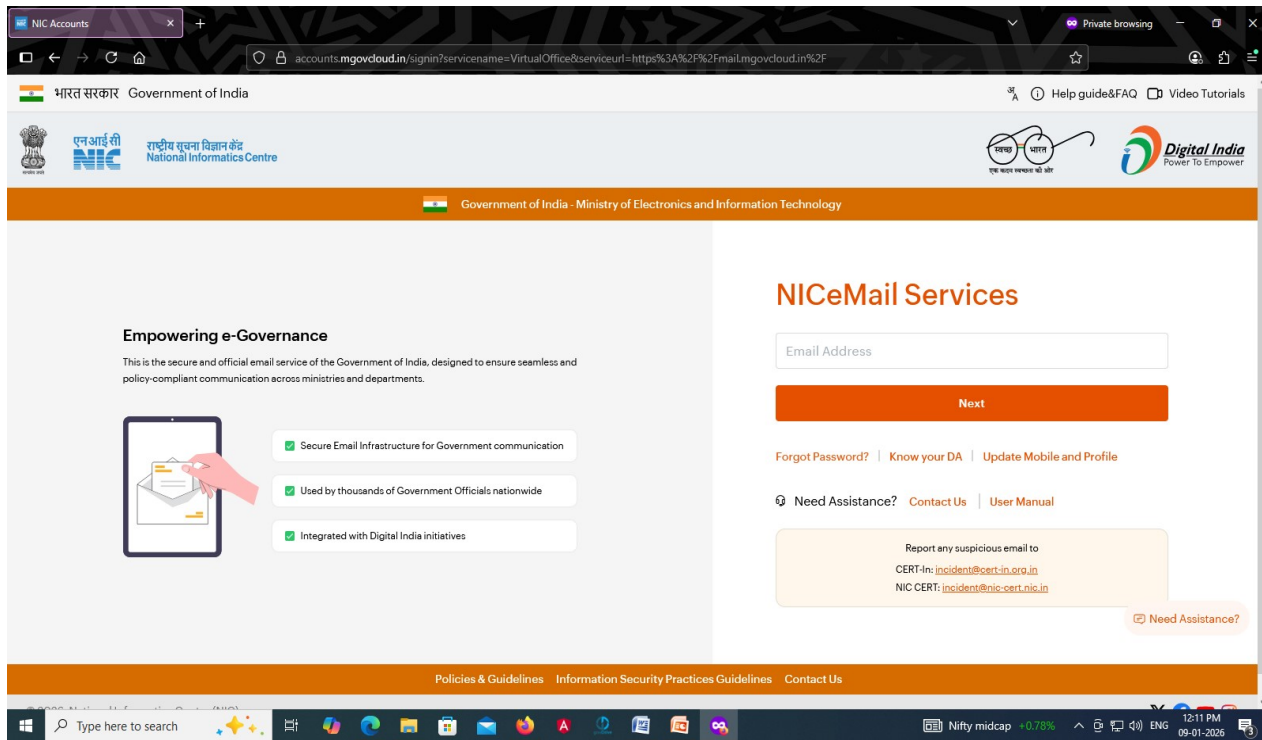


Steps involved in accessing the new NICeMail services

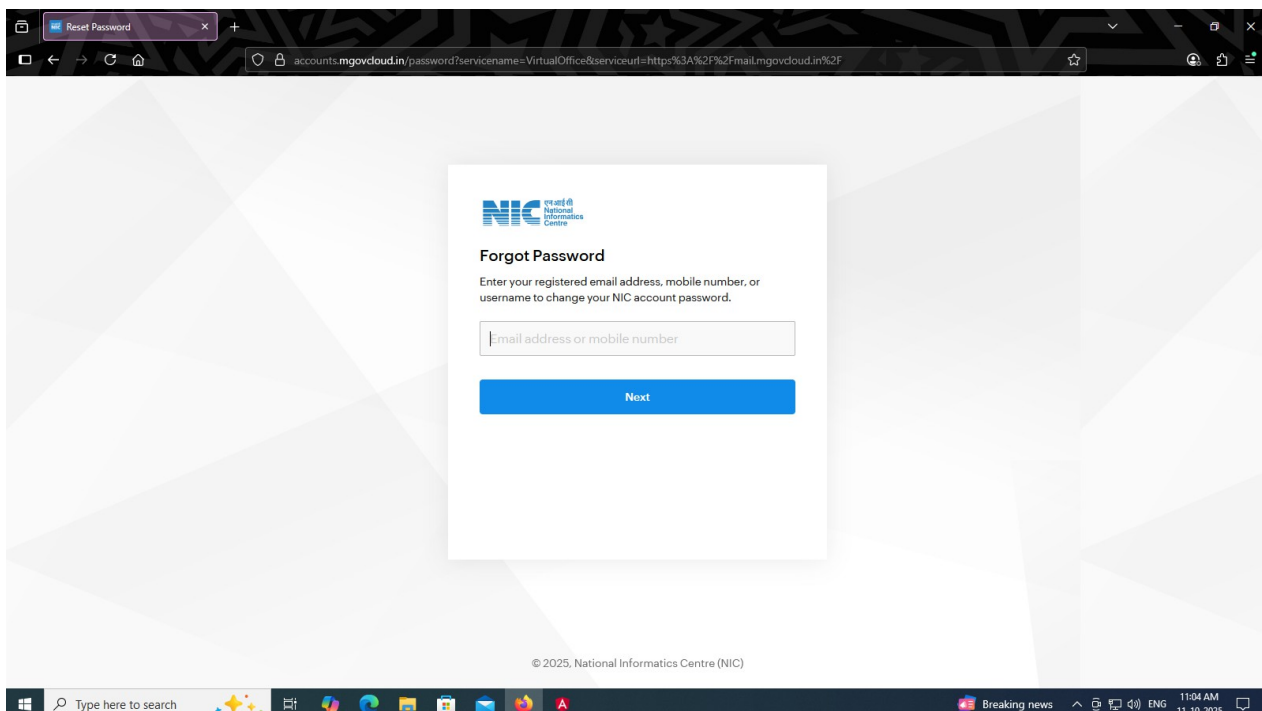
STEP1: Go to your browser and enter <https://mail.gov.in/>.

