



प्रणाली एवं आंकडा प्रबंधन महानिदेशालय
केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
1st फ़्लोर, टावर 1, एनबीसीसी प्लाजा
पुष्प विहार, नई दिल्ली 110017
adg.si@icegate.gov.in, 011-29561543

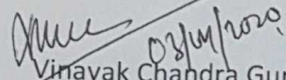
F.No. V(18)/02/2029-Systems/NBCC

Date: 03.04.2020

Advisory number: SI/04/2020

Provisioning of remote access to CBIC field officers as a special measure for ensuring continuity of business operations under COVID-19 exigency plan

1. This advisory is issued in continuation of the **Advisory SI/03/2020 dated 30.03.2020** and "FAQ" for providing secured access to CBIC GST field officials over internet (<https://myappstore.cbic.gov.in>) for limited period to allow them to discharge their duties remotely under COVID-19 exigency plan.
2. As per the earlier Advisory, access was provided to all Divisional AC/DC as per data available with DG Systems. Access was also provided to limited number of officials as per request received from respective Zones and Commissionerates.
3. It has now been decided by DGS that the access, which has been hitherto restricted to limited GST officers, will now be provided to **ALL GST officers** of the field formations w.e.f. 04.04.2020. In this regard, following may be noted:
 - a. Access will be available only to those officers who already had access to GST backend application through Citrix, and
 - b. They were already using RSA 2 Factor Authentication while accessing GST application.
4. Zones and Commissionerates are, therefore, requested not to send any further request to Saksham Seva for providing GST access to particular SSOIDs.
5. As of now, the access would be provided till 23:59 hours on 15.04.2020 only and any decision to extend it beyond 15.04.2020 would depend upon the extent of normalcy restored.
6. For any issues being faced by officers in accessing GST application over internet (<https://myappstore.cbic.gov.in>), please follow the document "Login steps to Myappstore and FAQ" issued by DG System (uploaded on Antarang <https://antarang.icegate.gov.in>). Commissionerates should also use the services of WIPRO Hand-holders and HP Resident Engineers before escalating the matter to Saksham Seva (saksham.seva@icegate.gov.in). However, please do not share your password, pin and OTP under any circumstance.


Vinayak Chandra Gupta
Additional Director General (SI)



CBIC - Internal

PROJECT SAKSHAM

Frequently Asked Questions (FAQs) related to provisioning of access to <https://myappstore.cbic.gov.in> for providing remote access to CBIC field officers.

Version 0.1
March 2020

DOCUMENT CONTROL

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DOCUMENT APPROVERS

S. No.	Approved by	Date of Approval	Authorized by	Date of Authorization
1.				

DOCUMENT CHANGE APPROVALS

Section / Page No.	Description of Amendment	Reason for Amendment	New Version No. and Effective Date	Amendment done by	Approved by
All	Initial Version	Initial Version	Ver 0.1	Madhan	

