



**KFin Technologies Limited – Central Recordkeeping Agency**



**PFRDA**

**Standard Operating Procedure**

**For**

**Maintenance of User IDs of NPS Entities Version 1.3**

**KFin Technologies Limited**   
(Formerly known as KFin Technologies Private Limited)

**Registered & Corporate Office:**  
Selenium Building, Tower-B, Plot No- 31 & 32, Financial District, Nanakramguda,  
Serilingampally, Hyderabad, Rangareddi, Telangana, India, 500032.

**CIN: L72400TG2017PLC117649**

## Document Revision History

Sr.No.	Version	Prepared / Revised By	Reviewed & Approved By		Reasons for revisions
			Name	Date	
1	1	Raghwendra Sharma	Ramesh Godavarthi	Jan 27, 2017	Initial version
2	1	Raghwendra Sharma	Ramesh Godavarthi	Jan 4, 2018	No changes
3	1.1	Raghwendra Sharma	Ramesh Godavarthi	4th Dec 2019	Change of Logo and Name from Karvy Fintech Pvt ltd to Kfin Technologies Pvt Ltd.
4	1.1	Raghwendra Sharma	Ramesh Godavarthi	4th Dec 2020	No Changes
5	1.1	Raghwendra Sharma	Ramesh Godavarthi	1 <sup>st</sup> Dec 2021	No Changes
6	1.1	Raghwendra Sharma	Hemant Thakker	1st Dec,2022	No Changes
7	1.2	Raghwendra Sharma	Siddhartha Gautham	18th March,2023	Change in company name and logo. Added new SOP format
8	1.3	Sandesh Mantri	Siddarth Gautham	18 <sup>th</sup> June,2024	Changes in screen shots and Annual Review.

## Contents

Contents.....	2
1. Introduction .....	3
2. Benefits .....	3
3. Creation of Additional User ID .....	4
4. Resetting Password (I-PIN) on blocking of User ID .....	10

## 1. Introduction

- User IDs are created to login to the CRA system where various requests can be raised by POP as per the roles provided during the registration.
- This User manual will help the POP to create additional User IDs through which the User may assign roles. For additional User registration there is no requirement of physical document.
- POP can create additional users by providing minimum required details in CRA system.

## 2. Benefits

- No Documents required
- User ID created immediately
- Instant password reset.
- Specific Role can be assigned to the User ID

### 3. Creation of Additional User ID

Step 1: To create additional User ID, POP user has to login to CRA system: <https://cra.kfintech.com/>

Nodal Office User will Login by entering the User Type , User ID and Password provided by the CRA as shown below and will be redirected to Digi locker for Aadhar validation.

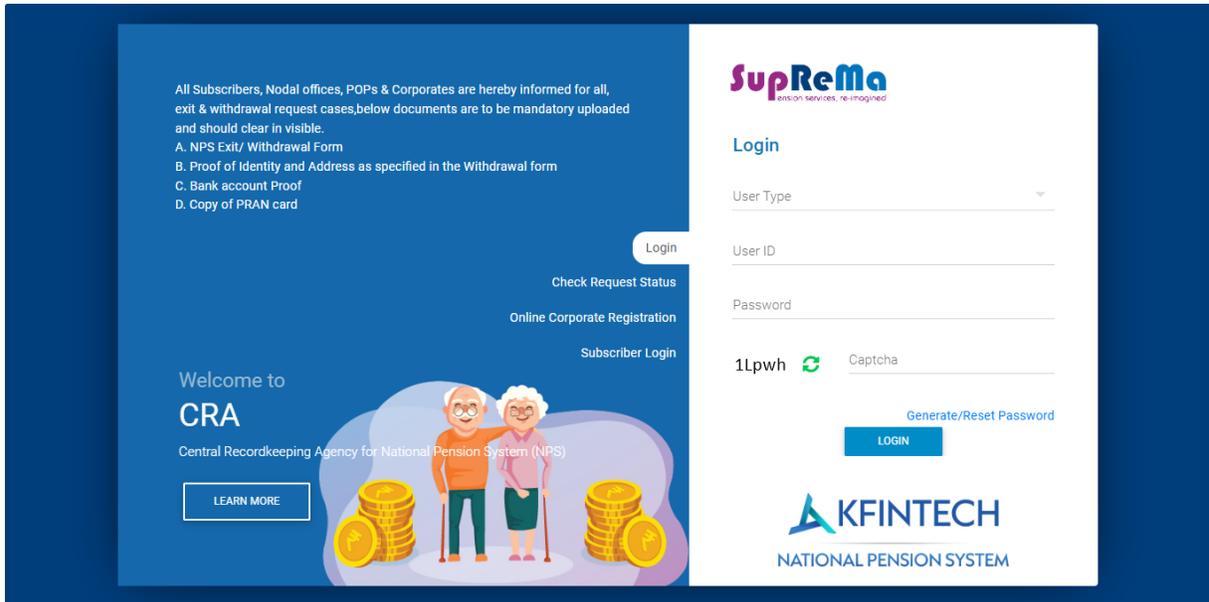


Figure 1

Step 2: User needs to select 'User Type' from the dropdown and enter "User ID", "Password" and "Captcha Code"



Figure 2

Step 3: Click on “Login” button after entering all the details.

