DIRECTORATE GENERAL OF SYSTEM AND DATA MANAGEMENT

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Advisory No.- SI 04/2019 to CBIC offices for using Icegate Generic email IDs

Subject: - Guide for using Icegate Generic Email ID

Reference is invited to Member (IT), CBIC letter # F.No.IV (18)/08/2019-Systems-NBCC dated 04-07-2019, wherein concern has been raised that field formations are using private domain email ids like yahoo, gmail etc which is against Govt of India guidelines. Accordingly, it is envisaged that each formation of CBIC will be provided icegate generic email ID, which will be used by the departmental officers posted in that formation for all the communications made by the formation not only just within the department but also outside the department including tax-payers. This will not only avoid usage of private domain email but also retain old communications in-case the officer posted in the formation is transferred out or superannuated etc.

The Salient Features of Generic email ID are as under:

1. Access to the generic email ID will be provided to nodal office and it will be mapped to the desinagted officer of that office. Email id and password will be shared to the officer on his personal icegate email id and SMS will also be sent to his registered mobile number received from respective commissonerate.

2. Officers can access the generic email from the web browser https://webmail.icegate.gov.in using generic ID username and password, or can access the same from Lotus notes Client as well. Lotus Notes Client is advisable for those locations who have high usage of emails. The software can be obtained through Resident Enginner at his/her location.

3. In case user needs to access both (personal icegate email id and generic email id) at the sametime from webmail, he can access its from different internet browsers. However, the simultaenous access of both emails (personal icegate email id and generic email id) can be done by using Lotus Notes Client.

4. In order to provide access to multiple officers of the office, it may be advisable to use Lotus Notes Client and access will be provided using ACL (Access Control List). This will help in email tracking by keeping sender records and user id switching can be avoided. Steps for the adding user in ACL are provided in the Annexure 1.

5. All information in genercic email inbox will be retained on server with a mail quota of 1 GB with online search for emails and auto archival feature. If mail quota exceeds 1 GB, then officer may reach Saksham Seva for enhancement of mail quota.

6. User can access generic email id on mobile phones as well, steps for accessing emails on mobile are provided in Annuxure- 1.

Guidelines of Generic email id usage.

1. All communications with respect to Zone, Commsionerates, Division/Circle and Range/Unit should be through generic email id only.

2. In the case of transfer / supperanuation of nodal officer, the outgoing officer is requested to provide user ID and password to incoming officer. Incoming officer should change the password of the generic email id after password is provided.

3. As personal icegate email id of nodal officer has been mapped, while creating generic email ID by DG Systems. In the case of transfer / supperanuation of nodal officer, the outgoing officer should map the incoming officer's personal icegate email id in ACL (Access Control List) and remove his/her name from the ACL (Access Control List), steps for addition and deletion is provided in Annexure 1. This will help Saksham Seva to cater the request received from authorised/nodal officers of the formation, incase password reset is required.

4. Email Deletion feature will be disabled on these email id's to ensure that old communications addressed to office are always available to succeding officer.

5. Incase of any issues/observations officer may reach Saksham Seva at saksham.seva@icegate.gov.in or Toll-Free Toll Free Number: 1800 266 2232/1800 121 4560.

Annuxure -1

Annexure 1.docx

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CBIC-INTERNAL

ICEGATE email New Features

Version 1.2

August 2019

Contents

1. Using the ICEGATE emails on Smartphones through IBM Verse

CBIC has deployed its own e- mail solution and mail domain (icegate.gov.in). This is used by all the departmental officers and vendors for official communication. In addition, a mobile application also exists for accessing icegate emails. This application is called IBM Verse.

CBIC intends to enable IBM Verse on users' mobile devices (Smart Phones, Tablets etc.) for seamless access to the emails anytime anywhere. IBM Verse is a user friendly cloud based mailing solution/application, which when installed and configured as mentioned in this guide, will allow officers/users to access their ICEGATE emails through their smart mobile devices.

1.1 Steps for Configuring IBM Verse on phone

    i.   Go to Play Store (Android) or App Store (iOS) and download ___IBM Verse___ Application.
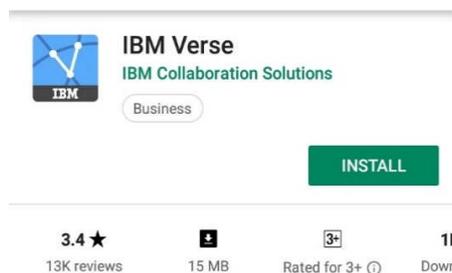
Google Play Store   **Apple App Store**
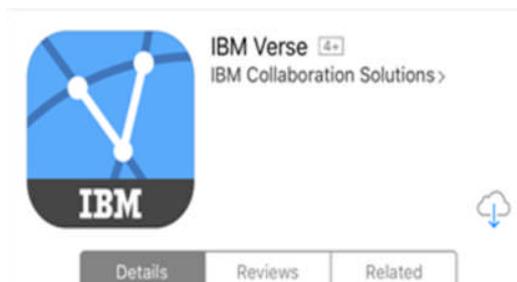
    ii.   After installation, please launch IBM Verse Application and select ___my company's mail server.___
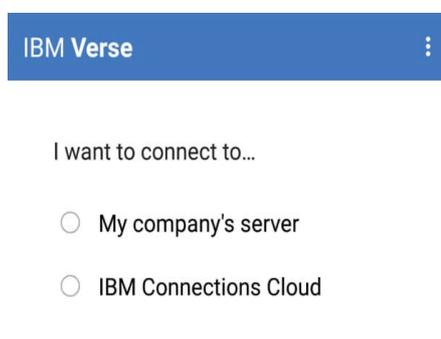
Android   **iOS**

