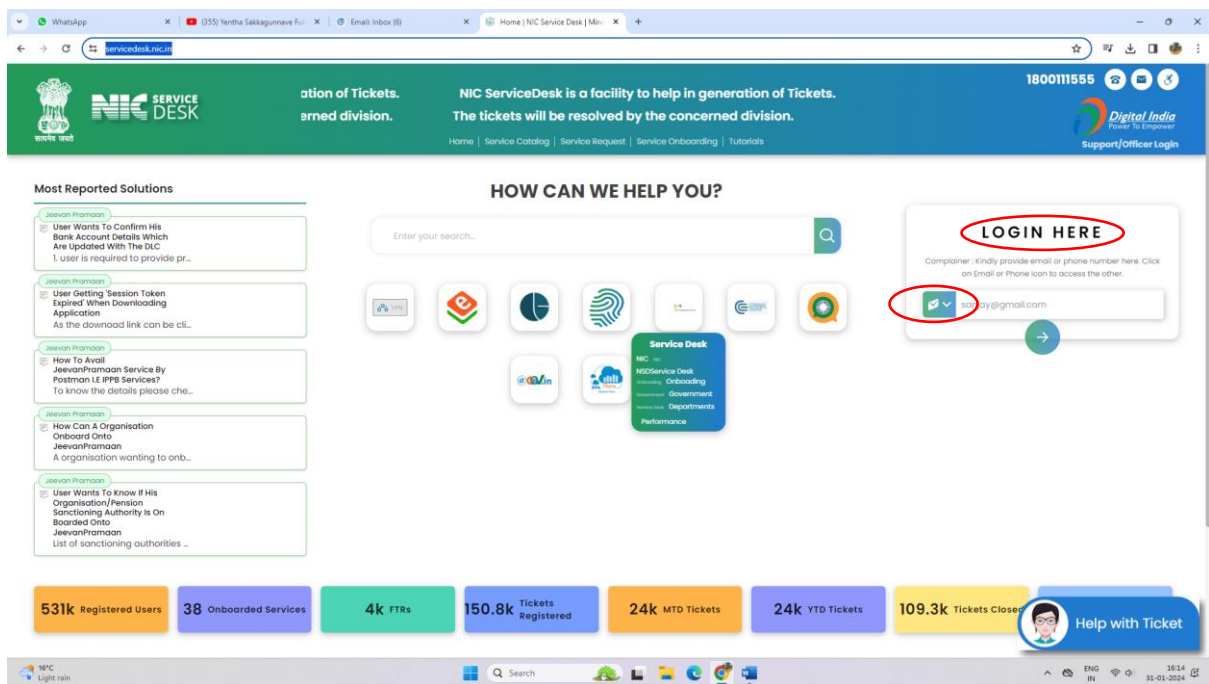


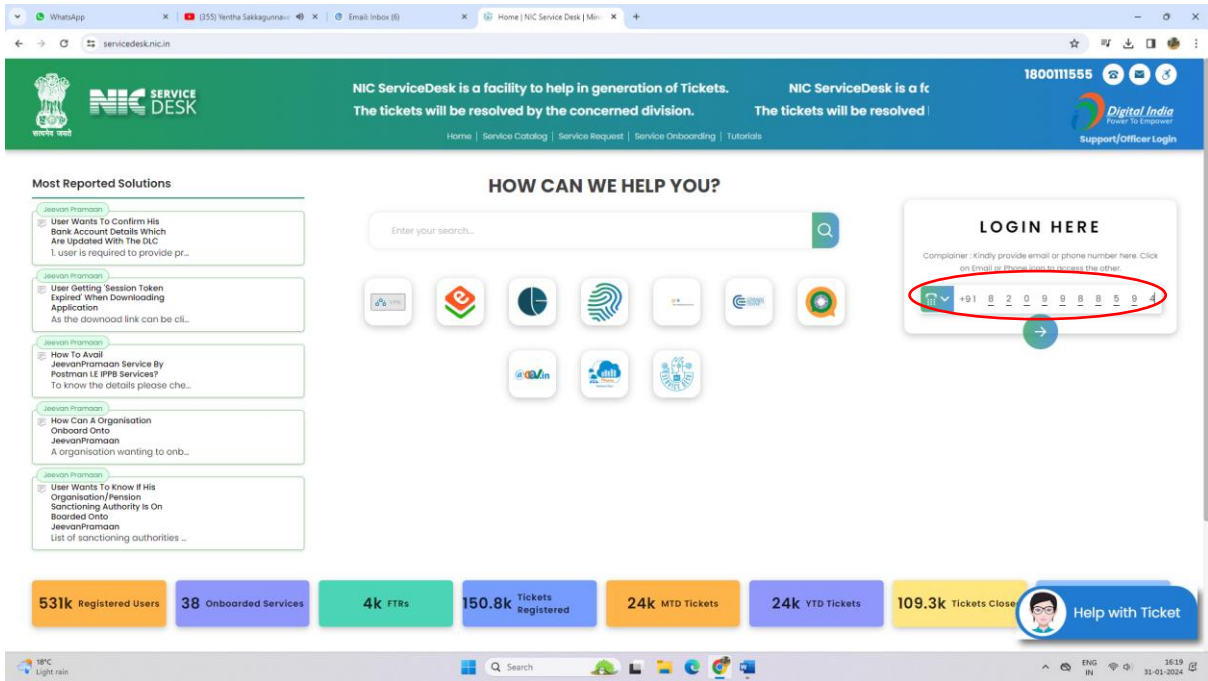
**As per direction received from DOT HQ, request for profile update against designation based email ID is to be made by the individual