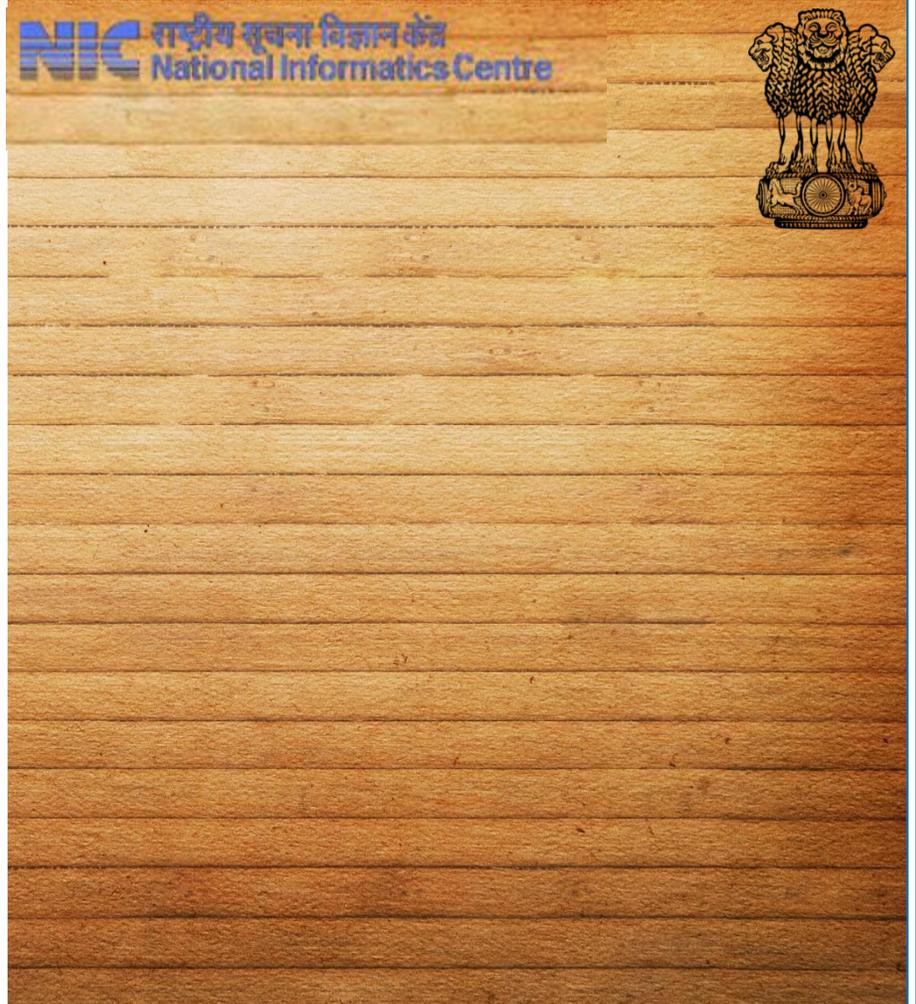


User manual for eForms

Powered By: Email and eForms Division.

2019



The purpose of this document is to provide you step by step instructions on how to utilize the eForms service effectively. This manual has been written by Email and eForms division, National Informatics Centre, Ministry of Electronics and Information Technology, Government of India

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Table of Contents

Introduction.....	1
Purpose.....	1
Scope	1
Features.....	2
Services Tab	3
In Focus.....	3
HOW TO REGISTER?	4
LOGIN CONSOLE (Non-Government User)	5
Login with eForms	5
First time User	6
Home Page.....	7
Dashboard	8
Types of Dashboard.....	8
1. Role of Applicant:.....	8
About Manual and Online Process	9
1. Manual Process:	9
2. Online Process of eForms:	10
Our Services Tab	11
Email (@gov)	12
Single User Subscription Form.....	13
Bulk Subscription Form	15
NKN Single Subscription.....	17
GEM Subscription.....	19

VPN Service	22
New Request	23
Add/Delete IP Address to Existing.....	24
Renew	27
Surrender	28

Introduction

Previously, the process of getting enrolled in NIC services depended on paperwork, however, with rapid technological changes, the process of filling forms online came into existence. Earlier with paperwork, applicants had to fill manual forms that pass through different levels of processing eventually making it a time-consuming process and increasing the difficulty for the applicants to track the status of their own application.

With the eForms, this entire process, right from filling forms till availing services; it has become completely automated and manageable.

Purpose

The purpose of this document is to provide step by step instructions to the first time user for filling the forms to avail NIC services.

Scope

This manual is meant for Ministries/Departments and States/UT's applicants who are willing to avail NIC services. The services offered by NIC are as follows:

S.No.	Name of the Services
1	Email (@gov.in)
2	DA Onboarding Service
3	Distribution List Service
4	IMAP/POP
5	SMS Service
6	SMTP Gateway Service
7	Update Mobile in (@gov)
8	WIFI Service
9	WIFI Port Service
10	DNS Services
11	VPN Service
12	IP Whitelisting

