

User Login Manual



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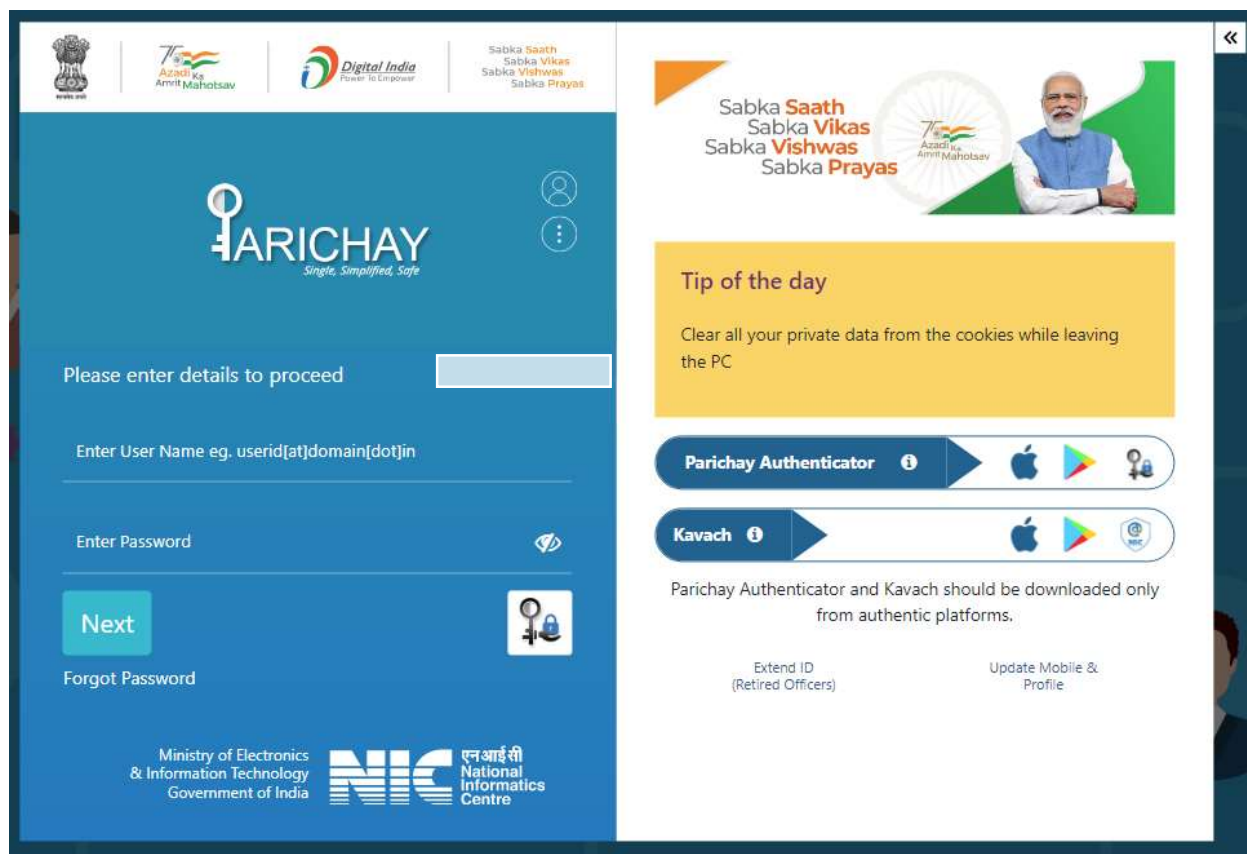
1 INTRODUCTION

This manual contains a step-by-step process of understanding how to login Parichay with different authentication methods. Once you understand all the authentication methods, you can select the best option to secure your Parichay account.

This manual is an extremely helpful document for the user logging for the first time.

2 HOW TO LOGIN PARICHAY

Step 1: Enter Parichay credentials (**Username and Password**). Username should be in the format of “userid@domainname” (Example: xxxxx@nic.in). Click **Next**.



