

1. External Password Portal

1.1. How to use it?

1. All DHL external users are advised to access External Password Portal for a password reset at <https://extpwd.dhl.com>.
2. All first-time users of External Password Portal are required to go through a mandatory user registration upon accessing the portal. (refer 1.2)
3. All registered users of External Password Portal will have to option to perform password reset (refer 1.3) and also perform account recovery (refer 1.4)

1.2. Registration

1. First time users are required to provide their DHLEXTERNAL user ID (e.g. EXT_XXX) on the empty input box upon accessing the portal.

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DHL External Password Portal

[Profile Update](#) [User Guide](#)

Log In

- > Please enter your username in the input box below
- > First time users are required to go through a mandatory registration process in order to proceed with password reset
- > In case of any issues during password login / password management, please contact your DHL Contact Person to lodge a ticket with DHL ITSC Service Desk

1

Username :
Example: EXT_XXXX

2. If the system detects that the DHLEXTERNAL user ID (e.g. EXT_XXX) has never been registered, it would then require the user to login with the said DHLEXTERNAL user ID for verification.

The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two blue links: "Profile Update" and "User Guide". The main content area is titled "DHL External Password Portal : Account Registration". Below this title is a text input field containing "ext_SimonTest". A red oval highlights the "DHL External Password Portal : Account Registration" title and the "ext_SimonTest" input field. Below the input field is a "Log In" form, also highlighted with a red oval. The form has a title "Log In" and two input fields: "Username:" with "ext_SimonTest" and "Password:". A "Log In" button is at the bottom right of the form. A red number "2" is positioned to the right of the "Log In" form.

3. Once the account credentials have been verified, user would have to define 3 security questions and answers.

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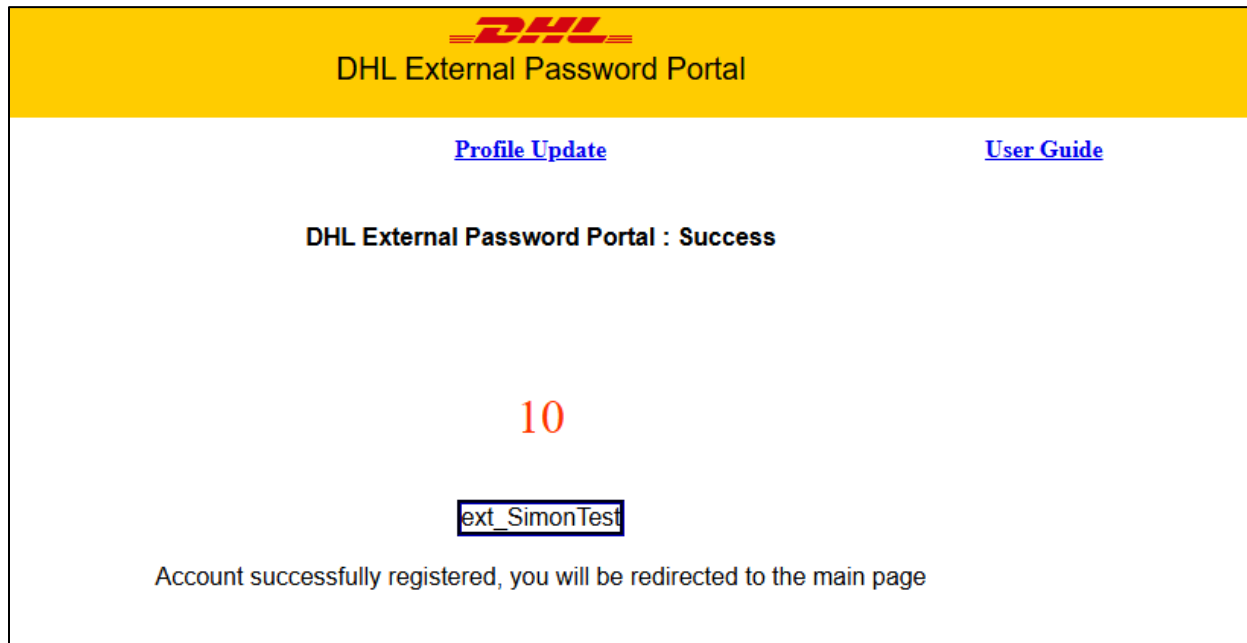
4. After the Security Questions have been defined, user would be required to provide his/her personal email address.

The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "User Guide". The main heading is "DHL External Password Portal : Account Registration". A text box contains the identifier "ext_SimonTest". Below this is a large rectangular area containing a smaller box with the text "Please provide your personal email address". A red oval highlights this box, with a red number "4" next to it. Below the email input field are two buttons: "Next" and "Previous".

5. Only one personal email address per DHLexternal account is allowed during registration. Multiple affiliations to a single DHLexternal account is not supported

The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "User Guide". The main heading is "DHL External Password Portal : Account Registration". A text box contains the identifier "ext_janetest". Below this is a large rectangular area containing a smaller box with the text "Please provide your personal email address". Below the email input field, there is a red error message: "Email has been used!". Below the error message are two buttons: "Next" and "Previous".

