

Madhya Pradesh Citizen Portal

(Madhya Pradesh Police)



Citizen User Manual

(User Login)

User Login

1. Purpose

The purpose of this document is to guide the User (Citizen) on the following:

- Create Login
- Forgot Password
- Login into Citizen Portal
- Modify Citizen Registration
- Change Password

2. Pre-conditions

1. System should be connected to the Internet.

3. Steps to be performed

1. System will display the below window on entering the Madhya Pradesh Citizen Portal URL (citizen.mppolice.gov.in)



2. Create Login: Allows the User to create their Login Id.
 - i. Click on "Create Login" (Refer Image Below).



ii. System will display the following window on clicking “Create Login”.

iii. User needs to fill the details corresponding to the following tabs. (Fields marked in “*” are mandatory):

- Personal Details
- Age Panel
- Address
- Login Details

iv. User must enter **two** Security Questions and Answers in Login Details.

v. The Password entered should be Alphanumeric and should be 8-30 characters long with one special character.

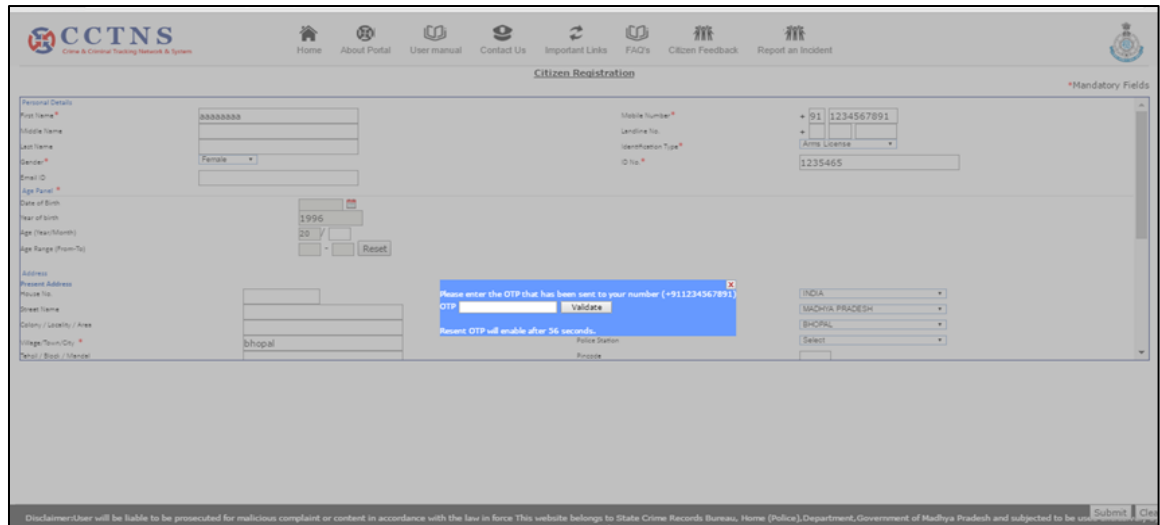
vi. Click on “Clear” button to clear the details.

vii. Click on “Submit” button to submit the details.

viii. On clicking “Submit”, system will send an OTP to the registered mobile number of

the User.

ix. User must enter the OTP in the below pop-up window and click “Validate”.




The screenshot shows the CCTNS Citizen Registration form. The form includes fields for Personal Details (First Name, Middle Name, Last Name, Gender, Age, Date of Birth, etc.), Address, and other information. A blue pop-up window is overlaid on the form, displaying the message: "Please enter the OTP that has been sent to your number (+911234567891)". The pop-up contains an input field for the OTP, a "Validate" button, and a timer that says "Reset OTP will enable after 36 seconds".

x. On successful validation, the Login Id of the user will be created and system will display the below mentioned confirmation pop-up window.

xi. A SMS will be sent to the registered mobile number as an acknowledgement, along with the UserName and Password.

