

## MSETCL Suppliers Guide to “Forgot Password” Functionality

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

OR

- 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”.

**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](mailto: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.

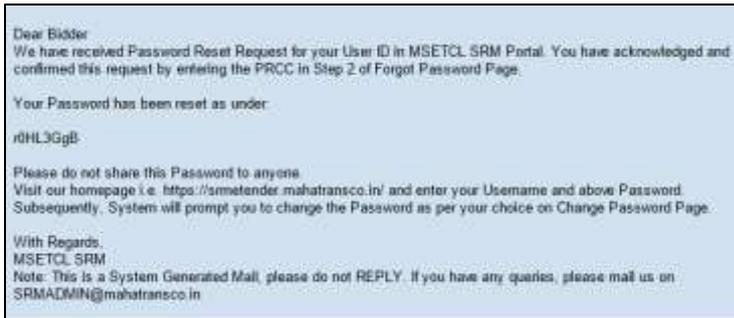
**Step2**

**Enter PRRC and Get New Password on Mail**

MSETCL Supplier User ID

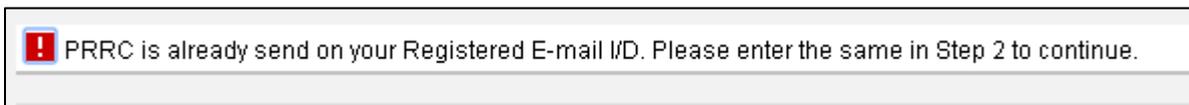
Password Reset Request Code

- 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](mailto:donotreply@mahatransco.in)



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

- 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](mailto: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”.

