

E-Tutorial

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TDS
Centralized Processing Cell

1. Important Information of Taxpayer Forgot Password

- PAN should be registered on TRACES.
- Pan details entered while resetting the password must be same as mentioned at the time of registration.
- Amount should be entered in two decimal places (e.g., 1234.56).
- For PAN holders, user id will be PAN Number only.
- Success message will be displayed. Email will also be sent at registered email id intimating the change of password.

2. Brief Steps on Taxpayer Forgot Password

- To reset the password at TRACES, Taxpayer need to click on “**Forgot Password**” under “**Login**” tab.
- Step 1: Taxpayer need to provide User id (PAN Number),Date of Birth , Name (First, Middle and Surname). In case PAN Details provided as per PAN card are shown as invalid on TRACES, then please verify the PAN details from www.incometax.gov.in.
- Step 2 : Taxpayer is required to enter value for either **Option 1** or **Option 2** or **Option 3**.
 - ✓ **Option 1:** Details for Security Question & Answer.
 - ✓ **Option 2:** Details from **Form-26AS/Annual Tax Statement** and **Form 16/16A** provided by the deductor.
 - ✓ **Option 3:** Details of self assessment tax, advance tax or Details can be filled from the challan paid by the Taxpayer for Self Assessment Tax, Advance Tax, TDS on Property, TDS on Rent, TDS on Payments to Resident Contractors and Professionals and TDS on Transfer of Virtual Digital Asset.
- Step 3 : User can reset the password.

3. Pictorial guide on Taxpayer Forgot Password

Click on “Continue” to proceed further

The screenshot shows the TRACES portal 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 main content area is divided into sections: 'Login' (with links for Login, Register as New User, Forgot Password, and Forgot User ID), 'Alerts/Updates' (with a notice about Form 26QE), and 'About the portal' (with a background image of a person using a laptop). A callout box with an orange border and a speech bubble points to a blue 'Continue >>' button. The callout contains the text: 'Click on Continue to proceed further.' A 'CAUTION' box is also present, containing the following text:

CAUTION

- TRACES never asks for fee of any kind for registration on portal or for availing any electronic services delivered through its portal www.tdscpc.gov.in
- The Income Tax Department NEVER asks for your PIN numbers, passwords or similar information for credit cards, banks or other financial accounts through e-mail
- The Income Tax Department appeals to Tax Payers NOT to respond to such fee requests and e-mails and NOT to share information relating to their credit card, bank and other financial accounts
- It is hereby informed that CPC TDS does not send and has not sent any communication or email stating automatic tax deduction from Deductors' or Taxpayers' respective bank account/ net banking accounts.

In case, you have received such email/ communication, you are requested to ignore it.

Right to information
Section codes for 26A/27BA
Services
Guidelines u/s 194-O(4) & 206C(1-I) of I.T. Act (pdf version Size 4559KB)
Dos & Don'ts (pdf version Size 2309KB)
A to Z of TDS (pdf version Size 4692KB)

3. Pictorial guide on Taxpayer Forgot Password (Contd..)

Home Page will be displayed

The screenshot shows the TRACES (TDS Reconciliation Analysis and Correction Enabling System) home page. At the top, there are logos for TDS Centralized Processing Cell and TRACES, along with the Government of India Income Tax Department logo. A navigation bar includes 'Home', 'Deductor', 'Tax Payer', 'PAO', and 'Help'. The main content area is divided into several sections: 'Login' with links for 'Login', 'Register as New User', 'Forgot Password', and 'Forgot User ID'; 'Customer Care' with toll-free numbers and contact email; 'About the portal' with a description and a 'View more' link; and 'Quick Links' with various service links. A callout bubble points to the 'Login' link in the 'Login' section.

Click on 'Login' on TRACES home page and login as Tax Payer

3. Pictorial guide on Taxpayer Forgot Password (Contd..)

Click on “Taxpayer”. Then Click on “Forgot Password”

The screenshot displays the TRACES portal interface. At the top, there are logos for TDS Centralized Processing Cell and TRACES (TDS Reconciliation Analysis and Correction Enabling System). The navigation bar includes 'Home', 'Deductor', 'Tax Payer', and 'PAO', with 'Tax Payer' selected. A 'Help' button is visible on the right. The main content area is divided into sections: 'Login' (with options for Login, Register as New User, and Forgot Password), 'Quick Links' (listing various services like TDS CPC Communications, View Form 26AS, etc.), and 'Functionalities' (listing various tax-related services). The 'Forgot Password' option in the 'Login' section is circled in orange, with a callout bubble pointing to it that says 'Click on forgot password'. Another callout bubble points to the 'Tax Payer' menu item, saying 'Click on Taxpayer'. On the right side, there is a 'Customer Care' section with contact information and a 'New FAQs' section with links for Deductor, Tax Payer, and General.

