

Registration Portal

My Account User Guide

CSC e-Governance Services India Limited
2019

This document serves as a guide in better understanding of My Account in Registration Portal to be followed by users. This should only be used as a reference document for understanding the methodology and no part of this document can be used for other purpose other than as defined.

www.csc.gov.in

Copyright

© 2019.CSC e-Governance Services India Limited. All rights reserved.

The material contained in this guide is copyrighted and owned by CSC e-Governance Services India Limited together with any other intellectual property in such material. Except for personal and non-commercial use, no part of this guide may be copied, republished, performed in public, broadcast, uploaded, transmitted, distributed, modified or dealt with in any manner at all, without the prior written permission of CSC e-Governance Services India Limited, and, then, only in such a way that the source and intellectual property rights are acknowledged.

To the maximum extent permitted by law, CSC e-Governance Services India Limited shall not be liable to any person or organisation, in any manner whatsoever from the use, construction or interpretation of, or the reliance upon, all or any of the information or materials contained in this guide.

The information in these materials is subject to change without notice and CSC e-Governance Services India Limited assumes no responsibility for any errors.

Table of Contents

My Account on Registration Portal.....	3
Features and Overview	3
Step 1: Login.....	4
Step 2: Email Verification.....	5
Step 3: Authentication	6
Step 4: My account Dashboard.....	7
Step 5: Update KYC	8
Step 6: Update communication details.....	9
Step 7: Update Personal Information	9
Step 8: Update KIOSK Details.....	10
Step 9: Update Banking and PAN details	11
Step 10: Account Settings	12

My Account on Registration Portal

The '**My Account user guide**' is intended to enable the users to make full use of services available within My Account section.

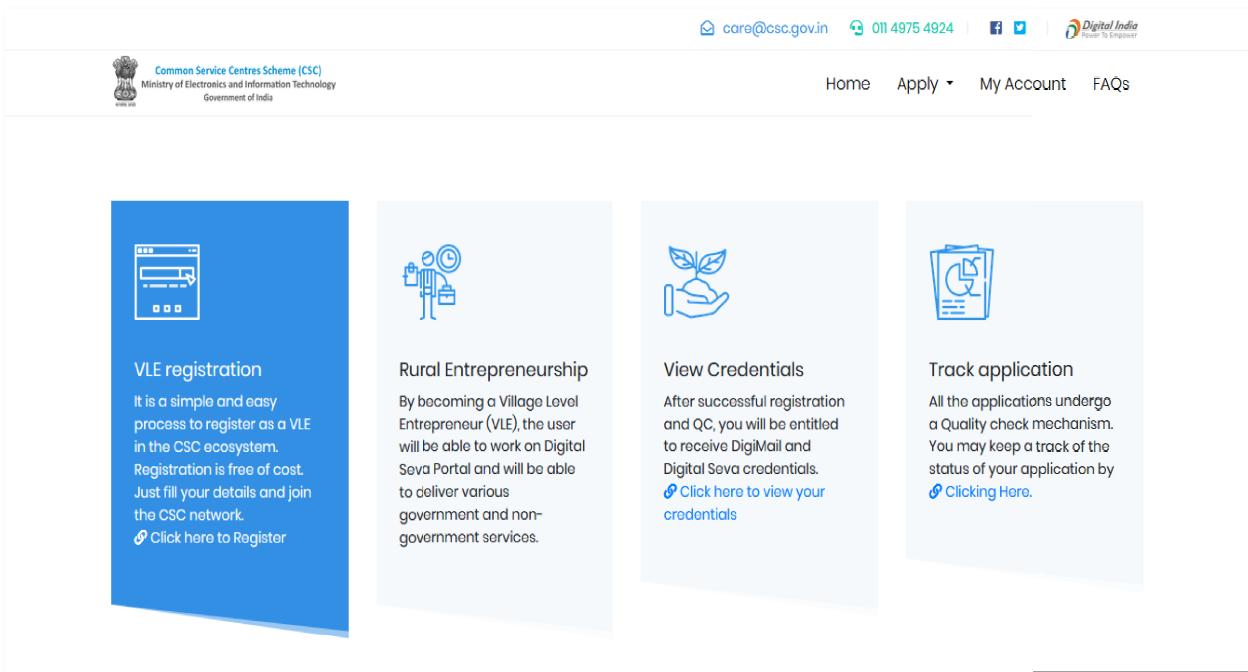
Features and Overview

"My Account" is a one-stop-shop for anyone who has registered a CSC Account and is a Village Level Entrepreneur (VLE). As a VLE, the user has exclusive access to online self-service including the ability to view their VLE Profile, Update it, update their lat-long and manage their credentials. The VLE may update the following using this functionality:

- Communication details
- Kiosk details
- Personal details, and
- Banking details

Below are the steps to access the "My Account" section on Regitrstaion PortaL:

Go to URL: <https://register.csc.gov.in> and click on 'My account' if you are a registered as a VLE with CSC.



