

Revised process to reset password and enable/unlock user ID in Finacle (CBS)

In order to enhance systemic controls in Core Banking System (CBS), certain changes in the “Login time low”, “Login time high” and expiry date for all CBS users were implemented and informed vide circular no. 006 dated 13-03-2024.

In continuation of enhancement in systemic controls, it has now been decided to restrict access to SSO admin module of Finacle (CBS) to only CBS UAR (User Access review) SPOCs at Circle office. These officials have already been nominated by each circle office as per SOP no. 007 dated 30th January 2024.

Revised process of enabling a BC user ID or resetting password in Finacle (CBS)

BC end users, who use Finacle (CBS) of Bank may face below scenarios regarding CBS access,

- User ID gets disabled if user did not login at least once in 30 days.
- Forgets password and needs to reset the same.
- User ID locked out due to incorrect password being used more than permissible attempts.

In above scenarios, basis specific request for resetting the password or enabling/unlocking the user ID or both, the CBS UAR SPOCs at the circle office shall undertake fulfilment of such requests and inform the same to impacted BC end user. The process to be followed shall be as below,

A. Steps to be followed by the End user and her/his office

1. Concerned BC end user shall inform the need for enabling user ID/resetting password to higher officials in their office who shall send an email to CBS UAR SPOC in the circle at the dedicated email id for this purpose. Circle email ID shall be intimated shortly.
2. Such mails must come from @indiapost.gov.in domain only and requests through other mail domains like @gmail.com etc shall not be processed.
3. If the office where BC end user is posted does not have any officials with such a domain email, such requests must get initiated through higher offices (For e.g. an end user posted at such a SO may request their HO to initiate such emails, if required)
4. The emails must contain scanned copy of the request format duly filled and signed. Alternatively, the required information may also be made available in the e-Mail body itself. Please refer to Annexure 1 for hard copy of the request format and Annexure 2 for the e-Mail request format.
5. e-Mail id of the branch/banking outlet to which the end user is tagged may also be kept in loop while sending such requests.
6. It is important to note that the end user must ensure to mention her/his mobile number over which she/he intend to receive the new password post reset, the IPPB Bank account number and her/his full name in the request format.
7. End users must cross check the mobile number in the IPPB Bank account in Finacle and mention only that mobile number in the request format else the request may get rejected. New password

post reset shall be communicated only on the mobile number in the IPPB bank account of the end user.

8. In case the end user is currently not using the mobile number marked against their IPPB Bank account, then she/he must first change the mobile number in CNFTM menu in CBS or through service request module in mATM and only then share the password reset requests.

B. Steps to be followed by the CBS UAR SPOC's at Circle office

1. Enabling/unlocking a user ID or resetting a password shall be done in SSO Module in Finacle(CBS)
2. Once the request is received by CBS UAR SPOCs at the circle, the details will be cross checked. Mobile number mentioned in request format must be compared with mobile number in the IPPB bank account of the end user. If matching, the request shall be processed, else rejected with appropriate reason. The name in the request format shall also be cross checked with the name in account and they should ideally match.
3. Response shall be provided by CBS UAR SPOCs by replying to the initial request e-Mail, however the new password post reset shall be communicated directly to the impacted end user over phone.
4. Record of all processed/rejected requests shall be kept at circle office in the record keeping format as available in Annexure 3

C. Exception Handling

Handling requests for end users without IPPB bank account in rare cases.

1. Most of the end users in CBS have bank accounts with IPPB for the purpose of receiving salary or incentive credits and hence the IPPB Bank account must be quoted by them, in rare case, if a request is received where user claims to not have any IPPB bank account, such requests shall be processed only after obtaining an approval from the regional Head of the branch to which the end user is tagged. Regional head may seek inputs from Branch head for the same.
2. CBS UAR SPOCs, upon receiving such requests shall cross check with end user over mobile number available in the request format and confirm if they do not have an IPPB bank account. If so, the request shall be forwarded to concerned Branch/Banking outlet and the Regional head.
3. Branch/Banking outlet officials shall cross check details through respective DoP hierarchy and provide input to regional head for final approval.
4. Basis approval from regional head, the CBS UAR SPOCs of the circle shall process the request and inform the password over the mobile number as available in the request format

Negative confirmation or unable to reach out to End user over phone

1. When the password has been reset, the same needs to be informed over phone. Confirmation shall be obtained if the end user has initiated the password reset request or not. If confirmed, only then password shall be shared. If they deny having initiated such a request, such user IDs shall be disabled in SSO admin and duly noted in the record keeping annexure 3.
2. In case the end user does not receive the call or do not respond to call to inform the password, minimum 3 calls attempts shall be made. If still no response is received, such requests shall be replied by email informing the office of the end user of no response over phone and requesting them to resend the request again.

