



# PRANIT Portal - Password Reset Manual

(Portal Link: <https://etender.powergrid.in>)

## Version History

Version No.	Release Date	Remarks
Version 1.0	06.03.2024	



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## 1 Pre-requisite

### 1.1 User ID/Login ID

User must have valid Login ID at PRANIT Portal.

### 1.2 Email ID

User must have valid email ID mapped to their login id at PRANIT Portal. This is generally the email id provided by the user at the time of login id creation. User can either update email himself via Personalize link available after login to portal or request POWERGRID Rfx owner / coordinator for change/update in email mapped to their login.

### 1.3 Mobile Number

User must have valid mobile number mapped to their login id at PRANIT Portal. This is generally the mobile number provided by the user at the time of login id creation. User can either update mobile number himself via Personalize link available after login to portal or request POWERGRID Rfx owner / coordinator for change/update in mobile number mapped to their login.

## 2 Password reset

Open PRANIT portal <https://etender.powergrid.in> . Click on Reset Password link.

After clicking on Reset Password link, following screen will appear.

Password Reset Utility	
1.	Reset Password using Security Question/Answer
	<a href="#">Click Here</a>
2.	Reset Password using One Time Password
	<a href="#">Click Here</a>

User may reset PRANIT Portal password via following utilities:

1. Reset Password Using Security Question/Answer (Refer 2.1 for detailed steps)
2. Reset Password using One Time Password (Refer 2.2 for detailed steps)

## 2.1 Password reset using Security question/answer

2.1.1 Click on Reset Password using security question/answer link.

Password Reset Utility	
Link for Reset Password using security question/answer	
1.	Reset Password using Security Question/Answer <a href="#">Click Here</a>
2.	Reset Password using One Time Password <a href="#">Click Here</a>

2.1.2 At the “Logon Help” screen provide Logon ID and mapped E-Mail ID .

**Logon Help**

➡ Personal information ➡ Security question ➡ Confirmation ⬅

Having trouble logging in? ☐

Provide the following information to receive a new password

Logon ID:\*

E-Mail:\*

Enter Logon ID

Enter E-mail ID

2.1.3 Click on Submit Button after filling Logon ID and E-Mail.

**Logon Help**

➡ Personal information ➡ Security question ➡ Confirmation ⬅

Having trouble logging in? ☐

Provide the following information to receive a new password

Logon ID:\*

E-Mail:\*

Click Submit Button

- 2.1.4 On the next screen provide answer to your set Security Question. Make sure to enter the correct answer that you have saved earlier while setting Security Question and Answer under Personalize Link.

The screenshot shows the 'Logon Help' section with a navigation bar containing 'Personal information', 'Security question', and 'Confirmation'. The 'Security question' step is active. Below the navigation bar, the title 'Security Question' is displayed. The question 'What is your favorite color?' is shown. The 'Answer:' field is a yellow text box. A callout bubble points to this field with the text 'Enter Security Answer'. Below the text box are two buttons: 'Submit' and 'Cancel'.

- 2.1.5 Click on Submit Button after providing Security Answer on Security Question Screen.

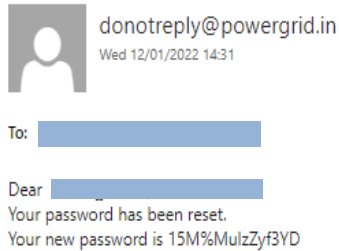
This screenshot is identical to the previous one, showing the 'Security Question' screen. A callout bubble points to the 'Submit' button with the text 'Click Submit Button'.

- 2.1.6 New screen will appear with message, "New password was assigned and sent by e-mail". After sometime new password shall be delivered to the email mapped to login.

The screenshot shows the 'Logon Help' section with the navigation bar. The 'Confirmation' step is active. Below the navigation bar, the title 'Confirmation of Password Reset' is displayed. The message 'New password was assigned and sent by e-mail' is shown. Below the message is a single button labeled 'Continue'.

- 2.1.7 User will receive an e-mail containing new password at email id mapped to login id. Kindly check junk/spam folders incase e-mail is not received in Inbox.

