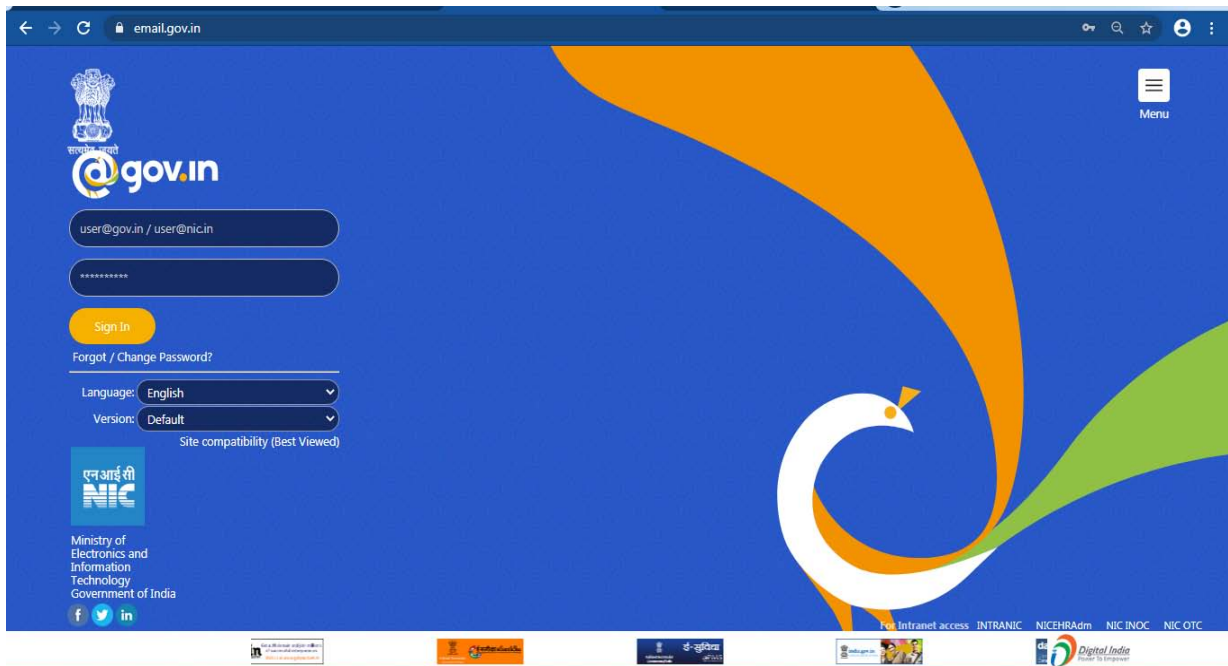


How to Change Password

- Type **email.gov.in** in the browser

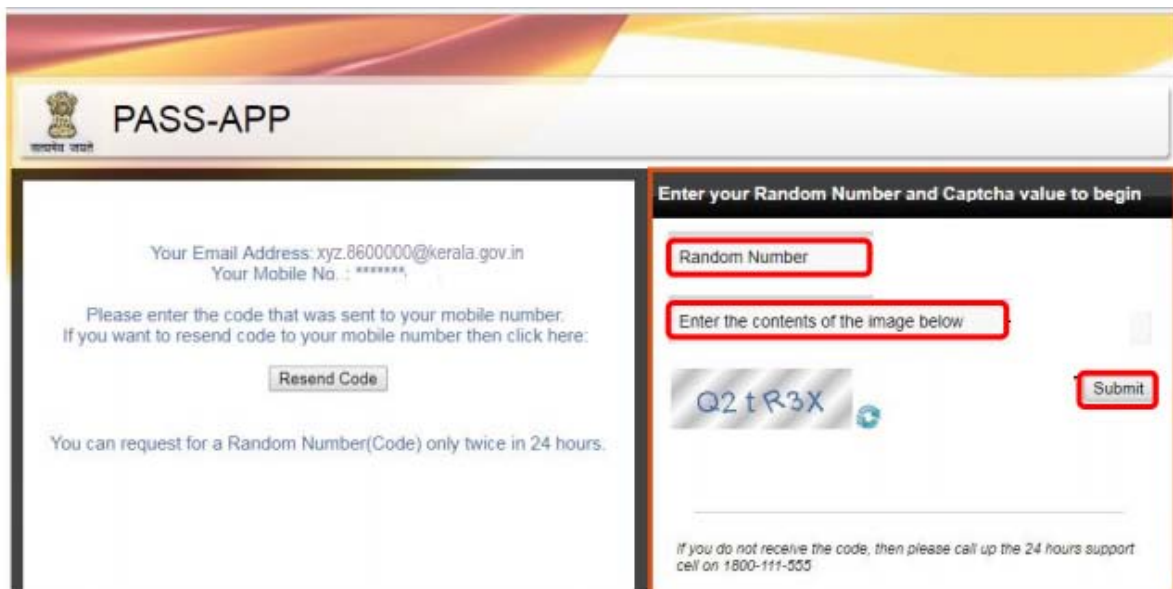


Click the **Forgot/Change Password**

The screenshot shows the 'PASS-APP' password reset page. The header includes the Government of India emblem and the text 'PASS-APP'. A message states: 'This site is best viewed in Firefox 3.5 and above ,IE 9 and above ,chrome 18 and above.' The main content area is divided into two sections. The left section contains a carousel of logos for 'Electronic Transaction Aggregation & Analysis Layer', 'data.gov.in', 'india.gov.in', and 'Knowledge Network'. The right section is titled 'Enter your Nicemail Address and Captcha value to begin' and contains a form with two input fields: 'Enter eMail Address' (with a placeholder 'Mail Address') and 'Enter the contents of the image below' (with a placeholder 'Enter Image Text'). Below the second field is a captcha image showing the text '5M4R6A' and a 'Submit' button. A disclaimer at the bottom of the form states: '**Service is for authorised users only, any invalid/unauthorised attempt would be subjected to legal action**'. A footnote at the bottom left of the form says: '*Mail Address is the email address assigned to you by NIC.' The footer of the page includes 'Government Of India', 'Ministry of Electronics & Information Technology', and 'National Informatics Centre'.

