End-user Manual

for

e-Pramaan: A National e-Authentication Service

Submitted to

Department of Electronics & Information Technology
Ministry of Communications and Information Technology
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Submitted by

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1. End-user Registration and Profile Management

The process flow for end-user registration and profile management on e-Pramaan user portal is detailed in this chapter.

1.1 End-user Registration and Login

This section details out the process for end-user registration onto e-Pramaan user portal as well as the login process for logging in to the portal after successful registration.

1.1.1 End-user Registration

End-user is required to register onto e-Pramaan user portal before using e-Pramaan authentication mechanism and e-Pramaan ID to login into various services enlisted on e-Pramaan. End-user clicks on User Registration link under Services tab on e-Pramaan website (https://epramaan.gov.in/). There are currently two options for registration; one using Aadhaar Number and the second option for registration is without using any identity document. These options are as illustrated in Figure 1. End-user can use Aadhaar number or may register without using any identity document.

![Citizen Registration](image)

**Figure 1: Snapshot of Registration Options on e-Pramaan**

1.1.1.1 Registration using Aadhaar Number

End-user can register onto e-Pramaan using Aadhaar number by carrying out the following process.

i.) End-user selects “Registration using Aadhaar Number” as illustrated in Figure 2.

ii.) End-user must enter Aadhaar number and choose either mobile/email as medium for receiving the OTP for Aadhaar Number verification. End-user must enter the captcha as displayed and must provide consent for sharing her credentials received through e-KYC of Aadhaar. These credentials will be used to pre-populate the citizen registration form for signing up on e-Pramaan User Portal.
i.) End-user must click on **Verify through e-KYC**. An OTP is sent by the Aadhaar verification system on the end-user’s mobile number or email registered with Aadhaar. End-user must enter this OTP and check the box against “**Autofill my mobile number and email id received from Aadhaar**”. If this option is not chosen, end-user must manually provide an email id or mobile number on the Citizen Registration Form for signing up on e-Pramaan. In case the end-user has not received the OTP from Aadhaar, she can on **Regenerate OTP for Aadhaar e-KYC** link to receive the OTP again. The **Regenerate OTP for Aadhaar e-KYC** can be used for a maximum of 4 times to resend the verification code in case the user is unable to receive the same.

iii.) End-user must click on **Verify**.
iv.) On successful verification of the OTP, a Citizen Registration Form as illustrated in Figure 4 will be displayed which will be pre-populated with the Given Name, Date of Birth, Aadhaar number, email id (optional), mobile number (optional), and Address fields received from Aadhaar. End-user must fill out the remaining details. End-user registration form contains the fields as enlisted in Table 1.

### Table 1: End-user Registration Fields and Description

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Name</td>
<td>Given name of the end-user</td>
</tr>
<tr>
<td>Username</td>
<td>Unique name for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Password</td>
<td>Password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Repeat the password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Date of birth of the end-user</td>
</tr>
<tr>
<td>Mobile Number</td>
<td>Mobile Number of the end-user</td>
</tr>
<tr>
<td>Email ID</td>
<td>Email ID of the end-user</td>
</tr>
<tr>
<td>Aadhaar Number</td>
<td>Aadhaar number of the end-user</td>
</tr>
<tr>
<td>House / Flat / Building</td>
<td>House / Flat / Building in end-user address</td>
</tr>
<tr>
<td>Landmark</td>
<td>Landmark in end-user address</td>
</tr>
<tr>
<td>Street</td>
<td>Street in end-user address</td>
</tr>
<tr>
<td>Locality</td>
<td>Locality in end-user address</td>
</tr>
<tr>
<td>City / District</td>
<td>City / District in which end-user resides</td>
</tr>
<tr>
<td>State</td>
<td>State where in which end-user resides</td>
</tr>
<tr>
<td>Pin Code</td>
<td>Pin Code of place where end-user resides</td>
</tr>
<tr>
<td>Security Question</td>
<td>Security Question for resetting password</td>
</tr>
<tr>
<td>Security Answer</td>
<td>Security Answer for resetting password</td>
</tr>
<tr>
<td>Personal Message</td>
<td>Message to be displayed for website authentication</td>
</tr>
<tr>
<td>Captcha</td>
<td>Captcha as displayed</td>
</tr>
</tbody>
</table>
Figure 4: Snapshot of End-user Registration Form for Aadhaar-based Registration
v.) On successful submission of this form, end-user account is created on e-Pramaan. If the end-user has provided her email id and mobile number, an email verification link will be sent on the provided email id and a verification code will sent over the provided mobile number. In case only the email id is provided by the user, an email verification link will be sent on the provided email id. In case only the mobile number is provided by the user, a verification code will be sent on the provided mobile number.

vi.) End-user will be now be able to login to the e-Pramaan user portal, but will not be allowed to use services offered by e-Pramaan unless email or mobile is verified. User must verify email/mobile within 2 days of registration, failing which the created account will be de-registered. The email and mobile verification process is explained in Section 1.1.2.

