

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

**1. Can the Registration Portal be viewed and accessed on mobile?**

Yes, mobile landscape orientation is supported, portrait orientation is not.

Desktop & Laptop is recommended to access this portal for better visibility and convenience in filling up the application.

**2. I am unable to login with my credentials even when I have received an email with Login ID & password?**

Kindly enter all characters and numeric digits carefully, Password is case sensitive so be careful for CAPS lock and uppercase letters. If problem still persists then please reset your password using "FORGOT PASSWORD" link on "HOME PAGE".

**3. I am unable to receive login credentials details or OTP on my email ID?**

In this case please check spam/junk folder also, if problem persists then use another email ID.

**4. What should I do if I want to edit/correct registration details?**

You have to contact with concerned HURL officer. List of HURL officers (contact persons) is available on HURL website in "Dealers Corner" section. View the list and contact the person mentioned for the district in which you have applied.