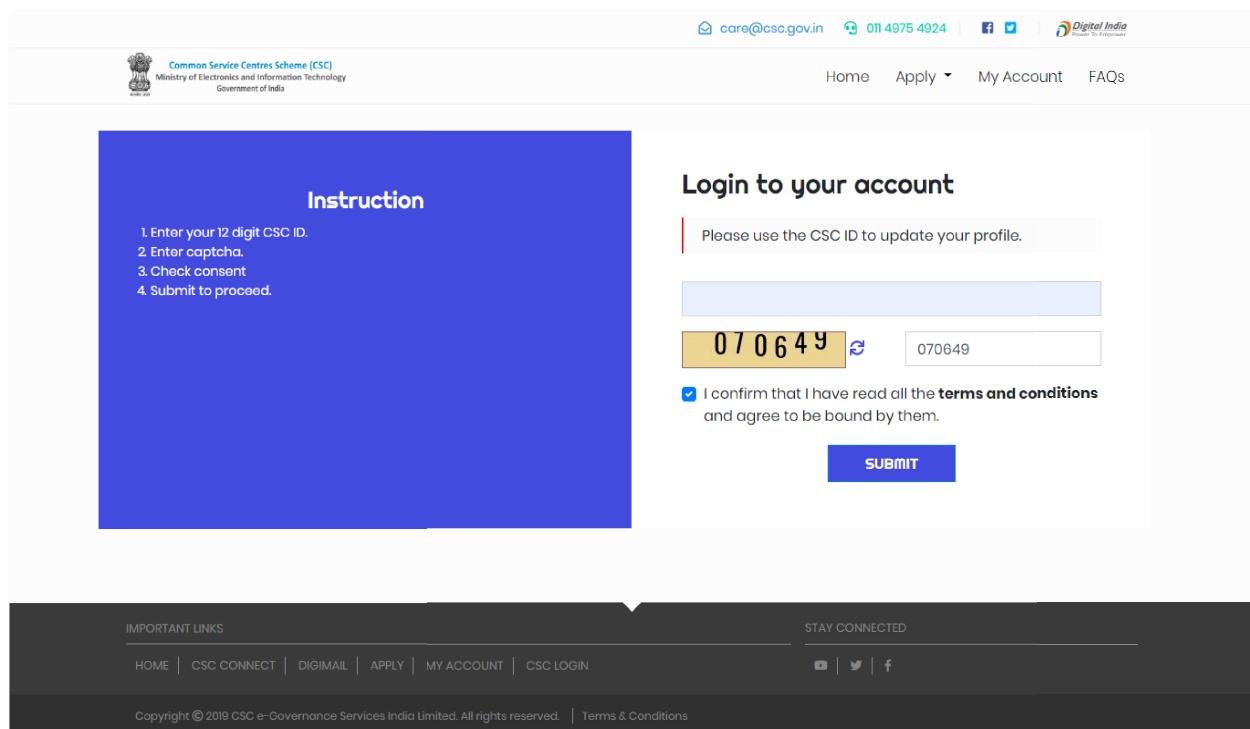
The screenshot shows the CSC Digital Seva Portal homepage. At the top, there is a navigation bar with links for care@csc.gov.in, 011 4975 4924, Home, Apply, My Account, and FAQs. The Digital India logo is also present. Below the navigation bar, there are four service cards:

- VLE registration**: It is a simple and easy process to register as a VLE in the CSC ecosystem. Registration is free of cost. Just fill your details and join the CSC network. [Click here to Register](#)
- Rural Entrepreneurship**: By becoming a Village Level Entrepreneur (VLE), the user will be able to work on Digital Seva Portal and will be able to deliver various government and non-government services.
- View Credentials**: After successful registration and QC, you will be entitled to receive DigiMail and Digital Seva credentials. [Click here to view your credentials](#)
- Track application**: All the applications undergo a Quality check mechanism. You may keep a track of the status of your application by [Clicking Here](#).

Step 1: Login

Proceed to the '**My Account**' and fill out all information.

