

Protean eGov Technologies Limited



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

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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 - The Subscriber is required to click on 'Reset Password' link on the home page (www.cra-nsdl.com)

The screenshot displays the NSDL e-Gov National Pension System (NPS) website interface. 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 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: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. The 'Subscribers' section contains a login form with fields for User ID (CRA00DWG), Password, and Enter Captcha (2 9 + 1). Below the form is a checkbox for 'I understand that' followed by a list of terms and conditions. A 'Reset Password' link is highlighted with a red box. The 'Nodal Offices / Other Intermediaries' section contains a form with 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.

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

Step 3 - Tick radio button “Generate OTP” and the Subscriber is required to provide mandatory details (*marked fields) like his/ her PRAN, Date of Birth along with the new password (IPIN) as per own choice, enter the Captcha and click on Submit.

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.

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Step 5 – An Acknowledgement number indicating Subscriber's IPIN Reset request through OTP has been successfully processed and the Subscriber may now login to his/ her NPS account online.

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 on the left 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: "Subscribers" and "Nodal Offices / Other Intermediaries". The "Subscribers" section has a form with fields for User ID (CRA00DWG), Password, and Enter Captcha (2941). Below the form, there is a checkbox for "I understand that" and 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".

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 link for "Steps/Process to Reset Password for Subscribers". The main content area has two radio buttons: "Reset Password using secret question" and "Instant Set/Reset Password". The "Instant Set/Reset Password" radio button is highlighted with a red box. Below the radio buttons, there is a "Note:" section with two bullet points: "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'."

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

The screenshot shows the 'Generate Password' page on the NSDL e-Gov portal. The page header includes the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the National Pension System (NPS) logo. 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*: Refresh

At the bottom of the form are 'Submit' and 'Reset' buttons. A note section below the form provides additional instructions:

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.