The screenshot shows the Parichay login page. The left sidebar contains the Parichay logo, a login form with fields for 'Enter User Name' and 'Enter Password', a 'Next' button, and a 'Forgot Password' link. The right sidebar features a 'Tip of the day' section, download links for 'Parichay Authenticator' and 'Kavach', and links for 'Extend ID' and 'Update Mobile & Profile'. The bottom of the page displays the Ministry of Electronics & Information Technology logo and the NIC (National Informatics Centre) logo.

Fig. 1

****Please Note:** After 3 unsuccessful username and password attempts, the user will be redirected to the login with Captcha page.

Click on the Menu button given over the login fields and then, choose “**Register Complaint**” to register any complaint or “**FAQ**” to see the frequently asked questions.

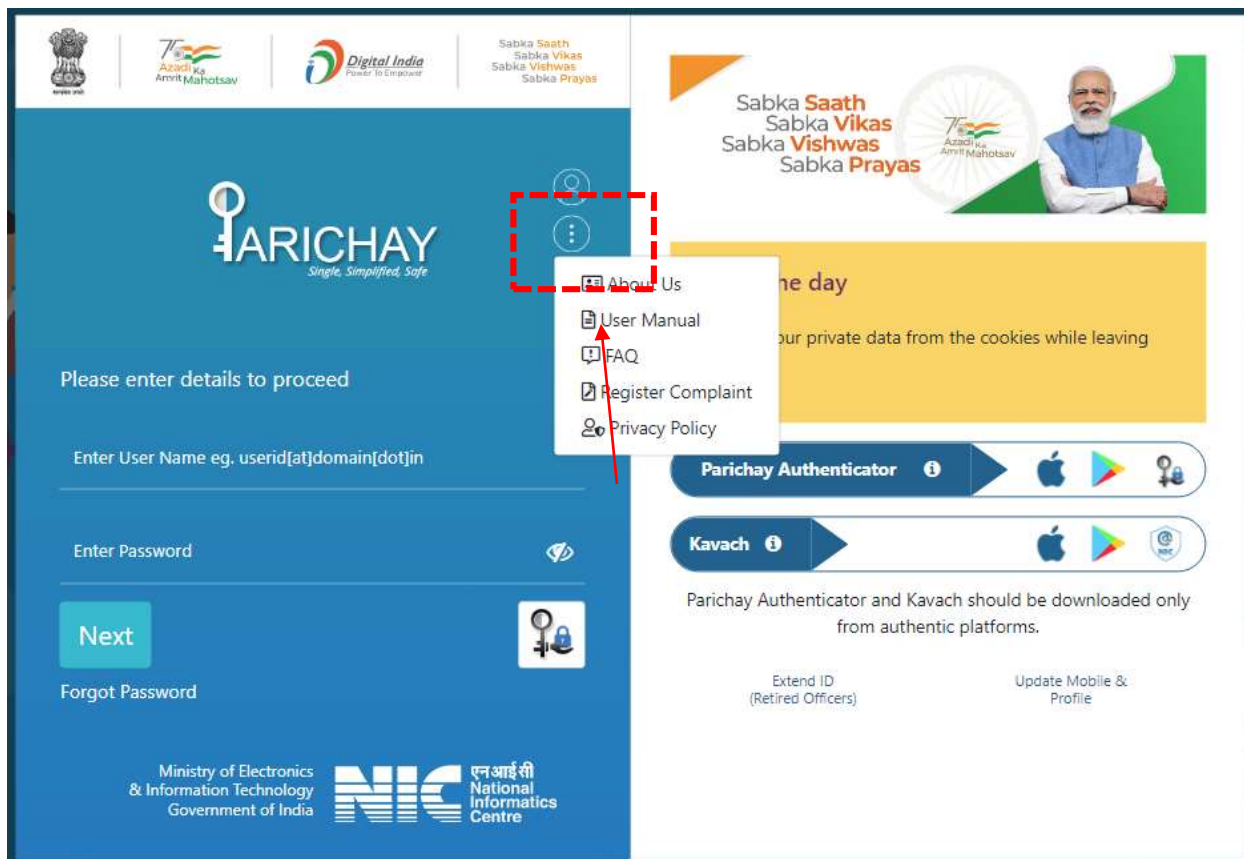


Fig. 2

Step 2: Now, the user will be prompted to the **Two-step Authentication page** when logged in from Non-remembered Device*. Select an authentication method and click **Next**.

