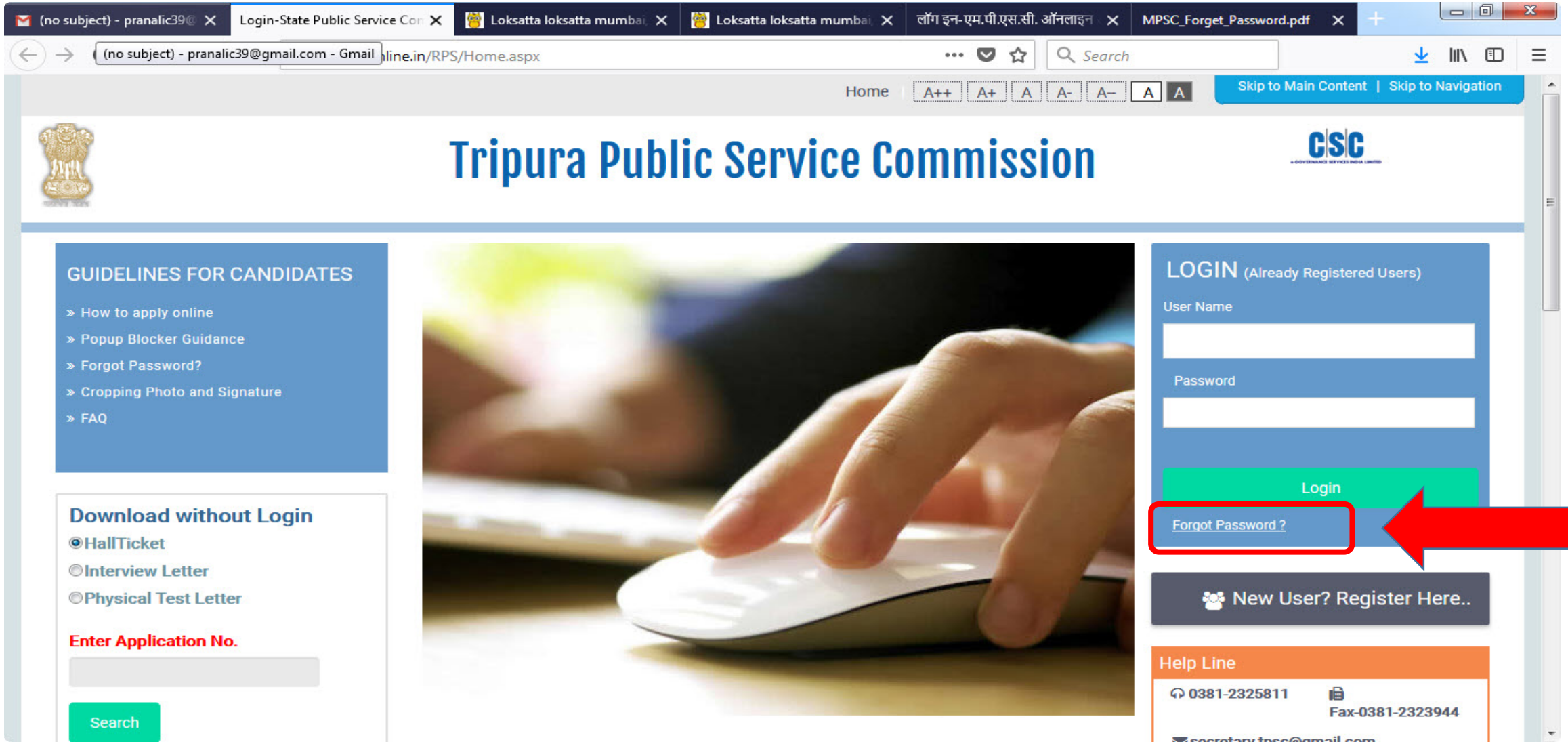
How to reset Password and recover Username