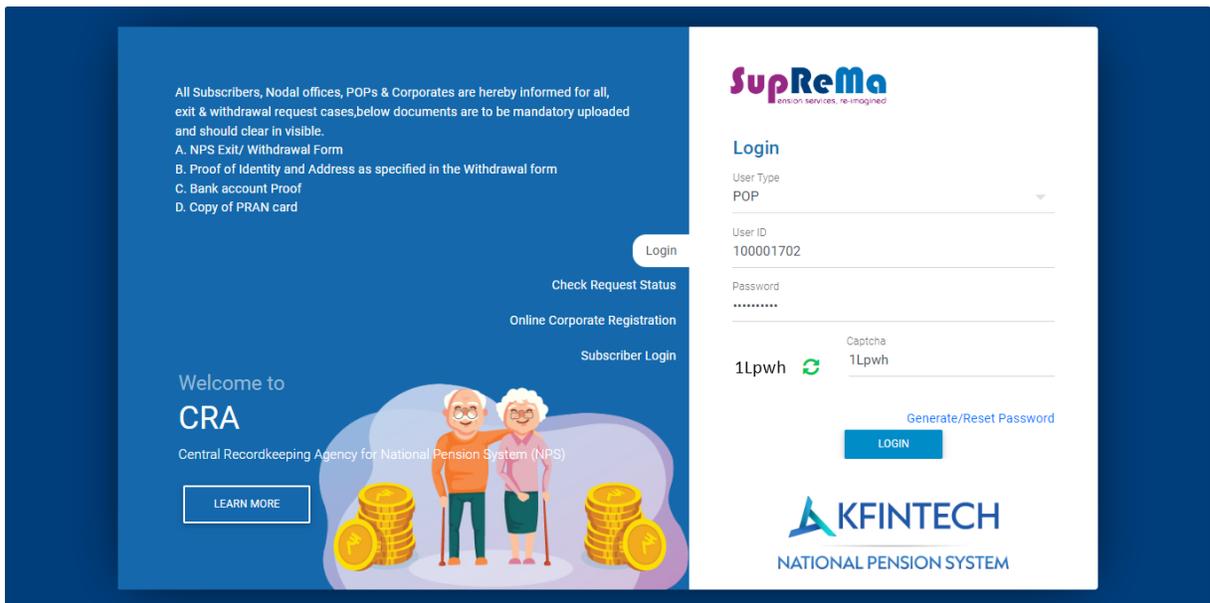


Figure 3

Step 4: After successful login, in next screen Nodal officer has to enter its 12 digit Aadhar which is mapped to the said User ID and Click on the button labelled "Next"

