USER MANUAL

CREATION OF CHILD USERS ON ICEGATE2.0

Licensing and copyright information

The data, image, plug-in, theme, and software explained in this manual are copyright protected. It is only for information purpose and any unauthorized use, distribution, and access to any part of the manual will be considered a copyright infringement. This may invite legal action, as per the law of the State.

This manual can be used for understanding the ICEGATE registration functionality for maximum utilization and benefit. Users cannot copy, modify, distribute, redistribute, share, and also cannot avail any kind of attribution or credit from this copyrighted work.

CBIC is free to make any changes or update or delete the information without any prior intimation to the users and customers at large. The text and software explained in this usermanual fully comply with the intellectual property law – including trademark, patents, and theother licenses relevant to it.

Table of Contents

1. Getting Started 4
2. Brief about the User Manual 4
3. Overview 4
4. Abbreviations 5
5. Pre-requisites for Child User Registration 6
6. Process of Child User Registration 6
   6.1 Creation of Reference ID by Parent User 6
      6.1.1 Log-into ICEGATE$_{2.0}$ portal 6
      6.1.2 Access 'Add New Child User' Under Profile Section 8
      6.1.3 Generate Reference ID for Child User Registration 9
   6.2 Completion of Registration Form by Child User 10
      6.2.1 Access Registration Link 10
      6.2.2 Verification of Reference ID 11
      6.2.3 Verification of Mobile and Email Address 12
         6.2.3.1 Verify Mobile Number 12
         6.2.3.2 Verify Email ID 13
      6.2.4 Filling of the Role Registration Form 14
         6.2.4.1 Save Application Form as Draft 15
         6.2.4.2 Consent Declaration 16
      6.2.5 Submission of the Role Registration Form 16
   6.3 Approval/ Rejection by Parent User 17
      6.3.1 Request Approval by Parent User 18
      6.3.2 Request Rejection by Parent User 19
7. Annexures 21
   7.1 Annexure A - Guidelines for creating child users on ICEGATE 21
   7.2 Annexure B – Sample format for Authorization Letter 22
8. Contact Us 23

1. Getting Started

Welcome to the user manual on 'Creation of Child Users on ICEGATE' functionality. The manual offers a detailed account of all the features incorporated in this functionality and explains the steps involved therein.

2. Brief about the User Manual

- **Purpose**

This user manual provides step by step illustration of the process involved in the creation of child user on ICEGATE. The manual comes with pictorial representation and detailed explanation on the same.

- **Intended Audience**

This user manual is intended for use by all the existing users of ICEGATE who wish to create child user accounts for carrying out transactions on behalf of their business on the ICEGATE portal. Only parent users (i.e., users with master rights)can create child users on ICEGATE.

3. Overview

The registered users of ICEGATE can access various services available on the ICEGATE web portal and the customized dashboard. The facility of creating child users on ICEGATE is intended to extend these services to the authorized representatives/employees of the registered users as well so as to enable businesses to delegate their ICEGATE related work to the child users.

The process of child user creation can be performed by parent users only (i.e., users with master rights).During the child user creation process, a few key details such as the child user's name, email and mobile number would be required to be entered by the parent user. The employee/ child user will be required to complete the registration form by providing his personal details.

Kindly go through this manual and follow the step-by-step process for completing the child user registration.

4. Abbreviations

Sr. No.	Term/Acronym	Description
1.	CBIC	Central Board of Indirect Taxes and Customs
2.	CHA	Customs House Agent
3.	DSC	Digital Signature Certificate
4.	ICEGATE	Indian Customs Electronic Data Interchange (EDI) Gateway
5.	OTP	One Time Password
6.	PAN	Permanent Account Number

5. Pre-requisites for Child User Registration

- Only the parent user can create child users.
- An employee/ authorized person (child user) will not be able to register directly on ICEGATE.
- The parent user must have a valid Mobile Number and Email ID of the intended child user.
- The child user must keep these details handy: valid PAN, Aadhaar (linked with Digi-locker), DSC and a self-attested soft copy of the authorization letter issued by their respective organization for conducting business on ICEGATE.
- The name entered in the registration form must match with the name in PAN records.
- The child user must have an unexpired Reference ID (10 digit) for accessing registration form and must submit the form within 15 days of generation of the Reference ID.
- Kindly refer **Annexure – A** wherein guidelines pertaining to the registration process are provided for more assistance during child user registration process.

6. Process of Child User Registration

The child user registration process on ICEGATE$_{2.0}$ is divided into three key sections-

1. Creation of Reference ID by the parent user.
2. Completion of registration form by the child user.
3. Approval/ rejection by the parent user (Admin approval in case of CHA child users).

These sections are divided into simple steps and are explained below.

6.1 Creation of Reference ID by Parent User

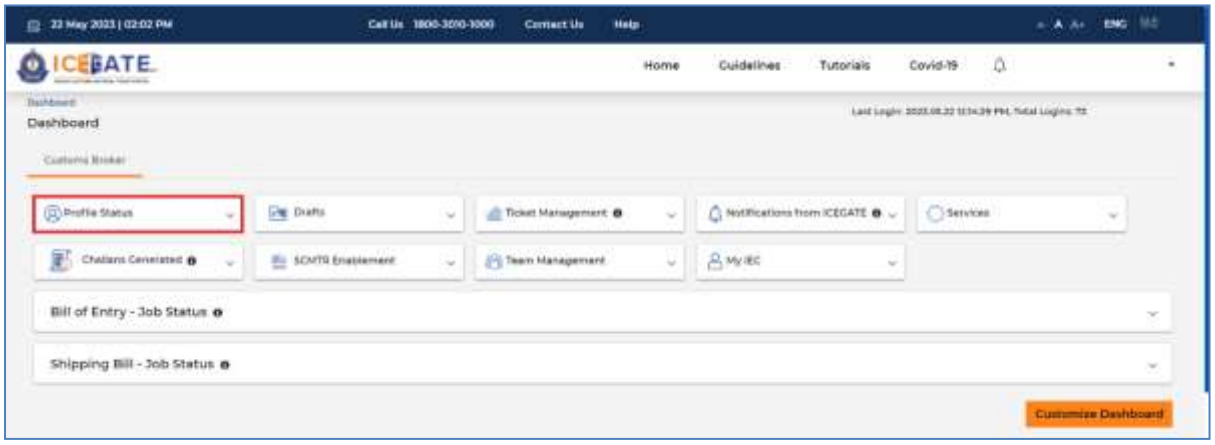
This section details the procedure of creating child users under a Role in the ICEGATE portal.

The registration process has three key steps. These are explained below:

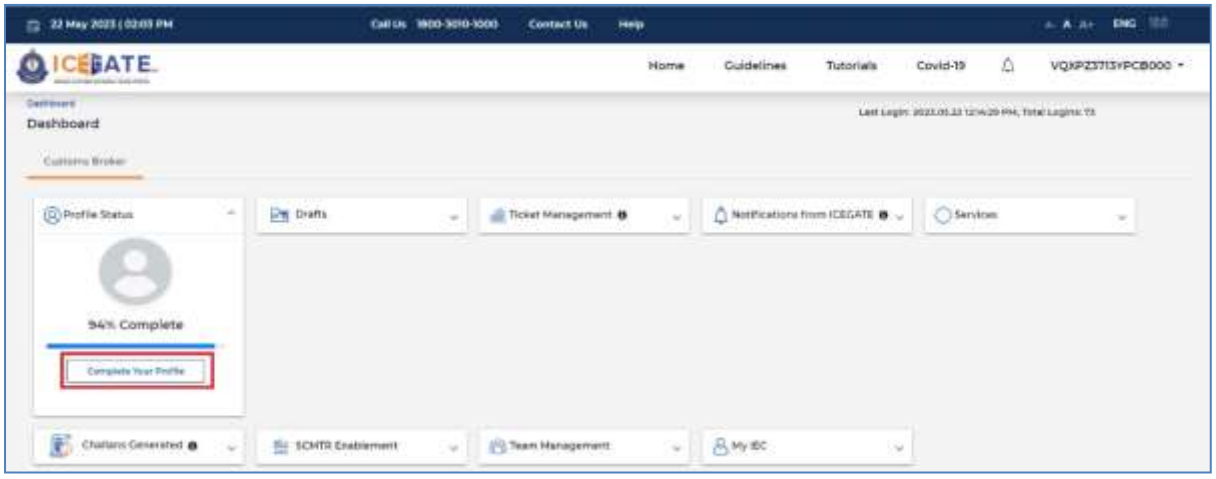
1. Log into ICEGATE$_{2.0}$ portal.
2. Access '***Add New Child User***' under the profile section.
3. Generate Reference ID for child user registration

