



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

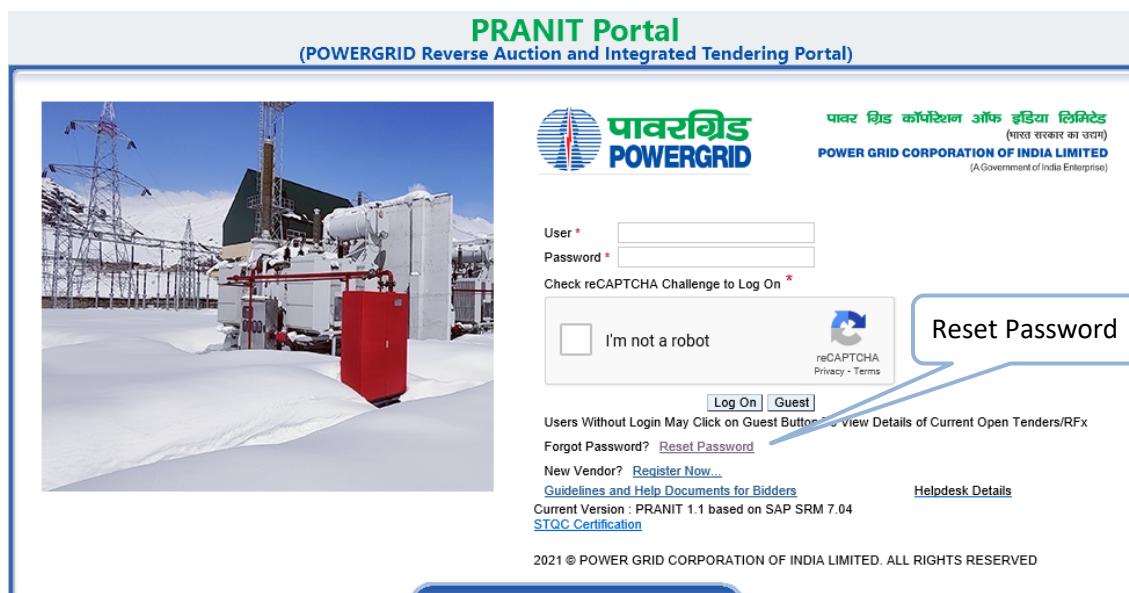
User must have valid email ID mapped to their login id at PRANIT Portal. This is generally the email id provided by the user at the time of login id creation. User can either update email himself via Personalize link available after login to portal or request POWERGRID RFx owner / coordinator for change/update 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	<input type="button" value="Click Here"/>
2.	Reset Password using One Time Password	<input type="button" value="Click Here"/>

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	<input type="button" value="Click Here"/>
2.	Reset Password using One Time Password	<input type="button" value="Click Here"/>

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

Logon Help		
Having trouble logging in?		
Provide the following information to receive a new password		
Logon ID:*	<input type="text"/>	<input type="button" value="Enter Logon ID"/>
E-Mail:*	<input type="text"/>	<input type="button" value="Enter E-mail ID"/>
<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>	

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

Logon Help		
Having trouble logging in?		
Provide the following information to receive a new password		
Logon ID:*	<input type="text"/>	
E-Mail:*	<input type="text"/>	
<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>	<input type="button" value="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.

Logon Help

Personal information → Security question → Confirmation ←

Security Question

What is your favorite color?

Answer:

Enter Security Answer

Submit Cancel

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

Logon Help

Personal information → Security question → Confirmation ←

Security Question

What is your favorite color?

Answer:

Click Submit Button

Submit Cancel

- 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.

Logon Help

Personal information → Security question → Confirmation ←

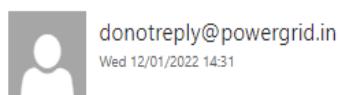
Confirmation of Password Reset

New password was assigned and sent by e-mail

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



To: [REDACTED]

Dear [REDACTED]

Your password has been reset.

Your new password is 15M%MulZyf3YD

2.2 Password reset using One Time Password

2.2.1 Click on Reset Password using One Time Password link.

The screenshot shows a web-based utility titled 'Password Reset Utility'. It contains two main options: 'Reset Password using Security Question/Answer' and 'Reset Password using One Time Password'. Each option has a 'Click Here' button to its right. A blue callout box with the text 'Link for Reset Password using OTP' points to the second option.

