



प्रणाली एवं आंकड़ा प्रबंधन महानिदेशालय,  
केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड  
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Date: 27-05-2021

**Advisory SI/05/2021**

**Configuring Outlook for accessing @icegate.gov.in email**

Microsoft Outlook is one of the most widely used email applications. Whether one use it at home for personal correspondence or at work for professional communication, there are several distinct benefits of choosing the Microsoft Outlook desktop email client to manage email more efficiently. This advisory will help users to configure Outlook for accessing @Icegate.gov.in emails (personal or generic) for ease of use and for increasing productivity.

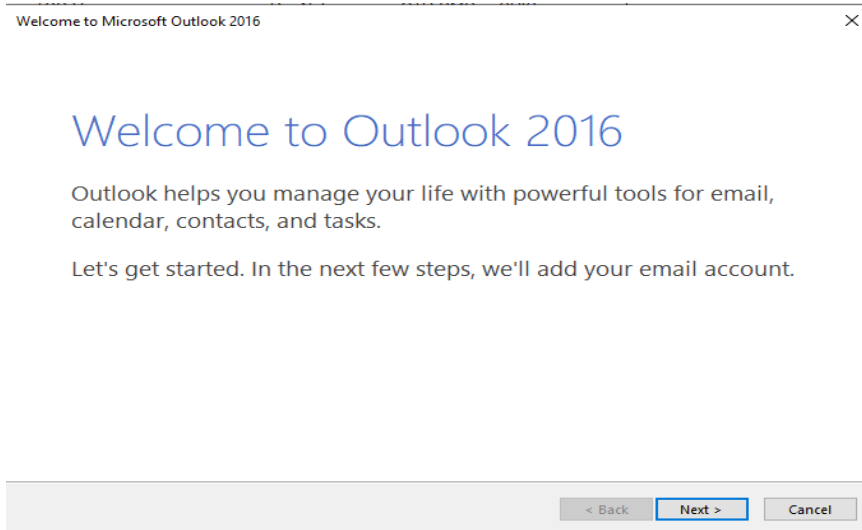
2.0 Following steps needs to be followed by a user to configure Outlook at DG System provided AIOs/ Laptops: -

**Note:**

1. Accessing @icegate.gov.in mail from outlook can only be done through CBIC VPN or MPLS.
2. Icegate Email Id archives cannot be accessed using Outlook.

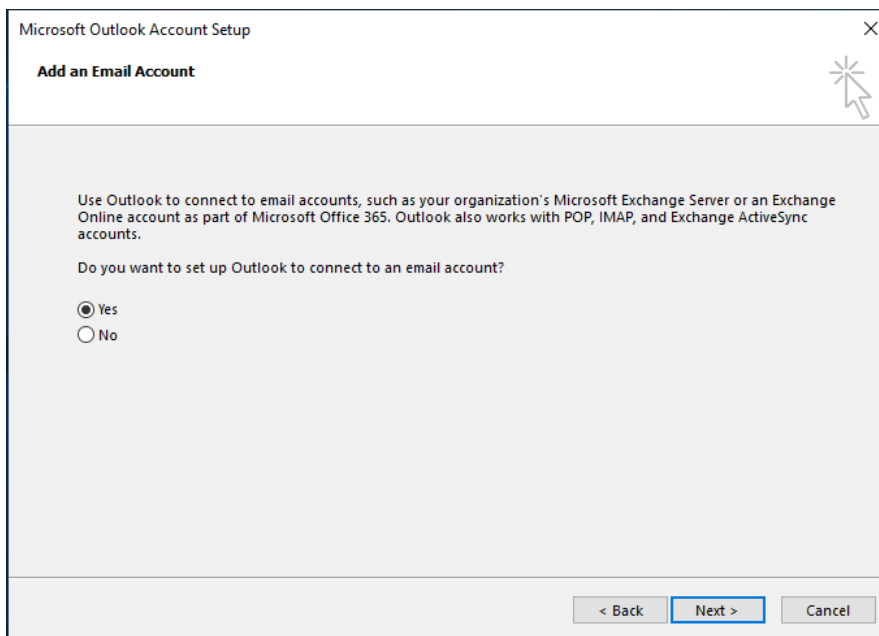
**Launching Microsoft Office application**

Search Outlook in search bar to find outlook application. Click to open Outlook.



Click on “Next” to proceed further.

The next screen asks the user to confirm whether an email account is to be configured (as shown below).



Select the “Yes” Radio Button & click on “Next”.

Select the radio button “Manual setup or additional server types” and click Next.

The screenshot shows the 'Add Account' dialog box with the 'Auto Account Setup' section selected. The title bar reads 'Add Account' and there is a close button (X) in the top right corner. Below the title bar, the text 'Auto Account Setup' is followed by 'Manual setup of an account or connect to other server types.' There are two radio button options: 'E-mail Account' (which is unselected) and 'Manual setup or additional server types' (which is selected). Under 'E-mail Account', there are four input fields: 'Your Name:' with an example 'Ellen Adams', 'E-mail Address:' with an example 'ellen@contoso.com', 'Password:', and 'Retype Password:' with a note 'Type the password your Internet service provider has given you.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Select **POP or IMAP** and click on **next** button.

The screenshot shows the 'Add Account' dialog box with the 'Choose Service' section selected. The title bar reads 'Add Account' and there is a close button (X) in the top right corner. Below the title bar, the text 'Choose Service' is followed by two radio button options: 'Outlook.com or Exchange ActiveSync compatible service' with the description 'Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks', and 'POP or IMAP' (which is selected and highlighted in yellow) with the description 'Connect to a POP or IMAP email account'. At the bottom, there are three buttons: '< Back', 'Next >' (which is highlighted in yellow), and 'Cancel'.

## IMAP Configuration for @icegate.gov.in users:

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**  
Your Name: Aravindan MohantCS  
Email Address: aravindan.mohantcs@icegal

