



# User Manual of UDIN Portal

Organization: ICAI (Institute of Chartered Accountants of India)

# **Document Release Note**

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**Document Name**: User Manual of UDIN Portal

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**Reviewed by** : UDIN Secretariat

### **Document Revision List**

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1	TCS	Prepared	1.0	03.08.2025	First draft
2	UDIN Secretariat	Reviewed	1.1	13.08.2025	Reviewed complete draft
3	UDIN Secretariat	Reviewed	1.2	15.12.2025	Reviewed complete draft

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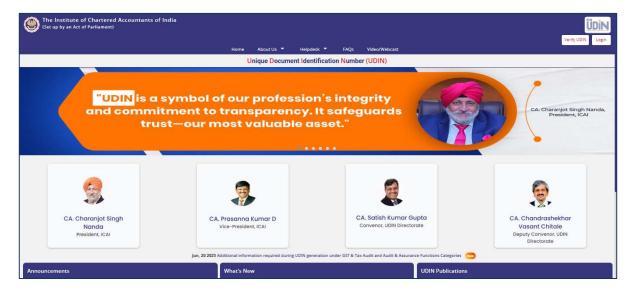
### 1. 'URL & UDIN Introduction Manual

The URL for accessing the UDIN Portal shall remain unchanged, i.e., <a href="https://udin.icai.org/">https://udin.icai.org/</a>

This manual provides a step-by-step guide to each functionality available on the existing (AS-IS) UDIN Portal. It covers processes such as UDIN generation, revocation of UDIN, list UDIN, and verification of UDIN, as well as other essential features of the portal.

### Home Screen Overview

The home screen of the ICAI UDIN portal serves as the central hub for users accessing various resources and features related to the Unique Document Identification Number (UDIN). Users are greeted with an organized interface that highlights essential sections and leadership updates.



### **Key Elements:**

- Navigation Bar: Located at the top, offering quick access to:
  - (i) About Us
  - (ii) Helpdesk
  - (iii) FAQs
  - (iv) Video/Webcast
- Announcements: Announcements related to the UDIN Portal are displayed here and can be viewed by clicking on a specific announcement.
- What's New: Information regarding upcoming webinars, as and when scheduled, is displayed here. Announcements related to other committees, departments, directorates, or boards are uploaded here and can be viewed by clicking on a specific announcement.
- **UDIN Publications**: Latest edition of the UDIN Report and the FAQs on UDIN are available here.

# (i) About Us

The **About Us** tab provides information about the UDIN Directorate and its activities/ToR.



### **Available Options:**

### 1. About UDIN

It communicates the story of the origin of the UDIN Directorate and provides links to respective pages such as the login page, FAQs, and the grievance module.

### 2. Terms of Reference (ToR)

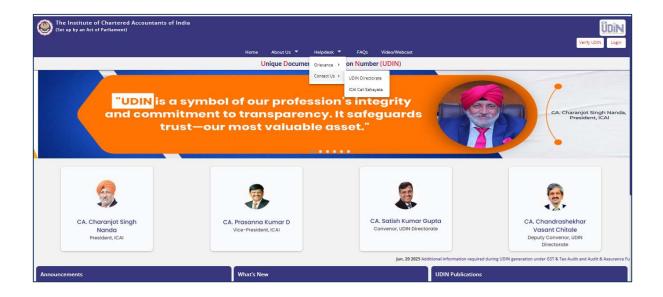
The "ToR" defines the objectives, scope of work, activities, tasks to be performed, and respective responsibilities of the Directorate. It can be viewed by clicking on it.

### 3. Composition of the Directorate

It Shows the composition of the Directorate for the current year and can be viewed by clicking on it.

### (ii) **★** Helpdesk

The **Helpdesk** tab is provided to assist in raising grievances and enabling direct communication regarding UDIN-related issues.



### **Available Options:**

### 1. Grievance

- (i) **Raise Grievance**: Enables users to lodge complaints, report any issues encountered with UDIN, or provide suggestions.
- (ii) **Grievance Status**: Allows users to track the status of previously submitted grievances, offering transparency and follow-up clarity.

### 2. Contact Us

Provides contact details and communication channels to reach the UDIN support team and ICAI Call Sahayata team.

### (iii) FAQs

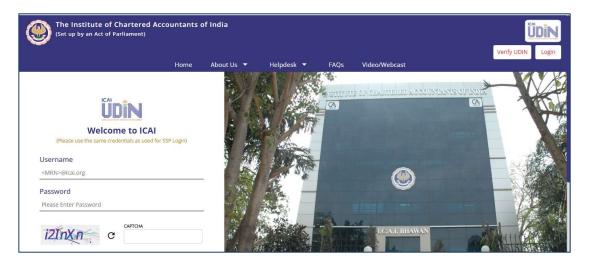
This is a guidance manual for members. If they face any issue or problem, they may refer to the FAQs (Frequently Asked Questions). The 5th Edition of the FAQs is available on the portal at the link https://produdin.icai.org/assets/images/FAQs%20on%20UDIN.pdf

# (iv) Video/Webcast

From time to time, the Directorate organizes webinars to sensitize members about issues related to UDIN. Members may view the webinars organized by the UDIN Directorate.

# 2. Member Login & Dashboard

The **First-Time Registration** process has been abolished. SSP credentials will be used for login to the UDIN Portal.

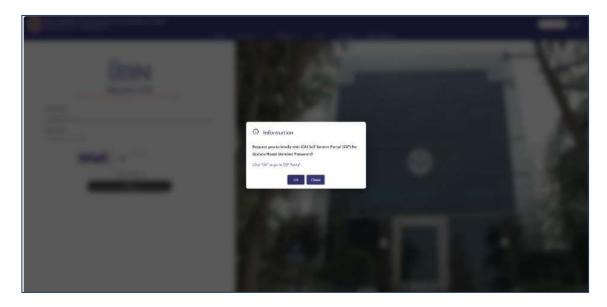


# (i) Member Login:

- Enter the **Username** used at SSP Portal to login: MRN@icai.org (MRN stands for Member Registration Number).
- Please enter password used to login at SSP Portal.
- Enter CAPTCHA.

