



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE / DEPARTMENT OF REVENUE  
OFFICE OF THE ADDITIONAL DIRECTOR GENERAL  
DIRECTORATE OF SYSTEMS  
26/1, MAHATMA GANDHI ROAD, NUNGAMBAKKAM,, CHENNAI- 600 034

C.No. IV/26/54/2018/Systems[S]

Date: 16.09.2019

**ADVISORY NO. 28/2019 - ACES-GST INTEGRATION**

Sub: ACES GST Integration- Issue of Advisory for Tax officers to “Update the email id and mobile number” of the existing/erstwhile Tax payers of Central Excise and Service Tax to enable them to use “Unlock User-account” functionality after updation in the integrated CBIC-GST Tax Payer portal – reg.

Attention is invited to Advisory No. 16/2019 dt.24.05.2019 on login procedure for New Registration, Advisory No. 7/2019 dt. 24.05.2019 on login procedure for existing taxpayers and Advisory No. 21/2019 dt. 19.07.2019 on facility to change assessee password by Jurisdictional officer issued by this office consequent to ACES-GST Integration. (All Advisories are available in [www.cbic-gst.gov.in](http://www.cbic-gst.gov.in) → Home → Training → Training Content → CBIC GST Application Advisories and User Manuals → Aces Integration).

2. However, post ACES-GST Integration many tickets were raised through the [cbecmitra.helpdesk](mailto:cbecmitra.helpdesk) about the problems faced by the Tax Payers about their account getting locked despite the facility of “Unlock Account” facility being available in the System for Tax Payers. This happens in the following cases:

- Taxpayer forgot the login/password and enters wrong login/password multiple times;
- System asks for change of password after expiry of 90 days as per Security Policy and when the TP attempts to change it gets locked.

3. On analysis, it is found that the taxpayer is not able to unlock the same as they are not receiving OTP due to the following reasons:-

- The Phone number available in the ACES Registration data is landline;
- The email id or mobile number available in the ACES Registration data is not active or not in use.

4. In order to assist such users to unlock their account/to retrieve their login credentials, and also in view of the large number of erstwhile CE/ ST taxpayers opting to apply for SVLDRS 2019, a functionality to update their old inactive email id and Mobile number of the taxpayer and to generate a new password, to enable the Tax payer to unlock their account, has been enabled to the jurisdictional Tax Officer (Range Superintendent and Divisional AC/DC). The Taxpayers may approach the Jurisdictional Range Office or Divisional Office to update their old inactive email Id and phone number so that they could unlock their account themselves.

5. The step-by-step procedure to be followed by the Tax officer to update email id / mobile no in their AIO is detailed hereunder:-

(i) Tax Officer has to click on "GST" Icon to get access to the integrated CBIC-ACES-GST Application;

(ii) On clicking the "Menu" on the Top Left, separate option "Access Control" is displayed;

(iii) On clicking the "Access Control" option, "Change Assessee Password" option is displayed;

(iv) On clicking the "Change Assessee Password" the options "Generate OID Password (OLD ACES)" and "Generate LDAP Password (NEW ACES-GST)" appears in the screen.

**(v) Generate OID Password (OLD ACES):** This facility may be utilised by the old ACES users, who have difficulties like >> Lost their login & password (OR) knows login but lost password (OR) lost their registered email-id or registered phone number or both (OR) get the message invalid user (OR) gets the message user account locked and therefore not able to migrate to the new CBIC-ACES-GST integrated portal. In this regard, the following steps are involved:-

- The Tax Officer to select the option "Generate OID Password (OLD ACES)"
- The Tax Officer (Range Superintendent or Divisional AC/DC) shall feed the Taxpayer CE/ ST Registration Number and "click" the search icon;
- The Taxpayer's registered email id and Mobile Number will be displayed as in ACES data base;
- If the email id or Mobile number is still active, the Range Officer can click "Generate OID password". Otherwise, the Tax officer can update the active email id or Mobile Number or both, to which the retrieved username & corresponding changed password will be sent by the System in an automated manner to the taxpayer to login. The user profile of the taxpayer will be updated with the active email id and mobile number;
- After clicking the "Generate OID password" confirmation will be displayed;
- Once confirmed, the username and password generated will be sent to the Taxpayer's updated email id and mobile number.

