

**MCA V 3 - PROBABLE TECHNICAL SOLUTIONS – LOGIN,  
DSC AND FORMS RELATED-25.03.2023**

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A Login related issues

B DSC related issues

C Form related issue

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## **A - LOGIN RELATED PROBABLE TECHNICAL SOLUTIONS -**

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### **1 How to login into V 3 ?**

If you have V 2 user id , do not create new login in V 3. Just migrate from V 2 to V 3. From this login you can do both company and LLP filings.

### **2 How to migrate registered user id from V2 to V 3?**

If you are a registered user on V 2 portal use same credential to login V 3 portal. If you get error then use V 2 email id and same password.

### **3 How to migrate Business user id from V 2 to V 3?**

If you are a business user in V 2, then login with same credential, for password put either Pan in caps or mobile number or Mca@123 or DOB.

### **4 I am not having V 2 id , how can I migrate ?**

Migration from V 2 to V 3 is not applicable. Create New V3 id , then put pan in caps in V 2 id and give forgot password.

### **5 Is it mandatory to create business user for all directors / DP/ professionals / manager/ secretary/ ?**

All directors / DP/ professionals / manager/ secretary/ authorized representative who are going to sign eform, should create business user and associate their dsc from their respective login.

### **6. What details needed for login creation ?**

Apart from Din / PAN/ email , phone number and respective institute membership details.

### **7. What if director email or phone number is appearing wrong or has changed ?**

You have to file dir 3 kyc after April 2023 to update. If you do registered user and upgrade to business user , at the time of add role, again otp will go to last file kyc only

### **8. My director have last name only . And I am getting error while creating the login. Can I create Business user ?**

Yes. Put dot (.) in first name or try with three or four space in first name.

### **9.While creating BU for Director OTP is not going? What to do ?**

Either try during non peak hours. Or else create registered user with new mail id and phone number and later upgrade to Business user. But while adding role again OTP will go to the same email and phone number which was given in last kyc filed.

**10. Can I edit business user details ?**

No. All details are freezed. Raise ticket to degrade to registered user id and then edit. Please note email pan and phone number is not editable.

**11 How to create login for non din holders?**

Non din holders forms are going without role check. If still getting error create login under Registered user and do dsc role check there.

**12. How to create login for deactivated din?**

If din is deactivated then create Business user login under authorized representative category. After filing kyc upgrade to business user and add role as director.

**13. How to create login for foreign director? Is pan mandatory for them ?**

No pan is not mandatory . Only din is required. Create login under Business user as director.

**14. If Foreign director residential status has changed then how to create login for them ?**

First file Dir 6 for them with registered user. Subsequently upgrade them to business user.

**15. While creating business user for director it prefills wrong phone number or mail id or prefills null. How to create Business user for them ?**

First Raise a ticket. Or file dir 3 kyc during April month.

**16 How to create login for CS in employment?**

If you have V 2 id then migrate with same credential. And then upgrade to business user. Add role manager/secretary it will ask CIN number.

**17. CS in employment can they change their email id due to employment change ?**

- If v 2 id is editable then edit email in V 2 and then do migration.
- If already migrated to V 3 then raise ticket to deactivate v 3 new id .
- Caution: CS in employment should use their own mail and phone number for login creations. At present there no option for change of email id which is also the user id.

**18. I have v 2 id but due to personal detail mismatch could not migrate to V 3 hence created new V 3 id registered user. Now not able to upgrade to BU. How to resolve?**

Raise ticket to either deactivate v 2 id or merge v 2 id and v 3 id.

**19 I have multiple id in V2 with different email and pan can I migrate all to V 3 ?**

Migrate any one to V 3

Other id you can migrate as professional staff id or

Raise ticket to merge all

**20 Director name , father name or address email or phone number how to change during login creation ?**

File Dir 6 for name , father name DOB or address change

File Dir 3 kyc for email and phone number

**21 How to change name address for professionals?**

V 3 BU should first align their name as per pan in their respective institutes.

Then get themselves degraded to registered user , so that you can edit and submit.