6.1.1 Log into ICEGATE$_{2.0}$ portal

- Go to the ICEGATE login page.
- The ***'User Type'*** that needs to be selected is ***'ICEGATE User'***.
- Provide ICEGATE ID and Password.
- Click on the ***<Login>*** button as shown in the screen below:

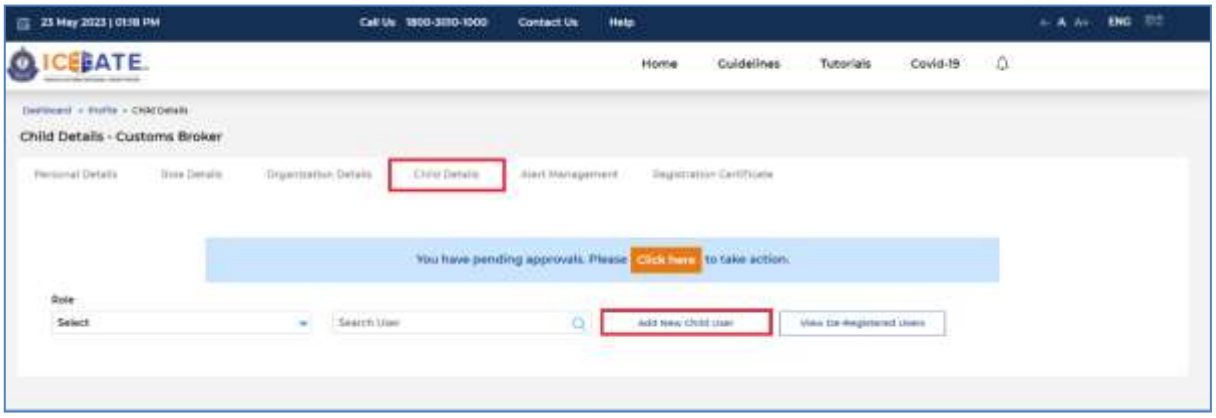


Access the profile section by clicking on the "***Complete Your Profile***" link.



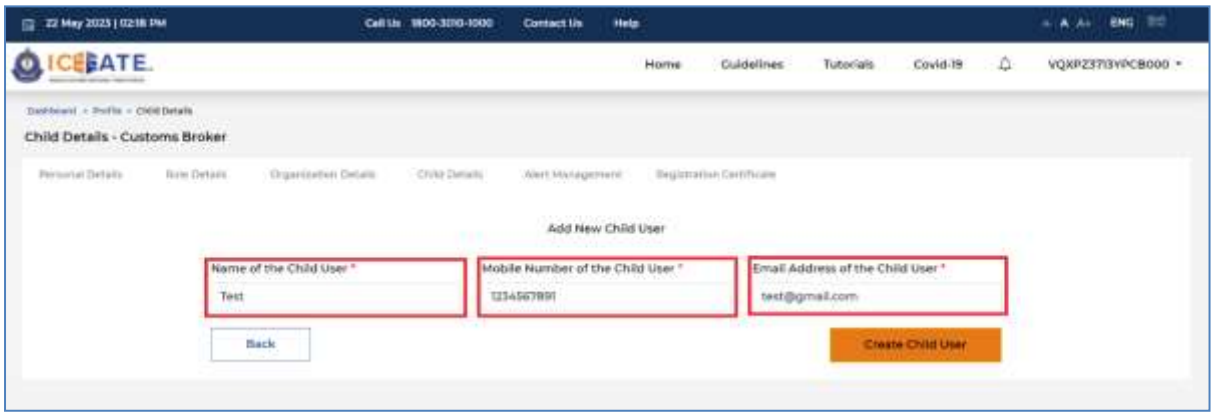
6.1.2 Access 'Add New Child User' Under Profile Section

A registered parent user navigates to the **Child Detail** tab available in the **Profile Status** widget and clicks on the<**Add New Child User**> button. The screen display will be as follows:

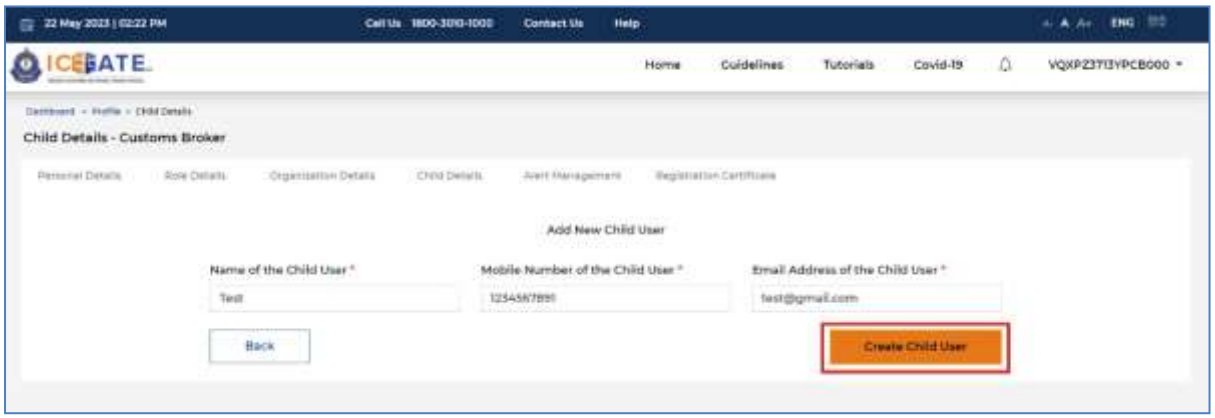


- On clicking the button, the system will display the screen shown below and the parent user will have to enter the following details pertaining to the Child User.

1. Name of the child user (As per PAN)
2. Mobile number of the child user
3. Email address of the child user

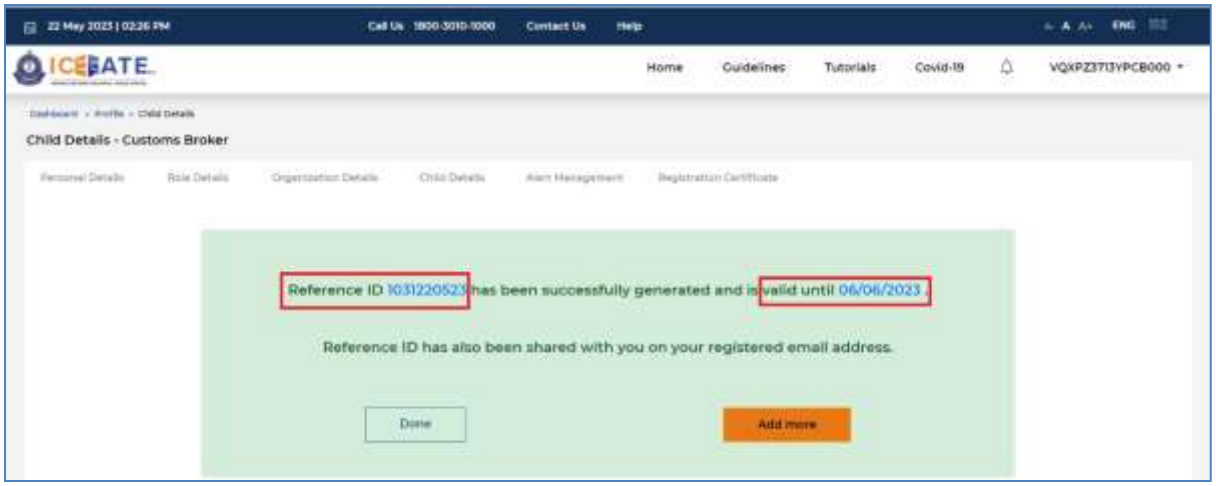


Click on the <***Create Child User***> button.