Authorship

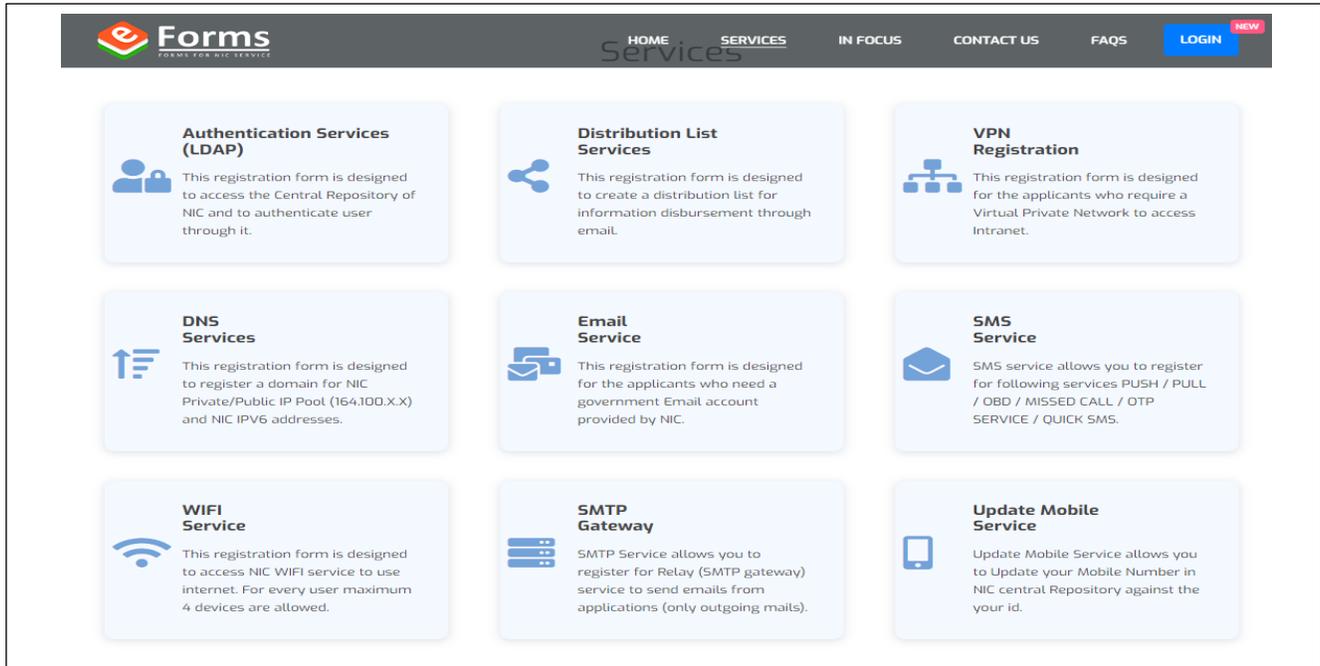
This manual has been written by Email and eForms Division, National Informatics Centre, Ministry of Electronics and Information Technology, Government of India.

Features

- SMS and Email notification to all the stakeholders on any movement of the request or any modification of request
- Track facility to track the current status and past movements of the request
- Applicant and Reporting Officers can digitally sign the requests.
- Intelligence to alert approving authority while approving any suspicious request
- Intelligence to stop suspicious users
- Custom Workflow for different services
- Multi-department integration through web-services for seamless data sharing
- Single click for ID creations and closure of the different services
- Dashboard to all stakeholders to view approved, forwarded, submitted, rejected, pending and completed requests
- Filter and Search facility to search and filter the requests on the basis of service, applicant's email and status of the requests
- Raise/Interactive Chat features between stakeholders to interact among each other
- Generate PDF facility to generate PDF of the request dynamically
- Download/Upload multiple documents facility to download/upload ID proofs or any other related documents
- Preview facility to check the form before submitting/approving it

Services Tab

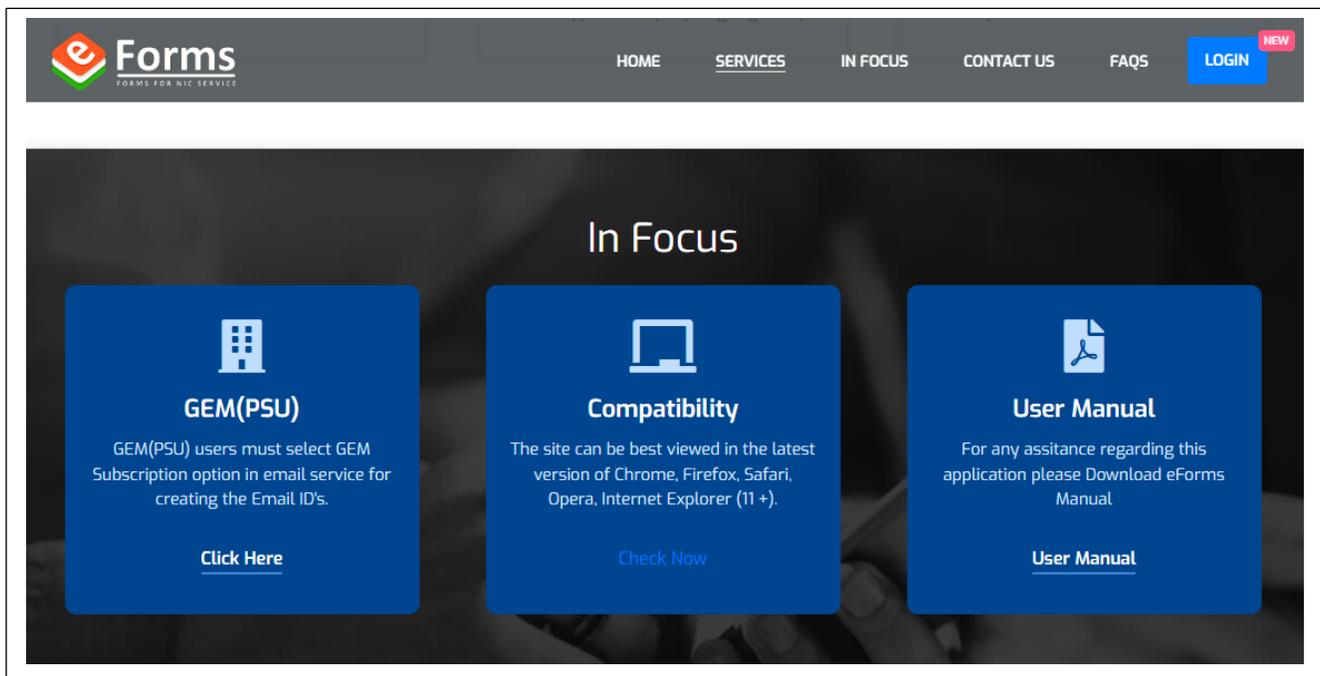
Provides brief introduction of the on-boarded services as shown below: -



The screenshot displays the 'Services' tab of the eForms application. The header includes the 'eForms' logo, navigation links for HOME, SERVICES, IN FOCUS, CONTACT US, and FAQs, and a LOGIN button with a 'NEW' badge. The main content area features a grid of nine service cards, each with an icon, title, and description:

- Authentication Services (LDAP)**: This registration form is designed to access the Central Repository of NIC and to authenticate user through it.
- Distribution List Services**: This registration form is designed to create a distribution list for information disbursement through email.
- VPN Registration**: This registration form is designed for the applicants who require a Virtual Private Network to access Intranet.
- DNS Services**: This registration form is designed to register a domain for NIC Private/Public IP Pool (164.100.X.X) and NIC IPV6 addresses.
- Email Service**: This registration form is designed for the applicants who need a government Email account provided by NIC.
- SMS Service**: SMS service allows you to register for following services PUSH / PULL / OBD / MISSED CALL / OTP SERVICE / QUICK SMS.
- WIFI Service**: This registration form is designed to access NIC WIFI service to use internet. For every user maximum 4 devices are allowed.
- SMTP Gateway**: SMTP Service allows you to register for Relay (SMTP gateway) service to send emails from applications (only outgoing mails).
- Update Mobile Service**: Update Mobile Service allows you to Update your Mobile Number in NIC central Repository against the your id.