3. Pictorial guide on Taxpayer Forgot Password (Contd..)

Step 1: User Details - Forget Password

The screenshot shows the 'Forgot Password' form in the TRACES system. The form is titled 'Forgot Password' and is part of a three-step process (Step 1, Step 2, Step 3). The form is divided into 'User Details' and 'Verification Code' sections. The 'User Details' section includes fields for User Id*, Date of Birth / Date of Incorporation* (dd-mmm-yyyy; e.g., 12-Dec-1980), Last Name / Surname*, First Name, and Middle Name. The 'Verification Code' section includes a CAPTCHA image and a field to enter the text from the image. A 'Proceed' button is located at the bottom of the form. Annotations with callouts provide instructions: 'Fields marked by asterisk are mandatory' points to the User Id* and Date of Birth fields; 'Enter User ID, Date of Birth and Name' points to the Date of Birth field; 'Click on help icon next to each field for more details' points to the help icons next to the name fields; 'Enter Verification Code' points to the CAPTCHA input field; and 'Click on 'Proceed' to continue' points to the Proceed button. A 'Help' icon is also visible in the top right corner of the page.

TDS Centralized Processing Cell | **TRACES** TDS Reconciliation Analysis and Correction Enabling System | Government of India Income Tax Department

Home | Deductor | **Tax Payer** | PAO | Help

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

User Details

User Id* ?


Date of Birth / Date of Incorporation* (dd-mmm-yyyy; e.g., 12-Dec-1980) ?

Last Name / Surname* ?

First Name ?

Middle Name ?

Verification Code

 Click to refresh image

Enter text as in above image*

Fields marked by asterisk are mandatory

Enter User ID, Date of Birth and Name

Click on help icon next to each field for more details

Enter Verification Code

Click on 'Proceed' to continue

For more details on any screen click on Help icon

3. Pictorial guide on Taxpayer Forgot Password (Contd..)

Step 2: Forgot Password- Enter the Validation Details for either Option 1 , Option 2 or Option 3

Forgot Password Step 1 ---- Step 2 ---- Step 3 [Help](#)

Validation Details

i Please enter values for either Option 1 or Option 2 or Option 3

Option 1

Security Question: What is the year of your graduation?
Answer:

Option 2

TAN of Deductor: ?
Type of Deduction: -----Select-----
Month-Year: -----Select-----
TDS / TCS Amount (₹): ?

Option 3

Assessment Year: -----Select----- ?
Challan Serial Number: ?
Amount (₹): ?

i It is mandatory to fill all values in either Option 1 or Option 2 or Option 3

[Next >](#)

Callouts:

- Provide values for either Option 1 or Option 2 or Option 3
- Option-1: Enter Security Question and Answer
- Option-2: Enter TAN of deductor who has deducted TDS from the Tax Payer from April 1, 2011 onwards and the deduction details
- Option-3: Enter challan serial number and amount for the selected assessment year
- Click on 'Next' to continue

3. Pictorial Guide for Reset the Password. (Contd.)

Step 3: Taxpayer is required to create a new password

Forgot Password – Step 3: New Password Details

The screenshot shows a web form titled "Forgot Password" with a progress indicator showing "Step 1 ---- Step 2 ---- Step 3". The current step is "New Password Details". It contains two input fields: "New Password*" and "Confirm New Password*", each with a question mark icon. Below the fields are "< Back" and "Submit" buttons. A callout bubble points to the two input fields with the text "Enter same password in both password fields". Another callout bubble points to the "< Back" button with the text "Click on 'Back' to go to Step 2". A third callout bubble points to the "Submit" button with the text "Click on 'Submit' to set new password for your TRACES account".

Forgot Password – Success Message

The screenshot shows a success message box titled "Password changed successfully!". Below the title, it says "You may now login to TRACES." and includes a "Login" button. A callout bubble points to the "Login" button with the text "Click here to login to TRACES using new password". Another callout bubble points to the top right of the message box with the text "Success message will be displayed. Email will also be sent to your registered email id intimating change of 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