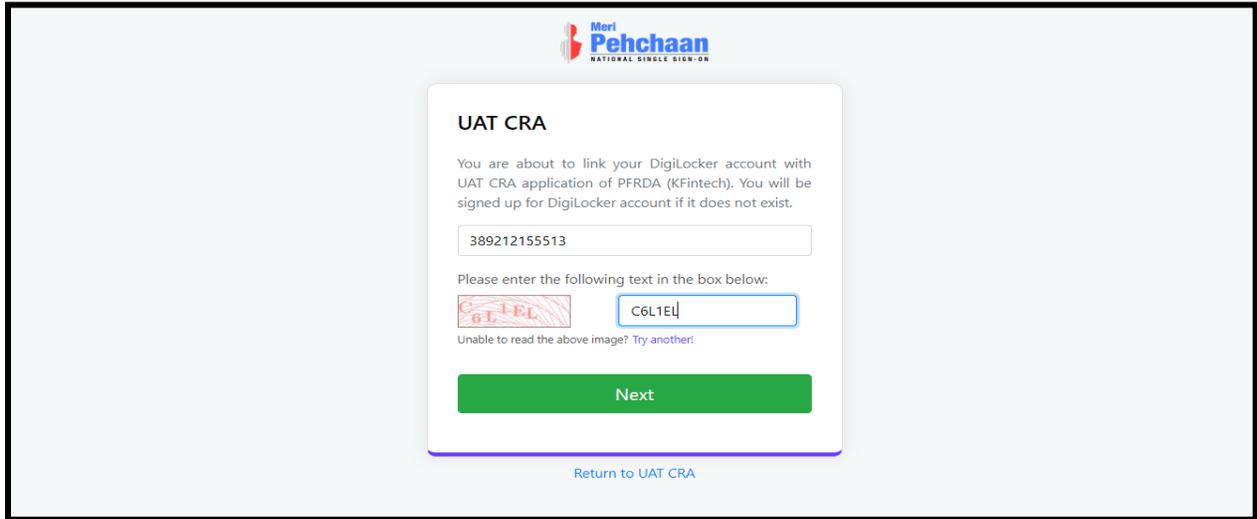


Figure 4

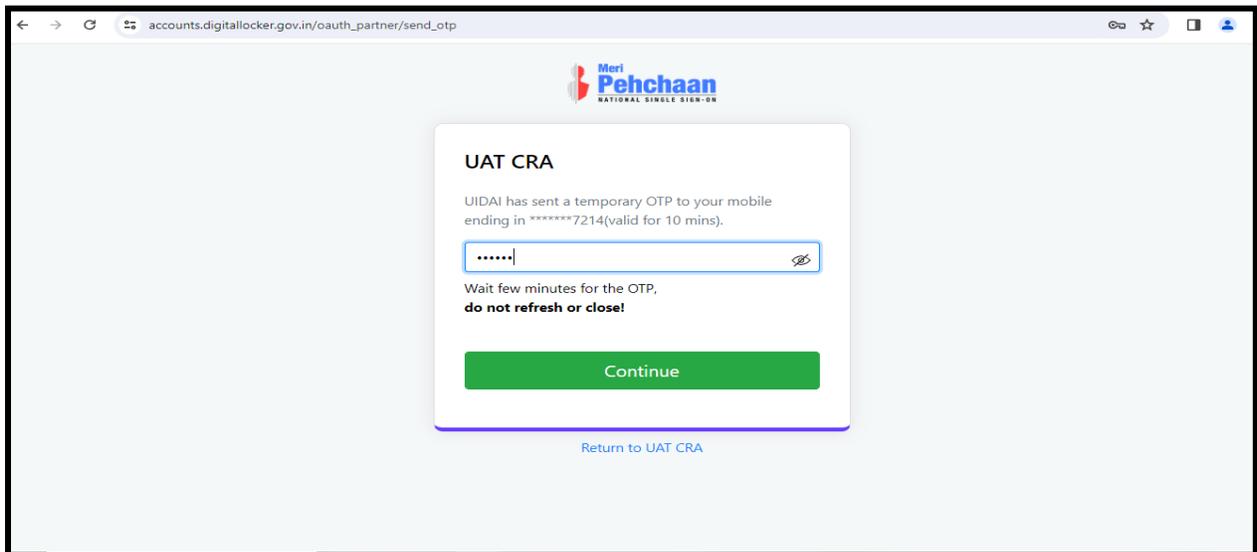
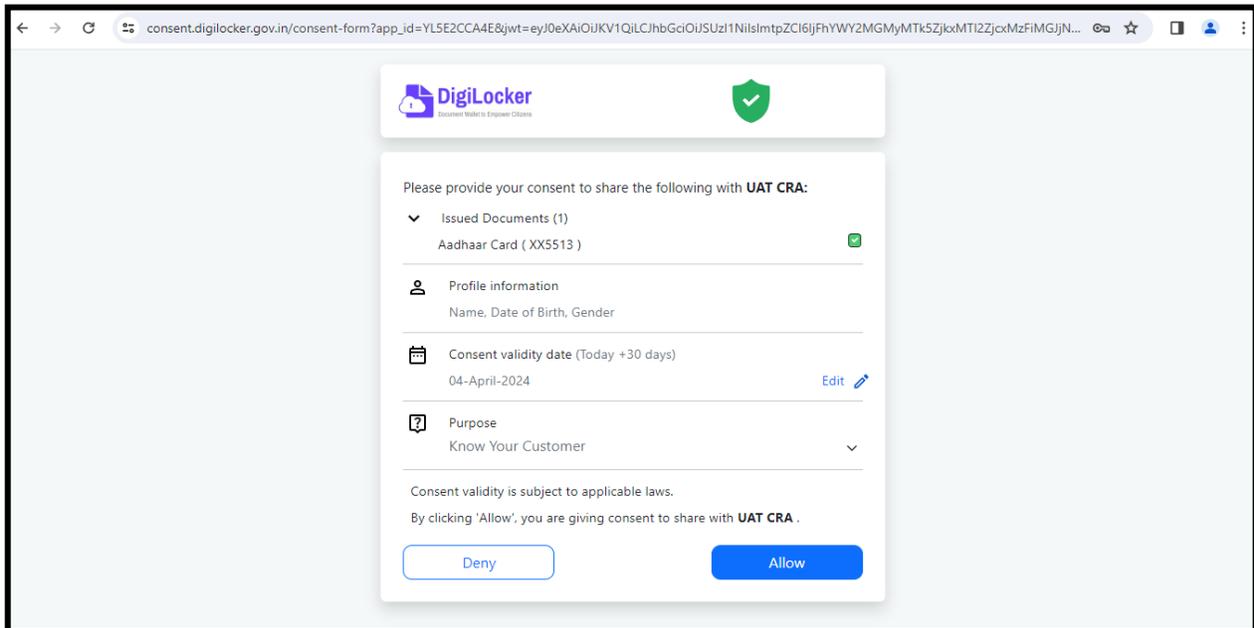


