



Manual on Unified Portal Requirements

Step – 1 UAN Activation

UAN Activation

- a. Please login to - <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- b. Please use your **UAN** as login id & Password as decided by you
- c. Further, please follow the process mentioned in below file for more details. Kindly double tap on file to open

Step 2 - Update Password & Mobile

Forgot Password & Mobile Number Change.

- a. Please login to - <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- b. Please click on **forgot Password** link. Enter UAN & Captcha
- c. Further, please follow the process mentioned in the below given file

Step 3 - KYC Updation

KYC Updation

- a. Please login to - <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- b. Check your personal details at '**Member Home Page**' it should be matched with Aadhaar card
- c. If details are completely matching, with Aadhaar card in that case update your Aadhaar, PAN & Bank KYC as per process given in below given file

Step 4 - Update Basic Details

Basic Details Modification Process

- a. Please login to - <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- b. Check your personal details at '**Member Home Page**' it should be matched with *Aadhaar card*
- a. If there is any deviation in personal details, in that case follow the process mentioned in below given file to modify your name on UAN portal. It requires **2** approval after submission of online request
- b. EPFO takes minimum **5 / 7 days** to approve your online request after employer approval

Step 5 - UAN - E Nomination

Kindly keep below mandatory things ready in soft copy format before your start E Nomination:

1. Aadhaar card of Employee & Nominee
2. Passport size Photo soft copy of Employee & Nominee
3. Residential address of Employee & Nominee
4. Bank details of Employee & Nominee (Account No, IFS Code)
5. Employees Mobile number should be linked with Aadhaar

Step 5 - UAN - E Nomination(cont)

- a. Login to link & Enter **UAN & Password** - <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- b. Kindly ensure your mobile number is linked with your Aadhaar.
- c. Go to -> View -> Profile -> Upload your photograph. A photo size should be Maximum **100 kb in JPEG / JPG** format
- d. Go to -> Manage -> **e-nomination**
- e. Update all nominee details as per Aadhaar card only. Else system will not allow you to save any details in case of mismatch in Aadhaar data
- f. Update **Nominee Address, Bank details & Photograph** & click on save data
- g. Update **EPF share** to each nominee as per your wish
- h. After completion of [EPF and EPS](#) nomination, finalize nomination by "**e-Sign**"
- i. VID is mandatory to complete E sign process & can be downloaded by using link. <https://resident.uidai.gov.in/vid-generation>
- j. After completion of E sign process E nomination will be completed
- k. For more details kindly click on below given file

Error Types & Quick Solution

1. "Pi" (basic) attributes of demographic data did not match

-> This error occurs due to mismatch in *UAN data* & *Aadhaar* server data. Kindly Modify your name as per your Aadhaar card on UAN portal. Kindly Log In to **UAN portal > Manage > Modify Basic Details** > Enter details as per Aadhaar & submit

2. Kindly use desktop version of Mozilla Firefox browser for using this facility

-> Just click on '**OK**' & move further. It is not mandatory requirement. Even then if you are not able to update details kindly contact to IT team & get it updated on your system

Error Types & Quick Solution(Cont)

3. Loading Screen Error

-> If you are getting Loading screen after updation of any data on UAN portal. Wait for **15/20 seconds** & click on reload button on left hand corner of the screen or refresh the page by pressing **F5 button**. Your data will be saved quickly

4. Nominee Address updation Error - Locality in address can only have max **30 characters** including alphabets, digits, spaces or special characters(&'(),-/))

-> Kindly update short Address in Maximum **30 characters** in case of above error

5. Name / DOB Modification request is Pending with Field office:

-> After 1st Approval by Employer above message displayed on employees UAN portal

In this case kindly wait for minimum **5 - 7 days** to get 2nd approval by respective Government PF office as per employees UAN location

Online / Offline Correction on UAN portal.

1. Correction in Employee Name, Gender & DOB

-> This type of correction can be done **online** only. Refer basic details modification SOP. Kindly Log In to **UAN portal > Manage > Modify Basic Details** > Enter details as per Aadhaar & submit

2. Correction in Qualification, Marital Status, Salutation, Address, Mobile No, Email Id & Profile Photo

-> This type of correction can be done **online** only. Log In to **UAN portal > View > Profile & Manage > Contact Details**

3. Correction in Employees Father / Husband Name, Relation, Date of Joining & Date of Exit

-> This type of correction can be done **offline** only. Employee need to fill up **Form 5** & send back to CG Retiral team duly filled in along with copy of Aadhaar, PAN Card & Joining letter according to his query. CG Retiral team will verify the documents & will forward it to respective PF field office for correction duly signed by employer.



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