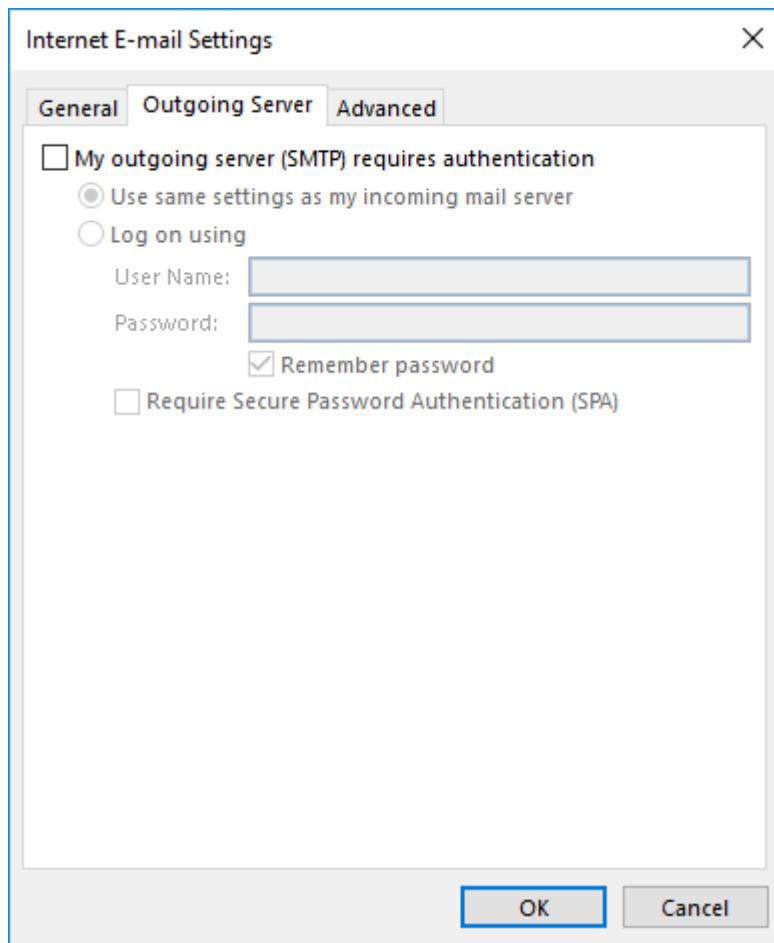
**Server Information**  
Account Type: IMAP  
Incoming mail server: imap.icegate.gov.in  
Outgoing mail server (SMTP): smtp.icegate.gov.in

**Logon Information**  
User Name: aravindan.mohantcs@icegal  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
Test Account Settings ...  
 Automatically test account settings when Next is clicked  
Mail to keep offline: All

< Back    Next >    Cancel

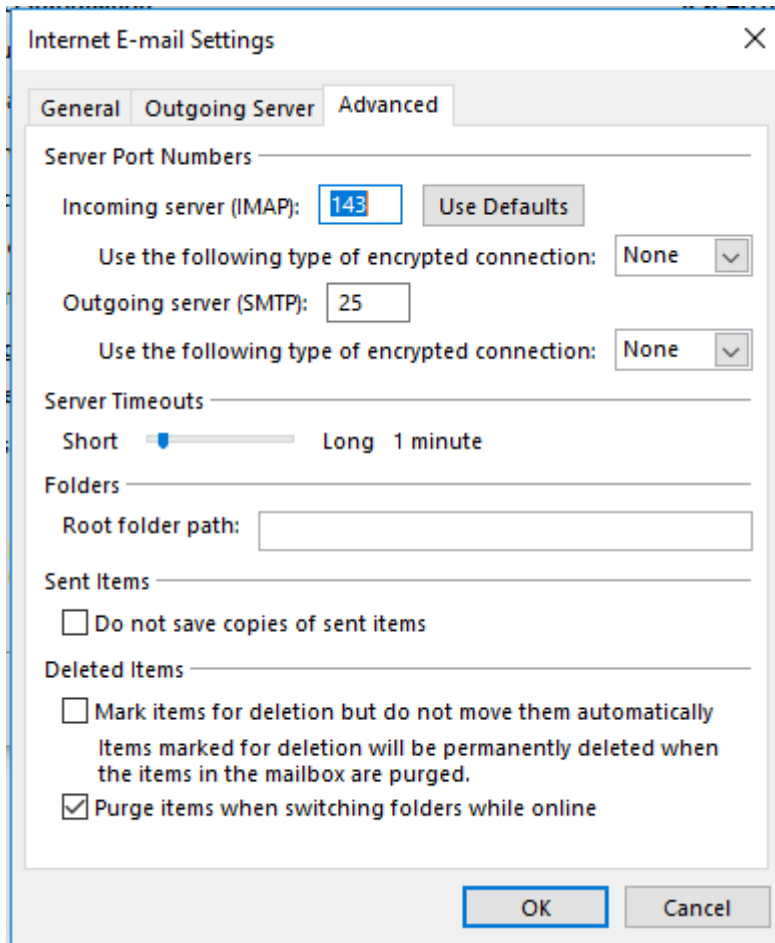
1. **Your Name:** Enter the name which you want to be display as Sender name.
2. **Email Address:** Enter the concerned @icegate.gov.in email address in this textbox.
3. The Server Information should be entered as follows:  
**Account Type:** From the dropdown list, select "IMAP".  
**Incoming Mail Server:** Please enter **imap.icegate.gov.in** in this.  
**Outgoing Mail Server (SMTP):** Please enter **smtp.icegate.gov.in** in this textbox.
4. The Logon Information should be entered as follows:
5. **Username:** This field contains the username of the concerned icegate email address.  
For example if the icegate email address is [abc.xyz@icegate.gov.in](mailto:abc.xyz@icegate.gov.in) , then enter "abc xyz" in this textbox.
6. **Password:** Provide the password which is used to access the concerned icegate id via webmail.
7. Click on More Settings, go to 'Outgoing Server' and keep 'My outgoing server (SMTP) requires authentication' unchecked.



**8. Go to Advanced**

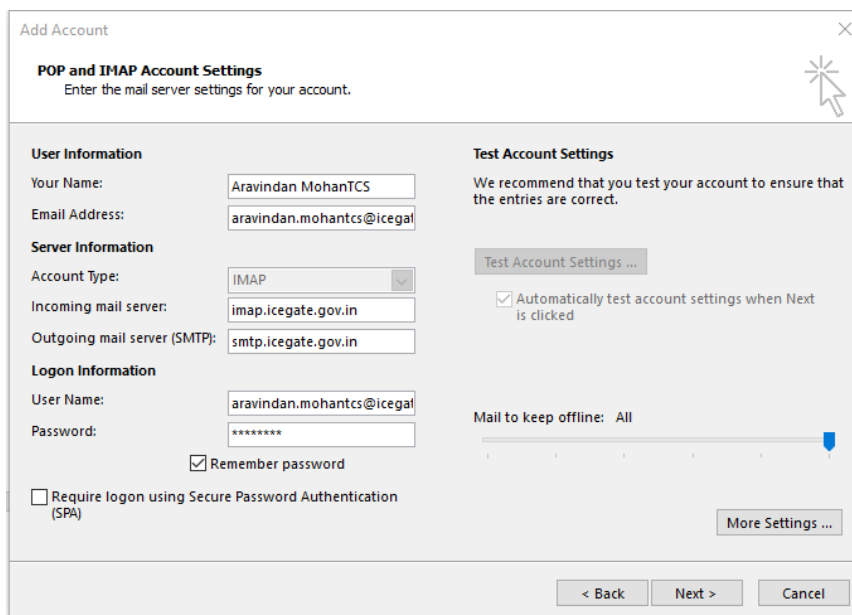
Enter '143' in Incoming server (IMAP) and select 'None' in Use the following type of encrypted connection.