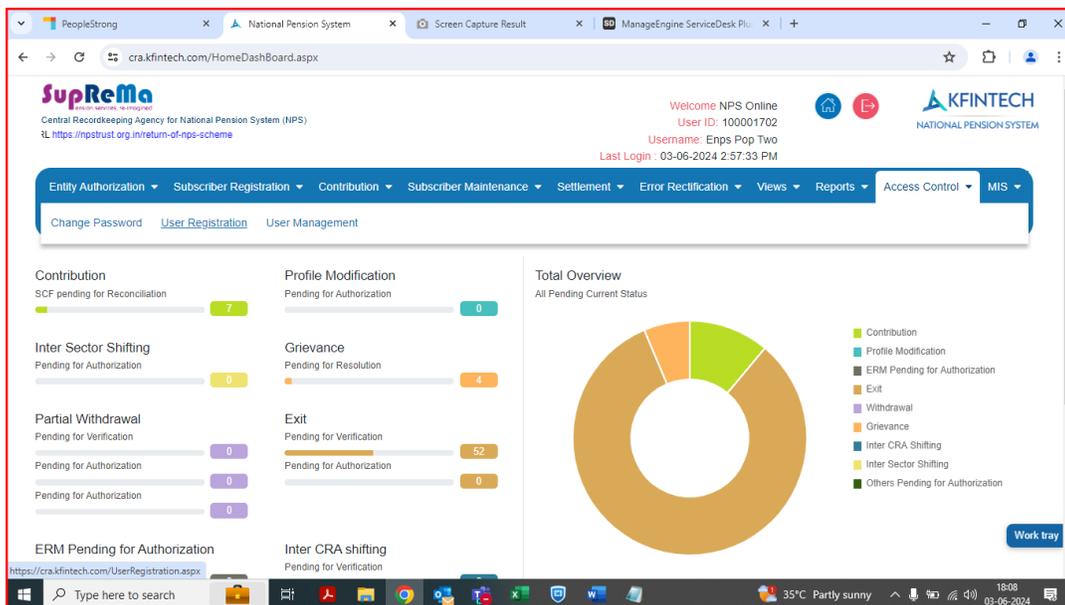
Figure 5

Step 5: Provide Digi-locker consent and click on the button labelled "Allow" in below mentioned screenshot



**Figure 6**

Step 6: On successful login, home will be displayed; user needs to click on Access Control option as shown in below Figure.



**Figure 7**

Step 7: Click on “User Registration “as shown below.

