Government of Rajasthan

Raj SSO (Email Request) Portal

User Manual

SSO Move Citizen to Government Request Form

Guide for the Government Authority to convert a Citizen's existing SSO ID into a Government (Employee) SSO ID

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1. Overview

The “SSO Move Citizen to Government Request Form” is used to convert a person’s existing Citizen-type SSO ID (SSOID) into a Government/Employee SSOID when that person joins, or is appointed to, a Government post. This form is filled and submitted by the concerned Government Authority— it is not filled by the citizen/applicant directly. This manual explains how the authority can locate the form, what each field means, which fields are mandatory, and how to complete and submit the request on the applicant’s behalf.

Who should use this form

- The authorized official of the Government Department, who is responsible for raising SSOID conversion requests for employees on the SSO portal.
- This form should be filled using the details of the applicant (the citizen/employee whose SSOID is being converted) — collected and verified by the authority beforehand, typically along with the applicant’s Approval/Appointment Letter.

> **Note**
> This form is to be filled ONLY by the Government Authority. Citizens/applicants should not attempt to fill or submit this form themselves; they must provide their details and Approval Letter to the concerned authority for submission.

Where to find the form

Log in to the SSO Portal and navigate to the Email Request application:

Menu › SSO Transfer Request

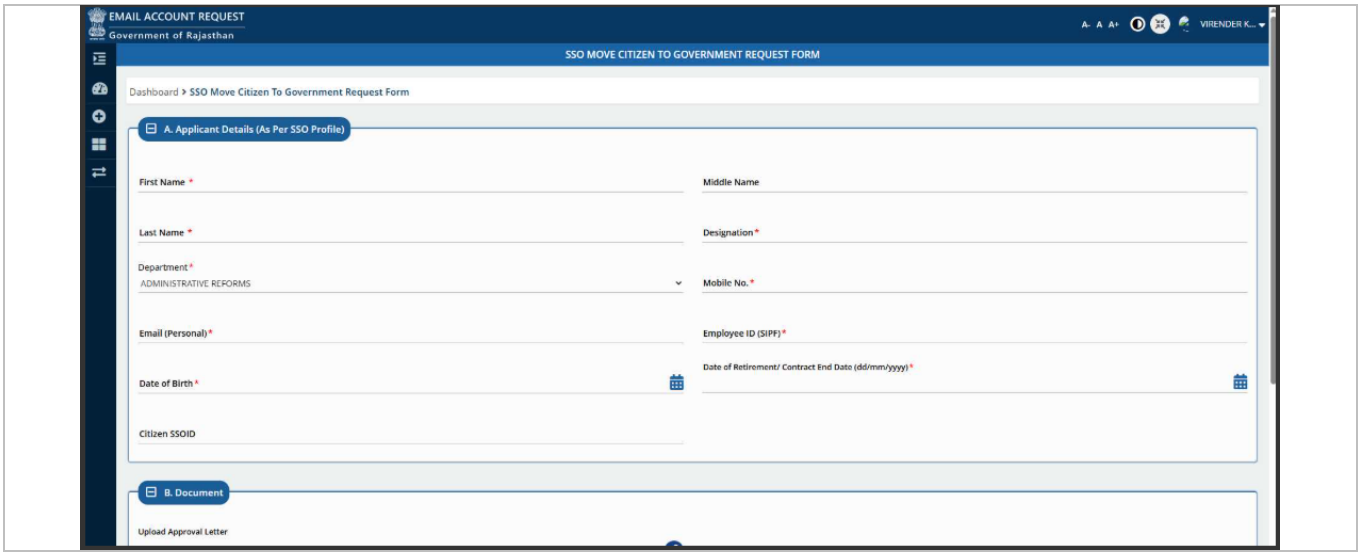


Figure 1: SSO Move Citizen to Government Request Form – Section A (Applicant Details)

2. Before You Begin

Before starting the form, the Government Authority should obtain and keep ready the following information and documents from the applicant (the citizen whose SSOID is to be converted):

- The applicant’s personal mobile number and personal email ID.
- The applicant’s Government Department, Designation and Employee ID (SIPF number).

- The applicant's Date of Birth and Date of Retirement/Contract End Date.
- The applicant's existing Citizen SSOID.
- A scanned copy of the applicant's Approval Letter in PDF format, sized under 1 MB.

3. Step-by-Step Instructions

1. Log in to the SSO Rajasthan portal with your official (authority) credentials.
2. Click on the Email Request icon.
3. From the left-hand menu, click "SSO Transfer Request."
4. Complete Section A – Applicant Details exactly as per the applicant's (citizen's) SSO profile (see field table in Section 4).
5. Complete Section B – Document by uploading the applicant's Approval Letter (see Section 5).
6. Complete Section C – Remarks, if any instruction needs to be given to the administrator (optional).
7. Read the declaration statement carefully and tick the confirmation checkbox, confirming that the details have been verified.
8. Click Submit to send the request, or Cancel to discard it.

