

1. Can the existing user name and password be used in the New Website of PCDA (O)?

Yes.

2. How to login in the New Website of PCDA (O) First Time with the existing username and password?

To login for the first time in the new website of PCDA (O), input the existing user name and click on "ACCEPT" button of Virtual Keyboard and then click on "Submit" button. If the user name is valid then it will allow to input password and captcha. On successful login, the user will be re-directed to the page for capturing mandatory data like change password, to set security question and its answer. On successful submission of data user will be logged out automatically and re-directed to home page for re-login with the changed password.

On successful login with the changed password, Terms and Conditions page will appear for acceptance or decline. After acceptance of Terms and Conditions menu will be displayed.

3. How to login in the New Website of PCDA (O) First Time with the OTP username and password provided by the PCDA (O)?

To login for the first time in the new website of PCDA (O), input the existing OTP user name and click on "ACCEPT" button of Virtual Keyboard and then click on "Submit" button. If the OTP user name is valid then it will allow to input OTP password and captcha. On successful login, the user will be re-directed to the page for capturing mandatory data like cda a/c no (with check alpha i.e. 123456X), change username, change password, to set security question and its answer. On successful submission of data user will be logged out automatically and re-directed to home page for re-login.

On successful login with changed username and password, Terms and Conditions page will appear for acceptance or decline. After acceptance of Terms and Conditions menu will be displayed.

4. How to use Forgot Password utility in the New Website of PCDA (O)?

This utility will be available for the users who have successfully changed password and have set the security question and answer. For this, user has to remember his username and answer of security question set by him. After correctly entering the answer of security question, the user can re-set his password.

Maximum limit to re-set password is 5 times in a calendar year, after which, the user has to forward written request by post / scanned copy of the request duly signed and counter signed by the CO / OC of the concerned unit through his .gov / .nic mail only for re-setting of password. On receipt of the request, OTP user name and password will be generated and communicated by post to his unit / by e-mail / made available on the Army Intranet.

5. How to re-set password if the user has forgotten the answer of the security question?

The user has to forward written request (mentioning CDA A/c No, Name of the User, Mobile No and e-mail id of .gov / .nic) by post / scanned copy of the request duly signed and counter signed by the CO / OC of the concerned unit through his .gov / .nic mail only for re-setting of password. On receipt of the request, One Time user name and password will be generated and communicated by post to his unit / by e-mail / made available on the Army Intranet.

6. What procedure is to be followed in case “invalid login-id / password” message is displayed after entering the user id and or password?

Users are not able to login either because they have forgotten their user name or password. If the user has forgotten old website user id and or password, user is requested to contact telephone numbers given on website or write e-mail to this office email id i.e. generalquery-pcdaopune@nic.in (mentioning CDA A/c No, Name of the User, Mobile No and e-mail id of .gov / .nic) to re-set password. In this case new One Time user name and password will be generated and communicated by post to his unit / by e-mail / made available on the Army Intranet.

The user who have logged-in successfully on the new website, changed their password and have set the security question, may make use of “forgot password” facility for this purpose, as mentioned in Sr. No. 4.