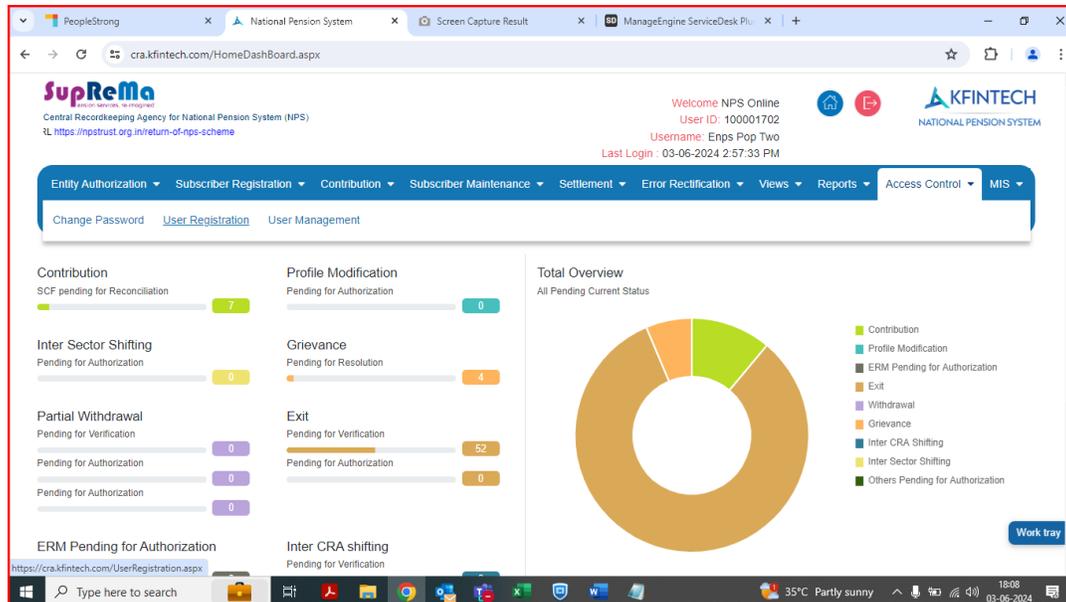


Figure 8

Step 8: User Registration screen will open.

- Enter the “First Name”, “Last Name”, “Valid Email Address”, “Mobile Number” in respective fields as shown below.
- User Type and POP details will be auto populated.

User Registration
Personal Details

First Name\*

Middle Name

Last Name\*

Email Address\*

Mobile No\*

User Type\*  ▾

POP\*  ▾

Select	Role Description	Role Type	Task Rate
<input type="checkbox"/>	Inter Sector Change Checker	Operative ▾	<input type="text"/>
<input type="checkbox"/>	NCT Checker	Operative ▾	<input type="text"/>
<input type="checkbox"/>	NCT Maker	Operative ▾	<input type="text"/>
<input type="checkbox"/>	POINT OF PRESENCE	Operative ▾	<input type="text"/>
<input type="checkbox"/>	Role for Receipt Generation	Operative ▾	<input type="text"/>
<input type="checkbox"/>	Switch Maker Role	Operative ▾	<input type="text"/>

Submit

Work tray

**Figure 9**

Step 9: Select the roles as Applicable and as per your Requirement in the Role Description, Role Type as "Operative" and Enter the Task Rate as per the defined role Eg: 500.

- Entity Authorization ▾
- Subscriber Registration ▾
- Contribution ▾
- Subscriber Maintenance ▾
- Settlement ▾
- Error Rectification ▾
- Views ▾
- Reports ▾
- Access Control ▾
- MIS ▾
- KYC Verification ▾
- Downloads ▾
- Grievance Management ▾
- Interoperability ▾
- Report Downloader ▾
- Exit ▾
- MailBackReports ▾
- Agents ▾

👤

User Registration

**Personal Details**

First Name\*

Middle Name

Last Name\*

Email Address\*

Mobile No\*

User Type\*  ▾

POP\*  ▾

Select	Role Description	Role Type	Task Rate
<input type="checkbox"/>	Inter Sector Change Checker	Operative ▾	<input type="text"/>
<input type="checkbox"/>	NCT Checker	Operative ▾	<input type="text"/>
<input type="checkbox"/>	NCT Maker	Operative ▾	<input type="text"/>
<input checked="" type="checkbox"/>	POINT OF PRESENCE	Operative ▾	<input type="text" value="10"/>
<input type="checkbox"/>	Role for Receipt Generation	Operative ▾	<input type="text"/>
<input type="checkbox"/>	Switch Maker Role	Operative ▾	<input type="text"/>