Once the mobile/email verification process is successful, the registration process is complete and the end-user can start availing the services offered by e-Pramaan.

1.1.2 Registration without using Identity Document

End-user willing to register onto e-Pramaan user portal without using any identity document is required to carry out the following process.

i.) End-user must select “Skip Identity Verification (not recommended)” option as illustrated in Figure 5. User must then click on Continue button.

![Figure 5: Snapshot of End-user Registration Process without using Identity Document](image)

ii.) A form for end-user registration on e-Pramaan as illustrated in Figure 6 is displayed. End-user must fill out the mandatory details. End-user registration form contains the fields as enlisted in Table 2.
### Table 2: End-user Registration Fields and Description

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Name</td>
<td>Given name of the end-user</td>
</tr>
<tr>
<td>Username</td>
<td>Unique name for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Password</td>
<td>Password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Repeat the password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Date of birth of the end-user</td>
</tr>
<tr>
<td>Mobile Number</td>
<td>Mobile Number of the end-user</td>
</tr>
<tr>
<td>Email ID</td>
<td>Email ID of the end-user</td>
</tr>
<tr>
<td>PAN Card</td>
<td>PAN of the end-user</td>
</tr>
<tr>
<td>Aadhaar</td>
<td>Aadhaar number of the end-user</td>
</tr>
<tr>
<td>House / Flat / Building</td>
<td>House / Flat / Building in end-user address</td>
</tr>
<tr>
<td>Landmark</td>
<td>Landmark in end-user address</td>
</tr>
<tr>
<td>Street</td>
<td>Street in end-user address</td>
</tr>
<tr>
<td>Locality</td>
<td>Locality in end-user address</td>
</tr>
<tr>
<td>City / District</td>
<td>City / District in which end-user resides</td>
</tr>
<tr>
<td>State</td>
<td>State where in which end-user resides</td>
</tr>
<tr>
<td>Pin Code</td>
<td>Pin Code of place where end-user resides</td>
</tr>
<tr>
<td>Security Question</td>
<td>Security Question for resetting password</td>
</tr>
<tr>
<td>Security Answer</td>
<td>Security Answer for resetting password</td>
</tr>
<tr>
<td>Personal Message</td>
<td>Message to be displayed for website authentication</td>
</tr>
<tr>
<td>Captcha</td>
<td>Captcha as displayed</td>
</tr>
</tbody>
</table>
**Citizen Registration Form**

**Personal Information**
- **Given Name**: 
- **Username**: 
- **Password**: 
  - Password must be at least 8 characters long and must be a combination of upper case, lower case, numbers and non-alphanumeric characters excluding space character.
- **Confirm Password**: 
- **Date of Birth**: DD - Month - YYYY
  - (Mobile Number or Email Id is mandatory)
- **Mobile Number**: 
- **Email Id**: 
  - Kindly enter valid Email Id (i.e. xxx@yyy.zz)

**Identity Information**
- **PAN**: 
  - Given date of birth and PAN data of birth must match for successful PAN verification.
- **Aadhaar**: 
  - Kindly enter valid Aadhaar Number (i.e. 12345678901234).

**Contact Address**
- **House / Flat / Building**: 
- **Landmark**: 
- **Street**: 
- **Locality**: 
- **City / District**: 
- **State**: -- Select --
- **Pin Code**: 

**Additional Information**
- **Security Question**: -- Select --
- **Security Answer**: 
- **Personal Message**: 
  - This Personal Message will be displayed every time you login to e-Pramaan site. The site is an authentic site only if the same personal message given during registration is displayed.
- **Captcha**: 
  - Captcha letters are case sensitive.

