GST
Goods and Services Tax

User Manual on Using the GST Common Portal
How can I login to the GST Common Portal with new username and password?

To login to the GST Common Portal with your new username and password, you need to perform the following steps:

1. Access the [www.gst.gov.in](http://www.gst.gov.in) URL. The GST Home page is displayed.
2. Click the **EXISTING USER LOGIN** button.

3. The Login page is displayed. In the **Username** field, type the username that you created.
4. In the **Password** field, type the password.
5. In the **Type the characters you see in the image below** field, type the captcha text as shown on the screen.
6. Click the **LOGIN** button.

**Note:**

In case you are logging for the first time, click the **here** link to login.
7. The Welcome page is displayed. Click the **CONTINUE** button.

The Dashboard is displayed.
<table>
<thead>
<tr>
<th>Application Type</th>
<th>Provisional ID</th>
<th>Last Modified</th>
<th>Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment</td>
<td>10BHPB7793B1ZG</td>
<td>07/10/2016</td>
<td>90%</td>
</tr>
</tbody>
</table>

### Details of your Business

<table>
<thead>
<tr>
<th>Legal Name of Business (as per PAN)</th>
<th>Legal Name of Business (as per current tax Act)</th>
<th>PAN of the Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unmesh Singh</td>
<td>UMESH SINGH</td>
<td>BHBP7793B</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>Ward/Circle/Sector</th>
<th>Ward/Circle/Sector No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bihar</td>
<td>circle</td>
<td>select</td>
</tr>
</tbody>
</table>
I have forgotten my username. How do I retrieve my username?

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

1. Access the www.gst.gov.in URL. The GST Home page is displayed.
2. Click the EXISTING USER LOGIN button.

3. The Login page is displayed. Click the Forgot Username link, given below the LOGIN button.

4. The Forgot Username page is displayed. In the Provisional ID field, type the Provisional ID that you received in the e-mail, SMS or communication received from the State VAT Department.

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.

7. In the **Enter OTP** field, enter the OTP that was sent to your e-mail address and mobile 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 number, click the **RESEND OTP** link.

9. The Security Questions page is displayed. Enter the answers to security questions that you had mentioned during first-time enrolling with GST.

10. Click the **SUBMIT** button.
The message "Username has been emailed to your registered Email address. Kindly check your email" is displayed. Check your registered e-mail to retrieve the username.
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 www.gst.gov.in URL. The GST Home page is displayed.
2. Click the EXISTING USER LOGIN button.

3. The Login page is displayed. Click the Forgot Password link, given below the LOGIN button.

4. The Forgot Password page is displayed. In the Username field, type the username that you created while enrolling with GST.

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.

7. In the **Enter OTP** field, enter the OTP that was sent to your e-mail address and mobile 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** link.

9. 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 CONTINUE button.

12. The Security Questions page is displayed. Enter the answers to security questions that you had mentioned during first-time enrolling with GST.

13. Click the SUBMIT button.

The message Your password has been successfully reset. Kindly login using the new password." is displayed. You can login to the GST Common Portal using the new password from next time.
Your password has been successfully reset. Kindly login using the new password.
How do I change my password?

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

1. Access the [www.gst.gov.in](http://www.gst.gov.in) URL. The GST Home page is displayed.
2. Click the **EXISTING USER LOGIN** button.
3. The Login page is displayed. In the **Username** field, type the username that you created.
4. In the **Password** field, type the password.
5. In the **Type the characters you see in the image below** field, type the captcha text as shown on the screen.
6. Click the **LOGIN** button.
7. The Welcome page is displayed. Click the **CONTINUE** button.

8. The Dashboard is displayed. Click the **Change Password** link, on the top right-hand corner of the page.

9. The Change Password page is displayed. In the **Old Password** field, enter the old password that you used to login.
10. In the **New Password** field, enter a password of your choice that you will be using from next time onwards.

**Note:**
Password should be of 8 to 15 characters (where the minimum length is 8 characters and maximum length is 15 characters) which should comprise of at least one number, special character and letters (at least one upper and one lower case).

11. In the **Re-confirm Password** field, reenter the password.
12. Click the **CHANGE PASSWORD** button.

The message “Password has been successfully changed” is displayed. You can login to the GST Common Portal using the new password from next time.