

Procedure for Submitting Requests for Password Reset/Unlock of NEAT Corporate Manager Id through ENIT

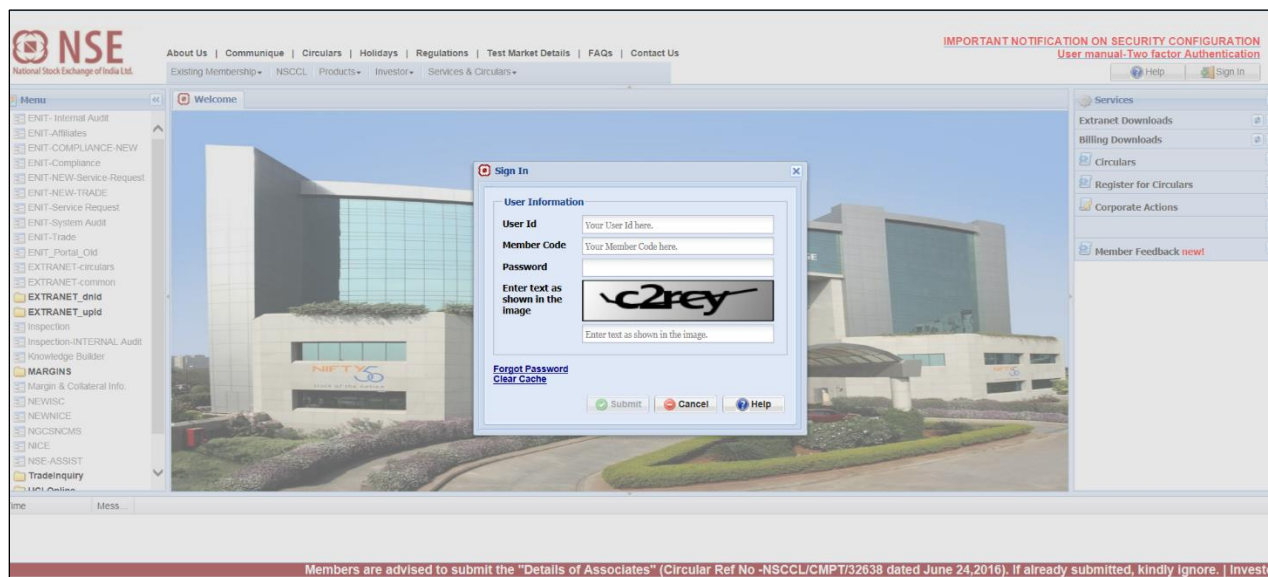
The module in ENIT will enable members to electronically submit and track password / unlock reset request status for NEAT Corporate Manager Id

Members will be able to seek the following services through ENIT:

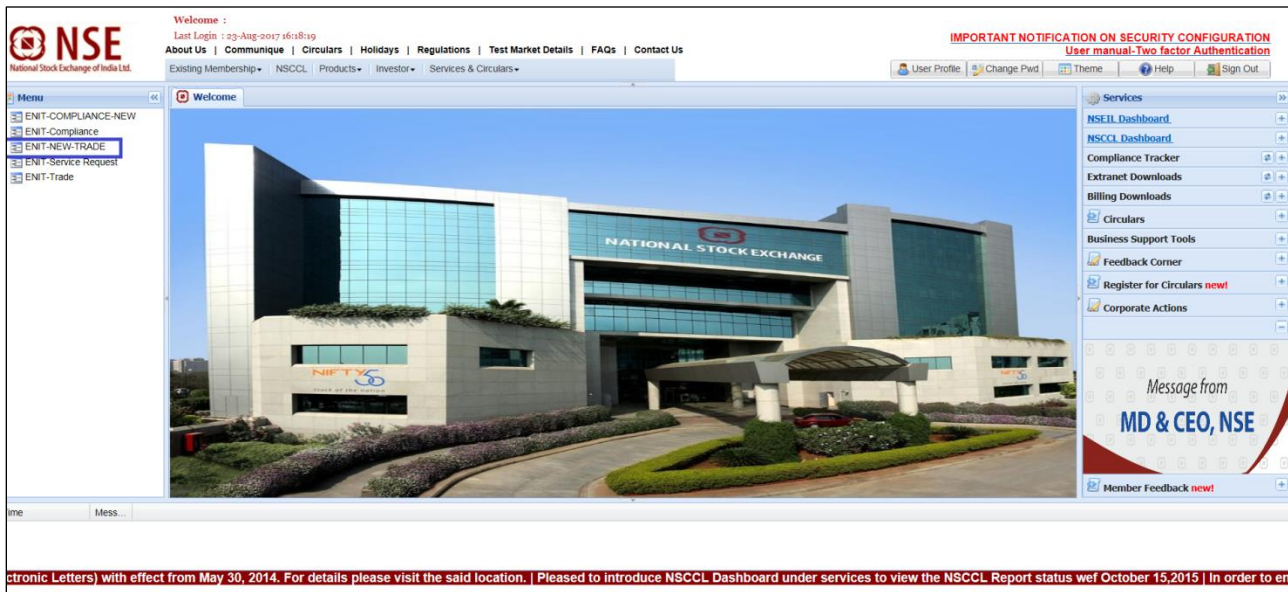
- Digitally submit password re-set / unlock facility for NEAT Corporate Manager Id
 - Tracking of request status
 - Receive sms and/or email alert for the submission, completion / rejection of requests.
- **Request received by the Exchange before and up to market close of trading day:**
- Such requests shall be considered for processing on the same day, subject to fulfillment of necessary pre-conditions, if any.
- **Requests received by the Exchange after market close on a trading day:**
- Such requests will be processed by next working day before market hours subject to fulfillment of necessary pre-conditions, if any.

