


**Global PSP Project for Indian Embassies and Consulates**  
**Quick Guide – Changing Photograph/Signature Image**  
**Post Granting (PIA → EO → PIA → Printing)**

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**Login Using PIA Role to Initiate  
Photo/Signature Change Process  
through Change Applicant Details Link**

## Login Using User ID, Password, and Grid Values

1. Visit Global PSP Office Portal (<https://embassy.passportindia.gov.in>)
2. Enter User ID
3. Press Submit button
4. Choose User Role as 'PIA'
5. Press Submit button displayed below the User Role


User Login					
Enter the details to Login					
Fields marked with asterisk(*) are mandatory.					
	<table><tr><td>User ID*</td><td><input type="text" value="TRNMH002"/></td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User ID*	<input type="text" value="TRNMH002"/>	<input type="button" value="Submit"/>	
User ID*	<input type="text" value="TRNMH002"/>				
<input type="button" value="Submit"/>					

User Role					
Please Select Role					
	<table><tr><td>User Role*</td><td><input type="text" value="PIA"/> ▼</td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User Role*	<input type="text" value="PIA"/> ▼	<input type="button" value="Submit"/>	
User Role*	<input type="text" value="PIA"/> ▼				
<input type="button" value="Submit"/>					

## Login Using User ID, Password, and Grid Values (continued..)

1. Enter 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

User Login							
Enter Password to Login							
User ID*	TRNMH002						
Password*	<input type="password"/>						
Please Enter the Values *	<p>For each coordinate listed below, find the value on the grid</p> <table><tr><td>N</td><td>D</td><td>H</td></tr><tr><td>..</td><td>..</td><td>..</td></tr></table>	N	D	H	..	..	..
N	D	H					
..	..	..					
Please enter the characters*	<p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text" value="GY8Z7K"/>						
<input type="button" value="Submit"/>							
<a href="#">Unlock Login Password</a>	<a href="#">Forgot Login Password</a>						

## Change Applicant Details

- Click on the link 'Change Applicant Details'
- Worklist of cases sent for data modification by Print Operators or as part of Reviewing Cancellation of QC Rejection cases, imposition of stop for data modification/other reasons, cases pulled back/sent back from CPPF and so on is displayed in the screen in form of worklist.
- Select the file from the work list, or type the file number and search the file from the worklist and press claim button

MIS Reports  
Print Passport  
Search Application  
Update Print Queue  
Change Address/Initiate PV Request  
Approve Overload Printing Transfer  
Change Delivery Mode  
Change Applicant Details  
Stop/Resume Passport Processing

### Change Applicant Details

Search Application Detail By File Number

Fields marked with asterisk(\*) are mandatory.

File Number\*

Search

### Worklist initiated by PIA for Change Applicant Data

14 items found, displaying 1 to 5.[First/Prev] 1, 2, 3 [Next/Last]

Select	File Number	Passport Number	Applicant Name	Father's Name	Date Of Birth	Application Status
<input type="radio"/>	UK1089000000418		CHANDAN KUMAR SUMAN	MURALI PRASAD	1993-12-20	Print Initiated
<input type="radio"/>	UK1089000000418		YUSUF		1993-12-20	Print Initiated
<input type="radio"/>	UK1089000016218		CHANDAN KUMAR SUMAN SUMAN		1994-03-10	Stop Printing
<input type="radio"/>	UK1079000015418	JD123458	YUSUF AHMAD		1993-09-01	Stop Printing
<input type="radio"/>	UK1089000021818		YUSUFCVBCVB AHMAD	NEYAZ AHMAD	1993-10-02	Application Granted on No verification basis

Claim

Search Application Manually

## Change Applicant Details - Search Application Manually

- Press the 'Search Application Manually' button if the desired file number is not visible in the worklist
- Select 'Mode of Change' from either of the following values
  - **By Applicant:** For cases where applicant has requested reprinting of passport with correction in data after the same was issued to him/her
  - **Internal:** For data correction needs identified internally for not yet issued passport applications
- Enter File Number or Passport Number and Click on Search Button

