



## Answers to questions asked during 'Ask our Experts' YouTube Live Show on DigiLocker on October 18, 2024

**Question 1:** What should I do if there is a name mismatch between my Aadhaar and my degree certificates?

Example:

Aadhaar Name: Given Name + Father's Name + Surname/Family Name

Degree Certificate Name: Surname/Family Name + Given Name + Father's Name

**Answer:** As you may be aware, DigiLocker requires matching your name to ensure that only the rightful owner can access their documents. For a document to be fetched from DigiLocker, the name on the document must match the name on your Aadhaar. In case of a name mismatch, you will not be able to pull your document from DigiLocker.

**Question 2:** If I have an account with one mobile number linked to Aadhaar and my Driving Licence is linked to another number, can I retrieve my Driving Licence in my current DigiLocker account?

**Answer:** Yes, you can log in to your DigiLocker account linked with Aadhaar on the DigiLocker website ([www.digilocker.gov.in](http://www.digilocker.gov.in)). Use the 'Search Document' option on the left, select 'Ministry of Road Transport and Highways,' click on 'Driving Licence Verification Record,' and enter your licence number to retrieve it.

**Question 3:** When will the Academic Bank of Credits (ABC) ID be functional in all government institutes?

**Answer:** The Ministry of Education (MoE) aims to complete the implementation of ABC across all government institutes soon. The process is underway to ensure seamless access for students nationwide.

**Question 4:** Why do I see the message "school students should contact their respective schools" when trying to create my APAAR ID?

**Answer:** Students under the age of 16 cannot create their APAAR ID directly through the DigiLocker app or website. If you are eligible and still face issues, please reach out to your school for assistance in creating your APAAR ID.

**Question 5:** What should I do if my 12th Mark Sheet has not been uploaded on DigiLocker by my college?

**Answer:** Only the authorized board or university can upload data on DigiLocker. If your 12th Mark Sheet is missing, please contact your board and request them to make the data available on DigiLocker.

**Question 6:** Why aren't my state's educational documents like 10<sup>th</sup> & 12<sup>th</sup> Mark Sheets or degree certificates, available on DigiLocker?

**Answer:** Digital records are available on DigiLocker only if the institution has uploaded its records to the National Academic Depository (NAD). If your documents are missing, please contact your university or board and request them to provide their digital records on NAD for access via DigiLocker.

**Question 7:** Can we trust that our data and privacy are safe on the DigiLocker digital cloud? Is there legal protection against hacking?

**Answer:** DigiLocker is designed with robust security measures to ensure data and privacy protection. Key practices include:

Standard Security Practices: Adherence to coding standards, internal security reviews, and regular penetration testing.

2048-Bit SSL Encryption: Ensures secure data transmission.

Multi-Factor Authentication: Includes OTP, biometric, and PIN validation for sign-up and sign-in.

ISO 27001 Certified Hosting: Data is stored in secure, certified facilities.

Data Redundancy: Backups with multi-zone redundancy for data protection.

Timed Log Out: Automatic session termination after inactivity.

Security Audits: Conducted regularly by CERT-IN empanelled agencies and third parties.

User Consent: Data is shared only with explicit user consent, and all access is logged.

These measures ensure that DigiLocker is safe and legally compliant, offering strong data protection for its users.

**Question 8:** Hello, I graduated from RTU Kota in 2011 and completed my 10th and 12th from the Rajasthan Board. How can I get my digital documents from the issuer on DigiLocker?

**Answer:** Digital records are available on DigiLocker only if the issuing institution has uploaded its records to the National Academic Depository (NAD). To access your documents digitally, please contact the Rajasthan Board and RTU Kota, requesting them to provide their records on NAD.

**Question 9:** After uploading my class results data at Sangam University, I noticed that the generated grade sheets are not organized in any sequence by enrolment number or ABC ID. What should I do?

**Answer:** Please raise a ticket at <https://support.digilocker.gov.in/> and provide the following details:

A scanned copy of the mark sheet/certificate or your full name as it appears on the document

Education board name

Year of passing/session/month

Roll number/registration number/seat number

Serial number on the document

Total marks

Your registered mobile number

A screenshot of the error

Providing these details will help the support team address and resolve the issue.

**Question 10:** I received a discrepancy error during the upload of results in DigiLocker due to a name mismatch between my Aadhaar and the name submitted. How can I resolve this issue?

**Answer:** DigiLocker requires matching of name to ensure that only the rightful owner can access their documents. The name on your document must match the name on your Aadhaar. To resolve this discrepancy, you will need to update either your Aadhaar or the name on the document to ensure they match. Once corrected, you should be able to access your document from DigiLocker.

**Question 11:** Is it mandatory to upload documents on DigiLocker, or can we upload data on ABC and have it automatically visible on DigiLocker? This question pertains to student records, such as degree certificates.

**Answer:** No, it is not mandatory to upload documents directly on DigiLocker. Data uploaded on the Academic Bank of Credits (ABC) will be visible on DigiLocker if it is seeded with the ABC or APAAR ID. This ensures that students can access their records seamlessly through DigiLocker.

**प्रश्न 12:** बिहार बोर्ड की 10वीं और 12वीं की मार्कशीट 2021 के बाद की उपलब्ध नहीं है। वर्ष चयन के समय वहां वर्ष का विकल्प आता ही नहीं। क्या इसका कोई समाधान है?

**उत्तर:** कृपा ध्यान दें कि बिहार स्कूल एग्जामिनेशन बोर्ड ने सिर्फ 2018 और 2019 के लिए डिजिटल मार्कशीट प्रदान की हैं, और ये सिर्फ कक्षा 10 के लिए हैं। आप बिहार स्कूल एग्जामिनेशन बोर्ड से अनुरोध कर सकते हैं कि 2021 की मार्कशीट भी उपलब्ध कराएं।

**Question 13:** I passed out in 2005 and 2007 from RBSE for 10th and 12th classes, but I can't get these documents on DigiLocker.

**Answer:** The Rajasthan Board of Secondary Education has digital records for 2014-2021 and 2023. You may request them to make earlier records available.

**Question 14:** How can we add an SSC certificate from 1991 to DigiLocker?

**Answer:** Digital records are only available if the institution has uploaded them to NAD. You can request your board to publish digital records through DigiLocker.

**प्रश्न 15:** अगर किसी का डिजीलॉकर पर पहले से अकाउंट बना हो और पासवर्ड भूल जाए, तो क्या वह "Forgot Password" करके अपने दस्तावेज़ों को सुरक्षित रूप से ढूंढ सकते हैं?

**उत्तर:** हां, आप "पासवर्ड भूल गए" विकल्प का उपयोग करके अपने दस्तावेज़ों को सुरक्षित रूप से ढूंढ सकते हैं। सिक्योरिटी पिन रीसेट करने के लिए नीचे दिए गए स्टेप्स फॉलो करें:

1. <https://www.digilocker.gov.in/> पर लॉग ऑन करें और साइन इन पर क्लिक करें।
2. आधार पर क्लिक करें, अपना आधार नंबर दर्ज करें, फिर नेक्स्ट पर टैप करें।
3. ओटीपी और कैप्चा दर्ज करें, फिर सबमिट पर क्लिक करें।
4. "Forgot security PIN?" पर क्लिक करें > आधार के अनुसार अपनी जन्मतिथि दर्ज करें और Next पर क्लिक करें।
5. अपना नया सुरक्षा पिन सेट करें और सबमिट पर क्लिक करें।

इन चरणों का पालन करें, अपना सुरक्षा पिन रीसेट करें और अपने दस्तावेज़ों तक पहुंच प्राप्त करें।

**ASK**  
**Our Experts**  
Sawaal Aapke Jawaab Hamare

**Question 16:** How can DigiLocker help in making Digital India paperless, and when can we expect to see this transformation?

**Answer:** DigiLocker is a key driver of a paperless Digital India by providing a secure and accessible platform for storing, sharing, and accessing official documents as mentioned below:

**Digital Document Storage:** Securely store government-issued documents like Aadhaar, licenses, and certificates, eliminating the need for physical copies.

**Instant Access & Sharing:** Access and share documents anytime, anywhere, streamlining processes and reducing paper dependency.

**Government Services Integration:** Receive and store digital government documents such as pension papers and health records, minimizing paper workflows.

**Paperless Verification:** Secure, online document verification eliminates the need for physical submissions, enhancing efficiency.

**Environmental & Cost Benefits:** Reduces paper waste, cuts costs, and saves time in document storage and processing.

DigiLocker is accelerating the shift towards a paperless India, supporting both environmental sustainability and administrative efficiency. As for the timeline, the continued integration of services and awareness efforts will pave the way for a more paperless society in the coming years.

**Question 17:** What are the benefits of DigiLocker, and is it mandatory for all citizens of India?

**Answer:** DigiLocker offers numerous benefits, including:

**Secure Storage:** Users can securely store and access important documents like Aadhaar, driving license, and educational certificates in digital format, eliminating the need for physical copies.

**Simplified Sharing:** It simplifies document sharing with government departments and businesses, ensuring authenticity and reducing the risk of fraud.

**Integration with Government Services:** DigiLocker is integrated with various government services, providing convenient access and saving time for users.

**Enhanced Security:** It offers secure storage through encryption, multifactor authentication, and regular audits, ensuring that your documents are protected.

Please note that DigiLocker is not mandatory for all citizens of India; it is an optional service designed to enhance convenience and security in document management.



**Question 18:** If there is a name mismatch between my Aadhaar and my university certificates (e.g., my B.Sc. and M.Sc. certificates), how can I retrieve these certificates in DigiLocker?

**Answer:** Please note, in cases of a name mismatch, you won't be able to fetch documents from DigiLocker. The name on the document must match the name on your Aadhaar. Please reach out to your institution if you need further guidance on updating your name.

**Question 19:** Foreign students who are currently enrolled—what assistance can be provided to help them register for an APAAR ID without Aadhaar details?

**Answer:** We are in the process of establishing a procedure for creating APAAR IDs specifically for foreign students. Further guidelines and support will be made available soon to facilitate their registration without Aadhaar details. Please stay tuned for updates regarding this process

**Question 20:** As students are advised to have DigiLocker, can we create multiple accounts using a single mobile number?

**Answer:** Yes, users can create up to five Aadhaar-verified DigiLocker accounts using a single mobile number. However, only one non-verified DigiLocker account can be created with the same mobile number. This system allows flexibility in managing multiple DigiLocker accounts while ensuring security and proper authentication through Aadhaar verification.



**Question 21:** Foreign students currently enrolled at Sangam University—what assistance can be provided to help them register for an APAAR ID without Aadhaar details?

**Answer:** Please raise your query at <https://nad-support.digilocker.gov.in/>. We are currently working on establishing a procedure for creating APAAR IDs specifically for foreign students. Your feedback will help us address your needs more effectively.

**Question 22:** पहले के जो पास आउट हैं, 2013 और 2015 के सेशन में उनका 10वीं और 12वीं का विकल्प नहीं है। तो फिर सभी के लिए ये कैसा उपयोगी होगा? क्या इसको ठीक किया जाएगा क्योंकि सर्टिफिकेट सभी के लिए जरूरी हैं?

**Answer:** कृपया अपना प्रश्न <https://nad-support.digilocker.gov.in/> पर पूछें। हम वर्तमान में पिछले वर्षों का विरासती डेटा अपलोड करने की प्रक्रिया में हैं, जिसमें सभी छात्रों के लिए आवश्यक प्रमाणपत्र शामिल होंगे। आपकी चिंताएँ हमारे लिए महत्वपूर्ण हैं, और इस पर काम करते समय हम आपके धैर्य की सराहना करते हैं।

**Question 23:** What should I do if my 12th mark sheet has not been uploaded by my college on DigiLocker?

**Answer:** Please note that data on DigiLocker is only uploaded by the authorized board or university. You should contact your college or the respective board and request them to upload your 12th mark sheet on DigiLocker.

**Question 24:** डिजिलॉकर ऐप खोलते समय आधार कार्ड से जुड़ा एक मोबाइल नंबर है जो हम बाद में बदल देते हैं, तो डिजीलॉकर नहीं खुलता। इसका क्या समाधान है?

**Answer:** कृपया अपने आधार में पहले मोबाइल नंबर अपडेट करें, फिर आप डिजीलॉकर में भी इसे अपडेट कर सकेंगे। अपने मोबाइल नंबर को आधार में अपडेट करने के लिए, अपने नज़दीकी आधार नामांकन केंद्र पर जाने की सलाह देते हैं।

**Question 25:** अगर किसी के पास दस्तावेज़ों की हार्ड कॉपी नहीं है, तो क्या डिजीलॉकर के माध्यम से उसकी हार्ड कॉपी में कन्वर्ट कर सकते हैं जैसे हार्ड कॉपी यूनिवर्सिटी के माध्यम से मिलती हैं?

**Answer:** अगर आपका शैक्षिक दस्तावेज़ डिजीलॉकर पर अपलोड है, तो आप हमारे डिजिटल प्रमाणपत्र को प्रिंट करके हार्ड कॉपी हासिल कर सकते हैं। इस प्रकार, आप डिजीलॉकर से अपने दस्तावेज़ों की हार्ड कॉपी प्राप्त कर सकते हैं।

**Question 26:** Can I save my family members' documents in my DigiLocker?

**Answer:** DigiLocker is for individual accounts only. You can only fetch digital documents issued in your name. Each family member should create their Aadhaar-enabled DigiLocker account and retrieve their own documents.

**Question 27:** First of all, I would like to thank the Indian government for this initiative. What should I do if a government official is not ready to accept documents issued from DigiLocker? Is there a helpline number to resolve this issue?

**Answer:** Digital documents issued through DigiLocker are valid and hold the same legal status as original documents when used electronically. Document in the "Issued document" section of DigiLocker are legally at par with originals as per Section 9A of Information Technology Act 2000. They should be accepted by the concerned authorities. We are also actively working on increasing awareness and acceptance of these documents with various organizations.

**Question 28:** Many universities have yet to upload degrees and mark sheets for past years. Has the government set any deadline for those issuers?

**Answer:** No, there are no fixed deadlines currently. We are still working on uploading legacy data, and it will be completed soon. Thank you for your patience!

**Question 29:** क्या एक ही डिजीलॉकर ऐप में दो लोगों की आईडी बना सकते हैं?

**Answer:** आप सिर्फ एक ही डिजीलॉकर अकाउंट बना सकते हैं जिसका वही मोबाइल नंबर हो जो आधार के साथ लिंक हो। अगर आप एक ही मोबाइल नंबर से और एक खाता खोलना चाहते हैं, तो पहले मौजूदा खाते को आधार से लिंक करें, और फिर आप एक ही मोबाइल नंबर का उपयोग करके दूसरा डिजीलॉकर खाता बना सकते हैं।

**Question 30:** The 10th and 12th mark sheets of the Bihar Board are not available after the year 2019. Do you have any information regarding this?

**Answer:** Please note that the Bihar School Examination Board has made its digital marksheets available only for the years 2018 and 2019, and currently only for class X. You can request the Bihar School Examination Board to make the mark sheets for other years available.

**Question 31:** After uploading my class result data, I noticed that the generated grade sheets are not in any sequence, neither by enrolment number nor by ABC ID. What should I do?

**Answer:** Please raise a ticket at <https://support.digilocker.gov.in/> and provide the following details:

A scanned copy of the mark sheet/certificate or your full name as it appears on the document

The name of the education board

The year of passing/session/month

Roll number/registration number

Seat number

The serial number on the document

Total marks

Your registered mobile number

A screenshot of the error

This information will help us address your issue more effectively.

**Question 32:** Sometimes, after an application update, we are automatically logged out and prompted to log in again. Can this issue be resolved?

**Answer:** For security reasons, users may be automatically logged out of the DigiLocker app following a security update to a new version. This measure is implemented to address any potential vulnerabilities and ensure that your account remains secure. We appreciate your understanding in this matter.

**Question 33:** How is DigiLocker connected to the APAAR ID, and how can I upload credits?

**Answer:** Please note that the details associated with your APAAR ID are fetched from your Aadhaar, while the credit points linked to your APAAR ID are uploaded solely by the university. For more information, please visit: [abc.gov.in](http://abc.gov.in)

**Question 34:** Sir, can we upload the 12th class 2024 mark sheet now?

**Answer:** Please note that data is only uploaded by the authorized board or university. You can request your board to make the 2024 mark sheet available for uploading.

**Question 35:** Can documents uploaded to DigiLocker be used as valid proof for government services?

**Answer:** Please note that digitally signed documents issued from DigiLocker are legally valid as per the IT Act 2000 when used electronically. Therefore, they can be accepted as valid proof for various government services.

**Question 36:** Can students upload documents themselves if their institutions have not uploaded the mark sheets, degrees etc.?

**Answer:** We would like to inform you that in order to ensure the authenticity and integrity of the documents, only academic institutions are authorized to upload data to our platform. This measure is in place to maintain the highest standards of accuracy and trustworthiness in the information shared.

**Question 37:** डिजीलॉकर में कितने साल पुराने दस्तावेज़ एक्सेस किए जा सकते हैं? मुझे अपने 2011 और 2013 के स्कूल मार्कशीट एक्सेस करने में दिक्कत हो रही है।

**Answer:** कृपा <https://support.digilocker.gov.in/> पर एक टिकट बढ़ाएं और नीचे दी गई जानकारी साझा करें:

- मार्कशीट/सर्टिफिकेट की स्कैन कॉपी या दस्तावेज़ पर लिखा आपका पूरा नाम
- शिक्षा बोर्ड का नाम
- उत्तीर्ण वर्ष/सत्र /महीना
- रोल नंबर/पंजीकरण नंबर
- सीट नंबर
- दस्तावेज़ पर दिया सीरियल नंबर
- कुल अंक
- आपका पंजीकृत मोबाइल नंबर और error का स्क्रीनशॉट

इससे हम आपकी समस्या का हल निकालने में मदद करेंगे।

**Question 38:** बिहार स्कूल एग्जामिनेशन बोर्ड, पटना के 2017 से पहले के मैट्रिकुलेशन सर्टिफिकेट डिजीलॉकर में उपलब्ध क्यों नहीं हैं?

**Answer:** कृपया ध्यान दें कि बिहार स्कूल एग्जामिनेशन बोर्ड ने वर्ष 2018 और 2019 के लिए केवल दसवीं कक्षा के लिए अपने डिजिटल रिकॉर्ड उपलब्ध कराए हैं। आप बिहार विद्यालय परीक्षा समिति से अनुरोध कर सकते हैं कि वह पहले के डेटा को डिजीलॉकर पर उपलब्ध कराए।

**Question 39:** When I show my documents through the DigiLocker app, some police officers or authorities don't accept them. What should I do?

**Answer:** Digital documents issued through DigiLocker are legally valid and are considered at par with originals when used electronically. They should be accepted by the concerned authorities. We are actively working with various organizations to increase awareness and ensure broader acceptance of DigiLocker documents.

**Question 40:** क्या ABC ID कार्ड बन जाने के बाद, एक ही समय पर 1 से ज़्यादा कोर्स नहीं कर सकते हैं ?

**Answer:** ABC उन सभी छात्रों को अकादमिक क्रेडिट जमा खाता प्रदान करता है जो किसी भी मान्यता प्राप्त उच्च शिक्षा संस्थान (HEI) में कई प्रविष्टियों और कई निकासों के साथ पढ़ रहे हैं। इसलिए छात्र एक साथ एक से अधिक कोर्स में शामिल हो सकते हैं।

**Question 41:** मैं अपने मुख्य दस्तावेज डिजीलॉकर में ढूंढने की कोशिश करता हूँ लेकिन मेरे राज्य बिहार के दस्तावेज नहीं मिल रहे हैं। क्या करना होगा?

**Answer:** कृपया <https://support.digilocker.gov.in/> पर एक सपोर्ट टिकट रोज करें।

**Question 42:** I passed my degree in 2015, but only education documents from 2019 to 2024 are available on DigiLocker. How can I download my degree certificate?

**Answer:** Please raise a support ticket at <https://support.digilocker.gov.in/> and provide the following details:

A scanned copy of your mark sheet/certificate or your full name as it appears on the document

Roll number/Registration number/Enrolment number

Year of passing/session

Course name

Name of the university

Your DigiLocker registered mobile number

A screenshot of the error message

This information will help us verify your request and assist you further.

**Question 43:** I am a BSc 1st-year student. My APAAR ID starts with 0, and I am facing issues with registration as it's not accepting the ID. How can I resolve this?

**Answer:** Please raise a support ticket at <https://support.digilocker.gov.in/> and provide the following details:

A scanned copy of your APAAR ID

Your DigiLocker registered mobile number

The name of your college and university

This will help us verify your details and assist you with the registration issue.

**Question 44:** If I am outside India, can I still use DigiLocker to access my documents worldwide?

**Answer:** Kindly note that if you are availing DigiLocker services outside India, you must have an India-based mobile number or a verified email ID. Only then can you access DigiLocker services outside of India.

**Question 45:** What should I do if my 12th marks sheet is not uploaded by my college on Digilocker?

**Answer:** Please note that data is only uploaded by the authorized board/university. You can request your board to make the data available.



**Question 46:** Why isn't Passport available on DigiLocker?

**Answer:** Please note that the department responsible for issuing passports is not yet integrated with DigiLocker. We will update the portal as soon as it becomes available.

**Question 47:** What can be done if a student's certificates uploaded by the Higher Education Institution (HEI) on DigiLocker can't be retrieved due to a name change in Aadhaar, which reflects in DigiLocker, but the certificates were issued under the previous name?

**Answer:** Please contact your board or university and request them to update your name in their records to match your Aadhaar. Once they update your details in DigiLocker, you should be able to access your documents in your DigiLocker account.

**Question 48:** अगर हम डिजीलॉकर का पासवर्ड भूल गए हैं तो क्या करें?

**Answer:** आप अपना सिक्योरिटी पिन रीसेट कर सकते हैं। नीचे दिए गए स्टेप्स फॉलो करें:

1. <https://www.digilocker.gov.in/> पर जाएं और "Sign In" पर क्लिक करें।
2. आधार पर क्लिक करके अपना आधार नंबर डालें, फिर "Next" पर क्लिक करें।
3. ओटीपी और कैप्चा डालें, फिर "Submit" करें।
4. "Forgot security PIN?" पर क्लिक करें, अपने आधार के अनुसार जन्मतिथि डालें और "Next" पर क्लिक करें।
5. अपना नया सिक्योरिटी पिन सेट करें और "सबमिट" करें।

क्या इस तरह से आप अपना डिजीलॉकर अकाउंट दोबारा एक्सेस कर सकते हैं!

**Question 49:** Can documents uploaded to DigiLocker be used as valid proof for government services?

**Answer:** Yes, documents uploaded on DigiLocker are considered valid proof for various government services. DigiLocker is an authorized platform under the Ministry of Electronics and Information Technology (MeitY), and its digitally verified documents are accepted by multiple government agencies and services across India. If you encounter any issues, feel free to contact DigiLocker support at: <https://support.digilocker.gov.in>.

**Question 50:** Can documents uploaded to DigiLocker be used as valid proof for government services?

**Answer:** Digital documents issued through DigiLocker are valid and equivalent to original documents when used electronically. They should be accepted by the concerned authorities. We are continually working to increase awareness and acceptance of DigiLocker documents across various organizations.

**Question 51:** मैंने 2012 में PTU से एमबीए किया था। पर PTU ने 2012 का डेटा डिजिटलॉकर पर अपलोड नहीं किया है। ऐसे में हम अपने दस्तावेज कैसे पाएँ?

**Answer:** कृपया <https://support.digilocker.gov.in/> पर एक टिकट बढ़ाएं और नीचे दिए गए विवरण साझा करें:

1. मार्क शीट/सर्टिफिकेट की स्कैन कॉपी या दस्तावेज़ पर पूरा नाम
2. रोल नंबर/पंजीकरण संख्या/नामांकन संख्या
3. उत्तीर्ण होने का वर्ष/सत्र
4. पाठ्यक्रम का नाम
5. विश्वविद्यालय का नाम
6. आपका पंजीकृत मोबाइल नंबर
7. error का स्क्रीनशॉट

इससे हम आपकी मदद कर पाएँगे।

**Question 52:** Hi DigiLocker team, what banking-related documents can I obtain through DigiLocker?

**Answer:** You can obtain various banking-related documents, including account statements, Form 16, e-passbooks, interest certificates, TDS certificates, pension certificates, and loan interest certificates, among others.

**Question 53:** मैं एक ही यूनिवर्सिटी से दो कोर्स कर रहा हूँ। इसमें कोई समस्या तो नहीं?

**Answer:** बिल्कुल नहीं। विश्वविद्यालय आपके डोनो पाठ्यक्रमों के परिणाम और प्रमाणपत्र अपलोड कर सकता है, और क्रेडिट पॉइंट भी issuing authority के द्वारा अपलोड किए जायेंगे।

**Question 54:** How is DigiLocker awareness being spread among students and teachers at the school and university levels across India?

**Answer:** Workshops, awareness campaigns, and various advertisements are conducted to increase DigiLocker awareness among students and teachers nationwide.

**Question 55:** मैंने गलती से एक फॉर्म भरते समय अपने भाई का डिजीलॉकर अकाउंट दे दिया। मैं इसे कैसे सही कर सकता हूँ?

**Answer:** यह मामला डिजीलॉकर से संबंधित नहीं है। कृपया आप संबंधित विभाग/संगठन से बात करें।

**Question 56:** If a student wants to update their enrolment number, what is the process?

**Answer:** Please submit your query at <https://support.digilocker.gov.in/> along with detailed information about your concern so we can assist you accordingly.

**Question 57:** Can we expect DigiLocker to have a dark mode?

**Answer:** Yes, dark mode is currently available on the web version only. We are working to bring dark mode to the mobile app as well.

**Question 58:** मैं बिहार से हूँ और मैं अपने बहुत सारे दस्तावेज़ डिजीलॉकर में ढूँढ रहा हूँ लेकिन नहीं मिल रहे।

**Answer:** कृपया अपना मोबाइल नंबर, डॉक्यूमेंट की क्लियर स्कैन कॉपी, एरर का स्क्रीनशॉट शेयर करें, ताकि हम आपकी मदद कर सकें। आप अपनी क्वेरी <https://support.digilocker.gov.in/> पर भेज सकते हैं।

**Question 59:** What should I do if my 12th mark sheet is not uploaded by my college on DigiLocker?

**Answer:** Please note that data is only uploaded by the authorized board/university. You may contact your board and request them to make the data available on DigiLocker.

**Question 60:** Sometimes, traffic police deny accepting DigiLocker documents and ask for a hard copy. What should we do?

**Answer:** Digital documents from DigiLocker are legally valid and should be accepted by authorities. Efforts are ongoing to improve awareness and acceptance of digital documents.

