

**DELHI DEVELOPMENT AUTHORITY
(SYSTEMS DEPTT.)
New Delhi**

**TUTORIAL
NIC/GOV PASSWORD RESET**

Version v_1.0
September 2019

RESET NIC EMAIL ID PASSWORD

Please go to mail.gov.in

1. Click on Forgot password



2. Click on PASSAPP



3. Enter your Nic E-Mail Address
4. Enter Captcha value
5. Press Submit button (Right Bottom Corner) to begin the process.

This site is best viewed in Firefox 3.5 and above, IE 9 and above, Chrome 18 and above.

Enter your Nicemail Address and Captcha value to begin

Mail Address

Enter the contents of the image below

maShFY

Submit

Please check SMS sent on User's registered mobile No. from VM-NICSMS for obtaining Random Number Code.

6. Now, Enter your Random Number
7. Enter Captcha value
8. Press Submit button (Right Bottom Corner) to begin the further.

Enter your Random Number and Captcha value to begin

Your Email Address: sw [REDACTED]
Your Mobile No. [REDACTED]

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.

Random Number

Enter the contents of the image below

Q2tR3X

Submit

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

9. Enter your New Password
10. Re-Enter your New Password
11. Enter Captcha value
12. Press Submit button (Right Bottom Corner) to begin the next process, the process sometime takes as long as 10 min thus the user is requested to wait till the processing is going on.

The screenshot shows a web browser window with the URL `https://passapp.emailgov.in/passapp/phase2.jsp`. The page header includes the Indian national emblem and the text "PASS-APP". The main content area is titled "Enter your New Password and Captcha value:" and contains the following elements:

- A text prompt: "Enter Password according to NIC-Email Change Password Policy".
- A "Password Policy" section with the 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."
- A text input field labeled "Enter Password" (callout 9).
- A text input field labeled "Re-Enter Password" (callout 10).
- A text input field labeled "Enter the contents of the image below" (callout 11).
- A captcha image showing the characters "SQVUK2" (callout 12).
- A "Submit" button (callout 12).

13. Password has successfully been changed.