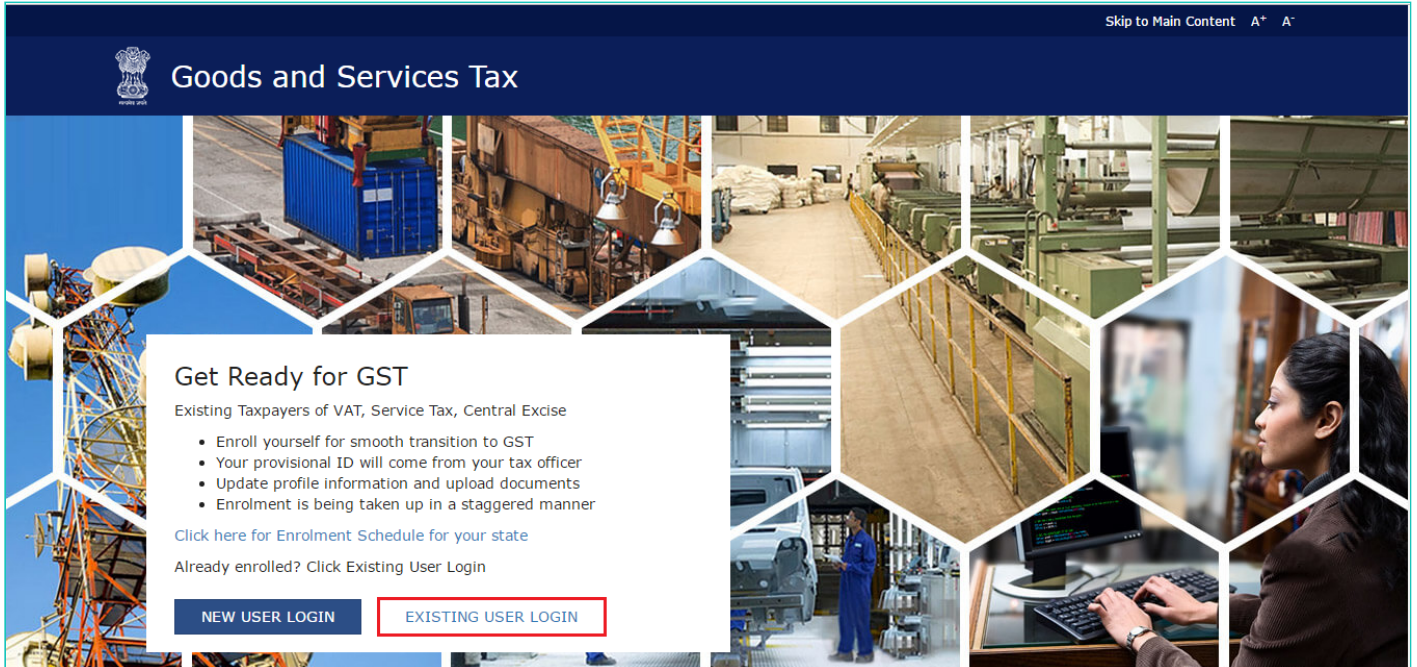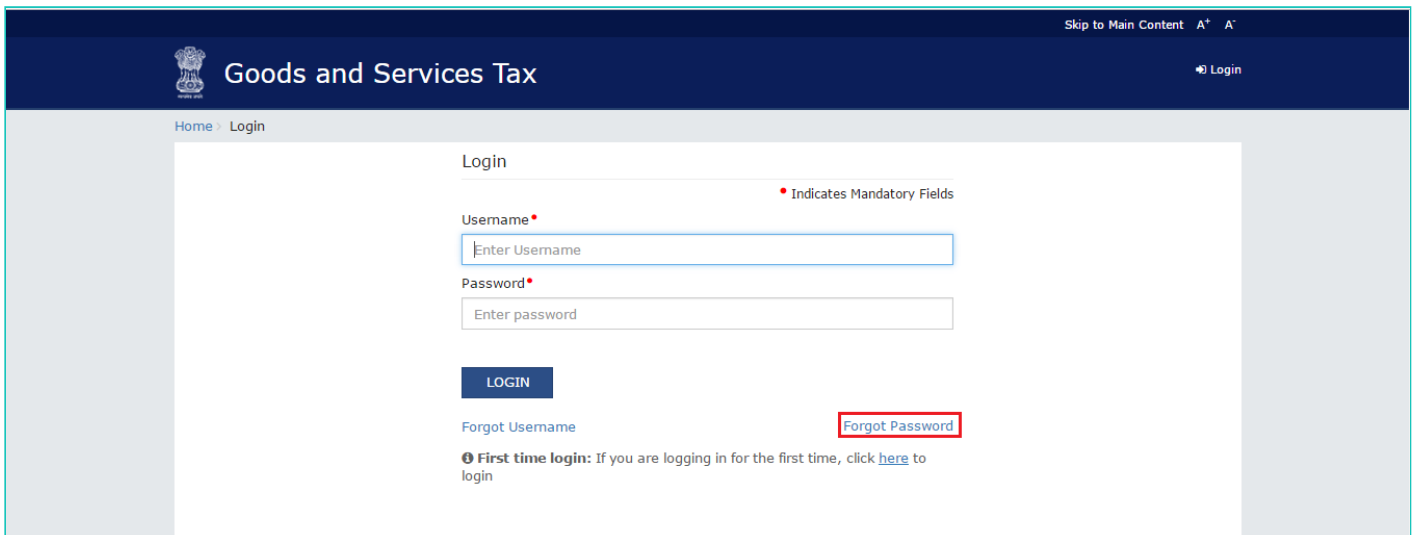# I have forgotten my password. How do I retrieve my password?

To retrieve your password, you need to perform the following steps:

1. Access the www.gst.gov.in URL. The GST Home page is displayed.
2. Click the **EXISTING USER LOGIN** button.

3. The Login page is displayed. Click the **Forgot Password** link, given below the LOGIN button.

4. The Forgot Password page is displayed. In the **Username** field, type the username that you created while enrolling with GST.
5. In the **Type the characters you see in the image below** field, type the captcha text shown on the screen.
6. Click the **GENERATE OTP** button. The One Time Password (OTP) will be sent to your registered e-mail address and mobile number.

7. In the **Enter OTP** field, enter the OTP that was sent to your e-mail address and mobile number.

8. Click the **CONTINUE** button.

Note:

In case your OTP is expired and you want to receive the OTP again on your e-mail address and mobile phone number, click the **RESEND OTP** link.

9. In the **New Password** field, enter a password of your choice that you will be using from next time onwards.

10. In the **Re-confirm Password** field, reenter the password.

Note:

Password should be of 8 to 15 characters which should comprise of at least one number, one special character, one upper case and one lower case letter.

11. Click the **CONTINUE** button.

12. The Security Questions page is displayed. Enter the answers to security questions that you had mentioned during first-time enrolling with GST.

13. Click the **SUBMIT** button.

The message Your password has been successfully reset. Kindly login using the new password." is displayed. You can login to the GST Common Portal using the new password from next time.