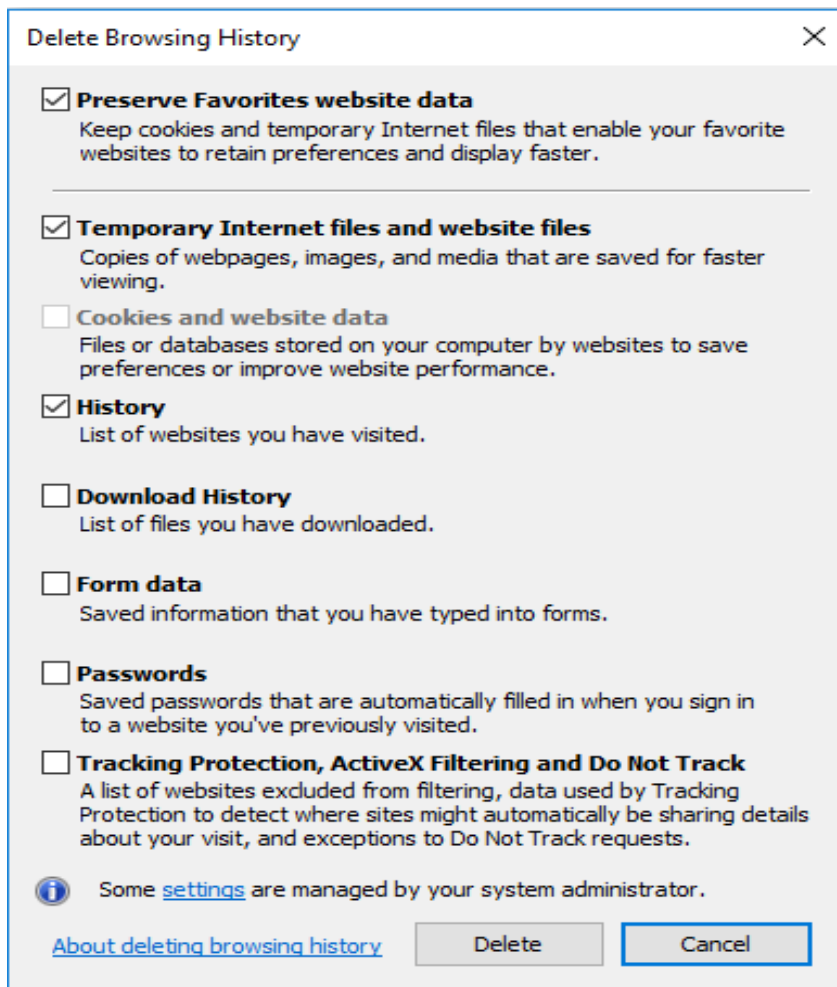


ORMIS Troubleshooting User Manual for Uploading Returns

Please follow the guidelines in order to upload the Excel Returns properly in ORMIS Portal.

