

# **CONSOLIDATED -FAQ'S FOR KAVACH**

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## 1. Introduction to 2FA

As per the directive from Competent Authority, the installation of 2FA **has been made mandatory with immediate effect.**

All users availing the email services from NIC must use 2FA to access their accounts. Additionally, users are advised to install the same on their access devices (phone/laptop/desktop) immediately.

Please note: If you choose to install kavach on a single device, it must be ensured that that device is always available with you to accept kavach notification for accessing mails.

### **Please Note:**

1. Please note that NIC does not send any mail under any situation that requires you to submit your login credentials (login/password). Hence, do not take any action on a mail that asks for your login and/or password as it could be a fake mail and may carry malicious malware to infect your devices.
2. If you receive any email with a link, please verify its authenticity before clicking. It could be a phishing link.
3. The user ID for Kavach is activated prior to activation by the users. Hence, this procedure needs to be followed by ONLY those users who receive a mail from [mailservices@nic.in](mailto:mailservices@nic.in). This mail is sent after the id has been enabled for Kavach. If a user receives a mail forwarded by a colleague/acquaintance, please do not try and activate as it will give an error. User needs to wait to receive a direct mail.
4. Ensure the correct mobile no is mapped with your id as you will receive a OTP for registration.
5. Contact your respective NIC coordinator / delegated administrator for updation of your mobile no or any other assistance required in this regard.
6. Notification will be sent to all devices on which the app is installed hence for ease of use please install on all (max 3) devices that are used for accessing email services.

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

## 2. Installation of Kavach application

The Kavach application can be installed on various devices such as Desktop/Laptop and Mobile (Android or iOS). To install, please follow the steps mentioned below:

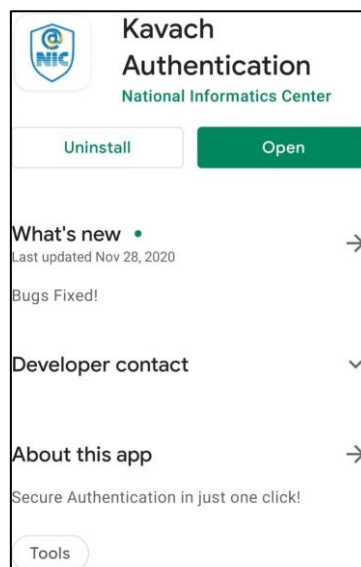
### 1.1 Desktop/Laptop

- Download the Desktop App from <https://kavach.mail.gov.in>
- Minimum requirement for Desktop App
  - Windows 7
  - MAC 10.11
  - Ubuntu 19.04
  - CentOS/RedHat 6.9
  - Fedora – arduino package is mandatory before kavach installation.

### 1.2 Mobile

For Android users:

- Go to Google play store and search for “Kavach Authentication” (screenshot of the correct application is shown below)
- Install the application
- Minimum requirement for Kavach Mobile App is **Android OS: 8.0 and above**



## Kavach application on Google Play Store

For iOS users:

- Go to Apple App Store and search for “Kavach Authentication” (screenshot of the correct application is shown below)
- Install the application
- Minimum requirement for Kavach Mobile App is **iOS: 9.1 and above**



Kavach application on App Store

The Kavach application can also be downloaded from the URL: <https://kavach.mail.gov.in>.

### 3. Enrollment on Kavach application

Once the application is downloaded and installed, to complete the enrolment user should follow the steps mentioned below:

- Accept the terms and conditions
- Authenticate by submitting username & password
- Insert the 6-digit code OTP (One time password) received via SMS on your registered Mobile number.
- Click on Submit

### 4. Addition of a new user with Kavach Account

*(This feature is provisioned to allow Personal Secretary (PS)/ Group Member to access user's account)*

- To access user's account, the PS/ Group member should follow the steps mentioned below. Please ensure that the PS/ Group member being added to the app also has Kavach enabled. This can be

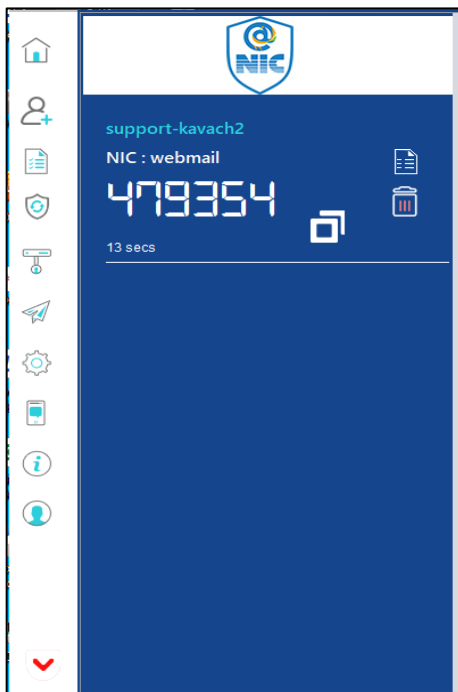
ensured by contacting user's respective Delegated Administrator/NIC Coordinator or by sending a mail to mailservices@nic.in

- The PS/ Group member will install the kavach application and register with his/her email address by following the steps mentioned under “Installation of Kavach Application” and “Enrollment on Kavach application”.
- The PS/ Group member will click on “ADD NEW ACCOUNT” in the Kavach app.
- Enter the email ID and Password of the user whose account he/she has to access.
- Enter the 6-digit OTP sent on the registered mobile number of the user (the user needs to share the OTP received on phone with the PS/Group member to allow access).
- Once the enrolment is completed, the authorized PS /Group member can access the user's account.

**Please Note:** Maximum number of delegations that are allowed per account is 2.

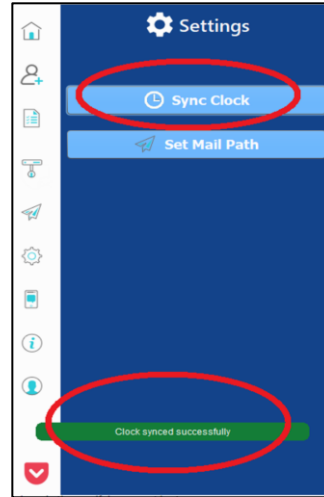
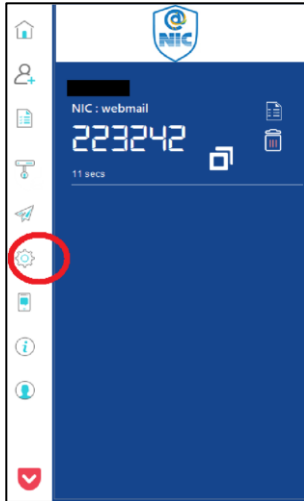
## 5. How to use the Desktop/Laptop application

- Open the app on desktop/laptop
- A 6-digit number (code) will appear on the app. This is the OTP. This code will change every 30 seconds.
- Suffix (Add) this 6-digit code with your password, without any gap and click on “Sign In”.



**Please Note:**

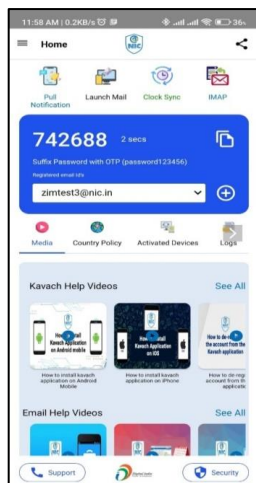
In case the user is not able to login using the given OTP, use “Clock Sync” to login. This option is available under “Settings” button on the desktop App. Refer the images given below to login using “Clock Sync”.



## 6. How to use the Mobile application

After successful installation of the mobile application, please follow the steps mentioned below:

- Login with username /password and press enter.
- The user will receive a notification from Kavach mobile app to “Accept”/” Deny” the login request.
- The request should be accepted immediately. Any delay will result in “timeout” and the user will have to repeat the above-mentioned steps.
- Please note: The user should be in strong signal zone to receive the notification. If, for any reason, the user is in a weak signal zone, then the user may not receive the notification immediately. Please use the following two option in such a scenario:
  - Use the “PULL NOTIFICATION” option on the home screen of the Kavach app to receive the notification (as shown below) OR
  - Use the 6-digit OTP (displayed on the home screen of the Kavach app) and suffix it with password and then press “Sign In”.



## 6.1 Other features of the Mobile app:

- The user watch videos and gain understanding about the Kavach app in the media.
- The user can apply for the country policy using the kavach app.
- The user can keep a track of their registered devices through Activated Devices.
- The user can check logs to keep track of access activity.

The user is advised to go through all the options available on the app for using it effectively.

For any issues, please call the 24x7 NIC Helpdesk **1800-111-555** or Contact NIC Officers/Delegated Administrator in your respective Ministry/Department.

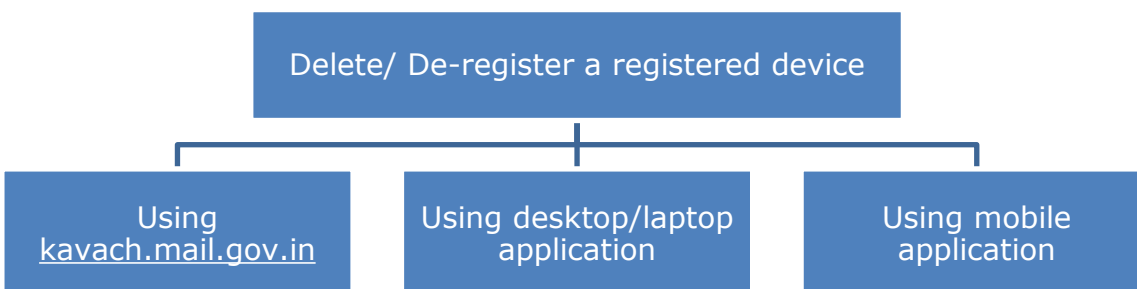
## 7. Change of Mobile device

In case of change in the mobile device, the user may follow the steps mentioned below:

- The user must ensure to delete the previously registered device. This can be done from <https://kavach.mail.gov.in>.
- The user must follow the steps mentioned under “Installation of Kavach Application” and “Enrollment on Kavach application” to use the application on the new device.

## 8. Delete/ De-register a registered Device

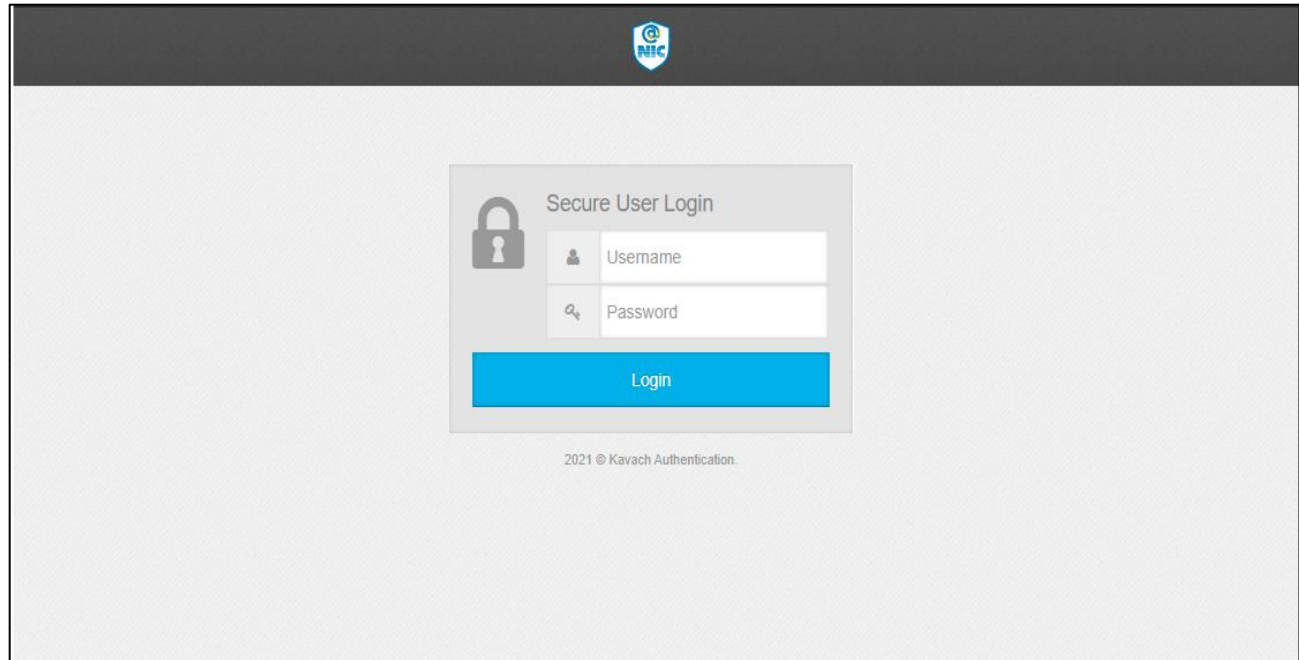
There are three ways in which a user can Delete/De-register a registered Device. The steps for each way are detailed below.



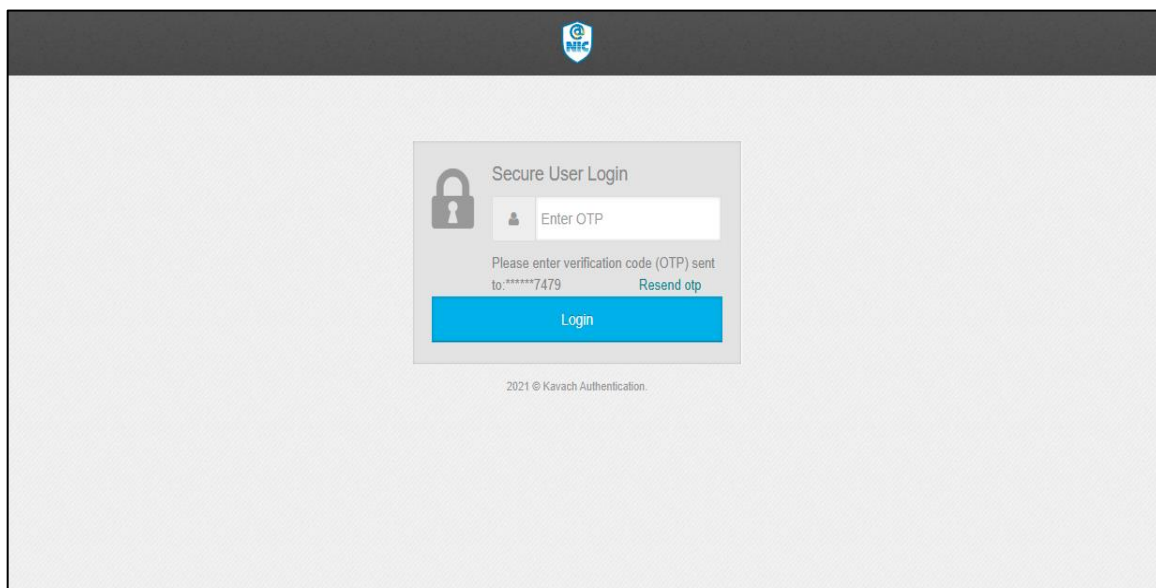


## 8.1 Using kavach.mail.gov.in

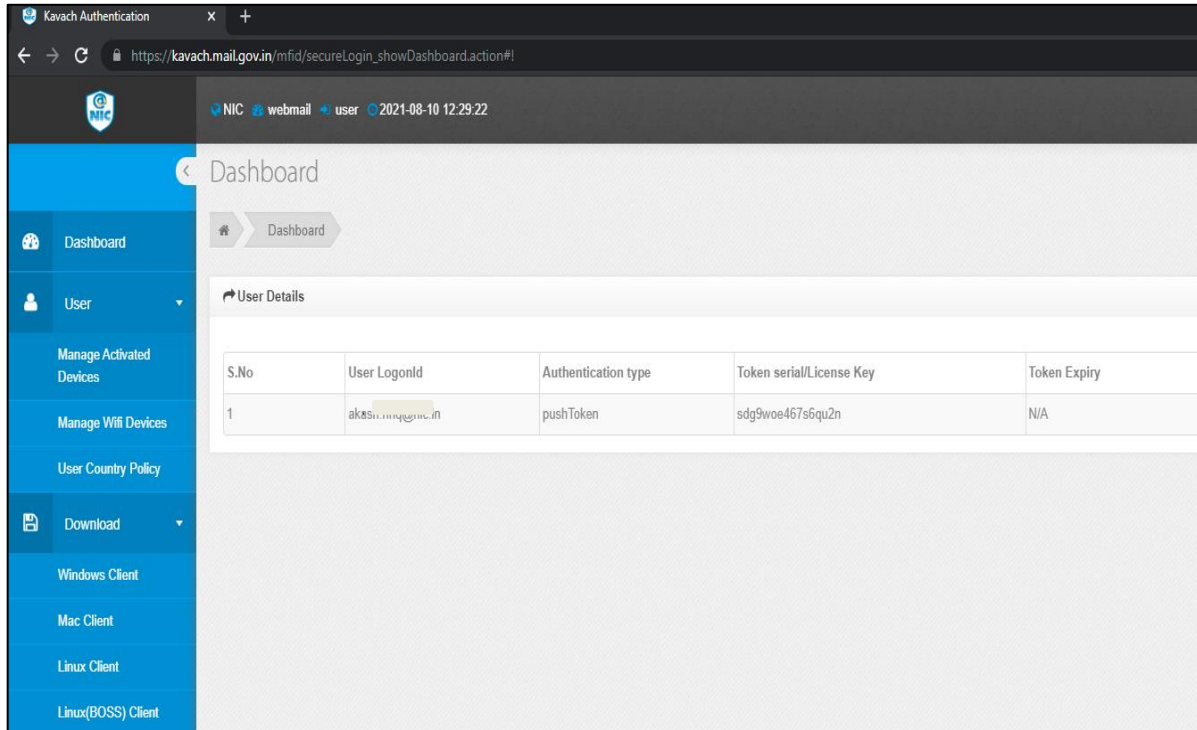
1. Go to <https://kavach.mail.gov.in>
2. Login with user email id and password.