Enter '25' in Outgoing server (IMAP) and select 'None' in Use the following type of encrypted connection.

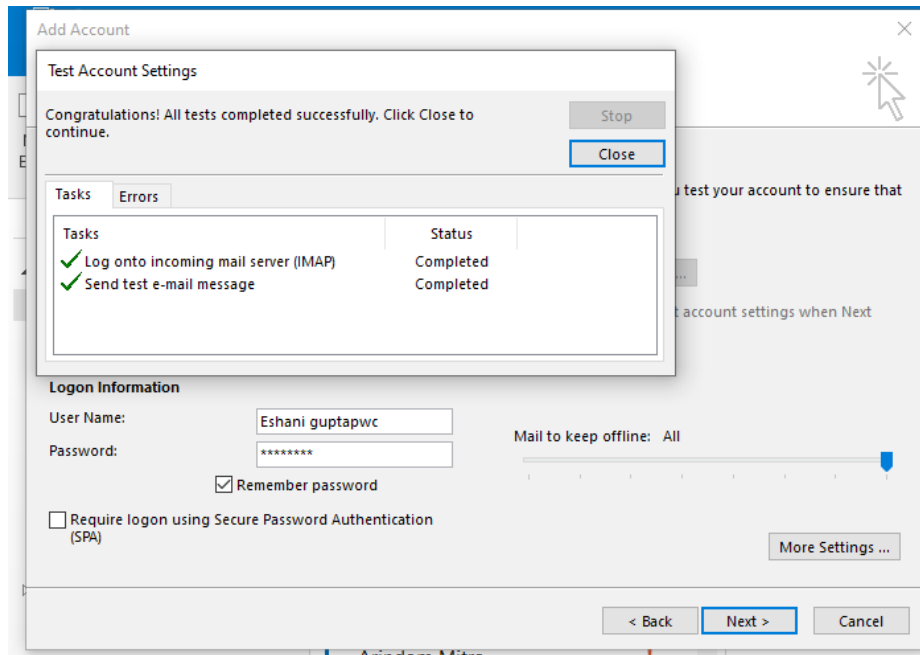


9. Click on Ok

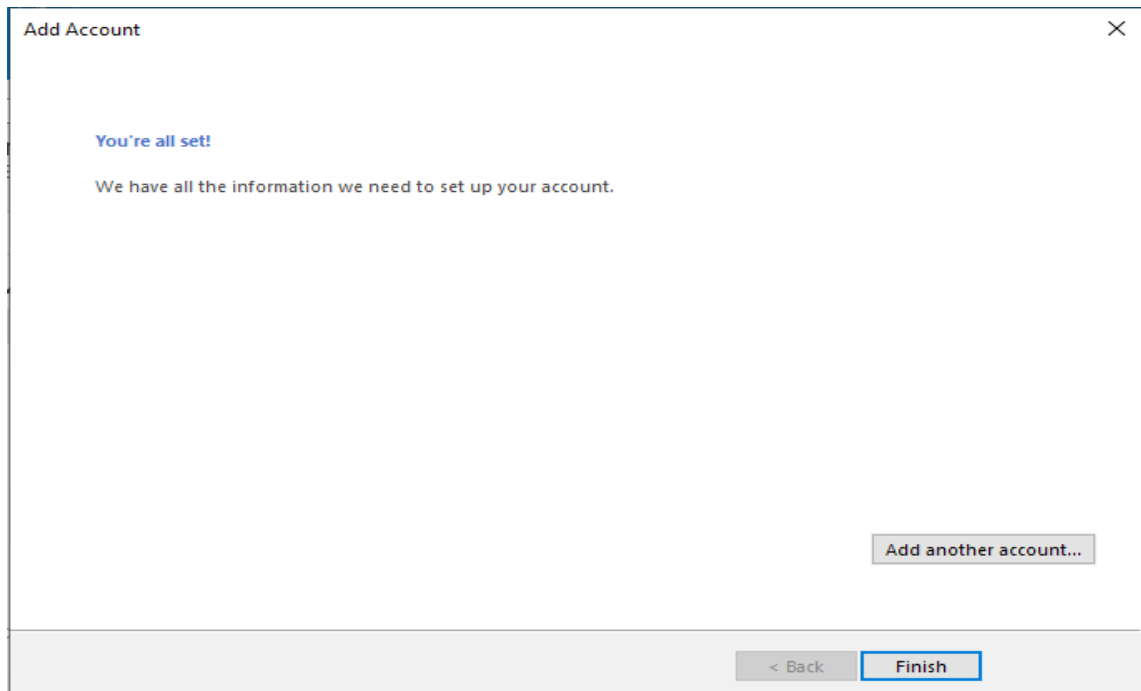
10. Click Next.



