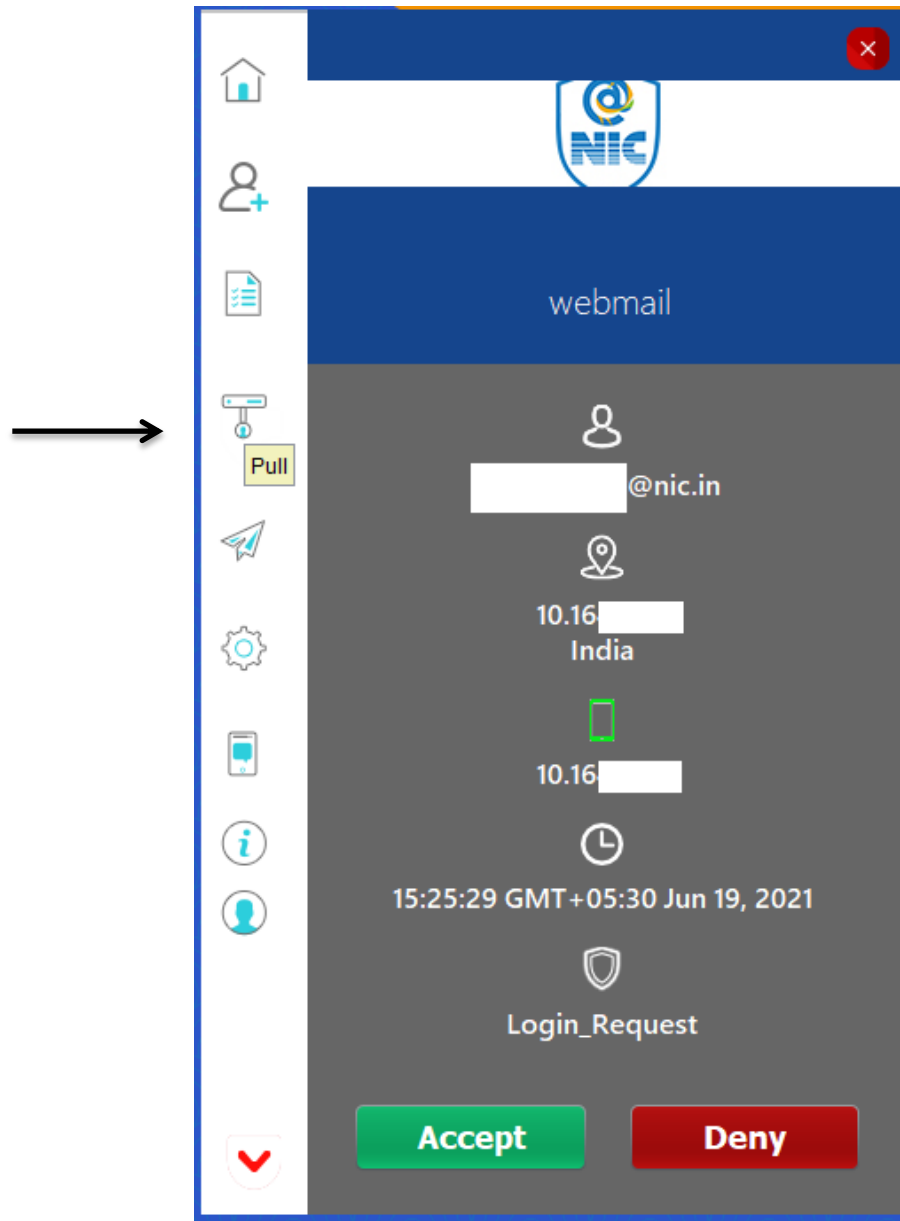
Menu

1. Enter email id and password, then on App manually accept it.

PULL OPTION




The screenshot shows the @gov.in Email Web Client Sign In interface. On the left, there is a sign-in form with fields for username and password, a 'Sign In' button, and links for 'Forgot / Change Password?'. Below the form, there are dropdown menus for 'Language: English' and 'Version: Default'. In the center, a vertical sidebar contains several icons. One icon, representing a pull action, is highlighted with a red box and labeled 'PULL' with an arrow pointing to it. To the right of the sidebar, a panel displays system information: '10:09:54 GMT+05:30 Mar 11, 2021', 'Name : [redacted]', 'App : webmail', 'IP : 164.100.146.163', and 'Location : India'. Below this information, a link states 'Click anywhere on this site to process this request'. On the far right, there is a 'Menu' button.




