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Reorganizing and Simplifying: Reworking an Email from the Income Tax Office

<p>Before editing: <i>It's mainly in passive tense with long sentences, and it takes a while to understand what you need to do.</i></p>	<p>After editing: <i>Much easier to read. It's clear what the email is about and what the reader has to do</i></p>
<p>Dear Taxpayer,</p> <p>The Income Tax Department advises taxpayers to validate their Email ID and Mobile Number registered with their e-filing account immediately. In case you have already validated the same, kindly ignore this email. For details, you can logon to:</p> <p>https://incometaxindiaefiling.gov.in/eFiling/Portal/StaticPDF/Update_Contact_Details.pdf</p>	<p>Dear Taxpayer,</p> <p>We need you to confirm the email ID and mobile number linked to your e-filing account.</p> <p>If our records are incorrect:</p> <ul style="list-style-type: none">• You'll miss out on important updates from us (e.g. status of processing and issue of tax refunds).• You won't be able to reset your account password since confirmation details will be sent to your registered email ID.

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Validation of email and mobile numbers has been introduced to facilitate taxpayers as in many cases incorrect emails and mobile numbers have been provided and taxpayers did not receive important communication from the Department. Further, it has been observed that in many cases taxpayers are not able to reset their password since the new temporary password from the Department may be sent to their registered email which may be different from the taxpayer's personal email, e.g. email of their intermediary.

The Department will send separate One Time Passwords (OTP) also referred as PIN on the mobile and email provided by the taxpayer. The OTPs have to be entered by the taxpayer after logging into their e-filing account to authenticate the same. The OTPs will remain valid for 24 hours within which the taxpayer has to complete the process. For 'Foreign/NRI' taxpayers, the OTP validation of the email ID

How to confirm your email ID and mobile number:

If you are a new user:

1. Go to our website and create an account.
2. Enter your email ID and mobile number.
3. An activation link will be sent to your email address and a one-time-password (OTP, also called PIN) will be sent to your mobile number.
4. Click on the activation link in the email and enter your OTP when asked. Your new email ID and mobile number will be saved.

Note: The OTP will remain valid only for 24 hours. After that you will need to restart from step 1 above.

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<p>would be sufficient.</p> <p>This is a one-time process to validate the mobile number and email ID. However, whenever the taxpayer changes the Mobile Number or email ID in their Profile, the process will be repeated to ensure that the particulars provided are correct. Further, this validation will ensure that Department can send an OTP for resetting the password used for Login in case the taxpayer has forgotten the password.</p> <p>You may enter the email of any other person designated by you, in addition, as a Secondary Contact (without any restriction on the number of user accounts linked as a Secondary Contact) to also receive emails, alerts etc.</p> <p>The Department requests your cooperation for completing this validation process at the earliest for a smooth and convenient return filing process.</p>		<p><u>For 'foreign/NRI' taxpayers</u>, the OTP validation for your email ID is enough.</p>
	<p>If you already have an account</p>	<ol style="list-style-type: none">1. Go to our website and check the email address and mobile number you have registered. If they are wrong, update them.2. If you update them, one-time-passwords (OTPs) called PIN1 and PIN2 will be sent to the updated email address and mobile number. Enter these PINs into the respective input fields on our website to confirm and save the changed contact details. <p><u>Note: The OTP will remain valid only for 24 hours.</u> After that you will need to restart from step 1 above.</p> <p><u>For 'foreign/NRI' taxpayers</u>, the OTP</p>

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Regards,
e-Filing Team,
Income Tax Department

validation for your email ID is
enough.

Up to 10 separate family members can share one mobile number and email ID, although in general taxpayers should have their own unique email IDs and mobile numbers registered with us.

Remember to add secondary contacts to your account.
Use 'Profile Settings -> My Profile' to add any number of secondary contacts, who will also receive the emails and alerts we send you.

Other things to keep in mind:

- **Check your spam folder** to make sure our emails and SMSs aren't being blocked or rejected. Put our email address in your email 'safe list'.
- **Make sure your home address is updated** ('Profile settings -> My Profile').

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Thank you in advance for confirming your contact details.
It will make your returns filing process smooth and
convenient.

Regards,
E-Filing Team,
Income Tax Department