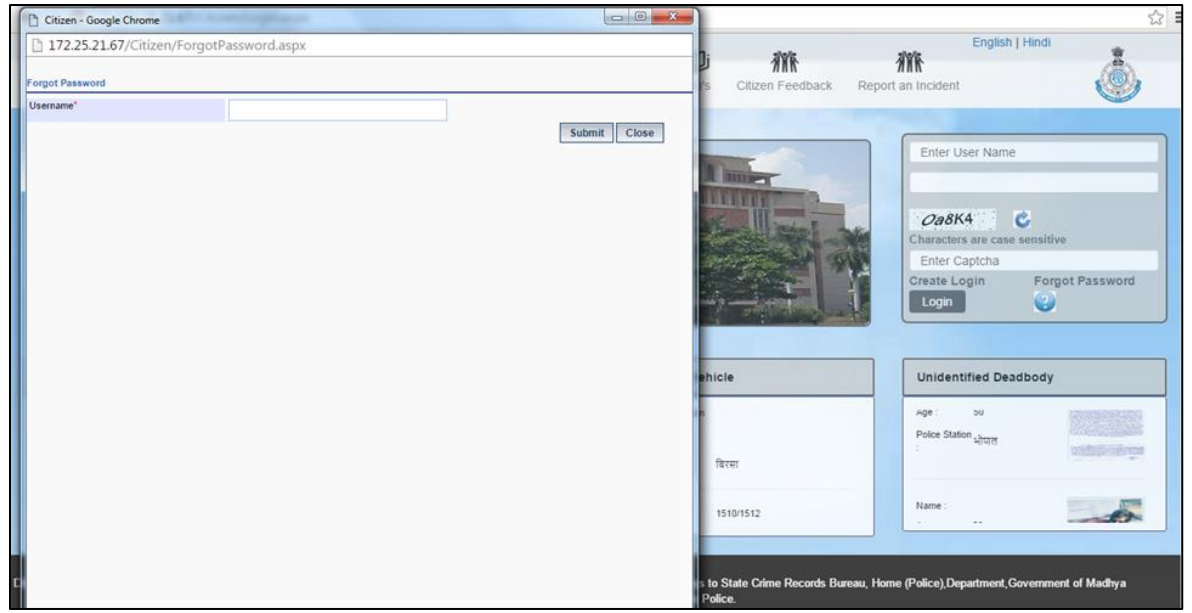
3. Forgot Password: Allows the Users to create new Password, in case User forgets their Password.

i. Click on “Forgot Password” (Refer Image Below)



The screenshot shows the CCTNS Citizen Portal. The page has a header with navigation links: About Portal, User manual, Contact Us, Important Links, FAQs, Citizen Feedback, and Information to Police. Below the header, there is a banner with a photo of a police station and the text "Welcome to the Citizen Portal of Madhya Pradesh Police". On the right side, there is a login form with fields for "Enter User Name" and "Enter Captcha". Below the captcha field, there are two buttons: "Create Login" and "Forgot Password". The "Forgot Password" button is highlighted with a red rectangle. At the bottom of the page, there are three buttons: "Stolen /Lost Vehicle", "Recovered Vehicle", and "Unidentified Deadbody".

