

End-User Manual
for
e-Pramaan: A National e-Authentication Service

Submitted to



**Department of Electronics & Information Technology
Ministry of Communications and Information Technology
Government of India**

Submitted by



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Purpose of the Document

The end-user manual provides step-by-step instructions to e-Pramaan end-users for registration on e-Pramaan user portal. The document also details steps for end-user login and logout once end-user account has been created on e-Pramaan user portal. End-user profile management on the portal is also detailed in the document.

Intended Audience

The intended audience for this document are the end-users of e-Pramaan who seek to create their accounts on e-Pramaan user portal as a means to login to various SP services while availing an enhanced and secure authentication mechanism.

Comments and Suggestions

For comments, suggestions and feedback on this document, kindly email to epramaan@cdac.in.

Document Overview

This document is organized as follows:

- Chapter 1, Project Overview - This chapter provides an overview of the e-Pramaan project objectives.
- Chapter 2, Purpose and Scope - This chapter lays out the overall scope and purpose of e-Pramaan.
- Chapter 3, End-user Registration and Profile Management – This chapter details the process flow for end-user registration and profile management on e-Pramaan user portal.

Abbreviations

| Sr. # | Abbreviation | Full Form |
|-------|--------------|--|
| 1. | C-DAC | Centre for Development of Advanced Computing |
| 2. | DeitY | Department of Electronics and Information Technology |
| 3. | MSDG | Mobile e-Governance Service Delivery Gateway |
| 4. | NSDG | National e-Governance Service Delivery Gateway |
| 5. | SP | Service Providers |
| 6. | SSDG | State e- Governance Service Delivery Gateway |
| 7. | SSO | Single Sign On |

Standards & Conventions

- ✓ NSI/IEEE for Integration document Format

References

- ✓ e-Pramaan Standards and Specification Document version 1.3
- ✓ Functional Requirement Specifications Document (FRS) v 1.3

e-Pramaan

1. Project Overview

As a part of National e-Governance Plan (NeGP), a number of central/state government services are accessible through internet as well as through mobile devices. These applications require user authentication in order to receive the intended benefits offered by various e-Governance services. Most of the applications in e-Governance area are implemented in silos, and hence authentication mechanism also differs across various applications. Disparate authentication mechanism results in lack of uniformity, a need for different identity proofs as well as multiple login and passwords to access the services offered by various government departments. Secondly, the authentication mechanisms followed by many applications may be very weak and insecure. There should be a provision for authenticating users as well as the services accessed by these users. A mutual authentication mechanism should exist where users can be authenticated to the application, and at the same time the users remain assured that the services accessed by them are authentic ones.

e-Pramaan is a national e-Authentication framework implemented by C-DAC Mumbai for Department of Electronics and Information Technology (DeitY), Government of India. It is a comprehensive framework to authenticate users of various government services in a safe and secured manner for accessing services through both desktop and mobile platforms.

e-Pramaan is an authentication framework for the purpose of e-Authentication which leverages on State e-Governance Service Delivery Gateway (SSDG), National e-Governance Service Delivery Gateway (NSDG), Mobile Service Delivery Gateway (MSDG), Aadhaar based Authentication and numerous others to bring uniformity across various authentication mechanisms currently in use by Govt. departments. e-Pramaan will not only act as a secured channel to access various services, but will also provide various value added services including Single Sign On (SSO) and transaction auditing for existing as well as for new users of various government services.

2. e-Pramaan Purpose and Scope

e-Pramaan will provide an added layer of security along with a strong authentication mechanism for users and various government departments availing authentication services at various levels. Users and departments interested in availing the services of the e-Authentication framework should initially register themselves on e-Pramaan. Registration process for SPs is described in detail in the subsequent sections of this document. As a part of the framework, various government departments will be able to integrate with this authentication framework through offered Application Programming Interfaces (API)/ Web Service Interfaces in a smooth and convenient manner without affecting the existing architecture of the running applications.

2.1 Authentication Factors

Authentication is a process in which a user's identity is verified based on the credentials provided by the user during registration or later when she modifies the profile or updates the credentials, such as a password where the assurance mechanism makes sure that "I am who I claim to be". e-Pramaan will provide various levels of authentication in the form of single or multi factor. The factors can be chosen by the departmental services on the basis of sensitivity requirements of the service. Users of e-Gov services, integrated with e-Pramaan will be termed as *SP (Service Provider) users*.

The choice of factor(s) for authentication will depend on the requirements as deemed fit by SPs. Use of additional factors will provide higher level of assurance for a safe and secure e-service experience. Multi factor is stronger than two factor which is stronger than a single factor. Government departments have an option of choosing any one or a combination of factors along with Username as per the combinations described below:

- i. **Single Factor** – Any one of the following factors: Password/Digital Signature Certificate (DSC)/Biometrics.
- ii. **Two Factor** – Combination of any two of the following factors along with the selected single factor: Password /One Time Password (OTP) / Digital Signature Certificate (DSC)/ Biometrics.
- iii. **Multi Factor** – Combination of any two and more of the following factors along with the selected single factor: Password/ Digital Signature Certificate (DSC) /One Time Password (OTP) / Biometrics.

For phase-I of e-Pramaan project, single factor of authentication will be password, while two factor authentication will consist of both password and OTP.

e-Pramaan

3. End-User Registration and Profile Management

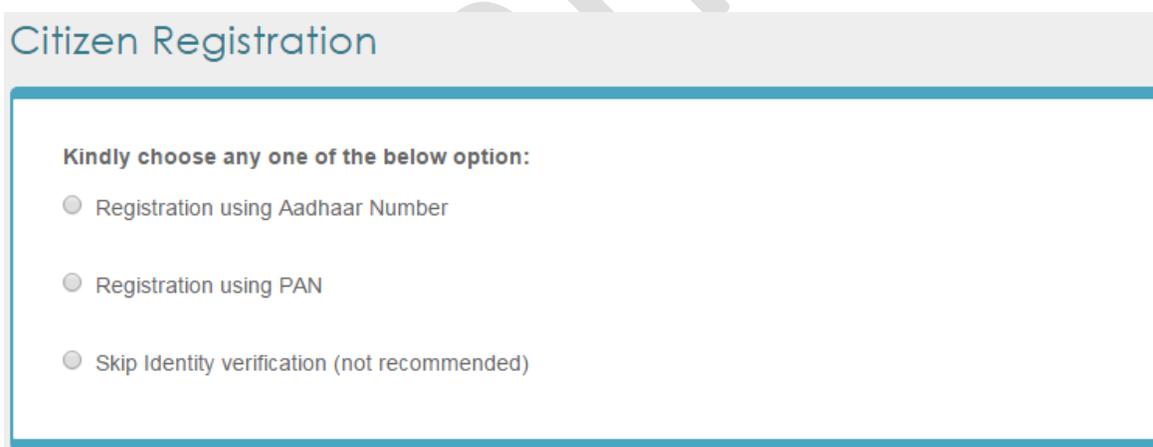
The process flow for end-user registration and profile management on e-Pramaan user portal is detailed in this chapter.

3.1 End-User Registration and Login

This section details out the process for end-user registration onto e-Pramaan user portal as well as the login process for logging in to the portal after successful registration.

3.1.1 End-User Registration

End-user is required to register onto e-Pramaan user portal before using e-Pramaan authentication mechanism and e-Pramaan ID to login into various services enlisted on e-Pramaan. End-user clicks on **Register** link on the home page of e-Pramaan user portal. Three options for registration are displayed to her; one using Aadhaar, second using PAN and third without using any identity document. These options are as illustrated in Figure 1. End-user can use Aadhaar number or PAN to register on e-Pramaan user portal or she may register without using any identity document.



The screenshot shows a web interface titled "Citizen Registration". Below the title, there is a text prompt: "Kindly choose any one of the below option:". Underneath this prompt, there are three radio button options:

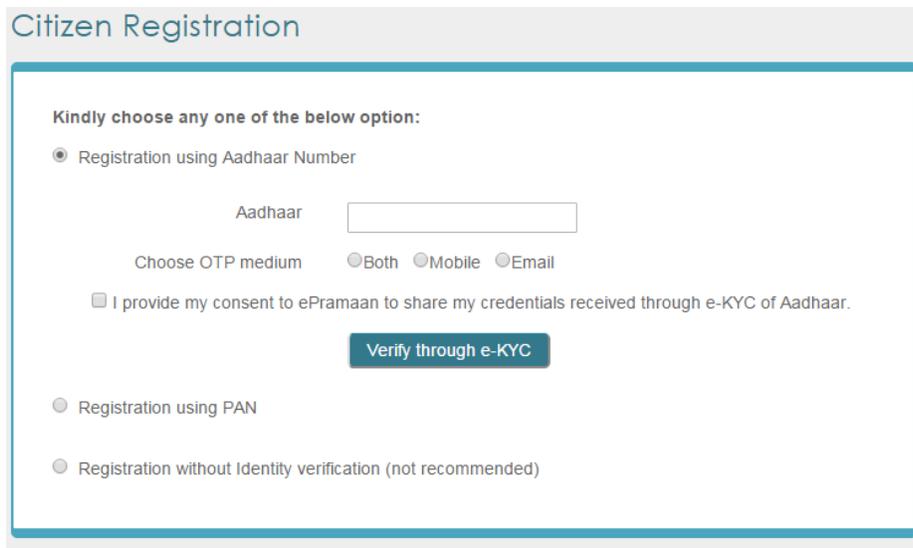
- Registration using Aadhaar Number
- Registration using PAN
- Skip Identity verification (not recommended)

Figure 1: Snapshot of Registration Options on e-Pramaan

3.1.1.1 Registration using Aadhaar Number

The end-user willing to register onto e-Pramaan user portal using Aadhaar number is required to follow the below process.

- i.) End-user chooses to register on e-Pramaan user portal using Aadhaar Number as illustrated in Figure 2.



The screenshot shows a web form titled "Citizen Registration". The form is enclosed in a light blue border. At the top, it says "Kindly choose any one of the below option:". There are three radio button options: "Registration using Aadhaar Number" (which is selected), "Registration using PAN", and "Registration without Identity verification (not recommended)". Under the "Registration using Aadhaar Number" option, there is a text input field labeled "Aadhaar". Below that, there are three radio button options for "Choose OTP medium": "Both", "Mobile", and "Email". There is a checkbox labeled "I provide my consent to ePramaan to share my credentials received through e-KYC of Aadhaar." Below the checkbox is a blue button labeled "Verify through e-KYC".

Figure 2: Snapshot of End-User Registration Process using Aadhaar

- ii.) End user enters her Aadhaar number and chooses either mobile/email as medium for receiving the OTP for Aadhaar Number verification. End user must also provide consent for sharing your credentials received through e-KYC of Aadhaar. These credentials will be used to prepopulate the citizen registration form for signing up on e-Pramaan User Portal.
- iii.) End user clicks on **Verify through e-KYC**. An OTP is sent by the Aadhaar verification system on the end-user's mobile number or email registered with Aadhaar. End-user needs to enter this OTP and check the box against **"Autofill my mobile number and email id received from Aadhaar"**. If this option is not chosen, end use must manually provide an email id or mobile number on the Citizen Registration Form for signing up on e-Pramaan. In case the end user has not received the OTP from Aadhaar, she can on **"Regenerate OTP for Aadhaar e-KYC"** link to receive the OTP again. The regenerate OTP option can be availed for a maximum of 5 times. End user clicks on **Verify**.

Figure 3: Snapshot of OTP Verification for Aadhaar

- iv.) On successful verification of the OTP, a Citizen Registration Form as illustrated in Figure 4 will be displayed which will be pre-populated with the Given Name, Date of Birth, Aadhaar number and Address fields received from Aadhaar. End-user needs to fill out the remaining details. End-user registration form contains the fields as enlisted in Table 1.

Table 1: End-user Registration Fields and Description

| Field Name | Description |
|-------------------|---|
| Given Name | Given name of the end-user |
| Username | Unique name for logging in to e-Pramaan user portal |
| Password | Password for logging in to e-Pramaan user portal |
| Confirm Password | Repeat the password for logging in to e-Pramaan user portal |
| Date of Birth | Date of birth of the end-user |
| Mobile Number | Mobile Number of the end-user |
| Email ID | Email ID of the end-user |
| Aadhaar Number | Aadhaar number of the end-user |
| House / Flat / | House / Flat / Building in end-user address |
| Landmark | Landmark in end-user address |
| Street | Street in end-user address |
| Locality | Locality in end-user address |
| City / District | City / District in which end-user resides |
| State | State where in which end-user resides |
| Pin Code | Pin Code of place where end-user resides |
| Security Question | Security Question for resetting password |
| Security Answer | Security Answer for resetting password |
| Personal Message | Message to be displayed for website authentication |
| Captcha | Captcha as displayed |

Aadhaar number has been successfully verified.

Your Aadhaar data has been pre-populated, kindly fill other details to proceed.

Citizen Registration Form

Personal Information

Given Name *

Username *

Password *

Password must be at least 8 characters long and must be a combination of upper case, lower case, numbers and non-alphanumeric characters excluding space character.

Confirm Password *

Date of Birth *

(Mobile Number or Email Id is mandatory)

Verified Mobile Number

Email Id

Aadhaar Number

Contact Address

House / Flat / Building

Landmark

Street

Locality

City / District

State

Pin Code

Additional Information

Security Question *

Security Answer *

Personal Message *

This Personal Message will be displayed every time you login to e-Pramaan site. The site is an authentic site only if the same personal message given during registration is displayed.

Captcha *

Captcha letters are case sensitive



Accept "Terms" and "Policies" of e-Pramaan.

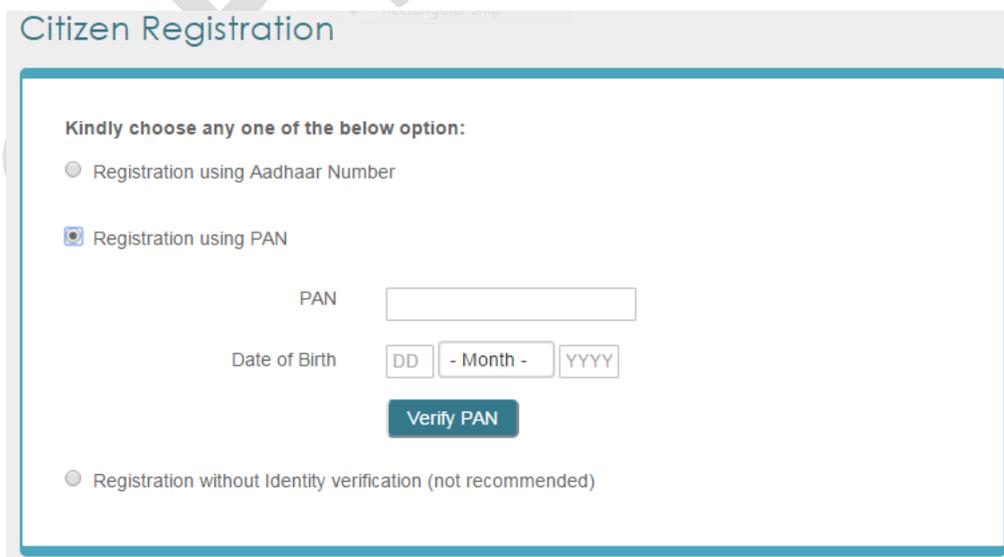
Figure 4: Snapshot of End-User Registration Form for Aadhaar-based Registration

- v.) On successful submission of this form, end-user account is created on e-Pramaan. If the end-user has provided her email id and mobile number, an email verification link will be sent on the provided email id and a verification code will be sent over the provided mobile number. In case only the email id is provided by the user, an email verification link will be sent on the provided email id. In case only the mobile number is provided by the user, a verification code will be sent on the provided mobile number.
- vi.) User will be now be able to login to the e-Pramaan user portal but will not be allowed to use services offered by e-Pramaan unless email or mobile is verified. User needs to verify email/mobile within 2 days of registration, failing which the created account will be de-registered. The email and mobile verification process is explained in section 3.1.2.
- vii.) Once the mobile/email verification process is successful, the registration process is complete and the end-user can start availing the services offered by e-Pramaan.

3.1.1.2 Registration using PAN

End-user willing to register onto e-Pramaan user portal using PAN is required to follow the below process.

- i.) End-user chooses to register on e-Pramaan user portal using PAN as illustrated in Figure 5.



The screenshot shows a web form titled "Citizen Registration". It contains the following elements:

- A heading: "Citizen Registration"
- A prompt: "Kindly choose any one of the below option:"
- Three radio button options:
 - Registration using Aadhaar Number (unselected)
 - Registration using PAN (selected)
 - Registration without Identity verification (not recommended) (unselected)
- Input fields for the selected "Registration using PAN" option:
 - PAN: A single-line text input field.
 - Date of Birth: Three separate input fields labeled "DD", "- Month -", and "YYYY".
- A "Verify PAN" button.

Figure 5: Snapshot of End-User Registration Process using PAN

- ii.) End user enters her PAN and date of birth and clicks on **Verify PAN**.
- iii.) On successful PAN verification, a form for end-user registration on e-Pramaan as illustrated in Figure 6 is displayed. In PAN-based registration, given name, date of birth and PAN details will be fetched from PAN service and prepopulated in the form. End-user needs to fill out the remaining details. End-user registration form contains the fields as enlisted in Table 2.

Table 2: End-user Registration Fields and Description

| Field Name | Description |
|--------------------------------|---|
| Given Name | Given name of the end-user |
| Username | Unique name for logging in to e-Pramaan user portal |
| Password | Password for logging in to e-Pramaan user portal |
| Confirm Password | Repeat the password for logging in to e-Pramaan user portal |
| Date of Birth | Date of birth of the end-user |
| Mobile Number | Mobile Number of the end-user |
| Email ID | Email ID of the end-user |
| PAN Card | PAN of the end-user |
| House / Flat / Building | House / Flat / Building in end-user address |
| Landmark | Landmark in end-user address |
| Street | Street in end-user address |
| Locality | Locality in end-user address |
| City / District | City / District in which end-user resides |
| State | State where in which end-user resides |
| Pin Code | Pin Code of place where end-user resides |
| Security Question | Security Question for resetting password |
| Security Answer | Security Answer for resetting password |
| Personal Message | Message to be displayed for website authentication |
| Captcha | Captcha as displayed |

PAN Number has been successfully verified.

Your PAN data has been pre-populated, kindly fill other details to proceed.

Citizen Registration Form

Personal Information

Given Name *

Username *

Password *

Password must be at least 8 characters long and must be a combination of upper case, lower case, numbers and non-alphanumeric characters excluding space character.

Confirm Password *

Date of Birth *

(Mobile Number or Email Id is mandatory)

Mobile Number

Email Id

Identity Information

PAN

Contact Address

House / Flat / Building

Landmark

Street

Locality

City / District

State

Pin Code

Additional Information

Security Question *

Security Answer *

Personal Message *

This Personal Message will be displayed every time you login to e-Pramaan site. The site is an authentic site only if the same personal message given during registration is displayed.

Captcha *

Captcha letters are case sensitive



Yes, I agree to share my information with Service Providers.

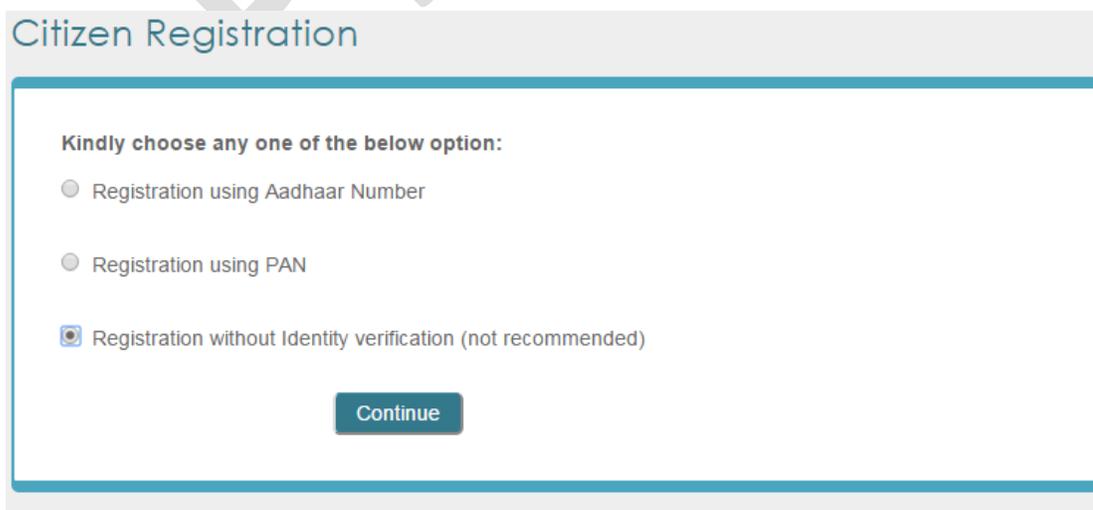
Figure 6: Snapshot of End-User Registration Form for PAN-based Registration

- iv.) On successful submission of this form, end-user account is created on e-Pramaan. If the end-user has provided her email id and mobile number, an email verification link will be sent on the provided email id and a verification code will be sent over the provided mobile number. In case only the email id is provided by the user, an email verification link will be sent on the provided email id. In case only the mobile number is provided by the user, a verification code will be sent on the provided mobile number.
- v.) User will be now be able to login to the e-Pramaan user portal but will not be allowed to use services offered by e-Pramaan unless email or mobile is verified. User needs to verify email/mobile within 2 days of registration, failing which the created account will be de-registered. The email and mobile verification process is explained in section 3.1.2
- vi.) Once the mobile/email verification process is successful, the registration process is complete and the end-user can start availing the services offered by e-Pramaan.

3.1.1.3 Registration without using Identity Document

End-user willing to register onto e-Pramaan user portal without using any identity document is required to follow the below process.

- i.) End-user chooses the **Skip Identity Verification (not recommended)** option to register on e-Pramaan user portal illustrated in Figure 7. User then clicks on **Continue**.



The screenshot shows a web form titled "Citizen Registration". Below the title, there is a heading "Kindly choose any one of the below option:". There are three radio button options: "Registration using Aadhaar Number", "Registration using PAN", and "Registration without Identity verification (not recommended)". The third option is selected. Below the options is a blue "Continue" button.

Figure 7: Snapshot of End-User Registration Process without using Identity Document

- ii.) A form for end-user registration on e-Pramaan as illustrated in Figure 8 is displayed. End-user needs to fill out the mandatory details. End-user registration form contains the fields as enlisted in Table 3.

Table 3: End-user Registration Fields and Description

| Field Name | Description |
|--------------------------------|---|
| Given Name | Given name of the end-user |
| Username | Unique name for logging in to e-Pramaan user portal |
| Password | Password for logging in to e-Pramaan user portal |
| Confirm Password | Repeat the password for logging in to e-Pramaan user portal |
| Date of Birth | Date of birth of the end-user |
| Mobile Number | Mobile Number of the end-user |
| Email ID | Email ID of the end-user |
| PAN Card | PAN of the end-user |
| Aadhaar Number | Aadhaar number of the end-user |
| House / Flat / Building | House / Flat / Building in end-user address |
| Landmark | Landmark in end-user address |
| Street | Street in end-user address |
| Locality | Locality in end-user address |
| City / District | City / District in which end-user resides |
| State | State where in which end-user resides |
| Pin Code | Pin Code of place where end-user resides |
| Security Question | Security Question for resetting password |
| Security Answer | Security Answer for resetting password |
| Personal Message | Message to be displayed for website authentication |
| Captcha | Captcha as displayed |

Citizen Registration Form

[Instructions](#)

Personal Information

Given Name *

Username *

Password *

Password must be at least 8 characters long and must be a combination of upper case, lower case, numbers and non-alphanumeric characters excluding space character.

Confirm Password *

Date of Birth * - -

(Mobile Number or Email Id is mandatory)

Mobile Number

Email Id

Identity Information

PAN

Given date of birth and PAN date of birth must match for successful PAN verification.

Aadhaar

Kindly enter valid Aadhaar Number (i.e 123412341234).

Contact Address

House / Flat / Building

Landmark

Street

Locality

City / District

State

Pin Code

Additional Information

Security Question *

Security Answer *

Personal Message *

This Personal Message will be displayed every time you login to e-Pramaan site. The site is an authentic site only if the same personal message given during registration is displayed.

Captcha *

Captcha letters are case sensitive



Accept "Terms" and "Policies" of e-Pramaan.

Figure 8: Snapshot of End-User Registration Form for Non-Identity-based Registration

- iii.) On successful submission of this form, end-user account is created on e-Pramaan. If the end-user has provided her email id and mobile number, an email verification link will be sent on the provided email id and a verification code will be sent over the provided mobile number. In case only the email id is provided by the user, an email verification link will be sent on the provided email id. In case only the mobile number is provided by the user, a verification code will be sent on the provided mobile number.
- iv.) User will be now be able to login to the e-Pramaan user portal but will not be allowed to use services offered by e-Pramaan unless email or mobile is verified. User needs to verify email/mobile within 2 days of registration, failing which the created account will be de-registered. The email and mobile verification process is explained in section 3.1.2

Once the mobile/email verification process is successful, the registration process is complete and the end-user can start availing the services offered by e-Pramaan.

3.1.2 Email and Mobile Verification

Once the registration form is filled and successfully submitted, end-user is redirected to the Registration Verification Process page as illustrated in Figure 9 to verify her email id and mobile number. User needs to verify email/mobile within 2 days of registration, failing which the created account will be de-registered.

Registration Verification Process

To complete registration process, kindly verify by Email / Mobile 03 May 2015 12:00:00 AM IST.

Personal Information

| | |
|---------------|--|
| Date of Birth | 20 May 1985 |
| Mobile Number | 9XXXX89XXX ✘ (not verified) Verify |
| Email Id | abcd@gmail.com ✘ (not verified) Send verification link |

[Edit Verification Details](#)

Figure 9: Snapshot of Registration Verification Process

3.1.3 Email ID Verification

End-user need to follow the below steps for verifying her email id on e-Pramaan.

- i.) End-user needs to log in to her email account and click on the email verification link sent by e-Pramaan.
- ii.) Once the link is successfully verified, end-user can start availing the services of e-Pramaan.
- iii.) The **Send verification link** can be used for a maximum of 7 times to resend the email verification link in case the user is unable to receive the same.

3.1.4 Mobile Number Verification

End-user need to follow the below steps for verifying her mobile number on e-Pramaan.

- i.) On the Registration Verification Process page, click on **Verify**.
- ii.) End-user needs to enter the verification code received on her mobile immediately after submitting the registration form.
- iii.) After entering the verification code, click on **Verify**.

A verification code has been sent to your registered mobile number XXXXXX9265.
Re-send attempts left: 4.

Verification using Mobile Code

Mobile Verification Code

[Resend Verification Code](#)

Figure 10: Snapshot of Mobile Verification Page

- iv.) Once the mobile number is successfully verified, end-user can start availing the services of e-Pramaan.
- v.) The **Resend Verification Code** can be used for a maximum of 4 times to resend the verification code in case the user is unable to receive the same.

3.1.5 End-User Login on e-Pramaan User Portal

End-user logs in to e-Pramaan user portal using the **Sign In** link provided on the home page of e-Pramaan user portal.

- i.) End-user needs to enter the chosen username/Aadhaar Number, password and captcha on the Login Form as shown in Figure 11 and click on **Login**.
- ii.) On successful data validation and credential verification, end-user will be logged into respective e-Pramaan account.

Figure 11: Snapshot of End-User Login Form

The fields appearing on the Login Form and their description have been enlisted in the Table 4.

Table 4: End-User Login Fields and Description

| Field Name | Description |
|--------------------------------|--|
| Username/Aadhaar Number | Username chosen by end-user during registration for logging in to e-Pramaan user portal / Aadhaar Number of the end-user |
| Password | Password for logging in to e-Pramaan user portal |
| Captcha | Text as displayed |

3.1.6 End-User Logout from e-Pramaan Account

End-user can log out of her e-Pramaan account using the **Sign Out** link provided on the user profile page.

3.1.7 End-User Forgot Password

End-user can reset forgotten password by using the **Forgot Password** link provided on the login page and by following the below process.

- i.) End-user will click on **Forgot Password** link. This will display the Forgot Password form as shown in Figure 12.
- ii.) End-user will have to enter the username for which password is to be reset and also enter the captcha as displayed and click on **Submit** button.
- iii.) System sends OTP on the end user's mobile number. In case the end user has not provided her mobile number or if her mobile number is not verified, a verification link is sent over the end user's verified email id.
- iv.) If email link is sent on the end user's verified email id, she needs to click on the link to verify the same. In case of verification code sent over the verified mobile number, end-user is required to enter the OTP on the form as shown in Figure 13.
- v.) Once the verification code or the link is verified, Reset Password form is displayed as illustrated in Figure 14. End-user needs to enter values for new password, confirm password and captcha after which the new password is set.

The fields appearing on end-user Forgot Password and Reset Password Forms and their description have been enlisted in the Table 5.

Table 5: End-User Forgot Password and Reset Password Fields and Description

| Fields | Description |
|-------------------------|---|
| User Name | Username for which password is required to be reset. |
| OTP | One-Time Password sent on end-user's verified mobile number |
| Password | Password for logging in to e-Pramaan user portal |
| Confirm Password | Repeat password for logging in to e-Pramaan user portal |
| Captcha | Text as displayed |

Forgot Your Password

Username

Captcha

Captcha letters are case sensitive

waits 

Figure 12: Snapshot of End-User Forgot Password Form

Forgot Your Password

An OTP has been sent to your verified mobile number XXXXXX2266.

OTP

Figure 13: Snapshot of Verify OTP Form

Reset Your Password

Password

Confirm Password

Captcha

Captcha letters are case sensitive

breaded 

Figure 14: Snapshot of Reset Password Form

3.1.8 Unlock Locked Account

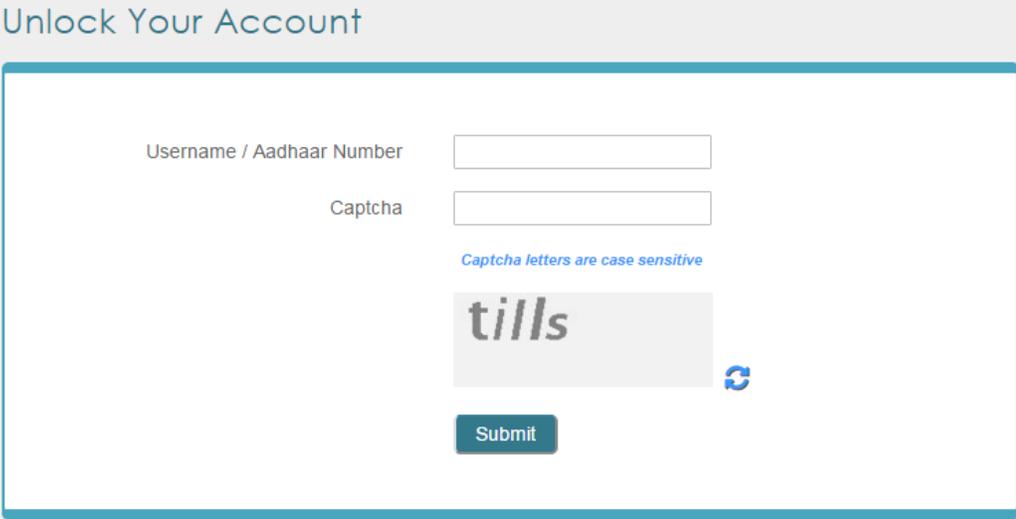
End-user can activate locked account on e-Pramaan user portal using the **Unlock Your Account** link on the home page of e-Pramaan user portal by following the below process.

- i.) End-user can choose to activate locked account using either email or mobile.
- ii.) System will display **Unlock Your Account** form as illustrated in Figure 15.
- iii.) End-user needs to enter username/Aadhaar Number and captcha and click on **Submit**.
- iv.) If end-user has chosen to activate her account using email, an activation link will be sent to the her registered email, while if she has chosen to activate her account using mobile, an OTP will be sent to her registered mobile.
- v.) If end-user has chosen to activate her account using email, she needs to click on activation link sent on her verified email id, else if she has chosen to activate her account using mobile, she is required to enter the OTP sent over her verified mobile number on the **Verify One Time Password** form shown in Figure 16.
- vi.) End-user account is activated on e-Pramaan user portal.

The fields involve in locked account activation and their description have been enlisted in the Table 6.

Table 6: Activate Locked Account Fields and Description

| Field Name | Description |
|---|---|
| User Name/Aadhaar Number | Username/Aadhaar Number of end-user for which password is required to be reset. |
| Captcha | Text as displayed |
| Account Activation One Time Password (OTP) | OTP received on verified mobile number of end-user for activating locked account. |



Unlock Your Account

Username / Aadhaar Number

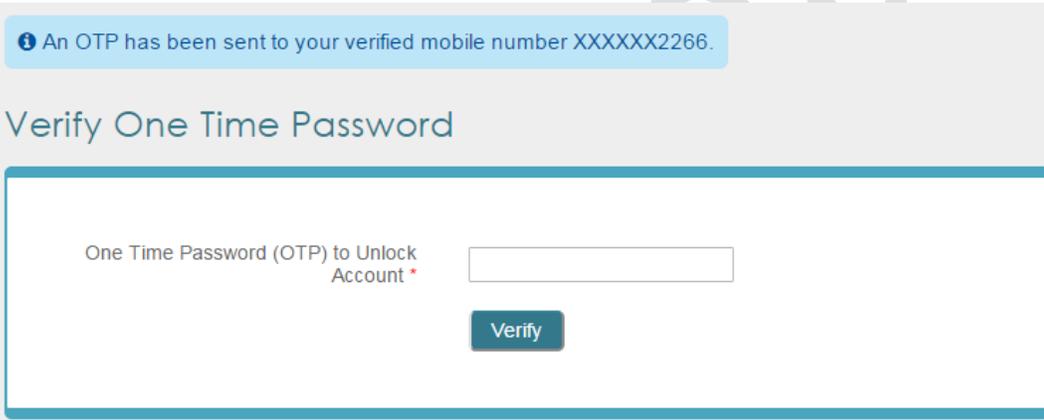
Captcha

Captcha letters are case sensitive

tills 

Submit

Figure 15: Snapshot of Activate Locked Account Form



 An OTP has been sent to your verified mobile number XXXXXX2266.

Verify One Time Password

One Time Password (OTP) to Unlock Account *

Verify

Figure 16: Snapshot of Verify Account Activation OTP Form

3.2 End-User Profile Management

This section details out the activities involved in the management of end-user profile on e-Pramaan user portal. These activities include resetting password, viewing and editing end-user profile and viewing SP services enlisted on e-Pramaan.

