One pager on E-mail Migration to New Platform

1) E-mail migration to NIC new e-mail Platform is done.

2) Your incoming e-mails are now getting delivered in your new mailbox. Please start using the same. If you used your old e-mail account to transact mails after **1900 Hrs, 8ᵗʰ Feb 2025 –** the same will get synced in you new mailbox by tonight after Account Lockout which is planned at **2000 Hrs, 10ᵗʰ Feb 2025.**

3) Kindly note that your old e-mail account will NOT be accessible any further after the Account Lockout.

4) The following key points may please be noted:

   1. The email ID will remain unchanged.

   2. The new email platform can be accessed at https://mail.gov.in

   3. The first login password will remain the same as the current one, but a password change will be required upon the first login.

   4. The authentication app for the new platform is **Gov OneAuth**, which can be downloaded on iOS and Android.

   5. Outlook will NOT be available on the new platform.

   6. E-mails can be accessed on mobile via **Gov Mail**.

   7. Both **Gov OneAuth** and **Gov Mail** will be automatically installed on mobile devices after successful enrollment via MDM.

   8. For assistance the following links may please be referred to:

      How to login to your account for the first time

       How to login to your account for the first time | NIC

      How to install ME MDM and setup OneAuth in your Android mobile

       How to install ME MDM and setup OneAuth in your Android mobile | NIC

      How to install ME MDM and setup OneAuth in your iOS mobile

       How to install ME MDM and setup OneAuth in your iOS mobile | NIC

      How to setup your OneAuth account

      https://www.mgovcloud.in/mail/videos/english/oneauth-setup.html

   9. More user demo sessions are planned as follows:-
      Date and Time: 10th February at 02:30 PM
      Meeting link: https://meet.zoho.in/ERKOz8YORQ

      Date and Time: 11th February at 02:30 PM
      Meeting link: https://meet.zoho.in/uzEua0KhDI

   10. **Help Desk:**

      Email: helpdesk-psuemail@nic.in

      Phone: 1800-296-9474 (24x7 Toll Free)