Password reset



## 2.2 Password reset using One Time Password

- 2.2.1 Click on Reset Password using One Time Password link.

Password Reset Utility	
1.	Reset Password using Security Question/Answer <a href="#">Click Here</a>
2.	Reset Password using One Time Password <a href="#">Click Here</a>

Link for Reset Password using OTP

- 2.2.2 “Logon Help” screen will appear. Provide Login ID and select medium to send OTP from options Mobile Number, Email Id or both

**Logon Help**

➡ Personal Information ➡ One Time Password ➡ Confirmation ➡

**Having trouble logging in?**

Provide the following information to receive a new password

\* Enter User / Login Id:  Enter Login ID

\* Select Medium to send OTP:

[Get OTP](#) [Cancel](#)

**Logon Help**

➡ Personal Information ➡ One Time Password ➡ Confirmation ➡

**Having trouble logging in?**

Provide the following information to receive a new password

- \* Enter User / Login Id:
- \* Select Medium to send OTP:

Mobile Number  
Email Id  
Both

Select medium for OTP

2.2.3 Depending on the medium of OTP selected, please enter either mobile number or email id or both and click on Get OTP Button.

**Logon Help**

➡ Personal Information ➡ One Time Password ➡ Confirmation ➡

**Having trouble logging in?**

Provide the following information to receive a new password

- \* Enter User / Login Id:
- \* Select Medium to send OTP:

Enter Mobile Number:

Enter Mobile number

Click on Get OTP button

Or

**Logon Help**

➡ Personal Information ➡ One Time Password ➡ Confirmation ➡

**Having trouble logging in?**

Provide the following information to receive a new password

- \* Enter User / Login Id:
- \* Select Medium to send OTP:

Enter Email Id:

Enter Email ID

Click on Get OTP button

Or



**Logon Help**

Personal Information → One Time Password → Confirmation

**Having trouble logging in?**

Provide the following information to receive a new password

\* Enter User / Login Id:

\* Select Medium to send OTP: **Both**

Enter Mobile Number:

Enter Email Id:

**Get OTP** **Cancel**

Enter Mobile number

Enter Email ID

Click on Get OTP button

2.2.4 Enter OTP as received on Mobile or Email. Click on verify OTP button.

**Logon Help**

Personal Information → One Time Password → Confirmation

**One Time Password**

Please enter one time password received at your contact details

\* Enter OTP:

**Verify OTP** **Cancel**

Enter OTP

Click on Verify button

2.2.5 New screen with message, “New password was assigned and sent by email” shall appear. After sometime new password shall be delivered to the email mapped to login.

**Logon Help**

Personal Information → One Time Password → Confirmation

**Confirmation of Password Reset**

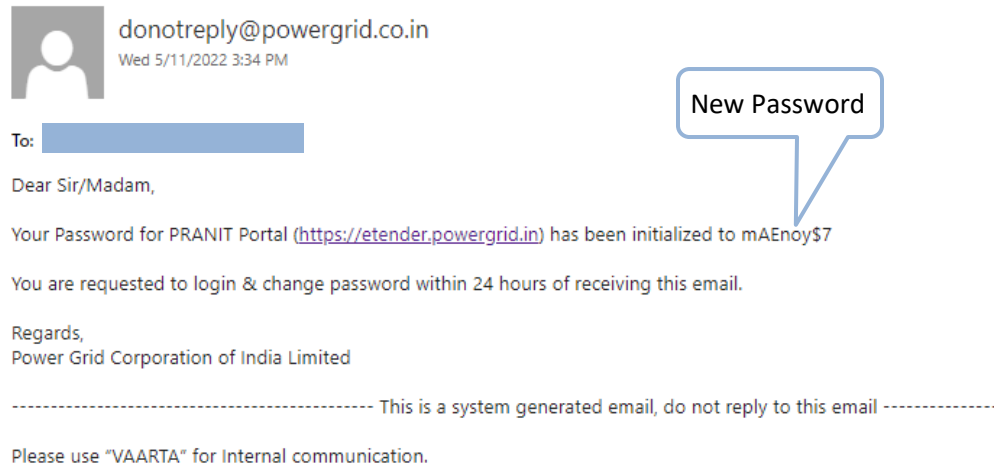
New password was assigned and sent by e-mail

