



- [Dashboard](#)
- [My Projects](#)
- [Holiday List](#)
- [More Help](#)
- [R](#)
- [Ramakrishnan V](#)  
[Manage Profile](#) [Preference](#) [Change Password](#)  
[Logout](#)

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## Bugs (PAMAC (Cloud Version))

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[Home](#) [Requirements](#) [Discussions](#) [Documents](#) [Daily Updates](#) [Changes](#) [Bugs](#)

● = Emergency, ● = High, ● = Medium, ● = Low

**Posted By :** Dipika Yedge

**Assigned To :** (All Members)

B497 High

**Date & Time :** 21-08-2023 01:55:PM

(All Members) | Bank URL- Not able to reset password | High

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Hi Manas,

We are not able to reset password for Bank URL logins through Forget password click.

We get error message as Email ID /domain does not match with master, please contact to RES SPOC to reset the password.

Login ID- S66813

Email- sanjay.rao@hdfcbank.com

**Posted By :** Super Admin

**Assigned To :** Ramakrishnan V

B497 High

**Date & Time :** 21-08-2023 03:15:PM

Mr. Ramakrishnan Sir, please set priority

**Posted By :** Manas Dasgupta

**Assigned To :** Dipika Yedge

B497 High

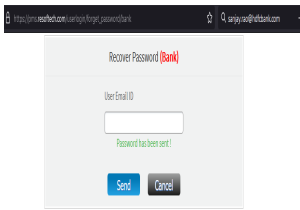
**Date & Time :** 21-08-2023 04:56:PM

Hello mam,

As checked from my end i was able to send reset password on the above mentioned email id. Screenshot attached.

Please check if email was received at the user end.

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↓ Download

**Posted By :** Ramakrishnan V

**Assigned To :** Dipika Yedge

B497 High

**Date & Time :** 22-08-2023 12:36:PM

please check and close

**Posted By :** Dipika Yedge

**Assigned To :** (All Members)

B497

**Date & Time :** 22-08-2023 12:42:PM

Bugs is closed.

Reply

Move to Change

Cancel