Guideline for Email ID complaints

STEP-1

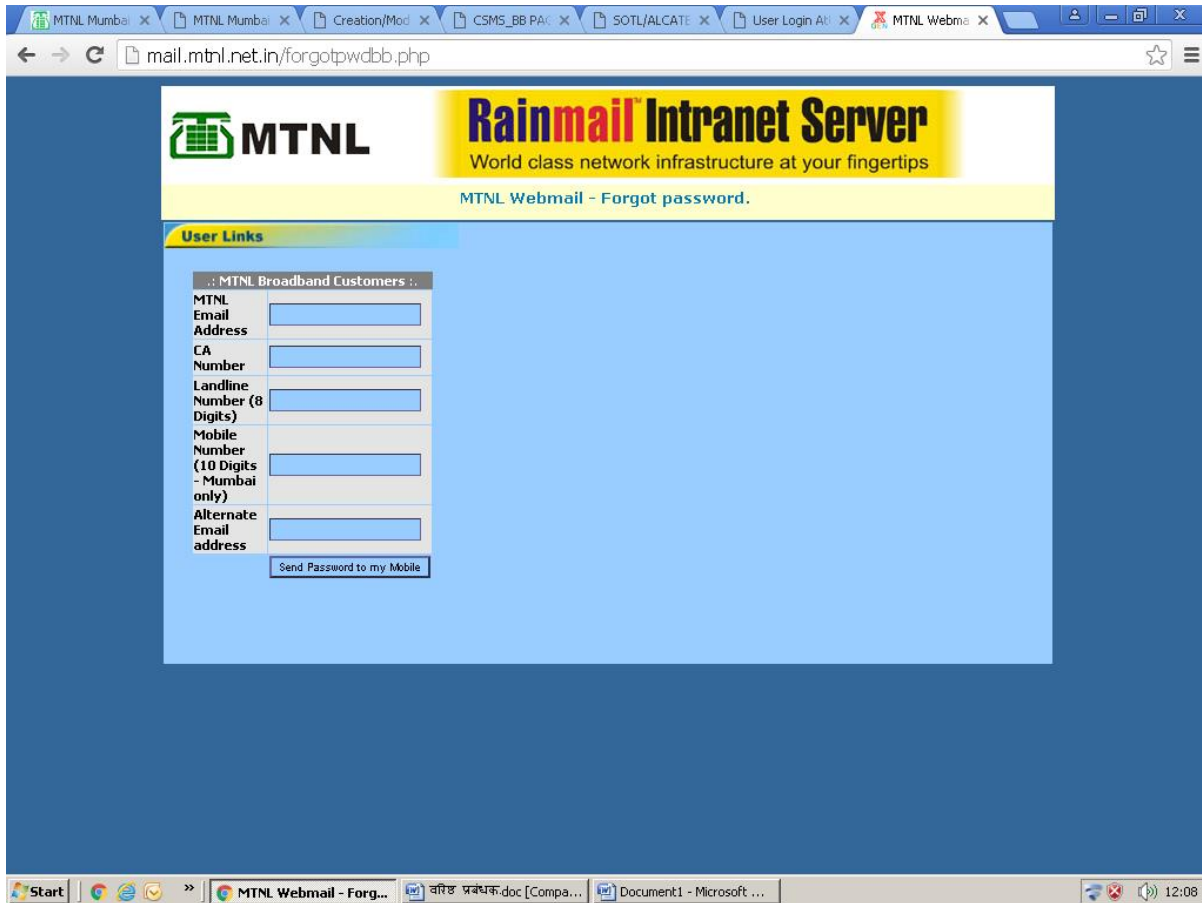Goto   webmail page   http://mail.mtnl.net .in

You will get screen as below

Step 2-

Click on Forget Password (Broadband Customers)

You will get screen as below-

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

Click on "Send Password on my Mobile" button.

