

## User Guide: Unlock BenID in CGHS HMIS यूजर गाइड: CGHS HMIS में BenID अनलॉक करें

### **What is this Feature? / यह सुविधा क्या है?**

This feature allows a CGHS beneficiary to unlock their BenID if it gets locked due to multiple incorrect login attempts.

यह सुविधा CGHS लाभार्थी को उनकी BenID अनलॉक करने की अनुमति देती है, यदि वह गलत लॉगिन प्रयासों के कारण लॉक हो गई हो।

### **When to Use It? / इसका उपयोग कब करें?**

Use this if your BenID is locked and you are unable to log in to the portal.

इसका उपयोग तब करें जब आपकी BenID लॉक हो गई हो और आप पोर्टल में लॉगिन नहीं कर पा रहे हों।

### **Steps to Unlock BenID / BenID अनलॉक करने के चरण**

#### **Step 1/ स्टेप 1:**

Visit CGHS HMIS Website (<https://cghs.mohfw.gov.in>).

CGHS HMIS वेबसाइट पर जाएं <https://cghs.mohfw.gov.in> पर जाएं।

← → ↻ [cghs.mohfw.gov.in/AHIMSG5/hisssa/logoutLogin](https://cghs.mohfw.gov.in/AHIMSG5/hisssa/logoutLogin) ☆

Apply for CGHS card | Empaneled Hospitals and Labs | Book Online Appointment | Ben. Login | CGHS Login | English

Central Government Health Scheme  
Ministry of Health & Family Welfare  
Government of India

Home | CGHS At A Glance | Beneficiary Corner | Contact US | FAQ | Circulars | Download Forms | Grievances | Medicine Related | Citizen Charter

आपका स्वास्थ्य, हमारा लक्ष्य  
**Central Government Health Scheme**

EXPLORE MORE WITH US  
**Latest News**

GET TO KNOW US  
**Welcome to CGHS**

## Step 2/ स्टेप 2:

Click the 'Ben. Login' button on the homepage.  
होमपेज पर 'Ben. Login' बटन पर क्लिक करें।

भारत सरकार | 24 X 7 Helpline number: 1800-208-8900

Apply for CGHS card | Empaneled Hospitals and Labs | Book Online Appointment

**Ben. Login** | CGHS Login | English

Central Government Health Scheme  
Ministry of Health & Family Welfare  
Government of India

Home | CGHS At A Glance | Beneficiary Corner | Contact US | FAQ | Circulars | Download Forms | Grievances | Medicine Related | Citizen Charter

केंद्रीय सरकार स्वास्थ्य  
CENTRAL GOVT. HEALTH  
आपका स्वास्थ्य, हमारा लक्ष्य

**Central Government Health Scheme**

EXPLORER MORE WITH US  
**Latest News**

GET TO KNOW US  
**Welcome to CGHS**

## Step 3/ स्टेप 3:

Click on the 'Unlock Ben' option on the login page.  
लॉगिन पेज पर 'Unlock Ben' विकल्प पर क्लिक करें।

Central Government Health Scheme (CGHS)  
Ministry of Health and Family Welfare  
Government of India

