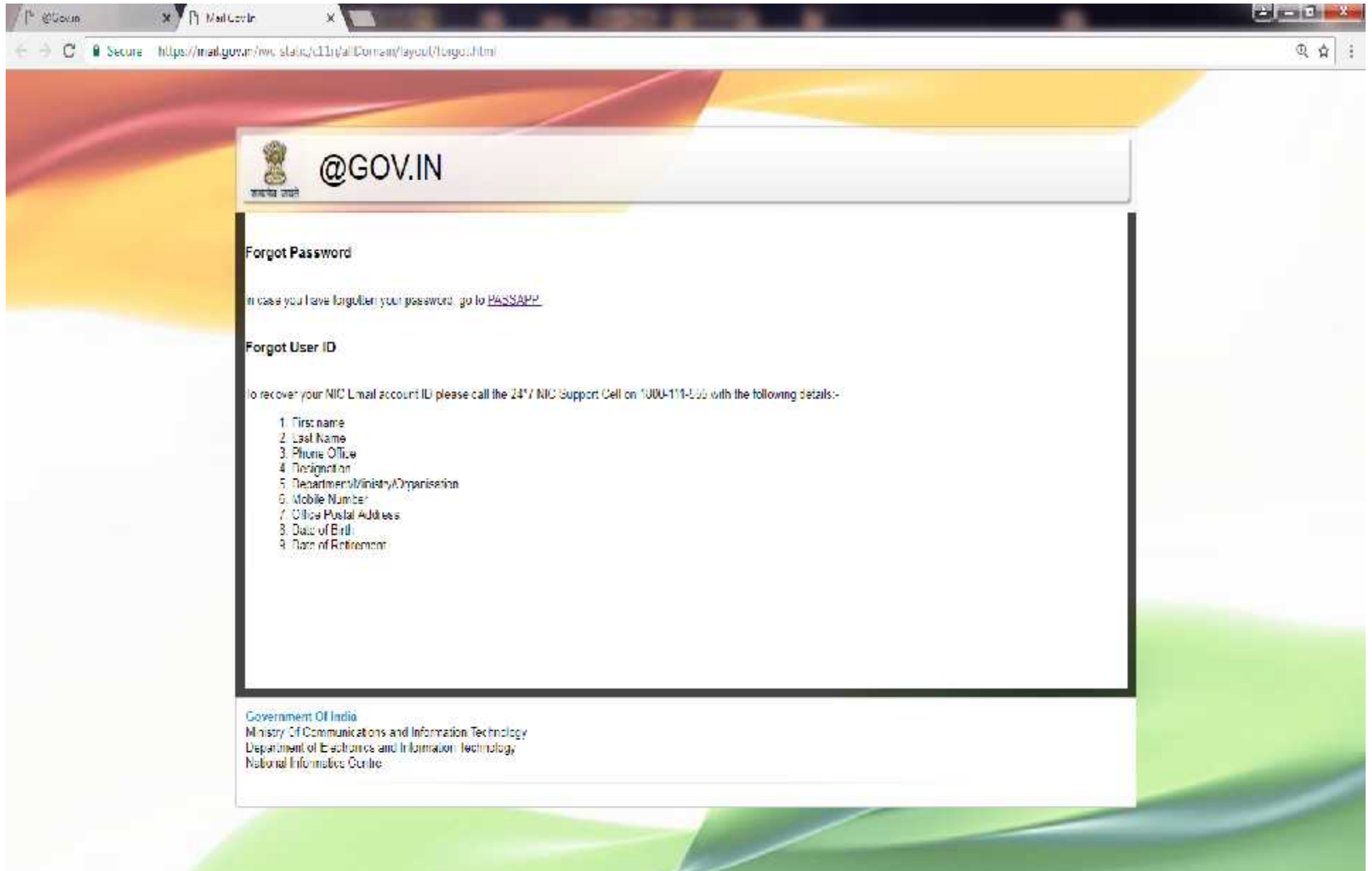


Instructions to Restore the Password of NIC Email ID

Type URL- <https://mail.gov.in> and Click on Forgot ID/ Password

The screenshot shows the @GOV.IN login interface. At the top, there's a header with the @GOV.IN logo and navigation icons for SAFE Email, Policies, FAQ, and QuickSMS. Below this, a message states: "This site can be best viewed in Firefox 3.5 and above, IE 9 and above, chrome 18 and above. To check your browser version [click here](#)." A prominent "Update Mobile No." banner is visible, indicating that users can update their mobile numbers. The main login area, outlined in red, prompts users to "Enter your user id and password to log-in" and includes input fields for "Username" and "Password", a "Log In" button, and a "Forgot ID / Password?" link. Below the login form, there are links for "eForms", "Contact Us", and "How to get a @gov.in account". A security reminder is provided: "Remember :: Never share your password and do not respond to any mail which asks you for your login id/Password. @GOV.IN does not request for such information by email." The footer contains social media icons, the "Digital India" logo, and links for "Intranet access" (INTRANIC, NICEHRAdmin, NIC INOC, NIC OTC) and "Internet Access" (S/MIME FAQ).

Click on -PASSAPP



The screenshot shows a web browser window with the URL <https://mail.gov.in/www/static/d11n/all/Domain/layout/forgot.html>. The page features the @GOV.IN logo and the motto 'सर्वतो मुखे' (Sarvato Mukhe). The main content area is titled 'Forgot