

E-Tutorial

1. Important Information on “Forgot Password”.
2. Brief Steps on “Forgot Password”.
3. Pictorial guide on “Forgot Password”.



TDS
Centralized Processing Cell

1. Important Information on Forgot Password

- Forgot Password will help Deductor to reset the Login Password on TRACES website.
- Only Registered users of TRACES can use Forgot password functionality.

Note: Password should contain a minimum of 8 alpha numeric characters with at least one letter in upper case.

- While entering Password Special characters allowed are: Space, Comma (,), Ampersand (And) (&), Colon (:)
- ✓ This is not mandatory to use special characters but user can use it to make strong password.
- This e-tutorial will provide guidance to fill correct KYC details while doing Forgot Password on all Steps. Enter Token Number of the Regular (Original) Statement only, corresponding to the Financial Year, Quarter and Form Type displayed.
- ✓ Please DO NOT copy/paste the data.
- ✓ Enter CIN/ PAN details pertaining to the Financial Year, Quarter and Form Type displayed on the screen on the basis of latest statement.



2. Brief steps on Forgot Password

- **Step 1** : Click on “Forgot Password” and Select 'Type of User' as **Deductor**.
- Provide **User ID, TAN of Deductor, Token Number or TAN Registration Number** in the respective allocated fields followed by verification code to proceed.
- **Step 2: KYC Validation:** Financial Year, Form Type and Quarter for which KYC required will be auto populated. Enter Token Number of the Regular (Original) Statement only, corresponding to the Financial Year, Quarter and Form Type displayed.
- Enter CIN/ PAN details pertaining to the Financial Year, Quarter and Form Type displayed on the screen on the basis of **latest statement** .
- **Please DO NOT copy /paste the data**
- **Step 3** : Registered mobile number will be auto-populated for OTP. On clicking 'Proceed', One-Time Password (OTP) will be sent to the mobile number. Enter OTP and click on “Next” button.

Note: In case if Deductor has lost the mobile number or mobile number is not in service, Deductor can update the new mobile number.

- **Step 4** : Enter new password and confirm. Password will be changed for your account. Email notification will be sent to Registered E-mail Id intimating change in password.

3. Pictorial guide on “Forgot Password”

TRACES Home Page

The screenshot displays the TRACES Home Page. At the top left is the TDS Centralized Processing Cell logo. The main header features the TRACES logo and the text "TDS Reconciliation Analysis and Correction Enabling System". On the top right, there is the Government of India Income Tax Department logo. A navigation bar includes "Home", "Deductor", "Tax Payer", "PAO", and a "Help" button. A left sidebar contains "Login" (with sub-links for Login, Register as New User, Forgot Password, and Forgot User ID) and "Quick Links" (including DIN Verification, e-Tutorials, Circulars and Notifications, Rates and Tables, Forms, Conso File, TDS on, and Right to Info). A central content area is partially obscured by a "CAUTION" message box. The message box contains the following text: "CAUTION", a list of four bullet points, and a red underlined instruction: "In case you have received such email/ communication, you are requested to ignore it." Below the message is a "Continue >>" button. A callout bubble points to this button with the text "Click on Continue to proceed further." To the right of the message box, there is a "Customer Care" section with contact information (Toll-Free: 1800 103 0344, 0120 4814600, 0120 4816105, and email: contactus@tdscpc.gov.in) and a "New FAQs View more" section with links for Deductor, Tax Payer, and General. At the bottom right, there is a "Tag Cloud" section.

3. Pictorial guide on “Forgot Password”

Step 1 : Click on “Forgot Password” and Select 'Type of User' as Deductor

The screenshot shows the TRACES website interface. At the top, there are logos for TDS (Centralized Processing Cell) and TRACES (TDS Reconciliation Analysis and Correction Enabling System), along with the Government of India Income Tax Department logo. A navigation bar includes 'Home', 'Deductor', 'Tax Payer', 'PAO', and 'Help'. The 'Login' menu is open, showing options: 'Login', 'Register as New User', 'Forgot Password', and 'Forgot User ID'. The 'Forgot Password' option is highlighted in blue. A dropdown menu is visible under 'Forgot Password', with 'Deductor' selected and highlighted in blue. An orange callout bubble points to the 'Deductor' option with the text: 'Click on Forgot password option and select Deductor to proceed further'. Other sections on the page include 'Quick Links', 'About the portal', 'Highlights of the Portal', 'Customer Care', and 'New FAQs View more'.

