Advisory No – SI/08/2020 Dated 28/07/2020

Subject: - Launch of Self-Registration, Self-Password Reset over Internet and know your SSOID

This is in continuation to advisory SI/07/2019 dated 07/10/2019 (https://www.cbic.gov.in/resources//htdocs-cbec/deptt_offcr/Advisory-selfregOTP_0910.pdf), wherein DG systems had launched Self Registration and self-password reset facility. However, feature has its limitation that it could only be accessed through AIO on CBIC network i.e. on Intranet. However after allowing departmental officer to access applications remotely through Myappstore_cbic.gov.in (Refer Advisory SI/03/2020), large number of tickets were logged with Saksham Seva by departmental officers for resetting of their SSOID passwords. Till the password is reset by Saksham Seva and mail with new password is received by officer, he/she is deprived of accessing application.

2.0 In order to overcome difficulty of officer, DG Systems is happy to announce launch of Self-Registration and Self password Reset facility over internet. Now these features can be accessed through any device (e.g. desktop, Laptop, mobile etc.) with an internet connection using the link ‘https://swayam.cbic.gov.in’

Additionally, DG Systems is also launching ‘Know your SSOID’ feature through which user can find out his/her SSOID by entering their registered email ID and the SSOID will be shared with the user through email immediately.

3.0 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.

This step is a one-time activity. Most of the departmental officers have already completed this registration as per instructions given in advisory SI/07/2019. Remaining officers are requested to do so as it is a mandatory prerequisite for performing self-password reset over Internet and enabling on-demand authentication (ODA) for RSA 2FA.

NOTE: While entering contact details during self-registration, the CBIC email field is non-editable. If your email ID displayed in this field is not your correct @gov.in/@nic.in email ID, please send an email to saksham.seva from your official @gov.in/@nic.in@/icegate.gov.in email ID asking to update your correct email ID mentioning your SSOID.

4.0 Self-Password Reset

This facility will be available to all users who have completed their self-registration. Once officer’s contact details are updated in CBIC system, he/she can reset their SSOID password using OTP, which will be sent on their registered contact information, without having to contact Saksham Seva. This feature can be used for below cases:

1. User remembers his/her previous password and wants to change it
2. User has forgotten his/her password.

Please note that Saksham seva will soon stop resetting SSOID password for users as the above features enables users to have complete control over their SSOID password management.

5.0 A detailed step by step standard operating procedure for the above features has also been enclosed.

[Signature]

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Standard Operating Procedure (SOP)
Self-Registration, Self-Password reset via OTP and Know your SSO Id

Version 1.0

July 2020
Contents
Case 1: First Time User Registration ................................................................. 3
Case 2: Registered user who wants to view/update his/her profile ...................... 7
Case 3: Forgot Password ............................................................................... 13
Case 4: Forgot SSO Id ............................................................................... 16
Use Cases

Case 1: First Time User Registration

Go to link: [https://swayam.cbic.gov.in/](https://swayam.cbic.gov.in/) and below Login Screen will appear

Enter your “SSO Id” and “SSO Id password” and click “Continue”
Click Continue
Register the Password Challenge Questions (Select all the three questions and set the Answers), click Continue
Fill your contact details (Mobile number and Email Id) in “Self-Registration”

**Mandatory fields:** Mobile Phone, Alternate Email

**Optional Field:** Alternate Mobile (optional)

Check the declaration check box, click **Continue** and it will take you to “Profile Home Page” screen.

**NOTE:** CBIC Email field will be auto populated and is non editable. If it is blank or incorrect, please contact Saksham Seva at Saksham.seva@icegate.gov.in and get it updated otherwise you will not be able to complete your self-registration.
On Successful registration, Profile Home Page will appear.

With this, One Time User registration has been completed.

**Case 2: Registered user who wants to view/update his/her profile**

Go to link: [https://swayam.cbec.gov.in/](https://swayam.cbec.gov.in/) and below Login Screen will appear

Enter your “SSO Id” and “SSO Id password” and click “Continue”
Select the preferred option for OTP, Click **Continue**
Depending on the preferred option, please check Email or Mobile on which OTP has been sent. Enter the OTP and click **Continue**

**In this case user has selected CBIC Email**

**Note:** In case you have entered incorrect OTP and error occurred **“Invalid OTP”**, click on **“Did not receive OTP”** to regenerate new OTP.

On Successful registration, Profile Home Page will appear.
To view/update your contact details, click on “My Information” Page and Click on “Reset Security Profile” button.

Note: For any modification in User Profile, please contact Saksham Seva at Saksham.Seva@icegat.gov.in.
Validate the information and click on “Continue”. If there is any change in your contact details, then please update the current contact details and then click Continue.
Profile Home Page will appear.
Case 3: Forgot Password

This case will work only when user is already registered.

Go to link:  https://swayam.cbec.gov.in/

Below Screen will appear, click on “Forgot your Password?”

Enter the SSO Id, click Continue
Select the preferred option for OTP, Click **Continue**

![Image of CBIC logo and OTP selection interface]

**Note:** Depending on the preferred option, please check Email or Mobile on which OTP has been sent.

Enter the OTP and click **Continue**

![Image of CBIC logo and OTP entry interface]

- Did not receive OTP?
- Choose different delivery method.
**Note:** In case you have entered incorrect OTP and error occurred “Invalid OTP”, click on “Did not receive OTP” to regenerate new OTP.

Enter the New Password, Confirm New Password and click **Submit**.

**Note:** Please check the Password policy while setting the new password

After successful password reset, please login with new password.
Case 4: Forgot SSO Id

This will work only when officer’s CBIC email id is updated in CBIC’s database. If officer’s email id is not updated in CBIC’s database, then he/she has to contact Saksham Seva.

Go to link:  https://swayam.cbec.gov.in/

Below Screen will appear, click on “Forgot your SSOID?”
Enter your CBIC Email ID

Click Submit.

After clicking on Submit, an email with SSO Id, will be delivered to your CBIC Email ID

Click on Back to Login.

In case you have received below error screen, then either your SSO Id doesn’t exist or CBIC email id entered by you is not updated in your SSO Id.