## User Manual for Forgot Password

### Please follow the following Steps to Forgot Password

- Step 1: Open your web browser.
- Step 2 :
   Enter Below URL in Search URL filed.

   <a href="https://suratmunicipal.gov.in/">https://suratmunicipal.gov.in/</a>
- Step 3 : Click on Online Service button. Please view below Image



#### Step 4 : Click on Property Tax button. Please view below Image



#### Step 5 : Click on LOGIN button. Please view below Image



With a view to provide easy services to the citizens, SMC has started the profile based Virtual Civic Center - Online Service Portal. To benefit from this, you need to register with your mobile and email address. Once verified, you can enrol for different services like property tax, profession tax, water meter. The enrolled services will be linked to your profile and will enable to carry out OnlineServices.

#### Step 6 : Click on forgot password? button Please view below Image

	Skip to Main Content   Screen Reader Access A A A				
	ONLINE SERVICES   HELP & FAQS   CONTACT CREATE ACCOUNT LOGIN				
USER LOGIN   Rejstered Email Address / Mobile Number   Password   Password   Forgot password?   Octor Forgot password? button   Clease Click Here for resending email verification link.	MULTIPLE PAYMENT MODE OPTIONS AVAILABLE				

- Step 7: 1. Select Send Email / Send SMS button
  - 2. Enter your registered Email address / Mobile number
  - 3. Enter Security Check answer

#### **Click on SEND OTP button**

Please view below Image

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	FORGOT PASSWORD?				
	Step 1: Forgot Password				
	Dear Citizen, please recover your pass	word using registered email OR registered mobile number.	-		
	Send Email    Send SMS				
	Registered mobile number			****	<b>s</b>
	0 Do not add any prefix, enter only 10	. Select Send email or Send SMS . Enter Email of Mobile number		• • • • • • • • • • • • • • • • • • •	1
	*Security Check 3	3. Enter Security Answer			
	46+23=7 69 Refresh				
	SEND OTP	Click on SEND OTP button			
	Step 2: Verify OTP				
	Step 3: Reset Password				

#### Step 8 : Enter OTP.

Enter OTP that is received on your registered email address / mobile number. (based on Step 7 Selection)

#### **Click on VERIFY OTP button**

Please view below Image



# Step 9 :Create New Password.1. Enter New Password2. Confirm New Password(Note : Password must contain at least one lower case letter, one upper<br/>case letter, one number and at least 8 or more characters.)Example : Surat123

#### **Click on SUBMIT DETAILS button**

Please view below Image

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	FORGOT PASSWORD	?	হয়া		
- +:	Step 1: Forgot Password				
A	Step 2: Verify OTP				
	Step 3: Reset Password				
	Create a password Confirm your password O SUBMIT DETAILS	1. Enter New Password 2. Confirm New Password ———Click on SUBMIT DETAILS button			

Step 10 :Your new Password Created Successfully.Now you will be able to Login with new Password