



## कर्मचारी भविष्य निधि संगठन

Employees Provident Fund Organisation

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA)

मुख्य कार्यालय/Head Office

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**No: WSU/MemberProfile/E- 710137/2025-26/17** **Date: 08/Apr/2025**

To,

**All ACC (HQ)/ACC (Zones)  
All RPFC-I/RPFC-II/APFC OICs**

**Subject: Allotment and activation of UAN through UMANG APP using FAT -reg.**

Madam/Sir,

In order to simplify and to make the entire process of allotment and activation of UAN more robust, the following 3 facilities for Employees/Members have been introduced in the UMANG APP leveraging the Face Authentication Technology (FAT).

1. Direct UAN Allotment and Activation
2. UAN Activation for Existing UANs
3. Face Authentication Service for Existing Activated UANs

For availing this facility, the only requirement would be to download the UMANG App and Aadhaar Face RD App from Playstore. The above facility can be availed by the Members themselves using their smartphones without any intervention of EPFO/Employers. Facility is also available for downloading e-UAN card PDF for handing over to Employer for onboarding with EPFO.

The benefits that would accrue to members using FAT include foolproof validation of Aadhaar data as all data of user is pre-populated directly from Aadhaar database and completion of UAN activation process during UAN generation itself. There would be no requirement for initiation of UAN activation process afresh. By availing this facility member would gain immediate access to EPFO services such as passbook viewing, KYC updates, claim submission etc.

A detailed User Manual in this regard is enclosed herewith.

**[This has the approval of CPFC]**

Yours sincerely,

**G. R. Suchindranath  
ACC (WSU)**

**Copy to:**

1. ACC-HQ (C&PR): for disseminating the above through appropriate media.

## User Manual for UAN Services on UMANG

This manual guides citizens through the use of the following services:

1. UAN Allotment and Activation
2. UAN Activation
3. Face Authentication of Already Activated UANs

### Platform

All services are accessible via the UMANG (Unified Mobile Application for New-age Governance) app.

### Common Requirements for All Services

To access any UAN-related service, you must:

- Have a valid Aadhaar number
- Have access to the Aadhaar-linked mobile number for OTP verification
- Have or install the Aadhaar Face RD App for face authentication


### Service 1: UAN Allotment and Activation

Purpose: For users who don't have a UAN and want to generate and activate it.


#### Steps:

1. Open UMANG and go to "UAN Allotment and Activation".
2. Enter:
  - Aadhaar Number
  - Mobile Number
  - Check the consent checkbox for Aadhaar validation.
3. Tap "Send OTP".
  - Install the Aadhaar Face RD App if prompted.
  - Enter the OTP sent to your mobile.
4. System checks if Aadhaar is already linked to a UAN:
  - If yes: You'll be notified.
  - If no: Proceed to Face Authentication.
5. Face Authentication:
  - Check the consent box.
  - Tap "Face Authentication".
  - Face scan is performed.
6. System fetches details and generates a new UAN.


7. UAN is sent via SMS to your registered mobile number.

 Possible Issues:


Issue	Action
Invalid Aadhaar/Mobile	Recheck and re-enter
OTP Failure	Resend or re-enter OTP
Face Authentication Failure	Retry or contact support
UAN Already Exists	Notification + redirect to Home Page

 **Service 2: UAN Activation**

Purpose: For citizens who already have a UAN but haven't activated it yet.

 Steps:

1. Open UMANG and select "UAN Activation".
2. Enter:
  - UAN
  - Aadhaar Number
  - Mobile Number
  - Tick consent checkbox for Aadhaar validation.
3. Tap "Send OTP".
  - Install Aadhaar Face RD App if needed.
  - Enter the OTP.
4. System validates UAN and Aadhaar linkage in the EPFO database.
5. Face Authentication:
  - Check the consent box.
  - Tap "Face Authentication".
  - Face scan is done using UIDAI API.
6. System validates details, activates the UAN, and sends:
  - UAN + Temporary Password via SMS.
  - Updates photo and address in EPFO database.

 Possible Issues:

Issue	Action
Invalid UAN/Aadhaar	Error message; re-enter info
OTP Failure	Retry OTP

Issue	Action
Face Authentication Failure	Retry or contact support
Aadhaar-UAN Mismatch	Error message; process halted

### ✦ Service 3: Face Authentication of Already Activated UANs

Purpose: For updating EPFO records using biometric verification.

#### 📋 Steps:

1. Open UMANG and click on "Face Authentication of Already Activated UANs".
2. Check consent checkbox and tap "Face Authentication".
  - If Aadhaar Face RD App isn't installed, follow the link to install.
3. Face scan is performed using UIDAI API.
4. System fetches:
  - UAN
  - Aadhaar
  - Mobile Number
5. System updates EPFO database with verified details.

#### 🚫 Possible Issues:

Issue	Action
Invalid UAN/Aadhaar	Check and re-enter
Face Authentication Failure	Retry or contact support
EPFO Validation Failure	Process stops with an error message

#### 📞 Help & Support

If you encounter repeated issues:

- Contact the UMANG Helpdesk (available in-app).
- Or reach out to EPFO Customer Support.

Would you like this manual:

- As a downloadable PDF or Word file?
- Converted into a screen-wise mobile guide or visual walkthrough? Let me know and I'll generate it for you.