

Reset Password



Reset Password – User Manual

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Reset Password

Reset Password Options

Registered user can reset the password using one of the following options:

1. Answer Secret Question.
2. Upload DSC
3. Using OTP (PINs)
4. Using Aadhaar OTP

Answer Secret Question

To Reset Password using the 'Answer Secret Question' option, the steps are as below:

Step 1: In Homepage, Click on "LOGIN HERE"

Step 2: Click on "FORGOT PASSWORD" link.

Step 3: User must provide User ID, CAPTCHA and click on CONTINUE button.

Step 4: Select 'Answer Secret Question' from the drop down options available and click CONTINUE button.

Step 5: Enter the Date of Birth/Incorporation from the Calendar provided (Mandatory)

Step 6: Select the Secret Question from the drop down options available (Mandatory)

Step 7: Enter the 'Secret Answer' and Click on "Submit".

Step 8: On success, the user must enter the New Password and confirm the password.

Step 9: Click on "SUBMIT"

Once the password has been changed a success message will be displayed. User can login with new password.

Upload Digital Signature Certificate

To Reset Password using the 'Upload Digital Signature Certificate' option, the steps are as follows:

Step 1: In Homepage, Click on "LOGIN HERE"

Step 2: Click on "FORGOT PASSWORD" link.

Step 3: User must provide User ID, CAPTCHA and click on CONTINUE button.

Step 4: Select 'Upload Digital Signature Certificate' from the drop down available

Step 5: User can select any one of the two options provided:

- i. New DSC
- ii. Registered DSC

Step 6: User must Upload Signature File generated using DSC Management Utility and click on the "VALIDATE" button. The DSC is validated.

Step 7: On success, the user must enter the New Password and confirm the password.

Step 8: Click on "SUBMIT"

Once the password has been changed a success message will be displayed. User can login with new password.

Using OTP (PINs)

To Reset Password using the 'Using OTP (PINs)' option, the steps are as follows:

Step 1: In Homepage, Click on "LOGIN HERE"

Step 2: Click on "FORGOT PASSWORD" link.

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Step 3: User must provide User ID, CAPTCHA and click on CONTINUE button.

Step 4: Select 'Using OTP (PINs)' from the drop down options available and click on CONTINUE button.

Step 5: The user must select one of the options mentioned below

- Registered Email ID and Mobile Number
- New Email ID and Mobile Number

Registered Email ID and Mobile Number	New Email ID and Mobile Number
<p>Step 1: Registered Email ID and Mobile number will be displayed.</p> <p>Step 2: Click on "Validate". PINs would be sent to registered Email ID and Mobile Number.</p> <p>Step 3: The user must enter the PINs received to the registered Email ID and Mobile Number and Click on "VALIDATE".</p> <p>Step 4: On success, the user must enter the New Password and confirm the password.</p> <p>Step 5: Click on "SUBMIT"</p> <p>Step 6: Once the reset password request has been submitted, a success message will be displayed. User can login with new password after the time specified in communication.</p>	<p>Step 1: User must enter new Email ID, Mobile number and one of the three options mentioned below(applicable if user has e-filed previously)</p> <p style="margin-left: 20px;">a. 26AS TAN - The user must TAN of Deductor, as available in 26AS.</p> <p style="margin-left: 20px;">b. OLTAS CIN - The user must enter the BSR Code, Challan Date and Challan Identification Number (CIN) as available in 26AS.</p> <p style="margin-left: 20px;">c. Bank Account No - The user must enter the Bank Account number as mentioned in Income Tax Return.</p> <p>Note: Please enter the details as per any of the e-Filed returns from AY 2014-15 onwards.</p> <p>Step 2: Click on "Validate". PINs would be sent to entered Email ID and Mobile Number.</p> <p>Step 3: The user must enter the PINs received to the provided Email ID and Mobile Number and Click on "VALIDATE".</p> <p>Step 4: On success, the user must enter the New Password and confirm the password.</p> <p>Step 5: Click on "SUBMIT"</p> <p>Step 6: Once the reset password request has been submitted, a success message will be displayed. User can login with new password after the time specified in communication.</p>

Note:

- In case, the user has not received the PINs in a reasonable time, user can opt for Resend PINs.
- An email along with a link for "Cancellation for the password reset request" will be shared to the registered Email ID and new Email ID. In case the user identifies the request for password reset is un-authorized, then user can click on the Cancellation link provided within 12hours. PAN and DOB validation will be done before aborting the password reset request.

Using Aadhaar OTP

Pre-requisite: To generate Aadhaar OTP, Taxpayer's PAN and Aadhaar must be linked.

To Reset Password using the 'Using Aadhaar OTP' option, the steps are as follows:

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Step 1: In Homepage, Click on "LOGIN HERE"

Step 2: Click on "FORGOT PASSWORD" link.

Step 3: User must provide User ID, CAPTCHA and click on CONTINUE button.

Step 4: Select 'Using Aadhaar OTP' from the drop down available and click on CONTINUE button.

Step 5: User will be redirected to a page where he can confirm his Aadhaar Number. Click "Generate Aadhaar OTP".

Step 6: Aadhaar OTP will be generated and sent to the Mobile Number registered with Aadhaar. User must enter the Aadhaar OTP received and click on the "VALIDATE" button. The Aadhaar OTP is validated.

Step 7: On success, the user must enter the New Password and confirm the password.

Step 8: Click on "SUBMIT"

Once the password has been changed a success message will be displayed. User can login with new password.

Reset Password

e-Filing Login Through NetBanking

Registered Taxpayer can login through NetBanking and reset the password.

NetBanking Login:

To Reset Password using the 'NetBanking Login', the steps are as follows:

Step 1: In Homepage, Click on "**Login Here**"

Step 2: Click on "**Forgot Password**" link.

Step 3: Enter **User ID** (PAN), **Captcha** and Click on **Continue** button.

Step 4: Click on "**e-Filing Login Through NetBanking**" link.

Step 5: Select the Bank from the list of Banks providing the e-Filing login facility

Step 6: After login to NetBanking account, click on the link "**Login to the IT e-Filing account**" e-Filing user Dashboard screen shall be displayed.

Step 7: Taxpayer can change the password under **Profile settings**.

List of Banks providing the e-Filing login facility

1. Allahabad Bank
2. Andhra Bank
3. Axis Bank Ltd
4. Bank of Baroda
5. Bank of India
6. Bank of Maharashtra
7. Canara Bank
8. Central Bank of India
9. City Union Bank Ltd
10. Corporation Bank-Corporate Banking
11. Corporation Bank-Retail Banking
12. DENA BANK
13. HDFC Bank
14. ICICI Bank
15. IDBI Bank
16. Indian Bank
17. Indian Overseas Bank
18. Karnataka Bank
19. Kotak Mahindra Bank
20. Oriental Bank of Commerce
21. Punjab National Bank
22. Punjab and Sind Bank
23. State Bank of Bikaner and Jaipur
24. State Bank of Hyderabad
25. State Bank of India
26. State Bank of Mysore
27. State Bank of Patiala
28. State Bank of Travancore
29. Syndicate Bank
30. The Karur Vysya Bank Ltd
31. The Federal Bank Limited
32. UCO Bank
33. Union Bank of India
34. United Bank of India
35. Vijaya Bank
36. Yes Bank