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Q1. How to change webmail password ?

You can change your password by accessing the site

<https://mail.ongc.co.in>

If you received the following page, Click to “ Continue to this Website (not recommended)”



There is a problem with this website's security certificate.

The security certificate presented by this website was not issued by a trusted certificate authority.

The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

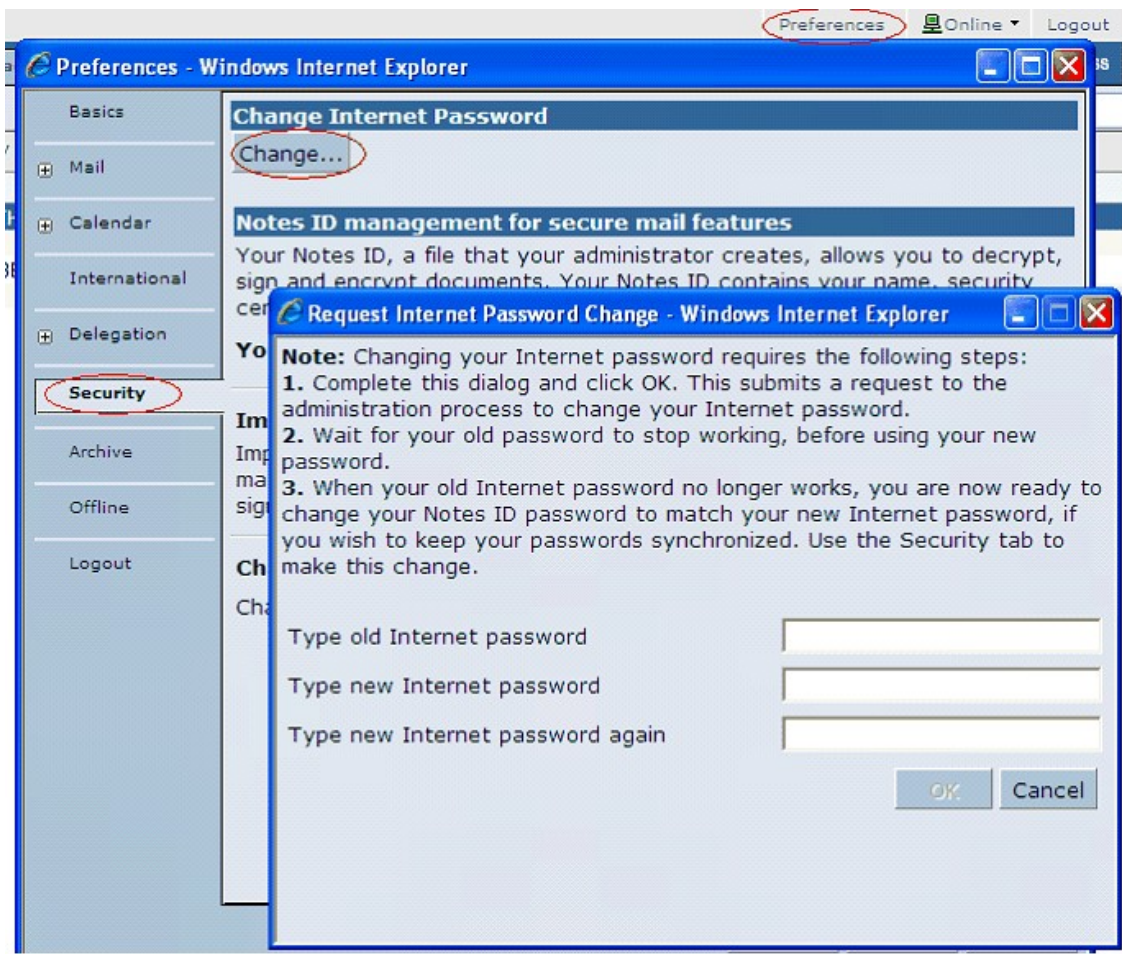
 [Click here to close this webpage.](#)

 [Continue to this website \(not recommended\).](#)

 [More information](#)

