

Frequently Asked Questions

1. What is ePostoffice?

The ePost Office of India Post offers variety of online Postal services to the users. One can avail services – philately(purchase of stamps), PLI/RPLI(payment of premium) and eIPO (purchase of postal order for RTI).

2. How can user access ePostoffice?

ePostoffice can be accessed through <https://www.epostoffice.gov.in> or India Post website www.indiapost.gov.in .

3. Does the user requires to register everytime to use ePostoffice?

User has to register only once on the portal and is benefitted to use all the services.

4.How can user register in ePostoffice?

User can register through the portal <https://www.epostoffice.gov.in> .

5.What are the initial requirements for registration in ePostoffice?

The user needs to have a valid email id and mobile No. for registration in ePostoffice.

6.Why is email id mandatory?

Email id is mandatory because ecode will be received on email which user will need at the time of user verification.

7.Why is mobile number mandatory?

Mobile No. is mandatory because mcode will be received on mobile no. which user will need at the time of user verification.

8.What is eCode ?

eCode is a six digit code/number that user will receive on registered email id.

9.What is mCode ?

mCode is a six digit code/number that user will receive on registered mobile no.

10.Is there any time limit for user verification?

There is no time limit for user verification. User can perform verification by going to the link 'Verify User'.

11.What is the format of mobile number?

Simple 10 digit Indian mobile number.

12.If user does not receive the eCode/mCode ?

Normally the codes are received with 4-5 minutes of registration. In case, there is some problem in the server, user can wait for couple of hours or more or can try resending the codes in that duration.

13. Is it essential to remember hint question and answer ?

User should remember hint question and answer because once submitted *cannot be reset*. This information will be required when user forgets the password and tries to reset it.

14.While doing registration, if captcha image is not clear or not shown?

If captcha image is not clear or not shown, it is advisable to use Mozilla Firefox or Google Chrome browser.

15.Can successful registration be done if security code image is not visible?

Successful registration cannot be done without entering security code.

16. If user is unable to perform successful transaction?

The user should check that whether he is able to reach the bank site. If so, then should check the internet connection because failed transaction occur due to poor connectivity.

17.If user forgets his password, what is the procedure to get new password?

User has to select 'Unlock/Forgot Password' link on login page and provide his registered user id i.e username, hint question & answer specified at the time of registration, provide a new password (different from previous 3 passwords) and click on submit to activate the account.

ePostoffice HELP DESK

email id : epohelp@indiapost.gov.in