


Global PSP Project for Indian Embassies and Consulates Quick Guide - Office Users' Login

**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

| User Login | |
|---|---|
| Enter the details to Login | |
| Fields marked with asterisk(*) are mandatory. | |
|  | User ID* <input type="text" value="TRNPR017"/> <input type="button" value="x"/> |
| <input type="button" value="Submit"/> | |

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

| User Login | |
|---------------------------------------|---|
| Enter Password to Login | |
| User ID* | TRNPR017 |
| Password* | |
| Please Enter the Charcters : * | Characters are case sensitive |
| |  |
| | Change the picture displayed 88YKU6 x |
| <input type="button" value="Submit"/> | |

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.

| Change Password | |
|--|---|
| Change Password | HELP |
| User Name* | TRNPR017 |
| New Password* | <input type="password" value="....."/> |
| Confirm New Password* | <input type="password" value="....."/> |
| Hint Question* | Birth City <input type="button" value="v"/> |
| Hint Answer* | <input type="password" value="....."/> |
| Please enter the characters * | <p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text" value="6E14"/> |
| <input type="button" value="Change Password"/> | <input type="button" value="Back"/> |

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


Login Using Self-Generated Password

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

| User Login | |
|---|---|
| Enter the details to Login | |
| Fields marked with asterisk(*) are mandatory. | |
|  User ID* | <input type="text" value="TRNEO001"/> × |
| <input type="button" value="Submit"/> | |


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

| User Login | |
|---|--|
| Enter the details to Login | |
| Fields marked with asterisk(*) are mandatory. | |
|  | User ID* <input type="text" value="TRNEO001"/> |
| <input type="button" value="Submit"/> | |
| User Role | |
| Please Select Role | |
| | User Role* <input type="text" value="EO"/> |
| <input type="button" value="Submit"/> | |

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

| User Login | | | | | | | |
|---------------------------------------|--|----|---|---|----|----|----|
| Enter Password to Login | | | | | | | |
| User ID* | TRNEO001 | | | | | | |
| Password* | <input type="password" value="....."/> | | | | | | |
| Please Enter the Values * | <p>For each coordinate listed below, find the value on the grid</p> <table border="1"><tr><td>I</td><td>F</td><td>O</td></tr><tr><td>..</td><td>..</td><td>..</td></tr></table> | I | F | O | .. | .. | .. |
| I | F | O | | | | | |
| .. | .. | .. | | | | | |
| Please enter the characters* | <p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text" value="XXRXMZ"/> × | | | | | | |
| <input type="button" value="Submit"/> | | | | | | | |
| Unlock Login Password | Forgot Login Password | | | | | | |

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

Welcome: TRNEO001 Last Login Time: 05/10/2018 12:31:18 Credential Expires: 06/11/2018 07:25:23 [Contact Us](#) [Logout](#)

Manage User Profile
Process Enrolment Worklist ▼
Enter New Application
Retrieve Part-entered Application
Reprint Pending Receipts/Letter
Search Application

ENROLMENT WORKLIST

ARN/FILE NUMBER

POOLED WORKLIST

Filter By Service Type : ALL FRESH REISSUE

One item found.1

| SELECT | ARN / FILE NUMBER | APPLICANT NAME | SERVICE TYPE | SCHEME TYPE |
|-----------------------|-------------------|----------------|--------------|-------------|
| <input type="radio"/> | UK2064111417218 | VIKAS JAIN | FRESH | NORMAL |

CLAIMED WORKLIST


2 items found, displaying all items.1

| SELECT | ARN / FILE NUMBER | APPLICANT NAME | SERVICE TYPE | SCHEME TYPE |
|-----------------------|-------------------|----------------------|--------------|-------------|
| <input type="radio"/> | UK2074111421218 | SUBESH YADAV | REISSUE | TATKAAL |
| <input type="radio"/> | 18-2040000075 | HRISHIKESH SHIRODKAR | REISSUE | NORMAL |

