

## **Common problems and their solutions when paying annual membership fees**

1. Members do not have user name and password to login.

User Name is your ACS / FCS number for eg. A12345 / F12345, members can retrieve your password (if their email id & mobile number is registered with the Institute).

2. My password is not retrieved.

The members who do not have registered email id & mobile number are not able to retrieve the password.

3. My email and mobile number is not registered with the Institute

Member are required to make the request on <http://support.icsi.edu> by attaching scanned copy of Photo ID proof to register their email id and mobile number.

4. How to register for eCSIN

Please visit <https://ecsin.icsi.edu/>

5. eCSIN is not applicable to me

Please refer the eCSIN guideline for exemption available at <https://ecsin.icsi.edu/PDF/eCSIN-Guidlines.pdf>

6. How to get exemption in eCSIN

Please refer the eCSIN guideline for exemption available at <https://ecsin.icsi.edu/PDF/eCSIN-Guidlines.pdf>

7. How to get exemption in PCH

Member who have received confirmation from the Institute on case to case basis are only exempted for PCH

8. There is difference in acquired PCH by me and what showing the payment screen

Members are requested to make the payment by clicking on the PCH declaration and later follow their case by writing at [cpe@icsi.edu](mailto:cpe@icsi.edu)

9. I don't have Aadhaar

Member may write dummy Aadhaar as 12 timed 9 ( 999999999999) but they need to provide the actual Aadhaar before the last date of payment by writing at [member@icsi.edu](mailto:member@icsi.edu). Member can also update the Aadhaar number permanently in Institute's record through member login under **Manage Account → Update PAN/ Aadhaar/GSTIN no.**

10. I don't have PAN

Member may write dummy PAN as ZZZZZZZZZZ but they need to provide the actual PAN before the last date of payment by writing at [member@icsi.edu](mailto:member@icsi.edu). Member can also update the PAN number permanently in Institute's record through member login under **Manage Account → Updated PAN/ Aadhaar/GSTIN no.**

11. How to change my address

Member can do it ONLINE mode only using the Institute's website [www.icsi.edu](http://www.icsi.edu) through members login portal <https://www.icsi.in/student/Login.aspx> by entering your Username and Password. Only through member login under **Manage Account → Change of Address**

12. How to get GSTIN number on receipt for taking tax input credit

Member are required to enter their GSTIN number in the relevant field at the time of making the payment. No request is entertained to provide the GSTIN number on receipt at later stage i.e. once payment is made

13. Not showing my bank name to choose (Only showing HDFC and ICICI bank)

HDFC and ICICI bank are payment gateway. Member can find multiple bank option under these two heads

14. Proceed for payment button not enabled

Member are required to fill all the required information to get this button enabled. Unless & until all the required information is filled by the member the Proceed for payment button will not enabled

15. Payment receipt not generated after making the payment.

Members can generate duplicate acknowledgement receipt by following below steps.

- Go to the link. <https://www.icsi.edu/member/fees-status/>
- Select the ACS/FCS from drop down and enter your membership number
- Note down the Ack. No. and Ack. Date from the screen. (mm/dd/yyyy)
- Go the link. [https://cras.icsi.edu/CentralReceiptAccounting/ackreport\\_off.aspx](https://cras.icsi.edu/CentralReceiptAccounting/ackreport_off.aspx)
- Enter the Ack. No. and Ack. Date (kindly enter date in correct format) and press submit.

16. How to register for UDIN.

Please visit <https://udin.icsi.edu/> & refer guideline <https://udin.icsi.edu/PDF/UdinGuidelines.pdf>