**22 How to degrade , merge or deactivate a login id ?**

- Raise ticket on mca portal
- Fill institute google form
- Call ICSI technical team at 7303073395 or 7303425064
- Send mail to companies act 2013 @icsi.edu

**23. Getting personal details mismatch error during login creation- what should we do?**

- Before creating login – do din pan verification on V 3 portal
- Fill a dummy dir 3 kyc till (pan validation only )to know the personal details
- Check details as per last filed Dir 3 kyc eform .
- Then try business user creation . if error shows try various combinations of name.
- If still getting error copy last name in first name
- After add role while saving if you get service error then change hint question and answer too. Please do not select hint question mother 's maiden name? as it has special mark (?) and will keep on showing error.

## **B - DIGITAL SIGNATURE VERIFICATION FAILED**

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### **24 what software required for dsc role check**

windows 10,

Latest embridge from mca site.

Run as Admin

V 3 role check available under FO services- Associate dsc for v3 forms

For filing V 2 forms associate dsc on V 2 separately.

### **25 While associating dsc after submit – not getting congratulation message.**

#### **What should I do ?**

Change dsc pin and try

Otherwise change login pin also and hint question too

### **26 Can I associate client dsc from professional login ?**

No . DSC association is from respective login only

### **27 What if I have wrongly associated client dsc with professional login?**

Associate right dsc with right login first which will deactivate the old registered dsc. If still issue persist buy new dsc, both for you and client

### **28 I have changed the pin of dsc many times still not getting congratulation message. What should I do?**

Try from another system. Due to multiple attempt the dsc might have already been registered. Just upload any form and see.

### **29 Bank dsc role check required ?**

This issue is mostly resolved. Banker dsc not required to be registered. Try fresh form otherwise create Business user – authorised representative for manager and create manager login with his mail phone and pan and do role check his dsc under his login. In the form put manager pan and upload

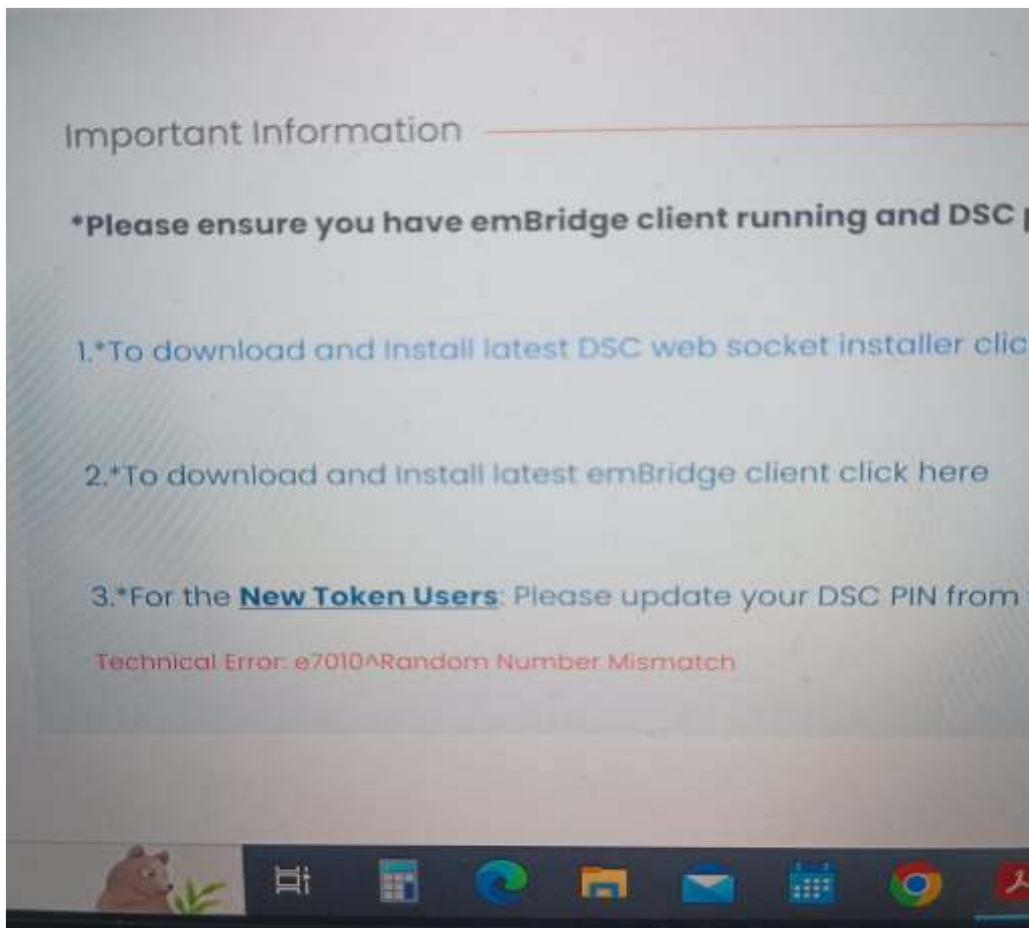
### **30 I have registered the dsc of director under business user still getting the error dsc not associated to the din. While doing dsc association it says already registered ?**