![Captcha Image](c1335nr)

- Accept "Terms" and "Policies" of e-Pramaan.
- Sign Up  Back

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**Figure 6: Snapshot of End-user Registration Form for Non-Identity-based Registration**
iii.) On successful submission of this form, end-user account is created on e-Pramaan. If the end-user has provided her email id and mobile number, an email verification link will be sent on the provided email id and a verification code will sent over the provided mobile number. In case only the email id is provided by the user, an email verification link will be sent on the provided email id. In case only the mobile number is provided by the user, a verification code will be sent on the provided mobile number.

iv.) User will be now be able to login to the e-Pramaan user portal but will not be allowed to use services offered by e-Pramaan unless email or mobile is verified. User needs to verify email/mobile within 2 days of registration, failing which the created account will be de-registered. The email and mobile verification process is explained in Section 1.1.2.

Once the mobile/email verification process is successful, the registration process is complete and the end-user can start availing the services offered by e-Pramaan.

1.1.2 Email and Mobile Verification

Once the registration form is filled and successfully submitted, end-user is redirected to the Registration Verification Process page as illustrated in Figure 7 to verify her email id and mobile number. End-user needs to verify email/mobile within 2 days of registration, failing which the created account will be de-registered.

![Registration Verification Process](image)

*Figure 7: Snapshot of Registration Verification Process*
1.1.3 Email ID Verification

End-user need to carry out the following steps for verifying email id on e-Pramaan.

i.) End-user must log in to her email account and click on the email verification link sent by e-Pramaan.

ii.) Once the link is successfully verified, end-user can start availing the services of e-Pramaan.

iii.) The Send verification link can be used for a maximum of 7 times to resend the email verification link in case the user is unable to receive the same.

1.1.4 Mobile Number Verification

End-user must follow the below steps for verifying her mobile number on e-Pramaan.

i.) On the Registration Verification Process page, user must click on Verify.

ii.) End-user must enter the verification code received on her mobile immediately after submitting the registration form.

iii.) After entering the verification code, end-user must click on Verify.

iv.) Once the mobile number is successfully verified, end-user can start availing the services of e-Pramaan.

v.) The Resend Verification Code can be used for a maximum of 4 times to resend the verification code in case the user is unable to receive the same.

1.1.5 End-user Login on e-Pramaan User Portal

End-user logs in to e-Pramaan user portal using the Sign In link provided on the home page of e-Pramaan user portal.

i.) End-user must enter the chosen username/Aadhaar Number, password and captcha on the Login Form as shown in Figure 9 and click on Login.
ii.) On successful data validation and credential verification, end-user will be logged into respective e-Pramaan account.

![e-Pramaan Login Form](image)

**Figure 9: Snapshot of End-user Login Form**

The fields appearing on the Login Form and their description have been enlisted in the Table 3.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username/Aadhaar</td>
<td>Username chosen by end-user during registration for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Password</td>
<td>Password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Captcha</td>
<td>Text as displayed</td>
</tr>
</tbody>
</table>

### 1.1.6 End-user Logout from e-Pramaan Account

End-user can log out of her e-Pramaan account using the **Sign Out** link provided on the user profile page.

### 1.1.7 End-user Forgot Password

End-user can reset forgotten password by using the **Forgot Password** link provided on the login page and by following the below process.

i.) End-user must click on **Forgot Password** link. This will display the Forgot Password form as shown in Figure 10.

ii.) End-user must enter the username for which password is to be reset and also enter the captcha as displayed and click on **Submit** button.

iii.) System sends OTP on the end-user’s mobile number. In case the end-user has not provided her mobile number or if her mobile number is not verified, a verification link is sent over the end-user’s verified email id.
iv.) If email link is sent on the end user’s verified email id, end-user must click on the link to verify the same. In case of verification code sent over the verified mobile number, end-user is required to enter the OTP on the form as shown in Figure 11.

v.) Once the verification code or the link is verified, Reset Password form is displayed as illustrated in Figure 12. End-user must enter values for new password, confirm password and captcha after which the new password is set.

The fields appearing on end-user Forgot Password and Reset Password Forms and their description have been enlisted in the Table 4.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>Username for which password is required to be reset.</td>
</tr>
<tr>
<td>OTP</td>
<td>One-Time Password sent on end-user’s verified mobile number</td>
</tr>
<tr>
<td>Password</td>
<td>Password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Repeat password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>Captcha</td>
<td>Text as displayed</td>
</tr>
</tbody>
</table>

*Figure 10: Snapshot of End-user Forgot Password Form*

*Figure 11: Snapshot of Verify OTP Form*
1.1.8 Unlock Locked Account

End-user can activate locked account on e-Pramaan user portal using the **Unlock Your Account** link on the home page of e-Pramaan user portal by carrying out the following process.