**(v). Generate LDAP Password (NEW ACES-GST):** This facility may be utilised by the existing ACES users who have ALREADY migrated to ACES-GST integrated environment under [www.cbic-gst.gov.in](http://www.cbic-gst.gov.in). After such migration, the users who have difficulties like >> Lost their login & password (OR) knows login but lost password (OR) lost their registered email-id or registered phone number or both (OR) get the message invalid user (OR) gets the message user account locked and therefore not able to continue login to the new CBIC- ACES-GST integrated portal. In this regard, the following steps are involved :-

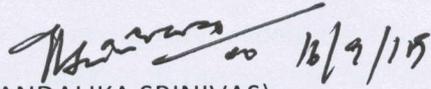
- The Tax Officer shall select the option "Generate LDAP Password" (NEW ACES-GST);
- The Tax Officer (Range Superintendent or Divisional AC/DC) has to feed the Taxpayer CE/ ST Registration Number and "click" the search icon;
- The Taxpayer's registered email id and Mobile Number will be displayed;
- If the email id or Phone number is still active, the Range Officer can click "Generate LDAP password". Otherwise, the Range officer can update by entering the active email id or Mobile Number or both, to which the retrieved username & corresponding changed password will be sent by the System in an automated manner to the taxpayer to login. The user profile of the taxpayer gets automatically updated with the active email id and mobile number;
- After clicking the "Generate LDAP Password" confirmation will be displayed;
- Once confirmed, the username and password generated will be sent to the Taxpayer's updated email id and Mobile number.

6. **Thereafter, the Taxpayer can use** their "Unlock account" functionality available in the home page after entering username, updated email-id or updated Mobile number or both and click Generate OTP. The OTP received through their updated email id and Mobile Number to be entered and the password changed as need be. After the password gets changed successfully, the taxpayer can login with the username and the new password.

7. In order to avoid such problems in future, the Taxpayers may be advised to update their user profile details as and when there is a change in the same.

8. All the advisories pertaining to ACES-GST Integration for Tax Officers will be available in [www.cbic-gst.gov.in](http://www.cbic-gst.gov.in) Home → Training → CBIC GST APPLICATION Advisories and User Manuals → ACES Integration.

9. Difficulties in this regard if any may be brought to the notice of this office by mail to [dgschennai@icegate.gov.in](mailto:dgschennai@icegate.gov.in) along with relevant screenshot/ error message/ information.

  
(MANDALIKA SRINIVAS)