11. Now on next screen user will see both tasks as completed. Click on 'Close'.

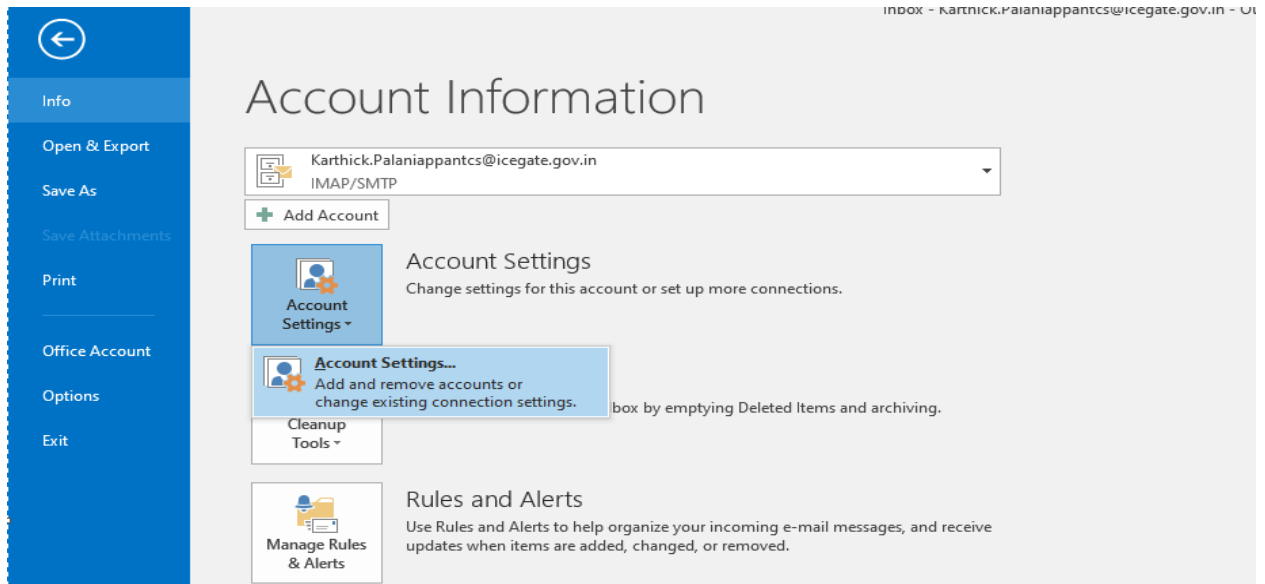


12. Click on 'Finish'.

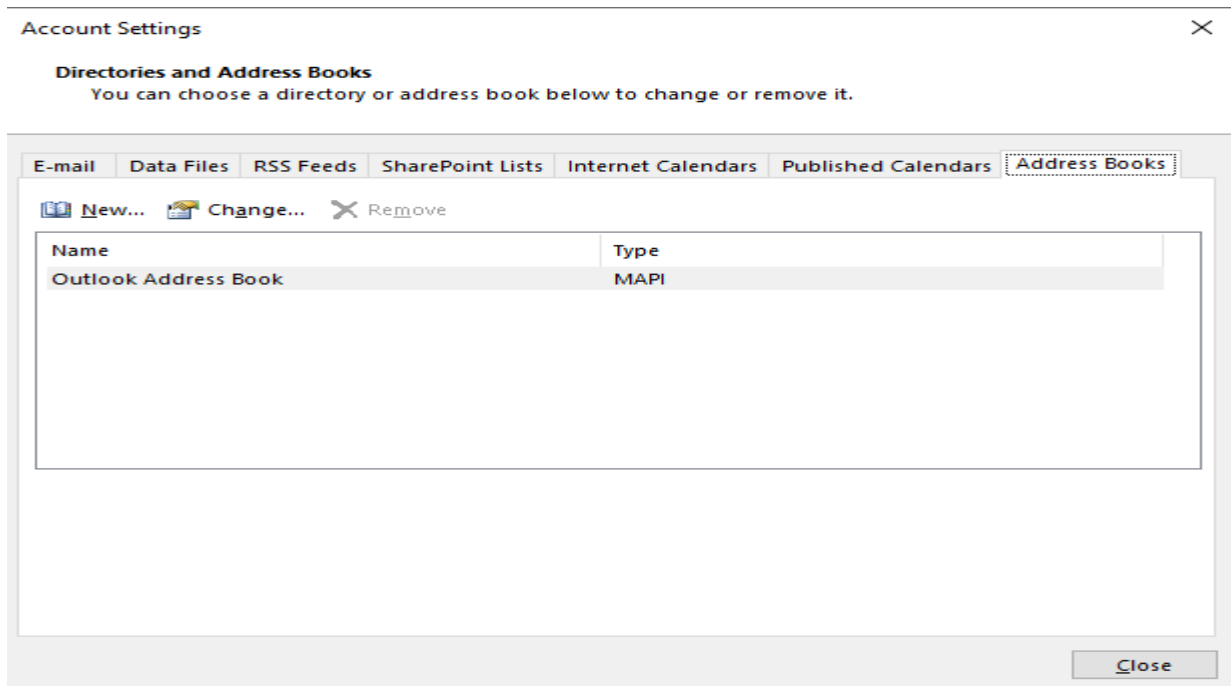


To synch Icegate Email Address Book in Microsoft Outlook. Please enable the settings as follows.

