

Central Recordkeeping Agency Protean eGov Technologies Limited

Protean eGov Technologies Limited
(Formerly NSDL e-Governance Infrastructure Limited)



Standard Operating Procedure for password reset by the subscriber

Version 1.0

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 click on Reset Password



The screenshot shows the NSDL e-Gov website interface. At the top, there are logos for NSDL e-Gov, protean, and National Pension System (NPS). Below the logos, there is a navigation menu with various services. The main content area is divided into two sections: "Subscribers" and "Nodal Offices / Other Intermediaries".

Subscribers Section:

- User ID: _____
- Password: _____
- Enter Captcha: $A7 + 8 =$
- Buttons: [Reset Password](#) (circled in red), [IPIN for eNPS](#), [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries Section:

- Radio buttons: I-PIN, Digital Certificate
- User ID: _____
- Password: _____
- Enter Captcha: $38 + 5 =$
- Buttons: [Reset Password](#), [Help/Instructions for Login](#)

Step 2 – Tick radio button “Instant Set/Reset Password”

[Steps/Process to Reset Password for Subscribers](#)

Reset Password using secret question
 Instant Set/Reset Password

Note:

- 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".
- 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"

Generate Password

* Mandatory Fields

Reset IPIN via**

PRAN**

DOB**

Receive OTP via**

New Password**

Confirm Password**

Enter Captcha**

Nodal Office
 Generate OTP

110172408100

22/10/1990 (dd/mm/yyyy)

SMS
 E-mail

78 | Refresh

Submit Reset

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.

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.

Reset I-PIN

* Mandatory Fields

Mobile No. XXXXXXXX1017

Enter OTP**

SUBMIT RESET

Note :

- The One Time Password (OTP) sent to the registered mobile number/E-mail is valid for five minutes only.
- You can generate maximum five OTPs in a day for a given PRAN.

Step 5 – Acknowledgement number will be generated for subscriber’s record purpose.

Set/Reset Password

Acknowledgement No	9129773487
User ID/PRAN	110172408100
DOB	22/10/1990
Captured Timestamp	26/06/2023 17:07

[Click here to Login](#)

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 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 and labels 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, Subscriber Registration/Photo-Signature Modification Request, and Status using Receipt Number. The main content area is divided into two sections: "Subscribers" and "Nodal Offices / Other Intermediaries". The "Subscribers" section has a "Reset Password" link circled in red. The "Nodal Offices / Other Intermediaries" section has a "Reset Password" link. Both sections include input fields for User ID, Password, and Enter Captcha, along with a "Submit" button and a "Help/Instructions for Login" link.

Step 2 – Tick radio button “Instant Set/Reset Password”

[Steps/Process to Reset Password for Subscribers](#) Reset Password using secret question Instant Set/Reset Password

Note:

- 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".
- 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 "Nodal Office" and fill the required details.

Generate Password

*** Mandatory Fields**

Reset IPIN via* Nodal Office Generate OTP

PRAN*

DOB* (dd/mm/yyyy)

New Password*

Confirm Password*

Enter Captcha* 8 6 + 6 = Refresh

Submit Reset

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.

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