

Forgot Login Password will follow below user journey in SBI FAST PLUS:

- A. Open a browser window, type the URL <https://newcmp.sbi> in the address bar and then click **Go to** or press Enter. The **Cash Management Product** page appears.

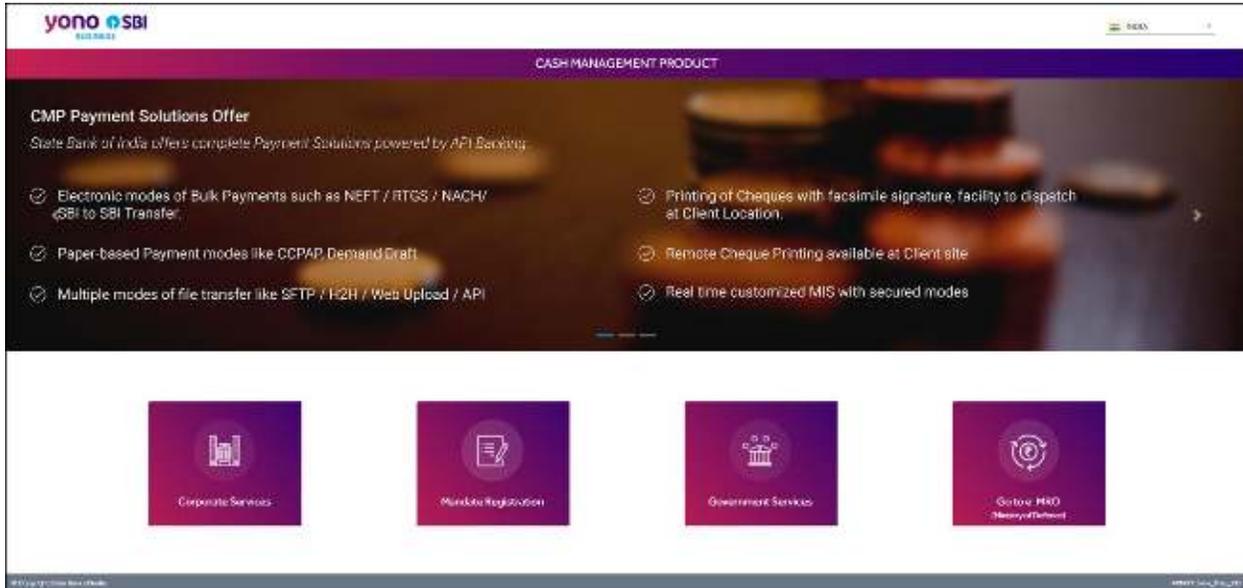


Figure 1: Cash Management Product Services Page

- B. Click the **Government Services** tab to view the **Government** portal login screen.



Figure 2: Government Portal – Login Page – Existing Screen

On this screen, new link for **“Forgot Password/Unlock account”** will be added as shown below highlighted by red box to enable Govt Users to self-reset the password in event of account lock or password forgotten by the user.



Also along with eye Virtual keyboard sign will be added in password field.

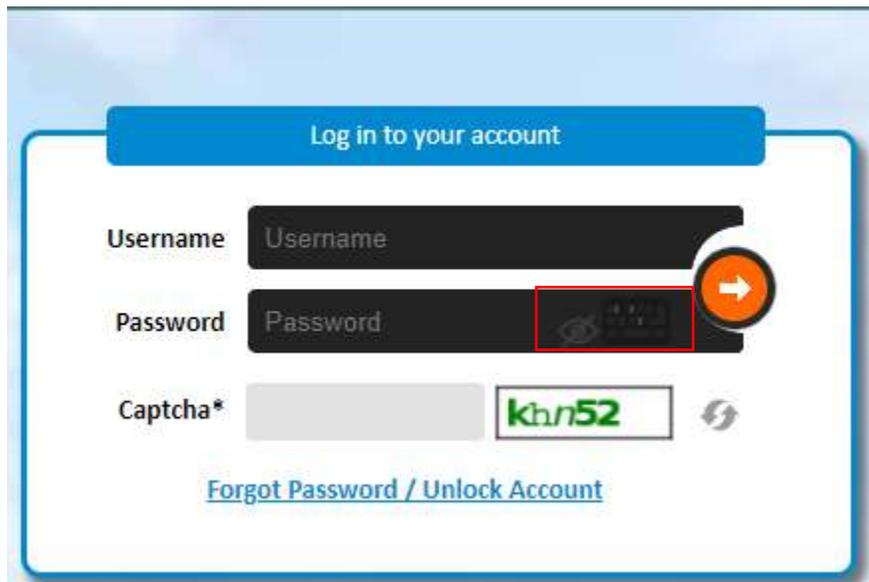


Figure 2: Government Portal – Login Page – Revised Screen

C. On click of hyperlink in Fig 2: below new screen will be visible to user where user will be asked to enter Username and Govt Id registered in FASTPLUS.

