

Creation of SSOID/ICEGATE e-mail ID

I. Gr. 'A' officers/Inspectors on their initial appointment:

Step 1: Officer should fill up '[SSOID/ICEGATE e-mail ID creation template](#)' and the mail the same to Comm. Admin. Officer/Estt. Section should ensure the first page of his Service Book (containing bio-data) is also mailed to the Comm. Admin.

Step 2: Comm. Admin will verify the particulars and forwards them to SI Help Desk for creation of SSOID/ICEGATE e-mail ID.

Step 3: Normally, within 24-48 hours, officer will receive the details of new SSOID/ICEGATE e-mail ID to the mail ID provided in the creation template.

Step 4: After Comm. Admin forwards the template to SI Help Desk but the process of creation gets delayed, pls follow up with SI Help Desk by sending reminder to si.helpdesk@icegate.gov.in or by calling up on **1800 266 2232**. If the problem is still not resolved, contact SI Shift Manager or the officers of DG (Systems) incharge of SI. The contact details are available [HERE](#).

II. Gr. 'A'/Supt's/Inspectors in service, but not sure whether SSOID/ICEGATE e-mail ID is created in their name:

Step 1: Send a request from your personal e-mail ID to si.helpdesk@icegate.gov.in along with your name, designation & MOBILE No.

Step 2: SI help desk personnel will call and inform you whether any SSOID or e-mail ID is already created in your name or not.

Step 3: If the SSOID or e-mail ID is already created, they'll inform you the SSOID/e-mail ID and the new password.

Step 4: If the SI Help Desk informs that SSOID or e-mail ID is not yet created in your name, please follow steps at **I** above.

III. Gr. 'A'/Supt's/Inspectors who know their SSOID/e-mail ID but lost or forgot password:

Step 1: Send a password reset request from your personal e-mail ID to **si.helpdesk@icegate.gov.in** along with your name, designation, SSOID/e-mail ID & MOBILE No.

Step 2: Within few hours, SI Help Desk personnel will call you, verify your date of birth and date of joining and inform you the new password with which you can start accessing ACES/ICEGATE mail box.

IV. Gr. 'A' officers/Supt's/Inspectors/other officers on their promotion:

Step 1: On promotion, the designation of the promoted officer needs to be updated in ACES. The officer should ensure the Comm. Admin receives the copy of promotion order and first page of service book (containing bio-data). Comm. Admin will mail the same to SI Help Desk. SI will update the designation of officer in ACES.

Step 2: Upon joining the new office, for the purpose of assigning role in ACES (as per posting order), it should be ensured that the transfer order, local posting order and copy of assumption of charge reach the Comm. Admin.

Step 3: Comm. Admin assigns role for new officer in ACES.

For any further clarification/guidance reg. SSOID/ICEGATE e-mail ID, please e-mail SI Help Desk at

si.helpdesk@icegate.gov.in

or call

1800 266 2232 (Toll free)