# a) F Forgot Password Procedure

The member needs to visit the SSP Portal to reset or update the password, as SSP credentials are used to log in to the UDIN Portal.

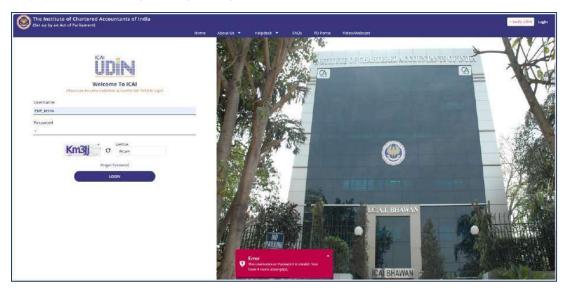


### Steps to Follow:

- 1. Click on Forgot Password button.
- 2. A pop-up message will appear stating: "Request you to kindly visit ICAI Self Service Portal (SSP) for Update/Reset Member Password!"
- 3. Click **OK** button, which redirect to the SSP Portal to reset the password.

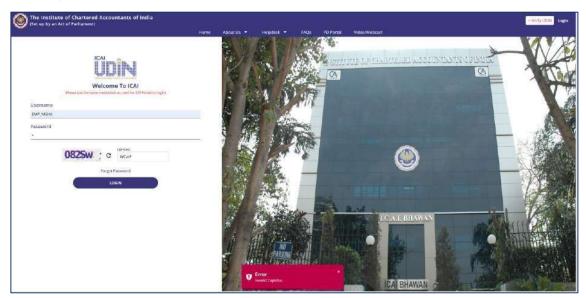
# b) Invalid Login Attempt

When member enters incorrect credentials while trying to access the UDIN portal, the system promptly issues a warning to safeguard against unauthorized access.



# c) Invalid CAPTCHA Alert

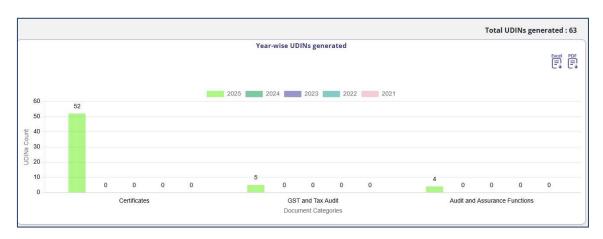
When user enter an incorrect CAPTCHA code during login, the UDIN portal immediately flags the error to prevent unauthorized or automated access.



# (ii) **Member Dashboard**

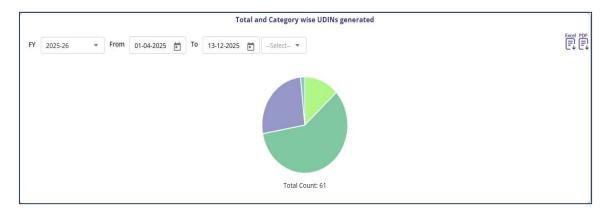
After a successful login, the **Member Dashboard** appears by default, providing visual insights and data summaries related to UDIN.

a) Bar Graph: Presents a year-wise summary of UDINs generated by the member for the past five years.

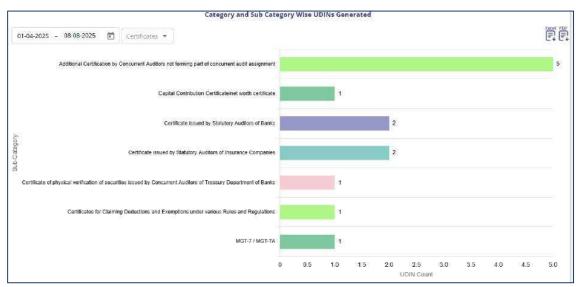


**b) Pie Chart:** Displays the total and category-wise UDINs generated by the member. By default, it shows UDINs generated during the current calendar year. A Custom Calendar option is available to allow the member to filter the details as per their requirement.

Hovering the cursor over the pie chart displays the date-wise UDINs generated, helping the member identify the day with the maximum UDINs generated. From the dropdown menu, members may select the relevant sub-category as required.



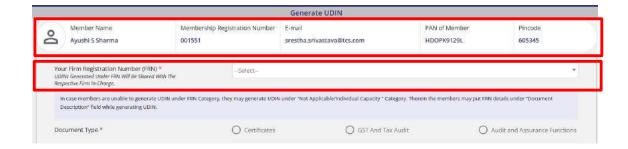
c) Horizontal Bar Chart: Sub-category-wise UDINs within a specific category can be sorted using the Custom Calendar option.



### 3. Generate UDIN

A member may generate UDINs under three main categories. The details appearing in a horizontal layout are pre-filled, directly fetched from the SSP.

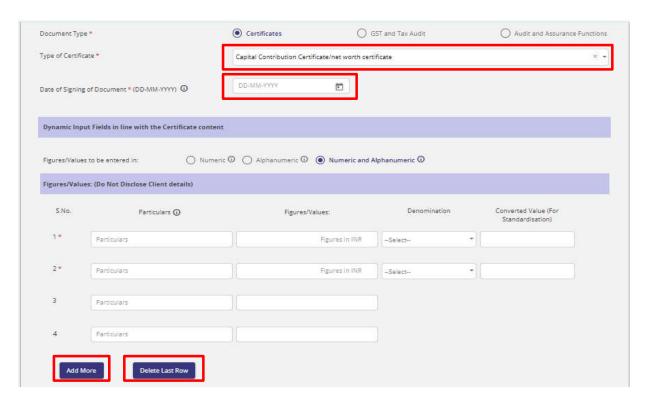
The FRN is to be selected from the drop-down on behalf of which the UDIN is being generated. If the member is not carrying out the assignment on behalf of any firm, member can select NA/Not Applicable/Individual Capacity in the place of FRN from the drop down.



