

For new customer click on **Create Sign in**

The screenshot shows a Windows Internet Explorer browser window displaying a sign-in page. The address bar shows the URL: http://mumbai.customer.mtnl.in/psp/MCRM/CUSTOMER/CRM/c/RB_SELF_SERVICE.RX_LOGIN.GBL. The page title is "Sign In - Windows Internet Explorer".

The browser's toolbar includes several search engines: Secure Search, McAfee, Norton Safe Search, Yahoo! Search, and IncrediMail. The page content includes a navigation menu with links for Home, MultiChannel Console, and Sign out. A search bar is located on the left side of the page.

The main content area is titled "Sign In" and contains the following text:

Welcome user GUEST

Sign In

If you are a new user, select a registration link and register for your UserID and Password.
If you are an existing user, sign in by entering your UserID and password below.

MTNL CUSTOMERS

Enter User ID and Password.

User ID

Password

Forgot your password? [Lookup Password Hint](#)

Existing Customer without Sign In ?
[Create Sign In](#)

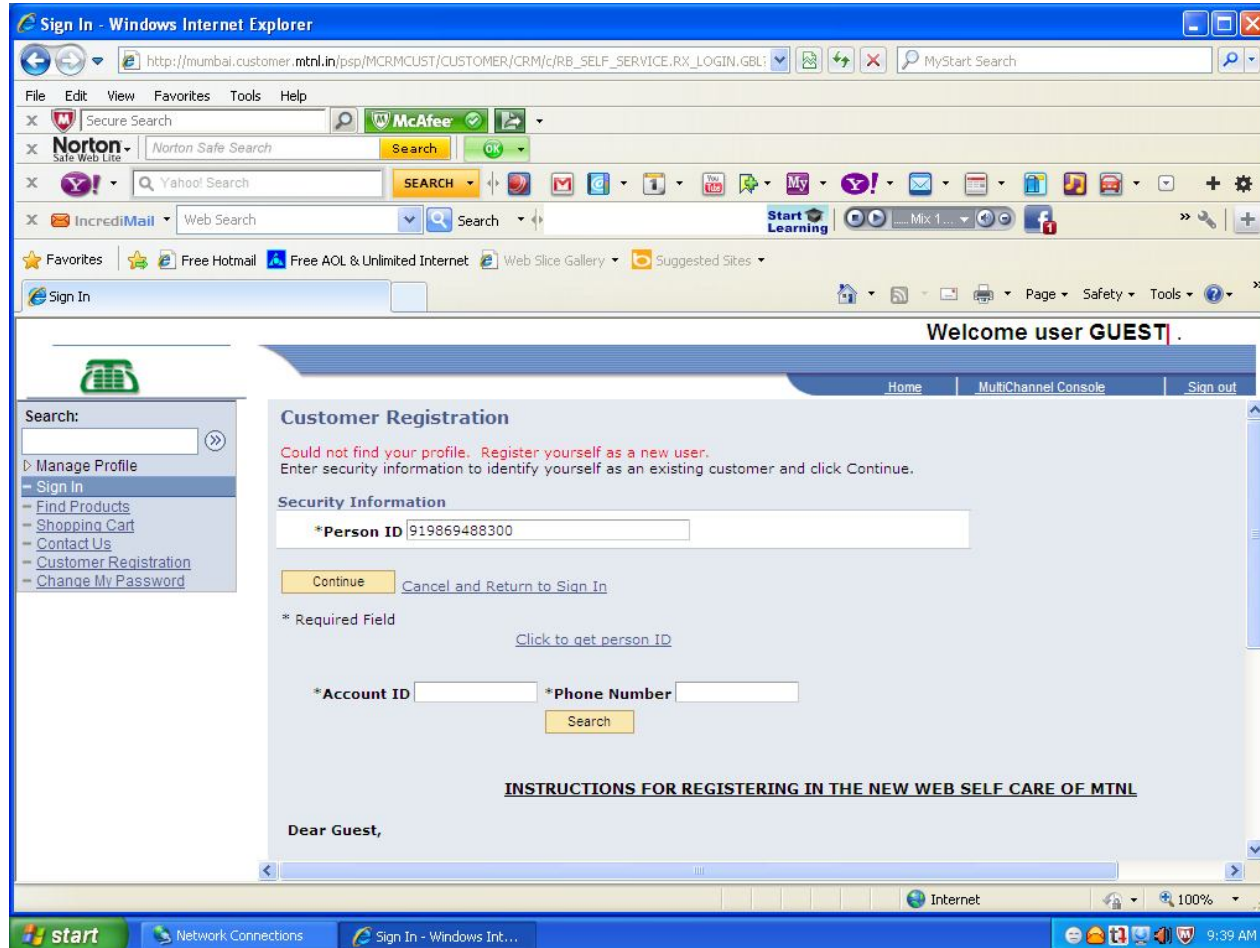
New Users

[Personal User Registration](#)
Register here to establish a personal account.

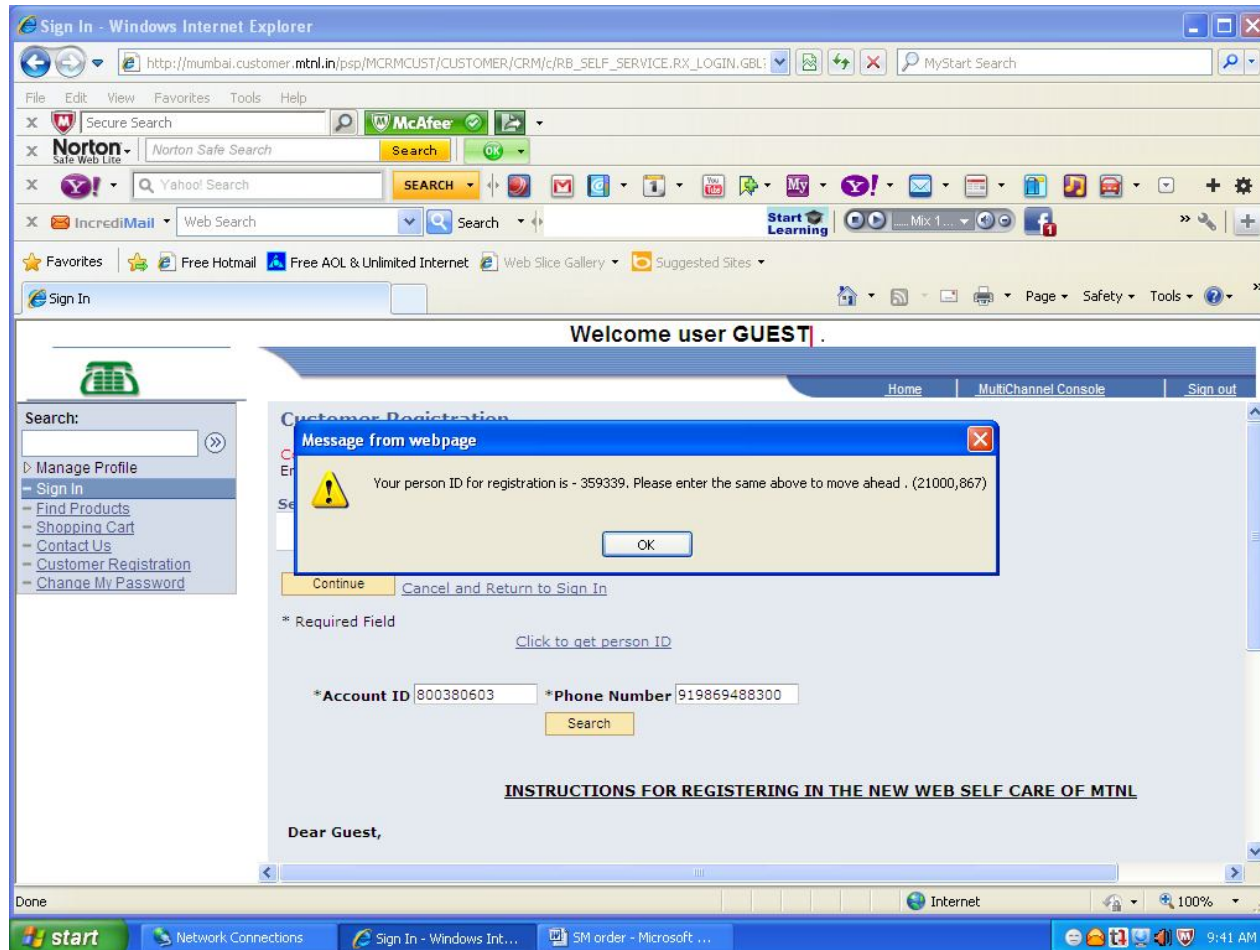
Current website: Guest
*Select a website:

The browser's status bar at the bottom shows "Done", "Internet", and "100%". The taskbar at the bottom of the screen shows the Start button and several open applications, including "Sign In - Windows Int..." and "SM order - Microsoft...". The system clock shows "10:13 AM".

Click on **click to get person id** and enter Account no. and Phone number then click on **search**



Customer will get **person id** on screen as will as on his mobile no.
Click on OK



Type your **person id** and click on **continue**

Sign In - Windows Internet Explorer

http://mumbai.customer.mtnl.in/psp/MCRM/CUSTOMER/CRM/c/RB_SELF_SERVICE.RX_LOGIN.GBLI

MyStart Search

File Edit View Favorites Tools Help

Secure Search

McAfee

Norton Safe Web Site

Yahoo! Search

Incredimail

Sign In

Welcome user **GUEST**

Home MultiChannel Console Sign out

Search:

Manage Profile

Sign in

Find Products

Shopping Cart

Contact Us

Customer Registration

Change My Password

Customer Registration

Could not find your profile. Register yourself as a new user.
Enter security information to identify yourself as an existing customer and click Continue.

Security Information

*Person ID 919869488300

Continue Cancel and Return to Sign In

* Required Field

Click to get person ID

*Account ID Phone Number

Search

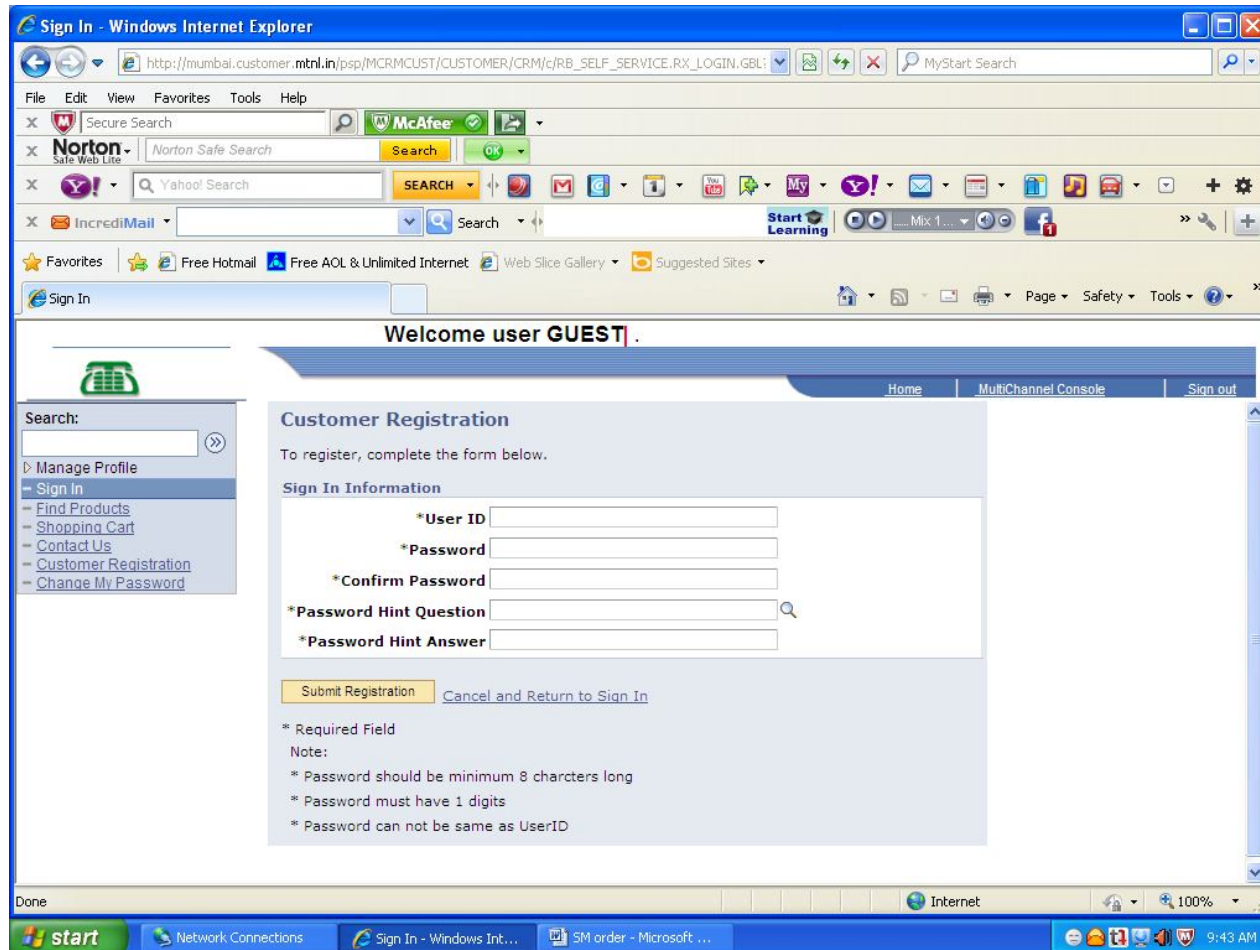
INSTRUCTIONS FOR REGISTERING IN THE NEW WEB SELF CARE OF MTNL

Dear Guest,

Internet 100%

start Network Connections Sign In - Windows Int... 9:39 AM

You will get customer registration form.
Then fill various credentials.



Customer registration form for example

The screenshot shows a web browser window titled "Sign In - Windows Internet Explorer". The address bar displays the URL: http://mumbai.customer.mtnl.in/psp/MCRM/CUSTOMER/CRM/c/RB_SELF_SERVICE.RX_LOGIN.GBLI. The browser's toolbar includes search engines like Secure Search, Norton Safe Search, and Yahoo! Search, along with various utility icons like McAfee