

Manual > Retrieve Password

I have forgotten my password. How do I retrieve my password?

To retrieve your password, you need to perform the following steps:

1. Access the URL <https://www.gst.gov.in/>. The GST Home page is displayed.
2. Click the **Login** link given in top right-hand corner of the GST Home page.



3. The **Login** page is displayed. Click the **Forgot Password** link.

4. The **User Credentials** page is displayed. In the **Username** field, type the username that you created while logging in first time to the GST Portal.
5. In the **Type the characters you see in the image below** field, type the captcha text shown on the screen.
6. Click the **GENERATE OTP** button. The One Time Password (OTP) will be sent to your registered e-mail address and mobile number.

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English

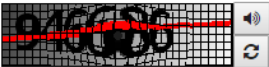
1
User Credentials
2
OTP Verification
3
New Credentials

Forgot Password

• indicates mandatory fields

Username •

Type the characters you see in the image below •



7. The **OTP Verification** page is displayed. In the **Enter OTP** field, enter the OTP that was sent to your registered e-mail address and mobile phone number.

8. Click the **CONTINUE** button.

Note: In case your OTP is expired and you want to receive the OTP again on your e-mail address and mobile phone number, click the **RESEND OTP** button.

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English

✓
User Credentials
2
OTP Verification
3
New Credentials

Enter OTP sent to registered Mobile Number and Email Address

Success : One-Time Password (OTP) has been sent to your registered Email Address- kxxxxxxxxn@gmail.com and Mobile Number - 87xxx9911.

Enter OTP •

9. The **New Credentials** page is displayed. In the **New Password** field, enter a password of your choice that you will be using from next time onwards.

10. In the **Re-confirm Password** field, reenter the password.

Note: Password should be of 8 to 15 characters which should comprise of at least one number, one special character, one upper case and one lower case letter.

11. Click the **SUBMIT** button.

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✓

User Credentials

✓

OTP Verification

3

New Credentials

New Password *

Re-confirm Password *

ⓘ Password should be of 8 to 15 characters which should comprise of at least one number, one special character, one upper case and one lower case letter

The message "Your password has been successfully reset. Kindly login using the new password." is displayed. You can login to the GST Portal using the new password from next time.

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Your password has been successfully reset. Kindly login using the new password.

Login

• indicates mandatory fields

Username *

Password *

[Forgot Username](#) [Forgot Password](#)

ⓘ **First time login:** If you are logging in for the first time, click [here](#) to log in.