



# Client's Manual

**mazars**

### Client's Manual

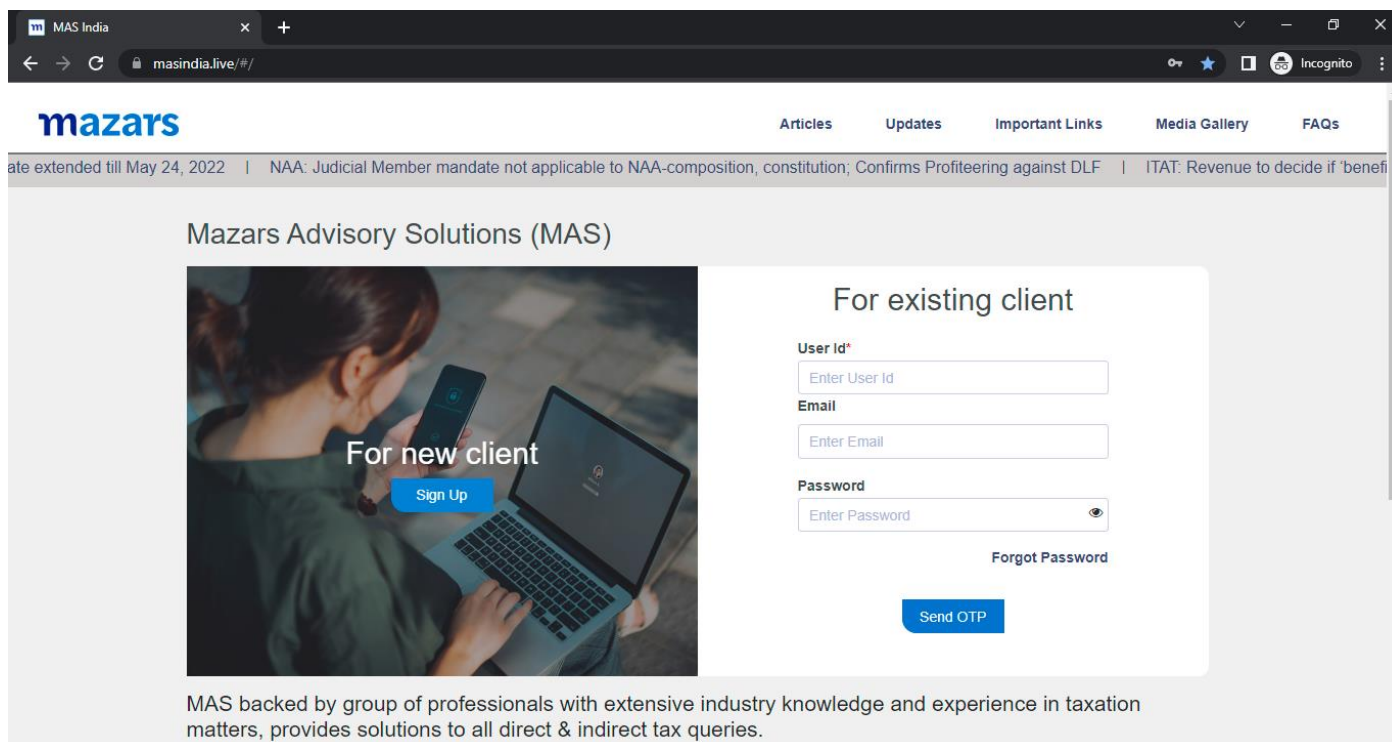
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## Mazars Advisory Solutions (MAS)

Visit: <https://masindia.live/#/>

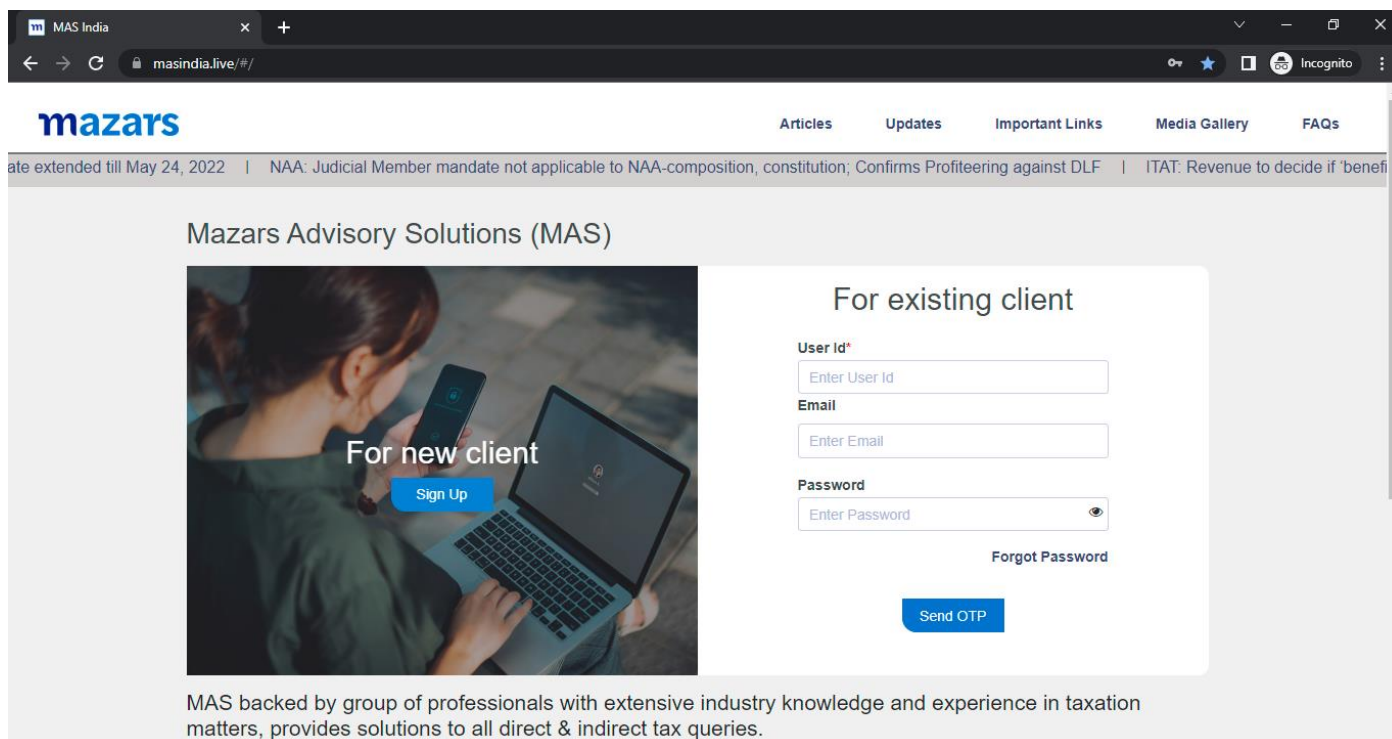
(To post a query, visit MAS portal by clicking above link.)



The screenshot shows the Mazars India website in a browser window. The URL bar displays "masindia.live/#/". The website has a navigation bar with links: Articles, Updates, Important Links, Media Gallery, and FAQs. Below the navigation bar, there is a banner for "Mazars Advisory Solutions (MAS)". The banner is split into two sections. On the left, there is an image of a woman using a laptop and a smartphone, with the text "For new client" and a blue "Sign Up" button. On the right, there is a white box titled "For existing client" containing a login form with fields for "User Id\*", "Email", and "Password", each with a placeholder text "Enter [field name]". There is also a "Forgot Password" link and a blue "Send OTP" button. Below the banner, there is a paragraph of text: "MAS backed by group of professionals with extensive industry knowledge and experience in taxation matters, provides solutions to all direct & indirect tax queries."

For New Client: Click on **Sign Up**

(Click on sign up icon, mentioned below "For new client" to register.)



This screenshot is identical to the one above, showing the Mazars India website. It highlights the "For new client" section with the "Sign Up" button. The "For existing client" login form is also visible, with fields for "User Id\*", "Email", and "Password", a "Forgot Password" link, and a "Send OTP" button. The text at the bottom of the banner remains the same: "MAS backed by group of professionals with extensive industry knowledge and experience in taxation matters, provides solutions to all direct & indirect tax queries."