13. Click on Account Settings and select 'Add and remove accounts or change existing connection settings'.

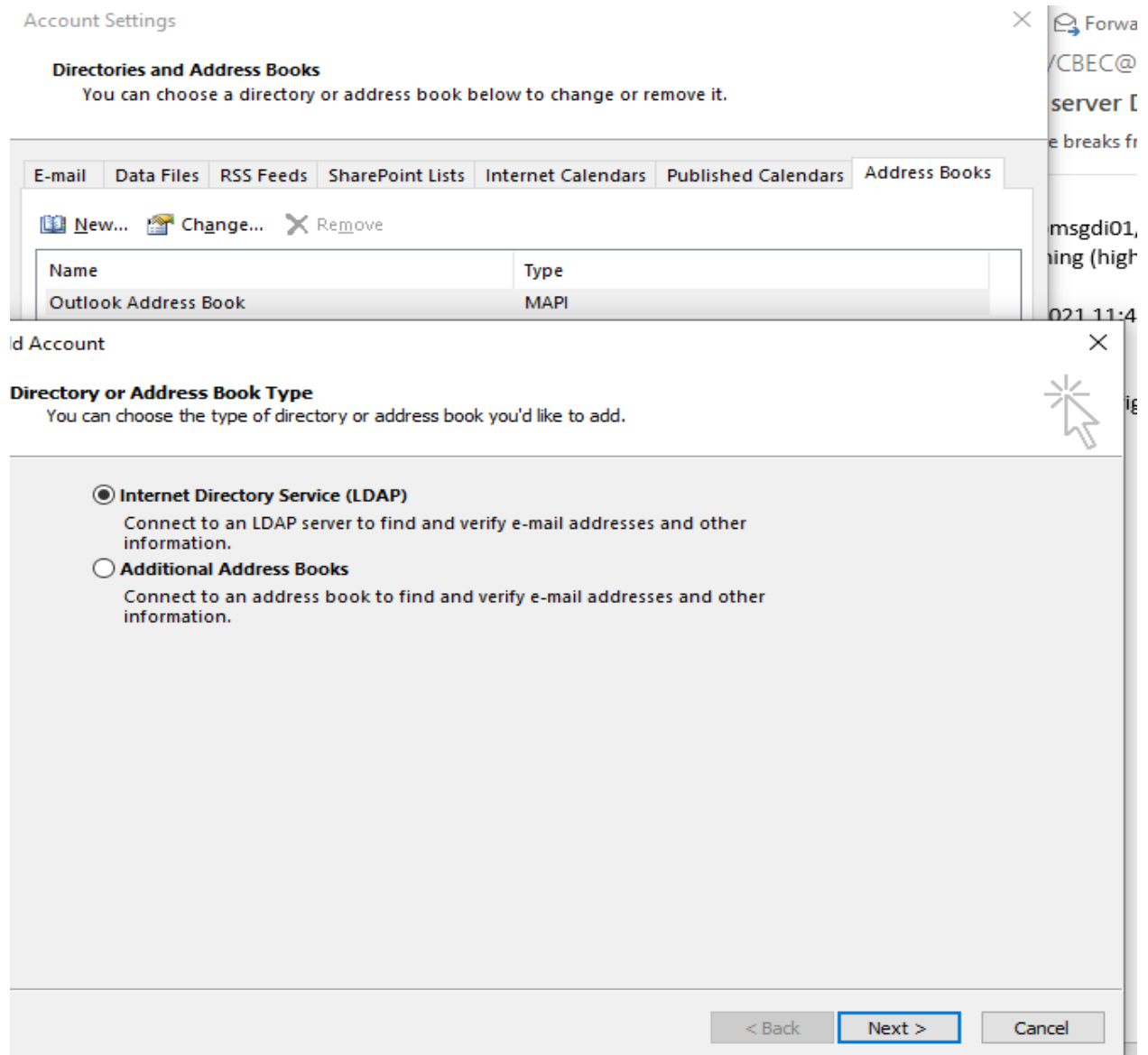


14. Click on Address Books.



15. Click on New. Select Internet Directory Server(LDAP) and Click on Next.





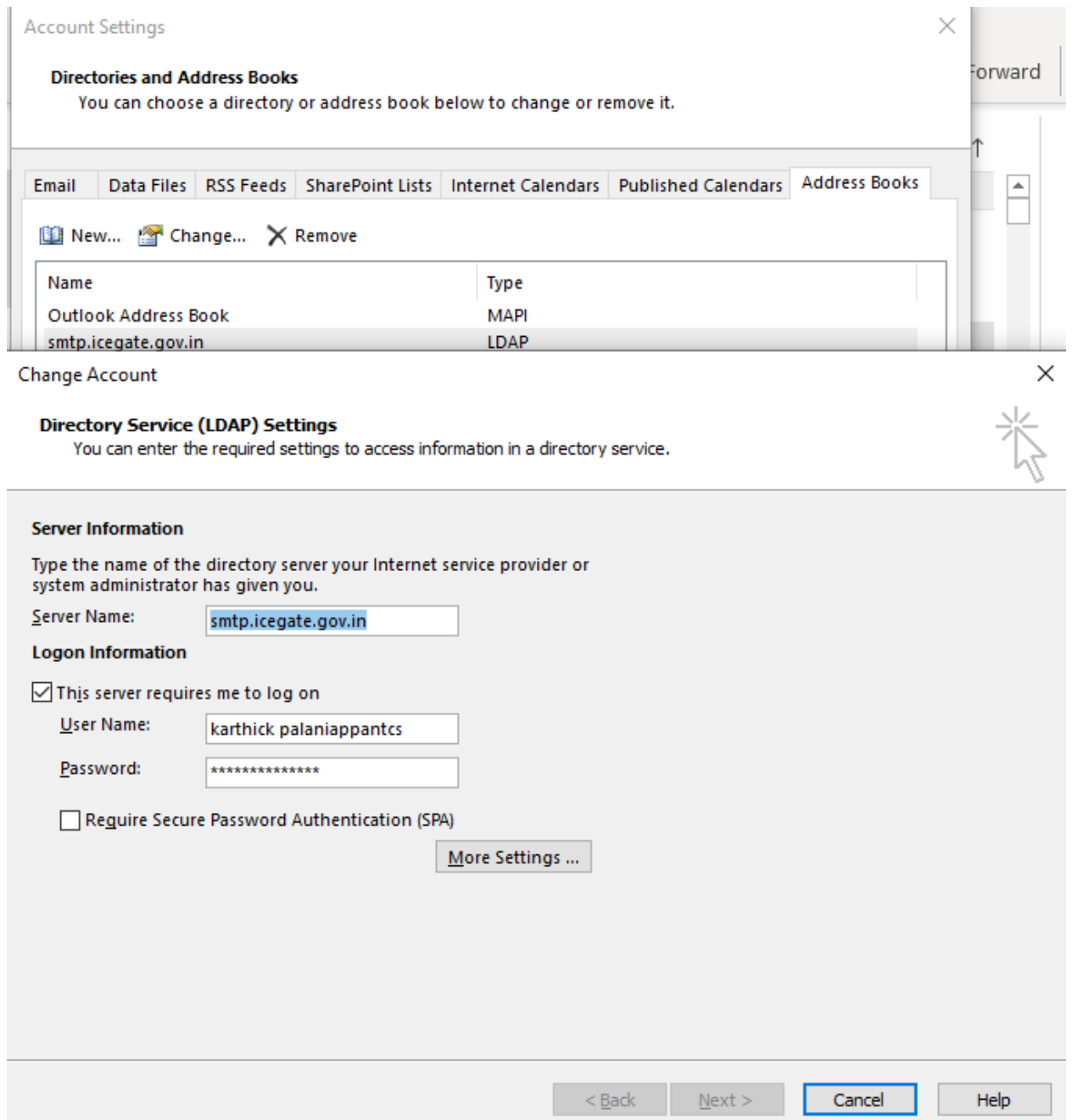
16. Enter the Server Name: **smtp.icegate.gov.in**.

In Logon Information:

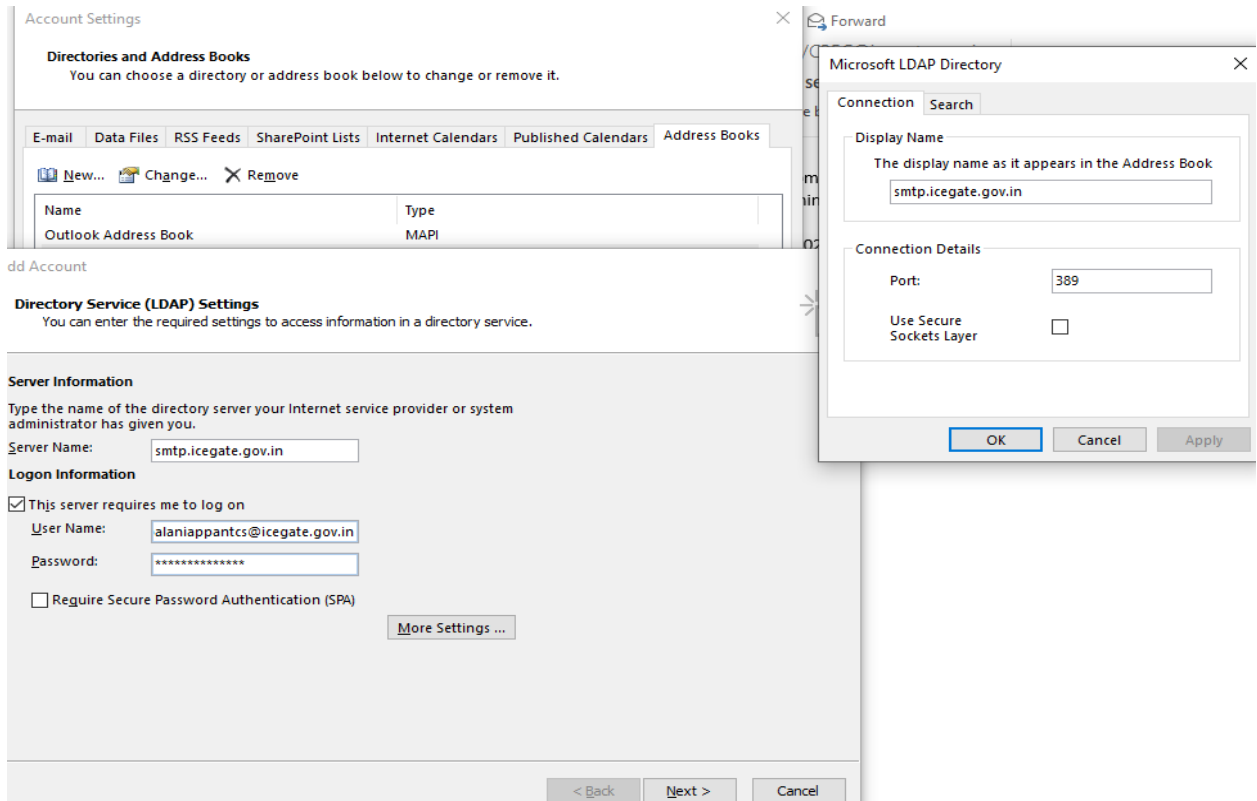
**Username:** This field contains the username of the concerned icegate email address. Enter the Icegate Email username in this textbox.