In Focus



The screenshot displays the 'In Focus' section of the eForms application. The header is identical to the Services tab. The main content area features three highlighted items on a dark background:

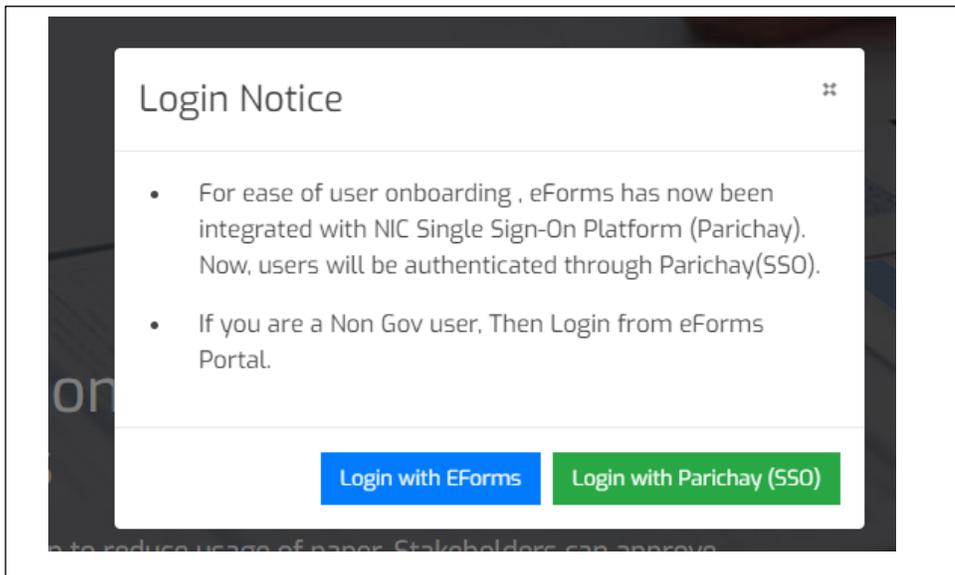
- GEM(PSU)**: GEM(PSU) users must select GEM Subscription option in email service for creating the Email ID's. [Click Here](#)
- Compatibility**: The site can be best viewed in the latest version of Chrome, Firefox, Safari, Opera, Internet Explorer (11+). [Check Now](#)
- User Manual**: For any assistance regarding this application please Download eForms Manual. [User Manual](#)

HOW TO REGISTER?

1. You can open the eForms from the URL <https://eForms.nic.in>
2. You will now see the home page of the eForms.
3. Click on login button given on the top right corner of the home page, as shown below.



4. You will have to choose LOGIN WITH EFORMS as you are first time user on eforms.



LOGIN CONSOLE (Non-Government User)

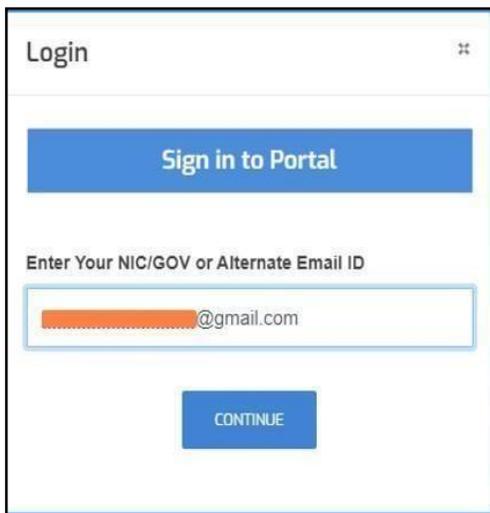
Login with eForms

Users possessing email address other than NIC/Gov email address who wish to avail NIC services can onboard themselves through eForms, i.e. they will be login into eForms and registering themselves for the same using LOGIN WITH EFORMS option.

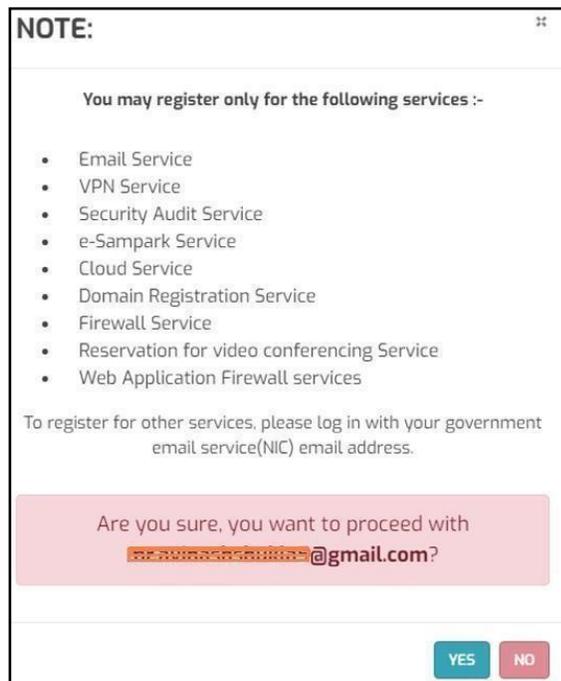
Shown below are the screenshots of how a login for a Non-Government email looks like.

Note- You will be able to avail only Email and VPN service after registration process on eForms.

