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FAQs on Password Policy, Password Reset and Unlocking

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Background:

Neat ids are issued to trading members to access the trading platform of the Exchange. Each NEAT user is assigned a status as Corporate Manager / Branch Manager / Dealer. These ids are issued to approved users depending on fulfilment of the certification requirement as may be specified by SEBI/Exchange, from time to time.

To login in the Trading system, members are required to adhere to the password policy set by the Exchange for the Exchange allotted user ids. The current Password Policy for user ids logging in the trading system of Capital Market, Futures & Options, Currency Derivatives, Commodity Derivatives Segments and Securities Lending and Borrowing Markets is summarized as below:

Applicable password policy:
1. The length of password should be of exact 8 characters.
2. The password shall be case sensitive and should contain at least one each of the following characters with no space:
    a) Uppercase: A to Z
    b) Lowercase: a to z
    c) Digit: 0 to 9
    d) Non-Alphanumeric: Special characters @ # $ % & * / \
3. User shall be compulsorily required to change password after the lapse of 14 days
4. New password must be different from previous 5 passwords
5. User Id shall be locked after 3 invalid login attempts
6. User shall not be allowed to set the default password as new password
7. Reset of password shall set the password to a default password.

To understand the Password Policy, procedure for password reset and the concept of unlocking for the Exchange allotted Neat User IDs, a detailed FAQ is provided herewith.

FAQs:

1. **What are the types of User IDs and their hierarchy?**
   The trading member has the facility of defining a hierarchy amongst its users of the NEAT system. This hierarchy is depicted as follows:
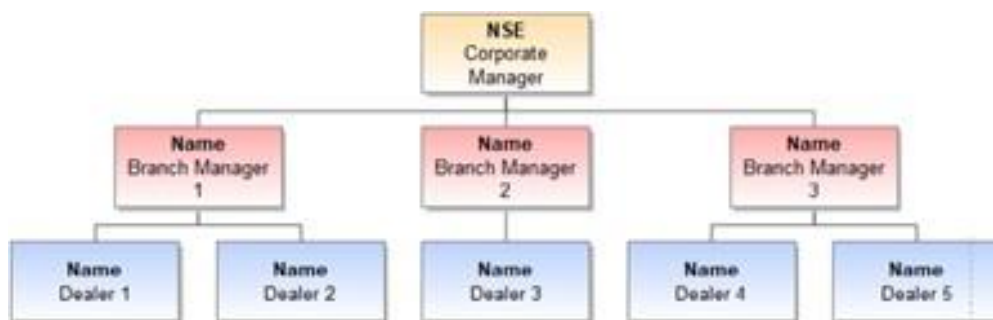
   The users of the trading system can logon as either of the user type. The significance of each type is explained below:

(i) **Corporate Manager:** The corporate manager is a term assigned to a user placed at the highest level in a trading firm. The user can reset password for all branch manager and dealer user ids under them.

(ii) **Branch Manager:** The branch manager is a term assigned to a user who is placed under the corporate manager. The user can reset password for all dealer user ids under their branch only.

(iii) **Dealer:** Dealers are users at the lowest level of the hierarchy.

2. **To whom the password policy is applicable?**
It is applicable to all types of Exchange allotted user ids i.e. NEAT, NEAT Plus and NNF users.

3. **In case of NNF, is this policy applicable to our end client logins?**
This change is related to Exchange allotted user ids and login only. Password policy for client login remains unchanged.

4. **What is the default password for various segments?**
The default password to login in respective segments is as mentioned below:

Segment	Default Password
Capital Market (CM)	Neat@CM1
Futures & Options (FO)	Neat@FO1
Currency Derivatives (CD)	Neat@CD1
Commodity Derivatives (CO)	Neat@CO1
Securities Lending and Borrowing Market (SLBM)	Neat@SL1

5. **I have been allotted a new user ID. What shall be the password to login?**
At the time of allotment of User ID's, the password is set to default by the Exchange. Members are required use the default password to login.

6. **Can I continue using the default password provided by the Exchange?**
No. Members are required to change the password at the time of first login as per the password policy of the Exchange. In case the new password does not comply with the password policy of the Exchange, the login shall be rejected by the Exchange with error code 16006 after attempting login.

7. **How do I reset password/give request for unlocking of corporate manager, branch manager/ dealer User ID's. Who has the authority to reset the password or unlocking the user ID?**
Member can place the request for password reset and unlocking of Corporate manager, branch manager and dealer user id via ENIT web portal. Additionally, the corporate manager user also has the rights to re-set the password and unlock all the users (including branch manager and dealers) mapped under them via NEAT/NEAT Plus.

8. **How can the corporate manager place the unlock/reset password for user ids mapped under him?**
The corporate manager can place the request for Dealer and Branch manager from Exchange provided NEAT / NEAT Plus trading terminal for all users under him on the below path:
For password reset request:

NEAT PLUS - Dialogs > Reset Password (Ctrl+Alt+R)
For Unlock request:

NEAT PLUS - Dialogs > Unlock User (Ctrl+Shift+U)

9. **Once the corporate manager has reset the password for a particular user, what password is to be used to login?**
    Upon submitting the request for resetting the password, the password is set to default as mentioned in the table provided in answer to question 4.

10. **What is the procedure if member wishes to avail the reset password or unlocking facility for NEAT user ID from Exchange on ENIT?**
    User will have to digitally submit password re-set / unlock facility for NEAT user id through ENIT web portal. User can track request status and will get status update via SMS or email alert for the Submission, Completion / Rejection of requests.

11. **In what scenarios will I require to reset /unlock User ID password?**
    For Password reset facility:
    - User has forgotten his current password
    - User has disabled his NEAT corporate manager ID by exceeding his login attempts
    For Unlock facility:
    - In the absence of dual locking the member can unlock his user ID to login from alternate connectivity.
    - Trading Exigencies at member end due to which he is not able to login through his connectivity

12. **What is the path on ENIT to reset the password / unlock the corporate manager, branch manager and dealer User ID?**
    Member is required to submit the request through ENIT on the below path:
    Member Portal > ENIT - New-Trade > Trade > Password Reset/Unlock > Request for Password Reset/Unlock.

13. **Which default password is applicable when password reset done by Exchange?**
    When password is reset by the Exchange, the new password is the default password as mentioned above for the respective segments.

14. **Which circular can I refer to for more details?**
    Please refer Exchange circular number NSE/MSD/45796 dated September 23, 2020 for the same. The user manual contains detailed steps on how to use this facility.