The step-by-step process for generating a UDIN in each category is described below:

# (i) Certificates

Under **Certificates**, there are 40 categories in which UDINs can be generated. Two fields are mandatory, and additional dynamic input fields can be added with the required particulars and values.



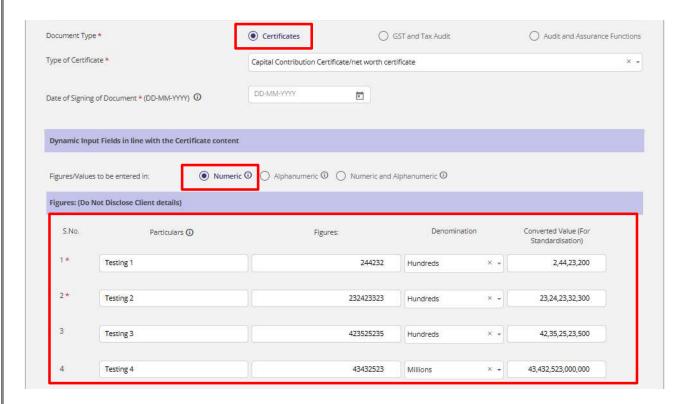
- (i) Select Certificates to generate a UDIN under the Certificates category.
- (ii) Select the sub-category from the drop-down list.
- (iii) Select the Date of Signing from the calendar.
- (iv) Fill in all the required parameters and their corresponding values/figures.
- (v) Extra fields can be added using the Add More option. By clicking Delete Row, the selected row will be removed.

# **Dynamic Input Fields in line with the Certificate Content**

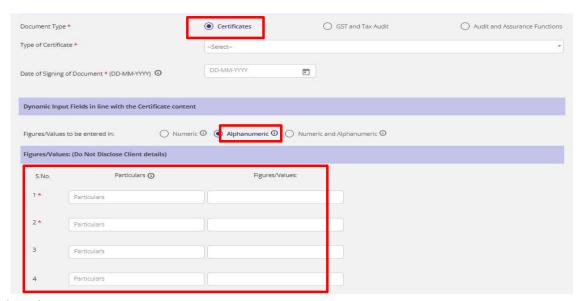
Based on the suggestions received from members, it was decided to incorporate this section into the UDIN Portal; where member can enter the figures/ values as per the given options:

Accordingly, the following logic will be implemented:

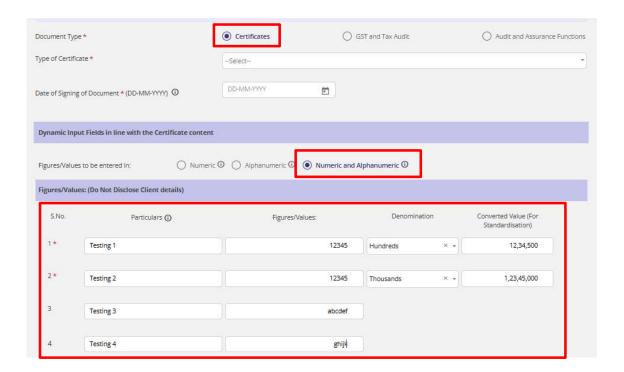
- 1. If the selection is Numeric: All mandatory and non-mandatory rows accept only numeric figures/values.
  - o A numerical input field will be displayed along with a corresponding denomination field.
  - Upon clicking Add More, each newly added row will follow the same structure, i.e., include both the number field and the denomination field.



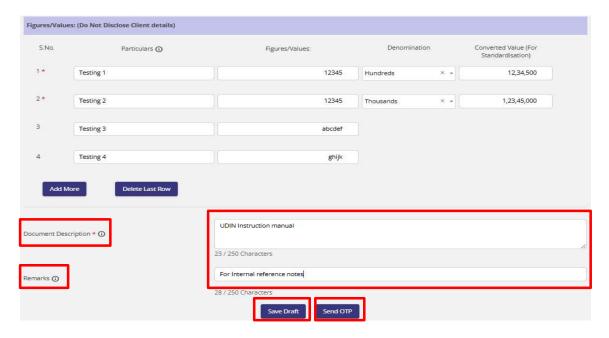
- 2. If the selection is **Alphanumeric:** All mandatory and non-mandatory rows accept only alphanumeric figures/values.
  - o An alphanumeric input field (without denomination) will be shown.
  - Upon clicking Add More, each new row will replicate the same format only the alphanumeric field without any denomination field.



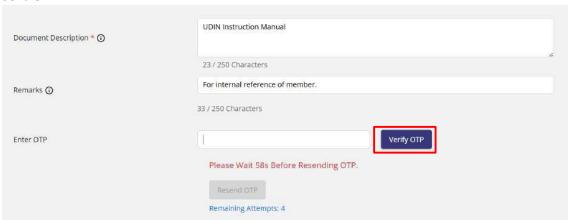
- 3. If the selection is **Numeric and Alphanumeric:** The first two mandatory rows accept only numeric values, and non-mandatory rows accept alphanumeric values.
  - o By default, the form will display the following:
    - First two mandatory fields with denomination field for capturing numerical values.
    - A third field for entering alphanumeric values, without any denomination field.



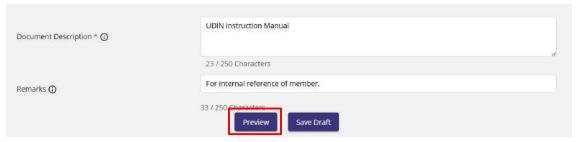
(vi) Under **Document Description**, enter text between 5 to 250 characters from some portions of the report. This field is mandatory. The remaining word count will be displayed to assist in entering the text. Special characters are not allowed except for a few such as full stop (.), comma (,), underscore (\_), hyphen (-), and dash (-) are allowed.



