

User Manual for Login to NEAPS

1. User can login to NEAPS using existing Username and password.
2. After successful validation of Username and password, user will be redirected to OTP page. OTP will be sent on registered e-mail ID and mobile number.
3. On OTP Page, user will enter OTP and click on validate button.
4. If the user enter correct OTP then user will be redirected to home page.
5. If the user enter wrong OTP then an alert message will be displayed as *“You have entered wrong OTP. Please enter the correct OTP.”*
6. OTP will be valid only for 15 minutes however user can regenerate OTP by clicking on regenerate button link. If OTP expired then alert message will be displayed as *“Your OTP has been expired. Please re-generate OTP first.”*
7. User can regenerate OTP by clicking on Re-generate OTP link. User will be able to regenerate OTP only after 2 minutes from first attempt. If user will try to re-generate OTP before completion of 2 minutes then alert message will be displayed as *“Please try after 2 minutes.”*
8. User can re-generate OTP for maximum 4 times. If the user click on re-generate OTP link for 5th time then alert message will be displayed as *“You have exceeded the maximum attempts available to regenerate OTP”*. In this case user will require to re-login using password and username.
9. If user entered wrong OTP for 5 times then user will get an alert message and will be redirected to login page. In this case user will require to re-login using password and username.
10. User have to register valid mobile number and email id in NEAPS (same can be updated in NEAPS-My Profile link).
11. For resolution of technical issue user can contact NSE support team on toll free number **1800 266 0058 (option 3)**.