

## USING GOV.IN EMAIL FOR AIIMS EMPLOYEES

### **STEP 1 - Download, and Install Kavach Application on Windows Desktop [ONE TIME ACTIVITY]**

1. Go to <https://kavach.mail.gov.in/>
2. Log in using your complete eOffice Username (e. [abcg@aiims.gov.in](mailto:abcg@aiims.gov.in)) and your Password
3. You will receive OTP on mobile. Enter the OTP
4. Download Kavach Application
5. Install Kavach Application
6. Start the Kavach Application
7. Add User in Kavach Application: using your complete eOffice Username (e. [abcg@aiims.gov.in](mailto:abcg@aiims.gov.in)) and your Password. Then enter the OTP received on mobile
8. The Kavach Application will now show you a 6 Digit code that is required to logging in to your email account

## **DO NOT INSTALL KAVACH FROM ANY OTHER SOURCE**

### **STEP 2 – Log in to your Email Account: <https://email.gov.in>**

1. Type your complete eOffice Username (e. [abcg@aiims.gov.in](mailto:abcg@aiims.gov.in))
2. Type your Password followed by the 6 digit code from kavach app (no spaces). E.g. If your password is **IKHk578%g**, and the Kavach app shows **526016** as the code, then you need to type **IKHk578%g526016**  
No mobile OTP is required

#### **FAQS**

##### **1. I am getting time out error when trying to log in to email.gov.in**

Ensure that your system time is correct “Bottom Right corner of Windows taskbar”. Then open Kavach App. Select Settings button on left and Click the “Sync Clock” Button.

##### **2. Can I Install Kavach App on Android?**

Yes, Download from Google Play Store.

[https://play.google.com/store/apps/details?id=com.gov.in&hl=en\\_IN&gl=US](https://play.google.com/store/apps/details?id=com.gov.in&hl=en_IN&gl=US)

##### **3. Can I Install Kavach App on iPhone/ iOS ?**

Yes. Download from Apple App Store: <https://apps.apple.com/in/app/kavach-authentication/id1227301621>

##### **4. Can I install Kavach App on iMac/Mac?**

Yes. Download from the Kavach Portal by following the steps on page 1

##### **5. Can I install Kavach app both on desktop and mobile phone for my account?**

Yes. Maximum 3 devices are allowed for one account

##### **6. Can I add another aiims.gov.in email account on my Kavach App?**

Yes. Up to three accounts can be added to one app

##### **7. I have lost my phone which had Kavach app installed? What do I do?**

Log in to <https://kavach.mail.gov.in/>. Go to “Managed Activated Devices “. Select the Device that was lost by marking the Checkbox in that row. Click the De-Register button.