

Protean eGov Technologies Limited



protean

Change is growth

STANDARD OPERATING PROCEDURE (SoP)

**PASSWORD RESET PROCESS AT AGGREGATOR LEVEL
VERSION 1.0**

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REVISION HISTORY

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

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Introduction

Login User ID and password are provided to NPS Lite NLOOs and NLAOs to perform various activities like contribution upload, withdrawal, Subscriber modification etc. However, incase the User ID is blocked for any reason or the NLOO / NLAO forgets the password, they can reset it using the procedure provided below.

Password reset process is initiated by NLOO / NLAO and verified and authorized by Protean CRA.

Process Flow – Password reset process by Nodal Office/Aggregator

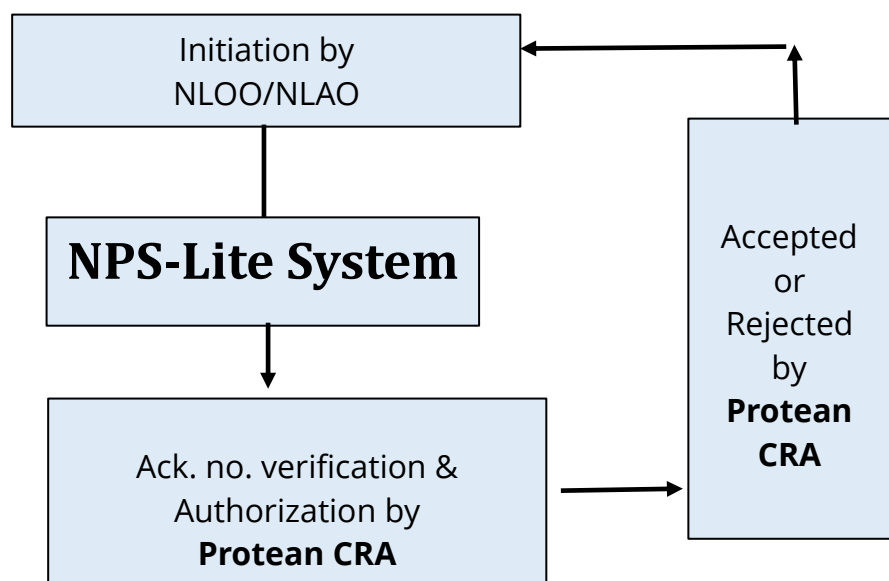


Figure 1

Steps of Password reset

Note: Details entered must be as per CRA records.

- Nodal office / Aggregator will go to www.cra-nsdl.com.
- In Nodal offices / Other intermediaries section select Reset Password option.