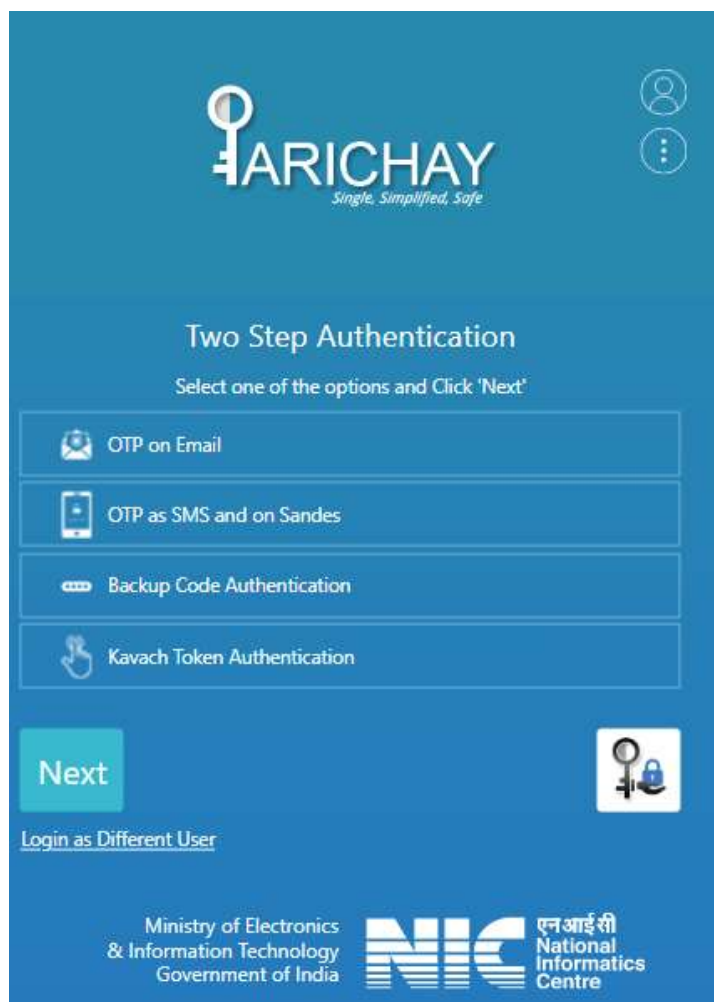


Fig. 3

a) OTP Authentication via Mobile

Enter **6-digit OTP** received on the registered mobile no. and click **Next** to login.

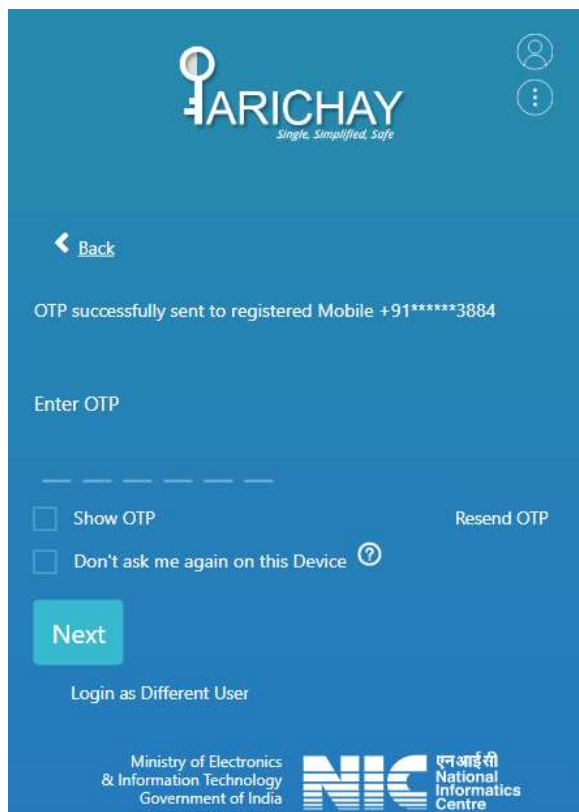


Fig. 4

*****Please Note:*** After 3 unsuccessful OTP attempts, the user will be redirected to the login page and resend OTP option will be disabled after 3 attempts.

