

# Manual > Retrieve Username

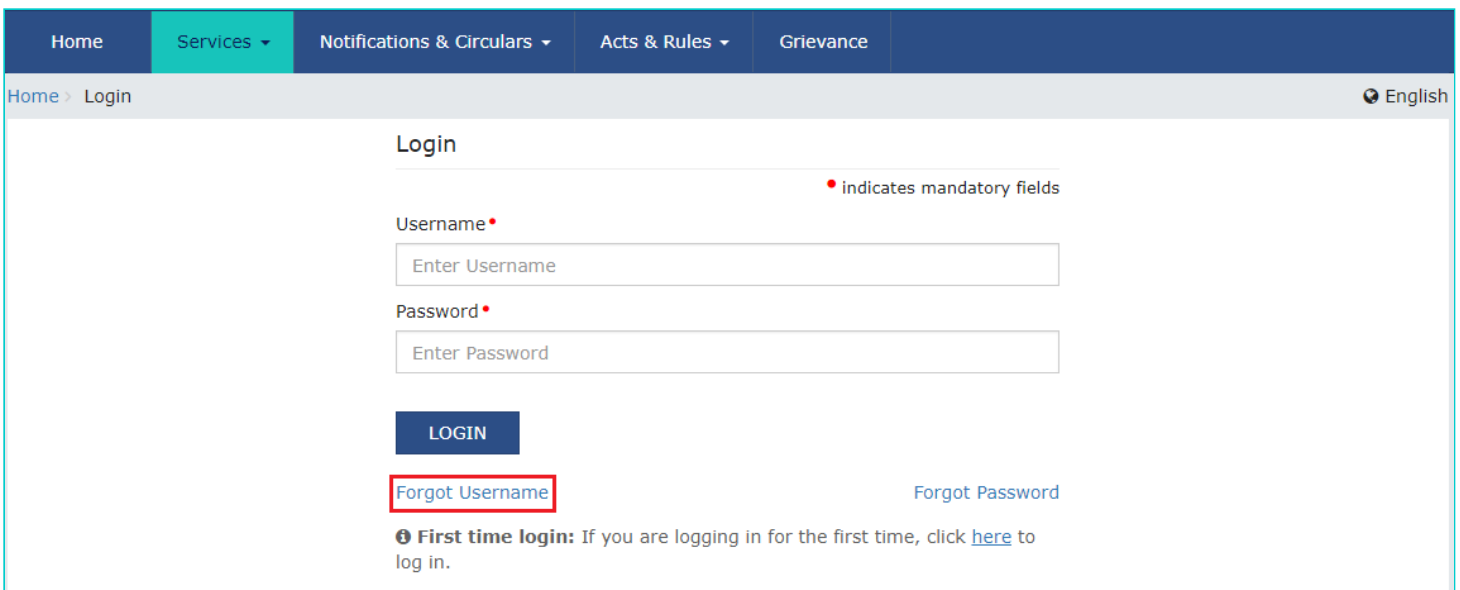
## I have forgotten my username. How do I retrieve my username?

To retrieve your username, you need to perform the following steps:

1. Access the URL <https://www.gst.gov.in/>. The GST Home page is displayed.
2. Click the **Login** link given in top right-hand corner of the GST Home page.



3. The **Login** page is displayed. Click the **Forgot Username** link, given below the LOGIN button.



4. The **User Credentials** page is displayed. In the **Provisional ID / GSTIN / UIN** field, type the Provisional ID or GSTIN that you received in the e-mail.
5. In the **Type the characters you see in the image below** field, type the captcha text shown on the screen.

6. Click the **GENERATE OTP** button. The One Time Password (OTP) will be sent to your registered e-mail address and mobile number.

The screenshot shows the 'Forgot Username' page with a progress indicator at the top. Step 1, 'User Credentials', is highlighted in orange, and step 2, 'OTP Verification', is in grey. The main heading is 'Forgot Username'. Below it, there are two input fields: 'Provisional ID / GSTIN / UIN' and 'Type the characters you see in the image below'. Both fields are highlighted with a red border. Below the second field is a CAPTCHA image showing a globe with a red line and a refresh button. At the bottom, there are two buttons: 'GENERATE OTP' (highlighted with a red border) and 'BACK TO LOGIN'.

7. The **OTP Verification page** is displayed. In the **Enter OTP** field, enter the OTP that was sent to your registered e-mail address and mobile phone number.

8. Click the **SUBMIT** button.

**Note:**

In case your OTP is expired and you want to receive the OTP again on your e-mail address and mobile phone number, click the **RESEND OTP** link.

The screenshot shows the 'OTP Verification' page with a progress indicator at the top. Step 1, 'User Credentials', is highlighted with a green checkmark, and step 2, 'OTP Verification', is highlighted in orange. The main heading is 'Enter OTP sent to registered Mobile Number and Email Address'. Below it, there is a green success message box: 'Success : One-Time Password (OTP) has been sent to your registered Email Address- kxxxxxxxxn@gmail.com and Mobile Number - 87xxx9911.'. Below the message is an 'Enter OTP' input field with a red border. At the bottom, there are two buttons: 'SUBMIT' (highlighted with a red border) and 'RESEND OTP'.

The message **“Username has been emailed to your registered Email address. Kindly check your email”** is displayed. Check your registered e-mail to retrieve the username.

Username has been emailed to your registered Email Address. Kindly check your email.

## Login

• indicates mandatory fields

Username •

Password •

LOGIN

[Forgot Username](#)

[Forgot Password](#)

**📘 First time login:** If you are logging in for the first time, click [here](#) to log in.