Directorate General of Systems and Data Management

CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS

Date: 16th Jan 2026 **Category: Customs**

Issued by: ICEGATE

Subject: Enabling Two-Factor Authentication (2FA) for Secure Aceess on ICEGATE

ICEGATE 2.0 has implemented an enhanced security feature through Two-Factor Authentication (2FA), requiring all users to verify their login using an OTP sent to their registered mobile number by default before accessing their dashboard on the ICEGATE portal. Upon successful OTP verification, users will be redirected to their dashboard.

For updating preferences for receiving OTP, users may activate the Email OTP option after logging in.

Steps to Enable Email OTP Authentication:

Follow the steps below to enable Email OTP

1. Users will receive an OTP on their registered mobile number when logging into their ICEGATE account.
2. Navigate to: **Dashboard → My Profile → Alert Management**
3. Check the 'Email' box to receive OTP for login or uncheck it to disable this option.

Please note:

- Mobile OTP remains enabled by default and cannot be disabled.
- Trade users facing any difficulties or issues in this regard may write to the ICEGATE Helpdesk at icegatehelpdesk@icegate.gov.in