Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SoP)

PASSWORD RESET PROCESS AT AGGREGATOR LEVEL
VERSION 1.1

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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
2	12-Feb-2026	1.1	-	Latest Protean link and TAT updated

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Introduction

Login User ID and password are provided to NPS Lite NLOOs and NLAOs to perform various activities like registration, 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 of Password Reset

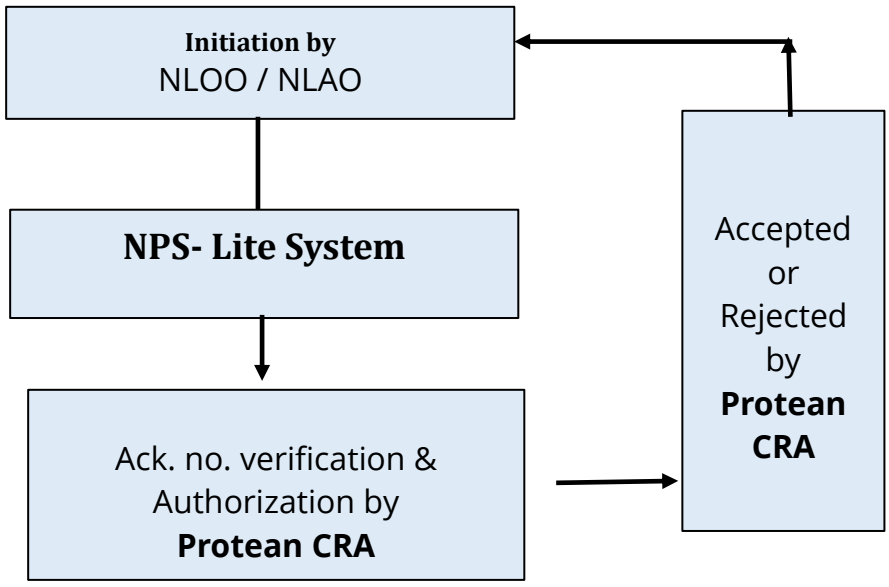

Figure 1

Steps of Password reset

Note: Details entered must be as per CRA records.

- Nodal office/Aggregator will login to https://cra.nps-proteantech.in/CRA/
- Go to Nodal offices / Other intermediaries section.
- Select Reset Password option.

