

**GOVERNMENT OF UTTAR PRADESH**

Dept. of Infrastructure & Industrial Development — Nivesh Mitra 3.0

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# **USER MANUAL**

## **Login & Forgot Password Management**

*Nivesh Mitra 3.0 — NMSWP/UPSWP Single Window Portal*

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**Version:** 3.0

**Prepared By:** CMS Computers India Pvt. Ltd

**Issued By:** Dept. of Infrastructure & Industrial Development, Govt. of Uttar Pradesh

**Portal:** <https://niveshmitra.up.gov.in>

## 1. Introduction

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<b>Document Title</b>	Login & Password Management Manual — NM 3.0
<b>Version</b>	3.0
<b>Prepared By</b>	CMS Computers India Pvt. Ltd.
<b>Issued By</b>	Dept. of Infrastructure & Industrial Development, Govt. of UP
<b>Intended Users</b>	Registered portal users
<b>Related Document</b>	Registration User Manual
<b>Portal URL</b>	<a href="https://niveshmitra.up.gov.in">https://niveshmitra.up.gov.in</a>

## 2. Prerequisites

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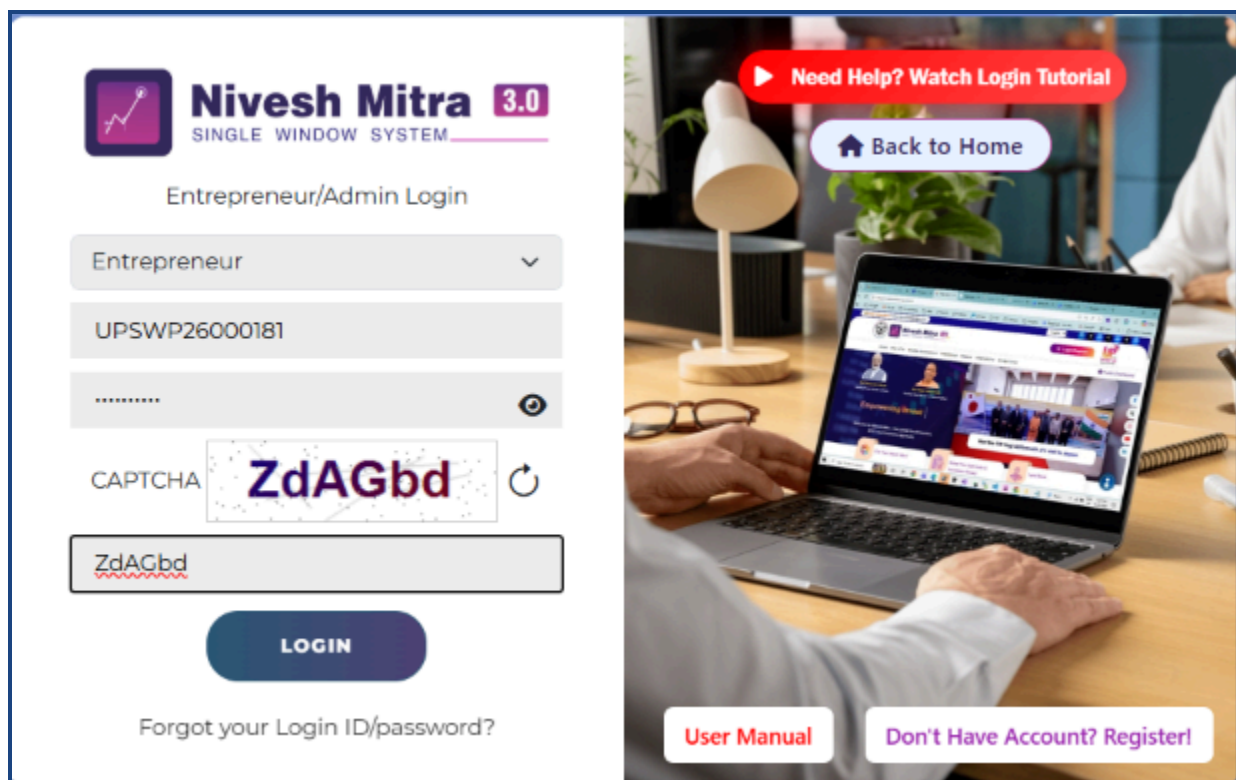
The following are required before you can log in:

- A registered Nivesh Mitra portal account.
- Your User ID, registered E-mail ID, or PAN
- Your account password
- A supported web browser (Chrome, Edge, or Firefox)
- A stable internet connection

## 3. Login Procedure

The Login page accepts three types of identifiers: User ID, registered E-mail Address, or PAN. Any one of these may be used in combination with the account password.