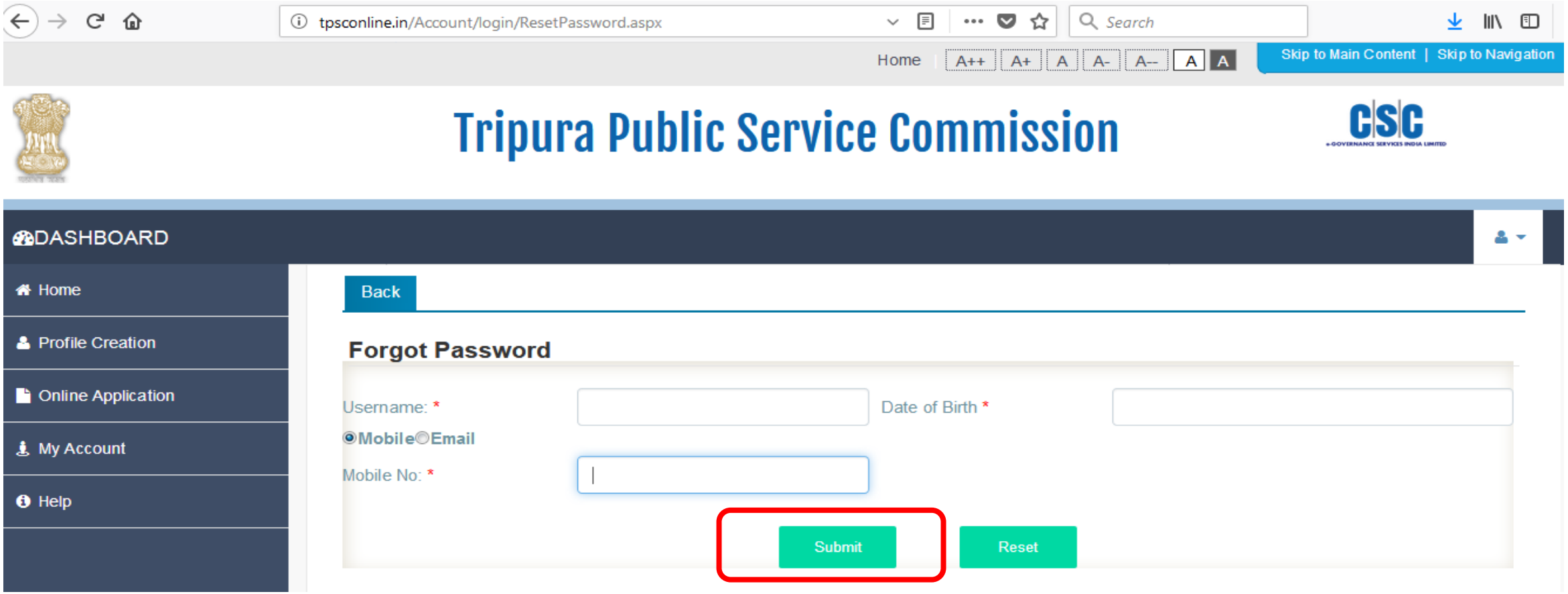
Procedure to recover Password

- 1. Go to Homepage and click on “**Forgot Password**” link as shown below

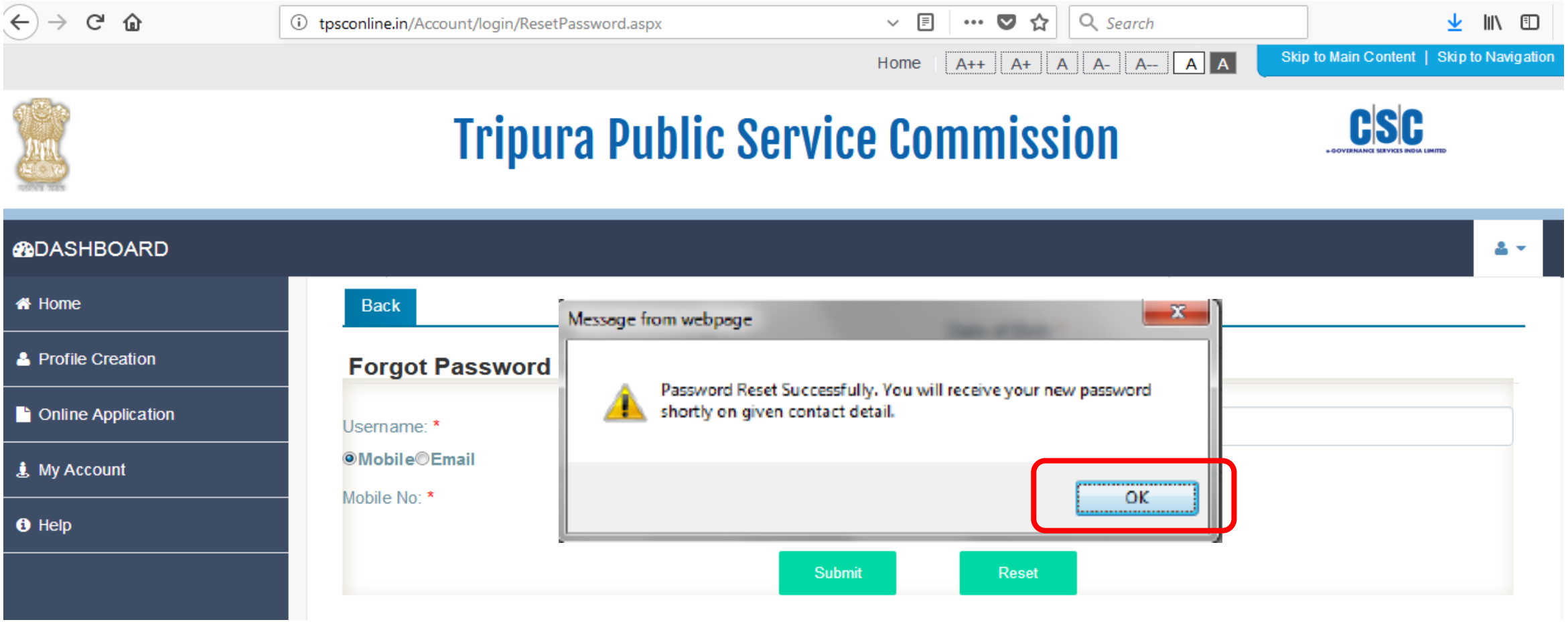


- Enter Following details as shown below,
