

Protean eGov Technologies Limited



**protean**  
Change *is* growth

**Standard Operating Procedure for password reset by the subscriber**  
**(Version 1.0)**

## Standard Operating Procedure for password reset by the subscriber

### REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	13/09/2024	1.0	-	Initial Version

## Standard Operating Procedure for password reset by the subscriber

### 1. Introduction:

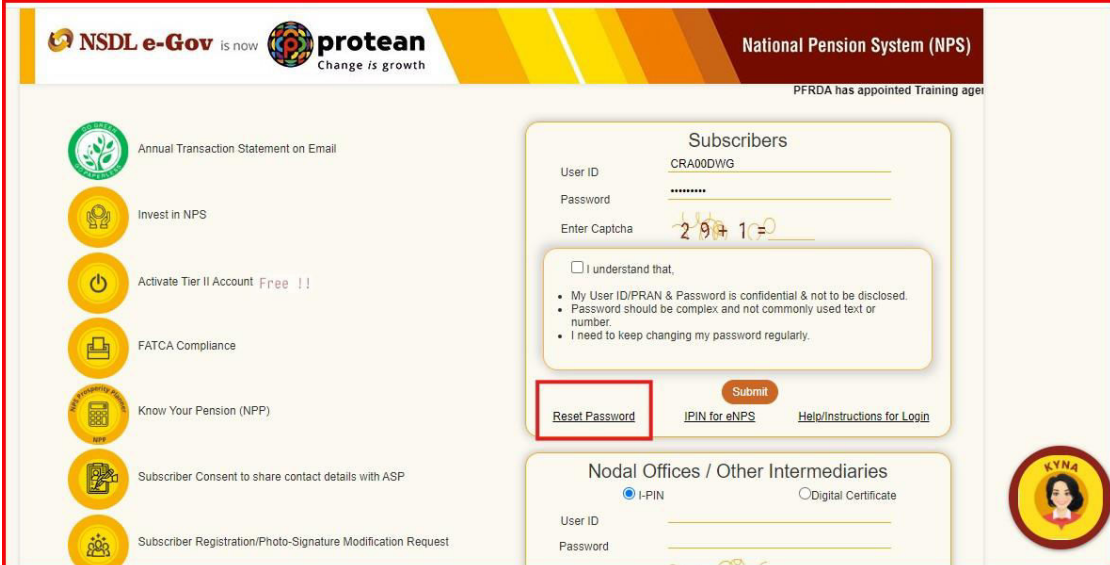
Subscribers of 'NPS-All citizens of India' (referred as UoS) & Government subscribers (mandatorily covered under NPS and having tier II account) can login into CRA website through login Credentials I.e PRAN and IPIN (Password).

#### Password Reset by subscriber

Subscriber have the option to reset the password using OTP instantly if the mobile number and email ID is registered. If Mobile number and email ID is not registered, then the subscriber can initiate password rest using Nodal office option.

#### Password Reset by OTP

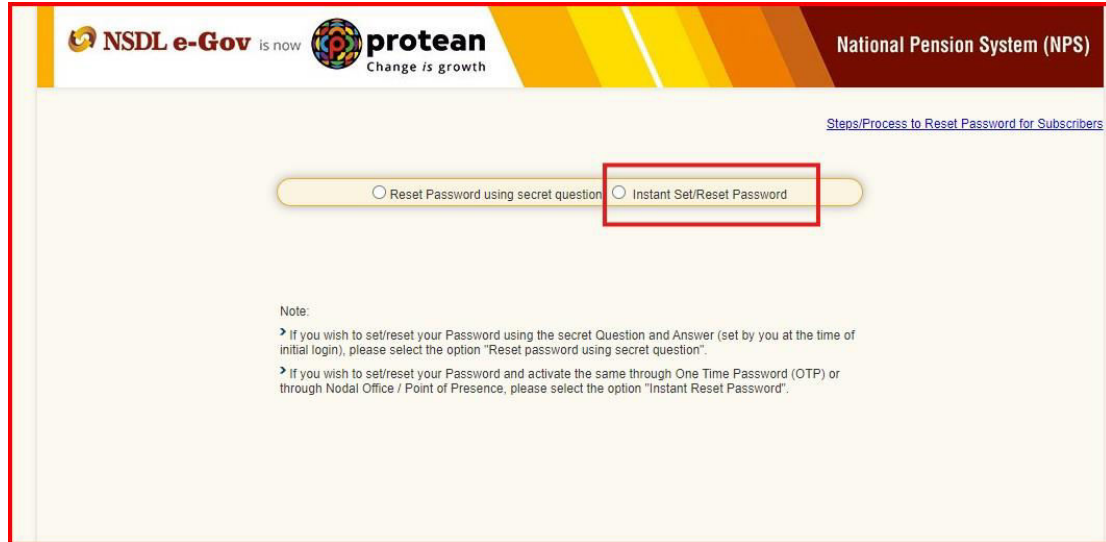
Step 1 - To reset password the subscriber can visit [www.cra-nsdl.co.in](http://www.cra-nsdl.co.in) click on Reset Password