Please enter search criteria

Mode of Change	<input checked="" type="radio"/> Internal	<input type="radio"/> By Applicant
File Number	<input type="text" value="UK2074111418018"/>	Passport Number <input type="text"/>

### Search Result

One item found.1

Select	File Number	Passport Number	Applicant Name	Father's Name	Date Of Birth	Application Status	Photo/Signature
<input type="radio"/>	UK2074111418018		HARSH GUPTA	ROHIT GUPTA	1987-04-25	Print Initiated	<a href="#">View Photo/Signature</a>

## Change Applicant Details (Continue..)

- After claiming the file through worklist or through manual search, user is displayed multiple pages of the various passport printable details. User may choose “Edit” option to make changes in a specific field, if required
- Choose “Edit” in Applicant Photograph and/or Applicant Signature fields in case any change is required in Photograph and/or Signature respectively

Birth Country	<input checked="" type="radio"/> India	<input type="radio"/> Other
State		
<div>Karnataka</div>		
Country		
<div>India</div>		
Place Of Issue		
Passport Validity	<input type="radio"/> Edit	<input checked="" type="radio"/> Undo
<div>10 Years</div>		
Applicant Photograph	<input type="radio"/> Edit	<input checked="" type="radio"/> Undo
Applicant Signature	<input type="radio"/> Edit	<input checked="" type="radio"/> Undo
Is Applicant present?	<input type="radio"/> YES	<input type="radio"/> NO
<div>Previous</div>		<div>Next</div>

## Change Applicant Details (Continue..)

- Confirm the previous value and new value for the changed passport printable data fields
- Check the updated Passport Preview Details using the hyperlink 'Passport Details Preview'
- Enter proper remarks and press Submit button to initiate the Photo/Signature Change (by EO) Process

**Change Applicant Details**

Following are the changed fields for the Application : UK1069000117218

FIELD NAME	PREVIOUS VALUE	NEW VALUE
Change Applicant Photo	-	YES
Change Applicant Signature	-	YES
Is Applicant Present?	-	NO

**Preview Passport Detail**  
[Passport Details Preview](#)

Scan Identity Proof

Identity Proof

C:\Users\1212822\Downloads\201781\_SCM.pdf Browse...

Scan Applicant Request

Upload Applicant Request

C:\Users\1212822\Downloads\1212822\_GDPR (1).pdf Browse...

Remarks \*

yes, done by pta

484 Characters Remaining

Back

Cancel

Submit

**Change Applicant Details**


Application Data Updated Successfully for File Number UK1EC9000102818. Request for applicant Photo/Signature change initiated to EO.



**Login Using EO Role to Execute  
Photo/Signature Change Process  
Initiated by PIA**

## Login Using User ID, Password, and Grid Values

1. Visit Global PSP Office Portal (<https://embassy.passportindia.gov.in>)
2. Enter User ID
3. Press Submit button
4. Choose User Role as 'EO'
5. Press Submit button displayed below the User Role


User Login					
Enter the details to Login					
Fields marked with asterisk(*) are mandatory.					
	<table><tr><td>User ID*</td><td><input type="text" value="MISE08"/></td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User ID*	<input type="text" value="MISE08"/>	<input type="button" value="Submit"/>	
User ID*	<input type="text" value="MISE08"/>				
<input type="button" value="Submit"/>					

User Role					
Please Select Role					
	<table><tr><td>User Role*</td><td><input type="text" value="EO"/></td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User Role*	<input type="text" value="EO"/>	<input type="button" value="Submit"/>	
User Role*	<input type="text" value="EO"/>				
<input type="button" value="Submit"/>					