  - Username
  - Date of Birth
  - Email Id Or Mobile No.

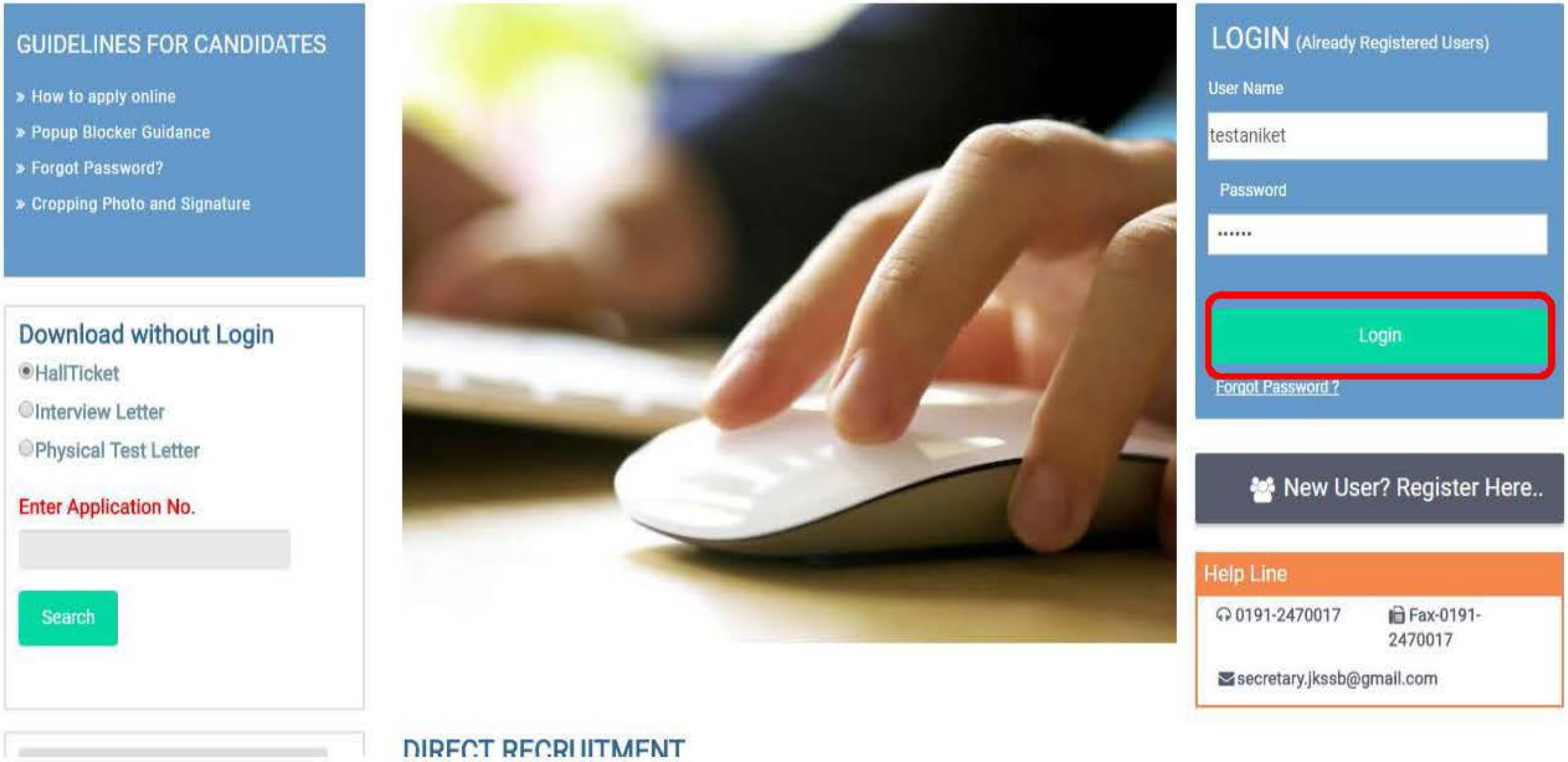
Now click on “**Submit**” button to reset the password or click on “**Reset**” button to reset the fields.