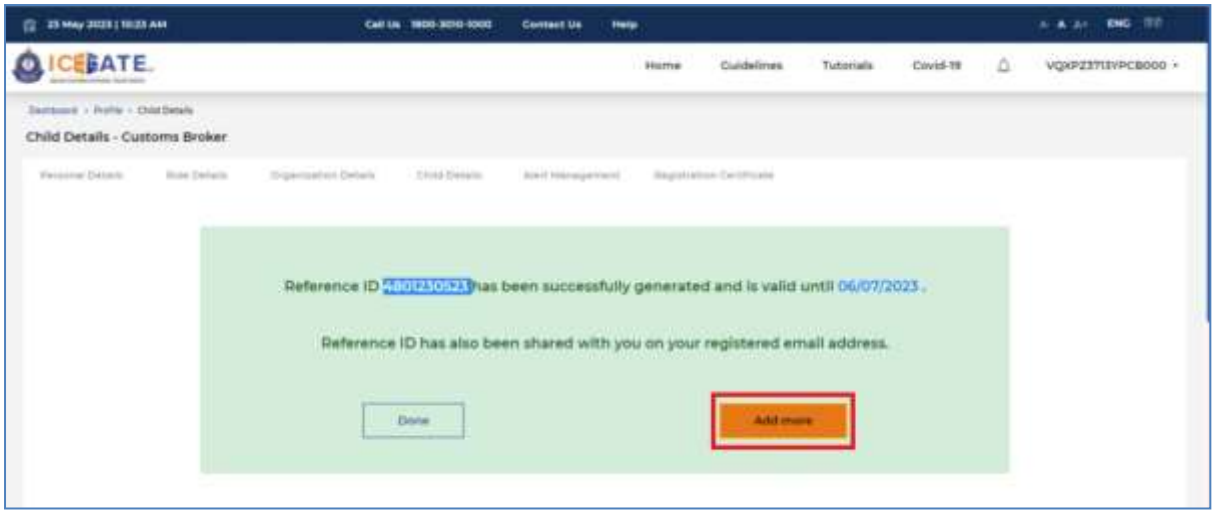


6.1.3 Generate Reference ID for Child User Registration

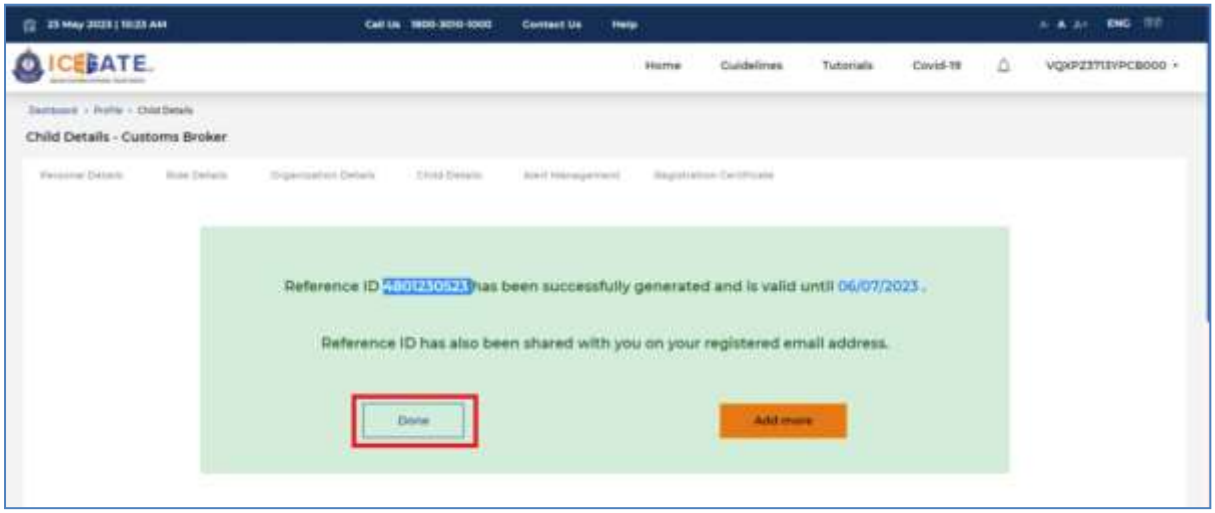
On clicking the above button, A Reference ID along with its expiry date (Valid for 15 days) is generated by the system and shared with the parent user and also with the child user via the email of the child user provided by the parent user.



The parent user can add more child users by clicking on <**Add more**>button.



On clicking the <**Done**> button, the user will be redirected to the home page of ICEGATE portal.



6.2 Completion of Registration Form by the Child User

This section details the procedure to be followed by child users for registering on ICEGATE. The registration process has five key steps. These are as follows–

1. Accessing the Registration Link.
2. Verification of Reference ID.
3. Verification of Mobile and Email Address.
4. Filling of the Role Registration Form.
5. Submission of the Role Registration Form.

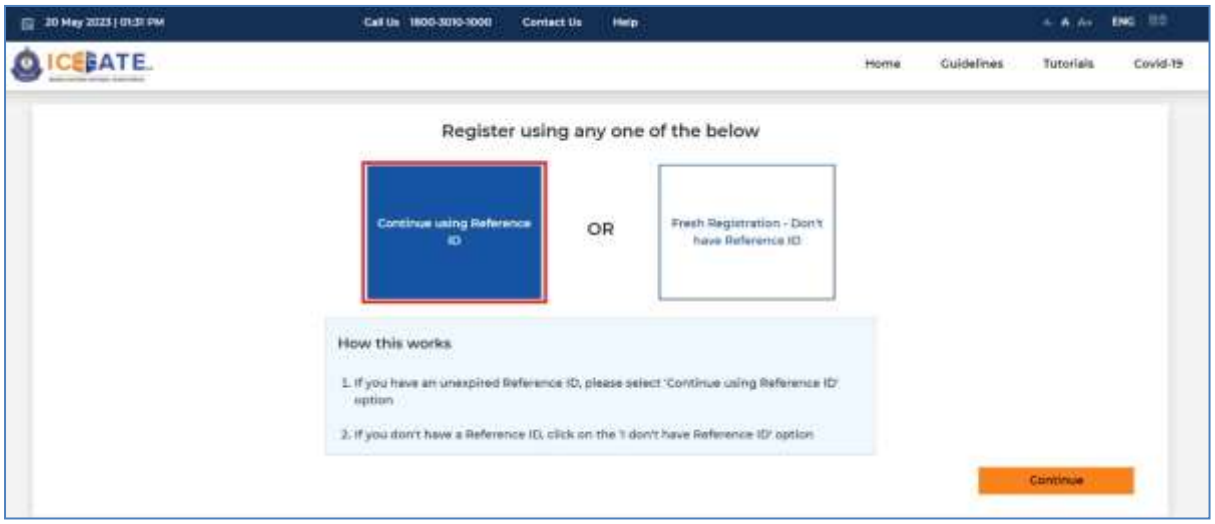
These steps are explained below with screens:

6.2.1 Access Registration Link

The child user will have to access the registration functionality by clicking on the ***<Register Now>*** button on ICEGATE login page as shown in the screen below highlighted by a red box. The link to this page will also be provided in the email communication sent to the child user by ICEGATE.

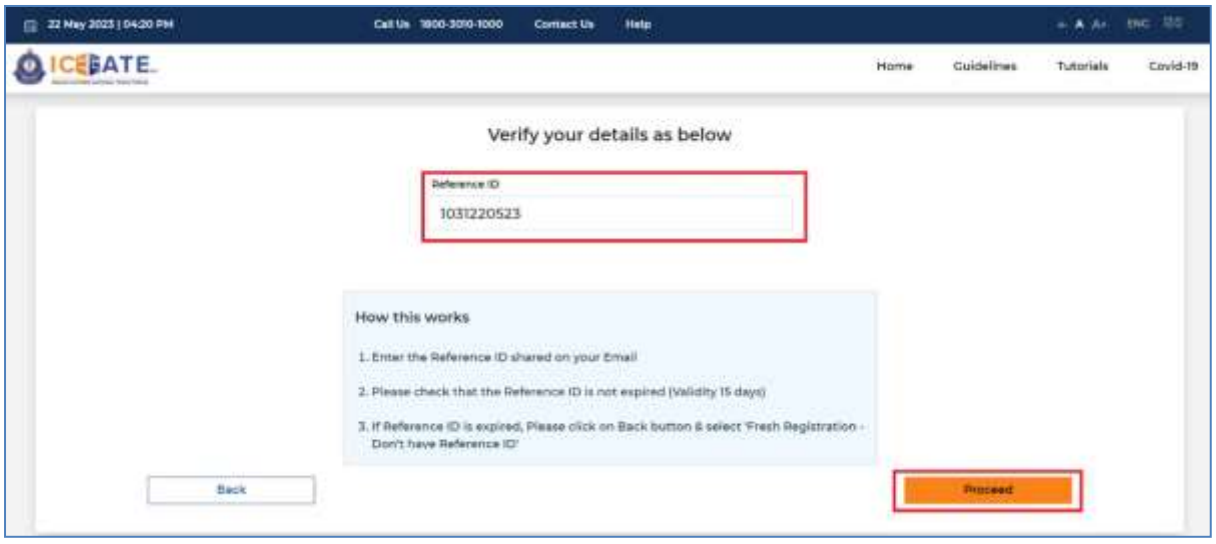
To continue the process of role registration, the child user will click on the *'**Continue Using Reference ID**'* option and click on the <***Continue***> button.