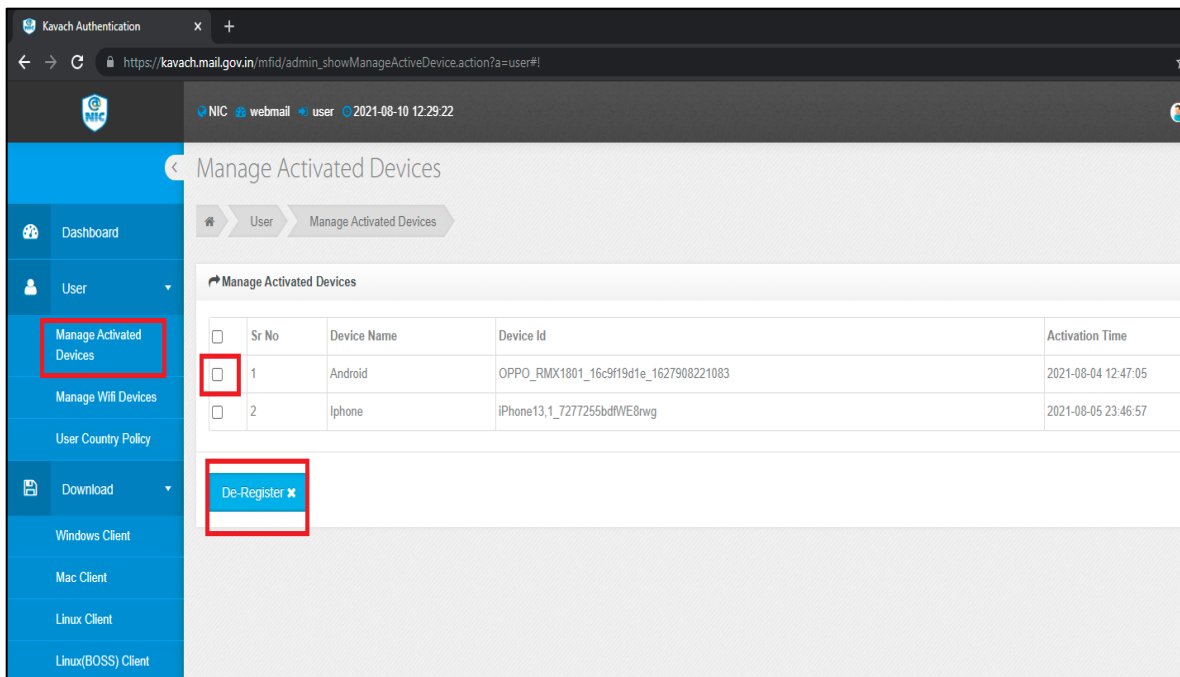
3. Enter the OTP sent on the registered mobile number and click on Login.



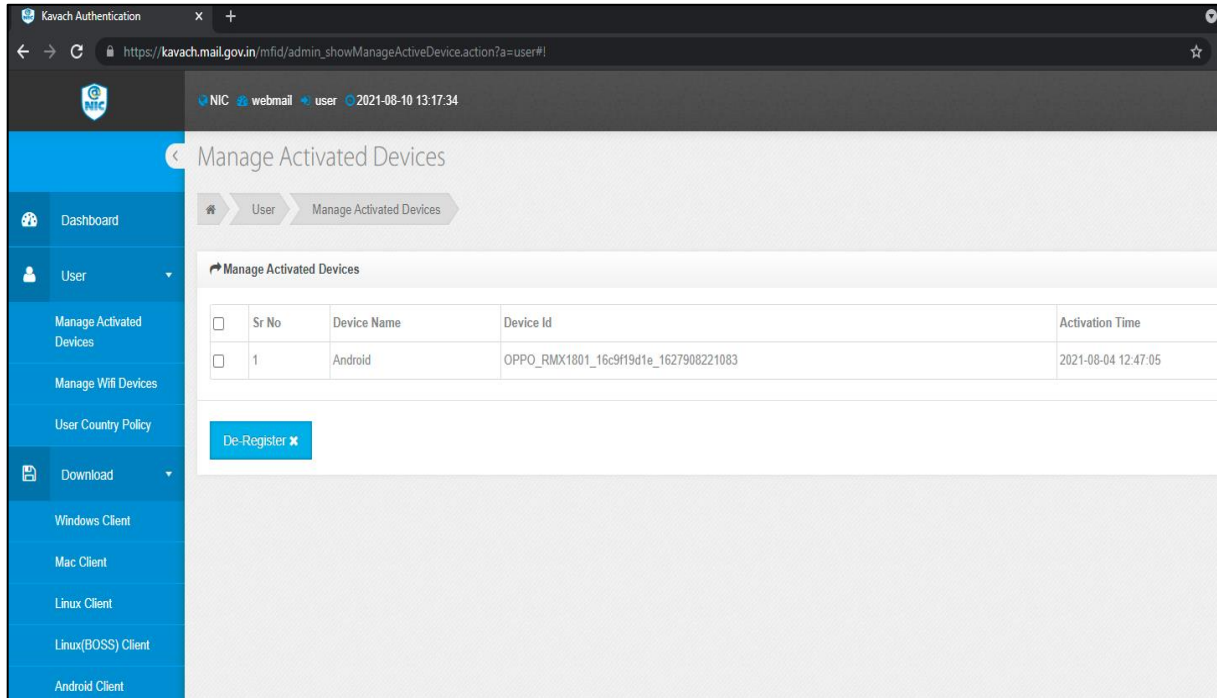
4. A dashboard will be opened for kavach.mail.gov.in.



5. Click on Manage Activated Devices and then select the device to be deleted and click on De-register.

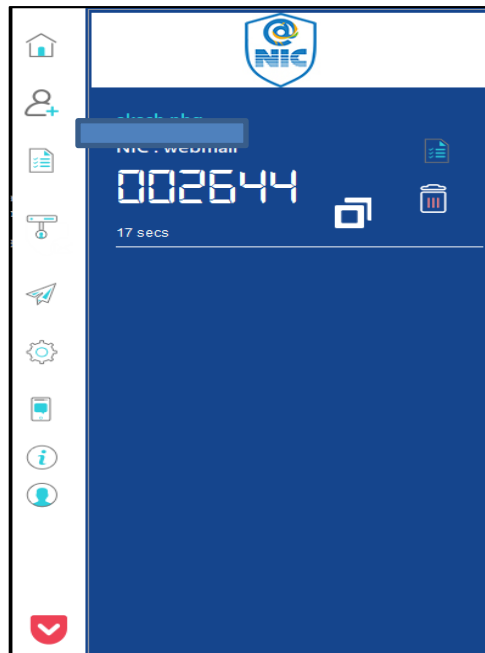


6. The device has been successfully deleted.

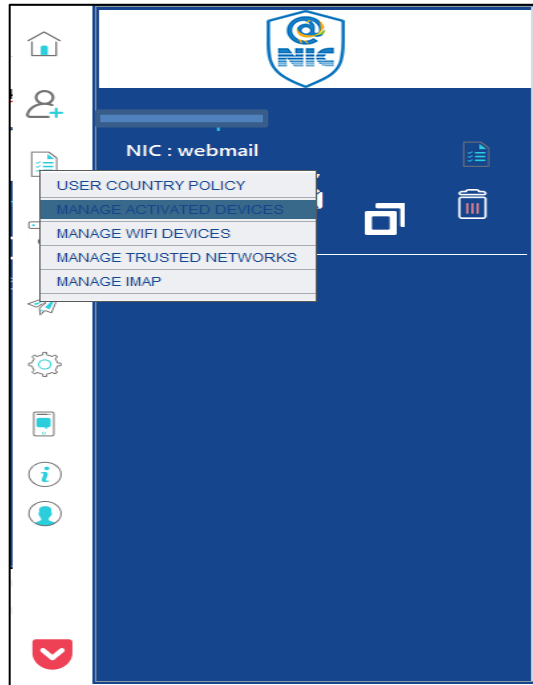


## 8.2 Using Desktop/Laptop Application

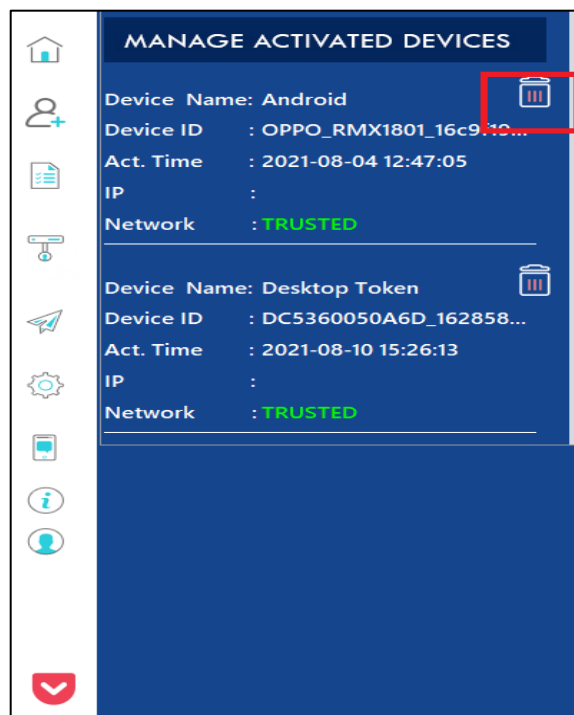
1. Open the Kavach application on the Desktop/Laptop.



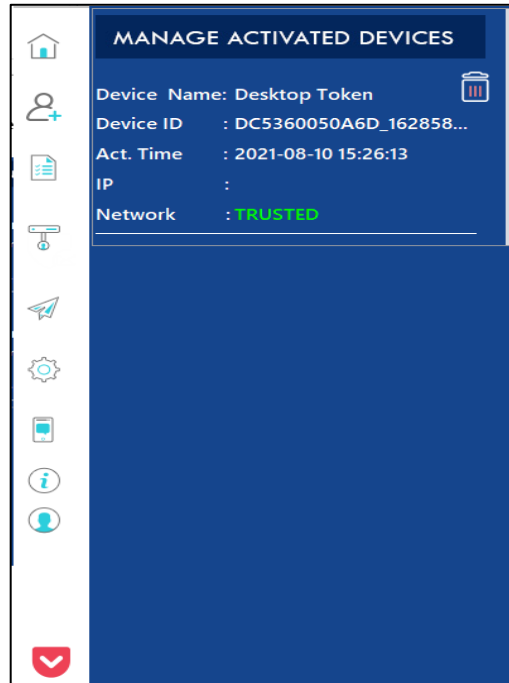
2. Click on the Manage Policy Tab on the sidebar.



3. Go to Manage Activated Devices section.
4. Click on the delete icon present on the right corner to delete the required device same.

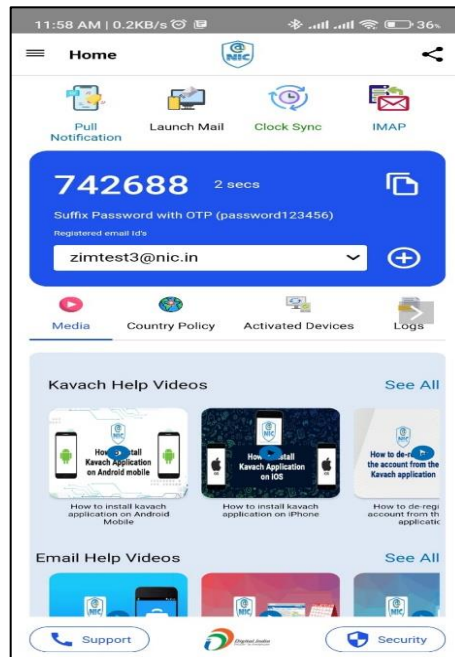


5. The device has been successfully deleted.

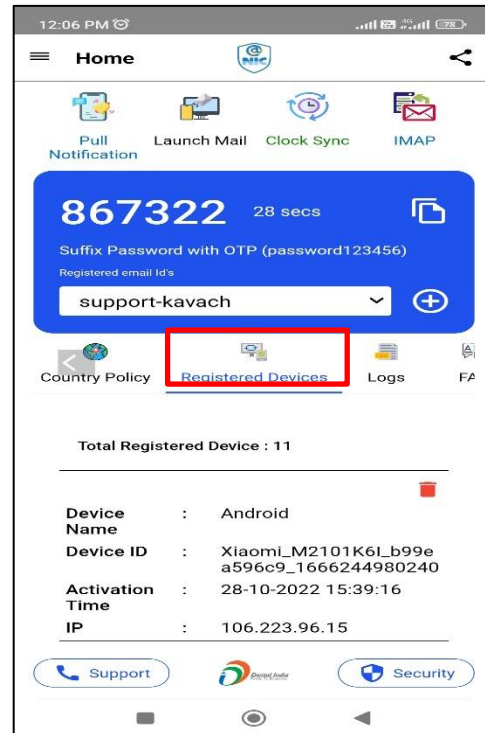


### 8.3. Using Mobile Application

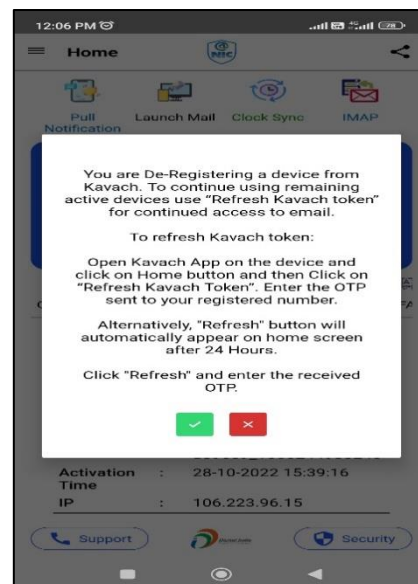
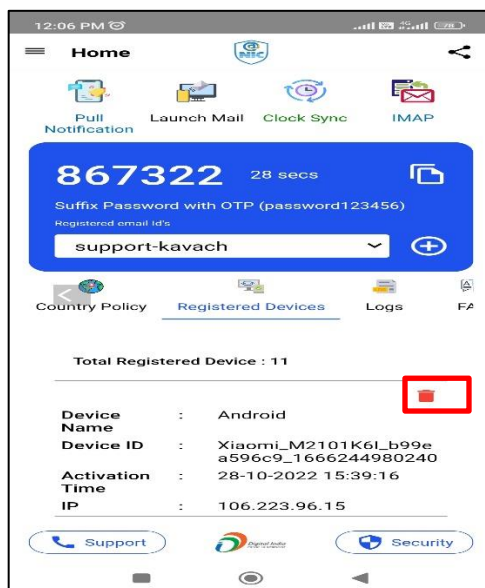
1. Open the kavach application on your Android/iOS mobile device.



2. Click on the “Registered Devices” Tab.



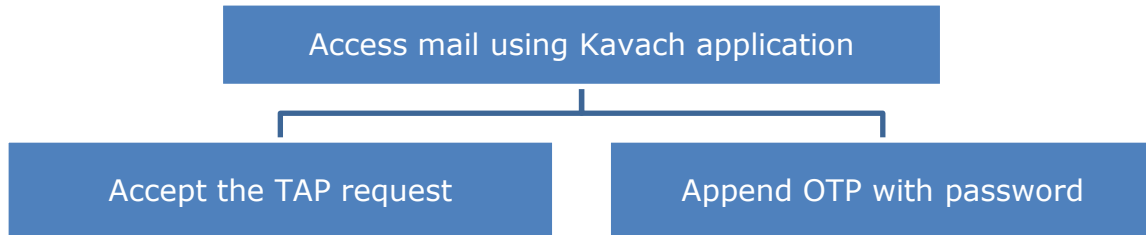
3. Click on the delete icon on the right corner to delete the required device.



4. Click on the green checkbox.
5. The device has been successfully deleted.

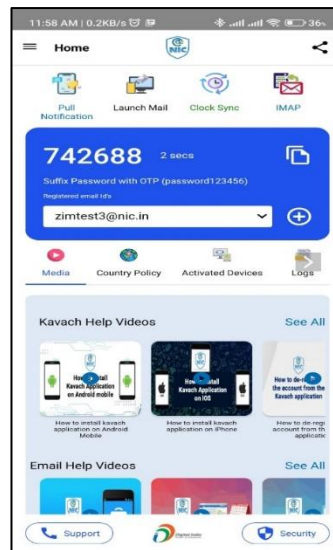
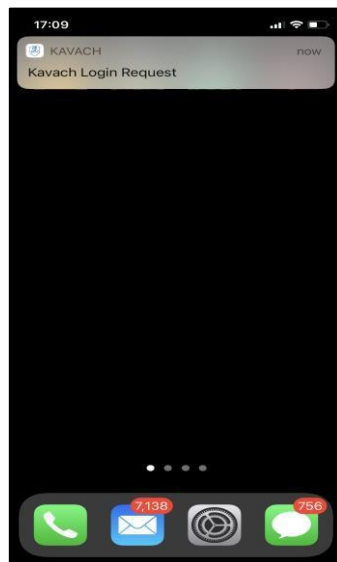
## 9. Access eMail using Kavach Application

There are two ways in which a user can use Kavach application to access mails. The steps for each way are detailed below.



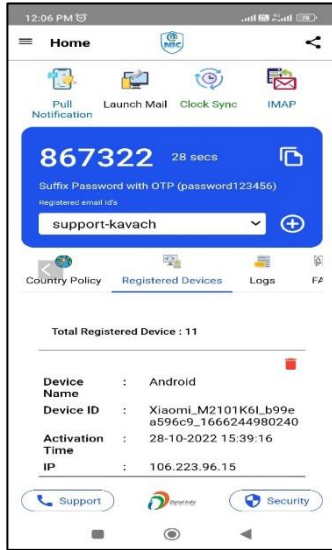
### Accept the TAP request

1. Go to <https://email.gov.in>. Enter user email-id and password. Click on “Sign-In”.
2. A notification for “Accept/Deny” will pop-up on mobile devices on which the Kavach app has been installed & registered.
3. Tap “Accept” to access email. If the user has not initiated the request, **please click on “Deny”**.
4. The request should be accepted immediately as the request will time out in 45 seconds.