iii.   Type server **https://mobile.cbec.gov.in** (in android only as it will not be required in iOS)

iv.   You would be prompted to enter following details:

  a) Server details, ***https://mobile.cbec.gov.in*** (only in iOS, already filled in android)
  b) Icegate webmail account Username and Password.

Android   **iOS**

v.   Select the applications (Mail and Calendar, Contacts, to do list) which you want to sync and click on next (in Android only, as iOS will not ask for the same.)

vi.   The app will take some time for mail synchronization (replication) with the server depending upon the internet connectivity.

Android

iOS
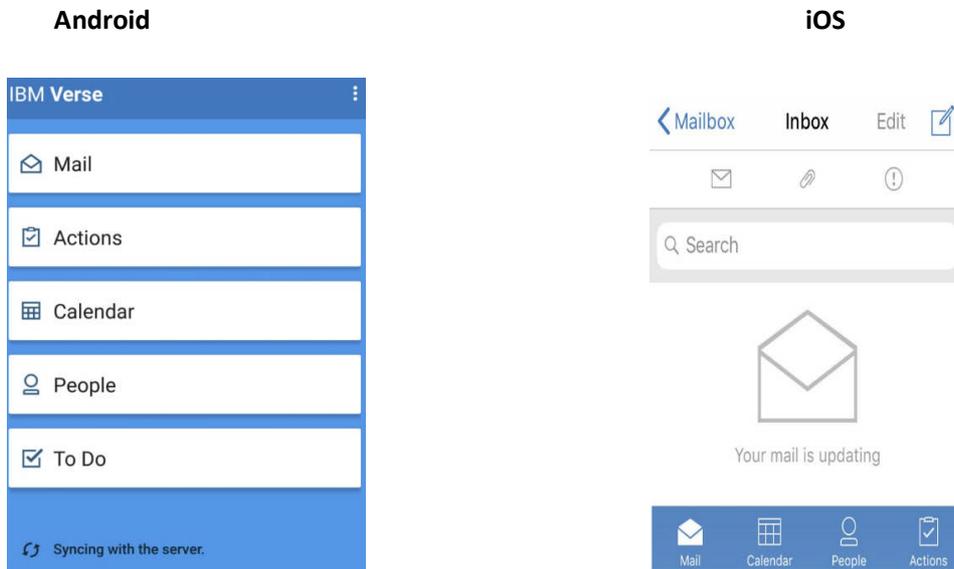
1.2   Email Password Management

i.   The icegate e-mail password needs to be changed every 90 days, by logging into webmail.

ii.   AIO users can access the webmail by typing URL as ***https://webmail.icegate.gov.in*** in any web browser.

iii. After Login, click on your ***user name*** (e.g. vaibhava guptatcs) and click on ***Preferences***.
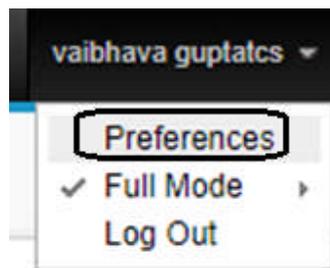
iv.   Now go to ***Security→ Change Internet password*** and click on ***Change.***
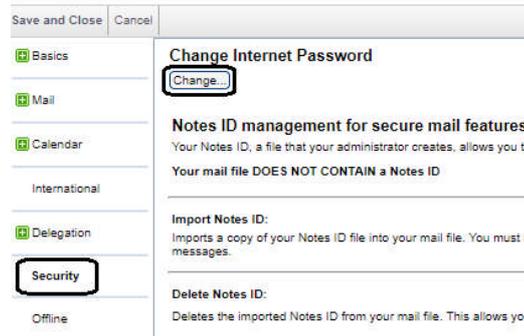
v. In case the icegate email password get expired, then the user need to contact the **_Saksham Seva_** team to reset the webmail password.

vi. To update the new password in IBM Verse app:

a. For iOS, Open IBM Verse App, tap on ⚙ button & Go to **_Settings → Tap on email ID → Tap on Password_** to update the new password and click on Save.