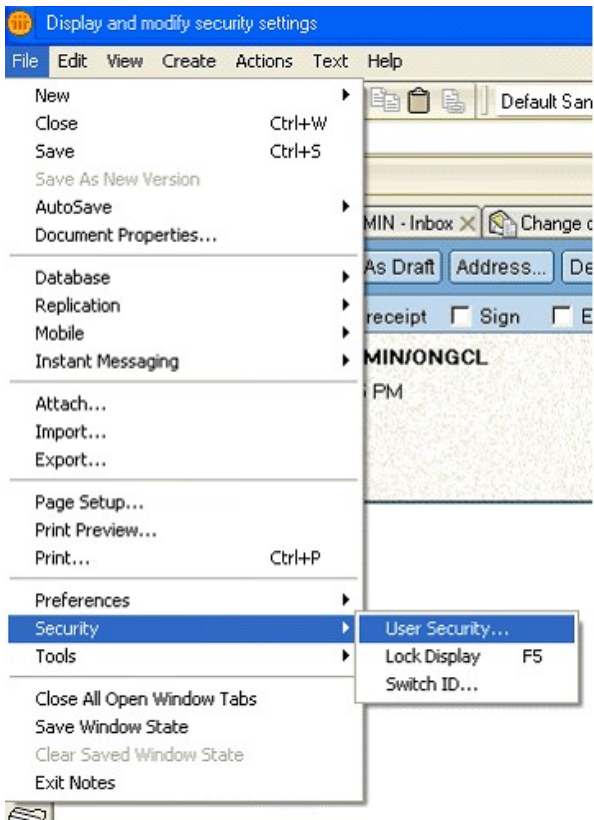
Login with your CPF No. or E-Mail ID and your Password provided by your Admin.

Go to Preference ---- Security ----- Change the Internet Password

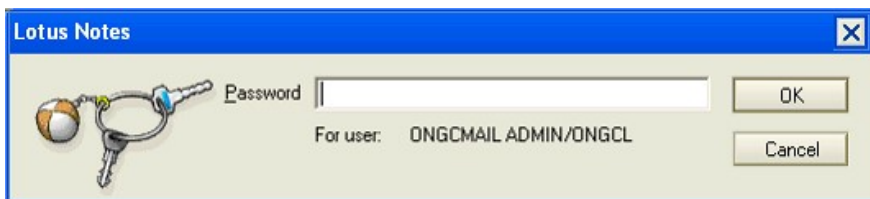


Q2. How to change Lotus Notes password ?

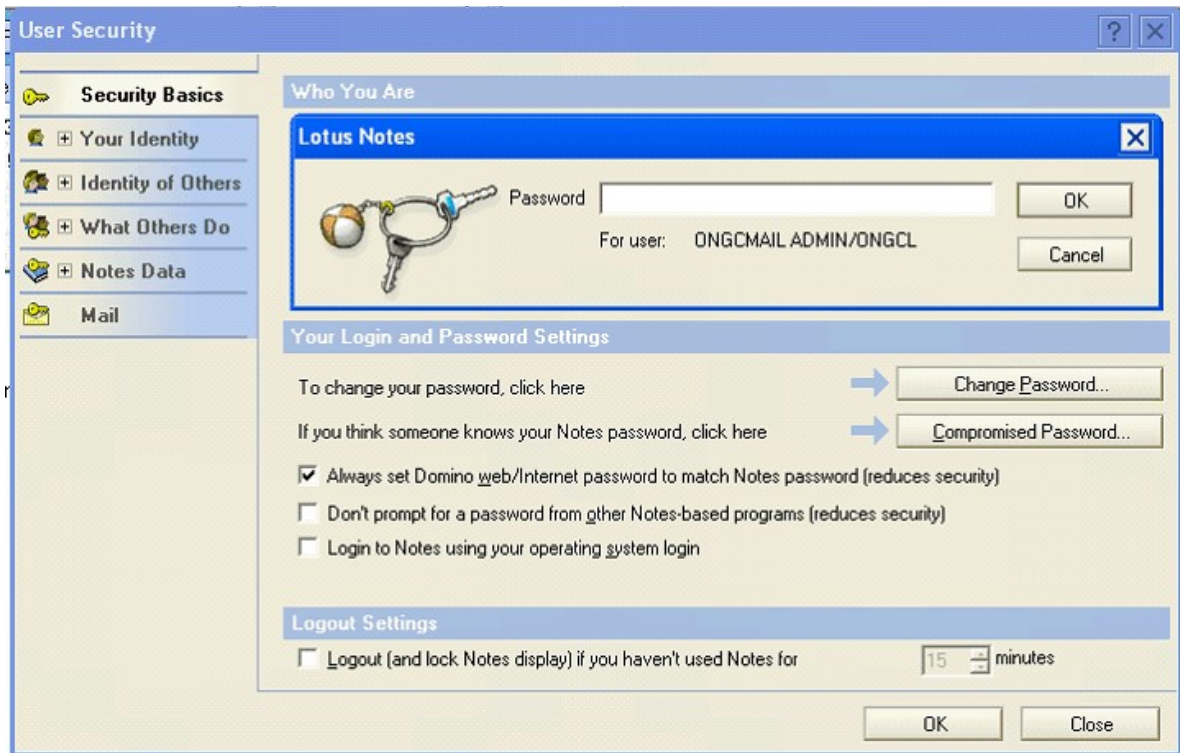
Go to File -- Security --- User Security.



