

## Process for Retrieving Forgot Password.

If candidate forgets his/her Password, he/she should click on “Forgot Password” option.

The screenshot shows a login form titled "Login (Only for already registered candidates)". It includes fields for "Login ID/लॉगिन आयडी" and "Password/पासवर्ड (Kindly ensure safe custody of your password.)". Below these is a CAPTCHA image with the text "FIABK" and a "Refresh" button. A "Sign in To Account" button is present. At the bottom, two links are visible: "Forgot Password?/पासवर्ड विसरलात?" (circled in red) and "Forgot Username?/वापरकर्तानांव विसरलात?".

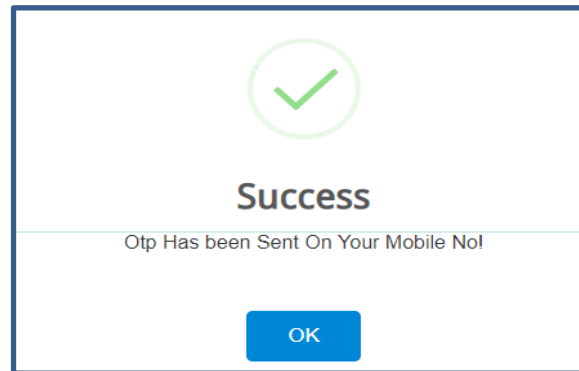
When click on Forgot Password, below screen will be displayed.

The screenshot shows the "Forgot Password" screen. It features a green checkmark icon and the title "Forgot Password" in the top left, and a "Back" button in the top right. Below the title is a text input field labeled "Username (For Login ID) / वापरकर्तानांव दाका". To the right of the input field are "Submit" and "Cancel" buttons. At the bottom right, there is a "Back To Login / लॉगिनकडे परत जा" button.

Candidate need to enter the below information.

1. Username (For Login ID):Enter Username

Candidate needs to click on Submit button to process further, then below screen will be displayed:



When click on Ok, below screen will be displayed.

A form titled "Change Forgot Password" with a green checkmark icon on the left and a "Back" button on the right. The form contains three input fields: "Enter Otp :", "Enter New Password :", and "Enter Confirm Password :". Below the input fields are three buttons: "Submit" (green), "Reset" (red), and "Back To Login" (blue).

1. Enter OTP: Enter OTP which is received on your registered mobile.
2. Enter New password: Enter New password you wish to keep.
3. Enter Confirm password: Enter the same password.

Candidate need to click on Submit to successfully change the Password.

