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MCGM
Information Technology Department

Email Management Application
User Guide

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Overview

The MCGM Email Management Application automates the workflow for email id management.

In MCGM, the email ids assigned to employees depend on their designations, departments, wards and locations. A new email id is assigned to a new employee. When an employee is transferred between departments, locations or wards, his or her email id needs to be changed. In case any employee is on a long leave or has resigned, another employee may take up the additional charge of the email id of the employee on leave.

Submit a request

Using the application, MCGM employees can submit requests for new email ids, transfers and additional charge. When submitting a request, an employee fills in the required details and uploads necessary documents. The employee then fills in the details of the approver and submits the request.

Manager Approval

On submission, an email with the request details and the uploaded documents is sent to the approver.

The approver has an option to accept or decline the request. If the approver declines the request, an SMS is sent to the employee on the registered mobile number informing him or her that the request has been declined.

If the approver accepts the request, an SMS is sent to the employee on the registered mobile number informing him or her that the request has been accepted and will be forwarded to the IT team.

If the approver does not process the request within three days, the request is expired and the employee can submit a new request.

IT Approval

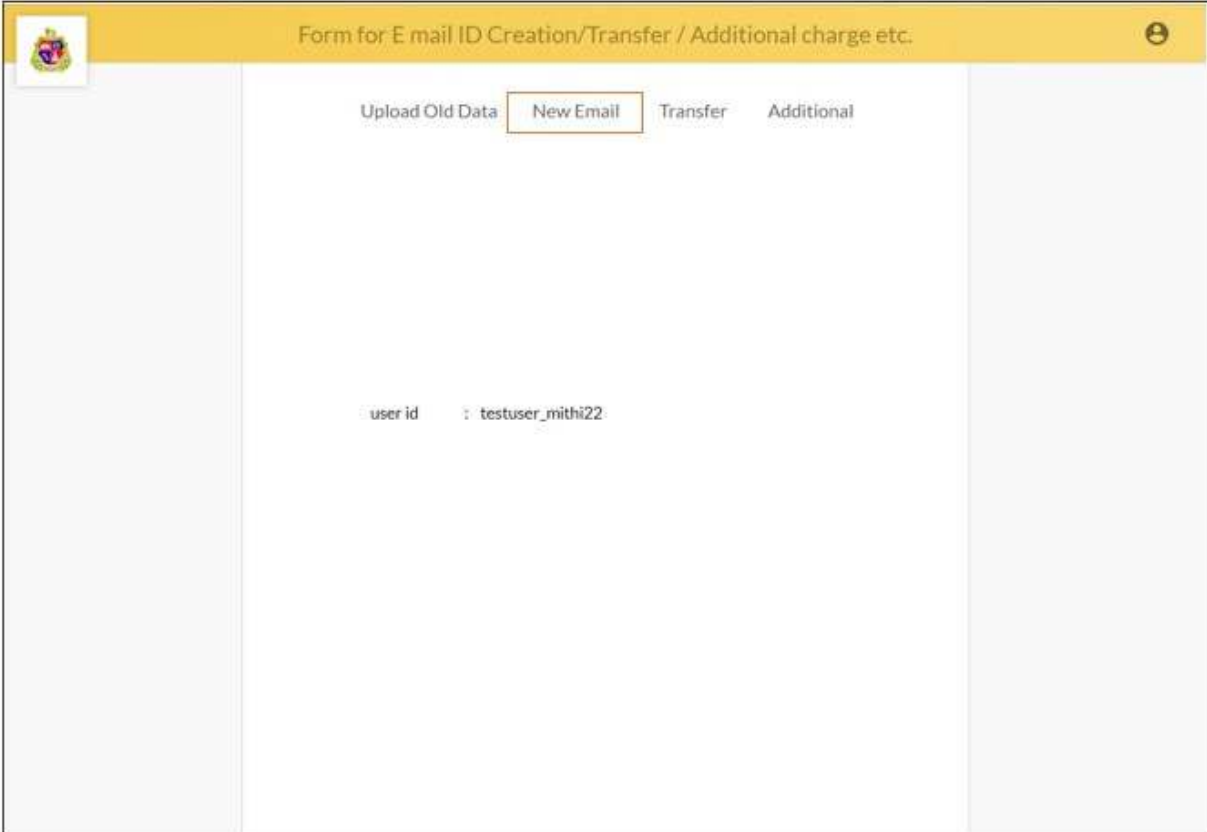
A request which is approved by the approver is sent to the IT team. The IT team confirms the details with the other systems such as SAP and can approve or decline the request. An SMS is sent to the employee when the IT team approves or declines the request.