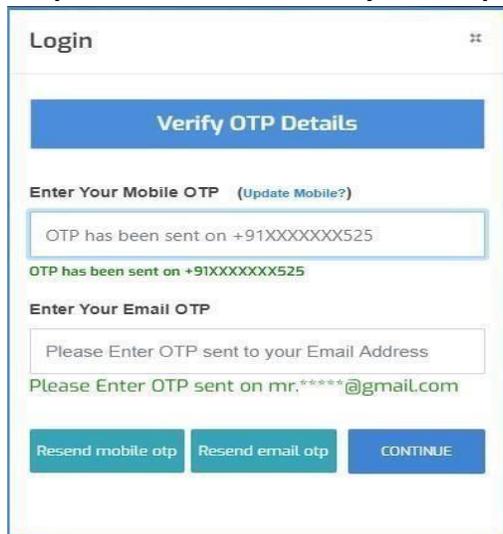
Step 1: Email Input Text Area



Step 2: Read Instruction carefully



Step 3: Enter OTP and verify the “Captcha”



First time User

1. If you are an applicant who is using the portal for the 1st time, you will be prompted to user profile section that will ask for your email address and you can click on submit. A new window will appear which prompts to enter the applicant's mobile number. The OTP will be sent to the given email address and mobile number both. The user can use either of them or both, to login to the portal.
2. After submission, a new profile page will appear. The applicant will have to fill the complete personal as well as organizational information on the profile page to proceed further.
3. The personal information includes fields like:
 - 3.1. User name
 - 3.2. Employee code
 - 3.3. Mobile number (which will be auto-filled)
 - 3.4. Email address
 - 3.5. Telephone number (O/R) in the format mentioned
 - 3.6. Designation
 - 3.7. Official address
 - 3.8. The state posted (select from the drop-down)
 - 3.9. District name
 - 3.10. Postal address
4. Click on continue to proceed. Enter your organizational information to register your profile in the eForms portal. The details to be submitted include fields like: -
 - 4.1. Organization category
 - 4.2. Ministry/Organization
 - 4.3. Department/Division/Domain
5. Reporting/Nodal/forwarding officer email (If the applicant is a NIC employee the details of the reporting officer can be edited by sending a request to the NIC OAD division)
 - 5.1. Reporting/Nodal/forwarding officer Name
 - 5.2. Reporting/Nodal/forwarding officer Mobile
 - 5.3. Reporting/Nodal/forwarding officer Telephone
 - 5.4. Reporting/Nodal/forwarding officer Designation

User Profile

Entries marked with asterisk (*) are mandatory

Personal Info Organizational Info

User Name *
Monika Singh

Employee Code
Enter Employee Code [Only characters and digits allowed]

Mobile *
[REDACTED]

Email Address *
[REDACTED]@gmail.com

Telephone Number(O)
Enter Official Telephone Number [STD CODE-TELEPHONE]

Telephone Number(R)
Enter Residence Telephone Number [STD CODE-TELEPHONE]

Designation *
Content Writer

Enter Your Official Address *
4th Floor, Block 3, DMRC IT park

State where you are posted * District/City Name * Pin Code *

DELHI NorthEast 110053

CONTINUE

Entries marked with asterisk (*) are mandatory

Personal Info Organizational Info

Organization Category * Ministry/Organization * Department/Division/Domain *

Central Consumer Affairs Food and Public Distribution National Test House

Reporting/Nodal/Forwarding Officer Email *
[REDACTED]@gmail.com

Reporting/Nodal/Forwarding Officer Name *
[REDACTED]

Reporting/Nodal/Forwarding Officer Mobile *
[REDACTED]

Reporting/Nodal/Forwarding Officer Telephone *
011-24305451

Reporting/Nodal/Forwarding Officer Designation *
Section Officer

Under secretary/Joint secretary/Secretary Email *
[REDACTED]@nic.in

Under secretary/Joint secretary/Secretary Name *
[REDACTED]

Under secretary/Joint secretary/Secretary Mobile *
+91XXXXXXXX961

Under secretary/Joint secretary/Secretary Telephone *
011-24305839

Under secretary/Joint secretary/Secretary Designation *
Scientist-D

I declare that my Reporting/Nodal/Forwarding Officer belongs to the same Ministry/Department from which I belong.

NOTE: • If any "PSU/Ministry/Department" needs to be added, please send the details to [oforms\[at\]nic\[dot\]in](mailto:oforms[at]nic[dot]in)

Home Page

Once the applicant log's in, he/she will be able to view a page where there will be many options available. Here, are the options mentioned below: -

Dashboard

Dashboard provides user a glimpse of the type of information one can see depending on the role and rights of the user. Apart from this feature, Dashboard provides information about all the services available (Discussed below) as well as various counts of the requests like- total user request, today's pending requests, total pending request and total request completed.

Dashboard Panel: Once you will login in to dashboard, you can easily see the type of role assigned to you left on the panel, as shown in the diagram.

Types of Dashboard

To understand the difference between each dashboard and how the positions within the eForms operate it is important to know roles and objectives of each.

1. Role of Applicant:

The applicant will fill the form using the eForms portal. If the email address of the applicant through whom s/he is trying to login to the portal is of a non-government domain, it will be prompted to enter the mobile number on which OTP will be received. Also, OTP will be sent to both email addresses and mobile numbers.

- 1.1. The new user can authenticate using either the OTP's or any one of them. However, after the final submission of the profile, it will be prompted to authenticate using the OTP sent on the mobile number/email address.
- 1.2. The applicant will fill the profile information on eForms portal which will include the details like personal and organizational information. In the organizational information, if the applicant's reporting officer's email address is a government domain, in this case, the process becomes online. The applicant will fill the form and after submission will be asked for three options:
 - i. E-sign the document with Aadhaar
 - ii. Proceed online
 - iii. Proceed manually by uploading the scanned copy

The online process of the eForms portal depends on the email address of the reporting officer. If the reporting officer of the applicant is a government employee whose email address ends with a government domain and exists in our database, in this case, the process of submission of online forms becomes online. This is irrespective of the applicant's email address.

About Manual and Online Process

There are 2 possibilities in which the user can fill the form:

1. Manual Process:

If the applicant has created a profile on eForms and has given the email address of the Reporting Officer as a non-government domain (e.g. @gmail.com/yahoo.com etc.), in this case, the process becomes manual for the applicant.

Prerequisites for new users

- The form consists of personal as well as organizational information. The applicant will have to fill all the fields marked with a * (mandatory) sign.
- If the email address of the reporting officer is of a non-government domain, the applicant will have to provide the details of undersecretary/JS/secretary (Name, email address, mobile number, landline number, and designation). A link will be sent to undersecretary and above for approval or rejection of the application form.
- This link will be sent to the email address mentioned in the profile information and will be valid for 7 days. If the link expires the application form will be automatically rejected and the applicant will have to apply again using the eForms portal.

