# 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



**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* | ○ Nodal Office  ● Generate OTP |
| PRAN* | 110172406100 |
| DOB * | 22/10/1990  (dd/mm/yyyy) |
| Receive OTP via* | ● SMS     ○ E-mail |
| New Password* | •••••••••••• |
| Confirm Password* | •••••••••••• |
| Enter Captcha* | 7 3 + 2 =   76  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.



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



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

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



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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