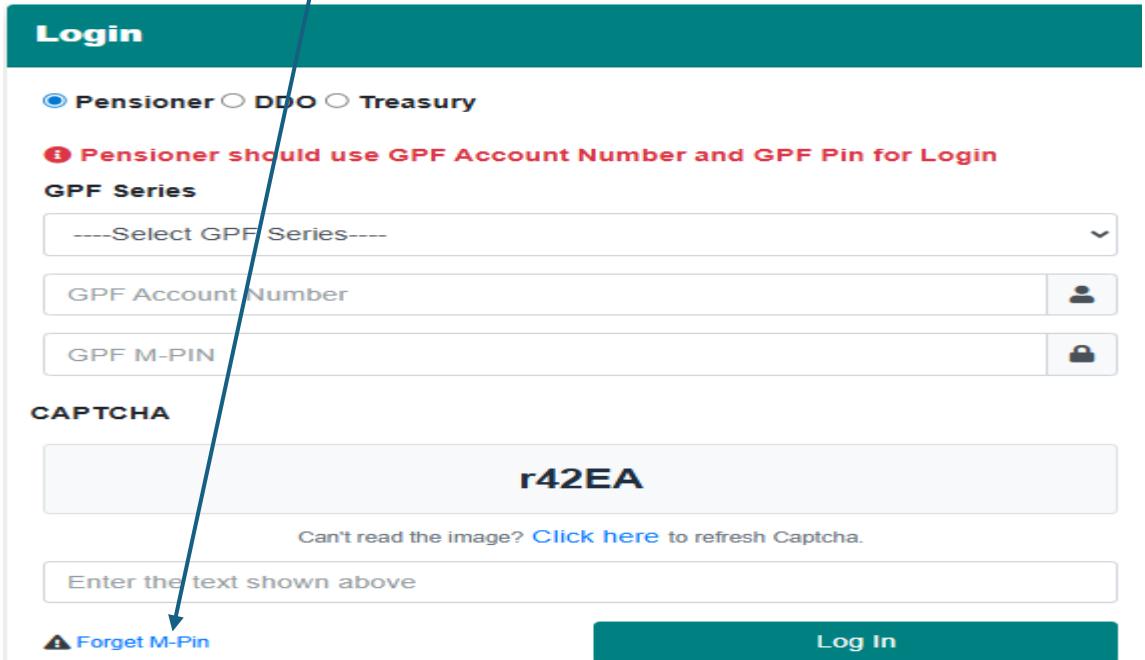


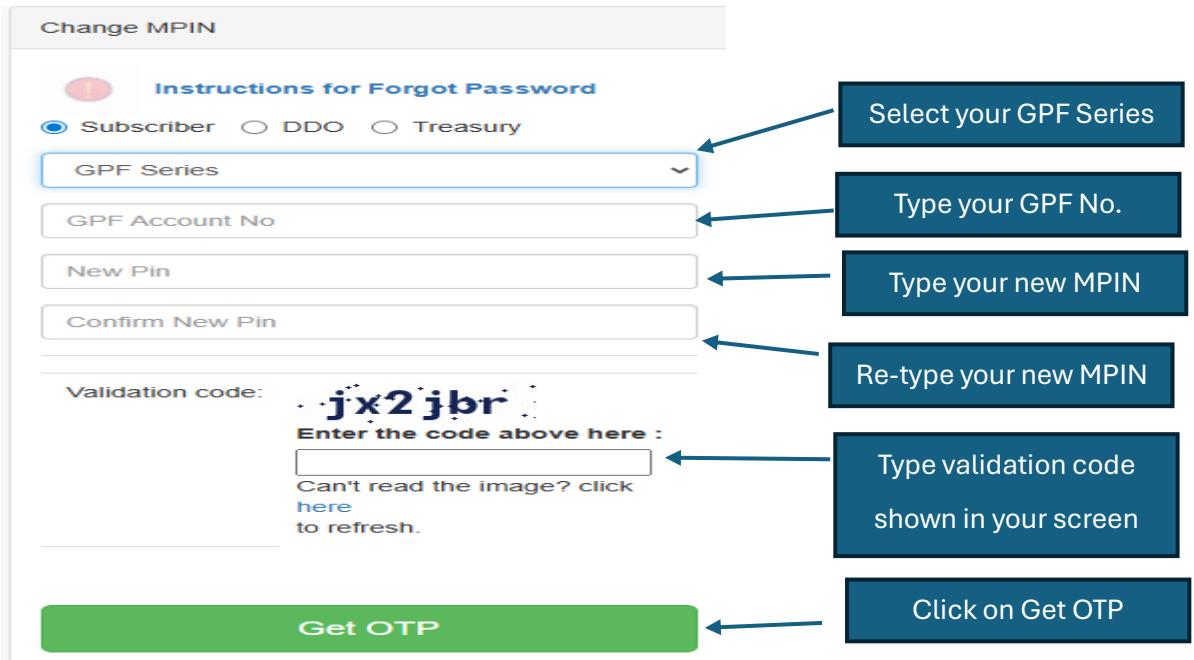
Help in case of Forget of MPIN

In case the Government Servant forget his/her MPIN, they can click on 'Forget MPIN' button as shown below:



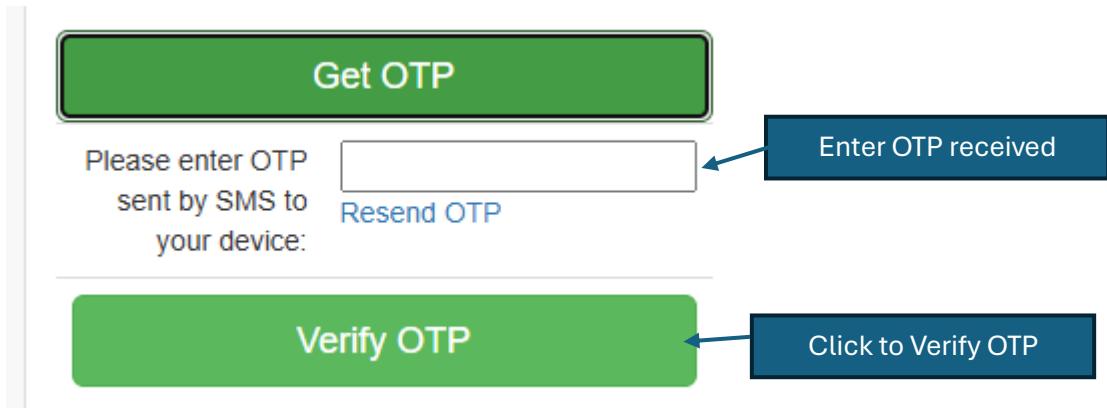
The screenshot shows the 'Login' page of the e-GPF portal. At the top, there are radio buttons for 'Pensioner', 'DDO', and 'Treasury', with 'Pensioner' selected. A red note below says: 'Pensioner should use GPF Account Number and GPF Pin for Login'. The 'GPF Series' dropdown is labeled '----Select GPF Series----'. Below it are fields for 'GPF Account Number' (with a user icon) and 'GPF M-PIN' (with a lock icon). A 'CAPTCHA' section shows the text 'r42EA' in a box, with a link to refresh it. Below the CAPTCHA is a text input field for 'Enter the text shown above'. At the bottom left is a blue 'Forget M-Pin' button, and at the bottom right is a teal 'Log In' button.

On click of 'Forget M-Pin' button it will take e-GPF portal and shown screen as shown below and select your GPF Series, type your GPF No. Type your new MPIN etc as shown below:



The screenshot shows the 'Change MPIN' page. At the top, there is an icon of a person with a lock and the text 'Instructions for Forgot Password'. Below it are radio buttons for 'Subscriber', 'DDO', and 'Treasury', with 'Subscriber' selected. The 'GPF Series' dropdown is labeled 'GPF Series'. To the right, a blue box says 'Select your GPF Series'. Below the dropdown are fields for 'GPF Account No.' and 'New Pin', with a 'Confirm New Pin' field below them. To the right, blue boxes say 'Type your GPF No.' and 'Type your new MPIN'. Below these is a 'Validation code:' section with a CAPTCHA image 'jx2jbr' and a text input field 'Enter the code above here :'. To the right, a blue box says 'Re-type your new MPIN'. At the bottom, there is a green 'Get OTP' button, and to its right, a blue box says 'Type validation code shown in your screen'. Below the 'Get OTP' button, a blue box says 'Click on Get OTP'.

On click of 'Get OTP' button, it must enter OTP received by you in your registered mobile no. as shown below and click Verify OTP. Once your OTP is verified, you can use your new MPIN to Login into the portal:



The diagram illustrates the OTP verification process. It starts with a 'Get OTP' button in a green box. Below it, a text instruction says 'Please enter OTP sent by SMS to your device:' followed by a text input field and a 'Resend OTP' link. To the right, a blue box contains the text 'Enter OTP received' with an arrow pointing to the input field. Below this, a 'Verify OTP' button in a green box is shown, with a blue box to its right containing the text 'Click to Verify OTP' and an arrow pointing to the button.

Get OTP

Please enter OTP sent by SMS to your device:

Enter OTP received

Resend OTP

Verify OTP

Click to Verify OTP