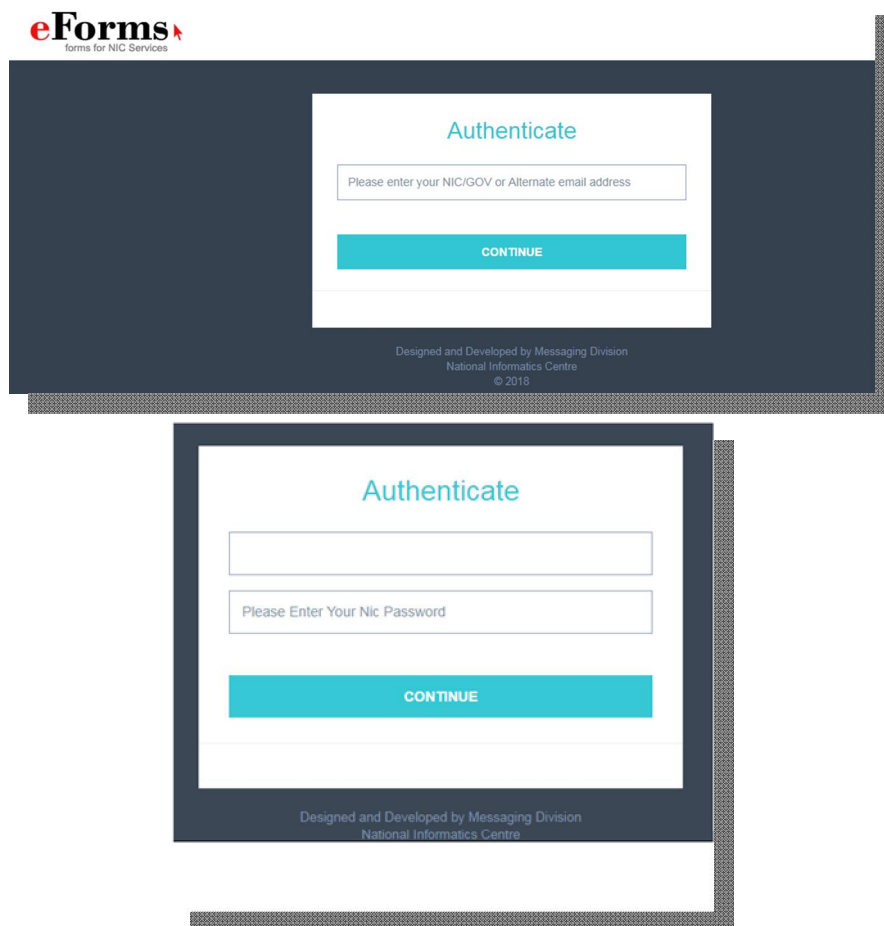


## Registering to eforms

Are you using eforms for the first time or you are a new user, please follow the below steps:

1. You can directly open the URL <https://eforms.nic.in>
2. You will now see the home page of eforms. Click on registration forms.
3. You will be prompted to enter the login credentials. Your email id can be of any domain (government or non government domain).
4. After clicking submit button you will have to enter your mobile number if you are a first time user. OTP will be sent to the given mobile number or email address.
5. Enter the OTP sent to your mobile number or email address for verification. If you are already registered to eforms portal just enter the login credentials along with the password of the email address.
6. The first time user will have to create a profile on eforms where the applicant will have to mention the personal as well as organizational information. This information will be saved and will be autofilled in the form. If the applicant is a NIC employee the details of the reporting officer can be edited by sending a request to NIC OAD division.
7. Now , for email creation (Single/bulk/NKN single/NKN Bulk user creation or GeM user creation) the applications are available under the heading EMAIL on the dashboard.
8. Click on Registration forms on the home page of eforms.
9. You will see a dashboard which displays all the services offered by email and messaging team.
10. Click on "Email" to go further with the email creation process.
11. You will see five forms under this category namely:
  - i. Single Applicant Subscription
  - ii. Bulk Applicant Subscription
  - iii. GeM Applicant Subscription
  - iv. NKN Single Applicant Subscription
  - v. NKN Bulk Applicant Subscription
  - vi. Click on the service as per your requirement.
12. The eforms portal has made it mandatory for an applicant's to have a permanent profile to be created and saved.
13. The applicant will have to fill all his personal and organizational information in the form as prompted after login in to the portal using the credentials.
14. In the personal details applicant will be asked to fill few mandatory details and also the preferred email ids. Please provide the same adhering to the email policy of government of India.