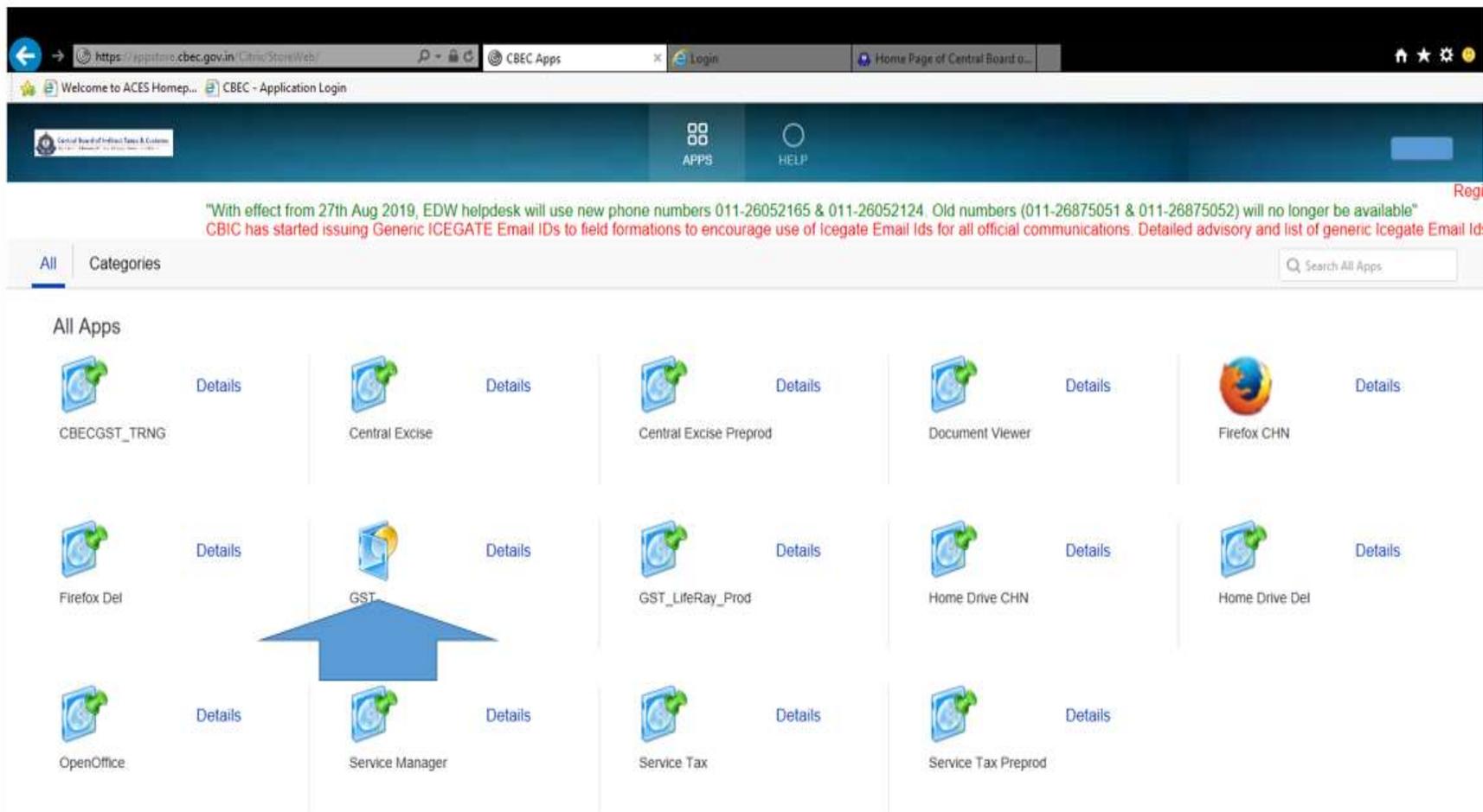
PRINCIPAL ADDITIONAL DIRECTOR GENERAL

To

1. All the Pr. Chief Commissioners/ Chief Commissioners of GST Zones.
2. All the Pr. ADGs/ADGs, DGGI, DGGST, DG(Audit), DGT (TPS).
3. The Principal Director General, Systems & Data Management, New Delhi.
4. All the Pr. Commissioners/Commissioners of Central Tax.
5. All the ADGs of DG Systems, New Delhi, Bengaluru & Kolkata.
6. All ACL Admns of Commissionerate / Division.

**ACES GST Integration- Issue of Advisory for Tax officers to “Update the email id and mobile number” of the existing/erstwhile Tax payers of Central Excise and Service Tax to enable them to use “Unlock User-account” functionality after updation in the integrated CBIC-GST Tax Payer portal – reg.**

(i) The Tax Officer to click on “GST” Icon to get access to the integrated CBIC-ACES-GST Application



