

### **Advisory on Reset of Email ID and Mobile Number of Primary Authorized Signatory**

- Taxpayers who are unable to login to their GST accounts due to change in mobile/email of primary authorized signatory can request their jurisdictional officer to change the mobile number and email address.
- This facility is available for both Jurisdictional Range Superintendents and Divisional AC/DCs.
- Officer can reset the email/mobile by navigating to Menu > Registration > Active Registration and opening the registration record of the particular taxpayer for whom the email/mobile is to be reset. Thereafter, an option to “Update AS” (Authorized Signatory) appears under Actions. Step-by-step screenshots are attached in PPT (**Annexure-A**).
- A popup will open that allows the officer to edit the email and mobile of the Authorized Signatory. The document submitted by the taxpayer requesting the reset is required to be scanned and uploaded for audit trail purposes. The document is to be scanned as PDF/JPEG and downloaded either in the home drive or the AIO, in order for it to be later uploaded in the application. Step-by-step guidelines on how documents can be uploaded from AIO to the GST Application is in attached guide (**Annexure-B**).
- Please note that the modified email/phone data is sent to GSTN for updation. Only after successful updation at GSTN end, the taxpayer will be able to use the said changed email and mobile.
- Functionalities to re-designate a different authorized signatory as primary authorized signatory and to add a new primary authorized signatory will be provided subsequently.
- In case of any difficulty in the above, jurisdictional officers may contact CBEC Mitra Helpdesk ([cbecmitra.helpdesk@icegate.gov.in](mailto:cbecmitra.helpdesk@icegate.gov.in)).