Prerequisites for Existing users

- If the applicant has already created a profile on the eForms portal, and the email address of the reporting officer is a non-government domain, the applicant will have to provide the details of undersecretary/JS/secretary in the profile.
 - The registration form will be filled by the applicant, it will be sent to the concerned undersecretary/JS/secretary for approval (a link and SMS will be sent to the registered email address and mobile number of undersecretary/JS/Secretary).
 - Once the application form is approved by the official it will be forwarded to the concerned NIC Coordinator/Delegated Administrator for necessary action. The final action is taken by the admin for the request submitted by the applicant and approved by the NIC coordinator/DA. The applicant will receive a message once the request is completed/ rejected by the admin.
1. The applicant will fill the registration form; after the final submission of the form the applicant will be directed to download the form (PDF file). The downloaded PDF form can be uploaded using the dashboard of the user module.

2. Click on “My Request” option on the left pane of the dashboard, you will be able to view the request submitted by you.
3. Select the service for which you wish to upload your documents and apply the required filter.
4. Click on the request for which you want to upload the form and then click on “Action” button, you will see a drop-down menu in which multiple options are present, click on upload/change scanned forms and select the downloaded form from your PC/Laptop.

2. Online Process of eForms:

In the online process of the eForms user has two options namely:

1. E-sign the document with Aadhaar Card
2. Proceed online without Aadhaar Card
3. Proceed manually by uploading the scanned copy

The applicant can use any one of the options as per the convenience.

- In the online process, user’s request will be forwarded to the Reporting Officer for approval.
- After the approval from the Reporting Officer, the request will be forwarded to the NIC Coordinator/Delegated Administrator.
- Once NIC Coordinator approves the request, the request will be forwarded to the Admin/SupportTeam for approval and closure of the request.

If an applicant is a NIC employee, the details of the reporting officer remains non-editable. In this case, the NIC employee will send a request to eforms@nic.in for change of the reporting officer details.

- The file size of the (.pdf) file should be less than 1 MB in size. Click on upload once you have chosen the file. Your form will be uploaded successfully. You can also upload the supporting documents along with the form, just click on “upload multiple docs” option, browse the document from your PC/Laptop and click on upload, the documents will be uploaded successfully. However, if the applicant wants to verify the documents, there is an option to download the documents as well.

NOTE: The form can be edited any time by the applicant till the form finally reaches the next level, i.e. Reporting Officer.

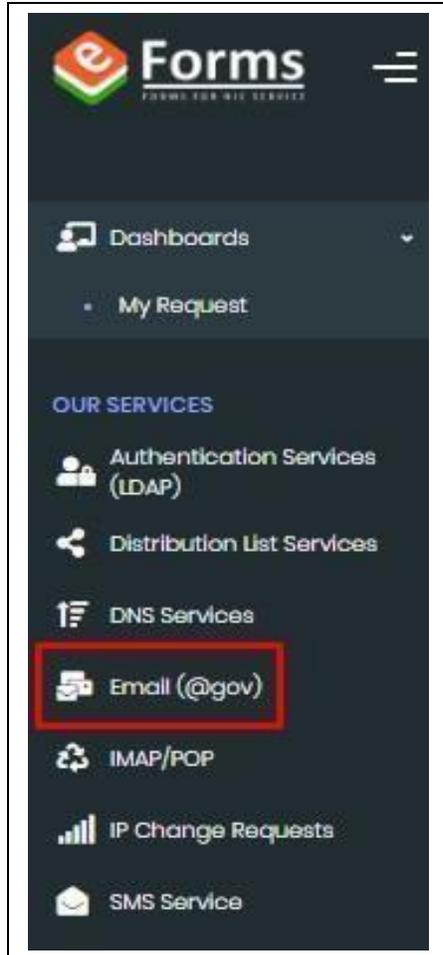
An applicant can also track the status of the application form by switching to the dashboard, click on “My Request”, select the service from the list and then click on the action button in front of the registration form number which you want to track. The pop-up window will display the details like application reference number, applicant’s name, email, mobile, applied date. It also displays, whether the applicant is an online/manual user and to which step the application form has been reached along with the full timestamp. The action button displays the following options for the applicant:

- i. Preview/Edit
- ii. Reject
- iii. Track
- iv. Generate Form
- v. Download scanned form
- vi. Upload multiple docs
- vii. Upload/Change scanned form
- viii. Download uploaded docs
- ix. Raise/Respond to query

Our Services Tab

This option displays the list of online forms available in the eForms portal. The applicant may choose any of the services as per the requirement.

Email (@gov)



This registration form is designed for the applicants who require an email address in the government domain.

Users who wish to avail this service can follow below given steps for filling the request:

1. Login to eforms portal >> Select the option “Email (@gov)” on the left pane of the dashboard.
2. Read the instruction given on window pop-up and click on the OK button to proceed.
3. Select any of the email requests as per your requirements (as shown in the screenshot below).
4. Choose from the given options for single subscription details:
 - i. For Self
 - ii. For Other User (where you are posted)
5. From the options given below for the type of email id, click on any one of the radio buttons as per your requirements:
 - i. Mail User (with mailbox)
 - ii. Application User (without mailbox (E-officeauth))
 - iii. e-office-srilanka
6. Enter rest of the details in correct format
7. For different type of email requests, steps for filling the requests are mentioned in the subsequent sections. (Refer images attached along with the steps)

Single User Subscription Form

1. Select Single Subscription and details from the list of options provided on the requestform

Email Subscription Forms

Single Subscription Bulk Subscription NKN Single Subscription NKN Bulk Subscription GEM Subscription Email Activate Email De-Activate

Single User Subscription Details

For Self For Other User(Where you are posted)

2. Choose the type of mail id. If you wish to know the details of mail ids, click on “KnowMore” link before choosing the options.