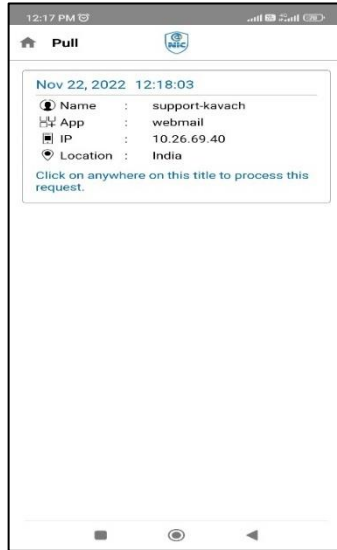


**Please note:** Notification requires a strong and stable network connection (Wi-Fi/Mobile Data). If the user is in a weak signal zone, then the user may not receive the notification immediately. In this case, the user can click on “PULL NOTIFICATION” option on the home screen of the Kavach app to receive the notification. The user should accept to access mail.





Step 1



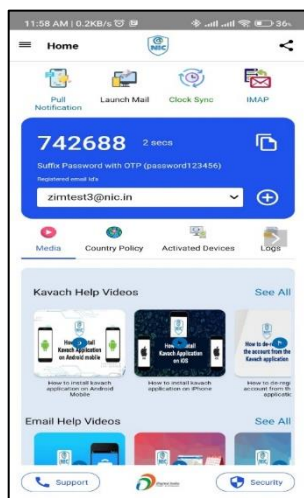
Step 2



Step 3

### 9.1 Append OTP with password

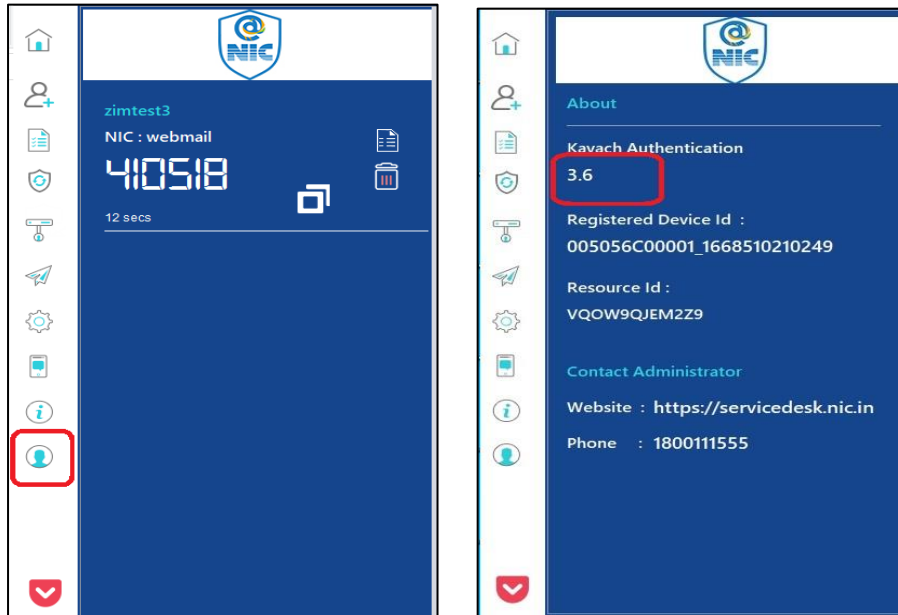
1. Open the Kavach application.
2. Use the 6-digit OTP (displayed on the home screen of the Kavach app). This OTP will change in every 30 seconds.
3. Suffix the numbers with your password, without any gap and click on “Sign In”





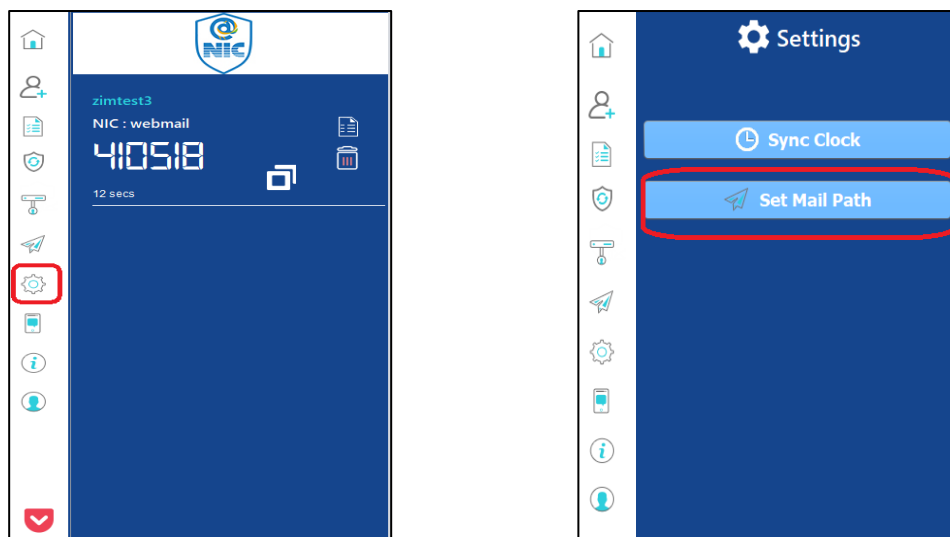
## 10. Configuration of IMAP with Kavach on Windows Device

1. Open the Kavach application on your desktop/laptop
2. Click on “about” icon.
3. Check the current version of application. The current version should be 3.5 or above.
4. In case current version of the application is 3.4 or lower, please upgrade it from <https://kavach.mail.gov.in>

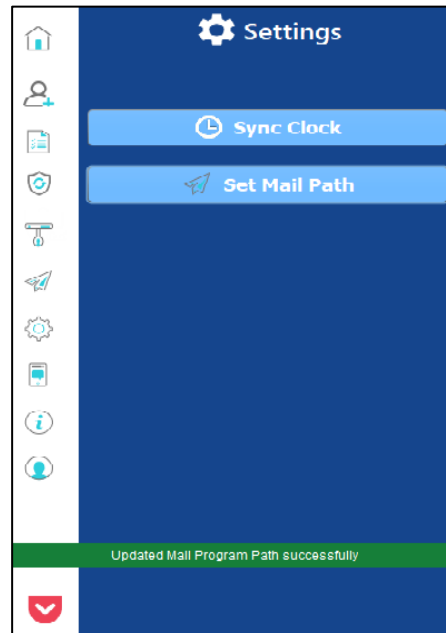
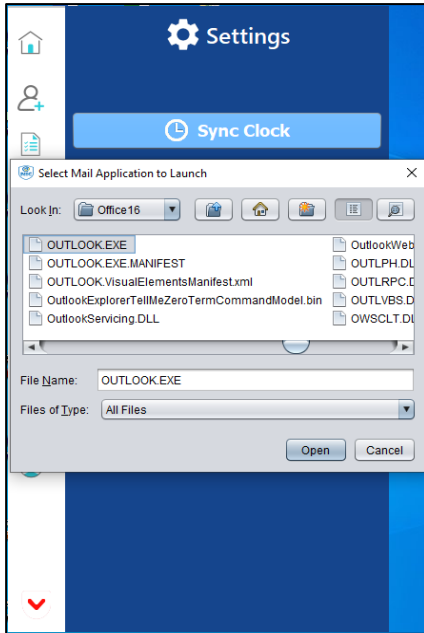


### 10.1 Steps to configure path for Mailing Client (outlook) in Kavach application

1. Open the Kavach Application
2. Click on “Settings” and then click on “Set Mail Path” to set the Outlook path

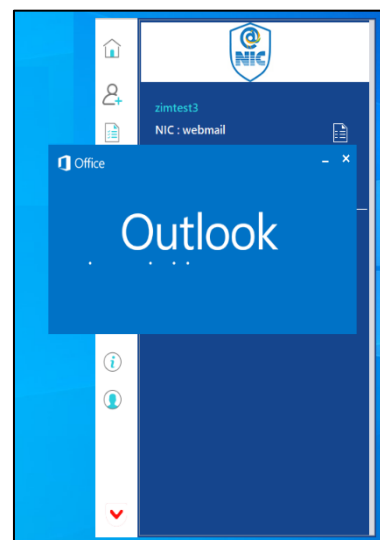
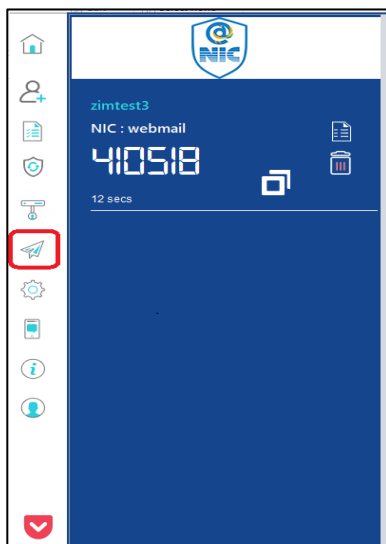


3. A new window prompt “Select Mail application to Launch” will open. To set up a mail path of Outlook Client, the user must enter “ C:\Program Files (x86)\Microsoft Office\root\Office16\outlook.exe “ in the File Name.
4. Click “Open”. The user will get a prompt on the screen with “Updated mail program path successfully”.

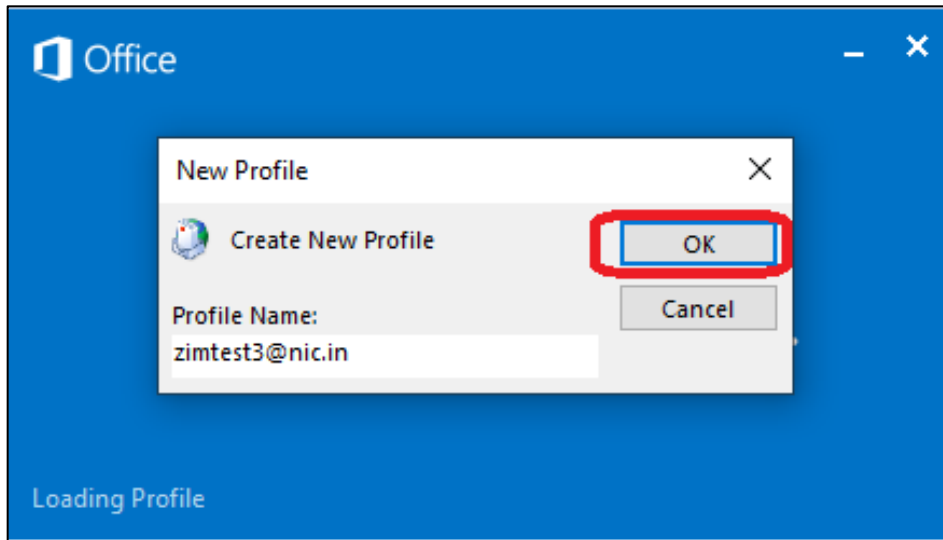


## 10.2 Steps to configure outlook in Kavach Application

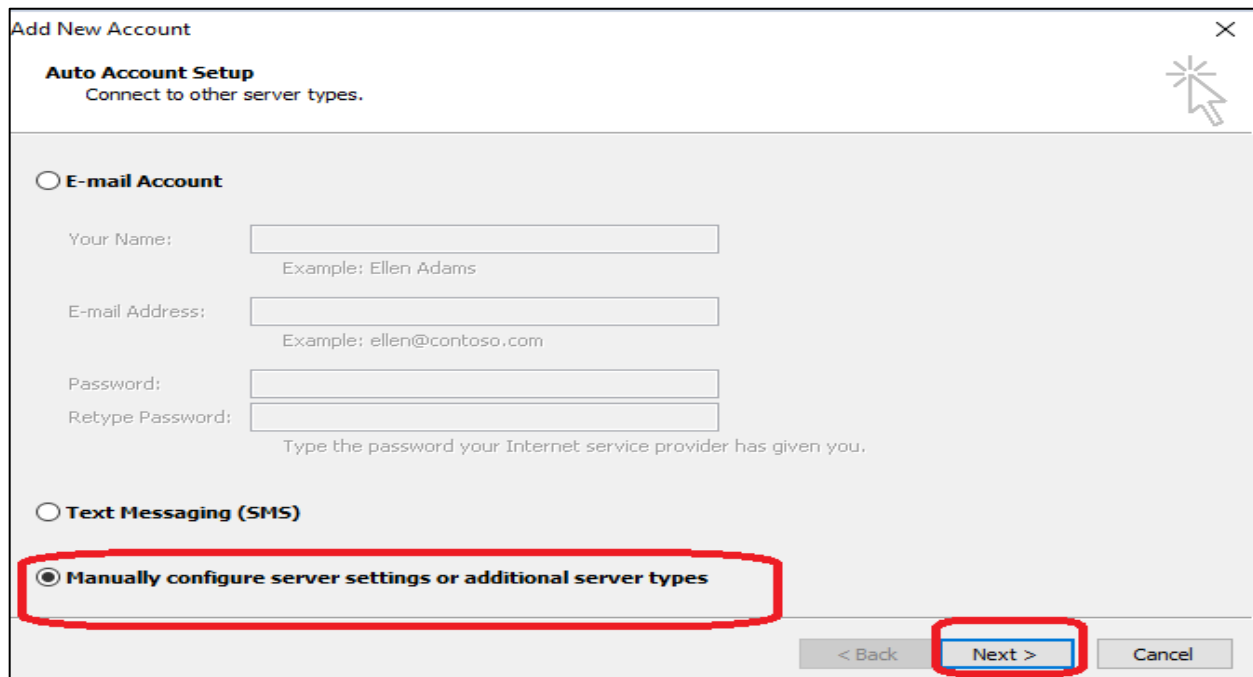
1. Open the Kavach Application
2. Click on “Launch mail” (Mail application will open)



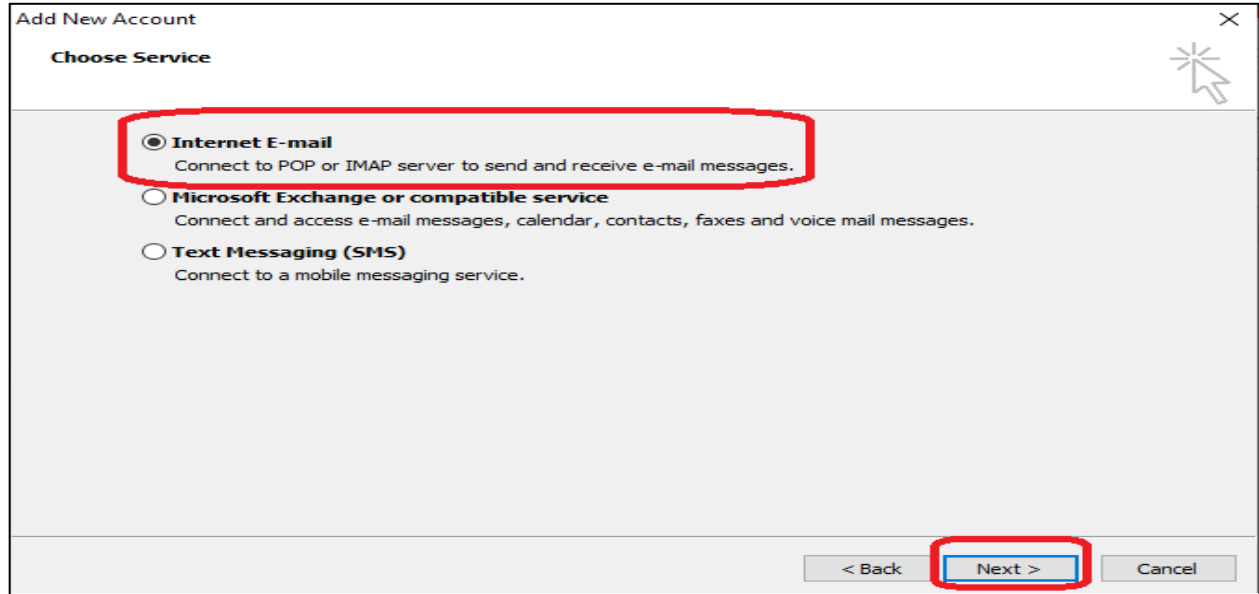
3. Click on OK



4. Click on Manually Configure & then click on Next



5. Click on Internet E-mail and then Next



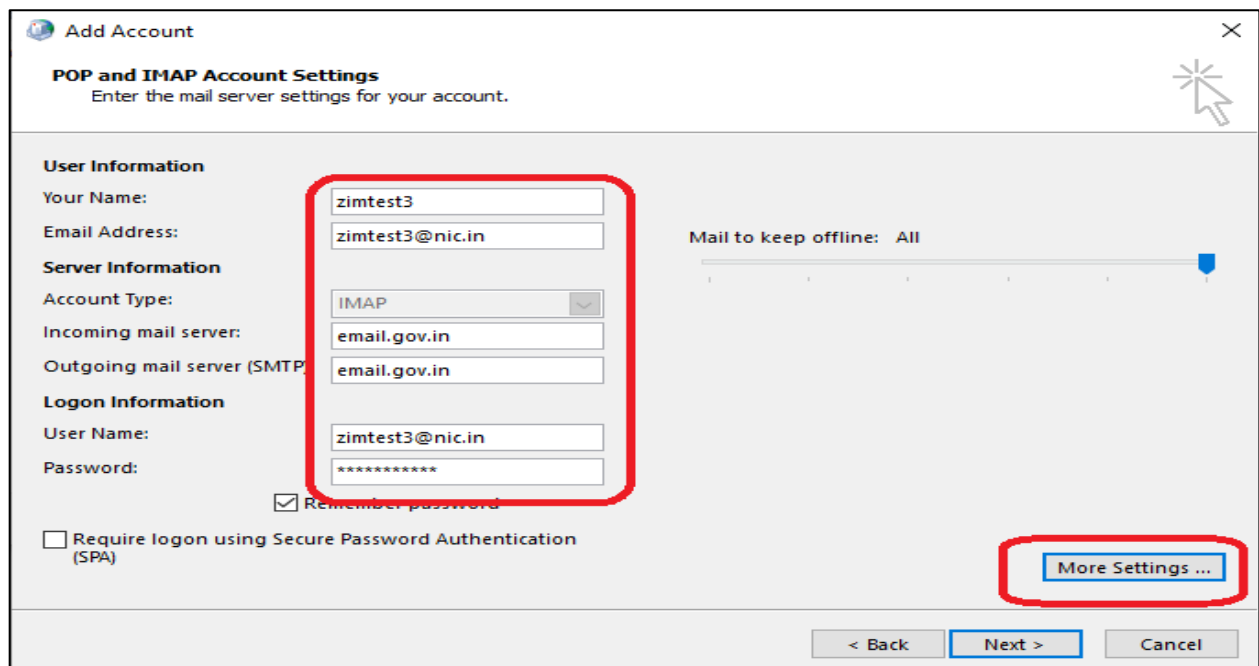
**Add New Account**

**Choose Service**

- Internet E-mail**  
Connect to POP or IMAP server to send and receive e-mail messages.
- Microsoft Exchange or compatible service**  
Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.
- Text Messaging (SMS)**  
Connect to a mobile messaging service.