Request completion

If the IT team approves the request, it is forwarded to the automatic provisioning system and the necessary changes are automatically done to the email servers. An SMS is sent to the employee when the changes are done.

Request for a new email-address

1. Log in to the MCGM Management app using your **employee id** and domain **password**.
2. Select the **New Email** tab.



The screenshot displays the user interface of the MCGM Management application. At the top, there is a yellow header bar with the text "Form for E mail ID Creation/Transfer / Additional charge etc." and a small circular icon on the right. Below the header, there are four tabs: "Upload Old Data", "New Email", "Transfer", and "Additional". The "New Email" tab is currently selected and highlighted with a red border. In the main content area, there is a label "user id" followed by the value "testuser_mithi22".

3. The **New Email Request form** will be shown on the screen where you need to fill in your details.
4. Enter your details as per the table given below and click on **Next**

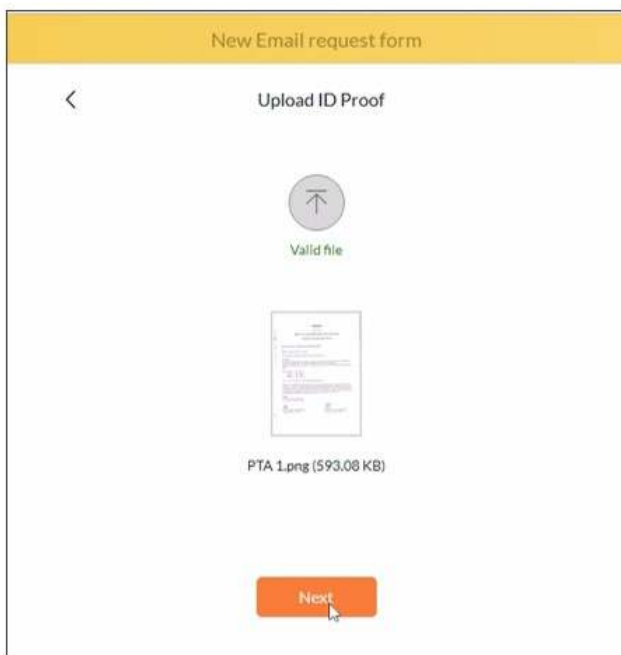
The screenshot shows a mobile application interface for a 'New Email request form'. The title bar is yellow and contains the text 'New Email request form'. Below the title bar, there is a back arrow and the text 'Employee Details'. The form contains several input fields with the following values: Employee Code: testuser_mith22; Last name: Kumar; First name: Amit; Middle name: S; Employee Mobile Number: 9999999999; Designation (No Abbreviation): HEAD CLERK; Ward: MCGM B WARD; Department (No Abbreviation): DY HE PLANNING AND CONTROL; Location: MCGM B WARD; Reference E-mail ID: testuser_mith11@mcgm.gov.in. At the bottom of the form, there is an orange button labeled 'Next'.

Field Name	Description	Example
Employee Code	Your employee-code	4556889
Last Name, First Name, Middle Name	Your name	Kumar Amit S
Employee Mobile Number	Your mobile number	9999999999
Designation	Your designation. (Enter the full details. Do not use abbreviations)	HEAD CLERK
Ward	Name of your ward	MCGM B WARD
Department	Name of your department	DY HE PLANNING AND CONTROL
Location	Your office location	MCGM B WARD
Reference Email ID	MCGM email id of a reference	emp23@mcgm.gov.in

5. You are now requested to **upload your ID proof**. Click the **Upload** icon and select a file which has the image of your id. Please note, the size of this file should not be more than 2MB.



6. If the file is invalid, you will be shown an error. Try again with a valid file. Once the file is successfully uploaded, you will see the image on your screen. Click **Next**.



7. In the next step, you will have to give the approvers details as per the table below.
8. Enter the **Approver Details** and click on **Next**.

The screenshot shows a mobile application interface for a 'New Email request form'. The title bar is orange and contains the text 'New Email request form'. Below the title bar, there is a back arrow and the title 'Approver Details'. The form consists of several input fields, each with a label and a value: 'Approver Employee code*' with 'mgr02', 'Approver name*' with 'Seema Patil', 'Designation*' with 'Sr Manager', 'Email id*' with 'seema@mcgm.gov.in', 'Department*' with 'edp', 'Ward*' with 'Office of Chief Engineer', and 'Location*' with 'Grant Road'. At the bottom center, there is an orange button labeled 'Next' with a mouse cursor pointing to it.