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

Step 3 –

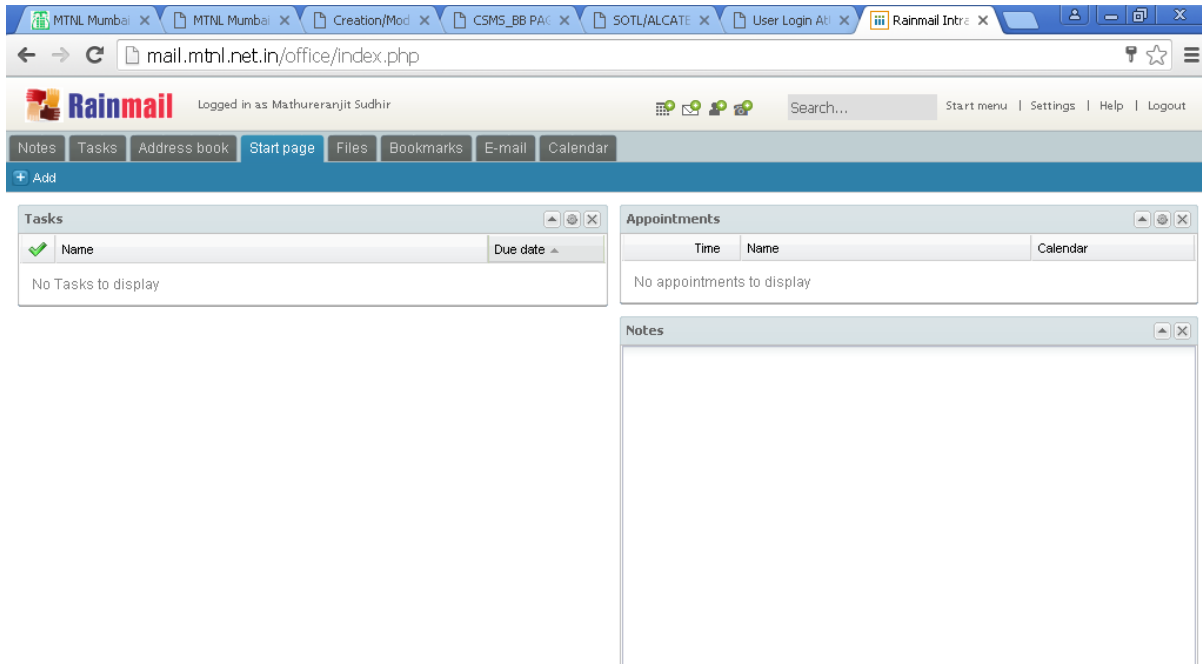Again Go to webmail page http://mail.mtnl.net .in

You will get screen as below

Type username in Account box and Type received password in Password Box.