15. In the organization details, applicant will have to fill the reporting officer email address (the domain of the email address of reporting officer should have **@nic.in/@gov.in** or any other government sub domains like **@cbi.gov.in**, **@csir.res.in** etc.). If the reporting officer's email address is a non-government domain (e.g. **@gmail.com/@yahoo.com** etc.) the process will become manual (which is explained further in this manual) for that particular case.
16. Save these details as these details will be pre filled in the registration form of NIC services. Also, the reporting officer's details will be saved and if you are a NIC employee the details of the reporting officer will not be edited. You will have to send an email to [eforms@nic.in](mailto:eforms@nic.in) to update your reporting officer's details. Please refer the screenshots given below for reference:
17. Now click on submit button to proceed further.



USER PROFILE

Personal Info Organizational Info

Entries marked with asterik (\*) are mandatory

User Name *	Employee Code	
<input type="text"/>	<input type="text"/>	
Mobile Number *	Email Address *	
<input type="text"/>	<input type="text"/>	
Telephone Number(O) *	Telephone Number(R)	
<input type="text"/>	<input type="text" value="Enter Residence Telephone Number [STD CODE-TELEPHONE]"/>	
Designation *	Enter Your Official Address *	
<input type="text"/>	<input type="text"/>	
State where you are posted *	District Name *	Pin Code *
<input type="text"/>	<input type="text"/>	<input type="text"/>

CONTINUE

PROFILE ACCOUNT

Personal Info **Organizational Info**

Entries marked with asterik (\*) are mandatory

Organization Category *	Department *	State *
<input type="text" value="State"/>	<input type="text" value="-SELECT-"/>	<input type="text" value="Delhi"/>
Reporting Officer Email *	Reporting Officer Name *	
<input type="text" value="Enter Reporting Officer Email [e.g. abc.xyz@zxc.com]"/>	<input type="text" value="Enter Reporting Officer Name [Only characters,dot(.) and whitespace allowed]"/>	
Reporting Officer Mobile *	Reporting Officer Telephone *	
<input type="text" value="Enter Reporting Officer Mobile Number [e.g. 9999999999 or +919999999999]"/>	<input type="text" value="Enter Reporting Officer Telephone Number [STD CODE-TELEPHONE]"/>	

SUBMIT

**Menu Option on eForm:**

1. You can update your profile anytime by clicking on “My Profile” option given on the top right corner of the page:
  - a. **My Profile-** This displays your personal details and organizational details which you have saved while creating your profile. You can make any changes in your profile by clicking on “My Profile” and then make the required changes. The changes made will be prefilled in the form and will be shown in the preview of the form filled once.
  - b. **My Request-** This shows the number of forms which you have filled with the status. You can anytime take the following actions on your request like Preview/Edit, Reject or track. Applicant can also track his application status by the SMS or email received. There is a track

link which is sent via both email and SMS to the applicant's registered email address or mobile number.

The screenshot shows the eForms user dashboard. At the top, there is a navigation bar with the eForms logo, a user profile icon with the text 'Welcome User Name', and logos for NIC CERT, NIC SERVICE DESK (DIAL 1800 111 555), and Digital India. Below the navigation bar, the dashboard is divided into several sections:

- Summary Cards:** Four cards showing request counts: 'TOTAL REQUESTS' (2), 'TODAY'S REQUESTS' (0), 'PENDING REQUESTS' (2), and 'COMPLETED REQUESTS' (0). The 'TOTAL REQUESTS' and 'PENDING REQUESTS' cards are circled in red.
- Filters:** A sidebar on the left contains filters for 'Application' (with a 'Single User' checkbox) and 'Status' (with checkboxes for 'Pending', 'Rejected', and 'Completed'). An 'APPLY FILTER' button is at the bottom.
- PENDING REQUESTS Table:** A table with columns: App Id, Email, Status, Date, and Actions. It contains two entries:
 

