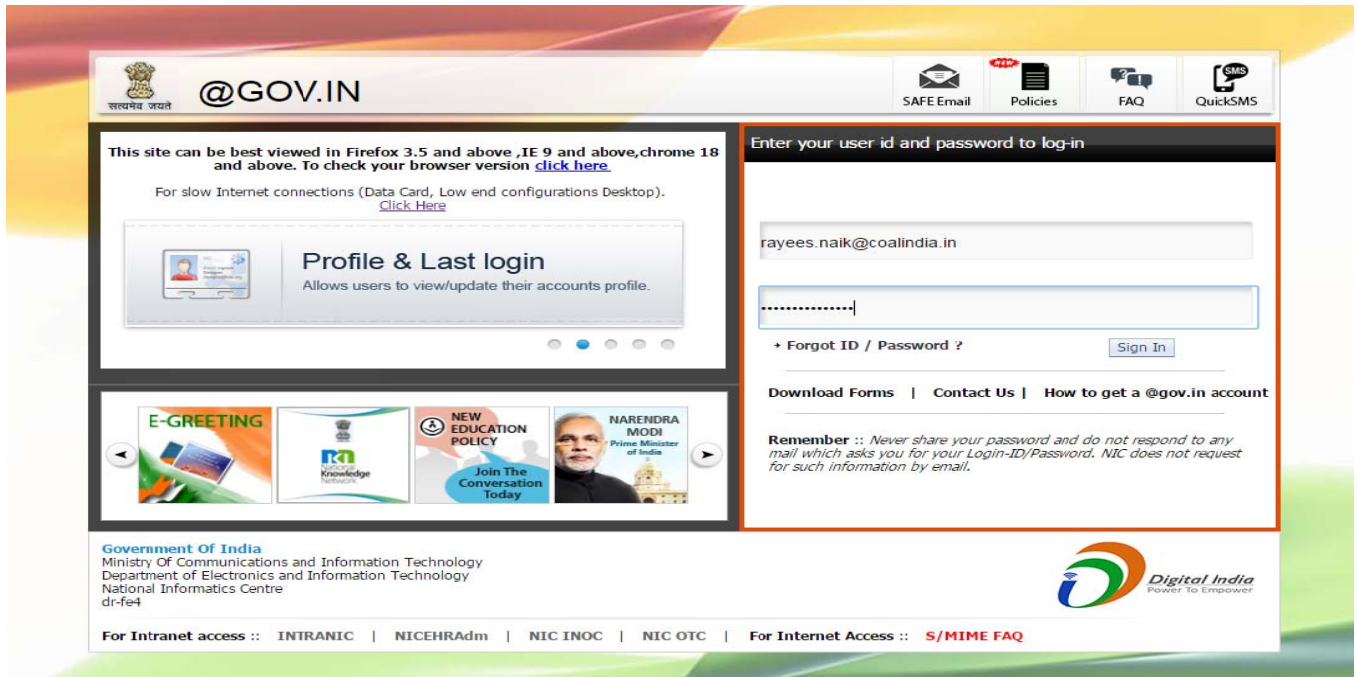
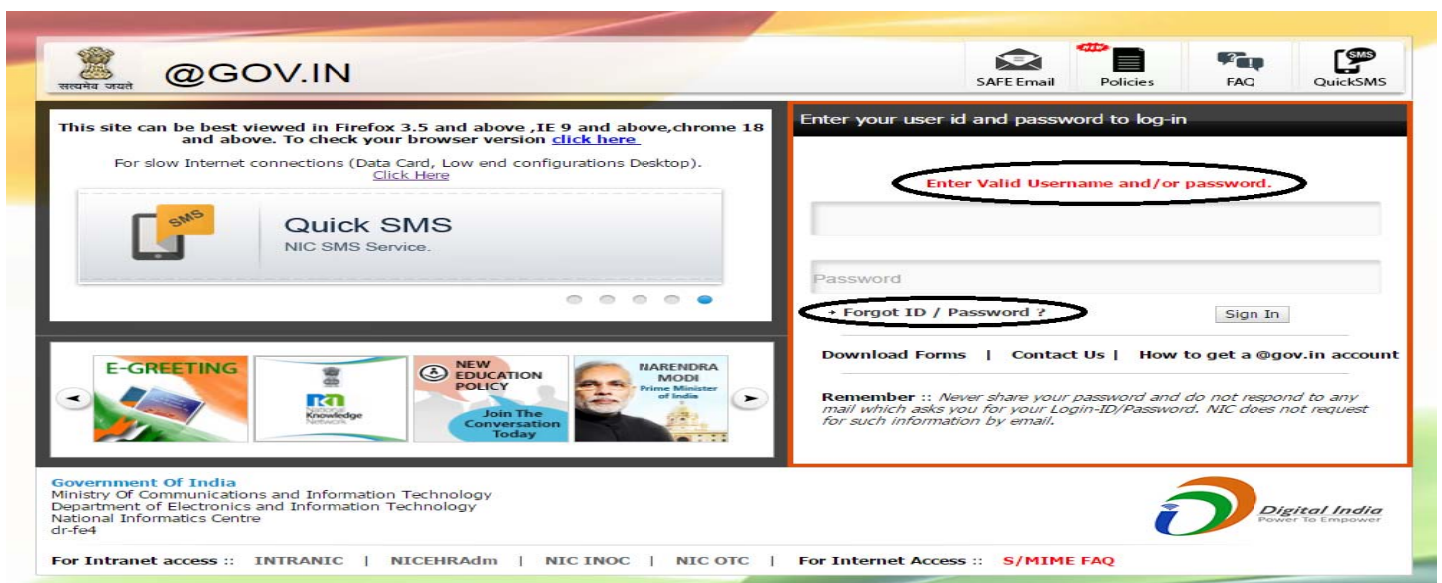