- Enter 12 digit CSC ID
- Enter correct Captcha
- Agree to terms and conditions
- Click on Submit



The screenshot shows the CSC login page. On the left, there is a blue sidebar with the heading "Instruction" and a list of steps: 1. Enter your 12 digit CSC ID. 2. Enter captcha. 3. Check consent. 4. Submit to proceed. The main area has a light gray background. At the top right, there are links for "care@csc.gov.in", "011 4975 4924", social media icons for Facebook and Twitter, and the "Digital India" logo. Below these are navigation links: "Home", "Apply", "My Account", and "FAQs". The central part of the page contains a "Login to your account" section. It includes a text input field with placeholder text "Please use the CSC ID to update your profile.", a yellow rectangular input field containing the OTP "070649", a smaller input field with the number "070649", and a checkbox followed by the text "I confirm that I have read all the **terms and conditions** and agree to be bound by them." A blue "SUBMIT" button is located at the bottom right of this section. At the very bottom of the page, there is a dark footer bar with "IMPORTANT LINKS" containing links for "HOME", "CSC CONNECT", "DIGIMAIL", "APPLY", "MY ACCOUNT", and "CSC LOGIN". To the right of this is a "STAY CONNECTED" section with icons for YouTube, Twitter, and Facebook. The footer also contains the copyright notice "Copyright © 2019 CSC e-Governance Services India Limited. All rights reserved." and a link to "Terms & Conditions".

Step 2: Email Verification

- An OTP will be sent to the email address associated with your account.
- Enter the received OTP, Captch code and check the consent before proceeding to authentication page.
- In case you have forgotten your email id, feel free to contact our support team at care@csc.gov.in or call us at 011 4975 4924



Common Service Centres Scheme (CSC)
Ministry of Electronics and Information Technology
Government of India

[care@csc.gov.in](#) [011 4975 4924](#)

[Home](#) [Apply](#) [My Account](#) [FAQs](#)



Verify your email account

Please use the CSC ID to update your profile.

1 8 3 5 8 5
Captcha

I confirm that I have read all the **terms and conditions** and agree to be bound by them.

VALIDATE

IMPORTANT LINKS

[HOME](#) | [CSC CONNECT](#) | [DIGIMAIL](#) | [APPLY](#) | [MY ACCOUNT](#) | [CSC LOGIN](#)

STAY CONNECTED

Copyright © 2019 CSC e-Governance Services India Limited. All rights reserved. | [Terms & Conditions](#)

Step 3: Authentication

- Provide the **Finger Print**, scan your biometric and proceed.



AADHAAR NUMBER / VID / UID TOKEN xxxx-xxxx-Pw1Q

I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to provide my Aadhar and Biometrics to continue with the authentication.

MODE OTP FINGER PRINT IRIS

SESSION EXPIRES IN 14:58

Kindly provide your consent to proceed with the authentication request!

PLEASE SCAN YOUR BIOMETRICS

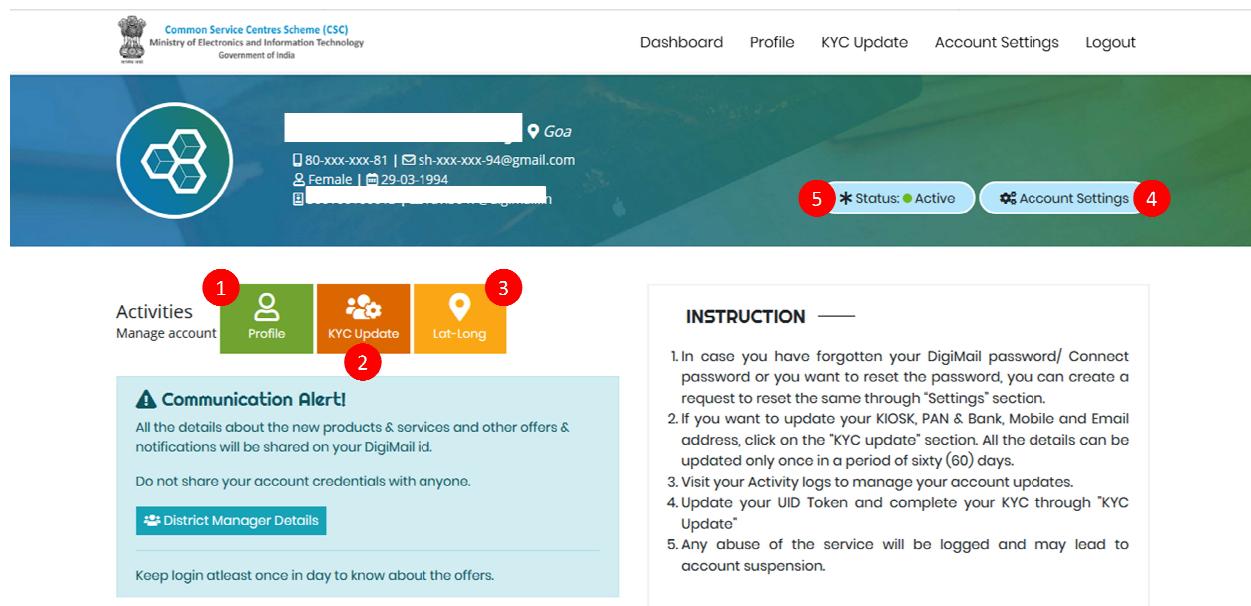


Authentication Request Originated By Version 2.5

Copyright © 2019 CSC e-Governance Services India Limited. All rights reserved

Step 4: My account Dashboard

Whenever you log into your Registration portal, you can access the 'My account' section, which provides a dashboard highlighting your account services, as well as the instructions to add to your knowledge. Post authentication, the below screen will be displayed:



The screenshot shows the CSC My account Dashboard. At the top, there is a header with the CSC logo, the text "Common Service Centres Scheme (CSC) Ministry of Electronics and Information Technology Government of India", and navigation links for Dashboard, Profile, KYC Update, Account Settings, and Logout. Below the header, there is a profile section with a placeholder image, the location "Goa", and contact details: phone number 80-xxx-xxx-81, email sh-xxx-xxx-94@gmail.com, gender Female, and date of birth 29-03-1994. To the right of this section are two red circular icons: one for Status (Active) and another for Account Settings. In the center, there are three main service icons: Activities (Manage account), Profile (green button with user icon), KYC Update (orange button with gears icon), and Lat-Long (yellow button with location pin icon). Below these icons is a "Communication Alert" box containing a message about sharing account credentials and a "District Manager Details" link. To the right of the dashboard is an "INSTRUCTION" box with five numbered steps:

- 1. In case you have forgotten your DigiMail password/ Connect password or you want to reset the password, you can create a request to reset the same through "Settings" section.
- 2. If you want to update your KIOSK, PAN & Bank, Mobile and Email address, click on the "KYC update" section. All the details can be updated only once in a period of sixty (60) days.
- 3. Visit your Activity logs to manage your account updates.
- 4. Update your UID Token and complete your KYC through "KYC Update".
- 5. Any abuse of the service will be logged and may lead to account suspension.

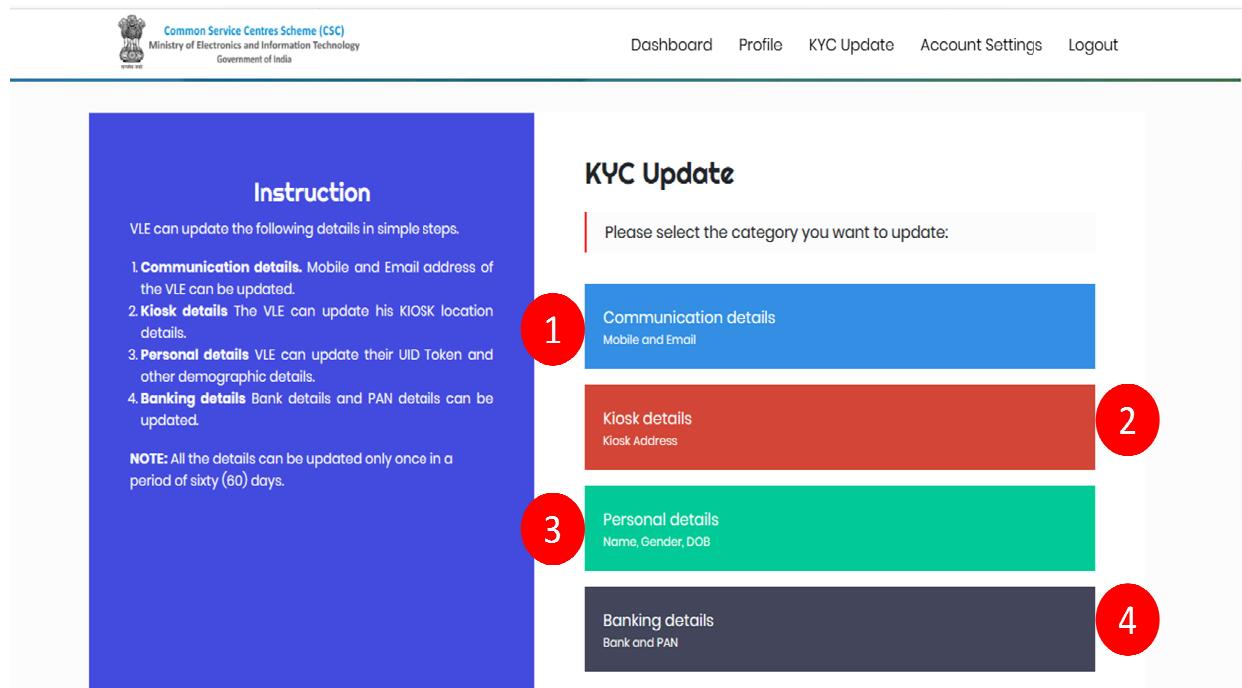
The 'My account' is available at all times at the top section of the portal.

