

**User Manual**  
**for**  
**RBI SAATHI**  
**Sustained Assurance and Trusted Help**  
**Interface**

(Version 1.0 dated 01.01.2026)



**RESERVE BANK OF INDIA**

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## 1. INTRODUCTION

### 1.1 WHAT IS SAATHI

The Reserve Bank of India (RBI) has introduced SAATHI (Sustained Assurance and Trusted Help Interface), a special portal created for RBI retired employees. SAATHI is designed to be secure, simple, and easy to use, giving retired employees one place to access important services like SAMADHAN and EKP.

The **SAATHI** portal bridges this gap by offering:

- A **centralized platform** where retired employees can log in once and securely access both applications SAMADHAN and EKP.
- **Enhanced security controls** that protect both retired employees data and RBI's internal network.
- A **user-friendly interface** designed to meet the needs of retired employees, ensuring ease of navigation and clarity of information.

By introducing SAATHI, RBI reaffirms its commitment to supporting its retired employees with modern, secure, and accessible digital solutions. The portal not only ensures continuity of services but also reflects RBI's vision of combining technological advancement with user convenience, thereby strengthening the bond between the institution and its retired employees.

### 1.2 PURPOSE OF THIS MANUAL

This manual is designed to help to onboard and navigate SAATHI (Sustained Assurance and Trusted Help Interface) with ease. It provides clear, step-by-step guidance on how to activate your account, log in, access applications such as SAMADHAN and EKP, manage user sessions, and use the portal's features securely. The aim of this guide is to ensure a smooth, simple, and user-friendly experience, enabling retired employees to make the most of SAATHI's centralized platform while staying securely connected with the Reserve Bank of India.

## 2. USER ONBOARDING

Follow these steps to activate your account and start using the SAATHI portal:

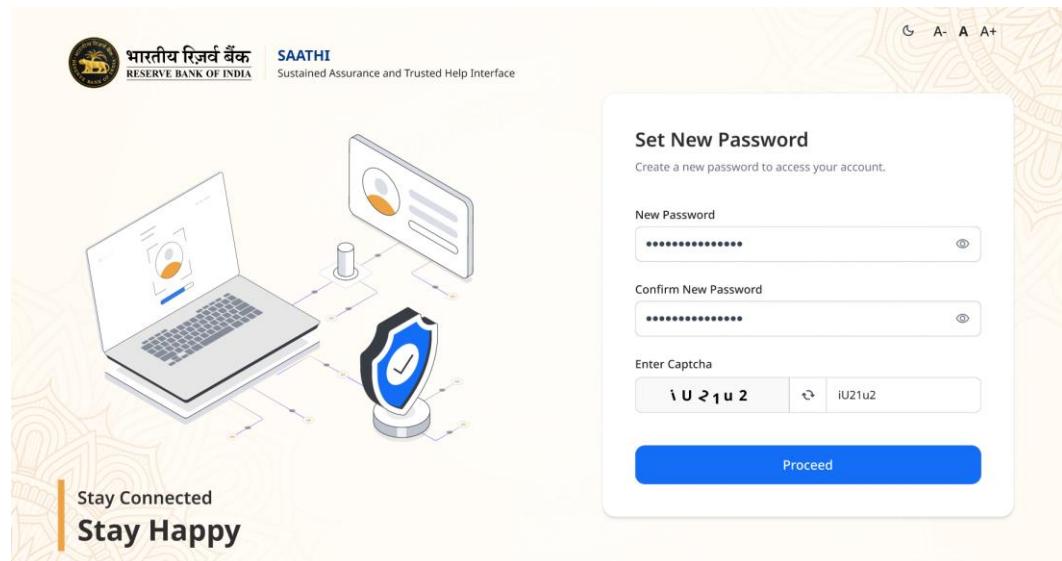
### 1. Account Creation

- Once the account is created in SAATHI, user will receive an **activation link** on his/her registered email ID with RBI.