How to activate your Coal India Email Account

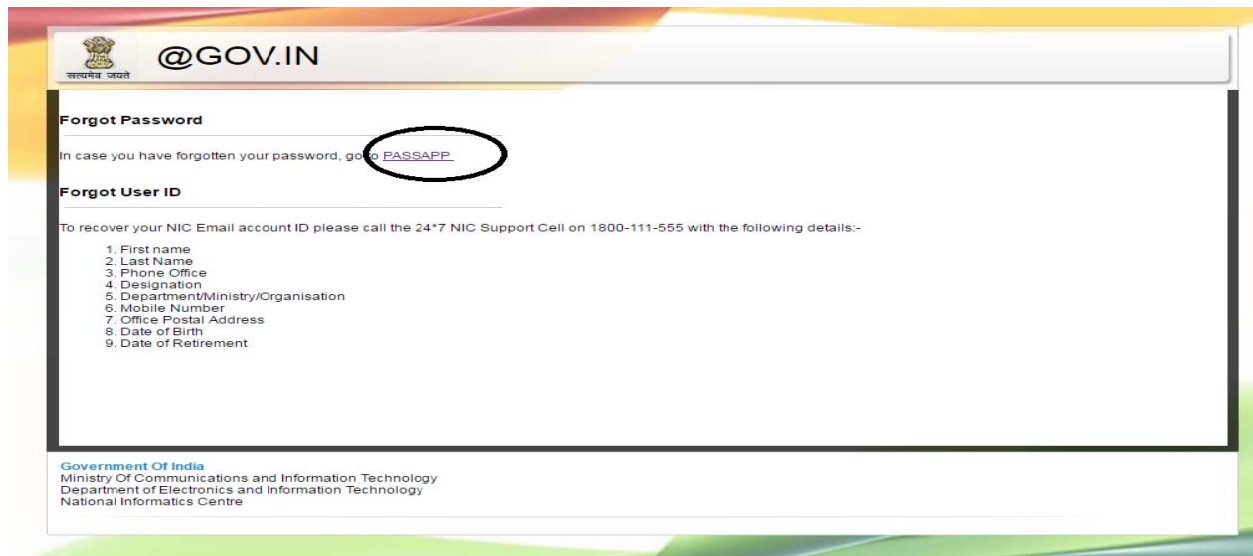
1. Open [https:// mail.gov.in](https://mail.gov.in).
2. Provide your email id and password if already activated the account as shown below.