Email Web Client Sign In

email.gov.in/?loginOp=logout&lang=en



सत्यमेव जयते



Sign In

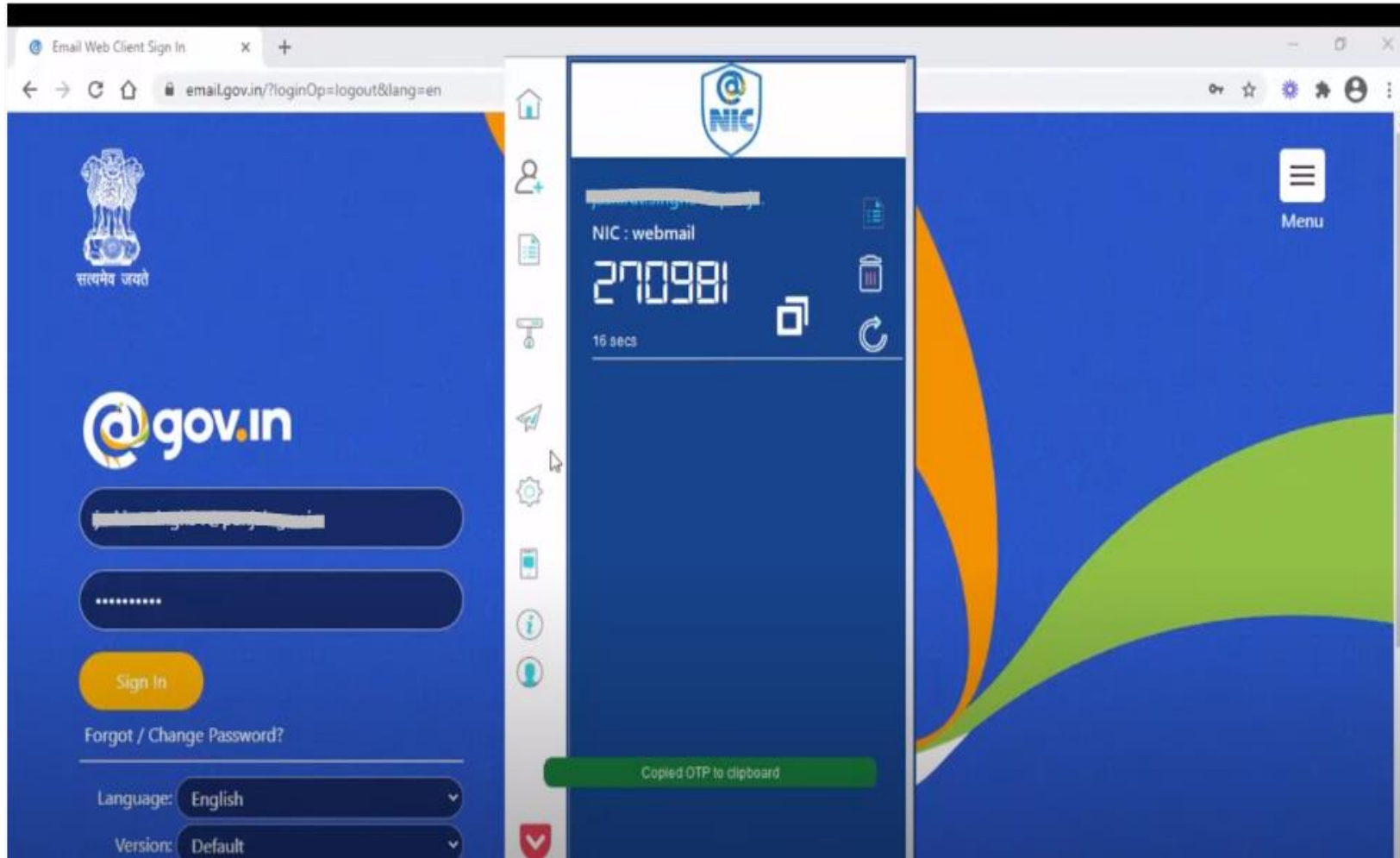
[Forgot / Change Password?](#)

