

# **FAQ for PM E-Drive Portal and Mobile App**

## **1. Scope:**

This FAQ outlines the steps to address issues encountered by dealers, users, and administrators on the PM E-Drive Portal and Mobile App. These issues include login failures, data discrepancies, biometric capture errors, chassis number not fetching, Aadhaar verification problems, and other related concerns.

## **2. Responsibilities:**

- **Dealers:** Ensure all necessary documents and credentials are available and correct.
- **IT Support:** Investigate and resolve technical glitches, server issues, and data discrepancies. Update software and resolve bugs in the app/portal, ensuring seamless functionality.
- **OEM Support:** Assist dealers in resolving login, Aadhaar verification, and app installation issues.

## **3. Process Steps:**

### **3.1 Login Errors**

#### **3.1.1 Invalid User Credentials:**

- Verify that the dealer or user is entering the correct credentials.
- If credentials are correct but login still fails:
  - Contact OEM for password reset.
  - Check if the dealer's credentials have been migrated properly from EMPS to the PM E-Drive portal from OEM Dealer Management.
  - Ensure the account is not locked due to multiple failed login attempts.
  - Always use LIVE portal - <https://pmedrive.heavyindustries.gov.in/> and LIVE APP and LIVE AADHAAR FACERD APP (Downloaded from Dealer Dashboard Page)

#### **3.1.2 Multiple Login Issues:**

- Inform users to log out of other devices before attempting a new login.
- If the user cannot log out, request deactivation of the device code through OEM Portal.
- Re-register the user on the PM E-Drive app.

## **3.2 Biometric and Aadhaar Verification Issues**

### **3.2.1 Biometric Capture Error (Error Code 103):**

- Confirm that the biometric device is properly connected and functioning.
- Ensure that the Aadhaar card is authentic and valid.
- Retry the biometric capture using an alternate device if the error persists.
- For Aadhaar-related issues:
  - Ensure that the Aadhaar number is correctly entered.
  - Check for any ongoing Aadhaar service disruptions on UIDAI's side.

### **3.2.2 Face Recognition Errors:**

- Verify if the device camera is functioning and the app has permissions for camera access.
- Recalibrate the face-scanning software, if needed.
- Users can try a face scan in better lighting conditions and ensure their face is within the capture frame.

## **3.3 Chassis Number and Vehicle Information Not Fetching**

### **3.3.1 Chassis Not Found in Portal:**

- Verify that the VIN (Vehicle Identification Number) is correct.
- Confirm that the vehicle data has been uploaded to the central database (Vahan).
- If the data is missing:
  - Contact IT Support to verify the chassis details.
  - Raise a request for backend verification if the chassis number is incorrectly showing as invalid.

### **3.3.2 Discrepancies in Incentive Amount:**

- Cross-check the VIN entered against the vehicle details.
- Verify eligibility criteria for the vehicle in question and ensure that all relevant documents have been uploaded.
- If the discrepancy persists, escalate the issue to the Advisory Support for further investigation.

- Check the Model details like Ex factory and Battery capacity which attached to the VIN.

### **3.4 Mobile App Installation and Functionality Issues**

#### **3.4.1 App Installation Failures:**

- Ensure the user is installing the latest version and LIVE app from Portal.
- Verify that the mobile device meets the app's minimum requirements (OS version, storage space, etc.).
- Guide users on how to clear the app cache and re-attempt the installation.

#### **3.4.2 Mobile App Not Loading or Crashing:**

- Ask users to force close and restart the app.
- Recommend uninstalling and reinstalling the app.
- If the issue persists, report the problem to the development team for further investigation.

### **3.5 Data Upload and Processing Errors**

#### **3.5.1 Issues with Document Uploads:**

- Confirm that the documents being uploaded are in the supported file format and size.
- Re-upload documents during off-peak hours to avoid server overload.
- If uploads are not visible in the portal, clear the browser cache and retry.

#### **3.5.2 Production Data and RC File Submission Errors:**

- Check if the user is entering the correct details as per the registration certificate.
- Ensure that the data aligns with the vehicle details uploaded in the Vahan portal.
- For RC file submission issues, escalate to IT support for troubleshooting.

### **3.6 Server and Technical Glitches**

#### **3.6.1 Portal Downtime or Slow Response:**

- When facing unexpected downtimes, users should be instructed to report the issue to IT Support immediately.
- If the server is slow, recommend users to retry after clearing their browser cache or switching to another browser.

#### **3.6.2 Error 500 (Server Error):**

- Immediately escalate the issue to the development team.
- Check for potential bugs in the codebase or system overloads.
- A temporary workaround may involve using an alternate system or retrying after some time.

#### **4. FAQs for Common Issues**

##### **Q1: What should I do if my VIN is showing as invalid?**

- Double-check the entered VIN for errors.
- Check your Production data is VIN is uploaded in Production data by OEM.
- If correct, request IT support to manually upload the chassis details.

##### **Q2: How can I resolve a biometric capture error in the app?**

- Restart the app and check the biometric device connection.
- Check is the background is proper recommended white plan background.
- Check the light quality is proper.

##### **Q3: What steps should I follow if the PM E-Drive app crashes upon opening?**

- Ensure that the latest app version is installed.
- Clear the app's cache and restart the mobile device.
- If the problem continues, uninstall and reinstall the app.

#### **5. Contact Information**

For all unresolved issues, users can contact the following departments:

- **IT Support Helpdesk:** [advisory.support@ifciltd.com / 9319019073]