b) Backup Code Authentication

Enter one of the **6-digit Backup codes** generated through your Parichay account and click **Next** to login. Backup Codes are usually beneficial in the case where mobile isn't accessible.

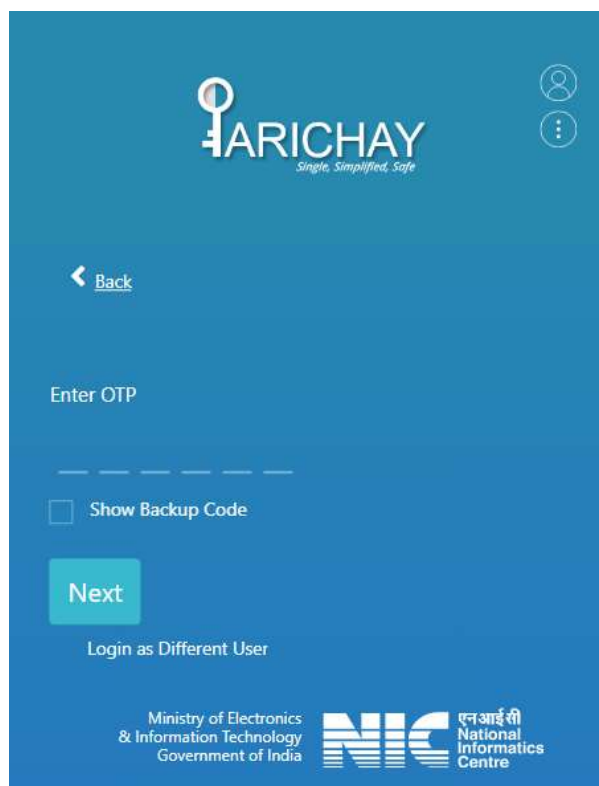


Fig. 5

User can generate a set of 10 backup codes, which can be used as OTP when the device/mobile has no access to the network. Once used, the same backup code cannot be used again.

Refer to [Annexure A](#) to know how to generate and Use backup codes.

****Please Note:** After 3 unsuccessful token attempts, the user will be redirected to the login page.

c) Tap Authentication

Accept the tap notification received on the registered Parichay Authenticator device to log in.