System will display the following screen-



6.2.2 Verification of Reference ID

On clicking the above button, the child user needs to enter and verify the Reference ID received on the registered email-id and click on the <***Proceed***> button. Screen display will be as follows:



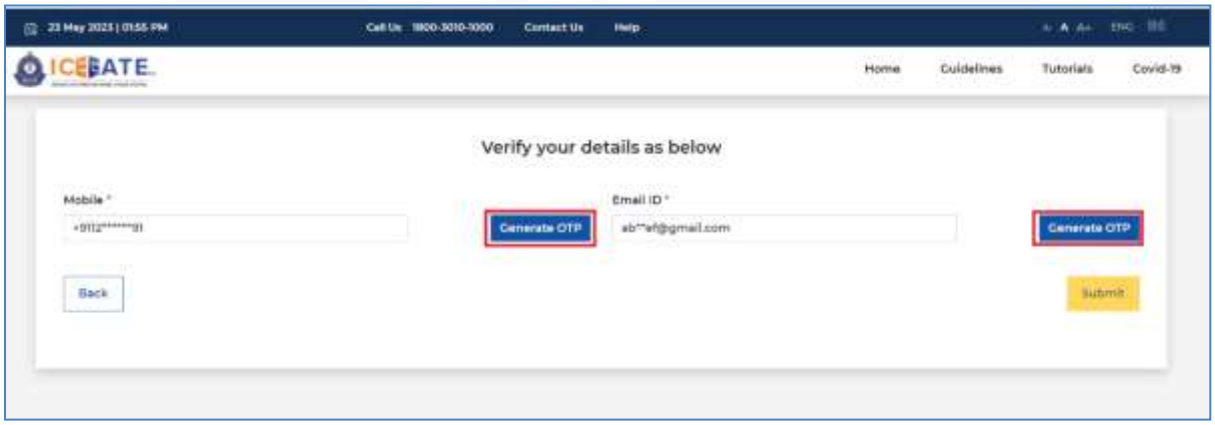
Verification of Reference ID:

- User will be allowed to proceed if the Reference ID entered is valid and not expired (validity of Reference ID is15 days from the date of generation of Reference ID).
- If the entered Reference ID is expired, the parent user will have to generate a new Reference ID.
- If the entered Reference ID is invalid, relevant error message will be displayed on the screen.

On clicking the <***Proceed***> button, the child user will proceed to the next page to verify his/ her Mobile Number and Email ID in ICEGATE portal.

6.2.3 Verification of Mobile and Email Address

On clicking the <***Proceed***> button, the system will display the screen shown below where user will be required to verify the registered Mobile Number and Email ID.

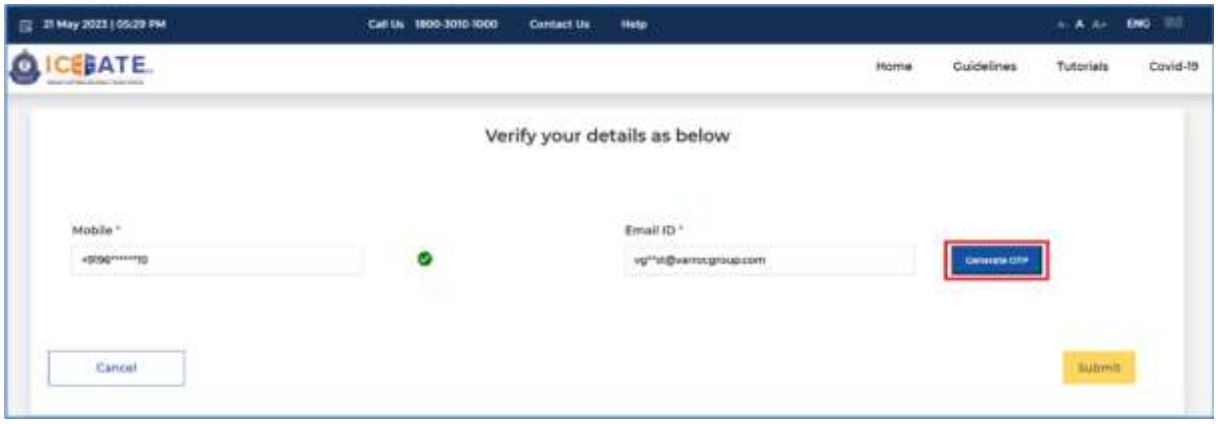


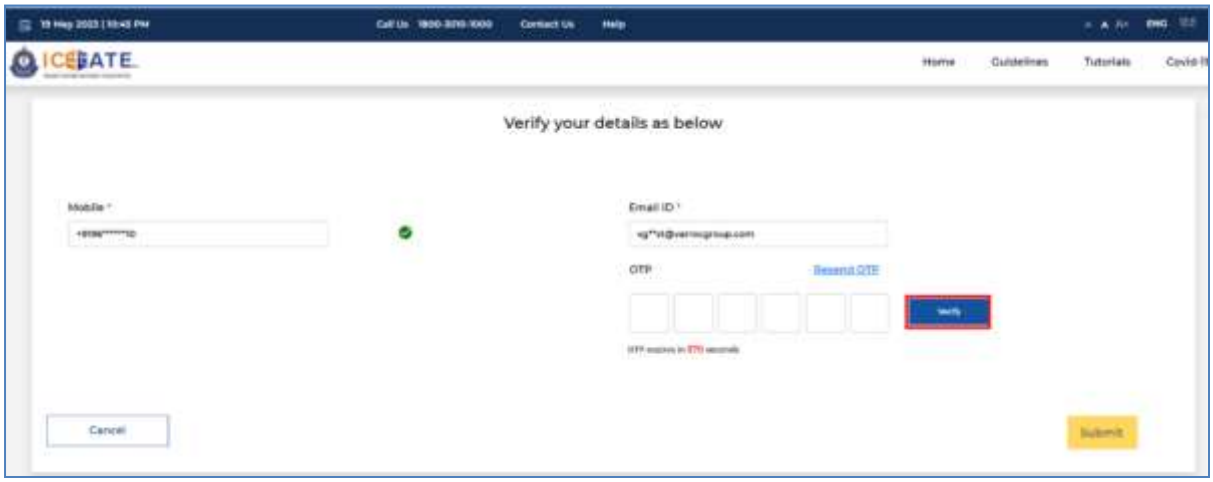
6.2.3.1 Verify Mobile Number

- After selecting the ***Mobile*** option, the user needs to click on the ***<Generate OTP>*** button. A six-digit OTP will be generated and sent to the user's mobile number.
- If the entered OTP is invalid, an error message will be displayed.
- In case of not receiving the OTP verification code, click on ***<Resend OTP>*** link.
- The user must validate the received OTP within a set interval of 600 seconds. Else, the OTP will expire.
- On successful verification of OTP, the system will display the message as "***Mobile Verified***" on the screen.

