



National Stock Exchange of India Ltd.

Password Reset and Unlocking through ENIT User Manual

Version 1.1

Procedure for submitting 'Password Reset and Unlocking of NEAT userid' request through ENIT

Password reset and Unlocking:

- Members can submit Password Reset and Unlocking of NEAT userids (**Corporate Manager, Dealer Ids and Branch manager ids**) - request through ENIT.

-The following request can be submitted through ENIT:

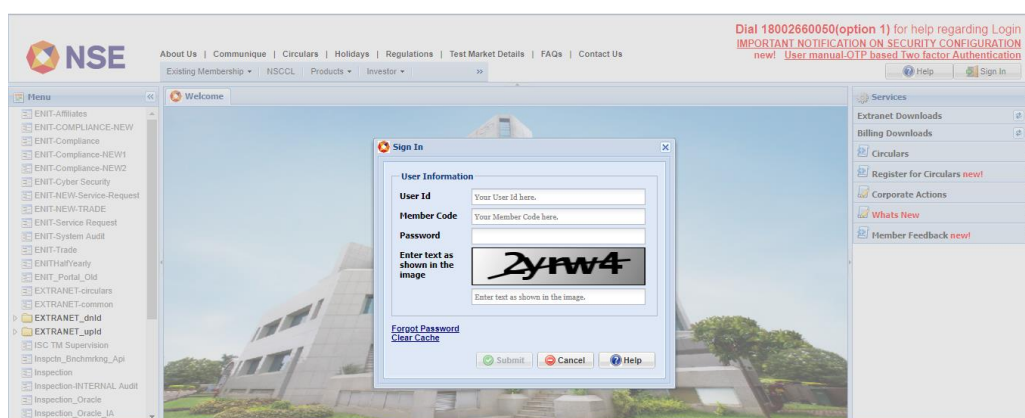
- Digitally submit password re-set / unlock facility for NEAT for Corporate manager IDs ,**Dealers, Branch Managers** ids
 - Tracking of request status.
 - Receive sms and /or email alert for submission, completion or rejection of request.
- **Request received by the Exchange before and up to market close of trading day:**
- Such requests shall be considered for processing on the same day, subject to fulfilment 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 fulfilment of necessary pre-conditions, if any.

Software requirements:

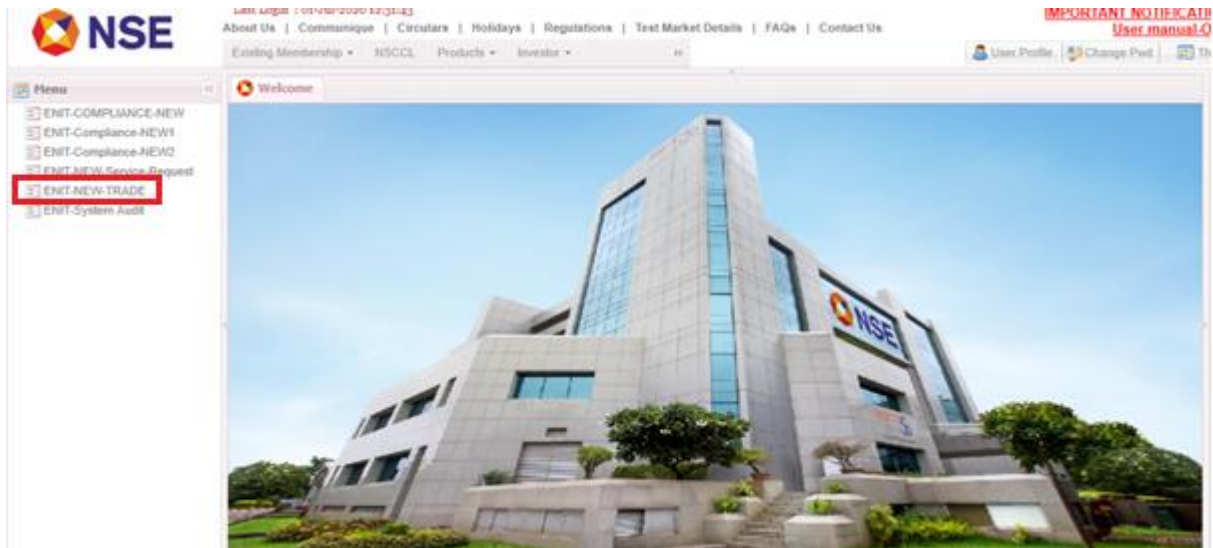
- Google Chrome (preferred)
- Internet Explorer 11.0

