Forgot Password

Forgot password Web Page helps user to retrieve the forgotten password. User needs to fill his account details, followed by answering the security question. Undertake the following steps to retrieve password for a user:

1. *Click* the **Forgot Password** hyperlink on the home page, below the **Log In** button (Fig.FP-1.1).
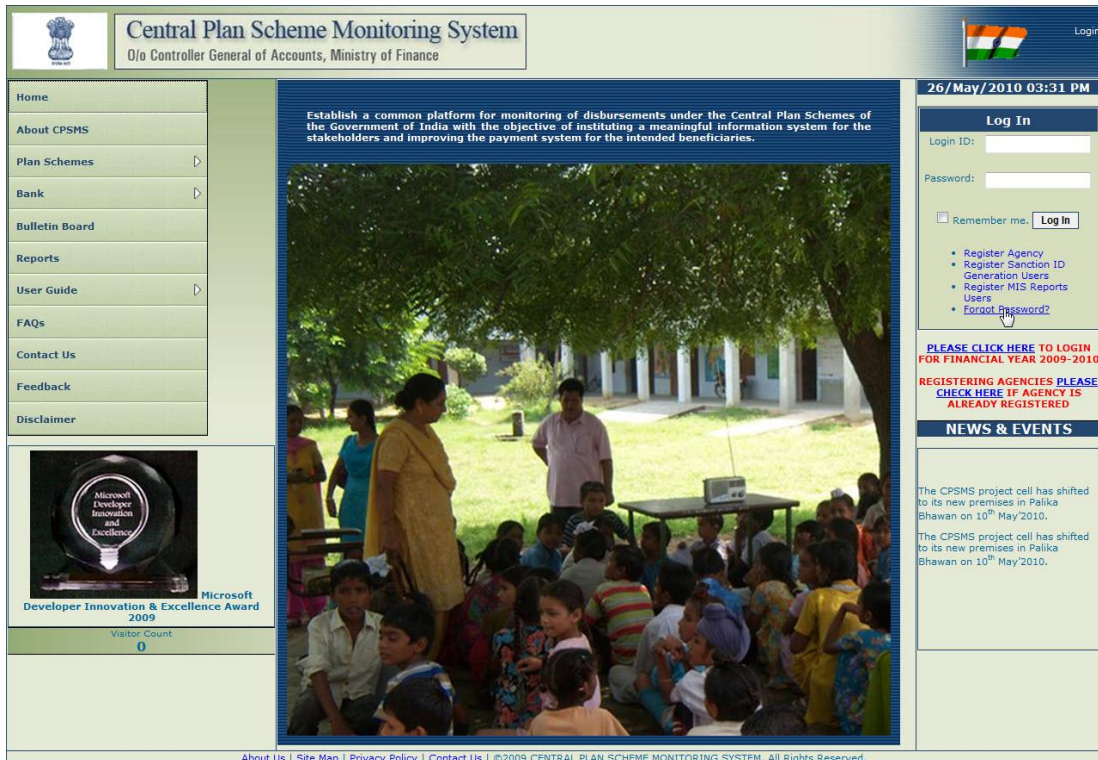

Fig.FP-01

The **Forgot Password** window appears on the screen (Fig.FP-02). Refer this figure for step 2 and 3 also.

2. *Type* **Login ID** or **Email ID** of the user in the textbox provided.

3. *Click* the **Continue** button.

Fig.FP-02

A **Security Question** will appear below the **Continue** button (Fig.FP-03). Refer this figure for steps 4 and 5 also.

4. *Enter* answer for the security question in the **Answer** textbox provided.

5. *Click* the **Submit** button to receive the password; else, *click* the **Cancel** button to reset the **Forgot Password** window.

Fig.FP-03

A message displaying "**Password has been send to your Email ID**" appears on the **Forgot Password** window (Fig.FP-04).

Fig.FP-04

In this way, forgotten password will be retrieved on the user's email id.