

Welcome to BSNL Self-care Users



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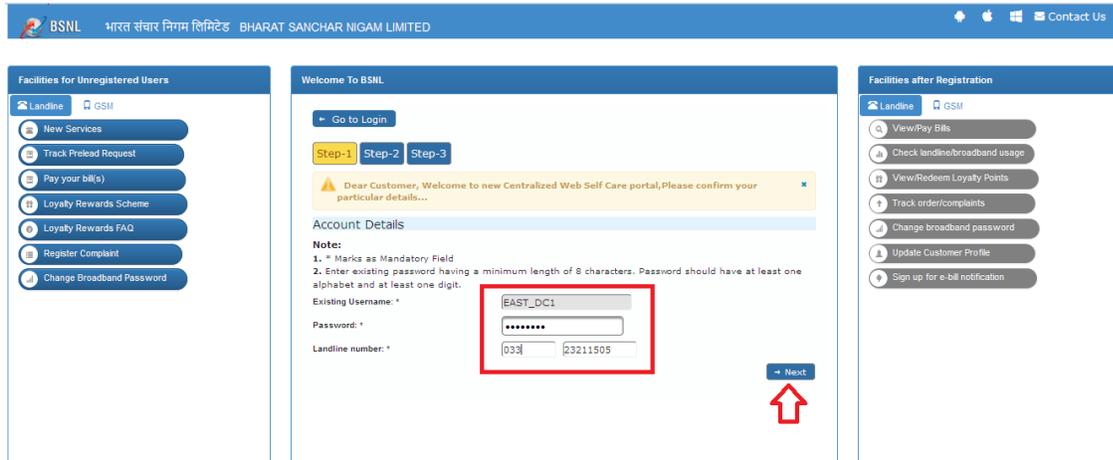
1. SIGN UP

1.1. Existing WSC User

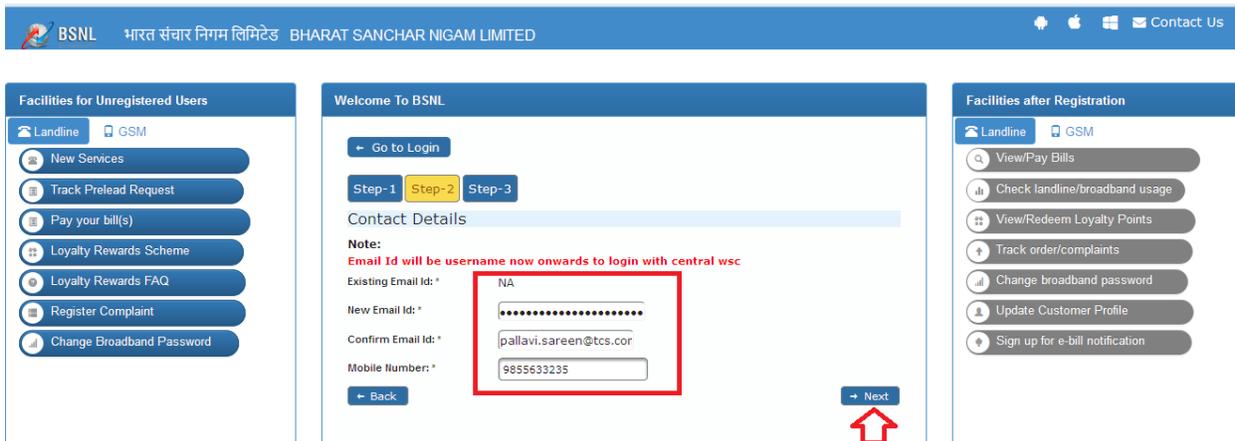
Existing WSC users need to register again with new self care portal with their username and landline number.

- Enter the **Username** and **Captcha** and click **Next**. Registration page appears where WSC user can register.

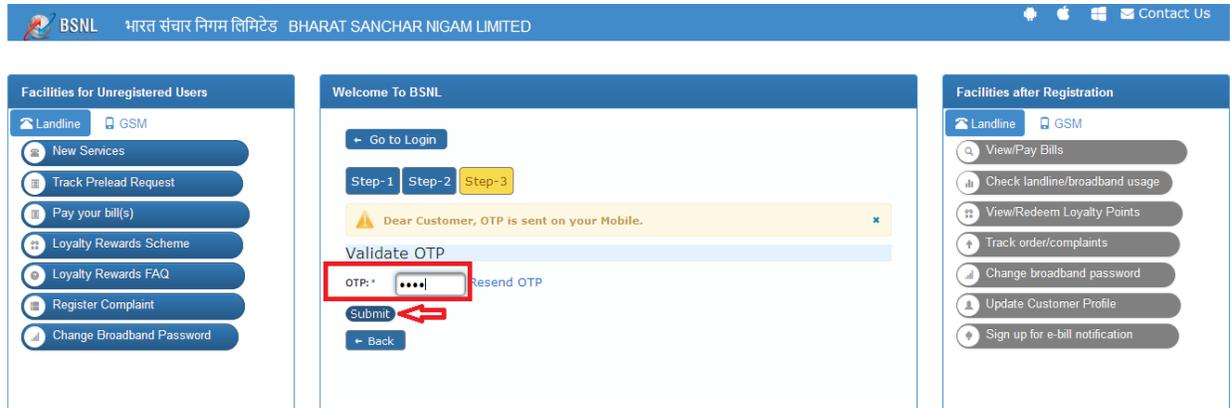
- Provide the following **Account** details:
 - Existing Username (Username will auto populate)
 - Enter Landline Number (in form of STD code and number)
 - Password: Enter correct WSC password



- Provide the following **Contact** details like email id and mobile number.



