

Login Using System-Generated (First Time Login) Password

Login Using System-Generated Password

- 1. Visit Global PSP Office Portal (https://embassy.passportindia.gov.in)
- 2. Enter User ID
- 3. Press Submit button



Global Passport Seva at Indian Embassies and Consulates

Consular, Passport & Visa Division

Ministry of External Affairs, Government of India





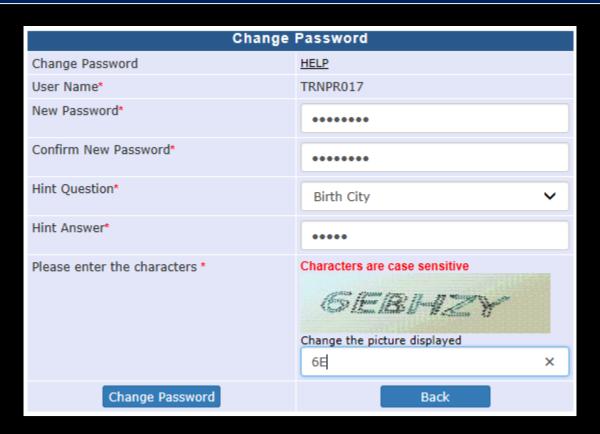
Login Using System-Generated Password (continued..)

- 1. Enter system-generated password received through Email
- 2. Enter characters displayed in the CAPTCHA image
- 3. Press Submit button



Login Using System-Generated Password (continued..)

- 1. Enter the new Password (required to be entered twice)
- 2. Choose a Hint Question from the drop-down menu
- 3. Enter the answer for the Hint Question (case sensitive). This will be useful to reset the password in case you forget the same.
- 4. Enter the characters displayed in the CAPTCHA image
- 5. Press Change Password button.



Login Using System-Generated Password (continued..)

- 1. Credential Updated Successfully message appears after successful validation of entered inputs.
- 2. Login using the newly reset password by clicking the 'Click Here to Login' link. Alternatively, you may re-type the Global PSP Office Portal (https://embassy.passportindia.gov.in) and login using the User ID and newly generated password



Login Using Self-Generated Password

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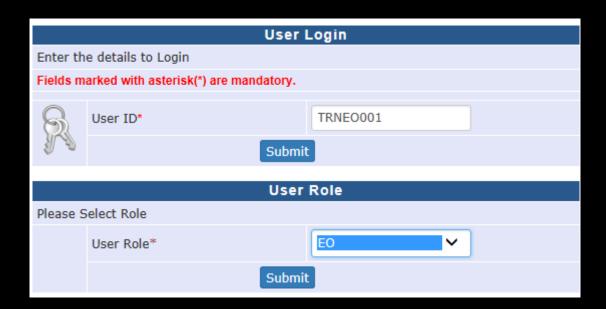
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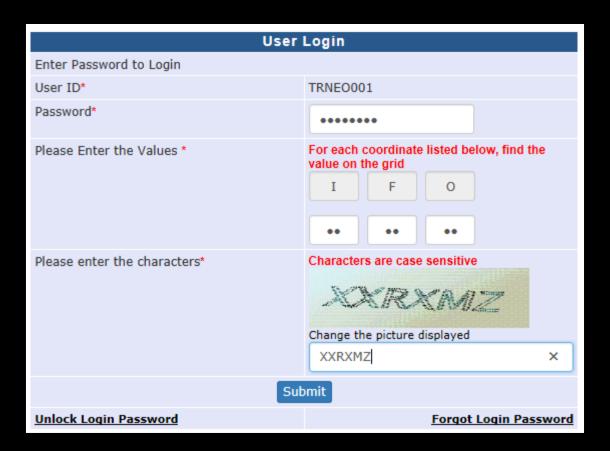
Login Using Self-Generated Password (continued..)

