



सत्यमेव जयते

कर्मचारी भविष्य निधि संगठन

EMPLOYEES' PROVIDENT FUND ORGANISATION

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA)

क्षेत्रीय कार्यालय, देहरादून@REGIONAL OFFICE, DEHRADUN,



INFORMATION DOCUMENT

on

THE RECENT CHANGE IN EPFO UNIFIED PORTAL ESTABLISHMENT SIGN-IN PROCEDURE

INTRODUCTION OF 2-FACTOR AUTHENTICATION FOR ENHANCED SECURITY

EXISTING PROVISION

Earlier, employers could login directly to EPFO Unified Portal with ID & Password alone, without any additional layer of security

NEW PROVISION

Now, *2-Factor Authentication* system has been introduced as an additional layer of security, at par with most other financial transaction portals, which shall cause an OTP to be sent to the establishment's mobile number registered with EPFO

WHAT TO DO IN CASE THE REGISTERED MOBILE NUMBER IS NOT AVAILABLE/OUT OF SERVICE/LOST?

PART-I : GENERATION OF REQUEST LETTER

- Go to EPFO Unified Portal Establishment Sign-In (<https://unifiedportal-emp.epfindia.gov.in/epfo/>)
- Click on **Forgot Password**
- Click on **#Generate request letter in case of loss of registered mobile number** and enter the required details
- Submit the details and print the PDF of the request letter generated on the establishment's official letterhead

REQUEST LETTER FOR GETTING THE ESTABLISHMENT USER ID AND PASSWORD IN CASE OF LOSS OF REGISTERED MOBILE NUMBER

Reference Number: C001548

Date: 22-08-2024

To

The Regional P F Commissioner

DEHRADUN Bhavishyanidhi Bhawan, Vyomprasth, GMS Road,

Sub: Request for intimation of the user id and password for the log in to the EPFO Unified Portal for the establishments in respect of UKDDN 21000, M/s regarding.

Sir/Madam,

This is to inform that I am the Employer/Authorised Signatory of the establishment UKDDN 21000, M/s and my signature is available in your records.

I am not able to login to the portal as I have forgotten the user id and/or password and also:

- I have lost the mobile number registered on the Portal

It is therefore requested to update the mobile number 9997 in my establishment profile and also intimate me the user id and password on aforesaid mobile number.

Yours

Seal

Signature_____

Name_____

For Office use

Signature of Employer/Authorised signatory verified from the records

DA Accounts

SS Accounts

Sample Request Letter

WHAT TO DO IN CASE THE REGISTERED MOBILE NUMBER IS NOT AVAILABLE/OUT OF SERVICE/LOST?

PART-II : SUBMISSION OF REQUEST LETTER

- Sign the request letter and send the same to EPFO, RO, Dehradun, through either of the three modes – in hard copy or through email to ro.dehradun@epfindia.gov.in* or post (**in case of email, kindly send the same only through the email ID registered with EPFO*)
- EPFO, RO, Dehradun, shall process the request online, provided the signature on the request letter match with the specimen signature available in EPFO records
- Once the request is approved, you shall receive the ID & password on the new mobile number provided in the request letter
- Continue to login with the OTP received on the new mobile number

HOW TO CHANGE THE EXISTING NUMBER AFTER LOGGING IN?

- Go to EPFO Unified Portal Establishment Sign-In (<https://unifiedportal-emp.epfindia.gov.in/epfo/>)
- Click on the tab – Establishment >>> Contact Details
- Click on Change Mobile Number and submit the request
- The mobile number shall get updated within maximum 48 working hours

IN CASE OF ANY OTHER QUERY REGARDING THE PROCESS, YOU MAY:

- Write to us on ro.dehradun@epfindia.gov.in
- Send a WhatsApp message on +91-6395731375
- Lodge your grievance on <https://epfigms.gov.in>



Thank you.