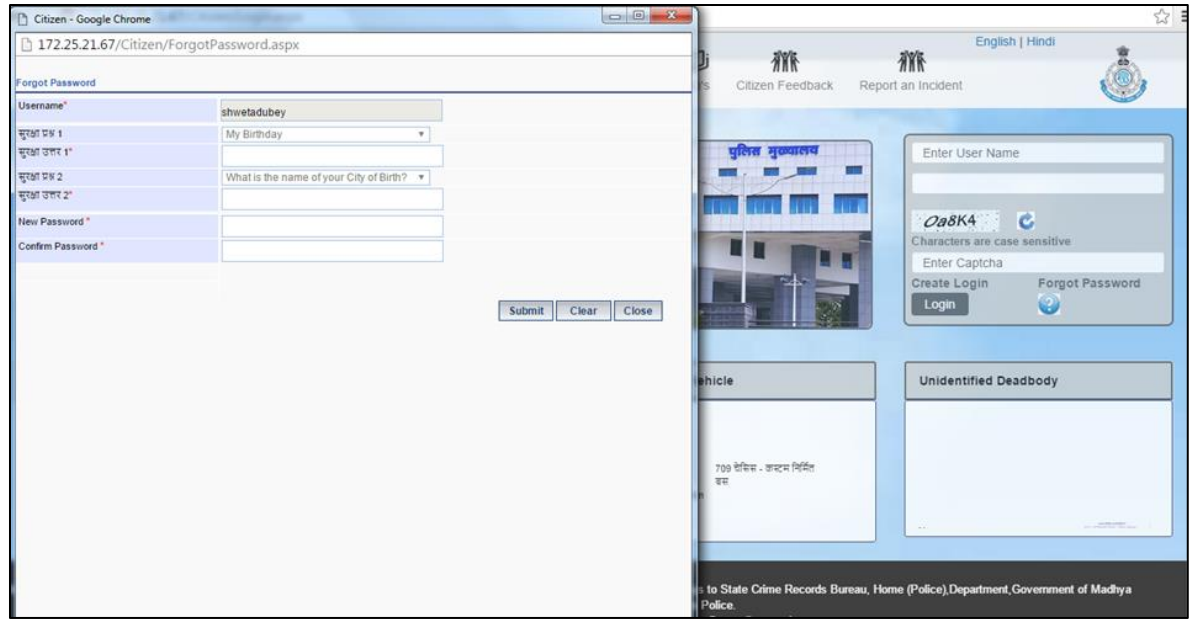
ii. System will display the following window on clicking “Forgot Password”.



iii. Enter the Login Id of the User in the textbox corresponding to Username.

iv. System will display the following window with the below details:

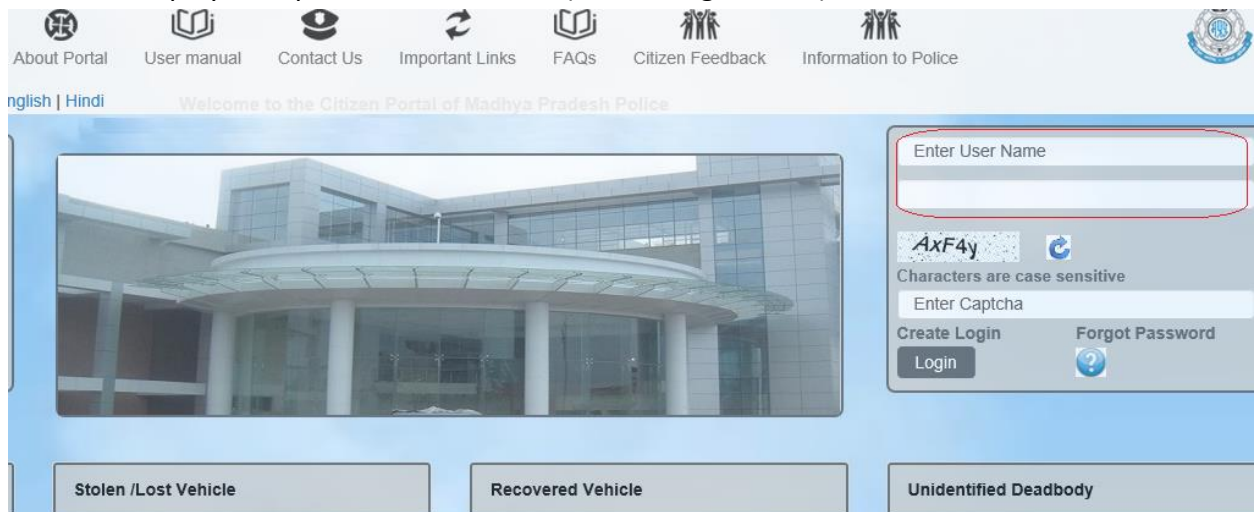
- Username: Login Id of the User (in read-only mode)
- Security Question 1: Security Question 1 selected by the User during “Create Login module”
- Security Answer 1: Security Answer 1 entered by the User during “Create Login module”
- Security Question 2: Security Question 2 selected by the User during “Create Login module”
- Security Answer 2: Security Answer 2 entered by the User during “Create Login module”
- New Password: User should enter the New Password.
- Confirm Password: User should re-enter the New Password.