i.) End-user must choose to activate locked account using either email or mobile.

ii.) System will display **Unlock Your Account** form as illustrated in Figure 13.

iii.) End-user must enter username/Aadhaar Number and captcha and click on **Submit**.

iv.) If end-user has chosen to activate her account using email, an activation link will be sent to her registered email, while if she has chosen to activate her account using mobile, an OTP will be sent to her registered mobile.

v.) If end-user has chosen to activate her account using email, she needs to click on activation link sent on her verified email id, else if she has chosen to activate her account using mobile, she is required to enter the OTP sent over her verified mobile number on the **Verify One Time Password** form shown in Figure 14.

vi.) End-user account is activated on e-Pramaan user portal.

The fields involved in locked account activation and their description have been enlisted in the Table 5.

**Table 5: Activate Locked Account Fields and Description**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name/Aadhaar Number</td>
<td>Username/Aadhaar Number of end-user for which password is required to be reset.</td>
</tr>
<tr>
<td>Captcha</td>
<td>Text as displayed</td>
</tr>
<tr>
<td>Account Activation One Time Password (OTP)</td>
<td>OTP received on verified mobile number of end-user for activating locked account.</td>
</tr>
</tbody>
</table>
Figure 13: Snapshot of Activate Locked Account Form

Figure 14: Snapshot of Verify Account Activation OTP Form
1.2 End-user Profile Management

This section details out the activities involved in the management of end-user profile on e-Pramaan user portal. These activities include resetting password, viewing and editing end-user profile and viewing SP services enlisted on e-Pramaan.

1.2.1 End-user Reset Password

End-user can reset password using the **Reset Password** link after logging into respective e-Pramaan account on e-Pramaan user portal. The below steps will be followed for resetting end-user password on e-Pramaan user portal.

i.) On clicking the **Reset Password** link, Reset Password form as illustrated in Figure 15 appears. End-user is prompted to enter old password, new password and to re-enter new password.

The fields appearing on end-user Reset Password Form and their description have been enlisted in the Table 6.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old Password</td>
<td>Current password for logging in to e-Pramaan user portal</td>
</tr>
<tr>
<td>New Password</td>
<td>New password chosen by end-user for logging in to e-Pramaan user</td>
</tr>
<tr>
<td>Confirm password</td>
<td>Repeat new password chosen by end-user for logging in to e-Pramaan user</td>
</tr>
</tbody>
</table>

ii.) On successful verification of the old password, and after syntactical and strength validation of the new password, the password is reset.

![Figure 15: Snapshot of Reset Password Form](image)

1.2.2 End-user View Profile

End-user can view her profile on e-Pramaan user portal by logging into e-Pramaan account and clicking on **View Profile** link.
1.2.3 End-user Edit Profile

End-user can update her profile by logging into the e-Pramaan user portal and clicking on Edit Profile link. End-user can update all fields except identity documents. Identity document can be added, but cannot be modified.

i.) End-user must click on Edit Profile link after which she is taken to the Verify User form as illustrated in Figure 17. She is required to authenticate herself by providing her password. End-user is also prompted to enter a captcha. Once she is successfully verified, the Edit Profile form is displayed as shown in Figure 18.

The fields appearing on the Edit Profile Form and their description have been enlisted in the Table 7.
## Table 7: End-user Edit Profile Fields and Description

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Given Name</strong></td>
<td>Given name of the end-user. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>Date of Birth</strong></td>
<td>Date of birth of the end-user. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>Verified Mobile Number</strong></td>
<td>Verified mobile number of the end-user</td>
</tr>
<tr>
<td><strong>New Mobile Number</strong></td>
<td>New mobile number of the end-user</td>
</tr>
<tr>
<td><strong>Verified Email ID</strong></td>
<td>Verified email ID of the end-user</td>
</tr>
<tr>
<td><strong>New Email ID</strong></td>
<td>New email ID of the end-user</td>
</tr>
<tr>
<td><strong>Aadhaar Number</strong></td>
<td>Aadhaar Number of the end-user. This can be updated if it is not already verified.</td>
</tr>
<tr>
<td><strong>PAN Card</strong></td>
<td>PAN of the end-user. This can be updated if it is not already verified.</td>
</tr>
<tr>
<td><strong>Digital Certificate</strong></td>
<td>Digital Certificate possessed by the end-user. This can be updated if it is not already verified.</td>
</tr>
<tr>
<td><strong>House / Flat / Building</strong></td>
<td>House / Flat / Building in end-user address. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>Landmark</strong></td>
<td>Landmark in end-user address. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>Street</strong></td>
<td>Street in end-user address. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>Locality</strong></td>
<td>Locality in end-user address. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>City / District</strong></td>
<td>City / District in which end-user resides. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td>State where in which end-user resides. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>Pin Code</strong></td>
<td>Pin Code of place where end-user resides. The field can be modified only if the Aadhaar number of the end-user is not verified.</td>
</tr>
<tr>
<td><strong>Personal Message</strong></td>
<td>Message to be displayed for website authentication</td>
</tr>
<tr>
<td><strong>Captcha</strong></td>
<td>Captcha as displayed</td>
</tr>
</tbody>
</table>

