

Government of India, Ministry of Finance, Department of Revenue
भारत सरकार, वित्त मंत्रालय, राजस्व विभाग
Central Board of Indirect Taxes and Customs (CBIC)
केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड (सीबीआईसी)
Office of the Additional Director General of Systems
प्रणाली महानिदेशालय के अतिरिक्त महानिदेशक का कार्यालय
GST and Central Excise, GST Bhavan, 1st and 5th floor,
जीएसटी और केंद्रीय उत्पाद शुल्क, जीएसटी भवन, पहली और पांचवी मंजिल,
No. 26/1, Mahatma Gandhi Road, Nungambakkam, Chennai -600034
सं. 26/1, महात्मा गाँधी रोड, नुंगंबक्कम, चेन्नई-600034

File No: DGSYS/APP/CZU/RGMO/1/2025-ACES/GST O/o-ADG-DGS-ZU-CHENNAI-Part(1)

Dated: as e-signed

ADVISORY NO. 11/2026 - Procedure for 2 Factor Authentication

Sub: - Procedure for 2 Factor Authentication- Regarding.

To safeguard taxpayer accounts and sensitive information from unauthorized access, the Central Board of Indirect Taxes and Customs (CBIC) is strengthening the security framework of the ACES-GST application by introducing Two-Factor Authentication (2FA) for taxpayer logins.

2. The implementation of 2FA provides an additional layer of security beyond the traditional User ID and Password mechanism, thereby enhancing the protection of taxpayer's accounts and ensuring secure access to online services.
3. Two-Factor Authentication (2FA) has been made mandatory for every taxpayer login to the ACES-GST application from 21st June 2026 onwards.
4. Taxpayers are advised to ensure that their registered Mobile Number and E-mail ID available in the ACES-GST application are current, active, and accessible to receive OTPs without interruption.
5. Failure to maintain valid contact details may result in difficulties while accessing the application after the implementation of 2FA.
6. Procedure for 2 Factor Authentication and updating the mobile number and e-mail id (if necessary) is detailed in Annexure-A.
7. The above advisory may be widely circulated to sensitize the field officers and trade.

Digitally signed by
Sahil Inamdar
Date: 24-06-2026
16:51:32

साहिल इनामदार | Sahil Inamdar
अतिरिक्त महानिदेशक | Additional Director General,
प्रणाली महानिदेशालय, चेन्नई | DG Systems, Chennai

To

1. All the Pr. Chief Commissioners/Chief Commissioners of GST Zones.
2. The Pr. DG/DG, DGGI/DGGST/DG (Audit)/DG (TPS).
3. The Commissioner, GST (Policy Wing).
4. The Commissioner, Central Excise (Policy Wing).
5. All the Pr. Commissioners/Commissioners of GST.
6. The Pr. ADG /ADGs of Systems, New Delhi/ Bengaluru / Kolkata/ Mumbai
7. The Joint Secretary, TRU 1
8. The Joint Secretary, DOR.
9. Web master, CBIC

Copy submitted to.

1. The Pr. Director General, Systems & Data Management, New Delhi -----for information
2. PS to the Member (IT) ----- for information.

ANNEXURE-A: STEP BY STEP PROCEDURE FOR 2 FACTOR AUTHENTICATION

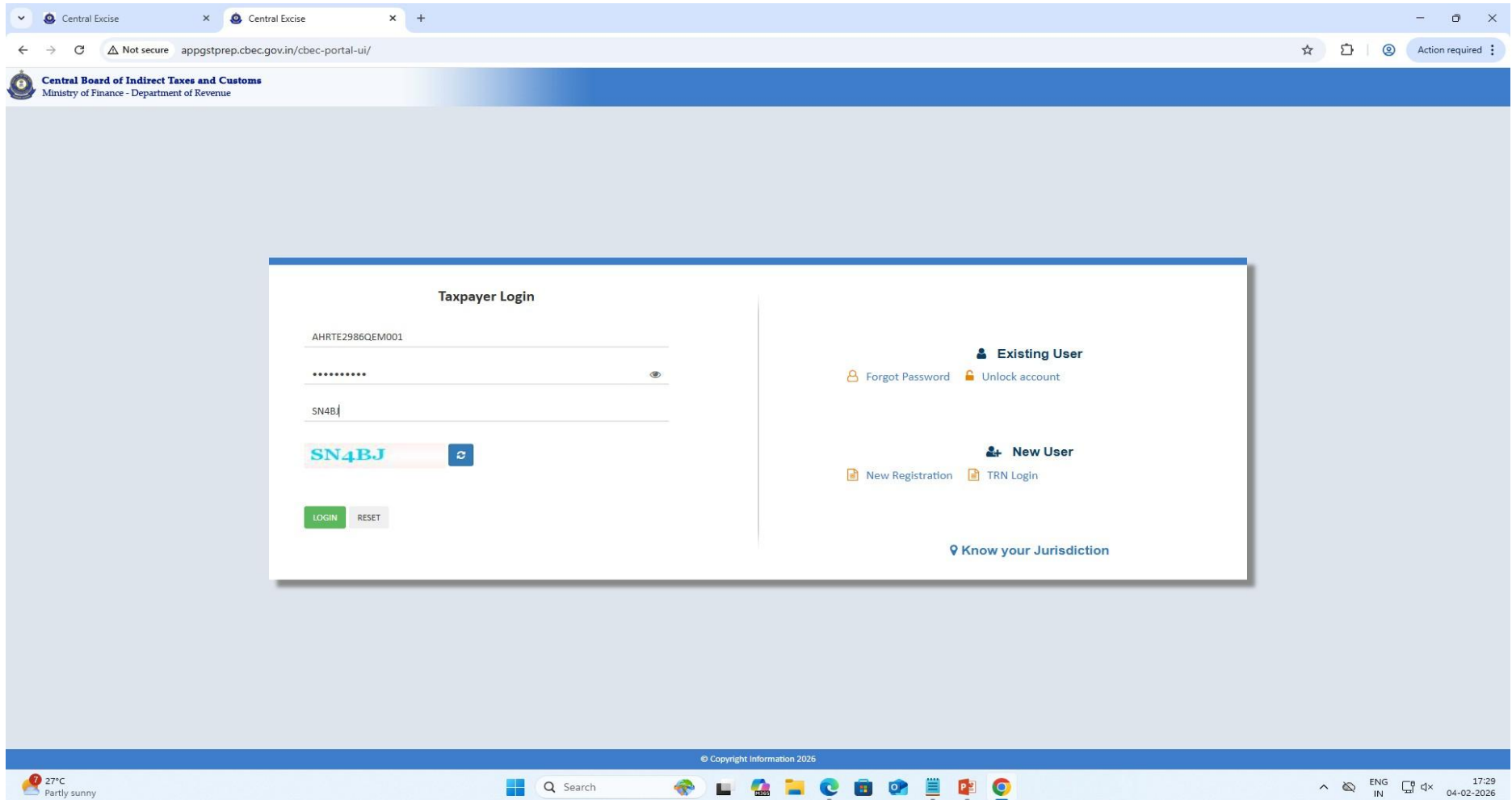
The portal for Central Excise, SBS & HSNS are www.cbic-gst.gov.in.

