Central Board of Indirect Taxes and Customs

Self-Registration

Standard Operating Procedure

Version 1.0
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Introduction

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.
Use Cases

Case 1: First Time User Registration

Go to appstore link: https://appstore.cbec.gov.in/ or https://appstore.cbic.gov.in/

Enter Username and password and click on “Submit” button

Below screen will appear after clicking “Submit” button

Click on “Click here to proceed”
Below Login Screen will appear

Enter Username and Password and click “Continue”

Click **Continue**
Register the Password Challenge Questions (Select all the three questions and set the Answers), click **Continue**
Specify below details in “OTP Anywhere Registration Page”

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

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

Click **Continue**, it will take you to OIM screen

**Note:** In case your Icegate Email id is incorrect or blank, Please contact Saksham Seva on 18001214560 / 18002668832
On Successful registration, Profile Home Page will appear. User can verify the detail of his/her profile.

With this, One Time User registration has been completed. User is advised to logout and go to appstore link (https://appstore.cbic.gov.in/ or https://appstore.cbic.gov.in/) to carry out normal application activities.
Case 2: Registered user who wants to view his/her profile

Go to appstore link: [https://appstore.cbec.gov.in/ or https://appstore.cbic.gov.in/](https://appstore.cbec.gov.in/ or https://appstore.cbic.gov.in/)

Following screen will appear, Click on “Identity icon”
Below Login screen will appear.
Enter Username and Password, 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

**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. User can verify the detail of his/her profile.
Case 3: Enforcing user to validate the OTP profile after every 90 days

Go to appstore link:  https://appstore.cbec.gov.in/ or https://appstore.cbic.gov.in/

Enter Username and Password, click submit

Click on “Click here to proceed” and Login screen will appear
Enter Username and Password, 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**

**Note:** In case you have entered incorrect OTP and error occurred “**Invalid OTP**”. Click on “**Did not receive OTP**” to regenerate new OTP.
Verify the contact details in your “OTP Anywhere Registration” profile. If there is any change, update the current contact detail and then click **Continue**.
Profile Home Page Screen will appear. User can verify the detail of his/her profile.
Case 4: Forgot password

This case will work only when user is already registered.

Go to appstore link: https://appstore.cbec.gov.in/ or https://appstore.cbic.gov.in/

click on “Change Password” option

Below Screen will appear, click on “Forgot your Password?”
Enter the SSO ID, click **Continue**

Select the preferred option for OTP, Click Continue

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

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

*Note:* Please check the Password policy while setting the new password
After successful password reset, please login to appstore with new password
Case 5: Change password, when user know his/her password

Login to appstore link:  [https://appstore.cbec.gov.in/](https://appstore.cbec.gov.in/) or [https://appstore.cbic.gov.in/](https://appstore.cbic.gov.in/)

Enter Username and Password, click Submit

Following screen will appear, Click on Identity icon

Below Login screen will appear. Enter Username and Password, click Continue
Select the preferred option for OTP, Click Continue

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

Enter the OTP and click Continue

Note: In case you have entered incorrect OTP and error occurred “Invalid OTP”. Click on “Did not receive OTP” to regenerate new OTP.
Profile Home Page Screen will appear, click on “My Information” page

Click on Username “SSO ID Password Reset” button
Enter the Old Password, New Password and Confirm New Password. Click Submit.

Note: Please check the Password policy while setting the new password
On Submit, Below profile Home page will appear. User can verify the detail of his/her profile.
Case 6: Resetting OTP Profile

Login to appstore link: https://appstore.cbec.gov.in/ or https://appstore.cbic.gov.in/

Enter Username and password, click Submit

Following screen will appear, Click on Identity icon

Below Login screen will appear, Enter Username and Password, click Continue
Select the preferred option for OTP, Click Continue

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

Enter the OTP and click Continue

Note: In case you have entered incorrect OTP and error occurred “Invalid OTP”. Click on “Did not receive OTP” to regenerate new OTP.
On **Continue**, below profile Home Page will appear
Click on “My Information” Page and Click on “Reset Security Profile” button
Validate the information and click on “Continue”. If there is any change update the current contact detail and then click **Continue**.

Profile Home Page will appear, user can verify the detail of his/her profile.
Case 7: Resetting PCQ (Password Challenge Questions)

Login to appstore link: https://appstore.cbec.gov.in/ or https://appstore.cbic.gov.in/

Enter Username and password, click Submit

Following screen will appear, Click on Identity icon

Below Login screen will appear.

Enter Username and Password, click Continue
Select the preferred option for OTP, Click Continue

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

Enter the OTP and click Continue

Note: In case you have entered incorrect OTP and error occurred “Invalid OTP”. Click on “Did not receive OTP” to regenerate new OTP.
On **Continue**, below page will appear

Click on “**Reset Challenge Questions**” button

*Note: For any modification in User Profile, please contact Saksham Seva at 18001214556 / 18002652212.*
Register the Password Challenge Questions (Select all the three questions and set the Answers), click **Continue**
On **Continue**, OIM profile home page will appear. User can verify the detail of his/her profile.
Case 8: Bad Password

Password reset in OIM by saksham seva and User tried to login in Citrix without changing the password in OIM or from AIO.

Result:
Bad password (because password is already in expired status)

Solution:
Reset the password first from AIO or refer Case 5.