The screenshot displays the NSDL e-Gov website interface for the National Pension System (NPS). The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". Below the header, there is a navigation menu on the left 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, and Subscriber Registration/Photo-Signature Modification Request. The main content area is divided into two sections: "Subscribers" and "Nodal Offices / Other Intermediaries". The "Subscribers" section contains a form with fields for "User ID" (CRA00DWG), "Password" (masked with asterisks), and "Enter Captcha" (29+1). Below the form is a checkbox for "I understand that" followed by a list of terms and conditions. A "Reset Password" button is highlighted with a red box. The "Nodal Offices / Other Intermediaries" section has radio buttons for "I-PIN" (selected) and "Digital Certificate", and fields for "User ID" and "Password". A "KYNA" logo is visible in the bottom right corner of the page.

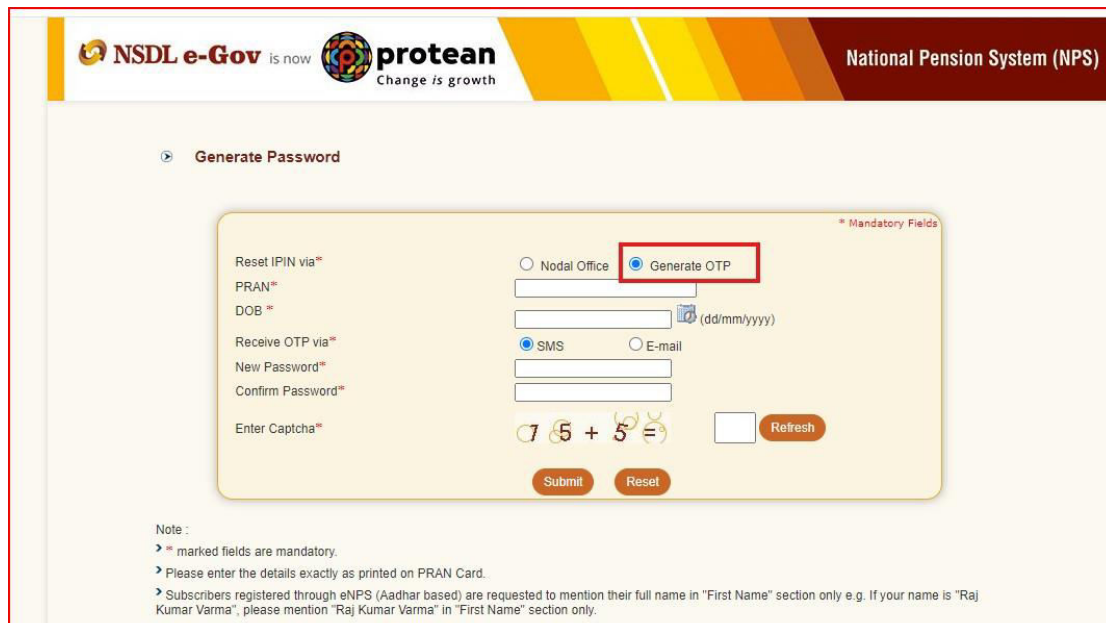
## Standard Operating Procedure for password reset by the subscriber

**Step 2 - Tick radio button "Instant Set/Reset Password"**



The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. At the top, there are logos for NSDL e-Gov and protean, along with the tagline "Change is growth". The page title is "National Pension System (NPS)". A link for "Steps/Process to Reset Password for Subscribers" is visible. Two radio buttons are presented: "Reset Password using secret question" and "Instant Set/Reset Password". The "Instant Set/Reset Password" option is selected and highlighted with a red box. Below the buttons, a "Note" section provides instructions: "If you wish to set/reset your Password using the secret Question and Answer (set by you at the time of initial login), please select the option 'Reset password using secret question'." and "If you wish to set/reset your Password and activate the same through One Time Password (OTP) or through Nodal Office / Point of Presence, please select the option 'Instant Reset Password'."

