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1. Do I need my registered mobile number to login to the e-Filing Portal? There are multiple ways to login to the e-Filing portal. It is not required to have the registered mobile number. However, registered mobile number can be useful in case you forget your password.2. Should my PAN be registered on the e-Filing portal? The PAN entered in the textboxes should be registered in the e-Filing portal. If not, you will see with the following message - PAN does not exist, please register this PAN or try with some other PAN.If the e-Filing account linked to the PAN has been deactivated, please reactivate by reaching out to the helpdesk.3. Will my account get locked if I enter an incorrect password? Yes, the account will get locked after entering 5 unsuccessful attempts to log in. The account can be unlocked by using Unlock your account functionality or it will automatically get unlocked after 30 minutes.4. Do I need to link my PAN with Aadhaar to login to e-filing portal? You would be able to login to e-filing portal if your PAN is not linked with Aadhaar, but you will have limited access. It is therefore advisable to link PAN with Aadhaar.5. Do all banks provide Net Banking facility to login to the e-Filing account? Most of the nationally recognized banks provide this service for their customers. However, to be safe, it is recommended to check the bank's website or contact the bank regarding the same. The list of recognized banks is available on the e-Filing portal after clicking on the Net Banking option.6. I do not have mobile connectivity for OTP. How can I login to my e-Filing Account? You do not need OTP to login to e-filing portal. In case you have enabled any higher security option from e-filing vault higher security service, you may login with the below methods if any of the below method is chosen for 2nd factor authentication: Bank Account EVC (if you already have EVC), or Demat Account EVC (if you already have EVC), or DSC or Existing Aadhaar OTP.7. What is e-Filing vault? How does it help me? The e-Filing vault option provides multi-factor authentication for login and password reset. You can choose from multiple options such as bank account EVC, demat account EVC and DSC to provide an extra step of authentication while logging in.8. What are the Login service improvements on the new portal? In the new e-Filing portal, the captcha has been removed to ensure hassle free login. Secure access message has been added to protect from phishing websites. Additionally, you can set multi-factor authentication using e-vault security.9. I am an individual taxpayer. What is my user ID for login? The user ID for individuals is PAN. 10. What is the user ID for CA, ERI, External Agency, ITDREIN user and TIN 2.0 user? The user ID for the above users are generated when they register in the e-Filing portal. The respective user IDs are: CA - ARCA followed by the 6-digit number generated during registration ERI - ERIP followed by the 6-digit number generated during registration External Agency - EXTA followed by the 6-digit number generated during registration ITDREIN user - user ID generated during registration TIN2.0 user - TINP followed by the 6-digit number generated during registration.11. What can I do if I think that my e-Filing account has been accessed by some unauthorized person? If you think your e-Filing account may have been compromised or accessed in an unauthorized manner, then you may be a victim of cybercrime. Please report the incident to the concerned police or cyber-cell authorities as a first step. You may file an online criminal complaint / FIR by visiting an initiative of Government of India to facilitate victims / complainants to report cybercrime complaints online. Any information pertaining to the alleged cybercrime will be shared by Income Tax Department with the relevant law enforcement authorities when so summoned under their statutory powers of investigation. As a general precaution, please do not share your login credentials or other sensitive information.12. Do I need my user ID and password for logging in to the e-Filing portal? For most methods of login, the user ID and password is required for logging in to the e-Filing portal. In cases like Net Banking, the user ID and password is not required. 13. How can I login to the new portal if I do not have access to my e-Filing registered mobile number? You can login to new portal using user ID & password and in case you have enabled login using Aadhaar OTP, ensure that your PAN is linked with Aadhaar and you have access to the Aadhaar linked mobile number to generate Aadhaar OTP and login to e-filing portal. To access this site, please enable JavaScript in your browser settings or switch to a supported browser such as the latest Chrome, Firefox, Safari or Edge. A validated bank accounts necessary for credit of refunds The Income Tax Department will never contact you through pop-up window. Do not fall for fake pop ups! How to ...VideosAwareness VideosBrochures Taxpayer VoicesStatistics The new and intuitive official website of Income Tax Department which deals with e-Filing of returns/forms and other related functionalities. This pre-login services available to all taxpayers (except Companies) who want to register on and access the e-Filing portal. The Registration service enables the taxpayer to access and track all tax-related activities. 