



Centre for IT Enabled Services & Emerging Technologies
UNIVERSITY OF JAMMU, Jammu-180006
(NAAC Accredited A++ University)

CIRCULAR

It is hereby informed to all concerned that, as part of the Security Enhancement Measures, the Centre for IT Enabled Services & Emerging Technologies (CITES&ET), University of Jammu, is implementing Two-Factor Authentication (2FA) for all user accounts on the SAMARTH ERP Portal. This initiative aims to strengthen the security of user accounts and safeguard institutional data by providing an additional layer of authentication during login.

All users of the SAMARTH ERP Portal are advised to ensure that their **registered email address and mobile number** are correct and up to date, as the **One-Time Password (OTP)** required for authentication will be sent to the registered email ID and/or mobile number during login.

Further, all employees are informed that every successful login to the SAMARTH ERP Portal will generate an automated security notification from the "No Reply – Samarth" email address, containing details such as the date and time of login, browser/device used, IP address, and approximate login location. These notifications are intended to help users identify any unauthorized access to their accounts and take appropriate action, if required.

All Heads of Departments/Branch Officers are requested to circulate this information among the faculty members, officers, and staff under their control for information and necessary compliance.

In case of any discrepancy in the registered email address or mobile number, or for any issue related to user credentials, the concerned employees are advised to raise a ticket through the **Service Desk Management System** available in the SAMARTH ERP Portal or by sending an email to directorit@jammuuniversity.ac.in/ officeofdirectorit@jammuuniversity.ac.in.

Ref No. CIT/JU/2026/1911-2010

Dated: 21.07.2026


(Dr. Guneet Singh Sudan)
Director, CITES&ET


Copy to:

1. Special Secretary to the Vice Chancellor, University of Jammu for the information of the Hon'ble Vice Chancellor.
2. Sr. P.A. to the Dean Academic Affairs/ Dean Research Studies/Dean Planning & Development.
3. Sr. P.A. to the Registrar/Controller of Examinations/Finance Officer
4. Director, DDE/DIQA/CITES&ET/DLL/Physical Education/HRDC/Centre for Studies in Museology & Sheikh Noor-ud-Din Noorani Museum of Heritage/DSRS/Centre for History of Culture of Jammu & Ladakh Region/SHTM/ICCCR&HRM/School of Visual and Performing Arts, Design and Architecture/Centre for Women's Studies/CDC
5. Dean Student Welfare/Provost (Boy's/Girl's Hostel)/Dean Student Placement
6. All Rectors/Directors, Offsite Campuses
7. All Heads of the Teaching Departments of the University
8. Administrator, General Zorawar Singh Auditorium
9. I/C Librarian, Dhanvantri Library
10. Programmer Coordinator, NSS
11. All Joint/Deputy/Assistant Registrars
12. All Wardens of the University Hostels
13. Executive Engineer, UWD
14. Manager Guest House
15. Medical Officer, UHC
16. President Teaching Association
17. President Non-Teaching Association
18. President Non-Gazetted Association.
19. File for Records.