STATEMENT OF CONFIDENTIALITY

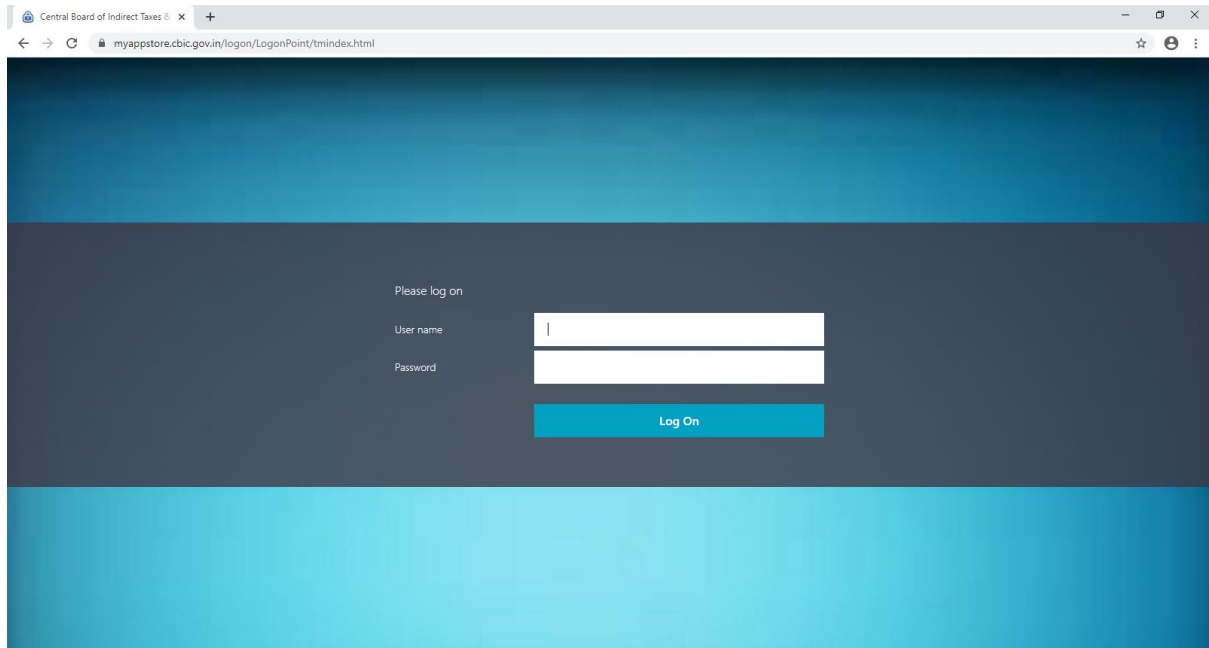
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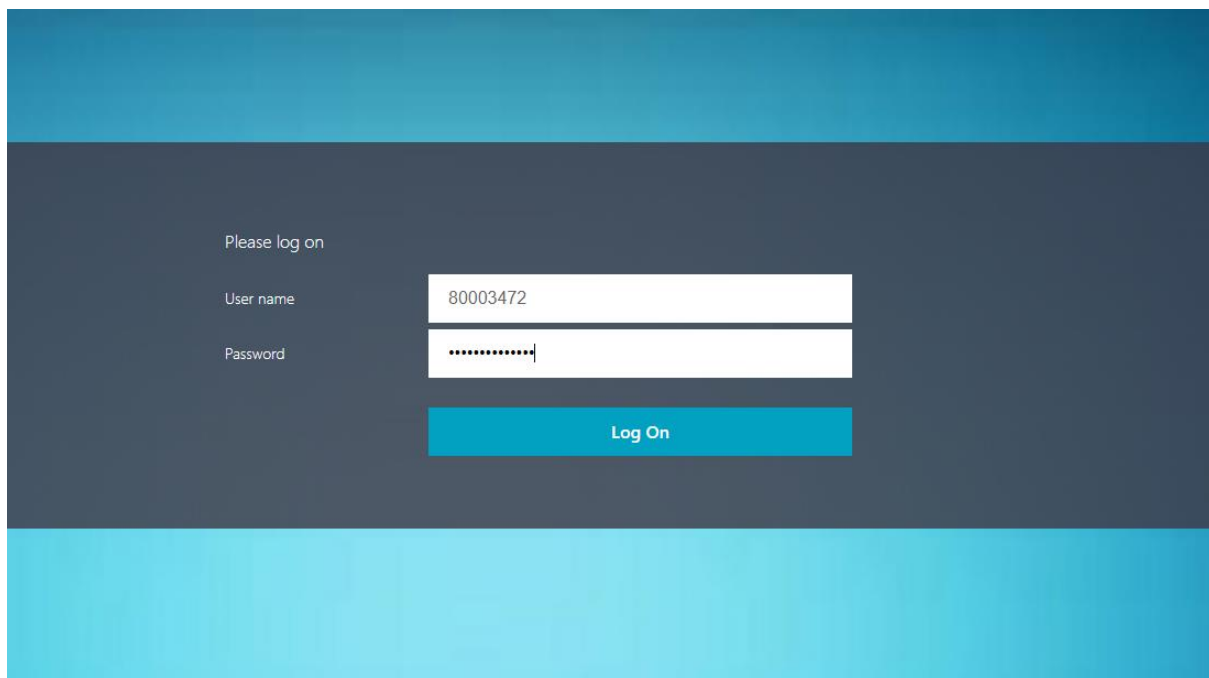
March 2020, CBIC