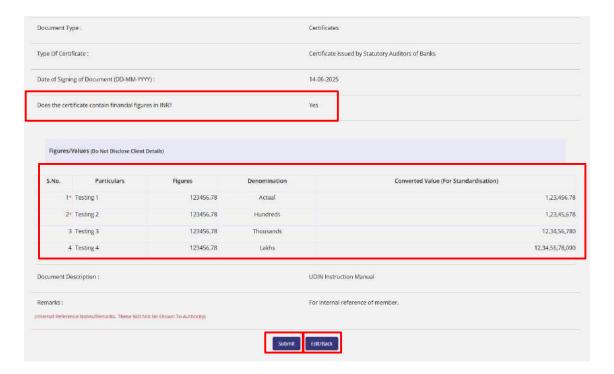
- (vii) The **Remarks** field is optional and is meant for the member's internal reference. The remaining character count will be displayed to assist in entering the text.
- (viii) By clicking on **Save Draft**, the member can either save the document or proceed by clicking on **Send OTP**.



- (ix) After validating the OTP, two options will appear on the screen:
  - o **Preview** to view the filled details.
  - Save Draft to save the details.



(x) On clicking **Preview**, the filled details will be displayed on the screen to ensure that the information entered is correct. The same dynamic fields used for entering inputs will appear preselected as during the initial filling of the detail.



- (xi) If there is any change/error in the content, click "Edit/Back" button, or else, click "Submit".
- (xii) By clicking **Submit**, an 18-digit UDIN will be generated.



(xiii) By clicking *here*, the details visible to the verifier will be displayed along with a QR code and Print option.

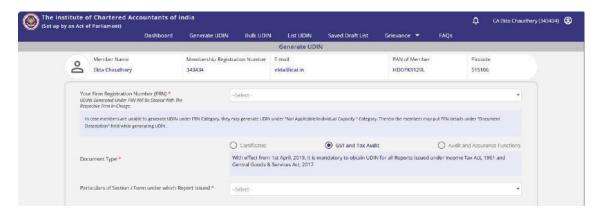




(xiv) To generate another UDIN, click **Back to UDIN Generation**. Click **List UDIN** to go to the List UDIN page.

# (ii) GST and Tax Audit

The process to generate a UDIN under the GST & Tax Audit category remains the same. the fields having red asterisk (\*) are mandatory, remaining fields are optional. Dynamic fields can be added with particulars and values by clicking on **Add More** button. However, a few additional functionalities have been introduced under this category, as briefly explained below:



# a) Capturing PAN of the assessee/auditee

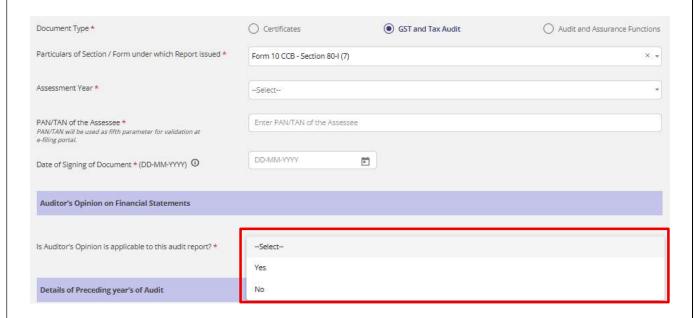
As per the Council decision the PAN of the assessee/auditee has been introduced as an additional (fifth) parameter for UDIN validation at the e-Filing Portal, in addition to the existing parameters, namely MRN, UDIN, Assessment Year/Financial Year, and Form ID. The PAN field is mandatory and has been incorporated solely for validation purposes at the e-Filing Portal. Members are advised to ensure that the UDIN generated is mapped to the same PAN as used at the e-Filing Portal. It is clarified that the PAN entered for validation shall not be visible to the verifier.



# b) Auditor's Opinion on Financial Statements

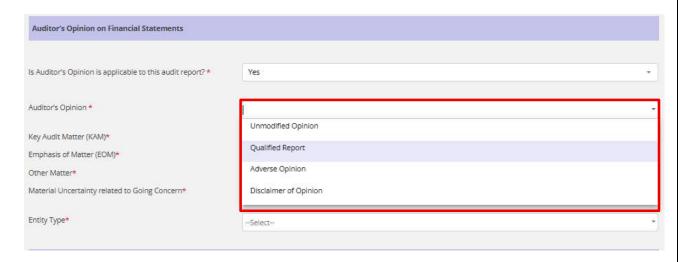
Auditor's Opinion on financial statements is a compulsory field. This functionality has been introduced under two categories: **GST & Tax Audit** and the **Audit & Assurance Functions** The details captured in this functionality will not be visible to the verifier.

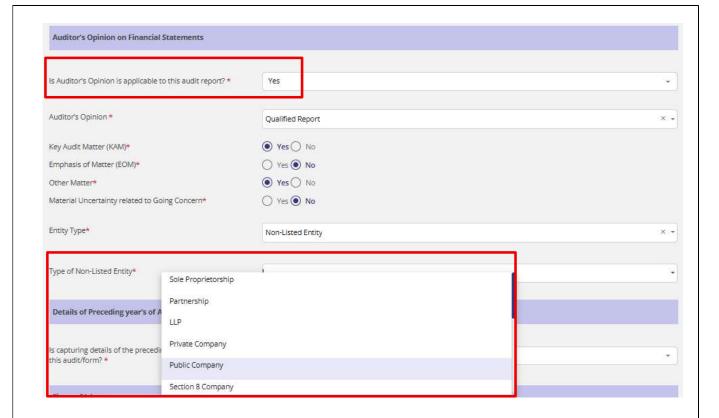
The portal displays the question: "Is Auditor's Opinion on financial statements applicable to this audit?" Two options are available: Yes / No.