< Back   **Next >**   Cancel

6. Enter the required details that are highlighted in red box & then click on More Settings



**Add Account**

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**

Your Name: zimtest3

Email Address: zimtest3@nic.in

**Server Information**

Account Type: IMAP

Incoming mail server: email.gov.in

Outgoing mail server (SMTP): email.gov.in

**Logon Information**

User Name: zimtest3@nic.in

Password: \*\*\*\*\*

Remember password

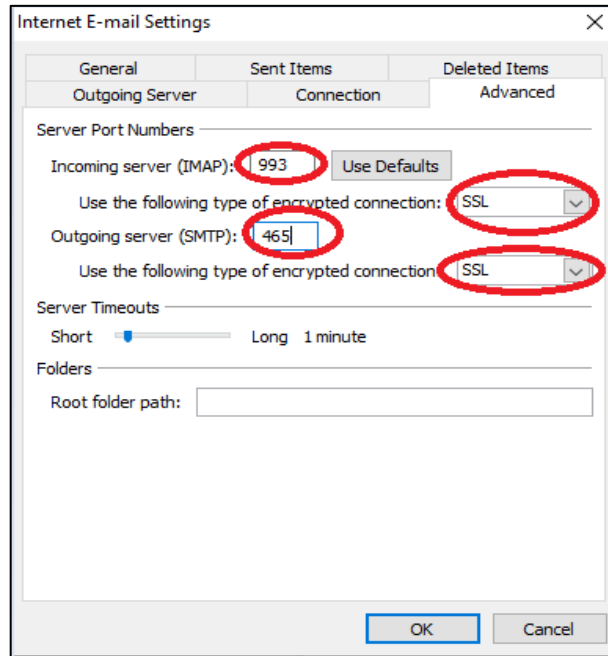
Require logon using Secure Password Authentication (SPA)

Mail to keep offline: All

**More Settings ...**

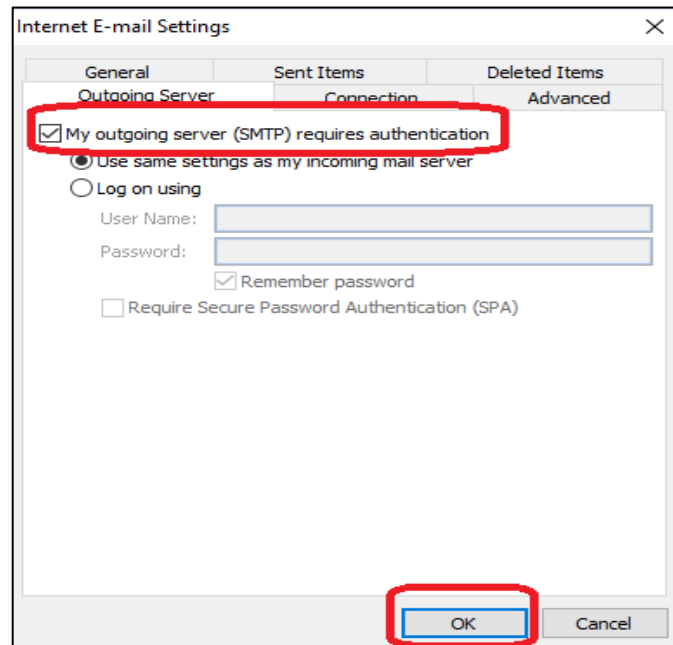
< Back   **Next >**   Cancel

7. Ensure all settings as per highlighted in red box



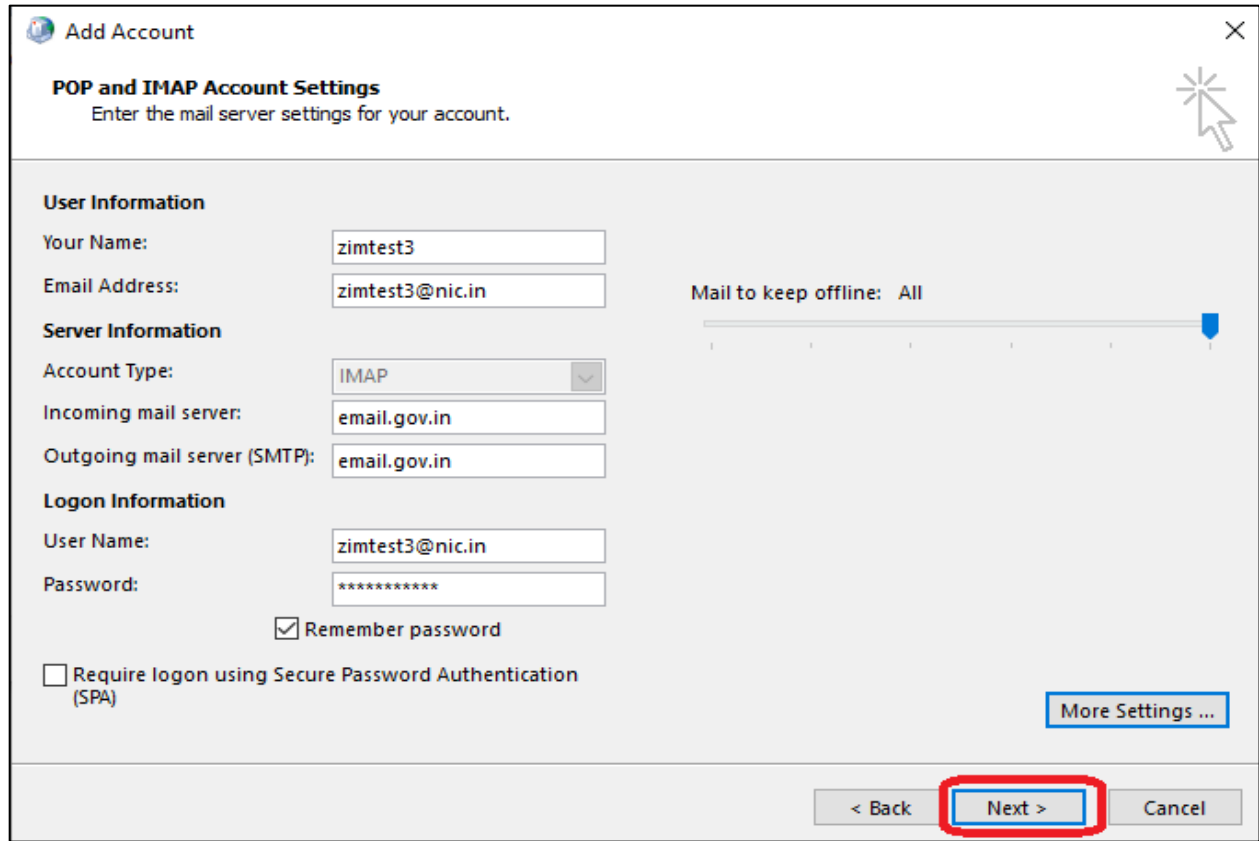
The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Connection' tab selected. The 'Outgoing Server' section is highlighted with a red box. The 'Incoming server (IMAP):' field contains '993', the 'Use the following type of encrypted connection:' dropdown is set to 'SSL', the 'Outgoing server (SMTP):' field contains '465', and the 'Use the following type of encrypted connection:' dropdown is set to 'SSL'. The 'Server Timeouts' section shows a slider between 'Short' and 'Long 1 minute'. The 'Folders' section has a 'Root folder path:' field.

8. Ensure check BOX is clicked for My Outgoing Server (SMTP) & then click on ok



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Connection' tab selected. The 'Outgoing Server' section is highlighted with a red box. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. The 'Use same settings as my incoming mail server' radio button is selected. The 'Log on using' section has 'User Name:' and 'Password:' fields, and the 'Remember password' checkbox is checked. The 'Require Secure Password Authentication (SPA)' checkbox is unchecked. The 'OK' button is highlighted with a red box.

9. Click on Next



**Add Account** [Close]

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**

Your Name:

Email Address:

Mail to keep offline: All [Slider]

**Server Information**

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

**Logon Information**

User Name:

Password:

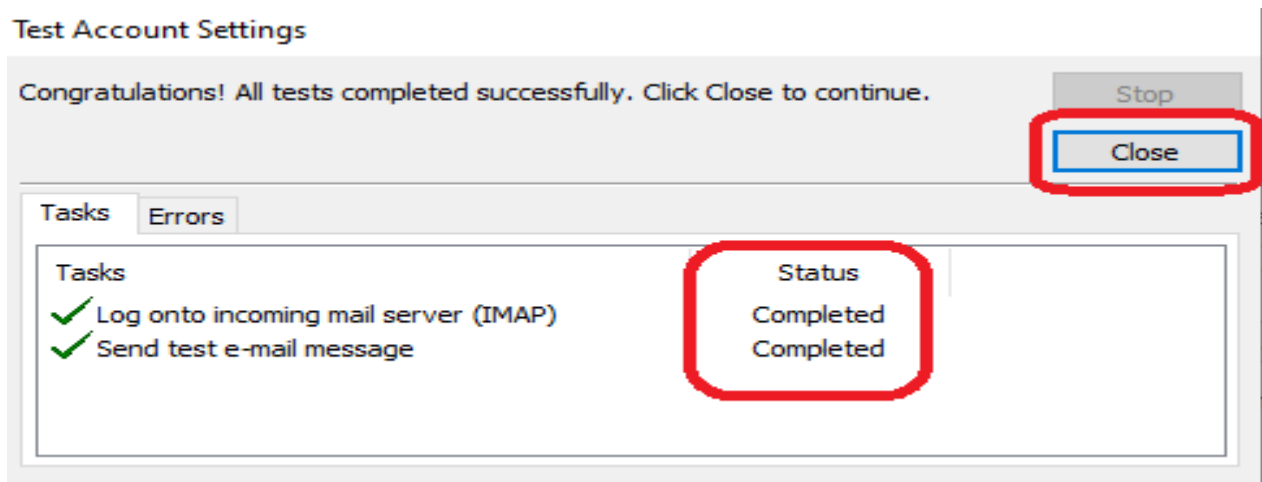
Remember password

Require logon using Secure Password Authentication (SPA)

[More Settings ...](#)

< Back **Next >** Cancel

10. You will see below screen, check Status is “Completed” & then click on “Close”



**Test Account Settings**

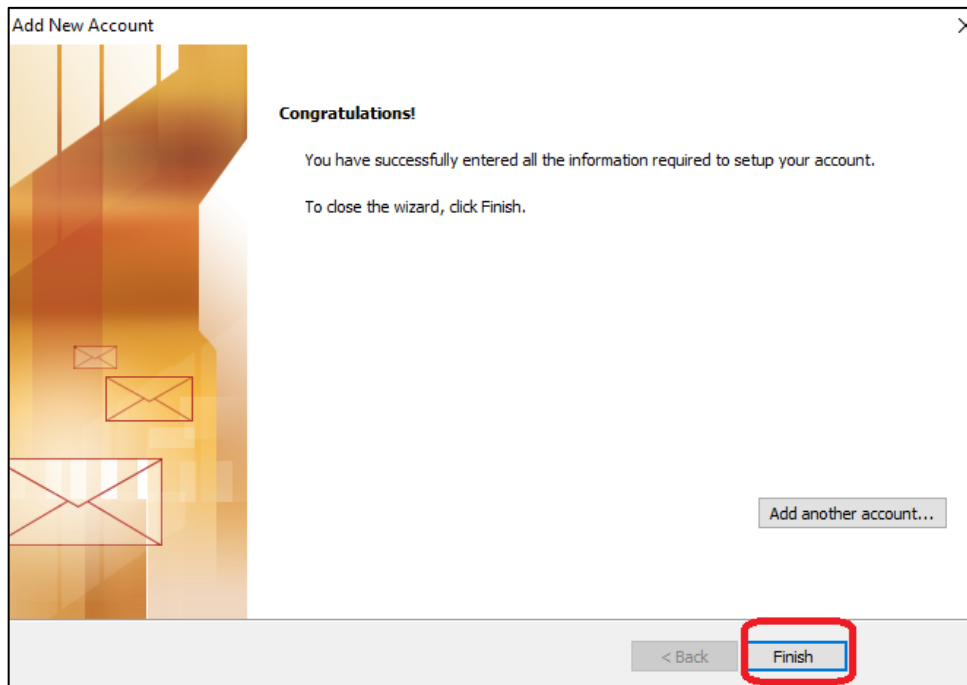
Congratulations! All tests completed successfully. Click Close to continue.

Stop

**Close**

Tasks	Errors
<b>Tasks</b>	<b>Status</b>
✓ Log onto incoming mail server (IMAP)	Completed
✓ Send test e-mail message	Completed

## 11. Click on Finish as below screen



Now your email has been configured.

**Please Note:**

- Always Use “Launch Mail” option on Kavach App to access the Mails.
- As soon as the user clicks “Launch Mail”, the current IP of the user will be registered, and the mail can be used.

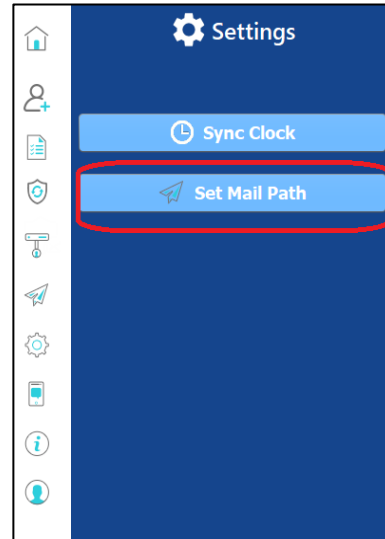
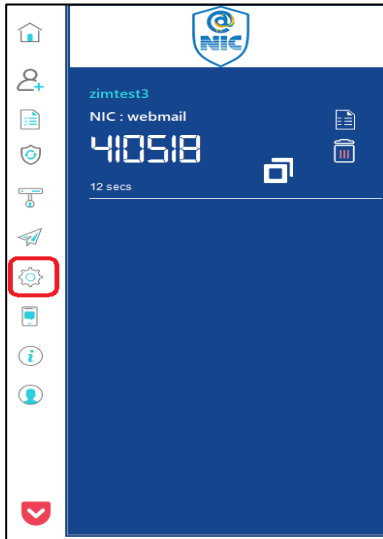
## 11. Configuration of IMAP with Kavach application on Linux Device

### 11.1 Installation of Kavach Application on Linux Desktop/Laptop

1. Open the terminal and check the java version by using the command “`java -version`”
2. The Java version should be 8 or above.
3. Command to Install “Jdk” with command “`apt-get install jdk`”
4. To install in **Ubuntu**, use command “`apt install net-tools`”
5. To install in **Redhat**, use command “`yum install net-tools`”
6. Please note: To install in **Fedora**, arduino package is mandatory before kavach installation
7. After successful installation of jdk, make the “**KavacAuthenticaction.jar**” executable with command “`chmod +x KavacAuthenticaction.jar`”.
8. The Kavach application can now be opened by double clicking the KavachAuthentication.jar file or by using command “`java -jar KavachAuthentication.jar`”.

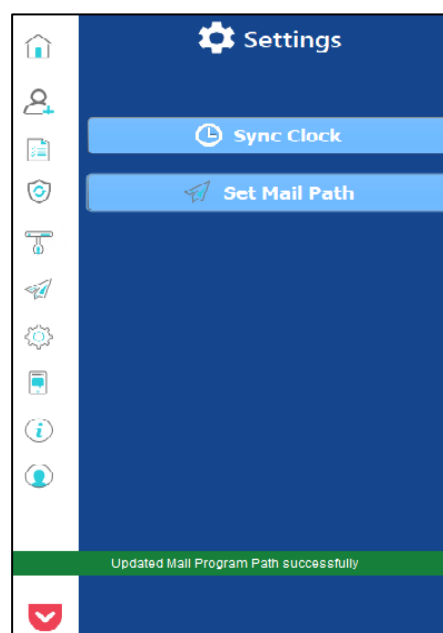
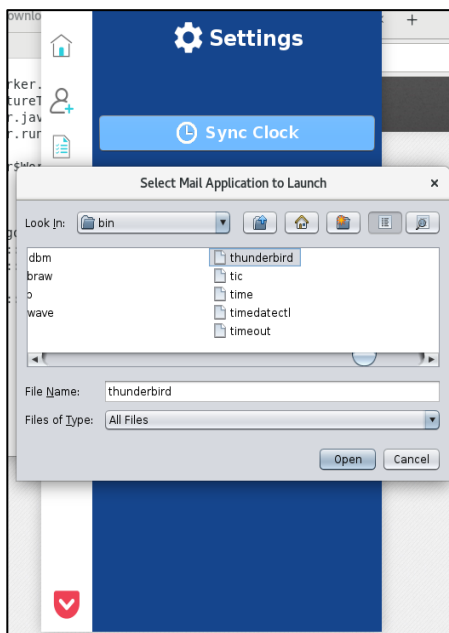
## 11.2 Steps to configure path for Mailing Client (Thunderbird) in Kavach application

1. Open the Kavach Application
2. Click on “Settings” and then click on “Set Mail Path” to set the Outlook path



A new window prompt “Select Mail application to Launch” will open. To set up a mail path of Thunderbird, the user must enter “**/bin/thunderbird**” in the File Name.