STEP2: For First Login, You have to click “*Forgot Password*” link.



The screenshot shows the NICeMail Services login page in a browser. The page header includes the Government of India logo, the NIC (National Informatics Centre) logo, and the Digital India logo. The main content area is titled "NICeMail Services" and features a login form with an "Email Address" input field and a "Next" button. Below the form, there are links for "Forgot Password?", "Know your DA", and "Update Mobile and Profile". A "Need Assistance?" section includes links for "Contact Us" and "User Manual". A footer bar contains links for "Policies & Guidelines", "Information Security Practices Guidelines", and "Contact Us".

STEP3: Enter your Email address(@aiims.gov.in/@govcontractor.in) and click **Next**.



The screenshot shows the "Forgot Password" page in the NICeMail Services interface. The page has a white background with a blue NIC logo at the top. The title "Forgot Password" is followed by the instruction: "Enter your registered email address, mobile number, or username to change your NIC account password." Below this is a text input field labeled "Email address or mobile number" and a blue "Next" button. The footer of the page displays the copyright notice: "© 2025, National Informatics Centre (NIC)".

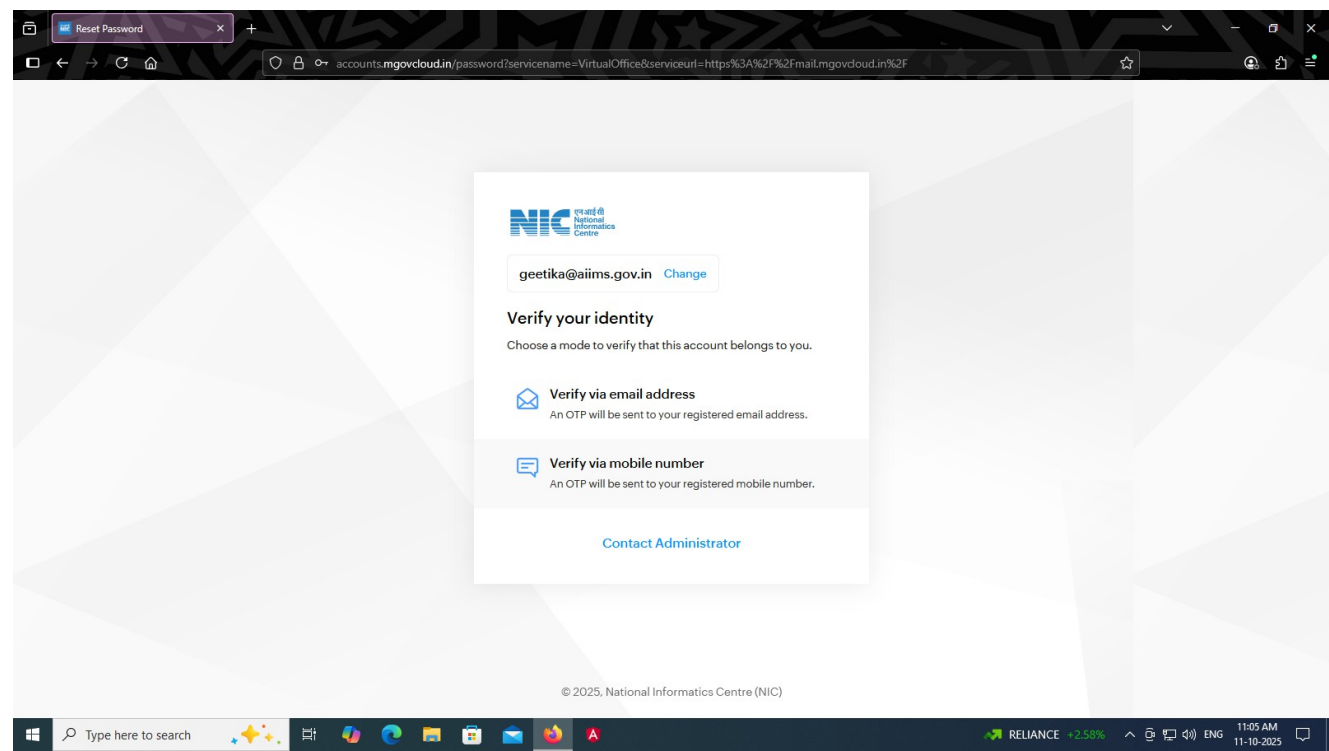
STEP4: Enter the CAPTCHA code and click **Next**.

The screenshot shows a web browser window with the URL `accounts.mgovcloud.in/password?servicename=VirtualOffice&serviceurl=https%3A%2F%2Fmail.mgovcloud.in%2F`. The page features the NIC logo and the email `geetika@aiims.gov.in` with a `Change` link. Under the heading "Forgot Password", there is a CAPTCHA image displaying the code `4EHWF9` and a text input field labeled "Enter CAPTCHA". A blue `Next` button is positioned below the input field. The footer of the page reads "© 2025, National Informatics Centre (NIC)".