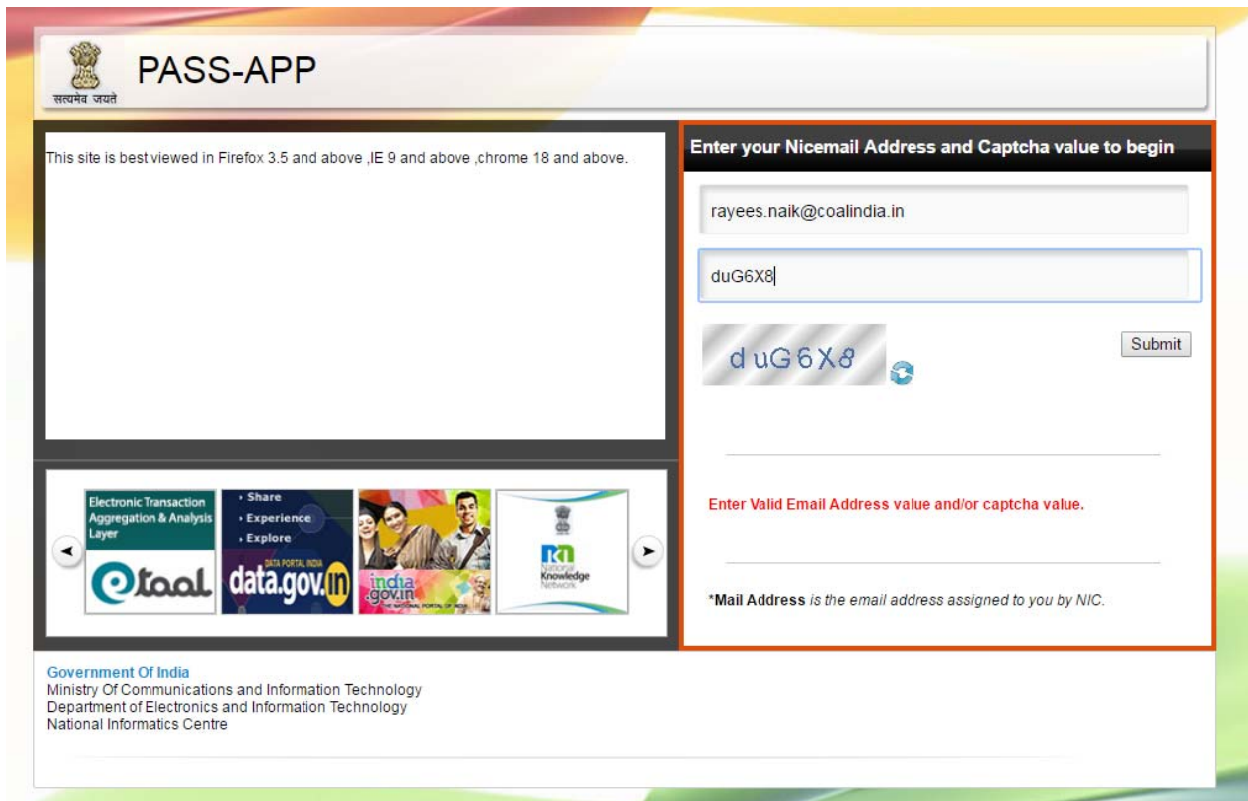
3. If account is not activated, click on the “Forgot ID / Password” link.



