FAQ

1. What is UAN ?

2. How do I get my UAN?

3. How can I access my details through portal?

4. What is the URL of member portal?

5. What is my password to login to Member Portal?

6. Can I view/download my passbook?

7. Can I view/download my UAN card?

8. What is the purpose of listing of previous member ids?

9. Can I update/upload my KYC document through member portal?

10. Can my mobile number/email id be changed?

11. Which documents are considered for KYC?

12. Do I have to upload the scanned copy of that document?

13. Can I upload multiple KYC documents?

14. How do I know that KYC uploaded by me is approved by employer?

15. What is to be done in case I change the job and join somewhere else?

16. In case of change of job, do I have to get UAN again and then activate my account?

17. How can I seek the help for any queries related to this portal?

DO NOT COPY

1. What is UAN ?

UAN stands for Universal Account Number.

The UAN will act as an umbrella for the multiple Member Ids allotted to an individual by different establishments.

The idea is to link multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number.

This will help the member to view details of all the Member Identification Numbers (Member Id) linked to it.

If a member is already allotted Universal Account Number (UAN) then he / she is required to provide the same on joining new establishment to enable the employer to in-turn mark the new allotted Member Identification Number (Member Id) to the already allotted Universal Identification Number (UAN).

2. How do I get my UAN?

Contact your employer to obtain your UAN . Your UAN is readily available with employer.

3. How can I access my details through portal?

Members need to visit the UAN based Member Portal website i.e. http://uanmembers.epfoservices.in

4. What is the URL of member portal?

http://uanmembers.epfoservices.in

5. What is my password to login to Member Portal?

The password has to be created by the member only while activating his/her UAN. The password should be alphanumeric, have minimum 1 special character and 8-25 character long. Special characters are !@#$%^&*() Sample Password:: abc@1973

EPF- FAQ

6. Can I view/download my passbook?

Yes. First of all, you need to login to the Member Portal by your UAN and password. Then go to the menu 'Download' and select 'Download Passbook'. There is a link given to download PDF of this passbook also.

7. Can I view/download my UAN card?

Yes. First of all, you need to login to the Member Portal by your UAN and password. Then go to the menu 'Download' and select 'Download Passbook'. There is a link given to download PDF of this passbook also.

8. What is the purpose of listing of previous member ids?

The idea is to list multiple Member Identification Numbers (Member Id) allotted to a single member under single Universal Account Number.

This will help the member to view details of all the Member Identification Numbers (Member Id) and further enable to check the eligibility for online transfer claim through the options 'List Previous Member ID' and 'View Status' from the Menu 'Previous Member ID'.

In future there is no need to list the member ids as it will be linked automatically on the basis of Form-11 information. Member needs to disclose his/her UAN/Previous Member ID to the new employer through Form-11.

EPF- FAQ

9. Can I update/upload my KYC document through member portal?

Yes, it can be done by going to the 'Profile' menu and selecting 'Update KYC Information' in the Member Portal. The uploaded KYC document by the member will be approved by employer till then status of KYC will be shown as "Pending".

10. Can my mobile number/email id be changed?

Yes, you need to go to Profile Menu in Member Portal and select an option 'Edit Mobile No.'/ 'Edit Email ID' for changing mobile number and email id respectively.

11. Which documents are considered for KYC?

Following documents can be used for KYC:- National Population Register, AADHAR , Permanent Account Number ,Bank Account Number, Passport, Driving License , Election Card, Ration Card

12. Do I have to upload the scanned copy of that document?

Yes, you need to scan the KYC document first and save it as .jpg/.gif/.png/.pdf. The size of scanned document should not exceed 300kb.

13. Can I upload multiple KYC documents?

Yes, multiple KYC documents out of the 8 specified KYC documents can be uploaded.

14. How do I know that KYC uploaded by me is approved by employer?

The status will be shown against uploaded KYC document on the same page's

15. What is to be done in case I change the job and join somewhere else?

You need to simply declare your UAN to your subsequent employers.

16. In case of change of job, do I have to get UAN again and then activate my account?

No, there is no need to obtain UAN again. It is a unique no. and will remain same throughout your career.

17. How can I seek the help for any queries related to this portal?

For queries related to Member Portal, you may contact :

Helpdesk Number : 1800 118 005

Helpdesk Email Id:uanepf@epfindia.gov.in