

I/159752/2021



प्रणाली एवं आंकड़ा प्रबंधन महानिदेशालय,
केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
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Advisory SI/04/2021

Launch of Self-Password reset feature for @icegate.gov.in email Ids

DG Systems is launching self-password reset feature for resetting the password of @icegate.gov.in email Ids. By using this feature, users will be able to self-reset the password of their personal @icegate.gov.in Ids as well as generic Ids of offices owned by them.

2.0 Password reset for personal @icegate.gov.in Ids can be performed by entering SSO Id, RSA OTP PIN and OTP received on mobile/email. For resetting password for generic @icegate.gov.in Ids, users will also have to enter an additional field i.e. generic email Id.

NOTE:

1. This functionality will work only with OTP based RSA authentication and not with Desktop based and Mobile application-based authentication.
2. Self-Password reset for generic @icegate.gov.in Ids can be performed only by owner of that generic Id, mapped in DG Systems' database. For getting yourself mapped as owner of a particular generic @icegate.gov.in Id, please send the request to saksham.seva@icegate.gov.in via nodal officer (no documents required) OR send it yourself by attaching any one of the following orders:
 - Posting order, or
 - Transfer order, or
 - Joining letter

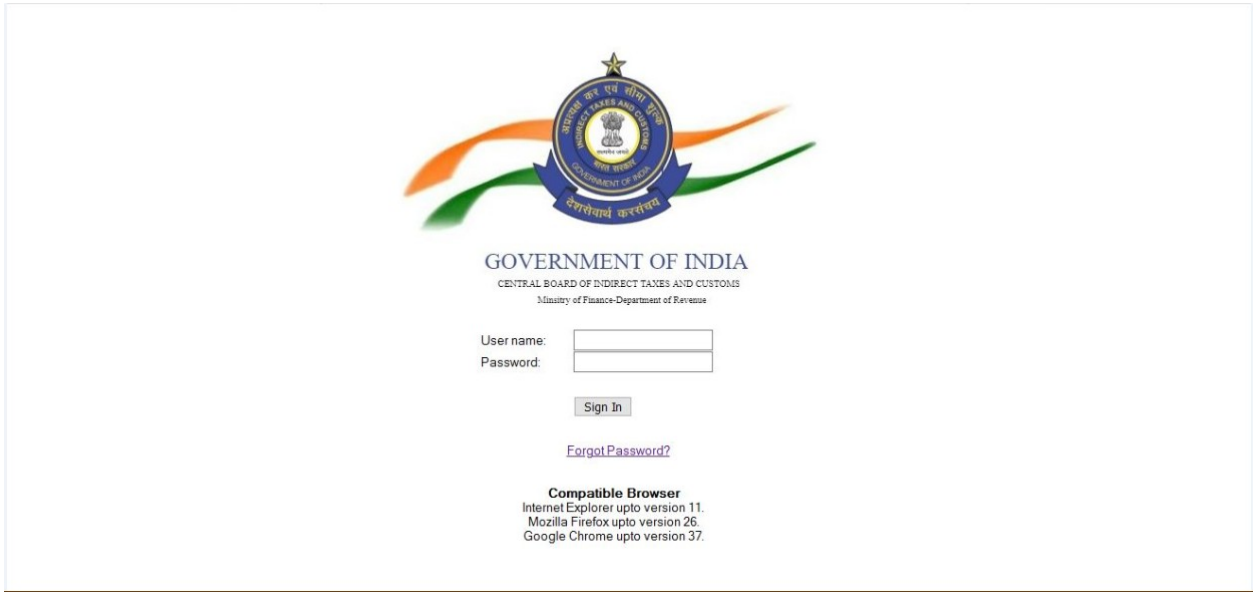
3.0 Detailed steps for performing self-password reset are as following:

Case 1: For personal @icegate.gov.in email Ids

Step 1:

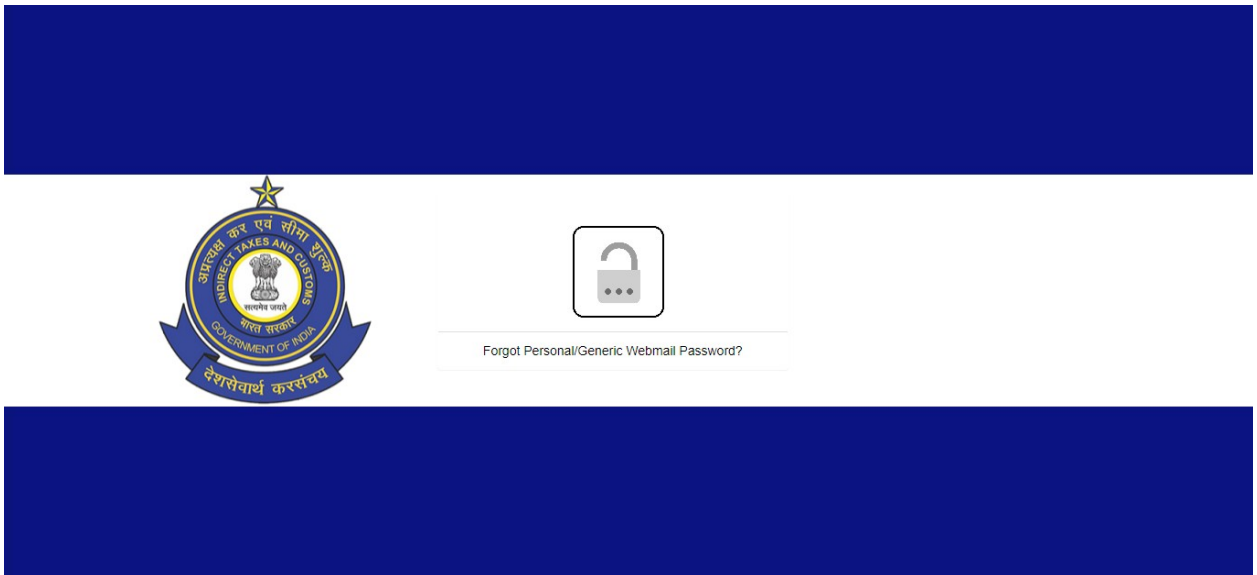
Click on Forgot password button.

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Step 2:

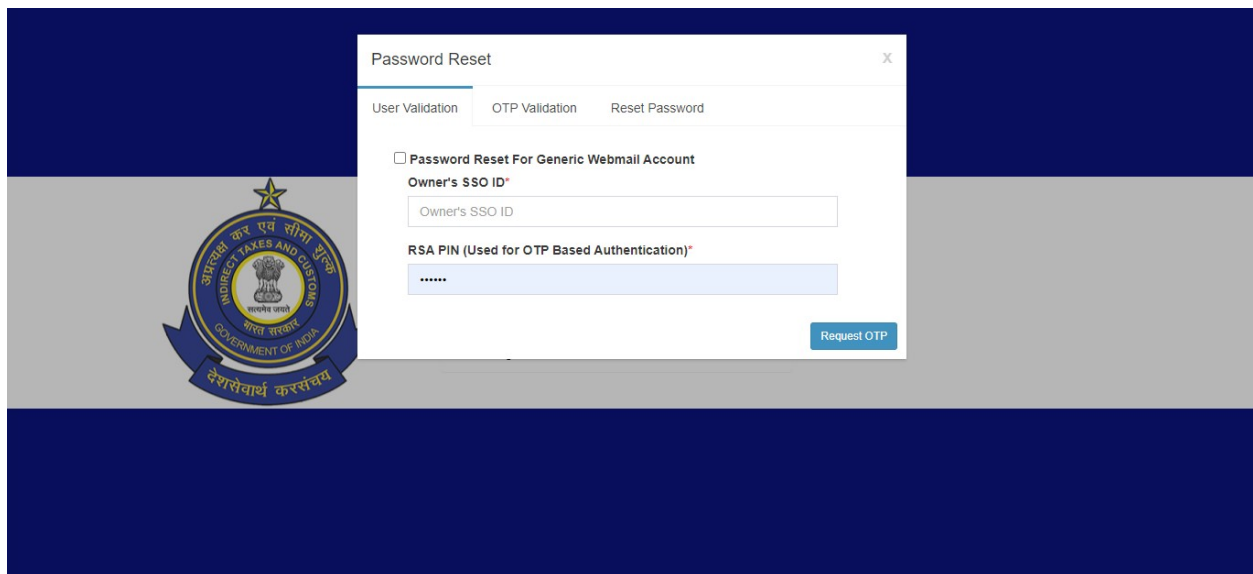
Click on the lock icon



Step 3:

Enter SSO Id and RSA PIN. Click on 'Request OTP'.

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Password Reset

User Validation OTP Validation Reset Password

Password Reset For Generic Webmail Account

Owner's SSO ID*

Owner's SSO ID

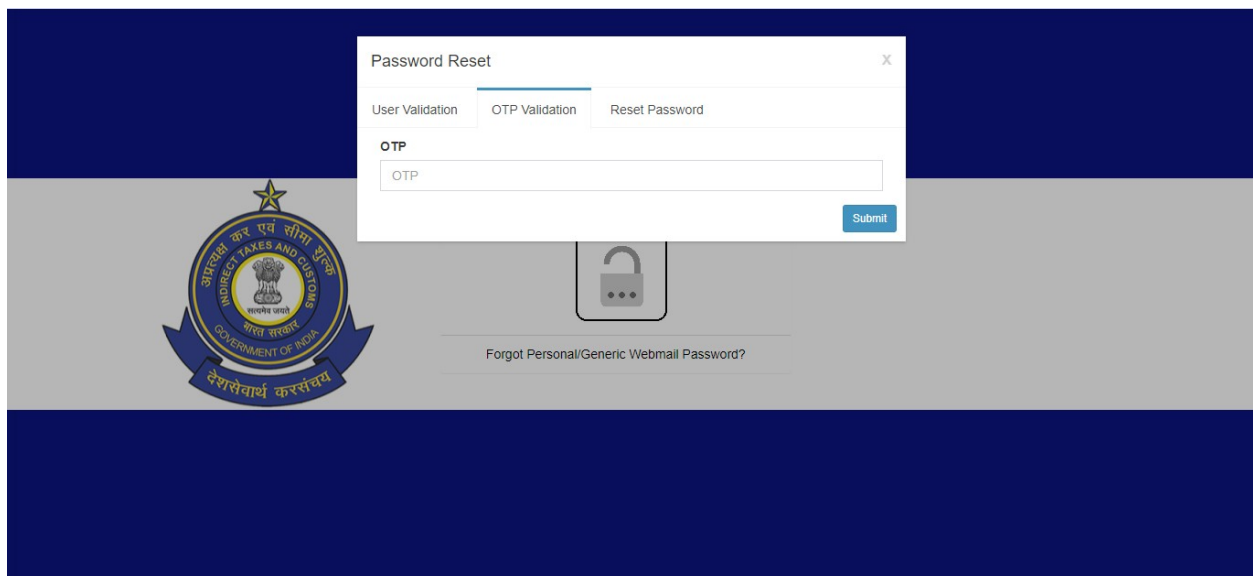
RSA PIN (Used for OTP Based Authentication)*

.....

Request OTP

Step 4:

Enter OTP received on mobile/Email Id and click on 'Submit'.



Password Reset

User Validation OTP Validation Reset Password

OTP

OTP

Submit

Forgot Personal/Generic Webmail Password?

Step 5:

Enter 'New Password' and 'Confirm Password'. Password must be compliant as per password policy highlighted with RED. Click on 'Submit'

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Step 6:

Your @icegate.gov.in email Id password has been successfully reset.

Case 2: For generic @icegate.gov.in email Ids.**Step 1:**

Click on Forgot password button.

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GOVERNMENT OF INDIA
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS
Ministry of Finance-Department of Revenue



User name:
Password:

[Forgot Password?](#)

Compatible Browser
Internet Explorer upto version 11.
Mozilla Firefox upto version 26.
Google Chrome upto version 37.