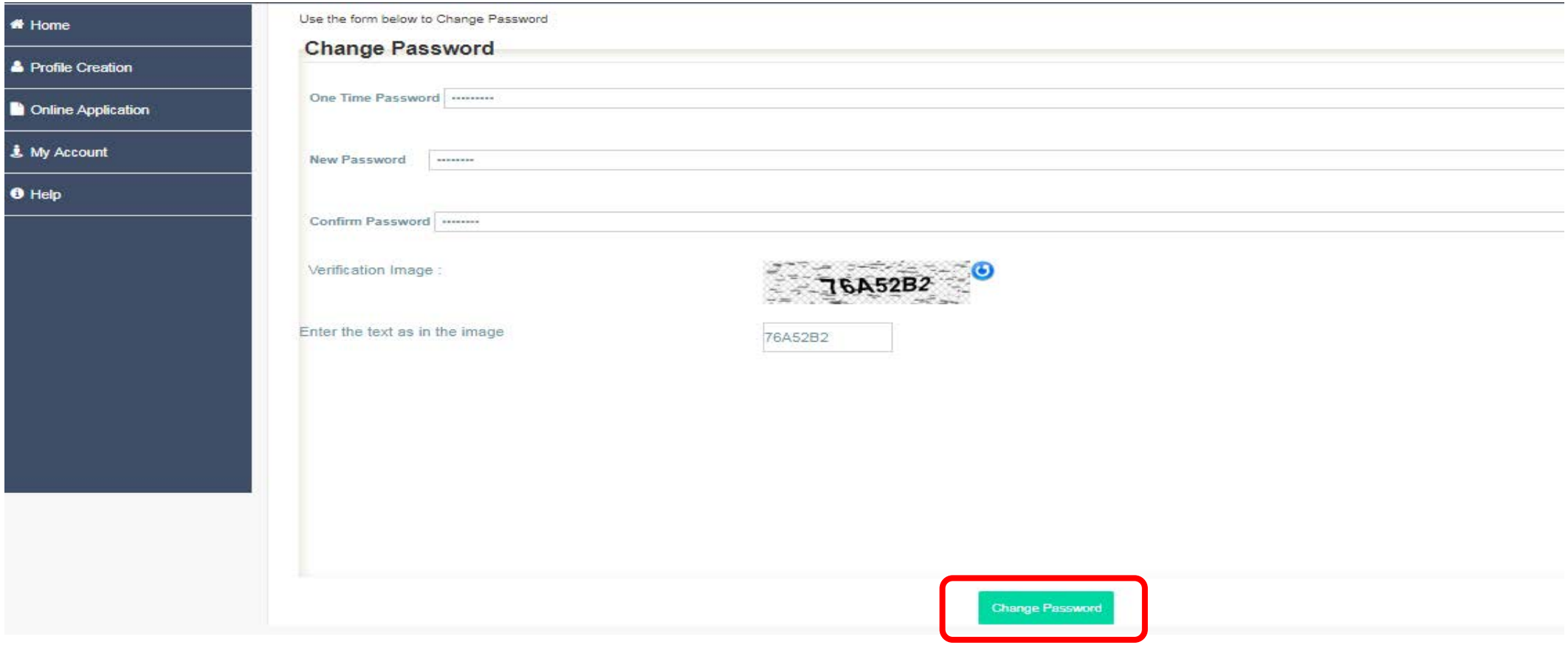
- After submitting below message will be displayed and you will receive OTP on your registered mail or a message on your registered **Mobile Number** as per details provided.
- Click on **“OK”** button to proceed further.
- Now you will be redirected to Homepage.



