

Frequently Asked Questions

Q1 What is the website for accessing DigiLocker?

A1 **DigiLocker** which is the national Digital Locker System launched by Govt. of India can be accessed at <http://digilocker.gov.in>. It can also be accessed through <http://digitallocker.gov.in> and <http://elocker.gov.in>.

Q2 What are the key features of DigiLocker?

A2 Following are the key features of the DigiLocker

For Residents

- i. Digital Locker of each resident is linked to their Aadhaar number
- ii. 10MB of free space in the locker to securely store resident documents and store links (URI) of Govt. department or agency issued e-documents. The storage space allocation will be increased to 1GB in subsequent release.
- iii. eSign online service to digitally sign the documents online without using dongle. For details please refer to the e-Sign brochure available on the portal.
- iv. Sharing of e-documents online with any registered requester agency or department
- v. Download eAadhaar .
- vi. List of issuers which have issued e-documents to residents and list of requesters which have accessed resident's documents.

For Issuers

- i. Facility to upload e-documents in a standard XML format in the digital locker repository or repositories and push e-document URI in the resident's digital locker

For Requesters

- i. Secure access to documents in repository or in digital locker

For other details on digital locker please refer to digital locker writeup and presentation on the portal

Q3 How will DigiLocker help you?

A3 It will minimize the use of physical documents.

It will provide authenticity of the e-documents and thereby eliminating usage of fake documents. It will provide secure access to Govt. issued documents. It will reduce administrative overhead of Govt. departments and agencies and make it easy for the residents to receive services

Q4 How can I Sign-up for the DigiLocker?

A4 To Sign-up for the DigiLocker you need to have an Aadhaar number and a mobile number registered with Aadhaar. Please type your Aadhaar number in the text box against “Please enter UID” and enter the characters as displayed in the captcha code.

After clicking signup button, an OTP (One Time Password) will be sent by UIDAI to the mobile number and email-id registered with your Aadhaar.

Enter the OTP and click on ‘Validate OTP’ button. Once the OTP is validated the sign up and login is complete.

Q5 What is OTP?

A5 OTP is a one-time password generated randomly by UIDAI system and sent to your registered mobile number and email-id. The OTP is valid only for duration of 30minutes. Post the expiry, the OTP is rendered invalid and if you enter an invalid OTP, you would be prompted to request for a new OTP.

Q6 Some times not getting instant OTP's for login?

A6 OTP service is being operated by UIDAI. There are many other Aadhaar services using the same. For some networks it may take few seconds more. Kindly wait for OTP, the session is valid for 30 min.

Q7 What are the different components of a resident’s digital locker?

A7 Each resident’s digital locker has the following sections:

- i. **My Certificates:** this section comprises of two sub sections
 - a. Digital Documents- which contains URI (links) of the documents issued to the resident by the Govt. department or other agencies. Each document will have the following information

- URI
- Document Name
- Issued Date
- Share option

b. Uploaded Documents-List of all the documents which are uploaded by the resident can be viewed in this subsection. Each document will have the following information

- Document Name
- Uploaded Date
- Status: to indicate whether the document is eSigned or not.
- Action: to remove or delete a document from the digital locker.
- Details
- Share: to share the uploaded document via email
- DigiSign option: once a document is eSigned it is shown as ‘√’

ii. My Profile

This section displays the complete profile of the resident (Name, Date of Birth, Gender, Residential Address, email, mobile number) as available in the UIDAI database.

iii. My Issuer

This section displays the Issuer name and the number of documents issued to the resident by the issuer.

iv. My Requester

This section displays the Requester name and the number of documents requested from the resident by the requester.

v. Directories

This section displays the complete list of registered Issuers and Requesters along with their URL.

Q8 How can I upload a document in my digital locker?

A8 Upload documents facility is available under ‘My Certificates’ section.

- i. You need to first select a document type (SSC Certificate, HSC Certificate, PAN card, Voter ID card, etc.) from a drop down list.
- ii. Provide a name for the document

- iii. Based on the document type selected, you need to fill in the other details relevant to the document.
- iv. Choose the file from your local machine to be uploaded to digital locker. Each file to be uploaded should not be more than 1MB in size and only pdf, jpg, jpeg, png, bmp and gif file types are allowed
- v. Provide Description of the document (max 50 characters)
- vi. Click 'Upload' button.

On successful upload, the document will be listed under 'Uploaded Documents' subsection.

Q9 what is the maximum size of the document that can be uploaded on digital locker?

A9 Each file to be uploaded should not be more than 1MB in size

Q10 Which file types are allowed to be uploaded on digital locker?

A10 Only pdf, jpg, jpeg, png, bmp and gif file types are allowed.

Q11 How can I share the e-documents in my digital locker?

A11 For sharing your e-document (mentioned as URI under 'Digital Documents' subsection or under 'Uploaded Documents' subsection) you need to click on 'Share' link provided against the document you would like to share.

A dialog box will pop up. Please enter the email address of the recipient in the dialog box and click 'Share' button.

The document will be shared with the recipient via email. The recipient will receive an email from 'no-reply@digitallocker.gov.in'. The subject line of the email will mention the document name and document type. The email body will have the URI link of the document and the sender name and Aadhaar number.

The recipient can access the document using the URI link provided in the email.

Q12 What is URI?

A12 A URI is a **U**niform **R**esource **I**ndicator generated by the issuer department, which is mandatory for every e-document of the digital locker system. This unique URI can

be resolved to a full URL (Uniform Resource Locator) to access the actual document in appropriate repository.

Q13 What is an e-document?

A13 An e-document is an electronic document in XML format issued to one or more individuals (Aadhaar holders) in appropriate formats (both as XML and printable) compliant to digital locker technical specifications. You may also upload govt. issued scanned documents and also digitally sign the same, if required.

Q14 What is an 'Issuer'?

A14 Issuer is an entity issuing e-documents to individuals in a standard format and making them electronically available e.g. CBSE, Registrar Office, Income Tax department, etc.

Q15 What is a 'Requester'?

A15 Requester is an entity requesting secure access to a particular e-document stored in the repository (e.g. University, Passport Office, Regional Transport Office, etc.)

Q16 What is a 'Repository'?

A16 Repository is a Collection of e-Documents which are uploaded by issuers in a standard format and exposing a set of standard APIs for secure real-time search and access.

Q17 What is 'Access Gateway'?

A17 Access Gateway provides a secure online mechanism for requesters to access e-documents from various repositories in real-time using e-Document URI (Uniform Resource Indicator). The gateway will identify the address of the repository where the e-Document is stored based on the URI and will fetch the e-Document from that repository. Please refer to the DigiLocker Technical specifications available on the portal for further information.

Q18 How can I contact DigiLocker support team in case of any issues or concerns?

A18 You may contact DigiLocker support team via email: support@digitallocker.gov.in

Q19 How can I provide any feedback/suggestions on DigiLocker

A19 You can click on 'DigiLocker Feedback Forum' on the DigiLocker website to provide any suggestions or feedback.