Field Name	Description	Example
Approver Employee code	Employee code of the approver	4368908
Approver name	Name of the approver	Seema Patil
Designation	Approver's designation	Sr Manager
Department	Approver's department	ROADS
Email id	Approver's official email id	sr_mgr09@mcgm.gov.in
Ward	Approver's ward name	Office of Chief Engineer
Location	Approver's location	Grnat Road

9. On the next page, click **Accept**. Click the **Next** button to proceed.

New Email request form

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Employee id : testuser_mithi22
Name : Kumar Amit S
Ward : MCGM B WARD
Sub-dept : DY HE PLANNING AND CONTROL

Terms & Conditions

I understand that the e-mail ID allocated to me is for official communication purpose and will be held responsible for any correspondence done through this e-mail ID

Accept

Next

This completes the process of submitting the request for a new email address. The request will now be submitted to the approver. If the approver accepts the request, it will be forwarded to the IT team. Once the IT team accepts the request, the changes will be made on the email servers. At every step, you will be informed about the status of your request via SMS on your registered mobile number.

Request to transfer an email address

1. Log in to the MCGM Management app using your **employee id** and domain **password**.
2. Select the **Transfer** tab.
3. The **Transfer Request form** will be shown on the screen where you need to fill in your details.
4. Enter your details as per the table given below and click on **Next**

The screenshot shows a mobile application interface for a 'Transfer request form'. The form is titled 'Employee Details' and contains the following fields:

- Employee Code*: testuser_mithi22
- Last name*: Kumar
- First name*: Amit
- Middle name: S
- Employee Mobile Number*: 9999999999
- Designation (No Abbreviation)*: mgr
- Ward*: M EAST BF
- Department (No Abbreviation)*: ROADS
- Location*: GOREGOAN
- Reference Email ID*: aac59@mcgm.gov.in

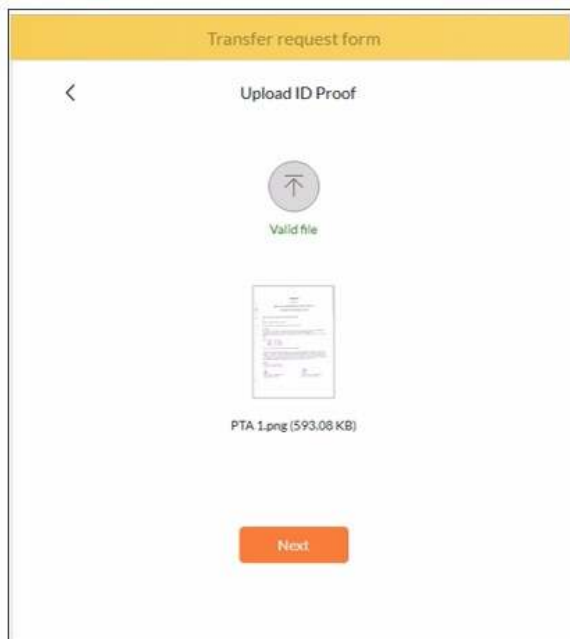
At the bottom of the form, there is an orange button labeled 'Next'.

Field Name	Description	Example
Employee Code	Your employee-code	4556889
Last Name, First Name, Middle Name	Your name	Kumar Amit S
Employee Mobile Number	Your mobile number	9999999999
Designation	Your designation. (Enter the full details. Do not use abbreviations)	HEAD CLERK
Ward	Name of your ward	M EAST BF
Department	Name of your department	ROADS
Location	Your office location	GOREGOAN
Reference Email ID	MCGM email id of a reference	aac59@mcgm.gov.in

5. You are now requested to **upload your ID proof**. Click the **Upload** icon and select a file which has the image of your id. Please note, the size of this file should not be more than 2MB.



6. If the file is invalid, you will be shown an error. Try again with a valid file. Once the file is successfully uploaded, you will see the image on your screen. Click **Next**.



7. In the next step, you will have to give the **Approvers Details** as per the table below.
8. Enter the **Approver Details** and click on **Next**.

The screenshot shows a mobile application interface for a 'Transfer request form'. The title bar is yellow and contains the text 'Transfer request form'. Below the title bar, there is a back arrow icon and the text 'Approver Details'. The form consists of several input fields, each with a label and a value: 'Approver Employee code*' with value '3568761', 'Approver name*' with value 'V D PATIL', 'Designation*' with value 'SUB ENGINEER', 'Email id*' with value 'he.pnc@mcgm.gov.in', 'Department*' with value 'ROADS', 'Ward*' with value 'P NORTH', and 'Location*' with value 'WORLI HUB'. At the bottom center, there is an orange button labeled 'Next' with a mouse cursor pointing to it.