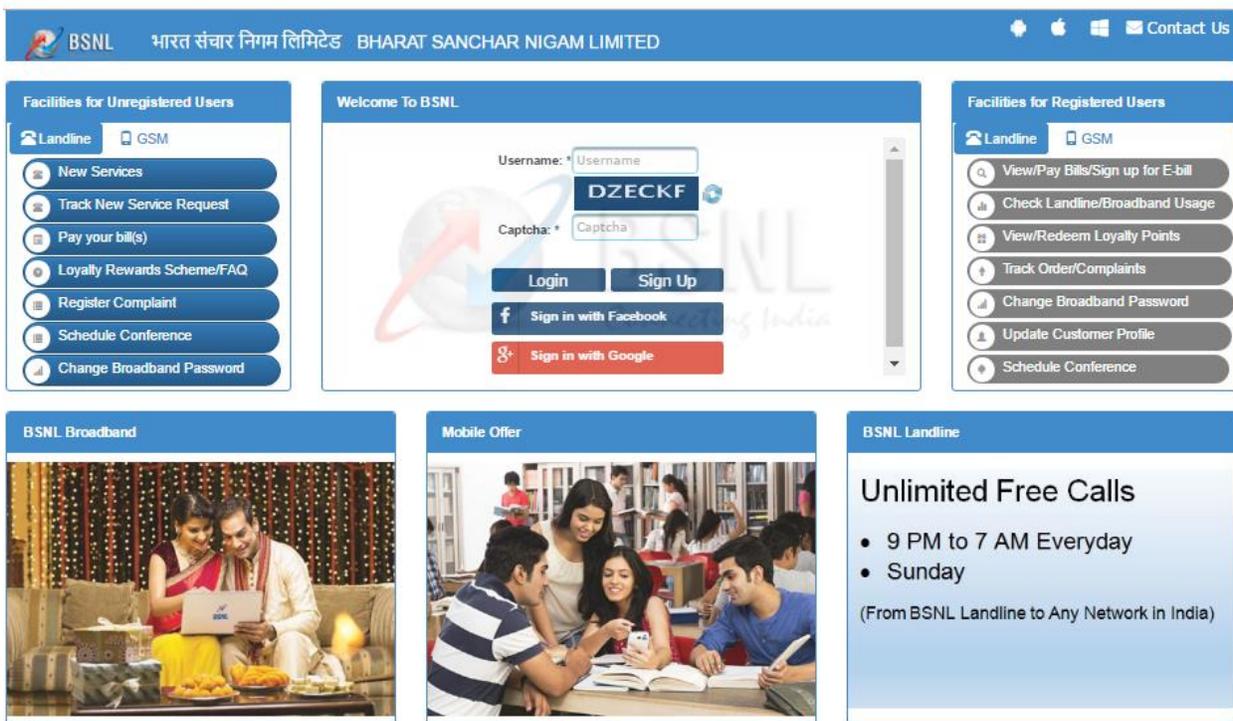
- Enter a 4 digit OTP received on registered mobile number entered in self care during sign up.
 1. Click **Resend OTP** to receive the OTP again, if required.
 2. Error message will be displayed if OTP is invalid or expired



- Click **Submit**. A verification link is sent to the email id used to sign up. After successful verification of email id, user is able to log on to the self care application through that email id.

1.2. New Users

Click on Sign up for new users sign up



- User needs to enter Name, Email id, Confirm email id, Mobile Number, Captcha, Telecom circle and click on “Next” button.

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Facilities for Unregistered Users

- Landline GSM
- New Services
- Track New Service Request
- Pay your Bill(s)
- Loyalty Rewards Scheme/FAQ
- Register Complaint
- Schedule Conference
- Change Broadband Password

Welcome To BSNL

Go to Login

Step-1 Step-2 Step-3

Account Details

Note: * Marks as Mandatory Field

Name: * Suman

Email Id: * pallavi.sareen@tcs.com
Email Id as your username

Confirm Email Id: * pallavi.sareen@tcs.com

Mobile No: * 9821048858

Telecom Circle: * MADHYA PRADESH

Captcha * DFMEQV DFMEQV

Next

Facilities after Registration

- Landline GSM
- View/Pay Bills/Sign up for E-bill
- Check Landline/Broadband Usage
- View/Redeem Loyalty Points
- Track Order/Complaints
- Change Broadband Password
- Update Customer Profile
- Schedule Conference

- After clicking on “Next”. A four digit OTP is sent to the mobile number entered during sign up.
- Enter the OTP received in the **OTP** field
- Click **Resend OTP** to receive the OTP again.

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Go to Login

Step-1 Step-2 Step-3

OTP Details

OTP: Digit OTP Resend OTP

Back Next

Facilities after Registration

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- Enter **Password**. Provide a strong password as per password policy (that is, password should be minimum eight characters and should contain alphanumeric characters).
- Enter password in the **Confirm Password** field. Ensure that the password entered matches with the password entered in the **Password** field.

- Click **Submit**. A verification link is sent to the user's email id. After successful verification of email id, user is able to log on to the CWSC application through that email id.

Dear Customer

Thanks for signing up!

Note: Dear Sir/Madam, Your Email Id: garg.mohit3@tcs.com will be username to login on CWSC.

Your account has been created successfully on BSNL Central Web Self Care Portal.

Please use the following link to verify your email to activate your account.

<http://10.196.219.31:8330/tungsten/UI/facelets/verifyEmail.xhtml?email=garg.mohit3@tcs.com&hash=251bd0442dfcc53b5a761e050f8022b8>

After successful verification, your account will be activated.

Note: This link is valid for **24hrs** after successful registration.

Warm Regards,

 Bharat Sanchar Nigam Limited

2. Logging In

On the Welcome page, enters the **Username (Email Id used during sign up)** and **Captcha** given. Then click on **“Next”**.