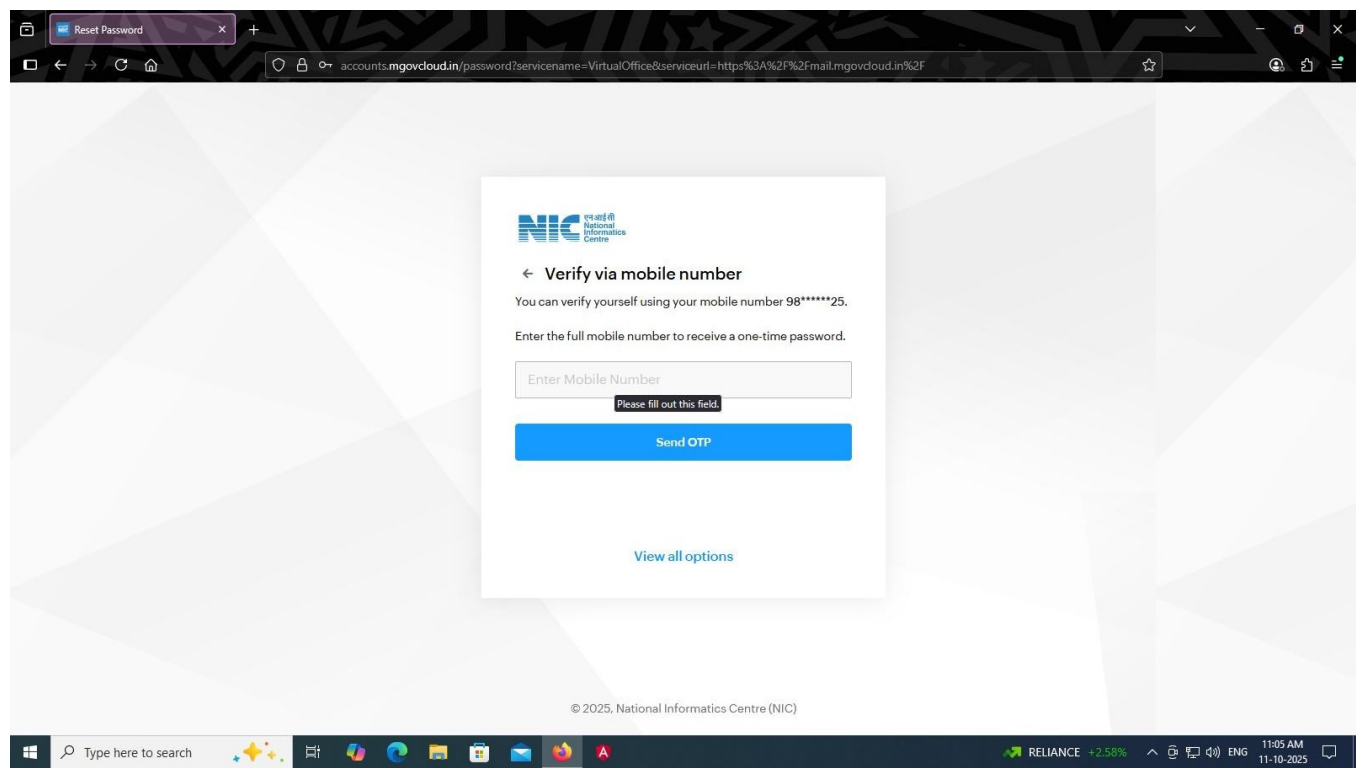
-Enter the last password (password used on previous platform) and click on *Verify Password* button.
Note: If previous Password is not remembered “Click on continue to reset Password”.

This screenshot shows the same NIC "Forgot Password" page, but at a later stage. The CAPTCHA section has been replaced with a text input field labeled "Enter last password" and a blue `Verify Password` button. Below the button is a link that says `Continue to reset password`. The footer remains "© 2025, National Informatics Centre (NIC)".

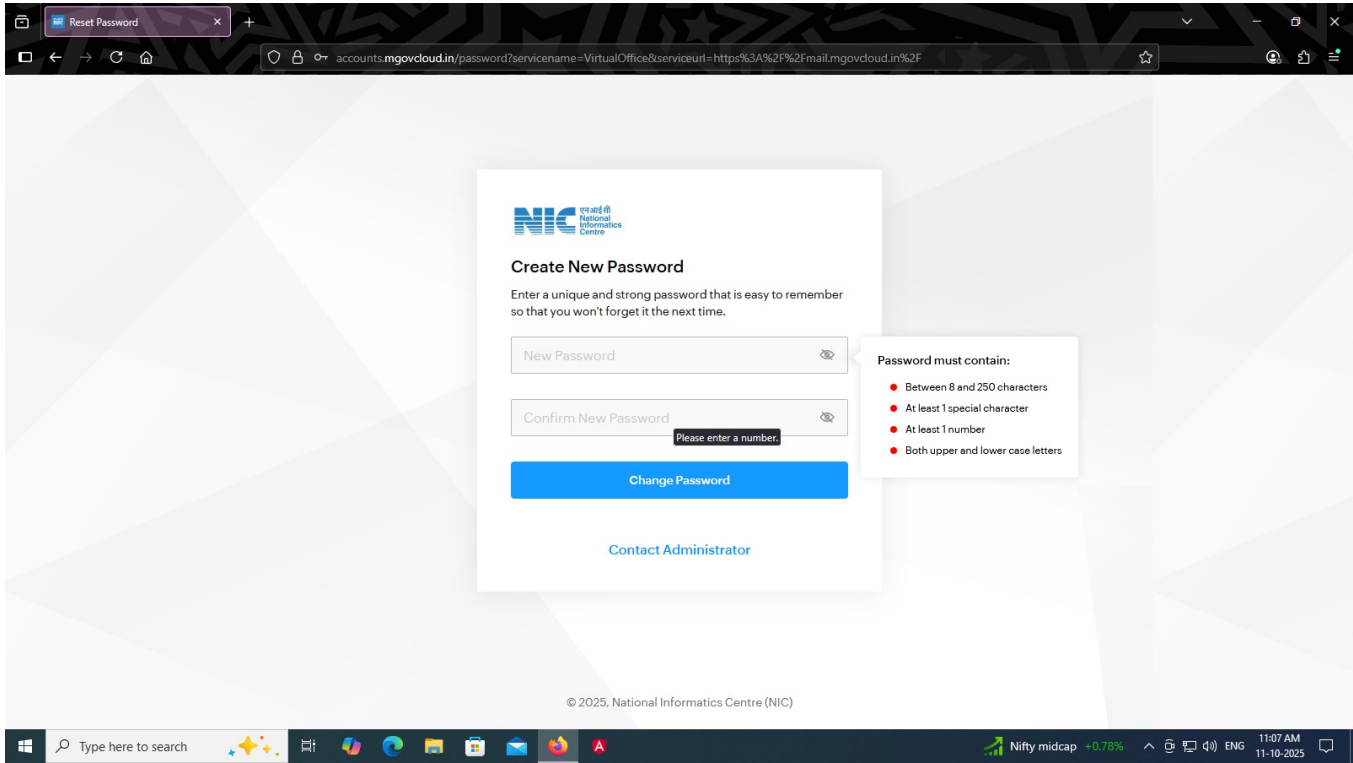
STEP5: Click on the “*Verify via mobile number*”.



