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To,

All PCsDA/CsDA

Sub: Accessibility of CGDA eoffice application through Web VPN Reg.

Ref: Mech/IT&S/95602/E-Office Dated: 05.05.2026

Subsequent to the instructions issued for commencing work on the office application, a large number of calls are being received regarding access to the eOffice application through Web VPN over the internet, mainly due to the "Authentication Failed" error.

2. The issue has been analysed and it has been found that after migration of mail IDs to the new mail platform, passwords are not being synchronized from the new mail server to the Web VPN server, as both are hosted at different locations.

3. Therefore, in such cases users are requested to reset their passwords for Web VPN usage through the URLs provided below.

<https://parichay.nic.in/pnv1/assets/login/forgot-password?>

<https://passapp.email.gov.in/passapp/>

It is to be noted that password for accessing new email (on ZOHO platform) will continue to be the same, it will not get reset through above link.

4. Further, in case, the user still encounters the "Authentication Failed" error, it may be due to the reason that his/her Web VPN accounts has not been created. In such cases, the details of the employee may please be furnished as per the attached Annexure for necessary action and account creation.

5. The Standard Operating Procedure (SOP) for accessing the Web VPN is enclosed herewith for guidance and compliance by all users.

This issues with the approval of Jt. CGDA(IT&S).

Sr. ACGDA (IT&S)

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Access of eOffice Application Through SACCESS

Introduction:

SACCESS is an application providing WebVPN over internet. NIC WebVPN service provides user friendly and secure access to internal applications over public network. Users can access internal web applications hosted in NIC Data Centers over any internet connected device using a web browser.

This setup helps ensure that only authorized personnel can access sensitive or restricted government applications, enhancing both security and efficiency.

Steps to access eOffice application through SACCESS:

Step I: Officer will login using their official NIC or government email credentials into **SACCESS** portal. (URL: - <https://saccess.nic.in>) (Refer Fig: 1.0)

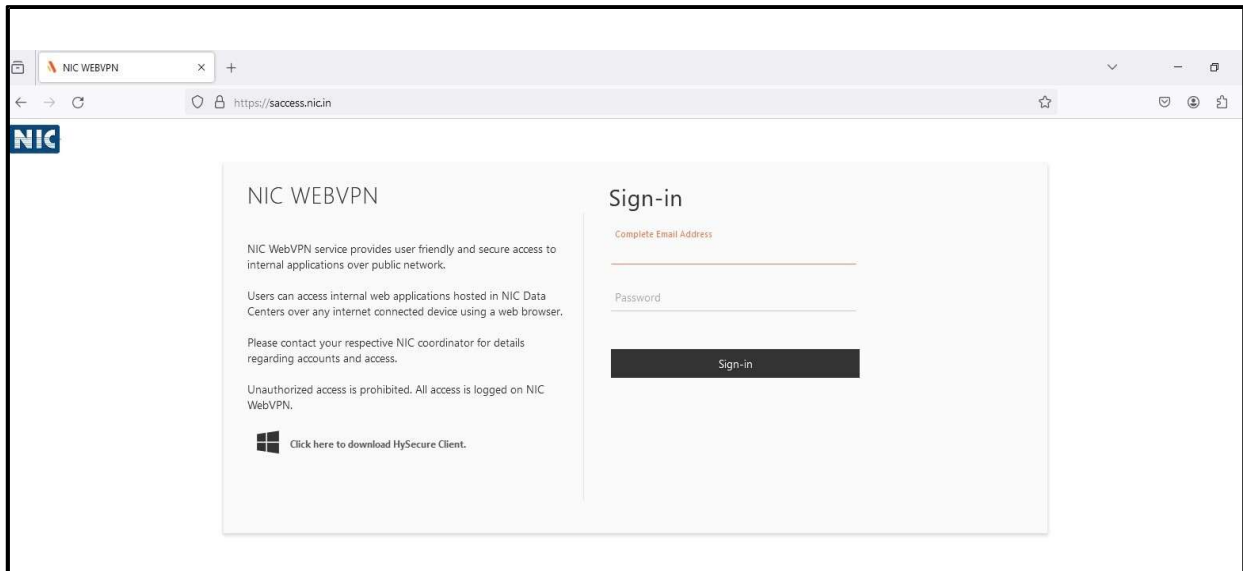


Fig: 1.0

Step II: Officer authenticate in SACCESS portal by choosing either one of the two options (Refer Fig: 1.1).

