

## PROCEDURE TO RESET PASSWORD IN CASE

### ACCOUNT IS BLOCKED

1. To unblock the account, Assessee can go to [www.aces.gov.in](http://www.aces.gov.in) ----> Central Excise / Service Tax (as the case may be) ----> 'Unblock Your Account':

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CENTRAL BOARD OF EXCISE AND CUSTOMS  
Ministry of Finance - Department of Revenue

User Name :  \*  
Password :  \*

(All the fields marked with \* are mandatory.)

New Users to [Click here](#) to Register with ACES  
[Know your location](#)  
[Unblock your Account](#) [Forgot your password](#)

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2. Please enter the details of Registration number, Hint Question and Hint Answer.

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Central Excise Registration [Login](#)

Registration Number :  \*  
Hint Question :  \*  
Hint Answer :  \*

(All the fields marked with \* are mandatory.)

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3. After Submitting all the details, the below mentioned message will be displayed. The new password will be sent to the registered e-mail-id.



The Message description which is sent to Assessee's e-mail-id is as shown below:

*"This is to inform you that the user account have been unblocked. The User Name and the Password for the user are: **User Name - slalam , Password – iGrpKi**"*

4. Now, Assessee can login with the password sent to his mail ID:

The screenshot shows the CBEC website login form. At the top, there is a header with the Government of India logo and the text 'CENTRAL BOARD OF EXCISE AND CUSTOMS Ministry of Finance - Department of Revenue'. Below the header, there is a navigation bar with 'Central Excise Registration' on the left and 'Login' on the right. The main content area displays a message: 'Please check the form for following errors :'. Below this message, there is a list of errors: '1. Please enter User Name.' and '2. Please enter Password.'. Below the list of errors, there is a login form with two input fields: 'User Name : slalam' and 'Password : ●●●●●●'. Below the input fields, there is a note: '(All the fields marked with \* are mandatory.)'. Below the note, there are two buttons: 'Logon' and 'Clear'. Below the buttons, there are links: 'New Users to [Click here](#) to Register with ACES', '[Know your location](#)', '[Unblock your Account](#)', and '[Forgot your password](#)'. At the bottom of the page, there is a footer with the text '© Copyright Information 2007'.

5. After Login, Assessee will find the below screen, where he has to change the password by entering a new password *of his choice*.

Central Excise Registration [Login](#)

Old Password :	●●●●●● *
New Password :	●●●●●● *
Confirm New Password :	●●●●●● *
Hint Question :	What is your Favourite Pet Name *
Hint Answer :	dog *

(All the fields marked with \* are mandatory.)

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6. Please press the Submit button to complete the process.
7. **In case of Pre-Assessee (Assessee who got user name & password from ACES website but yet to submit registration application in ACES)**, if the user tries to log in ACES Application with wrong password for continuous five attempts then his A/C gets blocked. In such cases, kindly re-register (once again) in the ACES by entering a new user name and following the general procedure regarding registration. You will be getting new password in the given mail ID with which you can access the application.
8. It is advised that for accessing ACES Application, please use Internet Explorer (*Standard Version 6.02 to 7.0*) or Mozilla Firefox (*Standard Version upto 3.0*).