Password' and includes a link to 'PASSAPP' for password recovery. Below this is the 'Forgot User ID' section, which instructs users to call the 24x7 NIC Support Cell on 1000-111-500 and provides a list of required details for account recovery.

@GOV.IN
सर्वतो मुखे

Forgot Password

In case you have forgotten your password, go to [PASSAPP](#).

Forgot User ID

To recover your NIC Lmail account ID please call the 24x7 NIC Support Cell on 1000-111-500 with the following details:-

1. First name
2. Last Name
3. Phone Office
4. Designation
5. Department/Ministry/Organisation
6. Mobile Number
7. Office Postal Address
8. Date of Birth
9. Date of Retirement

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National Informatics Centre

Enter Mail Address and Contents of Image Shown below

The screenshot shows a web browser window with the URL <https://passapp.e mailgov.in/passapp/>. The page features the PASS-APP logo and a login section titled "Enter your Nicemail Address and Captcha value to begin". The login form contains the following fields and elements:

- Nicemail Address:
- Captcha:
- Refresh Captcha:
- Submit Button:

Below the login form, there is a disclaimer: "Service is for authorised users only, any invalid/unauthorised attempt would be subjected to legal action". At the bottom of the page, it states: "Mail Address & Nicemail address assigned to you by AIT".

On the left side of the page, there is a navigation menu with the following items:

- Electronic Transaction Aggregation & Analysis Layer
- Share
- Experience
- Explore