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### Provide your basic information to complete the registration.

(On clicking sign up for registration, following screen will open to enter basic information.)

The screenshot shows the 'Client Registration' form on the Mazars India website. The form is titled 'Client Registration' and includes a help icon. It contains the following fields:

- User Id\***: Enter Name
- Name\***: Enter Name
- Email\***: Enter Your Password
- Occupation/ Profession\***: --select--
- Country\***: India
- State\***: Select...
- City\***: Select...
- Address**: Enter Address
- Mobile number\***: +91 Mobile number
- Zipcode\***: Enter Zipcode
- GST Number**
- Password\***

This screenshot shows the bottom section of the 'Client Registration' form. It includes the following fields and elements:

- Mobile number\***: +91 Mobile number
- Zipcode\***: Enter Zipcode
- GST Number**: Enter GST Code
- Password\***: Enter Your Password
- Confirm Password\***: Confirm Password
- Secondary Email**: Enter Your Email, with '+' and '-' buttons for adding or removing email addresses.
- SEND OTP**: A blue button to send the OTP.
- \*Mandatory**: A red text label indicating mandatory fields.

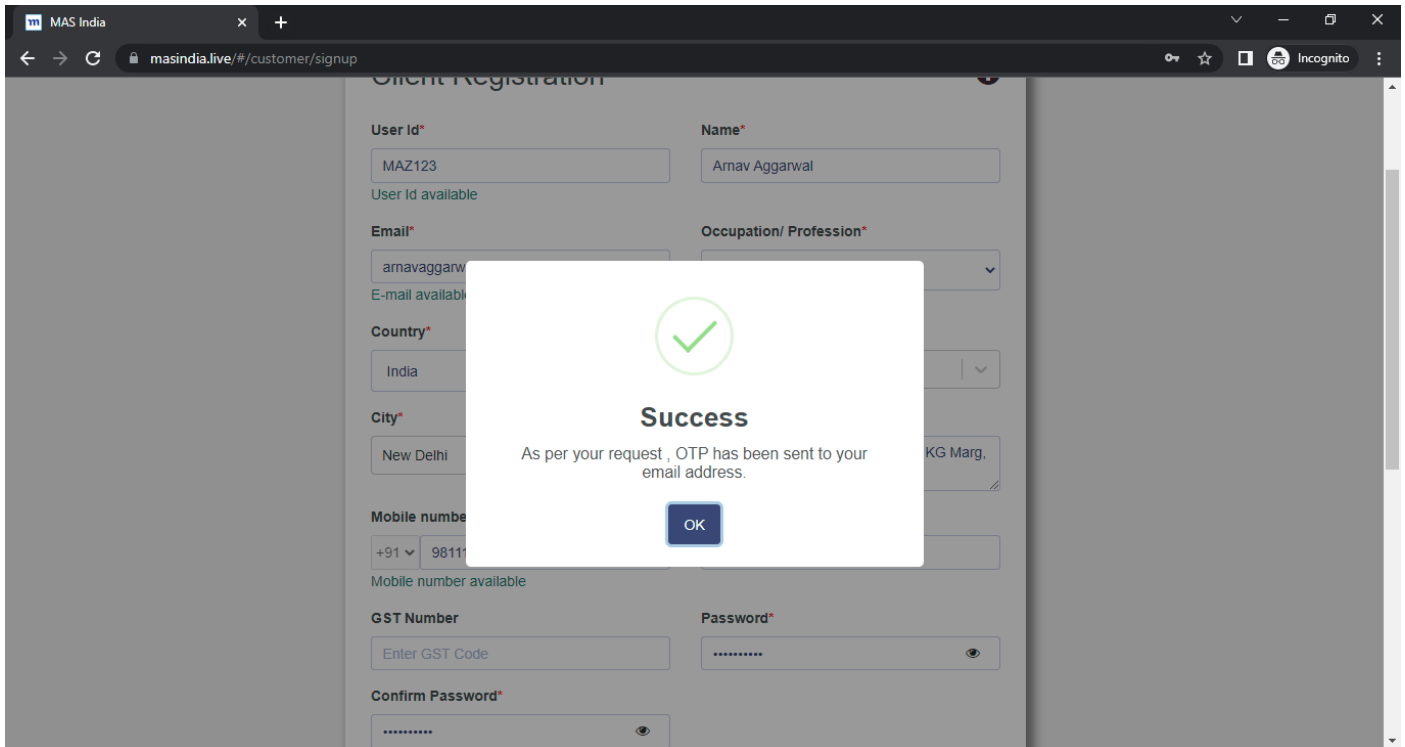
At the bottom of the page, there is a footer with social media links (Follow Us) and contact information (Enquiry | Contact Us | About Us | Need help?). The footer also mentions ISO 27001 Certified and Copyright @2022 All right reserved.

## Mazars Advisory Solutions (MAS)

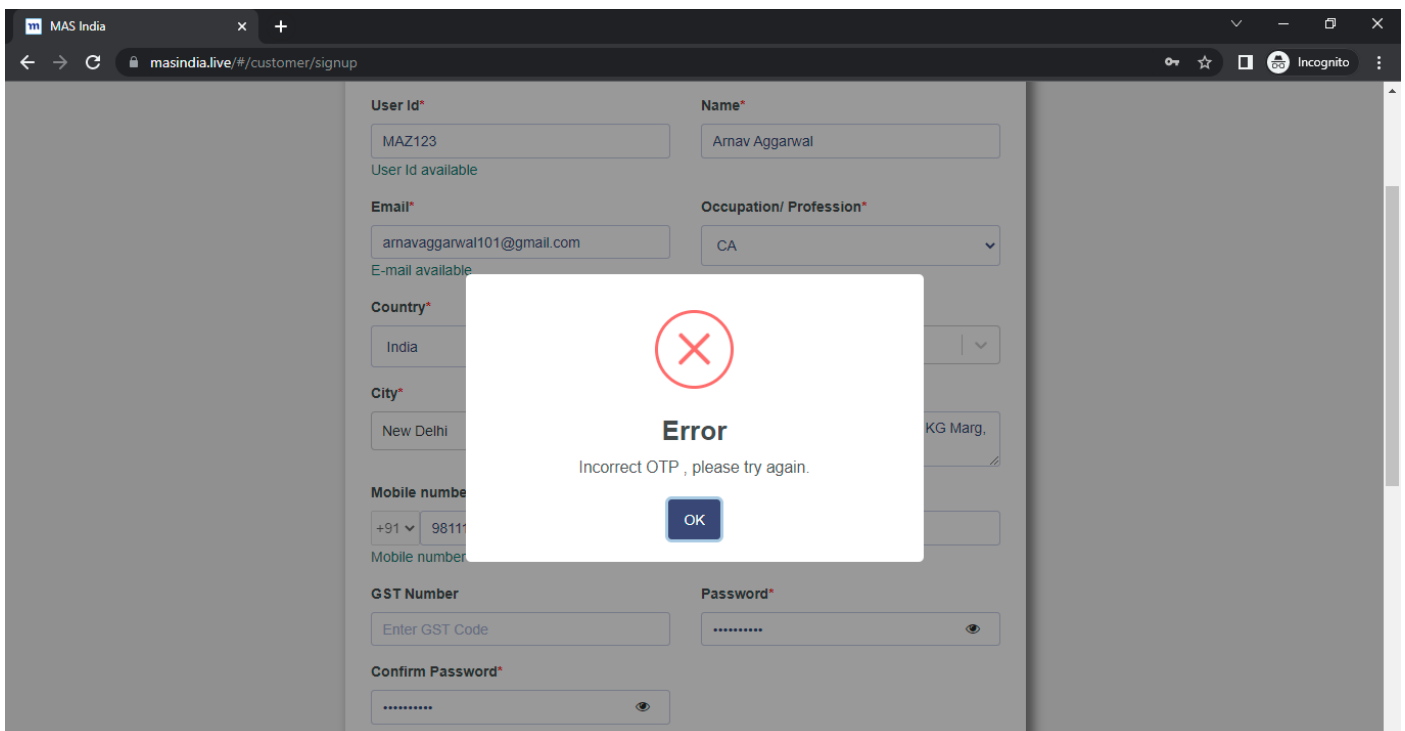
<b>User Id*</b>	<ul style="list-style-type: none"> <li>Enter minimum 6 alpha numeric characters (no special characters) to form an user id</li> </ul>
<b>Name*</b>	<ul style="list-style-type: none"> <li>Enter full name or any chosen name (no special characters allowed)</li> <li>For registration of business/entity, enter the legal name of the business/entity</li> </ul>
<b>Email Address*</b>	<ul style="list-style-type: none"> <li>Enter personal email address or the email address of any representative or authorized signatory of the business/entity</li> </ul>
<b>Occupation/Profession*</b>	<ul style="list-style-type: none"> <li>From drop down list, select your occupation/profession</li> <li>In case of business/entity, select the occupation/ profession of the representative or authorized signatory, who is registering for query</li> </ul>
<b>Country/State/City*</b>	<ul style="list-style-type: none"> <li>From drop down list, select the Country/State/City. City or State may also be entered/typed.</li> </ul>
<b>Address*</b>	<ul style="list-style-type: none"> <li>Enter complete address</li> </ul>
<b>Mobile Number*</b>	<ul style="list-style-type: none"> <li>Enter the valid numeric mobile number</li> </ul>
<b>Zip Code*</b>	<ul style="list-style-type: none"> <li>Enter the valid Zip Code or Pin Code</li> </ul>
<b>GST IN</b>	<ul style="list-style-type: none"> <li>Enter the valid 15-digit, PAN based Alpha Numeric GST IN number of the business/entity, if applicable</li> </ul>
<b>Password*</b>	<ul style="list-style-type: none"> <li>Choose a password that should be minimum of eight characters, including at least one upper case, lower case, special character and number.</li> </ul>
<b>Secondary Email</b>	<ul style="list-style-type: none"> <li>Enter email address of other person(s) of the organization entitled to work on the queries under the User Id code.</li> </ul>
<ul style="list-style-type: none"> <li>✓ After filling the above information, click on the <b>SEND OTP</b> icon.</li> <li>✓ An OTP will be sent to the above provided email address, valid for 180 seconds.</li> <li>✓ On entering the OTP, click on <b>Submit</b> icon to complete the registration.</li> </ul>	

