

# Frequently Asked Questions (FAQs)

1. Why should an employer register his/her establishment on the EPFO Employer portal?

With effect from 01.04.2012, any remittance to be made by the employer has to be done only after generating challan from the Employer Portal of EPFO. In case of wage month March 2012 onwards, the employer has to upload Electronic Challan cum Return (ECR) in the pre specified format and challan will be populated on the basis of uploaded return. For previous and other dues the challan has to be filled in online to generate and print it for remittance.

2. What happens if the employer does not register?

The online generation of challan will not be possible if the employer has not registered his/her establishment. The employer has to register and create his/her user id & password for accessing the Employer Portal of EPFO.

3. Once the employer enters his/her establishment id a message is displayed 'No record found'. What should he/she do?

Please check whether you have entered the correct code number and extension number, if any and have selected the correct EPFO Office. If correct, then please contact the concerned EPFO Regional/Sub Regional Office.

4. The employer enters his/her establishment id and clicks "Get Details" button. Message comes that the "Your Establishment is already registered". What should he/she do?

Please check whether you have entered the correct code number and extension number, if any and have selected the correct EPFO Office. If correct, send a mail to the EPFO Helpdesk on [ecrhelpdesk@epfindia.gov.in](mailto:ecrhelpdesk@epfindia.gov.in) mentioning "RESET REGISTRATION". You will receive a form which has to be submitted under the signature of employer/Authorised signatory to the local EPFO Office under which you have to comply. After getting SMS on successful resetting of registration, you can register again.

5. The Registration screen asks for entry of PAN. Which PAN is to be entered as the Employer and Authorised Signatory have their PAN?

The PAN issued by the Income Tax of India in the name of the establishment is to be entered. Please also enter the name as it appears on the PAN.

6. After successful registration and creation of user id and password, the employer has forgotten the user id and/or password. What to do?

At the login screen of the Employer Portal, there is a link "Forgot Password?", Click the link. You will get a pop up screen where you have to enter the establishment id. Then enter the user id or primary mobile number or primary e-mail id. On submit, you will get an SMS using which you can login.

7. The employer has registered his/her establishment. How to change the primary mobile number?

Please login to the Employer Portal. Under the "PROFILE" Menu there is link "Edit primary mobile number". Enter your new mobile number and submit. You will get an SMS with a PIN on the new mobile number. Enter the PIN and click "Change Primary Mobile". Confirmation SMS will be sent to the new mobile number which will become your primary mobile number.

8. At the time of initial registration the employer made a mistake in entry of mobile number and clicked "GET PIN" button. The button is now disabled and he/she did not get the PIN. What to do?

Please edit the primary mobile field with the correct mobile number and wait for a few minutes. The button will get enabled and you can click it again to get the SMS with another PIN.

9. At the time of initial registration the employer got the PIN but for some reason he/she could not enter it and click REGISTER. Can he/she enter the PIN later and register the establishment?

No, he/she has to fill in the details again and get a new PIN to complete the initial registration.

10. The employer has registered his/her establishment. How to change the primary email id?

Please login to the Employer Portal. Under the "PROFILE" Menu there is link "Confirm primary email". Enter your new email id replacing the id that appears. Click "Send Verification link" An email message will go to the entered email id. Go to your email account and click the link in the message received. Your verified email id will be recorded in the system and in future you will get mail on the new id.

11. One person is employer or Authorised signatory for more than one establishment. Is he/she required to register each establishment separately?

Yes.

12. One person is employer or Authorised signatory for more than one establishment. Can he/she have same user id for all such establishment?

No.

13. What is the use of additional authorised signatories and his/her mobile/email details?

These information will be used in future and SMS on activities other than registration and editing of the profile may be sent on the additional mobile numbers also.

14. How to change the profile details of the establishment?

Please login to the Employer Portal. Under the "PROFILE" Menu there is link "Edit profile". Change the details and click "Get PIN" to get SMS on the primary mobile number. Enter the PIN and click Update Profile. Confirmation message will be sent through SMS.