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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.cbec.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.

Vinay
28/07/2020
Vinayak Chandra Gupta

Additional Director General (Systems)



Central Board of Indirect Taxes and Customs

Standard Operating Procedure (SOP)

Self-Registration, Self-Password reset via OTP and Know your SSO Id

Version 1.0

July 2020

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Use Cases

Case 1: First Time User Registration

Go to link: <https://swayam.cbec.gov.in/> and below Login Screen will appear

Enter your “SSO Id” and “SSO Id password” and click “Continue”



Sign In:

Enter your SSOID and password

SSOID:

Password:

- [Forgot your password?](#)
- [Forgot your SSOID?](#)

Click **Continue**



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Department of Revenue, Ministry of Finance

Setting up your Security Profile

Setting up your new security profile enhances your online protection. It adds new layers of security to your account by helping us identify you.

Security Questions and Answers

You will register three security questions to add another layer of security. These questions and answers should be kept secret just like your password and will be used for resetting the OTP profile.

Contact Information

You will register your Mobile number, Alternate Email Id, Alternate Mobile number (if any), which will be used to confirm your identity during subsequent logins, through One Time Password (OTP). OTP will also be used for resetting your SSOID password.

To register your security profile now >>

Register the Password Challenge Questions (Select all the three questions and set the Answers), click **Continue**



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Security Questions

Please select and answer three unique security questions.

1)

2)

3)

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.




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Self Registration

CBIC Email

Mobile Phone

Alternate Email

Alternate Mobile

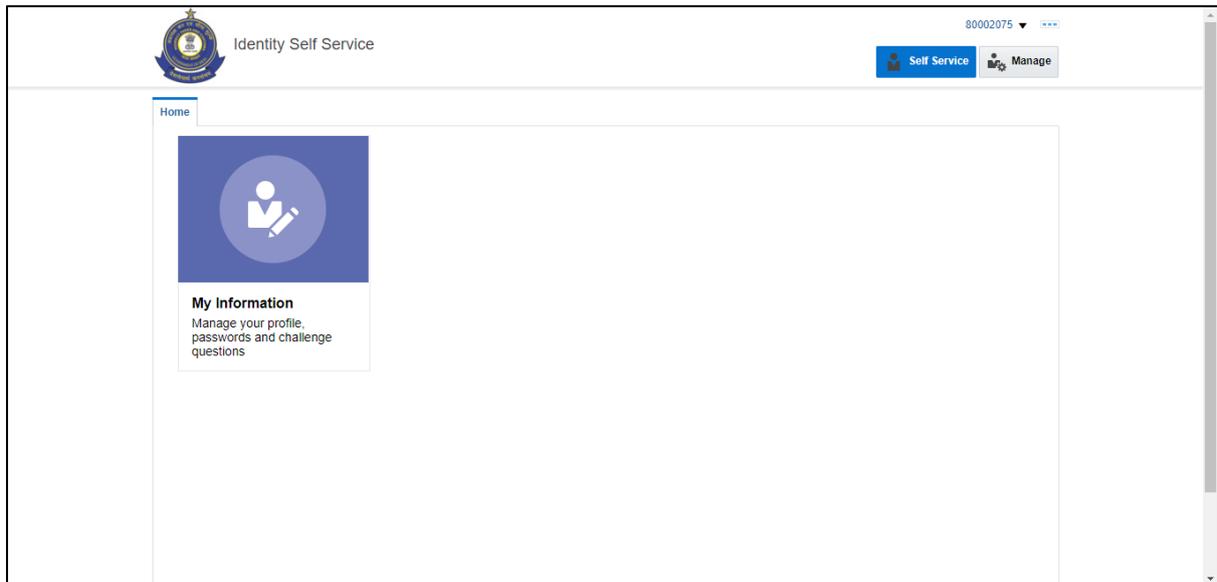
I hereby declare that, contact details provided above belong to me.

Mandatory Fields

- Govt. officers - If your displayed 'CBIC email' is not your correct @gov.in/@nic.in email Id or your @icegate.gov.in email Id, please contact Saksham Seva.
- Other users - If your displayed @icegate.gov.in email Id is not correct, please contact Saksham Seva.