**Password:** Provide the password which is used to access the concerned icegate id via webmail.

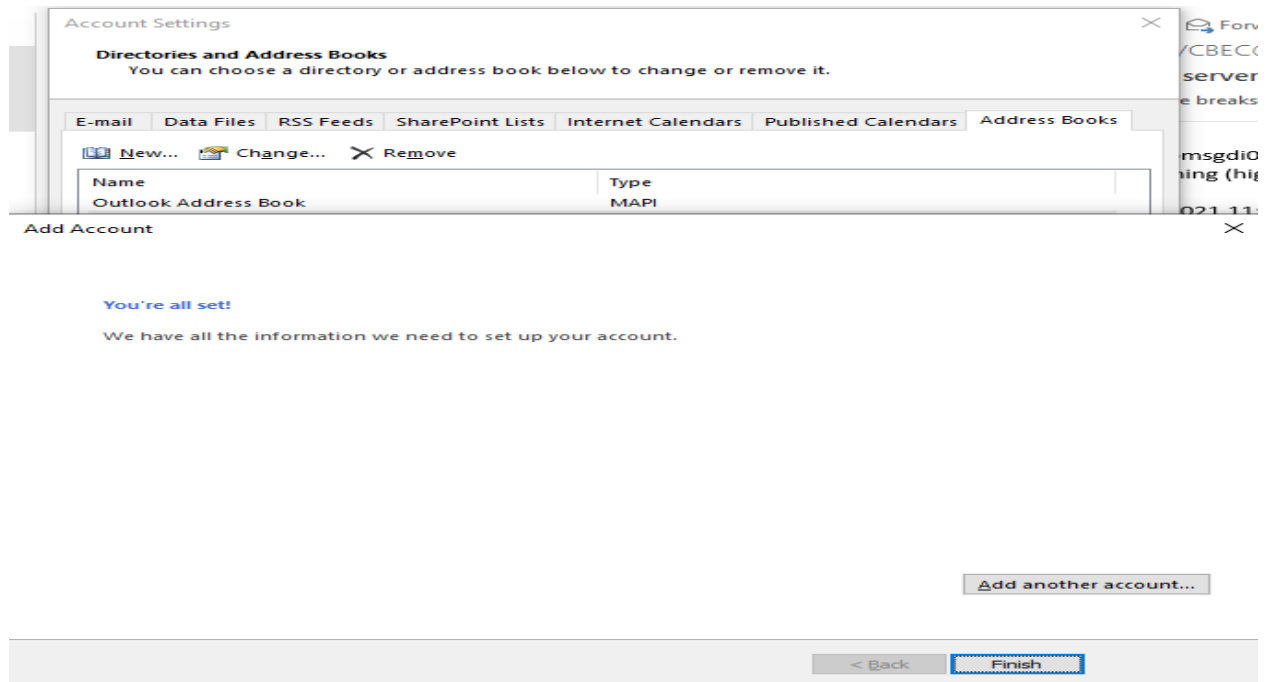
Click on 'More Settings'.



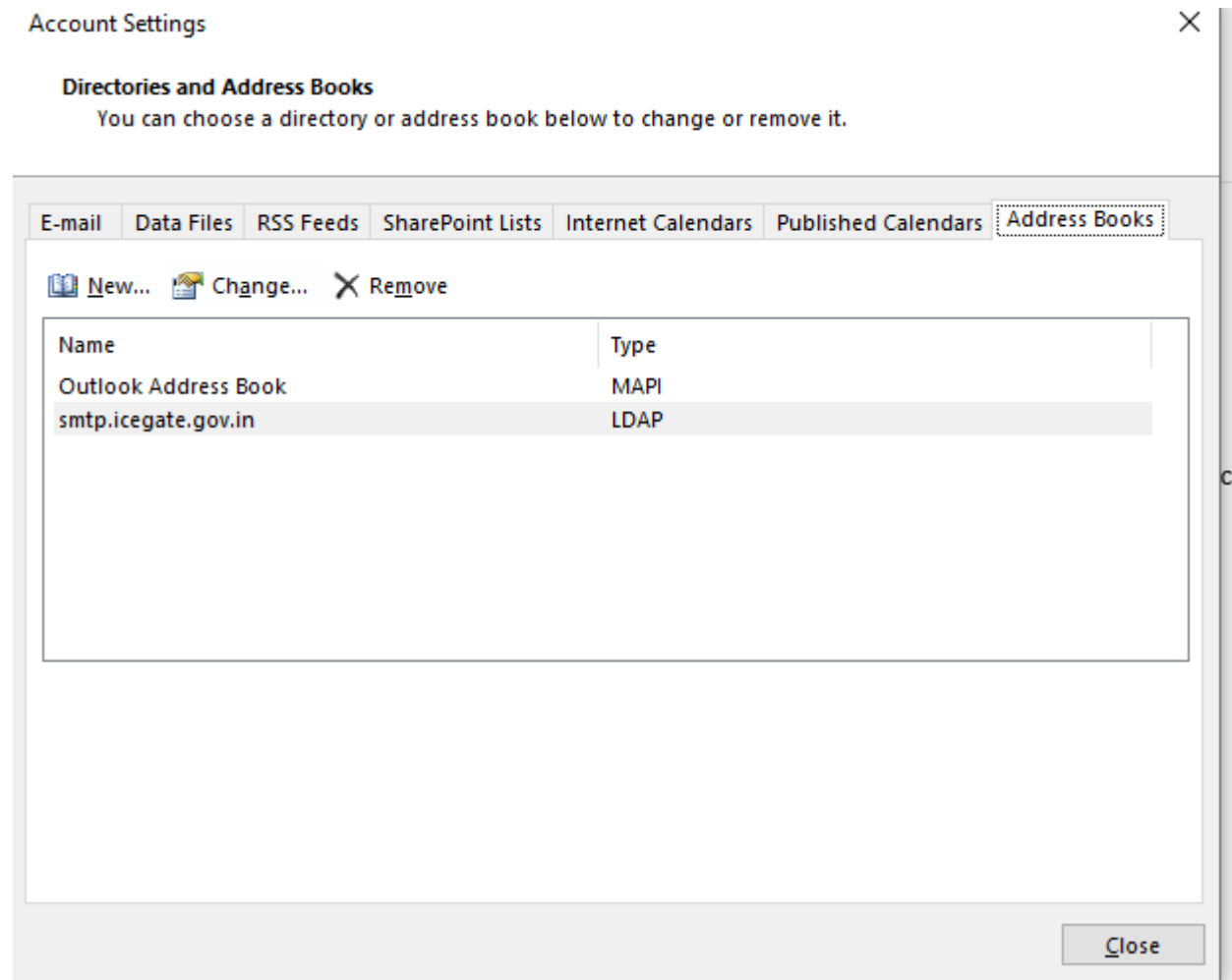
17. In Microsoft LDAP Directory tab, Display name is your Server Name and Port is 389. Click on Ok & Click on Next.