### STEP 1 — Log In to the Portal



### 3.1 Step-by-Step Login

1. **Open the Login Page:** Navigate to <https://niveshmitra.up.nic.in> and click the Login button on the home page.
2. **Enter Identifier:** In the username field, enter your User ID, registered E-mail ID, or PAN. Any one of these is accepted.
3. **Enter Password:** Enter your account password. Note that the password field is case-sensitive. Ensure Caps Lock is not active unintentionally.
4. **Complete CAPTCHA:** Enter the characters displayed in the CAPTCHA image. If the characters are difficult to read, click the Refresh icon to generate a new CAPTCHA.
5. **Click Login:** Click the Login button. Upon successful authentication, you will be directed to your Dashboard.

**Note:** All fields on the Login page are mandatory. Repeated failed login attempts may temporarily lock your account as a security measure.

If you cannot recall your password, use the Forgot Password link described in Chapter 4.

## 4. Forgot Password — Password Reset Procedure

If you have forgotten your password, use the **Forgot Password** feature to reset it securely. This process verifies your identity using your registered User ID and a One-Time Password (OTP) sent to your registered email address, after which you can set a new password.

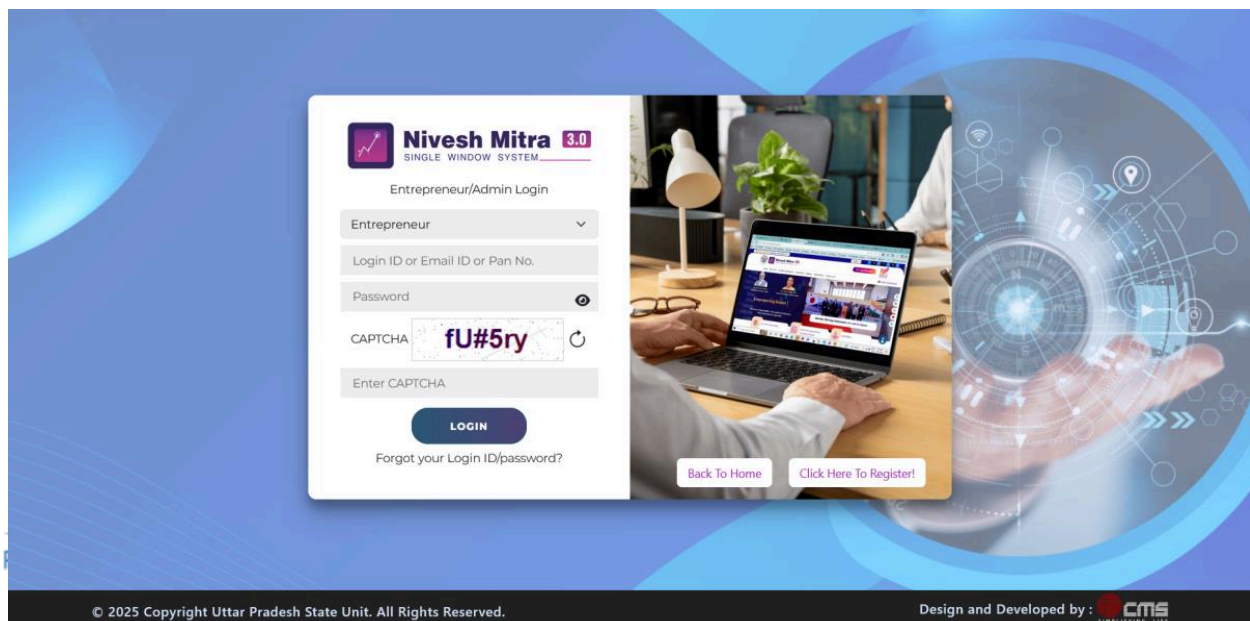
The process consists of the following five steps:

1. **Initiate Request** — Click on the "Forgot Password" link and enter your registered User ID.
2. **OTP Generation** — An OTP is generated and sent to the email address associated with your account.
3. **OTP Verification** — Enter the OTP received in your email to verify your identity.
4. **Set New Password** — Once verified, create and confirm a new password.