## Login Using User ID, Password, and Grid Values (continued..)

1. Enter 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

User Login							
Enter Password to Login							
User ID*	MISE08						
Password*	<input type="password" value="....."/>						
Please Enter the Values *	<p>For each coordinate listed below, find the value on the grid</p> <table><tbody><tr><td>N</td><td>O</td><td>K</td></tr><tr><td>..</td><td>..</td><td>..</td></tr></tbody></table>	N	O	K	..	..	..
N	O	K					
..	..	..					
Please enter the characters*	<p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <div><input type="text" value="LBAY4R"/> X</div>						
<input type="button" value="Submit"/>							
<a href="#">Unlock Account</a>	<a href="#">Forgot Login Password</a>						

## Change Photo/Signature Post Granting

- Click on Change Photo/Signature Post Granting link
- Claim the desired work-item from the worklist and click on the Work On button to process the photo/signature change

MIS Reports  
Manage User Profile  
Process Enrolment Worklist  
Enter New Application  
Retrieve Part-entered Application  
Update Fee Details  
Search Application  
Change Photo/Signature Post Granting ▾

### CAPTURE PHOTO AND SIGNATURE

FILE NUMBER \*

ENTER FILE NUMBER

Search

### POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE ☐ EC

One item found. 1

Select	File No.	Applicant Name	Birth Date	Change Type
<input checked="" type="radio"/>	UK1089000119418	AMIT CHAUHAN	01/01/1995	PHOTOGRAPH & SIGNATURE

Claim

### CLAIMED WORK LIST

8 items found, displaying 1 to 5. [First/Prev] 1, 2 [Next/Last]

Select	File No.	Applicant Name	Birth Date	Change Type
<input type="radio"/>	UK1089000028018	DSSDS SDDSDSS	1995-09-28	PHOTOGRAPH & SIGNATURE
<input type="radio"/>	UK1089000117418	VIJAY PRATAP SINGH	1995-01-01	PHOTOGRAPH & SIGNATURE
<input type="radio"/>	UK1089000000418	GIVEN SUR	1993-12-20	PHOTOGRAPH & SIGNATURE
<input type="radio"/>	UK1089000000418	GIVEN SUR	1993-12-20	PHOTOGRAPH & SIGNATURE
<input type="radio"/>	UK1089000000418	GIVEN SUR	20/12/1993	PHOTOGRAPH & SIGNATURE

Work On

Unclaim

Refresh

## Change Photo/Signature Post Granting (continued..)

- File Number, ARN Number, Applicant Name, Date of Birth, Gender and details of required action (that is, change of photo and/or signature) is displayed on screen

The screenshot shows a web application interface for changing a photo and signature. At the top, there are input fields for 'File Number' (UK1069000119418) and 'ARN Number' (18-2097401467), with a 'Close' button on the right. Below these are two buttons: 'Capture Photo/Signat...' and 'Next'. The main content area is divided into two columns. The left column displays applicant details: 'Applicant Name : ARIT CHAUHAN', 'Date of Birth : 01/01/1995', 'Gender : MALE', and 'Change Requested: PHOTOGRAPH & SIGNATURE'. The right column has sections for 'Existing Photograph' (showing a photo of a man), 'New Photograph' (an empty box), 'Existing Signature' (showing a handwritten signature), and 'New Signature' (an empty box). A modal dialog box is centered over the interface, displaying the message 'Applicant Photo And Signature Change Is Required' with an 'OK' button.

File Number: UK1069000119418 ARN Number: 18-2097401467 Close

Capture Photo/Signat... Next

Applicant Name : ARIT CHAUHAN  
Date of Birth : 01/01/1995  
Gender : MALE  
Change Requested: PHOTOGRAPH & SIGNATURE

Existing Photograph: [Photo of Arit Chauhan]  
New Photograph: [Empty Box]  
Existing Signature: [Handwritten Signature]  
New Signature: [Empty Box]

Applicant Photo And Signature Change Is Required  
OK

## Change Photo/Signature Post Granting (continued..)

- File Number, ARN Number, Applicant Name, Date of Birth, Gender and details of required action (that is, change of photo and/or signature) is displayed on screen
- Click on Capture Photo/Signature button to open the sub-screen for capturing new photograph and/or signature

File Number

UK1069000119418

ARN Number

18-2097491467

Close

Capture Photo/Signat...