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Facilities for Unregistered Users

Landline GSM

- New Services
- Track New Service Request
- Pay your bill(s)
- Loyalty Rewards Scheme/FAQ
- Register Complaint
- Schedule Conference
- Change Broadband Password

Welcome To BSNL

Username: kumarakanksha@t

Captcha: CHGZVE

Login Sign Up

Sign in with Facebook

Sign in with Google

Facilities for Registered Users

Landline GSM

- View/Pay Bills/Sign up for E-bill
- Check Landline/Broadband Usage
- View/Redeem Loyalty Points
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- Schedule Conference

BSNL Broadband

Mobile Offer

BSNL Landline

Unlimited Free Calls

- 9 PM to 7 AM Everyday
- Sunday

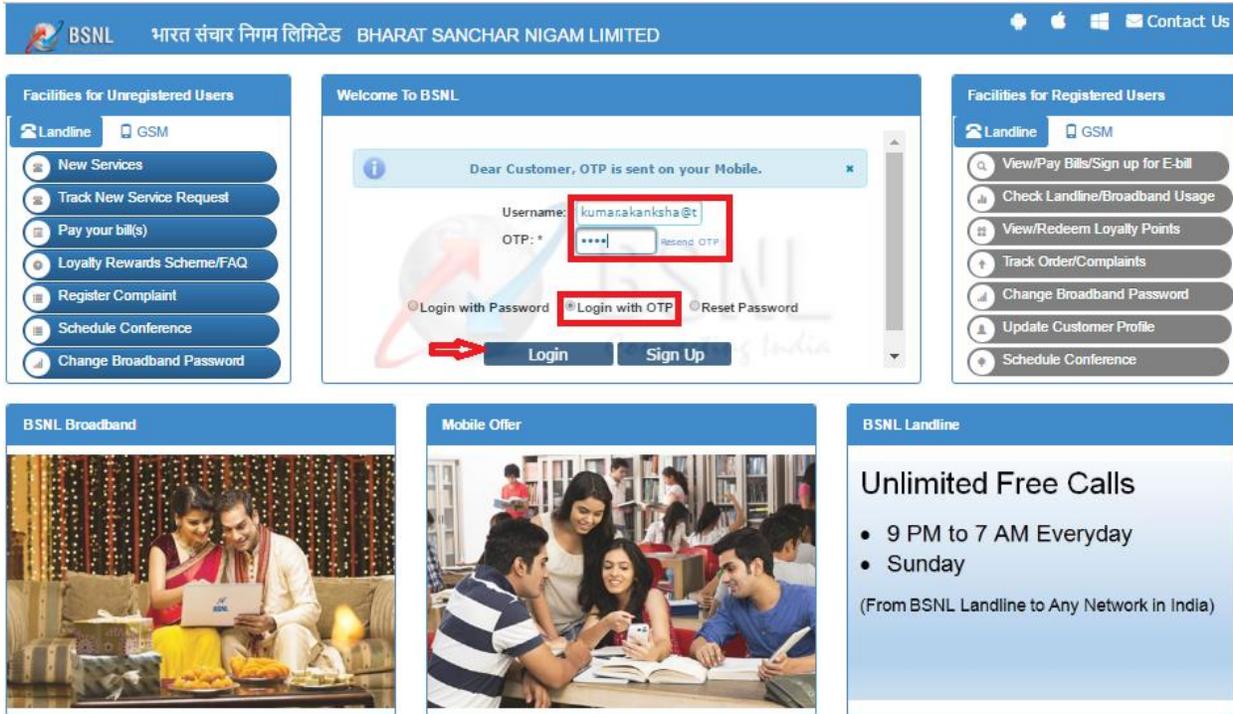
(From BSNL Landline to Any Network in India)

2.1. Login with password

- User can login with the password already set. Enter password and click on login.

2.2. Login with OTP

- To **Login with OTP**, select **Login with OTP** option after entering the user name, then OTP will be received on the mobile number used for sign up