1. Through OTP on the registered Mobile Number
2. Or through Mobile Token (Mobile Token based OTP is provided via TOTP supported mobile apps. SMS OTP is provided via text message)

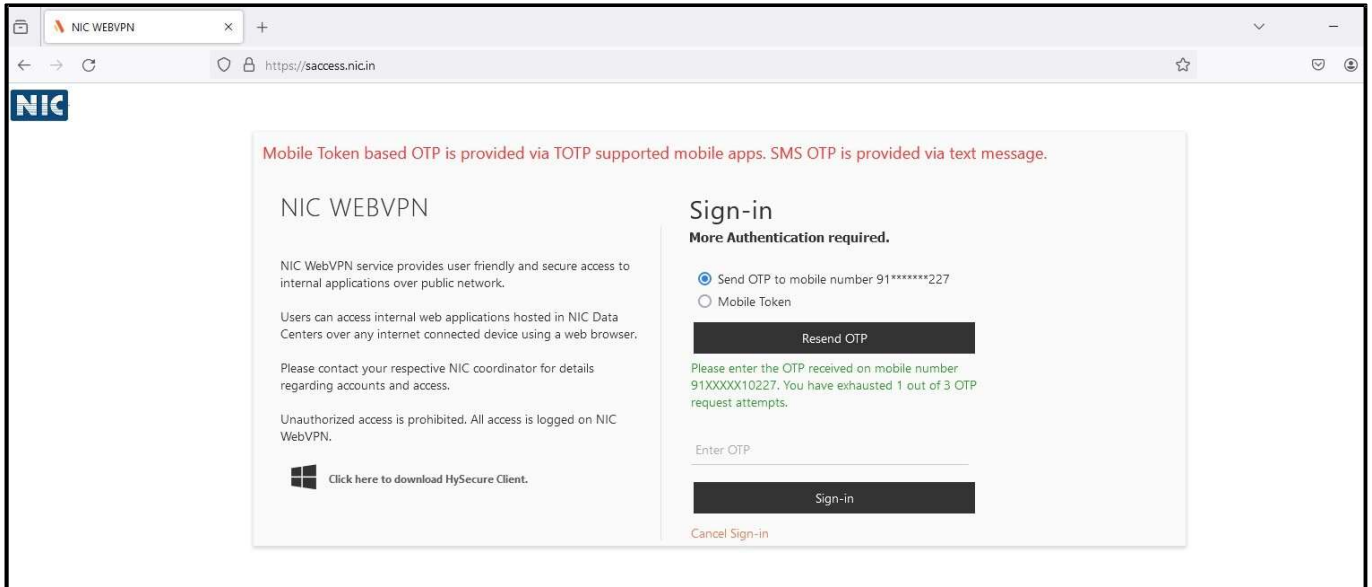


Fig: 1.1

Step III: Officer will get respective eOffice service icon (Refer Fig: 1.2).