18. Click on Finish.



19. Click on Close.

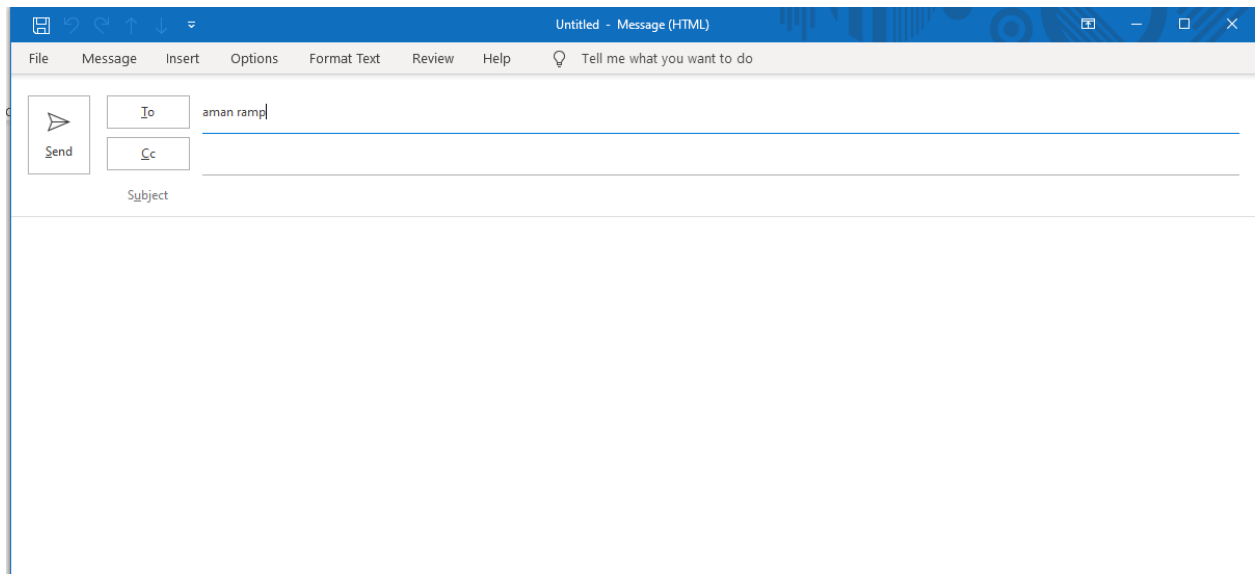


**20.** Icegate Email Address book is added now. To take effect, Microsoft Outlook Client needs to be restarted.

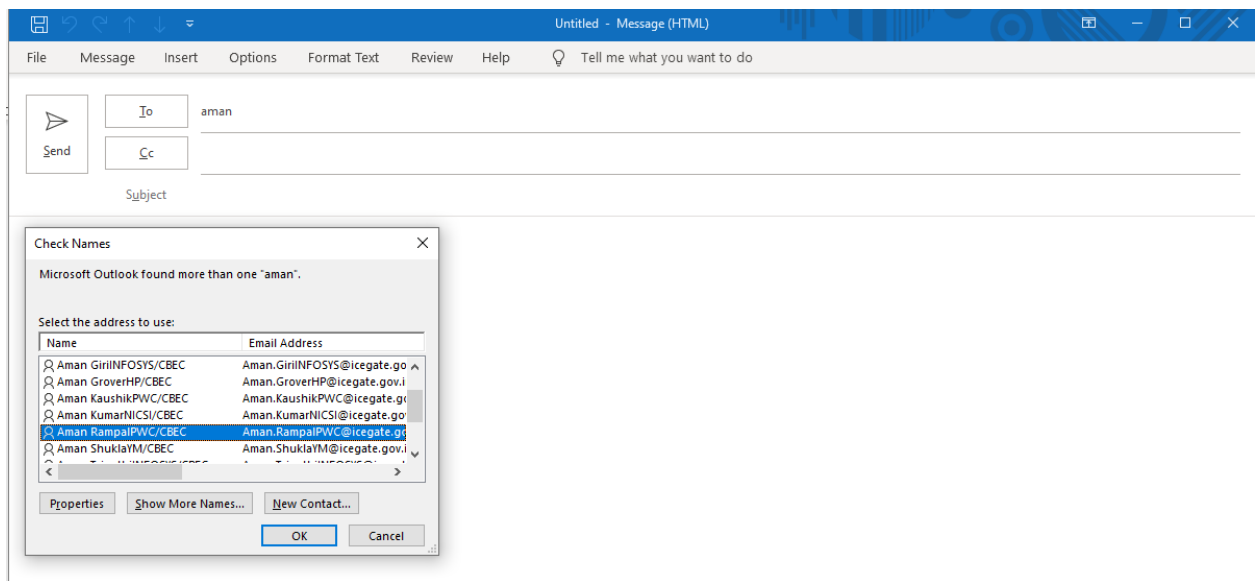
**21.** To check and lookup new email address from Icegate Address Book, please follow the below procedure.

Option1: In "To" field, Enter the partial Icegate recipient Email address/Name to which you want to send email.