4. Section A – Applicant Details (As Per SSO Profile)

All details in this section must match the applicant's official SSO profile records. Fields marked in red ('Mandatory') must be filled before the form can be submitted; fields marked in green ('Optional') may be left blank.

Field Name	Status	Instructions / Description
First Name	**Mandatory**	Enter the applicant's first name exactly as it appears on their SSO profile / official ID.
Middle Name	**Optional**	Enter the applicant's middle name, if applicable. Leave blank if they do not have one.
Last Name	**Mandatory**	Enter the applicant's surname/last name as per their SSO profile.
Designation	**Mandatory**	Enter the applicant's current official designation/post in the government department.
Department	**Mandatory**	Select the applicant's government department from the drop-down list (e.g., "Administrative Reforms").
Mobile No.	**Mandatory**	Enter the applicant's active 10-digit mobile number; it may be used to send an OTP or status updates.
Email (Personal)	**Mandatory**	Enter the applicant's valid personal email address for correspondence regarding this request.
Employee ID (SIPF)	**Mandatory**	Enter the applicant's government Employee ID / SIPF number as issued by the Finance Department.
Date of Birth	**Mandatory**	Select the applicant's date of birth using the calendar icon, in dd/mm/yyyy format.
Date of Retirement / Contract End Date	**Mandatory**	Select the applicant's retirement date or contract end date using the calendar icon, in dd/mm/yyyy format.

Field Name	Status	Instructions / Description
Citizen SSOID	**Mandatory**	Enter the applicant's existing Citizen SSOID that is to be converted to a Government SSOID.

Note
Fields marked with a red asterisk (*) on the form are mandatory. The form cannot be submitted until all mandatory fields in Section A are completed.

5. Section B – Document Upload

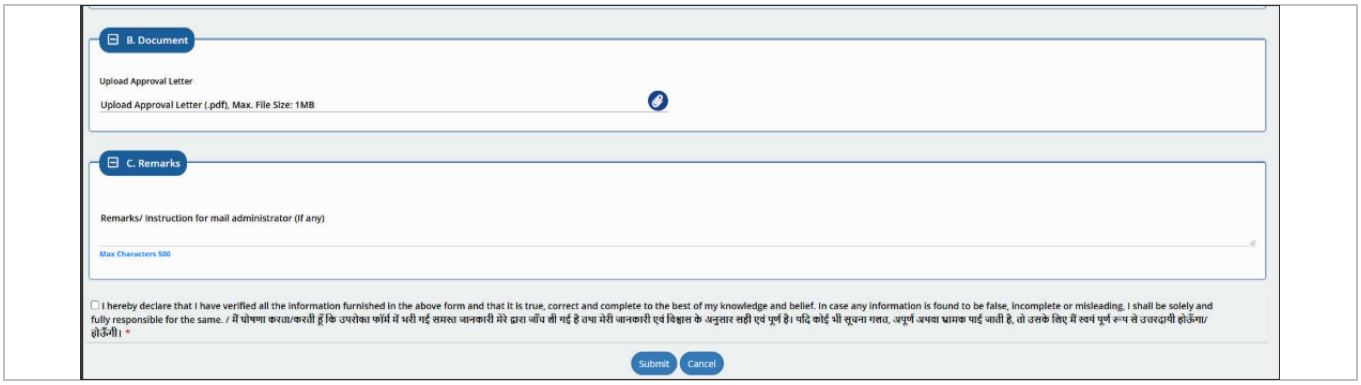


Figure 2: Section B (Document Upload) and Section C (Remarks) with Declaration and Submit/Cancel buttons

Field Name	Status	Instructions / Description
Upload Approval Letter	**Mandatory**	Click the upload icon and attach the applicant's Approval Letter authorising the move from Citizen to Government SSOID. File must be in PDF format and not exceed 1 MB. Ensure the letter is clear and legible before uploading. (No red asterisk is shown next to this field on the form itself, but an approval letter is required to process the request.)

Note
Only .pdf files up to 1 MB are accepted for the Approval Letter. If the file is larger, compress it before uploading, otherwise the upload will fail.

6. Section C – Remarks

Field Name	Status	Instructions / Description
Remarks / Instruction for mail administrator	**Optional**	Add any additional note or instruction for the mail/SSO administrator handling this request. Maximum 500 characters. Leave blank if not required.

7. Declaration and Submission

Before submitting, the Government Authority (SSO OIC) must confirm the declaration checkbox stating that all information furnished in the form has been verified with the applicant and is true, correct and complete to the best of their knowledge. The authority filling the form accepts full responsibility if any information is later found to be false, incomplete, or misleading.

Field Name	Status	Instructions / Description
Declaration Checkbox	**Mandatory**	Tick this checkbox to confirm you have verified all details entered in the form. The Submit button will not work unless this box is checked.

