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प्रणाली एवं आंकड़ा प्रबंधन महानिदेशालय,
 केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
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Advisory SI/11/2020

Change of Authentication method for HPSM

You may be aware that HPSM (HP service manager) is the ticketing solution deployed by DG systems, wherein tickets are raised for any reported IT issue/request. This tool is majorly used by vendor team's member and a few departmental officers.

2.0 Currently, to access HPSM, separate username and password has been provided to the user. User has to remember additional password for using HPSM and in case of forgetting password, one has to reach out to Saksham Seva for issue of fresh password.

3.0 In order to obviate the above difficulty, DG Systems has changed HPSM authentication method to SSOID and SSOID Password w.e.f. 20/09/2020. This will eliminate the need of remembering additional password to access HPSM. A "Forgot SSOID/Password" link has also been added on the authentication page, which will redirect users to Swayam portal, where they can perform self-password reset in case they forget their SSOID or SSOID Password. For detail on self-password reset, please refer Advisory no SI/08/2020 dated 28.07.2020.

LINK for HPSM: <http://servicemanager.cbic.gov.in> (Accessible through Intranet/Myappstore)

(Vinayak Chandra Gupta)

Additional Director General (Systems)

Signed by Vinayak Chandra
 Gupta
 Date: 22-09-2020 16:19:22
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