6.2.3.2 Verify Email ID

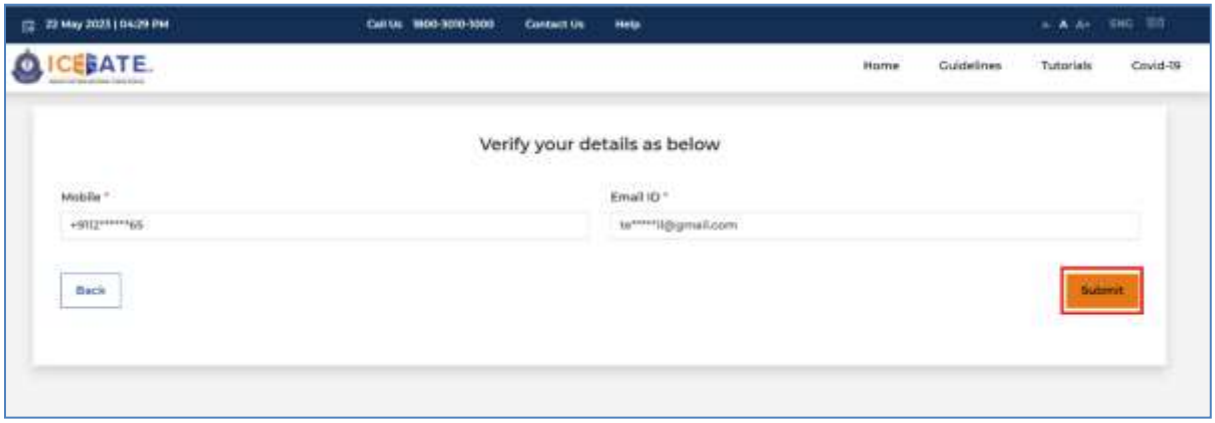
Similarly, on clicking on the ***<Generate OTP>*** button against the Email ID, a six-digit OTP will be generated and sent to the user's Email address.





On successful verification of OTP, the system will display the message as "***Email Verified***" on the screen.

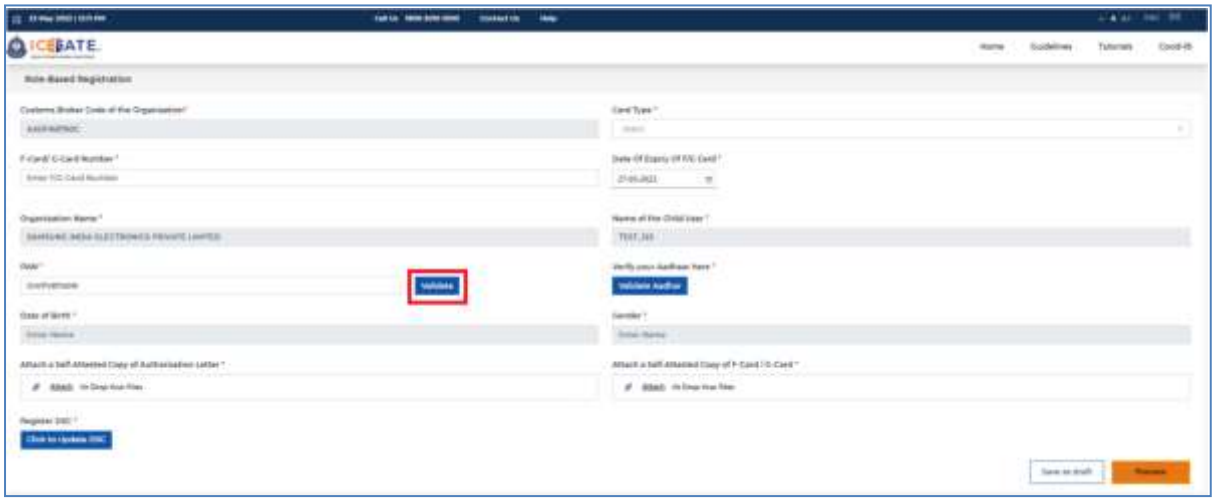
User is allowed to proceed to role registration page if OTP is validated successfully and the user is then advised to click on the <***Submit***> button.

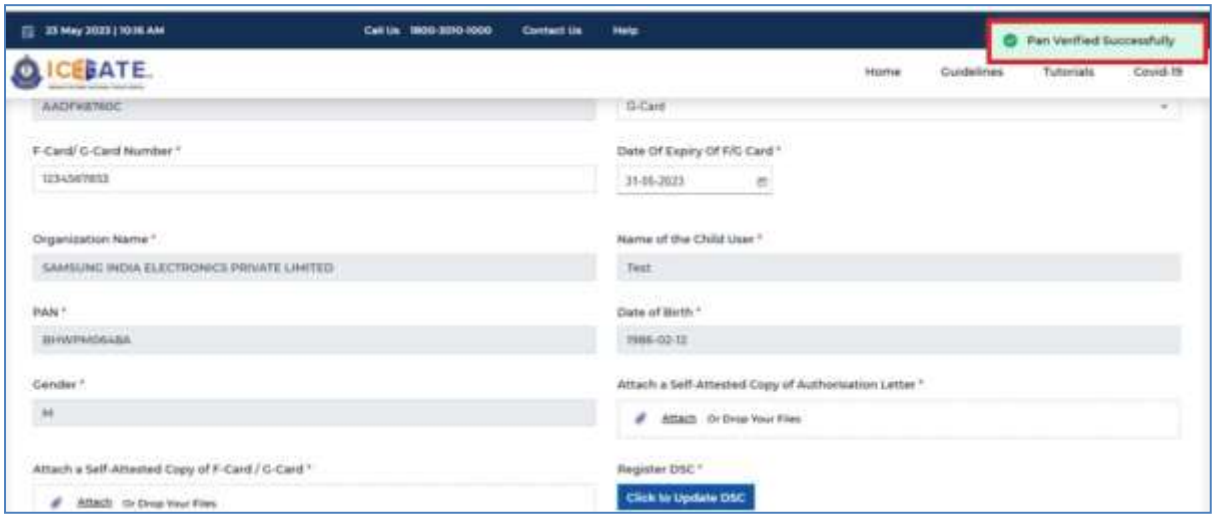


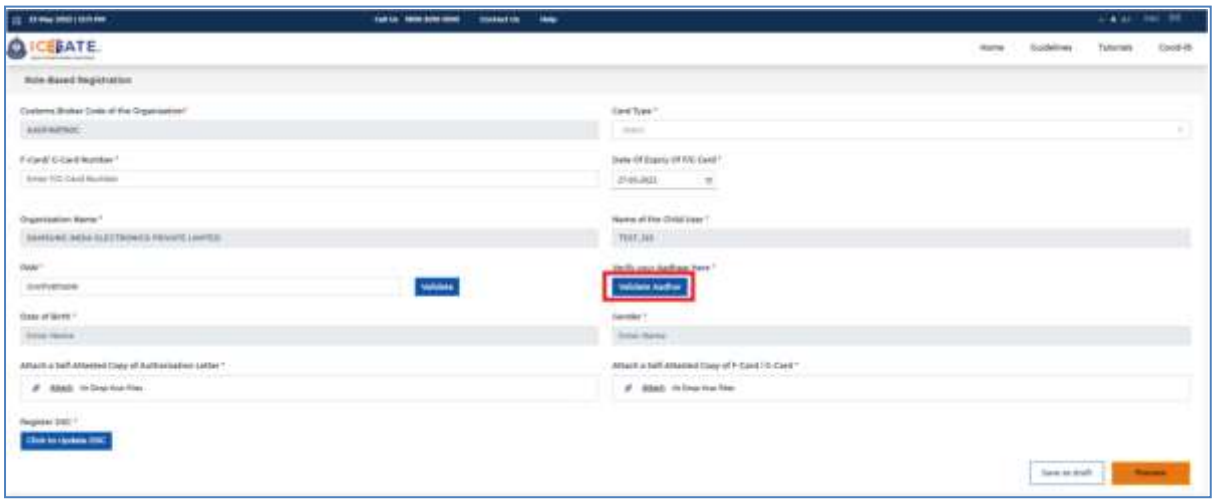
6.2.4 Filling of the Role Registration Form

On clicking the <***Submit***> button, the child user is redirected to the registration page to provide the remaining information and complete the registration process.

The user will have to provide the details of all mandatory fields (*) and upload necessary documents.