### • If "Yes":

Select **any one type of opinion** from the dropdown (Unmodified, Qualified, Adverse, or Disclaimer) and further proceed in the section.





### • If "No":

No details relating to the Auditor's Opinion on Financial Statements are required to be entered, and the member may proceed further.



# c) Preceding Year's Audit Details

The Council, at its 442nd meeting, decided to enable a provision for capturing details by the succeeding auditor during UDIN generation on the UDIN portal. This functionality has been introduced under two categories: **GST & Tax Audit** and the **Audit & Assurance Functions** The details captured in this functionality will not be visible to the verifier.

The system configuration is provided below:

**The portal displays the question:** "Is capturing details of the preceding auditor applicable to this audit/form?": Yes / No.

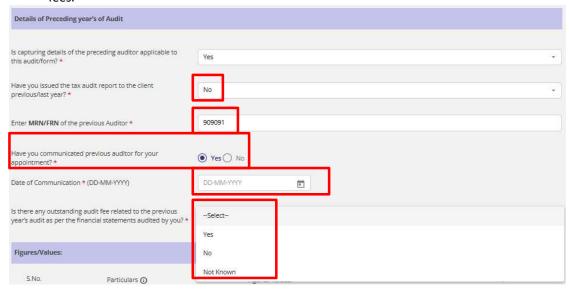


### • If "Yes" is selected from the drop-down:

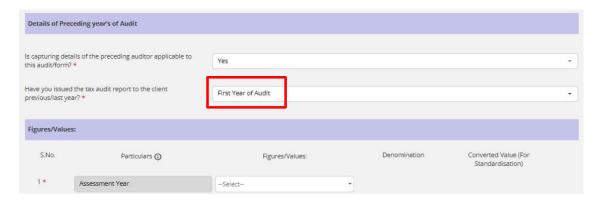
- Following question "Have you issued the tax audit report to the client previous/last year?"
   will enable with the dropdown options of Yes/ No/ First Year of Audit
- If **Yes** is selected from the dropdown:
  - The UDIN of the previous year is to be entered and may also be selected from the drop-down.



- If **No** is selected from the drop-down:
  - o Enter the MRN (Member Registration Number) of the previous auditor.
  - Select Yes/No from the radio button to indicate whether communication has been made to the previous auditor regarding the appointment.
    - If **Yes**: Select the Date of Communication from the calendar.
    - If No: Proceed further.
  - Select one option from the drop-down (Yes / No / Not Known) regarding the outstanding fees.



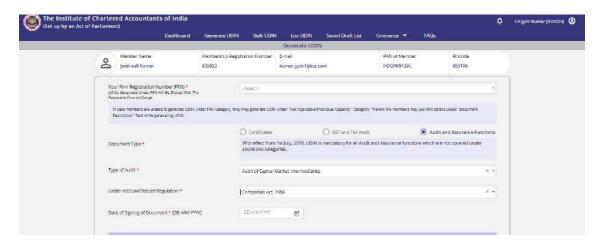
- If First Year of Audit is selected from the drop-down:
  - May proceed further.



**Please note:** This functionality has been introduced under two categories: **GST & Tax Audit** and the **Audit & Assurance Functions** The details captured in this functionality will not be visible to the verifier.

### (iii) H Audit & Assurance Functions

The process to generate UDIN under the Audit & Assurance Functions category remains the same. The member has to select the **Type of Audit** and **Act/Law/Statutes/Regulation** from the dropdown. Fields marked with a red asterisk (\*) are mandatory, while the remaining fields are optional. Dynamic fields can be added with relevant particulars and values by clicking on **Add More** button.



The following additional details are to be entered during UDIN generation under Audit & Assurance Functions category:

# a) Preceding Year's Audit Details

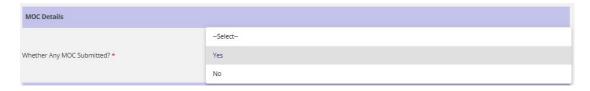
Explained under the GST & Tax Audit section; please refer to page no. 15.

# b) Memorandum of Changes (MoC)

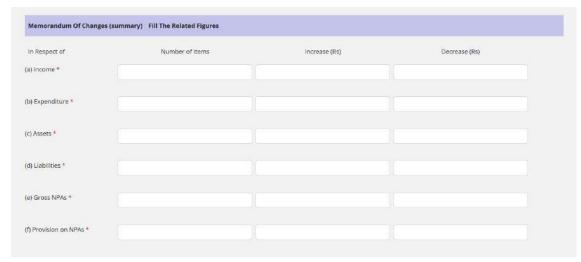
Members are required to fill the value of the MOC while generating UDIN for the Audit Report for Statutory Audit of Bank Branch under the category Audit & Assurance Functions for Statutory Bank Audit-Branch at the UDIN portal without any disclosure of the details of the client.

The information to be provided at the UDIN portal regarding MOC will be mandatory and will be totally encrypted. It will not be visible to any third-party verifier.

Member may select **Yes/No** from dropdown to proceed accordingly:



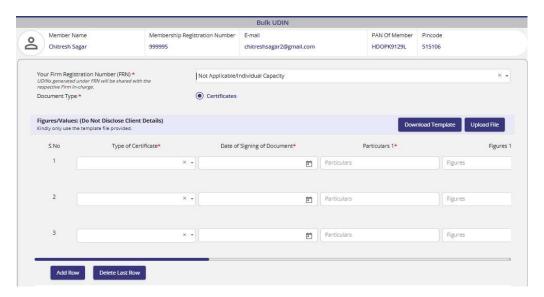
- (i) If **No** is selected, the member may proceed further.
- (ii) If Yes is selected, the following details are to be entered by the member:



**Please note:** The MOC boxes are mandatorily to be filled at least with 0. The boxes accept numbers up to 9,999 in the Number column and up to 99,999,99,999 in the Increase and Decrease columns. Only numbers are accepted in the boxes. Negative Figures are not accepted in any of the boxes.

