National Scholarship Portal

Frequently Asked Questions (FAQ) on One-Time Registration

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Frequently Asked Questions (FAQ) on One-Time Registration:

1. **What is One-Time Registration (OTR)?**

   One-Time Registration (OTR) is a unique number provided to streamline the registration process. Users register with their mobile number and complete e-KYC (electronic Know Your Customer). Once this process is complete, an OTR number is generated and sent to the user's phone. This unique number allows users to log in and access various services without needing to re-register. The OTR number is generated once and remains valid throughout the student's academic career.

2. **What are the benefits of One-Time Registration?**

   One-Time Registration (OTR) offers several advantages:

   It helps in streamlining the registration process as OTR simplifies the registration process by providing users with a unique number after completing e-KYC. This eliminates the need for repetitive registration steps across different services.

   It is convenient for the users as they only need to register once with their mobile number and complete e-KYC to receive their OTR number. This reduces the hassle of filling out multiple registration forms for various services.

   The OTR number is generated once and remains valid throughout the student's academic career, providing a consistent and stable identifier for all related services.

   By eliminating the need for repetitive registrations, OTR enhances the overall user experience, making it more convenient for traceability and tracking to access multiple services.

3. **Which portals typically use One-Time Registration?**

   The NSP portal and other state portals may implement One-Time Registration (OTR) to simplify the registration process and ensure de-duplication.

4. **Is One-Time Registration mandatory for all services on NSP?**

   Yes, One-Time Registration is mandatory for all services on NSP. It serves as the username for logging in and is also required to complete the face authentication process.

5. **What documents/information do I need to have ready to create my OTR?**

   To create your OTR, student shall have:

   Required Documents/Information:
   1. Active mobile number
   2. Aadhaar number
   3. Mobile number linked with Aadhaar
   4. NPCI Seeding status (desired)

   If you don't have an Aadhaar

   1. Active mobile number
   2. Aadhaar enrolment slip or Parent's/Legal Guardian's Aadhaar (in case student is minor)
   3. Mobile number linked with EID or Parent's Aadhaar
   4. NPCI Seeding status (desired)

6. **Can I update my information after completing the One-Time Registration (OTR) process?**

   Yes, you can update most of your information, including Aadhaar-related details and other personal information. This ensures that your profile remains accurate and up to date. If your Aadhaar information changes, you will need to perform e-KYC and face authentication again to update your details.

7. **How frequently should I update my One-Time Registration information?**

   It's advisable to review and update your OTR information periodically, especially if there are changes to your personal details or contact information. Keeping your profile up to date ensures accuracy and enhances the effectiveness of the OTR system.

8. **Do I need to remember multiple application IDs with One-Time Registration?**

   No, it is not required nor needed. Using the OTR number, you can retrieve all application IDs linked to it. Each candidate has a unique OTR, and all applications are linked to this single number. Additionally, all the application statuses will be visible, simplifying the process further.

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9. **Can I use One-Time Registration across different devices?**

Yes, OTR is designed to be accessible from various devices such as computers, smartphones, and tablets. As long as you have an internet connection, you can access your registered account from anywhere using the OTR No.

10. **Is there a fee associated with One-Time Registration?**

No, One-Time Registration is free on NSP and its processes. It is a unique number based on your e-KYC details and registration mobile number. It is used to log into the application and does not require any payment.

11. **What is a Reference no?**

A Reference no is assigned when users provide their own Aadhaar or their guardian's Aadhaar. It is sent to the registered mobile number to complete face authentication and to generate OTR number.

12. **What are the next steps after obtaining a Reference no?**

Once you have a Reference no, log in to the Face Auth app and complete the face authentication process. After successfully completing face authentication, you will receive your OTR number.

13. **How long will my Reference no be valid?**

Your Reference no will be valid until you complete the face authentication and KYC process. After this, your OTR will remain valid.

14. **What should I do if I forget my Reference no?**

If you forget your Reference no, you can retrieve it using the "Forgot Reference no" option. You will need to provide the Aadhaar number used during your e-KYC to recover the Reference no.

15. **What happens if I forget my One-Time Registration credentials?**

If you forget your OTR number, you can retrieve it by selecting the "Forgot OTR Number" option. To recover your OTR number, you will need to provide the Aadhaar number used during your e-KYC process.

16. **I have generated my reference no. How to complete my face-authentication and generate OTR?**

Face-authentication is mandatory for generation of OTR. NSP has launched the Mobile App for android devices. Student is required to follow below steps for face-authentication and generation of OTR:

1. Download and install the Face RD App from Google Play Store.

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(link: https://play.google.com/store/apps/details?id=in.gov.uidai.facerd)

2. Download and install NSP OTR [GET IT ON Google Play] App from Google Play Store.

   (link: https://play.google.com/store/apps/details?id=in.gov.scholarships.nspotr&pli=1)

NSP OTR App

3. Complete the face-authentication using option "**eKYC with FaceAuth**" on NSP OTR Mobile App.

17. I am facing difficulty while performing face-authentication

Successful face capturing requires proper positioning and good lighting condition. To know more about the Aadhaar Face Authentication please visit **FAQ no. 21. (Link: https://uidai.gov.in/en/contact-support/have-any-question/303-faqs/authentication.html)**

18. What should I do if I want to change mobile number registered in my OTR/Reference no?

Mobile number registered with OTR /Reference no can be changed after successful Aadhar based OTP authentication. Once the student completes Aadhar based OTP Authentication successfully, the system will prompt them to enter new mobile number. After OTP verification of the new mobile no, the same will get registered in OTR/Reference no.

19. What should I do if I haven't received the password after completing my OTR registration?

The student should visit student corner on NSP and exercise "Forget Password" option available under OTR login. The same option can also be used to reset the existing password.

20. What should I do if my Aadhar is already seeded with the bank account but on OTR it is showing "Not seeded"?

The student is advised to click on "Aadhar Seeding -> Check it now" option available in the "Profile Details" section under OTR login.

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