

# User Manual for Family Pensioner/ Migrated Pensioner Dashboard

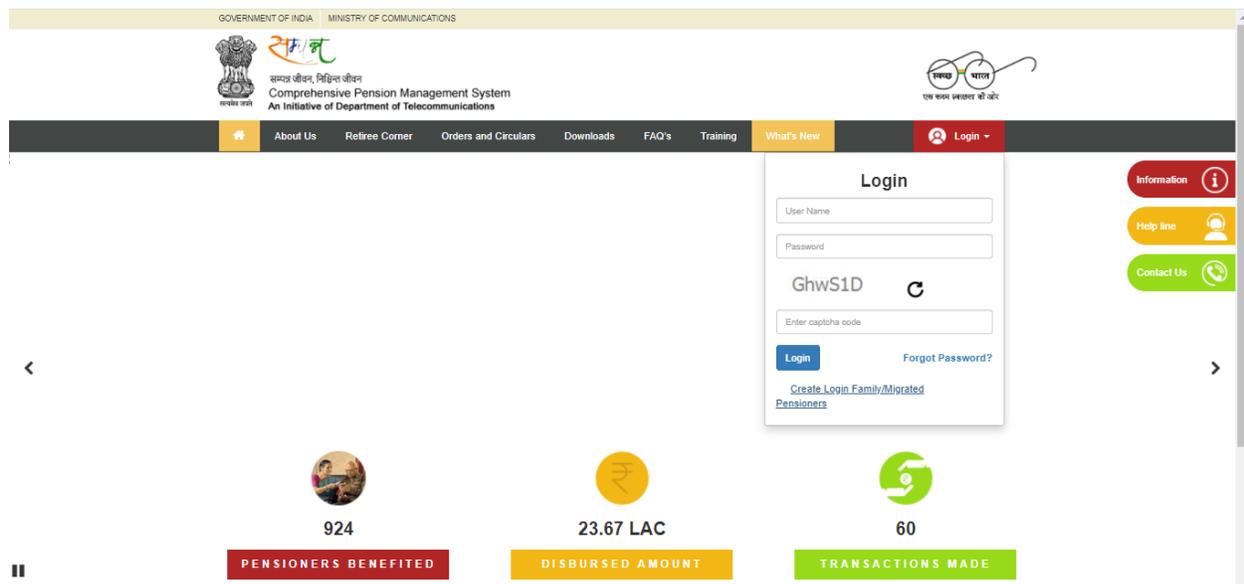
## 1. Introduction

Currently in SAMPANN, the dashboard login facility is available for normal pensioners only. For family and migrated pensioners, dashboard facility was not available.

In order to extend dashboard facility to family and migrated pensioners, the functionality to create login in SAMPANN is developed. Now family and migrated pensioners would also have their login credentials by which they can login in to SAMPANN and utilize services like documents view/ pension slip downloading etc. in SAMPANN portal as well as on mobile App.

## 2. Creation and activation of login credentials

For creation of login credentials in SAMPANN, family or migrated pensioner should **Go to-> [www.dotpension.gov.in](http://www.dotpension.gov.in)**. Here he/ she would find a Red color Login button. When pensioner clicks on Login button a popup window will open. At the bottom of this popup window, there is a link- **“Create Login Family/Migrated Pensioners”** as shown in **Fig(1)** .



**Fig(1)**

Once pensioner clicks on that link a new page would open. Pensioner needs to fill here his/her PPO number, Date Of Birth, captcha and click on the **“Generate OTP”** button shown in **Fig(2)**. Pensioner can reset the fields for new entry by click on the **“Reset”** button.