The screenshot displays the official website of the Central Board of Indirect Taxes and Customs (CBIC). The browser's address bar shows the URL cbic-gst.gov.in/#. The page header includes the Ministry of Finance - Department of Revenue logo and the text "Central Board of Indirect Taxes and Customs Goods and Services Tax". A navigation menu contains links for "GST Acts", "Services", "SVLDRS", "ACES (CE&ST)", "Archives", "HSNS", and "SBS Login". A yellow banner at the top right contains the text "Report Tax Fraud, click here". The main content area features a large graphic with the text "CBEC Central Board of Excise and Customs is now CBIC Central Board of Indirect Taxes and Customs" and the Twitter handle "@cbic_india". Below this, there are three sections: "What's New" with a list of updates, "Image Gallery" with a photo of a building and the text "GST DAY Celebrated at CBIC offices across the country", and "CBIC MITRA HELPDESK" with contact information including "Query Form", "1800 425 0232", and "GSTN HELPDESK". The Windows taskbar at the bottom shows the system tray with the date "04-02-2026" and time "21:47".

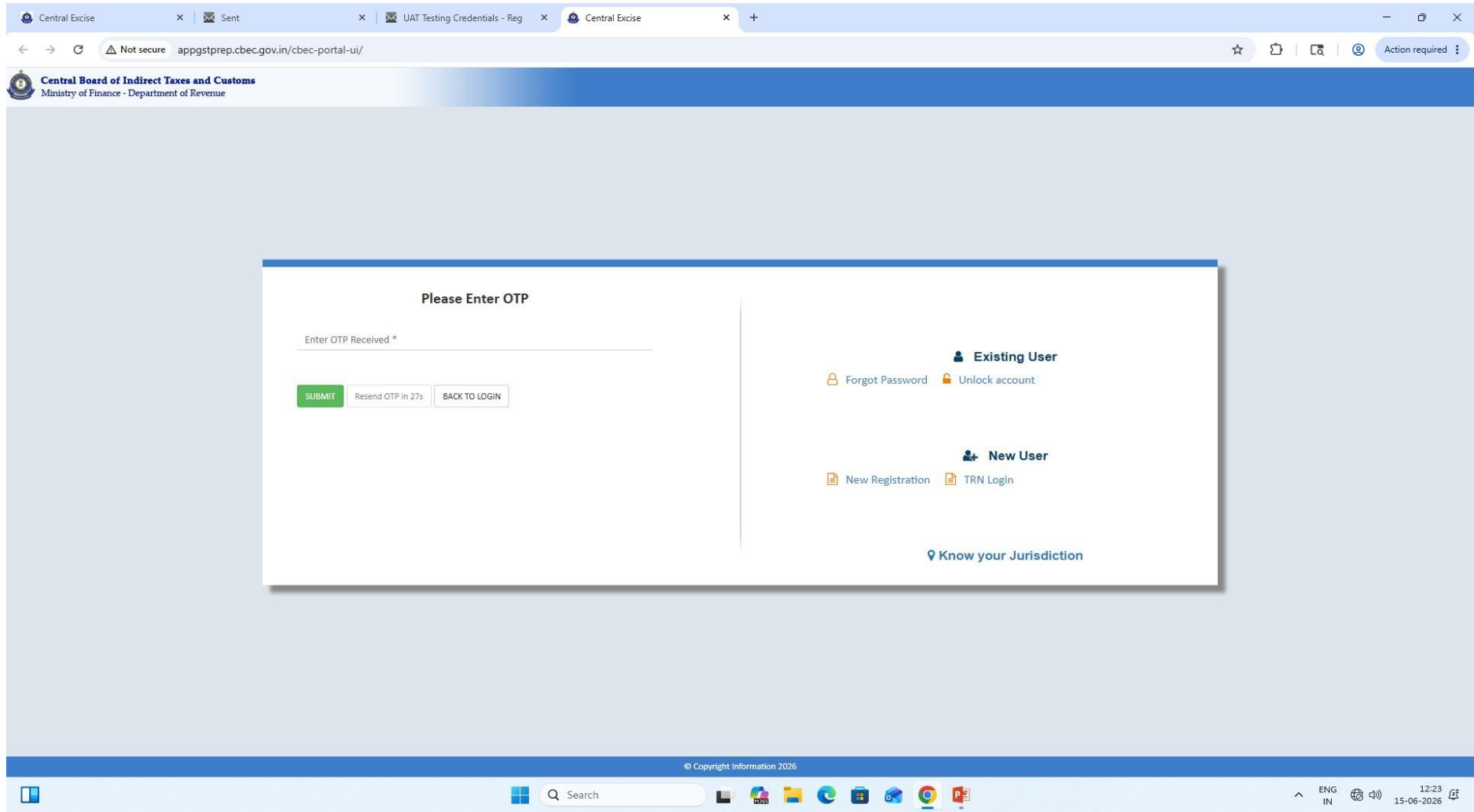
2.For **Central Excise Taxpayers/Service Tax Taxpayers**: Click on **ACES (CE& ST)> ACES (CE& ST) LOGIN**

For **HSNS Cess Taxpayer**: Click on **HSNS >HSNS LOGIN** which will lead to the relevant Taxpayer Login.