<b>Access Point</b>	Login page → Click 'Forgot your Login ID/password?' link and enter User id
<b>Verification</b>	An OTP is generated and sent to the email address associated with your account.( User can view the email id associated in the same page after OTP trigger.
<b>Outcome</b>	Account password is reset; user may log in with the new password

### STEP 1 — Open the Forgot Password Page

On the Login page, click the link labelled 'Forgot your Login ID/password?' located below the Login button. You will be redirected to the password recovery page.



**STEP 2 — Enter Registered User Id and CAPTCHA**

**Nivesh Mitra 3.0**  
SINGLE WINDOW SYSTEM

Forgot Password

Please enter your Login ID. OTP will be sent to your registered email.

Login ID (e.g., UPSWP... or NMSWP..)

CAPTCHA **3KQtn8**

Enter CAPTCHA

**VERIFY**

[Back to login](#)



6. **Enter User id :** In the Login Id field, enter the user id that was used during registration. An OTP is generated and sent to the email address associated with your account. (User can view the email id associated in the same page after OTP trigger).
7. **Enter CAPTCHA:** Enter the characters shown in the CAPTCHA image on screen.
8. **Click VERIFY:** Click the VERIFY button. If the e-mail address is valid and registered, the system will send an OTP to that address.

**⚠ Note:** Only your registered User id will be recognised by the system. If you no longer have access to the registered User id, contact the Nivesh Mitra helpdesk for assistance.

**STEP 3 — OTP Verification**

**Nivesh Mitra 3.0**  
SINGLE WINDOW SYSTEM

Forgot Password

Please enter the OTP sent to your registered email address :  
sawankumar\_dubey@cms.co.in.

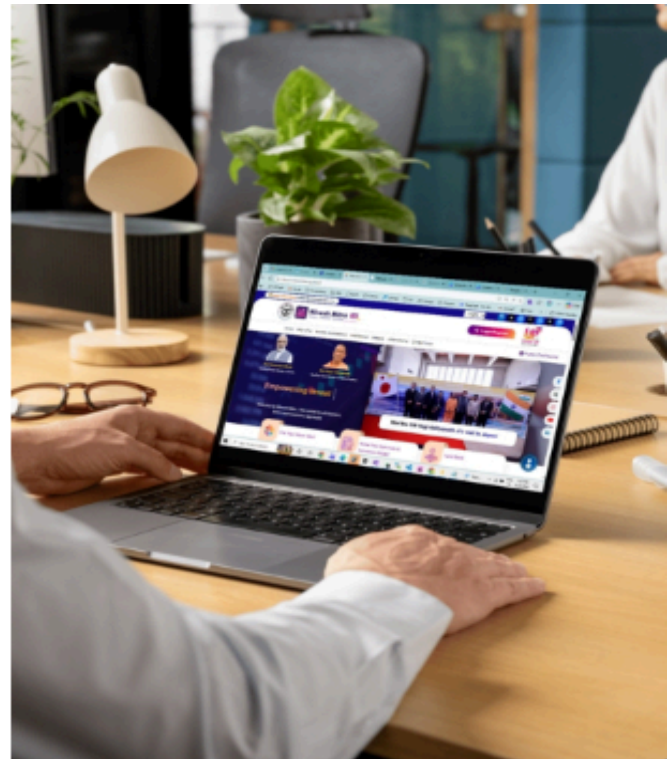
268828

CAPTCHA **uGWFmo** 


uGWFmd

**VERIFY OTP**

Resend OTP available in 03:08s  
[Back to login](#)



9. **Enter OTP:** Open your registered e-mail inbox and locate the OTP message. Enter the OTP in the designated field.
10. **Enter CAPTCHA:** Complete the CAPTCHA shown on the OTP verification screen.
11. **Click VERIFY OTP:** Click the VERIFY OTP button to validate the OTP. If valid, you will be redirected to the Reset Password screen.

 **Important:** The OTP is valid for a limited time. If it expires before you enter it, click Resend OTP to request a new one.

Do not share the OTP with anyone. The portal will never ask for your OTP via phone or chat.