Step 2:

Click on the lock icon

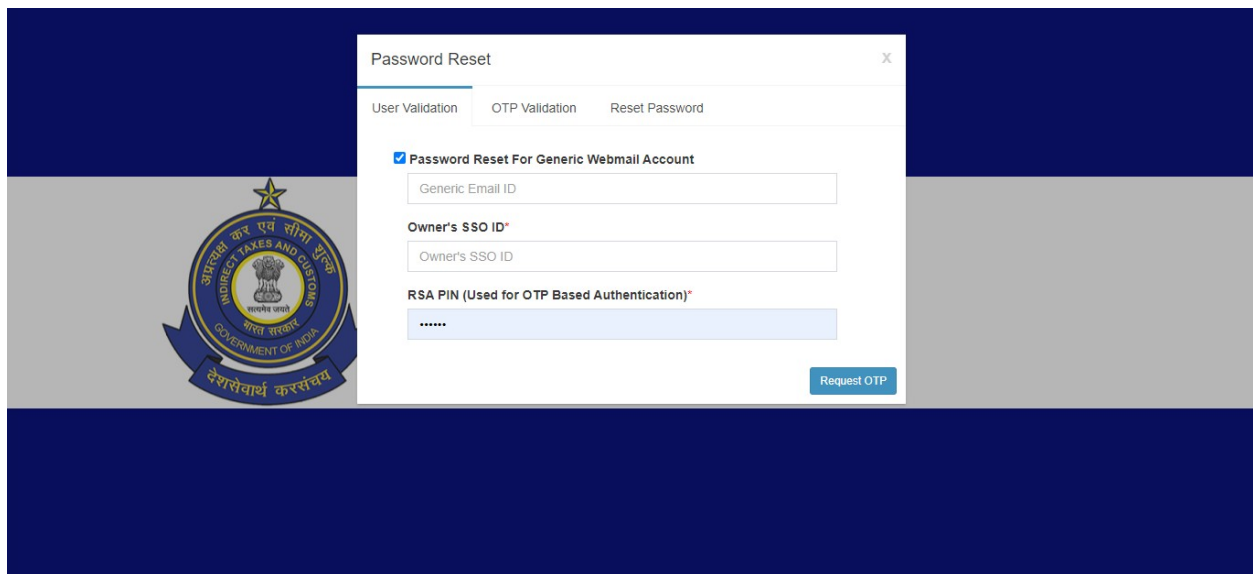


Forgot Personal/Generic Webmail Password?

Step 3:

Check the box for 'Password Reset for Generic Webmail Account' and enter the generic email Id. Enter SSO Id and RSA PIN. Click on 'Request OTP'.