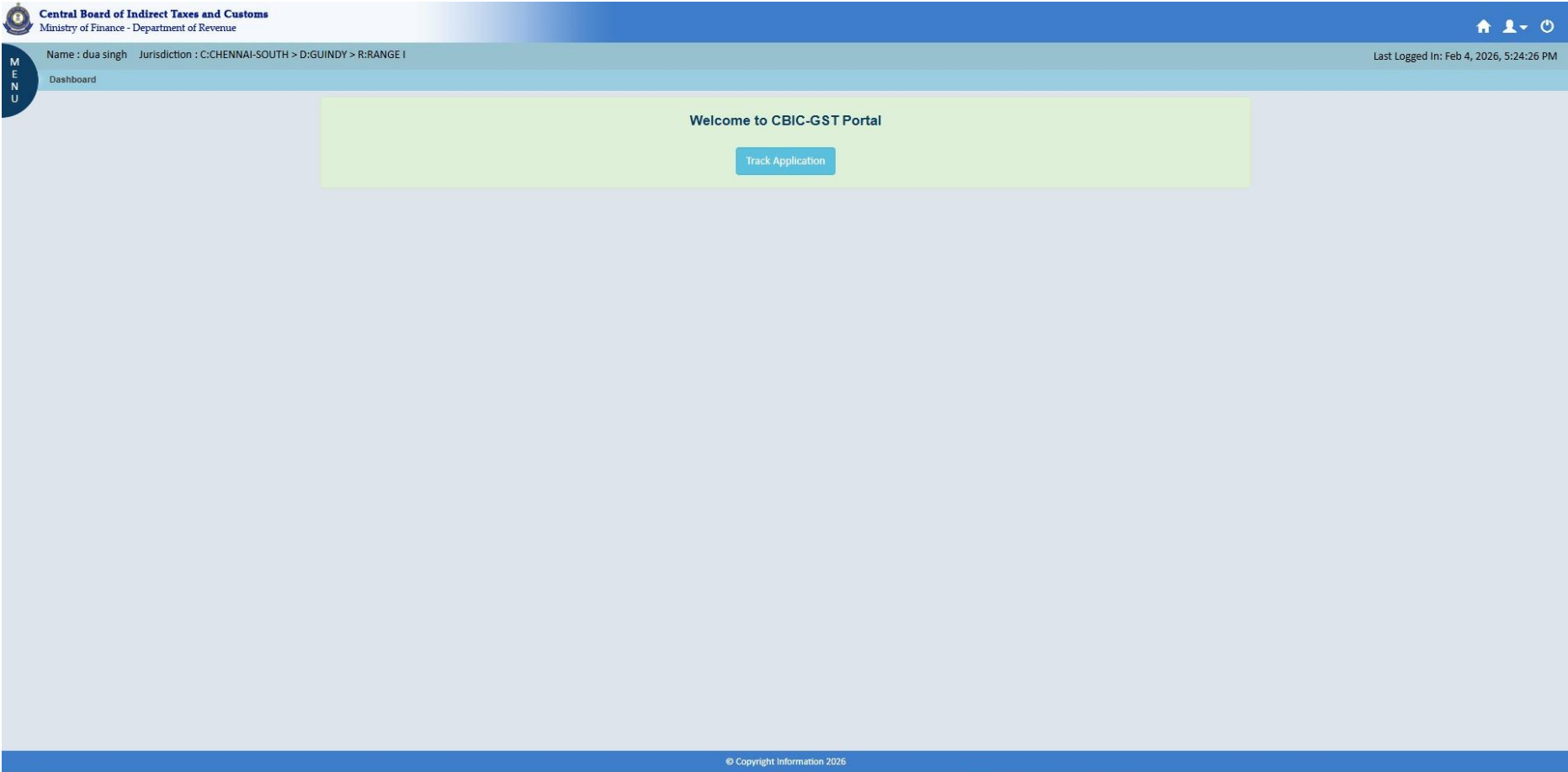
Taxpayer needs to enter login credentials and enter CAPTCHA and click Login button.