- **Please note:** The activation link will remain valid for **5 days** from the time it is sent.

## 2. Open Activation Link

- Click on the activation link received in user email.
- The **Set Password** screen will appear.

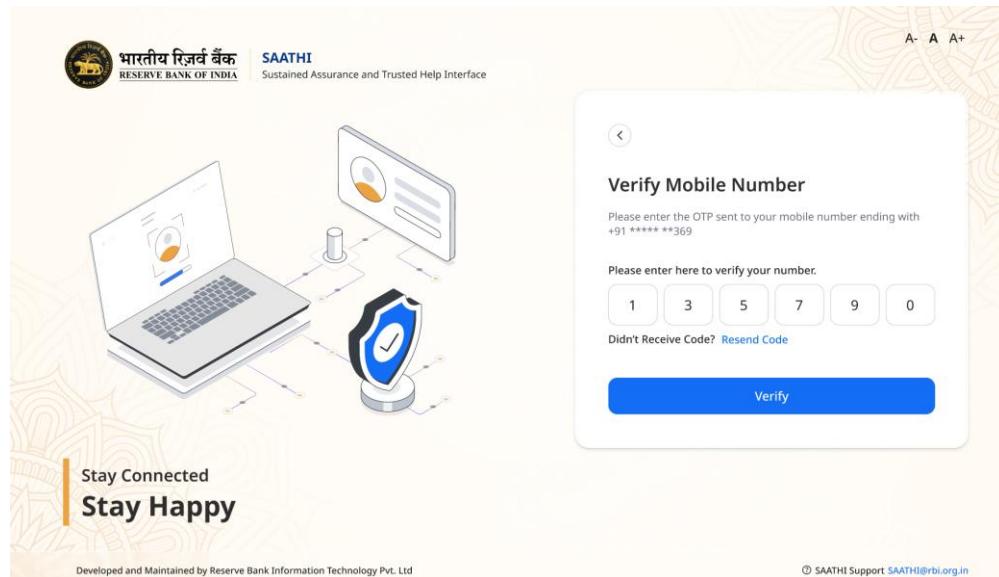


## 3. Set Your Password

- Enter a new password and Confirm New Password of choice.
- Please set complex password of 12 characters using combination of alphanumeric, uppercase, lowercase and special characters.
- Complete the **CAPTCHA verification**.
- Click on **Proceed**.

## 4. Verify Mobile Number

- The system will now display the **Verify Mobile Number** screen.



- User will receive an **OTP (One-Time Password)** on his/her registered mobile number.

Please Note:

**OTP Validity:** The One-Time Password (OTP) received will remain valid for **60 seconds** from the time it is generated. Please enter it within this time frame.

**Resend OTP Limit:** If the OTP expires or user does not receive it, he/she can request a new OTP. The system allows the user to **resend the OTP up to 3 times** during a single login or authentication attempt.

- Enter the OTP and click on **Verify**.

## 5. Account Activation

- Once the mobile number is verified, the account will be activated.
- After successful activation, the system will take to the login screen.

## 6. For Retired employees with Invalid or Missing Email IDs

- If email ID is not registered, or invalid, please contact your respective parent pension cell. The pension cell will update the email id in coordination with Saathi Support team.