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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/> and below Login Screen will appear

Enter your "SSO Id" and "SSO Id password" and click "Continue"

A screenshot of a login screen. At the top center is the CBIC logo, which includes the text "अभिलेख कर एवं सीमा शुल्क", "INDIRECT TAXES AND CUSTOMS", "सरकार भारत", "GOVERNMENT OF INDIA", and "देशसेवार्थ करसंचय". Below the logo, it says "GOVERNMENT OF INDIA", "CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS", and "Department of Revenue, Ministry of Finance". The main content area is titled "Sign In:" and contains the instruction "Enter your SSOID and password". There are two input fields: "SSOID:" and "Password:". Below these fields is a "Continue" button. At the bottom, there are two links: "Forgot your password?" and "Forgot your SSOID?".

Select the preferred option for OTP, Click **Continue**



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Select how you would prefer to receive your OTP.

Mobile Phone - 98*****21

CBIC Email - Na*****@*****.gov.in

Alternate Email - Na*****@***.com

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

Enter the OTP and click **Continue**

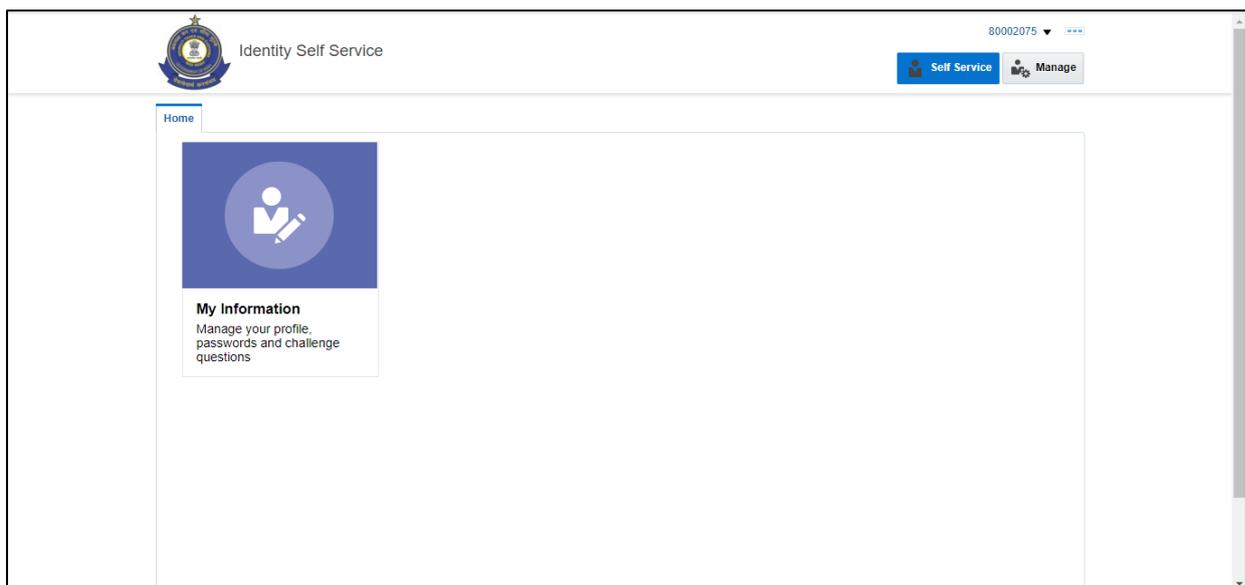


The screenshot shows the official logo of the Central Board of Indirect Taxes and Customs (CBIC), Government of India. Below the logo, the text reads: "GOVERNMENT OF INDIA", "CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS", and "Department of Revenue, Ministry of Finance". The main instruction is: "To confirm your identity, enter the OTP sent to you in email." There is an input field for the OTP with the value "47573" and a clear button (X). Below the input field, there are two links: "Did not receive OTP?" and "Choose different delivery method." A "Continue" button is located at the bottom right of the form.

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

Home **My Information** x

Navita Singh * Required fields

Basic User Information Apply Cancel

User Login	80004385	Officer Designation	Assistant Consultant
First Name	Navita	CBEC Email Id	Navita.SinghTCS@icegate.gov.in
Middle Name		* Alternate Email Id	<input type="text" value="navita.5@tcs.com"/>
*Last Name	Singh	* Mobile Number	<input type="text" value="9811521821"/>
* Display Name	Navita Singh	Alt Mobile No	<input type="text"/>

Note: For any modification in User Profile, please contact Saksham Seva at Saksham.Seva@icegate.gov.in

