

Welcome BSNL Selfcare Users



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1. SIGN UP

New Users

Click on Sign Up

BSNL भारत संचार निगम लिमिटेड **Bharat Sanchar Nigam Limited** Android iOS Help Contact Us Feedback

Customers of west zone will be redirected to New Selfcare Portal. Kindly register in the new portal

Facilities for Unregistered Users

Wireline | Wireless

- New Services(Self Onboarding) *New*
- New Service Request by User *New*
- New Service Request by Agent *New*
- Wings Service Booking *New*
- Track New Service Request
- Pay your bill(s)
- Loyalty Rewards Scheme/FAQ
- Register Complaint
- Track Complaint
- Leased Circuit Cost Estimation

Welcome To BSNL

Username: *

Password: *

ZJLXYO

Captcha: *

Reset Password

Login **Sign Up**

Facilities for Registered Users

Wireline | Wireless

- 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

BSNL Bharat Fiber

Superstar Premium Plus Offer

HelloG (Wireline Services)

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

The screenshot shows the 'Account Details' step of the BSNL registration process. The form contains the following fields:

- Name:** * (Firstname Lastname)
- Email Id:** * (userid@example.com)
- Confirm Email Id:** * (userid@example.com)
- Mobile No.:** * (10 Digit Mobile Number)
- Telecom Circle:** * (Select Telecom Circle)
- Captcha:** * (XUCXVZ)

A red box highlights the form fields, and a red arrow points to the 'Next' button.

- 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.

The screenshot shows the 'OTP Details' step of the BSNL registration process. A notification states: "Dear Customer, OTP is sent on your Mobile". The OTP field contains "6 Digit OTP" and is highlighted with a red box. A red arrow points to the 'Next' button.

- 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.

The screenshot displays the BSNL mobile application interface during the registration process. At the top, the BSNL logo and name 'भारत संचार निगम लिमिटेड Bharat Sanchar Nigam Limited' are visible on the left, and navigation links for Android, iOS, Help, Contact Us, and Feedback are on the right. The main content is divided into three vertical panels:

- Facilities for Unregistered Users:** A list of services including Wings Service Booking, Wings Operation manual, New Services, Track New Service Request, Pay your Bill(s), Loyalty Rewards Scheme/FAQ, Register Complaint, Track Complaint, Change Broadband Password, and Leased Circuit Cost Estimation.
- Welcome To BSNL:** The central panel shows the 'Set Password' step. It includes a 'Go to Login' button, progress indicators for Step-1, Step-2, and Step-3 (with Step-3 highlighted), and a 'Note' section with two instructions regarding password requirements and account creation. Below the note are input fields for 'Password: *' and 'Confirm Password: *', a 'Submit' button, and a 'Back' button. A yellow 'Strong' indicator is visible next to the password field.
- Facilities after Registration:** A list of services available after registration, including 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, and Schedule Conference.

- 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: subratsahu1207@gmail.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.

<https://selfcare.bsnl.co.in/tungsten/UI/facelets/verifyEmail.xhtml?email=subratsahu1207@gmail.com&hash=7470dce917e7c4b279db989a4b9208d1>

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”**.

The screenshot displays the BSNL login interface. At the top left is the BSNL logo and the text 'भारत संचार निगम लिमिटेड Bharat Sanchar Nigam Limited'. On the top right, there are links for 'Android', 'iOS', 'Help', 'Contact Us', and 'Feedback'. A red notification banner states: 'Customers of west zone will be redirected to New Selfcare Portal. Kindly register in the new portal'. The main content area is divided into three sections:

- Facilities for Unregistered Users:** A sidebar menu with options like 'New Services(Self Onboarding)', 'New Service Request by User', 'New Service Request by Agent', 'Wings Service Booking', 'Track New Service Request', 'Pay your bill(s)', 'Loyalty Rewards Scheme/FAQ', 'Register Complaint', 'Track Complaint', and 'Leased Circuit Cost Estimation'. Some items are marked with a 'New' tag.
- Welcome To BSNL:** The central login form with fields for 'Username: *', 'Password: *', and 'Captcha: *'. The captcha image shows the alphanumeric code 'HPJMGQ'. There is a 'Reset Password' link and 'Login' and 'Sign Up' buttons at the bottom.
- Facilities for Registered Users:** A sidebar menu with options like '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', and 'Schedule Conference'.

At the bottom, there are three navigation buttons: 'BSNL IDC1', 'BSNL Landline', and 'HelloG (Wireline Services)'.