ii.) End-user can update multiple fields by changing their values and clicking on update. Email id and mobile number will be updated only after verification through email verification link and mobile OTP respectively. Identity documents will be added to the profile only after due verification.

iii.) If end-user has registered through Aadhaar, given name, date of birth, mobile number, address and Aadhaar number fields will be non-editable. While if the end-user has registered using PAN, given name, date of birth and PAN fields will be non-
editable. In case the end-user has registered using Aadhaar, she may add her PAN using Edit Profile option. In case the end-user has registered using PAN, she may add her Aadhaar Number using Edit Profile option. However, once the Aadhaar number is verified, given name, date of birth, mobile number and address fields will be overwritten and will become non-editable.

Figure 17: Snapshot of Verify User Form
1.2.4 View SP Services

End-user can view services enlisted on e-Pramaan using the Services features of the e-Pramaan user portal. End-user can click on any of the services and if she already is a registered user of the service, she is redirected to the service page and is logged into the service through e-Pramaan.
1.2.5 Service Login using DSC Authentication

End-user can access DSC authentication based services by carrying out the following steps.

i.) To log into a service that requires DSC-based authentication, end-user must click on the Services tab. All available services will be listed. End-user must click on the service name she desires to access.

ii.) e-Pramaan will await authentication response for this request as illustrated in Figure 20.
iii.) After receiving successful response, e-Promaam will try to detect e-Pramaam DSC Client on the end-user’s system.

iv.) If the DSC Client is not detected, e-Pramaam provides an option to download the DSC Client as illustrated in Figure 21.

![Figure 21: Snapshot of Download Option for e-Pramaam DSC Client](image)

v.) Once the download is complete, e-Pramaam provides an option to launch the client by clicking on the **Launch Client** button as illustrated in Figure 22.

![Figure 22: Snapshot of Launch Option for e-Pramaam DSC Client](image)

vi.) The client is launched and the end-user is prompted to select a USB token from the dropdown list for signing the service access request as illustrated in Figure 23.
vii.) End-user must now enter the password for the selected USB token for DSC authentication. This is illustrated in Figure 24.

viii.) Once the DSC is authenticated, end-user is redirected and logged in to the service of his choice.

1.2.6 Service Login using Biometric Authentication

End-user can access fingerprint biometric-based authentication based services by carrying out the following steps.

i.) To log into a service that requires fingerprint biometric -based authentication, end-user must click on the Services tab. All available services will be listed. End-user must click on the service name she desires to access.

ii.) e-Pramaan will await authentication response for this request as illustrated in Figure 25.
iii.) After receiving successful response, e-Pramaan will try to detect e-Pramaan Biometric Authentication Client on the end-user’s system.

iv.) If the Biometric Authentication Client is not detected, e-Pramaan provides an option to download the Biometric Authentication Client as illustrated in Figure 26.

v.) Once the download is complete, e-Pramaan provides an option to launch the client by clicking on the **Launch Client** button as illustrated in Figure 27.

vi.) The client is launched and it will now check the system requirements and load the sensor for scanning the fingerprint. This is illustrated in Figure 28.
vii.) The end-user is then prompted to place her fingerprint on the sensor which will be scanned by the sensor. Once the fingerprint is successfully scanned, the end-user will be notified as illustrated in Figure 29.

viii.) End-user must now click on the Authenticate button to authenticate her fingerprint biometric.

ix.) Once the fingerprint biometric is successfully authenticated, end-user is redirected and logged in to the service of her choice.