## 2.1 USER LOGIN PROCESS

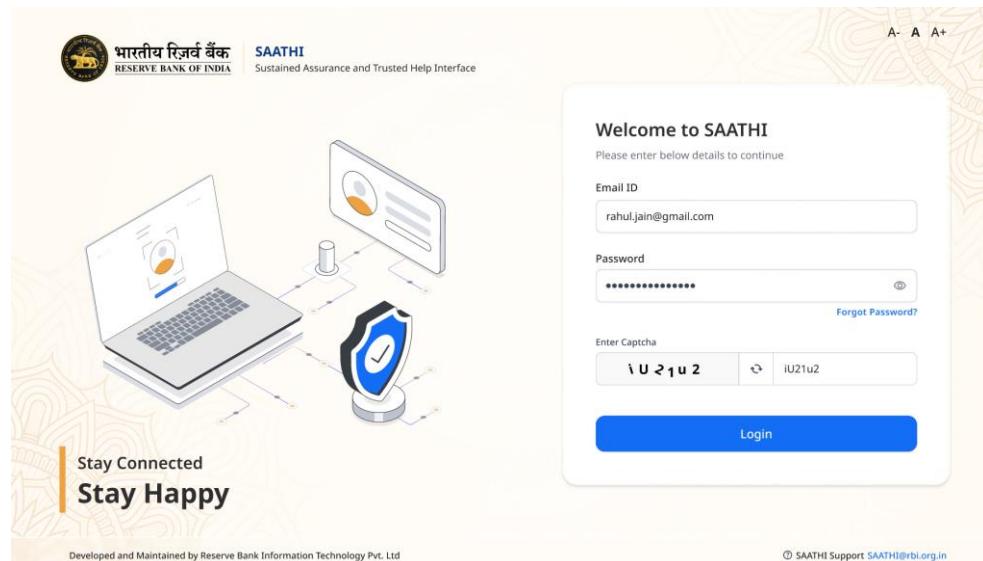
Please follow these steps to access the SAATHI portal:

### 1. Access the Portal

- Open the web browser and go to: <https://rbisaathi.in/login>

### 2. Login Screen

- The **SAATHI login screen** will appear.



### 3. Enter Credentials

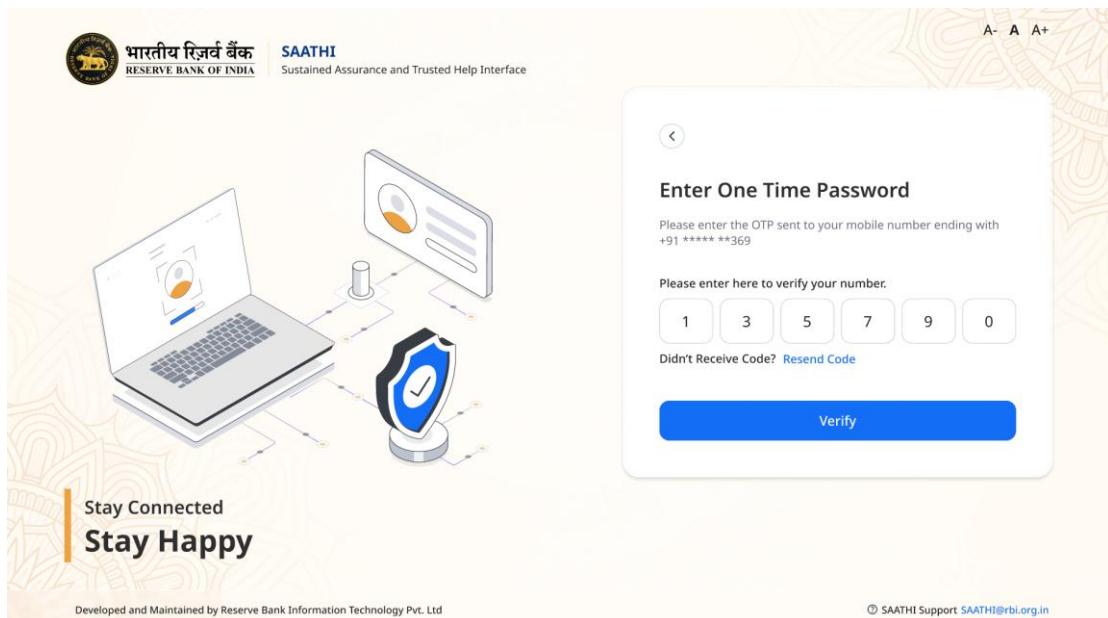
- Type in **email ID** (the one registered during onboarding).
- Enter the **password** created while setting up the account.

### 4. CAPTCHA Verification

- Complete the CAPTCHA shown on the screen.
- Click on the **Next** button.