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Login Creation for Family /Migrated Pensioners

PPONumber:\* 802018106100603

Date Of Birth:\* 06/11/1957

BzgKPT C

Enter Captcha : BzgKPT

Generate OTP | Reset | Cancel

Helpdesk  
 Email : support@dotnetuat.uneecopscloud.com | For Technical Help : (011) 23038439, 23038511 | For Administrative and Training Help : div@dotnetuat.uneecopscloud.com  
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**Fig(2)**

Once pensioner clicks on the Generate OTP button a popup window will be shown with a message **“OTP sent to your registered Mobile Number, please enter”** as shown in **Fig(3)**.

dotnetuat.uneecopscloud.com:9091 says  
 OTP Sent to Your registered Mobile Number, please enter

OK

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Login Creation for Family /Migrated Pensioners

PPONumber:\* 802021019108438

Date Of Birth:\* 04/03/1948

tnVLVv C

Enter Captcha : tnVLVv

Generate OTP | Reset | Cancel

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**Fig(3)**

Once pensioner clicks on the popup window OK button a new page open and OTP will be sent on Family Pensioner’s / migrated pensioner’s registered mobile number in SAMPANN database. User needs to fill that received OTP in the given OTP textbox and click on the submit button as shown in **Fig(4)**.

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### Login Creation for Family /Migrated Pensioners

PPONumber\*

Date Of Birth\*

Enter OTP :

Your OTP is valid for 10 minutes.

[Resend OTP](#) [Submit](#)

**Helpdesk**  
 Email : [support@cpms-dofa\[nic\]dotin](mailto:support@cpms-dofa[nic]dotin) | For Technical Help : (011) 23038439, 23038511 | For Administrative and Training Help : [div@cpms-dofa\[nic\]dotin](mailto:div@cpms-dofa[nic]dotin)  
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**Fig(4)**

If pensioner does not receive the OTP the first time he/she can request for new OTP by clicking on the “**Resend OTP**” button.

Now Login credentials will be created and activated for the user. An SMS will also be sent on pensioner’s registered mobile number with login credentials details. Pensioner can login into the Sampann using the login details received by him/her registered mobile number. The Username is the PPO Number and first time password is the default password received via SMS. **Fig(5)**.

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**Login**

FhoctM

[Login](#) [Forgot Password?](#)

[Create Login Family/Migrated Pensioners](#)