Fig: Steps to update password in iOS Verse app

b. For android, Open IBM Verse App, tap ⋮ button & Go to **_Settings → Tap on Account → Tap on Password_** to update new password and click on OK to save.
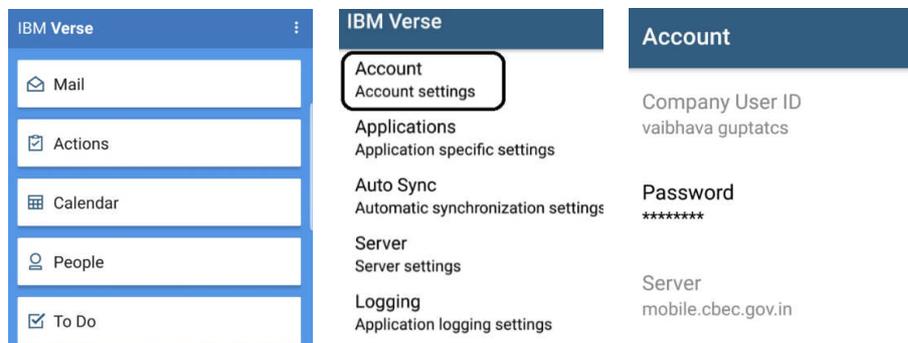
Fig: Steps to update password in android Verse app

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vii.   The default settings for showing old emails is 5 days, however it can be changed.

viii.   Open IBM Verse Application,

    a.   In Android, tap ⠿ button, Go to **Settings → Applications** and change **Remove mail Older than**.

    b.   In iOS, , tap on ⚙ button, Go to **Settings** and **change Days to Sync.**

iOS   **Android**

Done   Settings
Karan.Kapuriatcs@icegate.gov.in ❯
Sync Mode   Push ❯
Out of Office   Off ❯
MAIL
Days To Sync   3 days ❯
Preview   2 lines ❯
Ask Before Deleting   ⬤
Attachment Download   100 KB ❯

Applications
Sync Mail and Calendar   ☑
Out of Office Off
Attachments
Mail
Remove mail older than 5 Days
Importance All Messages
Truncate mail to 100K
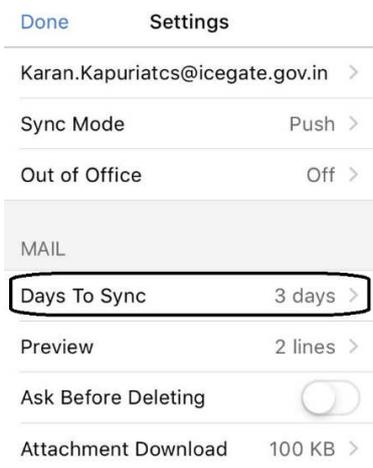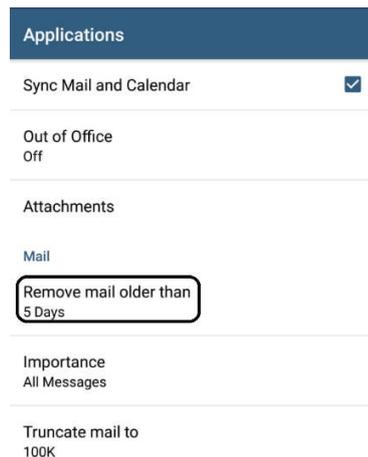
1.3   Do's and Don'ts: -

i.   Users are advised to use icegate email ID only for all official communications.

ii.   In case of loss of mobile device, user needs to inform Saksham Seva so that access can be revoked.

iii.   Users would not be able to access the emails over the app if:

    a)   User's mail storage (quota) is full.

        In this case user can raise a request for mail quota increase either himself or through his nodal officer to Saksham Seva.

        If user's mail storage has crossed the maximum quota limit, then he can raise a request for enabling Server based mail archiving facility with Saksham Seva.

    b)   Password gets expired.

        In this case users are advised to follow steps in section 1.2.

2. Features for Webmail and IBM Notes client users

2.1 Mail Archiving

Archiving the mail file frees up space and improves the performance of the mail database by storing documents in an archive database when they are old or not in use anymore to enable fast retrieval, without any mail loss. In case where the maximum mailbox quota limit is reached, then user can opt for mail archiving by following steps in 1.3 iii a. At present, server based mail archiving is available for users on request basis. But now, CBIC is planning to implement a policy for all users with Server based mail archiving by default by next Month. It will automatically archive all emails older than 180 days. The archived emails can be viewed using Webmail or IBM Notes client only. Users can also choose from below Archive criteria as per their mail usage:

     i.   Server Archiving 6 Month
    ii.   Server Archiving 3 Month
   iii.   Server Archiving 1 Month
   iv.   Server Archiving 15 days

Note: The Mail archiving facility is only available for user accessing their email through IBM Notes client or Webmail. This feature is currently unavailable in IBM Verse.