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After clicking on **SEND OTP** Success message will appear. Click ok and enter the OTP to register & click on **Submit**



If the OTP entered is incorrect then Error message window will appear showing “Incorrect OTP, please try again”



**Upon successful registration of a new client, a welcome email will be sent by the MAS team to the client email address and all secondary email users added by the new client.**

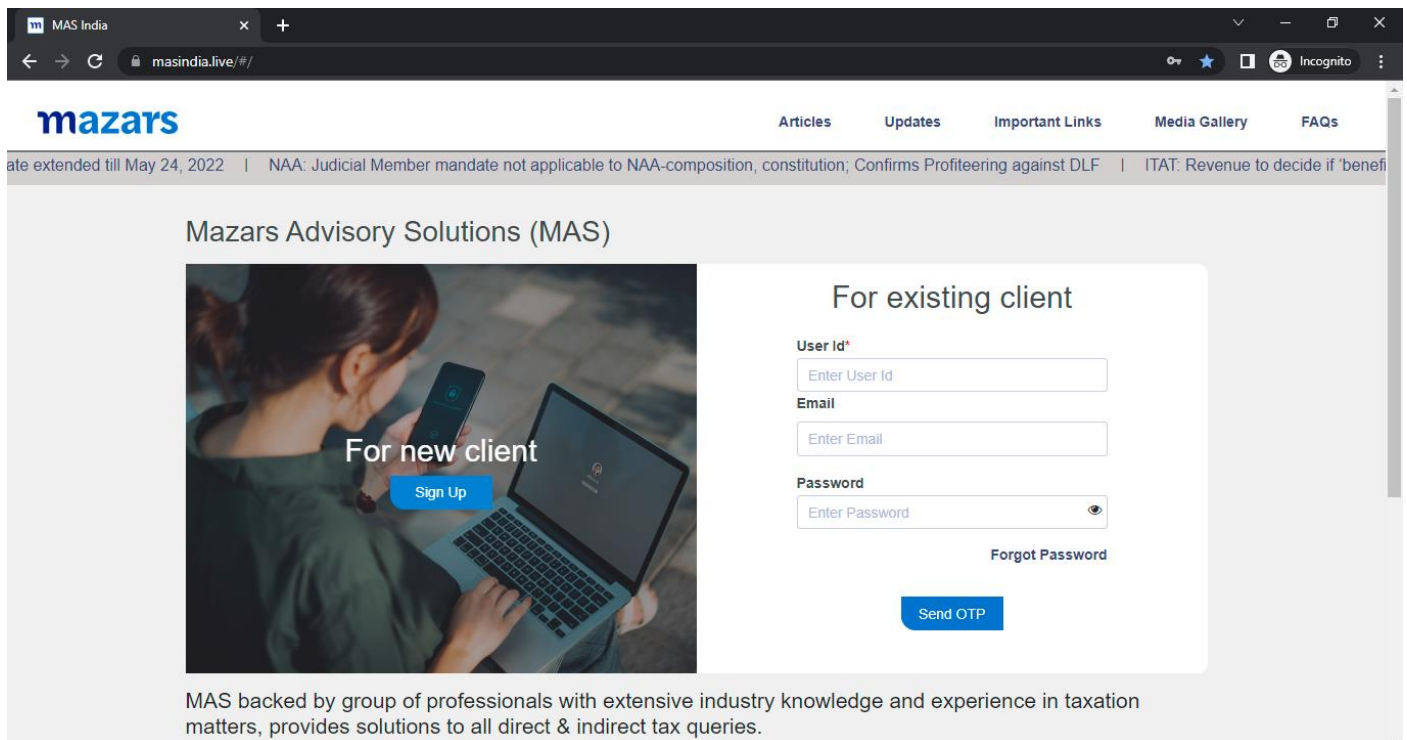
**In these emails, for future log in by such users, the User Id (common to all), specific email id (client email id or the secondary email id) along with unique password will be informed to such client and the secondary email users. With such credentials they will be entitled to log in the MAS platform anytime & independently of each other. All users will have full capability to work on the queries under the common User Id.**



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**For Existing Client (including secondary email users): Login with your registered User Id, Email Id & Password.**

- ✓ Enter your registered user id, email id and password, under “For existing client” and click on **SEND OTP**
- ✓ The OTP will be sent to your registered email id, valid for 180 Seconds
- ✓ Enter the OTP so received and click on **Login**
- ✓ Upon login, ‘Login successfully’ message will be displayed.
- ✓ In case incorrect OTP has been entered, error message window of “Incorrect OTP” will appear.
- ✓ In case the client or any secondary email users of a user id is already logged in, other users of the same user id will not be able to login.



Mazars India

masindia.live/#/

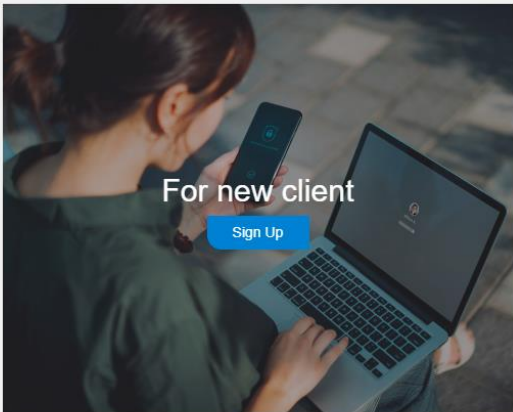
Incognito

mazars

Articles Updates Important Links Media Gallery FAQs

ate extended till May 24, 2022 | NAA: Judicial Member mandate not applicable to NAA-composition, constitution; Confirms Profiteering against DLF | ITAT: Revenue to decide if 'benefi