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

The screenshot shows the 'Logon Help' screen. At the top, there is a navigation bar with steps: Personal Information → One Time Password → Confirmation ←. Below this, a message says 'Having trouble logging in?'. A callout box points to the 'Enter Login ID' field, which is part of a form asking for information to receive a new password. The form also includes fields for 'Enter User / Login Id:' and 'Select Medium to send OTP:'. At the bottom of the form are 'Get OTP' and 'Cancel' buttons.

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:

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

Or

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 Email Id:

Enter Email ID

Or

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: Both

Enter Mobile Number:

Enter Email Id:

Get OTP **Cancel**

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**

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 ←

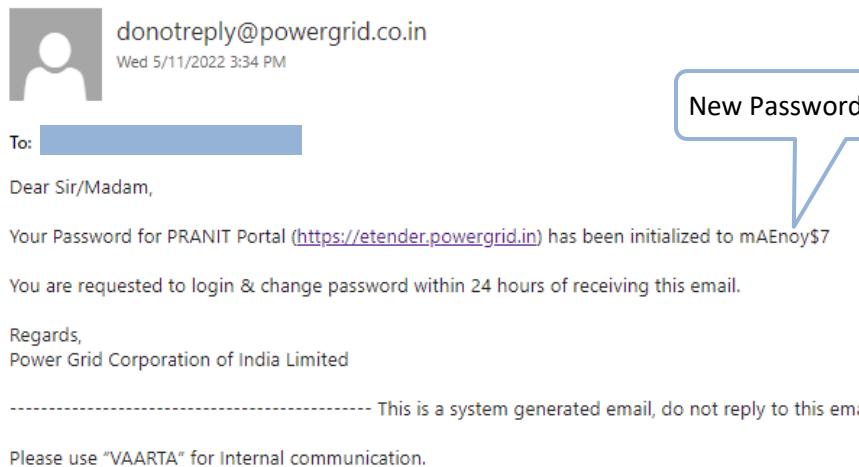
Confirmation of Password Reset

New password was assigned and sent by e-mail

Continue

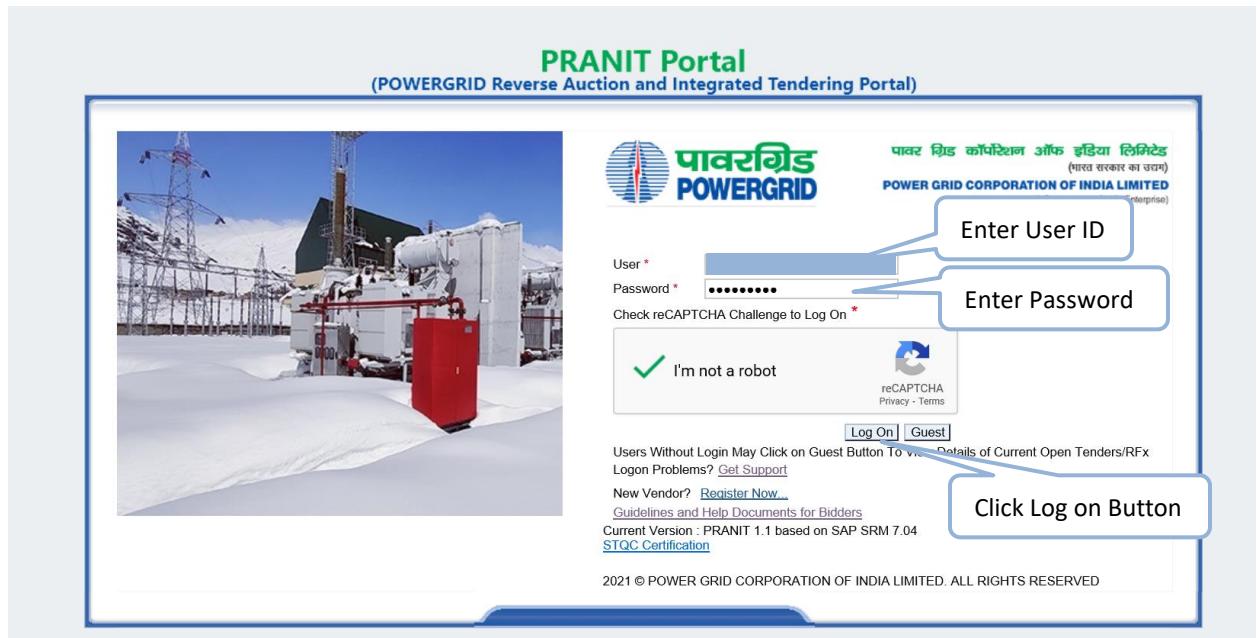
2.2.6 User will receive an e-mail containing new password at email id mapped to login id. Kindly check junk/spam folders incase e-mail is not received in Inbox.

