

MSETCL Suppliers Guide to “Forgot Password” Functionality

- a) User has realized that he/she has forgotten password.

❗ User authentication failed

User *

Password *

[Forgot password? Click here](#)

OR

❗ Authentication failed. Password locked

User *

Password *

[Forgot password? Click here](#)

- b) User (being MSETCL Supplier) clicks on “Forgot Password” link on main Logon Page and a new Window/tab will open of Browser.
- c) Main Page of application explains that Auto Password Reset is a two-step procedure.

Welcome to Auto Password Reset system of MSETCL SRM

Steps for Auto Reset of Password (only for Registered MSETCL Suppliers)

Step 1 Receive Auto Password Reset Request Code (PRRC) on registered Mail

Step 2 Enter PRRC code and Get New Password on registered Mail

- d) User will click on Button “Generate PRRC” being Step1.
- e) In Step 1, User will enter his/her User ID & Clicks button “Get PRRC on Mail”.

❗ We have received your Password Reset Request. PRRC has been sent on your Registered Mail ID. Please enter the PRRC in Step 2 if you wish to reset the Password.

Step 1

Generate Password Reset Request Code

MSETCL Supplier User ID

- f) User will receive mail containing PRRC within 10-15 mins from donotreply@mahatransco.in

Dear Bidder

We have received Password Reset Request for your User ID in MSETCL SRM Portal. To confirm your Request Please enter following Password Reset Request Code (PRRC) in Step2 of Forgot password.
If You have not initiated this request, kindly ignore this mail & continue with your work.

Your PRRC is :

8YQWIO4T

Please do not share this PRRC to anyone.
Validity for Password Reset Request Code (PRRC) is till midnight today only. Please complete step2, if you are in need to reset your password.

With Regards
SRMADMIN

Note: This is a System Generated Mail, please do not reply. If you have any queries, please mail us on SRMADMIN@mahatransco.in

- g) User reads mail & notes down PRRC. After reopening “Forgot Password” link, user will click on “Get New Password on Mail” being step2.

❗ You have successfully confirmed your Password Reset Request. Your Password has been reset and the same is communicated on your Registered Mail ID. Please enter the same to proceed further.

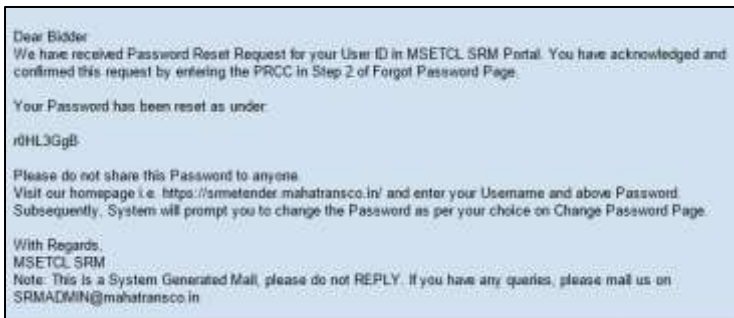
Step2

Enter PRRC and Get New Password on Mail

MSETCL Supplier User ID

Password Reset Request Code

- h) In step 2, User will enter his/her User ID and PRRC received on Mail. After he/she completes step2 by clicking “Get New Password on Mail” Button, User will receive a mail containing new password within 10-15 mins from donotreply@mahatransco.in



- i) Now user can proceed with new password for regular login. After first login system will automatically prompt user for setting his/her own password for further usage.

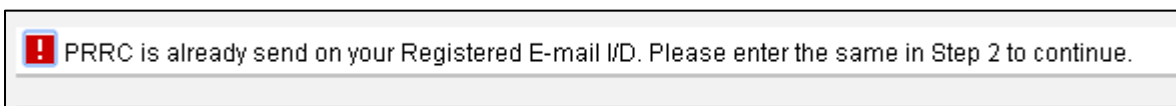
Change Password

Old Password *

New Password *

Confirm Password *

- j) If user completes Step1 and does not receive a mail containing PRRC in 10-15 Mins, then user has to contact MSETCL on srmadmin@mahatransco.in.
- k) In case user does not complete step2 before midnight (of day when step1 was carried out), then user has to carry out step1 again as every PRRC code expires at every midnight.
- l) If User repeats step1 without completing step2, user will see below shown error on clicking “Get PRRC on Mail”.



- m) If user enters wrong details in Step2, user will see below shown error on clicking “Get New Password on Mail”.