### 5. OTP Verification

OTP Verification screen will be displayed



- An **OTP (One-Time Password)** will be sent to the registered mobile number.
- Enter the OTP received on your mobile.

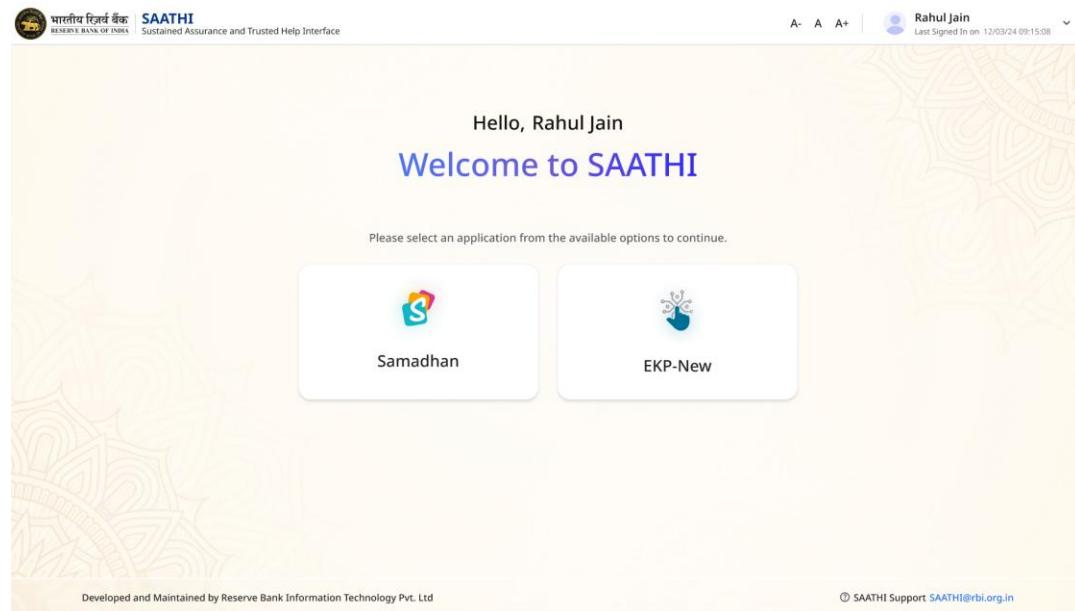
Please Note:

- **OTP Validity:** The **One-Time Password (OTP)** generated will remain valid for **60 seconds** from the time of issuance. Please ensure that you enter the OTP within this time limit to complete the authentication process.
- **Resend OTP Limit:** If the OTP expires or not received, user can request a new OTP. The system allows to **resend the OTP up to 3 times** during a single login or authentication attempt.

- Once OTP is verified successfully, user will be logged in.

## 6. Dashboard Access

- After login, you will reach the SAATHI dashboard, where the user can view and access the SAMADHAN and EKP.