- Enter OTP received on your mail or mobile as shown below.
- Click on **“Login”** button to proceed further.

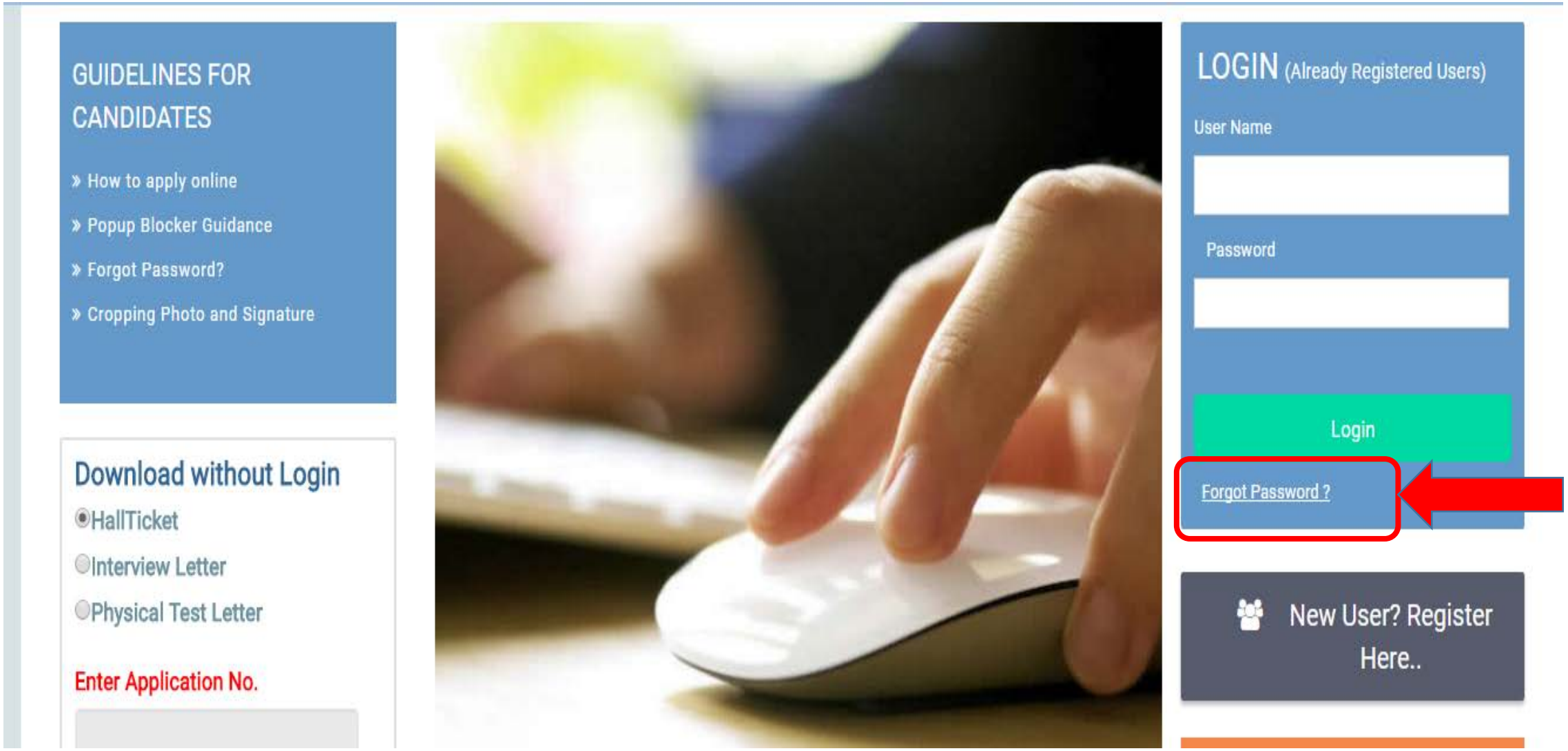


- Now you will ask to change the password. Enter following details as shown below
  - One Time Password (Received on your contact details)
  - New Password
  - Confirm Password
- Click on "**Change Password**" button to change the password. Note your user name and password for further reference.