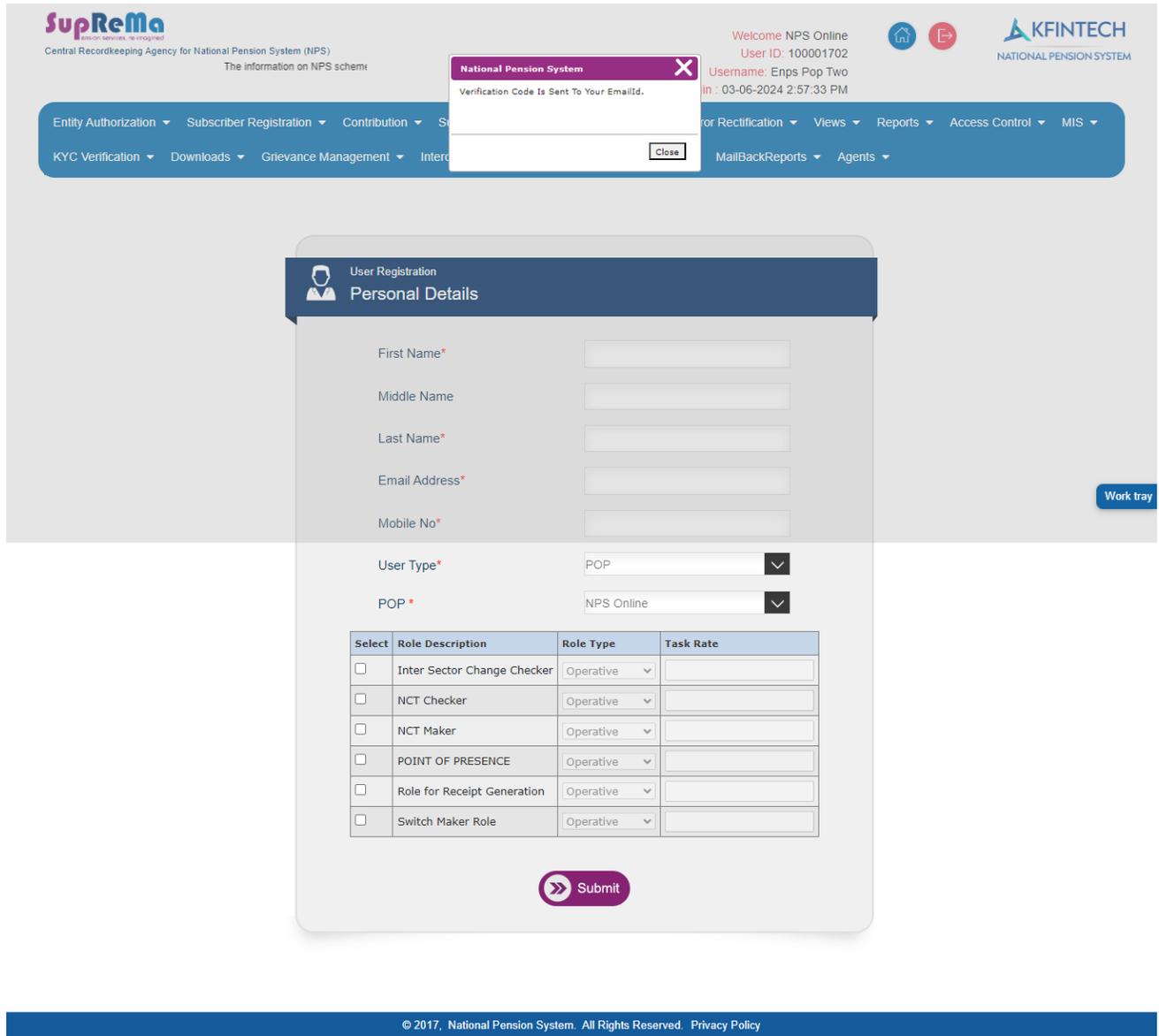
➔ Submit

Work tray

Figure 10

Step 10: On submitting the request, the verification code will be sent to email ID entered at the time of creating User ID.

A confirmation will appear as a pop-up intimating that the verification code is sent to the email ID.



The screenshot displays the NPS online portal interface. At the top left is the 'SupReMa' logo with the tagline 'Central Recordkeeping Agency for National Pension System (NPS)'. The top right shows a welcome message: 'Welcome NPS Online User ID: 100001702 Username: Enps Pop Two In: 03-06-2024 2:57:33 PM'. A navigation menu includes options like 'Entity Authorization', 'Subscriber Registration', 'Contribution', 'Views', 'Reports', 'Access Control', 'MIS', 'KYC Verification', 'Downloads', 'Grievance Management', 'Inter', 'MailBackReports', and 'Agents'. A central pop-up window titled 'National Pension System' displays the message 'Verification Code Is Sent To Your EmailId.' with a 'Close' button. Below the pop-up is a 'User Registration' form with a 'Personal Details' section containing input fields for First Name, Middle Name, Last Name, Email Address, and Mobile No. Below these are dropdown menus for 'User Type' (set to POP) and 'POP' (set to NPS Online). A table lists various roles with checkboxes, role descriptions, role types, and task rates. A 'Submit' button is located at the bottom of the form. A 'Work tray' button is visible on the right side of the page.

Select	Role Description	Role Type	Task Rate
<input type="checkbox"/>	Inter Sector Change Checker	Operative	
<input type="checkbox"/>	NCT Checker	Operative	
<input type="checkbox"/>	NCT Maker	Operative	
<input type="checkbox"/>	POINT OF PRESENCE	Operative	
<input type="checkbox"/>	Role for Receipt Generation	Operative	
<input type="checkbox"/>	Switch Maker Role	Operative	

Figure 11

Step 11: User will receive an email on the registered Email ID which contains an activation link and the activation code to activate their User ID.

- a. Kindly Note the code as shown in below image which has to be provided in next steps.
- b. Click on the link as shown below “Click here”.

Dear User ,

Please Click here <<https://cra.kfintech.com/UserActivation.aspx?UserID=MTE0NTYwMw==D1Py2HVkoB8=>>> to activate your account. Use 996874 as  to activate your Userid. .

