

USER MANUAL

Generate Request Letter in case of Lost Registered Mobile Number

Version 1.1

24th January, 2017

Information Services Division

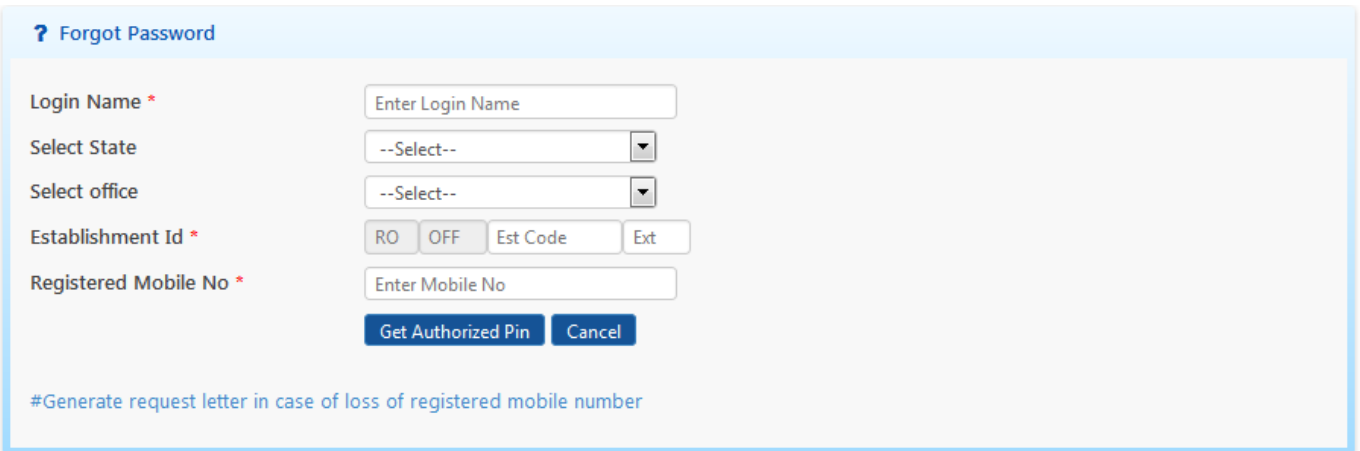
**EMPLOYEES' PROVIDENT FUND ORGANIZATION
HEAD OFFICE, NEW DELHI**

EPFO link:

www.epfindia.gov.in >> EPFO Portal

Helpdesk No. 18001-18005

1. Click on the “Generate request letter in case of loss of registered mobile number” link to register for new request letter available in the Forgot Password section.



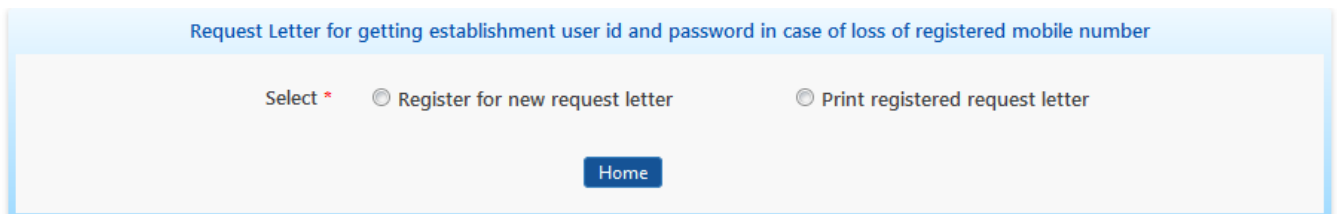
The screenshot shows a web interface titled "Forgot Password" with a question mark icon. It contains a form with the following fields and controls:

- Login Name ***: A text input field with the placeholder "Enter Login Name".
- Select State**: A dropdown menu with "--Select--" as the selected option.
- Select office**: A dropdown menu with "--Select--" as the selected option.
- Establishment Id ***: A group of four input fields labeled "RO", "OFF", "Est Code", and "Ext".
- Registered Mobile No ***: A text input field with the placeholder "Enter Mobile No".

Below the form are two buttons: "Get Authorized Pin" and "Cancel". At the bottom left, there is a link: "#Generate request letter in case of loss of registered mobile number".

Figure 1: Link to generate request letter.