- 1 View your profile that you have created at the time of registration
- 2 Update your information e.g. Email address, Phone number, KIOSK address, Banking details and your Personal details. Your update request will float to a mandatory Quality Check post which you will get an acknowledgment.
- 3 Capture your lat long and update it so that we can convey the best accurate information at your doorstep.
- 4 In case you wish to reset or have forgotten your Connect or DigiMail credentials, go to Account settings to create a request for the same.
- 5 Your Status tab displays whether you are Active or Inactive VLE.

Step 5: Update KYC

VLE can update the following details in simple steps.

NOTE: All the details can be updated only once in a period of **sixty (60) days**.



The screenshot shows the CSC KYC Update interface. On the left, there's an 'Instruction' panel with a blue background containing text about what VLEs can update. On the right, there's a main 'KYC Update' section with a white background. It has four colored boxes labeled 1 through 4, each representing a category of details that can be updated. A note at the top says 'Please select the category you want to update:'.

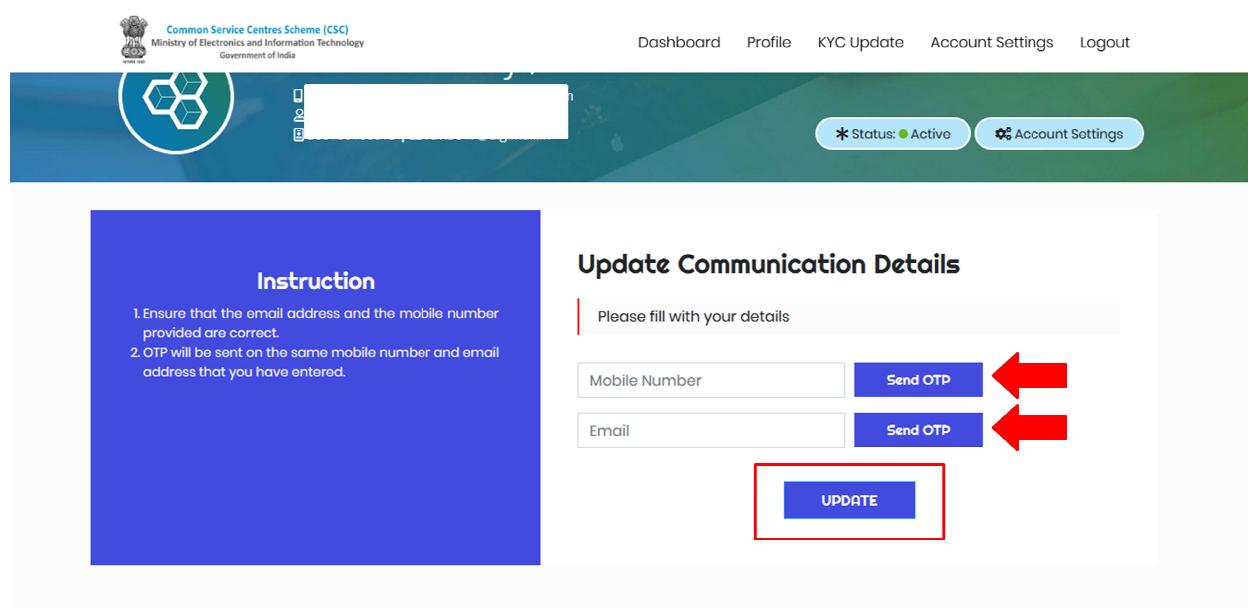
Category	Description
1	Communication details Mobile and Email
2	Kiosk details Kiosk Address
3	Personal details Name, Gender, DOB
4	Banking details Bank and PAN

- 1 Update your email and mobile number associated with us
- 2 Update your KIOSK address and name
- 3 Update your Name, DOB and Gender.
- 4 Update your Banking and PAN details

NOTE: All the details can be updated only once in a period of **sixty (60) days**.