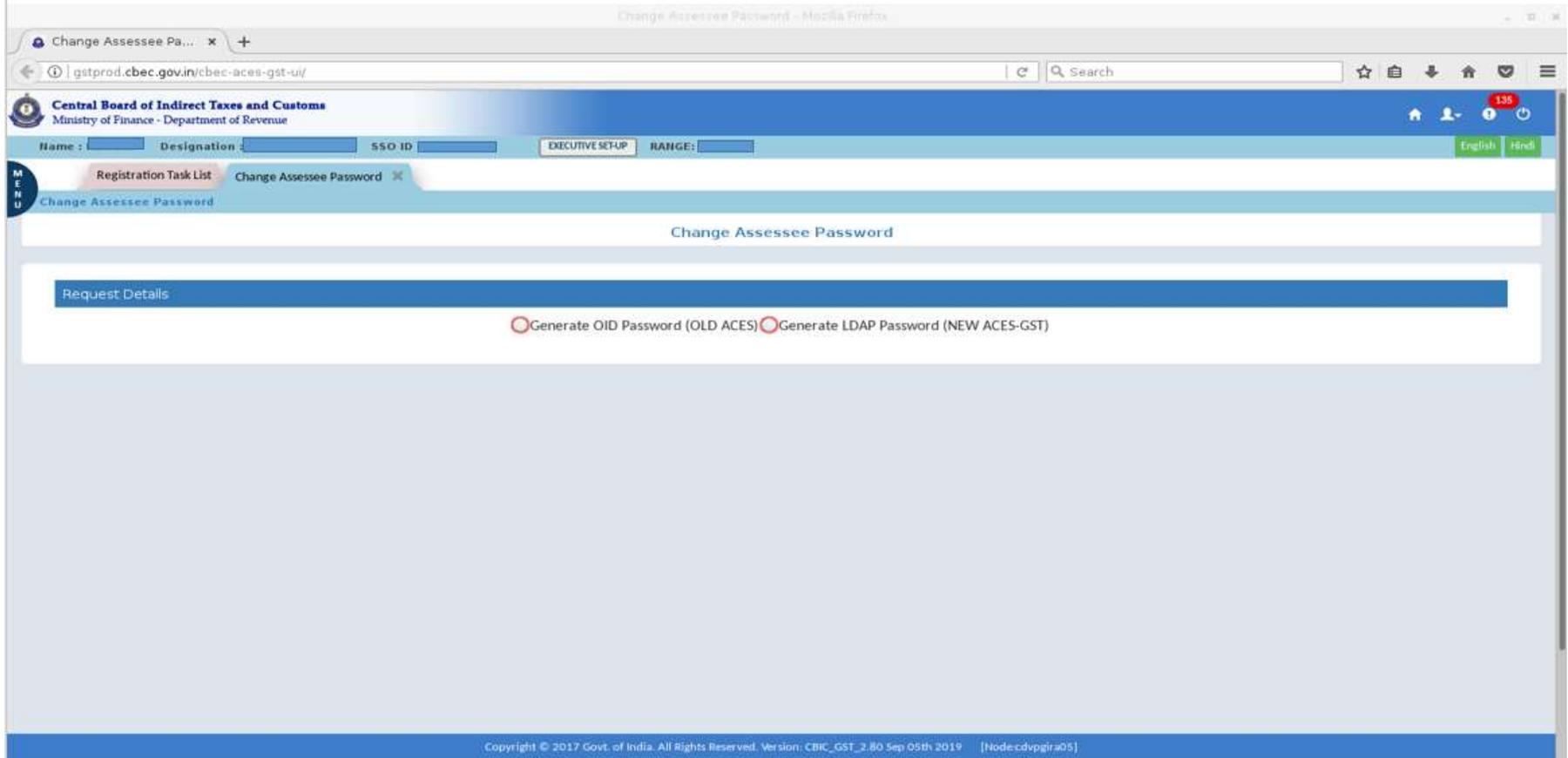
(ii) On clicking the "Menu" on the Top Left, separate option "Access Control" is displayed.

(iii) On clicking the "Access Control" option, "Change Assessee Password" option is displayed.

The screenshot displays the CBIC portal interface. At the top, the header includes the logo, name, and ministry details. Below this, there are input fields for 'Name', 'Designation', and 'SSO ID', along with 'EXECUTIVE SETUP' and 'RANGE' buttons. A search bar is also present. The 'Menu' is open on the left, showing 'Access Control' selected, which has opened a sub-menu with 'Change Assessee Password' and 'View Migrated Taxpayers (CE & ST)'. The main content area shows a 'Summary' table with columns for 'Taxpayer' and 'Registration', and a 'Stage' section with 'Pending for Approval'. At the bottom, there are two donut charts: 'Transaction Chart' and 'Activity Chart'. The footer contains copyright information.