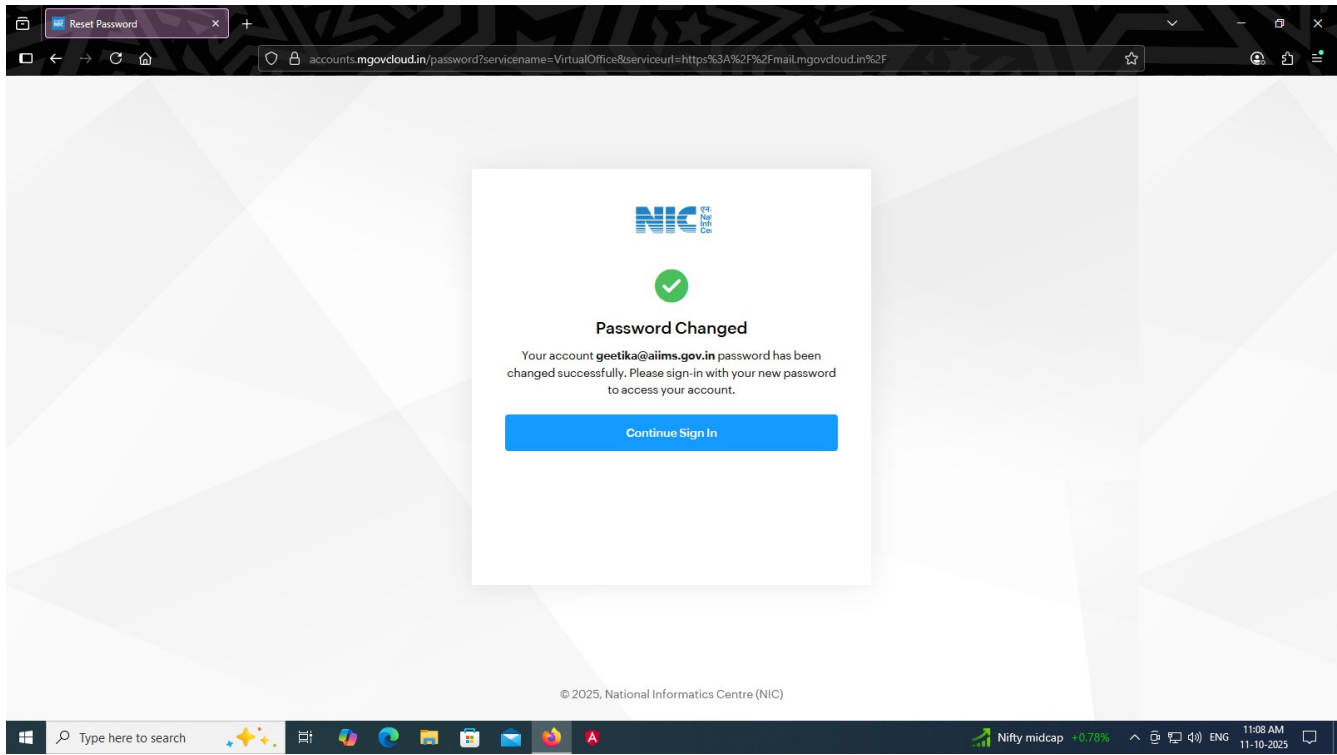
STEP6: Enter your registered mobile number and click on “*Send OTP*”.