Type of Mail ID: * [Know More](#)

Mail user (with mailbox) Application user (without mail box(Eoffice-auth)) e-office-srilanka

3. Enter date of birth and date of retirement/date of expiry in correct format.

Date Of Birth *

Date Of Retirement/Date of expiry*

4. Select your Email address preference and Employee Description.

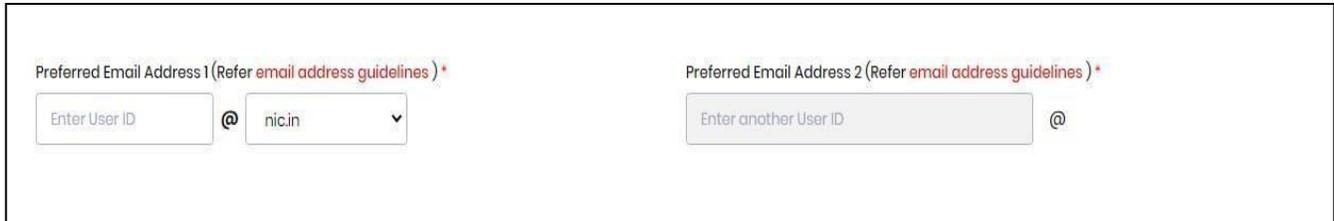
Email address preference: *

Name Based Designation/Office based id

Employee Description: *

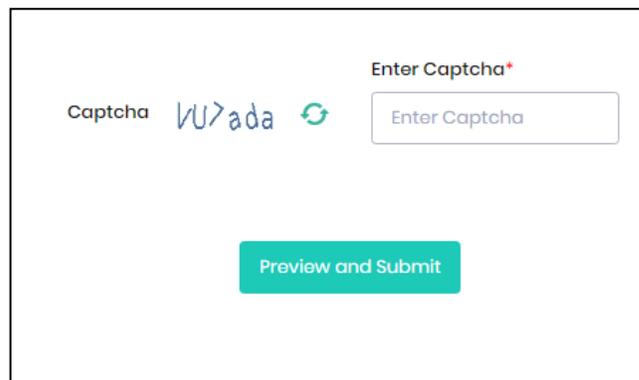
Govt/Psu Official Consultant/Contractual Staff FMS Support Staffs

5. Enter your preferred email address 1 & 2. Please read the email address guidelines carefully before proceeding further.



The screenshot shows two input fields for email addresses. The first field is labeled "Preferred Email Address 1 (Refer email address guidelines)*" and contains a text input with "Enter User ID", an "@" symbol, and a dropdown menu with "nicin" selected. The second field is labeled "Preferred Email Address 2 (Refer email address guidelines)*" and contains a text input with "Enter another User ID" and an "@" symbol.

6. Enter the correct Captcha value and click on Preview and Submit button.



The screenshot shows a Captcha verification step. It includes a "Captcha" label, the text "WU>ada" with a refresh icon, and an "Enter Captcha*" label above a text input field containing "Enter Captcha". Below these elements is a teal "Preview and Submit" button.

7. The preview of the filled form will be shown to the applicant. The applicant can edit the official details in the form before the final submission. If the applicant wants to change any details in the personal as well as organizational information, it can be changed by using "My Profile" option given on the top right corner of the page.

NOTE: For the flow of after submission of the form refer: **About Manual and Online Process of eforms Portal**

8. After clicking on the Submit button, a pop-up message will be displayed for confirming of approval of the request by the Reporting Officer. If the user agrees with the approval, s/he can click on YES to proceed further.
9. On the next screen, the user will be shown three options for the submission of the request and s/he can click on any of the radio buttons to finally submit the request.
 - i. e-sign the document with Aadhaar

- ii. Proceed online
 - iii. Proceed manually by uploading the scanned copy
10. After clicking on Final Submit button, registration number of your request will be generated, this registration number can be used to track the status of your application by using “TRACK USER” button.

Bulk Subscription Form

This registration form is designed for applicants who require an email address in bulk in the government domain. Login to the eForms portal remains the same.

Steps for filling the bulk email request is as follows:

1. Select “Bulk Subscription”, bulk user subscription details and email address preference from the list of the options provided in the form.

Email Subscription Forms

Single Subscription Bulk Subscription NKN Single Subscription NKN Bulk Subscription GEM Subscription Email Activate

Email De-Activate

Bulk User Subscription Details

Type of Mail ID: * (Know More)

Mail user (with mailbox) Application user (without mail box(Eoffice-auth)) e-office-srilanka

Email address preference: *

Name Based Designation/Office based id

2. If you wish to check the sample file for bulk subscription in CSV format, then click on the link to download and refer the same to upload the bulk data for the form.

The input file should be in the format as given below:

- i. First Name and Last Name
- ii. Designation: Department/ Ministry: State
- iii. Country Code without (+): Mobile
- iv. Date of Retirement (dd-mm-yyyy)
- v. Login UID
- vi. Complete Email address

- vii. Date of Birth (dd-mm-yyyy)
- viii. Employee Code

[Click here to download Sample CSV-Format](#) & the format of input file should be:

First Name:Last Name:Designation:Department/ Ministry:State:Country Code without(+):Mobile:Date of Retirement(dd-mm-yyyy):Login UID:Complete Email address:Date of Birth(dd-mm-yyyy):Employee Code

NOTE: All Fields are mandatory (except Date of Birth and Employee code) for account creation

NOTE: Maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.

NOTE: We have allowed ID Creation facility for International mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes for their country.

Country Code (allowed 1-5 digits) , Mobile Number (allowed 8-14 digits)* For for(91) Country Code Only 10 digit mobile number is allowed.

3. Select employee description and upload the CSV file by using “Browse” option & selecting the file from your desktop/laptop.
4. Enter the correct Captcha value and click on Submit button.
5. Rest of the process remains the same as mentioned in “**Single User Subscription Form**” section.

Employee Description: *

Govt/Psu Official Consultant/Contractual Staff FMS Support Staffs

Please upload the CSV file

Select File

Captcha 

NOTE: For the flow of after submission of the form refer the point: **About Manual and Online Process of the eForms Portal**

The maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.

All Fields are mandatory (except Date of Birth and Employee code) for account creation

We have allowed ID Creation facility for International mobile numbers as well. To handle this, now excel file will have one more column to accommodate country codes for their country.

Country Code (allowed 1-5 digits), Mobile Number (allowed 8-14 digits) * For (91) Country Code Only a 10-digit mobile number is allowed.

NKN Single Subscription

This registration form is designed for applicants who require an email address in the government domain for NKN connected institutes.

Login to the eForms portal remains the same as mentioned in previous sections. The applicant has to follow below steps for filling NKN single subscription request.

1. Click on Email (@gov) service available on the left pane of the dashboard.
2. Read the instructions on the pop-up window and click on OK button to proceed.
3. Select “NKN Single Subscription” from the options provided
4. Enter the NKN user subscription details:
 - i. Institute Name
 - ii. Institute ID
 - iii. Name of Project NKN
5. Select the date of birth and date of retirement from the calendar.
6. Select the preferred email address 1 and 2. Refer to the email address guidelines while entering the preferred email address.
7. Click on the preview and submit button to proceed further.