Step 6: Update communication details

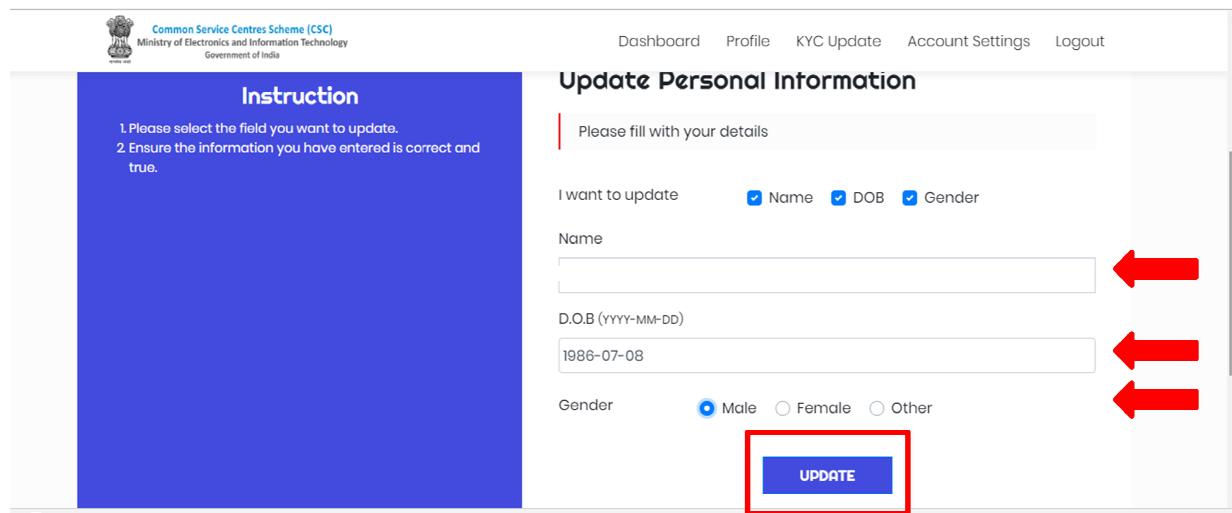
- Enter your new **mobile number** and **email address** you want to update.
- Once entered, click on '**Send OTP**' to validate your inputs.
- Enter the OTP that you have received and click on '**Update**' button.



The screenshot shows the CSC e-Governance Services India Limited website. At the top, there is a header with the CSC logo, the text "Common Service Centres Scheme (CSC) Ministry of Electronics and Information Technology Government of India", and navigation links for Dashboard, Profile, KYC Update, Account Settings, and Logout. Below the header, there is a user profile section with a placeholder image and a status indicator "Status: Active". The main content area has a blue sidebar on the left with the title "Instruction" and two points: "1. Ensure that the email address and the mobile number provided are correct." and "2. OTP will be sent on the same mobile number and email address that you have entered." The main form area has a title "Update Communication Details" and a note "Please fill with your details". It contains two input fields: "Mobile Number" and "Email", each with a "Send OTP" button to its right. A large red box highlights the "UPDATE" button at the bottom of the form. Two red arrows point from the "Send OTP" buttons towards their respective input fields, indicating they must be filled before proceeding.

Step 7: Update Personal Information

- Select the information you want to update.
- Ensure the information you are providing is correct and true.
- Click on '**Update**' once you are done.