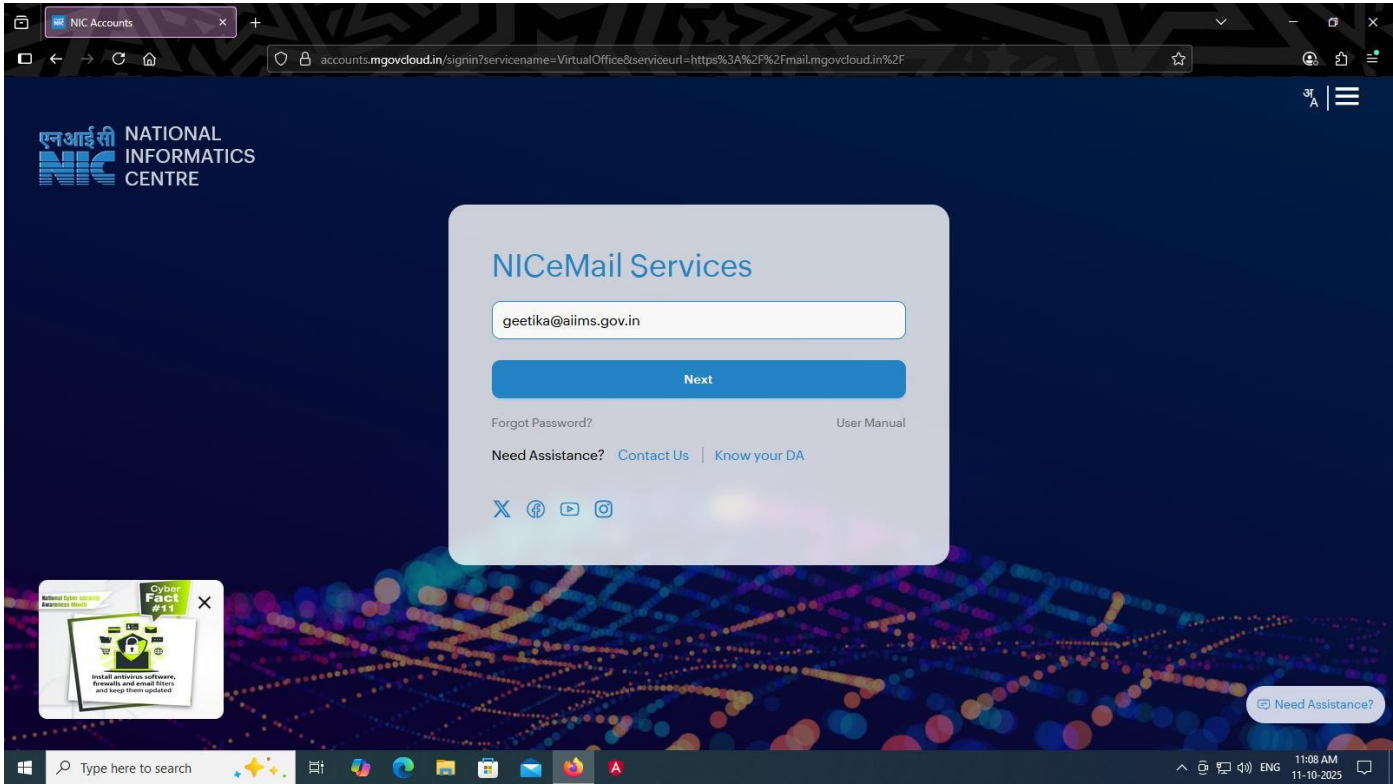
STEP7: Enter the New Password, and confirm the same and Click on ”*Change Password*”.



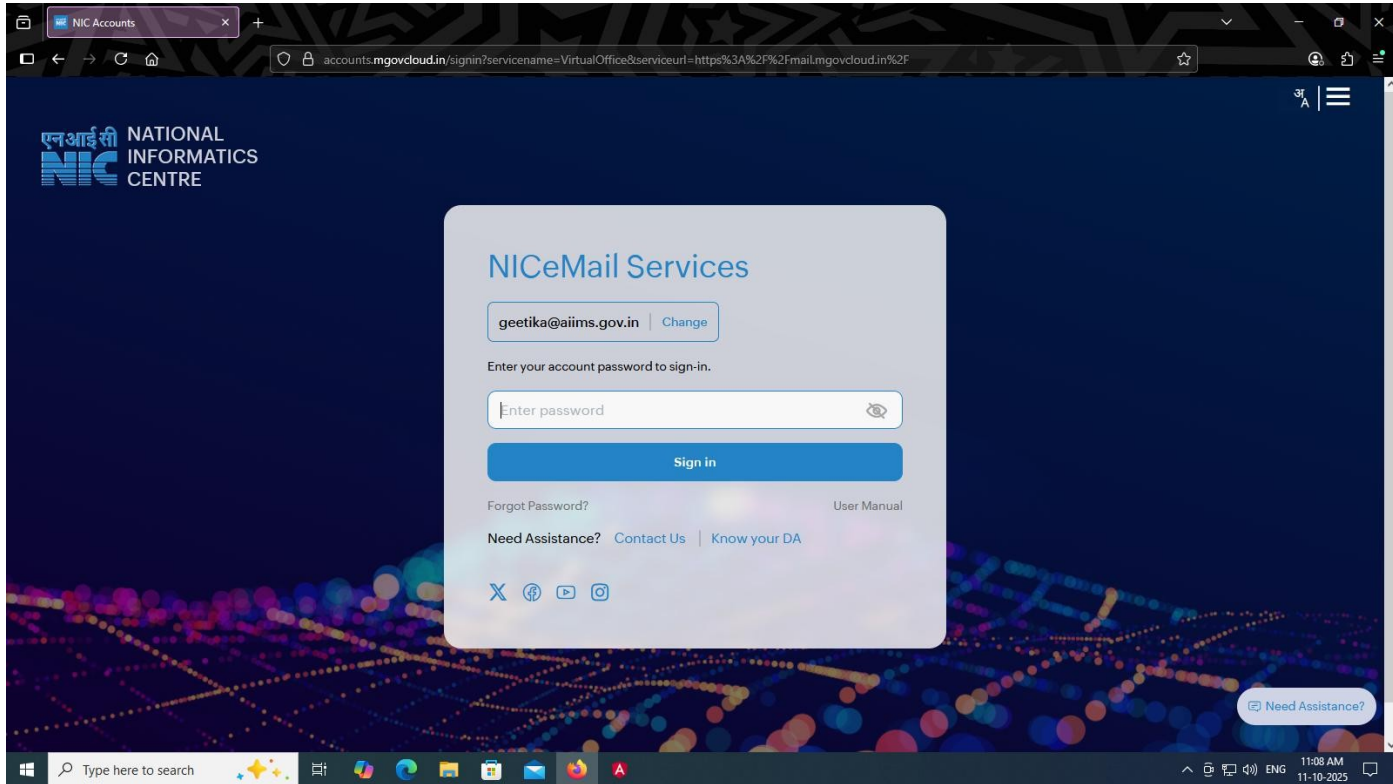
STEP8: you will received message “*Password Changed*”. Click on “*Continue Sign In*”.



