

FAQ – Login and Registration

Q. Which browser is best to access the PMFBY portal?

A. The portal runs on Internet Explorer 9+, Mozilla Firefox and Google Chrome. The website is also mobile friendly and the users can access it on their mobile phones.

Q. How can a user register on the portal for the first time?

A. Any user can register on the portal through 3 ways –

1. Self-Registration
2. User Creation
3. Login using Old User ID

SELF REGISTRATION

Q. What is the process to complete self-registration on the PMFBY portal?

A. The user needs to click on 'Register' to register themselves on the portal and then enter the Official information and Personal information. The user has to verify his/her Aadhar number (automatically verified) and also verify the mobile number (OTP Verification).

The registration would be approved by the upper hierarchy and the user would be notified through an SMS and a email upon approval/rejection.

Q. How would a user get to know if the self-registered application is approved/rejected?

A. All the self-registrations would be approved by the upper hierarchy of the user and the user is notified through an SMS and an email upon approval/rejection.

Q. Will the upper authorities know about my self-registered application?

A. The upper authorities will also be notified through an SMS and a mail about the self-registered applications. The upper authorities can approve/reject the self-registered application from his/her User Console dashboard.

Q. My self-registered application got approved. How do I login?

A. The option to 'Sign In' is provided at the top right portion of the portal. The user needs to click on 'Sign in' option and has to enter the registered mobile number and password set at the time of self-registration.

Q. Is Aadhar verification mandatory in self registration while filling the Personal Information?

A. Yes. Aadhar verification is mandatory as per the guidelines of Government of India.

Q. What to do if Aadhar number is not getting validated?

A. If in case the Aadhar number is not getting validated, we would request the user to cross check the Aadhar number. If the Aadhar is correct and the portal doesn't validate the Aadhar, then wait for some time or reload the portal.

Q. What to do if the OTP is not being generated?

A. We request the user to wait for some time, click upon resend OTP and the OTP would be sent again automatically. However we are working on sending an OTP request through a call. The feature would be active shortly.

In meantime, if you haven't received the message of new password, but are being registered, you can regenerate the message by going to sign in and clicking upon forgot password.

OLD USER SIGN IN

Q. What does 'Old User Sign in' mean?

A. 'Old User Sign in' allows the users who have access to the previous crop Insurance portal to login to the new PMFBY portal using their previous password.

Q. How can a user login using the Old user ID?

A. The option to 'Sign In' is provided at the top right portion of the portal. The user needs to click on 'Sign in' option. The user should then click on 'Login with old user ID' option provided at the bottom to login using the Old user ID.

Q. What is the process of login using the Old User ID?

A. The user needs to click on 'Sign in' option provided at the top right corner. The user should then click on 'Login with old user ID' option provided at the bottom to login using the Old user ID.

The user is expected to select the Stakeholder and Category type to proceed further. The following information fields would be opened based on the Stakeholder and Category type entered.

The user has to enter the old password to proceed further with the login process and enter the Official Information. Verification process for Aadhar and mobile number needs to be completed.

Q. Does Old User Sign in require approval?

A. No. If the user uses the Old User Sign in option, he or she would not have to be approved by any higher authorities.

Q. I signed in using my Old User ID and I am registered as a Branch user. How can I change it?

A. When a user enters the PMFBY portal using the Old User Sign option, he/she is registered as Branch User as default. If the user wishes to change it, he/she can ask the upper hierarchy to assign the appropriate role to them.

For example, a Branch head registered as a Branch User by default can ask the State Admin to assign him/her the appropriate role. The State Admin would be able to assign roles to users through the User Console dashboard.

Q. I cannot find my Bank IFSC code. How can I enter my Official information?

A. We request the users to check the selected State and District. If both are correct, check the entered IFSC code again. If all details are correct and the IFSC is not valid, kindly notify the Headquarter user to create the respective branch. Once the Headquarter user creates the branch, the IFSC code will be made valid.

Q. I do not have an official email ID to enter in the personal information section. What should I do?

A. The user can enter his/her personal email ID in a case where official email ID is not available. However the email ID can be changed anytime from the profile settings of the user's account.

Q. My mobile number is not getting verified. What should I do?

A. Please make sure that the mobile number is entered correctly. Only one user can register using a mobile number and multiple users cannot enter the same mobile number on the portal.

Q. I received an SMS about my self-registration approval. What should I do next?

A. The user needs to click on 'Sign in' option provided at the top right corner. Enter the registered mobile number and the password set at the time of registration. Enter the captcha and click 'Login' to login to the portal.

Q. I do not remember the password set during registration. What should I do?

A. The user needs to click on 'Sign in' option provided at the top right corner. The user can click 'Forgot Password' option and enter the registered mobile number.

For OTP verification, the user can select the means of receiving OTP either through an Email or SMS. The user can enter the OTP and click 'Verify'. In case the user does not receive the OTP, he/she can click the 'Resend' option.

USER CREATION

Q. Who can create a user at the PMFBY portal?

A. The creation of users on the PMFBY portal is based on the hierarchy system. The user from a certain level of hierarchy can create a user from the lower hierarchy. For example, in a Bank, the headquarter user creates a State Level user and a State level user creates a Branch level user.

Q. Is Aadhar necessary while creating a user?

A. No. When a user is creating a user of higher hierarchy, the Aadhar is not necessary as the user who is creating has to take the responsibility of the user being created.

Q. I don't have an Aadhar. How can I access the PMFBY portal?

A. If in case a user does not have an Aadhar card, he/she can ask the user at the upper hierarchy level to create a user. Aadhar is not necessary in User creation whereas it is necessary in case of Self registration.

The same is required to be done for banks in states such as Meghalaya, Assam and Jammu & Kashmir, in absence of aadhar card by bankers, you may ask upper hierarchies to register you.

Q. What is the process of User Creation?

A. If a user wishes to create a user of lower hierarchy, he/she can access the user console after logging into the portal. There is an option in the User Console 'Create User' which allows the user to create a user. By filling the required information such as General and Personal Information, the user can be created. The user who is created will be notified through an SMS and email and the credentials required to login would also be mentioned in the same.

. If a user is created, how would he/she know the password to login?

A. The user who is created will be notified through an SMS and email and the credentials required to login would also be mentioned in the same. The user can however change the password set by accessing the profile settings after logging in.

Q. I have created a user and the user has not received any SMS. What should I do?

A. Due to poor telecom services, the message does not get delivered sometimes. In this case, we would request the user created to sign in using the registered mobile number and click the 'Forgot password' option. A new password can be set after an OTP verification on the registered mobile number.

We are also working on a system that can send OTP through a phone call on request by the user. The feature would be available soon.

Q. I am trying to create a user and the portal shows an error 'User already exists'. What should I do?

A. The portal does not allow single mobile number for multiple accounts. In case of creating user, this error occurs as there is a high probability that the user might have registered himself/herself already. We would request the user facing the error to check the 'Pending Applications' tab in the User console.

If the user you wish to create has already self registered himself/herself, you can directly approve it from the User Console.

For any further queries, the users can reach us on the number mentioned on the pmfby.gov.in portal.

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Team PMFBY**

Ministry of Agriculture and Farmers Welfare