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


| User Login | |
|--|--|
| Enter the details to Login | |
| Fields marked with asterisk(*) are mandatory. | |
|  | User ID* <input type="text" value="TRNPR017"/> |
| <input type="button" value="Submit"/> | |
| User Role | |
| Please Select Role | |
| User Role* | <input type="text" value="QCOperator"/> ▼ |
| <input type="button" value="Submit"/> | |

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


| User Login | | | | | | | |
|---------------------------------------|---|---|---|---|--|--|--|
| Enter Password to Login | | | | | | | |
| User ID* | MISE06 | | | | | | |
| Password* | <input type="password"/> | | | | | | |
| Please Enter the Values * | <p>For each coordinate listed below, find the value on the grid</p> <table border="1"><tr><td>J</td><td>D</td><td>N</td></tr><tr><td> </td><td></td><td></td></tr></table> | J | D | N | | | |
| J | D | N | | | | | |
| | | | | | | | |
| Please enter the characters* | <p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text"/> | | | | | | |
| <input type="submit" value="Submit"/> | | | | | | | |
| Unlock Account | Forgot Login Password | | | | | | |

Unlock Account / Forgot Password (continued..)

1. Unlock Account Case:

- Click Continue after verifying the Login ID
- Enter the Answer to Hint Question, Grid Values and characters displayed in the CAPTCHA image
- Press Unlock button

| Unlock Account | | |
|--|-------------------------------------|-------------------------------------|
| Enter the Details to Unlock Account | | |
| Fields marked with asterisk (*) are mandatory. | | |
| Login ID* | MISE06 | Entered login Id. |
| <input type="button" value="Continue"/> | <input type="button" value="Back"/> | <input type="button" value="Home"/> |

| Unlock Account | | | | | | | | |
|--|---|---|---|---|----------------------|----------------------|----------------------|--|
| Enter the Details to Unlock Account | | | | | | | | |
| Fields marked with asterisk (*) are mandatory. | | | | | | | | |
| Login ID* | <input type="text" value="MISE06"/> | Entered login Id. | | | | | | |
| Hint Question* | <input type="text" value="Colour"/> | Hint Question you specified | | | | | | |
| Hint Answer* | <input type="text"/> | Please enter the hint answer (case sensitive) | | | | | | |
| Please enter the Values * | <p>For each coordinate listed below, find the value on the grid</p> <table border="1"><tr><td>L</td><td>D</td><td>A</td></tr><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></table> | L | D | A | <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| L | D | A | | | | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | | | | | | |
| Please enter the characters * | <p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text"/> | | | | | | | |
| <input type="button" value="Unlock"/> | <input type="button" value="Back"/> | <input type="button" value="Home"/> | | | | | | |

Unlock Account / Forgot Password (continued..)

1. Forgot Login Password Case

- Click Continue after verifying the Login ID
- Enter the Answer to Hint Question, Grid Values and characters displayed in the CAPTCHA image
- Press Unlock button

| Forgot Login Password | | |
|--|-------------------------------------|-------------------------------------|
| Enter the Details to Reset Password | | |
| Fields marked with asterisk (*) are mandatory. | | |
| Login ID* | MISE06 | Entered login Id. |
| <input type="button" value="Continue"/> | <input type="button" value="Back"/> | <input type="button" value="Home"/> |

| Forgot Login Password | | | | | | | | |
|--|---|---|---|---|----------------------|----------------------|----------------------|--|
| Enter the Details to Reset Password | | | | | | | | |
| Fields marked with asterisk (*) are mandatory. | | | | | | | | |
| Login ID* | <input type="text" value="MISE06"/> | Entered login Id. | | | | | | |
| Hint Question* | <input type="text" value="Colour"/> | Hint Question you specified | | | | | | |
| Hint Answer* | <input type="text"/> | Please enter the hint answer (case sensitive) | | | | | | |
| Please enter the Values * | <p>For each coordinate listed below, find the value on the grid</p> <table border="1"><tr><td>E</td><td>D</td><td>P</td></tr><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></table> | E | D | P | <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| E | D | P | | | | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | | | | | | |
| Please enter the characters* | <p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text"/> | | | | | | | |
| <input type="button" value="Continue"/> | <input type="button" value="Back"/> | <input type="button" value="Home"/> | | | | | | |

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

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Thank You