Access to CBIC Citrix from Internet for Selected users

1. Enter URL <https://myappstore.cbic.gov.in> in browser (supported versions- Google Chrome v80/ Internet explorer v11 or above)



2. Enter your **SSOID** and **Password**



3. Enter RSA PIN:

RSA token:

✓ Hello 80003472, Please generate RSA Token/Passcode by using either of the ways. (1) If you are using Desktop based application then use RSA Secure ID Application installed on AIO. (2) You can also generate RSA Token/Passcode using OTP sent on your primary mobile number from <https://satyapan.cbic.gov.in> portal.

Log On

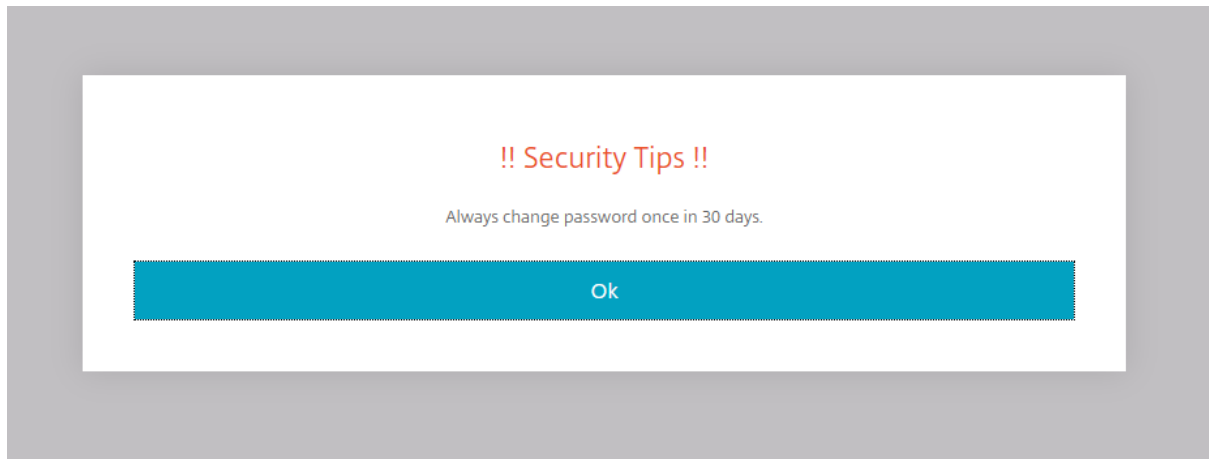
4. User will receive OTP on user's Registered Mobile number or on Icegate Email address (as already selected in their office AIO). Type the OTP received and submit.

Wait for token to change, then enter the new tokencode:

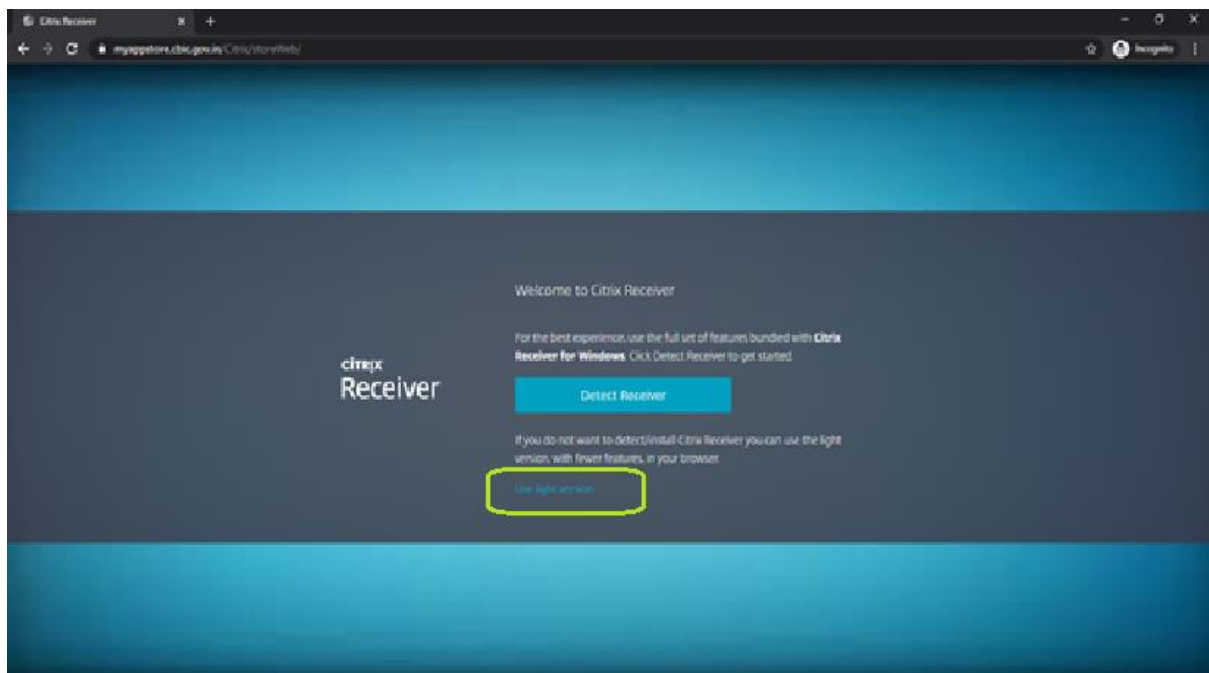
Password

Submit

5. Click on Ok

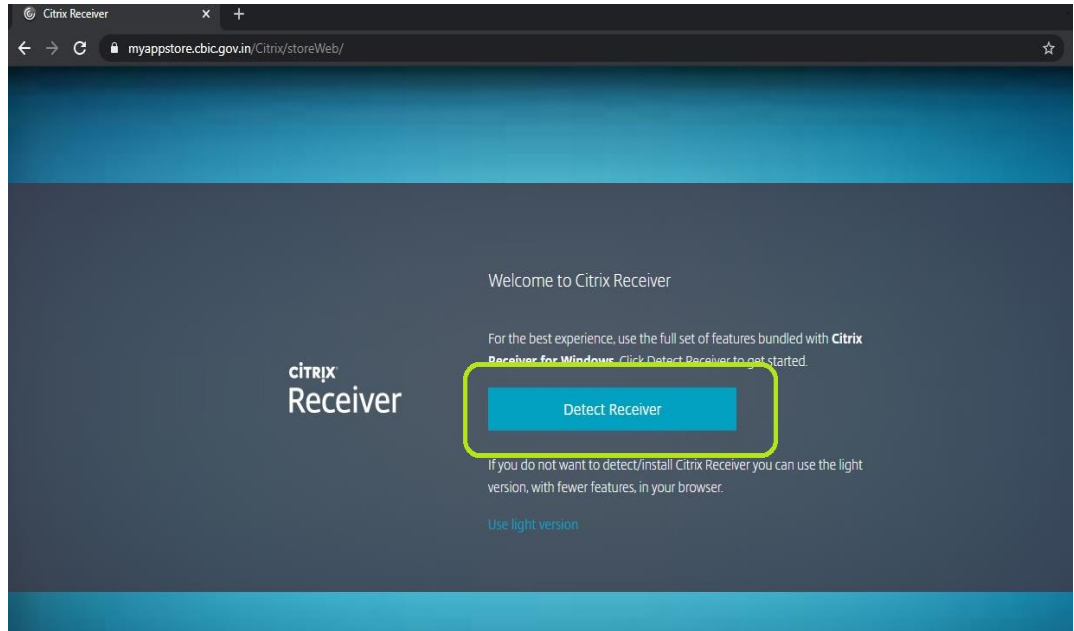


6. If you are using Google Chrome browser then Click on 'Use Light Version' (highlighted in the below screenshot)

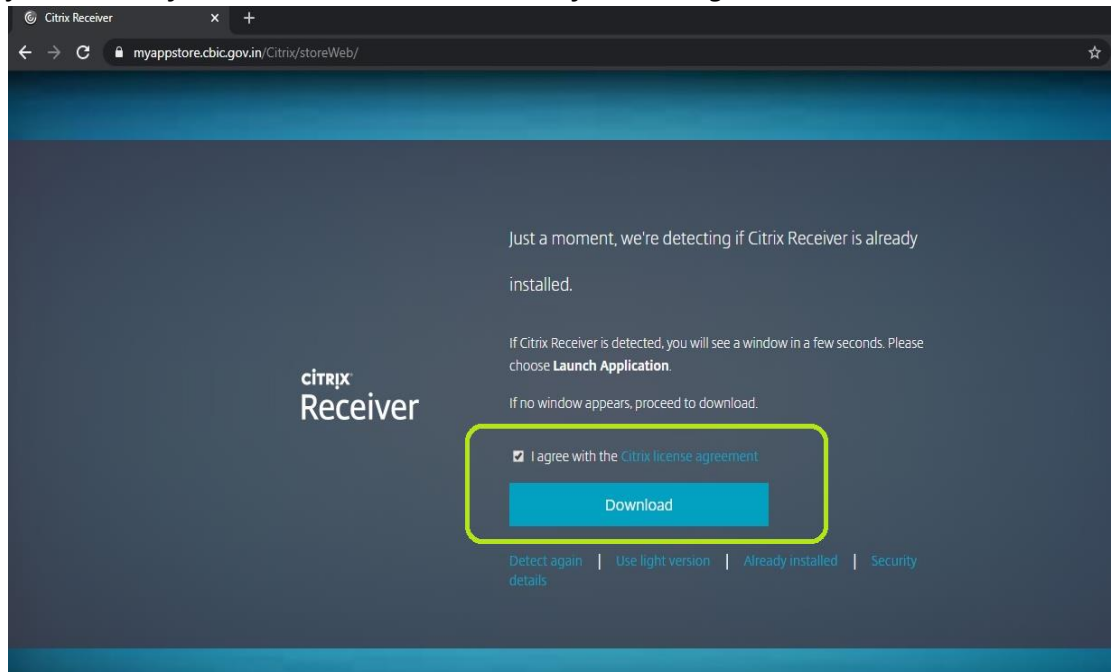


NOTE: If the user is not accessing through recommended browse version (Google Chrome v80), and if light version option is not available then they need to Click on 'Detect Receiver' to download and install the Citrix Receiver. Please follow the below steps