officer. SoP in this regard may be referred please.**

**How to update profile details against designation based gov mail id:**

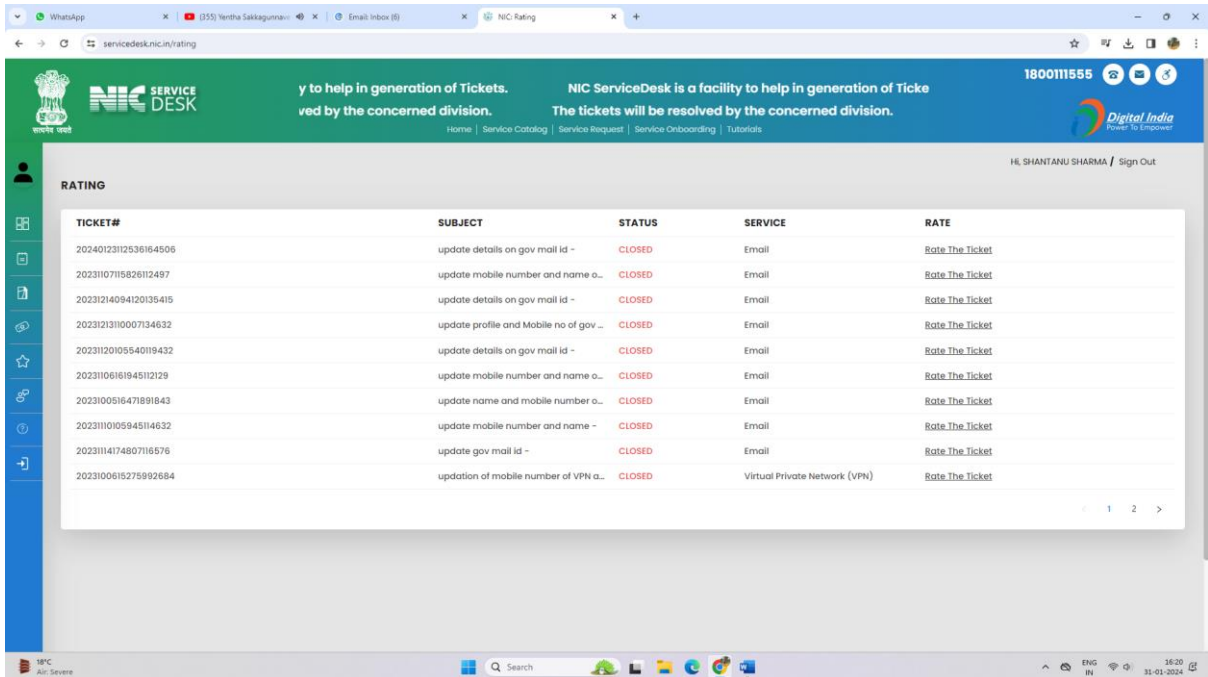
**Step 1:** Login to URL: <https://servicedesk.nic.in/>