and IncrediMail. The page content features a navigation bar with "Home", "MultiChannel Console", and "Sign out" links. A left sidebar contains a search box and a menu with options like "Manage Profile", "Sign in", "Find Products", "Shopping Cart", "Contact Us", "Customer Registration", and "Change My Password". The main content area is titled "Customer Registration" and includes a "Welcome user GUEST" message. Below this, a "Sign In Information" section contains the following fields:

- *User ID: 919869488300
- *Password: [masked]
- *Confirm Password: [masked]
- *Password Hint Question: What is your Pet Name?
- *Password Hint Answer: ducktale

At the bottom of the form, there are two buttons: "Submit Registration" and "Cancel and Return to Sign In". A "Note" section below the form lists requirements: "Required Field", "Note:", "Password should be minimum 8 charcters long", "Password must have 1 digits", and "Password can not be same as UserID". The browser's status bar at the bottom shows "Done", "Internet", and "100%". The Windows taskbar at the very bottom displays the "start" button, "Network Connections", "Sign In - Windows Int...", "SM order - Microsoft ...", and the system tray with the time "9:44 AM".

You will get registration confirmation form

The screenshot shows a Windows Internet Explorer browser window displaying a registration confirmation page. The address bar shows the URL: http://mumbai.customer.mtnl.in/psp/MCRM/CUSTOMER/CRM/c/RB_SELF_SERVICE.RX_LOGIN.GBL. The page title is "Sign In - Windows Internet Explorer".

The page content includes a navigation bar with "Home", "MultiChannel Console", and "Sign out" links. A search bar is located on the left side. The main content area is titled "Registration Confirmation" and contains the following information:

Welcome user **GUEST**.

Registration Confirmation

You are now successfully registered. Use your User ID and password to sign in on your next visit.