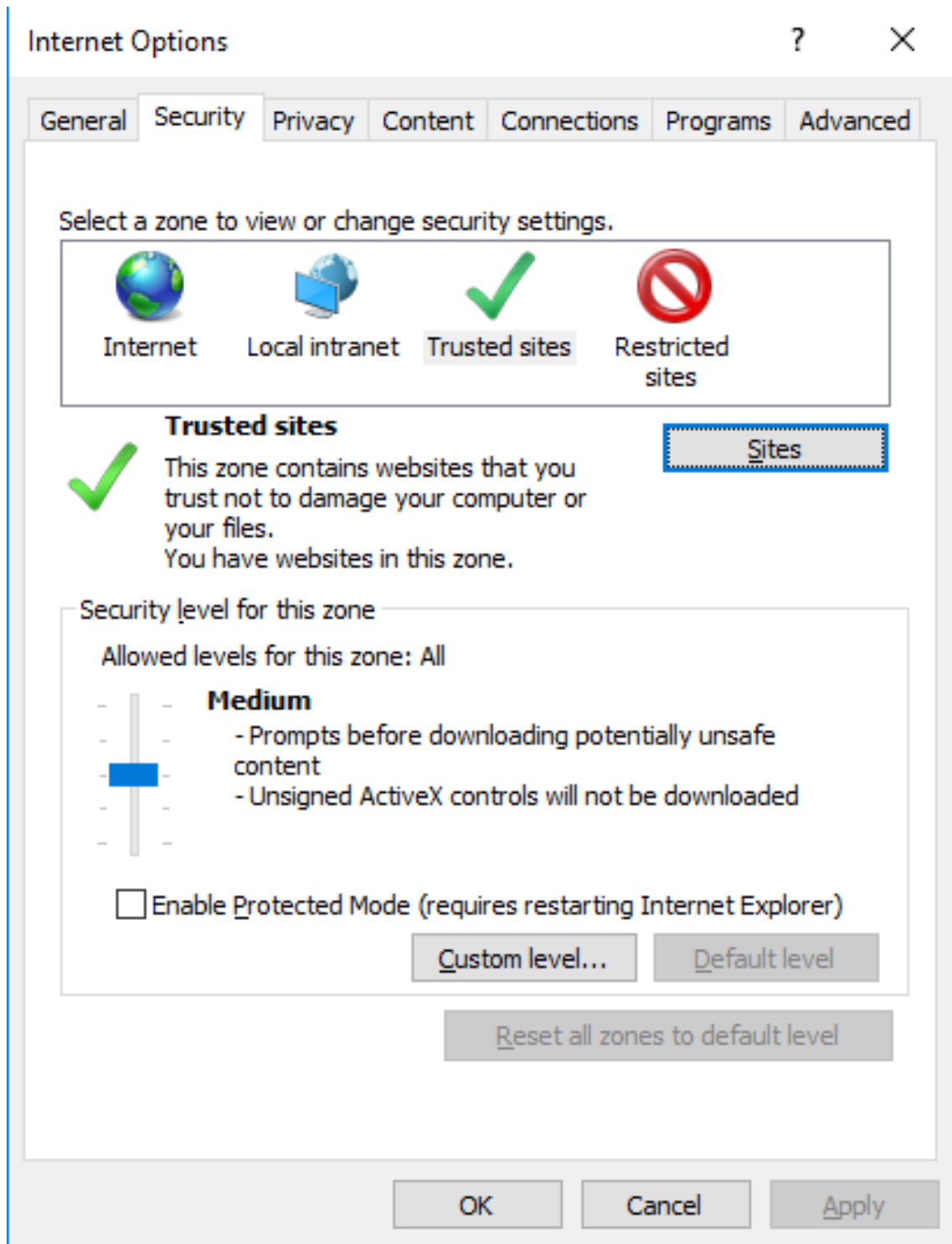
1. User should access the ORMIS Portal using **Internet Explorer Browser only** with ver. 9 and above.
2. **Please note that ORMIS Portal is not compatible with any other Browser like Chrome or Mozilla Firefox etc.** It has been found that many times user access through Chrome Browser instead of Internet Explorer.
3. User should download the latest Return from the HFC Portal at the time of Filing the Return. User should not use any older copy of Return for filing. Version has been maintained for every Excel Return in ORMIS. Also various validations have been put in latest Excel Return Files.
4. User should ensure that cookies, History on internet Browser should be cleaned time to time. Path of deleting cookies/History is as follows:-