NOTE: For the flow of after submission of the form refer the point: [About Manual and Online Process eForms Portal](#)

Email Subscription Forms

Single Subscription
 Bulk Subscription
 NKN Single Subscription
 NKN Bulk Subscription
 GEM Subscription
 Email Activate
 Email De-Activate

NKN User Subscription Details

Institute Name *
Institute ID
Name of Project NKN *
Date Of Retirement/Date of expiry*

Preferred Email Address 1 (Refer email address guidelines) * @
Preferred Email Address 2 (Refer email address guidelines) * @

Enter Captcha*
 Captcha 

[Preview and Submit](#)

The applicant must follow below given steps to avail this service:

1. Login to eForms portal >> Select the option “Email (@gov)” on the left pane of the dashboard.
2. Read the instructions on the pop-up window and click on the OK button to proceed.
3. Select “NKN Bulk Subscription”
4. Enter the NKN Bulk User Subscription details:
 - i. Institute name
 - ii. Institute ID
 - iii. Name of Project NKN
5. The applicant can download the sample CSV file which can be used as a reference to upload the data for the creation of email accounts for NKN Institutes. The email address will be created in the institute's own registered domain.
6. The format of input file should be:
 - i. First Name
 - ii. Last Name
 - iii. Designation
 - iv. Department/ Ministry
 - v. State
 - vi. Country Code without (+) Mobile

- vii. Date of Retirement (dd-mm-yyyy)
- viii. Login UID
- ix. Complete Email address
- x. Date of Birth (dd-mm-yyyy)
- xi. Employee Code

- 7. Click to browse and select the file from your desktop to upload the same in the form.
- 8. Enter the correct Captcha value and click on Submit button.

NOTE: For the flow of after submission of the form refer the point: [About Manual and Online Process of the eForms Portal](#)

Email Subscription Forms

Single Subscription Bulk Subscription NKN Single Subscription **NKN Bulk Subscription** GEM Subscription Email Activate
 Email De-Activate

NKN Bulk User Subscription Details

Institute Name * Institute ID Name of Project NKN *

Click here to download Sample CSV-Format & the format of input file should be:
First Name>Last Name:Designation:Department/ Ministry:State:Country Code without(+):Mobile:Date of Retirement(dd-mm-yyyy):Login UID:Complete Email address:Date of Birth(dd-mm-yyyy):Employee Code

NOTE: All Field are mandatory (Except Date of Birth and Employee code) for account creation
NOTE: Maximum number of rows accepted at a time is 3000. Please upload CSV file with maximum 3000 rows only.

Please upload the CSV file

Captcha 

GEM Subscription

For the process of GeM User subscription refer the URL: <https://gem.gov.in/userFaqs>

For Primary Users:

Please find the GeM Subscription Procedure mentioned below for Primary applicant.

Send the endorsed letter signed by the Deputy Secretary or Undersecretary level of the ministry under which the organization belongs to and forward the same to ***gemapplicant[at]gem[dot]gov[dot]in***. After the approval, the applicant will get an email id with the domain [at]gembuyer[dot]in.

Email Subscription Forms

Single Subscription Bulk Subscription NKN Single Subscription NKN Bulk Subscription GEM Subscription Email Activate
 Email De-Activate

GEM User Subscription Details

Organization Category *
 Central PSE (Controlled by Central Ministry) State PSE (Controlled by State Ministry)

Controlling Ministry *
--SELECT--

Forwarding Officer Details

Your application needs to be forwarded by an officer at the level of Under Secretary or above and having government email address. For example @nic.in/@gov.in. Once approved by the Forwarding Officer, your request will be forwarded to gemapplicant@gem.gov.in. Please contact GEM support (gemapplicant@gem.gov.in) for any queries.

Email *
[REDACTED]@nic.in

Name *
[REDACTED]

Mobile *
[REDACTED]

Telephone *
[REDACTED]

Designation *
Security Auditor

Address *
Enter Postal Address [Only characters,digits,whitespace and [.,- # /()] allowed]

Are you primary user/HOD on GeM portal * Yes No

Personal Details

Date Of Retirement/Date of expiry *
Enter Date Of Retirement [DD-MM-YYYY]

Role to be assign *
--Select--

Preferred Email Address 1 (Refer email address guidelines) *
Enter User ID @ - Select Doma

Preferred Email Address 2 (Refer email address guidelines) *
Enter another User ID @

Enter Your Projected Monthly Traffic *
Enter Your Projected Monthly Traffic, Numeric Value(Minimum 1000)

Enter Captcha *
Captcha 66x1ba6 Enter Captcha

Once the primary email id is created, send a CSV file of the accounts which are to be created by GeM Subscription in the given format which is mentioned in the trailing mail.

- i. S.No.
- ii. FirstName
- iii. Last Name
- iv. Designation
- v. Role (HOD/Buyer/ Consignee /both/PAO/DDO)
- vi. Name of Ministry/ Department/ Organization
- vii. State/City
- viii. Mobile No (10 digits)
- ix. Complete Office Address

For Secondary Users:

Fill the GeM User Subscription form given on eForms portal.

1. Read the instruction window pop up and click on OK button to proceed.
2. Select "GeM Subscription"
3. Enter the GeM User Subscription details as mentioned in below points
4. In the organization category:

For Central PSE

Select the controlling ministry from the drop down

GEM User Subscription Details	
Organization Category *	Controlling Ministry *
<input checked="" type="radio"/> Central PSE (Controlled by Central Ministry)	-SELECT- ▼
<input type="radio"/> State PSE (Controlled by State Ministry)	

For State PSE

Select the state of posting from the drop-down and select the district name (where the applicant is posted) from the drop-down.

GEM User Subscription Details

Organization Category *

Central PSE (Controlled by Central Ministry)

State PSE (Controlled by State Ministry)

State where you are posted *

select

District Name (Where applicant is posted) *

-SELECT-

5. Forwarding Officer details will be auto filled when you select the organization category

Note: Your application needs to be forwarded by an officer at the level of Under Secretary or above and having a government email address.

For example: [at]nic[dot]in/[at]gov[dot]in. Once approved by the Forwarding Officer, your request will be forwarded to gemapplicant[at]gem[dot]gov[dot]in. Please contact GeM support (gemapplicant[at]gem[dot]gov[dot]in) for any queries.

If you are a primary user/HOD on GeM Portal click on YES or click NO.

