



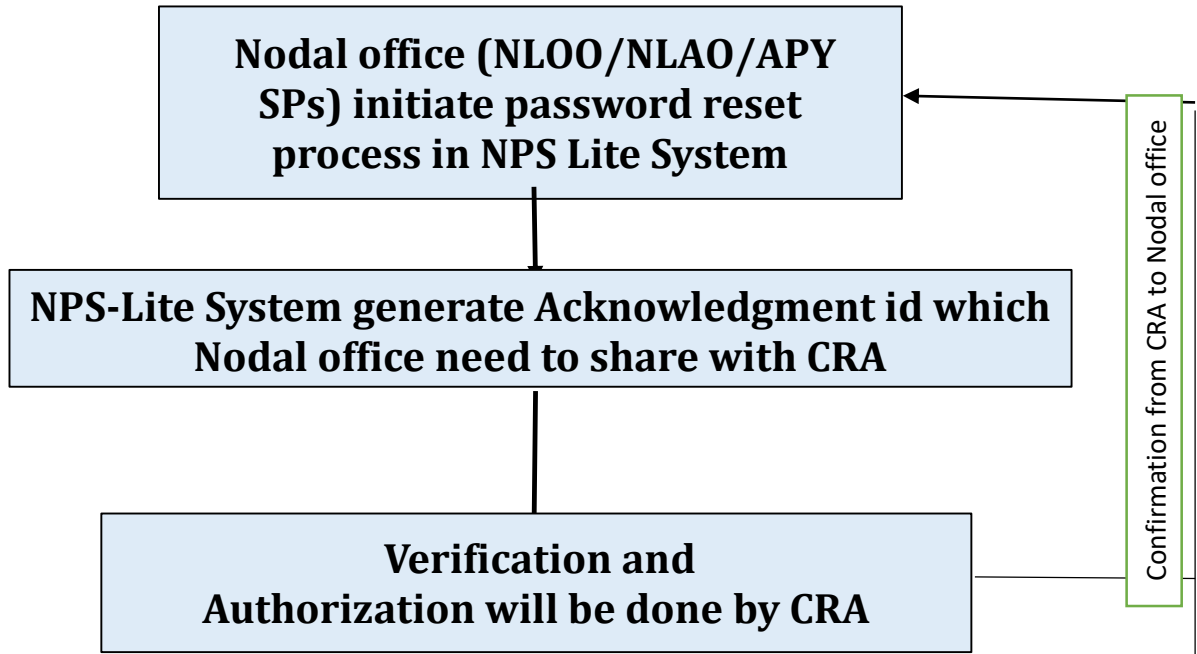
## **Protean eGov Technologies Limited**

*(Formerly NSDL e-Governance Infrastructure Limited)*

### **STANDARD OPERATING PROCEDURE (SOP)**

#### **Password reset process by Aggregator in NPS Lite and APY SPs in APY**

**Process Flow – Password reset process by Aggregator (NLOO/NLAO) and APY SPs for NPS Lite and APY**



### **Process for reset of Password**

Once Aggregator in NPS Lite and APY SPs in APY registered with CRA, CRA system generates two user ids and IPIN for each nodal offices and same is shared with concerned nodal office from CRA end to perform various activities in NPS Lite and APY like contribution and registration upload, withdrawal request processing, modification in subscriber details etc.

- In NPS Lite, login ids and IPINs will be provided to NLOO and NLAOs only.
- In APY, login ids and IPINs will be provided to NLOO only