**924**

**PENSIONERS BENEFITED**

**23.67 LAC**

**DISBURSED AMOUNT**

**60**

**TRANSACTIONS MADE**

Information

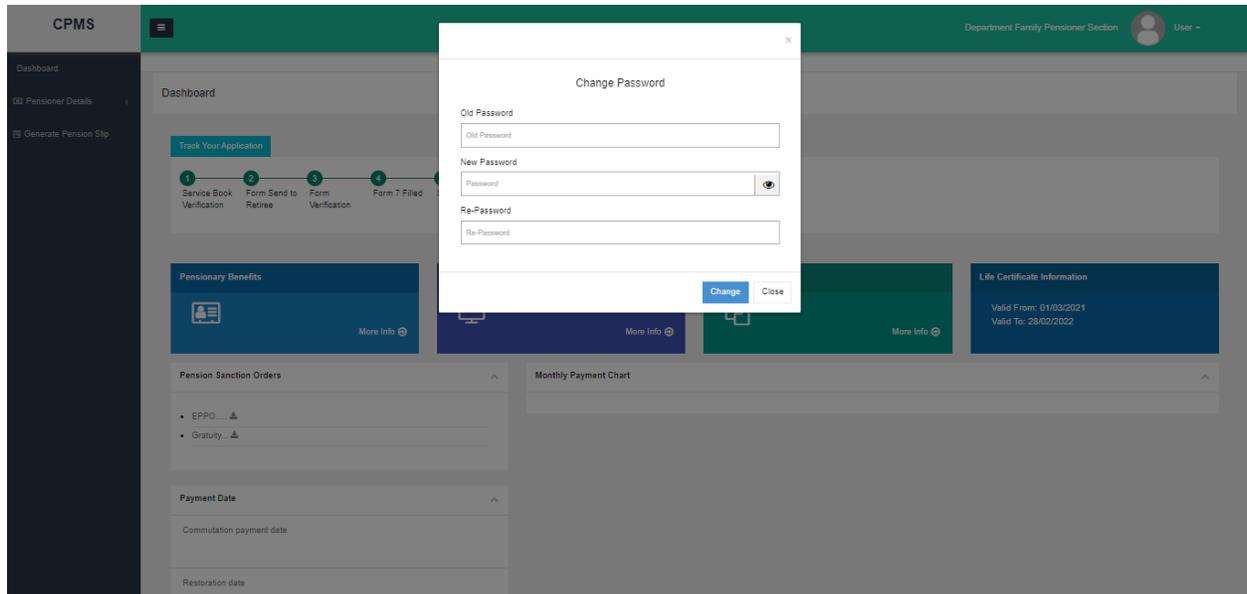
Help line

Contact Us

**Fig(5)**

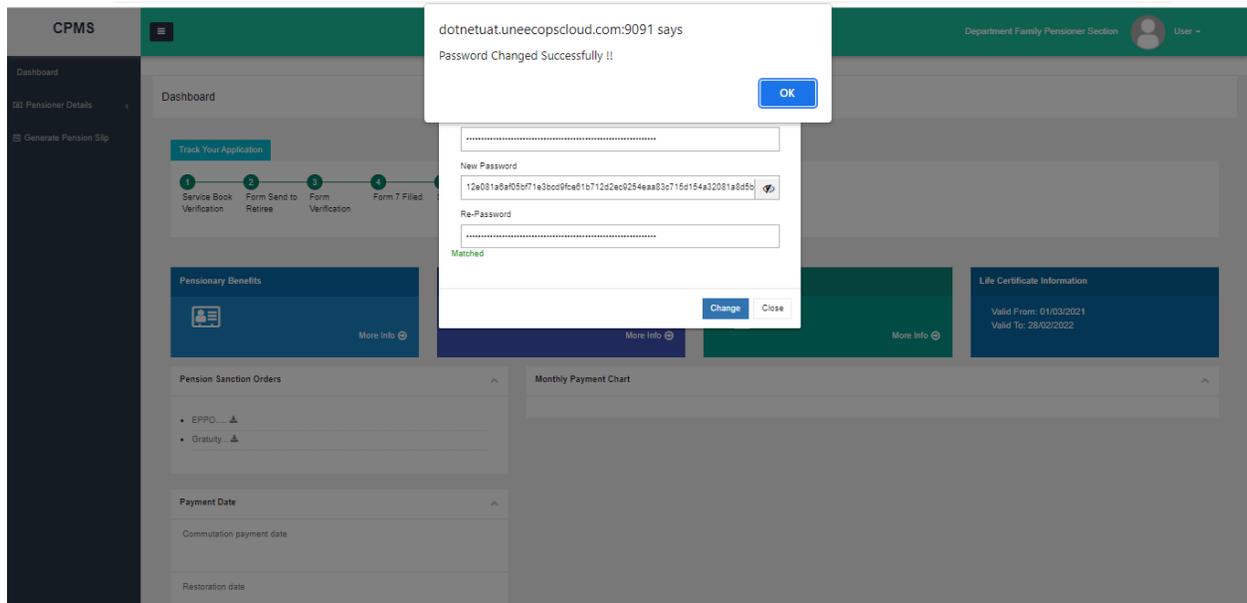
### 3. Login in to Dashboard

**3.1 Mandatorily Change Default Password**-Very first time when pensioner logs in to SAMPANN, a popup window will be shown to him/her, to change the default password. This is a mandatory step, pensioner must change the password here as shown in **Fig(6)**.



