EPFO / UMANG EMPLOYEE GUIDE

# UAN Generation & Activation via UMANG

A step-by-step guide to generating and activating your Universal Account Number (UAN) using Aadhaar-based Face Authentication — no paperwork, no employer visit required.

*For new joiners & employees without an active UAN*

# Why This Matters to You

*Your UAN is the key to every EPF service you'll ever use*

### One number, every job

Your Universal Account Number (UAN) links all your PF accounts across employers, for life.

### Gateway to EPF services

You cannot view your passbook, update KYC, or file a withdrawal until your UAN is active.

### Fully self-service

New rule (effective 1 Aug 2025): generate and activate your UAN yourself, in minutes, via UMANG.

**Without an active UAN:** no passbook access, no KYC updates, and no PF withdrawal — even in emergencies.

# What's Changed

*EPFO Circular, effective 1 August 2025*

**BEFORE**

- ✗ UAN generated/activated via employer or EPFO member portal
- ✗ OTP-based activation on the EPFO website
- ✗ Paper KYC submission for corrections
- ✗ Delays waiting on employer or EPFO office action

**NOW**

- ✓ Mandatory Aadhaar-based Face Authentication via the UMANG app
- ✓ Portal-based OTP activation discontinued for fresh activations
- ✓ Self-service, paperless — no employer involvement needed
- ✓ Near real-time: UAN active within minutes of a successful face scan

# Before You Start

*Get these ready — the scan itself takes about 2 minutes*

### Two apps installed

UMANG app, plus the Aadhaar Face RD app (installed automatically if missing during the flow).

### Aadhaar-linked mobile

Your mobile number must be registered with Aadhaar — OTP won't work otherwise.

### Your details handy

Aadhaar number, and UAN number if you already have one but haven't activated it.

### Good lighting

A well-lit, plain background improves face-scan success on the first attempt.

**Exception:** International workers and citizens of Nepal/Bhutan continue via the employer-based process.

# Generating a New UAN

*Path A — UAN Allotment & Activation (for employees with no UAN yet)*

1. **Open UMANG → UAN Allotment and Activation**

   Launch the UMANG app and select this option under EPFO services.

2. **Give consent & verify OTP**

   Tick the Aadhaar consent checkbox; enter the OTP sent to your Aadhaar-linked mobile.

3. **System checks Aadhaar–UAN linkage**

   If Aadhaar is already linked to a UAN, you're notified; otherwise you proceed to Face Authentication.

4. **Complete the face scan**

   Install the Aadhaar Face RD app if prompted, then complete the scan via the UIDAI API.

5. **Receive your UAN by SMS**

   Your new UAN and a temporary password are sent to your registered mobile — you're now active.

# Activating an Existing UAN

*Path B — for employees who already have a UAN but haven't activated it*

1. **Open UMANG → UAN Activation**
   Select the activation option for citizens who already hold a UAN.

2. **Enter UAN, Aadhaar number & mobile**
   Your mobile number must match the one linked to your Aadhaar.

3. **Give consent & verify OTP**
   Tick the Aadhaar validation consent box and confirm the OTP sent to your mobile.

4. **Complete Aadhaar face authentication**
   The system validates your UAN–Aadhaar linkage, then runs the face scan.

5. **Activation confirmed**
   Success shows almost instantly — usually within 5 minutes of a successful scan.

# Refreshing KYC on an Active UAN

*Path C — update your photo & address using Face Authentication*

1. **Open UMANG → Face Authentication of Already Activated UANs**

   For employees whose UAN is already active but whose EPFO records need a refresh.

2. **Give consent & tap Face Authentication**

   Install the Aadhaar Face RD app if it isn't already on your device.

3. **Perform the face scan**

   Verification runs through the UIDAI API in real time.

4. **Records updated automatically**

   Your photo and address are refreshed directly in the EPFO database — no documents to upload.

# Common Issues & Fixes

*Most failed attempts come down to one of these mismatches*

### OTP not received

Your mobile isn't linked to Aadhaar yet. Update this with UIDAI before retrying.

### “Aadhaar already linked” message

A UAN already exists for your Aadhaar — use Path B to activate it instead of creating a new one.

### Face scan fails repeatedly

Retry in good, even lighting with a plain background and your face fully in frame.

### Name / DOB mismatch

Details in EPFO records don't match Aadhaar — correct this via the Aadhaar linkage / KYC option first.

# What You Can Do Once Active

*Your UAN unlocks full self-service EPF access*

### View EPF passbook

Check contributions and balance anytime.

### Link PAN & bank account

Complete KYC right after activation to avoid withdrawal delays.

### File withdrawals & claims

Employees can withdraw up to 75% of their PF even while working.

### Update KYC anytime

Use Face Authentication to keep your photo and address current.

**Reminder:** no active UAN means no PF withdrawal — even in an emergency. Activate as soon as you join.

# Need Help?

If you get stuck at any step, reach out before your first payroll cycle.

### HR / People team

For UAN lookup, joining documents, or payroll-linked queries.

### EPFO Helpdesk

For technical issues with UMANG, Aadhaar linkage, or face authentication.

### “Know Your UAN” in UMANG

If you've forgotten your UAN, retrieve it directly in the app.