

FAQs > Reset of email address/ and mobile phone number of Authorized Signatory

1. How can I reset the password to login to the GST Portal in case the Primary Authorized Signatory has died or is not traceable?

1. In case the Primary Authorized Signatory has died or is not traceable, you need to approach relevant jurisdictional Tax Officer to get the password for the GSTIN allotted to your business. You can check your jurisdiction in the Registration Certificate. Alternatively, you can check the **Dashboard > My Profile** section to check your Jurisdiction.
2. You need to provide valid documentation to validate the business details related to your GSTIN.
3. Tax officer will check if the said person is added as a Stakeholder or Authorized Signatory for that GSTIN in the system.
4. Tax officer will upload sufficient proof on the GST Portal in support to authenticate the activity.
5. Tax officer will enter the email address and mobile phone number provided by you.
6. After upload of document, Tax officer will reset the password for the GSTIN in the system.
7. Username and Temporary password reset will be communicated to the email address as entered by the Tax Officer in your jurisdiction (in the email which is provided to you).
8. Next you need to login to the GST Portal available at <https://www.gst.gov.in/> and login using the **First time login** link. You will be forced to change your username and password after first time login with the Username and Temporary password that was emailed on the updated e-mail address of the Primary Authorized Signatory.

2. How can I set a new Primary Authorized Signatory in the GST Portal in case the Primary Authorized Signatory has died or is not traceable? How can I add a new Authorized Signatory in the GST Portal?

In case the Primary Authorized Signatory has died or is not traceable, you need to approach relevant jurisdictional Tax Officer to set a new Authorized Signatory in the GST Portal.

You can check your jurisdiction in the Registration Certificate. Alternatively, you can check the **My Profile** section to check your Jurisdiction.

3. Can a Jurisdictional Officer add a taxpayer as an Authorized signatory?

Yes, a Jurisdictional Officer can add a taxpayer as an Authorized signatory.

4. Can a Jurisdictional Officer add two Authorized signatories for a single GSTIN?

Yes, a Jurisdictional Officer can add two Authorized Signatories for a single GSTIN but primary Authorized Signatory can only be one.

5. Can a Jurisdictional Officer mark an existing promoter/ partner as a Primary Authorized signatory?

Yes, a Jurisdictional Officer can mark an existing promoter/ partner as a Primary Authorized Signatory after proper authentication.