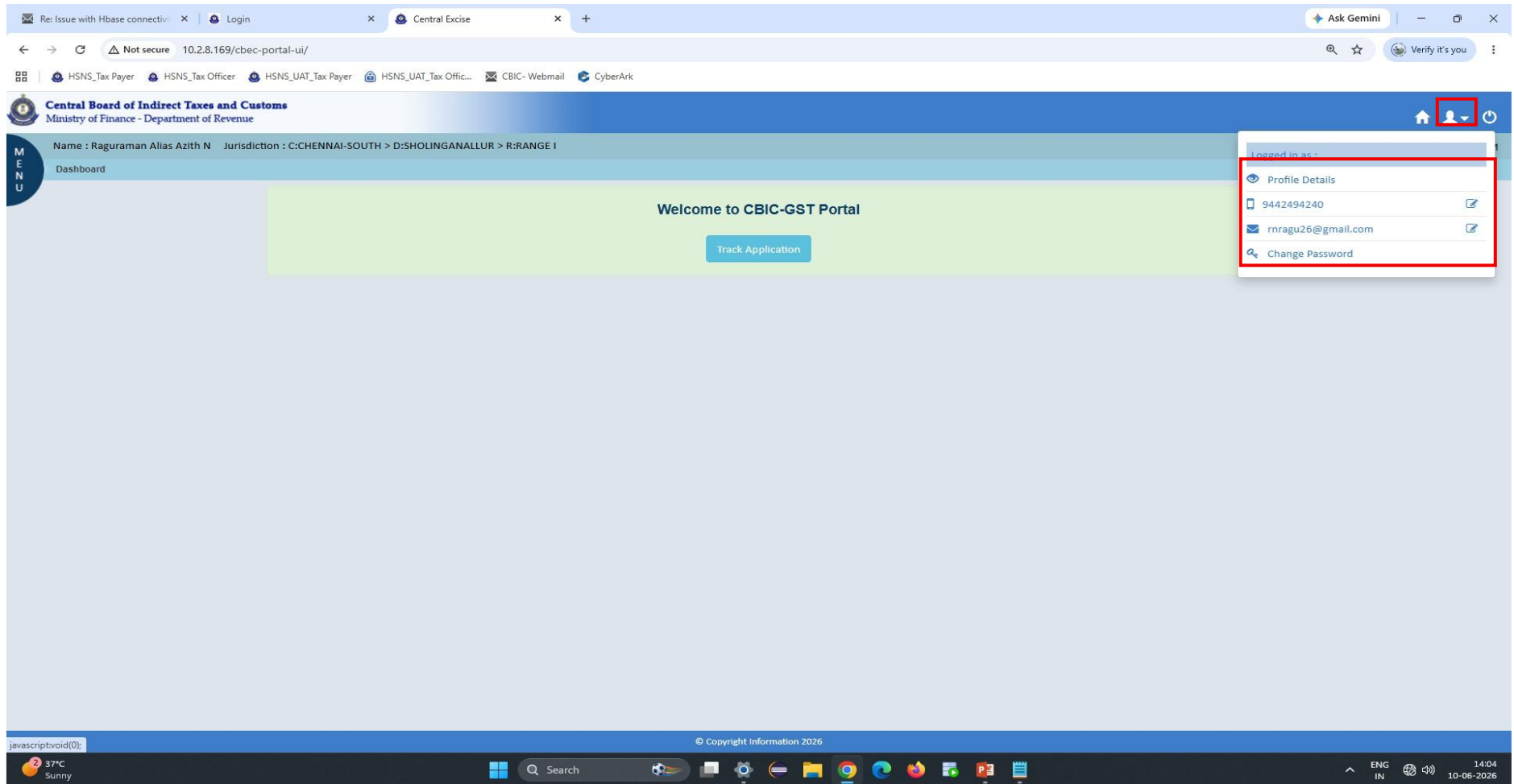
3. Two factor Authentication (ie., OTP will be received in the Registered Mobile no./Mail id) which will be available from 21.06.2026.



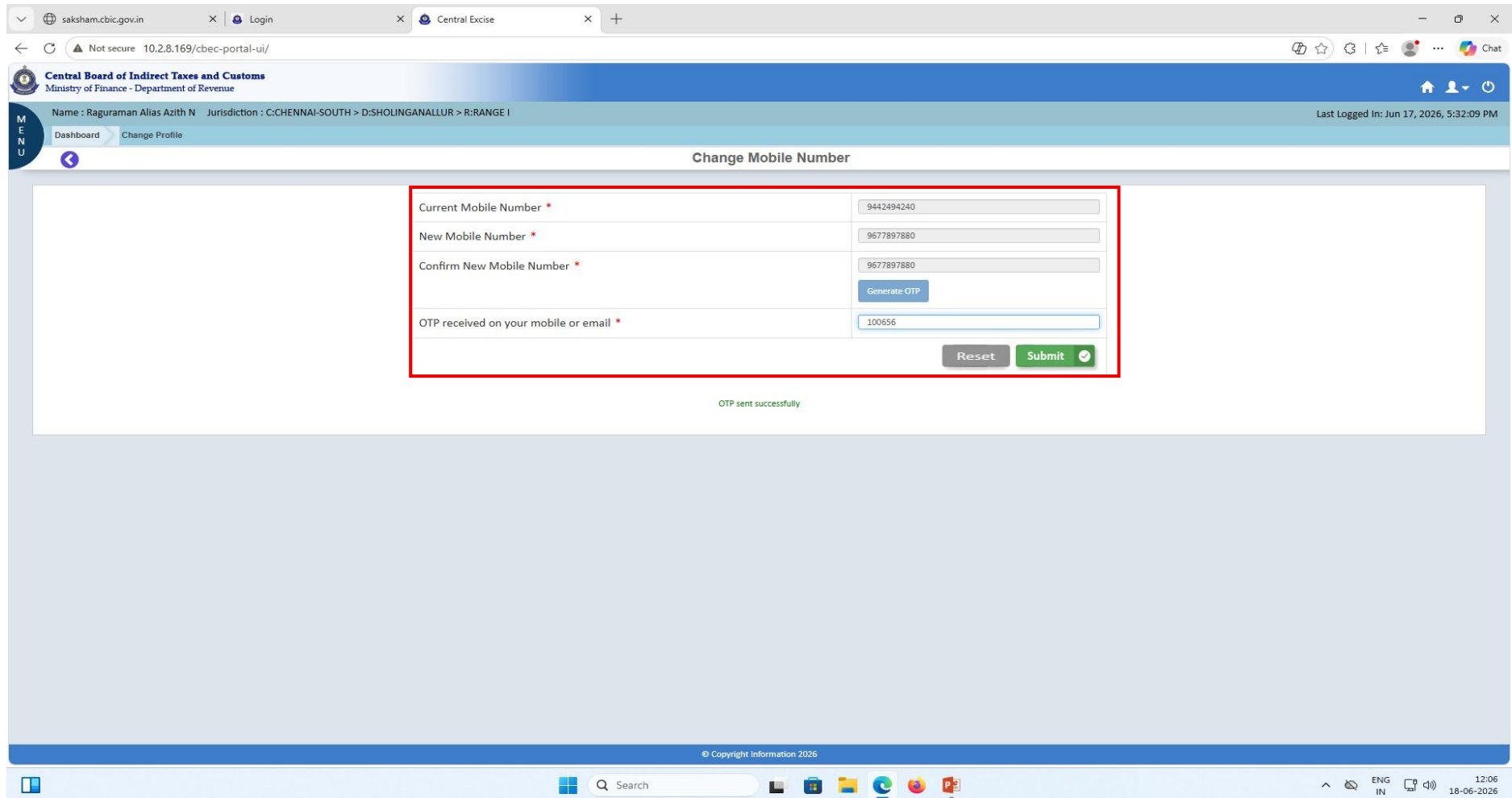
4. After entering the OTP , the page will navigate to the taxpayer dashboard for regular activities.