3. Pictorial guide on “Forgot Password”

Step 1 (Contd..) : Provide User ID, TAN of Deductor, Token Number or TAN Registration Number in the respective allocated tab followed by verification code to proceed

The screenshot shows the 'Forgot Password' form on the TDS TRACES portal. The form includes the following fields and callouts:

- User Id***: Input field with a help icon. Callout: "Click on? icon next to each field for more details".
- TAN of Deductor***: Input field with a help icon. Callout: "Enter User Id and TAN of deductor".
- Token Number**: Input field with a help icon. Callout: "Enter either Token Number of an accepted statement filed on or after April 1, 2010 or TAN Registration Number as provided by TIN".
- TAN Registration Number**: Input field with a help icon. Callout: "Enter either Token Number of an accepted statement filed on or after April 1, 2010 or TAN Registration Number as provided by TIN".
- Help**: A button in the top right corner. Callout: "For more details on any screen, click on Help icon".
- Captcha**: A grid of characters with the text "50pe2". Callout: "Enter Captcha code as displayed".
- Refresh Image**: A button with a refresh icon. Callout: "Click to refresh image".
- Proceed**: A button at the bottom. Callout: "Click here to proceed further".

Additional text on the form: "It is mandatory to enter either Token Number or TAN Registration Number".

TAN Registration Number is the one provided by TIN (Tax Information Network) while registering your TAN on TIN.

3. Pictorial guide on “Forgot Password”

Step 2: KYC Validation

Home Deductor Tax Payer PAO Help

Forgot Password Step 1 --- Step 2 --- Step 3 --- Step 4

Please enter Token Number of Regular Statement Filed for Financial Year, Quarter and Form Type mentioned below

Form Type	26Q
Financial Year	2015-16
Quarter	Q2
Token Number / Provisional Receipt Number (PRN)*	<input type="text"/>

Enter Token Number of only Regular (Original) Statement “Manually”, corresponding to the Financial Year, Quarter and Form Type displayed .DO NOT COPY/PASTE

3. Pictorial guide on “Forgot Password”

Step 2 (Contd.): KYC Validation

PART 1. Challan Identification Number (CIN) Details / Transfer Voucher Details as quoted in the above Statement

Please select if the payment was done by book adjustment (for Government Deductors)

i Please enter a Challan with at least three distinct valid PAN-Amount combinations as mentioned above. If there is no such Challan, mention a challan with at least two valid PAN-Amount combinations. If there is no such challan, mention a challan with at least one valid PAN-Amount combination. If you do not have any valid PAN-Amount combination, tick the checkbox (no valid PAN-Amount combination) in the PAN Details section below.

Guide to identify a suitable challan

BSR Code / Receipt Number*

Date on which Tax Deposited* (dd-mmm-yyyy; e.g., 12-Dec-1980)

Challan Serial Number / DDO* Serial Number (5 digits; e.g., 00053)

Challan Amount / Transfer Voucher* Amount (Rs.)(e.g., 1987.00)

CD Record Number

PART 2. Enter Unique PAN-Amount Combination for Challan / Transfer Voucher entered above

Please select if there are no valid PAN deductee rows corresponding to the Challan / Transfer Voucher mentioned above

i Please enter three distinct PAN-Amount combinations corresponding to the Challan / Transfer Voucher mentioned above. If there are less than three PANs corresponding to the specified challan, mention all available PAN-Amount combinations.