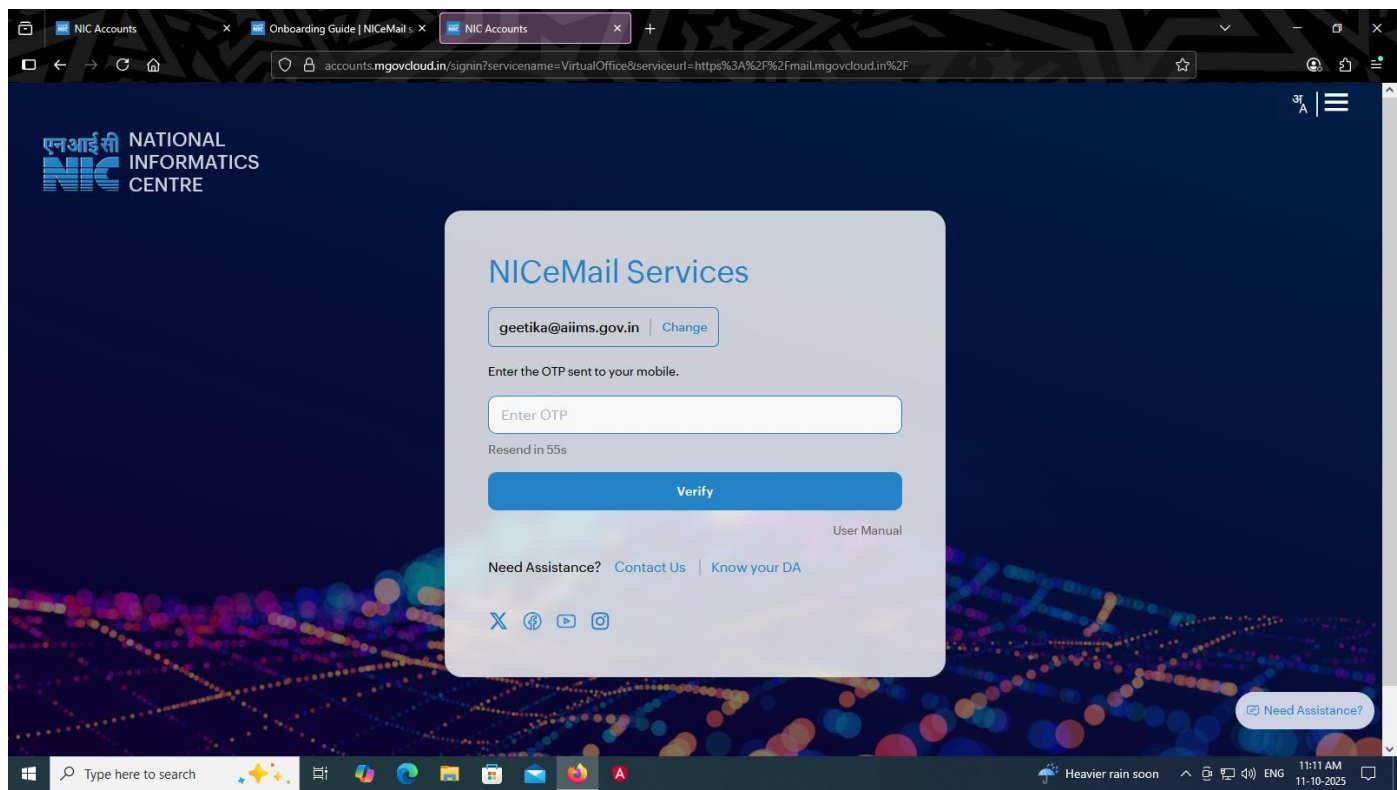
STEP 9: Enter your Email address (@aiims.gov.in/@govcontractor.in) and click on **Next**.



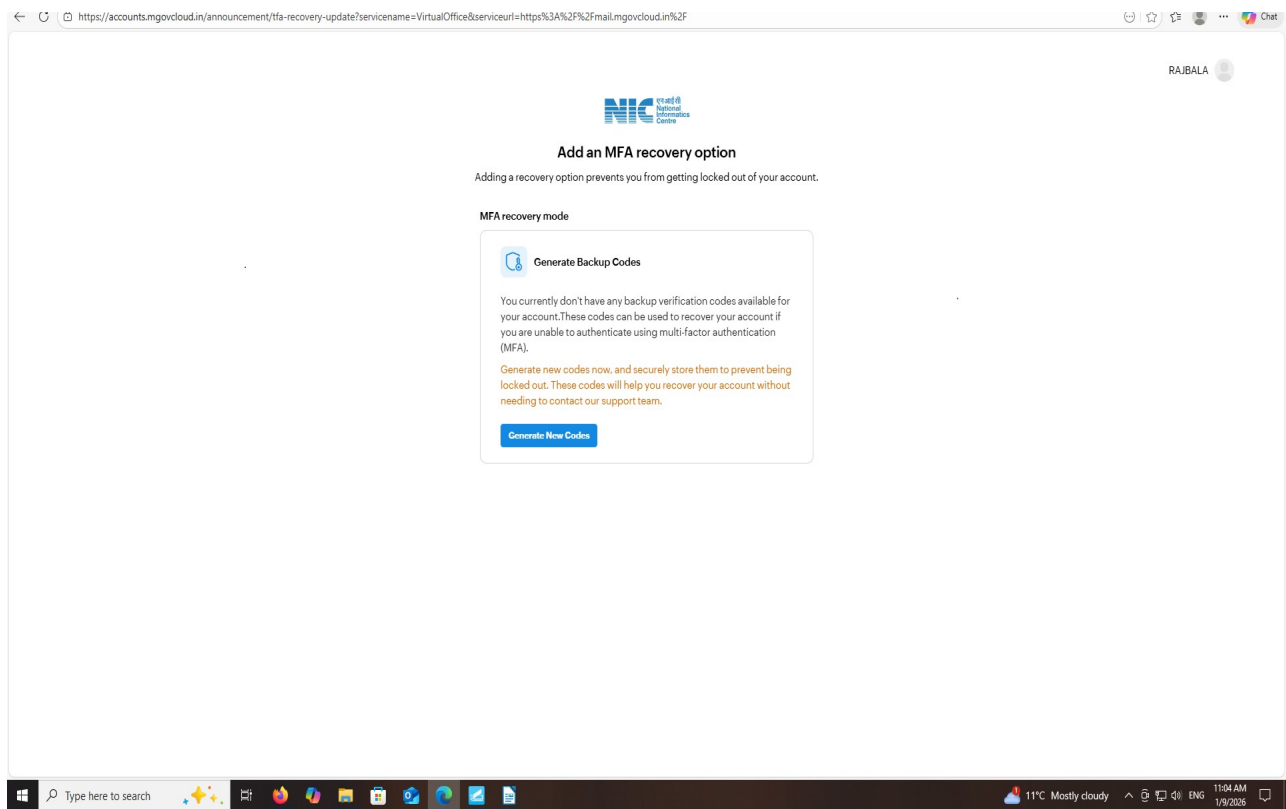
STEP 10: Enter the New password and then click on “Sign In”.



