



CDSL/OPS/DP/EASI/2024/310

June 07, 2024

IMPLEMENTATION OF TWO FACTOR AUTHENTICATION IN EASI & EASIEST LOGIN

Depository Participants (DPs) are informed that CDSL is in process of implementing Two Factor Authentication (2FA) a new security feature for safeguarding access to your EASI/EASIEST login.

2FA adds an additional layer of protection to prevent unauthorized access to your account.

This **2FA** is a method of authorization necessitating two-layer authentication for existing/new easi & easiest user.

With this implementation users need to use a valid User ID and Password, after the password is validated, CDSL will send OTP on registered mobile and email of the Beneficial Owners (BOs). OTP sent on mobile, and email will be valid only for **5 minutes**. After entering the OTP, access to a demat account will be authorized. Kindly note for demat account opened with Status as NRI (Non-Resident Indian), CDSL will send OTP on registered email id only.

Further for user information CDSL has implemented Popup informing implementation of this feature. Existing email and Mobile number (masked) shall be populated before the OTP for 2FA is triggered to registered Email and Mobile of user. This email id and mobile number is populated as per data available in registration records. Users can check and update their mobile number and email address, and if desired update using the edit profile option made available in popup displayed or can also use the modification mode as per procedure of Modification made available in demat account.

For updating the email and mobile credentials following is the procedure been shared as per User type:

1. For **BO's**, users can go to "**Edit Profile**" menu been also made available in popup and update their contact details in their login as per current procedure.
2. For **CM's and CBO, users** need to approach their respective DP's and get their contact details updated **in their demat account through modification mode**.
3. For DPs as a user, they need to approach CDSL and send request through registered email id with subject line as "**EASIEST – UPDATION OF DP's MOBILE NUMBER AND EMAIL ID FOR DPID <mention DPID>**",

Depository participants are requested to kindly make note of same and sensitize their respective customer service team to handle customer queries if any.



Central Depository Services (India) Limited

Convenient # Dependable # Secure

COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

Queries regarding this communiqué may be addressed to: CDSL – Helpdesk Emails may be sent on dprtasupport@cDSLindia.com and connect through our IVR number **022 – 62343333**.

1st Level	2nd Level
Press 1 for Operations →	Press 7 for Helpdesk, Easiest and other queries

The Helpdesk Department shall remain functional on all working days i.e., **Monday to Friday from 7:30 AM to 11:00 PM** and **Saturday from 09:30 AM to 04: 30 PM**.

For and on behalf of
Central Depository Services (India) Limited

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Swapnil Gupte
Sr. Manager - Operations