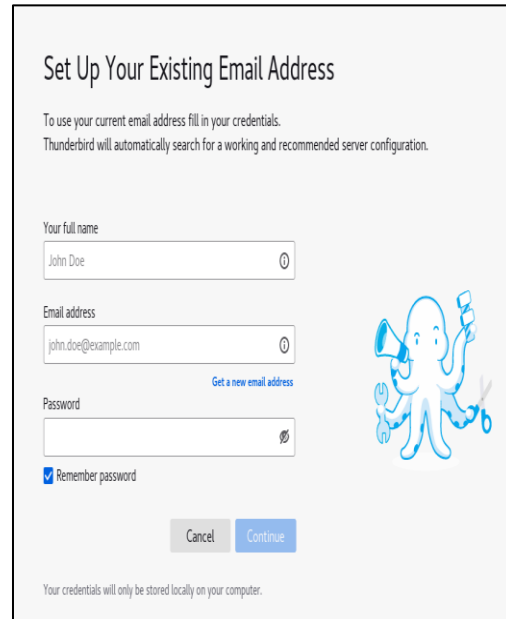
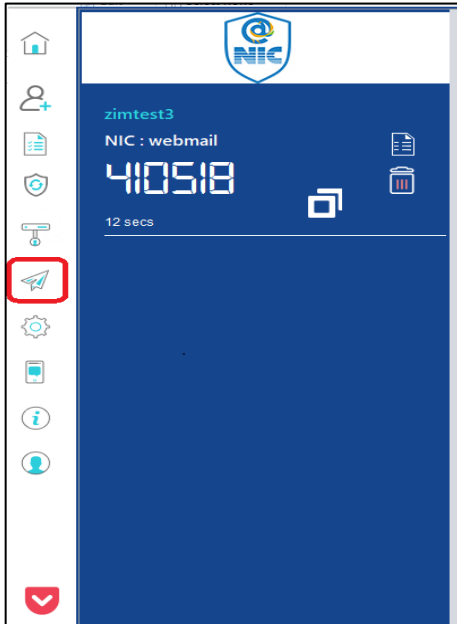
3. Click “Open”. The user will get a prompt on the screen with “Updated mail program path successfully”.



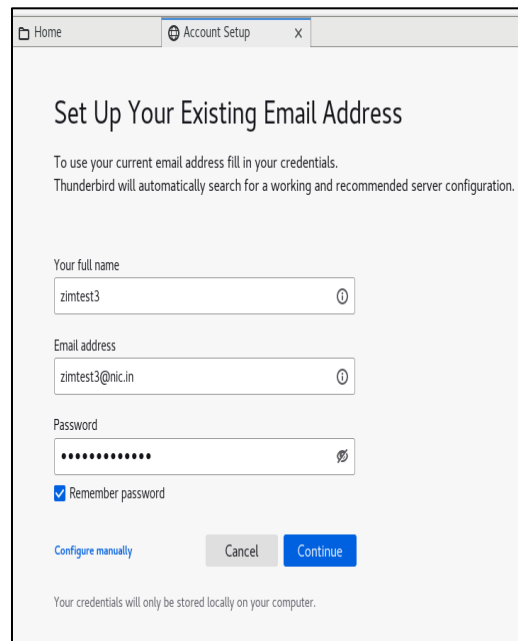


### 11.3 Steps to configure Thunderbird using Kavach application

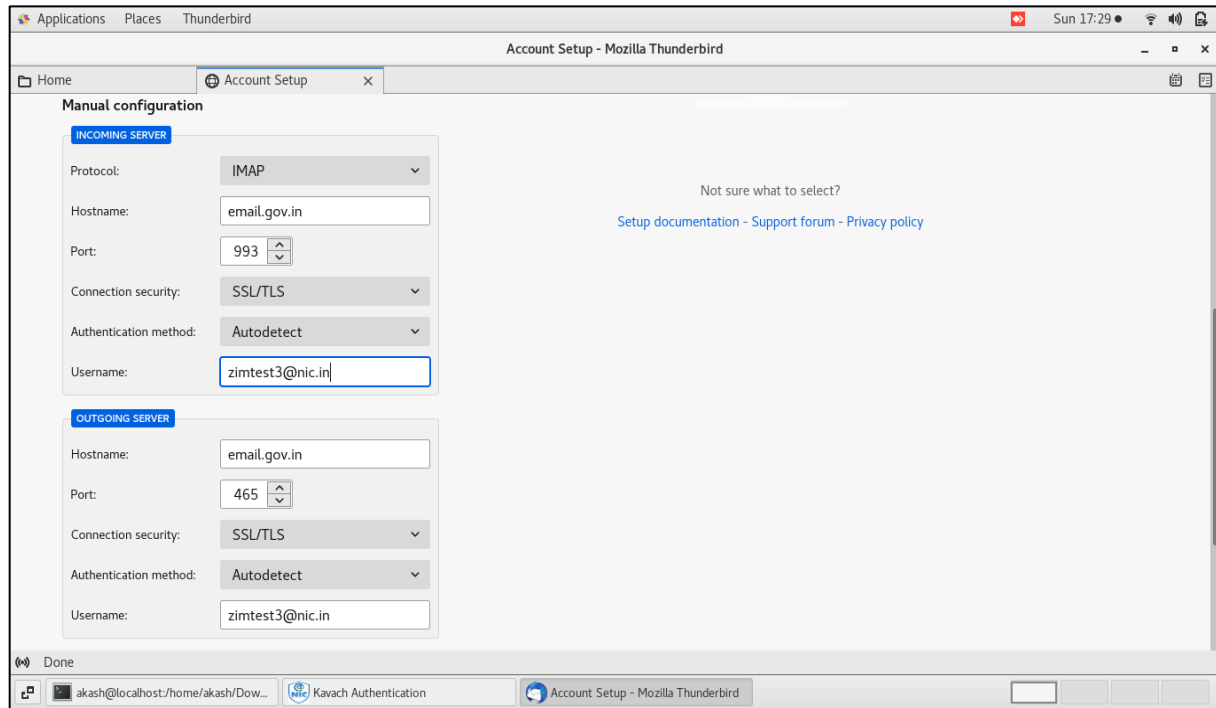
1. Open the Kavach Application.
2. Click on Launch mail icon. (Mail application will open)



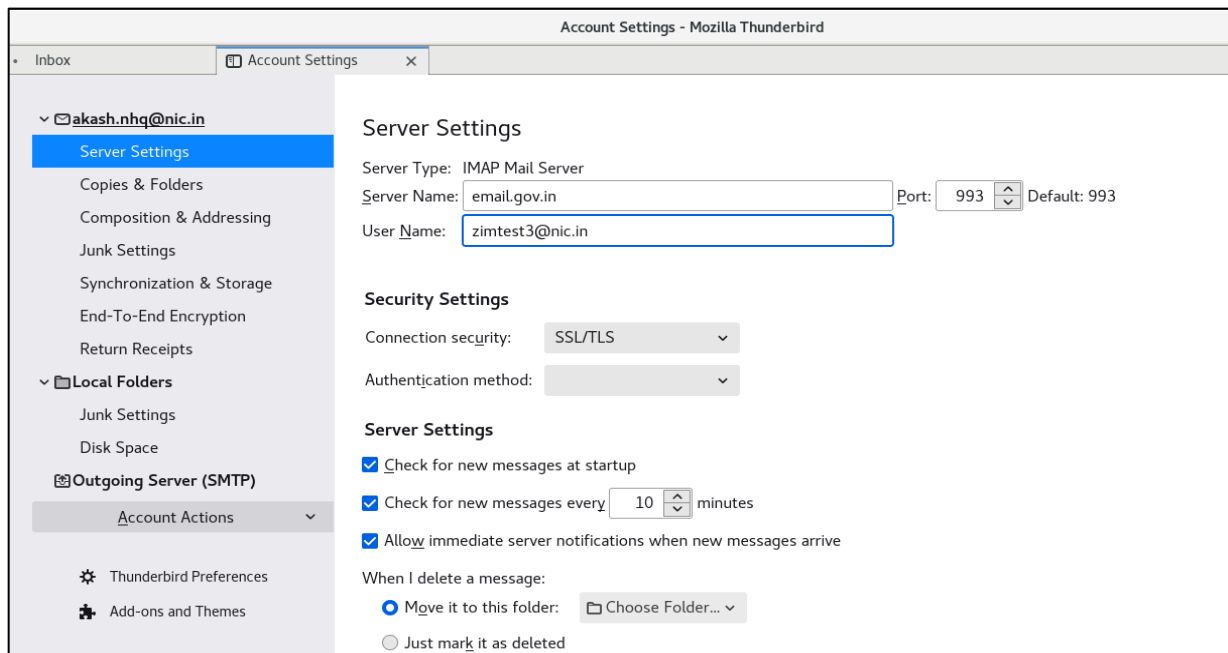
3. Enter the user ID, email address and password & click on continue



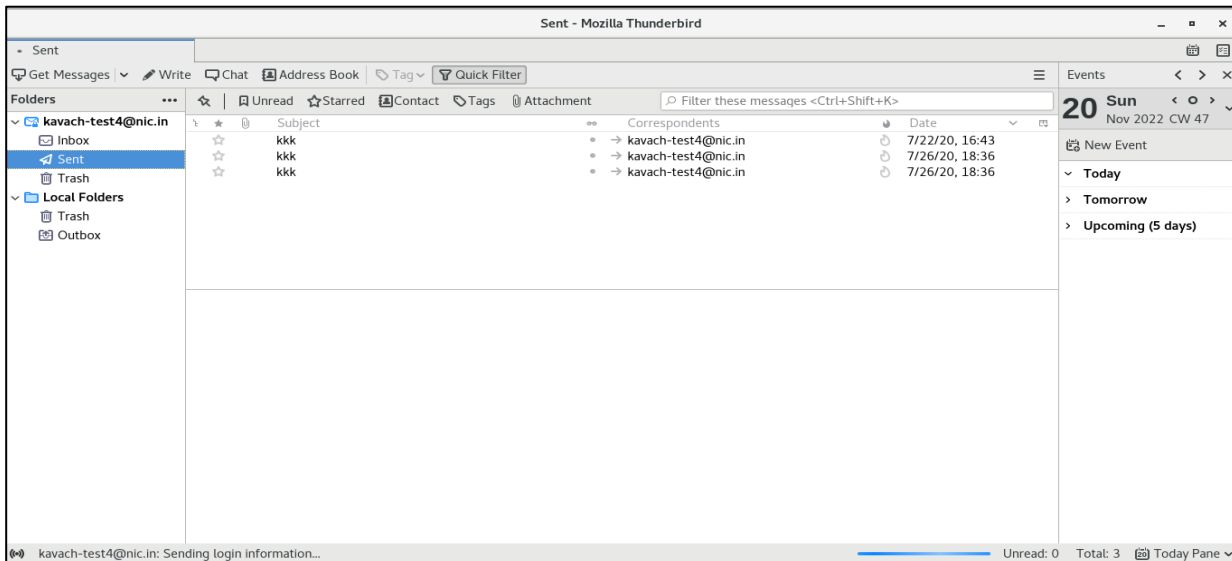
4. Enter the Incoming Server and Outgoing Server Details along with the port number and click on done.



5. Enter the Server Setting Details and Proceed further



6. You can now access your mail.



Now your email has been configured.

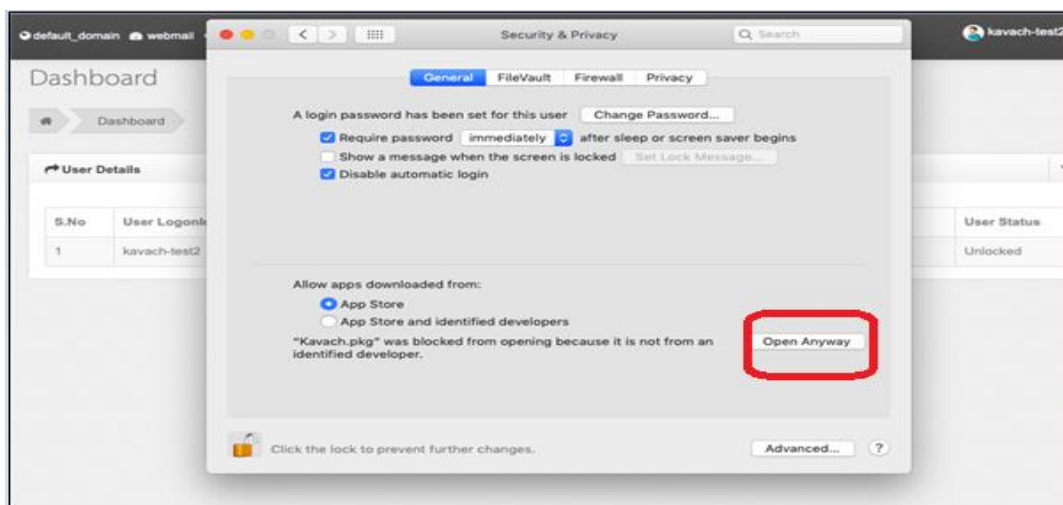
**Please Note:**

- Always Use “Launch Mail” option on Kavach App to access the Mails.
- As soon as the user clicks “Launch Mail”, the current IP of the user will be registered, and the mail can be used.

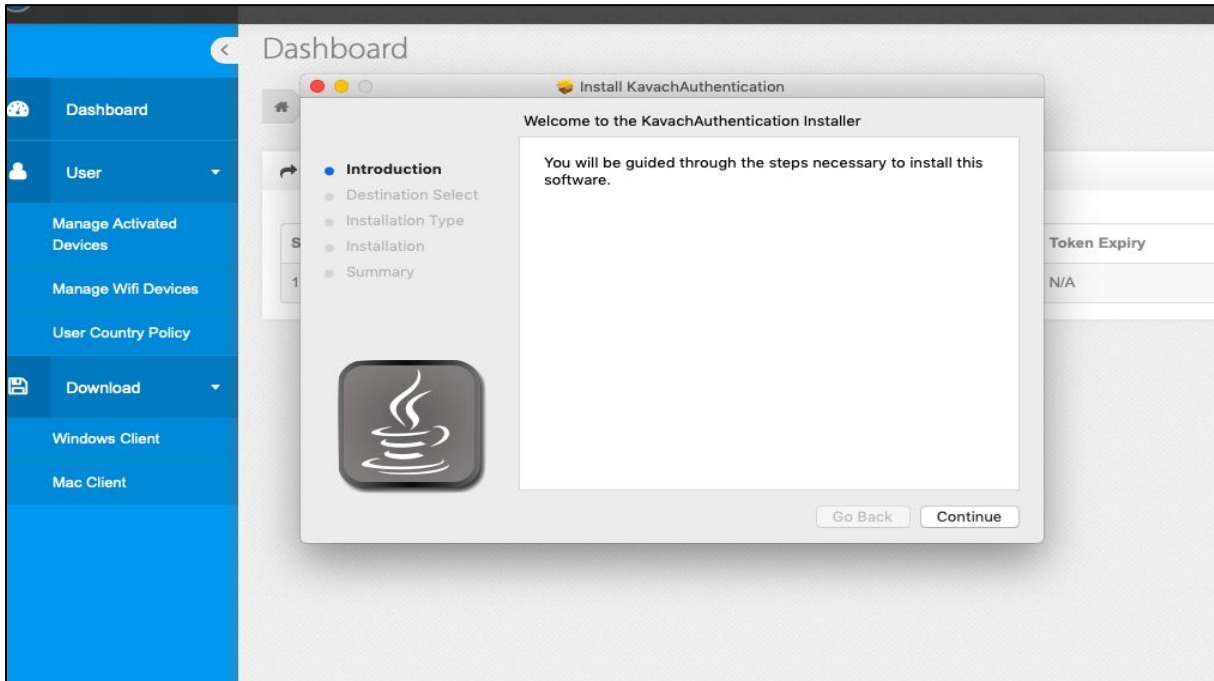
## 12. Installing Kavach Application on your Mac Desktop/Laptop

### 12.1 Installation of Kavach Application on Mac Desktop/Laptop

1. Go to “**Security & Privacy**” option and click on “**Open Anyway**” under the General option to start the installation of Kavach application on the desktop/Laptop.



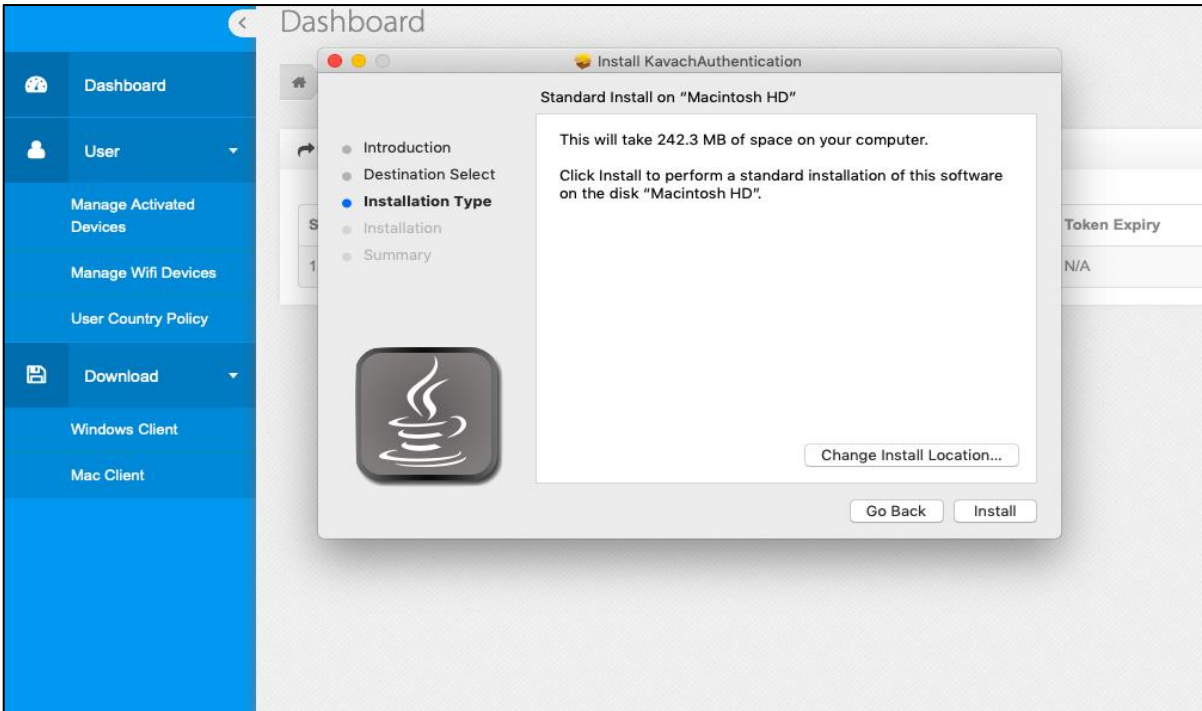
2. Click on “**Continue**” for introduction of the Kavach Application.