PRANIT Portal - Password Initialize

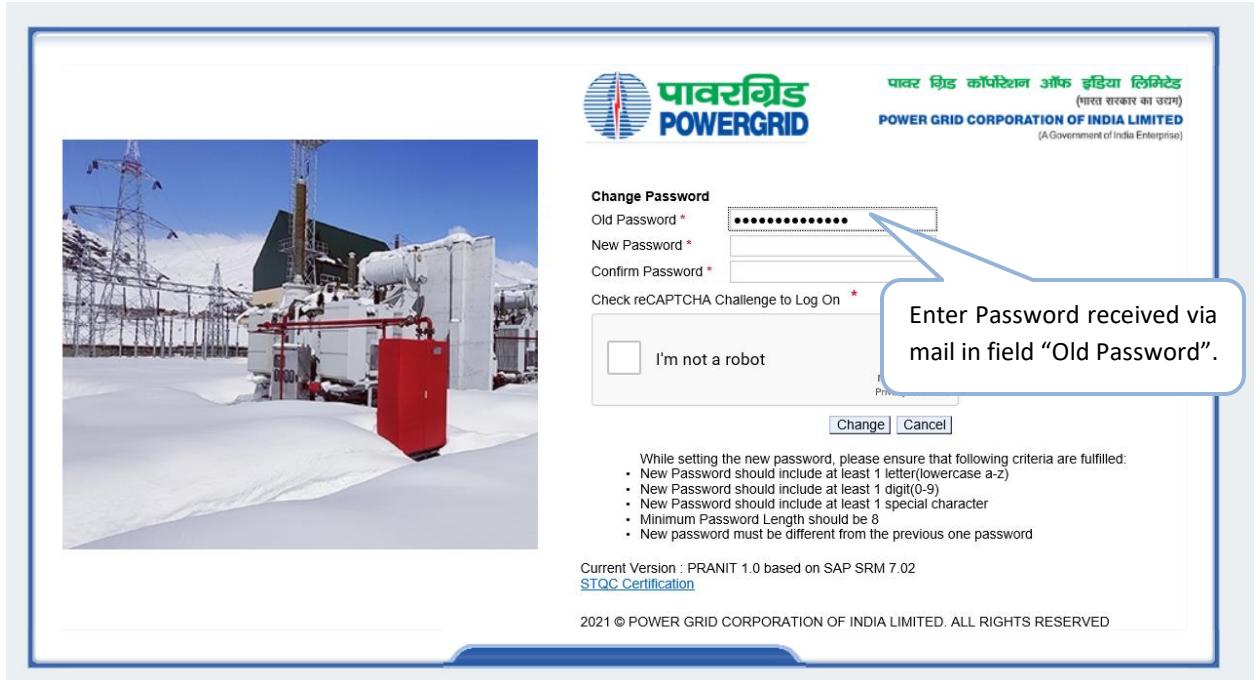


2.3 Logon using Reset Password received on e-mail

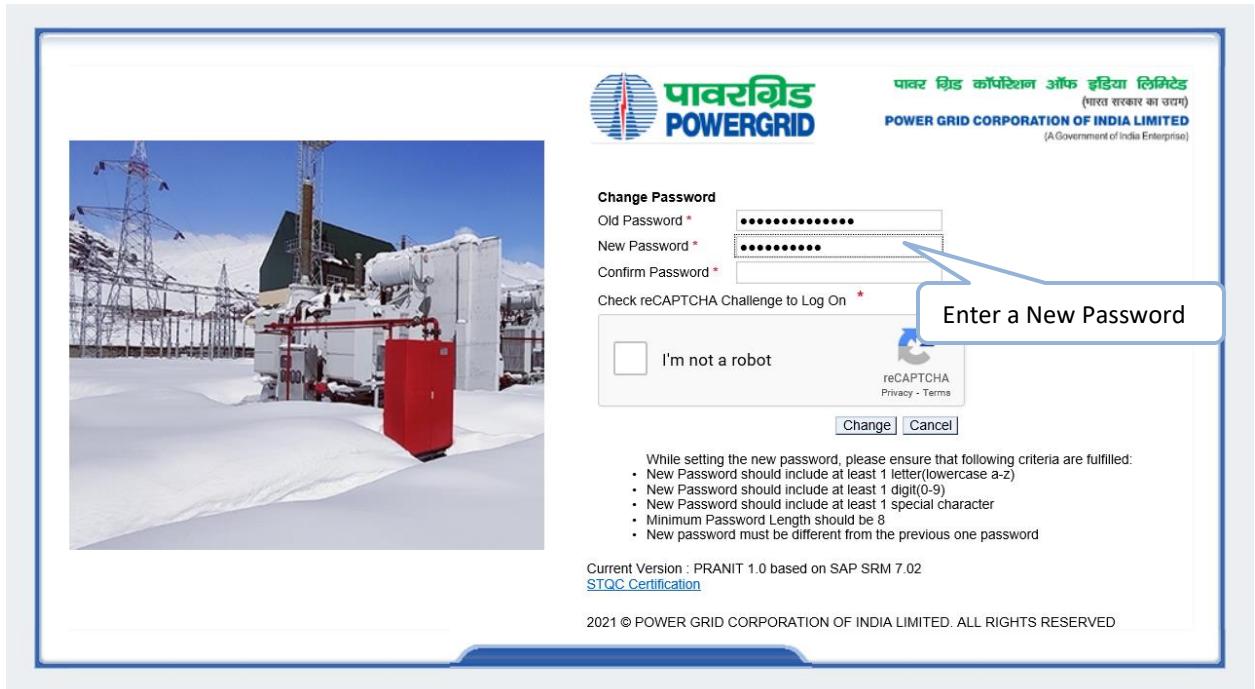
2.3.1 At logon screen enter your User/Login ID and new Password