**Continue**

Click Continue Button

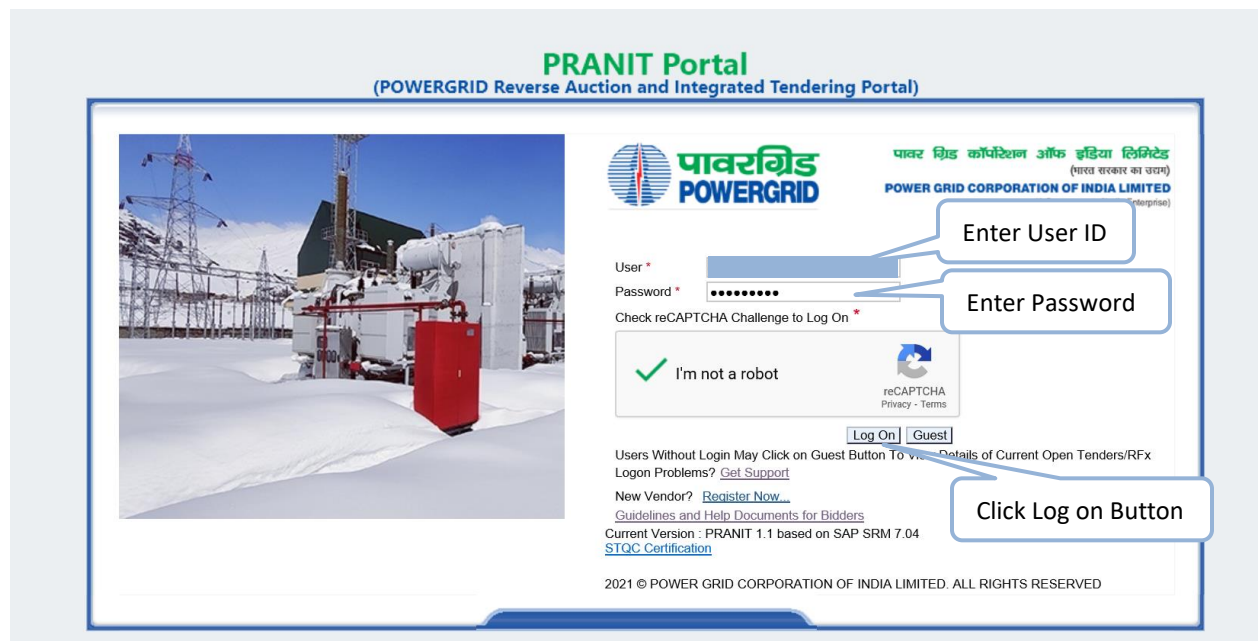
- 2.2.6 User will receive an e-mail containing new password at email id mapped to login id. Kindly check junk/spam folders incase e-mail is not received in Inbox.