Next

Applicant Name : **AMIT CHAUHAN**

Date of Birth : **01/01/1995**

Gender : **MALE**

Change Requested: **PHOTOGRAPH & SIGNATURE**


Exisitng Photogr...



Exisitng Signature



New Photograph



New Signature



## Change Photo/Signature Post Granting (continued..)

- All standard photograph/signature capturing options, as available in EO users' Process Enrolment Worklist screen, are available. Thereby, **Photo and Signature** can be uploaded in multiple ways (*directly browse & upload the image / browse form & crop image / scan form & crop image*)
- **Save the changes after uploading/cropping the new images**

The screenshot shows a web application interface for updating a user's photo and signature. At the top, there are two input fields: 'File Number' with the value 'UK1069000119418' and 'ARN Number' with the value '18-2097491467'. A 'Close' button is located in the top right corner. The main area contains a vertical stack of buttons on the left: 'Browse Form & Crop Photo/Signa...', 'Scan Form & Crop Photo/Signature', 'Crop Photo & Sign', 'Preview', 'Browse Photo', 'Browse Signature', 'Save Image', and another 'Close' button. On the right, there is a preview area showing a photo of a man and a signature that reads 'Dmit Chavhan'. At the bottom, a note states: 'Note: Only jpg/jpeg/png/bmp files(max 100 KB) are supported.'

File Number: UK1069000119418

ARN Number: 18-2097491467

Close

Browse Form & Crop Photo/Signa...

Scan Form & Crop Photo/Signature

Crop Photo & Sign

Preview

Browse Photo

Browse Signature

Save Image

Close

Note: Only jpg/jpeg/png/bmp files(max 100 KB) are supported.

## Change Photo/Signature Post Granting (continued..)

- Once the photo/signature image changes are saved, system displays the old and new images side-by-side for a quick comparison
- Click Next to go ahead for viewing the Passport/Travel Document Preview (with new images) or click on Capture Photo/Signature button again to recapture the image(s)

File Number <b>UK1069000119418</b>	ARN Number <b>18-2097491467</b>	Close
Capture Photo/Signat...	Next	


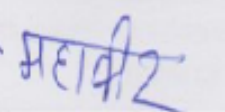
  

<p>Applicant Name : <b>AMIT CHAUHAN</b></p> <p>Date of Birth : <b>01/01/1995</b></p> <p>Gender : <b>MALE</b></p> <p>Change Requested: <b>PHOTOGRAPH &amp; SIGNATURE</b></p>	<p>Exisitng Photogr...</p>  <p>Exisitng Signature</p> 	<p>New Photograph</p>  <p>New Signature</p> 
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## Change Photo/Signature Post Granting *(continued..)*

- After reviewing the Passport/Travel Document Print Preview details - click Submit button to go ahead for entering remarks before finally submitting the changes for PIA review. Else, click Cancel to go back and make further corrections in the captured image(s)