# 4. Bulk UDIN Generation

The **Bulk UDIN** feature enables ICAI members to generate multiple UDINs simultaneously (limited to 300 at one time), streamlining the documentation process for high-volume UDIN generation.



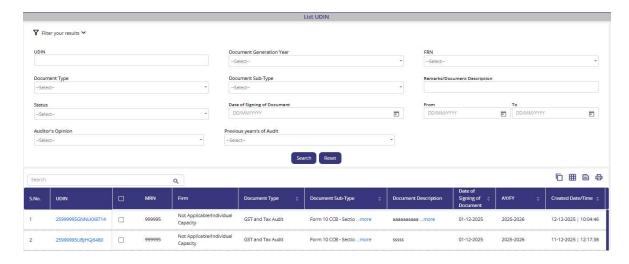
### **Certificates**

- Member needs to select the certificate category they want to generate bulk UDIN for.
- After selecting the category, they need to download the template for Bulk UDIN upload.
- Each category has different template, so member needs to download corresponding template.
- The filled template is uploaded.
- Member can see the details filled on the screen in corresponding fields.

- For invalid data, or errors, there will be error message displayed.
- Member can add more rows in the UI (User Interface) itself, wherein total number of UDIN to be generated doesn't exceed 300.
- Member can delete extra rows added by clicking on the Add More button.
- Member can amend the data which are invalid on the UI itself.

# 5. 🖺 List UDIN

This module enables members to view, filter, and manage previously generated UDINs with precision.



- (i) Filter: User can apply filter on the list of UDIN in following categories:
  - a) UDIN
  - b) Document Generation Year
  - c) FRN
  - d) Document Type
  - e) Document Sub Type
  - f) Remarks/Description
  - g) Document status
  - h) Date of Signing
  - i) Generated Date
  - j) Auditor's Opinion (Yes/No)
  - k) Previous year's of Audit (Yes/No)

# (ii) Search

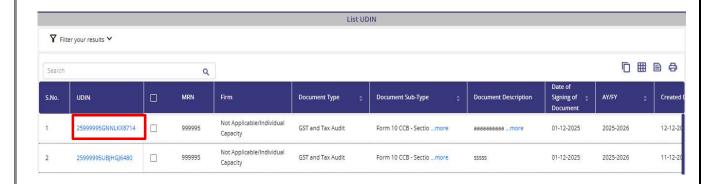
This section allows the user to search by entering any alphanumeric value, the list displayed is from all the values that match the entered text.

# Steps to filter/search UDIN(s)

- (i) The UDINs generated by the user are displayed in order of date created.
- (ii) The member can apply the filter on all field types and sort them.
- (iii) The member can download all the UDINs in CSV and PDF format.
- (iv) The member can search for any text from the search bar.

# **Details when accessed through Hyperlink:**

- (i) Member can see the details of generated UDIN by clicking on the hyperlink of UDIN.
- (ii) Member can access the QR code which takes them to UDIN verification page.





# (iii) Print



- (i) Member can select any UDIN and see the details of the particulars and details submitted during generation, by clicking on the UDIN hyperlink.
- (ii) Member can print the UDIN individually.
- (iii) Member can also print all UDIN displayed in the screen, by clicking on PRINT ALL button displayed below.



- (iv) The UDINs will be printed as a single file, with all the UDINs listed individually.
- (v) Details when the document is printed from Print button:



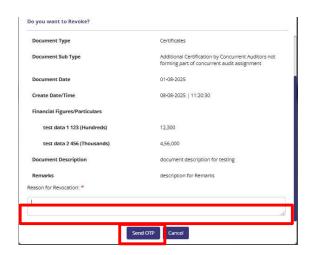


# (iv) Revoke

- (i) Member can revoke any UDIN generated in past 48 hours.
- (ii) Member can see the details of the UDIN they are revoking after clicking on the revoke button.



(iii) Users need to provide the reason for revoking the UDIN.



- (iv) Member needs to validate this by sending an OTP and validating the OTP.
- (v) After the UDIN has been revoked, details of the UDIN are sent to member on Email and mobile.
- (vi) Status of the UDIN changes to Revoked in the LIST UDIN section. Once the UDIN is revoked it can't be reinstated.



# (v) Download

- (i) Member can download the UDIN List displayed, in form of CSV, PDF.
- (ii) Member can select any particular UDINs to be downloaded.
- (iii) Member can download all the UDINs displayed together too.



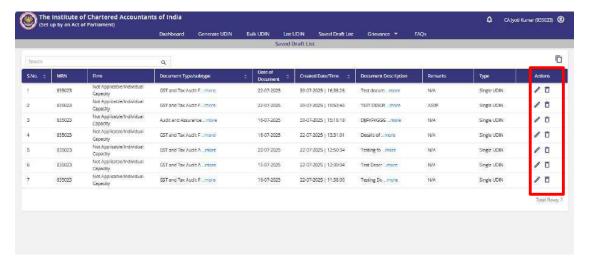
# (vi) Scroller

(i) Member can scroll through the screen using the scroller at the bottom of the screen.



### 6. Save Draft List

**SAVE** draft option is available at UDIN portal. Due to any reason, if UDIN is not be generated but the details filled, can be saved by clicking on SAVE DRAFT. Under SAVED DRAFT LIST, the list of the all the drafts is listed.



