

NPCI/2018-19/NACH/Circular No.003

April 25, 2018

To

All NACH member banks

NACH Password Reset - Automation

Currently the bank users are dependent on either admin user of their bank or NPCI for resetting their password. Now a new functionality has been introduced in NACH application which will enable the user to record security questions and use them for resetting / retrieving their password without any dependency on others.

To avail this facility the users have to register themselves using the user authentication details option located under utilities option in NACH application. This is a onetime activity. Detailed user manual with screen shots is annexed to this circular.

This facility will be available effective from May 02, 2018. All the users of NACH are advised to complete one time registration process before May 20, 2018.

Process to be followed by Banks:

- Users have to register themselves using the user authentication details option located under utilities option in NACH application.
- In case of password reset, NACH page itself will have an option for resetting password.
- Once the user enter his user id, option will be enabled for resetting password for SFG and NACH.
- After selecting the appropriate option i.e. either SFG or NACH, user can choose either OTP or security questions.
- If user chooses OTP option then the same will be received in his registered mail ID.
- Now user can log in to the NACH application by using the system generated password or OTP to generate the new password for SFG/NACH.

With warm regards,



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