received on e-mail ID mapped to your login id. Click on Logon button after filling the values.



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



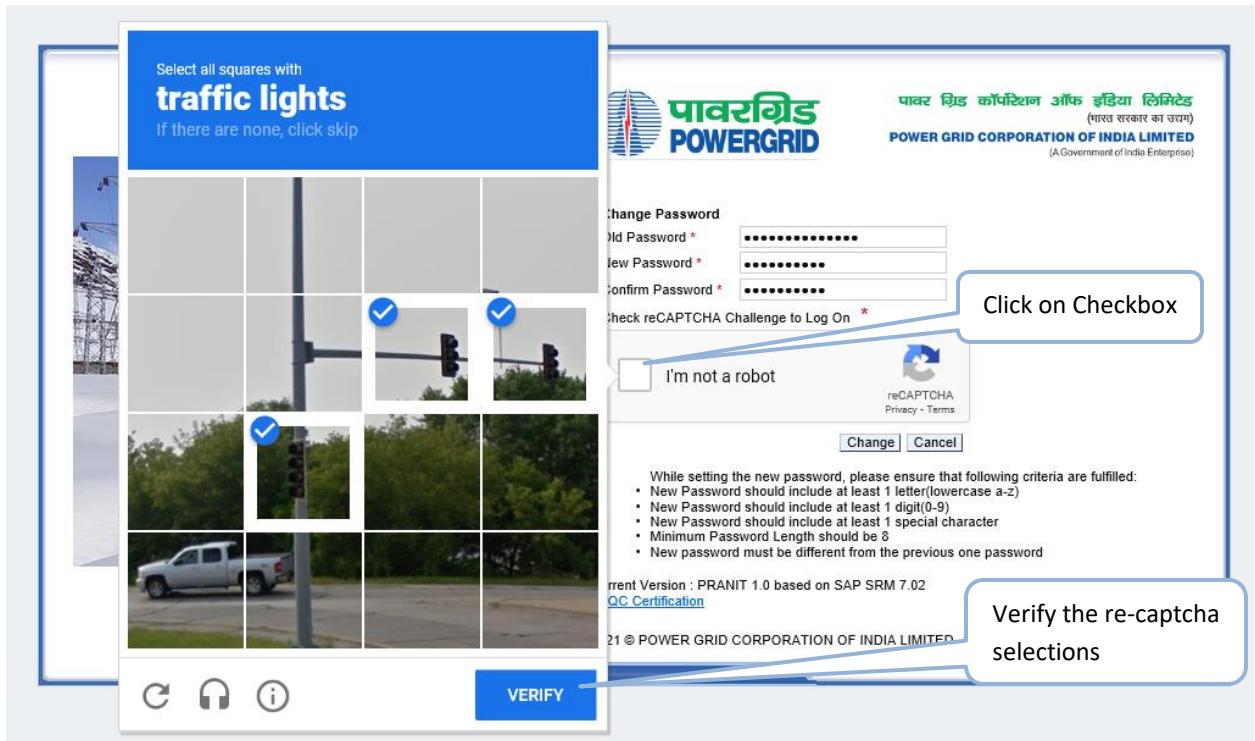
2.3.3 Set a new Password for your User ID.