**STEP 4 — Set a New Password**

**Nivesh Mitra 3.0**  
SINGLE WINDOW SYSTEM

Reset Password

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CAPTCHA **8ECAth** ↻

8ECAth

**SUBMIT**

[Back to login](#)

**Password Policy**

- **Minimum 8 characters**
- **At least 1 uppercase letter (A-Z)**
- **At least 1 lowercase letter (a-z)**
- **At least 1 digit (0-9)**
- **At least 1 special character (@ \$ # % ^ & + = !)**
- **No spaces allowed**

12. **Enter New Password:** In the New Password field, enter a password that meets the security policy requirements listed below.
13. **Confirm New Password:** Re-enter the same password in the Confirm Password field to confirm accuracy.
14. **Enter CAPTCHA:** Complete the CAPTCHA displayed on screen.
15. **Click SUBMIT:** Click the SUBMIT button to apply the new password to your account.

**4.1 Password Policy Requirements**

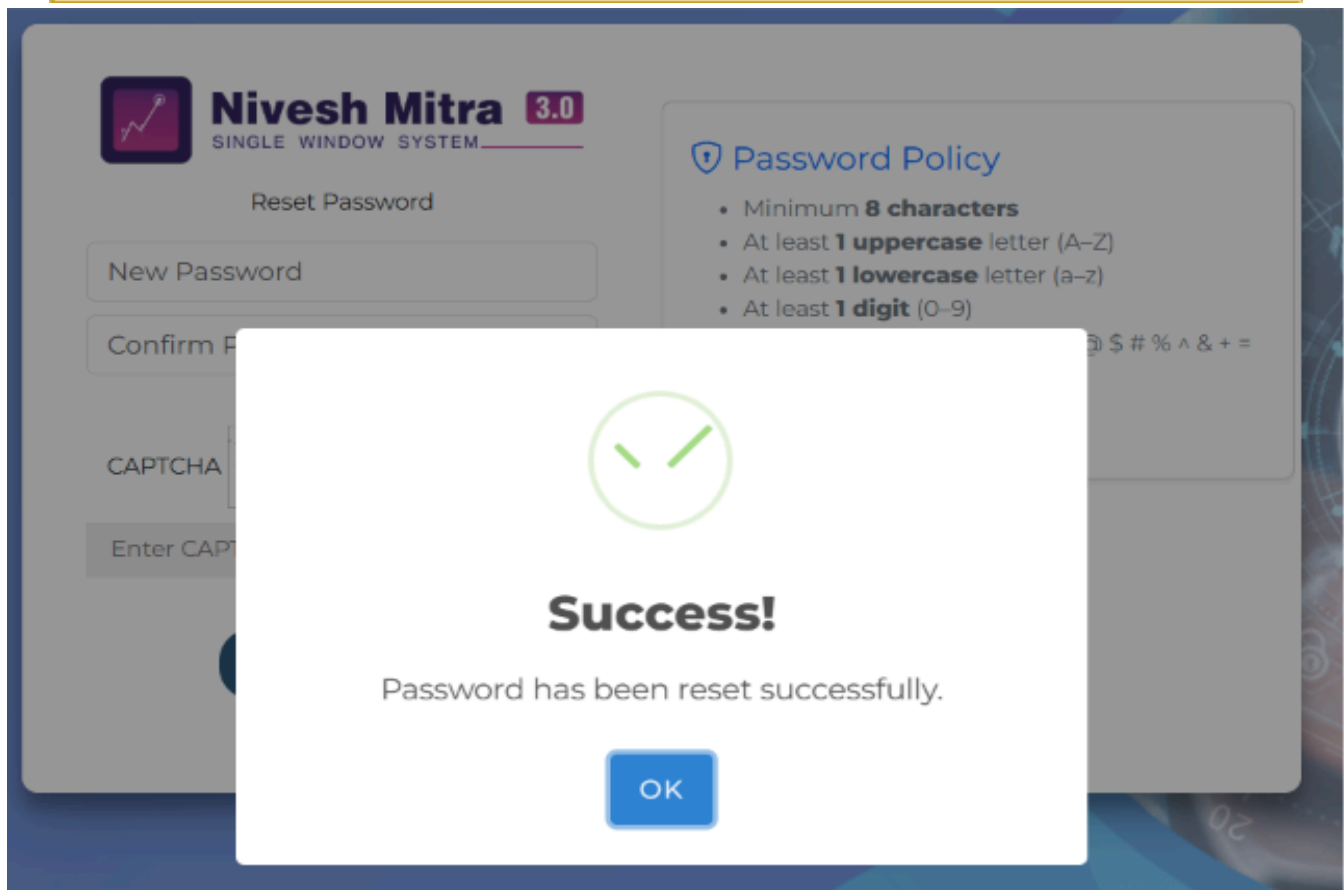
- Minimum length: 8 characters
- At least one uppercase letter (A–Z)
- At least one lowercase letter (a–z)
- At least one numeric digit (0–9)
- At least one special character (e.g., @, #, \$, !, %)