Access:

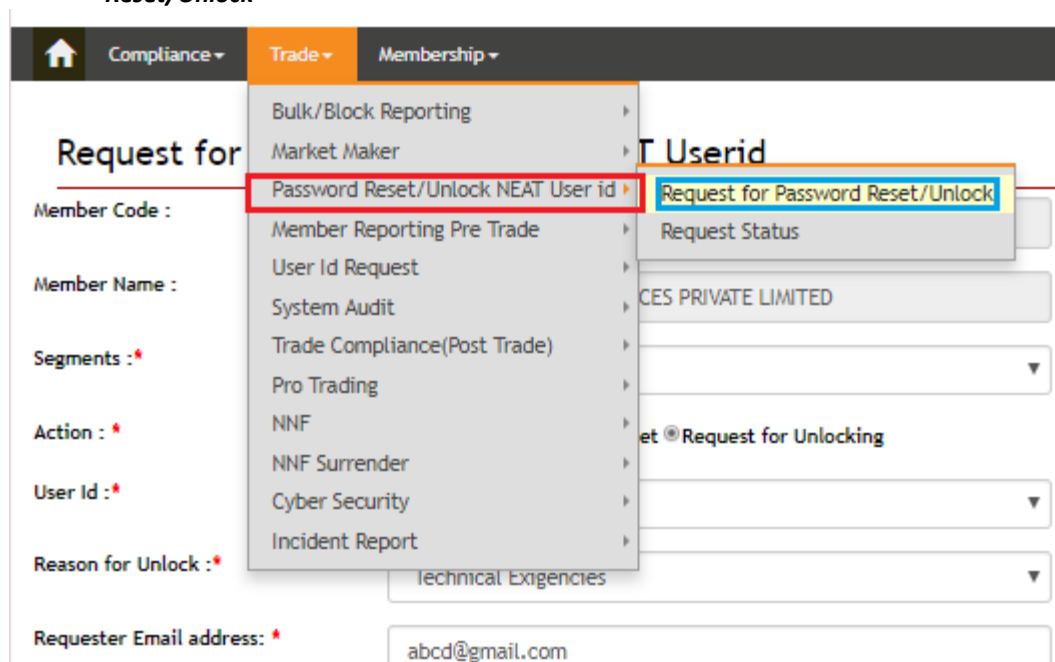
- Members should login through the member portal latest link to log in into ENIT.



- 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 NEAT user id> Request for Password Reset/Unlock**



The screenshot shows the NSE website interface with the 'Trade' dropdown menu open. The 'Request for Password Reset/Unlock NEAT User id' option is highlighted in a red box. The 'Request for Password Reset/Unlock' option is also highlighted in a blue box. The form includes fields for 'Member Code', 'Member Name', 'Segments', 'Action', 'User Id', 'Reason for Unlock', and 'Requester Email address'. The 'Requester Email address' field contains the text 'abcd@gmail.com'.

The below screen will be displayed: Select OK

Member Name :

Segments : *

Action : *

User Id : *

Reason for Unlock : *

Requester Email address : *

Requester Mobile number : *

New notification!

✓ You can now send the requests for below modules through the new ENIT mobile app.

- 1.Pro Enablement
- 2.Pro Disablement
- 3.NEAT ID Password Reset
- 4.Unlock NEAT ID

Note: Members are encouraged to use NEAT corporate manager terminal for placing the request of password reset and unlocking of User Ids and Branch Manager Ids for faster processing.