Govt_ID	Govt_NAME
282898	Govt. of Chattisgarh
282889	Govt. of Meghalaya
282895	Govt of Manipur
282896	Govt Of Andhra Pradesh
282901	MINISTRY OF RAILWAYS
282894	Govt of Jharkhand
282906	Govt. of Maharashtra
282900	Integral Coach Factory
282902	Govt. of Madhya Pradesh
282891	Govt of Puducherry
282903	DEPARTMENT OF POST

282905	Ministry of Defence
282897	Govt of Nagaland
282904	Govt of Arunachal Pradesh
282893	Govt. of Assam

Figure 3: Government Portal – New Forgot Password/Unlock Account – User Authentication Screen

On click of Proceed button in Fig 3, below validations will be performed in system:

- If Username is not entered, system will alert to user “Please enter your Username”
- If Govt Id is not entered, system will alert to user “Please enter six digit Govt Id”
- If entered Govt Ids not found in system, alert will be shown to user as “Invalid Govt Id”
- Post successful validation of Govt Id, system to validate if the entered username belongs to the entered Govt Id, if not then exception message to be shown to user as “Username is not mapped to the entered Govt Id”
- System will only allow reset/change password for three time within the same day.** If same user tries to change password more than three time within the same day, system will restrict to proceed and give non-over ridable alert to user as **“You have exceeded three attempts to change password on same day. Please contact CMPOC Support team for assistance to change password”**

Once no of attempts, entered username and Govt Id is successfully validated, six-digit OTP will be generated and send to registered mobile no of the user mapped in FASTPLUS and user will be redirected to next screen – Verify OTP

Exception: If user’s mobile no is not registered in FASTPLUS then user cannot proceed to next step and below non-over ridable alert message will be shown to user as

OTP delivery failed as your mobile number not registered in system. Please contact CMP support team immediately to register mobile number to further proceed with password reset

OK

On click of OK button, pop-up screen will be closed and user will stay on User Authentication page

On click of “Back” button, system will redirect user back to login page.

D. OTP received on mail will have to be verified by user as per below screen flow

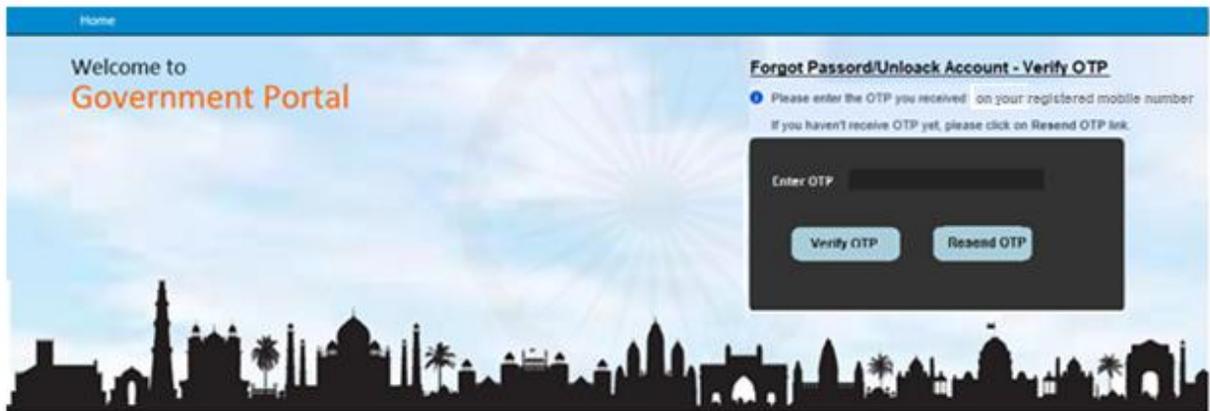


Figure 4: Government Portal – New Forgot Password/Unlock Account – Verify OTP Screen

Click on “Verify OTP” button to verify both the entered OTP

OTP Verification Successful:

On successful verification of both the codes, user will get redirected to Set Login Password Screen

OTP Verification Failed:

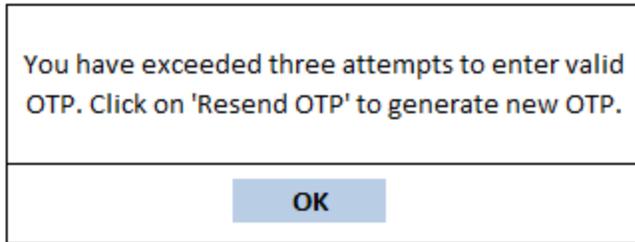
If entered OTP invalid, below message will be shown to user to reenter the correct OTP.

Case 1: OTP over SMS is invalid.

OTP Over SMS is invalid. Please enter correct code.