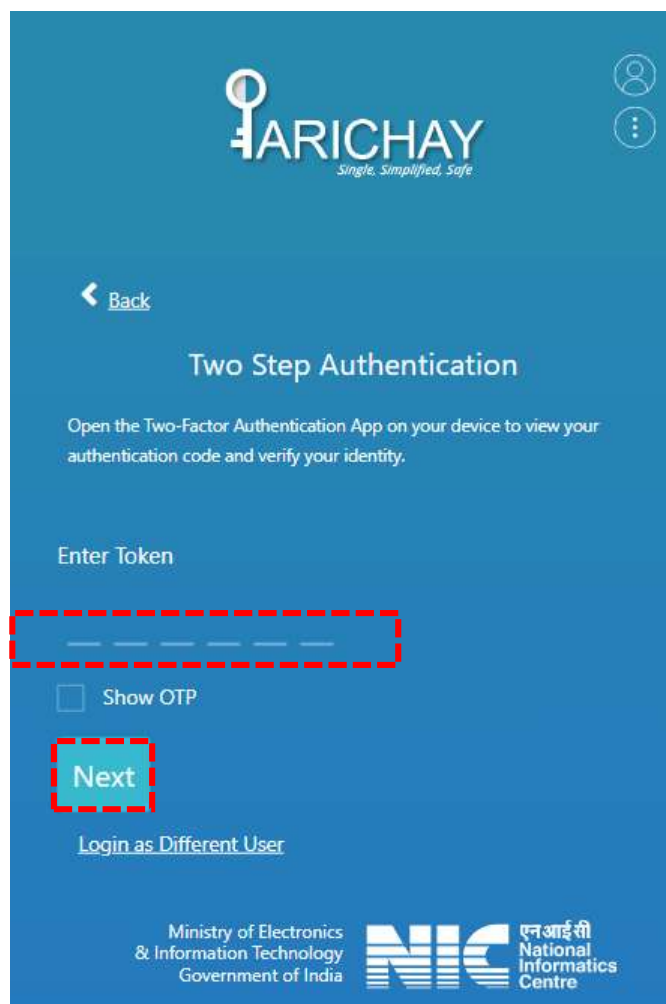
Fig. 6

*****Please Note:*** To use TAP or TOKEN as an authentication method, download Parichay Authenticator App and enable Multi-factor authentication from your Parichay account.

Go to Settings > Account Settings > Enable Multi-factor

d) Token Authentication

Enter the **token** generated by Parichay Authenticator App and click **Next** to login.



The image shows a 'Two Step Authentication' screen with a blue background. At the top, the ARICHAY logo is displayed with the tagline 'Single, Simplified, Safe'. Below the logo, there is a 'Back' button with a left arrow. The main heading is 'Two Step Authentication', followed by instructions: 'Open the Two-Factor Authentication App on your device to view your authentication code and verify your identity.' Below this, the text 'Enter Token' is shown above a five-digit input field with dashed lines. A 'Show OTP' checkbox is located below the input field. A green 'Next' button is positioned below the checkbox. At the bottom, there is a link 'Login as Different User'. The footer contains the Ministry of Electronics & Information Technology, Government of India, and the NIC (National Informatics Centre) logo.

Fig. 7

The user can select '**Don't ask me again on this device**' checkbox to remember the device (identified by IP, Browser ID, and User-Agent) thus skipping the two-step authentication process when log in from the same device in future. However, if the service has enabled the force authentication, the user needs to authenticate irrespective of the remembered browser.

User may want to sign in with a different ID within the same browser. In this case, the user may click on **Login as Different Browser** to login with different account.

****Please Note:** After 3 unsuccessful token attempts, the user will be redirected to the login page.

3 TIMEOUT

The session expiration time may vary from service to service. After the service timeout, the user will be redirected to the password page.