**Welcome to CGHS Beneficiary Login**  
Please Sign-In to Access Your Account

Ben. Login | Mobile Login

Main Card Holder Ben. Id Only

Enter BEN. ID

Enter Password

67.2 | Enter Captcha

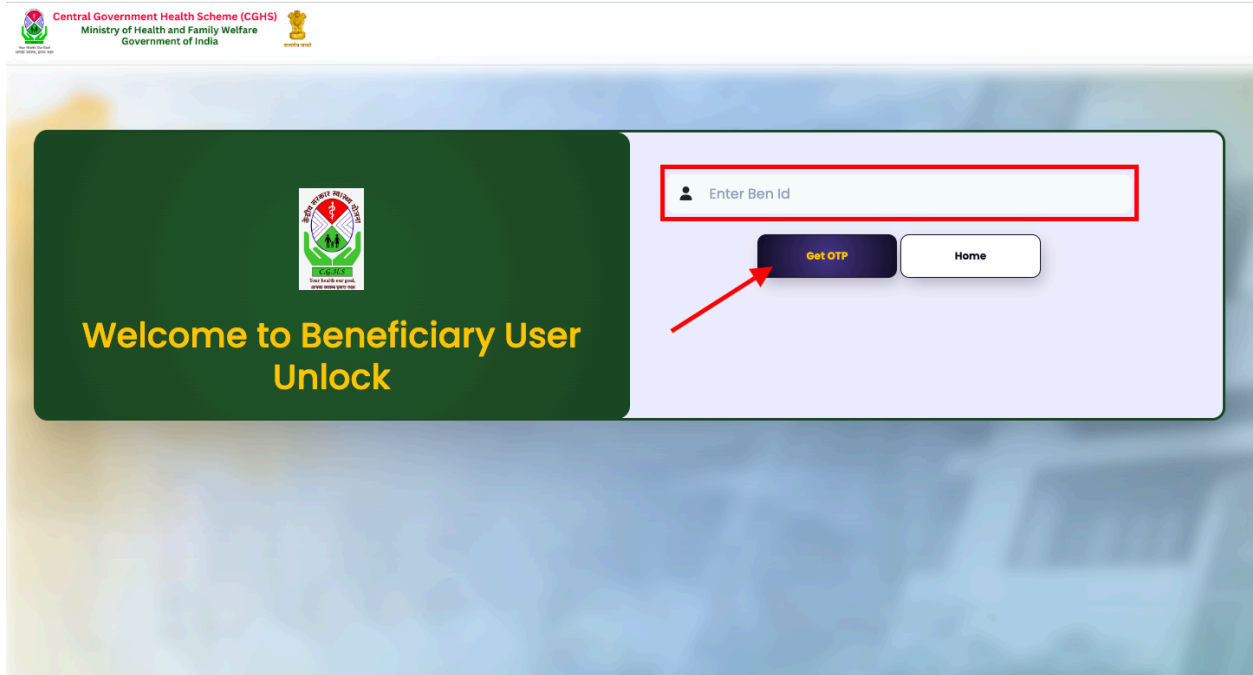
Login | Home

Forgot Password? / Register Ben Password

**Unlock Ben**

#### Step 4/ स्टेप 4:

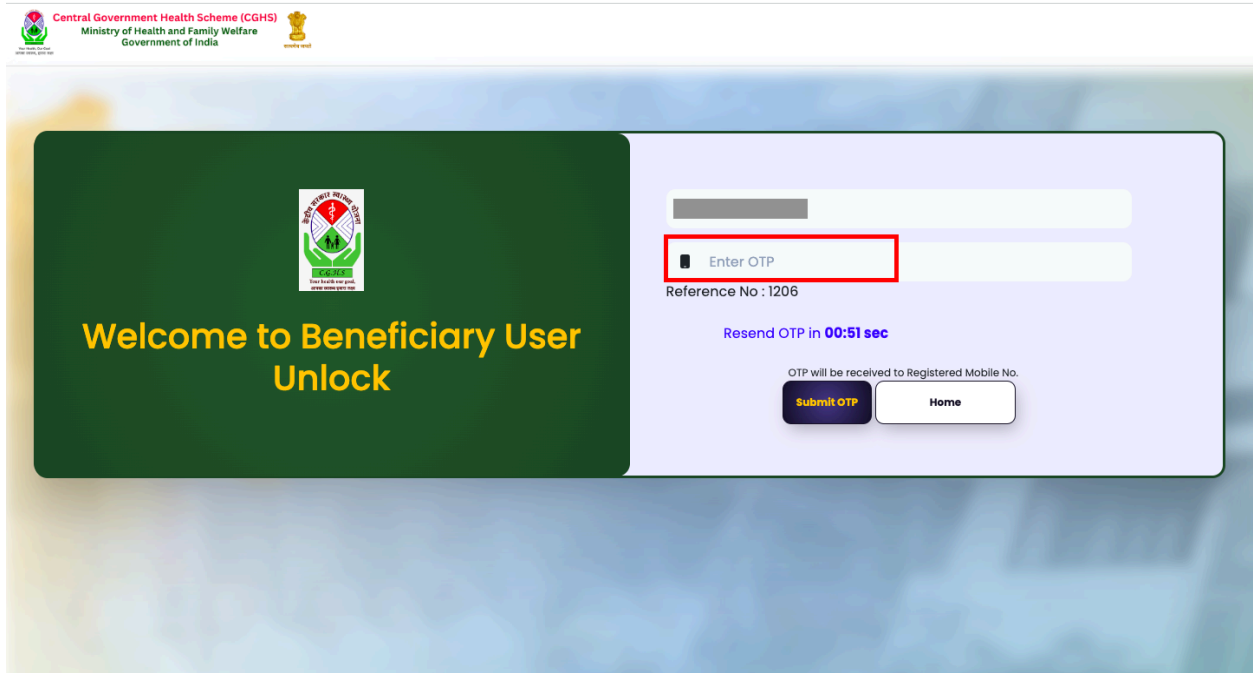
Type your BenID and click the 'Get OTP' button.  
अपनी BenID दर्ज करें और 'Get OTP' पर क्लिक करें।



The screenshot shows the 'Welcome to Beneficiary User Unlock' page. On the left, there is a green banner with the text 'Welcome to Beneficiary User Unlock' and the CGHS logo. On the right, there is a light purple panel with a white input field labeled 'Enter Ben Id' (highlighted with a red border). Below the input field are two buttons: a dark blue 'Get OTP' button (highlighted with a red arrow) and a white 'Home' button. At the top left of the page, there are logos for the Central Government Health Scheme (CGHS), Ministry of Health and Family Welfare, and Government of India.

#### Step 5/ स्टेप 5:

Enter the OTP received on your registered mobile number and click the 'Submit OTP' button.  
आपके पंजीकृत मोबाइल नंबर पर प्राप्त OTP दर्ज करें और 'Submit OTP' बटन पर क्लिक करें।



The screenshot shows the 'Welcome to Beneficiary User Unlock' page. On the left, there is a green banner with the text 'Welcome to Beneficiary User Unlock' and the CGHS logo. On the right, there is a light purple panel with a white input field labeled 'Enter OTP' (highlighted with a red border). Below the input field, there is a 'Reference No : 1206' and a 'Resend OTP in 00:51 sec' link. At the bottom, there is a dark blue 'Submit OTP' button (highlighted with a red arrow) and a white 'Home' button. At the top left of the page, there are logos for the Central Government Health Scheme (CGHS), Ministry of Health and Family Welfare, and Government of India.

**Success Message:** If the OTP is correct, your BenID will be successfully unlocked, and you can log in again.

सफलता संदेश: अगर OTP सही है, तो आपकी BenID सफलतापूर्वक अनलॉक हो जाएगी और आप फिर से लॉगिन कर सकते हैं।