

Dear All,

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.

To begin with all HoG and HoD need to install the same on their access devices (phone/laptop/desktop) . **You will not be able to access your email on web w.e.f Tuesday i.e 25nd Sept unless you have installed Kavach. After a brief window kavach will ne enabled for IMAP/POP access also. A separate intimation will be sent for the same.**

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

The steps to be followed have been enumerated in the enclosed doc also. It's a very simple procedure. **Any issues pls send a mail to mailservices@nic.in.**

Please find below the steps for installing Kavach .

(A) For Self:

1. How to Install Kavach on Mobile(Android or Iphone) & Desktop .
 - **Download the Desktop App** from <https://kavach.mail.gov.in> (for desktops/laptops)
 - IOS and Android app from Apple **App Store** and **Google play store** respectively.
 - **Minimum requirement for Desktop App**
 - **Windows 7**
 - **MAC**
 - **Minimum requirement for Mobile App**
 - **Android OS:** 2.3 and above
 - **iOS:** 7.0 and above
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. 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.
2. After installing and enabling the app for self, he/she will Click on **"ADD NEW ACCOUNT" in the app** .
3. Enter the ID and Password details of the user whose account he/she wants to take access for (in this instance YOU).
4. 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).
5. Enrollment will be complete and now Your PS /anyone else you give this authorization to will be able to access your account .
6. 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. In such a case please use the OTP and suffix it with your password and then press "enter"
5. The OTP is the number that you see on the main screen of your kavach App.
6. You can also apply **the country policy** using the kavach app
7. IMAP as a service can also be enabled/disabled using the app

8. As a informed user, it is recommended to check your logs for access activity
9. You are advised to please go through all the options available on the app for using it effectively

For any issues send a mail to mailservices@nic.in.