Preview Details			
<b>भारत गणराज्य    REPUBLIC OF INDIA</b>			
  	राष्ट्र/Type	राष्ट्र कोड/CountryCode	पासपोर्ट नं./PassportNo.
	P	IND	
	उपनाम/Surname	GOPINATHAN	
	दिया गया नाम/Given Name(s)	NAIR	
	राष्ट्रियता/Nationality	लिंग/Sex	जन्मतिथि/Date of Birth
	INDIAN	M	20/12/1993
	जन्म स्थल/Place of Birth	BENGALURU , KARNATAKA	
जारी करने का स्थान/Place of Issue			
जारी करने की तिथि/Date of Issue		समाप्ति की तिथि/Date of Expiry	
पिता/कानूनी अभिभावक का नाम/Name of Father/Legal Guardian			
GOPINATHAN NAIR THOVELILMANNIL KESHAWAN NAMBOODRI			
माता का नाम/Name of Mother			
पति या पत्नी का नाम/Name of Spouse			
पता/Address			
C NEW ADDRESS PRESENT			
SFSDFSDFSD , BENGALURU			
PIN: 560001 , KARNATAKA, INDIA			
पुराने पासपोर्ट का नं. और इसके जारी होने की तिथि एवं स्थान/Old Passport No with Date and Place of Issue			
फाइल नं./File No.			
UK1069000000418			
<div>Submit</div> <div>Cancel</div>			

## Change Photo/Signature Post Granting (continued..)

- Enter due remarks (up to 150 characters long) and click on Submit button to submit the changes for PIA review.
- Success message will be displayed to confirm successful submission of the changes for PIA review

भारत गणराज्य REPUBLIC OF INDIA

expType: P, expDate/CountryCode: IND, valid e-PassportNo: [blank]

wwwSurname: CHAUDHARI, Real name www/Given Name(s): AMIT

expDate/Nationality: INDIAN, Sex: M, expDate/Date of Birth: 01/01/1995

expDate/Place of Birth: HOSHANGABAD, MADHYA PRADESH

expDate/Place of Issue: [blank]

expDate/Date of Issue: [blank]

Rev/legat address or www/Name of Father/Legal Guardian: RAJVEER SINGH

www/Name of Mother: PARINEETI SINGH

www/Name of Spouse: [blank]

www/Address: D-4, KUDRA ENCLAVE, MALAJOHEDI, HOSHANGABAD, PIN: 461001, MADHYA PRADESH, INDIA

expDate/old e-Passport No with Date and Place of issue: [blank]

Please Enter Remark

Photo/Signature change(s) has been successfully submitted for PIA/Mission Head review.


OK

Submit Close

**Login Using PIA Role to Review the  
Photo/Signature Changes Done by the  
EO Users**

## Login Using User ID, Password, and Grid Values

1. Visit Global PSP Office Portal (<https://embassy.passportindia.gov.in>)
2. Enter User ID
3. Press Submit button
4. Choose User Role as 'PIA'
5. Press Submit button displayed below the User Role


User Login					
Enter the details to Login					
Fields marked with asterisk(*) are mandatory.					
	<table><tr><td>User ID*</td><td><input type="text" value="TRNMH002"/></td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User ID*	<input type="text" value="TRNMH002"/>	<input type="button" value="Submit"/>	
User ID*	<input type="text" value="TRNMH002"/>				
<input type="button" value="Submit"/>					

User Role					
Please Select Role					
	<table><tr><td>User Role*</td><td><input type="text" value="PIA"/> ▼</td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User Role*	<input type="text" value="PIA"/> ▼	<input type="button" value="Submit"/>	
User Role*	<input type="text" value="PIA"/> ▼				
<input type="button" value="Submit"/>					

## Login Using User ID, Password, and Grid Values (continued..)

1. Enter 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

User Login							
Enter Password to Login							
User ID*	TRNMH002						
Password*	<input type="password"/>						
Please Enter the Values *	<p>For each coordinate listed below, find the value on the grid</p> <table><tr><td>N</td><td>D</td><td>H</td></tr><tr><td>..</td><td>..</td><td>..</td></tr></table>	N	D	H	..	..	..
N	D	H					
..	..	..					
Please enter the characters*	<p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text" value="GY8Z7K"/>						
<input type="button" value="Submit"/>							
<a href="#">Unlock Login Password</a>	<a href="#">Forgot Login Password</a>						

## Change Applicant Details → Verify Updated Photo/Signature

- Click on the link 'Change Applicant Details'
- Click on the hyperlink 'Verify Updated Photo/Signature' to view the work list of photo/signature change cases pending for PIA review
- Select the file from the Pooled or Claimed work list, or type the file number and search the file from the worklist and press claim button