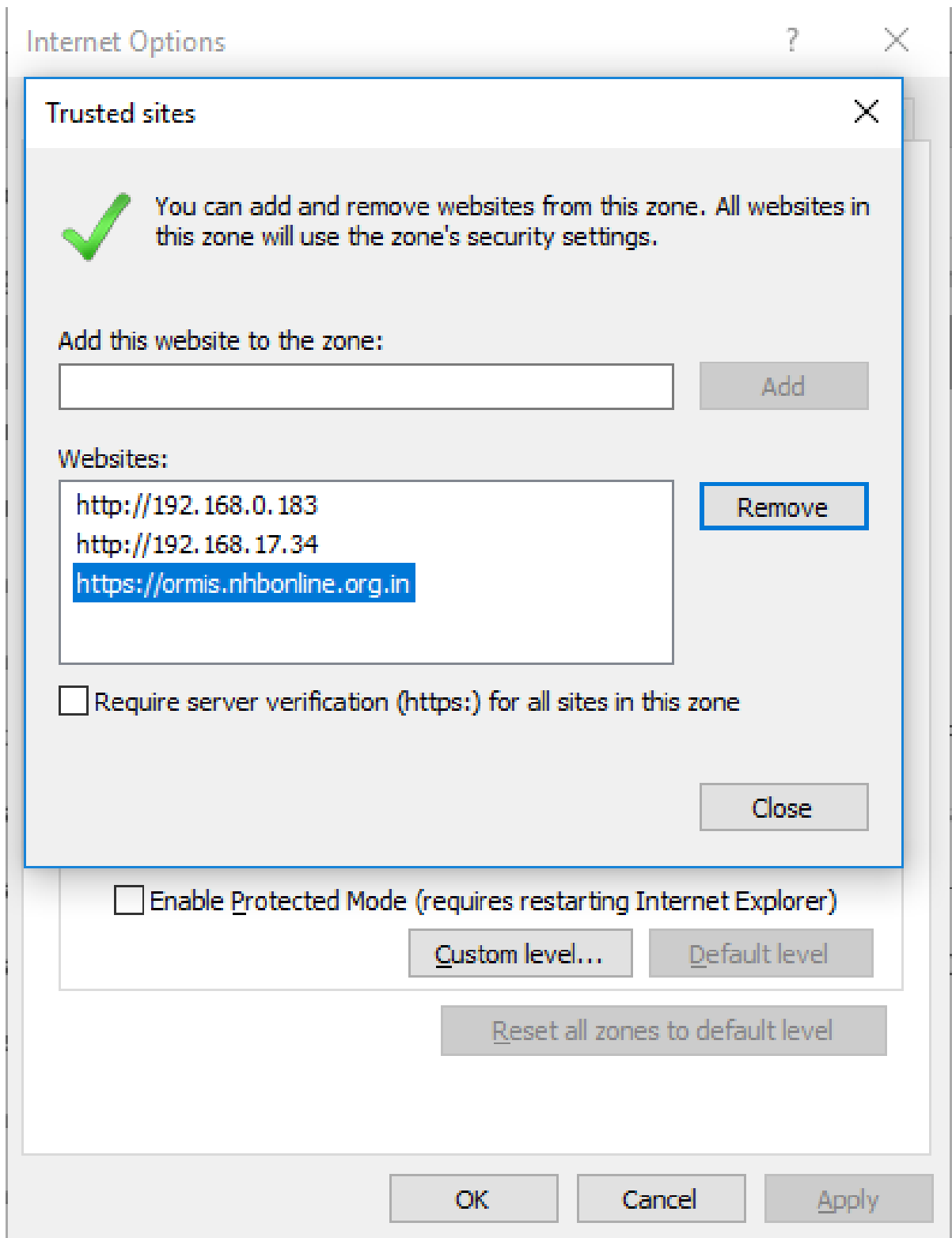
Run Internet Explorer → Tools → Delete Browsing History →



5. ORMIS site <https://ormis.nhbonline.org.in/hfc/> should be added in Trusted Site. Path is follows:-

Run Internet Browser→Tools→Internet Option→Security→Trusted Sites→Sites→Add the Site in case it is not added earlier. Screen Shot is as below:-

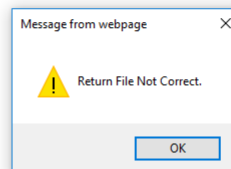




6. Valid DSC should be attached with Excel Return. Also please check the validity of DSC, and the DSC drivers should be imported properly. Otherwise in case of any issue, user may contact DSC Provider to get the issues resolved.

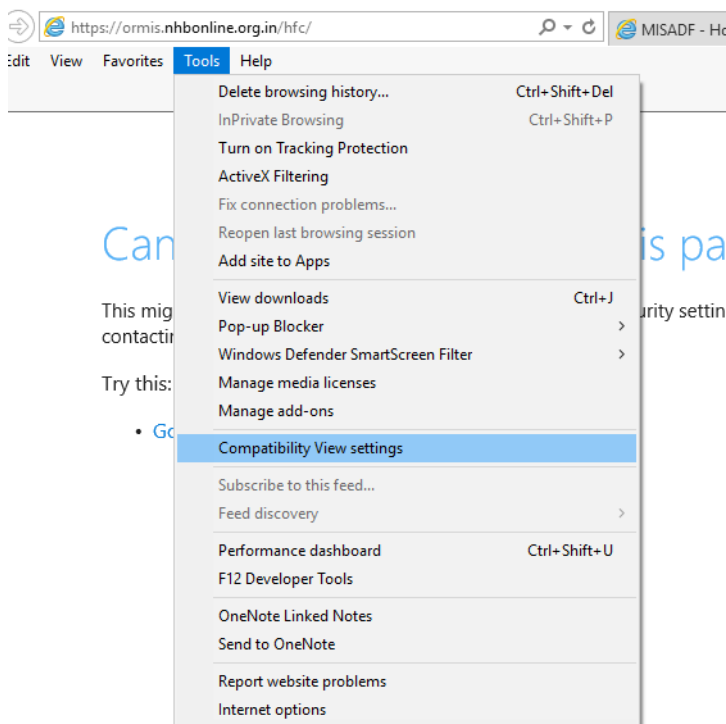
7. In case Message **'Return File Not Correct'** pops-up while uploading the Return, it means Excel Return File Name has been changed. Sometimes it is also noticed that while downloading the Return, the Return Excel gets downloaded in Download Folder and in case User gets download the Return again then the Filename of User automatically changed with Suffix. Error message is as below:-

