E-mail FAQs

1. What if I don't have a gov.in email ID?
Solution

- To request for a gov.in email ID, necessary details need to be filled in a form which can accessed from the below link:
  http://www.cwc.gov.in/sites/default/files/itaccountformat.pdf

(DD/MM/YYYY)* _____

This is to **declare** that I have **read** the terms and conditions and I **agree** to abide by them.

Signature of Competent Authority of the Department with date and seal	**Signature of the Applicant with date and seal**

Account Category:
Free/ Paid   If free, on What Basis:_____
If paid, Project No. :_____

Signature of NIC Coordinator/HOD
with date and seal

Name & Designation:_____
E-mail and Tel._____

Signature of Competent authority (DD/EE/US/Director/SE) of the department with date and seal

- After filling the form and forward scanned copy to smdte-cwc@nic.in

2. How to Use Kavach?
Solution
 User can use any of the following two options:-
 I. By accepting the Tap request.
 II. By appending OTP with password.
I. Tap Request :
1. Enter the email-id & password in https://email.gov.in & click on "Sign-In" button.
2. A notification for "Accept/Deny" will pop-up on all devices on which Kavach has been installed & registered.
3. Tap the request to "Accept" for accessing your email. If you have not initiated the request, please click on "Deny".
4. Please "Accept" the request immediately. The request will time out in 45 seconds.

5. Notification requires a strong and stable network connection (Wi-Fi/ Mobile Data). If you are in a weak/dark signal zone, you may not get the notification immediately. In case you did not get the notification you can use the PULL option available in the APP a) In the app, select the tab with the five dots on the extreme left above. Click on "PULL" option to get the notification & accept the request.
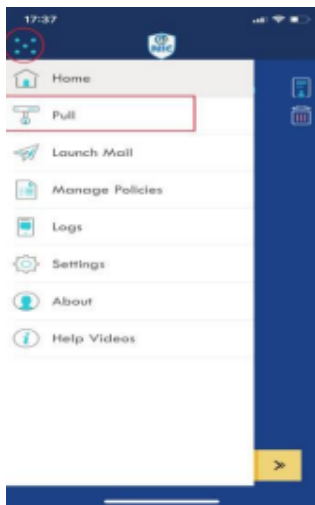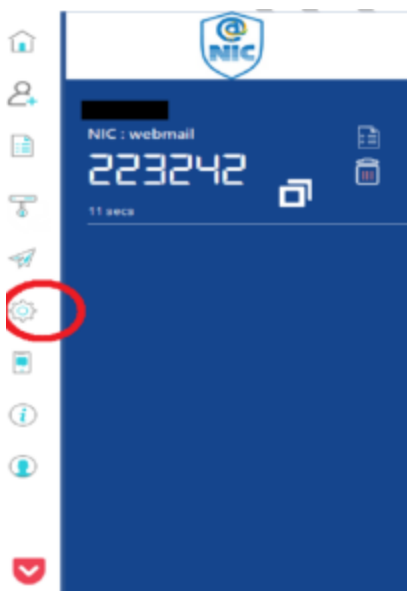

II. OTP with password Open the app. You will see a code with 6 numbers. This is the OTP. It will change every 30 seconds :

1. Suffix the numbers with your password, without any gap and click on "Sign In".

NOTE:-

In case you are not able to login using the given OTP, use "Sync Clock" option under "Settings" button on the desktop App and try again. Refer below image to find "Sync Clock".

III. In case you change your mobile device:-

You need to remove / de-register your existing device from Kavach environment, then download and register on the new device.
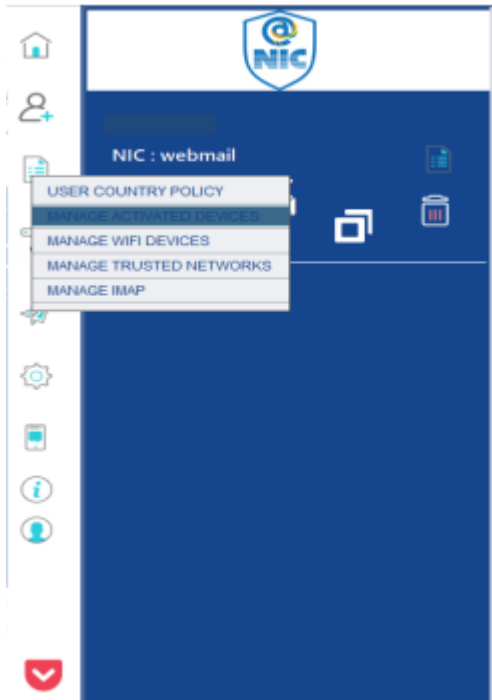
Two ways to Delete/De-register a registered device:
1. Using web-url https://kavach.mail.gov.in
 i. Login to **https://kavach.mail.gov.in**
ii. Click on Manage Activated Devices and then select the device you want to Delete and click on De-register.