STEP 11: Enter the OTP received on registered Mobile number and Click on “Verify”.



STEP 12: Click on “Generate new codes”.



Click on Download

NIC National Informatics Centre

Add an MFA recovery option

Adding a recovery option prevents you from getting locked out of your account.

Generate Backup Codes

- Each code can be used only once.
- For security reasons, these codes will not be displayed again. So, please store the codes in a secure space.
- Do not share these codes with anyone.

1. ythe	r5k3	kfu1
2. mw1l	b73y	9ugc
3. jz17	p3st	65u0
4. g5zl	r7it	s2j2
5. 2c70	3cv1	5l3q

[Download](#) [Copy](#)

Download or copy the codes to proceed.

RAJBALA

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Click on Continue

NIC National Informatics Centre

Add an MFA recovery option

Adding a recovery option prevents you from getting locked out of your account.

Generate Backup Codes

- Each code can be used only once.
- For security reasons, these codes will not be displayed again. So, please store the codes in a secure space.
- Do not share these codes with anyone.

1. ythe	r5k3	kfu1
2. mw1l	b73y	9ugc
3. jz17	p3st	65u0
4. g5zl	r7it	s2j2
5. 2c70	3cv1	5l3q

[Download](#) [Copy](#)

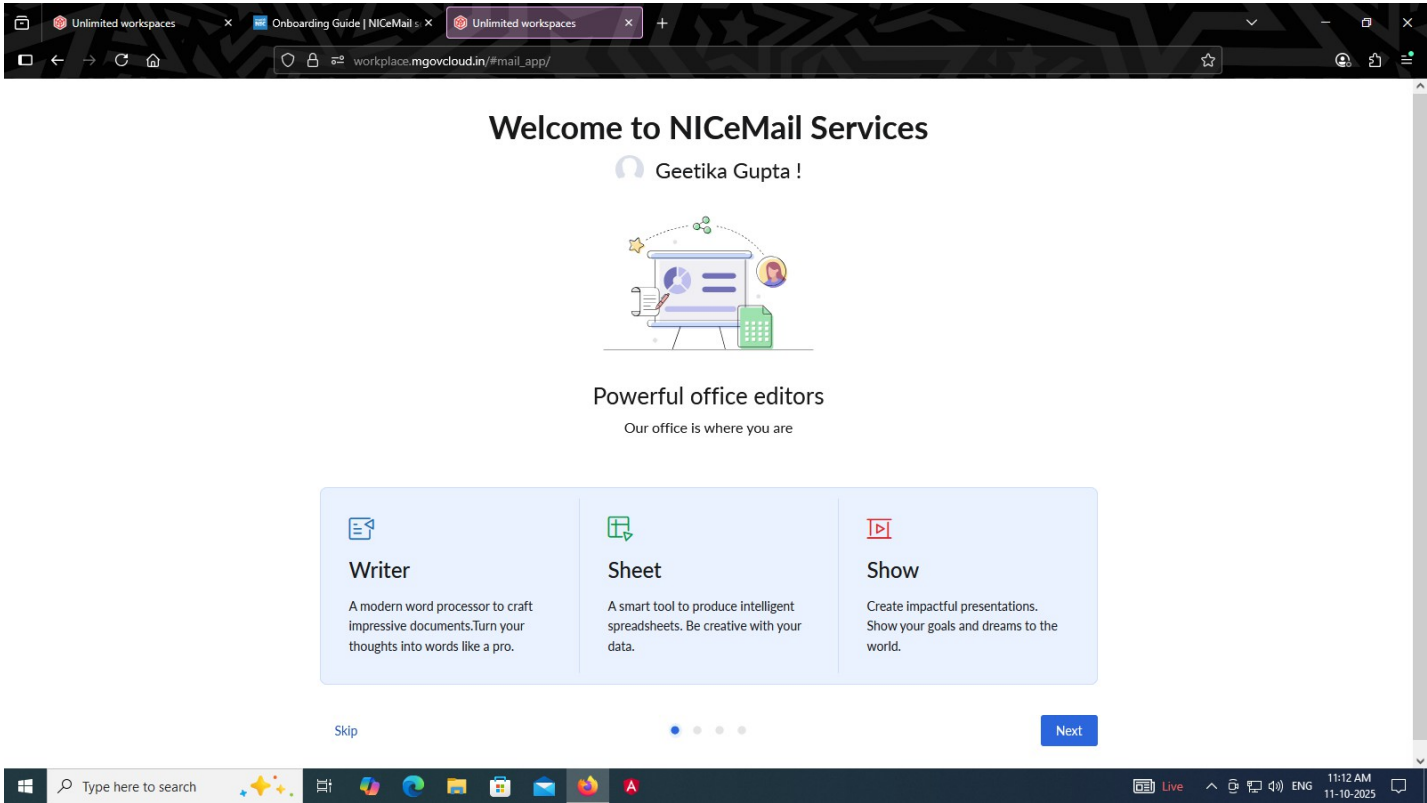
Download or copy the codes to proceed.