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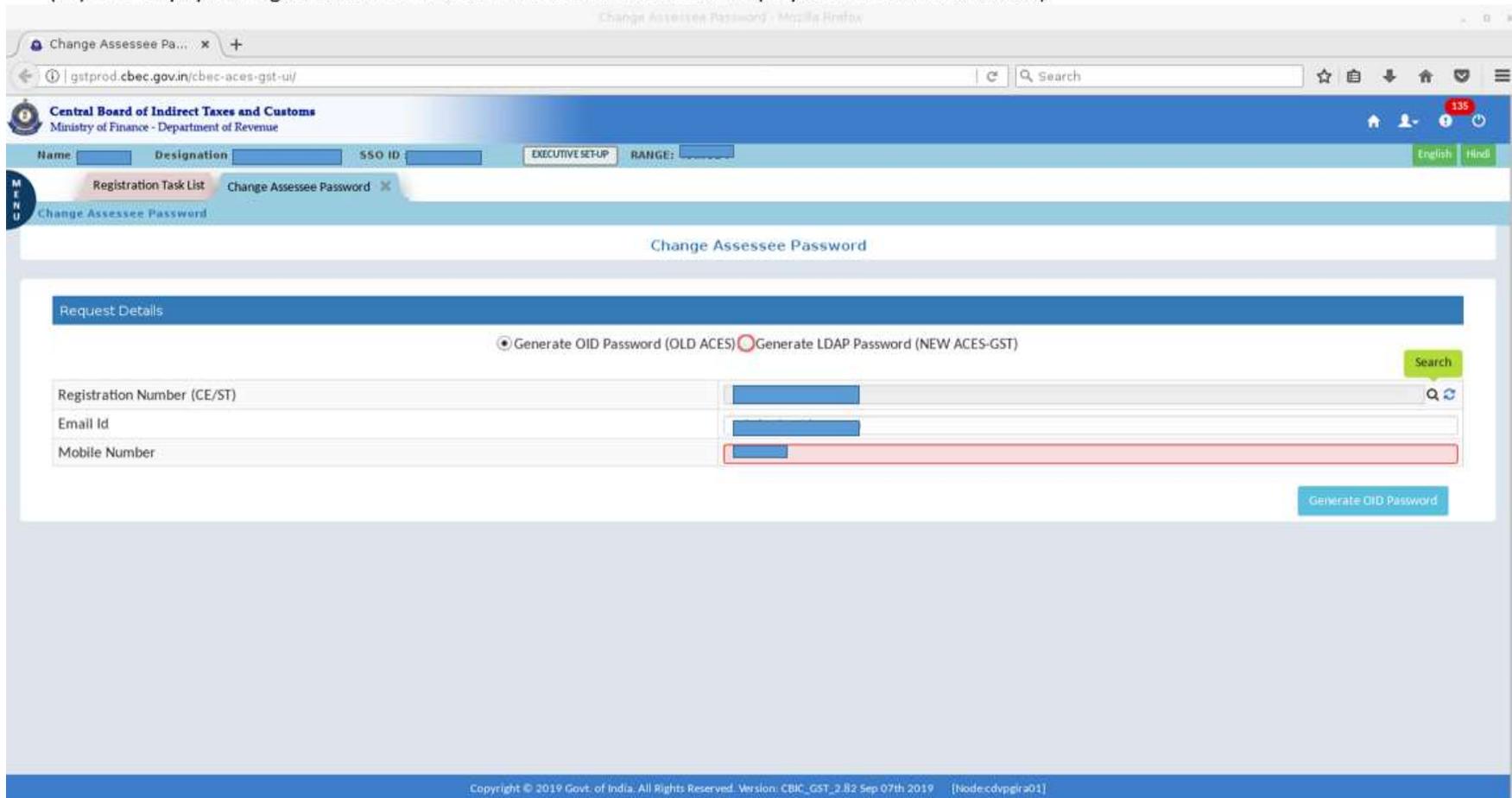
(iv) On clicking the “Change Assessee Password” the options “Generate OID Password (OLD ACES)” and “Generate LDAP Password (NEW ACES-GST)” appears in the screen.



(v) The Tax Officer to select the option “Generate OID Password (OLD ACES)”, if not migrated to the new CBIC-ACES-GST integrated portal.

The screenshot shows a web browser window with the URL `gstprod.cbic.gov.in/cbec-aces-gst-ui/`. The page header includes the logo of the Central Board of Indirect Taxes and Customs, Ministry of Finance - Department of Revenue. Below the header, there are input fields for Name, Designation, and SSO ID, along with an EXECUTIVE SET-UP button and a RANGE field. A language selector shows English and Hindi. The main content area is titled "Change Assessee Password" and contains a "Request Details" section. In this section, there are two radio buttons: "Generate OID Password (OLD ACES)" (which is selected) and "Generate LDAP Password (NEW ACES-GST)". Below these are three input fields: "Registration Number (CE/ST)", "Email Id", and "Mobile Number". A "Generate OID Password" button is located at the bottom right of the form area. The footer contains the text: "Copyright © 2017 Govt. of India. All Rights Reserved. Version: CBIC\_GST\_2.80 Sep 05th 2019 [Node:cdvpigira05]"

- (vi) The Tax Officer (Range Superintendent or Divisional AC/DC) to feed the Taxpayer CE/ ST Registration Number and “click” the search icon;
- (vii) The Taxpayer’s registered email id and Mobile Number will be displayed as in ACES data base;



(viii) The Tax officer can update/ edit the active email id or Mobile Number or both, and click “Generate OID Password”.