Submit or Cancel

- Submit – Sends the completed request for processing by the SSO/mail administrator.
- Cancel – Discards the entries and exits the form without saving.

8. Quick Reference – Mandatory vs Optional Fields

Mandatory Fields	Optional Fields
• First Name • Last Name • Citizen SSOID • Designation • Department • Mobile No. • Email (Personal) • Employee ID (SIPF) • Date of Birth • Date of Retirement / Contract End Date • Upload Approval Letter • Declaration Checkbox	• Middle Name • Remarks / Instruction for mail administrator

9. Tips and Common Errors to Avoid

- Verify the applicant's name, department and designation against their official service records exactly – mismatches are a common reason for rejection.
- Double-check the Employee ID (SIPF) number; an incorrect SIPF ID will delay processing.
- Upload the Approval Letter as a single PDF under 1 MB; scan in black-and-white or a lower resolution if the file is too large.
- Confirm the applicant's mobile number and personal email are active, as they may be used for OTP verification or status updates.
- Review all entries with the applicant before ticking the declaration checkbox and clicking Submit – the declaration makes the submitting authority responsible for the accuracy of the information provided.

10. Frequently Asked Questions

Who is responsible for filling and submitting this form?

This form is filled and submitted only by the Government Authority, not by the citizen/applicant. The applicant should share their details and Approval Letter with the concerned authority for submission.

What happens after the form is submitted?

The request is routed for verification and approval. Once approved, the applicant’s existing Citizen SSOID is converted to a Government SSOID linked to their department and designation.

What file formats are accepted for the Approval Letter?

Only PDF files up to 1 MB in size are accepted. Files in other formats or larger sizes will not upload successfully.

Single User Citizen SSO ID को Government SSO ID में बदलने की प्रक्रिया :-

Note : जिन सरकारी कर्मचारियों ने अपनी एम्प्लॉई आईडी से पहले ही एसएसओ आईडी (SSO ID) बना ली थी और बाद में एसएसओ हेल्पडेस्क के माध्यम से अपनी सिटीजन एसएसओ आईडी को मर्ज करवा लिया है, वे कृपया अपनी सिटीजन एसएसओ आईडी को सरकारी (Government) आईडी में कन्वर्ट करने के लिए दोबारा अनुरोध (Request) न भेजें।

Citizen SSO ID को Government SSO ID में बदलने के लिए संबंधित सरकारी कर्मचारी/Head of Office द्वारा निम्नलिखित प्रक्रिया अपनाई जाए:

1. SSO Rajasthan पोर्टल पर अपने आधिकारिक Authority/Head of Office क्रेडेंशियल से लॉगिन करें।
2. SSO ID -> G2G -> Email Request आइकन पर क्लिक करें।
3. बाईं ओर दिए गए मेन्यू से "SSO Transfer Request" पर क्लिक करें।
4. Section A – Applicant Details में आवेदक (Citizen) की जानकारी उसके SSO प्रोफाइल के अनुसार भरें।
5. Section B – Document में आवेदक के प्रभारी अधिकारी द्वारा सील एवं हस्ताक्षरित SSOID Creation Form + Joining Letter को PDF प्रारूप में, अधिकतम 1 MB Size में अपलोड करें।
SSOID Single User Creation Form Link:
https://doitc.rajasthan.gov.in/Files/DOITCWEB/WriteReadData/Downloads/2021112605563843407182021101812480136268 96EmailAccountFormv12-SingleUser2.pdf
6. Section C – Remarks में, यदि कोई अतिरिक्त जानकारी देनी हो, तो दर्ज करें।
7. Declaration को ध्यानपूर्वक पढ़ें और विवरण सत्यापित करने के बाद Confirmation Checkbox पर टिक करें।
8. अनुरोध भेजने के लिए Submit पर क्लिक करें। अनुरोध रद्द करने के लिए Cancel पर क्लिक करें।

महत्वपूर्ण सूचना :

यह फॉर्म केवल संबंधित सरकारी कर्मचारी (Head of Office) की SSO ID द्वारा ही भरा जाना है। Citizen/Applicant स्वयं अपनी SSO ID से यह फॉर्म न भरें।

आवेदक अपनी आवश्यक जानकारी एवं संबंधित दस्तावेज सरकारी अधिकारी को उपलब्ध कराएं, ताकि अधिकारी उनकी ओर से अनुरोध जमा कर सके।

अधिक जानकारी एवं मार्गदर्शन के लिए SSO Transfer Request Manual देखें।

Single User Citizen SSO ID को Government SSO ID में बदलने के लिए यही प्रक्रिया अपनाएं। इसके लिए अनावश्यक रूप से हेल्पडेस्क की ई-मेल आईडी पर ई-मेल न करें।

Regards,
Email Helpdesk2