**Question 61:** क्या हम डिजीलॉकर को किसी भी देश में उपयोग कर सकते हैं?

**Answer:** अगर आप भारत में डिजीलॉकर सेवाओं का उपयोग करना चाहते हैं, तो आपके पास भारत का मोबाइल नंबर या सत्यापित ईमेल आईडी होना चाहिए। तभी आप डिजीलॉकर सेवाओं को भारत के बाहर एक्सेस कर पाएंगे।

**Question 62:** Is it possible to change any details in my documents with DigiLocker's help?

**Answer:** Please note that DigiLocker only displays data provided by the relevant departments. For any changes to your documents, please contact the issuing department.

**Question 63:** I am from Bihar; why aren't my 10th and 12th certificates available in DigiLocker?

**Answer:** Please note that the Bihar School Examination Board has made digital mark sheets available only for Class X for 2018 and 2019. You can request the Bihar School Examination Board to make the Class XII data available.

**Question 64:** From Punjab, only education documents from 2019 to 2024 are available. How can I download my MCA degree certificate from 2015?

**Answer:** Please note that digital awards are made available on DigiLocker only when institutions have provided their records to the National Academic Depository (NAD). You may request your university to provide its digital records.

**Question 65:** I am from Valsad, Gujarat. What should I do if a government official refuses to accept a DigiLocker document? Is there a helpline?

**Answer:** Digital documents issued through DigiLocker are legally valid and equivalent to physical originals when used electronically. They should be accepted by relevant authorities. However, we are actively working with organizations to improve awareness and acceptance of these digital documents.

**Question 66:** Why isn't my Bihar Board mark sheet or certificate for the 2022–23 sessions available on DigiLocker?

**Answer:** Once your board uploads your data to DigiLocker, you will be able to retrieve your digital documents from the platform.

**Question 67:** What should be done if a student can't retrieve certificates from DigiLocker due to a name change in Aadhaar, while the certificates were issued under the old name?

**Answer:** Please contact your board/university and request them to update your name in their records as per your Aadhaar. Once they update your data in DigiLocker, you will be able to retrieve your documents.

**Question 68:** Can documents issued by authorities be revised in the future?

**Answer:** Documents can be updated only by the issuing authority.

**Question 69:** अगर कोई दस्तावेज़ डिजीलॉकर में अपलोड किया जाता है और भौतिक रूप में नहीं ले जाया जाता, तो क्या वह भी वैध होगा?

**Answer:** डिजीलॉकर के माध्यम से जारी किए गए डिजिटल दस्तावेज़ मूल दस्तावेज़ के बराबर होते हैं जब इलेक्ट्रॉनिक रूप से उपयोग किए जाएँ। ये संबंधित अधिकारियों के द्वारा स्वीकार किए जाने चाहिए। हम लगातार संगठनों में इसकी स्वीकार्यता बढ़ाने पर काम कर रहे हैं।

**Question 70:** APOSS offers senior secondary courses in ODL mode, and students from various secondary boards are admitted across the country. How can we verify the authenticity of these secondary certificates?

**Answer:** Digital documents issued through DigiLocker are considered valid and are equivalent to originals when used electronically. They should be accepted by concerned authorities. We are working to increase awareness and acceptance of DigiLocker documents across various organizations.

**Question 71:** Kindly update all BSEB and other university certificates on DigiLocker.

**Answer:** Please note that DigiLocker only displays data received from the board or university. Once they upload your data, you will be able to retrieve your digital documents from DigiLocker.

**Question 72:** Hi, many students have a doubt whether a DigiLocker certificate can be submitted for admission or job purposes instead of the original document.

**Answer:** Yes, digital documents issued through DigiLocker are valid and equivalent to original documents when used electronically. They should be accepted by the concerned authorities for admission, job applications, and other official purposes. We are also working to increase awareness and acceptance of DigiLocker documents across various organizations.

**Question 73:** I am from Bihar. I am facing difficulty in making my ABC ID card because my college, LND College Motihari East Champaran, is not showing in the list.

**Answer:** As your college/university name is not yet published in the dropdown list, please create your APAAR ID under the "None" category.

**Question 74:** यदि छात्र आधार में नाम बदलने के कारण DigiLocker से प्रमाणपत्र प्राप्त नहीं कर पा रहा है, जबकि प्रमाणपत्र पुराने नाम से जारी किए गए थे, तो क्या किया जाना चाहिए?

**Answer:** कृपया अपने बोर्ड/विश्वविद्यालय से संपर्क करें और उन्हें आधार के अनुसार अपने रिकॉर्ड में नाम अपडेट करने का अनुरोध करें। एक बार जब वे DigiLocker पर आपका डेटा अपडेट कर देंगे, तो आप अपने प्रमाणपत्र DigiLocker खाते में प्राप्त कर सकेंगे।



**Question 75:** Hello sir, there is a problem in fetching documents for married students because their Aadhaar name is updated after marriage, but their academic name is different. What can we do about this?

**Answer:** Please contact the relevant board/university and request them to update your name in their records as per your Aadhaar. Once they update your data in DigiLocker, you will be able to access your documents in your DigiLocker account.

**Question 76:** With DigiLocker, will we still need to visit the university to get our certificates?

**Answer:** Once your university uploads your data to DigiLocker, you will be able to retrieve your digital certificate from the platform. This digitally signed document is legally valid per the IT Act 2000 when used electronically. However, if you need a physical copy of your degree certificate, you may still need to contact your university.

**Question 77:** The records were uploaded on October 15 and 16, 2024. Is it normal for the process to take this long, or could there be an issue on my end?

**Answer:** Currently, a high volume of files is being uploaded, and processing was delayed for a day or two. While the normal processing time is 48 hours, it is taking longer due to the large number of files.

**Question 78:** We have all our documents like Aadhaar, driving license, PAN card, etc., in our DigiLocker account. Why do institutions like banks still ask us for copies of these documents?