✓ **Tip:** Choose a password that is unique to this portal.  
Store your password securely using a trusted password manager.

**STEP 5 — Confirmation and Return to Login**

Upon successful password reset, the system displays the following confirmation message:

**Note:** "Password has been reset successfully."



16. **Acknowledge Confirmation:** Read the confirmation message confirming the password has been changed.
17. **Click Back to Login:** Click the Back to Login button to return to the Login page.
18. **Log In with New Password:** Enter your User ID or registered e-mail and the new password to log in..

## 5. Account Security Guidelines

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Follow the guidelines below to maintain the security of your Nivesh Mitra portal account:

- Do not share your password with anyone.
- Change your password periodically.
- Always log out of the portal after completing your session, particularly on shared computers.
- Do not save your password in a shared browser profile.
- If you suspect your account has been compromised, reset your password immediately using the Forgot Password facility.



**Important:** The portal will never ask for your password or OTP via e-mail, phone call, or chat message.

Report any suspicious activity related to your account to the Nivesh Mitra helpdesk immediately.

## 6. Troubleshooting

<b>Login credentials not accepted</b>	Verify that you are entering the correct User ID / E-mail / PAN. Check for accidental spaces or Caps Lock being active. Use the Forgot Password link if the password is unknown.
<b>CAPTCHA not visible or unclear</b>	Click the Refresh icon next to the CAPTCHA to generate a new image. Ensure images are enabled in your browser.
<b>Account locked after failed attempts</b>	Wait for the automatic unlock period to expire, or contact the helpdesk to request early unlocking.
<b>OTP not received on e-mail</b>	Check the spam or junk mail folder. Ensure the registered e-mail address is active and the inbox is not full. Click Resend OTP if the countdown has expired.
<b>Browser compatibility issue</b>	Use the latest version of Chrome, Edge, or Firefox. Clear the browser cache and cookies before retrying.

## Appendix A — Glossary

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<b>CAPTCHA</b>	Completely Automated Public Turing test — security challenge to verify human users.
<b>OTP</b>	One-Time Password — time-limited code sent to registered mobile for authentication.
<b>PAN</b>	Permanent Account Number — unique ten-character ID issued by India's Income Tax Dept.
<b>UPSWP / NMSWP</b>	Uttar Pradesh Single Window Portal — the integrated digital clearance platform.

## Appendix B — Frequently Asked Questions

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### **Q1. I entered the correct password but cannot log in. What should I do?**

Verify that Caps Lock is not active. Ensure there are no leading or trailing spaces in the password field. If the issue persists, use the Forgot Password facility to reset your password.

### **Q2. Can I log in using my mobile number?**

No. The Login page accepts a User ID, registered E-mail ID, or PAN as the identifier. Your mobile number is used only for OTP verification during registration and login authentication.

### **Q3. What happens if I enter the wrong password multiple times?**

Repeated failed login attempts will trigger a temporary account lock as a security measure. Wait for the lockout period to expire and try again, or contact the helpdesk for assistance.

### **Q4. I no longer have access to my registered e-mail. How do I reset my password?**

The password reset process currently requires access to the registered e-mail address. If you cannot access that inbox, contact the Nivesh Mitra helpdesk with proof of identity for manual account recovery.

### **Q5. How long is the OTP valid during password reset?**

The OTP has a limited validity period. If it expires before you enter it, click Resend OTP on the verification screen to receive a new OTP. Do not close the browser window during this process.

### **Q6. I have forgotten my User ID. How do I find it?**

Your User ID was assigned at the time of registration and sent to your registered e-mail address. Check your inbox for the original registration confirmation e-mail. Alternatively, use your registered E-mail ID or PAN on the Login page — both are accepted as identifiers.