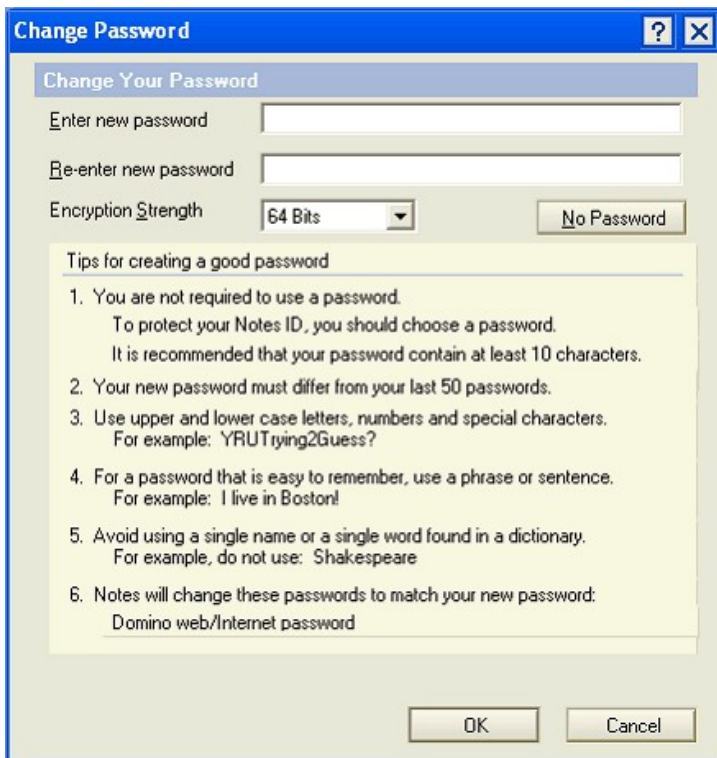
Enter the "OLD/CURRENT PASSWORD"



Then press "CHANGE PASSWORD" button and again enter the "OLD/CURRENT PASSWORD"



Then CHANGE PASSWORD Windows will appear, Now enter the “NEW PASSWORD” and after entering the new password press “OK” button



You will get a window “YOUR PASSWORD HAS BEEN SUCCSSFULLY CHANGED” press OK and close all the rest windows.

Q3. Why do I get a "Failed Delivery" message?

When you get mail from a "POSTMASTER" or a "Mail Delivery Subsystem" with a subject similar to "Failed Delivery," this means that a message you sent was undeliverable and has been "bounced" back to you. These messages are produced automatically and usually include a reason for the delivery failure.

Bounced messages normally consist of two parts. The first contains the reason for the bounce; the second contains your original message.

The most common reason for a failed delivery is that the email address you entered isn't valid. If the POSTMASTER says that the account doesn't exist, double-check the spelling of the address you entered. A single misplaced letter can be enough to cause a failed delivery. If the message continues to be bounced back to you, you might want to verify that the account hasn't been closed or moved.

Q4. Why do I receive messages addressed to other people?

Incorrect delivery of a message is *extremely unlikely*. There are two reasons you might receive messages not specifically addressed to you:

- The sender thinks you're someone else. It's not possible for two people to share the same ONGC ID/email address, so the sender might have made a small typo and caused the message to be sent to the wrong account.
- If you can't find your address in the "To:" or "Cc:" field, it might be in the "Bcc:" ("blind carbon copy") field of the message. It will look as if you've received someone else's message since your address won't appear anywhere in the header.

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