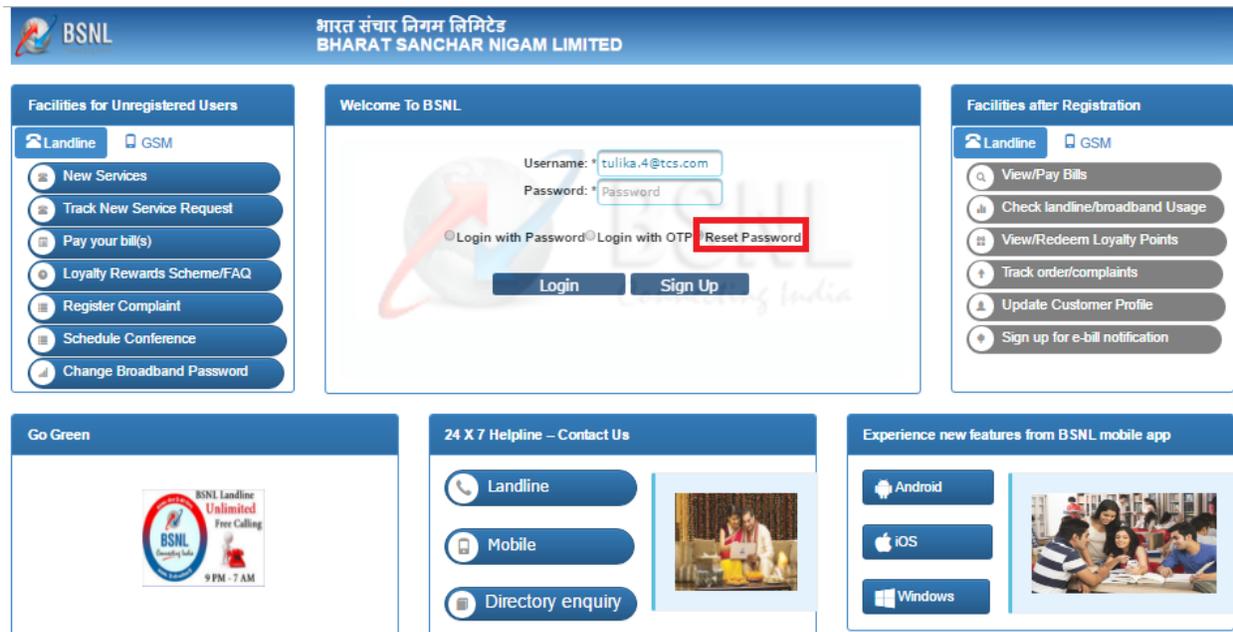


- Enter OTP and click on Login

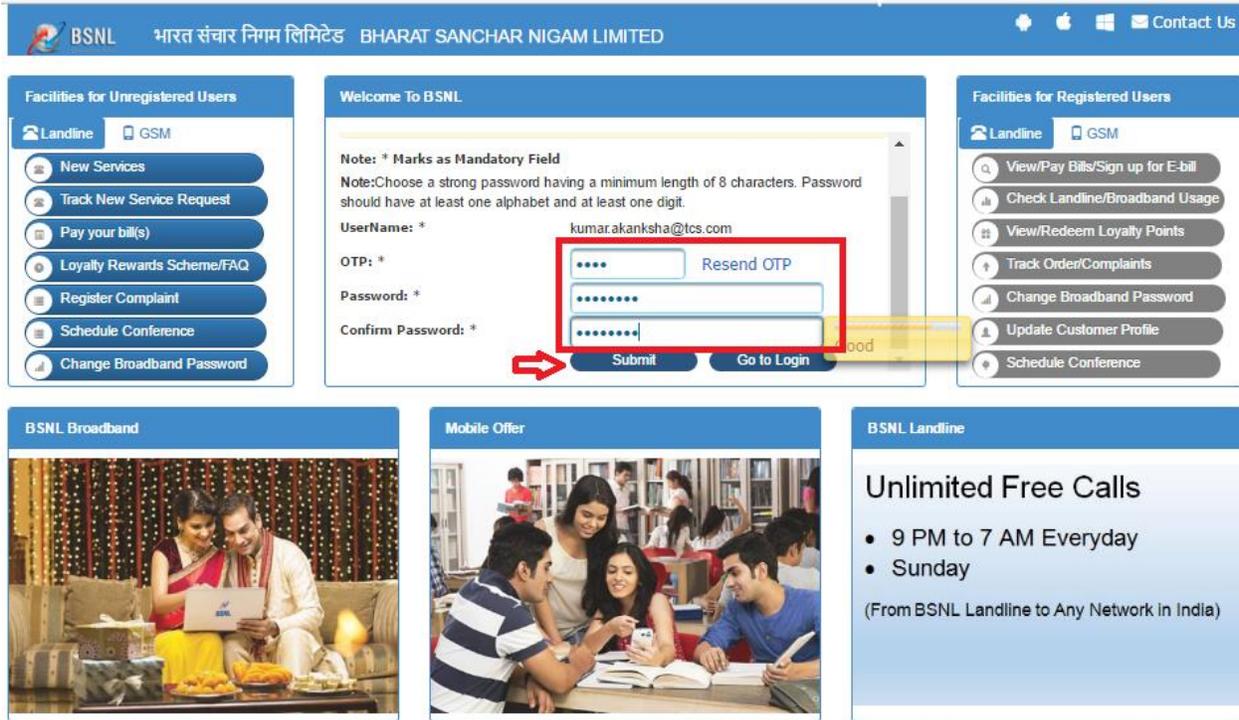
Note: User cannot click on **Resend OTP** more than three times within five minutes

2.3. Reset Password

To reset password user needs to select “Reset Password” option.

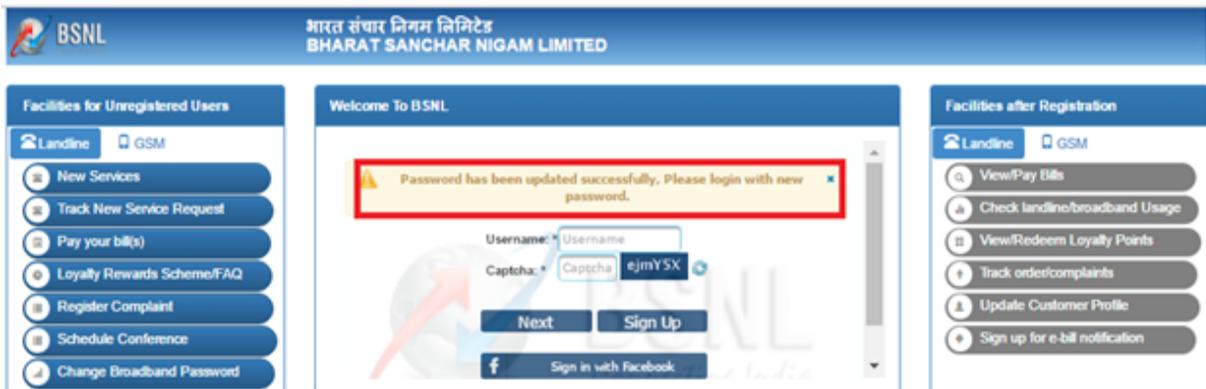


- After selecting “Reset Password” reset password page will be displayed where user has to provide the OTP, new password and confirm password, and click **Submit**.



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- A message **password has been reset successfully** will appear. After successfully resetting the password, user will be redirected to the login page.