- 1. Member can find all the UDIN forms that have been saved.
- 2. Member can delete or retrieve the draft.
- 3. Once the draft is deleted it can't be retrieved.
- 4. If the member selects to edit the Draft, it will be redirected to generate UDIN screen.
- 5. Member can search for drafts using text search functionality.
- 6. Each row reflects an individual draft entry with key editable fields:
  - Edit: This option takes the member back to the generate UDIN section, with form filled till the Saved Draft option was used.
  - o **Delete**: This option lets members delete the draft permanently.
- (vii) Drafts remain available until submitted or deleted.

### 7. FAQs

When member click the **FAQ** link from the UDIN portal, they're redirected to a comprehensive help document titled:

"FAQs on Unique Document Identification Number (UDIN)" - Revised 2025 Edition

### 8. Grievance

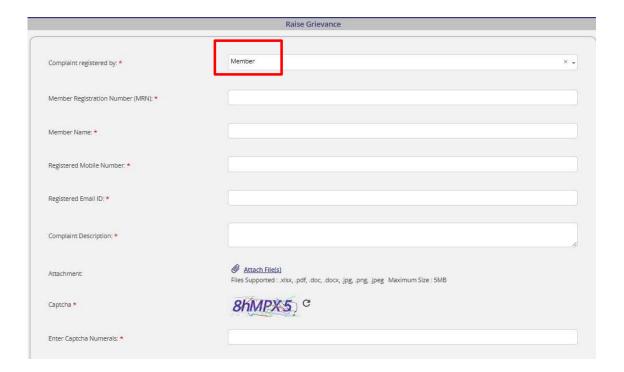


- (i) Raise Grievance: Enables users to lodge complaints, report any issues encountered with UDIN, or provide suggestions.
- (ii) **Grievance Status**: Allows users to track the status of previously submitted grievances, offering transparency and follow-up clarity.

# (i) Raise Grievance

The Raise Grievance form enables users to submit complaints /issues/suggestions related to UDIN.

If select **Member** from the dropdown, the MRN, name, mobile number, and email ID need to be entered:



### Form Field:

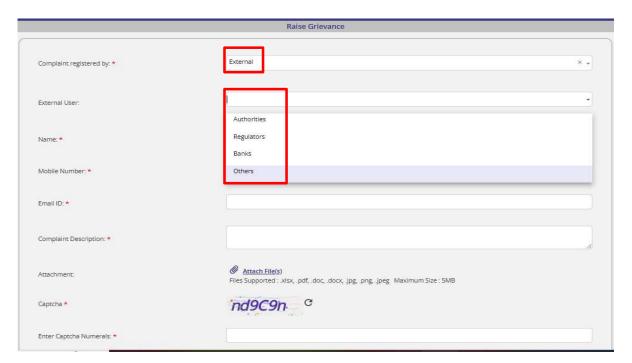
- (i) **Complaint Description:** Enter the issue/complaint/suggestions related to UDIN within 1,000 characters.
- (ii) **Attachment:** A new functionality has been introduced for the benefit of members. Users can now upload attachments
  - o Supported Formats: .xlsx, .pdf, .doc, .docx, .jpg, .png, .jpeg
  - o Maximum File Size: 5 MB
- (iii) Enter Captcha.
- (iv) Click on **'Send OTP'** (OTP will be sent to the mobile number registered with SSP). The user can validate the OTP within 90 seconds. A maximum of 5 attempts are allowed. If all attempts are exhausted, the member may retry after some time.
- (v) After validating the OTP, click on the **Submit** button to submit the grievance. A unique grievance number will be generated and shared on the email ID registered with SSP.



**Please note:** Members can also view the status of their grievance in their dashboard by simply logging into their account.



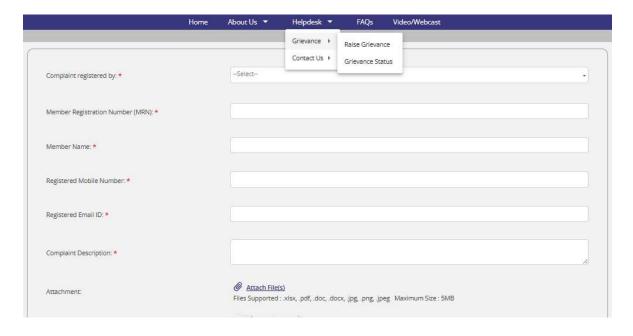
If select **External** from the dropdown, the user type, name, mobile number, and email ID need to be entered:



- (i) Select option from the drop down on behalf of the verifier who is verifying the UDIN.
- (ii) Enter the details such as the Name of the Verifier, Mobile Number, and Email ID of the person verifying the UDIN. Ensure the details are correct, as OTP will be sent to the entered mobile number.
- (iii) The remaining steps will remain the same as in the "If Yes" case refer to steps (i) to (v).

# (ii) Grievance Status

A single window is provided for members and external users to view their grievances. Click on Grievance Status to view the status of the grievance(s).

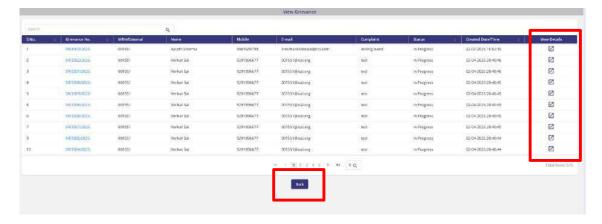


### **Search Grievance:**

- (i) Enter Grievance Number (optional).
- (ii) Enter Email Id (Mandatory):
  - o Member: Registered with SSP
  - o External User: Entered at the time of lodging the complaint
- (iii) Click on the Sent OTP button.