4. Follow the link encircled in the below picture:



5. Enter the email id provided by Coal India (already available on ccl website) and captcha.



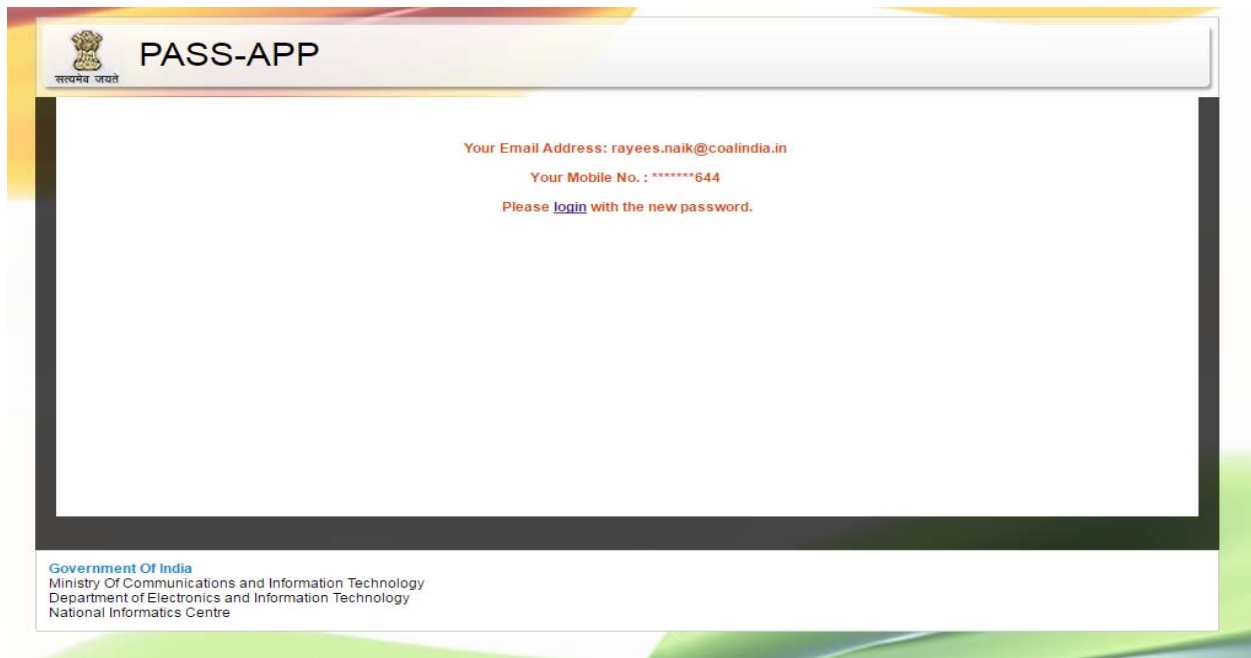
6. After clicking on the submit button, a random number will be sent to your registered CUG number. Provide the random number in the screen that follows after submitting your email.

The screenshot shows the PASS-APP interface. At the top left is the Government of India logo and the text "सत्यमेव जयते" and "PASS-APP". The main content area is split into two columns. The left column contains the following text: "Your Email Address: rayees.naik@coalindia.in", "Your Mobile No. : *****644.", "Please enter the code that was sent to your mobile number.", "If you want to resend code to your mobile number then click here:", a "Resend Code" button, and "You can request for a Random Number(Code) only twice in 24 hours." The right column is titled "Enter your Random Number and Captcha value to begin" and contains a "Random Number" input field (circled in red), a "Enter the contents of the image below" input field, a captcha image showing "Hd8R9k", a "Submit" button, and a note: "If you do not receive the code, then please call up the 24 hours support cell on 1800-111-555". At the bottom left, it lists: "Government Of India", "Ministry Of Communications and Information Technology", "Department of Electronics and Information Technology", and "National Informatics Centre".

7. After submitting the random number and captcha, a new page will open which will ask for new password according to NIC-Email change Password Policy.

The screenshot shows the PASS-APP interface for password creation. At the top left is the Government of India logo and the text "सत्यमेव जयते" and "PASS-APP". The main content area is split into two columns. The left column contains the following text: "Enter Password according to NIC-Email Change Password Policy.", "Password Policy:", "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." The right column is titled "Enter your New Password and Captcha value:" and contains two password input fields (the first is filled with dots), a "Enter the contents of the image below" input field, a captcha image showing "57x68v", a "Submit" button, and a note: "If you do not receive the code, then please call up the 24 hours support cell on 1800-111-555". At the bottom left, it lists: "Government Of India", "Ministry Of Communications and Information Technology", "Department of Electronics and Information Technology", and "National Informatics Centre".

8. Submit your new password and then login again as follows:



9. Your password is reset now. You can login and access your mail now