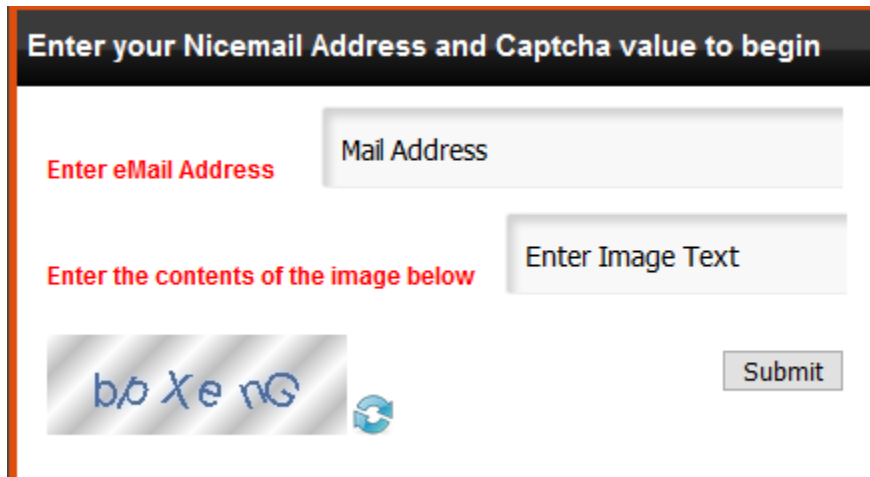


## Steps to Reset/Forget eMail id(@Punjab.gov.in) Passwords:


1. Go to <https://passapp.emailgov.in/passapp/>



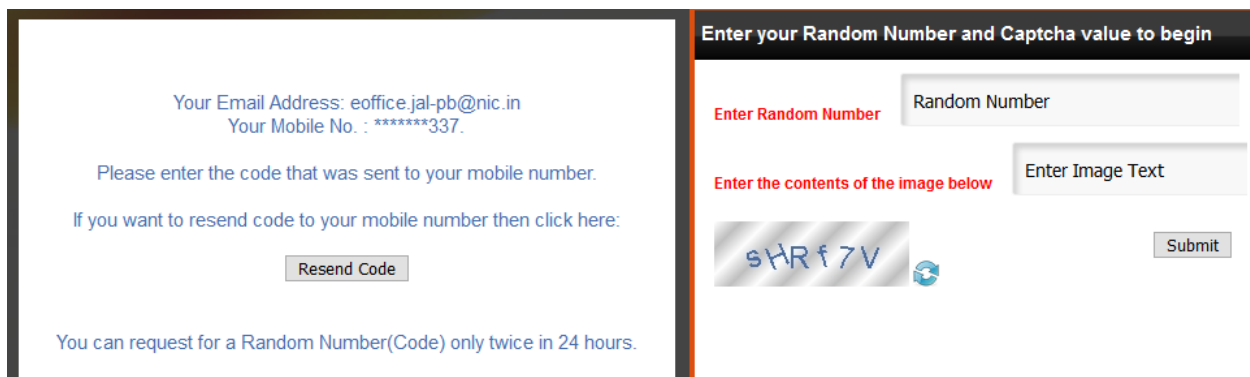
Enter your Nicemail Address and Captcha value to begin

Enter eMail Address

Enter the contents of the image below



2. Enter Your Email address (eg. xyz.ikgptu@punjab.gov.in) in the above first text box and shown captcha in second text box then press submit.
3. A random number will be sent to your registered mobile number enter that in first text box and enter text shown in image in second text box then click submit.



Your Email Address: eoffice.jal-pb@nic.in  
Your Mobile No. : \*\*\*\*\*337.

Please enter the code that was sent to your mobile number.


If you want to resend code to your mobile number then click here:

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

Enter your Random Number and Captcha value to begin

Enter Random Number

Enter the contents of the image below



4. In next screen you will be asked to enter new Password by following the below guidelines:

### **Guidelines for changing and protecting Email Password:**

- Minimum password length must be 8 characters.
- It must contain a mixture of alpha, numeric & special characters.
- Combination of uppercase and lowercase alphabets must be used.
- At least one (or more) special character (e.g. @, #, \$, %) is required in the password.
- Any common sequences from a keyboard row: qwerty, 12345, asdfgharenot allowed

- The password or any part of it should not be a dictionary word.
- Old passwords are not allowed to be used again

5. After entering new password, click submit and go to <https://mail.gov.in>
6. Login with your username and new Password (If you are Logging in First Time your will be asked to enter some Profile Data Like your First Name, Last Name, Designation, Department , DOB, DOR, Employee Code etc. and you have to create a new Password again for security reasons using same password policy and then click on submit).

**Note: The Password which you will set for your email id, same will be your password for eOffice also.**