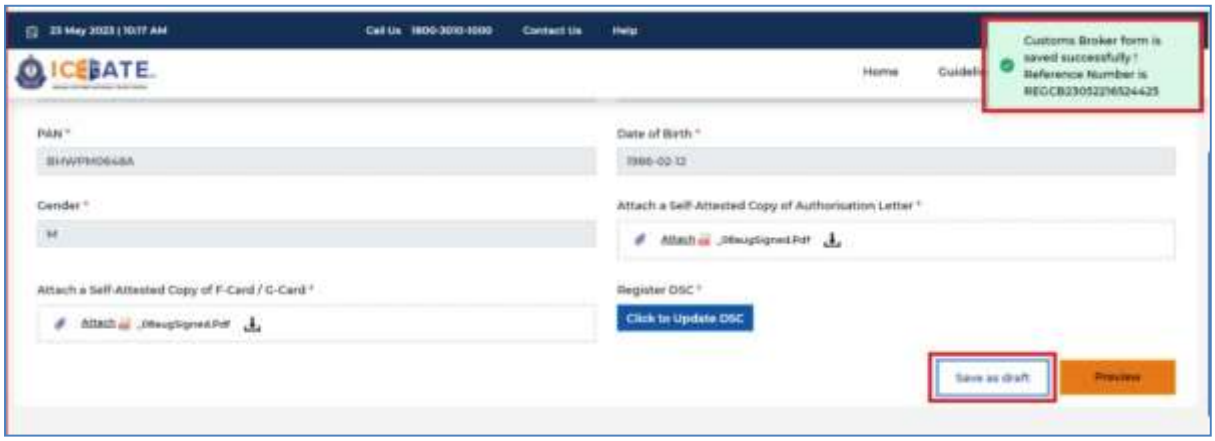


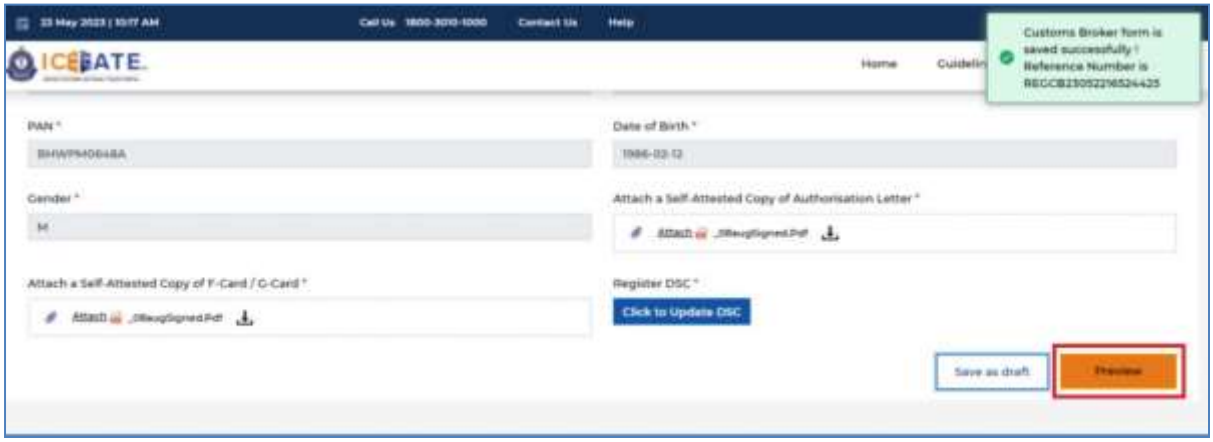




6.2.4.1 Save Application Form as Draft

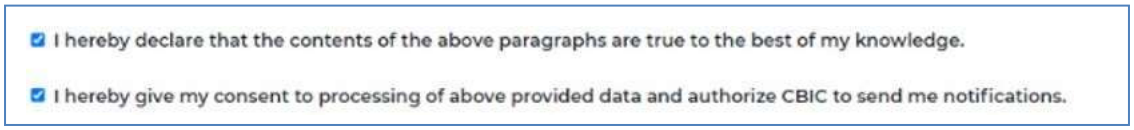
- The user can save the form in draft mode till submission. The user needs to click on the button <***Save as Draft***>, and the application filed by the user till now, will be saved in draft mode.
- If the user saves the application as a draft, the system will generate a ***Reference Number*** For the application form and is displayed on screen as follows-



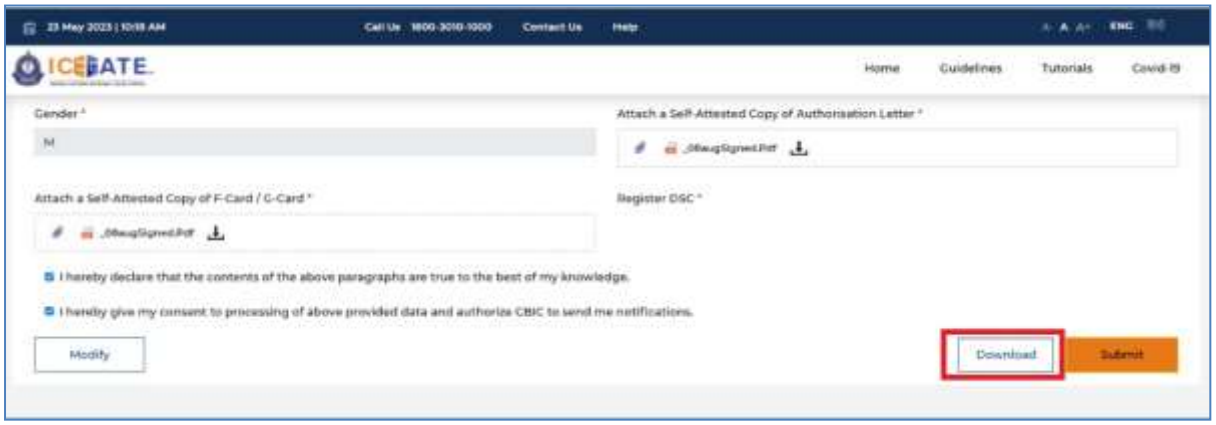


6.2.4.2 Consent Declaration

Before submitting the application, the user must declare that if any information given in the application form (including attachments) is found false then the department can take the necessary action.

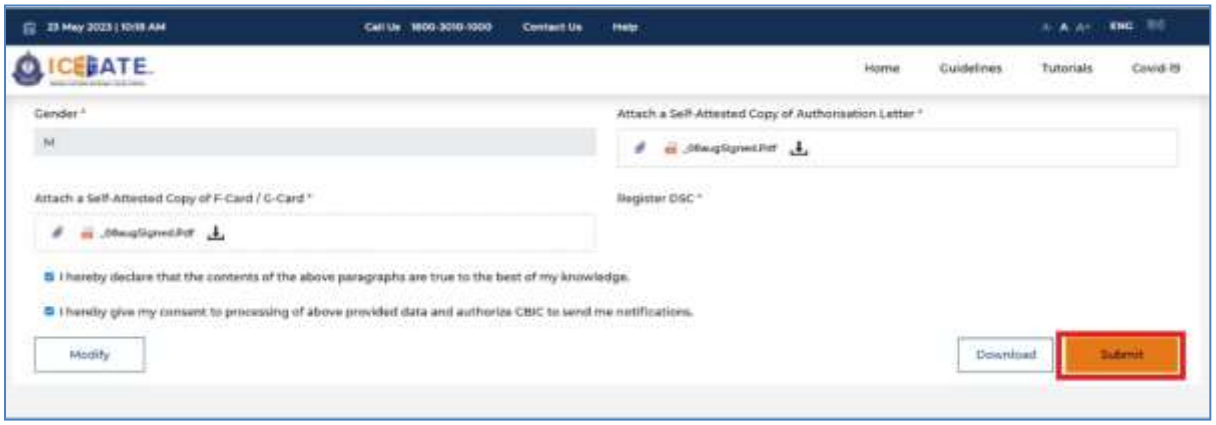


After clicking on the <***Preview***> button, <***Download***> button will be automatically enabled, and the user can download a copy of ICEGATE Registration form filled by the user so far.

