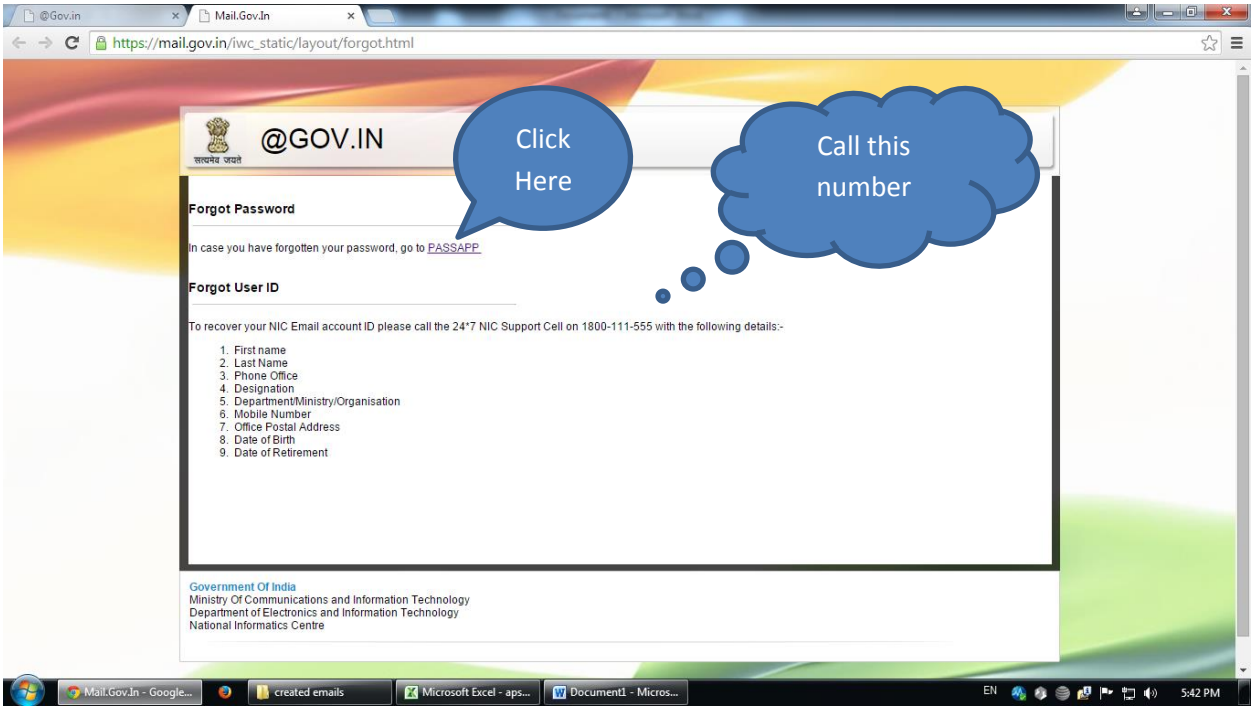To know your user id and password : go to mail.gov.in website and click forgot User ID / Password link