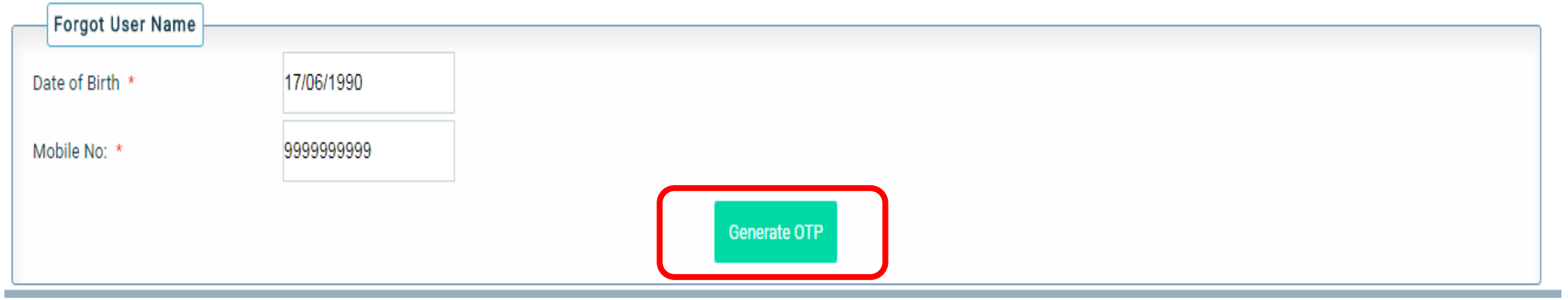


Procedure to recover User Name

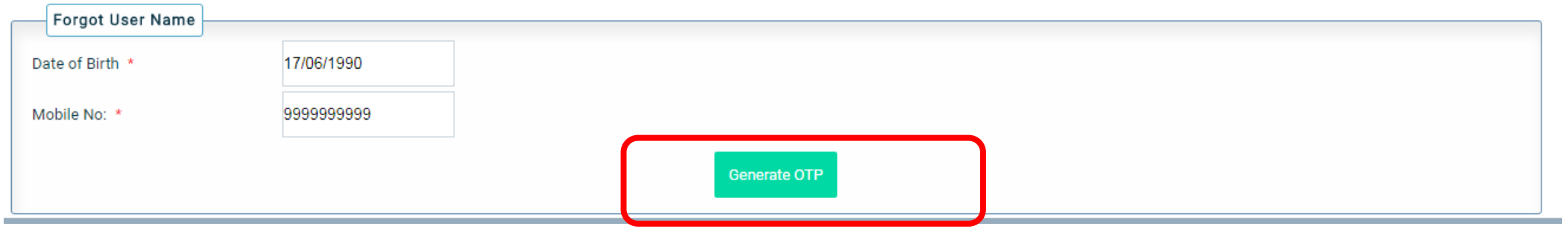
- Go to Homepage and click on **“Forgot Password”** link as shown below



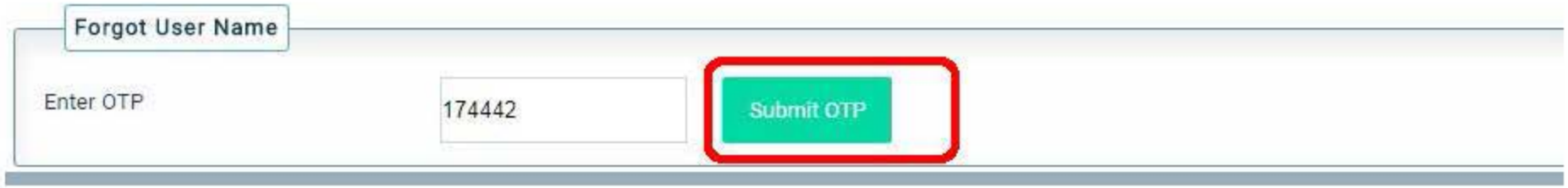
- Enter your Date of Birth and Registered Mobile Number



- Enter your Date of Birth and Registered Mobile Number
- And Click Generate OTP button. An OTP will be sent on mentioned registered mobile if combination entered matches with registered details.



- Enter OTP received in the field as shown below:



- If OTP is correct then User Name is displayed on Screen

Thank You