(ix) After clicking the “Generate OID password” confirmation will be displayed.

Once confirmed, the username and password generated will be sent to the Taxpayer’s updated email id and mobile number.

The screenshot shows a web browser window with the URL `gstprod.cbec.gov.in/cbec-aces-gst-ui/`. The page header includes the logo of the Central Board of Indirect Taxes and Customs, Ministry of Finance - Department of Revenue. Below the header, there are input fields for Name, Designation, SSO ID, EXECUTIVE SETUP, and RANGE. The main content area is titled "Change Assessee Password" and contains a "Request Details" section. In this section, there are two radio buttons: "Generate OID Password (OLD ACES)" (which is selected) and "Generate LDAP Password (NEW ACES-GST)". Below these are three input fields: "Registration Number (CE/ST)", "Email Id", and "Mobile Number". The "Mobile Number" field is highlighted with a red border. At the bottom right of the form, there are two buttons: "Generate OID Password" (blue) and "Generate Password" (green).

- (x) "Generate LDAP Password (NEW ACES-GST) facility may be utilised by the existing ACES users who have ALREADY migrated to ACES-GST integrated environment under [www.cbic-aces.gst.gov.in](http://www.cbic-aces.gst.gov.in).
- (xi) The Tax Officer (Range Superintendent or Divisional AC/DC) to feed the Taxpayer CE/ ST Registration Number and "click" the search icon;

The screenshot shows a web browser window with the URL `gstprod.cbic.gov.in/cbec-aces-gst-uj/`. The page header includes the logo of the Central Board of Indirect Taxes and Customs, Ministry of Finance - Department of Revenue. The main content area is titled "Change Assessee Password" and features a "Request Details" section. This section contains two radio buttons: "Generate OID Password (OLD ACES)" (unselected) and "Generate LDAP Password (NEW ACES-GST)" (selected). Below these are three input fields: "Registration Number (CE/ST)", "Email Id", and "Mobile Number". The "Registration Number (CE/ST)" field has a search icon on the right. A "Generate LDAP Password" button is located at the bottom right of the form area.

- (xii) The Taxpayer's registered email id and Mobile Number will be displayed as in ACES data base;
- (xiii) The Tax officer can update the active email id or Mobile Number or both.

The screenshot shows a web browser window with the URL `gstprod.cbec.gov.in/cbec-aces-gst-ui/`. The page header includes the Central Board of Indirect Taxes and Customs logo and name, along with a navigation menu. The main content area is titled "Change Assessee Password" and features a "Request Details" section. This section contains two radio buttons: "Generate OID Password (OLD ACES)" (unselected) and "Generate LDAP Password (NEW ACES-GST)" (selected). Below these are three input fields: "Registration Number (CE/ST)", "Email Id", and "Mobile Number". A "Generate LDAP Password" button is located at the bottom right of the form area. The footer contains copyright information: "Copyright © 2017 Govt. of India. All Rights Reserved. Version: CBIC\_GST\_2.80 Sep 05th 2019 [Node.cdvpgr05]"

(xiv) After clicking the “Generate LDAP Password” confirmation will be displayed.

Once confirmed, the username and password generated will be sent to the Taxpayer’s updated email id and Mobile number.

**Thereafter, the Taxpayer can use** their “Unlock account” functionality available in the home page after entering username, updated email-id or updated Mobile number or both and click Generate OTP.

The screenshot shows a web browser window with the URL `gstprod.cbec.gov.in/cbec-aces-gst-ui/`. The page header includes the Central Board of Indirect Taxes and Customs logo and name, along with navigation links for 'Name', 'Designation', 'SSO ID', 'EXECUTIVE SETUP', and 'RANGE'. A notification badge with the number '135' is visible in the top right corner. The main content area is titled 'Change Assessee Password' and features a 'Request Details' section. This section contains two radio buttons: 'Generate OID Password (OLD ACES)' (unselected) and 'Generate LDAP Password (NEW ACES-GST)' (selected). Below these are three input fields for 'Registration Number (CE/ST)', 'Email Id', and 'Mobile Number', each containing a blue masked value. At the bottom right of the form, there are two buttons: 'Generate LDAP Password' (blue) and 'Generate Password' (yellow).