

Higher Education Commission (HEC) Pakistan Education Testing Council (ETC)

How to Reset Password

➤ Access the URL

Access this URL: <https://etc.hec.gov.pk/>

➤ Before You Start

- The email address you used when you created your ETC account, and access to that inbox.
- Your CNIC (needed to sign in after the reset).
- A stable internet connection. The verification code works only for a limited time.

➤ Reset Your Password

1. Open the portal. If the *Important Instructions for Candidates* window appears, read it and click the *I Understand* button.
2. On the Sign In screen, click *Forgot your password?* (below the Password box).



Sign in to Education Testing Council Pakistan

Enter your details below

CNIC/Passport/Username is required

Password is required

[Forgot your password?](#)

Sign In

Don't have an account? [Signup](#)

Don't know how to use website? [Download User Manual](#)

BEST VIEWED ON      

3. Tick the *Email* option, type your registered email address in the Email box and click *Get Verification Code*.

Did you forget your password?

Enter your Email Address you're using for your account below and we will send you a verification code to reset your password

☐ Passport/CNIC ☒ Email

Email *

Get Verification Code

Cancel

Note: If you want to reset using your CNIC instead, tick the Passport/CNIC option and enter it in the box.

4. A green message, "*Verification Code is sent on email*", confirms the code was sent. The button turns grey while you wait.

Did you forget your password?

Enter your Email Address you're using for your account below and we will send you a verification code to reset your password

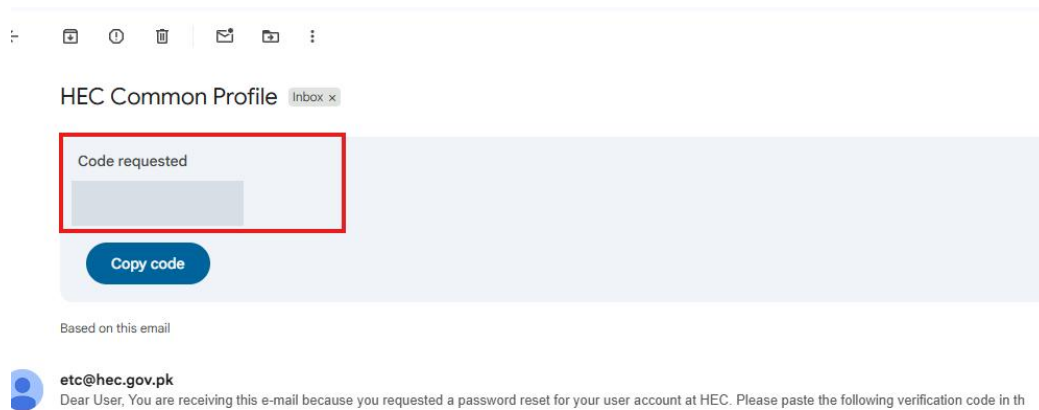
Verification Code is sent on email

☐ Passport/CNIC ☒ Email

Email *

Get Verification Code

5. Open your email inbox and find the message **HEC Common Profile** from etc@hec.gov.pk. Your 5-digit code is shown under *Code requested*. Click *Copy code* or note down the digits.



Note: If you cannot find the email, check your Spam/Junk folder. Never share this code with anyone.

6. Return to the portal. A new form appears with a countdown timer on the right side.

Verification Code *

New Password *

Confirm New Password *

9:18

Update Password

Cancel

7. Enter the *Verification Code*, your *New Password* and the same password again in *Confirm New Password*. If the Confirm field shows a red border, the two passwords do not match. Retype them, then click *Update Password* before the timer reaches 0:00.

Verification Code *

New Password *

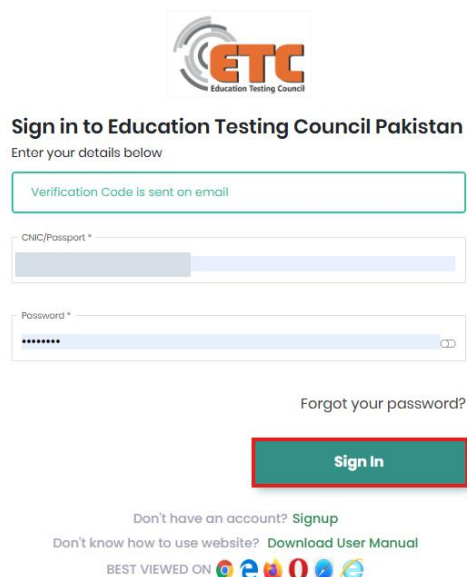
Confirm New Password *

7:09

Update Password

Cancel

8. Go back to the Sign In screen, enter your CNIC and your new password, then click *Sign In*.



Sign in to Education Testing Council Pakistan
Enter your details below

Verification Code is sent on email

CNIC/Passport *

Password *

Forgot your password?

Sign In

Don't have an account? [Signup](#)
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Note: If the code expires, click *Forgot your password?* again and request a new code.

➤ Password Tips

- Do not share your username or password with anyone.
- Avoid easy passwords such as your name, CNIC or date of birth.
- Use the eye icon in the password box to check what you typed.

➤ Troubleshooting

Problem	What to do
No email arrives	Wait a few minutes, check the Spam/Junk folder, and confirm you typed the same email used at signup.
"Get Verification Code" is greyed out	A code was already sent. Use that code, or wait for the timer to end and request a new one.
Code is rejected or expired	Click "Forgot your password?" again and request a fresh code.
Confirm New Password has a red border	The two passwords do not match. Retype both carefully.
Sign In still fails	Enter your CNIC (not your email) and the new password.