Revised process of enabling a Bank/Vendor user ID or resetting password in Finacle (CBS)

Bank User

For a bank user, the resetting of password or enabling of the user ID shall be done only by CBS Admin team at CPC. Bank users shall mark an email to assist.operations@ippbonline.in mentioning the problem statement and their CBS user ID. Such emails must be sent by users through their personal bank email IDs and **neither** through group DLs(distribution list) **nor** branch/banking outlet specific email id. CBS Admin team will revert to such request through e-Mail only.

Vendor user

For vendor staff, the request shall be forwarded by Bank officials heading the section to which vendor users is tagged to. Password will be shared only over mobile number as provided in the request format as below,

CBS User ID of Vendor user	Name of user	Name of section head	Employee ID of section head	Dept Name	Request Date

Request processing TAT

It is expected that requests received on a particular day shall be processed on the same day if received on or before 3 PM. For requests received after 3 PM, the same shall be ensured to processed on T+1 working day basis by 1 PM.

Above changes will result in revision of SOP 007 dated 30th January 2024 titled CBS user lifecycle management and periodic UAR (user access review). The same, duly revised, shall be circulated shortly. Until then, this circular shall supersede respective clauses of the SOP.

All concerned are requested to strictly adhere to the above guidelines and ensure that the information is shared with the concerned stakeholders.

GM Operations

Lavanya K Arumugam

Enclosures:

Annexure 1- Hard copy request format for password reset/enabling/unlocking CBS user ID

Annexure 2- Email format for request for password reset/enabling/unlocking CBS user ID

Annexure 3– Record keeping format by CBS UAR SPOCs at Circle office



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Annexure 1- Request Format for password reset/enabling/unlocking CBS user ID

IPPB Branch/Banking Outlet Name: _____ IPPB SOL: _____

Circle _____ Region _____

Type of user group DoP BC End User

Type of request Password reset Enabling/unlock user ID Both

User Details:

DoP Employee ID(IPPB CBS User ID)	Mobile number	IPPB Bank Account No	Request Date

Full Name of End user (Should match with Name in IPPB Bank Account): _____

Declaration

I hereby confirm the following:

1. This request for reset/enabling/unlocking user id in IPPB CBS is being initiated on end users specific request
2. It has been informed to end user that name and mobile number must be correctly available in his/her IPPB bank account and the same should match with the details mentioned above else request may be rejected
3. I confirm that the details above for the user are correct to the best of my knowledge user.

For Recommendation

Official's Name: _____ Recommending authority designation _____

Signature: _____ Date: DD / MM / YYYY Seal (if available)

Remarks:

Annexure 2: Email Format for Request for password reset/enabling/unlocking CBS user ID

(Please paste below data headers in the e-Mail body and provide required information)

IPPB Branch/Banking Outlet Name: _____

IPPB SOL: _____ Circle _____ Region _____

Type of request Mention any one of the three (Password reset, enabling/unlocking user ID, Both password reset and user enabling)

DoP Employee ID(IPPB CBS User ID)

Mobile number

IPPB Bank Account No

Full Name of End user (Should match with Name in IPPB Bank Account)

Declaration:

I hereby confirm the following:

1. This request for reset/enabling/unlocking user id in IPPB CBS is being initiated on end users specific request
2. It has been informed to end user that name and mobile number must be correctly available in his/her IPPB bank account and the same should match with the details mentioned above else request may be rejected
3. I confirm that the details above for the user are correct to the best of my knowledge user.

Official's Name giving recommendation:

Recommending authority designation:

Annexure 3 – Record keeping format for CBS UAR SPOCs at Circle

DoP Employee ID(IPPB CBS User ID)	Mobile number	IPPB SOL ID	IPPB Bank Account No	Request Date
Processing Date	Mobile number match Flag	Name match flag	Processing status	Regional head approval available if exception