**Fig(6)**

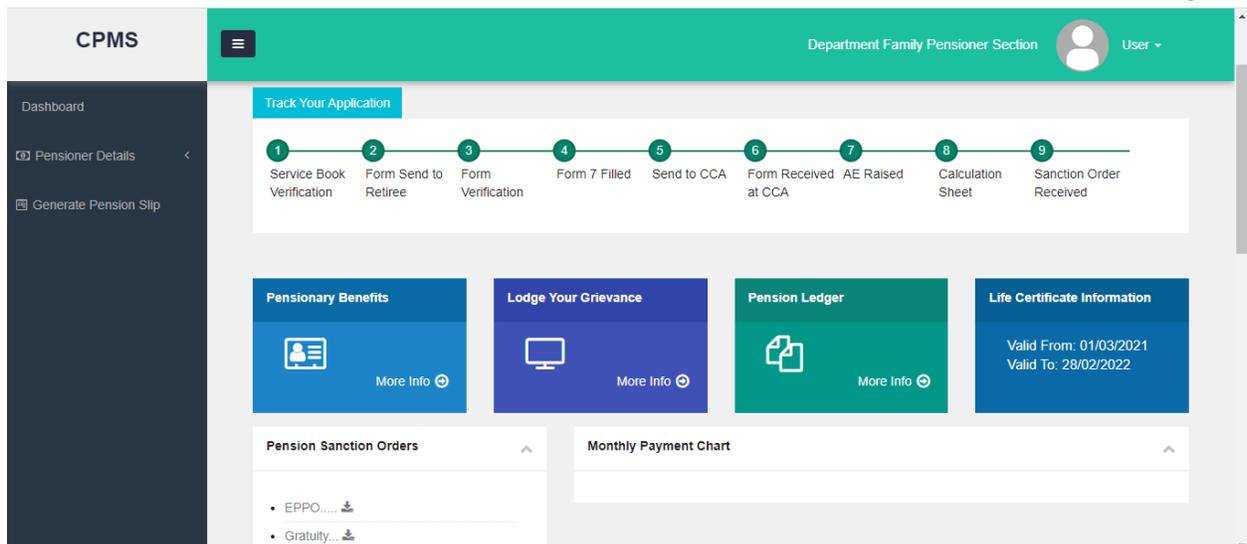
Here pensioner needs to fill the OLD Password which he/she received on registered mobile number and then fill the New Password. The New Password must have 1 upper case character, 1 numeric value, one special character and Password length should be at least of 8 characters. By clicking on the **EYE icon** in front of New Password text box, user can see the text in the new password text box as shown in **Fig(6)**.



**Fig(7)**

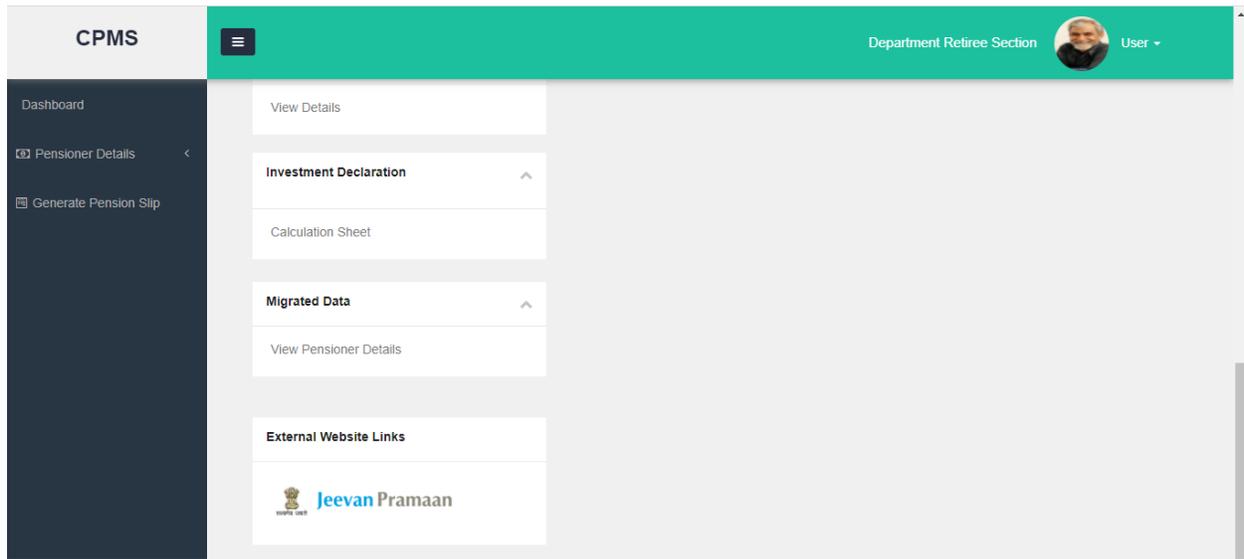
After filling the password details, pensioner should click on the change button to change the password. If both the password values matched, the system will show a message **“Password change successfully”**. Next time pensioner needs to use this new password for login in to SAMPANN unless s/he changes his/her password again as shown in **Fig(7)**.