**Answer:** Digital documents issued via DigiLocker are legally valid and equivalent to physical originals when used electronically. They should be

accepted by the relevant authorities. We are actively working with various organizations to enhance awareness and promote the acceptance of DigiLocker documents.

**Question 79:** What should I do if my 12th mark sheet is not uploaded by my college on DigiLocker?

**Answer:** Data is uploaded only by the authorized board or university. You can request your board to make your mark sheet available in DigiLocker.

**Question 80:** हम देवरिया से हैं। DigiLocker Android 10 में काम नहीं करता क्या?

**Answer:** Google ने कुछ सुरक्षा उपाय लागू किए हैं, और जो डिवाइस न्यूनतम आवश्यकताओं को पूरा नहीं करते हैं, वे DigiLocker ऐप के लिए समर्थित नहीं हैं। ऐप को संचालित करने के लिए Android 10 या बाद के संस्करणों की आवश्यकता होती है। इस बीच, आप अपने दस्तावेज़ों तक पहुँचने के लिए आधिकारिक DigiLocker वेबसाइट [<https://www.digilocker.gov.in/>] पर जा सकते हैं।

**Question 81:** What is the perspective on software testing for security, given that all software must go through testing?

**Answer:** DigiLocker follows standard software development practices, including uniform coding standards, guidelines, and reviews. Each release is thoroughly tested for security and penetration vulnerabilities before deployment.

**Question 82:** I am from Motihari, LND College. I have created my account on DigiLocker, but only my Aadhaar card is downloading; other certificates like my 10th and 12th certificates are not available.

**Answer:** Please raise a ticket at [<https://support.digilocker.gov.in/>] (<https://support.digilocker.gov.in/>) and share a scanned copy of your mark sheet/certificate or your full name on the document, your board/university name, passing year, session, roll number, registration number, and other details so we can assist further.

**Question 83:** Most students face issues in generating ABC IDs through DigiLocker because Aadhaar-linked mobile numbers are with parents.

**Answer:** You can use options like PAN or driving license to create an ABC ID on the ABC website.

**Question 84:** डिजिलॉकर पर दस्तावेज होने के बाद भी मूल दस्तावेज दिखाने पड़ते हैं। इसके लिए क्या करना चाहिए?

**Answer:** डिजिलॉकर से जारी डिजिटल दस्तावेज कानूनी रूप से वैध हैं और भौतिक मूल के बराबर हैं जब इलेक्ट्रॉनिक उपयोग के लिए दिए जाएंगे। संबंधित अधिकारियों को इन्हें स्वीकार करना चाहिए, और हम जागरूकता और स्वीकृति बढ़ाने पर काम कर रहे हैं।

**Question 85:** Sikkim Manipal University enrolls foreign students. How can we help them register for an APAAR ID without Aadhaar?

**Answer:** Please raise your query at [<https://nad-support.digilocker.gov.in/>] (<https://nad-support.digilocker.gov.in/>). We are working on a procedure for creating APAAR IDs for foreign students.

**Question 86:** Many students are unsure if a DigiLocker certificate can be submitted for admission or job purposes instead of the original one.

**Answer:** DigiLocker-issued digital documents are valid and equivalent to originals when used electronically. They should be accepted by concerned authorities, and we are working to increase awareness and acceptance among organizations.

**Question 87:** By knowing a person's ABC ID, can someone access their other documents?

**Answer:** No, knowing the ABC/APAAR ID alone does not provide access to other documents.

**Question 88:** What is the process for transferring a student's credits from one university to another during a course?

**Answer:** Credit transfer between universities follows the National Credit Framework (NCrF) norms.

**Question 89:** What should I do if my 12th mark sheet is not uploaded by my college on DigiLocker?

**Answer:** Once your board uploads your data on DigiLocker, you will be able to retrieve your digital documents from the platform.

**Question 90:** How safe is DigiLocker if my mobile phone is stolen?

**Answer:** Kindly set an MPIN for your DigiLocker account. To do this, log in to the DigiLocker app, tap "Menu" at the bottom of the screen, go to "Settings," select "Security," and set your 4-digit MPIN.

**Question 91:** How does DigiLocker encourage private companies to accept digital documents for KYC processes?

**Answer:** Digital documents issued via DigiLocker are legally valid and equivalent to physical originals when used electronically. We actively work with various organizations to increase awareness and promote the acceptance of these digital documents.

**Question 92:** If Aadhaar is not mandatory, how does DigiLocker ensure security for user authentication?

**Answer:** DigiLocker uses multifactor authentication based on document validation for authenticating users. To protect citizens' accounts, the system only permits access when names on Aadhaar and DigiLocker documents match exactly. This ensures rightful ownership of documents.

**Question 93:** Does the Gateway in DigiLocker access or store user data?

**Answer:** The Gateway in DigiLocker acts as a secure intermediary, enabling document transmission and exchange between DigiLocker and authorized organizations without accessing or storing user data.

**Question 94:** Can the same document exist in both the 'Issued' and 'Uploaded' sections on DigiLocker?

**Answer:** Yes, the same document can exist in both sections. The Issued Documents section contains digitally signed, legally valid documents directly from authorized issuers, while the Uploaded Documents section (DigiLocker Drive) is personal storage for digitized copies. We recommend using documents from the Issued Documents section for official purposes.

**Question 95:** Why is manual upload of certificates still required for some competitive exams and university admissions?

**Answer:** Digital documents issued through DigiLocker are legally valid and equivalent to original documents when used electronically. However, DigiLocker is working to increase awareness and acceptance of these documents with various organizations.