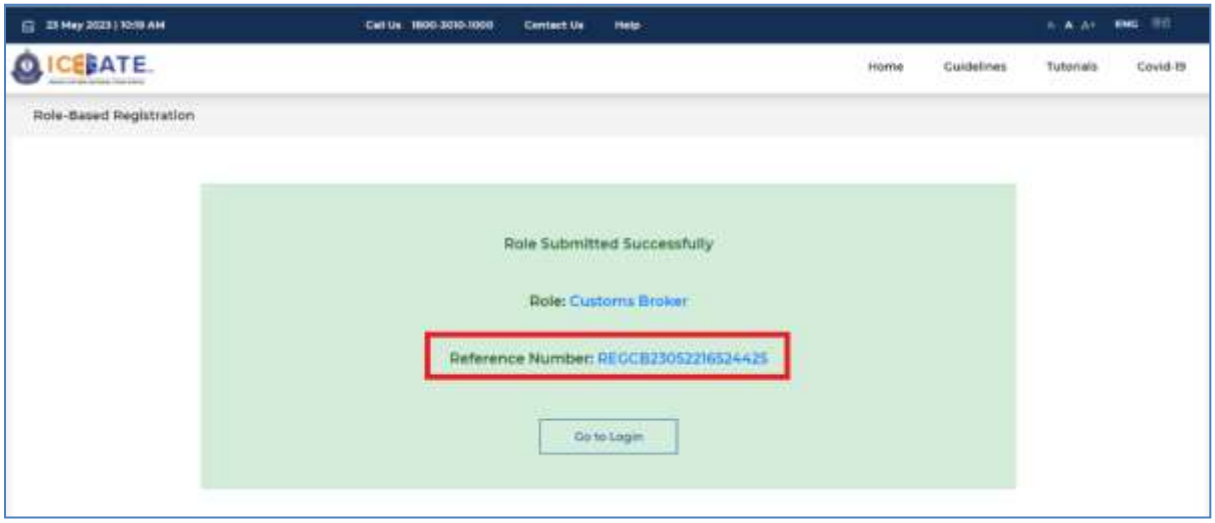


6.2.5 Submission of the Role Registration Form

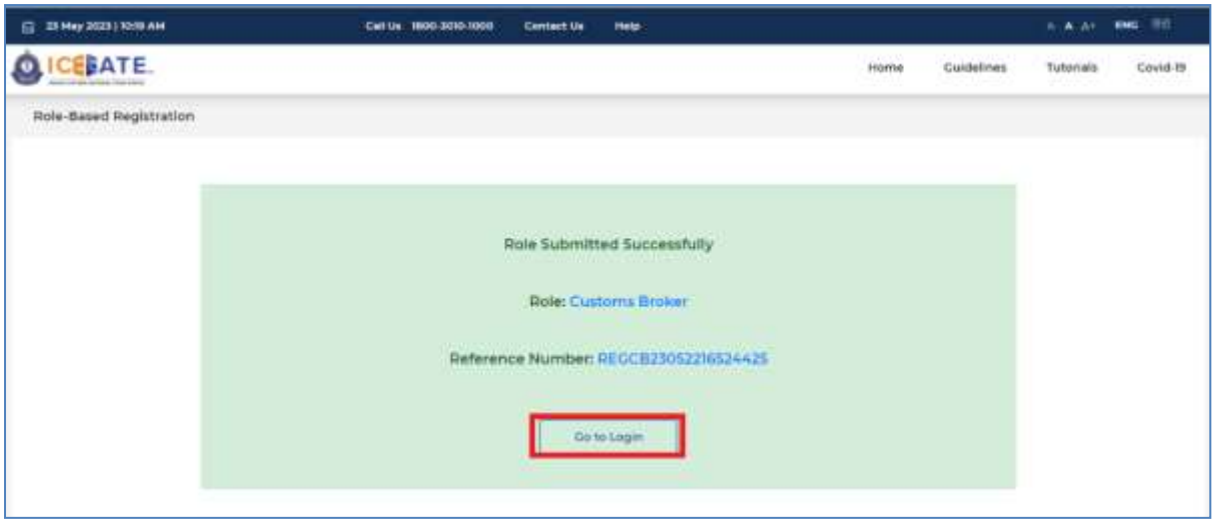
On completion of filling of the form, the user will need to click on the <***Submit***> button for submission.



Once the form is submitted, the system will generate a **Reference Number** for the application form as displayed on the screen below.



The user can go to the login page of ICEGATE portal by clicking on <**Go to Login**> button.

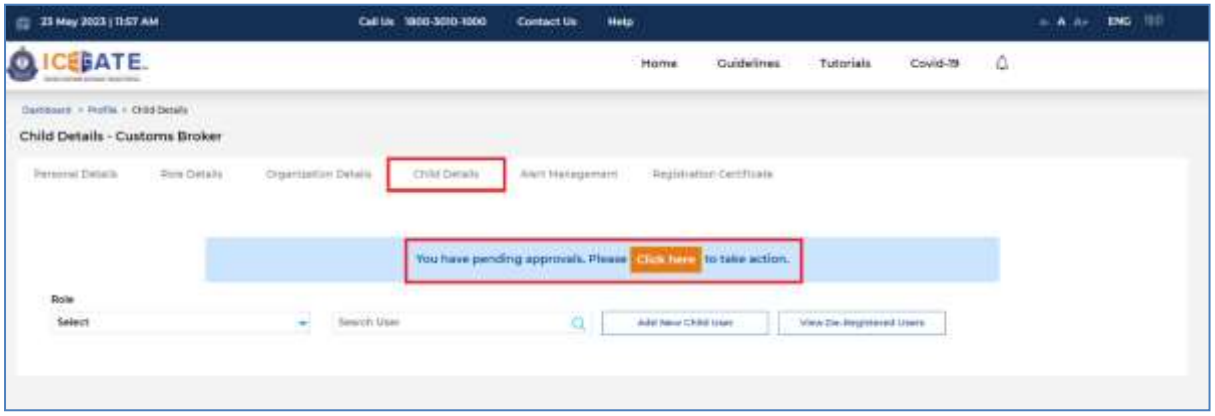


6.3 Approval/ Rejection by Parent User

Once the form is submitted by the child user, it will go to the parent user for confirmation. The parent user can approve or reject the registration form filled by the child user.

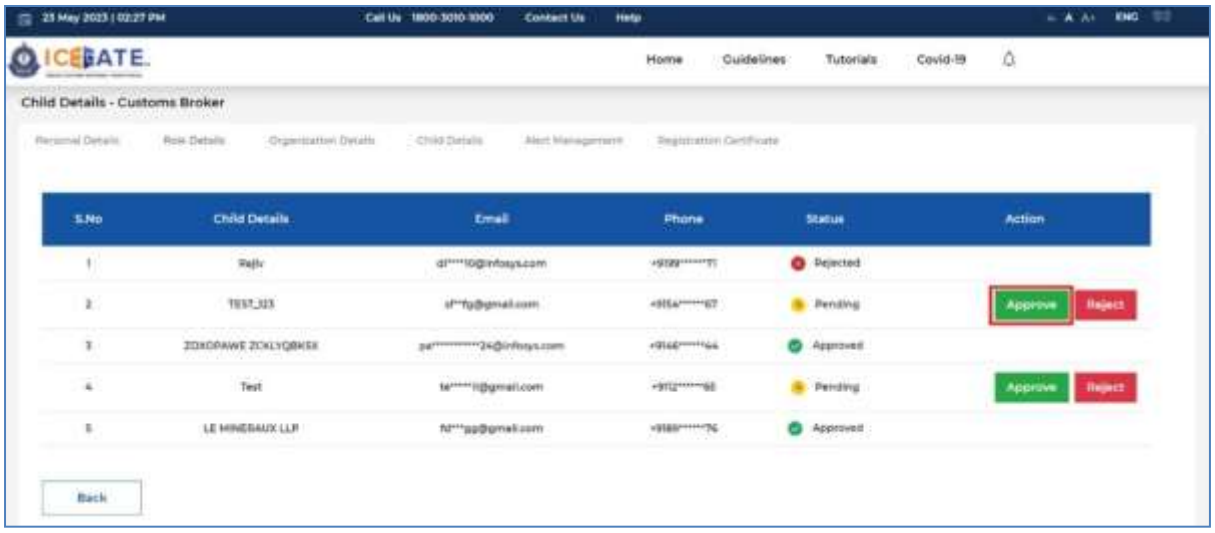
In order to access these requests for approval/rejection, the parent user will need to log in to the ICEGATE portal and navigate to '***Child Detail'*** tab available in the profile section. User can access the same by clicking on the **Profile Status** widget. A dedicated section for accessing these requests will be visible as shown in the screen below. User will have to click on the <***Click here***> button to view the list of pending approval requests.