- Enter your email Address (Eg. xyz.8600000@kerala.gov.in)
- Enter the contents of the image in the Text box
- Press **Submit** button

A Random Number Code will be received as SMS in the User's registered mobile.



PASS-APP

Your Email Address: xyz.8600000@kerala.gov.in
Your Mobile No.: *****

Please enter the code that was sent to your mobile number.
If you want to resend code to your mobile number then click here:

[Resend Code](#)

You can request for a Random Number(Code) only twice in 24 hours.

Enter your Random Number and Captcha value to begin

Random Number

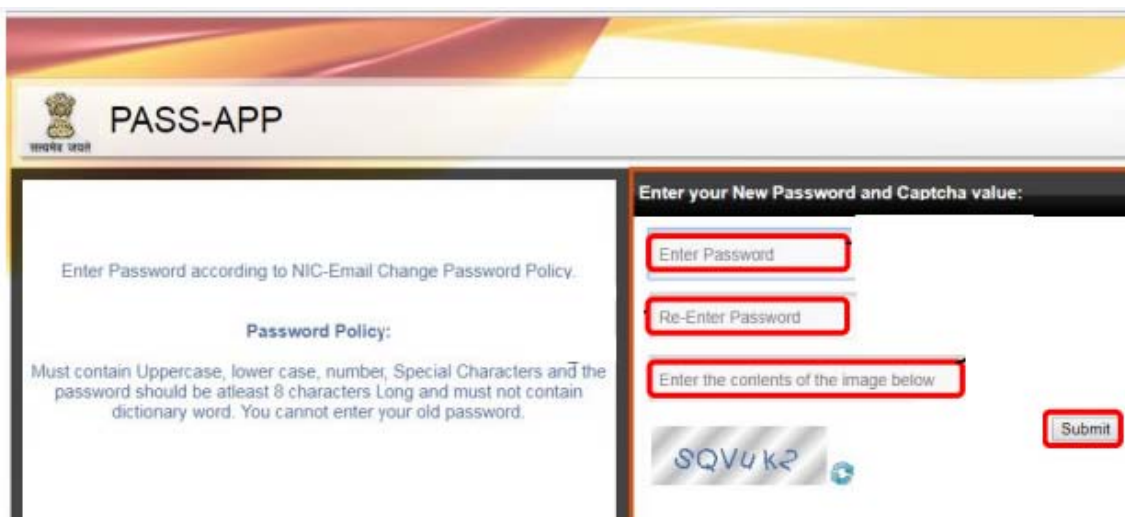
Enter the contents of the image below

Q2 t R3X

[Submit](#)

If you do not receive the code, then please call up the 24 hours support cell on 1800-111-555

- Enter the Random Number
- Enter the contents of the image in the Text box
- Press **Submit** button



PASS-APP

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:

Enter Password

Re-Enter Password

Enter the contents of the image below

SQV4 k2

[Submit](#)

- Enter New Password
- Re-Enter Password
- Enter the contents of the image in the Text box
- Press **Submit** button