**Question 96:** Is DigiLocker data shared or sold to third parties?

**Answer:** DigiLocker only acts as a secure intermediary for document transmission between DigiLocker and authorized organizations. When accessed via third-party applications, documents are shared only with verified online consent.

**Question 97:** Why are there both APAAR and ABC IDs, and is there a difference?

**Answer:** APAAR and ABC IDs refer to the same unique ID, with the Ministry of Education renaming the ABC ID to APAAR ID. You can use your APAAR ID for all academic-related activities.

**Question 98:** What is DigiLocker's approach to software security during testing?

**Answer:** DigiLocker follows standard software development practices, including uniform coding standards, guidelines, and reviews. Every release undergoes thorough internal review and testing for security and penetration vulnerabilities before deployment.

**Question 99:** Can DigiLocker certificates be submitted for admissions or job applications instead of original ones?

**Answer:** Digital documents from DigiLocker are legally valid as per the IT Act 2000 and equivalent to original documents when used electronically. However, we are working to increase awareness and acceptance of such documents.

**Question 100:** How do I change my mobile number in DigiLocker?

**Answer:** First, link your new mobile number to your Aadhaar. Afterward:

1. Sign in with your mobile number and security PIN.
2. Click "Try using Aadhaar OTP instead" at the bottom of the page.
3. Enter the OTP sent to your Aadhaar-registered mobile number.
4. After logging in, go to the profile section and edit your mobile number.
5. Enter your new number and verify with OTP.

**Question 101:** If a student's name is missing on the ABC ID, how can it be resolved?

**Answer:** If the student is not using Samarth, they can complete eKYC in DigiLocker, which should update the name to match the Aadhaar name.

**Question 102:** Can DigiLocker help prevent fake certificates and degrees?

**Answer:** Digital documents issued via DigiLocker are legally valid and equivalent to physical originals when used electronically. Organizations using DigiLocker's services can validate documents online, while others may still require paper copies.



**Question 103:** If an institution uploads an incorrect grade sheet, can it be re-uploaded with the correct data?

**Answer:** Yes, documents can be updated only by the issuing authority.

**Question 104:** How can I use my linked ABC card and DigiLocker to take courses from other institutions?

**Answer:** ABC provides academic credit deposit accounts for students in recognized Higher Education Institutes (HEI). Academic credits earned are automatically credited to your account, which can be accumulated and redeemed for academic programs at any time, enabling you to pursue courses across different institutions.

**Question 105:** My Aadhaar name changed after marriage, but my credit mark sheet has my previous name, so my documents aren't uploading to DigiLocker. Is there a solution?

**Answer:** In cases of name mismatches, DigiLocker cannot fetch documents. The name on your document must match the name on your Aadhaar.

**Question 106:** If a student leaves their course mid-session due to some issue, does the ABC card help?

**Answer:** Yes, credits earned can be saved in the student's ABC account, and they can redeem these credits if they resume their education later.

**Question 107:** Is Aadhaar the only document required for DigiLocker verification?

**Answer:** Aadhaar eKYC is mandatory for fetching documents in your DigiLocker account.

**Question 108:** I'm unable to create my APAAR ID despite multiple attempts; what can I do?

**Answer:** Students under the age of 16 cannot create their APAAR ID via DigiLocker. For assistance, please contact your school.

**Question 109:** Are documents in DigiLocker encrypted, like WhatsApp's end-to-end encryption?

**Answer:** Yes, DigiLocker uses high standards for privacy and data security, with encryption at rest and in transfer to protect and secure all data.

**Question 110:** Why doesn't DigiLocker show the full Aadhaar number?

**Answer:** For security reasons, UIDAI issues Digital Aadhaar in this format. For more details, please contact UIDAI directly.

**Question 111:** If my Aadhaar card does not have a mobile number, how can I open a DigiLocker account?

**Answer:** Link a new mobile number to your Aadhaar at the nearest Aadhaar Enrolment Center, as DigiLocker requires an OTP sent to your Aadhaar-linked mobile number.

**Question 112:** Are DigiLocker and APAAR ID the same, or are they different?

**Answer:** DigiLocker and APAAR ID are different but integrated to provide a secure way to store and access academic documents.

**Question 113:** Are there any fees for creating an APAAR/ABC ID through DigiLocker or other portals?

**Answer:** There are no charges associated with creating an APAAR/ABC ID through DigiLocker, ABC, or UDISE portals.

**Question 114:** How can we upload mark sheets for students with arrears who complete later semesters?

**Answer:** Separate mark sheets can be uploaded by the institution for students in such cases.

**Question 115:** How can academic researchers contribute to the DigiLocker project?

**Answer:** Academic researchers can provide feedback and suggestions through the DigiLocker support portal, which may help enhance the platform.

**Question 116:** शादी के बाद लड़कियों का नाम आधार में बदल जाता है लेकिन मार्कशीट में पुराना नाम होता है, ऐसे में डॉक्यूमेंट्स अपलोड नहीं होते हैं।

**Answer:** DigiLocker में डॉक्यूमेंट्स को सही से फेच करने के लिए नाम का मिलान होना आवश्यक है। अगर आधार में और डॉक्यूमेंट्स में नाम का मेल नहीं होगा, तो डॉक्यूमेंट्स फेच नहीं किए जा सकेंगे।

**Question 117:** How effective is DigiLocker in addressing the issue of fake documents, certificates, and degrees?

**Answer:** DigiLocker authorizes agencies to access documents directly from the owner's account, and documents can be directly uploaded by authorized bodies, reducing the chances of fake documents.