



प्रणाली एवं आंकड़ा प्रबंधन महानिदेशालय,
केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
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Implementation of dual OTP feature in RSA 2FA w.e.f. 26/03/2022

DG Systems has already implemented RSA two factor authentication (2FA) on Appstore, myappstore and VPN Id login. As of now, users are getting RSA token/Passcode by either of following methods:

- Desktop based Token: This type of token is generated on user's AIO itself.
- OTP based token: This type of token is received as OTP on user's registered mobile number or email Id.
- Mobile app based: This type of token is generated on "RSA SecurID software token" mobile app.

2.0 OTP based token is the preferred option chosen by most of the officers. However, it has been noticed that sometimes either due to problem at telecom service provider end or technical issue at application end, there has been delay in receipt of OTP or non-receipt of OTP by SMS or Email by the officers, impacting their login access to application. Users have to use Satyapan portal or raise a ticket with Saksham Seva to change their OTP delivery method from mobile to email or vice versa.

3.0 To address the aforesaid difficulty in receiving OTP, DG Systems has been working for delivery of OTP on SMS as well as registered Email Id of the officers. DG Systems is pleased to announce that we are launching the new feature w.e.f. 26/03/2022 for delivery of OTP on officer's registered mobile number as well as on registered email Id simultaneously so that there is no impact on their login access due to technical issues in receiving OTP via either mobile or email.

NOTE: End users will not have to take any action from their end.

For any issues, please contact Saksham.seva@icegate.gov.in.

(Vinayak Chandra Gupta)

Additional Director General (Systems)