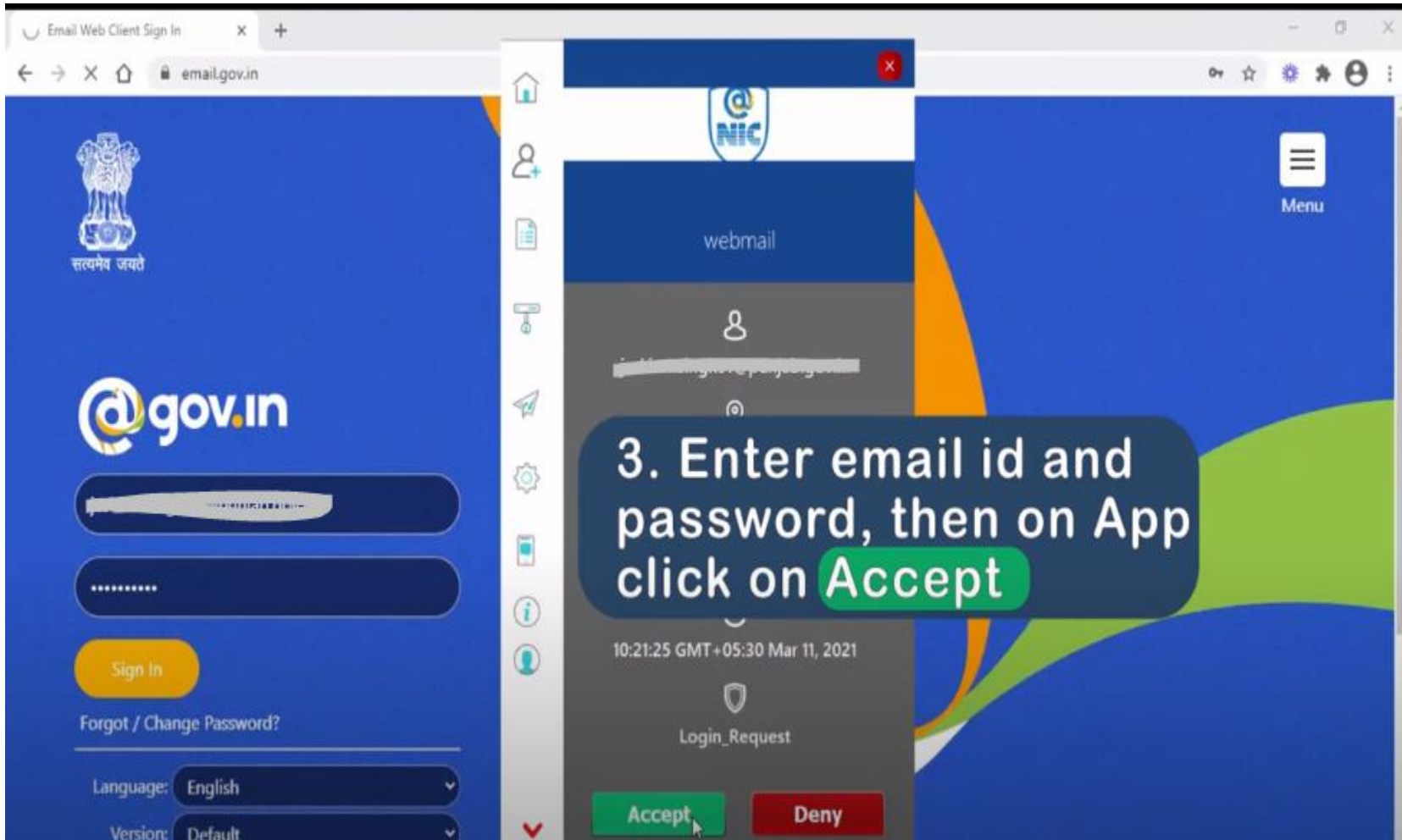
Language: English

Version: Default

Menu

2. Enter email id and password. Suffix/add add the kavach app code after password





The screenshot displays the @gov.in webmail login page. On the left, the main login form includes the state emblem, the @gov.in logo, input fields for email and password, a 'Sign In' button, and links for 'Forgot / Change Password?'. At the bottom, there are dropdown menus for 'Language: English' and 'Version: Default'. On the right, a mobile app login overlay is visible, featuring the @gov.in logo, the text 'webmail', a masked email address, a masked password, a timestamp '10:21:25 GMT+05:30 Mar 11, 2021', and the text 'Login_Request'. At the bottom of the overlay are 'Accept' and 'Deny' buttons. A dark blue callout box with white text is overlaid on the app login section, stating: '3. Enter email id and password, then on App click on Accept'.

You can also download from the URL : <https://kavach.mail.gov.in>.

2. After Downloading, Install the same and accept the terms and conditions.
3. Authenticate by giving your username & password
4. You will receive a 6 digit code OTP (One time password) via SMS on your **registered Mobile** . Please insert the OTP and click on **Submit** to complete the enrolment

(B) ADD A USER WITH YOUR ACCOUNT (PROVISIONED TO ALLOW PS /GROUP MEMBER TO ACCESS YOUR ACCOUNT)

The person to whom you want to give access to your account needs to follow these steps.

1. Please ensure that the user being added to the app also has kavach enabled. Please ensure the same by asking your respective Delegated Administrator/NIC Coordinator or send a mail to mailservices@nic.in
2. The person (for instance your PS) will install the kavach app for his/her own email address by following the steps mentioned under "SELF" above.
3. After installing and enabling the app for self, he/she will Click on **"ADD NEW ACCOUNT" in the app** .