3. Login through Social Network

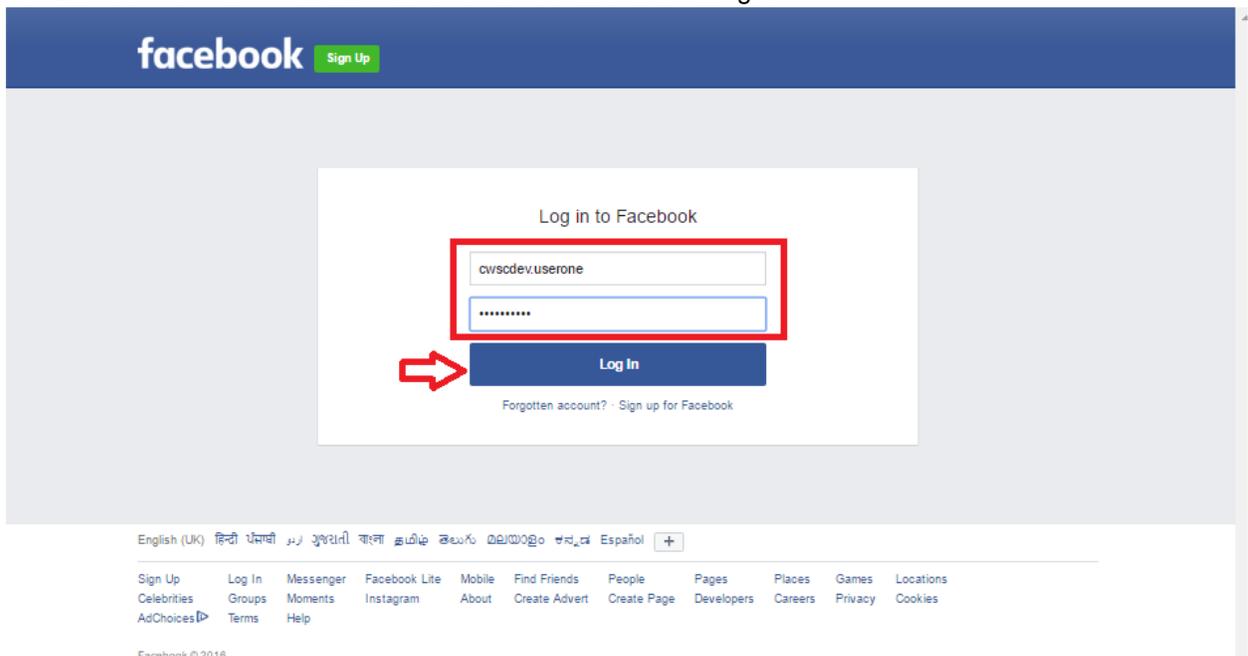
A user can log on to the selfcare application through social networks such as Facebook and G+ by using Facebook/Gmail credential.

3.1. Login with Facebook:

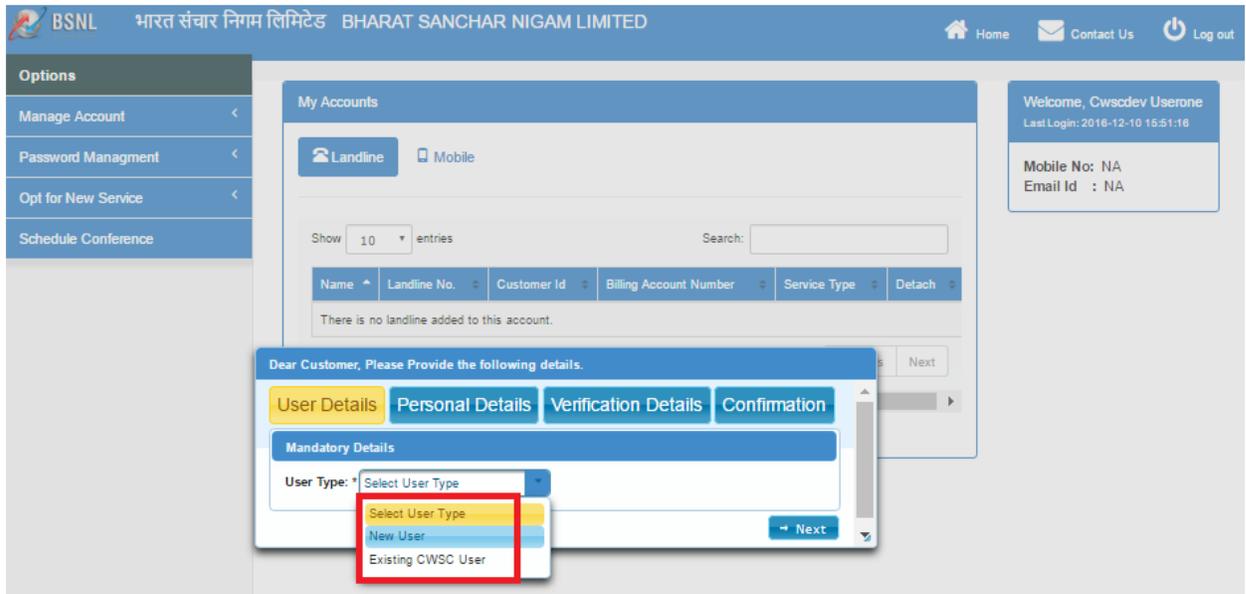
1. Open CWSC portal. The Welcome page displays.
2. Click on "Sign in with facebook". The facebook login page will be display.