App Id	Email	Status	Date	Actions
SINGLEUSER-FORM201802190025	[Redacted]	Pending with Reporting Officer	2018-02-19 11:55:31.0	Actions
SINGLEUSER-FORM201802150059	[Redacted]	Pending with Reporting Officer	2018-02-15 12:48:17.0	Actions

Annotations on the screenshot include: 'Total number of request made by the user' pointing to the 'TOTAL REQUESTS' card, and 'Pending request of the user, the status is mentioned below' pointing to the 'PENDING REQUESTS' card and the table.

- c. **Registration Form-** This link helps you to go back to the dashboard where all the forms of NIC services are being placed. You can select any other service you wish to avail. Please refer the image given below:

HOME • Home

<b>Security Audit</b> Application Security Audit Services	<b>Authentication Services</b> Authentication Services (LDAP)	<b>Cloud</b> Cloud Services	<b>Distribution List</b> Distribution List Services
<b>Domain Registration</b> Gov.in Domain Registration Services	<b>DNS Services</b> Domain Name System Services	<b>EMAIL</b> Email Services for Government of India	<b>e-Sampark</b> Mailer Dissemination
<b>Firewall</b> Firewall Services	<b>IMAP/POP</b> Enable or Disable IMAP/POP	<b>IP Change Requests</b> Add/Change an IP for other services	<b>SMS Services</b> Short Messaging Services
<b>SMTP Gateway</b> SMTP Gateway Services (Relay)	<b>Update Mobile</b> Update Your Mobile Number	<b>VC</b> Reservation of Video Conferencing	<b>VPN Services</b> Virtual Private Network Services
<b>WAF</b> Web Application Firewall Services	<b>Wi-Fi</b> Wi-Fi Services		

## I. [Email \(Email services for Government of India\)](#)

a) **Single User Subscription-** This registration form is designed for the applicants who require a government domain email address.

The applicant will have to fill the form and the details as given in the form and select the requirement as per preference.

The following steps should be followed by the applicant to get a government domain email address:

- i. Open Single User Subscription form.
- ii. Please refer the image below for the reference.
- iii. All the details in the profile of the applicant should be filled by the applicant correctly. All the fields marked as star are mandatory fields; your form will not be processed without filling the mandatory fields.
- iv. The reporting officer can be a government employee with an email address with domain @gov.in/@nic.in or sub domain like @meity.gov.in, @csir.res.in, @cbi.gov.in etc or the email address of the reporting officer can be a non government domain (eg: @gmail.com/@yahoo.com etc). In the case of reporting officer

having a non government email address the process will become manual for the applicant. Please refer **point no. x**

- v. Also, ensure if you are opting for a **name based** account then enter your full name in the name field, and if you are opting for **designation based** email address please select designation based option given. The name of reporting officer and the applicant should not be same. The preferred format for name based email id will be [firstname.lastname@nic.in/gov.in\(abc.xyz@nic.in\)](#) , [firstname.lastname@nic.in/gov.in](#) with last two digit of date of birth/retirement/mobile number (Government employees can avail for @gov.in domain whereas contractual employees are only eligible for @nic.in domain.) For designation based email ids the format is [designation.division-ministrycode@gov.in](#) (if the employee is from central ministry), if DA is given to central ministry then the format is

**Note:** The organizational details, contact details of the applicant, reporting officer's details will be prefilled in the form. It will appear same as you have filled while creating your profile on eforms or If you are a NIC employee you can send a request to NIC OAD division to update the details of reporting officer. If you want to edit any of these details you can do so by going to your profile which is on the top right on the page. Click on your name and then click on "My Profile", you can then edit any details you want to update. These details will be prefilled in the form which you will fill to request for any email service.

Also ensure that if the applicant is selecting namebased account/designation based account, email id's will be created as per the NIC policy on format of email address.