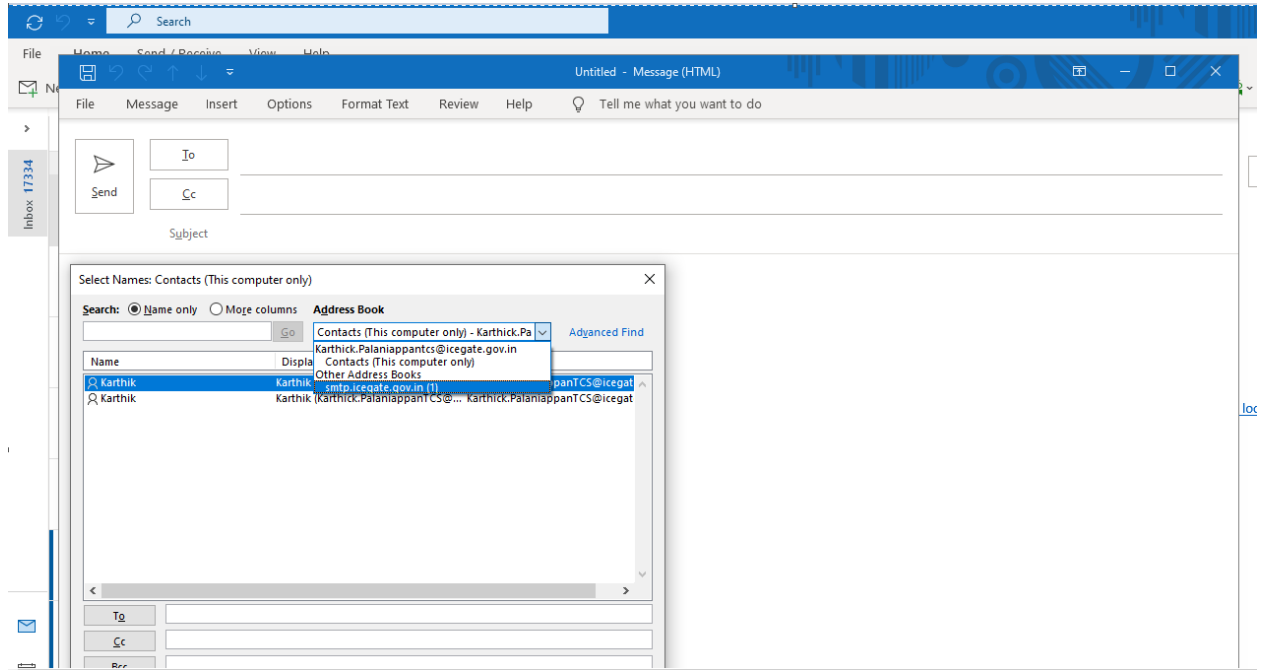
Press '**CNTRL+K**' using Keyboard.



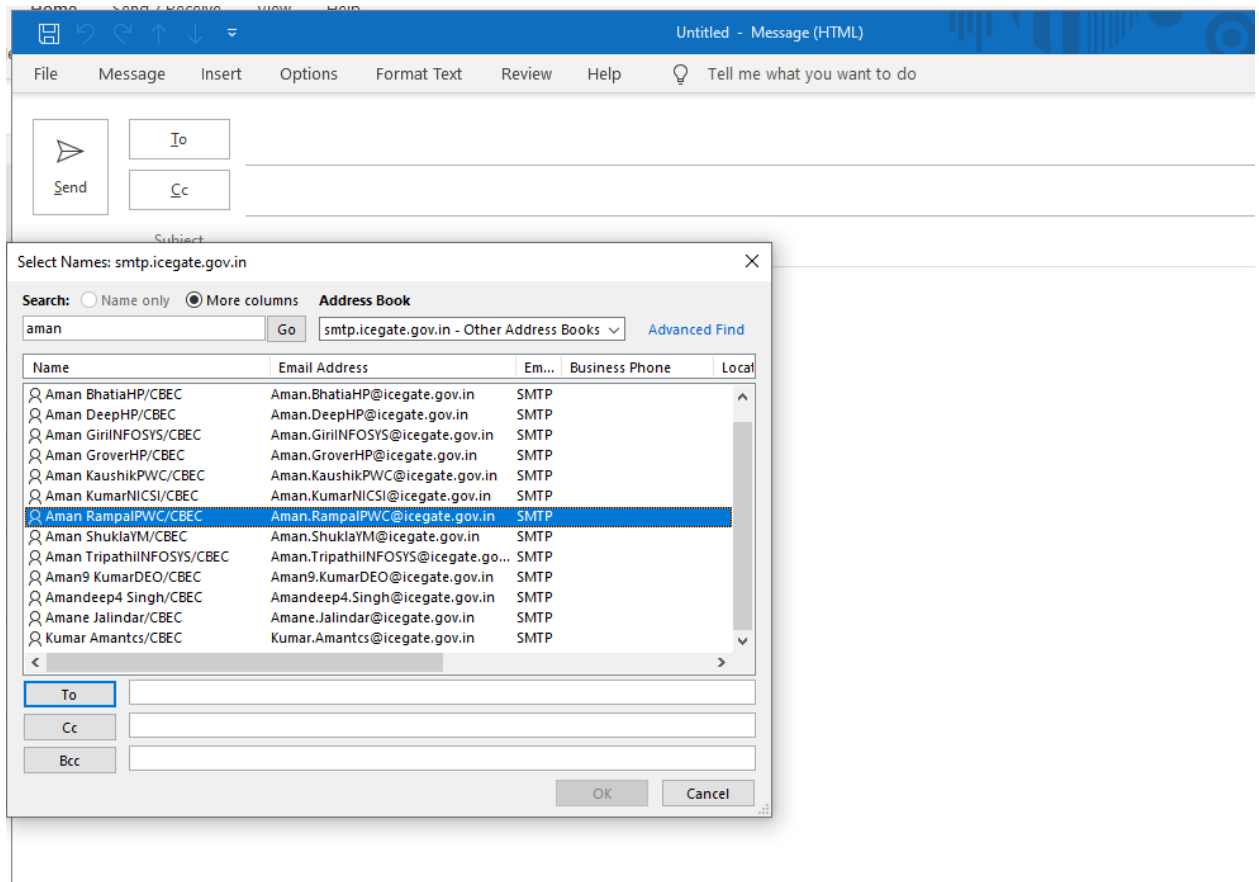
It gives you suggestion of existing email address in Icegate Email Address Book. Select and send email.



Option2: Click on **“To”** field. *‘Select Names: Contacts (This computer Only)’* tab will be opened. In Address book field, click on drop down button and select **“smtp.icegate.gov.in”**.



In search field type the recipient email name and click on **“Go”**. It lists out all the relevant email Ids which exist in Icegate Email Address Book. Now select and send email.



For any issues, please contact [Saksham.seva@icegate.gov.in](mailto:Saksham.seva@icegate.gov.in)

**(Vinayak Chandra Gupta)**

Additional Director General (Systems)