2.2 Full Text indexed Search facility

A Full Text Index is a text index or list of the words in a database, which contains the text within the database. It gives more accurate and faster results than a simple search, and lists the search results in order of relevance. It enables more complicated searches, like searching in specific fields. At present, server based Full-Text indexed based Searching is available for users on request basis. But now, CBIC is planning to implement FTI based mail search for all mail users by next month.

     i.   At present, sort based search facility of emails is enabled for users to search for emails:
         a.   Simply Press Ctrl+F to open sort window.
         b.   Now click on the dropdown and select the desired criteria to sort mails.
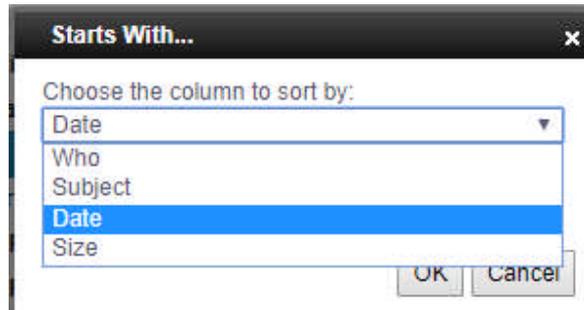
      c.   Now enter Search keywords to get results.

ii.   After enabling FTI based mail Search mails can be searched by All, From, Recipients, Subject.

      a.   Goto Search box on top right corner of the the Webmail page.
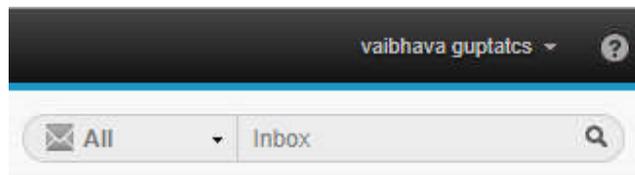
      b.   Select one of the desired search category (All, From, Recipients, Subject).
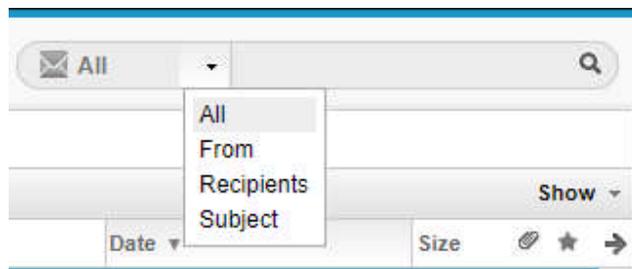
      c.   Simply enter the Search Keyword in the search box to find the results.

3. Managing Generic email IDs

Below are some guidelines to handle and manage a generic email account:

1. Adding individual's icegate mail account in ACL of generic mail id.

You can add any individual's icegate mail account in ACL (Access Control List) of generic mail id to access generic mail account from his/her own icegate mail id. Any individual can access generic mail account by adding his/her icegate mail account in ACL of generic mail id.

NOTE: To add addional icegate mail id (as mentioned above in Point No. 2), you need to use IBM Lotus Notes Client.