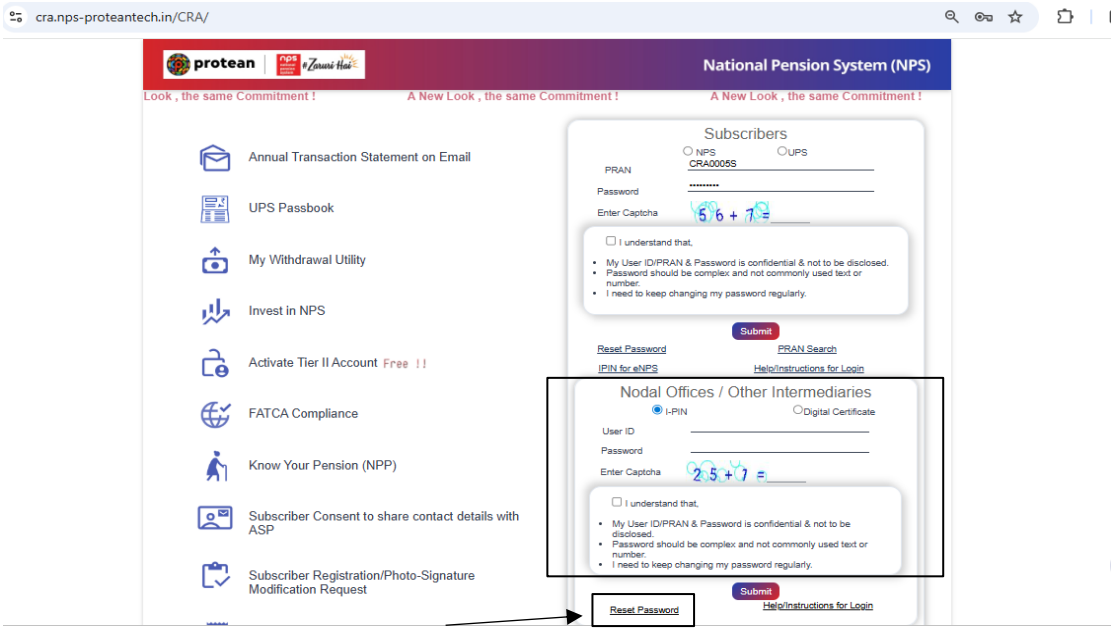

Figure 2

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

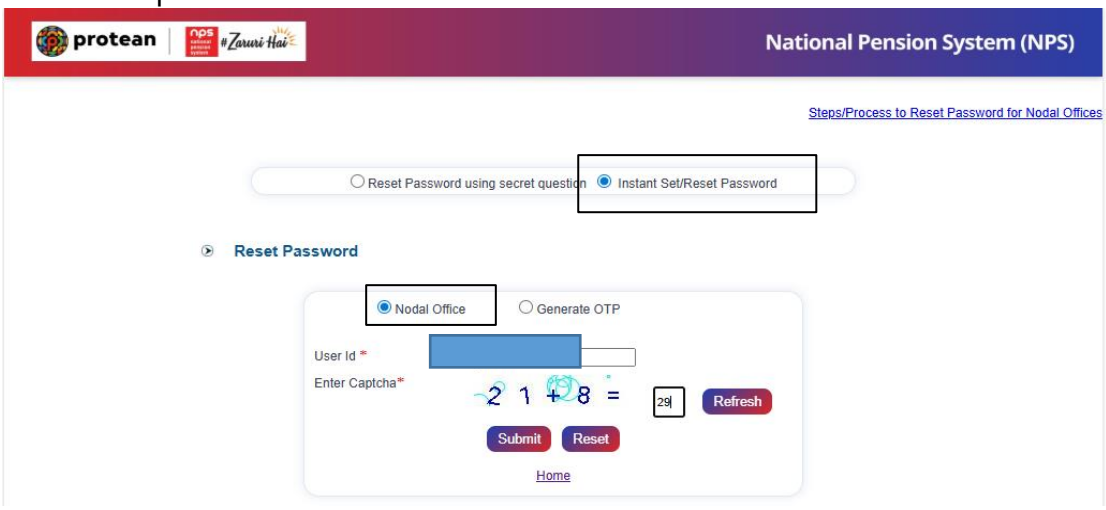

Figure 3

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

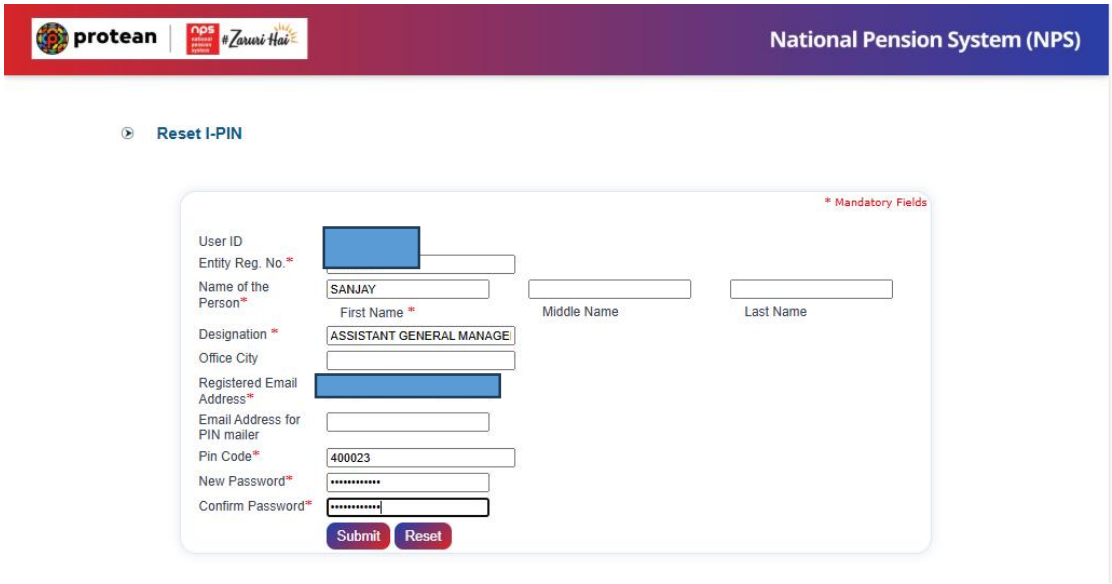

Figure 4

Nodal office will receive a Reset Password Confirmation Screen

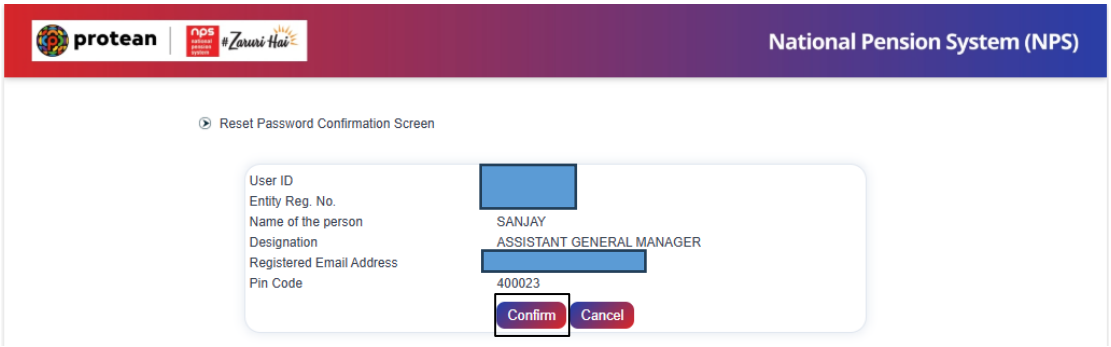

Figure 5

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

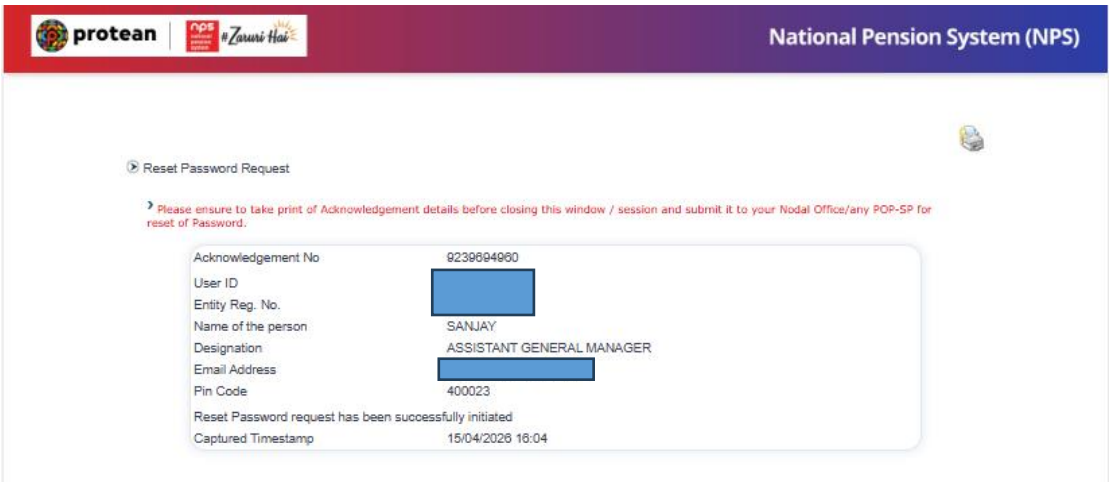

Figure 6

- Once the password reset process is initiated by NLOO / NLAO, they need to share the Acknowledgement no. with Protean CRA and Protean CRA will verify and authorize the reset password.

TAT for authorization of password reset request is T+1

- Until and unless the final confirmation on authorization is not received from Protean CRA, NLOO / NLAO should not try to login, otherwise password will again get blocked.

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