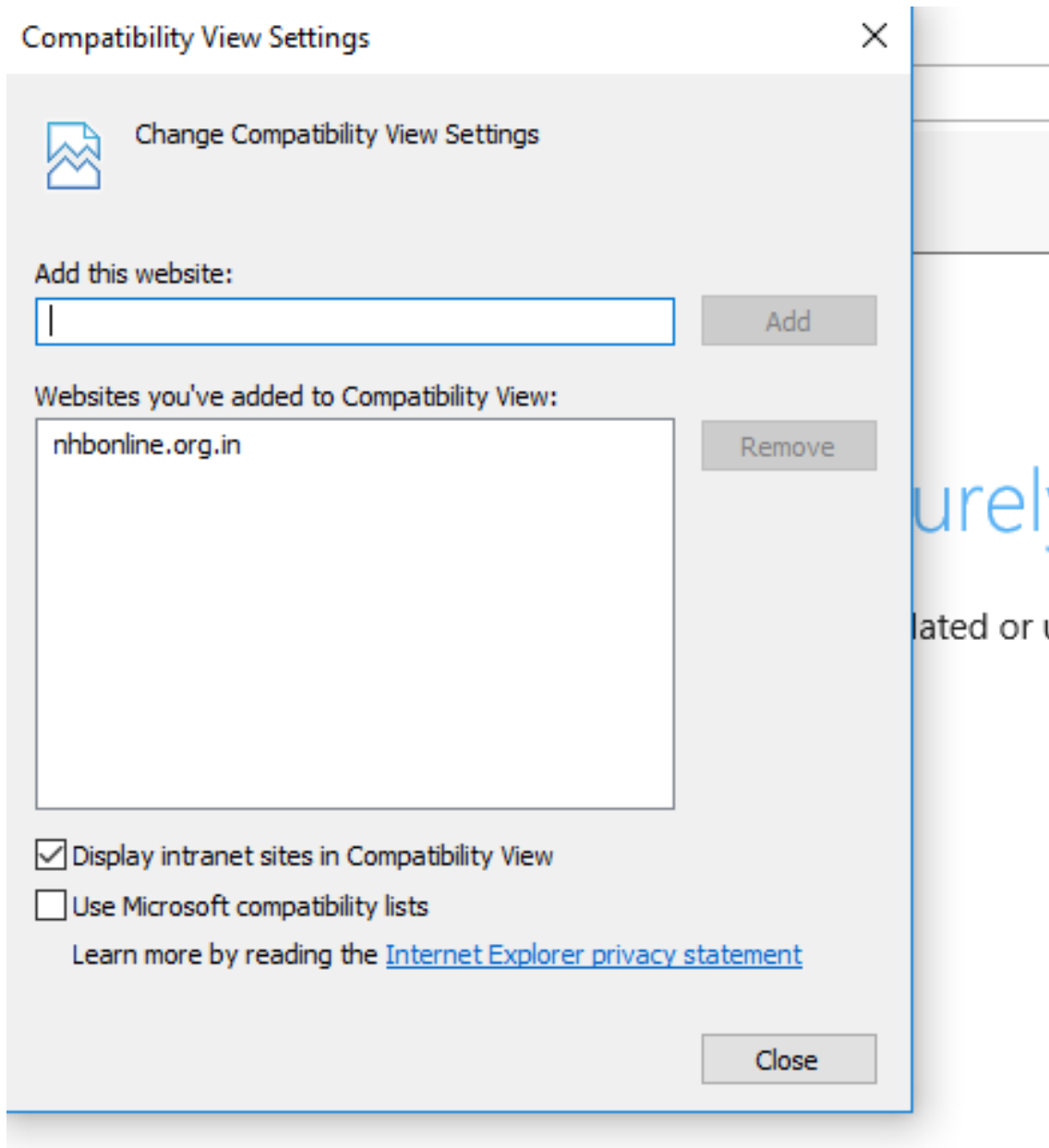
Schedule ID	Return ID	Schedule
3878	1001128	Month
3879	1001128	Month
3880	1001128	Month
3881	1001128	Month
3882	1001128	Month
3883	1001128	Month
3884	1001128	Month
3885	1001128	Month
3895	1001128	Month
3896	1001128	Month



