Guideline for Email ID complaints

STEP-1

Goto webmail page http://mail.mtnl.net .in

You will get screen as below

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	TENTINE	
	Welcome to MTNL Webmail.	
	Important Notice for MTNL Email users	
	MTNL Email system is migrated to a new setup. All MTNL Broadband customers having MTNL email id [For example: xyz@mtnl.net.in] are requested to first visit the webpage at http://mail.mtnl.net.in. On this webpage, please enter your MTNL Email Id and click on the Forgot Password (Broadband Customers) link. On the Forgot Password webpage, enter your details such as MTNL Email Id, MTNL CA No. , BB Telephone No., Mobile No. and Alternate Email address and click on the button "Send password to my Mobile". Now the MTNL Email users can login by using their new password.	
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	Eirst time users: Please click on Forgot password link to generate a new password.	
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Step 2-

Click on Forget Password (Broadband Customers)

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Fill up the all information in above form. Please note feed complete email address example – <u>xyzabcd@mtnl.net.in</u>

Click on "Send Password on my Mobile" button.

Immediately SMS is send on customer's mobile number. This is new password.

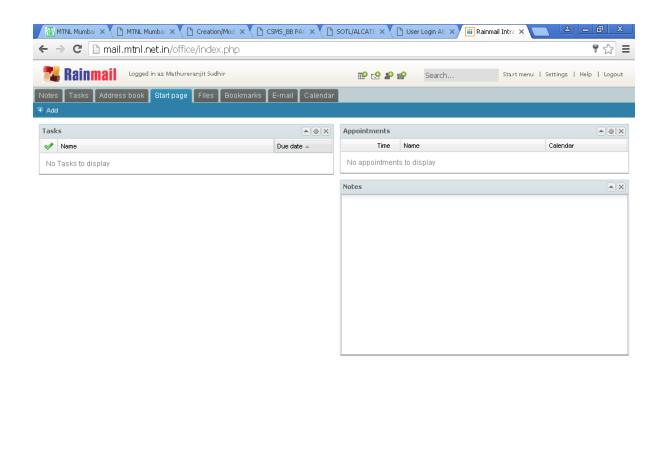
Step 3 –

Again Go to webmail page http://mail.mtnl.net .in

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	Image: Main mail Intranet Server World class network infrastructure at your fingertips	
	Welcome to MTNL Webmail.	
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	MTNL Email system is migrated to a new setup. All MTNL Broadband customers having MTNL email id [For example: xyz@mtnl.net.in] are requested to first visit the webpage at http://mail.mtnl.net.in. On this webpage, please enter your MTNL Email Id and click on the <u>Forgot Password (Broadband Customers)</u> link. On the Forgot Password webpage, enter your details such as MTNL Email Id, MTNL CA No., BB Telephone No., Mobile No. and Alternate Email address and click on the button "Send password to my Mobile". Now the MTNL Email users can login by using their new password.	
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	<u>First time users</u> : Please click on Forgot password link to generate a new password.	
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Type username in Account box and Type received password in Password Box.

Click on "Login" button



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Step 4 -

Click on "E-mail" Tab

Email server again ask enter the Password. Please fill up the password and click on "Ok" button.

Now broadband customer will use email service.

Step 5 - For changing the password

Click on "Setting" button which right side top corner

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Click on "Change password" button

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Fill up current password and New password and Confirm password

Click on "OK" green button

Now Enter changed password in OUT LOOK those are using email service through outlook.

Thank you

DE BB HD

MTNL Mumbai

Date :- 24-02-2016.