

MAC ID CHANGE PROCESS

If there has been change in Mac ID, please follow below process to get the same updated.

1. Self-declaration on Company's letter-head mentioning old and new Mac ID & reason for the change. Users, who do not have Company letter-head, will need to send the request on Rs 10 stamp paper.

2. There should be 'Agency stamp and signature' on the request letter.

3. Form in 2nd page can be used as a format. [Click here for format template.](#)

4. In addition to hardcopy of request letter, please extract MAC ID from the link – <http://www.birdres.com/download/Birdres-MACAddress.exe>

and send the screenshot of the same to:
mac@birdres.com

This will help us updating the correct MAC ID.

5. Request will only be processed upon the receipt of hardcopy and screenshot of MAC ID taken from link.

Note: MAC ID once changed cannot be changed again within 30 days as per IRCTC restriction.

Kindly arrange for the request letter to be sent to below address:

To,

**BirdRes Technologies Pvt Ltd
422, Udyog Vihar, Phase-III,
Gurgaon,
Haryana-122016**

DECLARATION FORM FOR MAC ID CHANGE

To,

BirdRes Technologies Pvt. Ltd.
422, Udyog Vihar, Phase-III,
Gurgaon,
Haryana-122016

Subject: Undertaking for Mac ID change.

Dear Sir/Madam,

I want to change MAC ID in my account, for which the Office ID is

_____ due to _____ *<mention the reason for the change>.*

Old MAC ID _____

New MAC ID _____

I affirm that I will use the new MAC ID at the registered address only as mentioned below.

Address:-

Agency Name:-

Request you to please help updating the same.

Thanks & Regards,

Dated:

DISCLAIMER

"Digital Certificate Dongle should be used only at the address, registered at IRCTC. Agent agrees to keep BirdRes indemnified against any penalty for failure to do so.

In case there has been change in address or Agent desires to use Digital Certificate dongle at different location, then Agent shall comply with address change process as per IRCTC via BirdRes.

During vigilance check, if the Digital Certificate Dongle is not found at the registered address then penalty from IRCTC shall be imposed which could be around Rs 40,000.

Please ensure that contact details (phone number and email address) are always updated with BirdRes. All written communication with BirdRes should be done from registered email address only".