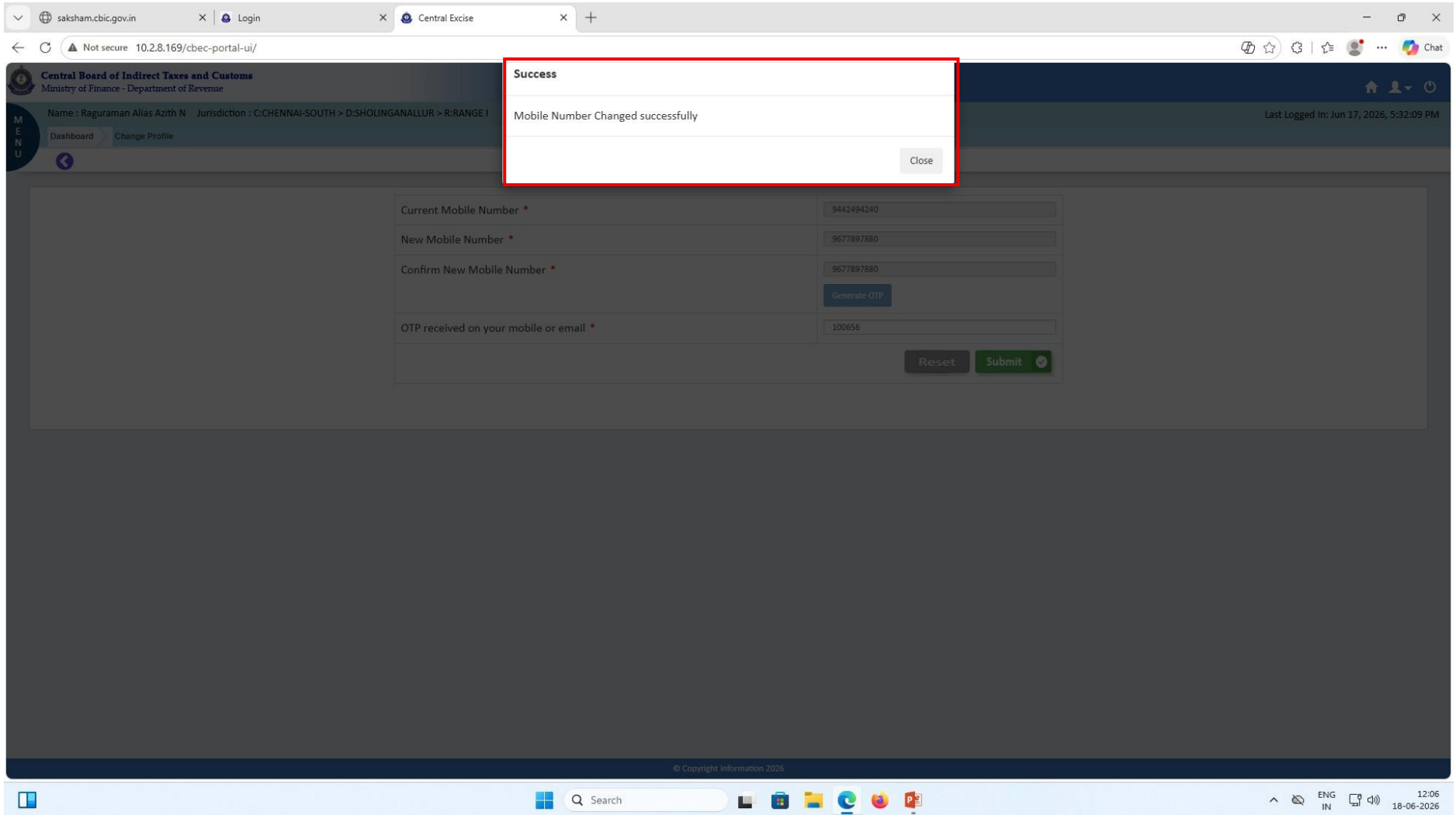
5. If the taxpayer(Central Excise/Service Tax) wants to change the registered Mobile Number, the taxpayer needs to click on Profile which is available at the right side top corner. On clicking the dropdown, profile details namely registered mobile number, registered mail id and change password will be available.