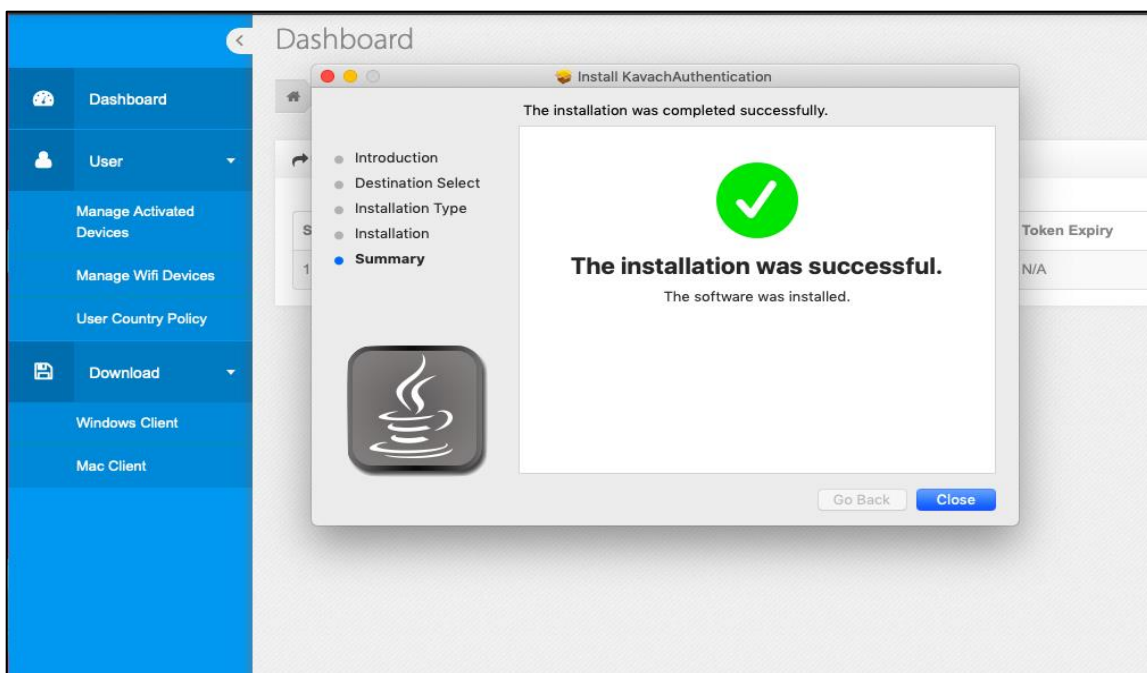
3. Click on “**Continue**” to start the installation of the Kavach application.



4. Then click on “install” option as screen shot below.

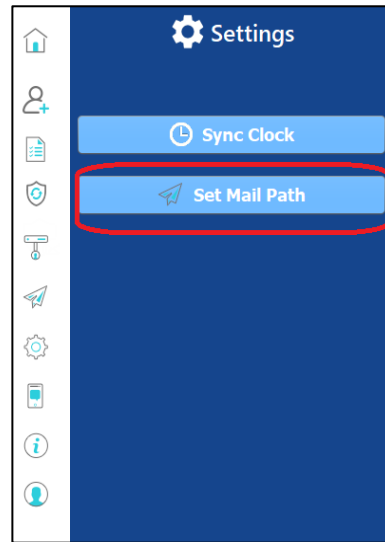
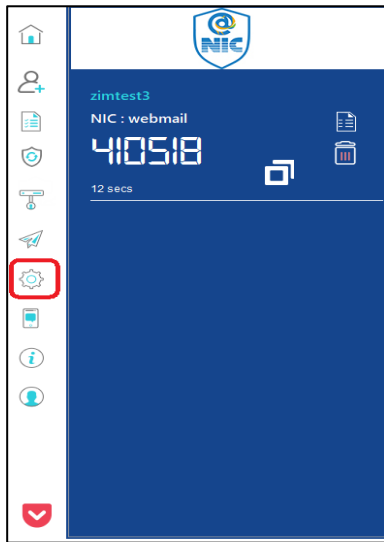


5. Once the installation of the Kavach application is completed. The below stated window will appear to notify about the completion of installation and then click on close.



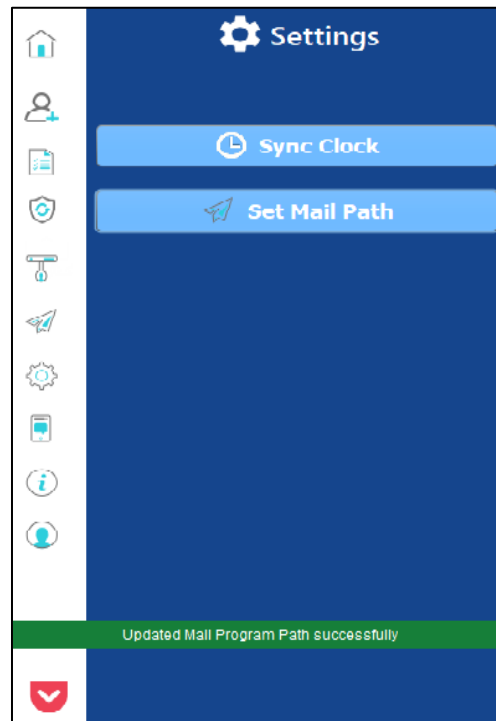
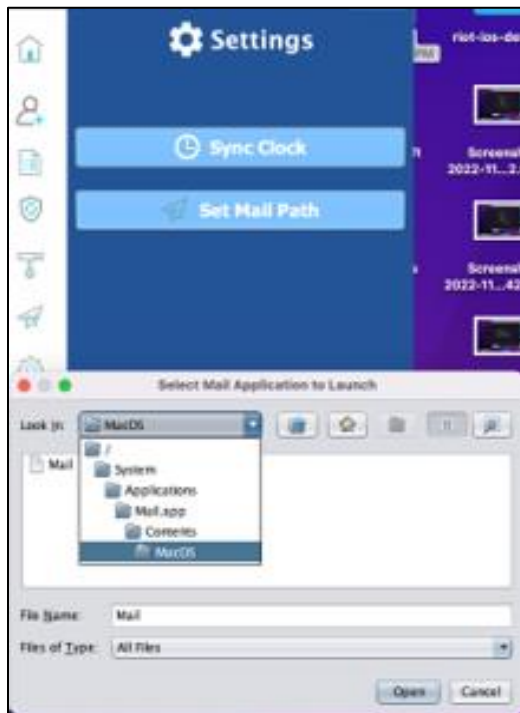
### 12.3 Steps to configure path for Mailing Client (Mail App) in Kavach application

1. Open the Kavach Application
2. Click on “Settings” and then click on “Set Mail Path” to set the Outlook path



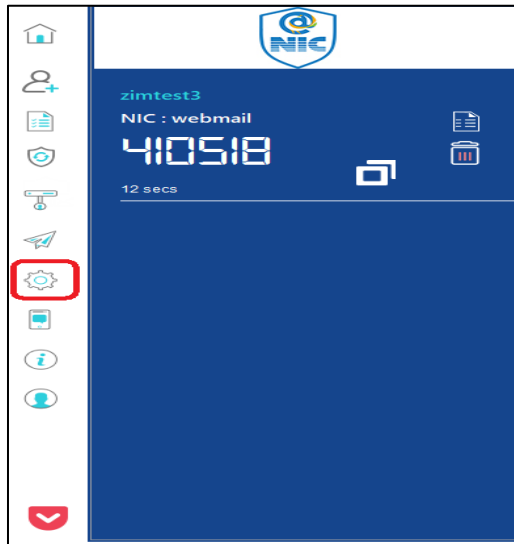
A new window prompt “Select Mail application to Launch” will open. To set up a mail path of Mail App, the user must enter **“/system/applications/mail app/macos/mail”** or path of outlook **“Application/Microsoft Outlook.app/Contents/Macos/Microsoft outlook”** in the File Name.

3. Click “Open”. The user will get a prompt on the screen with “Updated mail program path successfully”.

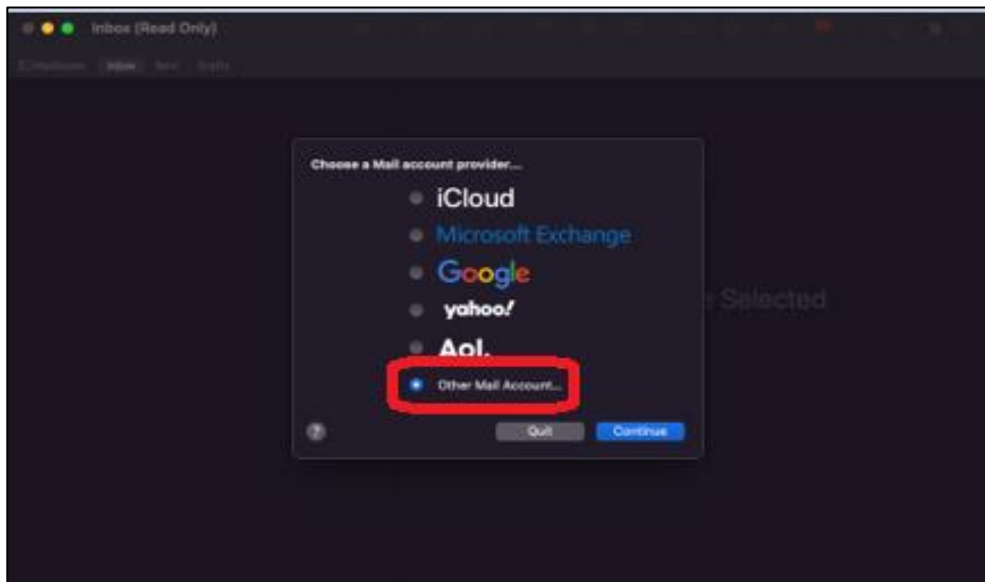


## 12.4 Steps to configure Mail App using Kavach application

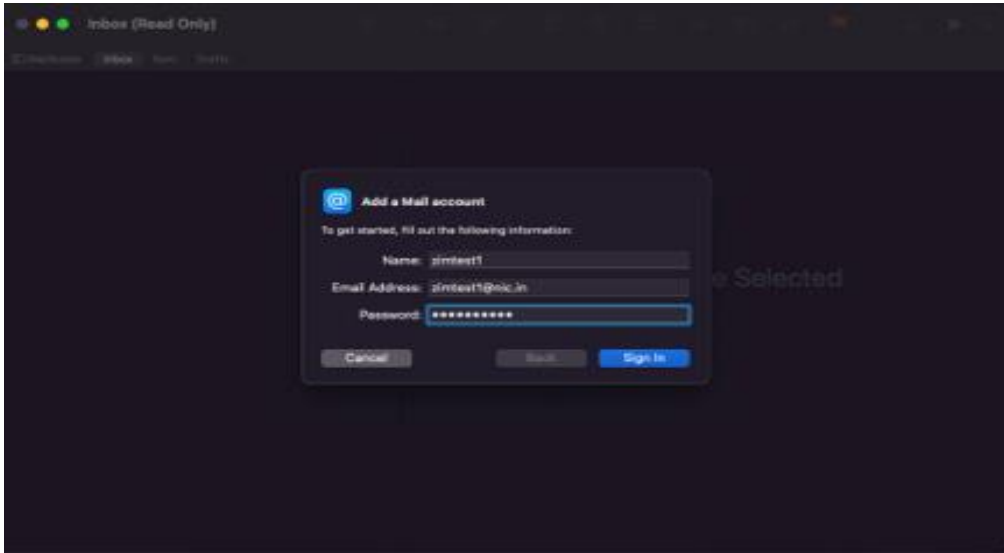
1. Open the Kavach Application.
2. Click on Launch mail icon. (Mail application will open)



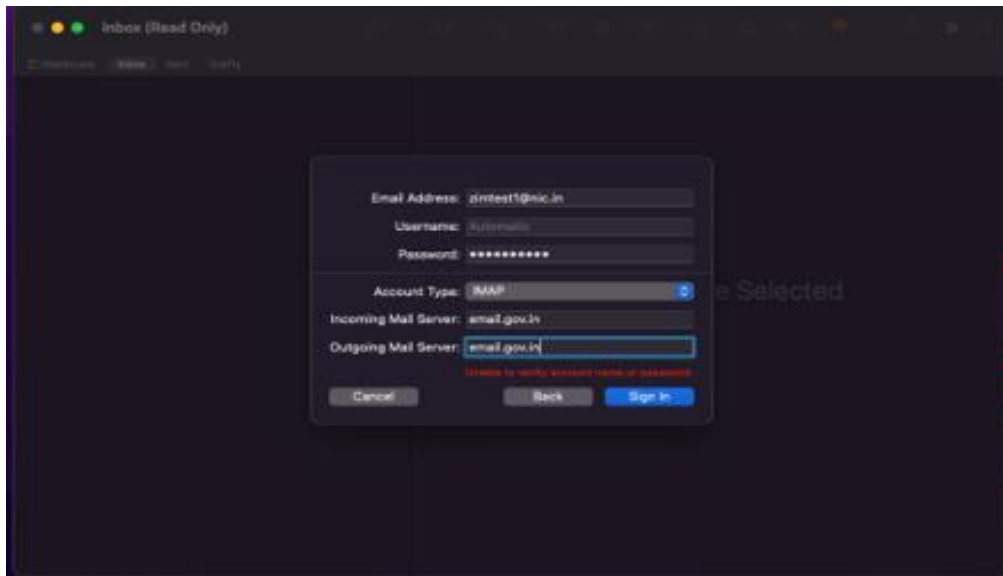
3. Click on Other Mail Account



4. Enter Name, email ID, password and click on Sign In

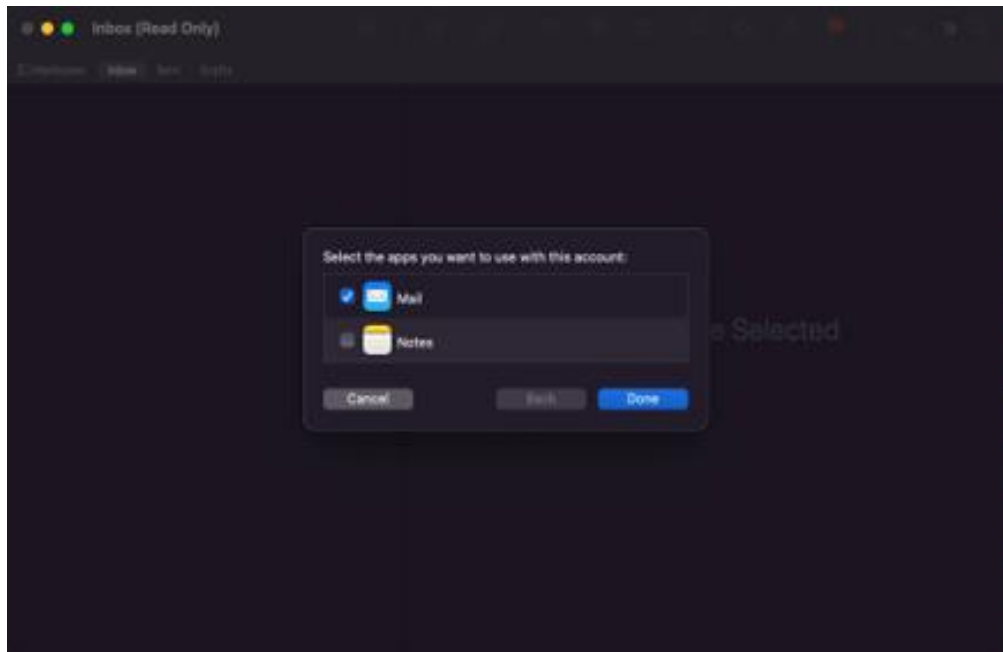


5. Enter incoming Mail Server and Outgoing Mail Server and click on Sign In

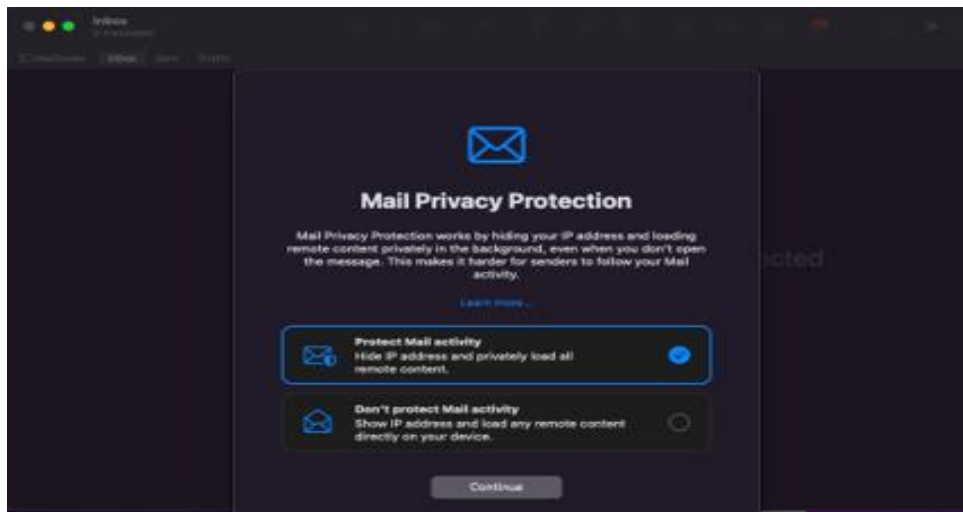




6. Now select the App you want to use



6. Click on Protect Mail Security and then click on Continue



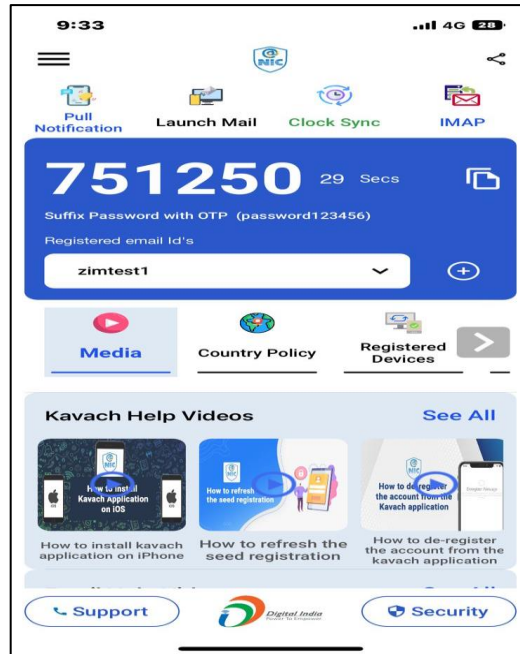
Now your email has been configured.