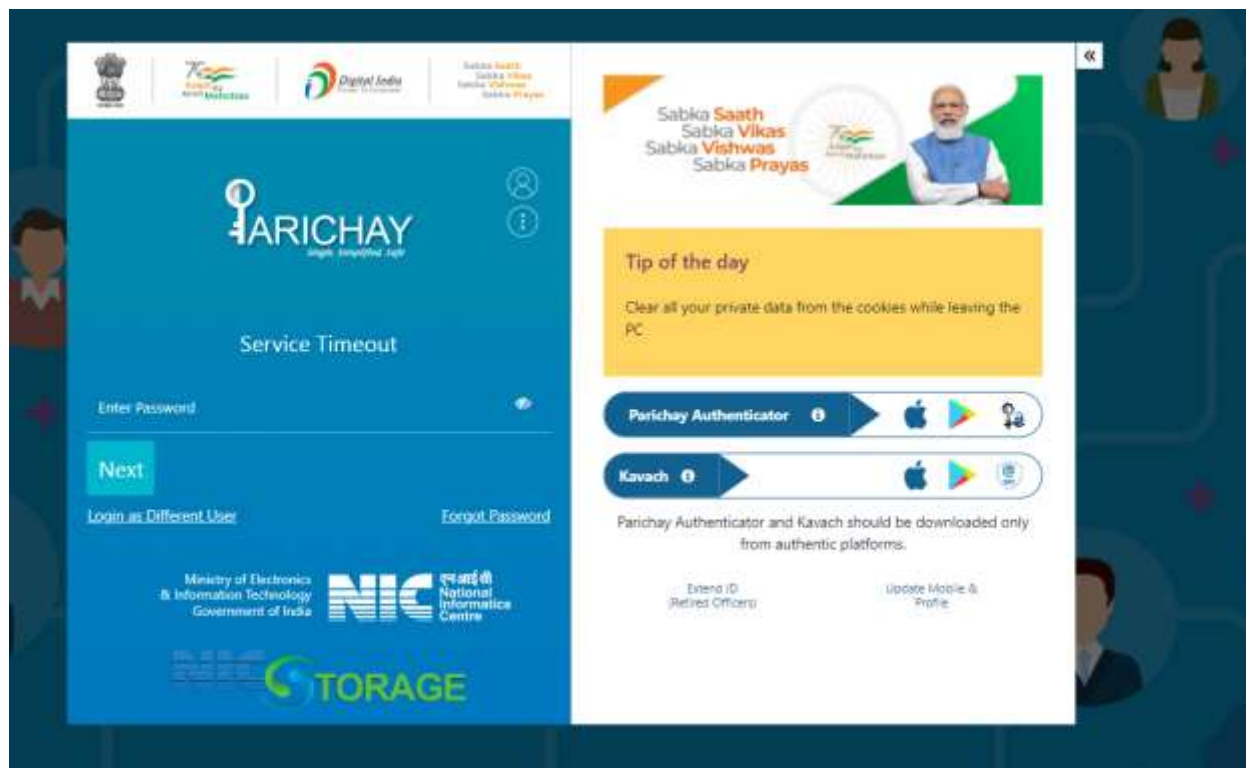


Fig. 8

Step 1: Enter Password again

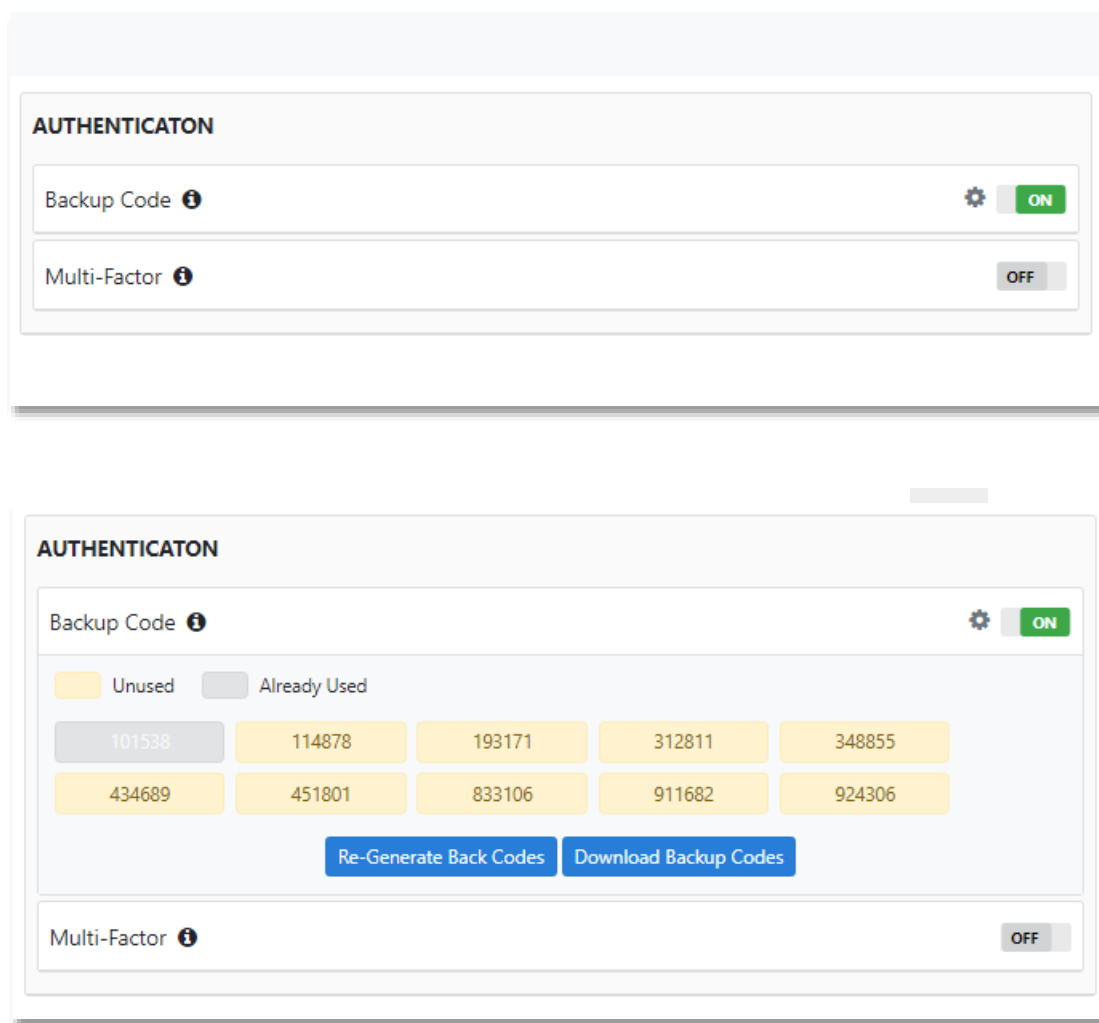
Step 2: User will be prompted for the two-step authentication in case of forced authentication settings by the service.

