



## SID Portal Issue Resolution Processes

- NOTE :**
1. If link is not received by the trainee on their mobile number, then they must login using learner option at SID Portal with the existing mobile number migrated with.
  2. If link is received, then login via partner option at SID Portal.

No	Issue For	Resolution Type and Processes
1	Mobile Number	Any kind of change in mobile number, there will be provision for email login via link sent on the email registered during migration in future.
2	Aadhar	If wrong aadhar number migrated, enter correct aadhar number and after proceeding, raise response request and the state will process the request further.
3	Trainee Profile	It can be processed via "Profile Grievance Before Hall Ticket" method. Such as Name, DOB, Mother's Name, Father's Name, etc.
4	Link not received	Same as Issue Number 1
5	PRN not Generated	After successful eKYC, PRN will be generated shortly by SID Portal
6	Profile Data is Changed	Collect data and prepare letter pad for each of such issues to State Directorate in detail only if the eKYC is successful of the candidate.