

## Instructions for Online Registration/ Renewal for VPN Connection

1. The online registration form is available in <http://vpn.nic.in> site.
2. Read the NIC VPN policy, Terms and conditions of NIC VPN services carefully before applying .
3. Usage of NIC VPN service
  - i. Updation, management and monitoring of servers/ sites hosted in NIC IDCs.
  - ii. Secure access of Intranet applications hosted in NIC IDCs.
4. Select the options as per requirement
  - a. New Users: This option is for new users without VPN account.
  - b. Existing Users: There are two options for existing VPN users.
    - i. Renewal: Existing users whose DSC is going to expire or expired.
    - ii. Add/ Modification : In case user needs to changes any mandatory details as email, mobile , reporting office or NIC coordinator or additional requirement to access new Servers.
  - c. Projects: Bulk users who have to access specific set of servers/ applications under same project.
5. **New Users**
  - a. **Section I** to be filled by the authorised users from Ministries/Departments/Statutory Bodies/ Autonomous bodies of both Central and State /UT Governments.  
In point **1.3** Provide the IP address of Web site, FTP server / Database server and website/URL which will be accessed over VPN. Consult your NIC Web coordinator for the details.
  - b. **Section II**: This section contains the details of the reporting officer. The reporting officer shall be officer authorized by the concerned Government department to approve the content and management of the site/ project.
  - c. **Section III**: This section contains the details of NIC coordinator with whom the user is coordinating. Authorised NIC coordinator for concerned Sector/State/Project. Authorised NIC coordinators list for respective Sector/ State/ Project is available in <http://webservices.nic.in> and <https://clouds.gov.in>. The options to be selected from the list.  
If the NIC coordinator is not listed, user may add the details of NIC coordinator and request the NIC coordinator to follow up with his/her HOD for authorization.  
If required NIC coordinator may request authority letter from user/reporting officer. NIC coordinator shall be responsible for verification of Section I and section II content of the form.
  - d. The Application form generated in .PDF form has to be signed by user, reporting officer and NIC coordinator. The NIC coordinator has to mail scanned copy of the verified application to [vpnsupport@nic.in](mailto:vpnsupport@nic.in) .
6. **Renewal**
  - a. User has to login using his/her existing DSC, registered email and VPN Register ID. A PDF form will be generated from existing database of the respective VPN ID. In case there is no change in the existing information, can forward the same to NIC coordinator from his/her registered email ID. The NIC coordinator shall forward the same to VPN support through his/her registered ID to [vpnsupport@nic.in](mailto:vpnsupport@nic.in).
  - b. If there are any changes in the user's personal information, list of servers, details of the reporting officer and NIC coordinator, user will be directed to Add/ Modification module.
7. **Add/ Modification :**
  - a. User has to login using his/her existing DSC, registered email and VPN Register ID.
  - b. Add the new requirement/ changes. The pdf form generated has to be signed and forward to NIC coordinator using the user's registered email. NIC coordinator shall approve and forward the same to VPN support.
8. **Project :**
  - a. 'Project' for bulk requirement, where all users under the group required accessing same set of servers and from same project.
  - b. For Bulk VPN requirement, the Project coordinator has to send the VPN requirement in note sheet through proper channel. VPN team will check the feasibility and send the proposal for approval. Once

the approval is received from competent authorities, VPN team will make the required provision in VPN system for the respective project which will be listed under Project.

- c. All Users need to fill the VPN application form after selecting the respective Project ID.
  - d. The Server list, Project-in-charge and NIC coordinator are prefilled. Only user's details needs to be filled.
  - e. All applications under the project has to be forwarded by the Project and NIC coordinator.
9. In the new "Online registration module" , the NIC coordinator details is selectable from the drop down list . The details of NIC coordinators as per Ministry/ Sector and State are given in <http://webservices.nic.in>.
  10. In case the NIC coordinator is not listed, then the concerned NIC coordinator needs to fill the Authorisation form and get his/her name listed in <http://webservices.nic.in>. Authorisation form is available in VPN support site.
  11. NIC coordinator can request user Valid ID proof and authorization letter from department.
  12. The user, reporting officer and NIC coordinator are requested to Sign the application forms with **current date and official seal**.
  13. The scanned copy should be forwarded to [vpnsupport@nic.in](mailto:vpnsupport@nic.in) by NIC web coordinators only through their official mail ID and the original application form has to retained by the NIC coordinator. Application forms received for new VPN account/ Renewable / Modification directly from user will not be processed.  
In case the scanned copy of VPN application form is not clear , NIC coordinator shall receive mail from [vpnsupport@nic.in](mailto:vpnsupport@nic.in) and original/clear scanned copy has to be send through registered mailed or DR to VPN support at the following address,  
**Head of Department (iNOC),  
Room 378, A4B4, NIC HQ, A-block,  
CGO Complex, Lodhi Road,  
New Delhi-110003**
  14. **For accessing Cloud services**, separate VPN registration is not required . The VPN account is provided to the Owner/ Admin1 / Admin2 and is mentioned in the registration form submitted to Cloud Support. For additional VPN account / modification for accessing new Cloud service also need to be forwarded by Cloud support only.
  15. Each User will be provided a VPN account and Digital Certificate which will be valid for two years.
  16. The VPN account will be disabled, if it is not used at-least once in 6 months. It can be enabled if the DSC is valid and after formal requested from NIC coordinator.
  17. VPN account details will be communicated through e-mail and private key through NIC SMS gateway.
  18. All manuals, software and procedures are available in VPN support site <http://vpn.nic.in>. Users can refer to the latest software and manuals.
  19. All VPN applications are processed in next working day, therefore the users are requested to send the requirement in advance .
  20. All communication regarding VPN account /DSC/ renewal and addition, have to be made through registered E-mail to [vpnsupport@nic.in](mailto:vpnsupport@nic.in). Contact no 24365169/24305391/24305399/24305303 (8am to 8pm Monday-Friday).
  21. All other complains have to registered in NIC 24X7 support centre through email [support@nic.in](mailto:support@nic.in) or register the complain in toll free no 1800111555 and iNOC nos. 011 22180335 / 011 24360088/ 011 24305100/ 24305591.
  22. The support centre will attend the complains and issue Complain ID. Call will be forwarded to concerned division. The complain ID will be used as reference till the complain is closed.
  23. In case of any unresolved issue or unsatisfactory service, send the feed back to [feedback-vpn@nic.in](mailto:feedback-vpn@nic.in).