Click on >> File>> Aplication >> Access Control
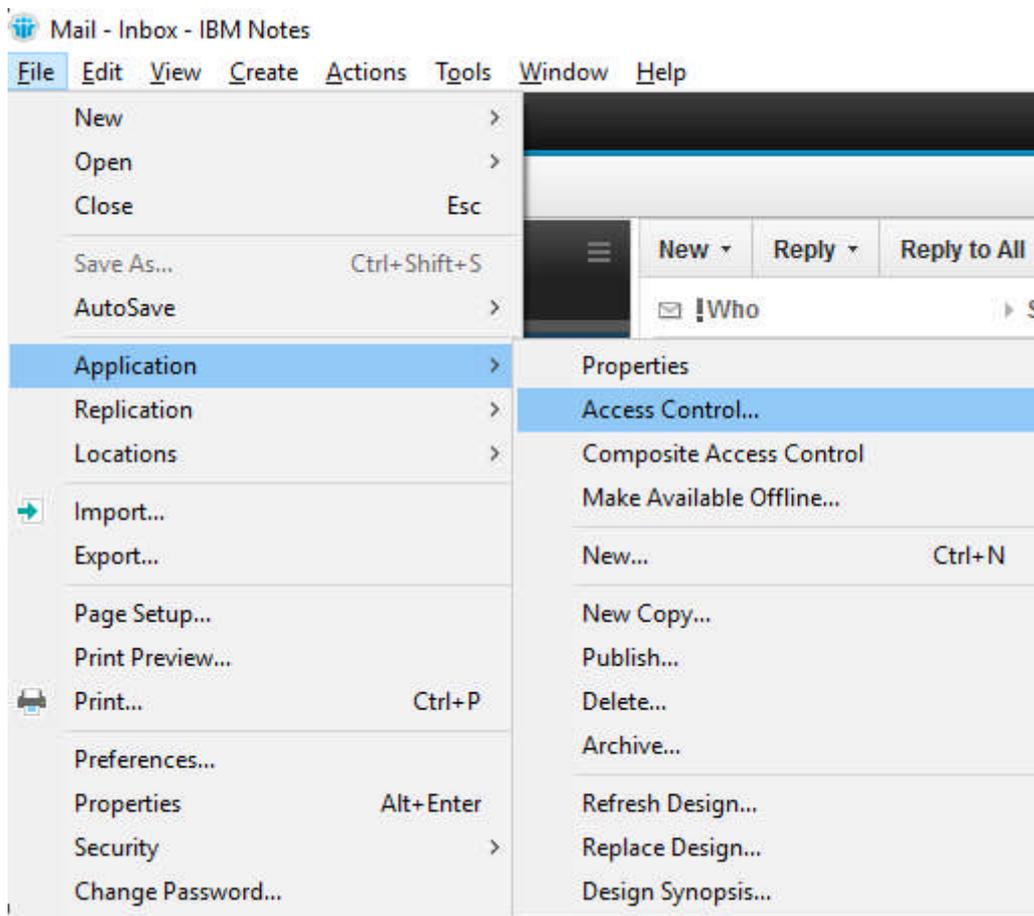
Click on >> Add
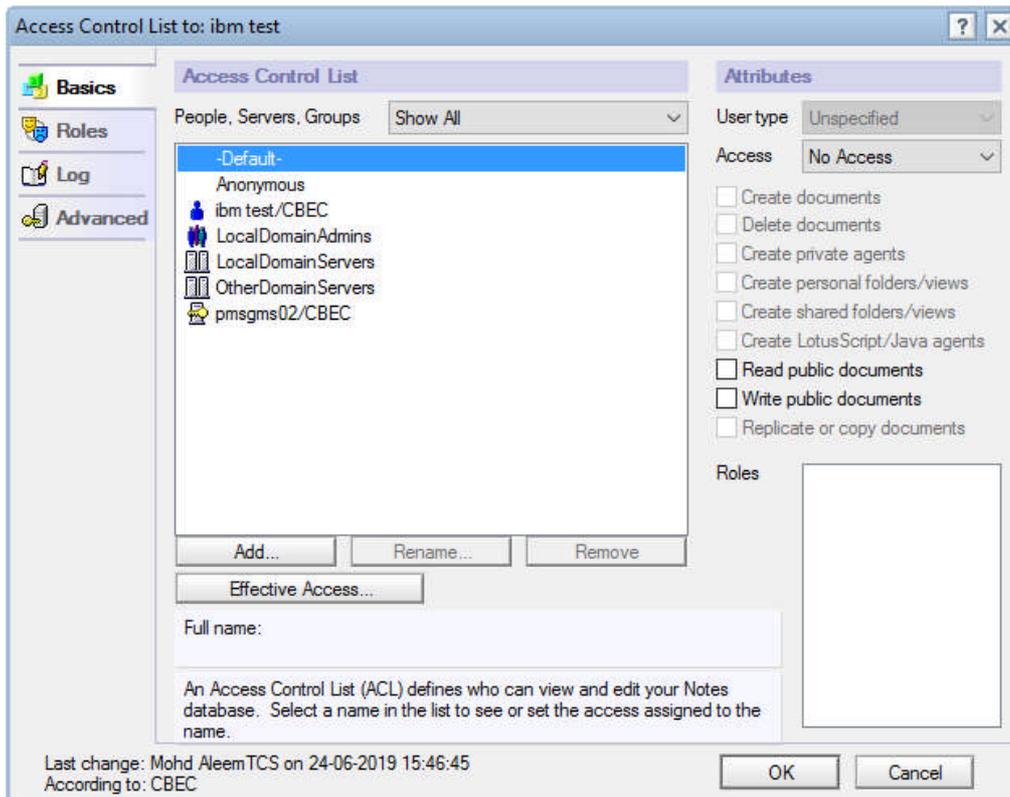
To add intended user's icegate mail account search the user in CBEC's Directory (For example CBEC Messaging Group in below screenshot).