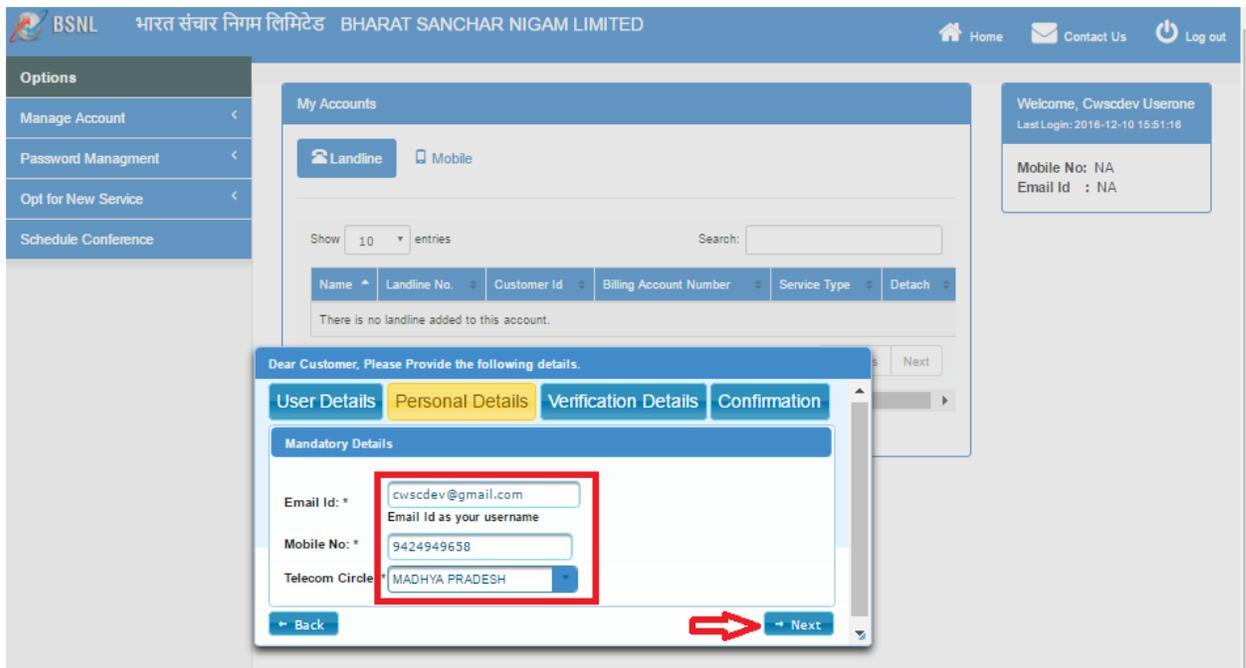
3. Enter facebook **Username and Password** and click on login.



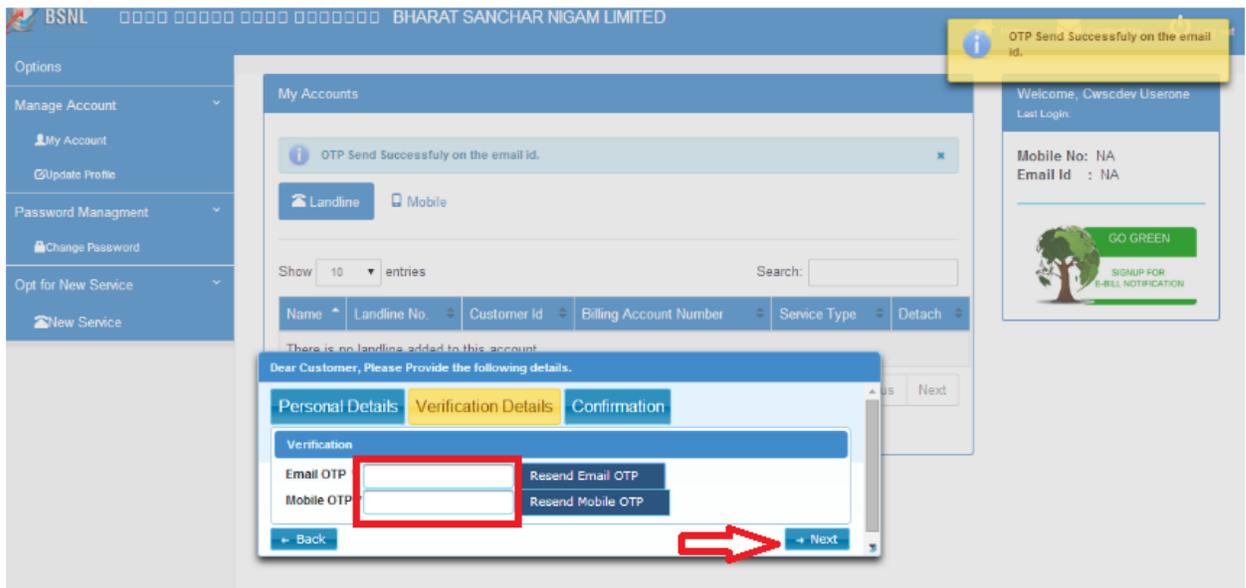
- When user login for first time, a popup will be shown that will ask the user CWSC portal wants to access your facebook details. If user clicks on deny it will redirect to CWSC welcome page. If the user clicks on allow it will be redirected to Home Page (AccountLinking page).
- System will ask for user details. Select New User/Existing User and click on Next.**



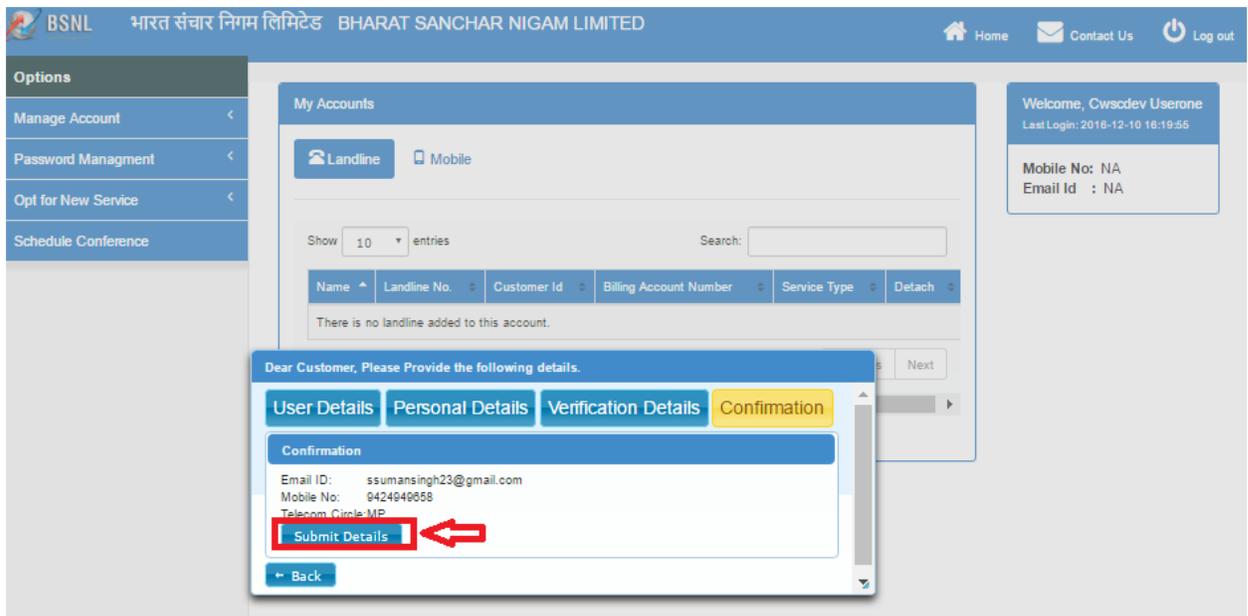
- In case of New user, Enter email id, mobile number and select circle and click on next.(If user select Existing user, he/she needs to enter existing CWSC user name in personal Details tab)