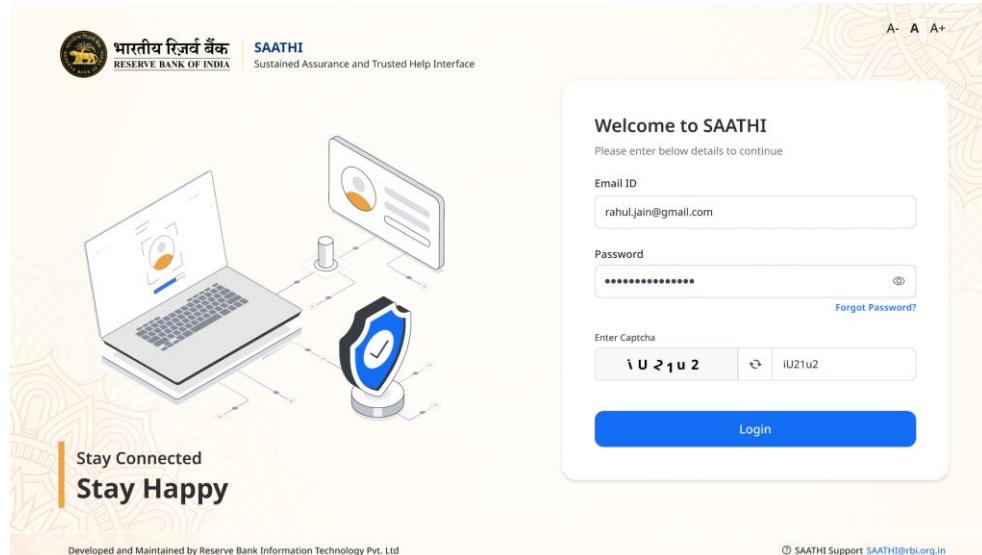


## 2.2 FORGOT PASSWORD

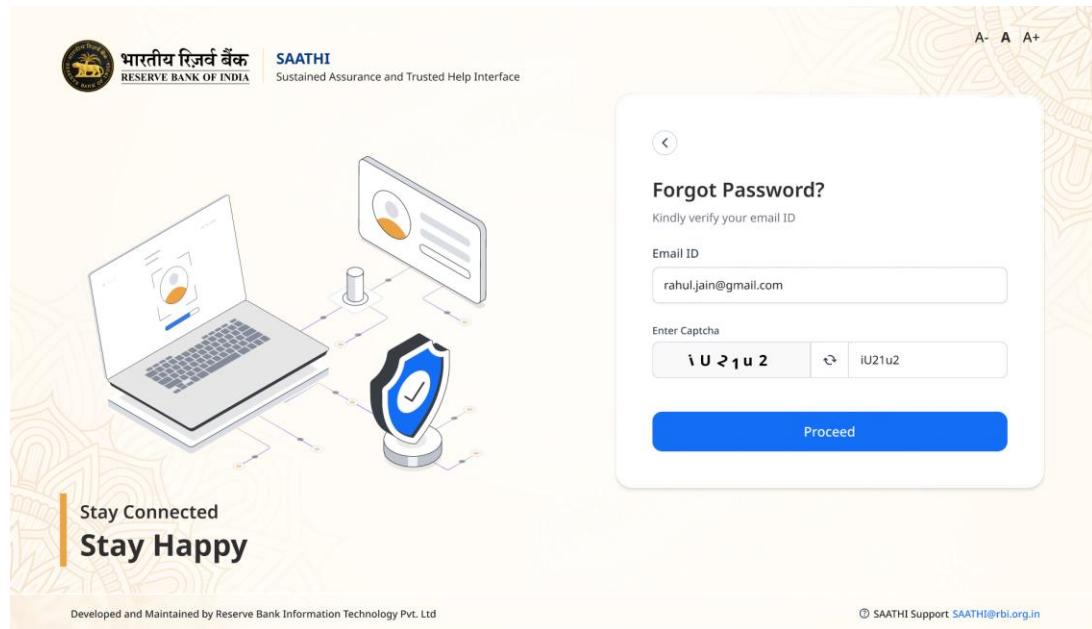
The **Forgot Password** option is for retired employees who are unable to log in to the SAATHI portal because they have forgotten the password created during account activation. In this situation, the Forgot Password process enable users to securely reset their password by using their registered email ID and mobile number, thereby restoring safe access to the SAATHI portal.