Select the user's icegate mail account and Click on >> Add then click on >> OK
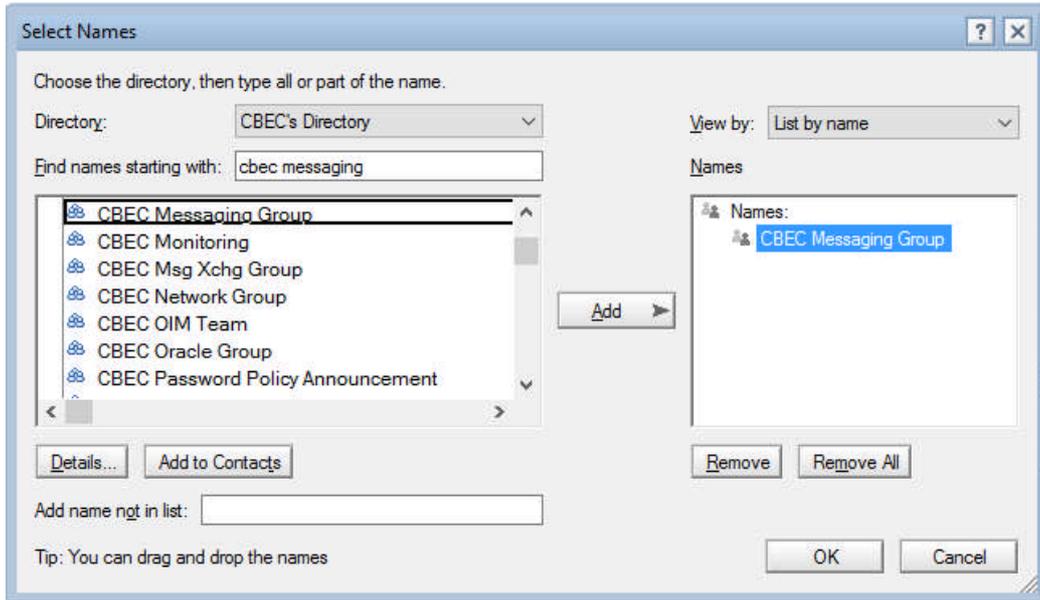
Assign the access in Attributes to the added intended user's icegate mail account.

Select User type as Person
Access: Editor
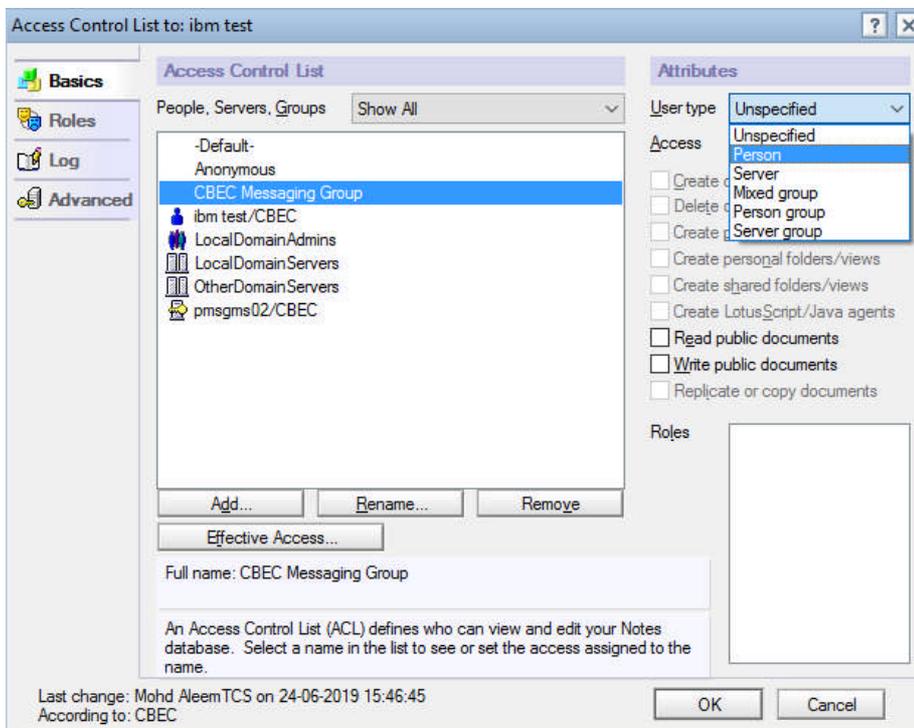
Click on >> OK

2. <u>Removing individual's icegate mail account in ACL of generic mail id:</u>

You can remove any individual's icegate mail account from ACL (Access Control List) of generic mail id to block his access to generic mail account from his/her own icegate mail id.

NOTE: To remove an icegate mail id, you need to use IBM Lotus Notes Client.