4. Enter the ID and Password details of the user whose account he/she wants to take access for (in this instance YOU).
5. Enter the OTP sent on the registered mobile number of the person (in this case YOU and you will need to share the OTP received on your phone as this needs to be a informed decision on the part of the user).

6. Enrolment will be complete and now Your PS /anyone else you give this authorization to will be able to access your account .
7. Max 2 delegations are allowed.

(C) **HOW TO USE THE APP**

After successful installation follow these steps:

1. Login with your username /password and press enter
2. You will get a notification from the kavach app asking you to "Accept"/" Deny".
3. Pls "Accept" immediately. Any delay will result in "timeout"
4. Please note that you need to be in strong network signal zone for the notification. If for any reason you are in a weak signal zone, then you may not get the notification immediately . Please use the following two option in such a scenario:
 - a) Use the "PULL" option to get the notification **OR**
 - b) Use the OTP and suffix it with your password and then press "enter. OTP is the number that you see on the main screen of your kavach App as shown below.



5. You can also apply **the country policy** using the kavach app
6. IMAP as a service can be enabled/disabled using the app
7. As informed user, it is recommended to check your logs for access activity
8. You are advised to please 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 the NIC Officers /Delegated Administrator in your respective Ministry/Department.

National informatics centre

A-Block, Lodhi Rd, CGO Complex
New Delhi-110003

Contact Numbers

1800111555
011-24305000

NIC Service Desk

<https://servicedesk.nic.in>

NIC, Puducherry UT

4th Floor, A-Block
Chief Secretariat,
Puducherry – 605 001

9944758172

24 x 7 Support Team Puducherry

Email id: support.py@nic.in

0413-2233315 / 0413-2233351

Thank you