Access:

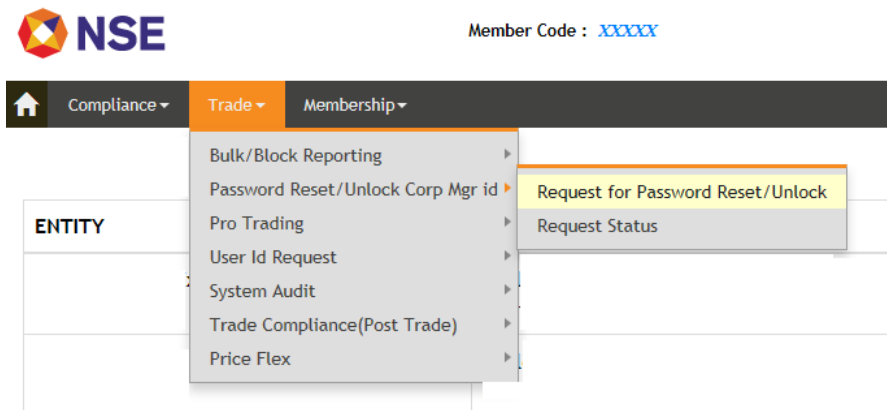
- Members should login through the below link to log in into ENIT.
<https://www.connect2nse.com/MemberPortal/>



- When user logs in, below screen will be displayed



- Click on '**ENIT- NEW- TRADE**' as displayed in the image given above
- To raise a request go to the below mentioned path (as displayed in the image given below)
 - **Enit-New-Trade > Trade > Password Reset/Unlock Corp Mgr id > Request for Password Reset/Unlock**



- The below screen will be displayed:

Corporate Manager Password Reset/Unlock Request

Member Code :

Member Name :

Segments :*

Action :* ☐ Request for Password Reset ☒ Request for Unlocking

User Id :*

Reason for Unlock :*

Requester Email address :*

Requester Mobile number :*

- The member code and member name will be auto populated.
- The segment has to be selected for which corporate manager user id belongs to
- The Action type has to be selected for the user whether it will be “Request for Password Reset” or “Request for Unlocking”
- The corporate manager user id has to be selected
- In case of request for unlocking, the reason for unlock has to be selected from drop down.
- The contact detail of the requestor has to be filled.
 - both email and mobile has to be filled mandatorily
- The request has to be submitted to the Exchange after digitally signing.

Tracking of request:

- On successful submission of a request, member will receive a reference number for all the future correspondence in the below format :
 - **For Password Reset - DDMMYYYY/SEG/PWDRESET/REQNUMBER**
 - **For Unlock - DDMMYYYY/SEG/UNLOCK/REQNUMBER**
- On successful submission the status of the request will be ‘Pending’.
- Trading Members can view the status of such requests in the report available on the path:
- **Enit-New-Trade>Trade>Password Reset/Unlock Corp Mgr id>Request Status**
- The requestor will receive sms and email alerts on the contact details provided by him for the below three status
 - On submission of request.
 - On completion of request.
 - On rejection of request along with reason.