[https://msgapp.emailgov.in/docs/assets/download/NIC\\_Policy\\_on\\_format\\_of\\_e-mail\\_Address.pdf](https://msgapp.emailgov.in/docs/assets/download/NIC_Policy_on_format_of_e-mail_Address.pdf)

### Single User Subscription Details

Type of Mail ID: \* (Know More)

- Mail user (with mailbox)  Application user (without mailbox)

Select any one to proceed, if you need a mailbox with or without mailbox

Date Of Birth \*

Enter Date Of Birth [DD-MM-YYYY]

Date Of Retirement \*

Enter Date Of Retirement [DD-MM-YYYY]

Email address preference: \*

- Name Based  Designation Based

Select any one of the following in both the cases

Employee Description: \*

- Government Official  Contractual Employee

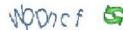
Preferred Email Address 1 (Refer email address guidelines) \*

Enter Email Address [e.g. abc.xyz@gov.in OR abc.xyz@nic.in]

Preferred Email Address 2 (Refer email address guidelines) \*

Enter Email Address [e.g. abc.xyz@gov.in OR abc.xyz@nic.in]

Captcha



Enter Captcha \*

Enter Captcha

**Preview and Submit**

Click here to preview your form and submit if all the details entered are correct

Preview ×

**SINGLE USER SUBSCRIPTION FORM**



**Contact details of Applicant**

Name of The Applicant \*

Enter your full name

Designation \*

Employee Code

Office Address:

Postal Address \*

State where you are posted \*

City \*

Pin Code \*

Telephone Number :(O) \*

Telephone Number :(R)

Enter Telephone Number(R) [STD CODE-TELEPHONE]

Mobile \*

Enter your mobile number

E-mail Address \*

Enter your email address

**Reporting Officer Details**

Reporting Officer Email \*

Reporting Officer Name \*

Reporting Officer Mobile \*

Reporting Officer Telephone \*

Reporting Officer Designation \*

**Organization Details**

Organization Category

Ministry/Organization \*

Department/Division/Domain \*



**Single User Subscription Details**

Date Of Birth \*

Date Of Retirement \*

Email address preference: \*  
 Name Based  Designation Based

Employee Description: \*  
 Government Official  Contractual Employee

Preferred Email Address 1 (Refer [email address guidelines](#)) \*

Preferred Email Address 2 (Refer [email address guidelines](#)) \*

I agree to [Terms and Conditions](#)  
[Click here to accept the terms and conditions](#)

- vi. After accepting the terms and conditions you can proceed further with your request to submit the form.
- vii. You can edit your form any time before submission by clicking on the edit button. Only the single user subscription details will be editable in the form.
- viii. Now, after clicking on submit, a window will be displayed which will show the details given in the below image.

Reporting Officer Details

Reporting Officer Name

Reporting Officer Email

Reporting Officer Mobile +9188  26

We are sending your request for approval to email address (  )

Are you sure you want to submit the form?

- ix. Click on **YES** to proceed further with your request or else click on **NO**.
- x. Now, there will be two possibilities in which user can fill the form:
  - a. **Manual process:** If the applicant has created a profile on

eforms and has given the email address of the reporting officer as a non government domain ( e.g. @gmail.com/yahoo.com etc. ), in this case the process becomes manual for the applicant. The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The next window will prompt to download the PDF of the form filled.

The downloaded PDF form will have to be uploaded on the **TRACK FORM STATUS** module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

An applicant can also do the following actions for the request using the **TRACK FORM STATUS** module:

- 1.1 Preview/Edit
- 1.2 Reject
- 1.3 Track
- 1.4 Generate Form
- 1.5 Upload scanned form
- 1.6 Upload multiple docs
- 1.7 Download uploaded docs
- 1.8 Raise/Respond to query

After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

**Role of Reporting officer:** The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject

- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form ( the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs ( Reporting officer can upload any other supporting document along with the form)
- 1.8 Download multiple docs ( these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user ( these are the documents which the user has uploaded )
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.


**Role of Delegated Administrator:** The states that have been given the delegated administrator console will be responsible of creation of email accounts after the approval from reporting officer. Any modification or deletion in the email address of the applicant will be done by the DA's using the DA console given to them. The DA console is accessible only through VPN.

If the user has any query regarding the email account creation he/she may contact the delegated administrator directly.

