

# FAQs > First-Time login

## 1. When would I receive my Welcome Kit?

You will receive your Welcome Kit at the time of registration. The kit will be sent along with the Login credentials and GSTIN.

A sample screenshot has been provided below for reference.

From: [donotreply@gst.gov.in](mailto:donotreply@gst.gov.in) <[donotreply@gst.gov.in](mailto:donotreply@gst.gov.in)>  
Sent: Monday, September 14, 2020 5:20 PM  
To: Angad Arora  
Subject: Welcome to GST Family

**\*\*EXTERNAL EMAIL\*\***

Dear ANGAD,

Welcome to the GST family of 1.23 crore registered taxpayers, and growing. We are pleased to inform you that your Application for New Registration in Andhra Pradesh with AA370920000049J dated 14-09-2020 has been approved and you have been successfully registered as a GST Taxpayer. We value your contribution toward the nation-building and we are here to assist you in all your activities related to GST.

Your GSTIN is 37CBCPE1234CD1Z.

Your login credentials are as under:-

Username - 37CBCPE1234CD1Z

Password - 593532ffa0

You can login to your account using the login credentials provided above. You are requested to change the password at the earliest for security reasons. Please DO NOT share your credentials with anyone.

Your Registration Certificate: After login, you can download your Registration Certificate from Quick Links in My Profile.

Your Welcome Kit: Before you begin your journey with GST, we request you to go through the Welcome Kit that we have curated for newly registered taxpayers like you. The Welcome Kit is a brief document that contains basic information with respect to doing business while being GST compliant, services available on the GST Common Portal, how to seek GST related help and get your grievances addressed etc. The idea is to make the new taxpayers and start-ups understand the intent, benefits and processes of GST in effective manner.

A thorough reading of the document will be your first step towards understanding and appreciating the processes involved in GST compliance, the do's and don'ts of GST and good practices that would make your GST journey smooth and hassle free. Click on the link given below to download Welcome Kit:

[https://tutorial.gst.gov.in/downloads/news/welcome\\_kit\\_for\\_new\\_taxpayers.pdf](https://tutorial.gst.gov.in/downloads/news/welcome_kit_for_new_taxpayers.pdf)

Toll-free Helpline No. 1800-103-4786  
We are listening: Help desk: <https://selfservice.gstsysten.in/>

URLs:  <https://www.gst.gov.in/>  
 [https://twitter.com/Infosys\\_GSTN](https://twitter.com/Infosys_GSTN)  
 <https://www.youtube.com/GoodsandServicesTaxNetwork>  
 <https://www.facebook.com/gstsystenindia/>

Thank you,  
Team GST

## 2. I have completed all the steps for the first-time login and I have been directed to a new credentials page. What should I do?

You need to create your username and password to login to the GST Portal. For subsequent logins, you will use the username created now.

## 3. The system is not accepting the password I am entering. Are there any special requirements for setting the password?

Your password should be of 8 to 15 characters which should comprise of at least one number, special character and letter (at least one upper and lower case).

## 4. I have logged in to the GST Portal for first time. I am prompted to file an amendment application to enter Bank Account details. Why?

Post grant of GSTIN, when you login for the first time on the GST Portal, you will be prompted to file a non-core amendment application to enter Bank Accounts details.

## **5. I have logged in to the GST Portal for first time. Where can I enter Bank Account Details?**

You can file a non-core amendment application to enter Bank Accounts details.

# **Q. No. 5 to 11 are FAQs related to Creation of new UT of Ladakh and consequent changes on GST Portal for taxpayers**

## **6. I have received an intimation that a new GSTIN has been assigned to me for UT of Ladakh. What do I do next?**

Once you receive an intimation that a new GSTIN has been assigned to you for UT of Ladakh, for the new GSTIN, you need to login to the GST Portal as first-time login and activate the GSTIN by creating a new username and password.

You would still be able to login to old GSTIN using the old login credentials, for activities related to GST Portal for the period upto 31st December, 2019.

## **7. Will a taxpayer receive any intimation on assignment of new GSTIN for UT of Ladakh?**

The taxpayer will receive an intimation on their registered e-mail address and mobile number sharing the new GSTIN for UT of Ladakh.

## **8. Can a taxpayer who has received an intimation that a new GSTIN has been assigned to him/her for UT of Ladakh, login using both Old GSTIN and New GSTIN?**

Yes, a taxpayer who has received an intimation that a new GSTIN has been assigned to him, for UT of Ladakh, can login using with both Old GSTIN and New GSTIN, with different login credentials.

Old GSTIN and its credentials can be used to perform pending activities related to the period prior to the appointed date (i.e. 31st December 2019), it will not work for future activities.

New GSTIN with UT code 38 and its credentials can be used to perform activities related to the period effective from 1st January 2020 onwards.

## **9. I have received an intimation that a new GSTIN has been assigned to me for UT of Ladakh as I was registered in J&K State and my jurisdiction has changed to Leh or Kargil. What will happen to my earlier GSTIN?**

The GSTIN for which a new GSTIN ID has been created for UT of Ladakh, with new jurisdiction in Leh and Kargil, will be marked as cancelled with effect from 31st December 2019, in case the taxpayer does not have any place of business in J&K.