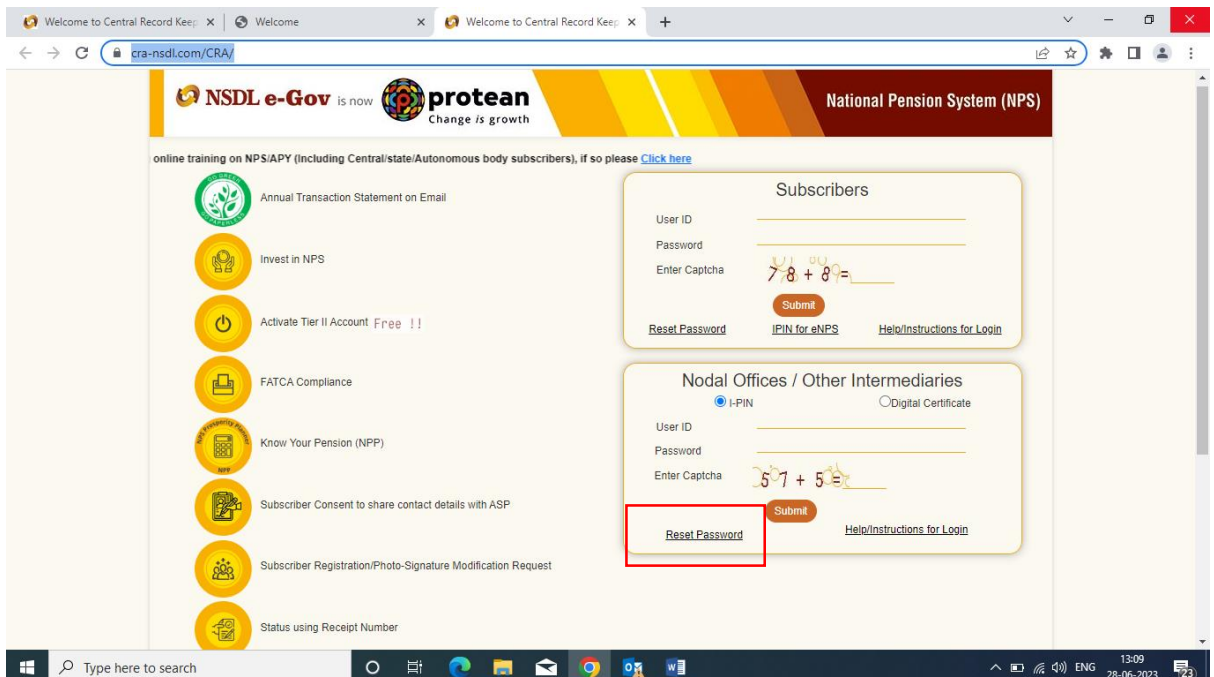
At first login using the IPIN provided by CRA, nodal offices are prompted to re-set the password.

However, in case the User ID is blocked for any reason or the nodal offices forgets the password, they can reset password at their end by using the procedure provided by CRA and password reset process is initiated by nodal offices (NLOO / NLAO/APY SPs) will be verified and authorised by Protean CRA.

### **Process to be followed by Nodal offices (NPS Lite Aggregator (NLOO/NLAO) and APY SPs)**

Nodal offices need to visit below CRA site and select Reset Password option as given below in **Figure 1**.