2. Select “Register for new request letter” radio button.



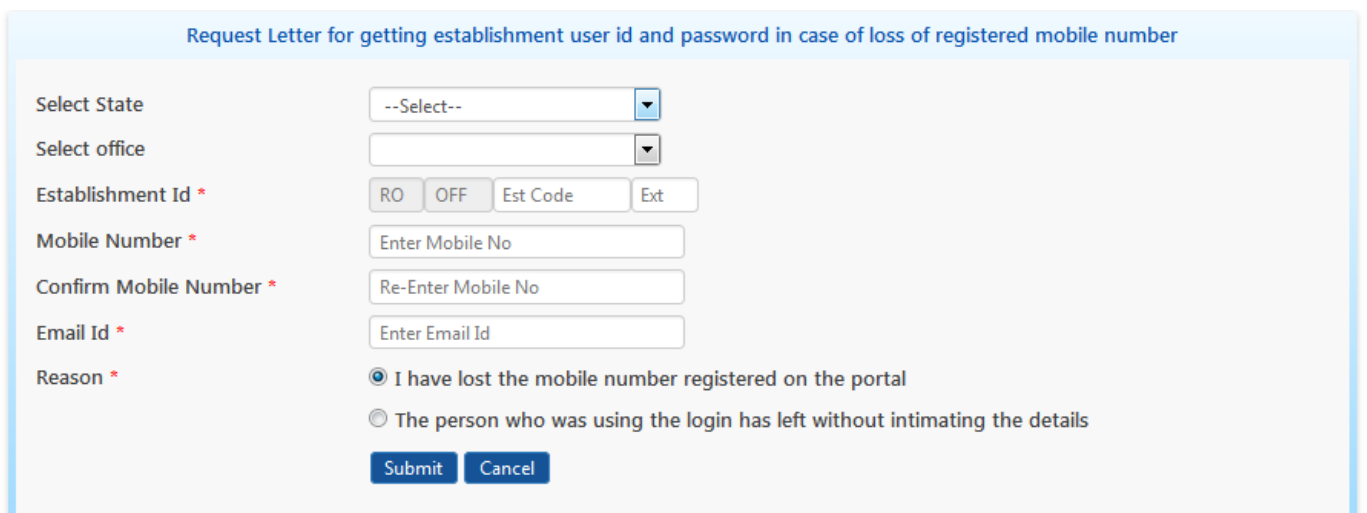
The screenshot shows a web interface titled "Request Letter for getting establishment user id and password in case of loss of registered mobile number". It contains a form with the following elements:

- Select ***: A label followed by two radio buttons.
- Register for new request letter
- Print registered request letter

Below the radio buttons is a "Home" button.

Figure 2: Select appropriate option.

3. Fill the form and click on the submit button.



The screenshot shows the same web interface as Figure 2, but with the form filled out. The title is "Request Letter for getting establishment user id and password in case of loss of registered mobile number". The form contains the following fields and controls:

- Select State**: A dropdown menu with "--Select--" as the selected option.
- Select office**: A dropdown menu with "--Select--" as the selected option.
- Establishment Id ***: A group of four input fields labeled "RO", "OFF", "Est Code", and "Ext".
- Mobile Number ***: A text input field with the placeholder "Enter Mobile No".
- Confirm Mobile Number ***: A text input field with the placeholder "Re-Enter Mobile No".
- Email Id ***: A text input field with the placeholder "Enter Email Id".
- Reason ***: A group of two radio buttons:
 - I have lost the mobile number registered on the portal
 - The person who was using the login has left without intimating the details

Below the form are two buttons: "Submit" and "Cancel".

Figure 3: Fill the request form and click on submit button.

4. In case of already generated request letter, you can download the same by filling the “Print registered request letter” Form. Please refer figure 2 to find out the form.

Request Letter for getting establishment user id and password in case of loss of registered mobile number

One claim is already pending with reference no. C00000004. Use this no to print the letter

Select * Register for new request letter Print registered request letter

Home

Figure 4: Error in case of already generated request letter

Request Letter for getting establishment user id and password in case of loss of registered mobile number

Select State --Select--

Select office

Establishment Id * RO OFF Est Code Ext

Letter Reference No. * Enter Letter No

Submit Cancel

Figure 5: Fill form in case of already generated request letter.

5. After successful submission of the request forms request letter details will be displayed as shown in figure below.

Request Letter Details

Letter Reference No.	C00000004
Establishment Id	[Blurred]
Request Date	24-01-2017
Request Status	Pending

View/Download Pdf Home

Figure 6: View / Download Request letter PDF.

6. Kindly take a print out of the request letter PDF file and visit to the EPFO field office. The address of the field office is printed in the PDF file. After verifying the establishment details, the field office will send login credentials to the new mobile number.

7. Note: This mobile number is for receiving login credentials only. In order to update mobile number kindly login to the EPFO portal using the credential sent to this mobile number.