ANNEXURE A

How to generate Backup Codes

Step 1: Sign in to Parichay

Step 2: Go to Settings > Account Settings and turn on the '**Backup Code**' toggle button.



The screenshot shows the 'AUTHENTICATON' settings page. The 'Backup Code' toggle is turned ON, and the 'Multi-Factor' toggle is turned OFF. Below the 'Backup Code' toggle, there is a legend with 'Unused' (yellow) and 'Already Used' (grey). A grid of 10 backup codes is displayed, with the first code '101538' marked as 'Already Used' and the remaining 9 codes marked as 'Unused'. At the bottom of the grid, there are two buttons: 'Re-Generate Back Codes' and 'Download Backup Codes'.

Backup Code	Status
101538	Already Used
114878	Unused
193171	Unused
312811	Unused
348855	Unused
434689	Unused
451801	Unused
833106	Unused
911682	Unused
924306	Unused

If you think your backup codes are stolen or if you have used them all, select '**Re-generate Codes**'. Download them by clicking the 'Download Backup Codes' button and keep them safe.

PARICHAY **FAQ for User**

1. I cannot access the Parichay URL.

Solution

- Check if entered Parichay URL is correct <https://parichay.nic.in/>
- Check if the Parichay URL is getting resolved or not to correct IP Address via DNS ([nslookup parichay.nic.in](#))
- Try telnet ParichayURL for https port ([How to telnet](#))

2. I am getting a “Service not found” error on login to Parichay.

Solution

- Crosscheck Capital and Small letters in the service name
- Contact to application owner and check if that service is registered with Parichay or not.
- Application owner list can be found based on the service name. For list, call NIC Support

3. I am getting “Unauthorized access page” error on Parichay?

Solution

- The respective application seems to be calling invalid Parichay URL.
- Try opening <https://parichay.nic.in>

4. I am getting “Browser Parameter has changed” error on Parichay?

- On the error page itself, click on the link “Click Fresh Login”. This error indicates cookies have been deleted.

5. Even after successful login to the Parichay application, I am getting “user is not authorized to access the application” while accessing certain applications.

Solution

- You are not authorized to access the respective application. Kindly contact the application owner

6. I am not receiving OTP on mobile.

Solution

- Kindly verify your registered mobile number as shown (first 2 and last 2 digits) on OTP page of Parichay application

- If the mobile number is correct, check whether OTP is received on email or not.
- If yes, there might be some problem with the mobile network.
- If not, kindly contact NIC Support.

7. I am getting multiple redirect error page after successful login.

Solution

- There might be some application issue while integrating with Parichay. Kindly contact application owner.