3.2.1 End-User Reset Password

End-user can reset password using the **Reset Password** link after logging into respective e-Pramaan account on e-Pramaan user portal. The below steps will be followed for resetting end-user password on e-Pramaan user portal.

- i.) On clicking the **Reset Password** link, Reset Password form as illustrated in Figure 17 appears. End-user is prompted to enter old password, new password and to re-enter new password.

The fields appearing on end-user Reset Password Form and their description have been enlisted in the Table 7.

Table 7: End-User Reset Password Fields and Description

| Field Name | Description |
|-------------------------|--|
| Old Password | Current password for logging in to e-Pramaan user portal |
| New Password | New password chosen by end-user for logging in to e-Pramaan user portal |
| Confirm password | Repeat new password chosen by end-user for logging in to e-Pramaan user portal |

- ii.) On successful verification of the old password, and after syntactical and strength validation of the new password, the password is reset.

The image shows a web form titled "Reset Your Password". It contains three text input fields stacked vertically, labeled "Old Password", "New Password", and "Confirm Password". Below these fields is a blue button with the text "Update". The form is enclosed in a light blue border.

Figure 17: Snapshot of Reset Password Form

3.2.2 End-User View Profile

End-user can view her profile on e-Pramaan user portal by logging into e-Pramaan account and clicking on **View Profile** link.

The screenshot displays a 'User Profile' page with the following sections:

- Personal Information:**
 - Given Name: SXXXXXTH KXPXXR
 - Date of Birth: 20 April 1989
 - Verified Mobile Number: 9XX8XXXXX5 ✓
 - Verified Email Id: abcdef@gmail.com ✓
- Identity Information:**
 - PAN: XXXXX6789X
 - Aadhaar: XXXX XXXX XXXX
- Contact Address:**
 - House / Flat / Building: 34 MG Road
 - Landmark: XXXXXX XXXXXXXX
 - Street: 9th Street
 - Locality: XXXXXXXXXXXXX
 - City / District: Mumbai
 - State: Maharashtra
 - Pin Code: 400049
- Additional Information:**
 - Personal Message: cdac

An 'Edit User Profile' button is located at the bottom of the profile view.

Figure 18: Snapshot of End-User View Profile

3.2.3 End-User Edit Profile

End-user can update her profile by logging into the e-Pramaan user portal and clicking on **Edit Profile** link. End-user can update all fields except identity documents. Identity document can be added, but cannot be modified.

- i.) End-user clicks on **Edit Profile** link and is taken to the **Verify User** form as illustrated in Figure 19. She is required to authenticate herself by providing her password. End user is also prompted to enter a captcha. Once she is successfully verified, the Edit Profile form is displayed as shown in Figure 20.

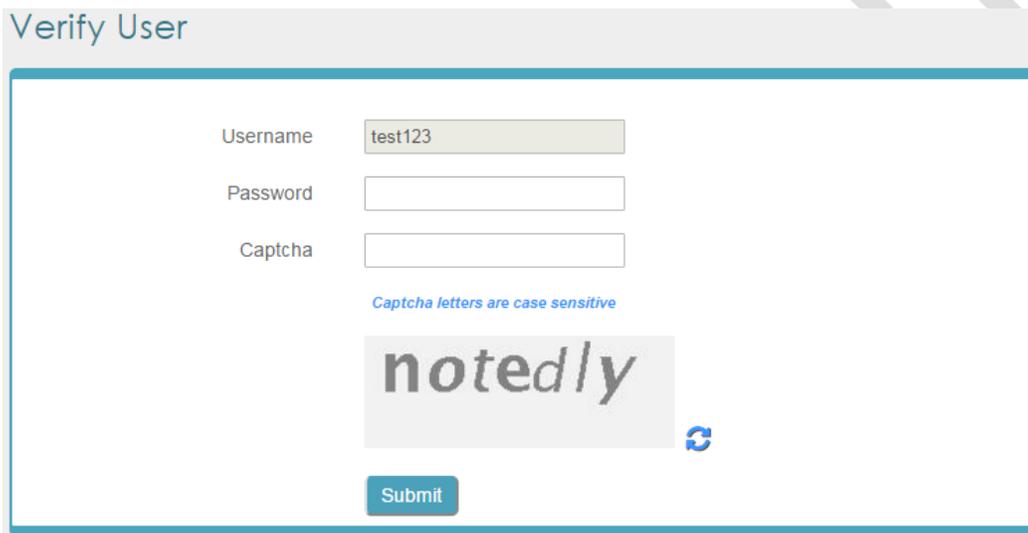
The fields appearing on end-user Edit Profile Form and their description have been enlisted in the Table 8.

Table 8: End-User Edit Profile Fields and Description

| Field Name | Description |
|--------------------------------|--|
| Given Name | Given name of the end-user. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| Date of Birth | Date of birth of the end-user. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| Verified Mobile Number | Verified mobile number of the end-user |
| New Mobile Number | New mobile number of the end-user |
| Verified Email ID | Verified email ID of the end-user |
| New Email ID | New email ID of the end-user |
| Aadhaar Number | Aadhaar Number of the end-user. This can be updated if it is not already verified. |
| PAN Card | PAN of the end-user. This can be updated if it is not already verified. |
| Digital Certificate | Digital Certificate possessed by the end-user. This can be updated if it is not already verified. |
| House / Flat / Building | House / Flat / Building in end-user address. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| Landmark | Landmark in end-user address. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| Street | Street in end-user address. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| Locality | Locality in end-user address. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| City / District | City / District in which end-user resides. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| State | State where in which end-user resides. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| Pin Code | Pin Code of place where end-user resides. The field can be modified only if the Aadhaar number of the end-User is not verified. |
| Personal Message | Message to be displayed for website authentication |
| Captcha | Captcha as displayed |

- ii.) End-user can update multiple fields by changing their values and clicking on update. Email id and mobile number will be updated only after verification through email verification link and mobile OTP respectively. Identity documents will be added to the profile only after due verification.