Field Name	Description	Example
Approver Employee code	Employee code of the approver	4368908
Approver name	Name of the approver	V D Patil
Designation	Approver's designation	SUB ENGINEER
Department	Approver's department	ROADS
Email id	Approver's official email id	sr_mgr09@mcgm.gov.in
Ward	Approver's ward name	Office of Chief Engineer
Location	Approver's location	GRANT ROAD

- The **Transfer From Department** will display employee's code/id, existing department, and email id. Confirm the details displayed on the screen and click the **Next** button.

Transfer request form

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Employee id : testuser_mithi22
Name : Kumar Amit S
Ward : MEAST BF
Sub-dept : ROADS

Transfer From Department

transfer from Ward / Department*

ward123

E-mail ID of the Ward / Department transferred from:

oadsws59@mcgm.gov.in

Owner/Emp code of this User id*

4159221

Next

10. In the **Transfer To Department** form, enter the details as mentioned below.

The screenshot shows a web form titled "Transfer request form" with a yellow header. Below the header is a back arrow icon. The form displays the following details:

- Employee id : testuser_mithi22
- Name : Kumar Amit S
- Ward : MEAST BF
- Sub-dept : ROADS

Below these details is a section titled "Transfer To Department" with a horizontal line above and below it. This section contains three input fields:

- Transferred to the Ward / Department : ward124
- Email id of this ward/Department : roadssws61@mcmgm.gov.in
- Previous Owner / Emp Code of this User ID : 3456374

At the bottom center of the form is an orange button labeled "Next" with a mouse cursor over it.

Field Name	Description	Example
Transferred to the Ward/ Department	Name of the Ward / Department to which employee needs to be transferred	ward124
Email id of this ward/ Department	Email id of the ward or the department to which employee will be transferred	roadssws61@mcmgm.gov.in
Previous Owner/ Emp code of this user ID	Enter employee code or the owner assigned to this Id earlier	3456374

11. You are now requested to upload the order document. Click the **Upload** icon and select a file which has the image of order. Please note, the size of this file should not be more than 2MB.



12. If the file is invalid, you will be shown an error. Try again with a valid file. Once the file is successfully uploaded, you will see the image on your screen. Click **Next**.



13. On the next page, click **Accept**. Click the **Next** button to proceed.

Transfer request form

<

Employee Id : testuser_mithi22
Name : Kumar Amit S
Ward : MEAST BF
Sub-dept : ROADS

Terms & Conditions

I understand that the e-mail ID allocated to me is for official communication purpose and will be held responsible for any correspondence done through this e-mail ID

Accept

Next

This completes the process of submitting the request for a transfer an email address. The request will now be submitted to the approver. If the approver accepts the request, it will be forwarded to the IT team. Once the IT team accepts the request, the changes will be made on the email servers. At every step, you will be informed about the status of your request via SMS on your registered mobile number.

Request for an additional charge

- 1. Log in to the MCGM Management app using your **employee id** and **domain password**.
- 2. Select the **Additional Charge** tab.
- 3. **Additional Charge request form** will be shown on the screen where you need to fill in your details.
- 4. Enter your details as per the table given below and click on Next