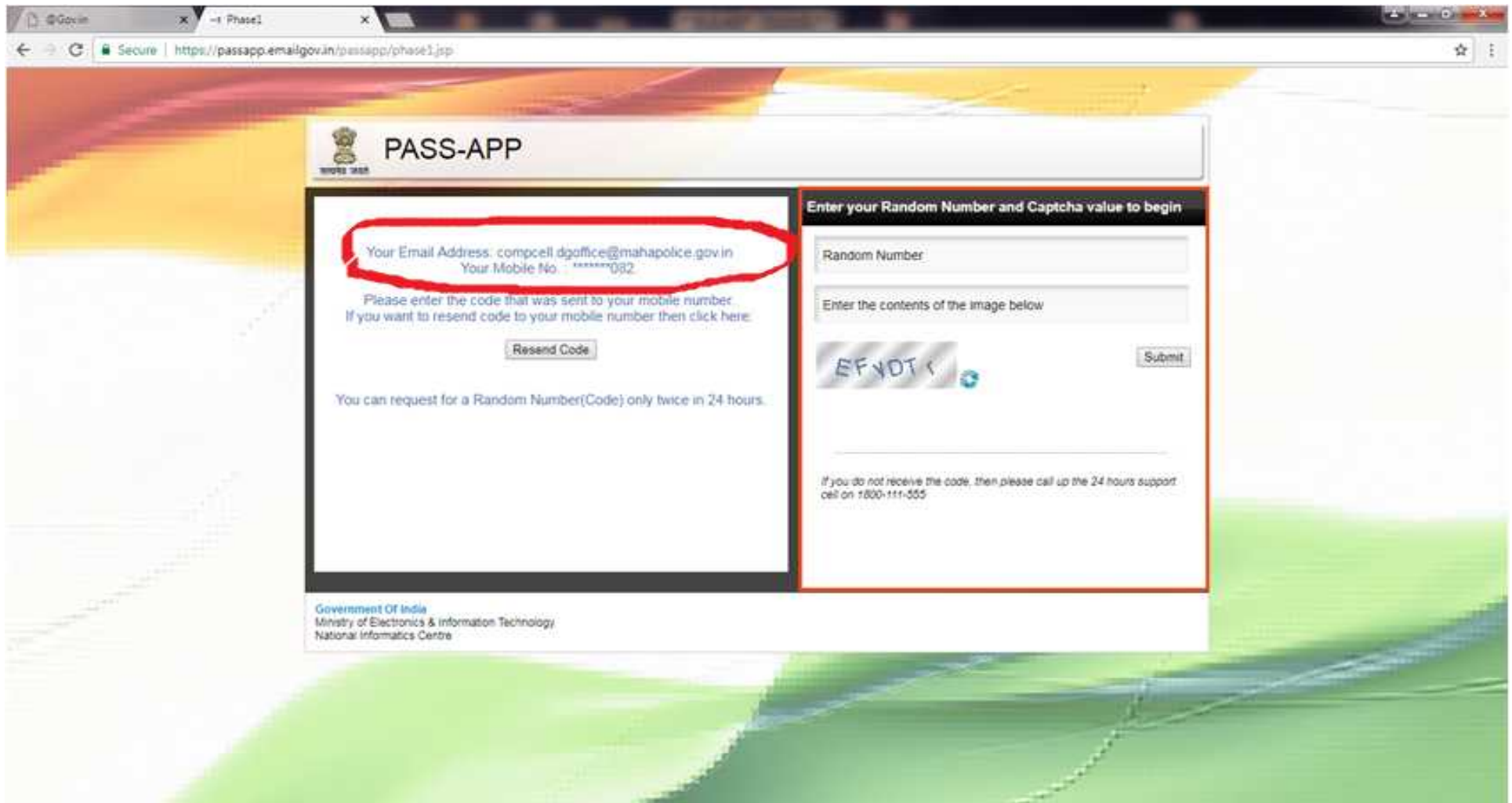
Below the navigation menu, there are logos for eTool, data.gov.in, India Secure, and Knowledge Gateway.

At the bottom of the page, the following text is displayed:

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- After Entering Mail Address and Contents of Image, User have received the Random Number on the Mobile Number which is registered with email ID.
- The last three digits of registered mobile number of user appear on left hand side of the PAA- APP page.

IMP Note- If your registered Mobile number is changed, then contact Computer Cell, DGP office on email- compcell.dgoffice@mahapolice.gov.in to update your new mobile number.



Now enter your new password, confirm password and Captcha Value

The screenshot shows a web browser window with the URL <https://passapp.mailga.in/passapp/phone?lg>. The page header features the Indian national emblem and the text "PASS-APP" with the motto "सत्यमेव जयते" below it. The main content area is divided into two sections. The left section, titled "Enter Password according to NIC-Email Change Password Policy", contains a "Password Policy:" section with the following text: "Must contain Uppercase, lower case, number, Special Characters and the password should be atleast 8 characters Long and must not contain dictionary word. You cannot enter your old password." The right section, titled "Enter your New Password and Captcha value:", contains two password input fields (both masked with dots), a captcha input field containing the text "hBfCxx", and a "Submit" button. Below the captcha input field is a refresh button with a circular arrow icon. At the bottom of the page, the footer text reads: "Government Of India, Ministry of Electronics & Information Technology, National Informatics Centre".

Enter Password according to NIC-Email Change Password Policy.

Password Policy:

Must contain Uppercase, lower case, number, Special Characters and the password should be atleast 8 characters Long and must not contain dictionary word. You cannot enter your old password.

Enter your New Password and Captcha value:

.....

.....

hBfCxx

Submit

hBfCxx

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