[Continue](#)

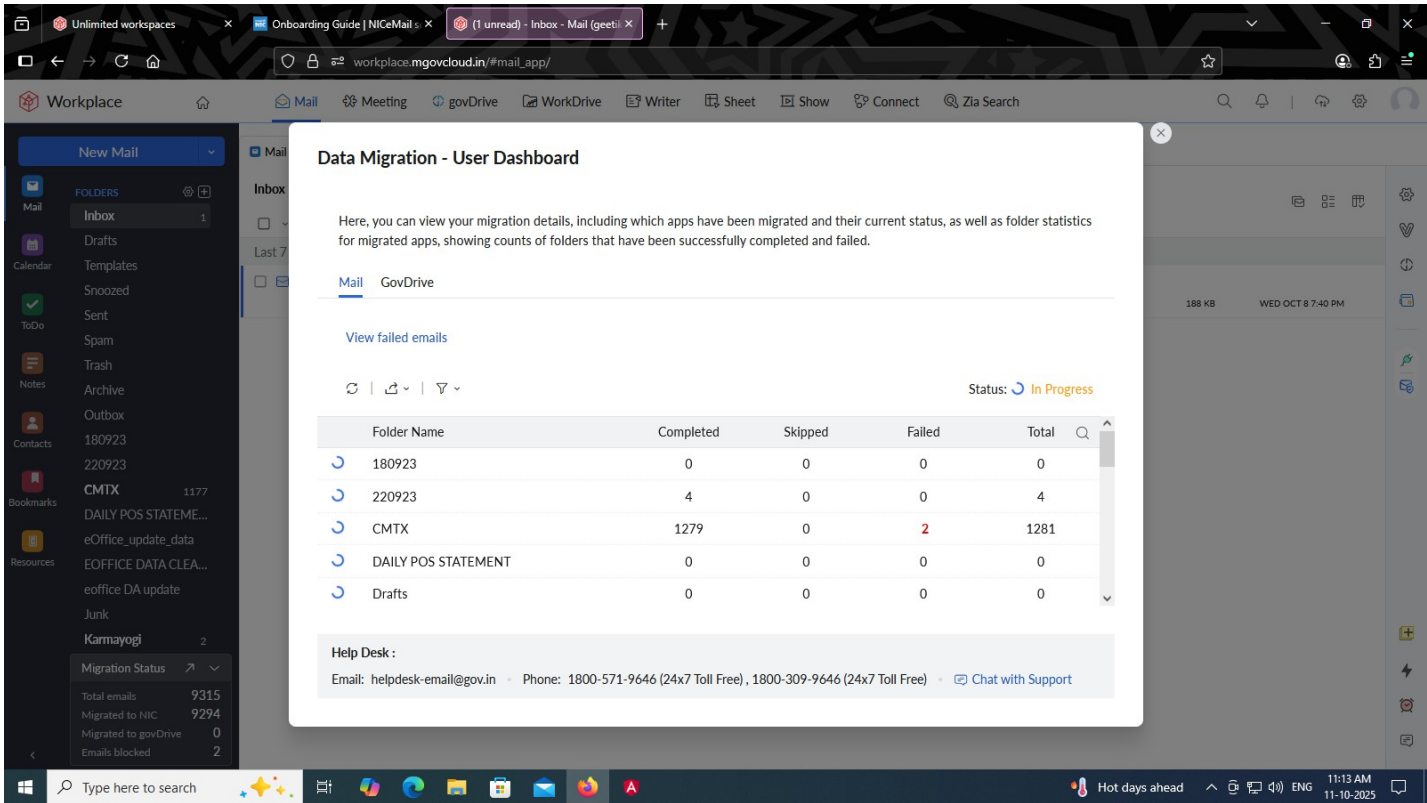
RAJBALA

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STEP 13: Click on “Skip”.



STEP 14: A detailed view will display the status of both successful and failed email migrations, along with the migration status.



NOTE: Contact Help Desk on Toll Free number for any issue.

Unlimited workspaces

Onboarding Guide | NICEMail s

(1 unread) - Inbox - Mail (geeti

workplace.mgovcloud.in/#mail_app/mail/folder/inbox

Workplace

Mail Meeting govDrive WorkDrive Writer Sheet Show Connect Zia Search

New Mail

FOLDERS

Mail

Inbox 1

Drafts

Templates

Snoozed

Sent

Spam

Trash

Archive

Outbox

180923

220923

CMTX 1177

DAILY POS STATEME...

eOffice_update_data

EOFFICE DATA CLEA...

eoffice DA update

Junk

Karmayogi 2

Migration Status

Total emails 9315

Migrated to NIC 9294

Migrated to govDrive 0

Emails blocked 2

Mail

Inbox 1 Unread email

Views Attachment options

Last 7 days

welcome@gov.in

Welcome to NICEmail Services

Geetika Gupta

geetika@aims.gov.in

My account Sign out

Help Desk details:

Email Services

helpdesk-email@gov.in

1800-571-9646 (24x7 Toll Free)

1800-309-9646 (24x7 Toll Free)

ZScaler

support-zta@supportgov.in

011-2430 5068 (9 AM to 5 PM/ Mon to Fri)

+3 more

Take A Tour

Workplace settings

Appearance & Themes

Appearance

Type here to search

Feels hotter

11:16 AM 11-10-2025