The application features and navigation is provided in the user manual provided in the Exchange circular NSE/MSD/42977 dated December 23,2019. The application can be downloaded by searching NSE ENIT Service from google play store or through the QR code given below:



Ok

NSE Copyright (c) 2016

➤ After selecting **Ok** the below screen will be displayed:

Request for Password Unlock of NEAT Userid

Member Code :

Member Name :

Segments : *

Action : *

User Id : *

Reason for Unlock : *

Requester Email address : *

Requester Mobile number : *

xxxxx

xxxxxxxx xxxxxx xxxxxxxx

Select ▼

☐ Request for Password Reset ☒ Request for Unlocking

Select ▼

Select ▼

Certify
Submit
Reset

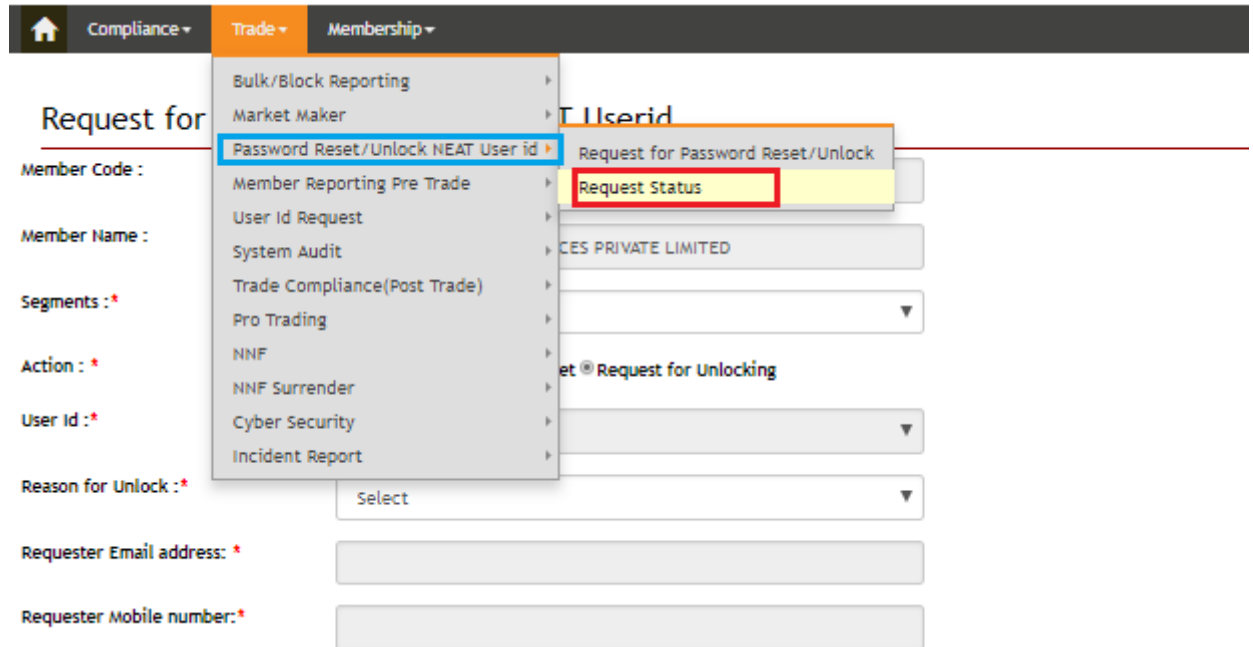
- The member code and member name will be auto populated.
 - The segment has to be selected for which NEAT user id belongs too.
 - The Action type has to be selected for the user whether it will be “Request for Password Reset” or “Request for Unlocking”
 - The dealer or branch manager or corporate manager 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.

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 NEAT user id>Request Status**



The screenshot shows the NSE NEAT web application interface. At the top, there are tabs for Compliance, Trade, and Membership. The 'Trade' tab is selected. Below the tabs, there is a 'Request for' dropdown menu. The dropdown menu is open, showing several options: Bulk/Block Reporting, Market Maker, Password Reset/Unlock NEAT User id (highlighted with a blue border), Member Reporting Pre Trade, User Id Request, System Audit, Trade Compliance(Post Trade), Pro Trading, NNF, NNF Surrender, Cyber Security, and Incident Report. To the right of the dropdown menu, there is a 'Request Status' button highlighted with a red border. Below the dropdown menu, there are several input fields: Member Code, Member Name, Segments (with a red asterisk), Action (with a red asterisk), User Id (with a red asterisk), Reason for Unlock (with a red asterisk and a 'Select' dropdown), Requester Email address (with a red asterisk), and Requester Mobile number (with a red asterisk).

- 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.

END