



Procedure to retrieve Lost handle, who registered for Nominee

Step 1: Login to profile manager of nominee handle ID

Step 2: Got to options --> Manage Xorkers

Step 3: Click Block button and confirm.

On Confirmation, block confirmation acknowledgment will be shown and handle will be blocked

Step 4: To key change and

Select the blocked handle id from the list and confirm

Acknowledgment screen for initiate key change and final screen verification pending will be shown

Step 5: Then Open Xorkee mobile application in your phone

Step 6: Create a new soft token handle ID with same name of lost old handle ID. Once registration gets Success. The following screen will be displayed with OTP

Step 7: Again Login to Nominee handle ID profile manager with the help of Step 1 and Step 2. Click Continue button against the handle ID

Step 8: Screen will be displayed and enter the OTP in the below screen

Once Key change completed, then retrieving process is completed. Thus, Old handle ID is retrieved Successfully and it can be used for transactions