# Protean eGov Technologies Limited



## Standard Operating Procedure for password reset by the Subscriber

(Version 1.1)

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### **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.)

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#### 1. Introduction:

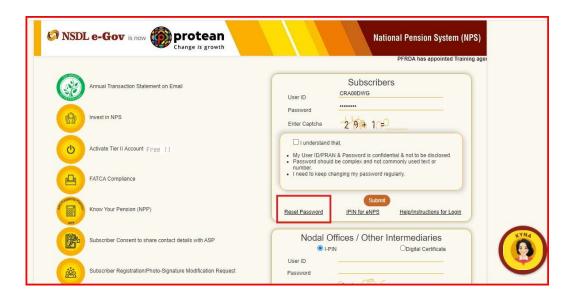
Subscribers of 'NPS-All citizens of India' (referred as UOS) & Government subscribers (mandatorily covered under NPS and having tier II account) can login into CRA website through login Credentials i.e. PRAN and IPIN (Password).

#### 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.

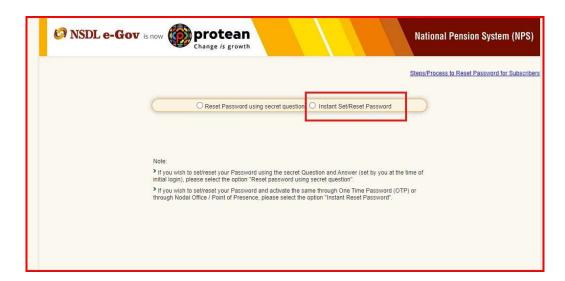
#### **Password Reset by OTP**

Step 1 - The Subscriber is required to click on 'Reset Password' link on the home page (<a href="https://www.cra-nsdl.com">www.cra-nsdl.com</a>)

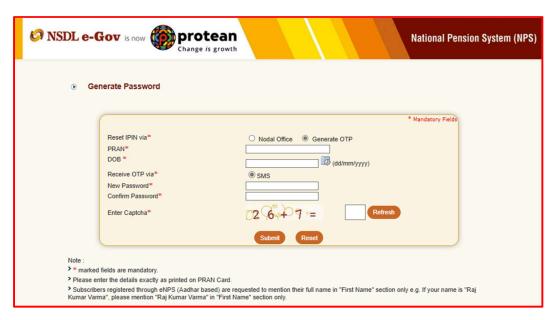


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Step 2 - Tick radio button "Instant Set/Reset Password"



**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 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.

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#### 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

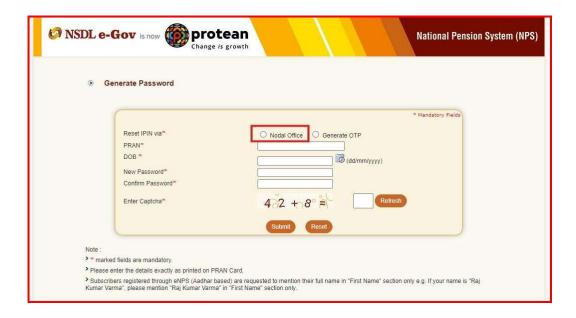


Step 2 - Tick radio button "Instant Set/Reset Password"



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



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.