Change Password

SSO ID Password Reset

Challenge Questions

Set OAAM Challenge Questions

Reset Security Profile

Reset Security Profile

Direct Reports

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**



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Self Registration

CBIC Email

Mobile Phone

Alternate Email

Alternate Mobile

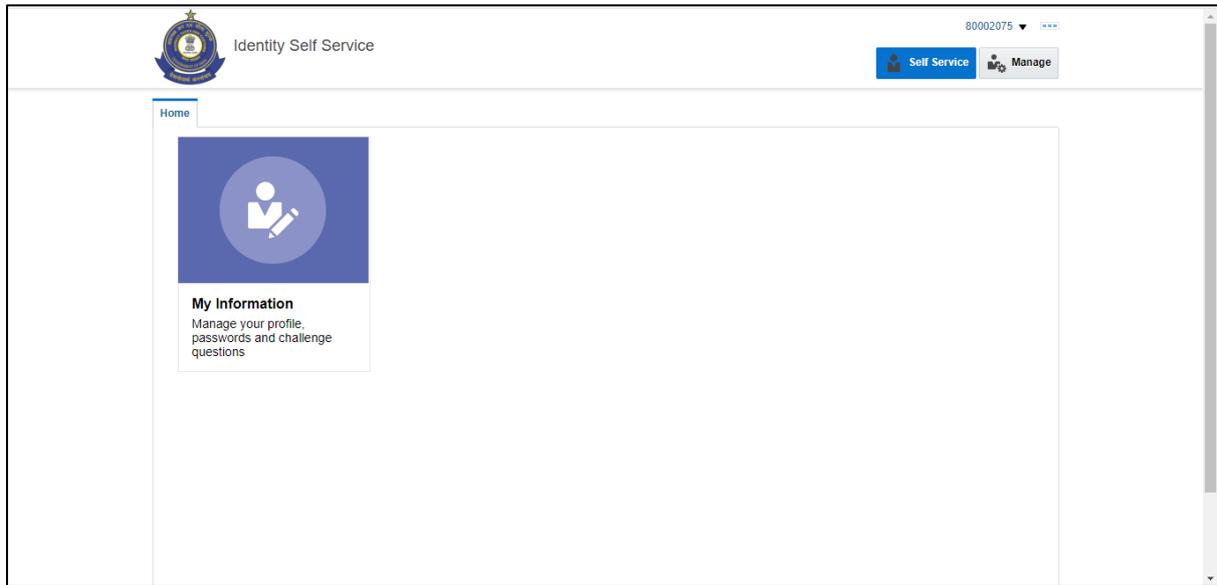
I hereby declare that, contact details provided above belong to me.*

* **Mandatory Fields**

- Govt. officers - If your displayed 'CBIC email' is not your correct @gov.in/@nic.in email Id or your @icegate.gov.in email Id, please contact Saksham Seva.
- Other users - If your displayed @icegate.gov.in email Id is not correct, please contact Saksham Seva.

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Profile Home Page will appear.



Case 3: Forgot Password

This case will work only when user is already registered.

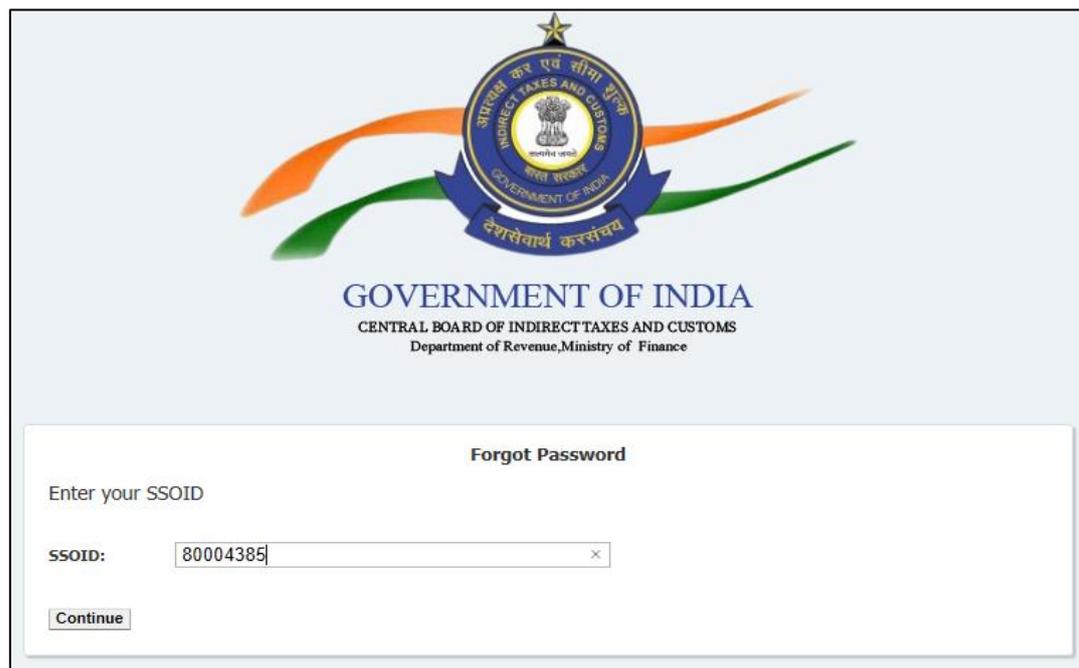
Go to link: <https://swyam.cbec.gov.in/>

