How to login to your FASTag portal for the first time

1. Go to www.hdfcbank.com/fastag

2. Click on 'Retail Login' and then click on the option of 'First Time User' on the home page of the FASTag portal

3. Enter any 2 details of the following fields displayed;
   - Customer ID (Customer ID is 13-digit numeric number which is mentioned in the Welcome SMS/Emailer & starts with 17xxxxxxxxxxx)
   - RFID number (RFID is 16-digit numeric number which is mentioned on the FASTag & starts with 6xxxxxxxxxxxxxx)
   - Wallet ID (Wallet ID is 14-digit numeric number which is mentioned in the Welcome SMS/Emailer & starts with 17xxxxxxxxxx)
   - Vehicle ID (vehicle number, Ex -MH00AA1111)

4. Enter the mobile number, which was provided at the time of applying for the FASTag and click on 'Next Step'

5. Click on 'Generate OTP' (One Time Password) option which will be sent on the registered mobile number for authenticating the request for password generation

6. On successful validation of the OTP, the portal will then prompt to enter the new password which is to be set (Password has to be in the combination of alphanumeric, one special character, one alphabet in capital and minimum 8 characters in length to a maximum of 20 characters, example Hdfc@2017)

7. Select minimum 3 secret questions from a dropdown menu & provide appropriate answer and then click on continue to complete the registration to access FASTag account

8. Automatically Login Page will be displayed where you need to login with User ID and new Password to access FASTag account

For any assistance or information, kindly call our customer care number 18001201243 or

visit www.hdfcbank.com/fastag