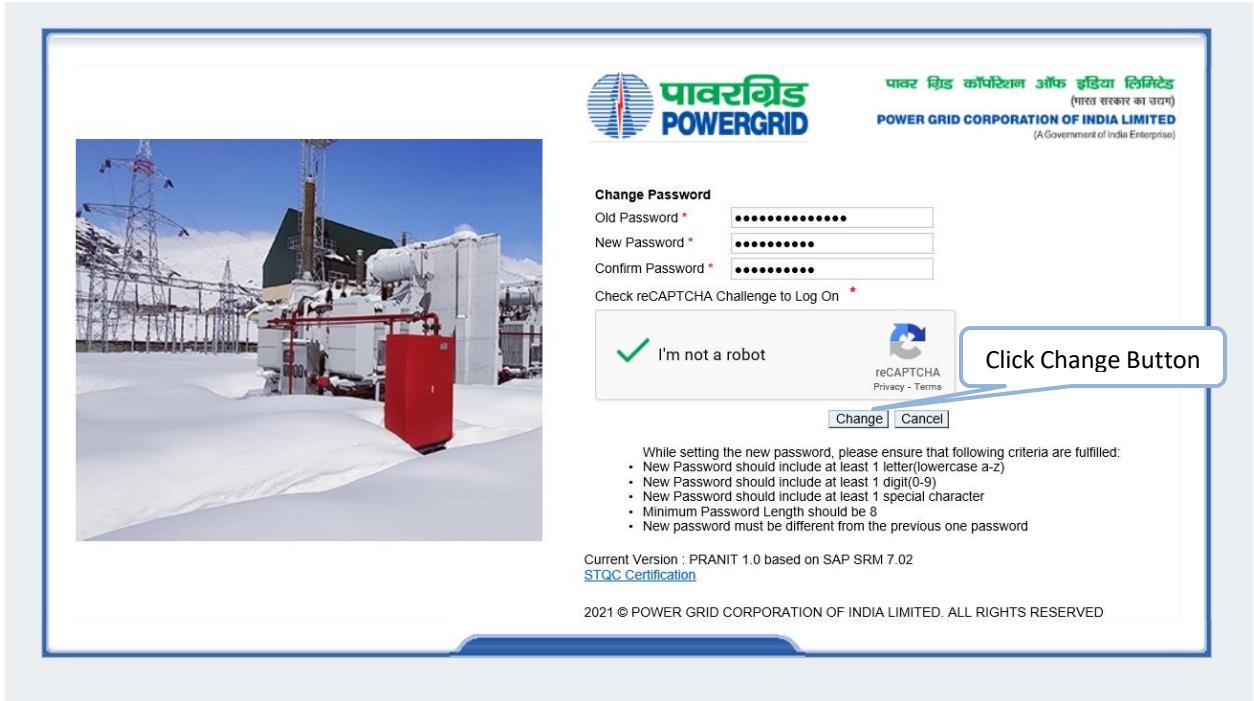
2.3.4 Re-enter the new password in the “Confirm Password” field.



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.



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



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 or contact the Concerned RFx Owner/coordinator.