Guide to identify the Unique PAN-Amount Combinations

PAN as in Statement	Total Amount Deposited (Rs.)
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Annotations:

- Government deductor not having BIN details tick here and need not provide BSR code and challan serial number.
- Click on the Guide to select suitable challan option.
- Enter CIN details for a challan used in the statement.
- CD Record number is not mandatory. This column is required to be filled only when same challan is mentioned more than once in statement.
- Tick here if you do not have any valid PAN corresponding to above challan details
- Click on the Guide to select suitable PAN amount combination
- Please enter TDS deposited amount for respective PAN's
- Click here to proceed

3. Pictorial guide on “Forgot Password”

Important information to validate KYC

- **Authentication code** is generated after KYC information details validation ,which remains valid for the same calendar day for same form type, financial year and quarter.
- Token Number must be of the regular statement on the basis of F.Y, Quarter and Form Type displayed on the screen.
- CIN/BIN details must be entered for the challan/book entry mentioned in the statement corresponding to the FY, Quarter and Form Type.
- Government Deductors can enter only Date of Deposit and Transfer Voucher amount mentioned in the relevant Statement.
- Only Valid PAN(s) reported in the TDS/TCS statement corresponding to the CIN /BIN details mentioned in Part1, must be entered in Part 2 of the KYC. Guide available on the screen can be referred for valid combinations.
- Maximum of 3 distinct valid PANs and corresponding TDS deposited amount must be entered.
- If there are less than three such combinations in the challan ,user must enter all (either two or one).
- CD Record no. is mandatory if same challan is mentioned more than one time in the statement.

3. Pictorial guide on “Forgot Password”

Important information to validate KYC

Examples of Unique PAN and Amount combination:

Condition 1 : -If statement contains 3 Deductee rows with same PAN i.e. AAAAA0000N and corresponding amount against Deductees are : 1000.00, 1000.00 and 2000.00, then Deductor need to fill details like :

- a) AAAAA0000N 1000.00
- b) AAAAA0000N 2000.00

Condition 2: -If statement contains 4 Deductee rows with PAN i.e. AAAAA0000N and corresponding amount against Deductees are : 1000.00, 1000.00 , 1500.00 and 2000.00, then Deductor need to fill details like :

- a) AAAAA0000N 1000.00
- b) AAAAA0000N 1500.00
- c) AAAAA0000N 2000.00

Note: For Further guidance please refer Guide 1 and Guide 2 available on TRACES portal.

3. Pictorial guide on “Forgot Password”

Step 3 : Registered mobile number will be auto-populated for OTP. On clicking 'Proceed', One-Time Password (OTP) will be sent to the mobile number. Enter OTP and click on “Next” button.

Home | About Us | Contact Us | Help | Related Links | Login

Search In Keyword

TDS Centralized Processing Cell

TRACES TDS Reconciliation Analysis and Correction Enabling System

Government of India Income Tax Department

Home Deductor Tax Payer Help

Forgot Password Step 1 ---- Step 2 ---- Step 3 ---- Step 4

Mobile Number and OTP

OTP will be sent to Registered Mobile Number

Registered Mobile Number: +91

Proceed

Click here to proceed

Deductor's registered mobile number with TRACES will be displayed on this screen. Click on 'Proceed' for OTP (One-Time Password) to be sent to this number.

Forgot Password Step 1 ---- Step 2 ---- Step 3 ---- Step 4

Mobile Number and OTP

Enter OTP sent to Registered Mobile Number

Enter OTP*

< Back Next >

Click on 'Back' to go to Step 2

Enter OTP sent to mobile number

Click here to go to the next step

3. Pictorial guide on “Forgot Password”

Step 4 : Enter new password and Confirm. Email notification will be sent to Registered E-mail Id intimating change in password

Forgot Password

Step 1 ---- Step 2 ---- Step 3 ---- Step 4

New Password Details

New Password*

Confirm New Password*

< Back Confirm

Click here' to go back to Step 3

Click here to confirm new password for your TRACES account.

Password changed successfully!

You may now login to TRACES.

Login

Success message will be displayed. Email will also be sent to your registered email id intimating change in password.

Click here to login to TRACES using new password

Success message will be displayed. Email will also be sent to your registered email id intimating change in password.

THANK YOU

Please Note:

- 1) **For Feedback** : You can share your feedback on contactus@tdscpc.gov.in
- 2) **For any Query** : You can raise your concern on “Request for Resolution” as Online Grievance on TRACES Website.
- 3) **For any query related to website:** You can raise your concern on below mentioned numbers
Toll Free Number - 1800103 0344
Land Line Number - 0120 4814600