After login creation for director, do dsc association and then do add role as director, put the din . change hint question, change login pin and change dsc pin and associate again. Do from chrome.

### 31 DSC Verification failed – How to resolve ?

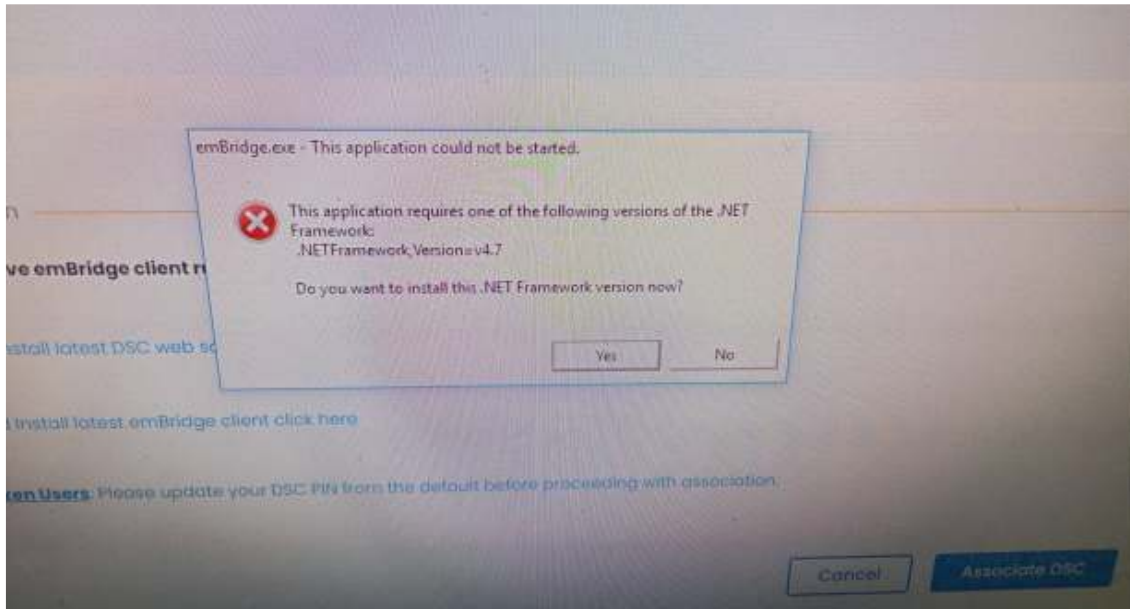
After downloading the form do not open with double click  
Open with right click, open with dc acrobat 64 bit  
The same should be informed to banker, auditor, and client  
Once signed form is received validate each sign  
And add to trust by right click on dsc signature form so that trust shows four green ticks  
Validate again  
Note The above should be done before uploading the form.

### 32 While doing dsc registration getting the following error What to do?



Re Install dsc driver, embridge emsigner and then try.

