



Protean eGov Technologies Limited

(Formerly known as NSDL e-Governance Infrastructure Limited)

Standard Operating Procedure (SOP)

Reset of IPin by Nodal Office (PrAO/DTA)

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Background:

As per the existing process, Nodal Office (PrAOs/DTAs) submits a written request to CRA for generation of new IPIN. Upon receipt of the written request, CRA processes the request in the system. Once processed, the new IPIN is printed and the pin mailer is dispatched to the concerned Nodal Office.

CRA has now developed a new functionality wherein Nodal Office can reset IPIN instantly of its choice. This functionality allows Nodal Office to reset IPIN by entering the IPIN and getting it authorized by Central Recordkeeping Agency (CRA). This functionality will ensure efficient and faster issuance of IPIN. The IPIN is reset instantly and hence it saves the time required to reissue of physical IPIN in current process.

Process:

PrAO/DTA initiating (capturing) the request for 'Instant Reset IPIN'.

1. PrAO/DTA needs to click on the 'Reset Password?' link on the home page (www.cra-nsdl.com) (refer Image 1.1)

Image 1.1



The screenshot displays the CRA website interface. At the top, there is a navigation bar with the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. Below the navigation bar, there is a list of services on the left side, including 'Annual Transaction Statement on Email', 'Invest in NPS', 'Activate Tier II Account Free !!', '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'. On the right side, there are two login forms. The first form is for 'Subscribers' and includes fields for 'User ID', 'Password', and 'Enter Captcha' (with a captcha image showing '3 + 9 ='). Below the fields are links for 'Reset Password', 'IPIN for eNPS', and 'Help/Instructions for Login'. The second form is for 'Nodal Offices / Other Intermediaries' and includes a radio button for 'IPIN' (selected) and 'Digital Certificate'. It also has fields for 'User ID', 'Password', and 'Enter Captcha' (with a captcha image showing '6 2 + 4 ='). Below the fields are links for 'Reset Password' and 'Help/Instructions for Login'.

2. Select the 'Instant Set/Reset password' Option and select the "Nodal Office" option (refer Image 2.1). After selection, the PrAO/DTA should provide its User ID in the designated field & enter the captcha

Image 2.1

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

[Steps/Process to Reset Password for Nodal Off.](#)

Reset Password using secret question Instant Set/Reset Password

Reset Password

Nodal Office Generate OTP

User Id *

Enter Capcha * 2 - 8 + 8 =

[Home](#)

Retired life ka sahara, NPS hamara

Home | Contact Us | System Configuration | Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

3. After providing the respective User ID, the user is required to provide certain mandatory details (marked in red asterisk) along with the new password (IPIN) as per the choice of Nodal Office (refer Image 3.1).

Image 3.1

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Reset I-PIN

User ID 1115E2301

Entry Reg. No. *

Name of the Person *

First Name * Middle Name Last Name

Designation *

Office City

Registered Email Address *

Email Address for PIN mailer

Pin Code *

New Password *

Confirm Password *

Retired life ka sahara, NPS hamara

4. Nodal Offices should ensure that the details entered should match with the details available in ProCRA system. Click on “Submit Button” to process. (refer Image 4.1).

Image 4.1

The screenshot shows the 'Reset I-PIN' form on the NSDL e-Gov National Pension System (NPS) portal. The form includes the following fields and values:

Field	Value
User ID	111582301
Entity Reg. No. *	3100742
Name of the Person *	[Redacted]
First Name *	[Redacted]
Middle Name	[Redacted]
Last Name	[Redacted]
Designation *	[Redacted]
Office City	[Redacted]
Registered Email Address *	[Redacted]
Email Address for PIN mailer	[Redacted]
Pin Code *	[Redacted]
New Password *	[Redacted]
Confirm Password *	[Redacted]

Buttons: Submit, Reset

Footer: Retired life ka sahara, NPS hamara

5. Once the details are submitted, a confirmation screen will be displayed with the detail entered. The user needs to confirm the same (refer Image 5.1).

Image 5.1

The screenshot shows the 'Reset Password Confirmation Screen' on the NSDL e-Gov National Pension System (NPS) portal. The form displays the following details for confirmation:

Field	Value
User ID	111582301
Entity Reg. No.	3100742
Name of the person	[Redacted]
Designation	[Redacted]
Registered Email Address	[Redacted]
Pin Code	[Redacted]

Buttons: Confirm, Cancel

Footer: Retired life ka sahara, NPS hamara

6. After confirmation, an acknowledgment number will be generated. A print option has been provided to print the Acknowledgement details as appearing in the screen (refer Image 6.1).

User needs to submit this acknowledgement details to ProCRA for authorization through their email id which is registered in ProCRA system.

Image 6.1



Note:

On receiving the Acknowledgement from the respective PrAO/DTA, ProCRA will authorize the request. Once the request is authorized, an email confirming the activation of the IPIN will be sent to the registered e-mail ID provided by PrAO/DTA.