MIS Reports  
[Manage User Profile](#)  
[Search Application](#)  
[Change Address/Initiate PV Request](#)  
[Review Cancellation List](#)  
[Change Delivery Mode](#)  
[Change Applicant Details](#) ▾  
[Review Safe Custody Transactions](#)  
[Log Inward Communication](#)  
[Close Pending Files](#)

### Change Applicant Details

[HELP](#)

Search Application Detail By File Number

Fields marked with asterisk(\*) are mandatory.

File Number\*

Search

### Worklist initiated by PIA for Change Applicant Data

6 items found, displaying 1 to 5.[First/Prev] 1, 2 [Next/Last]

Select	File Number	Passport Number	Applicant Name	Father's Name	Date Of Birth	Application Status
<input type="radio"/>	UK1EC9000109218	P1123478	YUSUF AHMAD	YUSUF SAHIN	1993-10-02	Stop Printing
<input type="radio"/>	UK1069000031218	B0123469	DDDD DDDD	SDFTRSDFSDF FSDS	1995-09-28	Passport in Safe Custody
<input type="radio"/>	UK1069000070618	J0123501	ALIA KUMARI BHAT	AA BHAT	1993-08-05	Passport in Safe Custody
<input type="radio"/>	UK1069000038018	B0123553	SAHIL MANCHANDA	SUBASH CHANDER	1995-09-28	Passport Cancelled
<input type="radio"/>	UK1069000043218	B1123552	BIPIN SINGH	MATHUR	2018-09-01	Passport Cancelled

Claim

[Search Application Manually](#)

Click Here 

[Verify Updated Photo/Signature](#)

## Change Applicant Details → Verify Updated Photo/Signature (continued...)

- Select the file from the Pooled or Claimed work list, or type the File Number and search the file from the worklist and press Claim button

### Review Photo Sign Changes

#### Search File Number

File Number	<input type="text"/>
<input type="button" value="Search"/>	

#### Pooled Photo Sign Worklist

5 items found, displaying all items.1

Select	File No	Birth Date	Applicant Name	Change Type
<input type="radio"/>	UK1EC9000102818	02/10/1993	YUSUF AHMAD	Photograph
<input type="radio"/>	UK1069000118418	26/08/1992	AMIT CHAUHAN	Photograph & Signature
<input type="radio"/>	UK10690000000418	20/12/1993	GIVEN SURGFDGF	Photograph & Signature
<input type="radio"/>	UK1079000070018	24/09/1998	AMIT CHAUHAN	Photograph & Signature
<input type="radio"/>	UK10690000000418	20/12/1993	GIVEN SURGFDGF	Photograph & Signature

#### Claimed Photo Sign Worklist

No result found

## Change Applicant Details → Verify Updated Photo/Signature (continued...)

- **Old and New images for Applicant Photograph and Signature are displayed.** (Click Approve, enter Remarks and press Submit button to reflect the changes in the system. Else, click Send Back, enter Remarks and press Submit button to send back the case to EO for re-capturing the photo/signature image(s) as required.)

File Number	UK1069000118418	Applicant Name	AMIT CHAUHAN
Birth Date	26/08/1992	Changes Required	Photograph and Signature
OLD PHOTO		NEW PHOTO	
			
Select Option*		<input type="radio"/> Approve <input type="radio"/> Send back	
OLD SIGNATURE		NEW SIGNATURE	
			
Select Option*		<input type="radio"/> Approve <input type="radio"/> Send back	
Remark*		<div></div>	
		<div>300</div> <div>Characters Remaining</div>	
<div>Back</div>		<div>Submit</div>	



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

**Email : [global.psp@tcs.com](mailto:global.psp@tcs.com)**

**Phone : +91-0120-672-9595/96**

**Mobile : +91-730-351-9595**

**Thank You**

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