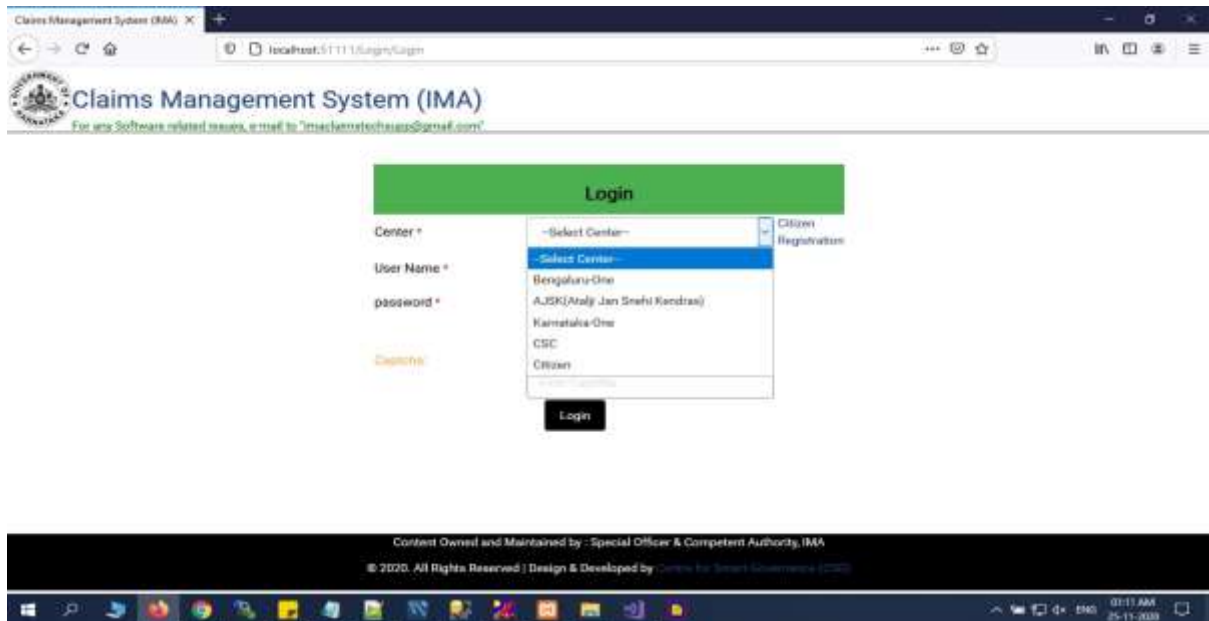


User Manual – Additional Authentication

Step 1: Login home Page



Step 1.1: Select Center to login into IMA Claims application. Enter Username.

The Username & Password for service KIOSKS namely B-One, K-One, AJSK and CSC would be as given by their respective “Admins”.

The dropdown option “Citizen” as the User, can be used by any citizen filing online application on its own as follows:

Step 1.2:

1. Applicants who have filed claims through (b) or (d) below, will have to do additional authentication online within 03.03.2021 using (a) or (c):
 - a. Aadhaar biometric or
 - b. Aadhaar OTP or
 - c. UTR (Unique Transaction Reference) number for Rs. 1/- transfer from their IMA bank account to the Bank account of the Competent Authority or
 - d. UTR number for Rs. 1/- transfer from their non-IMA bank account to the Bank account of the Competent Authority.
2. Such applicants who require additional authentication, can do the same by using the CMS number for updating the 2nd Stage application entries, as shown in the screens below:

