

Protean eGov Technologies Limited



**protean**  
Change *is* growth

**STANDARD OPERATING PROCEDURE (SoP)**

**PASSWORD RESET PROCESS AT APY SP LEVEL  
VERSION 1.0**

© 2024 Protean eGov Technologies Limited (Formerly known as NSDL e-Governance Infrastructure Limited), All rights reserved.  
Property of Protean eGov Technologies Limited.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose, without the express written consent of Protean eGov Technologies Limited.

**REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Ver</b>	<b>Section Number</b>	<b>Description of Change</b>
1	05-Sept-2024	1.0	-	Initial Version

### Index

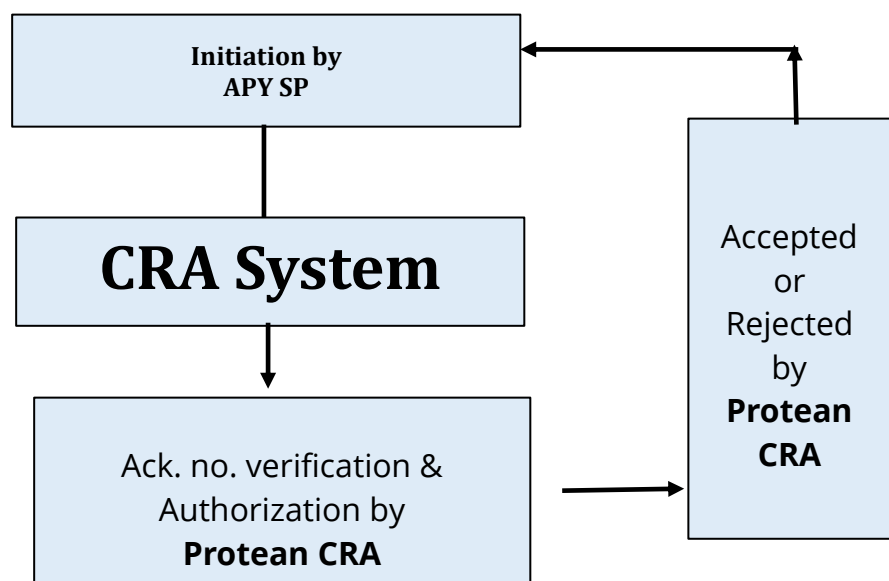
<b>Sr. no.</b>	<b>Process</b>	<b>Page number</b>
1	Introduction	4
2	Process flow of Password reset	4
3	Steps of Password reset	5

## Introduction

Login User ID and password are provided to APY SPs to perform various activities like registration, contribution upload, withdrawal, Subscriber modification etc. However, incase the User ID is blocked for any reason or the APY SPs forgets the password, they can reset it using the procedure provided below.

Password reset process is initiated by APY SP and verified and authorized by Protean CRA.

## Process Flow of Password Reset



**Figure 1**

## Steps of Password reset

Note: Details entered must be as per CRA records.

- APY SP will login to [www.cra-nsdl.com](http://www.cra-nsdl.com).
- Go to In Nodal offices / Other intermediaries section.
- Select Reset Password option.

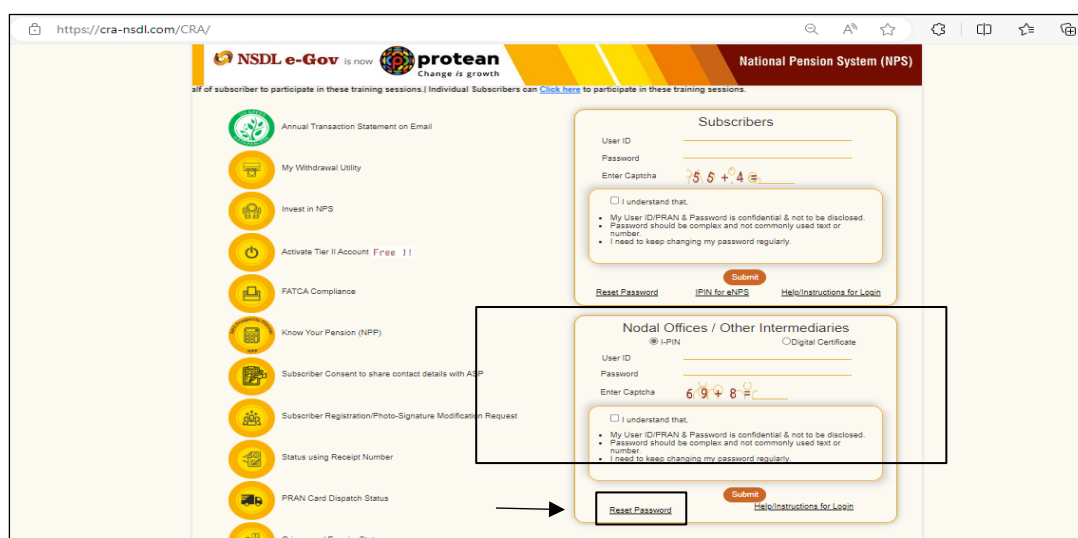


Figure 2

- Select on Instant Set/Reset Password
- Select Nodal Office option and enter user id allotted by CRA
- Enter Captcha and click on Submit.

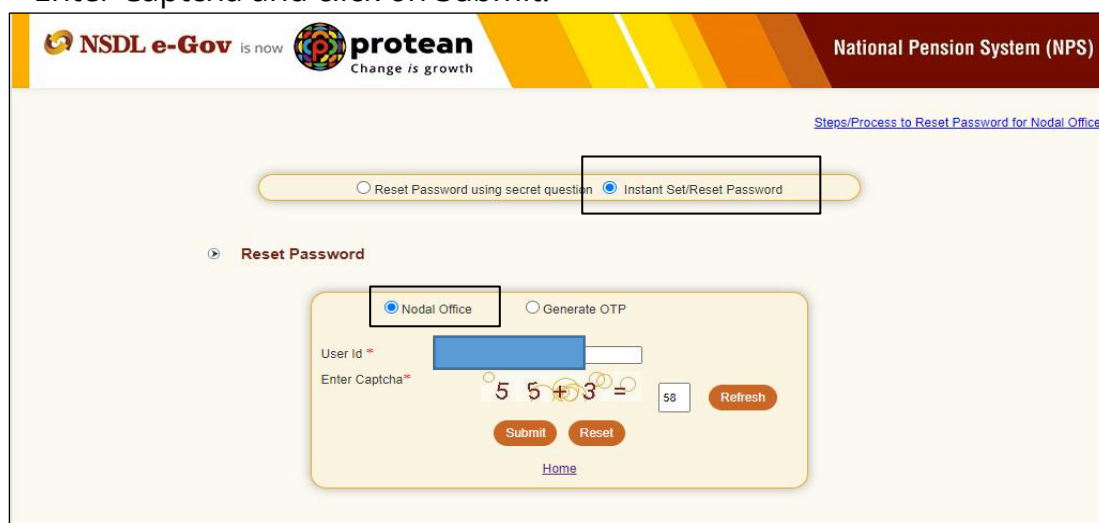
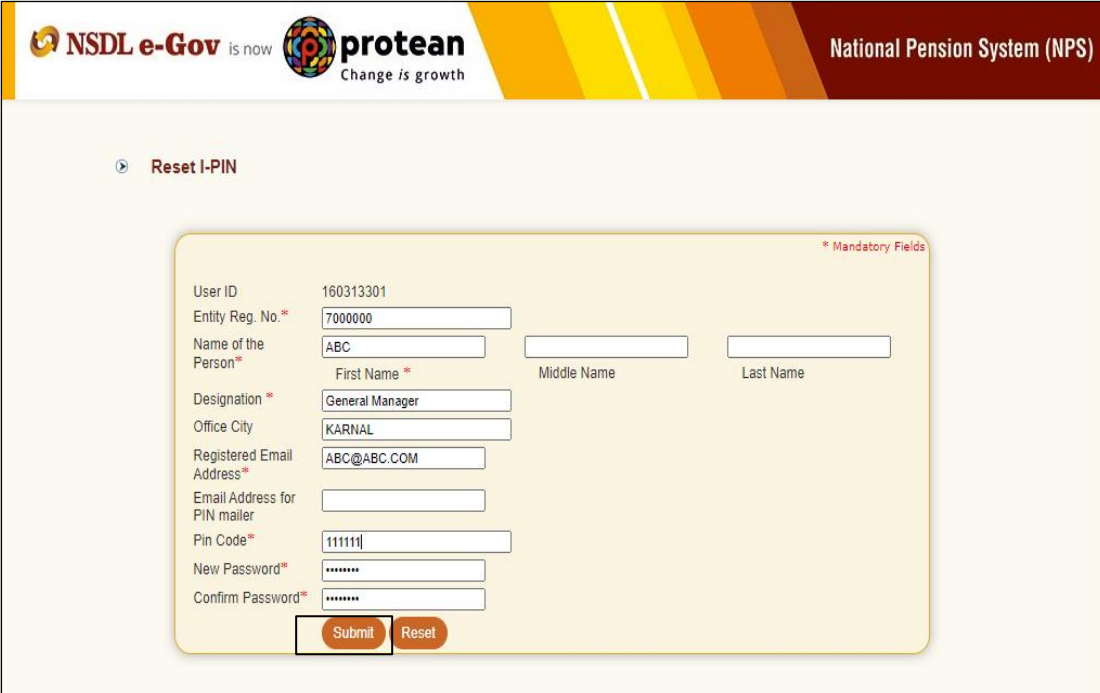


Figure 3

Fill in all below mentioned details:

- Entity Registration Number i.e. (NLOO Registration number)
- Name of Authorized Person (Mention complete name of the person in the “First name” field itself)
- Designation
- Email address
- Pin Code
- New Password
- Confirm password
- Click on Submit



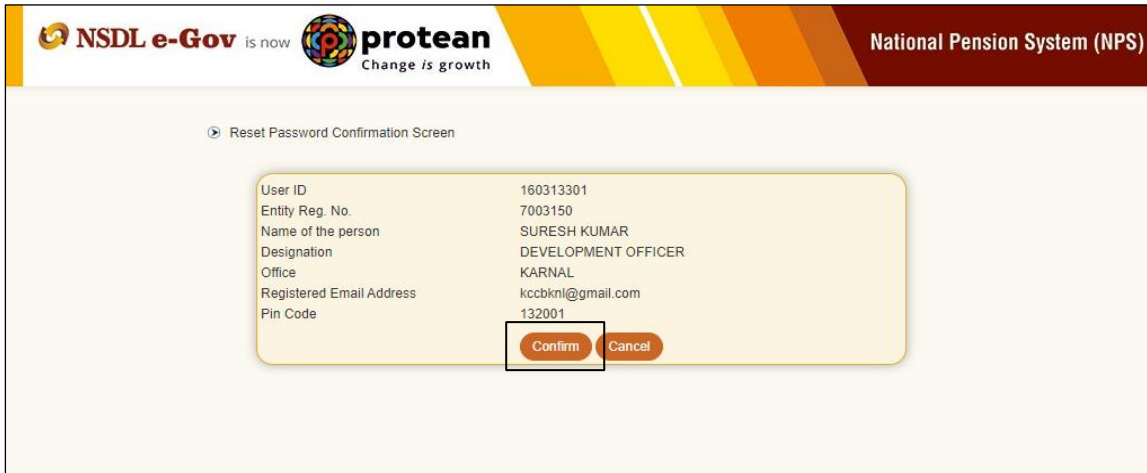
The screenshot shows the 'Reset I-PIN' form on the NSDL e-Gov Protean National Pension System (NPS) portal. The form is titled 'Reset I-PIN' and includes a 'Reset' button. The form fields are as follows:

Field	Value
User ID	160313301
Entity Reg. No.*	7000000
Name of the Person*	ABC
First Name*	ABC
Middle Name	
Last Name	
Designation*	General Manager
Office City	KARNAL
Registered Email Address*	ABC@ABC.COM
Email Address for PIN mailer	
Pin Code*	111111
New Password*	*****
Confirm Password*	*****

At the bottom of the form, there are two buttons: 'Submit' and 'Reset'.

**Figure 4**

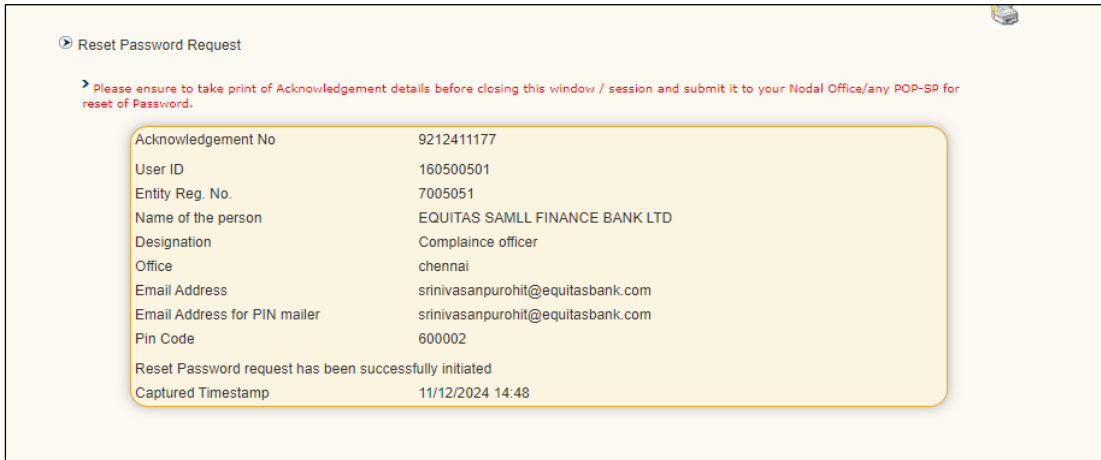
APY SP will receive a Reset Password Confirmation Screen



Reset Password Confirmation Screen	
User ID	160313301
Entity Reg. No.	7003150
Name of the person	SURESH KUMAR
Designation	DEVELOPMENT OFFICER
Office	KARNAL
Registered Email Address	kccbkn1@gmail.com
Pin Code	132001
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>	

**Figure 5**

- Click on Confirm Button
- Note down the acknowledgement id and share the same with Protean-CRA for authorization



Reset Password Request	
<p>Please ensure to take print of Acknowledgement details before closing this window / session and submit it to your Nodal Office/any POP-SP for reset of Password.</p>	
Acknowledgement No	9212411177
User ID	160500501
Entity Reg. No.	7005051
Name of the person	EQUITAS SAMLL FINANCE BANK LTD
Designation	Compliance officer
Office	chennai
Email Address	srinivasanpurohit@equitasbank.com
Email Address for PIN mailer	srinivasanpurohit@equitasbank.com
Pin Code	600002
Reset Password request has been successfully initiated	
Captured Timestamp	11/12/2024 14:48

**Figure 6**

- Once the password reset process is initiated by APY SP, shares the Acknowledgement no. with Protean CRA and Protean CRA verifies and authorizes the reset password.
- Until and unless the final confirmation on authorization not receives from Protean CRA, APY SP should not try to login with password, otherwise password will again get locked

\*\*\*\*\*