### Mazars Advisory Solutions (MAS)



**For new client**

**Sign Up**

**For existing client**

**User Id\***

Enter User Id

**Email**

Enter Email

**Password**

Enter Password

**Forgot Password**

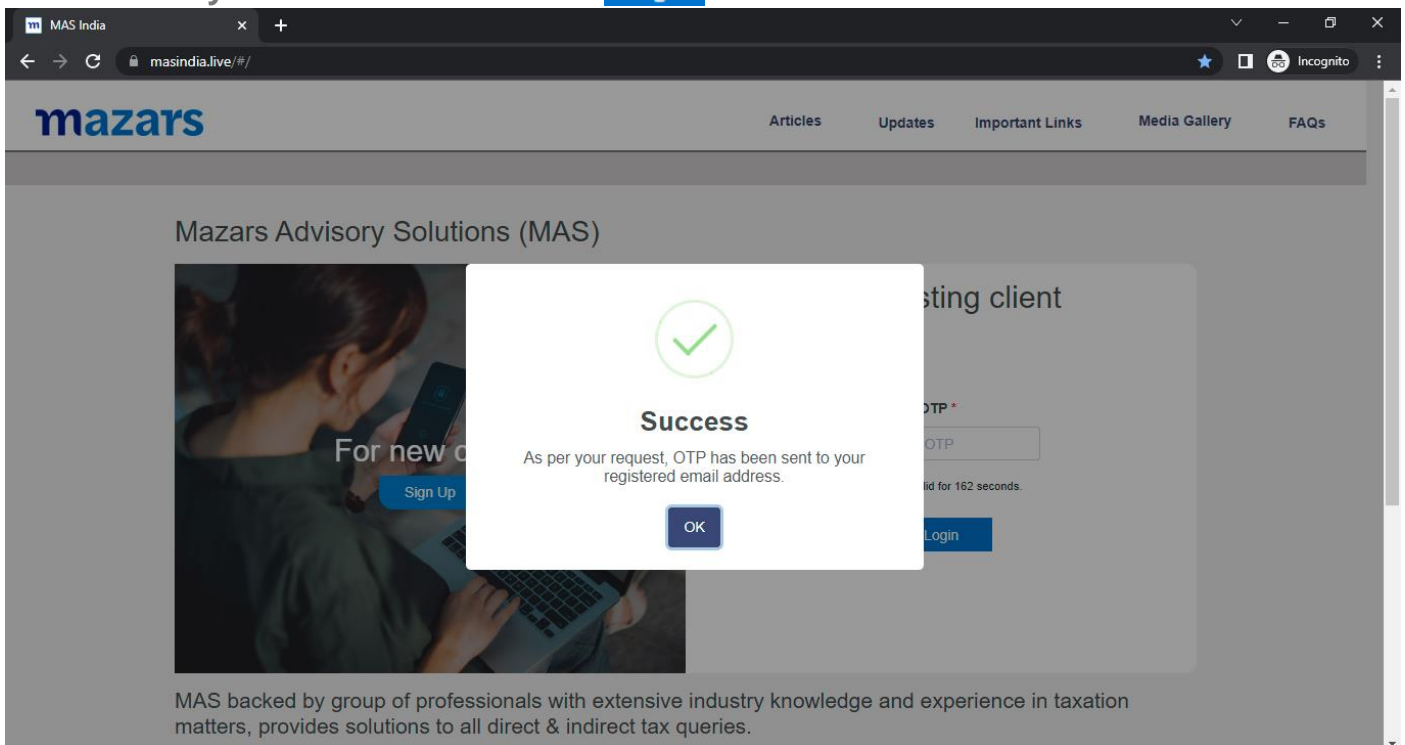
**Send OTP**

MAS backed by group of professionals with extensive industry knowledge and experience in taxation matters, provides solutions to all direct & indirect tax queries.

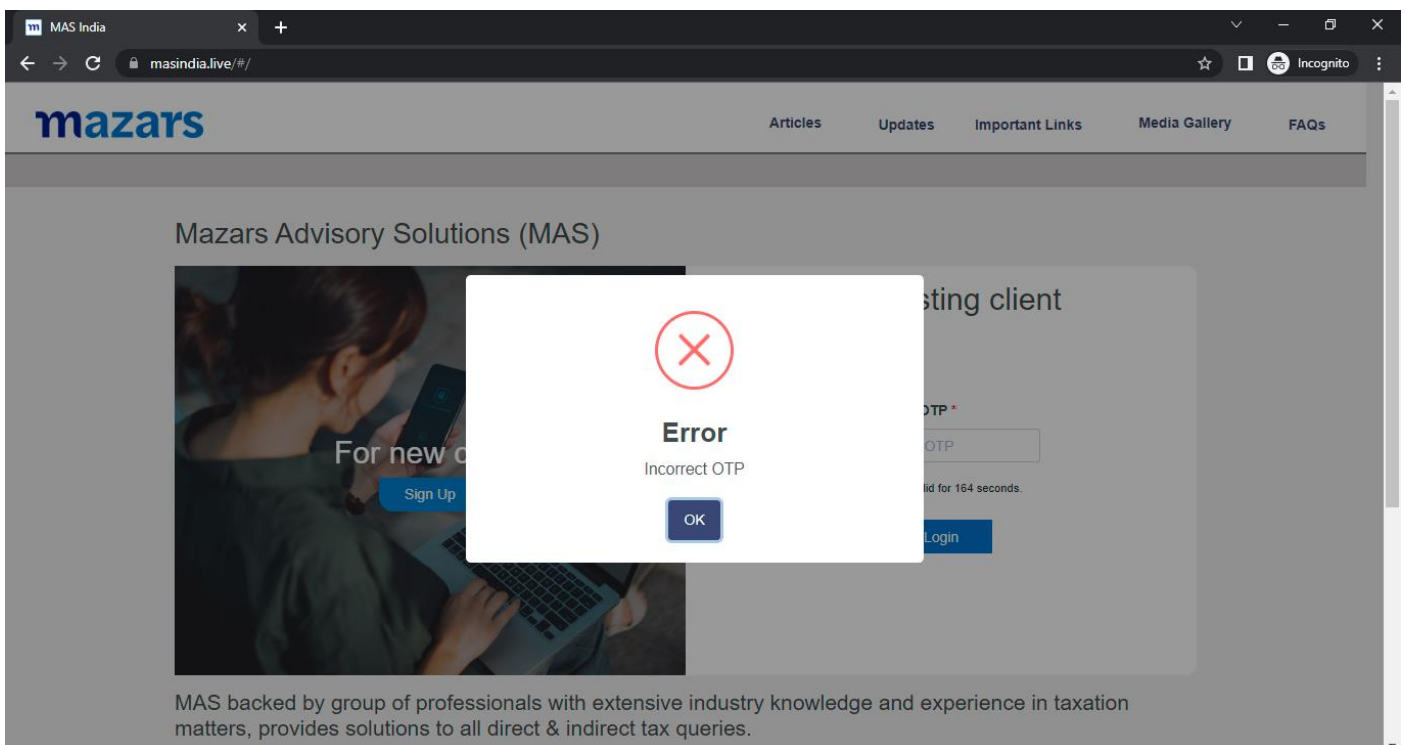


## Mazars Advisory Solutions (MAS)

After clicking on **SEND OTP** Success message will appear. Click ok and enter the OTP received on your email id & click on **Login**

