

For DESKTOP Users

The screenshot shows a web browser window with the address bar containing the URL https://kavach.mail.gov.in/mfid/secureLogin_showSecureLogin.action#!. The page features the NIC logo at the top center. Below the logo, the heading **One Time Verification/Procedure** is displayed in red. The main content area contains the following text in red: **First Login to <https://kavach.mail.gov.in> with your login credentials. You will be prompted one OTP (sent to your registered Mobile) which you need to furnish to go to next Level.**

In the center of the page is a 'Secure User Login' form. It includes a lock icon on the left, a 'Username' input field with a user icon, a 'Password' input field with a magnifying glass icon, and a blue 'Login' button. At the bottom of the form, it says '2019 © Kavach Authentication.'

What to do if you are unable to open your Govt. e-Mail Account (####@gov.in) in https://email.gov.in

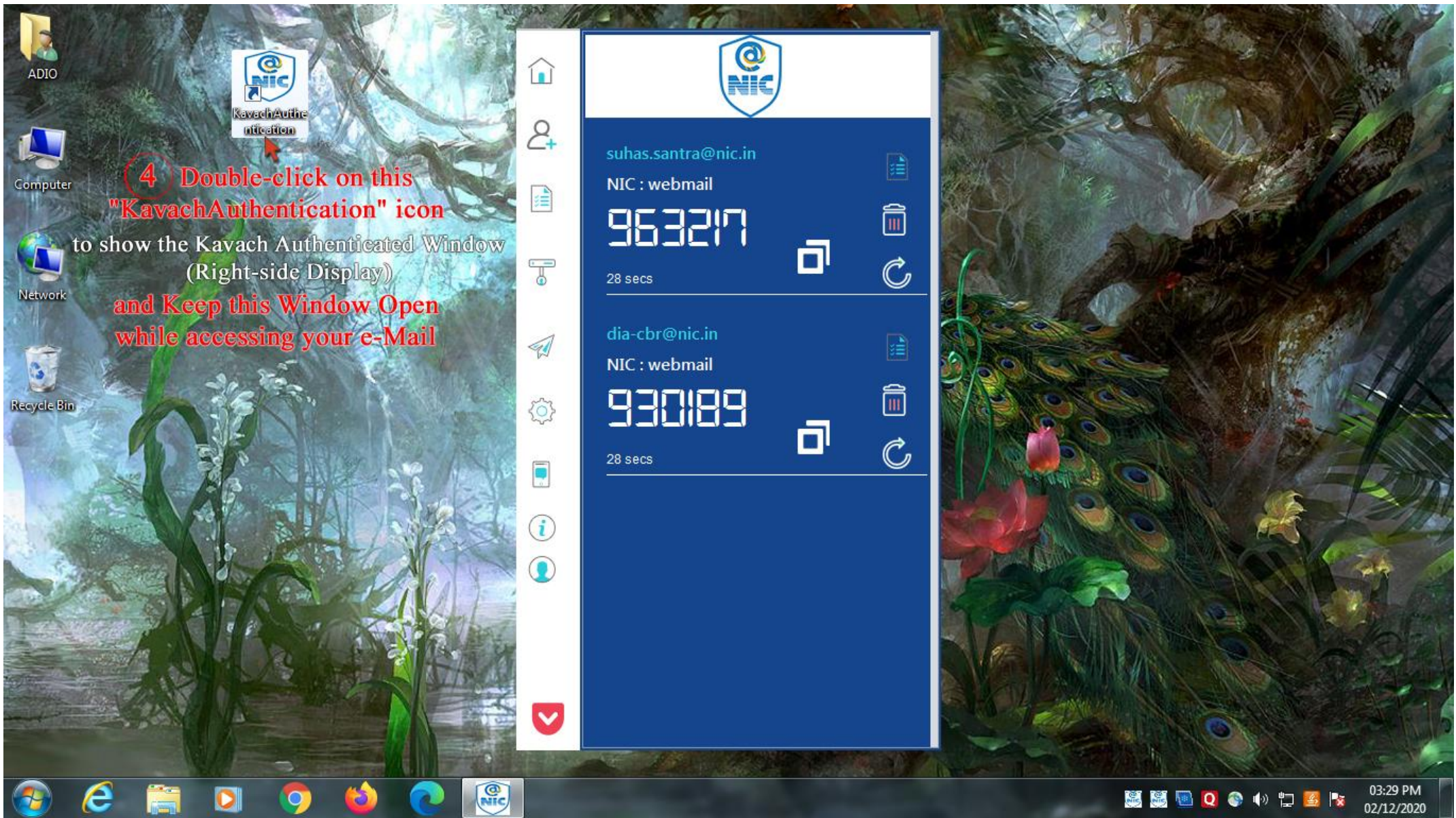
The screenshot shows a web browser window displaying the Kavach mail client dashboard. The browser address bar shows the URL: https://kavach.mail.gov.in/mfid/secureLogin_showDashboard.action#!. The dashboard includes a sidebar with navigation options: Dashboard, User, Download, Windows Client, Mac Client, Linux Client, and Android Client. A red circle with the number '1' is around the 'Windows Client' option. The main content area shows the 'Dashboard' and 'User Details' section. A table lists user details:

| S.No | User LogonId | Authentication type | Token serial/License Key | Token Expiry | User Status |
|------|---------------------|---------------------|--------------------------|--------------|-------------|
| 1 | suhas.santra@nic.in | pushToken | 8pv7mbqr9xgrd96d | N/A | Unlocked |

Overlaid on the dashboard is a Windows dialog box titled 'Opening Kavach.msi'. It contains the text: 'You have chosen to open: Kavach.msi which is: Windows Installer Package from: https://kavach.mail.gov.in Would you like to save this file?'. There are 'Save File' and 'Cancel' buttons. A red circle with the number '2' is around the 'Save File' button.