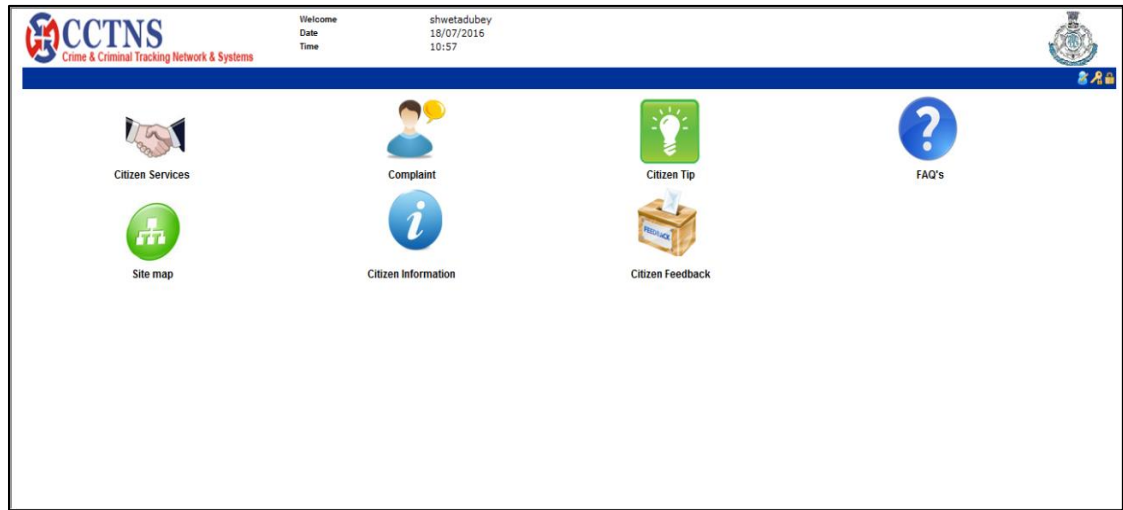
- v. Click on “Clear” button to clear the details.
- vi. Click on “Submit” button to submit the details.
- vii. Click on “Close” button to close the window and return to Home page.

4. Login into Citizen Portal: Allows the User to Login into Madhya Pradesh Citizen Portal and access the available services.

- i. Enter the User Name and Password in the Login panel (Refer Image Below).
- ii. Enter the displayed Captcha in the textbox (Refer Image Below).

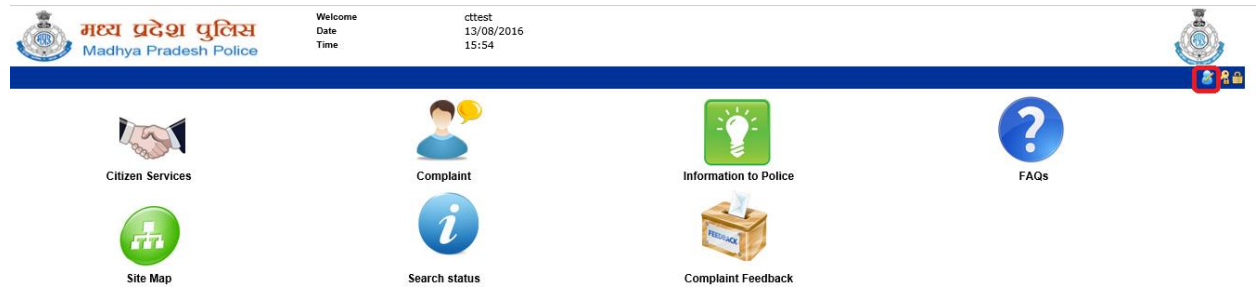


- iii. Click on “Login” button.
- iv. After successful authentication of Username and Password, system will display the following window.