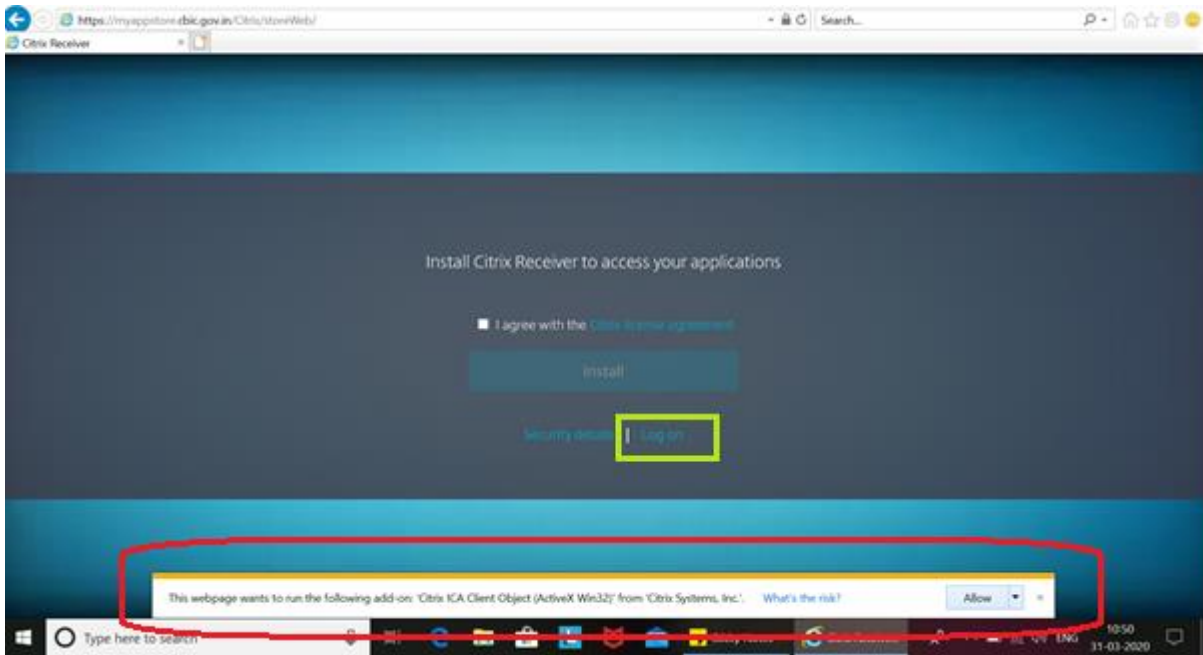
a. Click on the Detect Receiver.



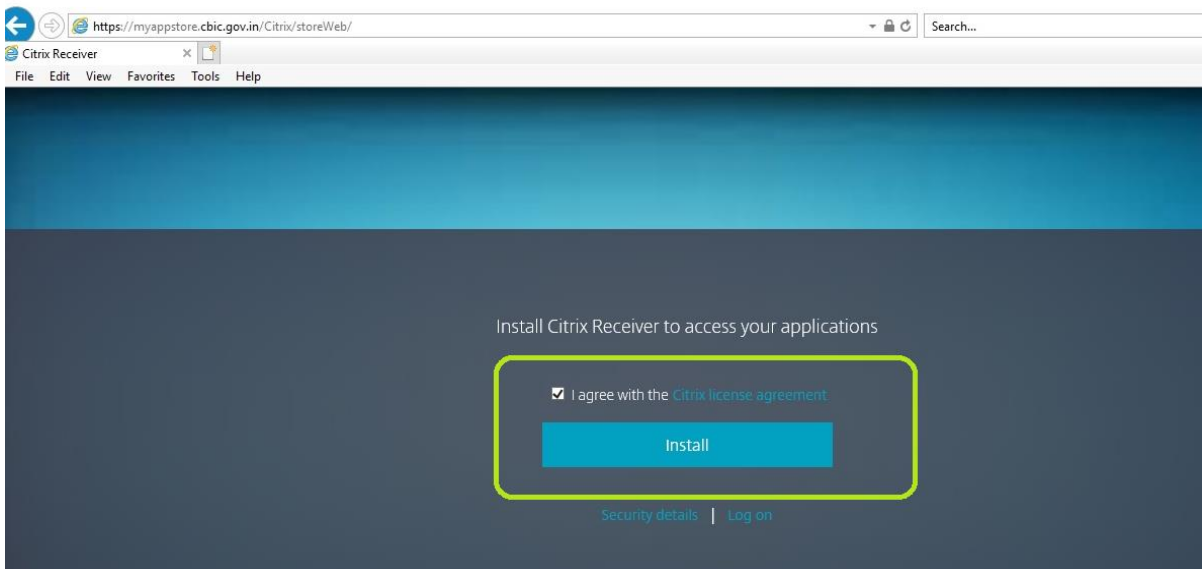
b. As shown in the below screen, user need to select "I agree" and then click on "Download". Then user needs to install the setup file which gets downloaded. User just needs to follow the on-screen instructions for installing it.