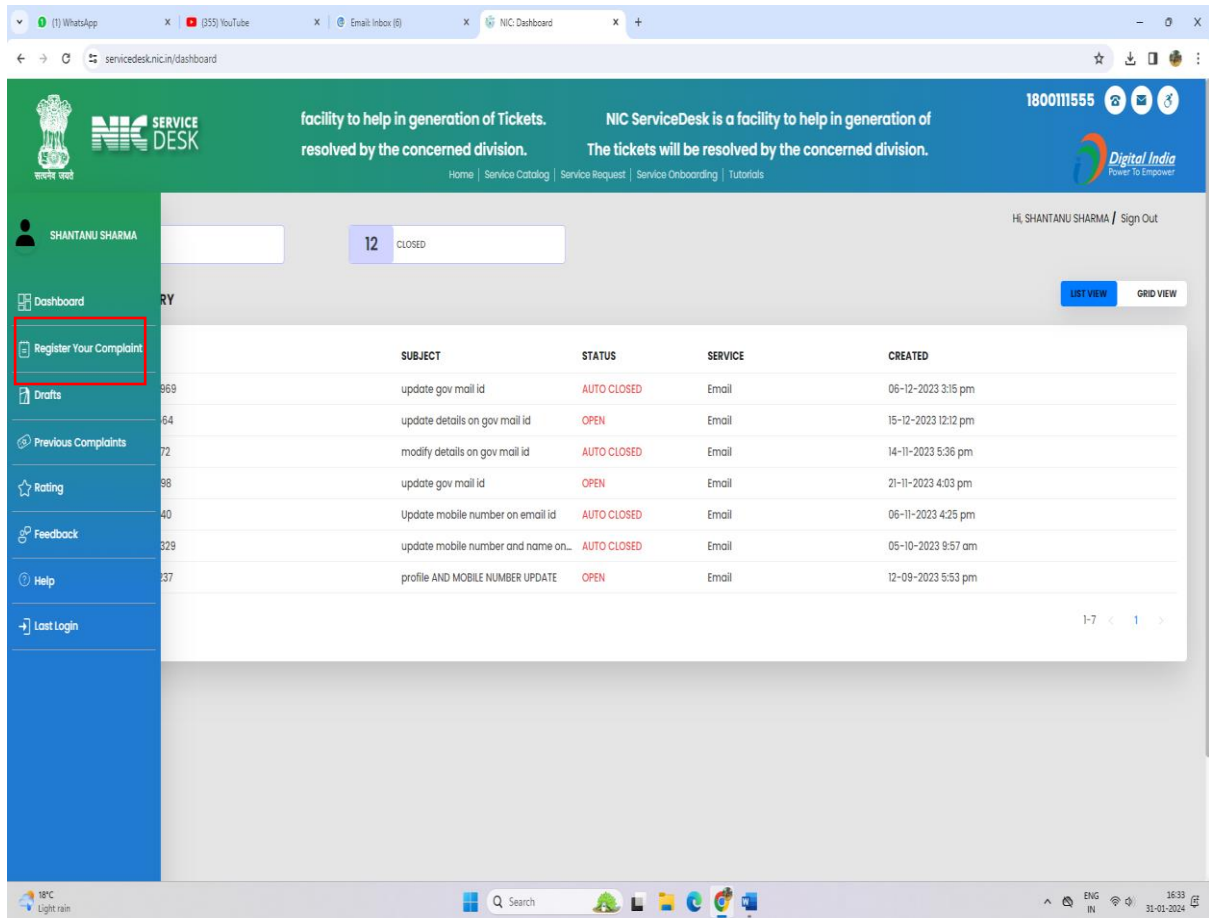
**Step 2:** change mail to phone number to get OTP in "LOGIN HERE" and provide number to get OTP.



