SBI PENSIONSEVA

New Registration

Sr No	Website	Mobile App
1.	Click on "New User Registration" button in home page or click on "New User Registration" link in Login page	Click on "New User Registration" link in Login screen.
2.	Enter account number in which pension is credited, date of birth as per PPO and CAPTCHA as displayed.	Enter account number in which pension is credited, date of birth as per PPO.
3	An OTP will be sent to the registered Email ID/Mobile number. Enter OTP and proceed.	An OTP will be sent to the registered Email ID/Mobile number. Enter OTP and proceed.
4.	Create a User ID. Minimum 5 alphanumeric characters including upper and lowercase. Maximum length is 7 characters.	Create a User ID. Minimum 5 alphanumeric characters including upper and lowercase. Maximum length is 7 characters.
5.	Enter new password and confirm the password. • Password should have a minimum of 8 characters and maximum 12 characters. • Password should have a combination of upper and lowercase alphabets, numerals and special characters.	Enter new password and confirm the password. • Password should have a minimum of 8 characters and maximum 12 characters. • Password should have a combination of upper and lowercase alphabets, numerals and special characters.
6.	Choose a security question and answer and save for future reference, as it will be required in case you forget your password.	Choose a security question and answer and save for future reference, as it will be required in case you forget your password.
7.	User ID, password and security answer are case sensitive.	Set a 6-digit M-PIN
8.	After successful registration, pensioner can login through the registered User ID/Password.	User ID, password and security answer are case sensitive.
9.		After successful registration, pensioner can login through the registered User ID/Password or M-PIN.

Forgot Password

Sr No	Website	Mobile App
1.	Click on "Forgot Password" link in Login page.	Click on "Forgot Password" link in Login page.

2.	Enter User ID, account number and CAPTCHA.	Enter User ID, account number.
3.	An OTP will be sent to the registered Email ID/Mobile number.	An OTP will be sent to the registered Email ID/Mobile number.
4.	Select security question and enter security answer. Enter OTP and proceed. [If security question/answer is not remembered, click on "Reset Password" link and skip rest of the steps. Temporary password will be sent on registered Email ID/Mobile number] Enter new password and confirm the password.	Enter 6-digit M-PIN and OTP. Enter new password and confirm the password. [If M-PIN is not remembered, click on "Reset Password using Security Question" link and below mentioned steps] Select security question and enter security answer. Enter OTP and proceed. [If security question/answer is not remembered, click on "Reset Password" link and skip rest of the steps. Temporary password will be sent on registered Email ID/Mobile number]
5.		Enter new password and confirm the password.

Forgot User ID

Sr No	Website	Mobile App
1.	Click on "Forgot User ID" link in Login page.	Click on "Forgot User ID" link in Login page
2.	Enter account number, date of birth and CAPTCHA.	Enter account number, date of birth
3.	An OTP will be sent to the registered Email ID/Mobile number.	An OTP will be sent to the registered Email ID/Mobile number
4.	Enter OTP and user ID will be sent on registered Email ID/Mobile number.	Enter OTP and user ID will be sent on registered Email ID/Mobile number

Forget M-PIN

Sr No	Only for Mobile App
1.	Select Setting from menu after login.
2.	Click on Reset M-PIN.
3.	Enter OTP sent to registered Email ID/Mobile number.
4.	Enter 6-digit M-PIN and confirm M-PIN.