6. Enter the personal details:
7. Date of retirement
8. Select the role to be assigned from the drop-down
9. Enter the preferred email address 1&2 (refer the email address guidelines for the creation of email address)
10. Enter your projected monthly traffic.
11. Enter the Captcha value and click on Preview and Submit button.
12. Rest of the process remains the same as mentioned in **“Single User Subscription Form”**.

VPN Service

This registration form is designed for the applicants who require a Virtual Private Network to access Intranet for NIC services.

Users can select from the request options provided for the Type of User such as:

1. New
2. Add/Delete IP Address to Existing

- 3. Renew
- 4. Surrender

New Request

Under this request, users can fill in new request for getting VPN IP to access the intranet on their workstations. As shown in the screenshot below, all the mandatory information is required to be filled by the user. After which the preview of the application will be shown to the user and the final submission will be done to the Reporting Officer.

For Single IP

- For single IP request, the user has to enter IP address of the server, application URL, destination port and choose the server location from the drop-down list.
- Enter the correct Captcha value and click on Preview and Submit button.
- The remaining process from the preview of the application till final submission remains the same as mentioned in **“Email (@gov) service section”**. The registration number for this service will be unique every time the user fills in new request.

The screenshot shows a web form titled "VPN Details". At the top, there are three radio buttons under "Type of User *": "New Request" (which is selected and highlighted with a red box), "Add/Delete IP address to existing", and "Renew". Below this, there are two more radio buttons: "Single IP" (selected) and "IP Range". The form contains several input fields: "Enter Server IP address *" with a placeholder "Enter IP Address [e.g: 10.10.10.10]", "Application URL" with a placeholder "Enter Application URL [e.g: (abc.com)]", and "Destination Port *" with a placeholder "Enter Destination Port [e.g: 80,443]". There is a blue "+" button to the right of these fields. Below them is a "Server Location *" dropdown menu with "NDC Delhi" selected. A "Remarks" section has a text area with "Remarks" written inside. At the bottom, there is a "Captcha" section with a visual captcha "8jWxW" and a text input field "Enter Captcha *". A "Preview and Submit" button is located at the very bottom of the form.

For IP Range

- For IP range request, the user has to enter IP range (from), IP range (to), application URL, destination port and choose the server location from the drop-down list.
- Enter the correct Captcha value and click on Preview and Submit button.
- Rest of the process from the preview of the application till final submission remains the same as mentioned in “**Email (@gov) service section**”. The user will receive a unique registration number for this service also that can be used to track the request.

The screenshot displays a web form titled "VPN Details". Under the "Type of User" section, the "New Request" radio button is selected. In the "IP Address" section, the "IP Range" radio button is selected. Two input fields, "Enter IP range (From)" and "Enter IP range (To)", are highlighted with a red box. The "Application URL" and "Destination Port" fields are also visible. The "Server Location" dropdown menu is set to "NDC Delhi". A "Remarks" field is present below. At the bottom, there is a "Captcha" image with the text "8jwXw" and a refresh icon, followed by an "Enter Captcha" input field. A "Preview and Submit" button is located at the bottom center.

Add/Delete IP Address to Existing

Users can add or delete the IP address to the already existing VPN IP by using this option wherein after clicking on radio button for this request type, a pop-up window will appear as shown in the screenshot below.

The user can follow below given steps:

- i. In the pop-up window, select the already existing VPN Registration Number from the dropdown list for which user wants to add/delete IP address to existing.

Add/Delete IP Address [X]

VPN REGISTRATION NO

-Select VPN REGISTRATION NO- [v]

ii. If you want to add IP address on same VPN registration number, click on “Add New” button and you will be redirected to the screen as shown in point i.

Add/Delete IP Address [X]

VPN REGISTRATION NO

VPN [REDACTED] [v]

You can select record for deletion, if you don't want to delete record then click directly to Add New button.

Show 10 [v] entries Search: []

Select	Server IP	Server Location	Destination Port	Service
<input type="checkbox"/>	[REDACTED]	NDC Hyderabad	[REDACTED]	https://[REDACTED]
<input type="checkbox"/>	[REDACTED]	NDC Delhi	[REDACTED]	https://[REDACTED]

Showing 1 to 2 of 2 entries

Previous 1 Next

Add New

iii. If you want to delete IP address for the same VPN registration number, then choose any of the check box and click on Continue button. The selected entry will be displayed on the VPN form. Add remarks if required.

iv. Enter the correct Captcha value and click on Preview and Submit button. The remaining process till final submission remains the same as mentioned in “Email (@gov) service section”.

Add/Delete IP Address ✕

VPN REGISTRATION NO

You can select record for deletion, if you don't want to delete record then click directly to Add New button.

Show entries Search:

Select	Server IP	Server Location	Destination Port	Service
<input checked="" type="checkbox"/>	██████████	NDC Hyderabad	██████	https://██████████
<input type="checkbox"/>	██████████	NDC Delhi	██████	https://██████████

Showing 1 to 2 of 2 entries Previous 1 Next

IP Address * Delete this VPN Entry

Single IP IP Range

Enter Server IP address *

Application URL

Destination Port *

Server Location *

Remarks

Captcha 

Renew

Similarly, users can choose this option provided in the VPN Service Form. After clicking on this option, a pop-up window will appear as shown in given picture below. User will choose the VPN Registration No. from drop down list which will be displayed on the screen, against which Renew Request needs to be submitted, followed by clicking on Renew button.

Renew Request

SELECT VPN REGISTRATION NO

-Select VPN REGISTRATION NO-

Renew Request

SELECT VPN REGISTRATION NO

VPN: [REDACTED]

Server IP	Server Location	Destination Port	Service
[REDACTED]	NDC Hyderabad	[REDACTED]	https://[REDACTED]
[REDACTED]	NDC Delhi	[REDACTED]	https://[REDACTED]

VPN: [REDACTED]

Renew

Surrender

This VPN request is for the users who wish to surrender their existing VPN IP. Users have to choose this option first as provided in the VPN form, followed by selecting VPN Registration No. from the drop-down list displayed on the screen. After which, verifying and clicking on Surrender button, the request will be submitted.

Surrender Request

SELECT VPN REGISTRATION NO

-Select VPN REGISTRATION NO-

Surrender Request

SELECT VPN REGISTRATION NO

VPN [REDACTED]

Server IP	Server Location	Destination Port	Service
[REDACTED]	NDC Hyderabad	[REDACTED]	https://[REDACTED]
[REDACTED]	NDC Delhi	[REDACTED]	https://[REDACTED]

Surrender