**Step 3:** After entering OTP, your page will open like this.



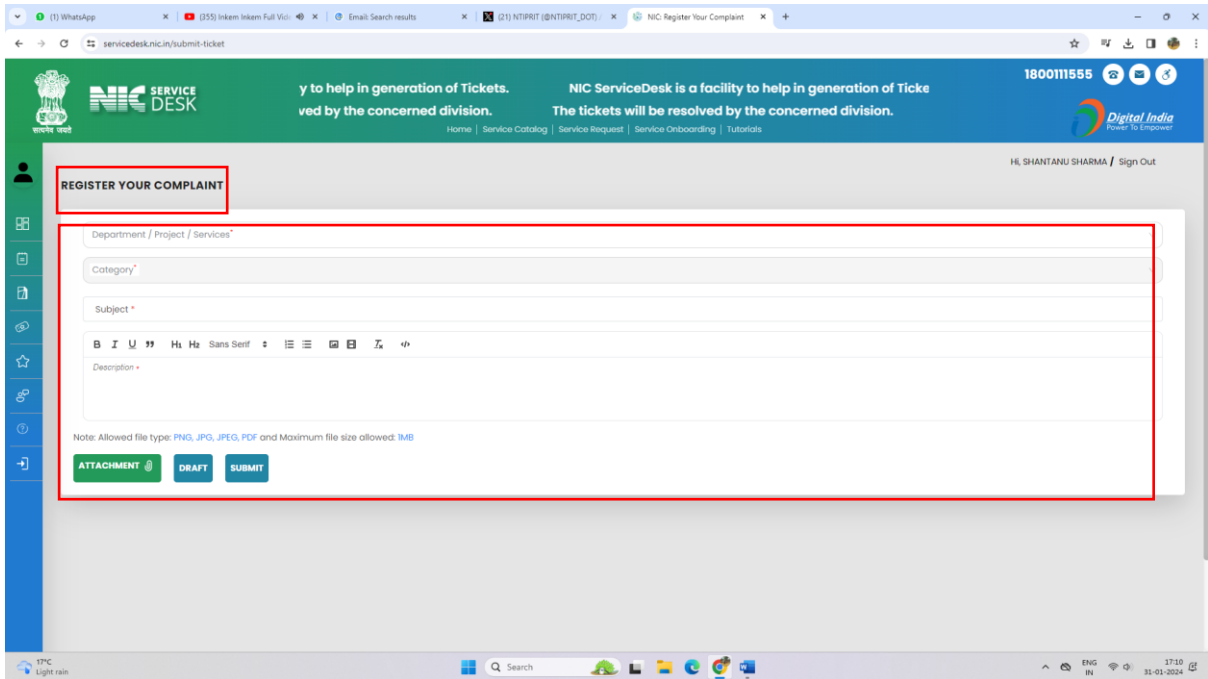
## Step 4: Go to register your complaint section.