Login with Password and OTP

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

The screenshot displays the BSNL login interface. At the top, the BSNL logo and name 'भारत संचार निगम लिमिटेड Bharat Sanchar Nigam Limited' are visible, along with links for Android, iOS, Help, Contact Us, and Feedback. A notification states: 'Customers of west zone will be redirected to New Selfcare Portal. Kindly register in the new portal'. The main content area is titled 'Welcome To BSNL' and features a login form with the following fields: Username (subratsahu1207@gmail), Password (masked with dots), and Captcha (HPJMGQ). A red box highlights the Password and Captcha fields. Below the form are 'Login' and 'Sign Up' buttons, with a red arrow pointing to the 'Login' button. A 'Reset Password' link is also present. The page is flanked by two columns of service options: 'Facilities for Unregistered Users' (including New Services, Service Requests, Wings Booking, etc.) and 'Facilities for Registered Users' (including View/Pay Bills, Usage Check, Loyalty Points, etc.). The footer contains 'BSNL IDC', 'BSNL Enterprise Services', and 'HelloG (Wireline Services)'.

- It will redirect to secure login page. After entering the OTP, click on Submit for login to your selfcare account.

The screenshot displays the BSNL self-care portal interface. At the top, the BSNL logo and name are visible, along with navigation links for Android, iOS, Help, Contact Us, and Feedback. A red banner message states: "Customers of west zone will be redirected to New Selfcare Portal. Kindly register in the new portal".

The main content area is divided into three sections:

- Facilities for Unregistered Users:** A list of services including New Services (Self Onboarding), New Service Request by User, New Service Request by Agent, Wings Service Booking, Track New Service Request, Pay your bill(s), Loyalty Rewards Scheme/FAQ, Register Complaint, Track Complaint, and Leased Circuit Cost Estimation. Several items are marked as "New".
- Welcome To BSNL:** A central panel displaying an OTP verification screen. It features a yellow warning box: "Dear Customer, OTP is sent on your Mobile". Below this, a "Note" section lists instructions: "1. * Marks as Mandatory Field" and "2. Kindly verify with your register mobile number". The "OTP Details" section contains an input field for the OTP, a "Resend OTP" button, and a "Submit" button.
- Facilities for Registered Users:** A list of services including 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, and Schedule Conference.

At the bottom, there are three blue navigation buttons: "BharatNet Udyami", "Broadband Service for Rural Areas", and "HelloG (Wireline Services)".

Reset Password

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

The screenshot displays the BSNL user interface. At the top left is the BSNL logo and the text "भारत संचार निगम लिमिटेड Bharat Sanchar Nigam Limited". To the right are links for Android, IOS, Help, Contact Us, and Feedback. A red notification banner states: "Customers of west zone will be redirected to New Selfcare Portal. Kindly register in the new portal".

The main content area is divided into three sections:

- Facilities for Unregistered Users:** A list of services including New Services (Self Onboarding), New Service Request by User, New Service Request by Agent, Wings Service Booking, Track New Service Request, Pay your bill(s), Loyalty Rewards Scheme/FAQ, Register Complaint, Track Complaint, and Leased Circuit Cost Estimation. Several items are marked as "New".
- Welcome To BSNL:** A central login area with fields for Username (subratsahu1207@gmail), Password, and Captcha (TIYDIG). A "Reset Password" radio button is selected. "Login" and "Sign Up" buttons are at the bottom.
- Facilities for Registered Users:** A list of services including 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, and Schedule Conference.

At the bottom, there are three navigation tabs: "BSNL IDC1", "BSNL Landline", and "HelloG (Wireline Services)".

- 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**.

BSNL Connecting India

भारत संचार निगम लिमिटेड Bharat Sanchar Nigam Limited

Android iOS Help Contact Us Feedback

Customers of west zone will be redirected to New Selfcare Portal. Kindly register in the new portal

Welcome To BSNL

Note: * Marks as Mandatory Field
 Note: Password should be of minimum 8 characters with one Alphanumeric character, one special character and one ,Alphanumeric character in lower/upper case mandatory.

UserName: * subratsahu1207@gmail.com

OTP: * Resend OTP

Password: *

Confirm Password: *

Submit Go to Login

Facilities for Unregistered Users

Wireline Wireless

- New Services(Self Onboarding) *New*
- New Service Request by User *New*
- New Service Request by Agent *New*
- Wings Service Booking *New*
- Track New Service Request
- Pay your bill(s)
- Loyalty Rewards Scheme/FAQ
- Register Complaint
- Track Complaint
- Leased Circuit Cost Estimation

Facilities for Registered Users

Wireline Wireless

- 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

BharatNet Udyami Broadband Service for Rural Areas HelloG (Wireline Services)

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

BSNL Connecting India

भारत संचार निगम लिमिटेड Bharat Sanchar Nigam Limited

Android iOS Help Contact Us Feedback

Customers of west zone will be redirected to New Selfcare Portal. Kindly register in the new portal

Welcome To BSNL

Password has been updated successfully, Please login with new password.

Username: *

Password: *

Captcha: *

Reset Password

Facilities for Unregistered Users

Wireline Wireless

- New Services(Self Onboarding) *New*
- New Service Request by User *New*
- New Service Request by Agent *New*
- Wings Service Booking *New*
- Track New Service Request
- Pay your bill(s)
- Loyalty Rewards Scheme/FAQ
- Register Complaint
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Facilities for Registered Users

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BharatNet Udyami Broadband Service for Rural Areas HelloG (Wireline Services)