Additional Charge request form

Employee Details

Employee Code*
testuser_mithi22

Last name*
Kumar

First name*
Amit

Middle name
S

Employee Mobile Number*
9999999999

Designation (No Abbreviation)*
Assistant Engineer

Ward*
PNORTH

Department (No Abbreviation)*
Solid Waste Management

Location*
Grant Road

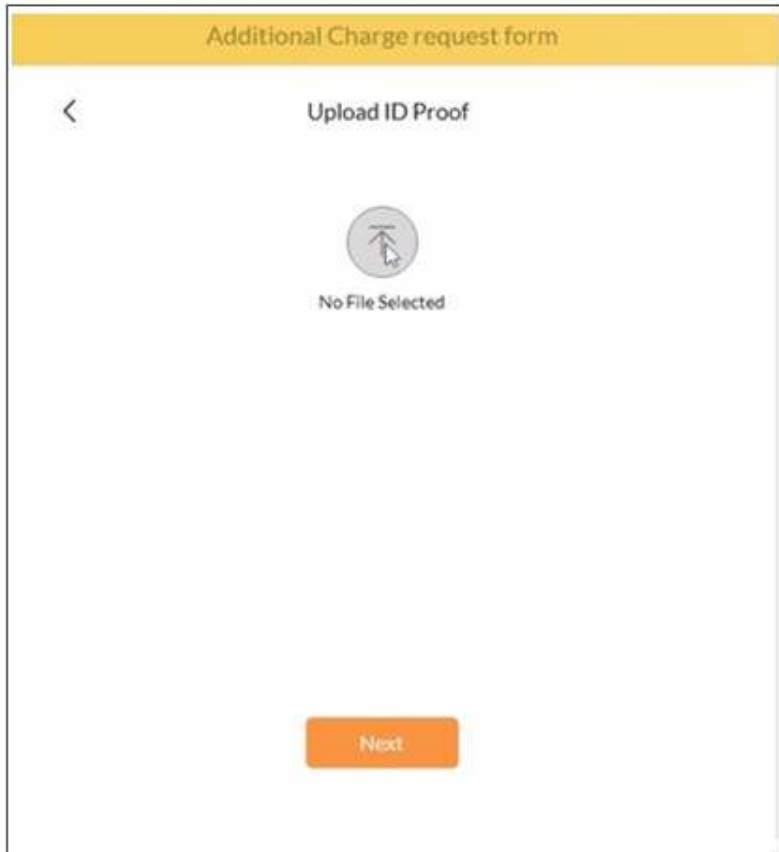
Reference E-mail ID*
swm@mcgm.gov.in

Next

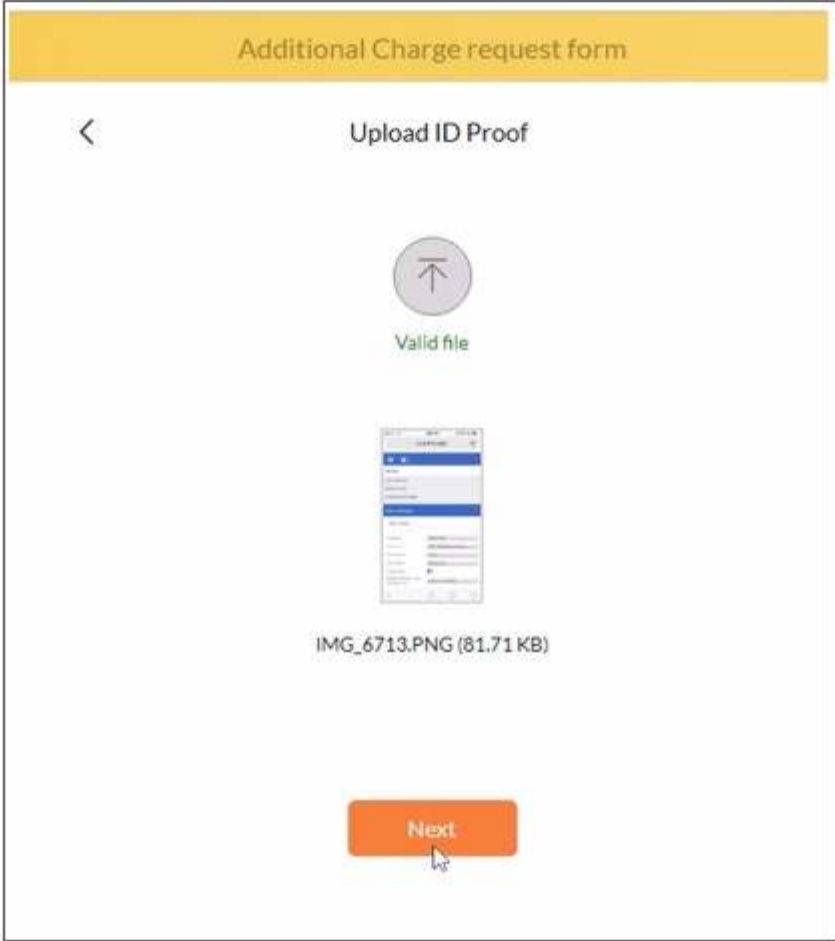
Field Name	Description	Example
Employee Code	Your employee code	4556889

Last Name, First Name, Middle Name	Your name	Kumar Amit S
Employee Mobile Number	Your mobile number	9999999999
Designation	Your designation. (Enter the full details. Do not use abbreviations)	HEAD CLERK
Ward	Name of your ward	MCGM B WARD
Department	Name of your department	DY HE PLANNING AND CONTROL
Location	Your office location	MCGM B WARD
Reference Email ID	MCGM email id of a reference	emp23@mcgm.gov.in

5. You are now requested to **upload your ID proof**. Click the **Upload** icon and select a file which has the image of your id. Please note, the size of this file should not be more than 2MB.