7. If you are using Internet explorer, please **click on the logon button as highlighted in the green box** below. **Please DO NOT click on allow which is highlighted in the red box.**

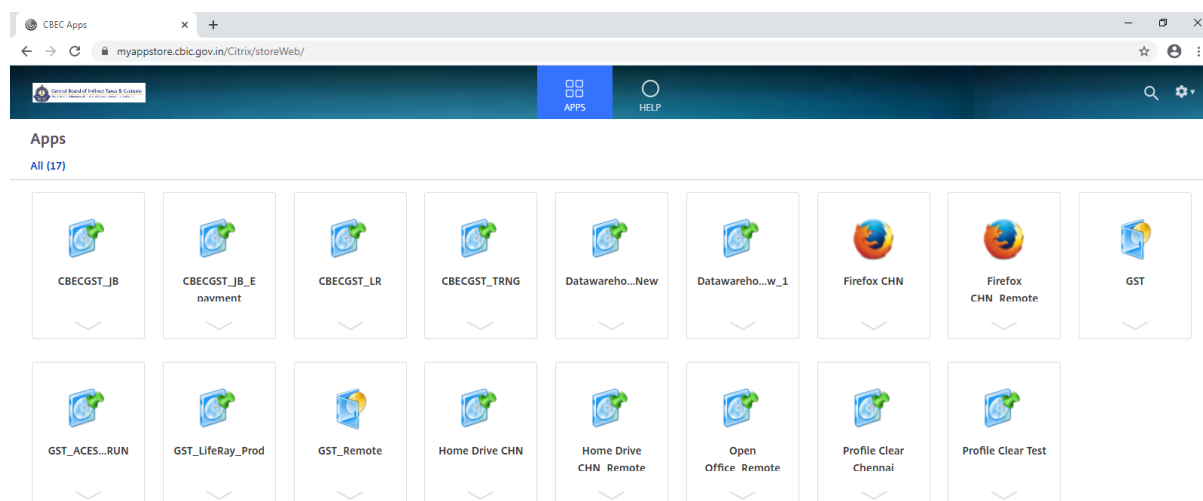


NOTE: If the user is not accessing through recommended browser version (Internet explorer v11 or above), where they don't see an option of clicking on "Logon" then user need to Click on 'I agree' button, download and install the Citrix Receiver.



8. After installing the Citrix Receiver, user has to restart the system.

- Now user should be able to see the application icons for which access has been granted. Click on application Icon to launch the application.



If user is facing issues even after following the above steps, please go through the below **Frequently Asked Questions**.

FAQs

Question 1). Is myappstore available for all CBIC officers?

Ans: Internet based access is currently enabled only for selective GST officers. If access is required, officer needs to reach out to their Comm Admin, who will forward request with approval of jurisdictional Commissioner as per advisory SI/03/2020 issued by DG, system.

Question 2). I am not able to open the <https://myappstore.cbic.gov.in> URL.

Ans: Please check that your internet is working and you are able to access other internet web sites. Then please ensure that correct URL is being used with HTTPS