**Step 3 - Tick radio button "Generate OTP" and fill the required details. After filling the details and new password, click on "Submit"**



The screenshot shows the "Generate Password" form in the NSDL e-Gov National Pension System (NPS) interface. The form is titled "Generate Password" and includes a "Mandatory Fields" label. It contains the following fields and options: "Reset IPIN via\*" with radio buttons for "Nodal Office" and "Generate OTP" (the latter is selected and highlighted with a red box); "PRAN\*" (text input); "DOB\*" (text input with a calendar icon and "(dd/mm/yyyy)" format); "Receive OTP via\*" with radio buttons for "SMS" (selected) and "E-mail"; "New Password\*" (text input); "Confirm Password\*" (text input); and "Enter Captcha\*" (text input with a captcha image and a "Refresh" button). Below the form, there are "Submit" and "Reset" buttons. A "Note" section at the bottom provides instructions: "\* marked fields are mandatory.", "Please enter the details exactly as printed on PRAN Card.", and "Subscribers registered through eNPS (Aadhar based) are requested to mention their full name in 'First Name' section only e.g. if your name is 'Raj Kumar Varma', please mention 'Raj Kumar Varma' in 'First Name' section only."

**Step 4 - OTP will be received on registered Mobile/email through SMS or email as selected by subscriber. Reset of password will be successfully completed after submitting OTP.**

## Standard Operating Procedure for password reset by the subscriber

**Step 5** - Acknowledgement number will be generated for subscriber's record purpose.

The subscriber may login with the new password generated.

### Password Rest by Nodal Office option

This option can be opted by subscriber whose mobile and email id is not registered.

### Password Reset by OTP

**Step 1** - To reset password the subscriber can visit [www.cra-nsdl.co.in](http://www.cra-nsdl.co.in) click on Reset Password

The screenshot shows the NSDL e-Gov National Pension System (NPS) website. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". Below the header, there is a navigation menu with icons for various services: 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, and Subscriber Registration/Photo-Signature Modification Request. The main content area is divided into two sections. The top section is titled "Subscribers" and contains a form with fields for User ID (CRA00DWG), Password (masked with asterisks), and Enter Captcha (29+10). Below the form, there is a checkbox for "I understand that," followed by a list of terms and conditions. A red box highlights the "Reset Password" button. The bottom section is titled "Nodal Offices / Other Intermediaries" and contains a form with radio buttons for "I-PIN" (selected) and "Digital Certificate", and fields for User ID and Password. A red box highlights the "Instant Set/Reset Password" button.

**Step 2** - Tick radio button "Instant Set/Reset Password"

The screenshot shows the NSDL e-Gov National Pension System (NPS) website. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". Below the header, there is a navigation menu with icons for various services: 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, and Subscriber Registration/Photo-Signature Modification Request. The main content area is divided into two sections. The top section is titled "Subscribers" and contains a form with fields for User ID (CRA00DWG), Password (masked with asterisks), and Enter Captcha (29+10). Below the form, there is a checkbox for "I understand that," followed by a list of terms and conditions. A red box highlights the "Reset Password" button. The bottom section is titled "Nodal Offices / Other Intermediaries" and contains a form with radio buttons for "I-PIN" (selected) and "Digital Certificate", and fields for User ID and Password. A red box highlights the "Instant Set/Reset Password" button.

## Standard Operating Procedure for password reset by the subscriber

**Step 3** - Tick radio button “Nodal Office” and fill the required details.

The screenshot shows the 'Generate Password' section of the NPS e-Gov portal. The header includes the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. The main heading is 'Generate Password'. Below this, there is a form with the following fields and options:

- Reset IPIN via\*:  Nodal Office  Generate OTP
- PRAN\*:
- DOB\*:  (dd/mm/yyyy)
- New Password\*:
- Confirm Password\*:
- Enter Captcha\*:  (Captcha: 42 + 8)

Buttons: Submit, Reset, Refresh

Note:  
\* marked fields are mandatory.  
Please enter the details exactly as printed on PRAN Card.  
Subscribers registered through eNPS (Aadhar based) are requested to mention their full name in "First Name" section only e.g. If your name is "Raj Kumar Varma", please mention "Raj Kumar Varma" in "First Name" section only.

An acknowledgement will be generated after submitting the request. The subscriber needs to approach to associate POP to get the request authorized. POP will do KYC verification before authorizing the request. Hence, the subscriber shall carry KYC document such as Identity Proof and other documents. Subscriber will be able to use the new password after the POP authorizes the request.