**Please Note:**

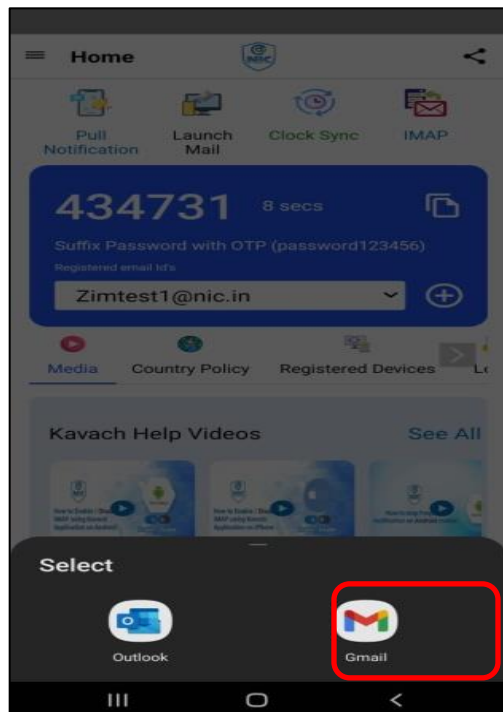
- Always Use “Launch Mail” option on Kavach App to access the Mails.
- As soon as the user clicks “Launch Mail”, the current IP of the user will be registered, and the mail can be used.

## 13.Step to configure IMAP on Android Device

1. Open kavach application, click on Launch Mail option on HOME SCREEN.




2. Popup window will appear on your screen to “Choose an Email Client application”.



3. Enter the mail and then click on **IMAP** option and enter the **password**.



9:40 PM



zimtest1@nic.in

What type of account is this?

Personal (POP3)

Personal (IMAP)



9:40 PM

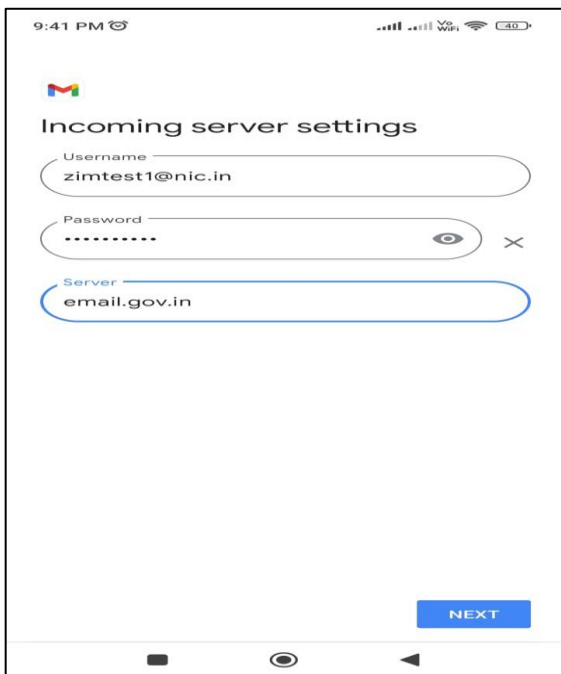


zimtest1@nic.in


Password

NEXT

4. Enter the **Incoming** and **Outgoing** server details as **email.gov.in** shown below and click on Next.



9:41 PM



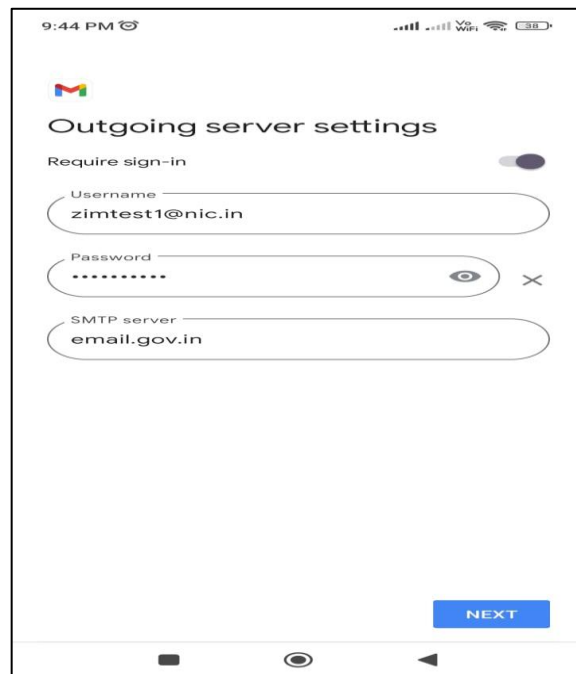
Incoming server settings

Username  
zimtest1@nic.in


Password  
.....

Server  
email.gov.in

NEXT



9:44 PM



Outgoing server settings

Require sign-in

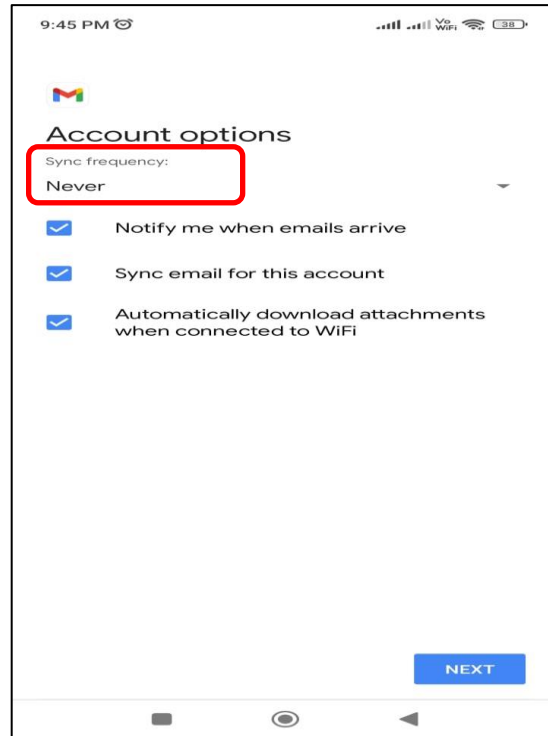
Username  
zimtest1@nic.in

Password  
.....

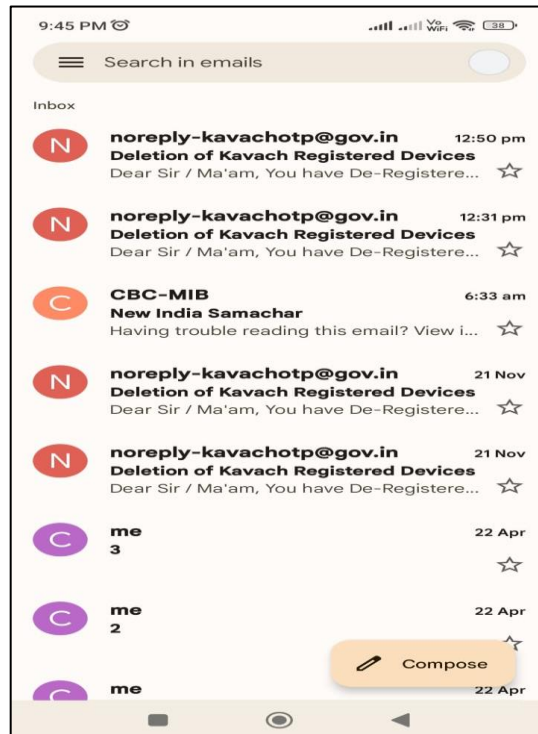
SMTP server  
email.gov.in

NEXT

5. Select the Sync Frequency option to “Never”.

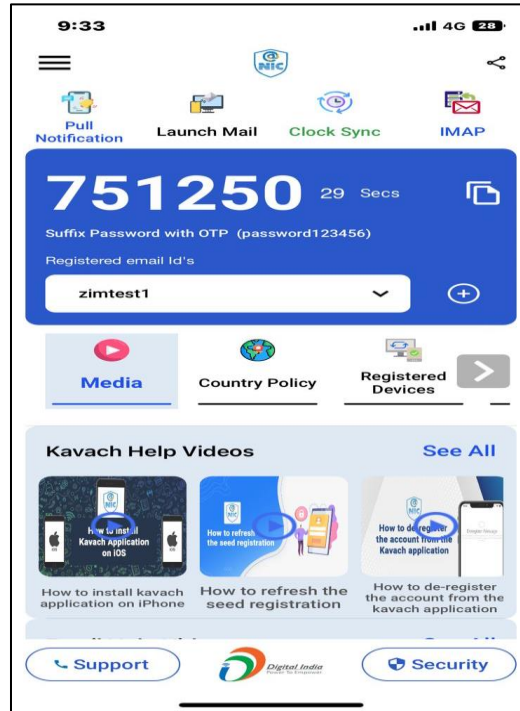


6. You have successfully configured your account

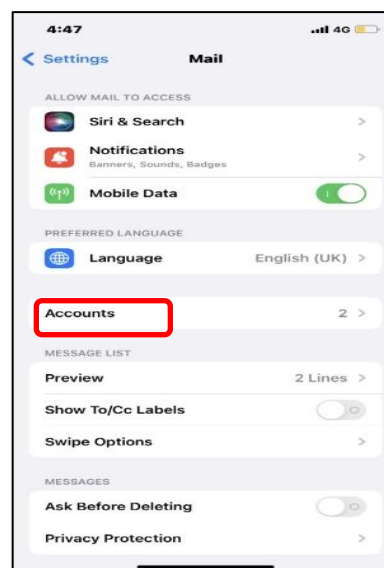


## 14. Step to configure IMAP on iPhone Device

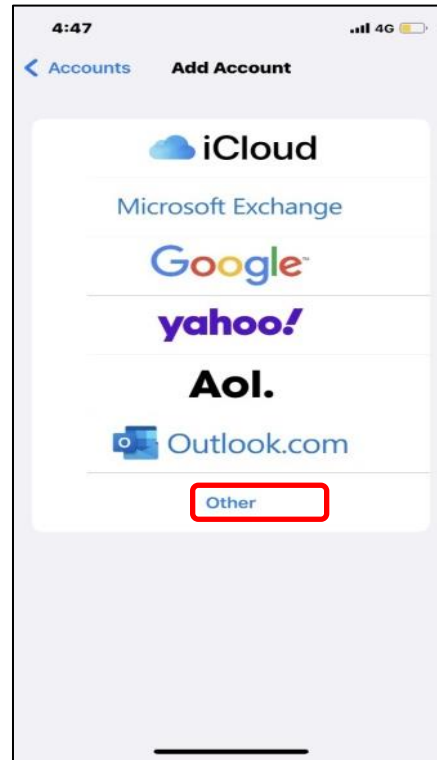
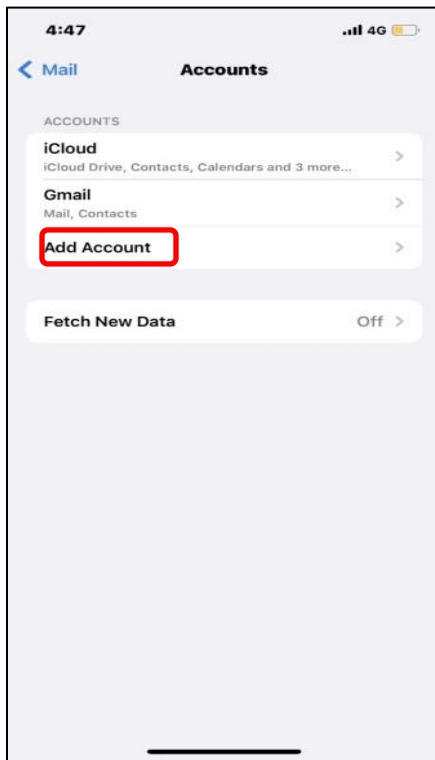
1. Open kavach application, click on Launch Mail option on HOME SCREEN.



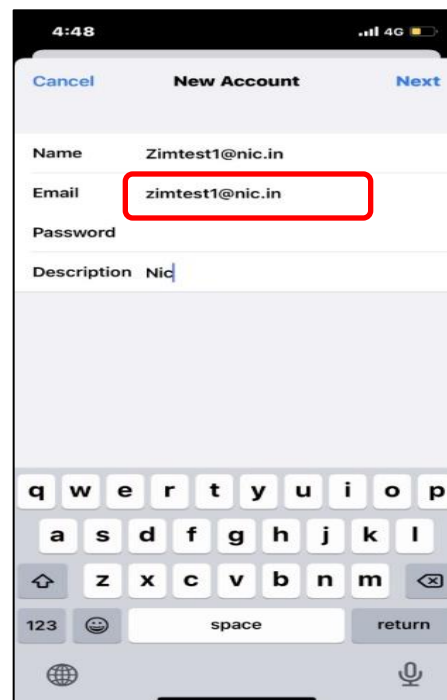
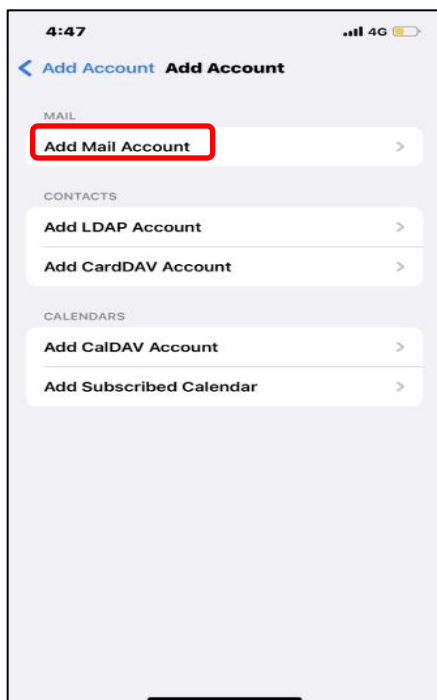
2. Go to **settings** in iPhone and click on **Mail** option and then click on **Accounts**.



3. Now, click on **Add Account** and choose **other** option shown in below screen.



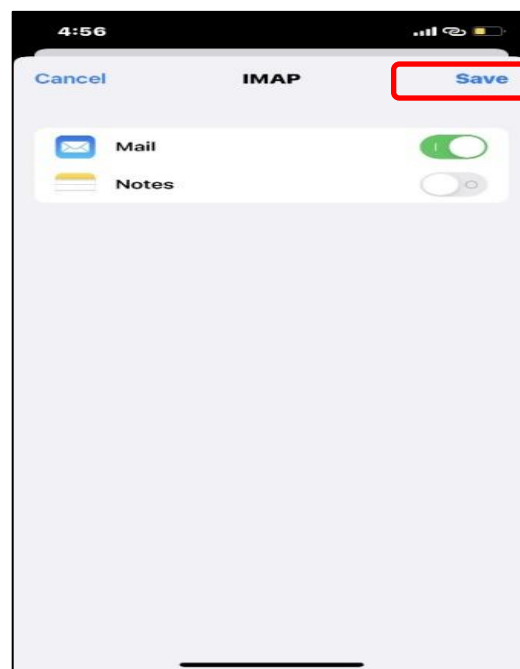
4. Click on **Add Mail Account** and enter the email address and **password** and click on Next.