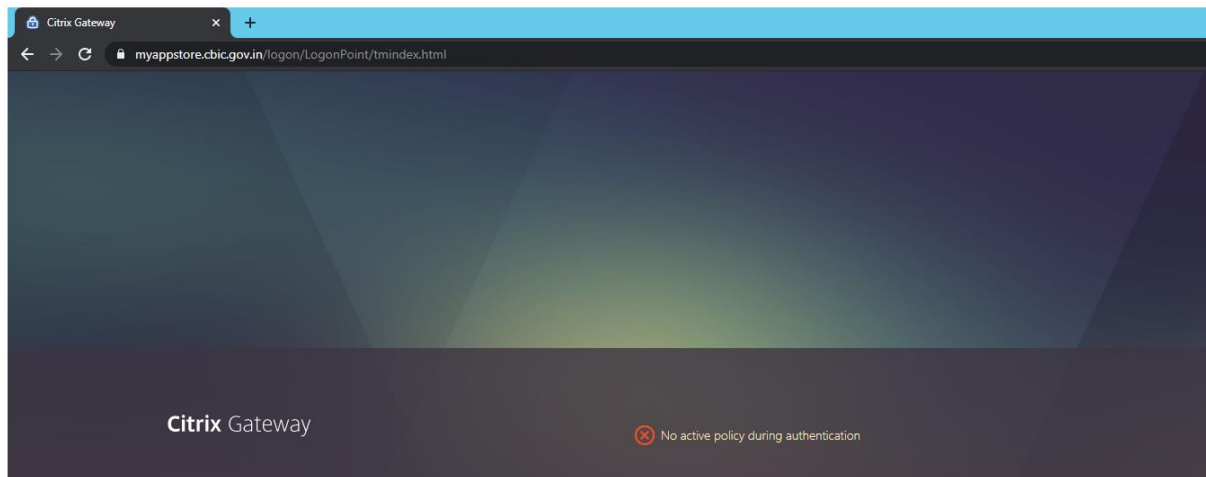
<https://myappstore.cbic.gov.in>

If issue still persists, clear Cache by using Ctrl + F5. Then again access URL.

Question 3). User is able to login to <https://myappstore.cbic.gov.in> , but application icon GST Remote is not visible.

Ans: Press refresh button to refresh screen. If GST Remote icon is still not appearing, user needs to contact Saksham Seva for resolution and ticket will be assigned to concerned team, which will revert to user.

Question 4). User reports below error is being received after entering the SSOID and Password.



Ans: Access has not been provided to user's SSOID. Further Refer answer to question no (1).

Question 5). User on entering PIN is not get OTP either on mobile or email?

Answer: User might be having desktop based PIN & not OTP based PIN as he was using desktop based RSA soft token option. In that case, he needs to contact Saksham Seva.

Question 6). How will he generate or reset RSA 2FA PIN for accessing myappstore?

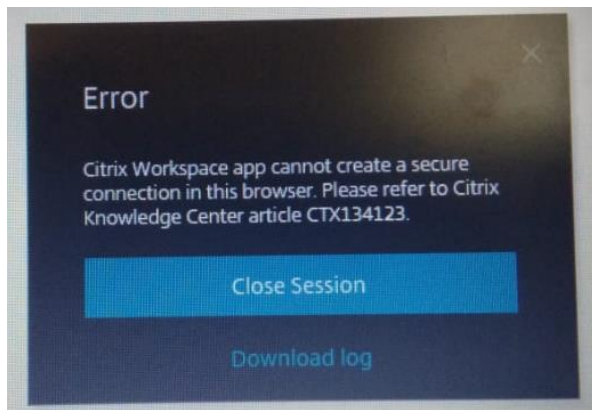
Ans: User needs to contact Saksham Seva via email. Saksham Seva will assign your ticket to security team. Security team will provide a default PIN through email or phone. When user will login in <https://myappstore.cbic.gov.in> and enter his/her SSOID and password, the system will prompt for RSA PIN. User to enter the default PIN sent by security team. On next screen, user will be forced to change PIN and the PIN needs to be changed by user. Once the pin is set, an automatic OTP will be delivered to user's mobile phone. Now user need to enter this OTP on next screen. Then after user will be able to access application.

From next time onwards, while login in <https://myappstore.cbic.gov.in>, user needs to enter his SSOID and password and the PIN created by user.

Question 7). User SSOID's password is expired or forgotten, how can he reset it?

Ans: User needs to contact Saksham Seva via email. His password will be reset and mail containing his new password will be delivered at his ICEGATE mail id.

Question 10). User is receiving error as "Citrix workspace app can't create a secure connection in this browser. Please refer to Citrix Knowledge Center article CTX134123"



Ans: This error is on account of incompatible browser. User needs to access URL <https://myappstore.cbic.gov.in> through browsers Google Chrome v80 or IE11 and select Citrix Receiver light version. If other version of Google Chrome or Internet browser is available, then Citrix Receiver needs to be downloaded and installed. Refer to point 6 and 7.

Question 11). After entering RSA 2FA OTP, user getting message “Invalid Credentials”. What to do?

Answer: User needs to contact Saksham Seva via email for resolution.