Click on >> File>> Aplication >> Access Control
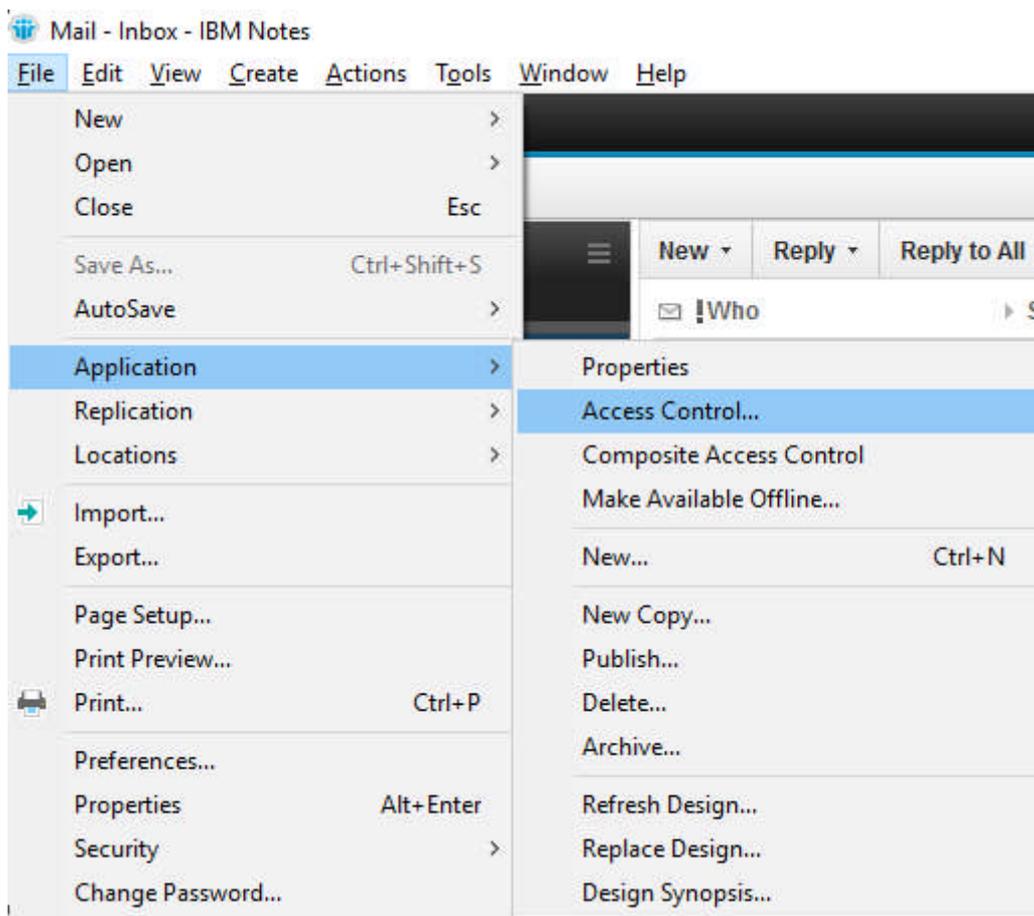
To remove the intended user's access from the generic email account ACL

Select the user's icegate mail account and Click on >> Remove then click on >> OK
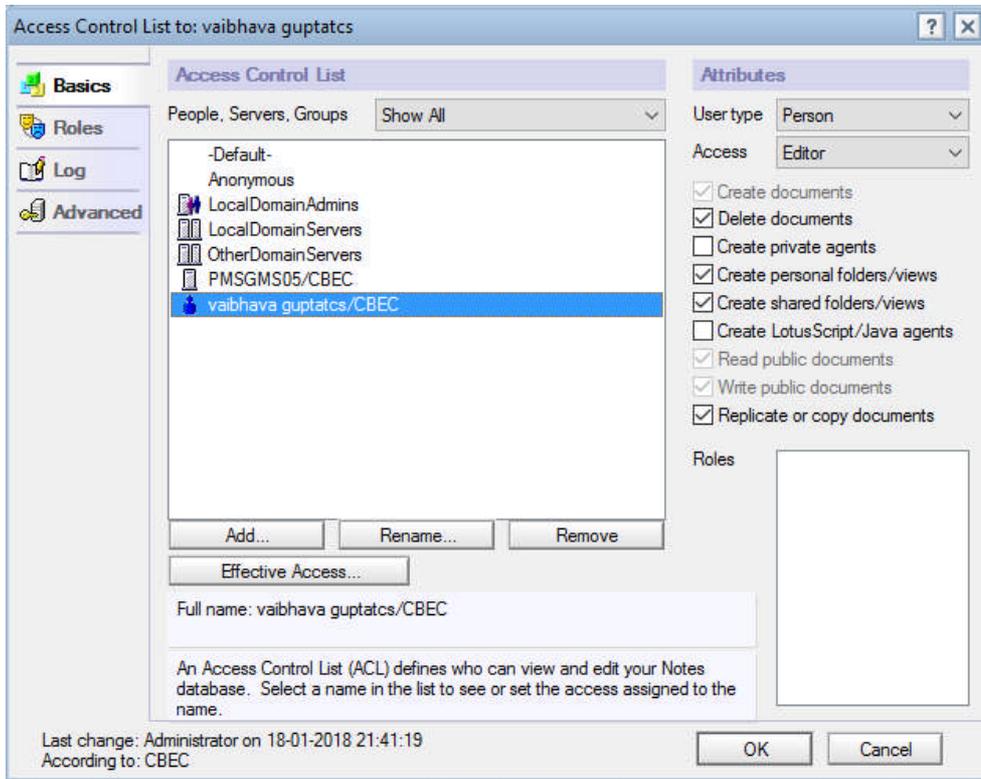
3. How to access generic mail id account from individual's mail account.