**Role of NIC Coordinator:** After the approval from the reporting officer, the request will be forwarded to the NIC Coordinator, who can check the request by login to the Coordinator module of eforms using the NIC/GOV or any alternate email address.


The coordinator can perform the following actions:

- 1.1. Approve
- 1.2. Track
- 1.3. Reject
- 1.4. Preview
- 1.5. Download user scanned form
- 1.6. Download Multiple Doc
- 1.7. Raise/Respond to Query




### REGISTRATION FORMS

Registration for NIC Services. You can apply for User eMail creation, SMS services and many more services.




### TRACK FORM STATUS

User can track the status of his/her application and can modify or cancel the request.



### REPORTING OFFICER

Reporting Officer can approve/reject the request sent by the user and he/she can modify the form and track the status of the request.



### COORDINATOR LOGIN

Console for Coordinator Login to process the Application request.

**FILTERS**

**Application**

Single User

**Status**

Forwarded

Pending

Rejected

Completed

#### PENDING REQUESTS

10 records Search: Reg Id, Email, Status,

App Id	Email	Status	Submission Type	Date	Actions
SINGLEUSER-FORM2018042		Pending with Coordinator	User: Online RO: Online	2018-04-23	<ul style="list-style-type: none"> <li>Preview / Edit</li> <li>Approve</li> <li>Reject</li> <li>Revert</li> <li>Track</li> <li>Download Multiple Docs</li> <li>Raise/Respond to Query</li> </ul>

TOTAL REQUESTS

**0**

TODAY'S REQUESTS

**0**

PENDING REQUESTS

**0**

COMPLETED REQUESTS

**0**

**FILTERS**

**Application**

Single User

**Status**

Forwarded

Pending

Rejected

#### PENDING REQUESTS

10 records Search: Reg Id, Email, Status,

App Id	Email	Status	Submission Type	Date	Actions
SINGLEUSER-FORM201804		Pending with Coordinator	User: Online RO: Online	2018-04-23	<ul style="list-style-type: none"> <li>Preview / Edit</li> <li>Approve</li> <li>Reject</li> <li>Revert</li> <li>Track</li> <li>Download Multiple Docs</li> </ul>

- b. **Online Process** : In the online process of eforms user has three options namely:
- i. E-sign the document with Aadhar
  - ii. Proceed online without Aadhar
  - iii. Proceed manually by uploading the scanned copy
- Applicant can use any one of the option as per the convenience.

**Note:** If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to [eforms@nic.in](mailto:eforms@nic.in) for change of reporting officer details.

The screenshot shows a web form titled "eSign Your Form". It contains two radio button options. The first option is "Proceed online ?" and is selected. The second option is "Proceed manually by uploading the scanned copy ?". Below the second option, there is a small red text note: "(Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)". At the bottom of the form, there is a blue button with a white checkmark and the text "Continue".

- xii. If the applicant enters the Ministry/Department which is not available in the database in such cases the request will first go to the reporting officer for approval, thereafter the same will be forwarded to HQ support team ( support module) for approval, who will forward the request to the concerned coordinator of the Ministry/Department/State. The Coordinator will receive the request on the coordinator module, who can then take necessary action on the request.
- xiii. After filling the form online/offline, you will be submitting the form and a window will appear which will show the status "Your form is submitted". You will also get a registration number on your email address via email and SMS on your registered mobile number and email address.
- xiv. We have also given a link to track your form, which will be sent along with the registration number via email and SMS. Use the link to know the current status of the application form filled.
- xv. Once your email address will be created you will be intimated via email and SMS both on the registered email address and mobile number.

**b) Bulk User Subscription-**

1. Click on registration forms and login to eforms using your login credentials.
2. Create your profile on eforms and save the details.
3. A dashboard of email services will be displayed.
4. Click on EMAIL to use the bulk user subscription service.
5. Fill the form and select the type of mail id required i.e. mail user( with mailbox) or application user (without mailbox)
6. Click on name based or designation based options as per your preference.
7. The file to be uploaded should be in .CSV format. Please click on download sample CSV format view the default format.