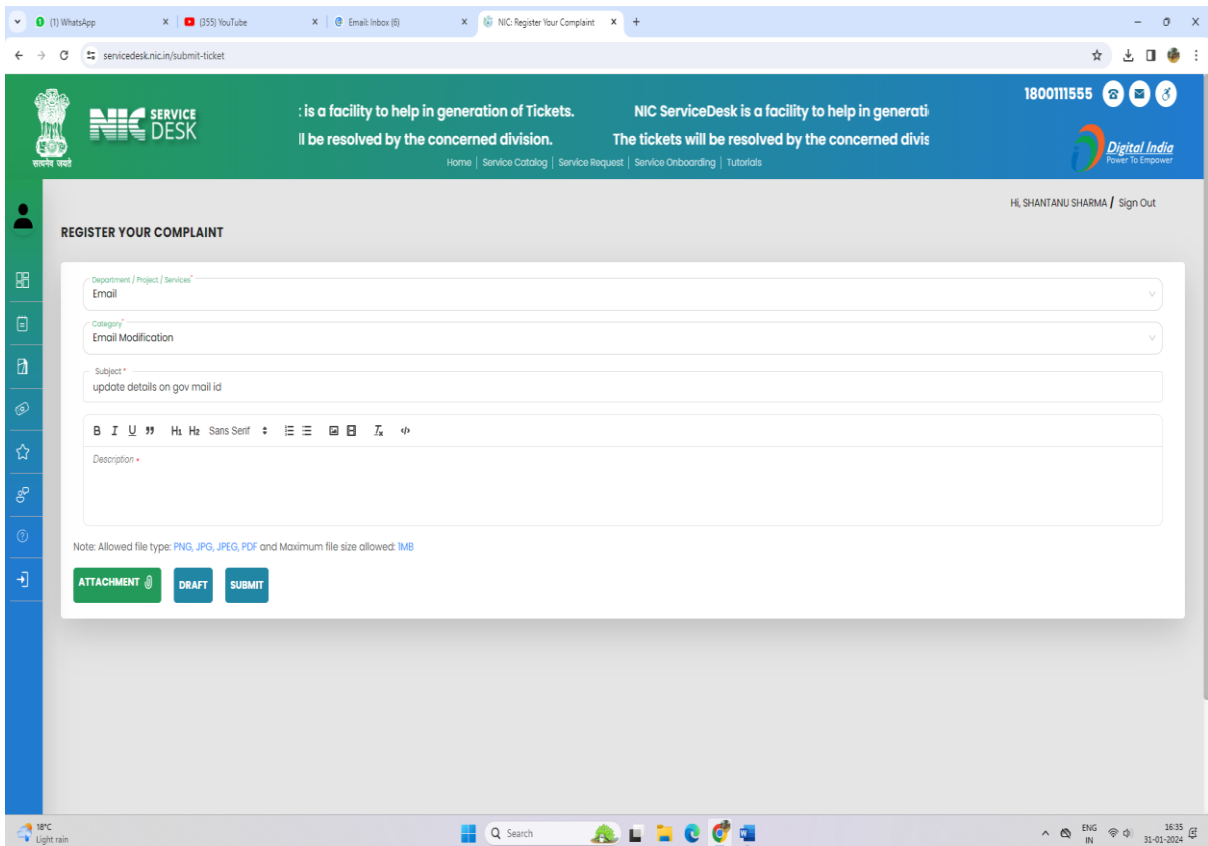
The screenshot shows the NIC ServiceDesk dashboard. The top navigation bar includes the NIC logo, the text "facility to help in generation of Tickets. resolved by the concerned division.", and "NIC ServiceDesk is a facility to help in generation of The tickets will be resolved by the concerned division." The user is logged in as SHANTANU SHARMA. The left sidebar contains several menu items, with "Register Your Complaint" highlighted by a red box. The main content area displays a table of tickets with columns for SUBJECT, STATUS, SERVICE, and CREATED.

	SUBJECT	STATUS	SERVICE	CREATED
969	update gov mail id	AUTO CLOSED	Email	06-12-2023 3:15 pm
64	update details on gov mail id	OPEN	Email	15-12-2023 12:12 pm
72	modify details on gov mail id	AUTO CLOSED	Email	14-11-2023 5:36 pm
98	update gov mail id	OPEN	Email	21-11-2023 4:03 pm
40	Update mobile number on email id	AUTO CLOSED	Email	06-11-2023 4:25 pm
329	update mobile number and name on...	AUTO CLOSED	Email	05-10-2023 9:57 am
237	profile AND MOBILE NUMBER UPDATE	OPEN	Email	12-09-2023 5:53 pm

## Step 5: Fill detail in “register your complaint”



**Step 6:** In "Department/ Project/ Services" Choose "email", in "category" choose "email modification", in "subject" write "update gov mail id".