## **10. Can a taxpayer who has received an intimation that a new GSTIN has been assigned to him/her for UT of Ladakh, perform all activities using Old GSTIN?**

Taxpayer can use their old GSTIN to log in to the GST Portal to perform activities like upload pending returns, make payment for pre-cancellation period prior to effective date of cancellation of registration, updation of e-mail address and mobile number, file returns etc. for the period earlier to the date from which GSTIN is cancelled.

**11. I have received an intimation that a new GSTIN has been assigned to me for UT of Ladakh and my earlier GSTIN has been cancelled. What happens to applications uploaded by me but pending for action, if registration is cancelled?**

All the pending applications uploaded on GST Portal remain unaffected. You can login to the old GSTIN using old login credentials and upload any pending documents.

**Q. No. 12 to 19 are FAQs related to Merger of UT of Daman & Diu with UT of Dadra and Nagar Haveli and consequent changes on GST Portal for taxpayers**

**12. I have received an intimation that a new GSTIN has been assigned to me for UT of Dadra and Nagar Haveli and Daman and Diu. What do I do next?**

Once you receive an intimation that a new GSTIN has been assigned to you for UT of Dadra and Nagar Haveli and Daman and Diu, for the new GSTIN you need to login to the GST Portal as first-time login and activate the GSTIN by creating a new username and password.

You would still be able to login to old GSTIN using the old login credentials, for activities related to GST Portal for the period upto 31st July, 2020.

**13. Will a taxpayer receive any intimation on assignment of new GSTIN for UT of Dadra and Nagar Haveli and Daman and Diu?**

The taxpayer who is registered in UT of Daman and Diu will receive an intimation on their registered e-mail address and mobile number of primary authorised signatory, sharing the new GSTIN and login credentials for UT of Dadra and Nagar Haveli and Daman and Diu.

**14. Can a taxpayer who has received an intimation that a new GSTIN has been assigned to him/her for UT of Dadra and Nagar Haveli and Daman and Diu, login using both Old GSTIN and New GSTIN?**

Yes, a taxpayer who has received an intimation that a new GSTIN has been assigned to him, for UT of Dadra and Nagar Haveli and Daman and Diu, can login using with both Old GSTIN and New GSTIN, with different login credentials.

Old GSTIN and its credentials can be used to perform pending activities related to GSTIN of UT of Daman and Diu for the period prior to the appointed date (i.e. 31st July, 2020). This login will not work for period after the appointed date (i.e. 31st July, 2020).

New GSTIN with UT code 26 and its credentials can be used to perform activities related to the period effective from 1st August 2020 onwards.

**15. I have received an intimation that a new GSTIN has been assigned to me for the merged UT of Dadra and Nagar Haveli and Daman and Diu, as I was registered in UT of Daman and Diu. What will happen to my earlier GSTIN?**

The old GSTIN for which a new GSTIN ID has been created for the merged UT of Dadra and Nagar Haveli and Daman and Diu, will be marked as cancelled with effect from 31st July, 2020.

**16. Can a taxpayer who has received an intimation that a new GSTIN has been assigned to him/her for UT of Dadra and Nagar Haveli and Daman and Diu, perform all activities for the Old GSTIN?**

Taxpayer can use their old GSTIN to log in to the GST Portal to perform activities like upload pending returns, make payment for pre-cancellation period prior to effective date of cancellation of registration, updation of e-mail address and mobile number, file returns etc. for the period earlier to the date from which that GSTIN is cancelled.

**17. I have received an intimation that a new GSTIN has been assigned to me for UT of Dadra and Nagar Haveli and Daman and Diu and my earlier GSTIN has been cancelled. What happens to applications uploaded by me but pending for action, if registration is cancelled?**

All the pending applications, except those related to cancellation and amendment of registration, uploaded on GST Portal remain unaffected. You can login to the old GSTIN, using old login credentials, to upload any pending documents or for viewing any orders or notices etc.

**18. Can a taxpayer who has received an intimation that a new GSTIN has been assigned to him/her for UT of Dadra and Nagar Haveli and Daman and Diu, update the email and mobile number for the old GSTIN?**

Yes, taxpayer can update the email and mobile number for the old GSTIN, even after a new GSTIN has been assigned for UT of Dadra and Nagar Haveli and Daman and Diu.

**19. If a registered taxpayer has a GSTIN and principal place of business in Union Territory of Daman & Diu and also a GSTIN and principal place of business in Union Territory of Dadra and Nagar Haveli, what he needs to do?**

For the GSTIN and principal place of business in Union Territory of Daman & Diu, a new GSTIN of the merged UT of Dadra and Nagar Haveli and Daman and Diu will be assigned to taxpayer. The existing GSTIN for UT of Dadra and Nagar Haveli would also be available with the taxpayer apart from the GSTIN for the merged UT of Dadra and Nagar Haveli and Daman and Diu. This way, the taxpayer will have two GSTINS for one Union Territory.

The taxpayer can apply for cancellation of any one of the two GSTINs, if so needed. On cancellation of one of the registrations, the taxpayer can add the principal place of business of cancelled GSTIN as an additional place of business, in the remaining GSTIN. Or the taxpayer may retain and use both the registrations if he/she so desires, as multiple registrations in one Union Territory.