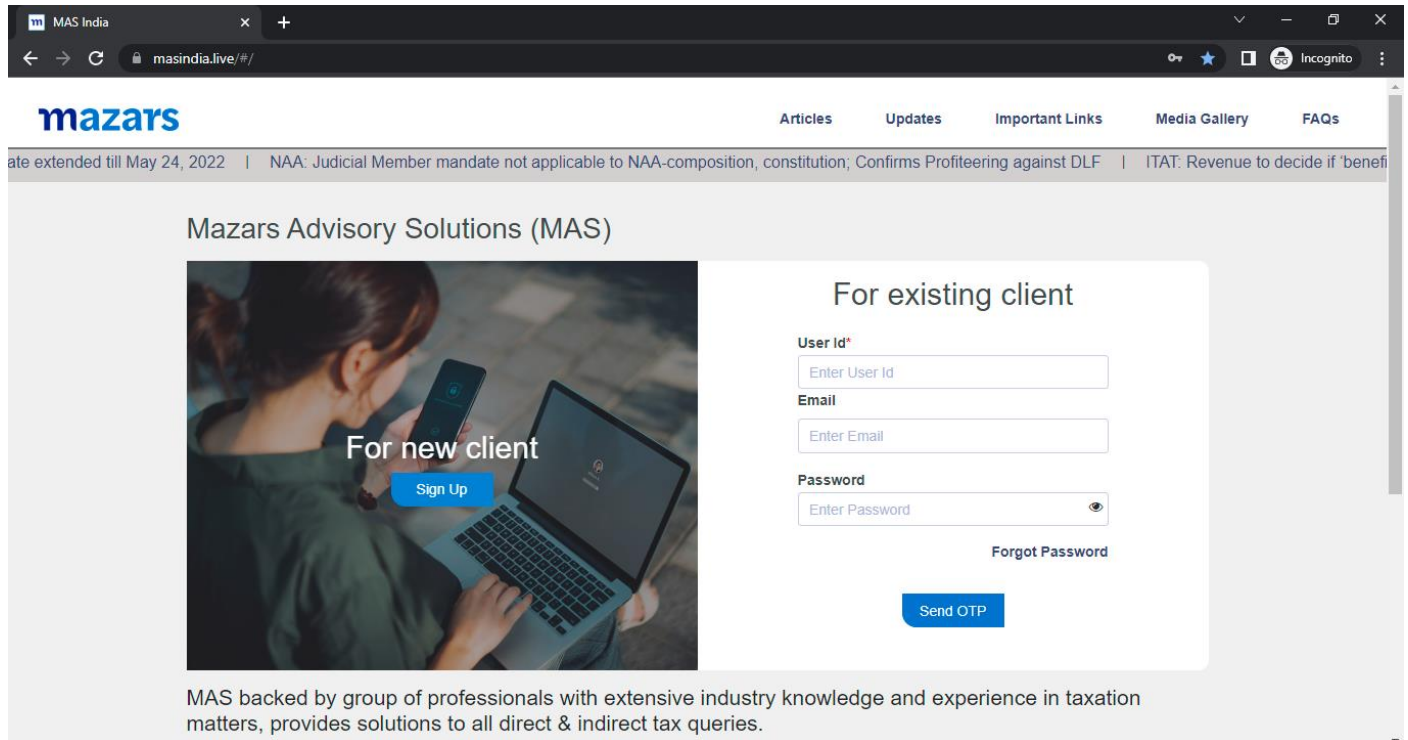


If the OTP entered is incorrect then Error message window will appear showing “Incorrect OTP”



## Mazars Advisory Solutions (MAS)

**Forgot Password: If the client forgets the Password, then click on “Forgot Password” under “For existing client”**



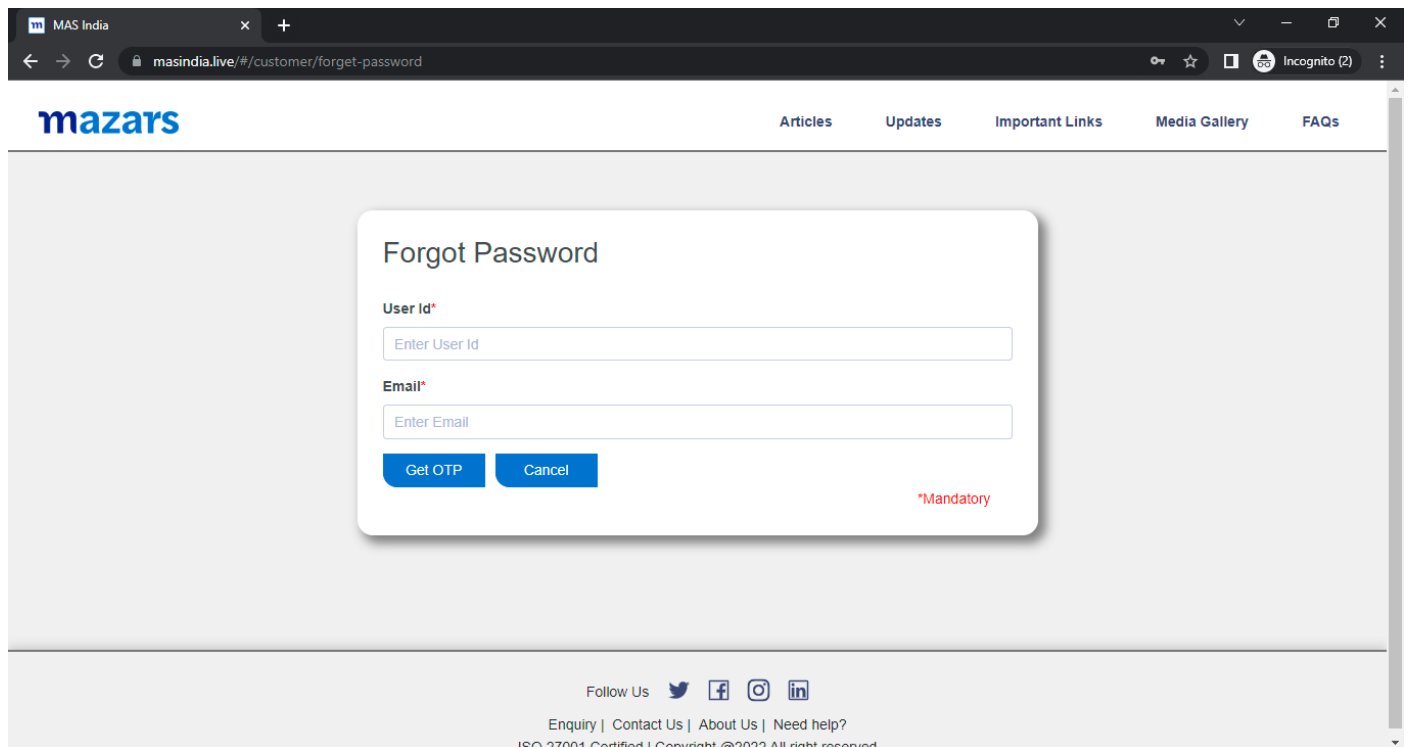
The screenshot shows the Mazars India website in an Incognito browser window. The URL is [masindia.live/#/](https://masindia.live/#/). The page features the Mazars logo and navigation links: Articles, Updates, Important Links, Media Gallery, and FAQs. A news ticker at the top displays headlines such as "ate extended till May 24, 2022", "NAA: Judicial Member mandate not applicable to NAA-composition, constitution; Confirms Profiteering against DLF", and "ITAT: Revenue to decide if 'benefi".

The main content area is titled "Mazars Advisory Solutions (MAS)". It contains two primary sections:

- For new client:** An image of a person using a laptop and smartphone, with a "Sign Up" button overlaid.
- For existing client:** A login form with the following fields:
  - User Id\***: Input field with placeholder "Enter User Id".
  - Email**: Input field with placeholder "Enter Email".
  - Password**: Input field with placeholder "Enter Password" and a toggle icon.Below the password field is a link labeled "Forgot Password". At the bottom of the form is a blue "Send OTP" button.

Below the login form, a text block states: "MAS backed by group of professionals with extensive industry knowledge and experience in taxation matters, provides solutions to all direct & indirect tax queries."

**Forgot Password: Enter your user id & email id and click on [Get OTP](#)**



This screenshot shows the "Forgot Password" form on the Mazars India website. The browser window title is "MAS India" and the URL is [masindia.live/#/customer/forget-password](https://masindia.live/#/customer/forget-password). The page includes the Mazars logo and the same navigation menu as the previous screenshot.