**3.2 Family Pensioner Dashboard-** Family Pensioner can see his/her profile detail, Pension Slip, Monthly pension payment detail, other payment detail, LC expiration date etc. in SAMPANN as shown in **Fig(8)**.



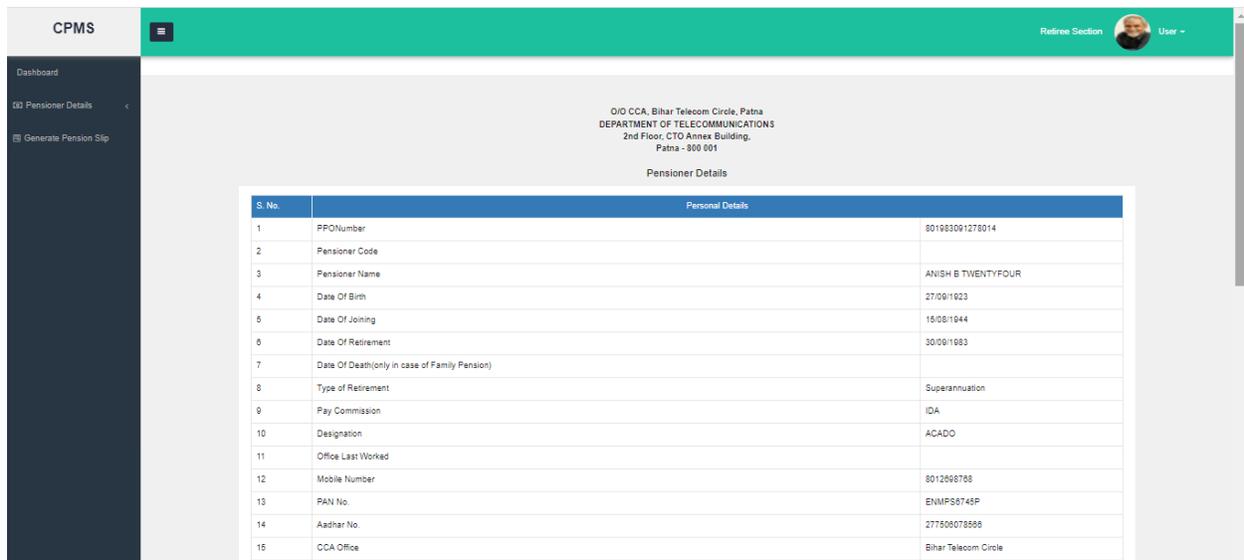
**Fig(8)**

**3.3 Migrated Pensioner Dashboard-** Migrated Pensioner can see his/her profile detail by clicking on the View Pensioner Details link shown in newly added Migrated Data section shown in **Fig(9)**. This section is only visible to Migrated Pensioners.



**Fig(9)**

After clicking on **Migrated data > View Pensioner Details**- A one page document with Pensioners detail will open as shown in **(Fig10)**. Pensioner can take print out of this page also.



Dashboard

↳ Pensioner Details

↳ Generate Pension Slip

Family Details		
1	Name	NIDHI B TWENTYFOUR
2	Date Of Birth	27/09/1923
3	Relationship	Wife
4	Mobile Number	0

Bank Account Details		
1	Bank Name	STATE BANK OF INDIA
2	IFSC	SBIN0005550
3	Branch	AGRA-TRANSPORT NAGAR
4	Account Number	31163181718

FMA Details		
1	Is FMA Opted?	NO

Pension Details		
1	Pay Scale	24000 - 50500
2	Pay Commission	IDA
3	Basic Pension	13000
4	Enhanced Family Pension	13000
5	Normal Family Pension	7800
6	Number Of Commutations yet to be restored	1

Commutations		
	Last Commuted Amount	Last Date of Restoration
1	18800.00	01/10/2022

Print

**Fig(10)**

To know more about other facility available for our SAMPANN pensioners, please **Go to->[www.dotpension.gov.in](http://www.dotpension.gov.in)->Downloads->User Manual->Retiree Dashboard Section (Chapter 5)**. Pensioner can also visit SAMPANN YouTube channel on how to use pensioner dashboard video.

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