6. If the file is invalid, you will be shown an error. Try again with a valid file. Once the file is successfully uploaded, you will see the image on your screen. Click **Next**.



7. In the next step, you will have to give the approvers details as per the table below.
8. Enter the **Approver Details** and click on **Next**.

Additional Charge request form

Approver Details

Approver Employee code*
3231070

Approver name*
Seema Patil

Designation*
Executive Engineer

Email id*
seema@mcgm.gov.in

Department*
Engineer

Ward*
Office of Chief Engineer

Location*
Grant Road

Next

Field Name	Description	Example
Approver Employee code	Employee code of the approver	4368908
Approver name	Name of the approver	Seema Patil
Designation	Approver's designation	Sr Manager
Department	Approver's department	ROADS
Email id	Approver's official email id	sr_mgr09@mcgm.gov.in
Ward	Approver's ward name	Office of Chief Engineer
Location	Approver's location	Grant Road

9. In the **Additional Charge Of Department** form enter the details as mentioned below

Additional Charge request form

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Employee Id : testuser_mithi22

Name : Kumar Amit S

Ward : P NORTH

Sub-dept : Solid Waste Management

Additional Charge Of Department

Additional charge given of the ward / Department*

Executive Engineer

Email id of this ward/Department*

sww@mcm.gov.in

Previous Owner / Emp Code of this User ID*

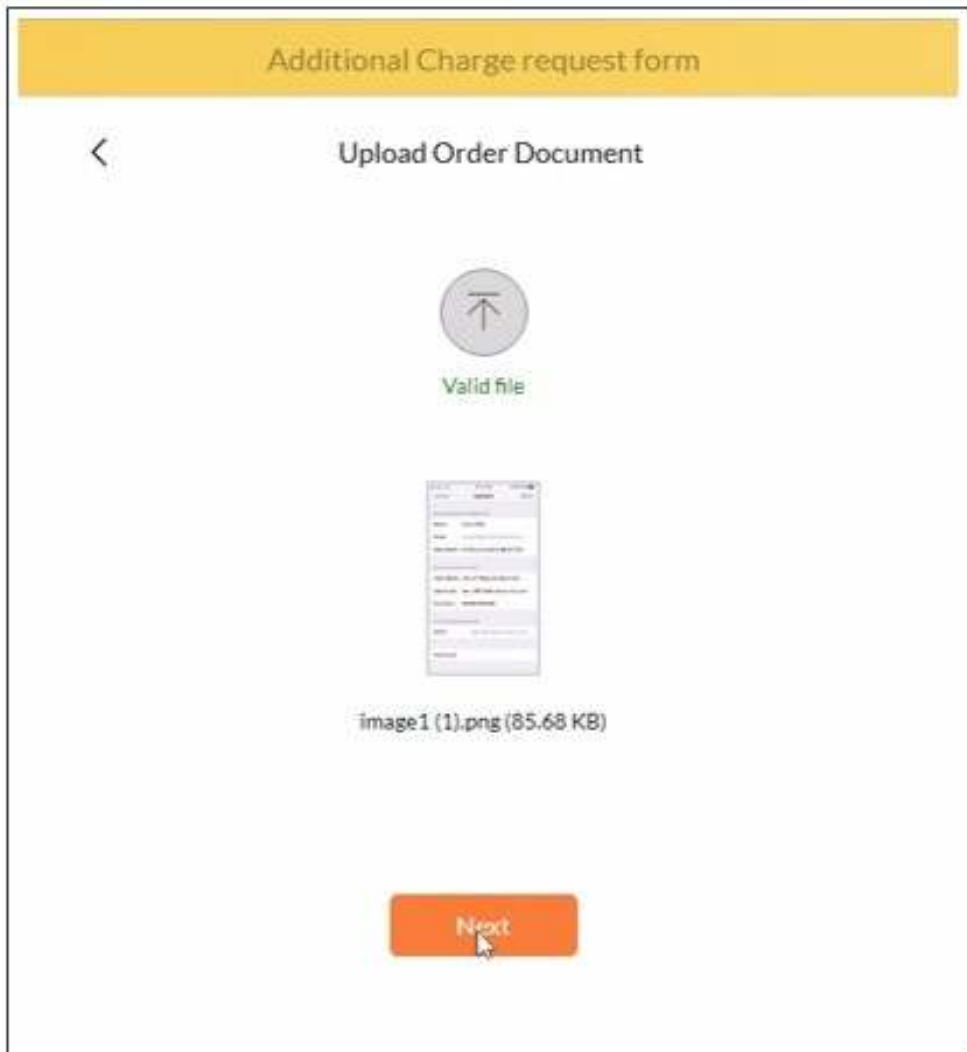
4055107

NEXT

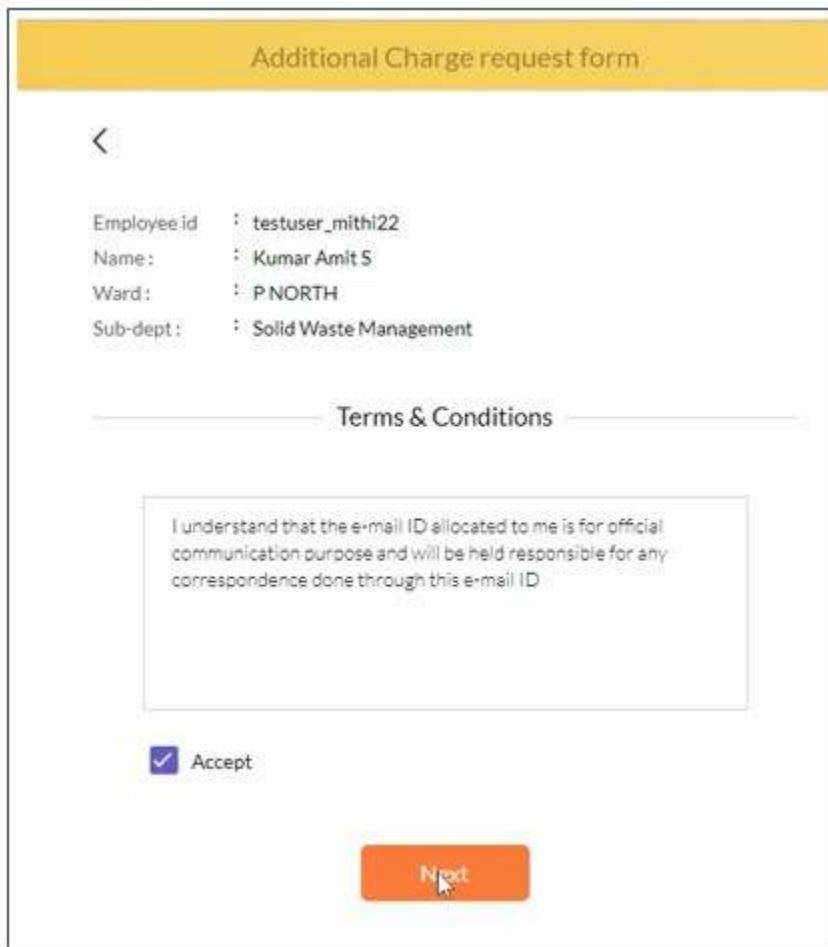
Field Name	Description	Example
Additional charge given of the Ward/ Department	Name of the Ward / Department whose additional charge needs to be given to the employee	ward124
Email id of this ward/ Department	Email id of the ward or the department to which employee will be transferred	roadssws61@mcm.gov.in