5. Modify Citizen Registration: Allows the User to modify their details they have entered during “Create Login”.

i. User should click on the icon highlighted in the below image.



ii. System will display the below window.

Citizen Registration *Mandatory Fields

First Name*

Last Name

Gender*

Email ID

Present Address

Village/Town/City*

Same for Permanent Yes No

Login Details

Security Question*

Security Answer* Add

Mobile Number* + 91

Identification Type*

ID No.*

Age Panel*

Date of Birth Reset

Login id*

Password*

Confirm Password*

Please Select Atleast Two Security Question and Answer

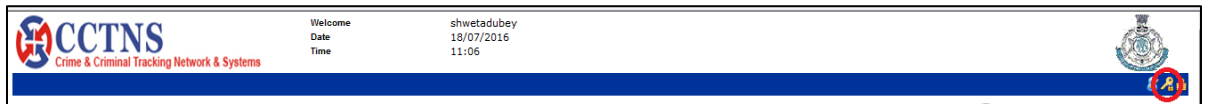
S.No.	Security Question	Security Answer	Delete
No Record Found			

OwiSv

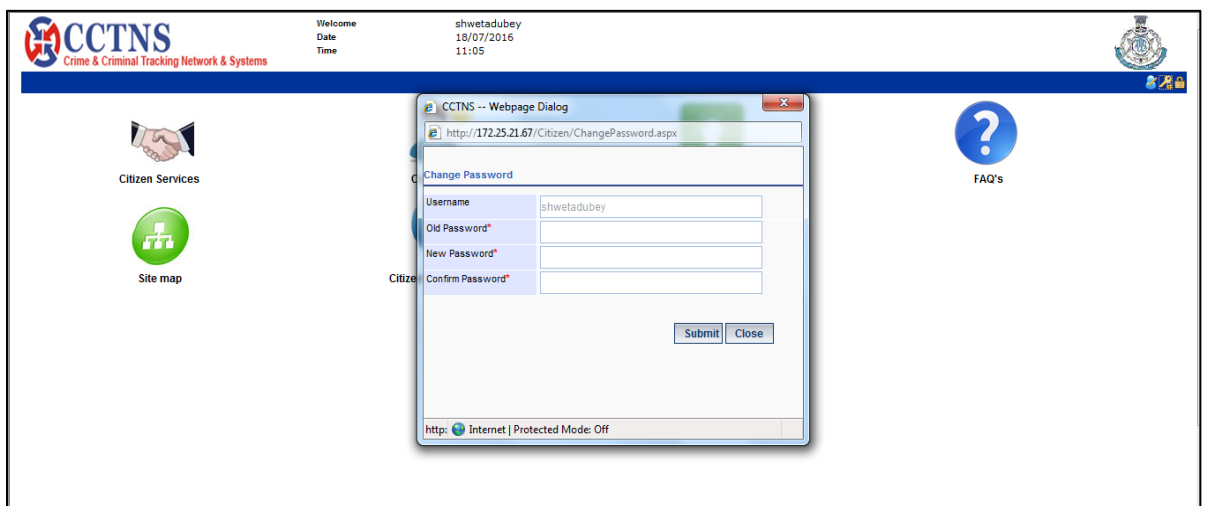
- iii. User can modify their details accordingly (Fields marked in "*" are mandatory).
- iv. Click on "Clear" button to clear the details.
- v. Click on "Submit" button to submit the details.

6. Change Password: Allows the User to change their Password.

- i. User should click on the icon highlighted in the below image.



- ii. System will display the below pop-up window.



- iii. User needs to enter the following details (Mandatory):

- Old Password

- New Password
- Confirm Password

iv. Click on “Submit” button to submit the details.

v. Click on “Close” button to close the window and return to Home page.