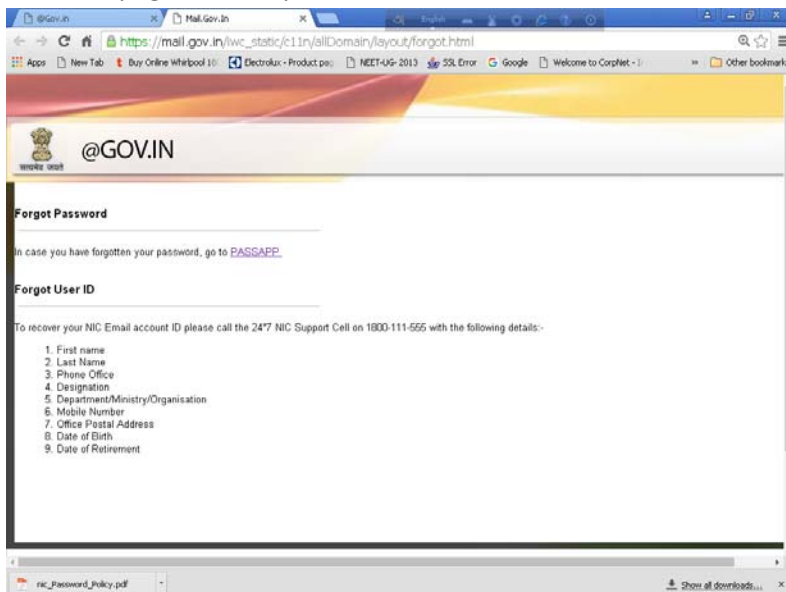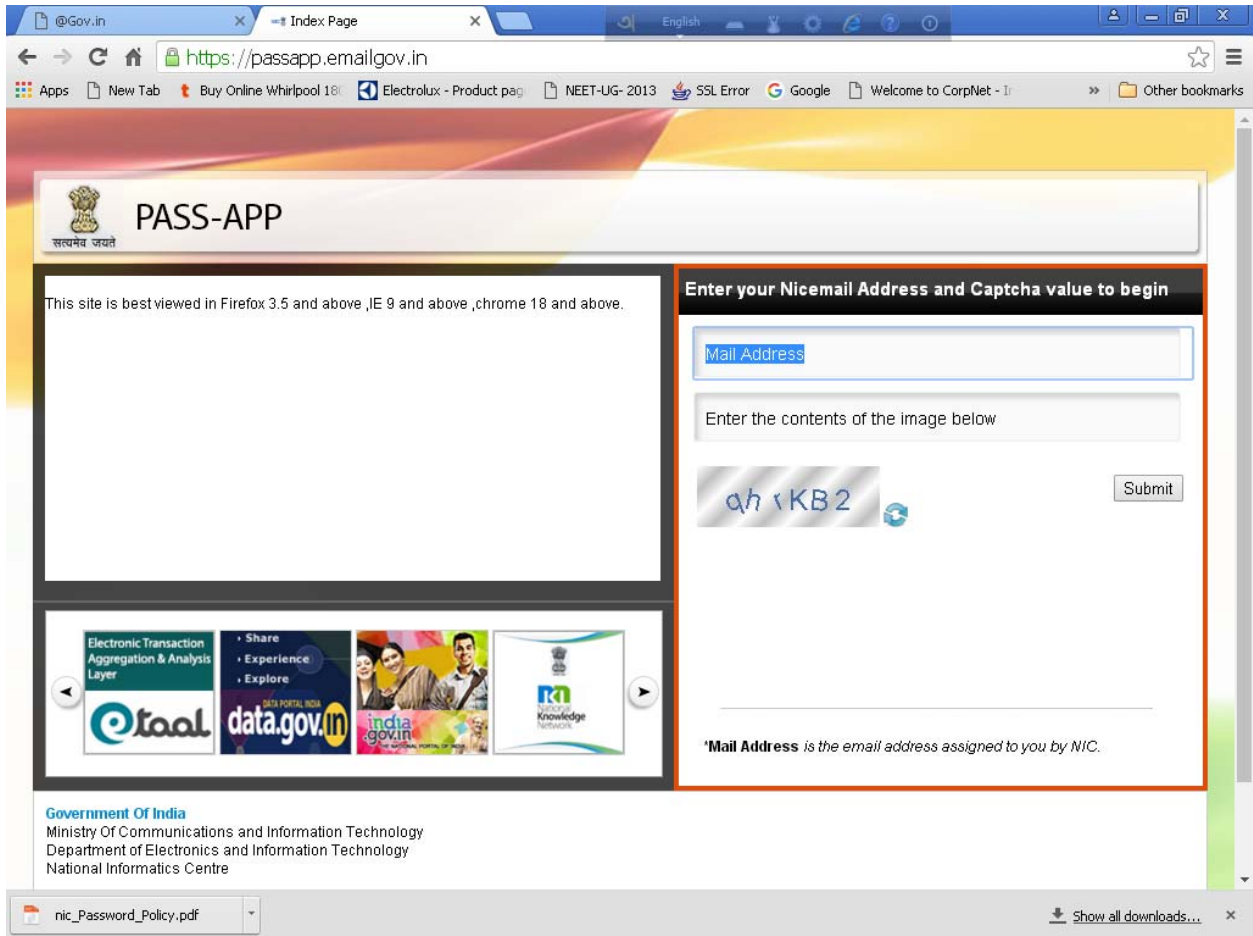1. For Changing the Password / Login ID kindly visit the email-portal of NIC as shown above and click the link Forgot ID/ Password.

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

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 .