

Steps for updating mobile number in EPFO Member Portal.

These steps are only for updating mobile number if previous mobile number used for activation of their UAN is not in use and unable to use EPFO Member portal.

This will work only in case of Aadhar or PAN number KYC is linked in EPFO portal

- 1) If UAN was not activated, follow steps given for UAN activation under CPF circulars.
- 2) Go to EPFO Member Portal by using URL
<https://unifiedportal-mem.epfindia.gov.in/memberinterface/>
- 3) Select Forgot Password option
- 4) Enter UAN and Captcha and click on Submit
- 5) Some digits of Previous mobile number is displayed. If that mobile number is not in use, then for question 'Do you wish to send OTP on the above mobile number', select 'No'.
- 6) Enter Name as per UAN, Date of Birth and Gender and click on Verify. Name should be as per UAN master. This can be checked in CPF Portal My profile. If system does not accept name, try adding or removing 'Shri' or 'Smt' etc in name. **It is found that for this option also name as per UAN is matched with name as per Aadhar or PAN. So if any mismatch in name in UAN or Aadhar(or PAN if PAN used for forgot password), this option may not work. In this case you have to wait for name correction in UAN or send joint declaration form.**
- 7) In 'Validate against ' option, select Aadhar and enter Aadhar number OR Select PAN and enter PAN number. Click on Verify.
- 8) If Aadhar or PAN is matched as per the KYC against the details for the UAN account in EPFO system, New Mobile number will be asked. Enter new mobile number and click 'Get OTP.
- 9) Enter OTP received and click on Verify.
- 10) Enter New Password and re-enter new password and submit.