Login Screen:

1. I do not have a mobile number or an email ID. How can I create the Pre-registration application?- system

Answer: You can use a friend or relative’s mobile number or an email ID to login to   
Pre-registration application.

OR

Visit a registration center for complete registration to receive UIN

1. I have lost my mobile number/email ID that I have used to create the pre-registration application. What should I do? -system

Answer: Create a new account using a new mobile number or an email ID

1. What happens when I select the specific language on the login screen? -system

Answer: Select the language that you can easily read and write because the entire form will be displayed in the specific language you have chosen.

1. I do not understand the language that is displayed on the right side of Demographic Details page. Can I change it? -system

Dashboard Screen:

1. My Pre-Registration application got deleted, can I recover the deleted Pre-registration Application? -system

Answer: You have to create a new Pre-Registration application again because the deleted Pre-Registration application cannot be recovered.

1. My Pre-Registration application appointment got cancelled, can I recover the cancelled   
   Pre-registration Application? -system

Answer: You have to book a new Pre-Registration appointment again because the deleted   
Pre-Registration application appointment cannot be recovered.

Demographic Screen:

1. I am not able to enter the age of my child who is less than 1 year. What should I do? -system
2. I do not know my date of birth. What should I do? -system
3. I am staying away from my permanent residence for two years. What proof of residence do I have to provide? -process
4. I do not have a proof of residence for my present address. What should I do? -process

Document Upload Screen:

1. What if I do not have document(s) available while filling the Pre-registration application? -system
2. I do not have any documents. What should I do? -process

Appointment Booking Screens:

1. Can I only book an appointment for two people out of five applicants from the pre-registration application? -system
2. How many days before can I cancel or re-book an appointment-process
3. What happens if I miss an appointment date? -system
4. I have booked an appointment on 10th of February. Can I change my appointment date to 18th of February? -system
5. I have booked an appointment at **Bangalore** registration center. Can I change my appointment registration center to **Kerala**? -system
6. I wish to book an appointment after 1 week later. How should I do? -system

Acknowledgment Screen:

1. I have modified the information after I have received the acknowledgment. Do I have to download or print the Acknowledgement again?-system
2. I have rescheduled an appointment after I have received the acknowledgment. Do I have to download or print the Acknowledgement again? -system

Miscellaneous:

1. Do I have to carry original documents or certified document copies when I visit registration center?-process
2. Can someone else submit my application on my behalf during registration process? -process