OK

Case 2: If user inserts invalid OTP thrice, then post third attempt below message will be shown-

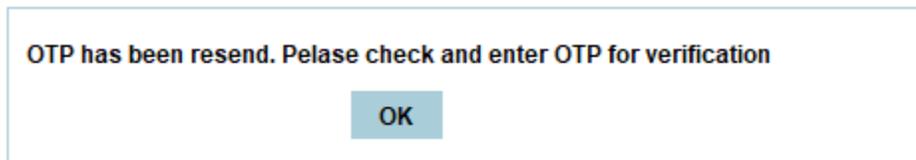


OTP Validity Expired:

Validity for OTP code will be for 10 mins. On click of verify OTP if OTP has expired then system will fail the verification and below message will be shown to user:



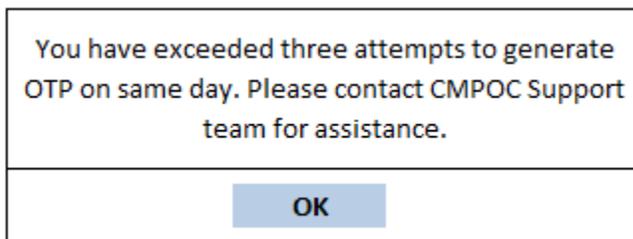
On click of Resend OTP button new OTP will be generated and shared via SMS to user and below message will be displayed to user



Note: System to run all validations in step D at the time of "Resend OTP"

If user generates OTP thrice by clicking 'Resend OTP' button on same day-

If user clicks on 'Resend OTP' button three times during a day to generate new OTP due to any reason like- previous OTP validity expired, wrong OTP entered thrice as shown in Case 2 in OTP verification failed or any other reason. Below message will be shown-



- E. Post successful OTP verification in above step, User will be prompted to set new login password. User enters and confirms the new Login Password, enters Captcha, clicks on SUBMIT to submit the new password.

The screenshot displays the State Bank of India Government Portal. The header includes the bank's logo and name in Hindi and English, along with the text 'Cash Management Product Services'. Below the header, there are links for 'Home' and 'Contact Us'. The main content area features a 'Welcome to Government Portal' message on the left and a 'Forgot Password/Unlock Account - Set Login Password' form on the right. The form contains three input fields: 'New Password' (with a 'Username' label), 'Confirm Password' (with a 'Password' label), and 'Captcha' (with a 'y3nck' image). Below the input fields are 'Reset' and 'Submit' buttons. The background of the page shows a silhouette of a city skyline against a blue sky with a sunburst effect. At the bottom, there is a footer with security information: 'This site is certified by Norton as a secure and trusted. All information sent or received in this site is encrypted using 256-bit encryption. ABOUT SSL CERTIFICATES' and technical details: 'Site best viewed at 1366 x 768 resolution in IE 8 or above, Mozilla 38 or above or Google Chrome 38 or above. © Copyright State Bank of India.'

Business Validations on Submit:

1. Validate input of New Password else exception message will be displayed to user as “Please enter value for New Password”
2. Validate input of Confirm New Password else exception message will be displayed to user as “Please enter value for Confirm New Password”
3. Validate New Password and Confirm New Password value is same else message will be displayed to user as “Value in New Password and Confirm New Password does not match”
4. Password enter to comply with password policy already implemented in system for Login password, else exception message will be shown to user “New Password does not comply with Bank’s password policy”
5. Password must not be same as last 5 passwords else exception message to user “Password must not be same as last 5 passwords”
6. Password length should be greater than 8 and less than 20 characters, else message to user “Password length should be greater than 8 and less than 20 characters.”
7. Password should contain at least one digit [0-9], one letter [A-Z] [a-z] and one special character out of @ # &* !. in case of exception message will be shown to user “Password should contain at least one digit [0-9], one letter [A-Z] [a-z] and one special character out of @ # &*!. Please note that any other special character is not allowed.”
8. If entered password is successfully validated, then below message will be shown to user “Dear Customer, you have successfully changed your CMP FAST Plus login password on <Current date>at<Current time>IST. Do not share with anyone. Click [here](#) to continue.

On Reset, system will reset the entered values.

- F. User will be redirected to Login page once user clicks on [here](#) hyperlink in above step. User will enter the username, new generated password and captcha to login in the application



- G. After successful login, user will be redirected to their respective landing pages i.e. Govt Uploader will be redirected to Uploader landing page of application and Govt Users will be redirected to Govt User landing page

SMS Format:

On Click of Proceed Button on – User Authentication Page and On Click of Resend OTP action button on Verify OTP screen

Dear Customer, "OTP to forget login password is:123456.Do not share it with anyone-SBI"

For updation of email ID and Mobile number, please contact below.

Contact Details of CMPOC for State Govts

Cmsg.cmp@sbi.co.in
newportalsupport@sbi.o.in

- 040-23466591
- 040-23466503
- 040-23466978