Click on "Login" button

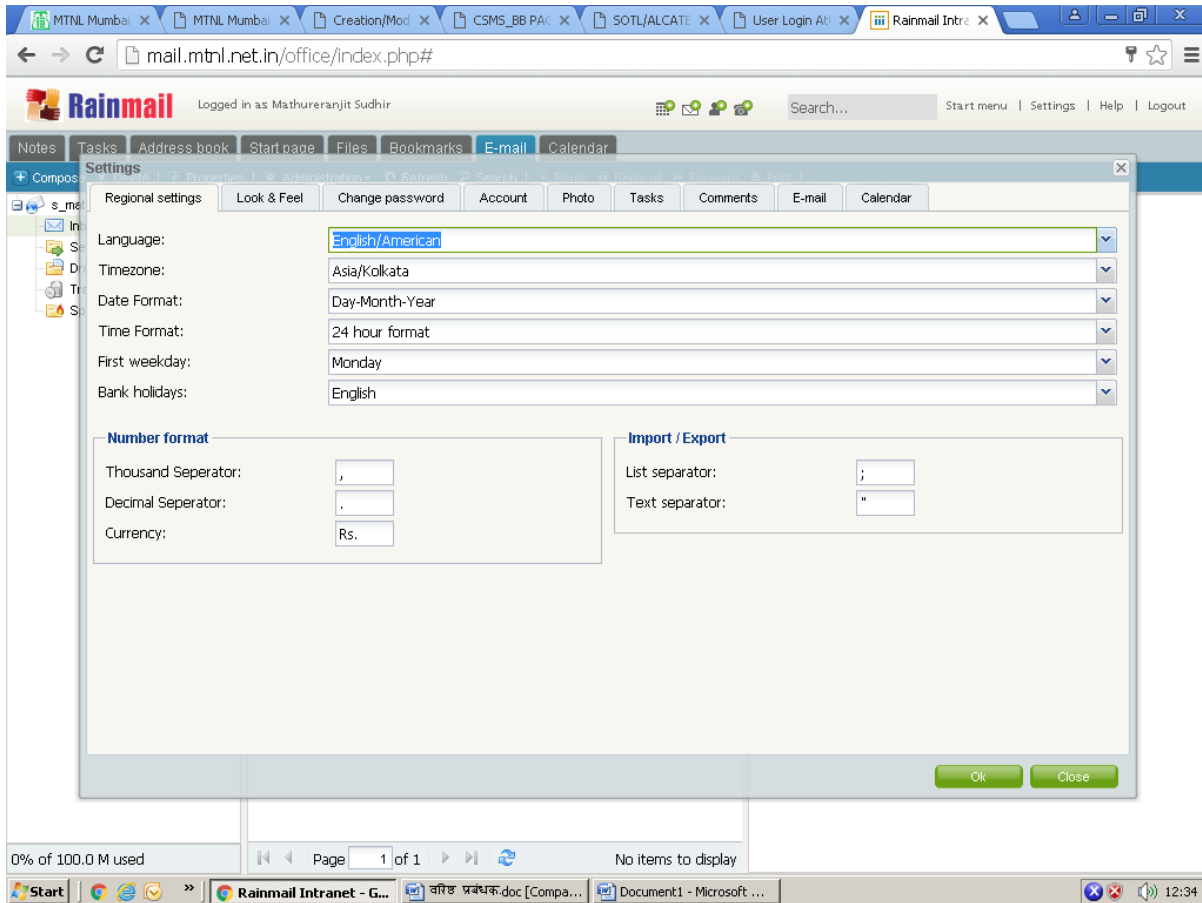You will get screen as below-

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.
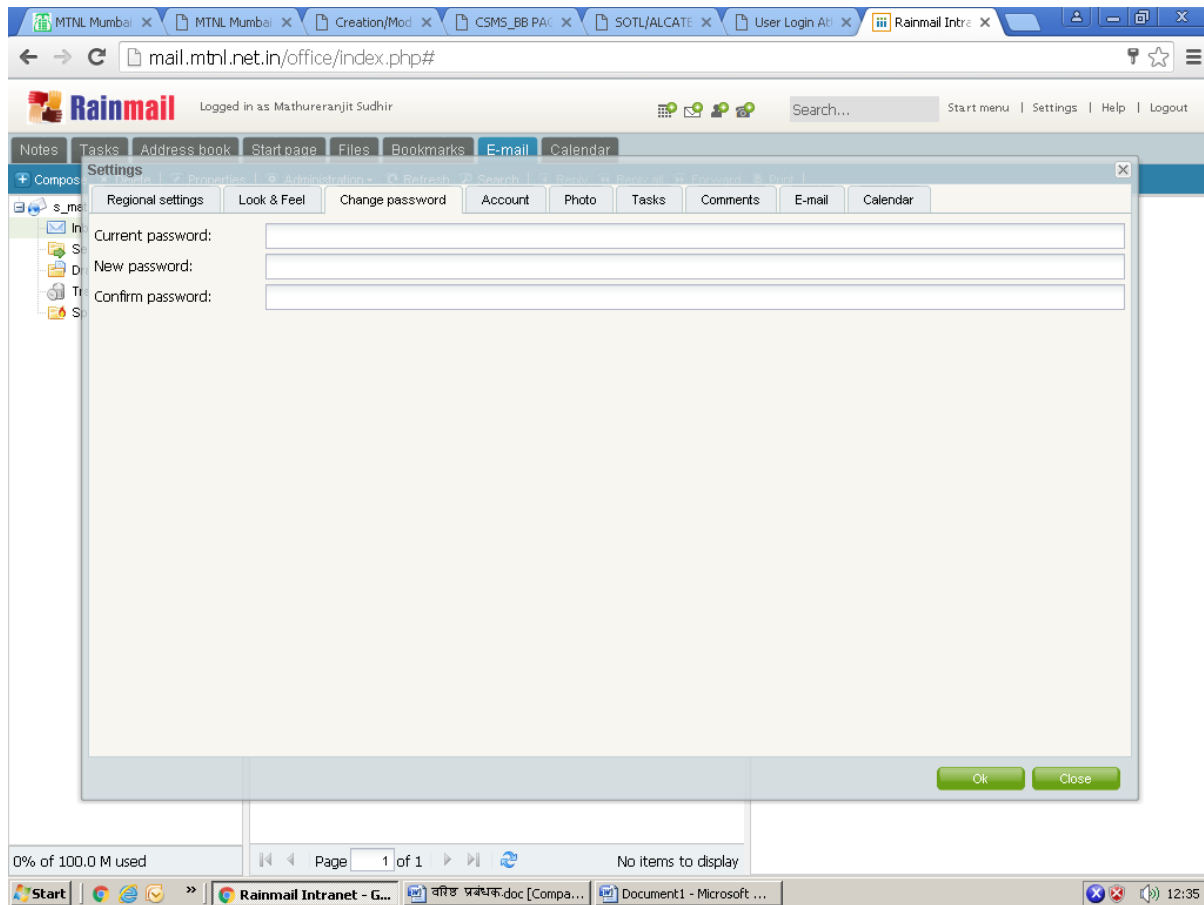
Step 5 -   For changing the password

Click on "Setting" button which right side top corner

You will get screen as below-

Click on "Change password" button

You will get screen as below-

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

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