5. Enter the **Incoming** Server and **Outgoing** Server Details along with the **Password**.



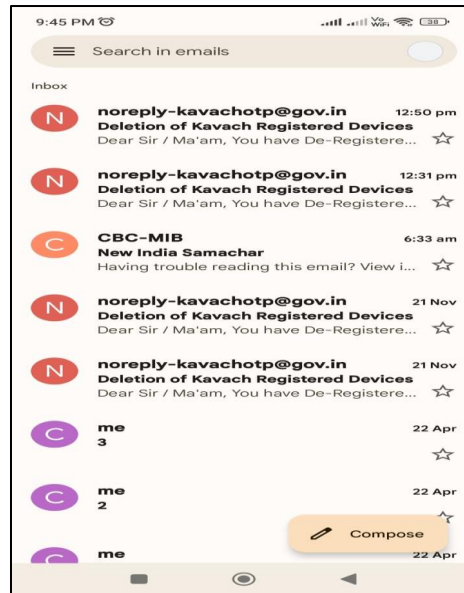
6. Now Click on **Save**. You have successfully configured your account



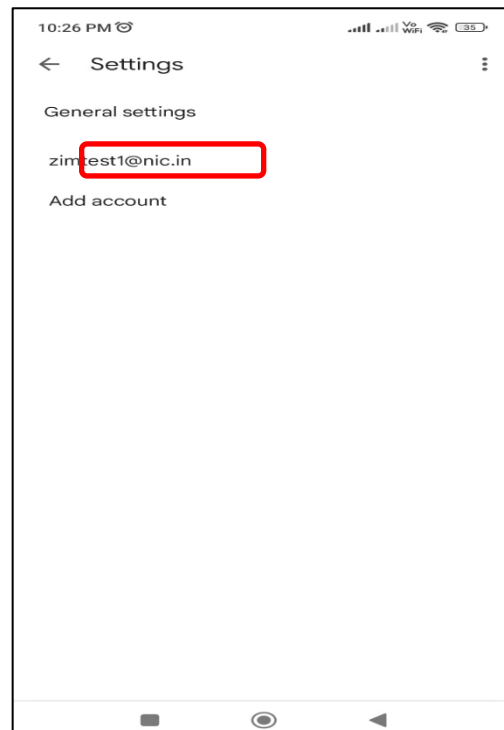
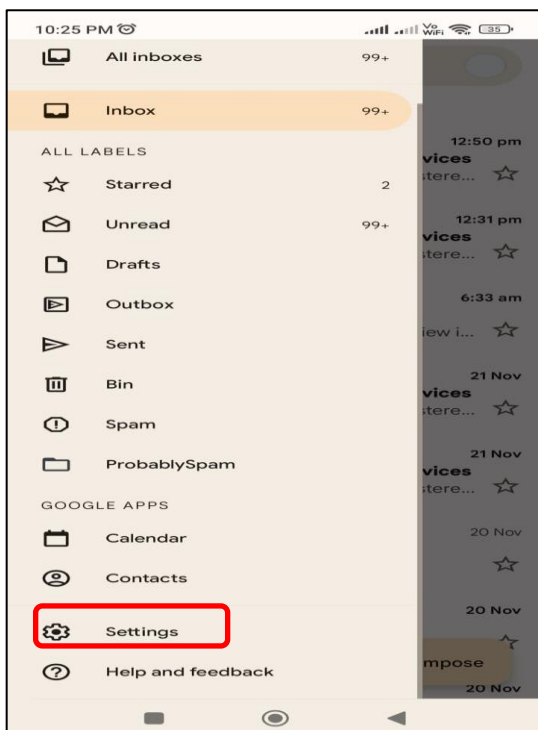
## 15. Stop frequent notifications in Android Application

You need to set **Sync Frequency** option as **Never/Manual** in Email Client App.

1. Open Mail client (Gmail App) and click on home option on top left corner.

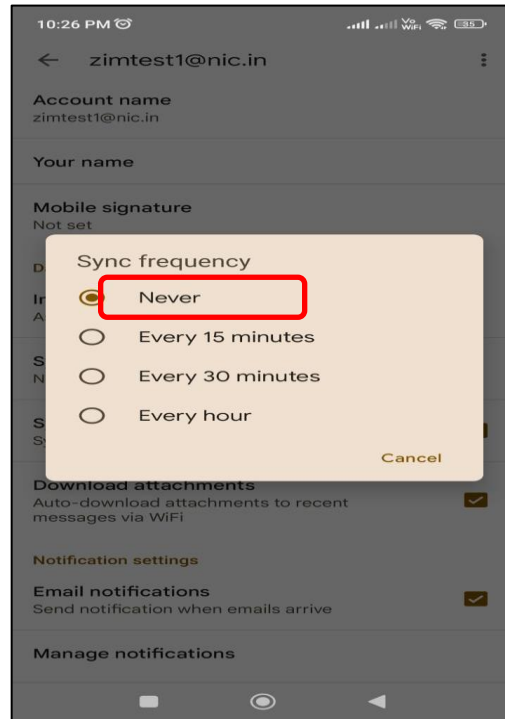
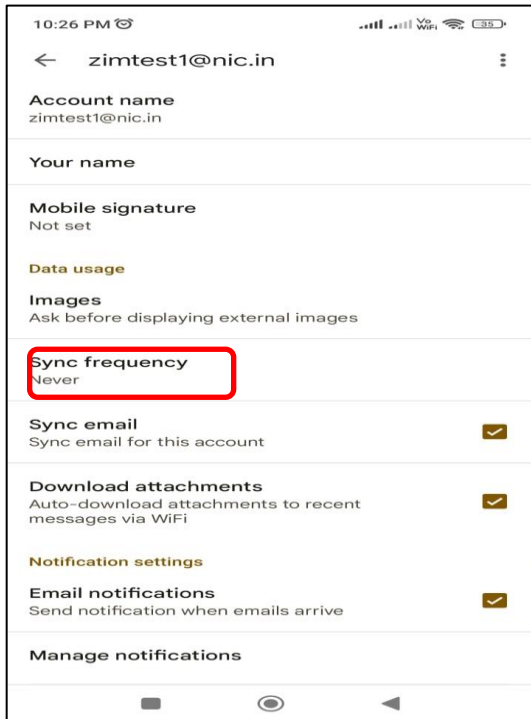


2. Click on **setting** option and select the **account**.





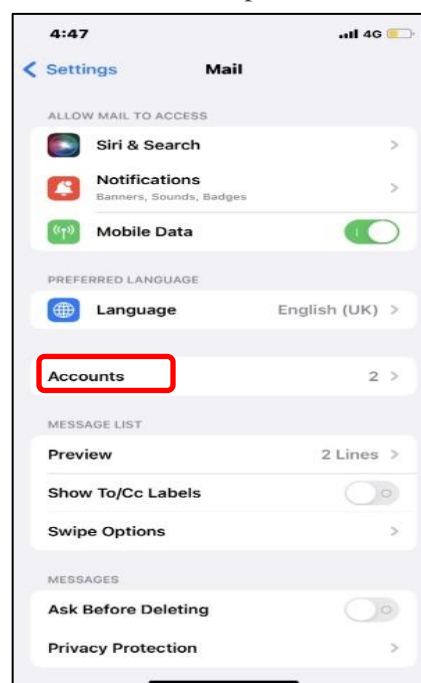
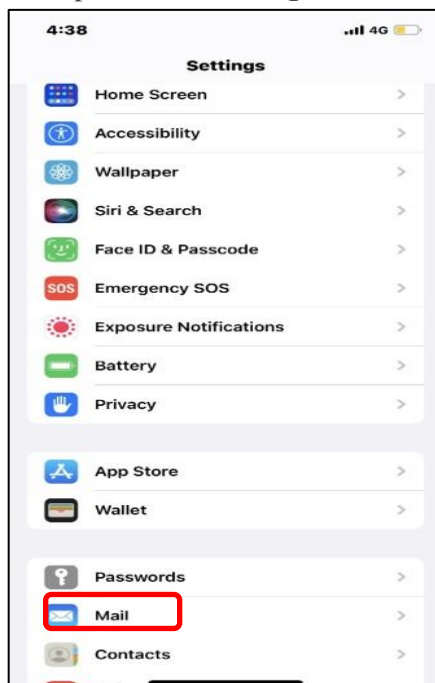
7. Click on **Sync Frequency** option and select the **Never** option.



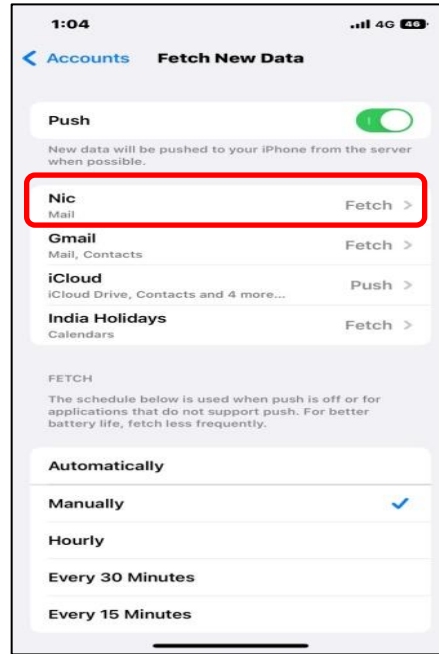
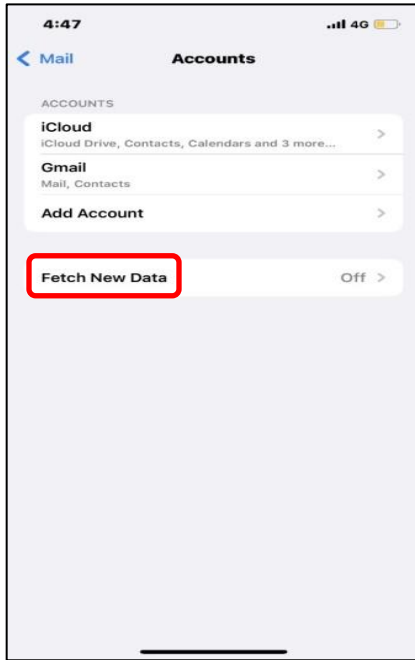
## 16. Stop frequent notifications in IOS mobile

You need to set Sync Frequency option as Manual in Email Client App.

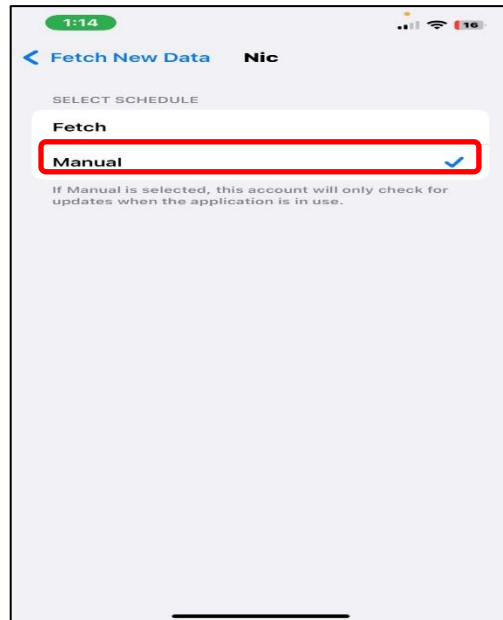
1. Open iPhone **Setting** and choose **mail** option and click on **Accounts** option



2. Click on **Fetch New Data** option and select the mail id you want to set to manual.



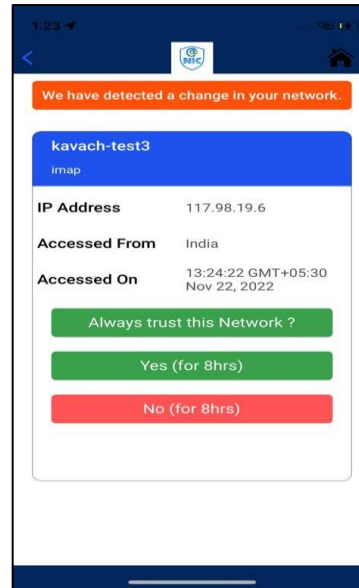
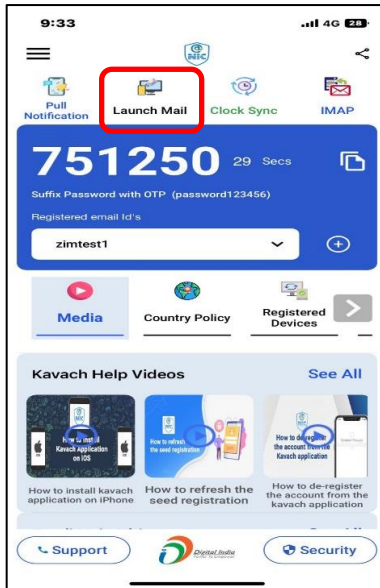
3. Choose **Manual** to set frequency.



## 17. How to Trust the WI-FI network

In case you are on WIFI network:

Click Launch Mail option, you will get the below notifications.



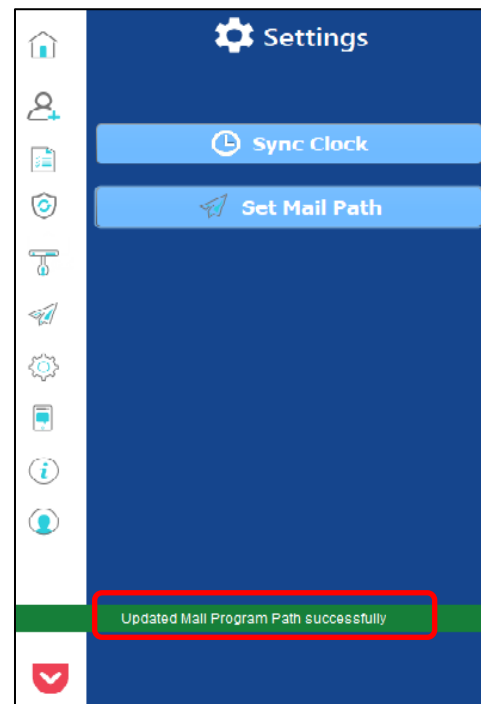
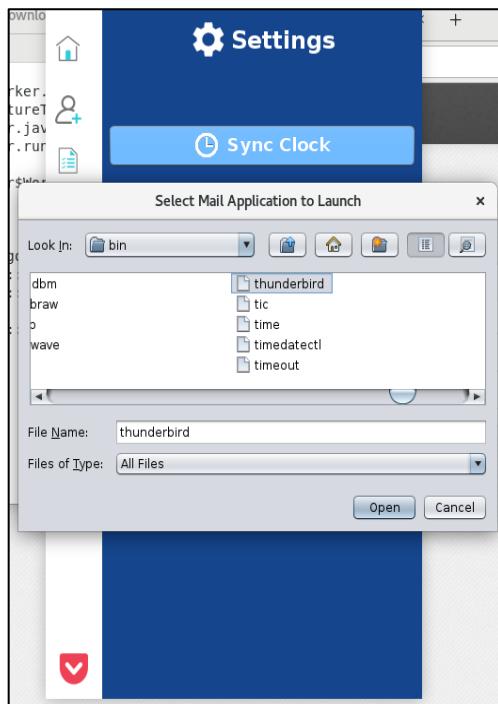
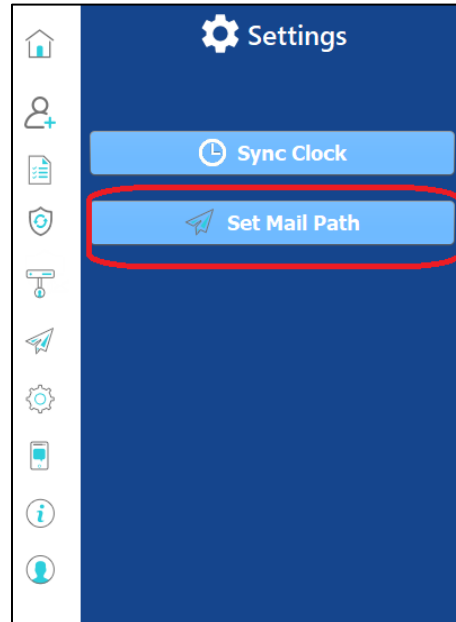
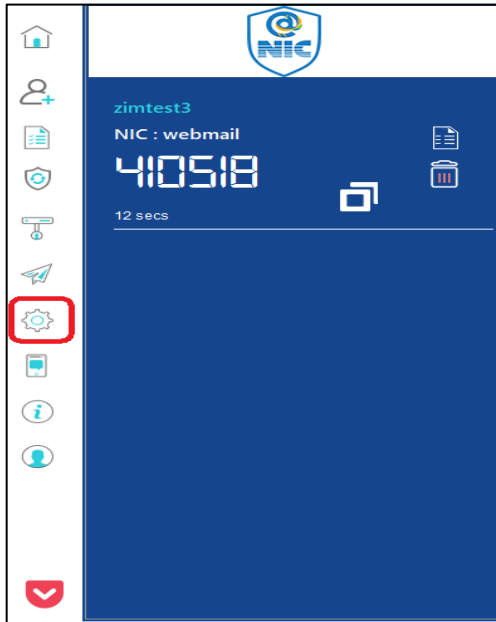
**Always Trust This Network:** - If you choose this option, then your network will be trusted and you will not get any prompt in future from this network. Choose this option If you want to trust the network permanently.

**Yes (For 8 Hours):** - If you choose this option, network will be trusted for 8hrs only i.e you can use this network to download the mails only for 8hrs.

**Deny (For 8 Hours):** - If you choose this option, network will be untrusted and you will not able to download mails using this network.

## 18. Set Mail Path in Kavach for different Mail clients

Click on **Setting Icon** and then click on “**Set Mail Path**” to set the Outlook path



**Path for Outlook 2016 :-** C:\Program Files (x86)\Microsoft Office\root\Office16\outlook.exe

**Path for Thunderbird :-** /bin/thunderbird

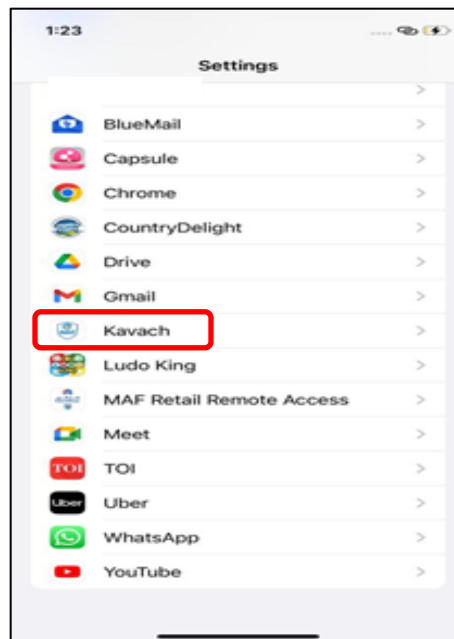
**Path for MAC OutlookPath :-** Application/Microsoft Outlook.app/Contents/Macos/Microsoft outlook

**Path for MAC Default mail APP path :-** /system/applications/mail app/macos/mail

**Path for Outlook 2015 :-** C:\Program Files (x86)\Microsoft Office\Office15\outlook.exe

## 19. How to turn on precise location for iPhone for Wi-Fi network

1. Go to iPhone **setting** and click on kavach application



2. Click on **Location** and enable **precise location** option.