Note: In case of child users of Customs Brokers, the registration request will go to ICEGATE admin officials for approval after an approval is provided by the parent user.



6.3.1 Request Approval by Parent User

The parent user can approve the registration of the child user by clicking on <***Approve***> button. Screen display will be as follow-

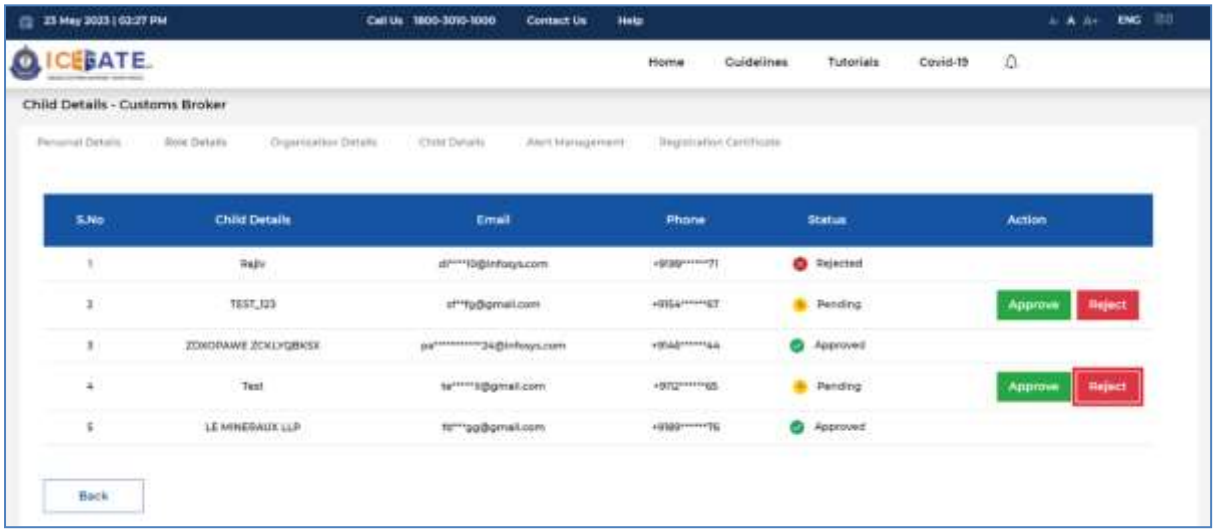


- On approval of the child registration, the system will display a message "***Approved Successfully***" highlighted in red box in the screen below and the child user will be enabled on ICEGATE$_{2.0}$ without approval of ICEGATE officer (except in case of child users of Customs Brokers).

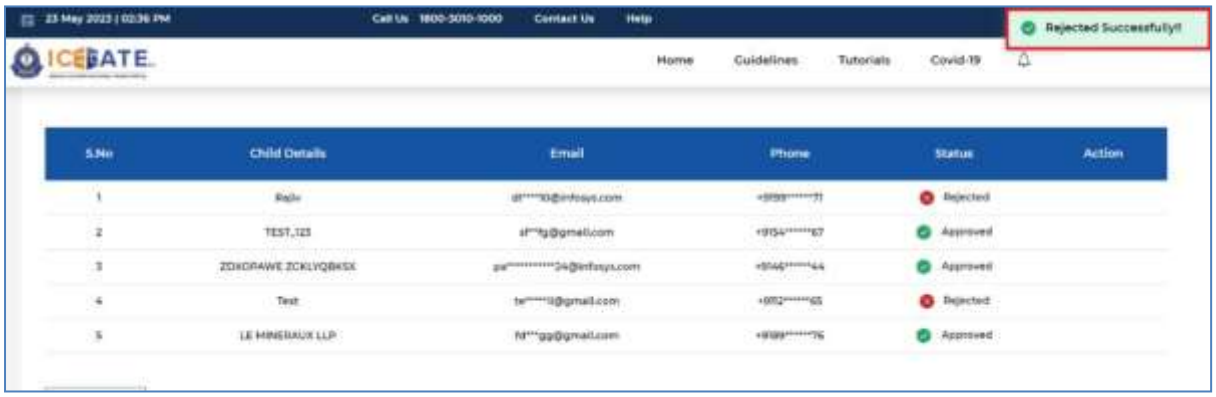
- An email will be sent to the registered email address of the child user about the successful registration on ICEGATE along with the system generated ICEGATE ID and a default password. A link to the login page for accessing ICEGATE dashboard will also be provided.
- Once approved, the child user will be able to access the ICEGATE dashboard and perform all the actions/ transactions that are authorized/ enabled by the parent user for that child user in the '***Child Details***' tab under '*Profile*' section of the parent user.

6.3.2 Request Rejection by Parent User

The Parent user can reject the registration of child user by clicking on <***Reject***> button. Screen display will be as follows:



If the child user approval request is rejected by the parent user, the system will display a message as "***Rejected Successfully***" highlighted in red box and a notification will be sent to the registered email id of the child user.


23 May 2023 | 02:36 PM
Call Us 1800-3010-1000
Contact Us
Help
Rejected Successfully!!
Home
Guidelines
Tutorials
Covid-19
S.No
Child Details
Email
Phone
Status
Action
1
Rajiv
Rejected
2
TEST_123
Approved
3
ZDIXDRAWE ZCKLVQBKSX
Approved
4
Test
Rejected
5
LE MINERAUX LLP
Approved

7. Annexures

7.1 Annexure A–Guidelines for creating child users on ICEGATE

- All the child users must upload a self-attested coloured scanned copy of the authorization letter issued by their organization. Child users of CHA Firms (F Card and G Card holders) must upload self-attested coloured scan copy of their F Card/ G Card in addition to the authorization letter.
- Each document listed above must be self-attested and clearly legible.
- The documents must be coloured scan and in JPG/PDF format. The file size must be less than1500 KB.
- Name of the child user must match with the name as per PAN and name as per Aadhaar.
- Reference ID generated by the Parent User is valid for 15 days. The child user will have to complete the registration process i.e., submit the registration form within the said expiry period. Failing to do so will result in deletion of the Reference ID from records and the parent user will have to re-initiate the process from the beginning.
- Unlike earlier mechanism, ICEGATE ID will be generated by the system after registration is approved and granted by ICEGATE approving authority.
- DSC uploaded must belong to the user and must not be expired.
- Please provide OTP carefully; after 3 incorrect OTPs the registration process will be terminated for security reasons.
- Applicant should be authorized for "ICEGATE/ Customs (Import/ Export) / AD Code registration" in the authorization letter uploaded by the child user.
- Where the organization is a company, the name of the directors on authorization letter should be the same as that available on the website of Ministry of Corporate affairs.
- Authorization Letter signed by:
    - Proprietor in Proprietorship firm;
    - All partners in Partnership firm or LLP;
    - In case of corporate entity:
        - Majority of the number of Directors/Designated Partners in the entity, as the case may be; or,
        - Company Secretary clearly referring to and enclosing therewith a Board Resolution in this regard.
- Name of the Directors/ Partners and Company/ Firm seal should be affixed with their respective signatures on the authorization letter.
- Authorization letter should have the letter head of the entity.
- Kindly Refer **Annexure B** for sample format of the authorization letter.

7.2 Annexure B-Sample Format for Authorization Letter

AUTHORIZATION LETTER

(To be printed on Organization Letter Head)

This is to certify that MR / Mrs. **XXXXX**, S/o, W/o **XXXXXXX (D.O.B)** whose signature is appended below, is hereby authorized to sign all documents submitted to apply for registration with ICEGATE portal of Indian Customs and to operate all activities regarding import and export through ICEGATE on behalf of our company/firm **(Company/ Firm Name and address)**

Authorized Signatory (to whom authorization is given)

Mr/Ms. XXXX

For,

(Company/Firm name and stamp, authorized name, signatory and

date) Note:

**ID proof will be of the person who is authorized to work on behalf of the Company

**Signatures of majority of Directors/Partners of the Company/ Firm are required

8. Contact Us

The contact details are as follows:

Director General of System,

1st Floor, CR Building,

IP Estate New Delhi – 110002

Toll Free No: 1800-3010-1000

The user can also drop their queries at

Email: icegatehelpdesk@icegate.gov.in