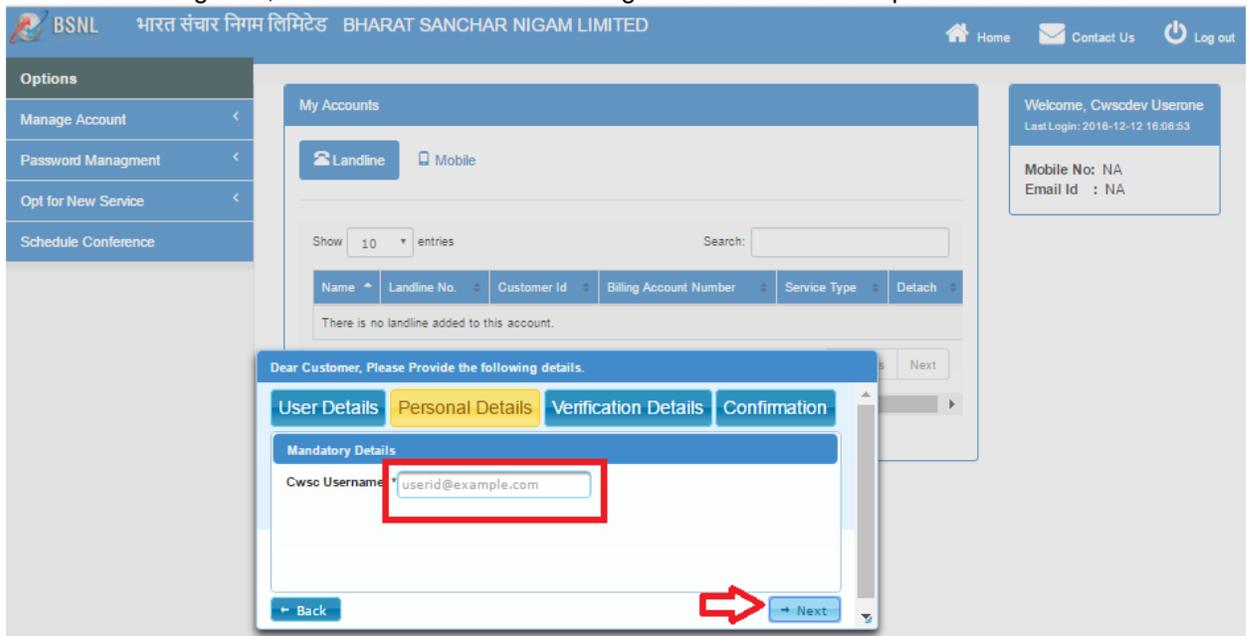
Enter Email and mobile OTP and click on Next.



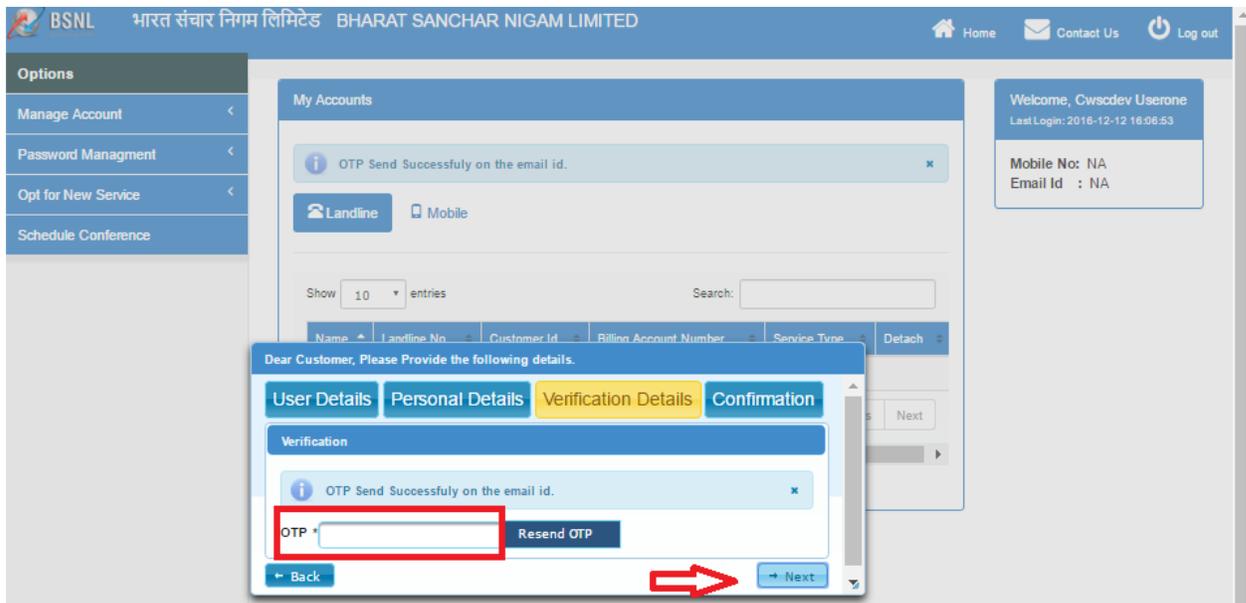
Click on submit. User can update their profile details through 'Update Profile' option.