Previous Owner/ Emp code of this user ID	Enter employee code or the owner assigned to this Id earlier	3456374

10. You are now requested to **upload the order document**. Click the **Upload** icon and select a file which has the image of order. Please note, the size of this file should not be more than 2 MB.

11. If the file is invalid, you will be shown an error. Try again with a valid file. Once the file is successfully uploaded, you will see the image on your screen. Click **Next**.



12. On the next page, click **Accept**. Click the **Next** button to proceed.



The screenshot displays a mobile application form titled "Additional Charge request form". At the top left, there is a back arrow icon. Below it, the following details are listed:

- Employee id : testuser_mithi22
- Name : Kumar Amit S
- Ward : P NORTH
- Sub-dept : Solid Waste Management

Below the details is a section titled "Terms & Conditions" with a horizontal line above and below the text. The text reads: "I understand that the e-mail ID allocated to me is for official communication purpose and will be held responsible for any correspondence done through this e-mail ID".

Underneath the terms and conditions, there is a checked checkbox labeled "Accept". At the bottom center, there is an orange button labeled "Next" with a mouse cursor pointing to it.

This completes the process of submitting the request for an additional charge. The request will now be submitted to the approver. If the approver accepts the request, it will be forwarded to the IT team. Once the IT team accepts the request, the changes will be made on the email servers. At every step, you will be informed about the status of your request via SMS on your registered mobile number.