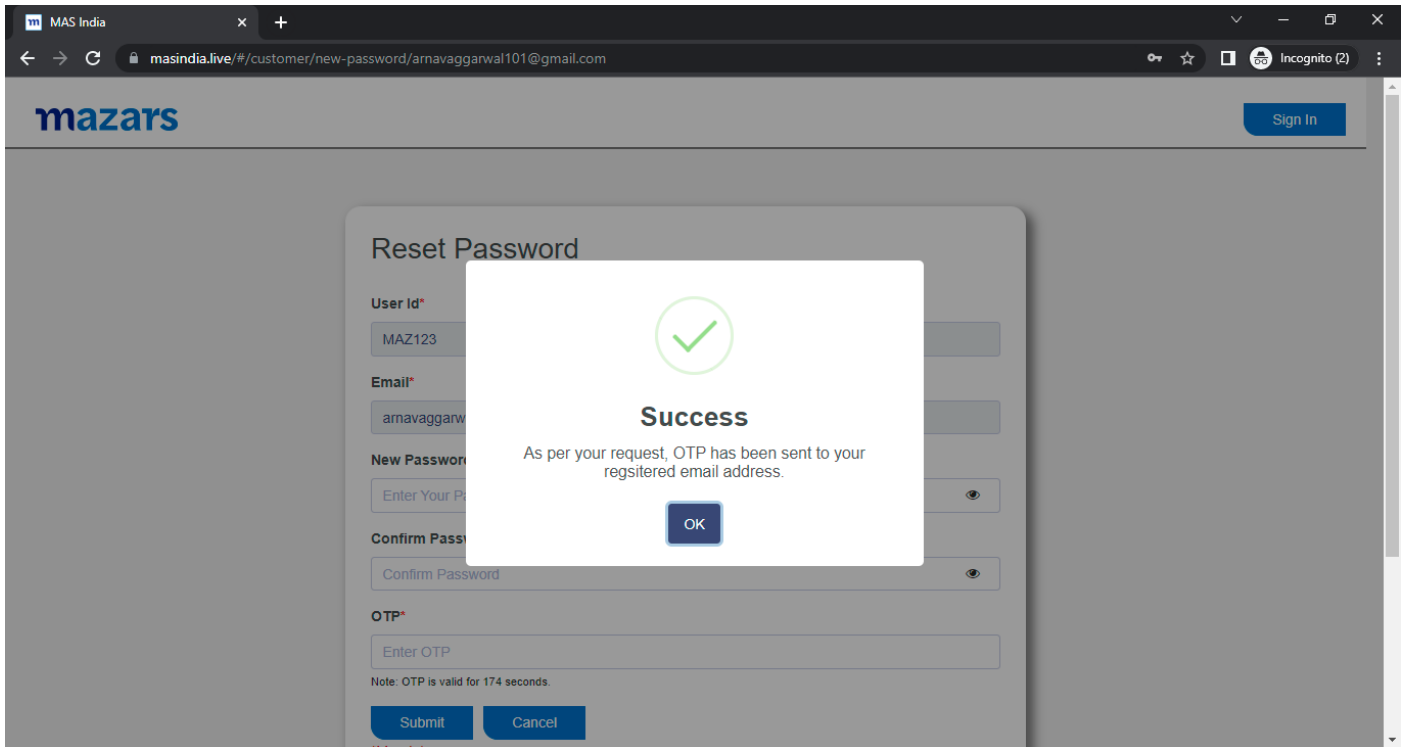
The "Forgot Password" form is centered on the page and contains the following elements:

- User Id\***: Input field with placeholder "Enter User Id".
- Email\***: Input field with placeholder "Enter Email".
- Buttons**: Two buttons at the bottom, "Get OTP" (blue) and "Cancel" (white with blue border).
- Footnote**: A red asterisk label "\*Mandatory" is positioned at the bottom right of the form.

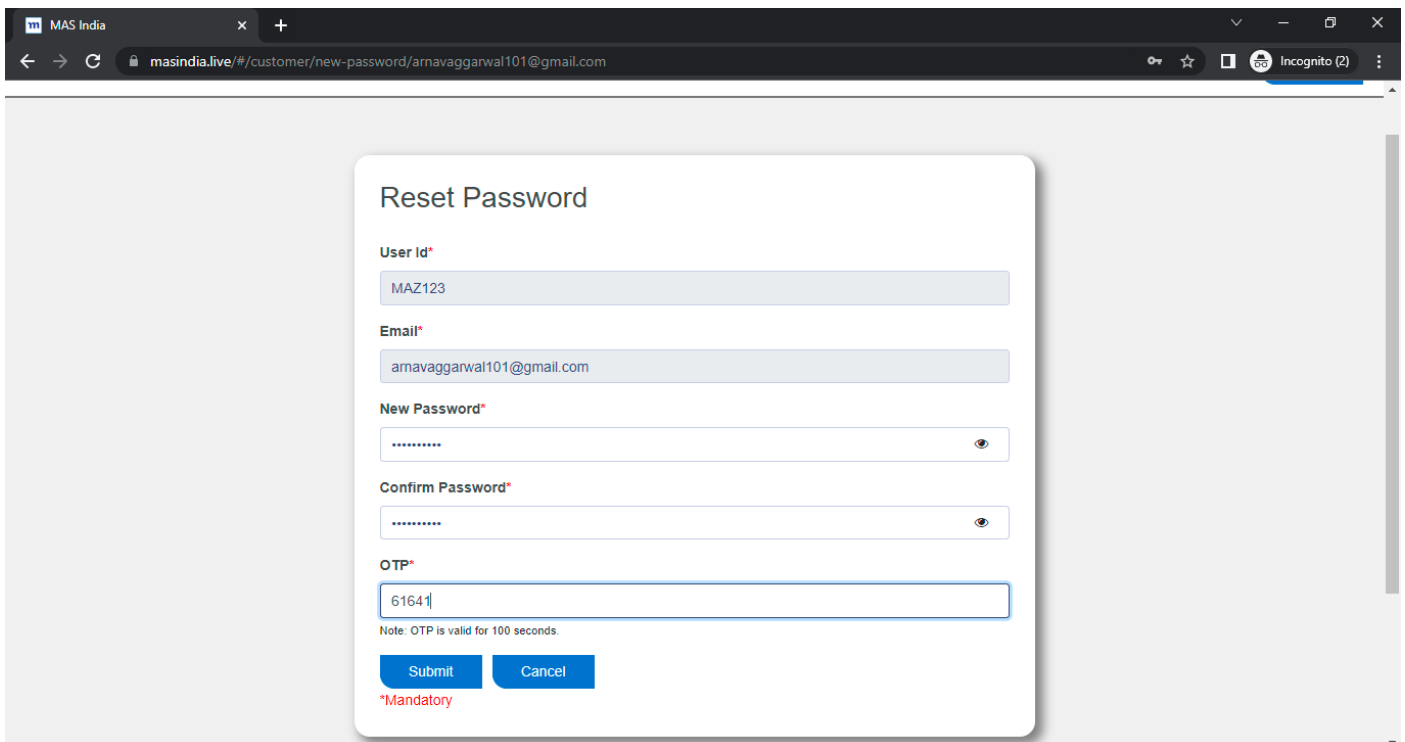
The footer of the page includes social media links for Twitter, Facebook, Instagram, and LinkedIn, along with the text "Follow Us". Below this is a line of links: "Enquiry | Contact Us | About Us | Need help?". At the very bottom, it states "ISO 27001 Certified | Copyright @2022 All right reserved".