### 33. Getting the following error during dsc association



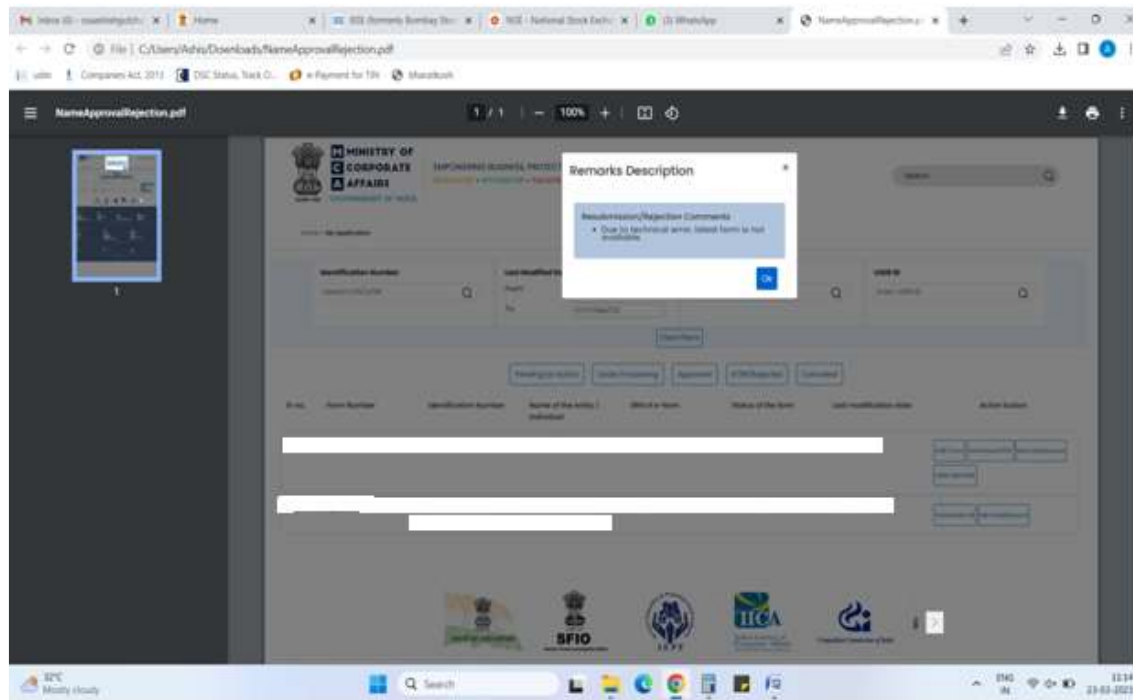
Update Latest Emsigner and then Embridge. Also ensure that window 10 or above version is installed.

## C - MCA V 3 PROBABLE TECHNICAL SOLUTIONS RELATING TO FORMS

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34 Name Application is under resubmission Reason – “due to technical error the latest form is not available.



Resubmit the same form once again.

35) while submitting application for name reservation, payment option tab is not active, is it active after some time or this is a error ?

only after giving auto-check, save and proceed it will get activated.. if auto check not done, then it will not proceed. Otherwise delete and try fresh form.



36) Next button is not getting activated:

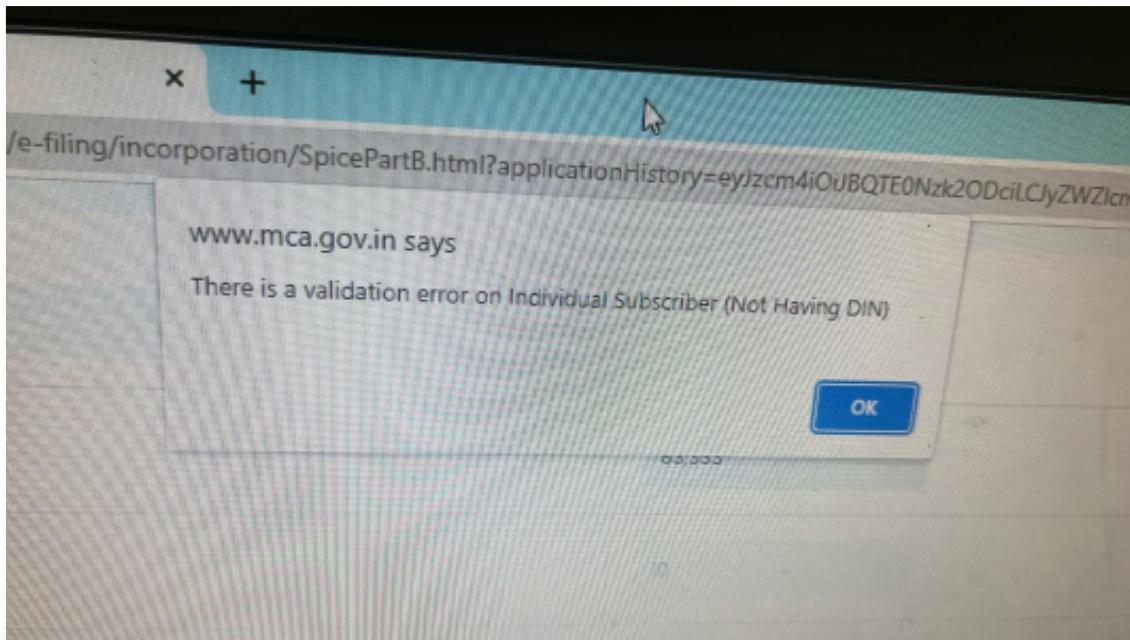
pre-mandatory.

