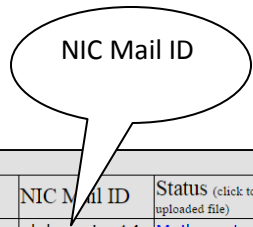


1. What to do if User does not remember NIC Email Id

- A. Login REIS Website (www.reis.railnet.gov.in).
- B. Click on **NIC e-mail ID**.
- C. The Screen will be shown as below

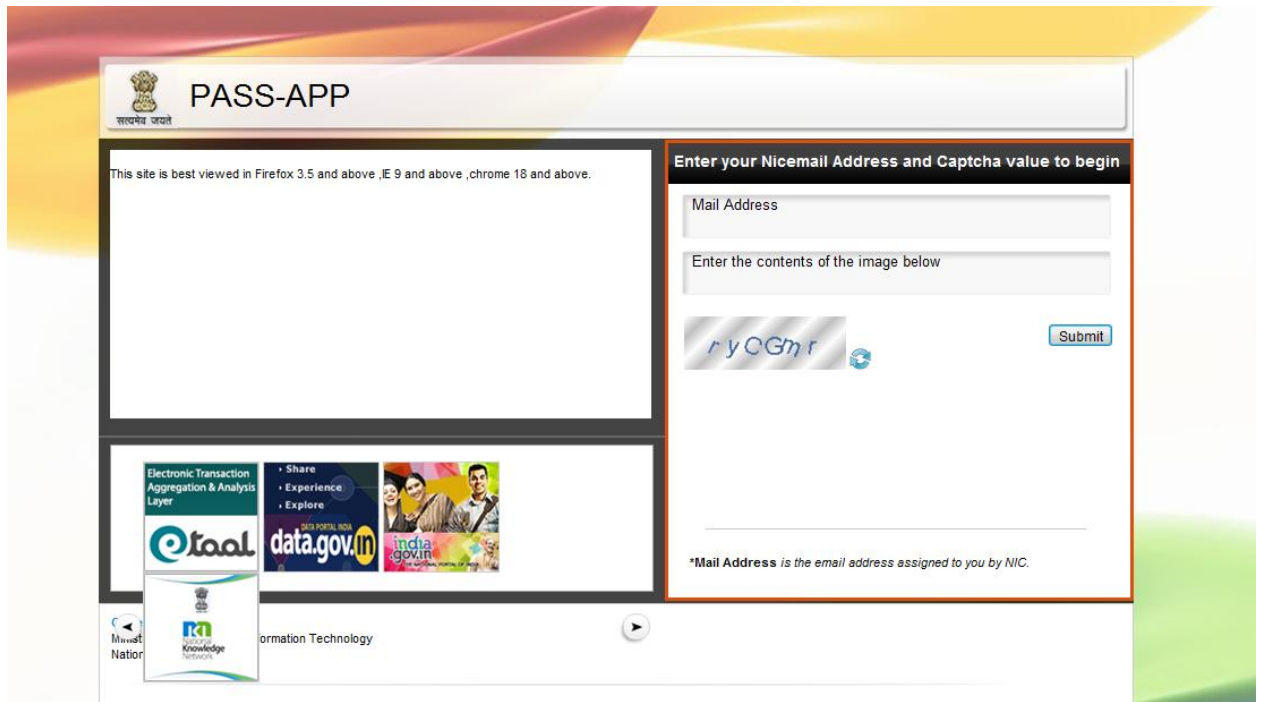


Details of NIC Mail request							
Sno		Name	Address	Phone No	Preferred ID	NIC Mail ID	Status (click to view uploaded file)
1	Print Appln	3651256 ALOK RANJAN ASSTT PROGRAMMER	476F	9717647607		alok.ranjan14	Mail created

- 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

The screenshot shows a web form with the following content:

- Header: "Enter your Random Number and Captcha"
- Text: "Your Email Address: alok.ranjan14@nic.in
Your Mobile No. : *****607."
- Text: "Please enter the code that was sent to your mobile number."
- Text: "If you want to resend code to your mobile number then click here:"
- Button: "Resend Code"
- Text: "You can request for a Random Number(Code) only twice in 24 hours."
- Form fields: "Random Number" and "Enter the contents of the image below"
- Captcha image: "v j X r v" with a refresh icon.
- Text: "If you do not receive the code, then please call up the cell on 1800-111-555"

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:

The screenshot shows the PASS-APP web form with the following content:

- Header: "PASS-APP" with the Government of India logo and the motto "सत्यमेव जयते".
- Text: "Enter Password according to NIC-Email Change Password Policy."
- Section: "Password Policy:"
- 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."
- Form fields: "Enter your New Password and Captcha value:" with two input fields (one masked with dots), "Enter the contents of the image below", and a "Submit" button.
- Captcha image: "X d x 4 9 5" with a refresh icon.
- Text: "Not According to Password Policy: Go through the below points"
- List of requirements:
 - >> Password should be atleast 8 characters Long
 - >> One Upper Case and One Lower Case Character
 - >> One numeric Value
 - >> One Special character
- Footer: "Government Of India" and "Ministry of Electronics & Information Technology"

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