Submit to Checker	Status
Click Here	Submitted
Click Here	Pending for Submission
Click Here	Submitted
Click Here	Pending for Submission
Click Here	Submitted
Click Here	Submitted
Click Here	Submitted
Click Here	Submitted
Click Here	Pending for Subm
Click Here	Pending for

8. Please note that DSC of Checker should be registered with ORMIS Portal. Return shall not be submitted to NHB by Checker in case some other user DSC is attached.
9. In compatibility View Setting, add site as follows:-
Run Internet Explorer→Tools→ In compatibility View Setting

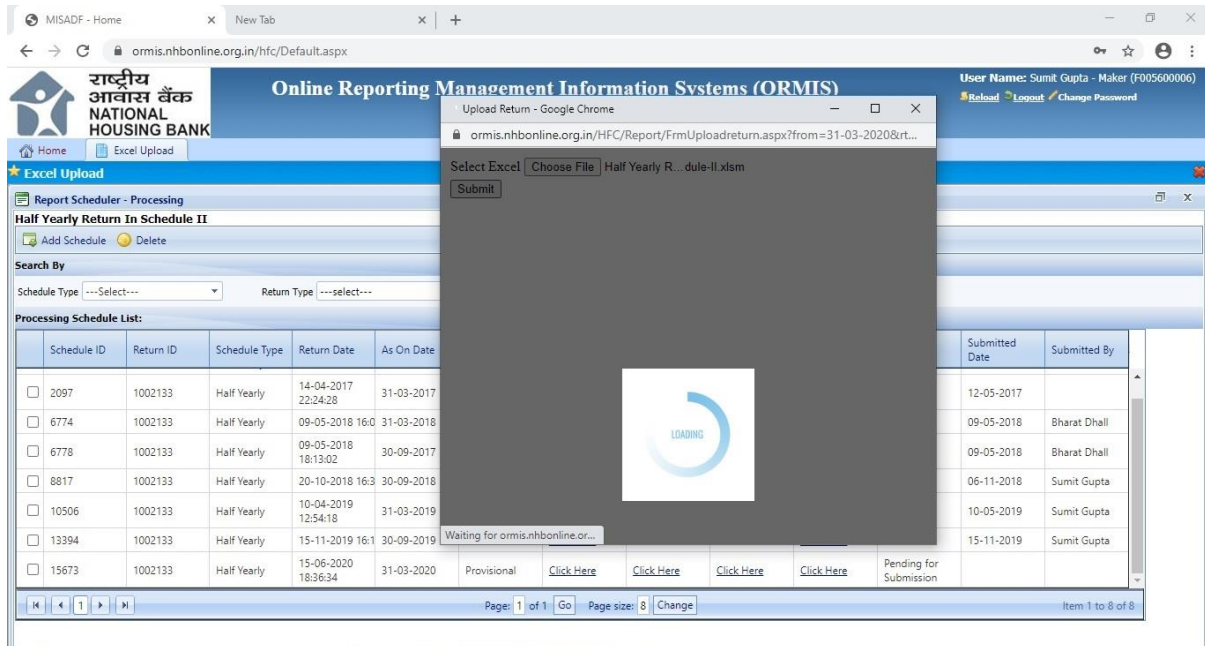




Please go through the above and make sure that these settings are there in your Desktop/Laptop before uploading the Returns.

10. CAPICOM Driver should be installed on Desktop/Laptop. CAPICOM software can be downloaded from the login homepage of the ORMIS Portal itself. Without CAPICOM driver, DSC will not work.

11. In case user is not able to upload the Returns and screen becomes blank after browsing the Return and clicking on Submit Button and below screen appears:-



It is advised to follow guidelines mentioned as above, if the problem still persists, please contact on ORMIS Support at National Housing Bank.

ORMIS Team

National Housing Bank