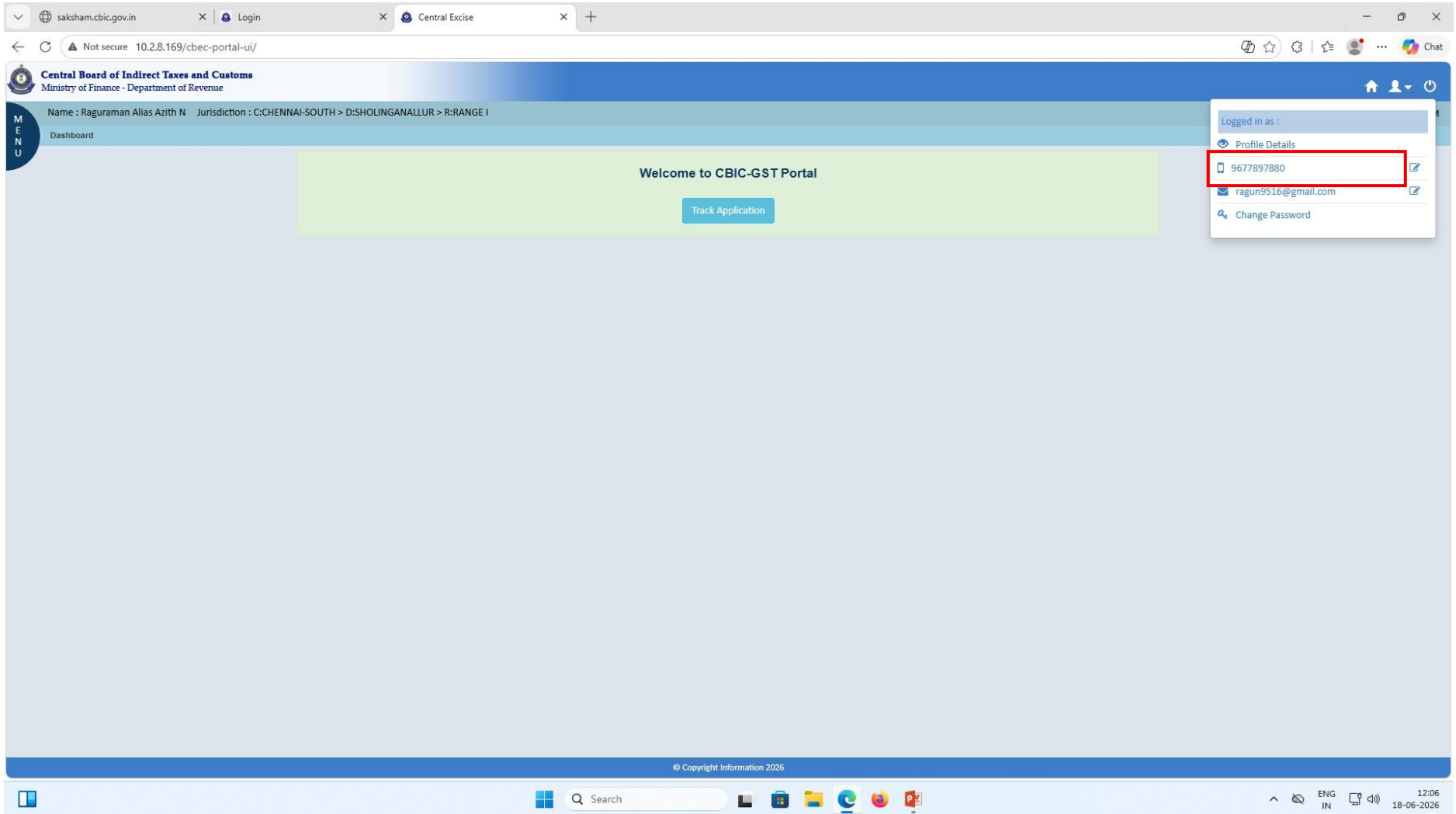
6. In case if the the taxpayer wants to change the registered mobile number/mail id , the taxpayer needs to click the edit button available against the relevant option namely “registered mobile number/mail id”. The following will screen will appear. The taxpayer has to enter current mobile number and new mobile number and generate OTP. The OTP generated will be delivered to registered email only .



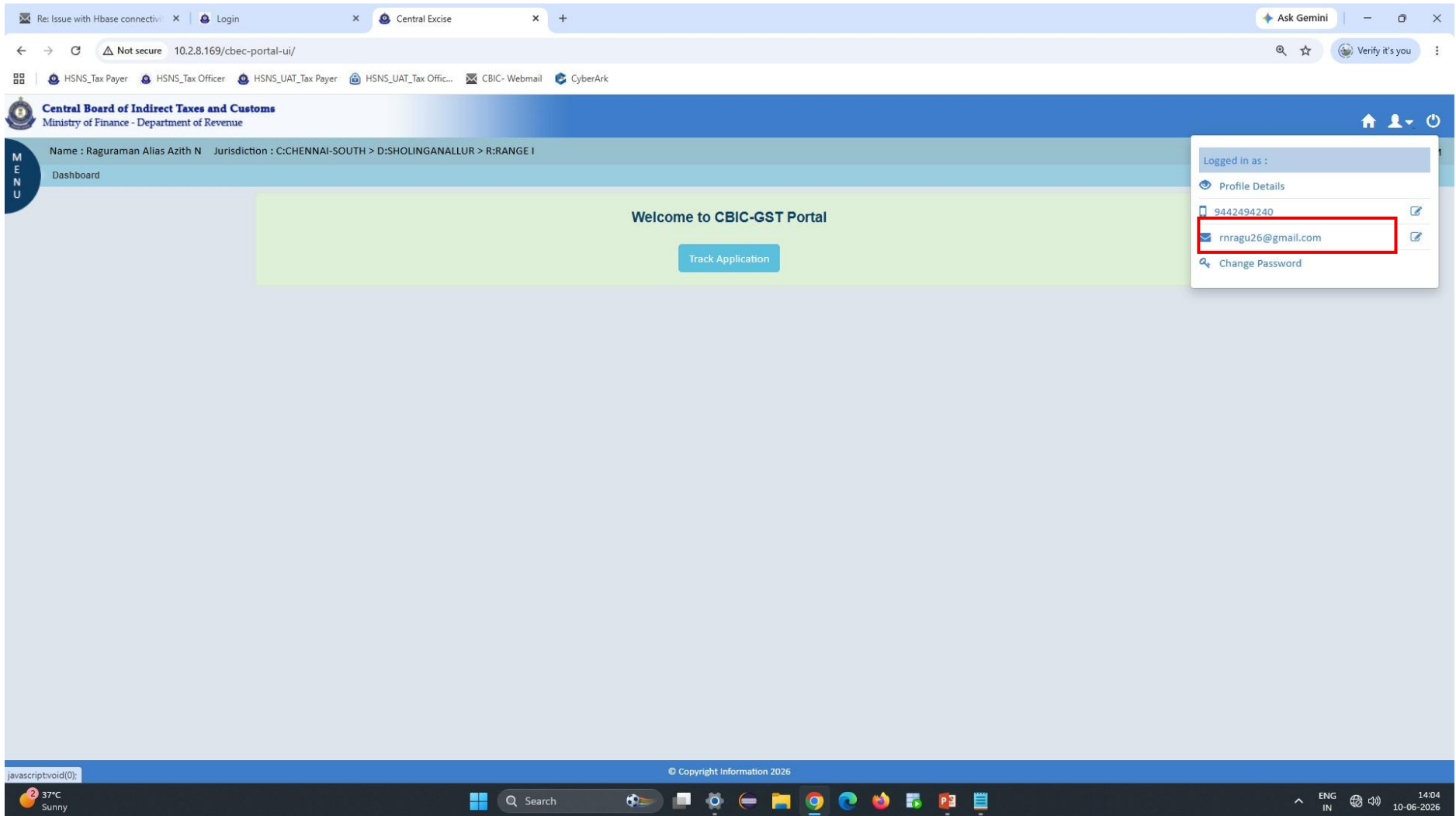
7. After entering the OTP and clicking Submit button, the following message appears, "Mobile Number Changed successfully"