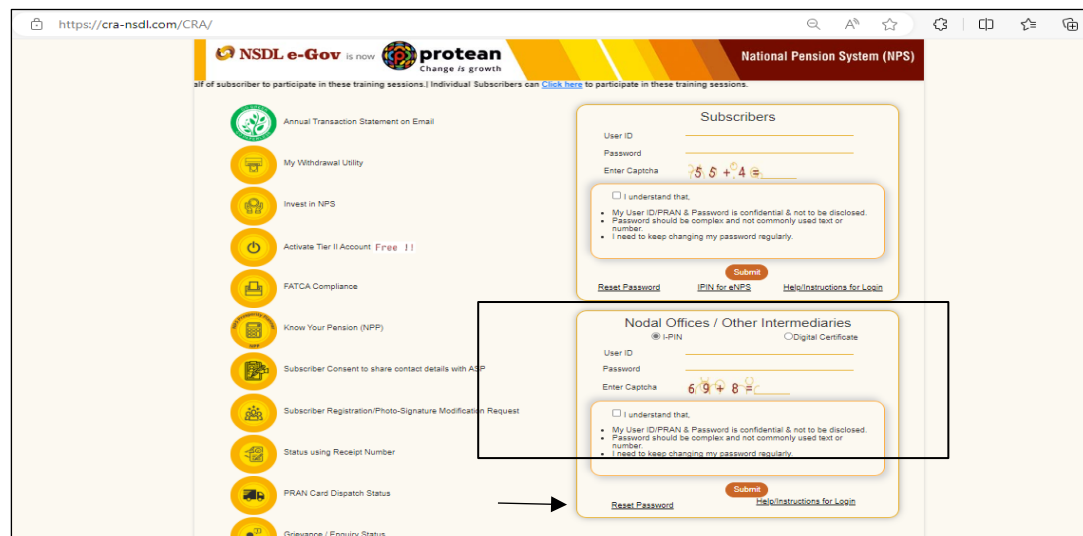


Figure 2

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

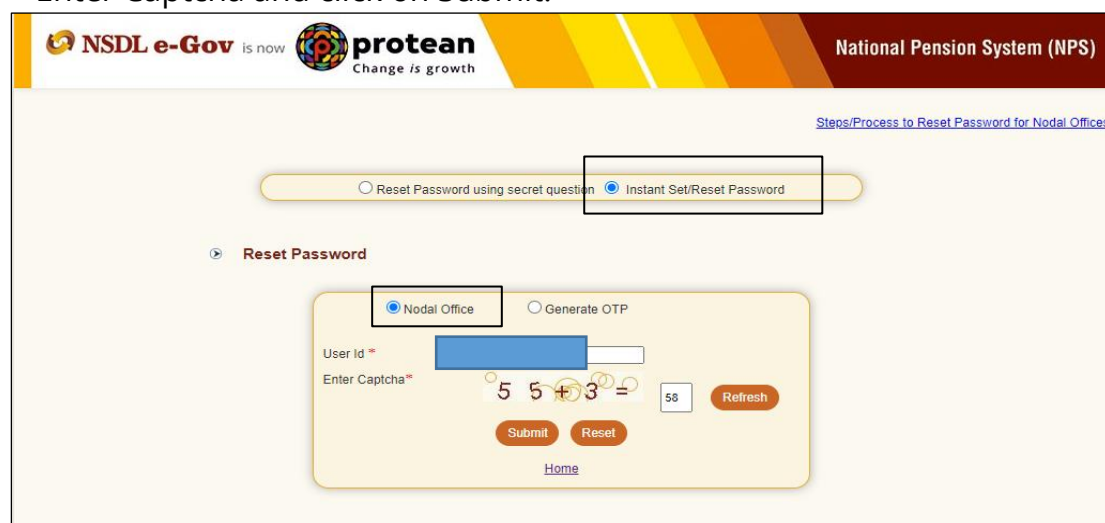
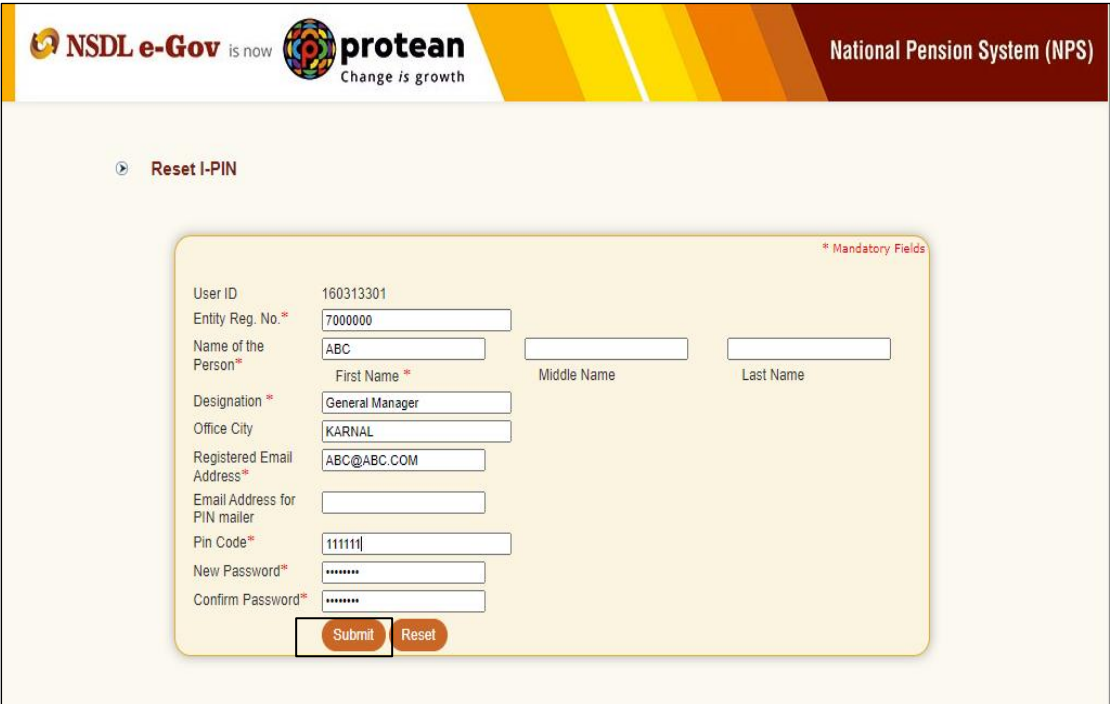


Figure 3

Fill in all below mentioned details:

- Entity Registration Number
- 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 link to 'Reset I-PIN'. The form fields are as follows:

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

At the bottom of the form, there are two buttons: 'Submit' and 'Reset'. A red asterisk (*) indicates mandatory fields.