2. Prerequisites for availing this service Valid and active PAN Valid Mobile Number Valid email ID3. Step-by-Step Guide Step 1: Go to the e-Filing portal homepage, click Register.Step 2: Enter your PAN under Register as a Taxpayer option and click Validate. In case the PAN is already registered or invalid, an error message is displayed.Step 3: Enter all the mandatory details including Name, DOB / DOI, Gender (if applicable) and Residential Status as per your PAN on the Basic Details page and click Continue.Step 4: After PAN is validated, the Contact Details page appears for individual taxpayers. Enter your Contact Detailsincluding Primary Mobile Number, email ID and Address. ClickContinue.Step 5: Two separate OTPs are sent to the primary mobile number and email ID mentioned in Step 5. Enter the separate 6 digit OTPs received onthe mobile number and email ID and click Continue.Note: OTP will be valid for 15 minutes only. You have 3 attempts to enter the correct OTP. The OTP expiry countdown timer on screen tells you when the OTP will expire. On clickingResend OTP, a new OTP will be generated and sent. Step 6: Edit the details in the page if necessary and click Confirm.Step 7: On the Set Password page, enter your desired password in both the Set Password and Confirm Password textboxes. Enter your personalized message and click Register.Note: Do not clickRefresh or Back. While entering your new password, be careful of the password policy. It should be at least 8 characters and at most 14 characters. It should include both uppercase and lowercase letters. It should contain a number. It should have a special character (e.g. @#\$%). Step 8: When you are successfully registered, click Proceed to Login to begin the login process.Note:Log in to the e-Filing portal and update your profile to access all the available services. 4. Related Topics To access this site, please enable JavaScript in your browser settings or switch to a supported browser such as the latest Chrome, Firefox, Safari or Edge. The Login service enables a registered user of the e-Filing portal to access the e-Filing portal and all the services provided within the portal. There are various methods to login to the e-Filing portal. All the login methods along with credentials to be entered are listed below: Login Method Credentials to be entered Net Banking (e-Filing Vault Higher Security enabled) User ID & Password + Net banking User ID and password for second factor authentication Net Banking (e-Filing Vault Higher Security NOT enabled) Net banking User ID and password Bank/Demat Account EVC (e-Filing Vault Higher Security enabled) User ID (PAN) & Password + Bank EVC for 2nd factor authentication DSC User ID (PAN) & Password + DSC for 2nd factor authentication Login using User ID for CA, TAN User, ERI, External Agency, ITDREIN user User ID & Password Note:The e-Filing Vault Higher Security options provide multi-factor authentication for login and password reset. The process to login when higher security options are chosen, is also provided in this user manual. The new e-filing portal mandates twofactor authentication i.e. in addition to username and password, anotherauthentication throughOTPreceived on e-filing registered primary mobile number / email ID or Aadhaar linked mobile needs to be entered. In order to avoid any hassle for taxpayers, who may not have access to such mobile number/email, the twofactor authentication will be disabled during the initial period. During this period, taxpayers are requested to update their personal mobile number and email ID as primary mobile / email in their profile to ensure smooth login, once two-factor authentication is enabled. 2. Prerequisites for availing this service General Prerequisites Registered user on the e-Filing portal. Valid User ID and Password of e-Filing portal. Using Net Banking You should have linked your PAN with your bank account to login through Net Banking (only individual users)and you should be registered on e-filing portal. Using DSC Valid and active DSC and DSC should be registered on e-filing portal You should have installed emsigner and it should be running on the system. Plugged in DSC USB token in the machine. DSC procured from a Certifying Authority provider of India. DSC USB token should be a Class 2 or Class 3 certificate. 