

West Bengal Joint Entrance Examinations Board

AQ - 13/1, Sector - V, Salt Lake City, Kolkata – 700091

Help Desk: 1800-1023-781, 1800-3450-050 (Toll Free)

Dated, 24th December 2021.

Notice-Password Policy

1. Confidentiality of Password is solely responsibility of the candidate, and all care must be taken to protect the password.
2. For security reasons, after finishing your work, kindly click the LOGOUT button and close all the windows related to your session.
3. Candidates are advised to keep changing the Password at frequent intervals.
4. Never share your password and do not respond to any mail which asks you for your Login-ID/Password.
5. **Password Policy:** Your password must satisfy the following conditions.
 - a) Password must be 8 to 13 characters long.
 - b) Password must have at least one upper case alphabet.
 - c) Password must have at least one lower case alphabet.
 - d) Password must have at least one numeric value.
 - e) Password must have at least one special character e.g., @\$%^&*-
6. **Change Password:** A facility to change the password is available to signed-in applicants. Applicant will login into the system and click on the “Change Password” button. Applicant will enter the old password, new password, confirm new password with captcha code to change the password. If old password matches and new password is as per the password policy then the form will be submitted and the password will be changed successfully.
7. **Forget Password/Reset Password:** Applicant can reset his/her password by using the following options.
 - a) **Reset password using a verification code via SMS:** Applicant is required to enter Application No and Date of Birth. If the details entered by applicant matches with backend database, then system will send verification code through SMS at the registered mobile no. and applicant is required to enter verification code. If verification code matches with database, then system will prompt for resetting New Password.
 - b) **Reset password using a reset link via Email:** Applicant is required to enter Application No and Date of Birth. If the details entered by applicant matches with backend database then system will send an email at the registered email id. Candidates are required to see their inbox and follow the online instruction for resetting the New Password.

Note: It is strongly recommended that the OTP sent to the applicant for any activity like reset password etc. must not be shared with anyone. This OTP is the confidential and to be used by the applicant only. Neither Board nor NIC will be responsible for violation or misuse of the password/OTP.