This is system generated email.Please do not reply to this email. For any further queries or assistance, please contact our customer care at 1800 208 1516 or visit <https://cra.kfintech.com/> and <https://nps.kfintech.com/>

Sincerely,

Central Recordkeeping Agency (NPS)  
KFin Technologies Limited

# IVR facility is available 24 x 7. Call Centre is available from 8.00 am to 8.00 pm on everydays (excluding holidays). Also the CRA system access will be available 24 x 7.  
<<https://scdelivery.kfintech.com/o/?p=qattqbdb.qdsqtean-265832001-311C8D2D-873B-40E6-AA3C-DE44C1E90F3F.1.1>>

**Figure 12**

Step 12: User needs to enter the Activation code as provided in registered mail ID and then Press Submit Button.

User Registration  
Activation

First Name

Middle Name

Last Name

Email Address

Mobile No

Activation code\*

**Figure 13**

Step 13: System will prompt the User to create his/her own password. Password strength should be as per given notes in the screen shot and user needs to select hint question from given list.

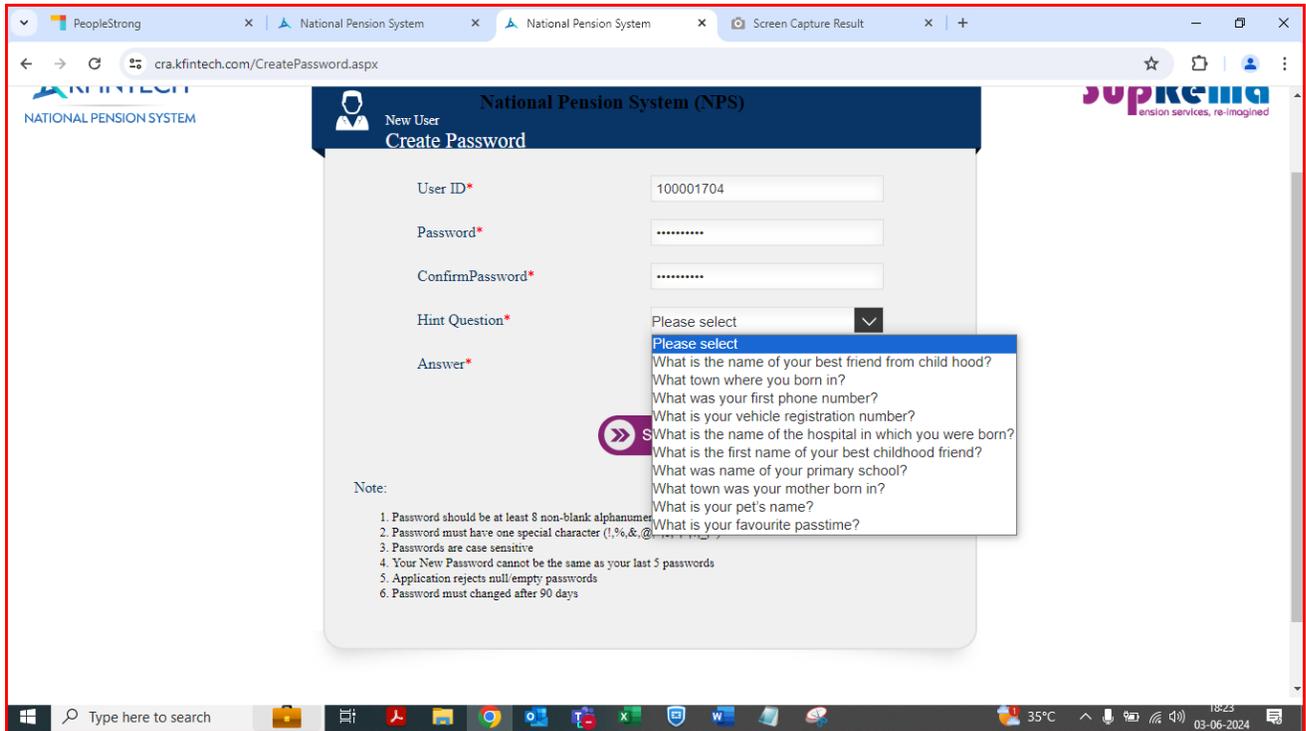


Figure 14

New User  
Create Password

User ID\*

Password\*

ConfirmPassword\*

Hint Question\*  ▼

Answer\*

Note:

1. Password should be at least 8 non-blank alphanumeric characters and max 16 characters
2. Password must have one special character (!,%,&,@,#,\$^,\*?,\_,-)
3. Passwords are case sensitive
4. Your New Password cannot be the same as your last 5 passwords
5. Application rejects null/empty passwords
6. Password must be changed after 90 days

Figure 15

Step 14: On Submitting the request, 'User Created Successfully' pop-up will appear on the Screen as shown below.