1.2.7 Deregister MOTP Application

End-user can discontinue using MOTP for OTP-based services by using the **Deregister MOTP Application** link under the **Manage Profile** tab. This option is particularly useful if a user happens to lose her mobile. In such a scenario, the MOTP option can be discontinued by using the above option. Once the MOTP is deregistered, OTP-based services cannot be accessed using the OTP generated from MOTP app.
To deregister from the MOTP, the user needs to carry out the following process:

i.) End-user clicks on **Deregister MOTP Application** under **Manage Profile** tab.

ii.) A user verification form as illustrated in Figure 30 is displayed. End-user must enter the password for e-Pramaan. She must also the captcha as displayed and click on the **Submit** button.

iii.) Once the user password is successfully verified, MOTP service is successfully deregistered for the user. A confirmation of the same is displayed to the end-user as illustrated in Figure 31.

![Figure 30: Snapshot of User Verification Form for MOTP Deregistration](image)

![Figure 31: Snapshot of Confirmation Message of MOTP Application](image)

### 1.2.8 Delete Account

End-user account can be deleted on e-Pramaan user portal by using the **Delete Account** link under the **Manage Profile** tab. Once the user account is deleted, the user can no longer use the services of e-Pramaan. The user can use the email id and mobile number of the deleted account to create a new account on e-Pramaan. The user cannot, however, use the username of the deleted account for creating a new account on e-Pramaan.

To delete the end-user account on e-Pramaan, the user needs to carry out the following process:

i.) End-user clicks on **Delete Account** under **Manage Profile** tab.
ii.) A **Delete User Account** form as illustrated in Figure 32 is displayed. End-user must answer the security question selected at the time of registration. She must also enter the captcha as displayed and click on **Submit** button.

iii.) Once the user security answer is successfully verified, e-Pramaan account of the end-user is suspended and a deletion link will be sent on the end-user’s registered email id. Please note that in the suspended state, end-user can log into her account, but she cannot use any services provided by e-Pramaan. She can reactivate her suspended account by carrying out the steps mentioned in **Section 1.2.8.2**. A confirmation of the emailed deletion link will also be displayed to the end-user on the screen as illustrated in Figure 33.

iv.) End-user must click on the account deletion link to delete her account. (Note: if end-user does not click on the emailed deletion link, the account will remain in suspended state. End-user can choose to delete the suspended account at a later time by following the steps mentioned in **Section 1.2.8.1**)

v.) Once the end-user clicks on the account deletion link, e-Pramaan account of the end-user will be deleted and the user will be redirected to the home page of e-Pramaan user portal. User can longer use her username and password to login to e-Pramaan user portal.

**Figure 32: Snapshot of Delete User Account Form**

**Figure 33: Snapshot of Confirmation Message for Emailed Deletion Link**

### 1.2.8.1 Deleting a Suspended Account at a Later Time

End-user may delete a suspended account at a later time by carrying out the following process.
i.) End-user must log into her account on e-Pramaan. Upon logging in, she will be notified that her account has been suspended and that she can either delete the account permanently or she may reactivate the suspended account. User must click on the click here link next to the “To re-send delete confirmation email to...” option.

ii.) A deletion link will be sent on the end-user’s registered email id. End-user must click on this account deletion link to delete the user account.

iii.) Once the end-user clicks on the account deletion link, the e-Pramaan account of the end-user will be deleted and the user will be redirected to the home page of e-Pramaan user portal. User can no longer use her username and password to login to e-Pramaan user portal.

![Suspended User Options](image)

**Figure 34: Snapshot Suspended User Options**

### 1.2.8.2 Reactivating a Suspended Account

End-user may reactivate a suspended account by carrying out the following process.

i.) End-user must log into her account on e-Pramaan. Upon logging in, she will be notified that her account has been suspended and that she can either delete the account permanently or she may reactivate the suspended account. User must click on the click here link next to the “To reactivate your account” option.

ii.) A Delete User Account form as illustrated in Figure 35 is displayed. End-user must answer the security question selected at the time of registration. She must also enter the captcha as displayed and click on Submit button.

iii.) An account reactivation link will be sent on the end-user’s registered email id. A confirmation of the emailed reactivation link will also be displayed to the end user on the screen as illustrated in Figure 36. End-user must click on this account reactivation link to reactivate the user account.

iv.) Once the end-user clicks on the account reactivation link, the e-Pramaan account of the end-user will be reactivated and the user will be logged into e-Pramaan user portal. User can now use the services on e-Pramaan user portal.
Figure 35: Snapshot of Delete User Account Form

Figure 36: Snapshot of Confirmation Message for Emailed Activation Link