scribes(x) to MCA and (directors of the company

	Having valid DIN	Not having valid DIN
not subscribers (non-individual + individual)	<input type="text" value="1"/>	<input type="text" value="0"/>
individual first subscriber(x)	<input type="text" value="Enter here"/>	<input type="text" value="1"/>
not first subscriber(x) cum-director(x)	<input type="text" value="1"/>	<input type="text" value="0"/>
Directors (director(x) who is/are not subscriber(x) + subscriber(x) cum-director(x) as per no. 3)	<input type="text" value="1"/>	<input type="text" value="0"/>

Try to fill in edge / brave after clearing cache and temp files. Keep trying repeatedly. Or leave it for few hours and then try.

**37) There is a validation error while saving data?**

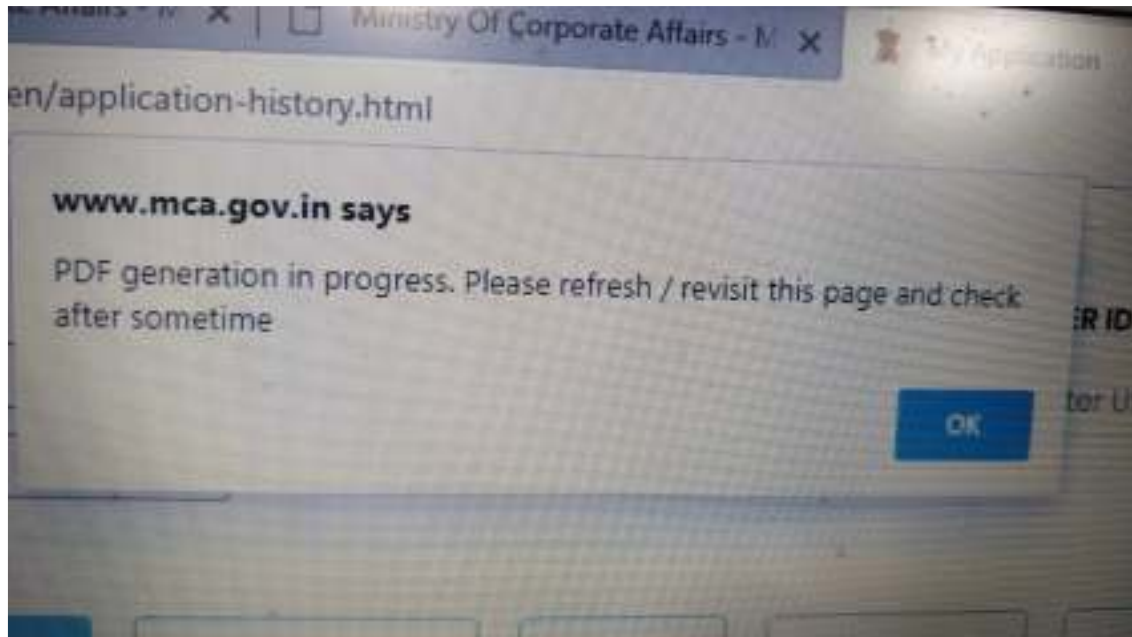


Please ensure there are no special character or double space in the data entered.  
Do not copy paste data.

**38) While Spice Part B Form submission, it shows that the name availability has expired.**

Raise ticket and follow with help desk can only rectify the same. Speak to help desk if the name is expired or still valid. Then submit fresh application or apply directly for incorporation .