3. Using Mobile Application
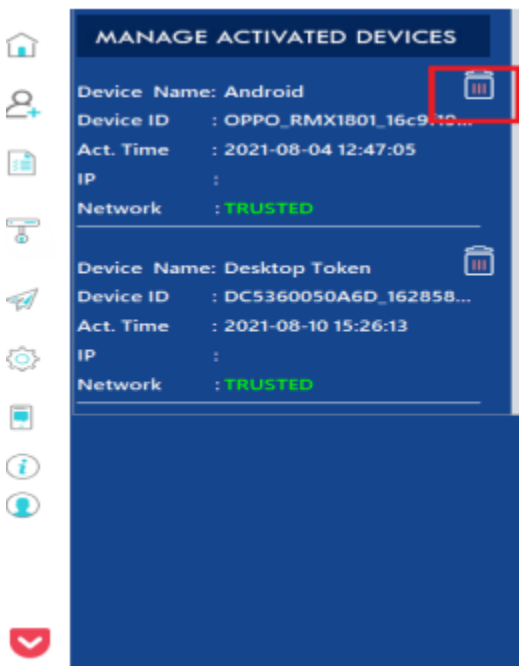
1. Open the kavach application.

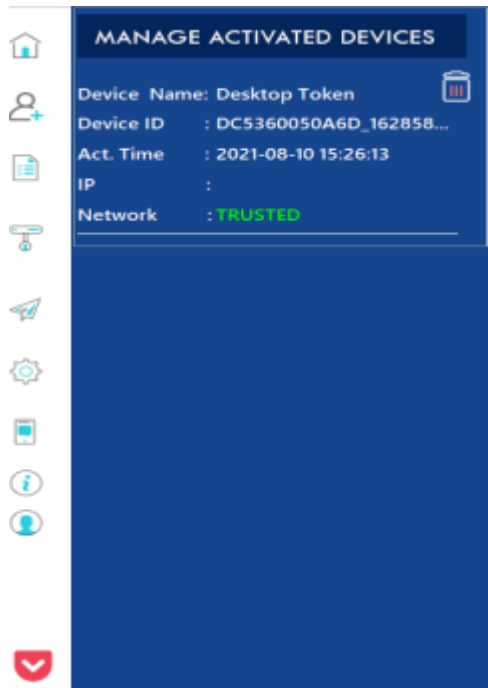2. Click on the Manage Policy Tab on the sidebar.

3. Go to Manage Activated Devices section.
4. Click on the delete icon present on the right corner to delete the same.
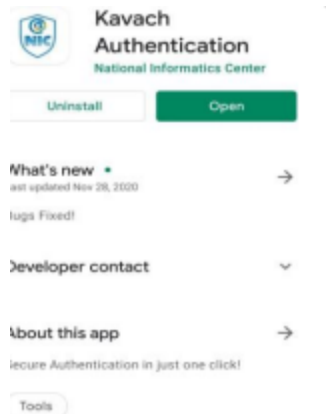
5. You have successfully deleted the device.

How to install Kavach on new Mobile device:-

1. Download the IOS or Android app from Apple App Store/Google play store respectively on new mobile.

App Store   **Google Play Store**

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 number.

5. Please insert the OTP and click on Submit to complete the enrolment.

4. Steps when you enter correct email and password in kavach application to login and it shows that email and password is incorrect.

Solution

      i)   Open kavach application
      ii)   Go to setting option
      iii)   Click on sync clock button and click home button again

Copy the code that appears in the kavach application and paste with the password.

5. Is it possible to link a mobile number with two or more than two Email accounts ?

Solution

A single mobile number can be linked to three email Accounts : one name-based and two designation-based email ids.

6. User logged in but error reflecting session timeout and automatically logged out.?

Solution

Kindly request the user to clear browser history, browser cache, login to private browser, also, the IP from which the user is trying to login should be a static IP. In case you still experience difficulty call 1800111555 and register a complaint.

7. User wants to renew his Email account, that will be expire on xx/yy/zzzz?

Solution

Kindly forward request to support@gov.in through your NIC coordinator along with your details like Name, Designation, Date of Birth, Date of Retiremment, Mobile No. etc.You can refer the link https://www.nic.in/directory/ for more inofrmation about NIC Coordinator.

8. User wants to know, how can I change password of my email account?

Solution

Kindly go through" https://passapp.email.gov.in/passapp/ " to reset password /change password.

9. For any computer & internet complaint call on the number given below:-
BPL No. - 4444