8. The changed mobile number will appear in the dashboard.



9. In case if the the taxpayer wants to change the “Mail id”, the taxpayer needs to click the edit button available against the “current Mail id”.



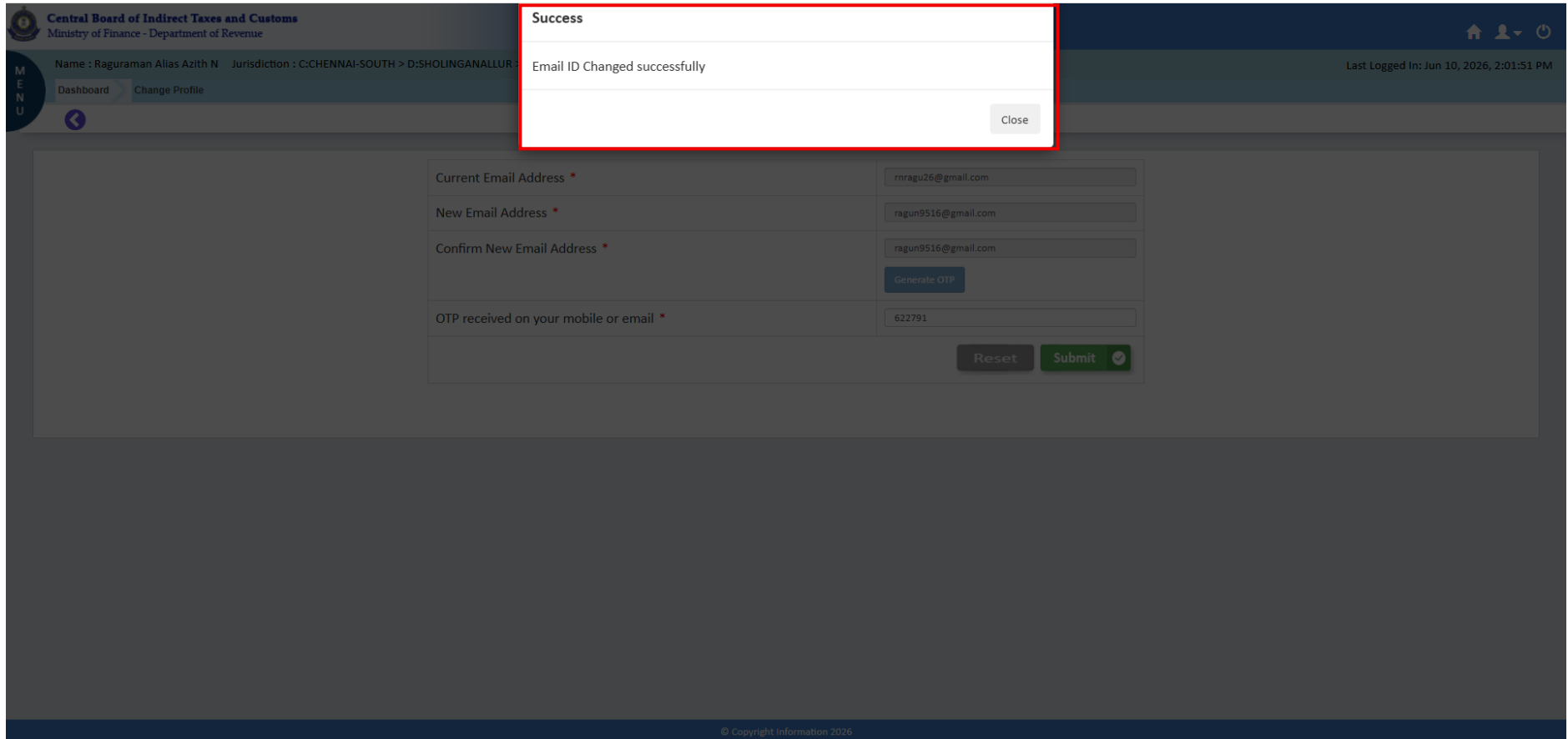
10. On clicking edit button , the following will screen will appear. The taxpayer has to enter current mail id & new mail id and generate OTP. The OTP generated will be delivered to registered email only .