Sign In Information

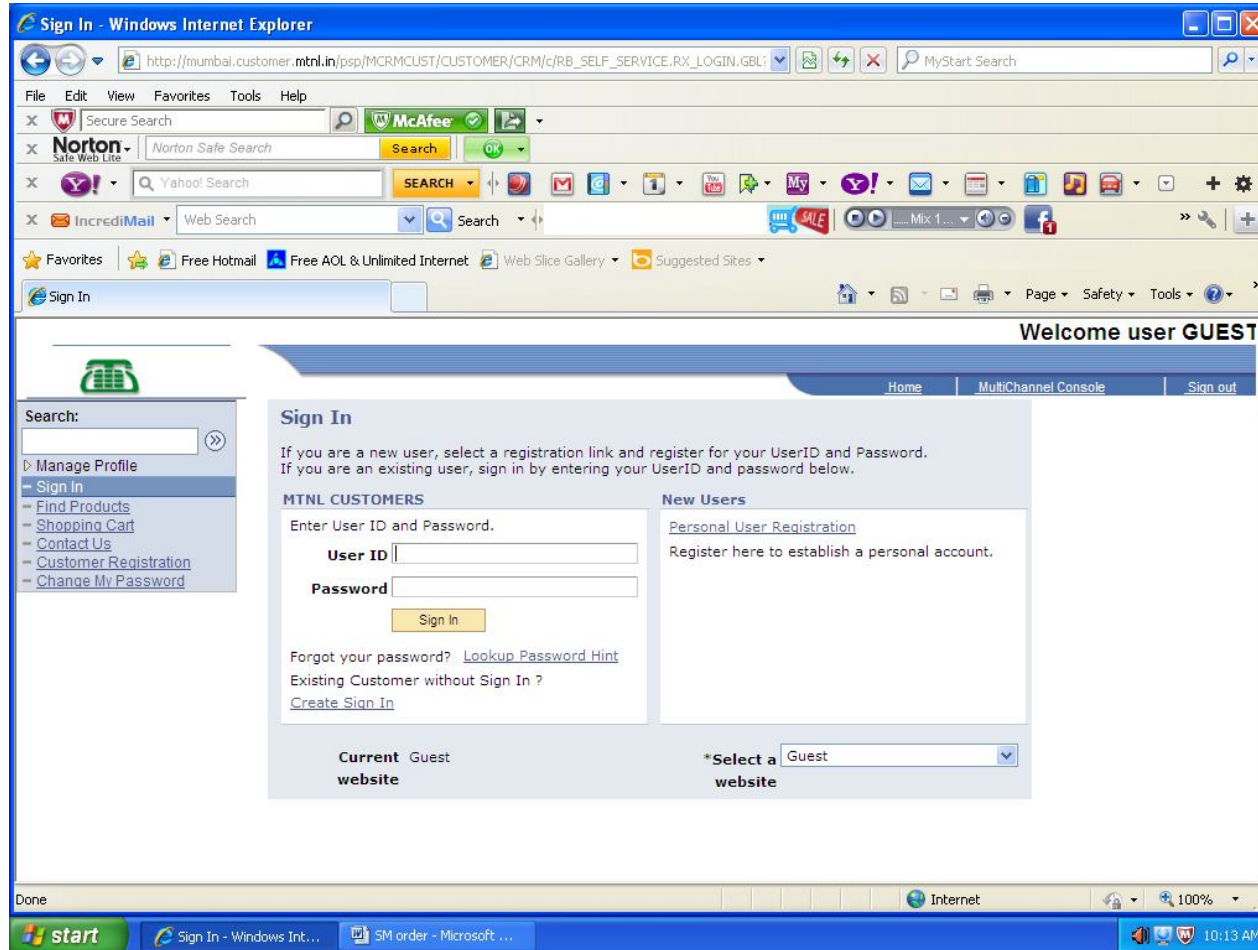
User ID	GUEST
Password	*****
Password Hint Question	What is your Favorite Sport?
Password Hint Answer	CRICKET
Email Address	COM01Consumer@crm.com

Your Contact Information

First Name	COM01Template
Middle Name	
Last Name	Consumer
Address	Self Service User

The browser's taskbar shows the Start button, Network Connections, and the current page. The system tray displays the time as 9:45 AM.

You will get **Sign In** web page. Enter Customers **User Id** and **Password** and click on **Sign in**



- 1.You will get Account Management/ view Account form then click on Account Management.
2. And follow the same procedure for Online bill Payment.