3. Step-by-Step Guide Refer to the table below for the required method of login: Login using e-Filing Password Refer to section 3.1 Login using Aadhaar OTP (including the case where e-Filing Vault Higher Security option is enabled) Refer to section 3.2 Login using net banking (Including the case where e-Filing Vault Higher Security option is enabled) Refer to section 3.3 Login using Bank Account / Demat Account EVC (when e-Filing Vault Higher Security option is enabled) Refer to section 3.4 Login using DSC (when e-Filing Vault Higher Security option is enabled) Refer to section 3.5 Login for other than taxpayers (CA, ERI, External Agency, TAN users, ITDREIN users) Refer to section 3.6 3.1 Log in using e-Filing Password Step 1: Go to the e-Filing Portal homepage and click Login.Step 2: Enter your PAN in the Enter your User ID textboxand click Continue.Step 3: Confirm your Secure Access Message. Enter your password and click Continue.On successful validation, the e-Filing Dashboard is displayed.For individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar, click on Link Now button, else click Continue. 3.2 Log in using AadhaarOTP (including the case where e-Filing Vault Option is enabled) Step 1: Go to the e-Filing portal homepage and click Login.Step 2: Enter your PAN in the Enter your User ID textbox and click Continue.Step 3: Confirm your Secure Access Message. Enter your password and click Continue. Step 4: If you already have OTP, selectI already have OTP on mobile number registered with Aadhaar and go to Step 5. If valid OTP is not available, click Generate OTPand click Continue.Step 5: On the Verify, it's you page, click I Agree to validate my Aadhaar Details > Generate Aadhaar OTP.Step 6: Enter your 6-digit OTP received on your mobile number registered with Aadhaarand click Login.Post successful validation, you will be taken to the e-Filing Dashboard. If your PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar, click on Link Now button, else click Continue.3.3 Log in using Net Banking (including the case where e-Filing vault option is enabled) Step 1: Go to the e-Filing portal homepage and click Login. In case of using Net Banking as a higher security option, enter your user ID, password and click Through Net Bankingon the Higher Security Options page and go to Step 3.Step 2: If you have not opted for the e-Filing Vault Higher Security option, click the Net Banking option found at the bottom of the page under Other Ways to Access Your Account.Step 3:Choose the preferred bank and click on Continue.Step 4: Read and understand the disclaimer. Click Continue.Step 5: Log in to your Net Banking account using your Net Banking user ID and password.Step 6: Post login, select the link to the e-Filing portalon the bank's website. You will be taken to the e-Filing Dashboard.For Individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar click on Link Now button, else click Continue.3.4Log in usingBank Account / Demat Account EVC (when e-Filing Vault Higher Security option is enabled) Step 1: Go to the e-Filing portal homepage and click Login.Step 2: Enter your PAN in the Enter your User ID textbox and click Continue.Step 3:Confirm your Secure Access Message. Enter your password and click Continue.Step 4:Select Bank Account EVC / Demat Account EVCand clickContinue.Step 5: If you do not have an EVC, clickGenerate EVC. You will receive the EVC on your mobile number registered with your bank / demat account. Note: In case you already have an EVC, selectI already have an EVC. Step 6: Enter the EVC and click Login.Post successful validation, you will be taken to the e-Filing Dashboard.For Individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar, click on Link Now button else click Continue.3.5Log in using DSC (when e-Filing Vault Higher Security option is enabled) Step 1: Go to the e-Filing portal homepage and click Login.Step 2: Enter your User ID textbox and click Continue.Step 3:Confirm your Secure Access Message. Enter your password and click Continue.Step 4: Select theDSC Option and click on Continue.Step 5: Select New DSC or Registered DSC(as required) and click Continue. Refer to the RegisterDSC user manual to learn more. Step 6: SelectI have downloaded and installed emsigner utility and click Continue.Note: You can download and install the utility, using the hyperlink on the bottom of the page. Step 7: On the Data Sign page, choose the ProviderandCertificate. Enter the Provider Password and click Sign.Post successful validation, you will be taken to the e-Filing Dashboard.For Individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar, click on Link Now button else click Continue.3.6 Login for other than taxpayers(CA, TAN User, ERI, External Agency, ITDREIN user) Step 1: Go to the e-Filing Portal homepage and click Login.Step 2: Enter your user IDin the Enter your User ID textboxand click Continue.Note: The user IDs for different users are mentioned in the table below: Sl. No. User User ID 1 CA ARCAfollowed by the 6-digit membership No. 2 Tax Deductor and Collector TAN 3 ERI ERIP followed by the 6-digit number, 4 External Agency EXTA followed by the 6-digit number, 5 ITDREIN User PAN/TAN of reporting entity followed by 2 alphabets and 3 digits; Step 3: Confirm your Secure Access Message. Enter your password and click Continue.Refer to the table below to proceed further: Log in using e-Filing Password Refer to Section 3.1 Log in using Aadhaar OTP Refer to Section 3.2 Log in using Net Banking Refer to Section 3.3 Log in using Bank Account / Demat Account EVC Refer to Section 3.4 Log in using DSC Refer to Section 3.5 4. Related Topics

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