### 39) Getting message pdf file generation in progress



Edit and submit again and Try after some time with a different browser after clearing cache and temp files.

### 40) In MGT 14, after proceed to eMOA / eAOA, the type of Table applicable, State etc does not get filled up.

It happens sometimes and needs repeated attempts for the same to get reflected. Try chrome or edge.

### 41. Company / LLP got incorporated but COI not received ?

If pan / tan is approved send mail to

[crc.escalation@mca.gov.in](mailto:crc.escalation@mca.gov.in) along with pan tan copy. If Pan/tan is not approved then raise ticket send mail to [crc.escalation@mca.gov.in](mailto:crc.escalation@mca.gov.in), and [appl.helpdesk@mca.gov.in](mailto:appl.helpdesk@mca.gov.in).

If the delay is prolonged , then send SRN and ticket number to

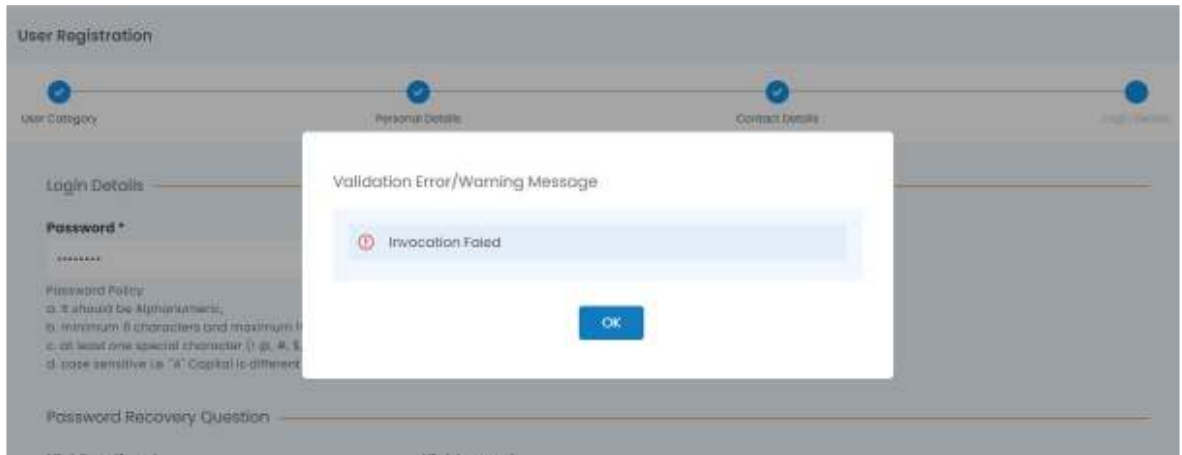
<https://www.pgportal.gov.in>. This is central grievance cell for all ministry including MCA

### 42. After downloading the form not getting dsc box in pdf . what shall be done ?

Some members are signing it from pdf tool. Such files ROC is not able to approve. Better avoid that.

