

1. How to recover Password ?

Forgot password link is available on Home page and Login form. Click on [Forgot password](#) to get the forgot password form. Then enter user id and click on Get Password button. A link will be sent on email id of authorized signatory to set new password.

Step 1: Click on Forgot password Link availbale on Login form

GOVERNMENT OF INDIA
भारत सरकार
MINISTRY OF COMMUNICATIONS
दूरसंचार विभाग
DEPARTMENT OF TELECOMMUNICATIONS

SARAL SANCHAR
Streamlined Applications For Registration
A Portal For License Management in

Home About Portal Registration **Login** FAQs Helpdesk Fee Calculator Document CheckList Orders/Circulars

Login

UserId

Password

Security Code

[Forgot Password?](#) [Forgot User ID?](#)

Click on Forgot Password?

Step 2: Click on Get Password button

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SARASWATI
SARASWATI
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About PortalRegistrationLoginFAQ'sHelpdeskFee CalculatorDocument CheckListOrders/Circulars

Forgot Password

User ID

Security CodeSMzSP8

GET PASSWORDRESET

Step 3: Set Password: After clicking on link sent on mail set new password Link

Set Password

New Password

Confirm Password

Enter Captcha

Submit

2. How to recover User ID ?

Forgot User ID link is available on Login page. Click on [Forgot User ID](#) to get the forgot password form. Then enter user credentials and validate. After validation submit the form. After successfully submission User ID will be sent on registered mobile number and email_id of authorised signatory.

Step 1: Click on Forgot User ID link On Login form

TELECOMMUNICATIONS

Home About Portal Registration **Login** FAQs Helpdesk Fee Calculator Document CheckList Orders/Circulars

Login

UserId

Password

Security Code

[Login](#) [Forgot Password?](#) [Forgot User ID?](#)

Step 2: Enter User credential and submit to get User ID Link

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Enter Following Details To Get USER-ID

Registration Type *

Company

CIN *

eg:U/L12345MH1234ABC123456
[Note : CIN Format is **U 12345 MH 1234 ABC 123456**]

PAN *

PAN

Mobile Number of Authorized Signatory*

Mobile No.

E-Mail of Authorized Signatory*

Mail Id.

Enter Captcha before OTP Authentication

Enter Captcha



Validate

Submit

3. How to recover User ID and Password in case of authorised signatory has left the company ?

In this case one helpdesk ticket with reason "Authorised Signatory Mail and Mobile number Change Issue (those cases where login id & password not available) " has to be raised. Click on [Helpdesk](#) menu on home page.

Then fill up forms and validate. After validation submit the form. After successfully submission , DoT nodal will scrutinise the form if it is accepted , User ID and Password will be sent on given mobile no of new authorised signatory . After login with these User ID and Password , user updation form will be open . You have to change details of authorised signatory.

Step 1: Click on Helpdesk Menu

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Help Request Form

Please Note:
This form is for change of Authorized Signatory details (Only those cases where both login id & password not available):

User Information (" means Mandatory)

Help Request for*

Authorized Signatory Mail and Mobile number Change I

Name*

Mobile*

Email*

CTN / LLPIN/ PCPR Number*

Mobile Number of New Authorized signatory*

Email ID of New Authorized signatory*

Description**

OTP will be sent on this mobile number

OTP will be sent on this email id

Step 2: Enter user credential ,validate and submit form

Help Request Form

Please Note:
This form is for change of Authorized Signatory details (Only those cases where both login id & password not available).

User Information* (means Mandatory)

Help Request for* Authorized Signatory Mail and Mobile number Change I

Name*

Mobile*

Email*

CIN / LLPIN/ FCPR Number*

Mobile Number of New Authorized signatory* OTP will be sent on this mobile number

Email-ID of New Authorized signatory* OTP will be sent on this mail ID

Description*:

Enter Captcha* 8vx3C3 

Validate

Step 3: After acceptance of this request, User ID and Password will be sent on given mobile. Login with received User ID and Password and update details of authorised signatory