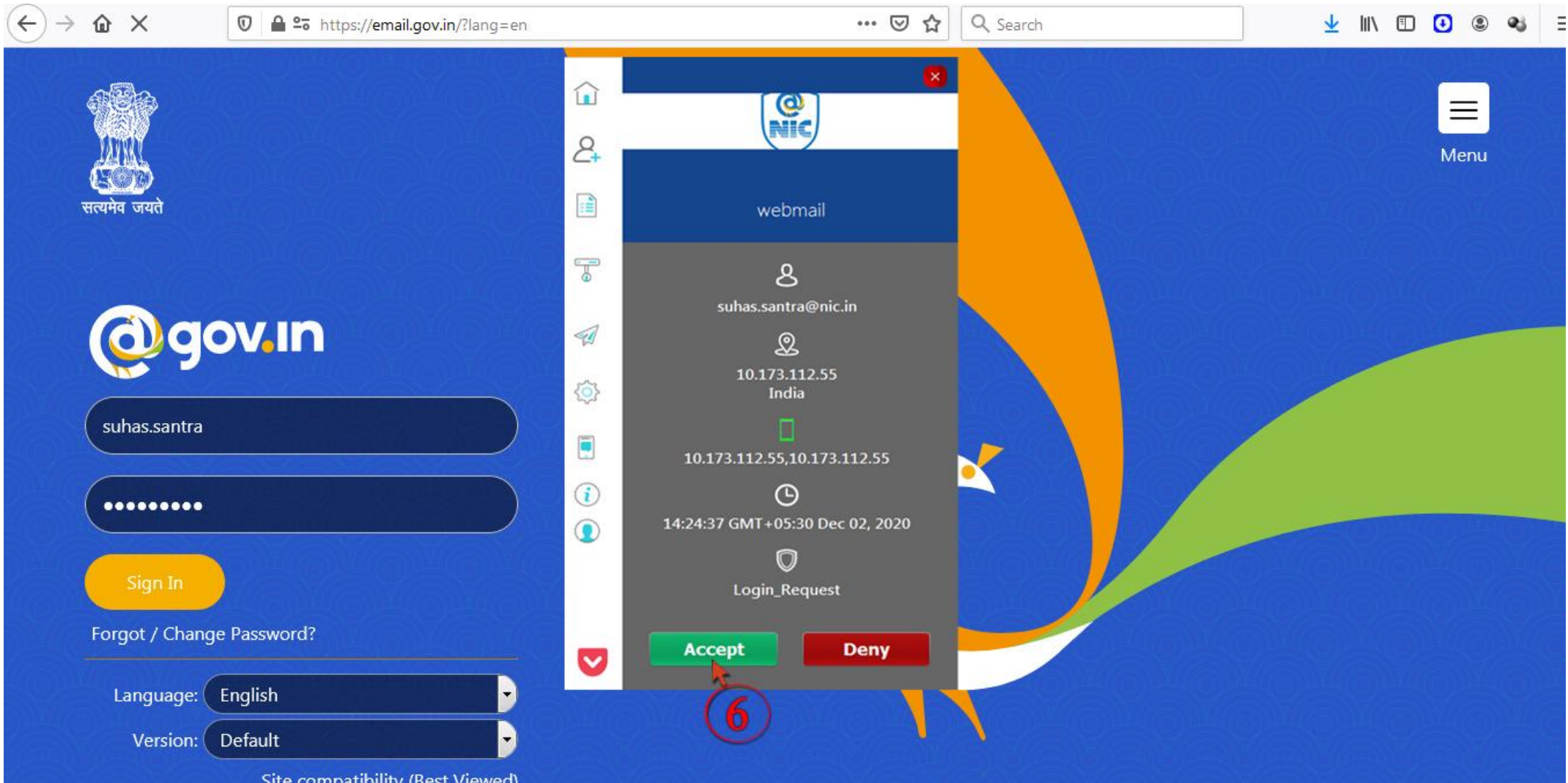
- 1
- 2
- 3 After downloading this file, double-click on this file to install Kavach.
- 4 Double-click on this Kavach icon (shown in your Desktop) each time you want to access your e-Mail.
- 5 Open "email.gov.in" in your Browser, after entering your Login credentials press "Sign In" button and click on "Accept" (shown in Page:4)

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What to do if you are unable to open your Govt. e-Mail Account (####@gov.in) in https://email.gov.in

Next Open https://email.gov.in; after filling your Login credentials & clicking “Sign In” button, click on “Accept” button



The screenshot shows the @gov.in login interface. On the left, there is a login form with the following elements:

- State Emblem of India and the motto "सत्यमेव जयते" (Satyameva Jayate).
- @gov.in logo.
- Username input field containing "suhas.santra".
- Password input field with masked characters.
- Yellow "Sign In" button.
- Link for "Forgot / Change Password?".
- Language dropdown menu set to "English".
- Version dropdown menu set to "Default".
- Text at the bottom: "Site compatibility (Best Viewed)".

Overlaid on the right side of the page is a security dialog box titled "webmail" with the NIC logo. The dialog displays the following information:

- User: suhas.santra@nic.in
- IP: 10.173.112.55, India
- Device: 10.173.112.55, 10.173.112.55
- Time: 14:24:37 GMT+05:30 Dec 02, 2020
- Request Type: Login_Request
- Buttons: "Accept" (green) and "Deny" (red).

A red circle with the number "6" is drawn around the "Accept" button, and a red arrow points to it from the bottom.

System will now open your e-Mail Account & you will be able to navigate your e-Mail Application window.