Please follow the below steps to reset password:

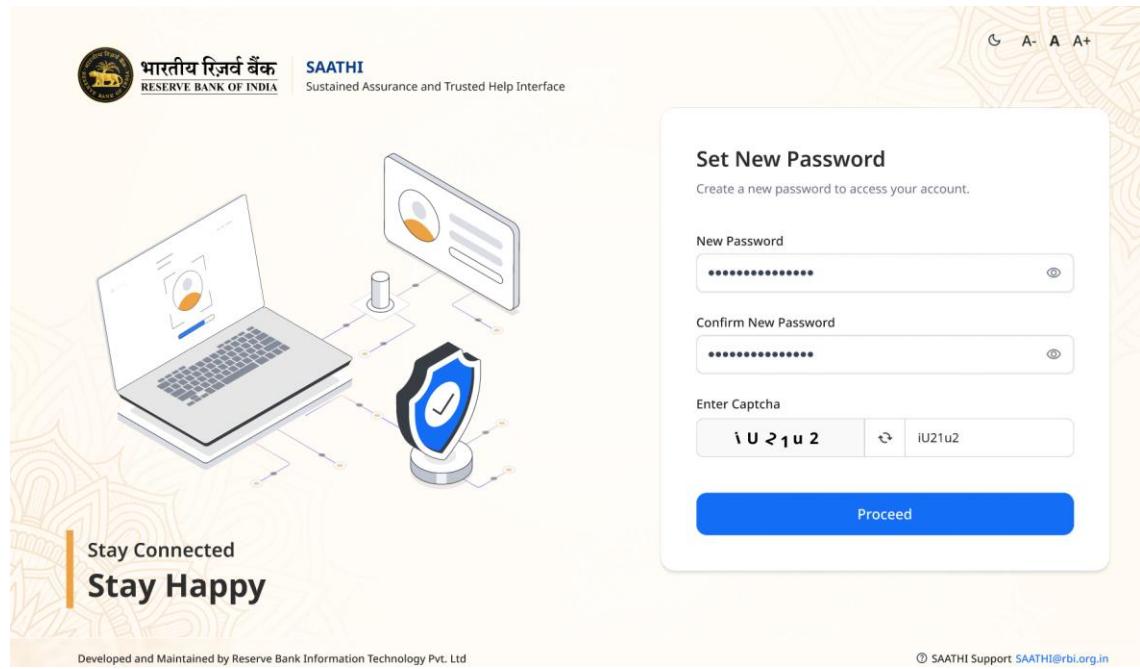
1. Open your web browser and go to: <https://rbisaathi.in/login>



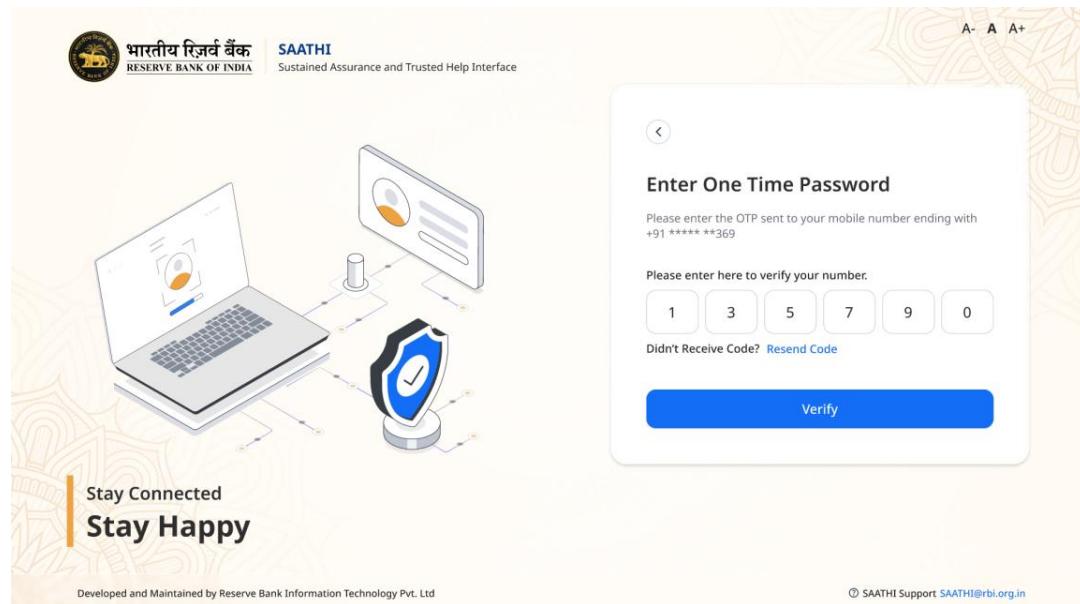
2. Click on the Forgot Password option.