Figure 4

Nodal office will receive a Reset Password Confirmation Screen

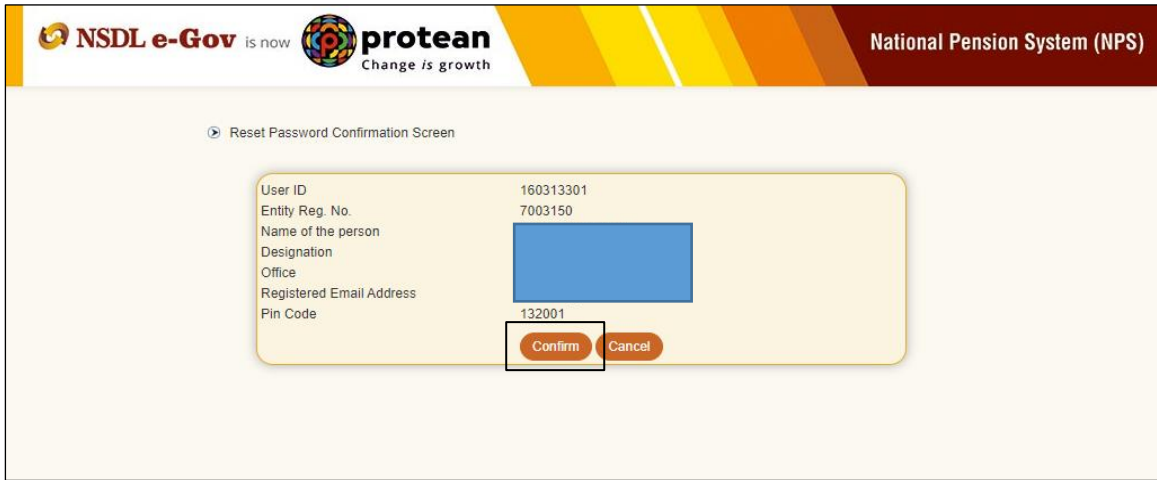


Figure 5

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

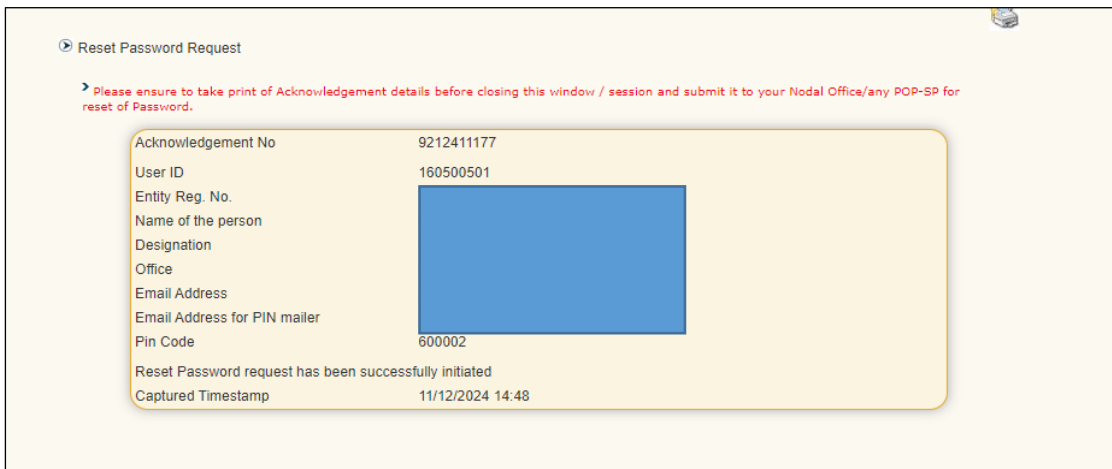


Figure 6

- Once the password reset process is initiated NLOO / NLAO shares the Acknowledgement no. with Protean CRA and Protean CRA verifies and authorizes the reset password.
- On successful authorization, PCRA official will inform the office. Till the time final confirmation on authorization is not received from Protean CRA, NLOO / NLAO should not try to login with password, otherwise password will again get locked.