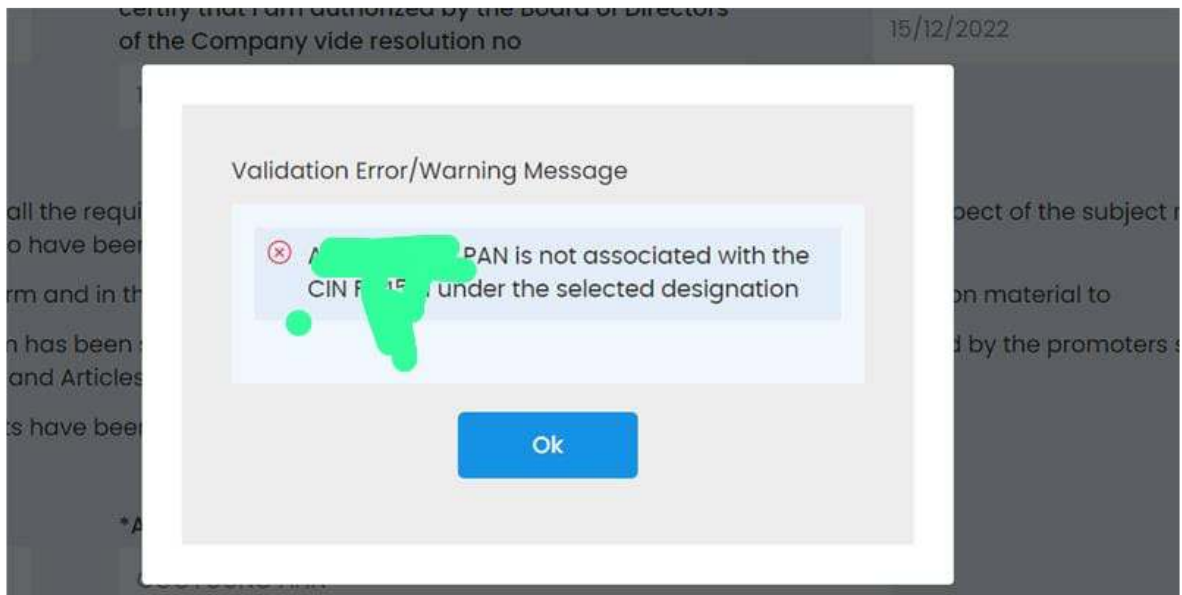
Please try from different browser or delete and make fresh form.

#### 43 Invocation failed error during login?



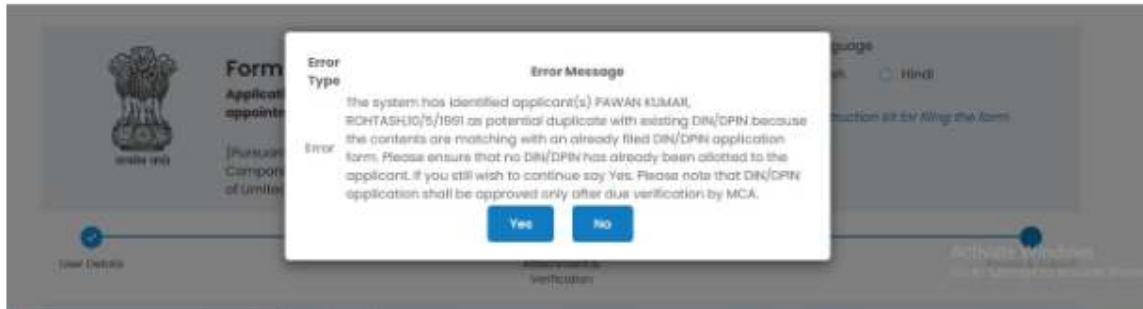
This generally occurs when the web site is down. Try after some time?

#### 44. Error pan is not associated with the CIN under selected designation ?



Solution: Create a V3 user ID. Then under add role select category as authorised representative/secretary and update the PAN & Entity in which he/she is associated. Subsequently Register the DSC in that V3 user account.

#### 45. Error during din application ?



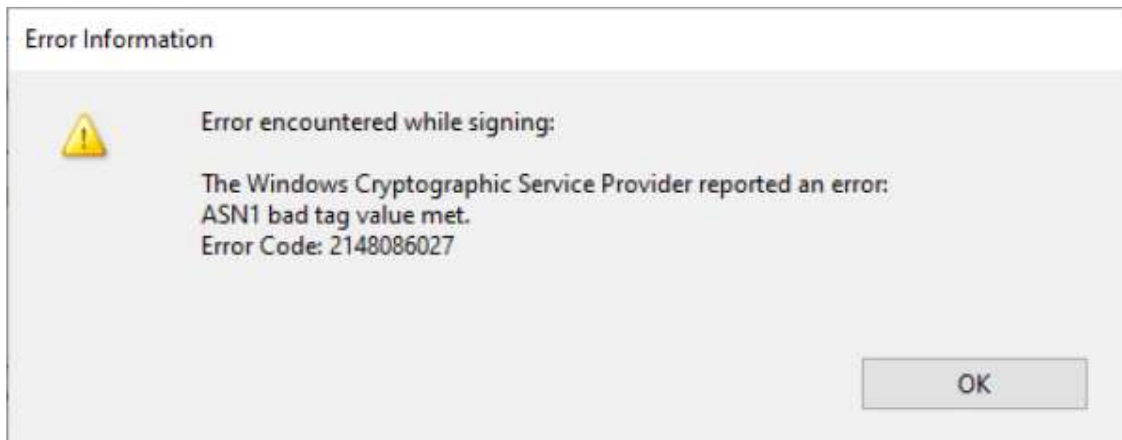
Solution: The above mentioned error generally occurs in two scenarios,

(A) The applicant would have applied for DIN and a Provisional Number is allotted by DIN Cell. However the DIN has been subsequently not approved by the DIN Cell or is Lapsed.