In description you can use the following message:

Update details on following gov mail id:

Name:

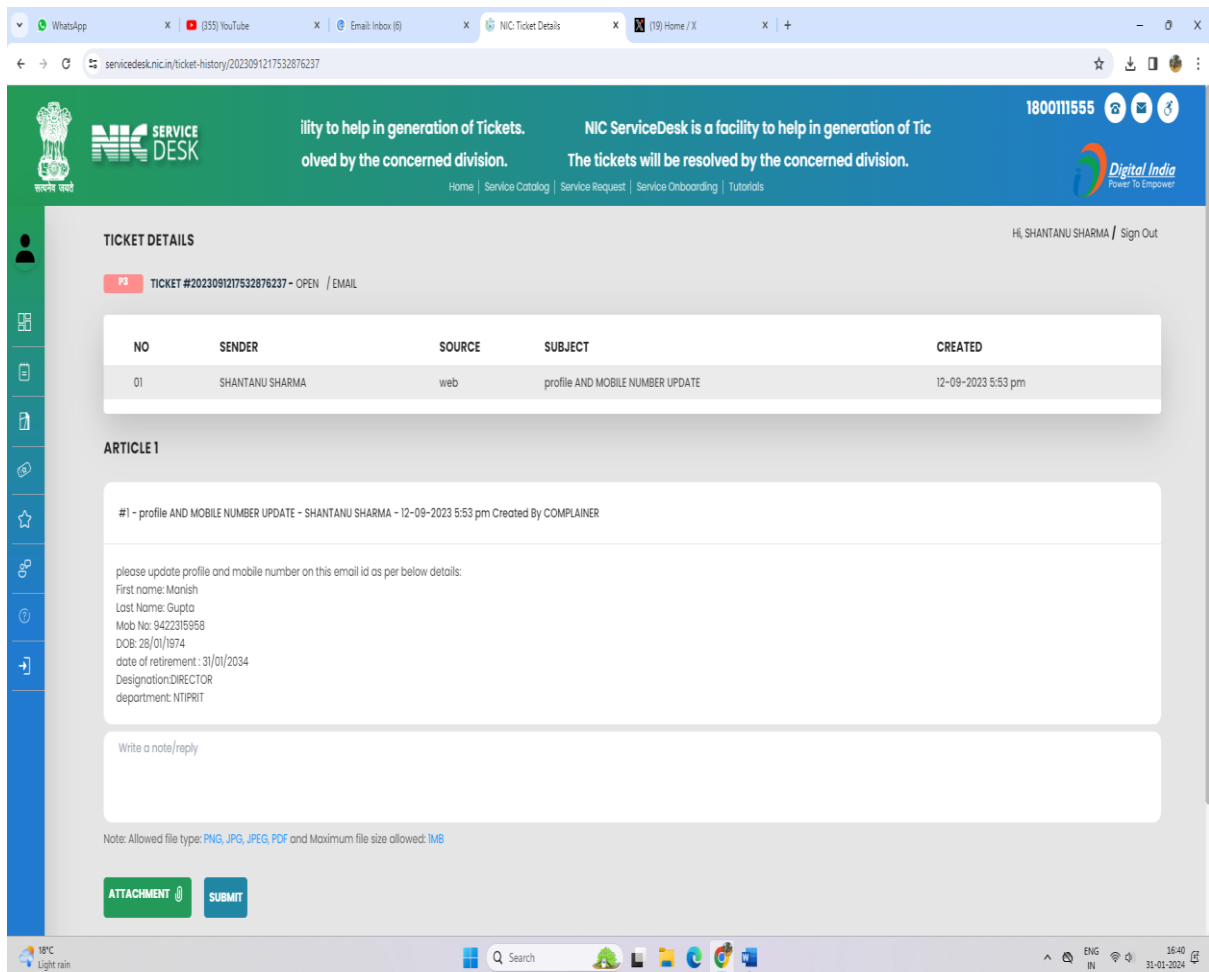
Mobile number:

DOB:

Date of retirement:

Designation:

**Step 7:** For reference you can use below picture:



The screenshot displays the NIC ServiceDesk interface. At the top, there is a navigation bar with the NIC logo, the text "NIC SERVICE DESK", and the slogan "Digital India Power To Empower". Below this, there are navigation links for Home, Service Catalog, Service Request, Service Onboarding, and Tutorials. The main content area is titled "TICKET DETAILS" and shows the following information:

- Ticket #2023091217532876237 - OPEN / EMAIL
- Sender: SHANTANU SHARMA
- Source: web
- Subject: profile AND MOBILE NUMBER UPDATE
- Created: 12-09-2023 5:53 pm

