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Advisory SI/07/2019: Launch of Self Registration, Self-Password Reset of SSO Id via OTP, and additional security features for protection against unauthorized modification of User's profile.

Saksham Seva receives a number of requests where departmental officers forget their SSO Id password. To reset their password, officers have to contact Saksham Seva and after authentication of officer's credentials, password is sent on their ICEGATE/Alternate Email Id. This process often leads to delays and impacts critical work.

Also, it is very important for DG systems to have correct contact information (Alternate email Id and Mobile Number) of all the officers who had been provided with SSO Id. It has been observed that contact information of a large number of officers in DG Systems database is either blank or incorrect.

In view of the above, DG Systems is launching a new feature which will enable the departmental officers accessing AIO's/Applications to manage their profile on their own through Self Registration and Self-Password Reset via OTP which will help reducing delays and providing a better user experience. We are also launching additional security features for protection against unauthorized modifications to user's profile.

Self-Registration:

By using Self registration feature, users can update their contact details in a few clicks and without raising any request with Saksham Seva. This will enable users to receive updates about tickets logged with Saksham Seva, modifications to their profile, important advisories and updates from CBIC over SMS and email.

Self-Password Reset:

Once officer's contact details are updated in CBIC system, he/she can reset his/her SSOID password using OTP, which will be sent on his/her registered contact information, without having to contact Saksham Seva. This is also applicable for cases where officer has forgotten his/her password.

NOTE 1: Some of the officers must have updated their contact details for RSA-2FA registration or through Saksham Seva. However, officers have to reconfirm their details, as the Alternate Email Id and Mobile number fields have been kept empty on Self registration page and officers will have to re-enter their details. During subsequent reconfirmation, these details will be displayed on Self Registration page and one has to just click submit if no amendment required.

NOTE 2: Users will also be required to select and answer 3 Password Challenge Questions (PCQ) during first time registration. In case users want to modify their SSOID password but are not able to receive OTP and want to modify their registered contact details in system due to any reason, they can contact Saksham Seva, authenticate themselves and get their OTP profile reset. After which, they can register their new contact details in the system by answering 1 out of 3 Password Challenge Questions (PCQ) asked by system.

NOTE 3: Detailed steps, with screenshots, for the above have been mentioned in the SOP uploaded on CBIC website (http://cbic.gov.in/htdocs-cbec/home_links/systems) and Antarang (<https://antarang.icegate.gov.in/communities/community/home/>)



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