



Frequently Asked Questions

ICAI Registered Member Through IDSIGN CA - Free DSC – Special Offer

1. How to apply for free DSC announced by ICAI-IDSIGN?

The scheme is applicable for the practicing CA professional members registered with ICAI. The member desirous to avail free DSC thro' the link made available by ICAI in their website vide details as below:

- a. ICAI website: <https://bs.icai.org/>
- b. Select 'New Tie-up' Tab available in the home page
- c. Scroll down and select IDSIGN CA and click on 'view more' after which you can view offer details on the left side of the page.
- d. To apply for DSC scroll down the page and select 'CLICK HERE'
- e. Members are advised to apply thro' the dedicated link provided by ICAI vide the link mentioned above in 1.d.
- f. Any Application received thro' any other link will be rejected, and no further communication will be entertained.

2. Who is eligible to apply under this scheme?

- a. The scheme is available to ICAI-registered practicing CA professional members only, subject to validation and approval of DSC Application by ICAI Head Office.
- b. Applicants must enter their correct ICAI Registration Membership Number in the "Remarks field" while completing the application.

3. What is the validity of the offer?

The offer remains valid for the period notified by ICAI. Members are advised to apply at the earliest, as the scheme may be closed or modified according to ICAI instructions.

4. Can this DSC be used on government and other websites?

- a. Yes. This is a Class 3 Individual Signing DSC valid for 2 years and can be used on websites and portals that accept an Individual Signature DSC.
- b. Usage is subject to the requirements of the respective portal, compatible signing component and supported DSC token.

5. Does the applicant need to make any payment?

- a. No. The eligible DSC is issued free of cost under the ICAI special offer scheme.
- b. If the payment status shows No, please do not make any payment. Select Pay Later if the system displays a payment option. IDSign will update the payment status after receiving approval from ICAI.



6. What should I do if the message “eKYC account already exists for this mobile number” appears?

The portal may display:

- a. “eKYC account already exists for this mobile number. Do you want to create a new eKYC account with a different email address?”
- b. Select Use Existing Account.
- c. If the earlier application is not approved, enter the registered email ID and mobile number.
- d. If an approved application already exists, enter the existing eKYC ID or PAN number along with the registered mobile number.
- e. Create a new account only when a separate account with a different email address is genuinely required.

7. What should I do if the DSC was not processed through the ICAI link?

- a. A DSC processed through another link other than thro’ ICAI link will not be eligible for ICAI Free DSC Scheme.
- b. Please visit ICAI site as mentioned above in sr. no. 1 and re-apply with a fresh application.
- c. DSC Application approval: The application received thro’ ICAI portal mentioned is referred back to ICAI for their verification and approval. After receipt of ICAI approval IDSIGN will verify and approve the DSC for download subject to compliance with CCA process guidelines.
- d. Once IDSign approves the application, the DSC Reference Number will be forwarded to ICAI Head Office for final approval.

8. How can I check the DSC application status?

- a. Use the following status-checking link:
- b. <https://dsc.idsignca.com/ekycadmin/signup/webstatus?ReferenceNo=>
- c. Enter the DSC Reference Number and select the option to check the application status.
- d. Please keep the Reference Number safely for future communication.

9. How can I complete the Video KYC?

- a. Use the following Resume Video link:
- b. <https://idsignca.com/resumeVideo>
- c. Enter the:
- d. DSC Reference Number
- e. Registered mobile number
- f. Captcha
- g. During the video, clearly state:
- h. “My name is [your full name], and the video code is [displayed code].”



- i. For Aadhaar-based KYC, documents normally do not need to be displayed during the video. After uploading the video, wait for the confirmation message: "Your video is uploaded."