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



The screenshot shows the login page of the Central Board of Indirect Taxes and Customs (CBEC). At the top, there is the CBEC logo featuring the Indian national flag and the text 'GOVERNMENT OF INDIA', 'CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS', and 'Department of Revenue, Ministry of Finance'. Below the logo, the text 'Sign In:' is followed by the instruction 'Enter your SSOID and password'. There are two input fields: 'SSOID:' and 'Password:'. A 'Continue' button is located below the fields. At the bottom of the sign-in box, there are two links: 'Forgot your password?' and 'Forgot your SSOID?'.

Enter the SSO Id, click **Continue**



The screenshot shows the 'Forgot Password' page. At the top, there is the same CBEC logo as in the previous screenshot. Below the logo, the text 'GOVERNMENT OF INDIA', 'CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS', and 'Department of Revenue, Ministry of Finance' is displayed. The main heading of the page is 'Forgot Password'. Below this, there is the instruction 'Enter your SSOID'. There is one input field labeled 'SSOID:' with the value '80004385' entered. A 'Continue' button is located below the input field.

Select the preferred option for OTP, Click **Continue**



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Select how you would prefer to receive your OTP.

Mobile Phone - 98*****21

CBIC Email - Na*****@*****.gov.in

Alternate Email - Na*****@***.com

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

Enter the OTP and click **Continue**



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To confirm your identity, enter the OTP sent to you in email.

OTP

- 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**.




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Reset Your Password

Please enter your new password twice.

A valid password must meet all of the following conditions:

- Password must be at least 10 character(s) long.
- Password must contain characters from at least three out of following five categories :
 1. Uppercase alphabetic characters (A-Z)
 2. Lowercase alphabetic characters (a-z)
 3. Numerals (0-9)
 4. Non-alphanumeric characters (for example: !, \$, #, or %)
 5. Unicode characters.
- Password must not contain any of user ID, first name or last name.
- Password must not be one of 3 previous passwords.

New Password

Confirm New Password

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

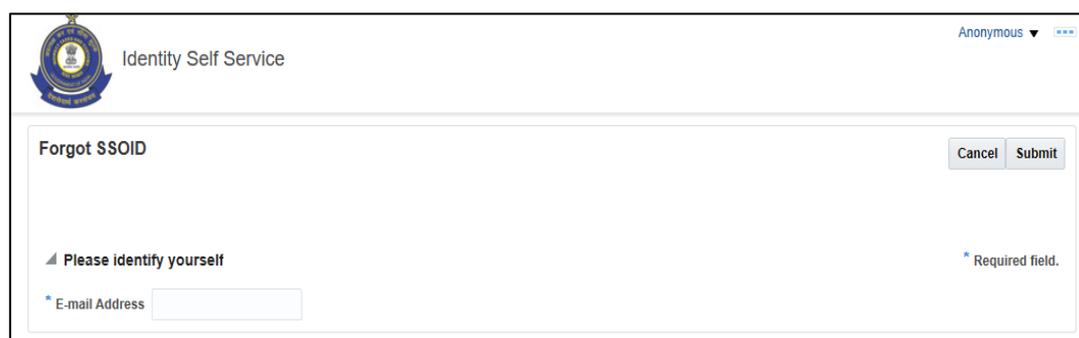
This will work only when officer's CBIC email id is updated in CBIC's database. If officer's email id is not updated in CBIC's database, then he/she has to contact Saksham Seva.