The screenshot shows the 'National Pension System' interface. At the top left is the KFINTECH logo and 'NATIONAL PENSION SYSTEM'. At the top right is the SupReMa logo with the tagline 'ension services, re-imagined'. The main content area is titled 'New User Create Password' and contains the following fields:

- User ID\*: 100001704
- Password\*: [Empty]
- ConfirmPassword\*: [Empty]
- Hint Question\*: Please select [Dropdown arrow]
- Answer\*: [Empty]

Below the fields is a purple 'Submit' button with a right-pointing arrow. A purple pop-up window titled 'National Pension System' is overlaid on the form, displaying the message 'User created successfully' and a 'Close' button. At the bottom of the form, there is a 'Note:' section with the following instructions:

1. Password should be at least 8 non-blank alphanumeric characters and max 16 characters
2. Password must have one special character (!,%,&,@,=#,\$,^,\*,?,-,~)
3. Passwords are case sensitive
4. Your New Password cannot be the same as your last 5 passwords
5. Application rejects null/empty passwords
6. Password must be changed after 90 days

**Figure 16**

Step 15: Login with your New User ID and Password in the CRA website.

POP needs to send User 's Aadhar details to CRA to map user ID with Aadhar. New user needs to follow steps given above and validate through addhar to login to CRA.

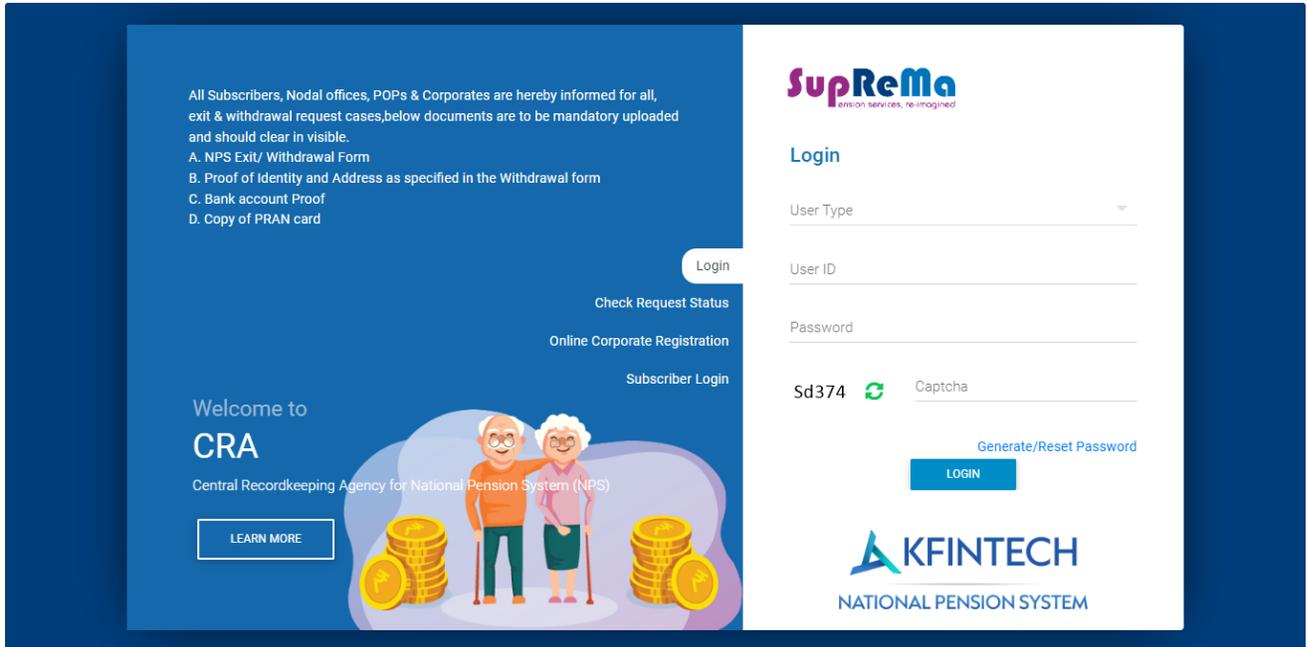


Figure 17

#### 4. Resetting Password (I-PIN) on blocking of User ID

If User updates the incorrect Password more than 5 times, User ID will be blocked. User needs to follow below steps to Activate user ID and reset password.

1. Once the User ID is blocked, User needs to contact CRA - [kcra.pop@kfintech.com](mailto:kcra.pop@kfintech.com).
2. CRA will activate user, reset password and send temporary password to User's registered Email ID for generating new password.
3. User needs to update temporary password and user will be redirected for creating new password.

-----XXXXX-----