



**INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD
OFFICE OF THE DEAN (ACADEMIC)**

Procedure for submission of grievances / requests by students on Password reset.

Purpose	Procedure	Email id for submitting the request
For obtaining the password / credentials of official IIT(ISM) email id / Parent Portal etc.	In case you do not have the correct credentials to login to the parent portal or official email id, the following steps are to be followed for getting the parent portal /official email credentials. 1. Deposit Rs. 500/- through SBI Collect (https://www.onlinesbi.com/sbicollect/icollecthome.htm). 2. Share the receipt of the same at password@iitism.ac.in through your institute email ID only. 3. If you do not remember your institute email id, then you need to send the Copy of College Identity Card also along with the SBI receipt to get the credentials.	password@iitism.ac.in Mr. Bishnu Kumar Alternate: Mr. Raushan Kumar Requests sent to other ids will not be considered.

Students are advised to strictly follow the procedure prescribed above for resolving various grievances and obtaining documents.

(Prof. G. Udayabhanu)
Dean (Academic)