Instruction

1. Please select the field you want to update.
2. Ensure the information you have entered is correct and true.

Update Personal Information

Please fill with your details

I want to update Name DOB Gender

Name

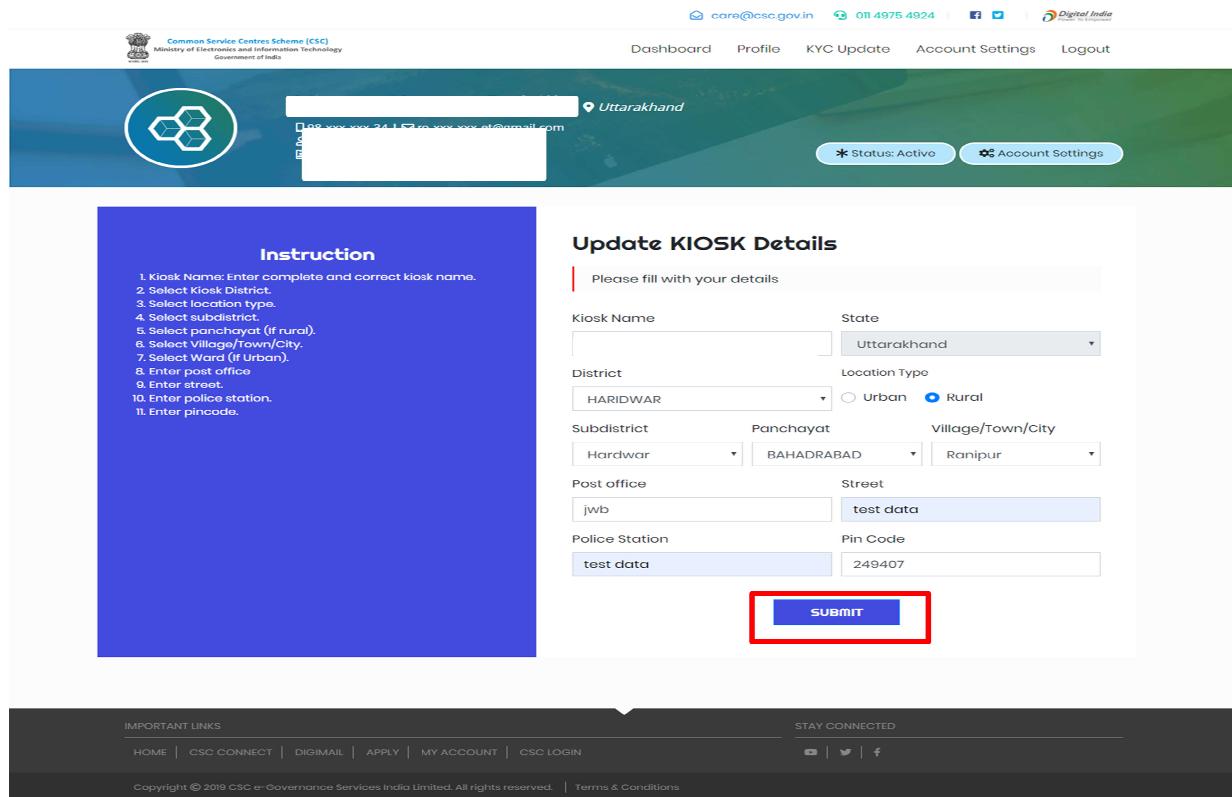
D.O.B (YYYY-MM-DD)

Gender Male Female Other

UPDATE

Step 8: Update KIOSK Details

- Kiosk Name: Enter complete and correct kiosk name.
- Select Kiosk District.
- Select location type.
- Select subdistrict.
- Select panchayat (If rural).
- Select Village/Town/City.
- Select Ward (If Urban).
- Enter post office
- Enter street.
- Enter police station.
- Enter pincode.



Instruction

- Kiosk Name: Enter complete and correct kiosk name.
- Select Kiosk District.
- Select location type.
- Select subdistrict.
- Select post office (if rural).
- Select Village/Town/City.
- Select Ward (if Urban).
- Enter street.
- Enter police station.
- Enter pincode.

Update KIOSK Details

Please fill with your details

Kiosk Name	State	
<input type="text"/>	Uttarakhand	
District	Location Type	
HARIDWAR	<input type="radio"/> Urban <input checked="" type="radio"/> Rural	
Subdistrict	Panchayat	Village/Town/City
Hardwar	BAHADRBAD	Ranipur
Post office	Street	
jwb	test data	
Police Station	Pin Code	
test data	249407	

SUBMIT

IMPORTANT LINKS

HOME | CSC CONNECT | DIGIMAIL | APPLY | MY ACCOUNT | CSC LOGIN

STAY CONNECTED

Copyright © 2019 CSC e-Governance Services India Limited. All rights reserved. | Terms & Conditions

Step 9: Update Banking and PAN details

- You can update your banking details only once in 60 days.
- Please enter the account holder's name, IFSC code, account type and account number. Ensure that the Account number and the IFSC code entered are correct.
- Choose the correct PAN type. In case of Company PAN, the name on the PAN should be same as KIOSK name and in case of individual PAN, the name in PAN should be same as Applicant name.
- Proceed to click on submit

care@csc.gov.in | 011 4976 4924 | [Facebook](#) | [Twitter](#) | [Digital India](#)

Common Service Centres Scheme (CSC)
Ministry of Electronics and Information Technology
Government of India

Dashboard | Profile | KYC Update | Account Settings | Logout

Uttarakhand

Status: Active | Account Settings

Instruction

1. You can update your banking details only once in 80 days.
 2. Please enter the account holder's name, IFSC code, account type and account number. Ensure that the Account number and the IFSC code entered are correct.
 3. The account details entered should match with the uploaded copy of cheque book or passbook.
 4. Choose the correct PAN type. In case of Company PAN, the name on the PAN should be same as KIOSK name and in case of individual PAN, the name in PAN should be same as Applicant name.
 5. Upload a scanned copy of cancelled cheque leaf / passbook (This is only for verification purpose).
 6. The copy of the cancelled cheque/passbook uploaded should be clear. The size of the uploaded copy should be between 30 KB and 50 KB and the file format supported is jpg and png.
 7. Proceed to click on submit.