- 1. Choose User Role for login from the drop down menu
- 2. Press the Submit button displayed below the chosen User Role



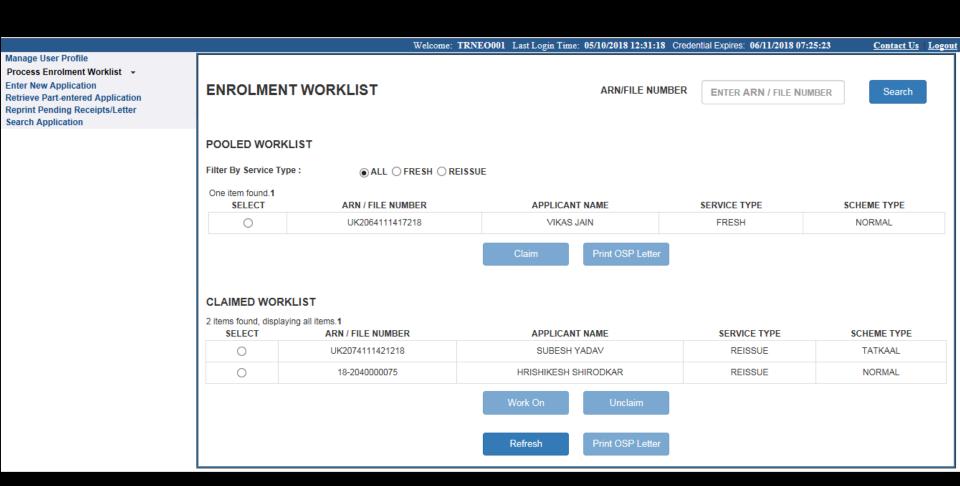
Login Using Self-Generated Password (continued..)

- 1. Enter the Password
- 2. Check your User Grid and enter the values for the three alphabets displayed on the screen
- 3. Enter the characters displayed in the CAPTCHA image
- 4. Press Submit button



Login Using Self-Generated Password (continued..)

1. Application screens applicable for the chosen role will appear after Successful Authentication of User's Password, Grid Values and CAPTCHA image



Unlock Account / Forgot Password

Unlock Account / Forgot Password

- 1. Visit Global PSP Office Portal (https://embassy.passportindia.gov.in)
- 2. Enter User ID
- 3. Press Submit button
- 4. Choose User Role
- 5. Press Submit Button



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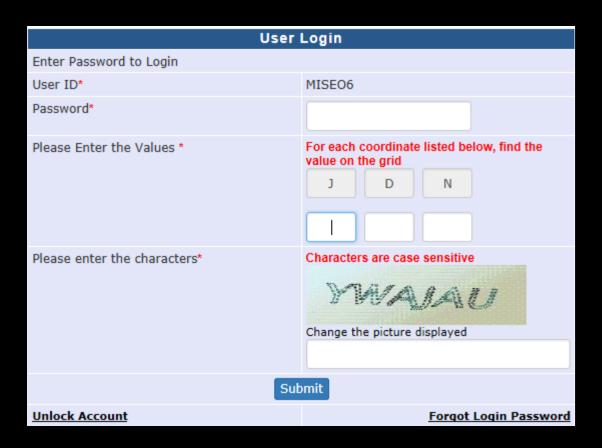




Unlock Account / Forgot Password (continued..)

1. Click on "Unlock Account" if User Account is Locked OR

Click on "Forgot Login Password" if you have forgotten your password



Unlock Account / Forgot Password (continued..)

- 1. Unlock Account Case:
 - a. Click Continue after verifying the Login ID
 - b. Enter the Answer to Hint Question, Grid Values and characters displayed in the CAPTCHA image
 - c. Press Unlock button

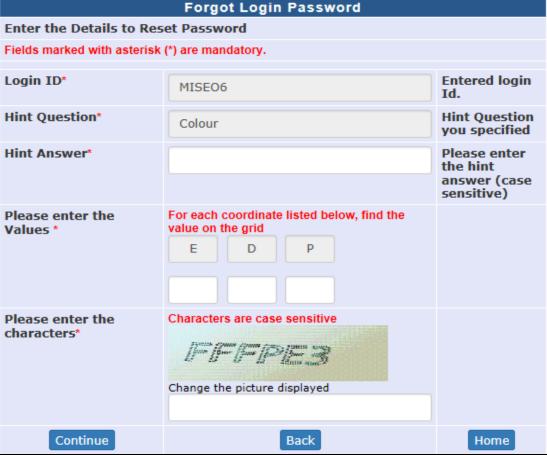




Unlock Account / Forgot Password (continued..)

- 1. Forgot Login Password Case
 - a. Click Continue after verifying the Login ID
 - b. Enter the Answer to Hint Question, Grid Values and characters displayed in the CAPTCHA image
 - c. Press Unlock button





In case of additional information or clarification, please contact Global PSP Support Team at

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Thank You