

Protean eGov Technologies Limited



protean
Change *is* growth

Standard Operating Procedure for password reset by the Subscriber
(Version 1.1)

REVISION HISTORY

| Sr. No. | Date of Revision | Ver | Section Number | Description of Change |
|---------|------------------|-----|----------------|---|
| 1 | 23/08/2024 | 1.0 | - | Initial Version |
| 2 | 13/06/2025 | 1.1 | - | Modification done as per new functionality release. (OTP to be received only on Mobile No.) |

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 registered. If Mobile number is not registered, then the subscriber can initiate password reset 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. 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 sidebar with various service icons and a main content area. 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 (masked with asterisks), and Enter Captcha (291). Below the login form, there 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 fields for User ID and Password, and a 'Submit' button. A 'K.Y.N.A.' logo is visible in the bottom right corner.

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National Pension System (NPS)

PFRDA has appointed Training agent

Subscribers

User ID: CRA00DWG

Password: *****

Enter Captcha: 291

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

[Reset Password](#) [Submit](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ IPIN ☐ Digital Certificate

User ID: _____

Password: _____

K.Y.N.A.

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)". A link "Steps/Process to Reset Password for Subscribers" is visible in the top right. The main content area has two radio buttons: "Reset Password using secret question" and "Instant Set/Reset Password". The "Instant Set/Reset Password" option is selected and highlighted with a red box. Below the radio buttons, a "Note:" section provides instructions: "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'."

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.

The screenshot shows the "Generate Password" form on the NSDL e-Gov National Pension System (NPS) website. The header is the same as in Step 2. The form is titled "Generate Password" and contains several fields and options. At the top, there are two radio buttons: "Nodal Office" and "Generate OTP", with "Generate OTP" selected. Below these are fields for "PRAN*", "DOB*" (with a date format hint "(dd/mm/yyyy)"), "Receive OTP via*" (with "SMS" selected), "New Password*", "Confirm Password*", and "Enter Captcha*" (with a captcha image showing "26+7="). There are "Submit" and "Reset" buttons at the bottom of the form. A "Refresh" button is also present next to the captcha. A note at the bottom states: "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 through SMS. Reset of password will be successfully completed after submitting OTP.**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 no. is not registered.

Password Reset by OTP

Step 1 - To reset password the subscriber can visit www.cra-nsdl.co.in and click on Reset Password

The screenshot shows the NSDL e-Gov National Pension System (NPS) portal. 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 sidebar with various service icons and a main content area. In the main content area, there is a "Subscribers" section with fields for User ID (CRA00DWG), Password, and Enter Captcha (2 9 + 1 = 3). Below these fields, there is a "Reset Password" button highlighted with a red box. Other buttons include "Submit", "IPIN for eNPS", and "Help/Instructions for Login". There is also a "Nodal Offices / Other Intermediaries" section with radio buttons for "I-PIN" and "Digital Certificate".

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

The screenshot shows the NSDL e-Gov National Pension System (NPS) portal. 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 sidebar with various service icons and a main content area. In the main content area, there is a "Steps/Process to Reset Password for Subscribers" section. Below this section, there are 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'."

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



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Generate Password

Reset IPIN via* ☒ Nodal Office ☐ Generate OTP

PRAN*

DOB * (dd/mm/yyyy)

New Password*

Confirm Password*

Enter Captcha* 4 2 + 8 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.

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.