



सीमा शुल्क प्रधान आयुक्त का कार्यालय  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS  
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F.No.S2/08/2017-EDI

Dt. 19.12.2017

**CIRCULAR**

Sub: SSOID PASSWORD /ICEGATE e-mail ID –Reg.

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Attention of all the officer of this Custom House are invited that due to planned maintenance activity of ICES i.e. the migration of database to newer platform, many officers are getting problem for resetting / changing of their SSO ID password.

Saksham Seva is insisting for ICEGATE EMAIL-ID whenever there is a problem in resetting password. They are sending new password to icegate email id only. Hence all the officers are requested to update / register their icegate email id so as to save time in resetting of password.

The following guidelines are issued for solving the issues under mentioned headings:-

**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 mail / send the same to system manager (sysmgr.vtz1@icegate.gov.in). Officer should also mail/ send the first page of his Service Book (containing bio-data) to the system manager.

**Step 2:** System manager will verify the particulars and forwards them to saksham.seva@icegate.gov.in 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 system manager forwards the template to saksham-seva but the process of creation gets delayed, pls follow up with Saksham Seva Help Desk by sending reminder to saksham.seva@icegate.gov.in or by calling up on 1800 266 2232 or 18001214560. If the problem is still not resolved, contact Saksham Seva Shift Manager or the officers of DG (Systems) incharge of Saksham Seva.

**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 saksham.seva@icegate.gov.in along with your name, designation & MOBILE No.

**Step 2:** Saksham Seva 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 Saksham Seva 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/email ID but lost or forgot password:**  
**Step 1:** Send a password reset request from your ICEGATE e-mail ID to saksham.seva@icegate.gov.in along with your name, designation, SSOID/alternate e-mail ID & MOBILE No.

**Step 2:** Within few hours, Saksham Seva 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 system manager receives the copy of promotion order and first page of service book (containing bio-data). System manager will mail the same to Saksham Seva Help Desk. Saksham Seva Help Desk 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 System Manager.

**Step 3:** System Manager assigns role for new officer in ACES.

For any further clarification/guidance reg. SSOID/ICEGATE email ID, please e-mail Saksham Seva Help Desk [si.helpdesk@icegate.gov.in](mailto:si.helpdesk@icegate.gov.in) or call

1800 266 2232 (Toll free)

18001214560 (Toll free)

Hence, all officers are requested to do the same immediately.

Yours faithfully,

  
19/12/2012  
(P.GOPICHAND)

Asst. COMMISSIONER OF CUSTOMS (EDI)

Copy to:

1. Notice board

2. Edi section for uploading.

3. All the Individuals.