## Mazars Advisory Solutions (MAS)

**Forgot Password:** After clicking on **Get OTP**, success message window will appear & then click on OK.

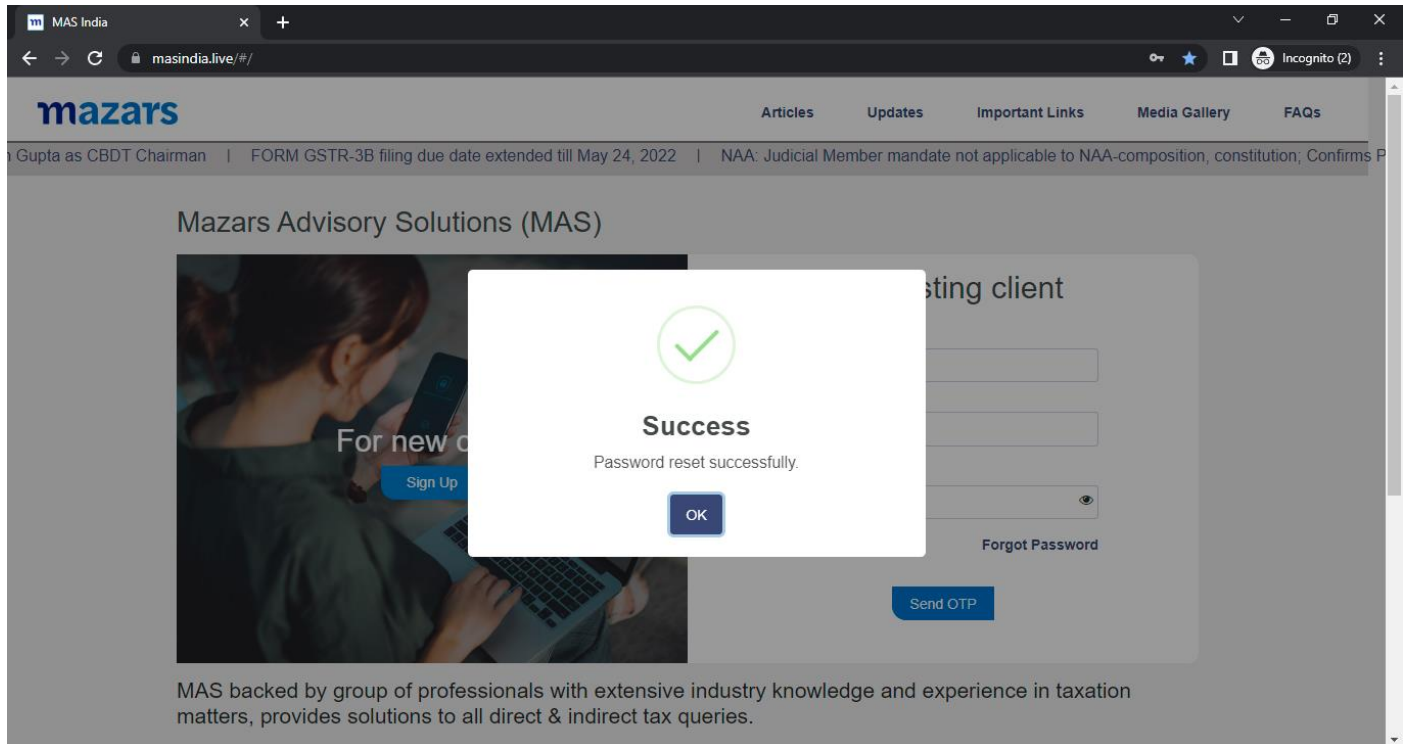


**Forgot Password:** Enter new password that should be minimum of eight characters, including at least one upper case, lower case, special character and number along with the OTP received on the email id & click on Submit.

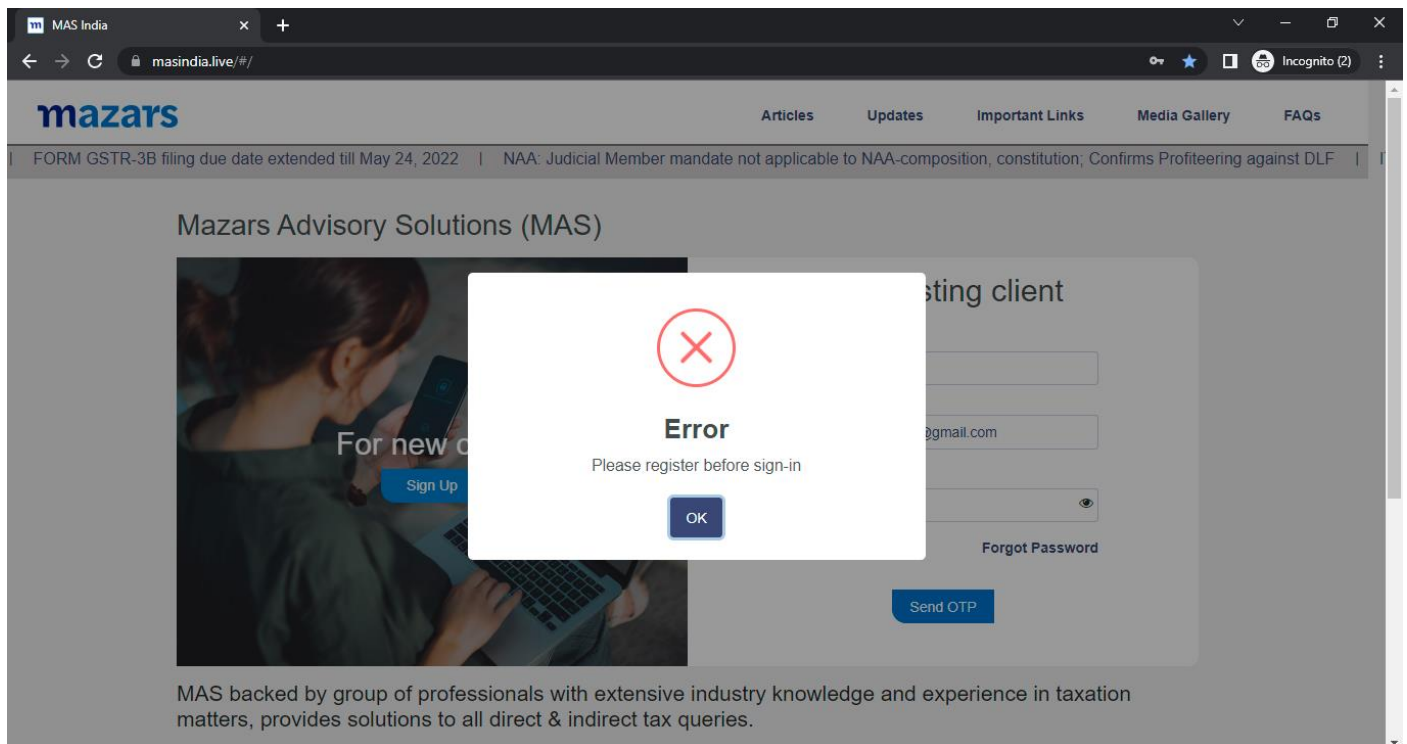


## Mazars Advisory Solutions (MAS)

**Password Forgot:** After clicking on **Submit** Success message window will appear, showing password reset successfully. Now login with the new password.

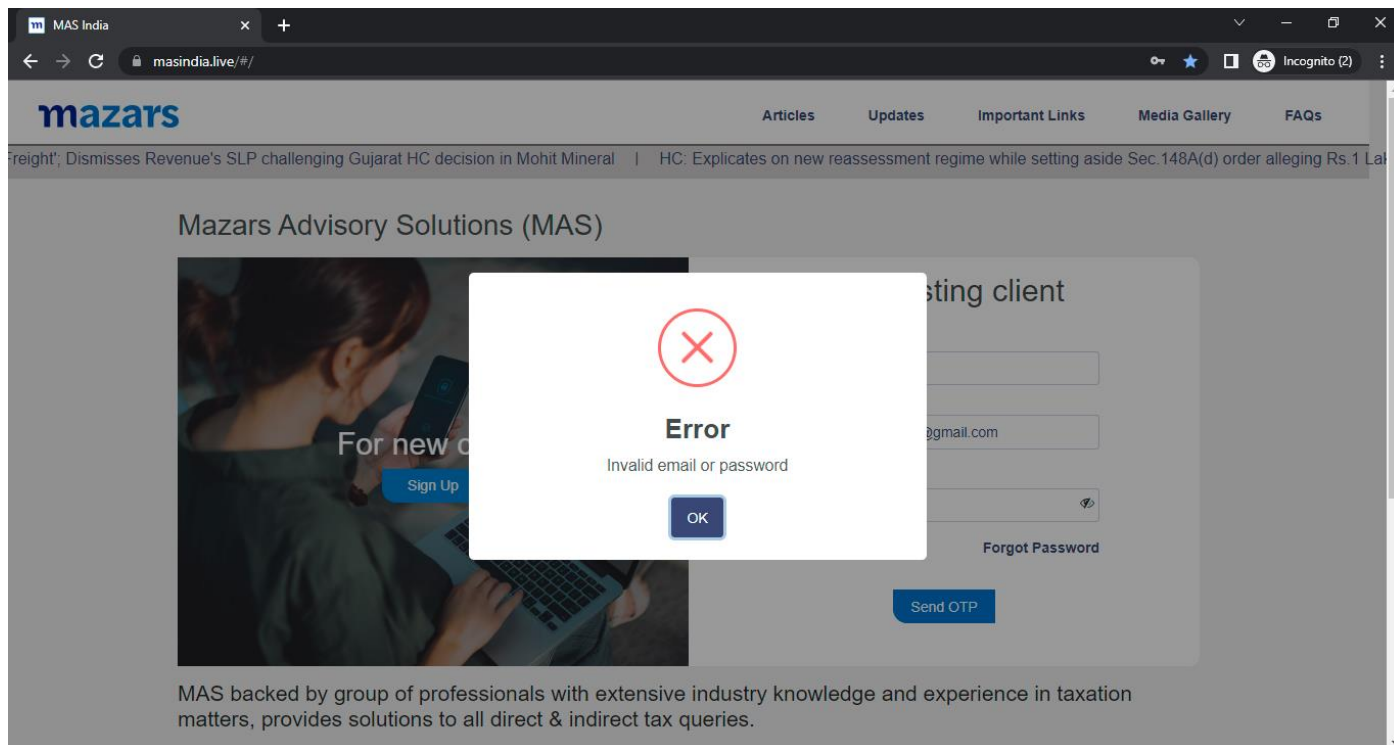


**Incorrect User Id or Email Id:** At the login page, if the user id or email id entered is incorrect then Error message window will appear showing “Please register before sign-in”. Click Ok & login with the correct credentials.

