

REQUENTLY ASKED QUESTIONS

ON USER REGISTRATION

- 1. What are the Internet Explorer Security Settings required for the download of Digital Signature Certificate?**

You have to follow the steps given below: 1. If the CCA and TCS-CA certificates are not installed in your Internet Explorer then click the following link below to download the Certificate Trust Chain.

- 2. Do I need separate DSCs for registering as a professional and an authorized signatory of a business user?**

No, you can register as a professional and authorized signatory with a single DSC.

- 3. My DSC has been lost/ corrupted. What should I do?**

You are required to obtain a new DSC and update the same on MCA portal as explained above in case of renewal of DSC

- 4. My User ID has got blocked. What should I do?**

On entering wrong password for three times consecutively, the user ID gets blocked for 12 hours. After this period, it will automatically become active.

- 5. I have created a business user ID by registering my DSC. Whether I am required to register my DSC again, under DSC registration service, for role check purpose?**

No, for the same user category/ role, DSC registration details submitted at the time of user registration will be used for role check purpose.

- 6. I have registered my DSC. Whether I am required to register my DSC again while creating a business user ID for the same role?**

Yes, for the purpose of linking the details of DSC with the user ID, DSC needs to be registered again while creating a business user ID.

- 7. While trying to log-in to MCA Portal, I am receiving Error message - "User Account Expired" What should I do?**

If any User does not log-in to the MCA Portal for 6 (six) months, his/ her User Account gets expired. The expired User Account cannot be re-activated and the User is required to register again on MCA Portal.

8. While trying to log-in to MCA Portal, I am receiving Error message - "Digital Signature Verification failed or CA is not trusted". What should I do?

JDK/JRE - Java version 8 Update 92 is suggested. Click here to download JDK/JRE - Java version 8 Update 92.

Source: www.mca.gov.in

In case you need further assistance please feel free to contact us!!

We will be more than happy to work with you :-)

Thanks & Regards,

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