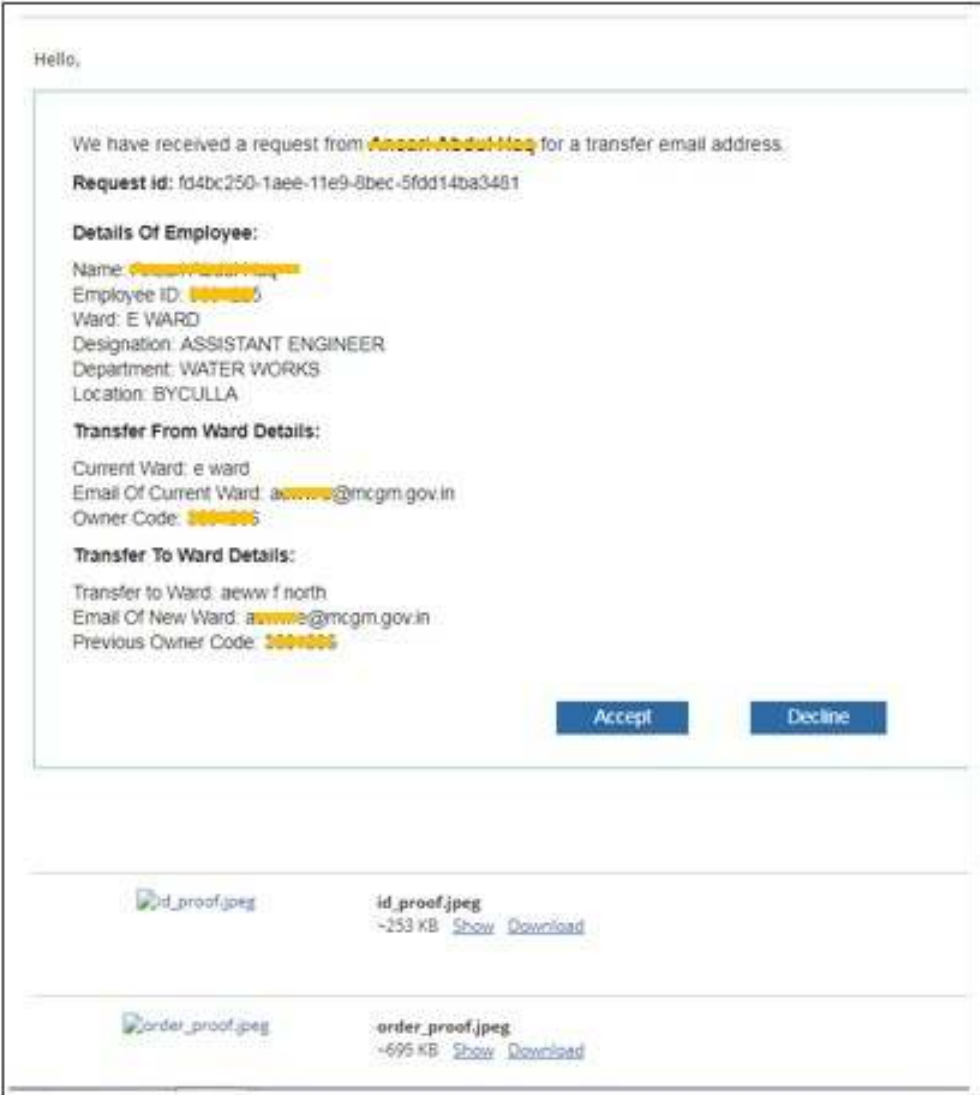
Approve request

When an employee of MCGM submits a request for a new email id, transfer or additional charge, the request is forwarded to the approver via an email to the approvers official email id.

The sender of this mail is postmaster@mcgm.gov.in and the subject will one of the following:

"Request for a new Email Address" / "Request for a transfer Email Address" / "Request for an additional charge Email Address"

If you receive a mail asking for approval, the email body will contain the details of the employee seeking the approval and other details of the request.



The id proof documents uploaded by the employee will be attached to the mail.

Go through the employee details and his or her id proof carefully. If there is a mismatch, you can decline the request by clicking on the **Decline** button.

Next go through the new id, transfer or additional charge details. If they are valid, you can approve the request by clicking on the **Accept** button.

When the request is accepted or declined by you, then the employee who submitted the request will be informed via an SMS on her regs.

If the request is approved, it is forwarded to the IT department. The IT department will do further checks before approving or declining the request.