(iv) Validate OTP, and the below screen will appear:



- (i) The **Back** button returns to the previous screen without saving any changes.
- (ii) To know the status of the grievance, click on View Details, and the below screen appear:



- (iii) The user can re-open the grievance, if needed, by clicking on the **Re-open** button.
- (iv) The user can also check the **Activity Log**, where activities are listed in reverse chronological order to highlight the latest updates first



### 

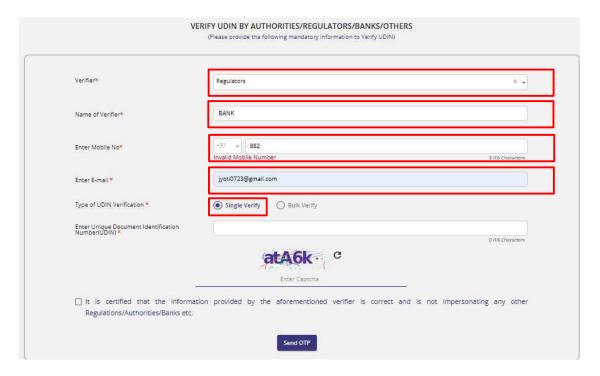
The **Verify UDIN** feature allows users—such as authorities, regulators, banks, and other—to verify a UDIN issued by full time COP holders on real time basis.

- (i) Single Verify
- (ii) Bulk Verify

### (i) Single Verify

In case of Single Verify the following fields need to be entered by the verifier:

- a) Select the type of verifier that applies from the dropdown.
- b) Enter the name of the verifier.
- c) Enter the mobile number where the details will be sent along with OTP.
- d) Enter the email id where the details will be sent along with the OTP.
- e) User needs to select **Single Verify** option.
- f) User has to provide the UDIN number that has to be verified.
- g) User need to enter the Captcha



- h) After user clicks on Send OTP , two unique OTPs are sent to the mobile number and email id mentioned above.
- i) User needs to verify each OTP individually before proceeding.



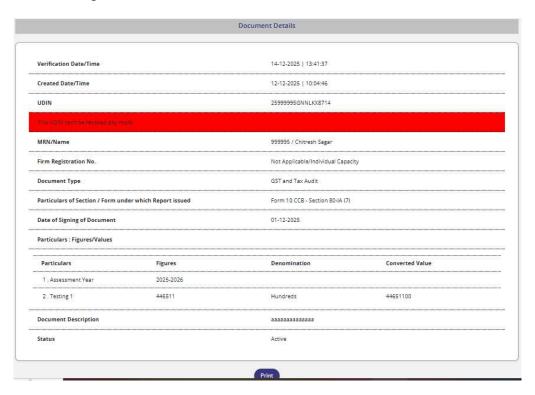
j) After the OTPs are verified, user will get an option to Verify the UDIN.



k) After user clicks on Verify UDIN, a pop up appears with message that "UDIN has been Verified Successfully".



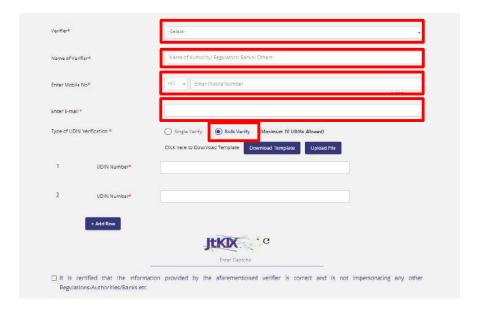
- I) After the user clicks on OK, the details of the verified UDIN appear.
- m) User has an option to Print the details of the verified UDIN.
- n) User will get a message in the document, if the UDIN can be revoked or not, basis the timeframe of generation.



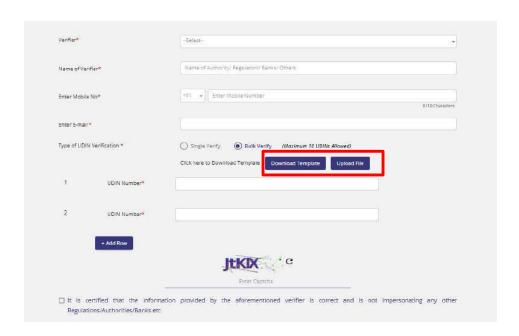
# (ii) Bulk Verify

In case of Bulk Verify the following fields need to be entered by the verifier:

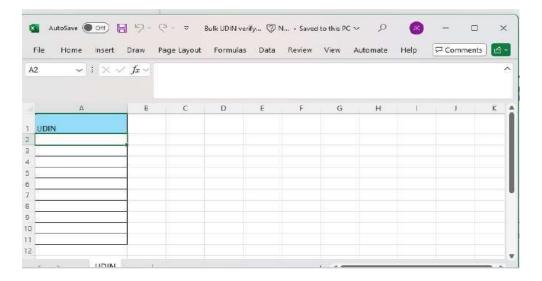
- a) Select the type of verifier that applies from the dropdown.
- b) Enter the name of the verifier.
- c) Enter the mobile number where the details will be sent along with OTP.
- d) Enter the email id where the details will be sent along with the OTP.
- e) User needs to select **Bulk Verify** option.



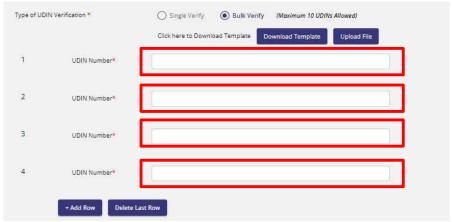
f) User has the option to download the template and upload the UDINs in the same template.



# **Template**



g) User also has the option to provide the UDIN number that has to be verified, on the UI screen, up to a limit of 10.



- h) User needs to enter the Captcha.
- After user clicks on Send OTP, two unique OTPs are sent to the mobile number and email id mentioned above.
- j) User needs to verify each OTP individually before proceeding.



k) After the OTPs are verified, user will get an option to Verify the UDIN.



I) After user clicks on Verify UDIN, a pop up appears with message that "X:UDINs Verified Successfully", X is the number of UDIN.



- m) After the user clicks on OK, the details of the verified UDIN appear, in a LIST format.
- n) User has an option to download the details of the verified UDIN, in a PDF format.