3. Enter registered email ID and complete the CAPTCHA verification. Once submitted, a Reset Password link will be sent to the registered email address.
4. Open registered email account and click on the Reset Password link provided in the email. This will redirect user to the Password Setting screen where user can create a new password.



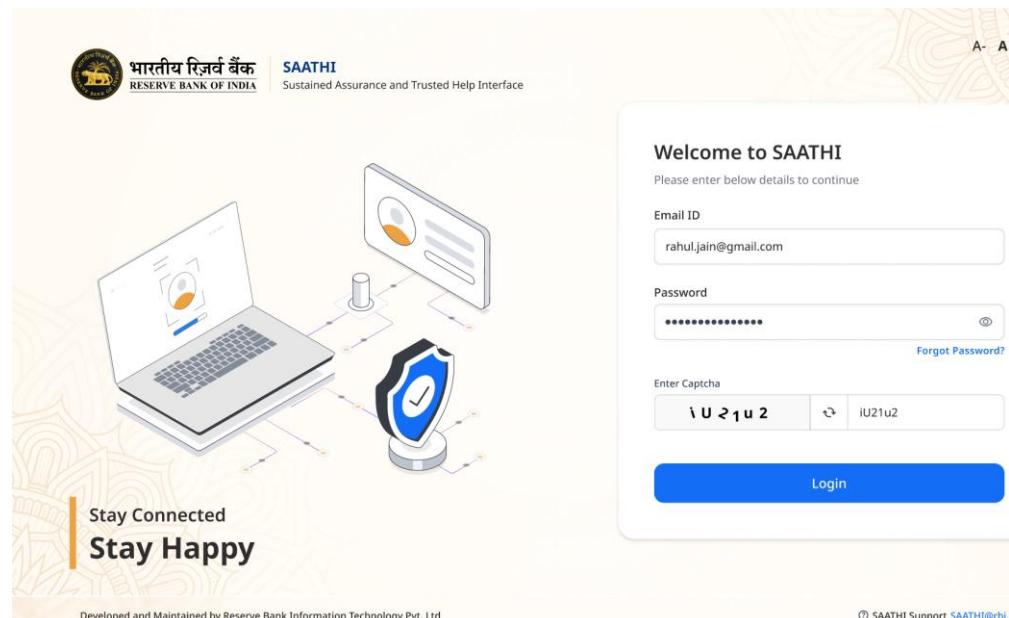
5. Enter new password, complete the CAPTCHA verification, and then click on the Proceed button.
6. After clicking the **Proceed** button, the system will display the **Enter OTP screen** and automatically send an **OTP (One-Time Password)** to your registered mobile number.



Please Note:

- **OTP Validity:** The One-Time Password (OTP) received will be valid for **60 seconds** from the time it is generated. Please enter it within this time frame.
- **Resend OTP Limit:** If the OTP expires or not received, you can request a new OTP. The system allows you to **resend the OTP up to 3 times** during a single login or authentication attempt.

7. Enter the OTP and click on verify to complete the authentication process.
8. Upon successful OTP verification, user will be redirected to the SAATHI login page, where user can log in with new password.



## 2.3 SESSION TIME

The **SAATHI portal session timer** is set to **30 minutes**. If no activity is performed during this period, the system will automatically end the session. After the session expires, the user will be required to log in again to continue using the portal. As a best practice, users are requested to close the browser post logging out from application.

## 3. CONTACT SUPPORT

In case users face any difficulties while accessing or using the SAATHI portal, please reach out to the support team at **saathisupport@rbi.org.in**. The support desk will assist users in resolving login, password reset, or other portal-related issues to ensure smooth access to SAATHI services.