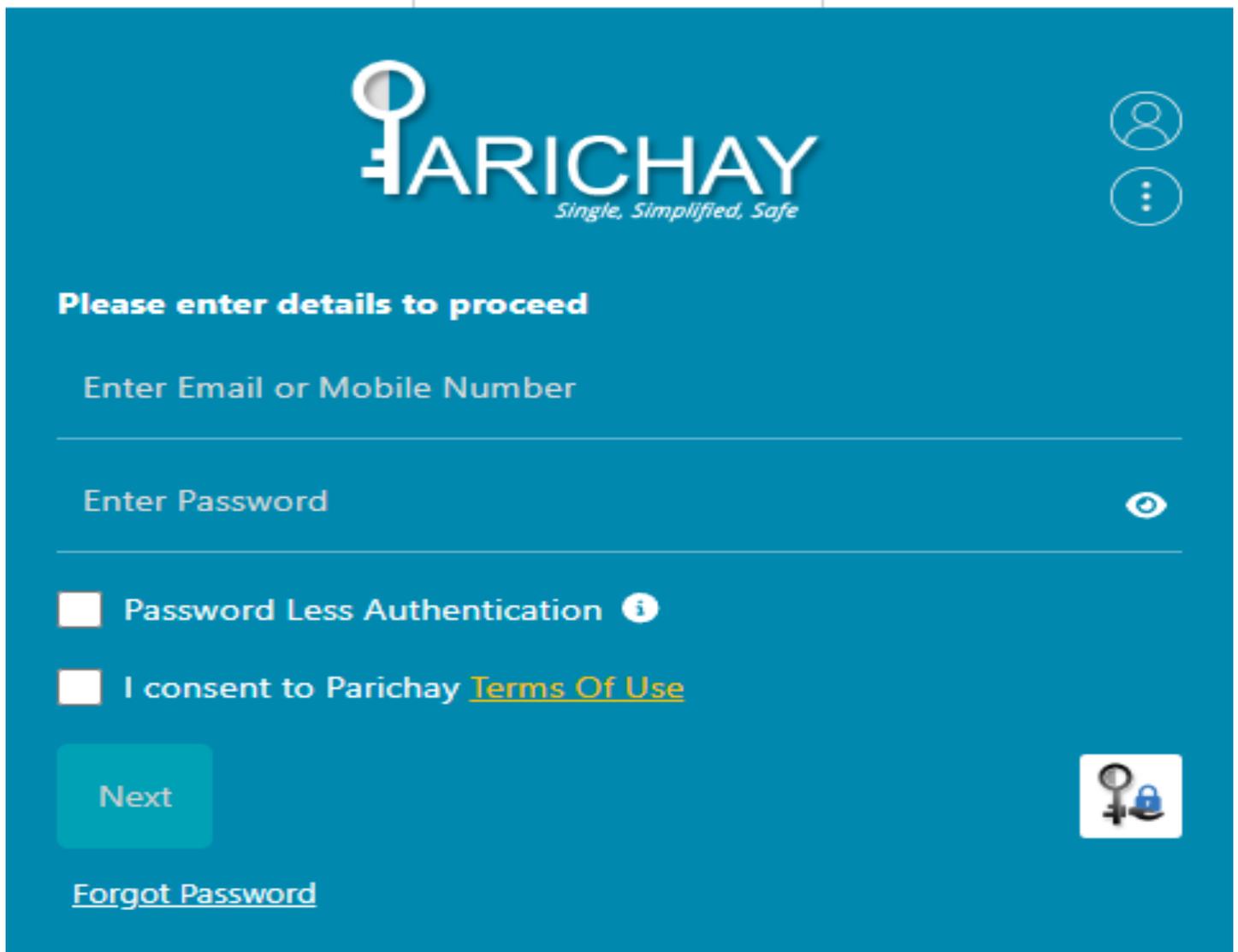


User Manual (SOP) for e-Office

Objective: Purpose of this document is to guide step by step on How to Login your e-Office and Mail.Gov.in for the first time when you get your credentials ending with “@punjab.gov.in”

First-Time e-Office Login Guide: Access to the Portal:

- Open your web browser (Google Chrome or Mozilla Firefox is recommended).
- Navigate to the official portal: <https://eofficebnc.punjab.gov.in/>



The screenshot shows the Parichay login interface. At the top, there is the Parichay logo with the tagline "Single, Simplified, Safe" and a user profile icon. Below the logo, the text "Please enter details to proceed" is displayed. There are two input fields: "Enter Email or Mobile Number" and "Enter Password" with a toggle for visibility. Below the password field, there are two checkboxes: "Password Less Authentication" and "I consent to Parichay Terms Of Use". A "Next" button is located at the bottom left, and a "Forgot Password" link is at the bottom. A small icon of a key and a lock is visible in the bottom right corner of the form area.



Enter Credentials:

- **Login ID:** Enter your official email ID or the username provided by the Nodal Officer.
- **Password:** For first time users, click on “**Forgot Password**”.
- Enter your Email (“@punjab.gov.in”)





Please enter details to proceed

Enter Email or Mobile Number

Next





- **OTP will be sent to your Mobile Number**





OTP successfully sent to registered Mobile +91*****6160, OTP Id: 24271

Show OTP [Resend OTP](#)

Next

[Login as Different User](#)





- **New Password:** Create a strong password. (It must be at least 8 characters long, including an uppercase letter, a lowercase letter, a number, and a special character like @, #, or \$).
- **Confirm Password:** Re-enter your new password.



Set New Password ⓘ

New Password 

Confirm Password 

Next 

[Login as Different User](#)



- After setting up the password, note your credentials safely and wait for 30-35 Mins. (Cool-off period) before logging in for the first time.
- After the cool-off period, Log-in again with your credentials (ID & Password) -> Click on “I consent to Parichay” -> OTP will be received -> Successful Login.
- After another cool-off period, you can directly Log-in with your Mobile Number and OTP.

Note: After you receive your credentials, it mandatorily to log in once under 15 days or else the ID will be deactivated from NIC and can't be revived again.

Note: The above process should be repeated for <https://mail.gov.in/> and it is mandatory.