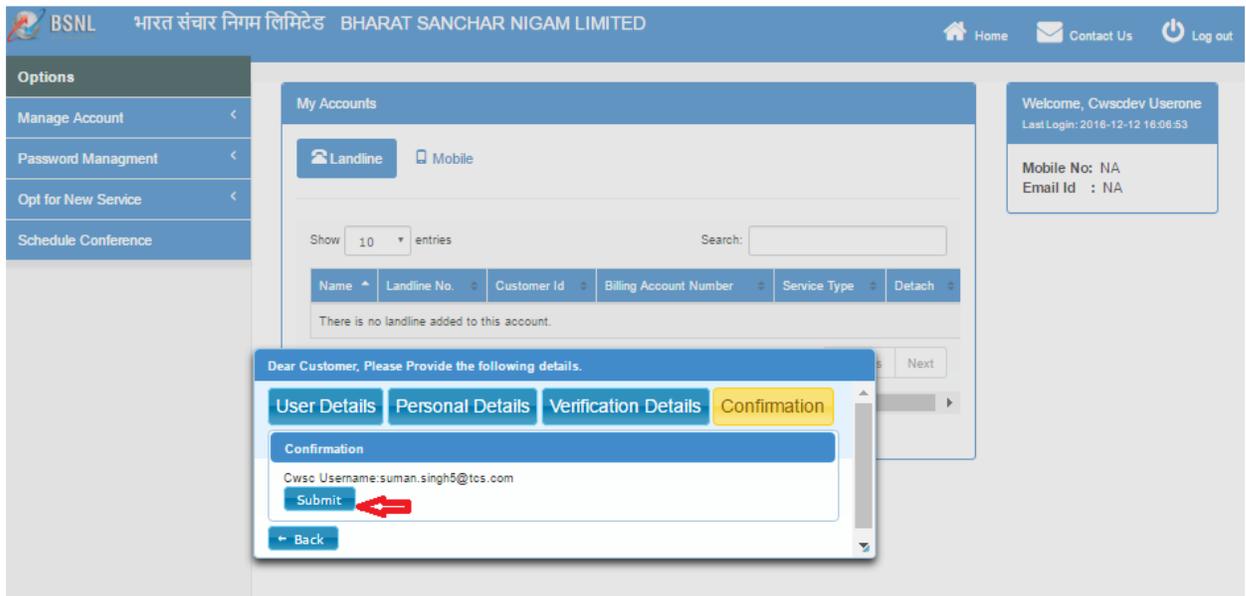
If user select Existing user, he/she needs to enter existing CWSC user name in personal Details tab



Enter OTP and click on next.



Click on Submit.



3.2. Login with Google

1. Open CWSC portal. The Welcome page displays.
2. Click on **“Sign in with Google”**. The **Google login** page will be display.
3. Enter Google **Username and Password** and click on login.

- When user login for first time, a popup will be shown that will ask the user CWSC portal wants to access your Google details. If user clicks on deny it will redirect to CWSC welcome page. If the user clicks on allow it will be redirected to Home Page (AccountLinking page).
- System will ask to enter user details.

The screenshot shows the CWSC portal interface. The user is logged in as 'cwsdev'. The 'My Accounts' section is active, and a popup window is displayed for providing details. The popup has three tabs: 'Personal Details', 'Verification Details', and 'Confirmation'. Under 'Personal Details', there are two fields: 'Mobile No: *' with the value '9424949658' and 'Telecom Circle: Select Telecom Circle'. A red box highlights the 'Mobile No' field, and a red arrow points to the 'Next' button.

- Enter Mobile number and select circle and click on Next.

The screenshot shows the CWSC portal interface. The user is logged in as 'cwsdev'. The 'My Accounts' section is active, and a popup window is displayed for providing details. The popup has three tabs: 'Personal Details', 'Verification Details', and 'Confirmation'. Under 'Verification Details', there is a 'Mobile OTP' field with a red box around it and a 'Resend Mobile OTP' button. A red arrow points to the 'Next' button.

- Enter the OTP received on mobile number and click on submit

The screenshot displays the BSNL user portal interface. At the top, the header includes the BSNL logo, the text "भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED", and navigation links for Home, Contact Us, and Log out. A left sidebar menu lists various options: Manage Account (with sub-items My Account and Update Profile), Password Management (with sub-item Change Password), Opt for New Service (with sub-item New Service), and Schedule Conference. The main content area is titled "My Accounts" and features tabs for "Landline" and "Mobile". Below these tabs, there is a search bar and a table with columns: Name, Landline No., Customer Id, Billing Account Number, Service Type, and Detach. A message states "There is no landline added to this account." A modal dialog box is overlaid on the page, titled "Dear Customer, Please Provide the following details." It contains three tabs: "Personal Details", "Verification Details", and "Confirmation" (which is highlighted in yellow). The "Confirmation" tab shows the following information: "Mobile No: 942494985" and "Telecom Circle:MP". A red box highlights these two lines of text. Below the information is a "Submit" button, which is pointed to by a red arrow. A "Back" button is located at the bottom left of the dialog box. On the right side of the main content area, a user profile box displays "Welcome, cwscdev", "Last Login: 2016-12-10 18:35:58", "Mobile No: NA", and "Email Id : cwscdev@gmail.com".