(B) The applicant has either an identical twin (or) the applicants name and any other personal detail other than PAN is matching with existing DIN.

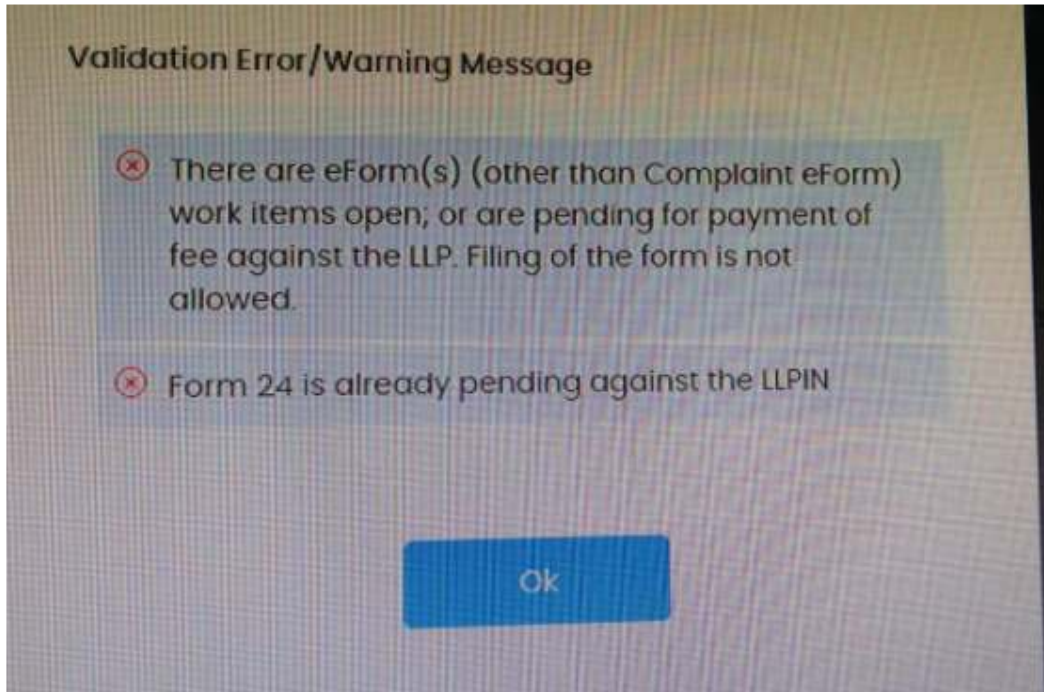
Give yes and proceed

#### 46. Error while signing the eform ?



Solution: Uninstall the dsc driver and reinstall the same and affix the dsc.

#### 47. Error while submitting form 24 LLP



Solution: This is common error for form LLP 24. Ticket needs to be raised with helpdesk and the same needs to be forwarded to [appl.helpdesk@mca.gov.in](mailto:appl.helpdesk@mca.gov.in)

#### 48 Amount debited but challan could not be generated. How to generate the challan

Download from my application if status is approved. If It shows error, then send mail to [ntrp-helpdesk@gov.in](mailto:ntrp-helpdesk@gov.in) and [epayments.helpdesk@mca.gov.in](mailto:epayments.helpdesk@mca.gov.in) with SRN in subject

#### 49 Form is Showing professional membership number is invalid? How to resolve in V 3?

Go profile update, add role and again add A or F as membership number .

#### 50 I forgot my hint answer. How to retrieve?

Call help desk and give your user id , they will tell you

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# Disclaimer

These solutions are only probable solutions based on our experience or experience of other members and mca suggestions.

THANKS FOR THE PATIENT HEARING

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