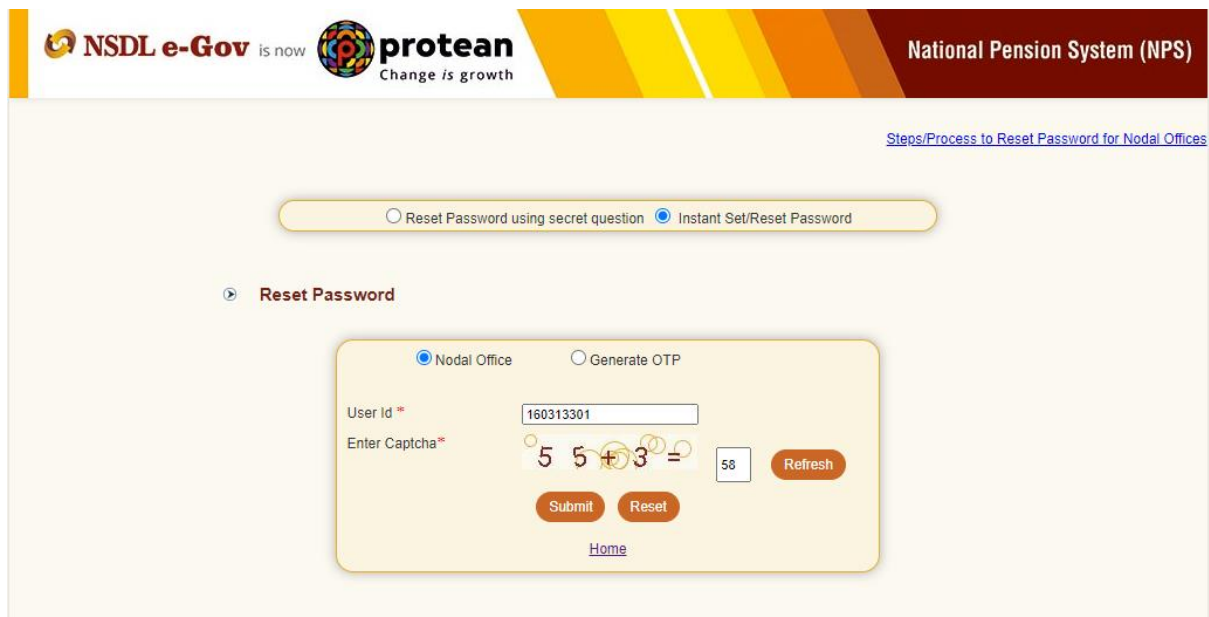
<https://cra-nsdl.com/CRA/>



The screenshot shows the CRA website interface. On the left, there is a vertical menu with icons for various services: Annual Transaction Statement on Email, Invest in NPS, Activate Tier II Account, FATCA Compliance, Know Your Pension (NPP), Subscriber Consent to share contact details with ASP, Subscriber Registration/Photo-Signature Modification Request, and Status using Receipt Number. The main content area is titled 'National Pension System (NPS)' and features two login sections. The 'Subscribers' section has fields for User ID, Password, and Enter Captcha, with a 'Submit' button and links for 'Reset Password', 'IPIN for eNPS', and 'Help/Instructions for Login'. The 'Nodal Offices / Other Intermediaries' section has radio buttons for 'I-PIN' (selected) and 'Digital Certificate', followed by fields for User ID, Password, and Enter Captcha, with a 'Submit' button and a link for 'Help/Instructions for Login'. The 'Reset Password' link in the Nodal Offices section is highlighted with a red box.