- iii.) If end-user has registered through Aadhaar, given name, date of birth, mobile number address and Aadhaar number fields will be non-editable. While if the end-user has registered using PAN, given name, date of birth and PAN fields will be non-editable. In case the end-user has registered using Aadhaar, she may add her PAN using Edit Profile option. In case the end-user has registered using PAN, she may add her Aadhaar Number using Edit Profile option. However, once the Aadhaar number is verified, given name, date of birth, mobile number and address fields will be overwritten and will become non-editable.



Verify User

Username

Password

Captcha

Captcha letters are case sensitive

notedly

Figure 19: Snapshot of Verify User Form

Edit User Profile

Personal Information

Given Name *

Date of Birth *

(Mobile Number or Email Id is mandatory)

Verified Mobile Number

New Mobile Number

Verified Email Id

New Email Id

Identity Information

PAN
Given date of birth and PAN date of birth must match for successful PAN verification.

Aadhaar
Kindly enter valid Aadhaar Number (i.e 123412341234).

Contact Address

House / Flat / Building

Landmark

Street

Locality

City / District

State

Pin Code

Additional Information

Personal Message *
This Personal Message will be displayed every time you login to e-Pramaan site. The site is an authentic site only if the same personal message given during registration is displayed.

Captcha *
Captcha letters are case sensitive

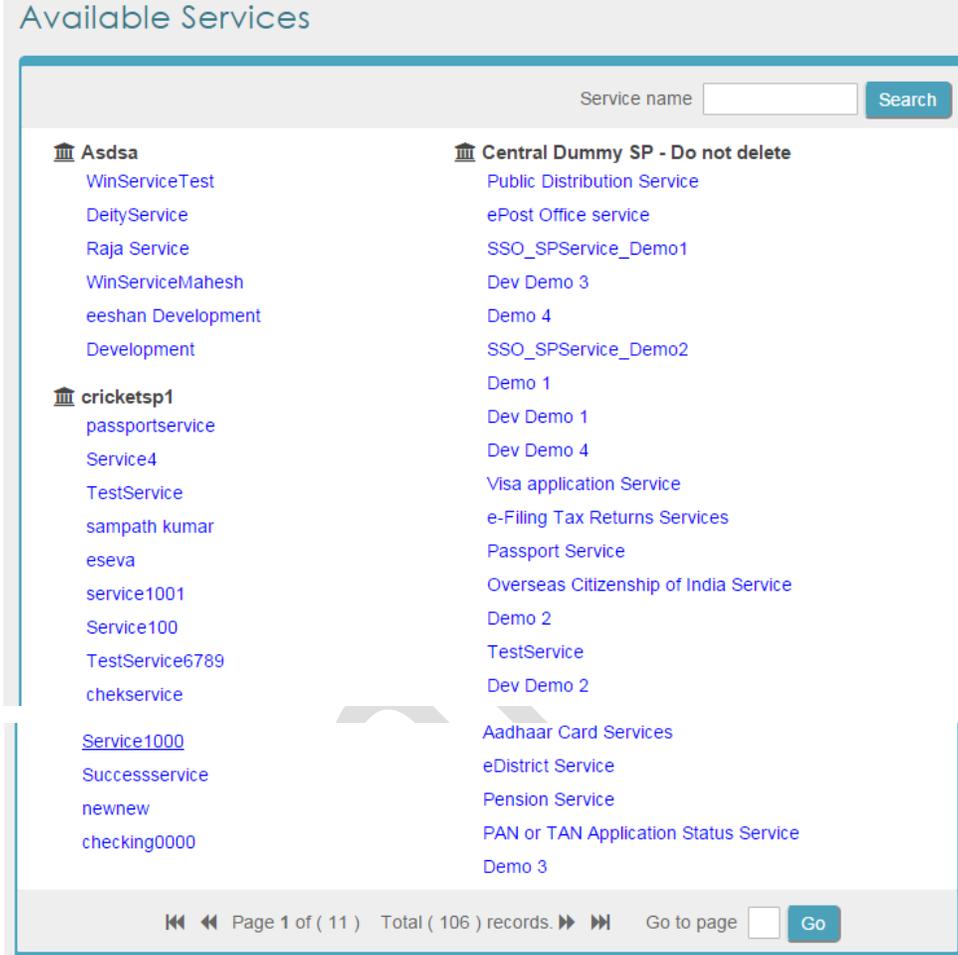


Figure 20: Snapshot of End-User Edit Profile

3.2.4 View SP Services

End-user can view services enlisted on e-Pramaan using the Services features of the e-Pramaan user portal. End-user can click on any of the services and if she already is a registered user of

the service, she is redirected to the service page and is logged into the service through e-Pramaan.



The screenshot displays the 'Available Services' page. At the top, there is a search bar labeled 'Service name' with a 'Search' button. Below the search bar, the services are organized into two columns. The left column is headed by 'Asdsa' and 'cricketsp1', and the right column is headed by 'Central Dummy SP - Do not delete'. Each heading is followed by a list of service names. At the bottom of the page, there is a pagination control showing 'Page 1 of (11) Total (106) records.' and a 'Go to page' field with a 'Go' button.

| Service Name | Service Name |
|--------------------|---------------------------------------|
| WinServiceTest | Public Distribution Service |
| DeityService | ePost Office service |
| Raja Service | SSO_SPSERVICE_Demo1 |
| WinServiceMahesh | Dev Demo 3 |
| eeshan Development | Demo 4 |
| Development | SSO_SPSERVICE_Demo2 |
| | Demo 1 |
| | Dev Demo 1 |
| | Dev Demo 4 |
| | Visa application Service |
| | e-Filing Tax Returns Services |
| | Passport Service |
| | Overseas Citizenship of India Service |
| | Demo 2 |
| | TestService |
| | Dev Demo 2 |
| | Aadhaar Card Services |
| | eDistrict Service |
| | Pension Service |
| | PAN or TAN Application Status Service |
| | Demo 3 |

Figure 21: Snapshot of Services Page