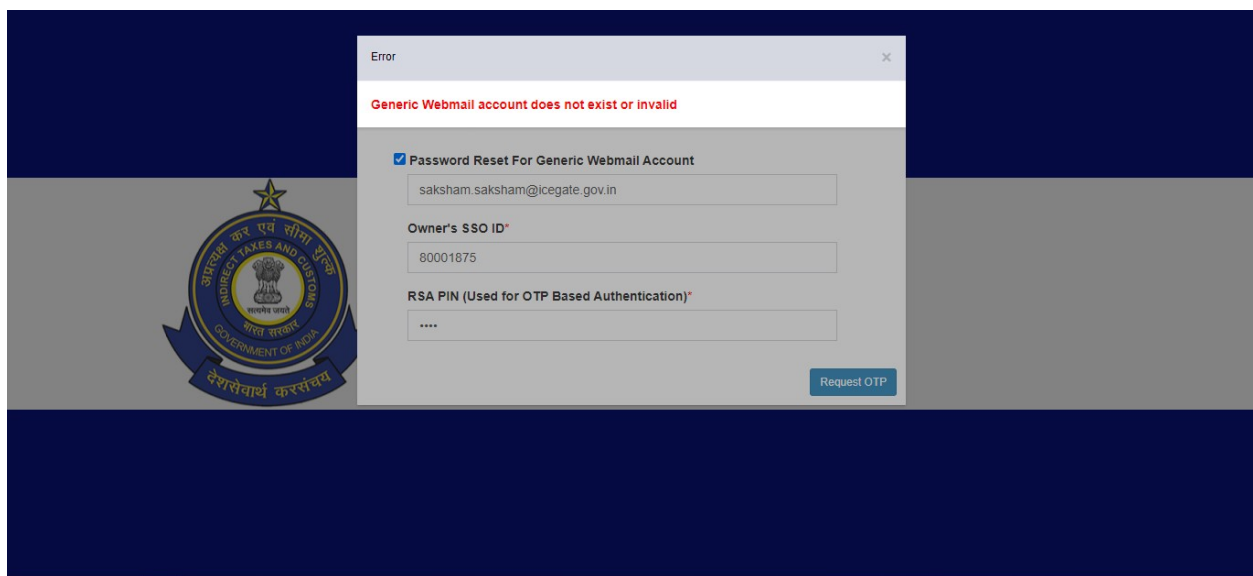
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The screenshot shows a 'Password Reset' dialog box with three tabs: 'User Validation', 'OTP Validation', and 'Reset Password'. The 'Reset Password' tab is active. A checkbox labeled 'Password Reset For Generic Webmail Account' is checked. Below it are three input fields: 'Generic Email ID', 'Owner's SSO ID*', and 'RSA PIN (Used for OTP Based Authentication)*'. The RSA PIN field contains six asterisks. A 'Request OTP' button is located at the bottom right of the form. The background features the logo of the Indirect Taxes and Customs Division, Government of India.

NOTE 1:

You will see below screen incase generic id entered by you doesn't exist.

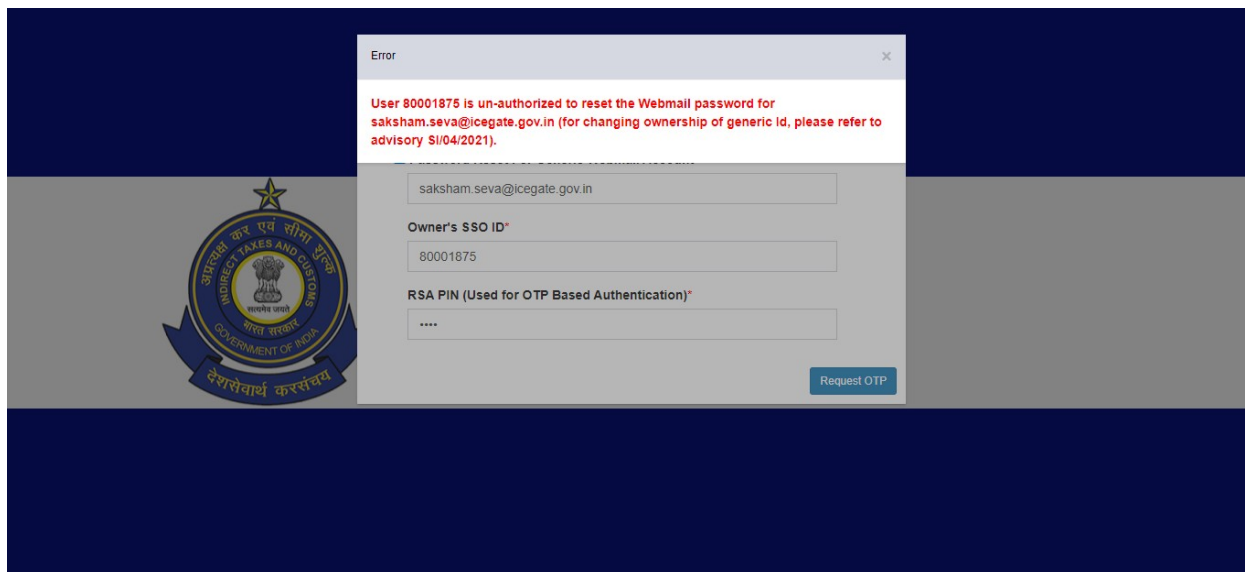


The screenshot shows the same 'Password Reset' dialog box as in the previous image, but with an error message displayed at the top: 'Generic Webmail account does not exist or invalid'. The input fields now contain the following values: 'saksham.saksham@icegate.gov.in' in the 'Generic Email ID' field, '80001875' in the 'Owner's SSO ID*' field, and '....' in the 'RSA PIN' field. The 'Request OTP' button is still visible at the bottom right. The background features the logo of the Indirect Taxes and Customs Division, Government of India.