To access generic mail id account from individual's icegate mail account, please use below steps as mentioned in IBM Notes Client

Click on >> Other Mail
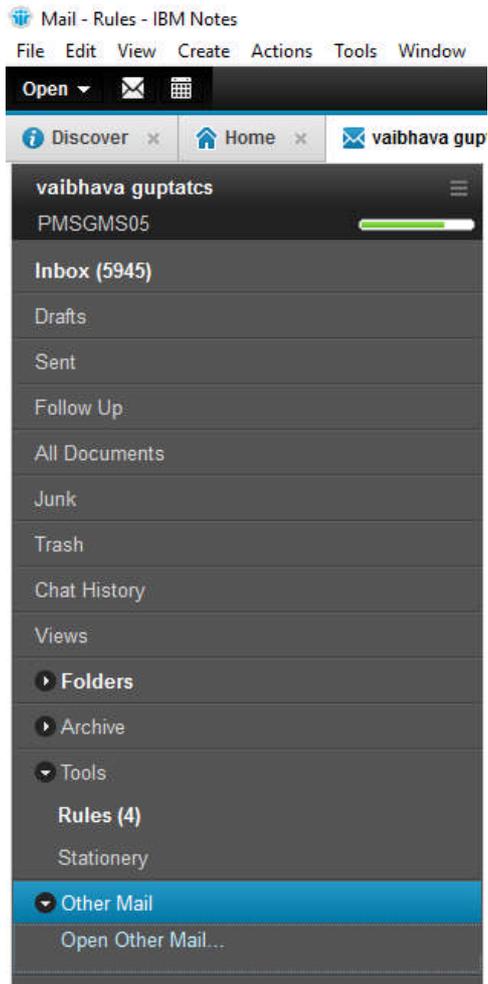
Click on >> Open Other Mail

A pop up window will appear to open mail file
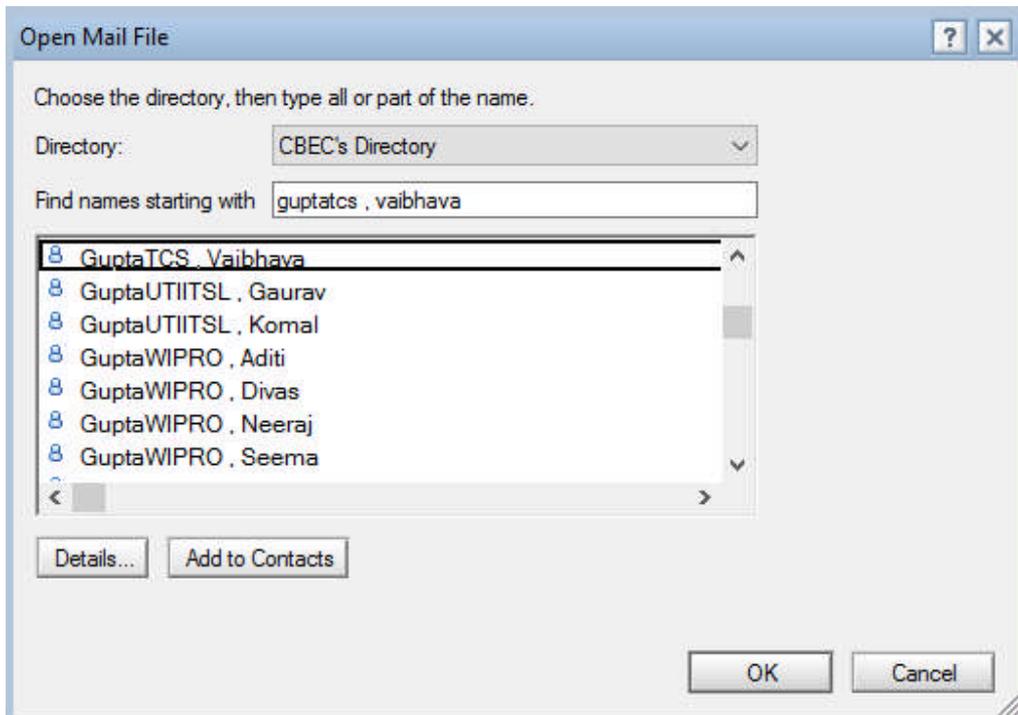
Search for generic mail id account in CBEC's Directory by using below format.

Last Name space **comma** space **First Name** e.g guptatcs , vaibhava

Select the mail id from search results for generic mail id and **Click ok.**

Once the mail file is opened, each and every mail file will be indirectly sent by the Owner of the generic email ID, but actually it was sent by the generic email ID itself. See below fig for example.