The screenshot shows a web browser window with the URL <http://10.2.8.169/cbec-portal-ui/>. The page header identifies the user as 'Raguraman Alias Azith N' from the 'Central Board of Indirect Taxes and Customs'. The main heading of the page is 'Update Email Address'. The form contains the following fields and controls:

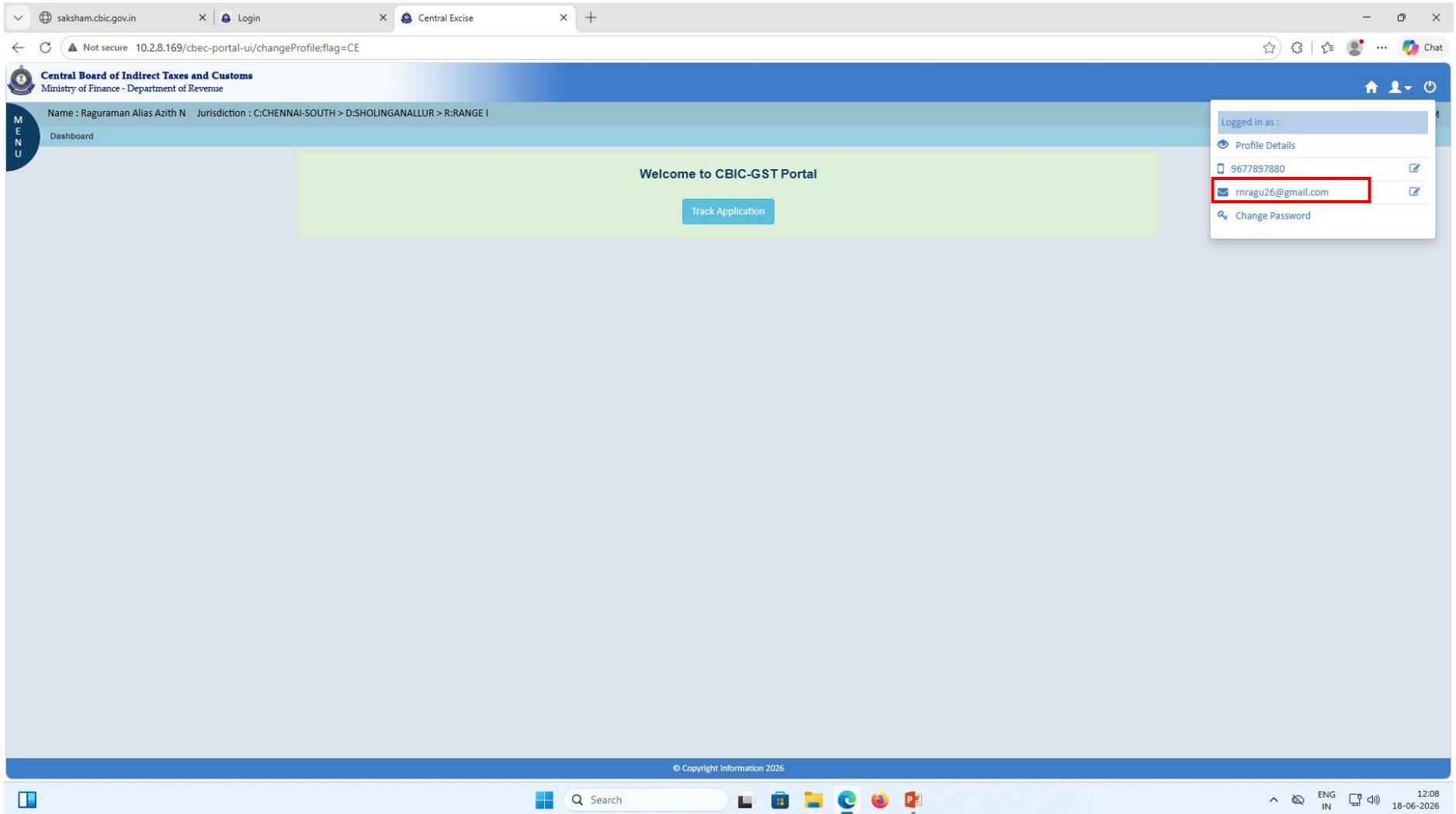
Current Email Address *	<input type="text" value="mragu26@gmail.com"/>
New Email Address *	<input type="text" value="ragun9516@gmail.com"/>
Confirm New Email Address *	<input type="text" value="ragun9516@gmail.com"/>
	<input type="button" value="Generate OTP"/>
OTP received on your mobile or email *	<input type="text" value="879456"/>
	<input type="button" value="Reset"/> <input type="button" value="Submit"/>

Below the form, a green message states: 'OTP sent successfully'. The footer of the page includes the copyright notice '© Copyright Information 2026' and the system tray shows the date and time as '15:31 15-06-2026'.

11. After entering the OTP and clicking “Submit” button, the following message appears.



12. The changed email id will appear in the dashboard.



13. The Service Tax Taxpayers and taxpayers under SBS have to carry out the above said similar procedure to change their password, Mobile Number and email id.


Central Board of Indirect Taxes and Customs
Ministry of Finance - Department of Revenue

Taxpayer Login

GSTIN *

Password *



Type the characters you see in the image below

JVNPE 


LOGIN **RESET**

Scheme of Budgetary Support

Existing User

 [Forgot Password/Unlock Account](#)  [Login](#)

New User

 [Register](#)

NOTE

The above facility to update the e-mail id and Mobile number is not available for HSNS Cess Taxpayers at present. In case if the HSNS Taxpayers require to update their e-mail id and Mobile number, they have to approach the respective jurisdictional officer to update the details.