Update Banking and PAN Details

Please fill with your details

Applicant Name * ←

Kiosk Name * ←

Account Holder Name*
Account Holder Name ←

IFSC Code Account Number ←

IFSC CODE Account Number ←

Account Type Saving Current

PAN Type Personal PAN Number

Choose... Verify ←

IMPORTANT LINKS

HOME | CSC CONNECT | DIGIMAIL | APPLY | MY ACCOUNT | CSC LOGIN

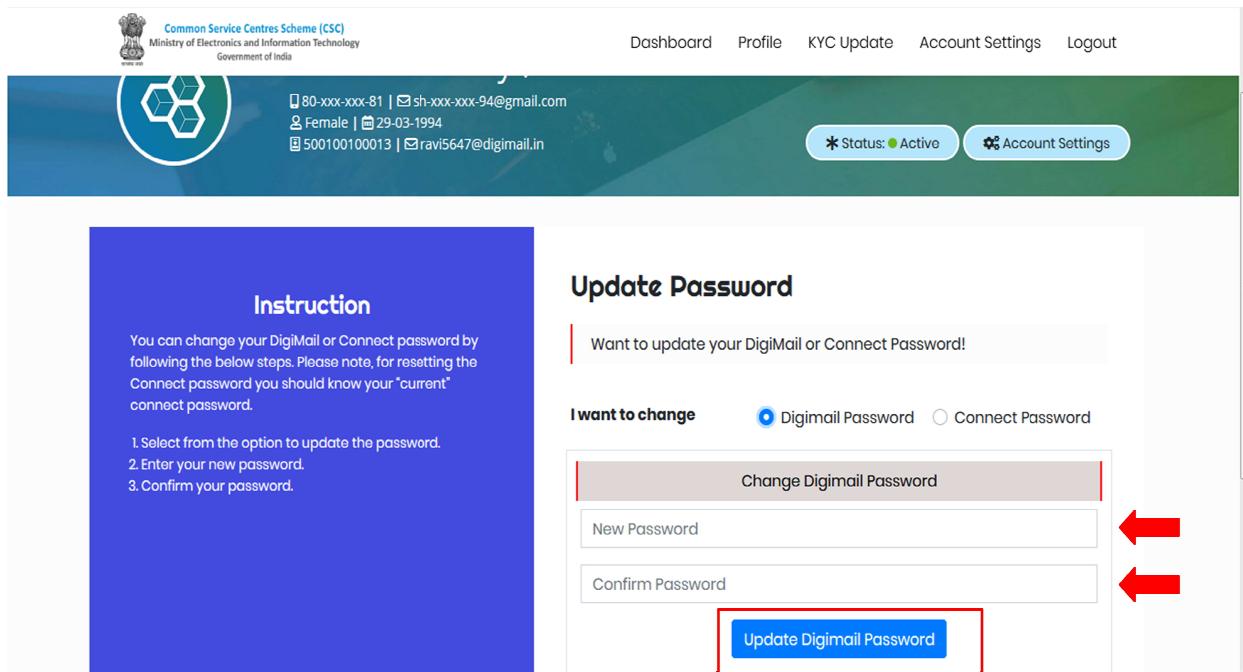
STAY CONNECTED

Copyright © 2019 CSC e-Governance Services India Limited. All rights reserved. | Terms & Conditions

Step 10: Account Settings

You can change your DigiMail or Connect password by following the below steps. Please note, for resetting the Connect password you should know your “current” connect password.

- Select from the option to update the password.
- Enter your new password.
- Confirm your password.



The screenshot shows the CSC e-Governance Services India Limited website. At the top, there is a header bar with the CSC logo, the Digital India logo, and navigation links: Dashboard, Profile, KYC Update, Account Settings, and Logout. Below the header, there is a user profile section with a circular icon containing a hexagonal pattern, followed by the text: "Common Service Centres Scheme (CSC) Ministry of Electronics and Information Technology Government of India". The profile information includes: "80-xxx-xxx-81 | sh-xxx-xxx-94@gmail.com", "Female | 29-03-1994", and "500100100013 | ravi5647@digimail.in". There are also status indicators: "Status: Active" and "Account Settings". On the left side, there is a blue sidebar titled "Instruction" with the following text:

You can change your DigiMail or Connect password by following the below steps. Please note, for resetting the Connect password you should know your "current" connect password.

1. Select from the option to update the password.
2. Enter your new password.
3. Confirm your password.

On the right side, the main content area has a title "Update Password" and a sub-instruction: "Want to update your DigiMail or Connect Password!". It includes a radio button selection for "I want to change": "Digimail Password" (selected) and "Connect Password". Below this, there is a form titled "Change Digimail Password" with two input fields: "New Password" and "Confirm Password", and a "Update Digimail Password" button. Two red arrows point to the "New Password" and "Confirm Password" fields, indicating they are required inputs.