Below the ticket details, there is an "ARTICLE 1" section containing the following text:

#1 - profile AND MOBILE NUMBER UPDATE - SHANTANU SHARMA - 12-09-2023 5:53 pm Created By COMPLAINER

please update profile and mobile number on this email id as per below details:

- First name: Manish
- Last Name: Gupta
- Mob No: 9422315658
- DOB: 28/01/1974
- date of retirement: 31/01/2034
- Designation: DIRECTOR
- department: NTIPRIT

At the bottom of the article, there is a "Write a note/reply" text area and a "SUBMIT" button. A note below the text area states: "Note: Allowed file type: PNG, JPG, JPEG, PDF and Maximum file size allowed: 1MB". There is also an "ATTACHMENT" button.

After complaint registration, you will get ticket number like this **2023091217532876237.**

**Step 8: AFTER THIS YOU HAVE TO DROP AN EMAIL WITH AN ATTACHED PDF DULY SIGNED BY NODAL OFFICER- DIRECTOR (ICT).**

**SAMPLE MAIL:**

Respected Sir,

A ticket on NIC ServiceDesk bearing No # **2023091217532876237** has been raised for **updtation of Mobile no, display name, dob, date of retirement** associated with designation based email ID: \*\*\*\*\*@gov.in

Required details are as follows:

First Name:

Last Name:

Mobile Number:

Date of Birth:

Date of Retirement:

Designation:

Department:

It is requested to please authorize and forward the same to the concerned team for necessary action please.

--

**Thanks and Regards**

Mail will be addressed to:

**To:** "Arvind Kumar" <[dirit2-dot@gov.in](mailto:dirit2-dot@gov.in)>

**Cc:** "Web Administrator" <[webadmin-dot@nic.in](mailto:webadmin-dot@nic.in)>, "DoT eOffice Administrator" <[eofficeadmin-dot@nic.in](mailto:eofficeadmin-dot@nic.in)> and your reporting officer.

Attached pdf:

**Ministry of Communications  
Department of Telecommunications  
20, Ashoka Road, New Delhi**

**Form for eMail account re-activation/update**

1. User needs to update details through <https://eforms.nic.in> then email the scanned copy of this page to:-

For DGT and LSAs	adgit.hq-dgt-dot@gov.in, dirit.hq-dgt-dot@gov.in
For CGCA and CCAs	sanjay.sharma96@gov.in, np.singh10@mea.gov.in
For others	webadmin-dot@nic.in, eofficeadmin-dot@gov.in, dirit2-dot@gov.in

2. As per details given below, it is requested to kindly arrange to:
- Reactivate email id
  - Reactivate email id for post-retirement retention
  - Update Mobile Number
  - Deactivate email id
  - Delete email id
  - Update display Name
  - Update Date of Birth
  - Update date of retirement
  - Update Designation

<b>Email Id:</b>	
<b>Name:</b>	
<b>Designation:</b>	
<b>Mobile No.:</b>	
<b>Service (ITS/IAS/CSS etc.):</b>	
<b>Staff Number</b>	
<b>Date of Birth:</b>	
<b>Date of Retirement:</b>	
<b>State:</b>	
<b>Name of Nodal officer:</b>	
<b>Mobile No. of Nodal officer:</b>	

**Declaration**

1. It is declared that:-
- a) The Machine/Handheld devices on which I am accessing my below mentioned email id has been scanned with latest patches of Antivirus, it's Operating System(OS) has been updated with the latest patches and it has been also checked for key loggers and malicious codes, if any.
  - b) I would ensure that "REMEMBER PASSWORD" has been not configured in any browser i.e. Internet Explorer, Google Chrome, Mozilla Firefox etc. or any POP client i.e. Outlook, Thunder bird etc., in respect of my below mentioned email id.
  - c) I would regularly change my email password as per the Password Policy under the email service of the Government.
  - d) My PC/Laptop/Tablet/Mobile has been hardened as per security instructions issued by SA Division.

**(Signature with date & seal)**

**(Nodal Officers Signature with date & seal)**