First Name	Last Name	Designation	Ministry/Department	State	Mobil e no. (10 digit Numerals )	*Date of Retirement / Completion of Contract(Contractual employees / Consultants) (FormatDD-MM-YYYY)	Lo gin UI D	Com plete Ema il addr ess	Date of Birth (Format DD-MM-YYY Y ) Optional	Employee Code (Optional)
------------	-----------	-------------	---------------------	-------	----------------------------------	--	-------------	---------------------------	--	--------------------------

8. Click on choose file to upload the CSV file.
9. Enter the Captcha value to proceed.

**Note:** Please read the instructions given carefully before uploading the file.

## Bulk User Subscription Details

Type of Mail ID: \* (Know More)

- Mail user (with mailbox)  Application user (without mailbox)

Email address preference: \*

- Name Based  Designation Based

[Click here to download Sample CSV-Format](#) ) & the format of input file should be:

First Name:Last Name:Designation:Department/ Ministry:State:Mobile(10 digit):Date of Retirement(dd-mm-yyyy):Login UID:Complete Email address:Date of Birth(dd-mm-yyyy):Employee Code

**NOTE: All Field are mandatory (Except Date of Birth and Employee code) for account creation**

**NOTE: Maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.**

Please upload the CSV file

No file chosen

Captcha JkYeGF 

Enter Captcha \*

10. After uploading the file three options will be displayed to the applicant to download:
  - a. List of applicants which can be processed.
  - b. List of applicants which cannot be processed.
  - c. List of errors in excel file.

These .CSV files are also sent to the applicant's registered email address to view the successful entries and the list of email id's which were not created with the detailed error file.

11. Preview the list and submit your request.

12. The request will be forwarded to the reporting officer for necessary action.

13. After the approval of reporting officer the same will be forwarded to the coordinator module/delegated administrator console for necessary action. Delegated administrator's can directly create the email account using the DA



console given to them whereas the NIC coordinators will have to login to the coordinator module to take the necessary action on the request.

**14.** At the last the request will be forwarded to the Admin module after the approval from NIC Coordinator, who is responsible for creation of email accounts.

**15.** Applicant can anytime track his request using the track module or by the tracking link given in the email and SMS sent on the registered email address and mobile number after the submission of form.

**Note:**

- a. Manual process:** If the applicant has created a profile on eforms and has given the email address of the reporting officer as a non government domain ( e.g. @gmail.com/yahoo.com etc. ), in this case the process becomes manual for the applicant.

The applicant will fill the online form, and while submission of the form information will pop up mentioning about the offline process. Click on continue to proceed further.

The downloaded PDF form will have to be uploaded on the TRACK FORM STATUS module of eforms by the applicant. Applicant will have to login using the credentials (NIC/GOV or any other email address) on the portal and click on actions button. A drop down will appear which show upload scanned form option. Click on it and upload your form.

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After uploading your form, the same will be forwarded to the reporting officer by eforms as mentioned in your profile information.

**Role of Reporting officer:** The reporting officer will login to the portal on eforms using his login credentials.

He/She can perform the following actions on the request received:

- 1.1 Preview/Edit
- 1.2 Approve
- 1.3 Reject
- 1.4 Track
- 1.5 Generate Form
- 1.6 Upload scanned form ( the reporting officer will upload the seal and signed form here)
- 1.7 Upload multiple docs (Reporting officer can upload any other supporting document along with the form)

- 1.8 Download multiple docs (these are the supporting documents uploaded by the reporting officer)
- 1.9 Download docs uploaded by user (these are the documents which the user has uploaded)
- 1.10 Raise/Respond to query

After the action by the reporting officer the request will go the concerned delegated administrator/NIC coordinator of the applicant's Ministry/Department/State.

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**b. Online Process:** In the online process of eforms user has three options namely:

- i E-sign the document with Aadhar
- ii Proceed online without Aadhar
- iii Proceed manually by uploading the scanned copy Applicant can use any one of the option as per the convenience.

**Note:** If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case the NIC employee will send a request to [eforms@nic.in](mailto:eforms@nic.in) for change of reporting officer details.

FORM DETAILS - STEP 1 OF 2

1 ✓ Step      2 Step

---

List of users which can be processed

Download

List of users which can not be processed

Download

List of errors in excel file

Download

Preview and Submit