8. I am getting OTP on every login.

Solution

- Every time on log in, you are requested to remember the known environment. Click on “Remember my device” to remember that device/ environment.
- If any of the parameter (IP, Browser Id, or OS) of the environment changes, you will get the OTP.

9. I am being asked password frequently on application (digital or e-office)?

Solution

- There are certain applications which maintain their session timeout differently.
- If session is idle for that time (session timeout), you will be asked to enter password again in order to login back to respective application.

10. I am getting logged out from all application on logging out from a single application.

Solution

- This is how SSO works, if you are logging out from any of the application, it implies that you are doing logout forcefully and that is why you will get logged out from all the applications.

11. I want to see all the devices logged into my Parichay account.

Solution

- Open <https://parichay.nic.in>
- Go to Settings → Activity → List Devices

- Here, you can view both a list of IP addresses that have accessed it and a list of devices that have used your account.

12. I want to see all the Active/ Inactive sessions logged into my Parichay account.

Solution

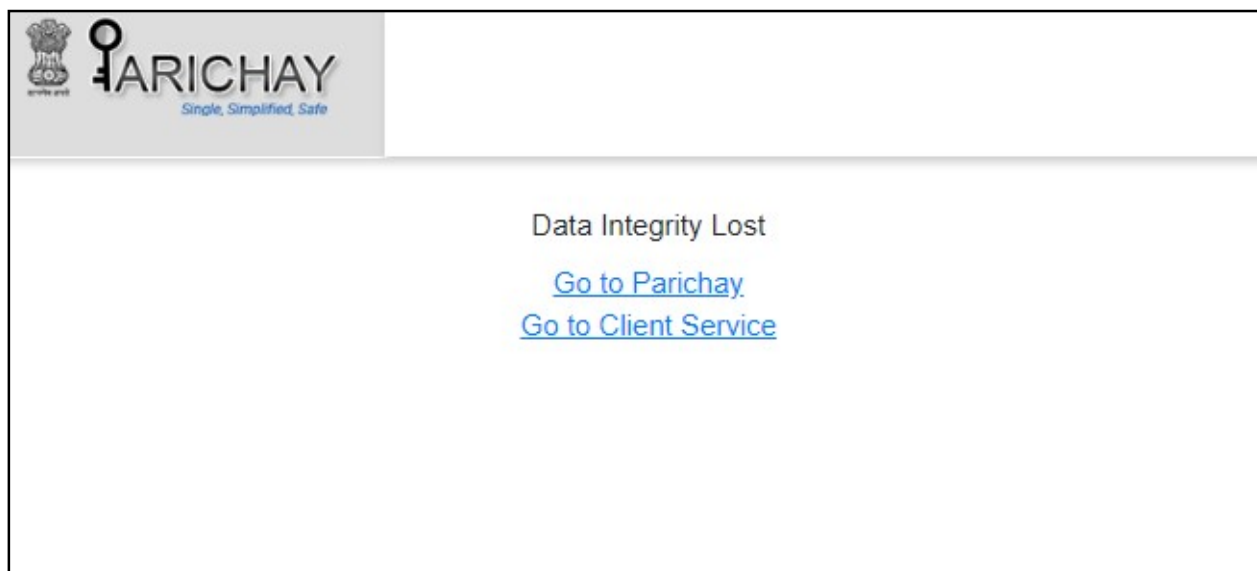
- Open <https://parichay.nic.in>
- Go to Settings → Account Activity → Recent Activities

13. While accessing Parichay integrated client application I am getting an error Page with message: "Data Integrity Lost".

Solution

Data Integrity Lost error usually pops up when the Client Application time is not synced with the Standard Time Zone. In that case kindly follow the solution mentioned below:-

- Report this issue to the Client Application Owner
- You may approach the Support team (support-parichay@nic.in)



14. While accessing Parichay integrated client application I am getting an error Page with message: "Access Denied". **Solution**

You are not authorized to access the client application, kindly contact the concerned Service Owner.

However, you can access the Parichay dashboard.