PRANIT Portal - Password Initialize

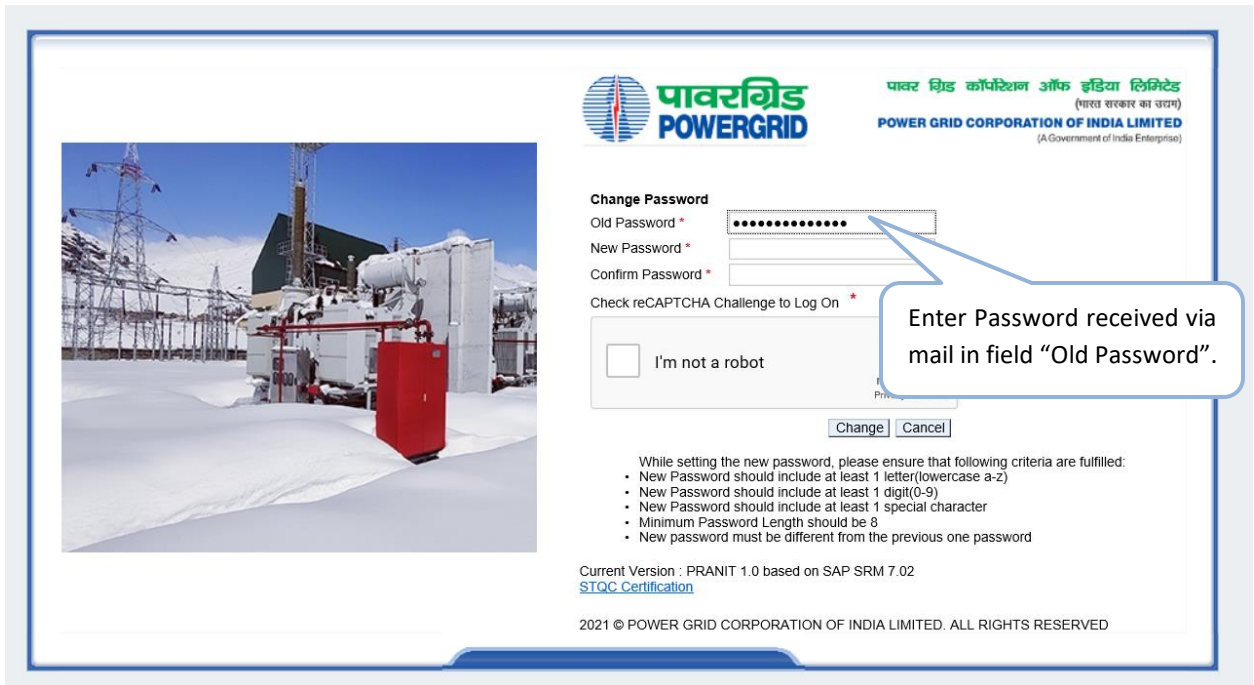


## 2.3 Logon using Reset Password received on e-mail

- 2.3.1 At logon screen enter your User/Login ID and new Password received on e-mail ID mapped to your login id. Click on Logon button after filling the values.



- 2.3.2 User shall be redirected to new screen wherein enter the same password as received on email in field “Old Password”.



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(A Government of India Enterprise)

**Change Password**

Old Password \*

New Password \*

Confirm Password \*

Check reCAPTCHA Challenge to Log On \*

☐ I'm not a robot

[Change](#) [Cancel](#)

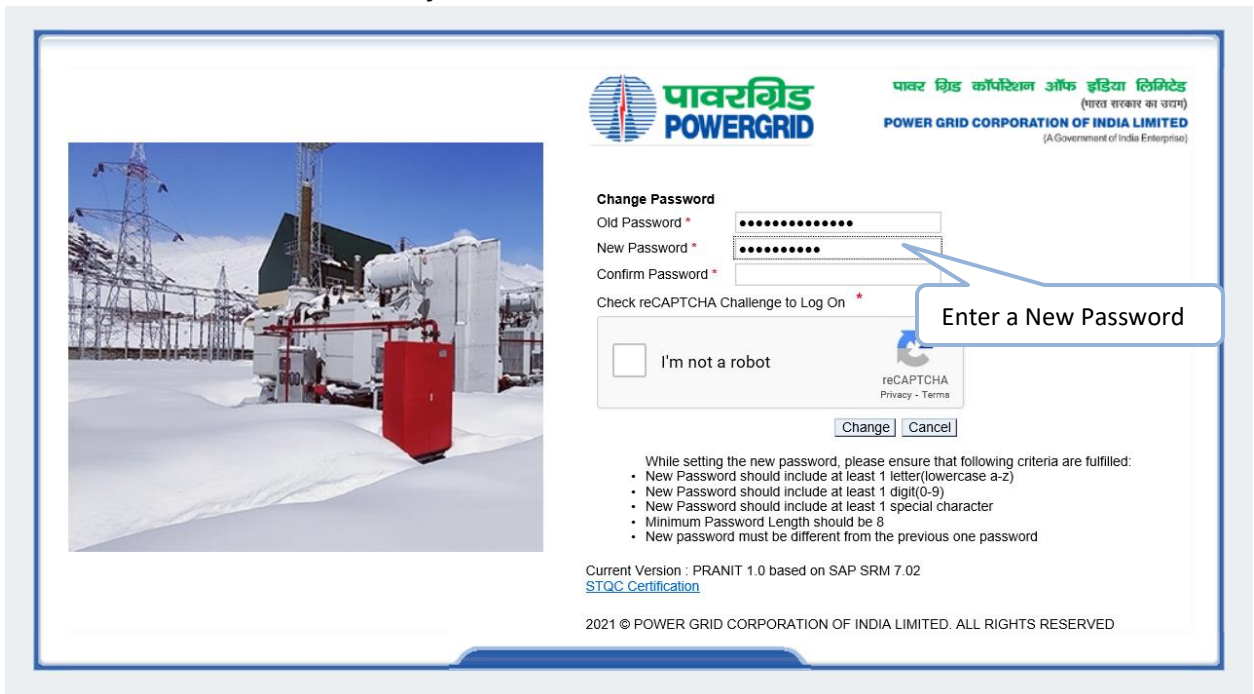
While setting the new password, please ensure that following criteria are fulfilled:

- New Password should include at least 1 letter(lowercase a-z)
- New Password should include at least 1 digit(0-9)
- New Password should include at least 1 special character
- Minimum Password Length should be 8
- New password must be different from the previous one password

Current Version : PRANIT 1.0 based on SAP SRM 7.02  
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- 2.3.3 Set a new Password for your User ID.



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**POWER GRID CORPORATION OF INDIA LIMITED**  
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**Change Password**

Old Password \*

New Password \*

Confirm Password \*

Check reCAPTCHA Challenge to Log On \*

☐ I'm not a robot

[Change](#) [Cancel](#)

While setting the new password, please ensure that following criteria are fulfilled:

- New Password should include at least 1 letter(lowercase a-z)
- New Password should include at least 1 digit(0-9)
- New Password should include at least 1 special character
- Minimum Password Length should be 8
- New password must be different from the previous one password

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2.3.4 Re-enter the new password in the “Confirm Password” field.

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**Change Password**

Old Password \*  
New Password \*  
Confirm Password \*

Check reCAPTCHA Challenge to Log On \*

☐ I'm not a robot

[Change](#) [Cancel](#)

While setting the new password, please ensure that following criteria are fulfilled:

- New Password should include at least 1 letter (lowercase a-z)
- New Password should include at least 1 digit (0-9)
- New Password should include at least 1 special character
- Minimum Password Length should be 8
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2.3.5 Click on Checkbox “I’m not a robot”. Select the images as per the requirement mentioned on it and Click on Verify Button.

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**Change Password**

Old Password \*  
New Password \*  
Confirm Password \*

Check reCAPTCHA Challenge to Log On \*

☐ I'm not a robot

[Change](#) [Cancel](#)

While setting the new password, please ensure that following criteria are fulfilled:

- New Password should include at least 1 letter (lowercase a-z)
- New Password should include at least 1 digit (0-9)
- New Password should include at least 1 special character
- Minimum Password Length should be 8
- New password must be different from the previous one password

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Select all squares with  
**traffic lights**  
If there are none, click skip

[VERIFY](#)

Click on Checkbox

Verify the re-captcha selections

2.3.6 Click on Change Button. Your Password shall be reset successfully.

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**Change Password**

Old Password \*

New Password \*

Confirm Password \*

Check reCAPTCHA Challenge to Log On \*

☒ I'm not a robot

reCAPTCHA  
Privacy - Terms

While setting the new password, please ensure that following criteria are fulfilled:

- New Password should include at least 1 letter(lowercase a-z)
- New Password should include at least 1 digit(0-9)
- New Password should include at least 1 special character
- Minimum Password Length should be 8
- New password must be different from the previous one password

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**Note:** In case of any issues or further help, please get in touch with e-tendering helpdesk team at the phone number mentioned at the link [https://etender.powergrid.in/new\\_logon2/User\\_Help\\_Menu.html](https://etender.powergrid.in/new_logon2/User_Help_Menu.html) or contact the Concerned RFx Owner/coordinator.