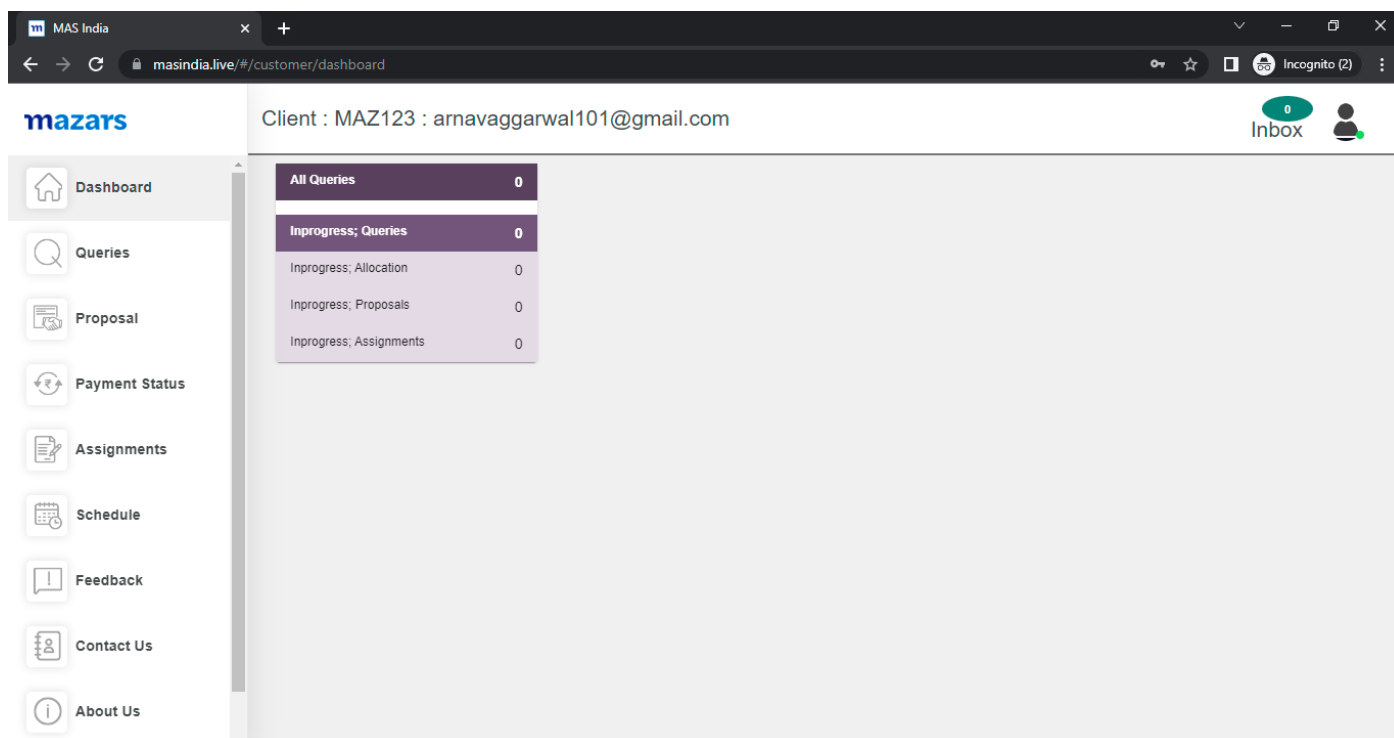




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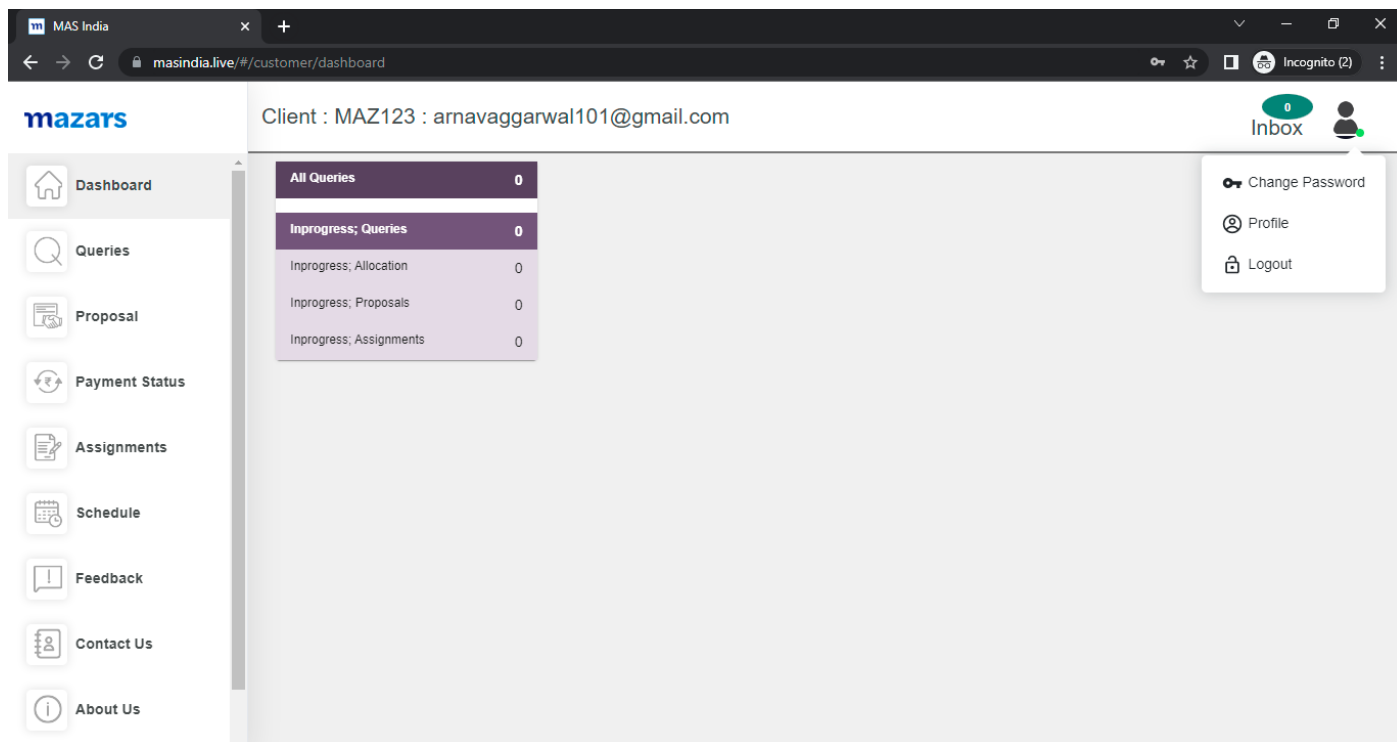
**Incorrect password:** At the login page, if the password entered is incorrect then Error message window will appear showing “Incorrect email or password”. Click Ok & login with the correct credentials.



After successful login by an existing client or registration of a new client, following screen/window will open.



Change password: To change the password, click on  located at top right side of the screen and further select  Change Password



Change password window will appear, enter the registered email id along with the new password that client wants to register for the account & click on **Get OTP**