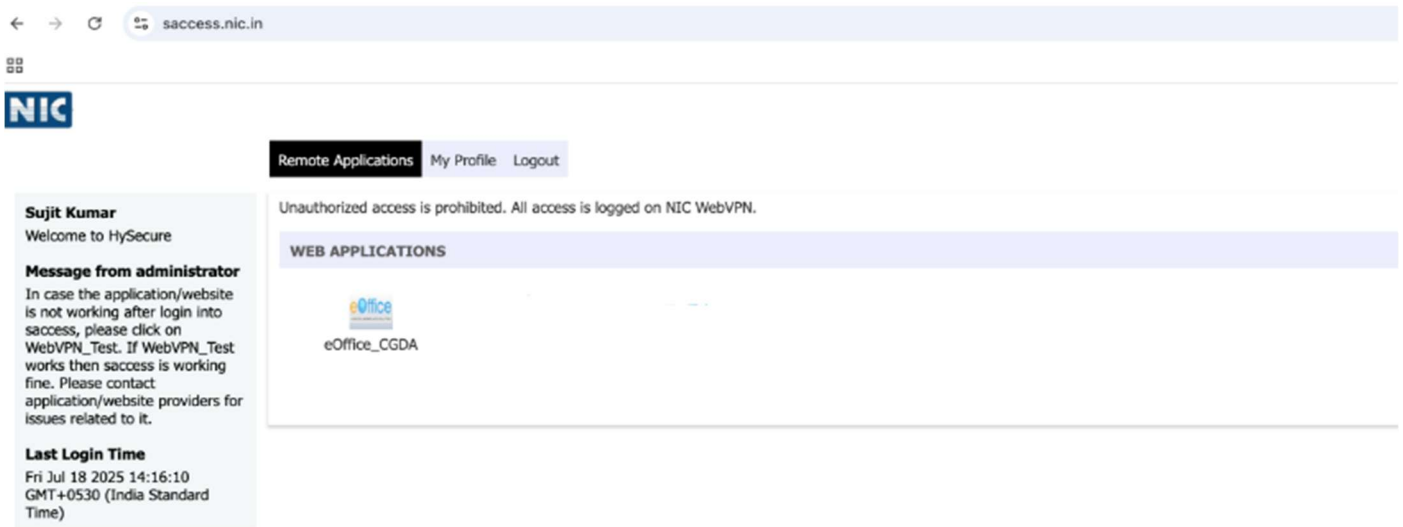


Fig: 1.2

Step IV: By clicking on respective service icon (Refer **Fig: 1.3**) will redirect the user to Parichay login page.

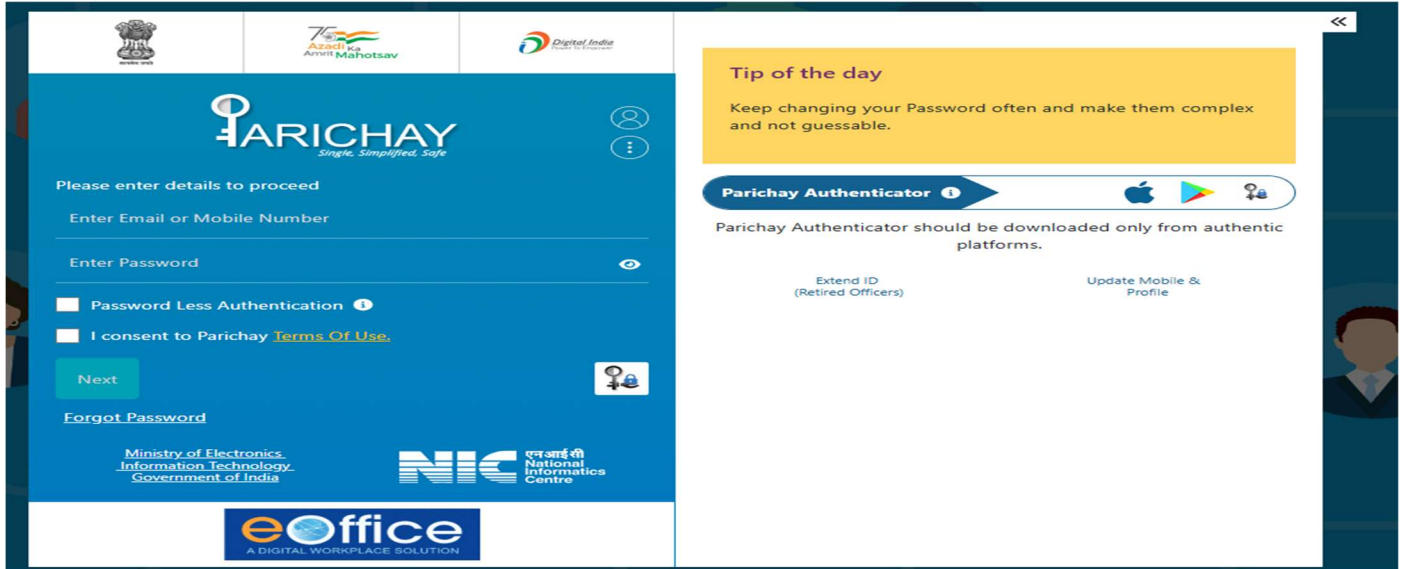


Fig: 1.3

Reset the password for accessing SACCESS:

Reset their passwords for web VPN usage through the URLs as below:

<https://parichay.nic.in/pnv1/assets/login/forgot-password?>

<https://passapp.email.gov.in/passapp/>