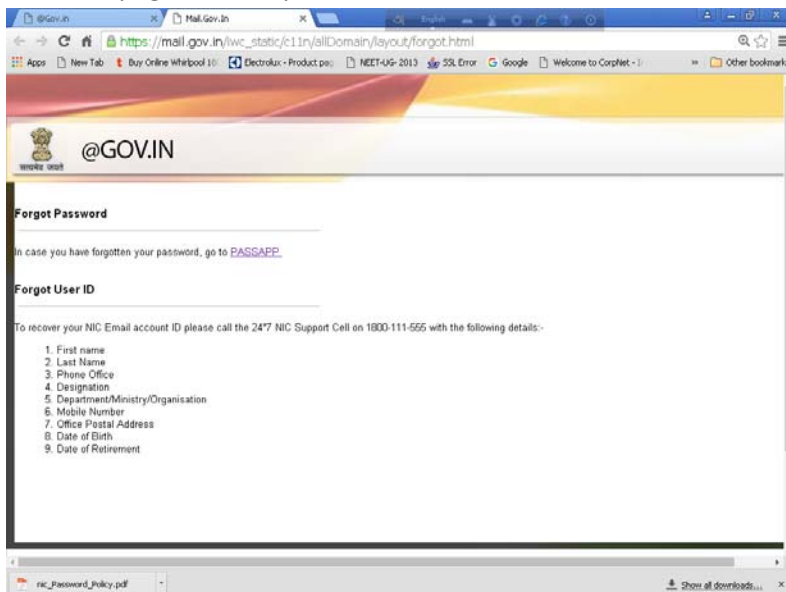


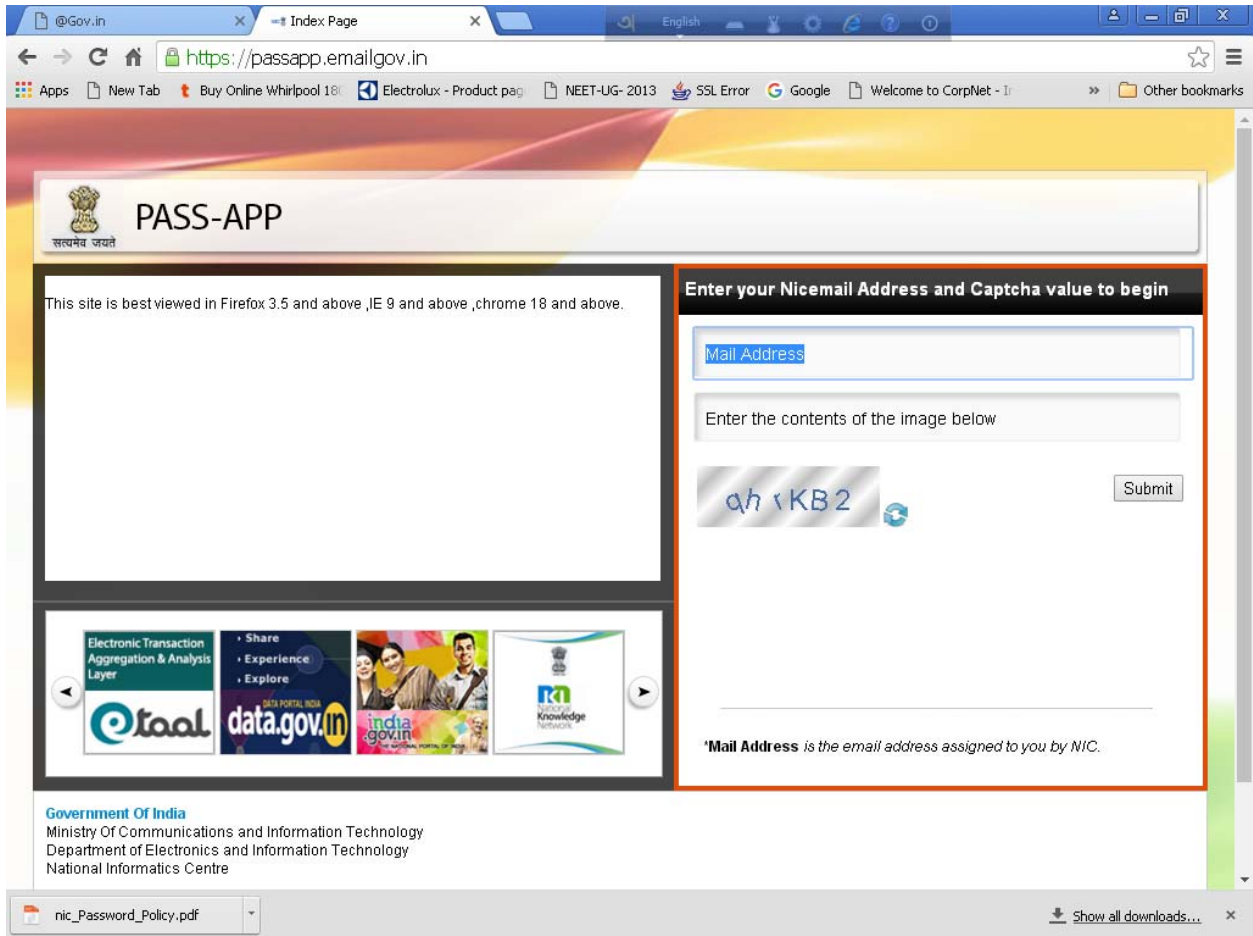
1. For Changing the Password / Login ID kindly visit the email-portal of NIC as shown above and click the link **Forgot ID/ Password**.

2. A new page will be opened which shown as under:



For Changing the password Click the link PASSAPP as shown above. For retrieval of User ID user may contact the NIC support Center till the Delegated admin console is given to CWC

3. On clicking the PASSAPP a new window will appear which is shown below :



The e-mail address along with the captcha is to be entered in specified box for submission .

4. The next screen as shown below will appear on submission of above information

The screenshot shows a web browser window with the URL <https://passapp.emailgov.in/passapp/phase1.jsp>. The page header features the PASS-APP logo and the motto 'सत्यमेव जयते'. The main content area is divided into two sections. The left section displays the user's email address as 'sudip.cwhc@nic.in' and mobile number as '\*\*\*\*\*581'. It prompts the user to enter a code sent to their mobile number and provides a 'Resend Code' button. A note states that a random number (code) can be requested only twice in 24 hours. The right section, titled 'Enter your Random Number and Captcha value to begin', contains a 'Random Number' input field, a 'Captcha' input field with the text 'EXTe45', and a 'Submit' button. A support cell number '1800-111-555' is provided for users who do not receive the code. The footer identifies the Government of India, Ministry of Communications and Information Technology, Department of Electronics and Information Technology, and National Informatics Centre. A download bar at the bottom shows a file named 'nic\_Password\_Policy.pdf'.

5. The has to submit the random number sent to the registered mobile number, new window will appear for the user to enter the new password .