1. What to do if User does not remember NIC Email Id
   A. Login REIS Website (www.reis.railnet.gov.in).
   B. Click on **NIC e-mail ID**.
   C. The Screen will be shown as below

<table>
<thead>
<tr>
<th>Sno</th>
<th>Name</th>
<th>Address</th>
<th>Phone No</th>
<th>Preferred ID</th>
<th>NIC Mail ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Print Appln</td>
<td>3651255 ALOK RANJAN ASSTT PROGRAMMER</td>
<td>476F</td>
<td></td>
<td>alok.ranjan14</td>
<td>Mail created</td>
</tr>
</tbody>
</table>

   D. In the above at the column “NIC Mail ID”. Nic mail id is given. This is the NIC mail id.

2. What to do if user does not remember NIC Email id Password.
   A. Type URL on browser https://passapp.emailgov.in/
   B. The Screen will be shown as below.

   C. Enter full NIC mail id. (for the above example, here NIC mail id is “alok.ranjan14”. so enter here alok.ranjan14@nic.in or alok.ranjan14@gov.in
      a. Enter the contents of the image and then click on submit button.
D. A random no will be given to the user registered mobile. The screen will be shown as below:

E. Enter Random number as given in the user registered mobile and contents of the image and press Enter. The screen will be shown as below:

F. Enter the New Password: Please remember as per password policy:
   a. It should be of at least 8 character
   b. It must be consist of letter, number, and special character.
   c. There must be 1 capital letter and 1 small letter.
   d. It should not be from the dictionary word. It means that it should not contain name of person, city etc.