

Sl.no	Frequently asked questions	Answers
1	Is eJanMa website secured?	Yes,it works only with below link https://www.ejanma.karnataka.gov.in
2	What is the email id to send technical issues?	ejanmahelpdesk@gmail.com (mentioned in CONTACTUS LINK)
3	Can public verify Birth/Death certificate through online?	Yes, Use "BIRTH /DEATH VERIFICATION "option in our website(enter registration number, date of birth/death)
4	What should be done when we get invalid user id and password error?	Click on "FORGOT PASSWORD "option and fill the details in prescribed format and send to concerned DSO or to ejanmahelpdesk email
5	What should be done if user id is blocked	Click on "FORGOT PASSWORD "option and fill the details in prescribed format and send to concerned DSO or to ejanmahelpdesk email
6	Can we change password after login?	Yes After login use CHANGE PASSWORD" option, then enter old password and set new password.
7	Can the reports of saved and approved records checked in login?	Yes, Use the REPORT option and enter the date from where you need the record details 1.In operator logins report option you can see saved data record details 2.In approver logins report option you can see the details of approved record
8	Can the Receipt details be checked in login?	NO This feature will be provided in future
9	What should be done for error related to digital sign and pki file?	Download user manual from your login and follow the mentioned procedure
10	What should be done for the error "Your digital signature is expired, please update"?	Contact concerned company person from whom you have purchased digital key and get it updated and the download digital signature help file from USER MANUAL option and follow the mentioned procedure
11	Which browser should be used while opening user id's	While operating operator login use "Google chrome", while opening approver/admin login(where digital signature is used) use "Internet explorer version 9 and above
13	Can certificate be downloaded from website	Only verification can be done
14	Is Adhar number is compulsory for Birth/Death Registration?	No as per RGI guidelines aadhar number is not compulsory as per the RGI guidelines.
15	Can private hospital register birth and death events after 21 days of event occurred?	No, Private hospitals should register and confirm events within 21 days of event occurred.
16	To which account and how can the amount be remitted	Amount should be remitte to 1475-00-012-1-02 account after generating K2 CHALLENGE from below link https://k2.karnataka.gov.in/