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Frequently Asked Questions (FAQ) related to replacement of @icegate.gov.in email Id with @gov.in email Id

1. Are @icegate.gov.in of all CBIC officers updated to @gov.in email Ids in DG Systems database?

Ans: At present, in phase 1, it has been done for 22500 CBIC officers (Approx.). The officer, whose icegate mail ids has been replaced with @gov.in email id in DG System database, has received mail and sms to this effect in his/her email and registered mobile no. A list of such officers has also been uploaded on Antarang (<https://antarang.icegate.gov.in/communities/community/home#fullpageWidgetId=W6b64a9a3799e49a285ac265ec022722a>). For remaining CBIC officers, Dg Systems will be replacing @icegate.gov.in email Id with @gov.in email Id in coming weeks and communication will be sent through email at their @icegate.gov.in Id and SMS on their registered mobile number 2-3 days in advance.

2. Which @icegate.gov.in Ids are in scope of this activity of replacing @icegate.gov.in with @gov.in id?

Ans. Only personal @icegate.gov.in Ids allocated to CBIC officers against SSOID are being replaced with @gov.in Ids in DG Systems database. Other @icegate.gov.in email Ids i.e. Generic email Ids allotted to CBIC office/formation, DG System Vendors, GST Hand holders, DEO's, HP RE's etc. will continue to be operational.

3. What will happen to my @icegate email Id after DG Systems will replace my @icegate email Id with my @gov.in email Id?

Ans: Your @icegate.gov.in email id will **NOT** be disabled just after migration. DG Systems will provide you enough time for making a smooth transition. You will be intimated well in advance before DG Systems disables your @icegate.gov.in email Id. During this transition period, it is requested that officer should forward all important mails/communication from his/her @icegate.gov.in Id to @gov.in Id.

4. I don't remember password of my @gov.in id. How can I reset it?

[Handwritten Signature]

Ans: Resetting password of @gov.in email is not in scope of DG Systems/Saksham Seva. For resetting password, you should visit <https://email.gov.in>, then click on "Forgot/Change Password?" tab and follow subsequent instruction/ processes.

5. How can I check correctness of my @gov.in email Id in DG System database?

Ans: You must have received/ will be receiving an email from DG Systems on your @icegate.gov.in email mentioning your @gov.in email id (as received from DGHRD), which is going to be updated in place of your @icegate.gov.in email Id in DG System records. You must revert to Saksham Seva on that email, if your @gov.in Id communicated in the email is not correct. Also after 27.04.2020, you can also login into OIM using <http://idm.cbec.gov.in/identity> from office AIO or myappstore (if you have access) and check correctness of updated @gov.in email id in your profile page maintained in DG Systems records. In case of any discrepancies, please write to Saksham.seva@icegate.gov.in.

6. How can I get my @gov.in email Id updated in DG Systems database voluntarily?

Ans. You can send an email to saksham.seva@icegate.gov.in through your official @icegate.gov.in email Id mentioning your @gov.in email Id with request to replace your @icegate.gov.in email Id with your @gov.in email Id in DG Systems database.

7. Can I continue to use @icegate.gov.in for official communication and for communication with saksham seva and other helpdesks?

Ans. Yes, you can use your @icegate.gov.in for all official communication during transition period. However, it is advisable to start using your @gov.in ids for all purposes as your @icegate.gov.in Id will be disabled after some time. Also, please note that if you do use @icegate.gov.in, it is requested that you update your @gov.in Id also in your @icegate.gov.in signature.

8. What will happen to generic email Id issued to my formation/ office?

Ans: Generic Icegate mail id issued to different CBIC formations/ offices will continue to be in operation as usual. DG Systems is not disabling any generic email Id. The replacement exercise is only for individual officer e-mail Id.

9. If I am owner of a generic email Id and raise a password reset request for generic email Id, where will I receive the password?

Ans: The officer mapped with generic e-mail id will receive new password on his/her @gov.in email Id (as updated in DG System's database).

10. Can I get additional generic @icegate.gov.in email Ids created for my formation/office?

Ans. DG Systems has already issued many generic @icegate.gov.in email Ids for different CBIC field formations/offices. List of the same has been uploaded on CBIC website (http://www.cbic.gov.in/htdocs-cbec/deptt_offcr/generic-email-ids-26-02-2020.xlsx). If additional generic @icegate.gov.in email Ids are required for any office or SM or ASM or ACL Admin, a request can be sent to adg.si@icegate.gov.in with a valid justification.



11. How can I know @gov.in email Id of other CBIC officer with whom I want to communicate?

Ans: DG Systems has uploaded list of officers, whose @icegate.gov.in email Id has been replaced with @gov.in email Id, at Antarang portal. This list contains Name, Designation, @gov.in email id and @icegate.gov.in email Id. You can access this list by clicking on <https://antarang.icegate.gov.in/communities/community/home#fullpageWidgetId=W6b64a9a3799e49a285ac265ec022722a>. DG Systems will update this list periodically.

Moreover, it is advised to put your @gov.in email id in your signature of @icegate.gov.in email id during transition period so that others can take a note of your @gov.in email id.

12. Is there a change in SSOID and Icegate email Id creation process for Govt. officers?

Ans. Yes, there is a change in the process w.e.f 27.04.2020. No new personal @icegate.gov.in email Id will be created for CBIC officers. For SSOID creation, @gov.in email Id has been made a mandatory prerequisite, hence, SM/ASM/ACL admin would be required to provide officer's @gov.in email in the updated SSOID creation template while sending a request mail for SSOID creation to Saksham seva. Updated SSOID creation templates have been uploaded on CBIC website (http://www.cbic.gov.in/htdocs-cbec/home/links/dept_officers).

13. What is the password policy or other email related policies for @gov.in email Id?

Ans: DG Systems doesn't own/maintain @gov.in email ids. You can check policies related to @gov.in email id by clicking on <https://msgapp.email.gov.in/docs/policy.html>

14. Can I access my @gov.in email Id inside myappstore?

Ans: Yes, you can access your @gov.in email id inside myappstore by opening Firefox browser inside myappstore and entering <https://email.gov.in> URL in address bar.

15. Will there be a change in login process of Antarang, Samarth LMS and Saransh?

Ans. As of now, there is no change in login process of these applications. However, this will be changed in the near future and the same will be informed to you in further communication to you.


26/4/2020

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