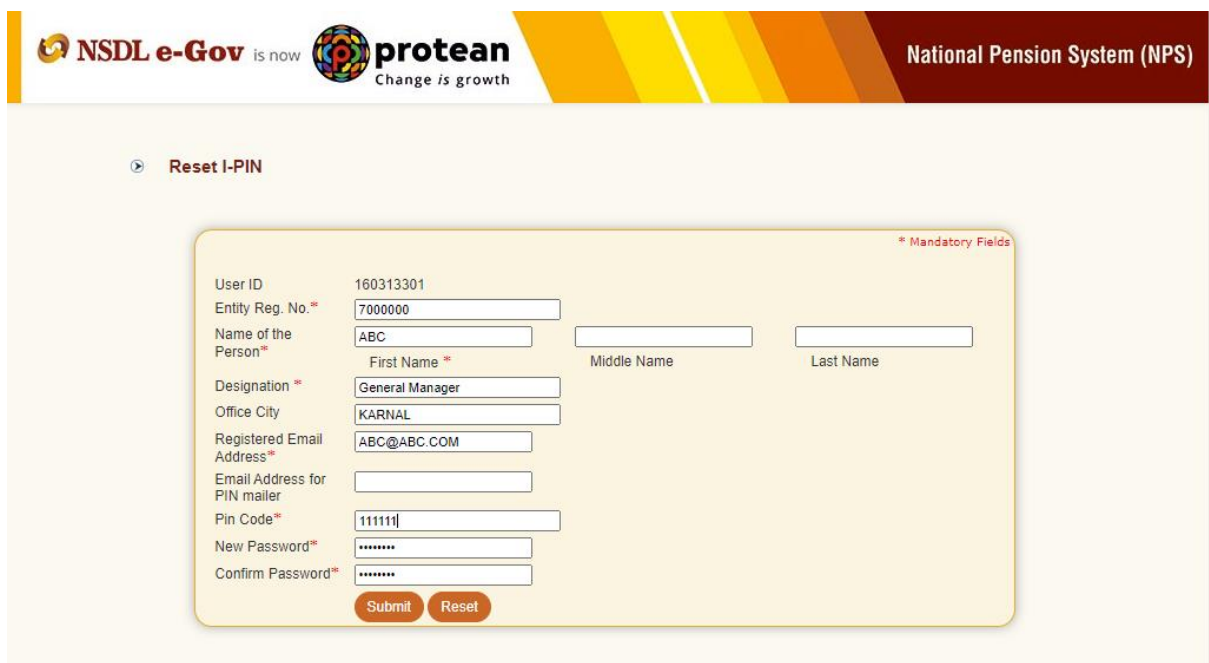
**Figure 1**

Click on Instant Set/Reset Password, enter user id allotted by CRA, enter Captcha and click on Submit as given below in **Figure 2**.



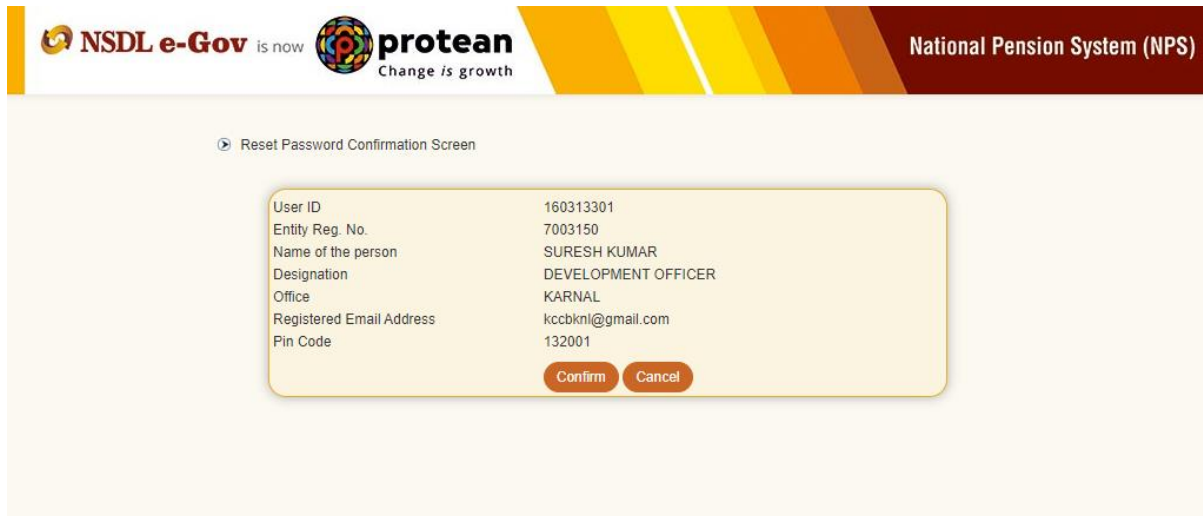
**Figure 2**

Fill in all below mentioned details as per registered with CRA and provide new password and confirm password as given below in **Figure 3**.



**Figure 3**

Nodal office will receive a Reset Password Confirmation Screen, click on Confirm Button, note down the acknowledgement id **as given in below figure 4**



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National Pension System (NPS)

Reset Password Confirmation Screen

User ID	160313301
Entity Reg. No.	7003150
Name of the person	SURESH KUMAR
Designation	DEVELOPMENT OFFICER
Office	KARNAL
Registered Email Address	kccbkn@gmail.com
Pin Code	132001

**Figure 4**

Once the password reset process is initiated NLOO / NLAO shares the Acknowledgement no. with Protean CRA

Protean CRA will authorize the reset password request and send the confirmation to the nodal office.

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