10. What should I do when the status shows "Pending eSign"?

- a. Pending eSign means that the application has been approved at IDSign Level 1 and is ready for eSign.
- b. Open the following link:
- c. <https://dsc.idsignca.com/ekycadmin/signup/newrawproducts>
- d. Then:
- e. Select Sign In.
- f. Enter the eKYC ID and registered mobile number.
- g. Open My Application.
- h. Select Sign Application.
- i. Set and confirm the Download PIN.
- j. Remember the Download PIN for downloading the DSC.

11. What should I do if the application is rejected due to the video?

- a. Check the rejection reason and record the video again.
- b. Please ensure that:
- c. Your face is clearly visible.
- d. The video has sufficient lighting.
- e. Your voice is clear and audible.
- f. You state your full name correctly.
- g. You read the displayed video code correctly.
- h. No other person appears in the video.
- i. The recording is completed without interruption.
- j. Use the Resume Video link to upload the corrected video:
- k. <https://idsignca.com/resumeVideo>

12. What should I do if the application is rejected due to PAN details?

- a. Verify that the PAN number, applicant's name and date of birth exactly match the PAN records.
- b. Please check:
- c. Correct PAN number
- d. Name entered exactly as printed on the PAN card
- e. Correct date of birth
- f. Clear and readable PAN copy, if requested
- g. Correct the details or upload the required document according to the rejection remarks.

13. What does "Hold for Documents" mean?

- a. Hold for Documents means that additional or clearer documents are required to complete verification.



- b. The applicant may be asked to upload:
- c. PAN card
- d. Aadhaar card
- e. Address proof
- f. ICAI Registration details
- g. Any other document mentioned in the application remarks
- h. Upload clear and readable copies. The application will be reviewed again after the documents are submitted.

14. When can I expect an update after the DSC is approved?

- a. After the approval of Application by ICAI and IDSIGN CA, the member will receive the notification of approval for download or updates on their registered mobile/email.
- b. Once ICAI provides final approval, IDSign requires approximately 1 business working day to update the payment status.
- c. The download instructions will then be sent to the applicant's registered email ID.

15. Will a DSC token be provided under this scheme?

- a. No, free token is not included under this scheme. You can use your own token for downloading the DSC. If required, you can purchase from IDSIGN CA or any reputed token vendor.
- b. The applicant must arrange a compatible DSC token separately and keep it ready before downloading the DSC.

16. How can I download the DSC?

- a. Once the Application is approved for download of DSC, IDSign will send the DSC download instructions on the registered email ID.
- b. Before downloading:
 - i. Keep a compatible DSC token connected to the computer.
 - ii. Install the required token driver.
 - iii. Install or open the IDSign Download Utility.
 - iv. Keep the Download PIN ready.
 - v. Follow the instructions received thro' email.

17. What is the timeframe for downloading the DSC?

- a. You are requested to download the DSC within a week.

18. Which tokens are supported before and after 21 September 2026?

- a. As per CCA guidelines, you can download the DSC in FIPS 140-2 tokens up to 20 September 2026, after which you can download the DSC in FIPS 140-3 token.
- b. From 21 September 2026 onward, applicants should use a compatible FIPS 140-3 token for downloading the DSC in accordance with the guidelines of CCA.



- c. Members are advised to test the token, install the latest driver and confirm compatibility before downloading the DSC.

19. Whom should I contact for assistance?

For assistance with registration, KYC, video verification, application status, eSign or DSC download, please contact: Please keep your DSC Reference Number ready when contacting the support team.

a. **IDSign CA Support Team**

Toll-Free: 1800 572 1734

Email: support.dsc@idsignca.com

20. What should I do if the DSC token is lost or damaged?

- a. A DSC stored in a lost or damaged token cannot normally be recovered directly from that token.
- b. Please contact the IDSign CA Support Team immediately for guidance regarding:
- c. DSC revocation, if required
- d. Re-download or reissuance eligibility
- e. Replacement-token requirements
- f. Applicable charges, if any
- g. Documents required for further processing
- h. A replacement token or DSC reissuance not covered under the ICAI Free DSC Scheme.