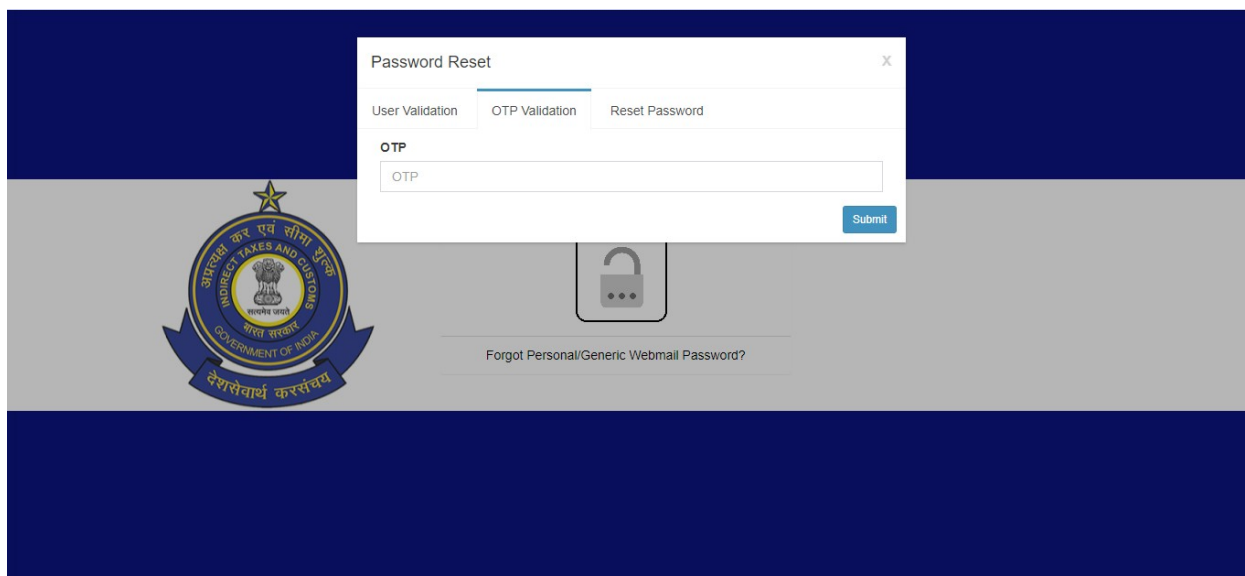
NOTE 2:

You will see below screen incase you are not mapped as owner of concerned generic email Id in DG System's database.

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**Step 4:**

Enter OTP received on mobile/Email Id and click on 'Submit'.

**Step 5:**

Enter 'New Password' and 'Confirm Password'. Password must be compliant as per password policy highlighted with RED. Click on 'Submit'

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Password Reset

User Validation OTP Validation **Reset Password**

New Password *
Enter New Password

Confirm Password *
Enter Confirm Password

Forgot Personal/Generic Webmail Password?

Password must meet the following requirements:

- X Range Must be from 8 to 12 characters
- X Must have Alphanumeric characters with one Caps
- X Must have at least one special character

Step 6:Your generic @icegate.gov.in email Id password has been successfully reset.

Password Reset Status

Webmail password reset is successful, it may take upto 5 min to reflect in the system.

Please contact saksham.seva@icegate.gov.in for any issues

Forgot Personal/Generic Webmail Password?

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

(Vinayak Chandra Gupta)

Additional Director General (Systems)