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

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



The screenshot shows the official login page of the Central Board of Indirect Taxes and Customs (CBIC). At the top, there is the Government of India emblem and the text: "GOVERNMENT OF INDIA", "CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS", and "Department of Revenue, Ministry of Finance". Below this, a "Sign In:" section prompts the user to "Enter your SSOID and password". It features two input fields: "SSOID:" and "Password:". A "Continue" button is positioned below the fields. Underneath the button, there are two links: "Forgot your password?" and "Forgot your SSOID?".



The screenshot displays the "Identity Self Service" interface. At the top left is the CBIC logo, and at the top right is a user status indicator "Anonymous" with a dropdown arrow. The main heading is "Forgot SSOID", with "Cancel" and "Submit" buttons to its right. Below the heading, a section titled "Please identify yourself" contains a required field for "E-mail Address". A small asterisk and the text "* Required field." are located to the right of the input field.

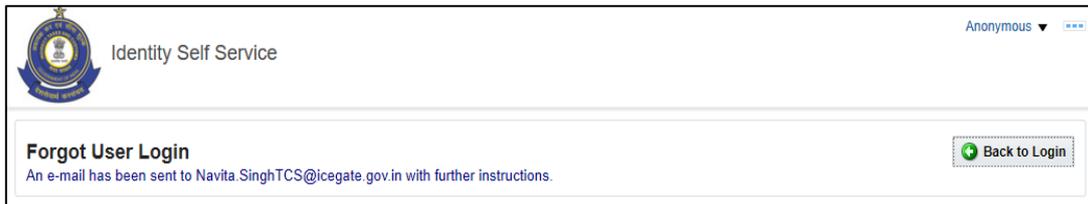
Enter your CBIC Email ID



The screenshot shows the 'Identity Self Service' interface. At the top left is the CBIC logo. The page title is 'Identity Self Service'. In the top right corner, there is a user profile indicator showing 'Anonymous' with a dropdown arrow and a refresh icon. The main heading is 'Forgot SSOID'. Below this heading are two buttons: 'Cancel' and 'Submit'. A message reads 'Please identify yourself'. Below the message is a text input field labeled '* E-mail Address' with a red asterisk indicating it is a required field. To the right of the input field, there is a note '* Required field.'.

Click **Submit**.

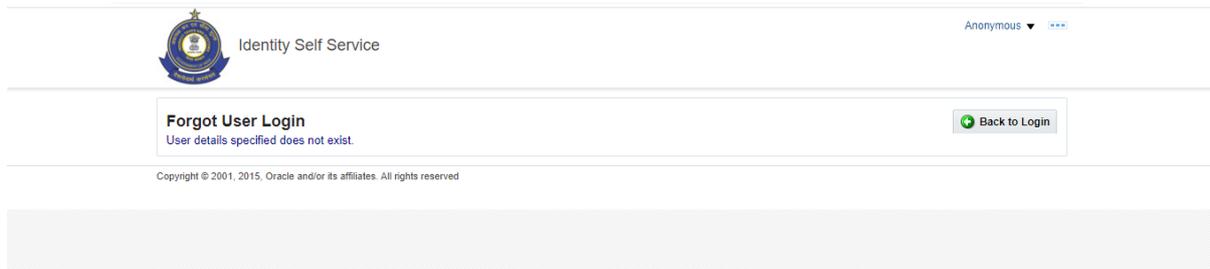
After clicking on Submit, an email with SSO Id, will be delivered to your CBIC Email ID



The screenshot shows the 'Identity Self Service' interface. At the top left is the CBIC logo. The page title is 'Identity Self Service'. In the top right corner, there is a user profile indicator showing 'Anonymous' with a dropdown arrow and a refresh icon. The main heading is 'Forgot User Login'. Below this heading is a message: 'An e-mail has been sent to Navita.SinghTCS@icegate.gov.in with further instructions.' To the right of the message is a button labeled 'Back to Login' with a green arrow icon.

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.



The screenshot shows the 'Identity Self Service' interface. At the top left is the CBIC logo. The page title is 'Identity Self Service'. In the top right corner, there is a user profile indicator showing 'Anonymous' with a dropdown arrow and a refresh icon. The main heading is 'Forgot User Login'. Below this heading is an error message: 'User details specified does not exist.' To the right of the message is a button labeled 'Back to Login' with a green arrow icon. At the bottom of the page, there is a copyright notice: 'Copyright © 2001, 2015, Oracle and/or its affiliates. All rights reserved.'

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