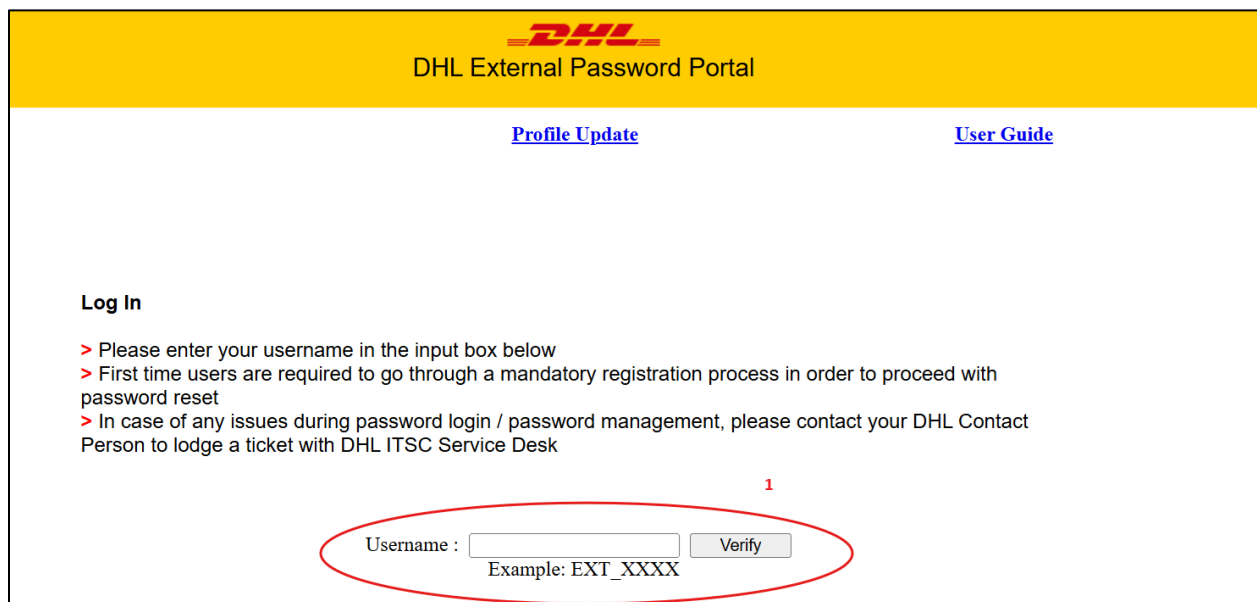
6. User will be re-directed to the External Password Portal main page upon successful registration.



The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two blue links: "Profile Update" and "User Guide". The main content area displays "DHL External Password Portal : Success" in bold black text. In the center, the number "10" is shown in a large red font. Below it, the username "ext_SimonTest" is displayed in a blue box. At the bottom, a message states: "Account successfully registered, you will be redirected to the main page".

1.3 Reset / Change Password

1. Registered External Password Portal users are required to provide their DHLEXTTERNAL user ID (e.g. EXT_XXX) on the empty input box upon accessing the portal.



The screenshot shows the DHL External Password Portal login page. It features a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two blue links: "Profile Update" and "User Guide". The main content area is titled "Log In" and contains three bullet points: "> Please enter your username in the input box below", "> First time users are required to go through a mandatory registration process in order to proceed with password reset", and "> In case of any issues during password login / password management, please contact your DHL Contact Person to lodge a ticket with DHL ITSC Service Desk". Below the text is a red oval highlighting the login form. The form includes a "Username :" label, an input box, a "Verify" button, and an example "Example: EXT_XXXX". A small red number "1" is positioned above the input box.

2. Users are required to answer the defined Security Questions

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DHL External Password Portal : Security Verification

ext_SimonTest

What was the first concert you ever attended? 2

Next

3. Upon completing the Security Questions, users would have to go through second-factor authentication validation through One Time Pin (OTP) by clicking on the “Request” button. The timer (300 Seconds) within the page indicate the validity of your current password reset session

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DHL External Password Portal : Password Reset 3

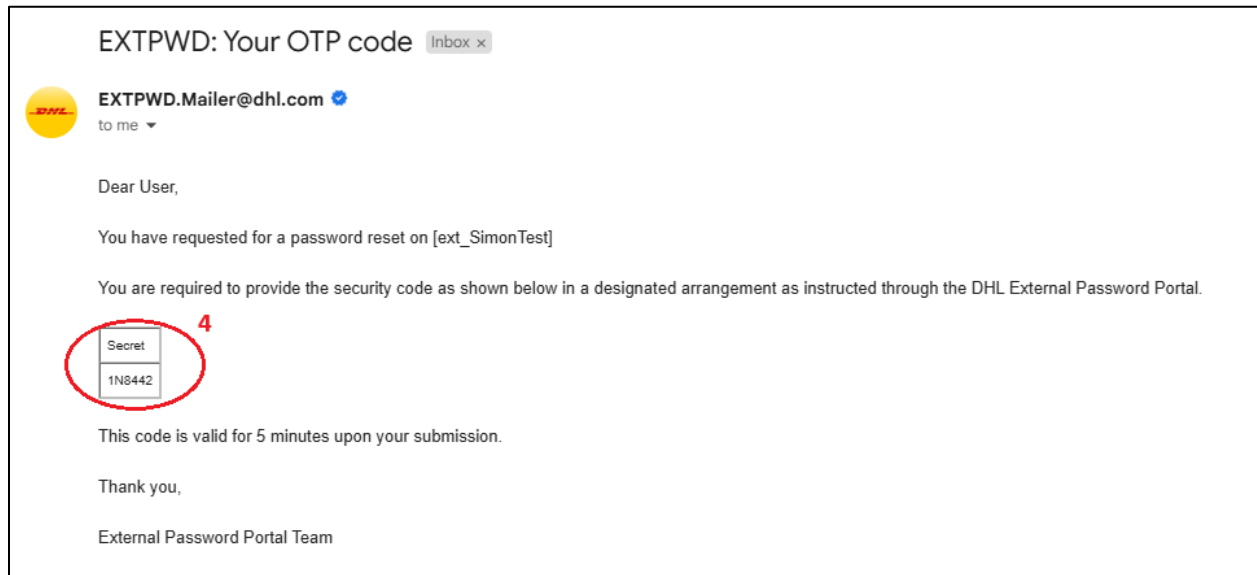
300 Seconds

ext_SimonTest

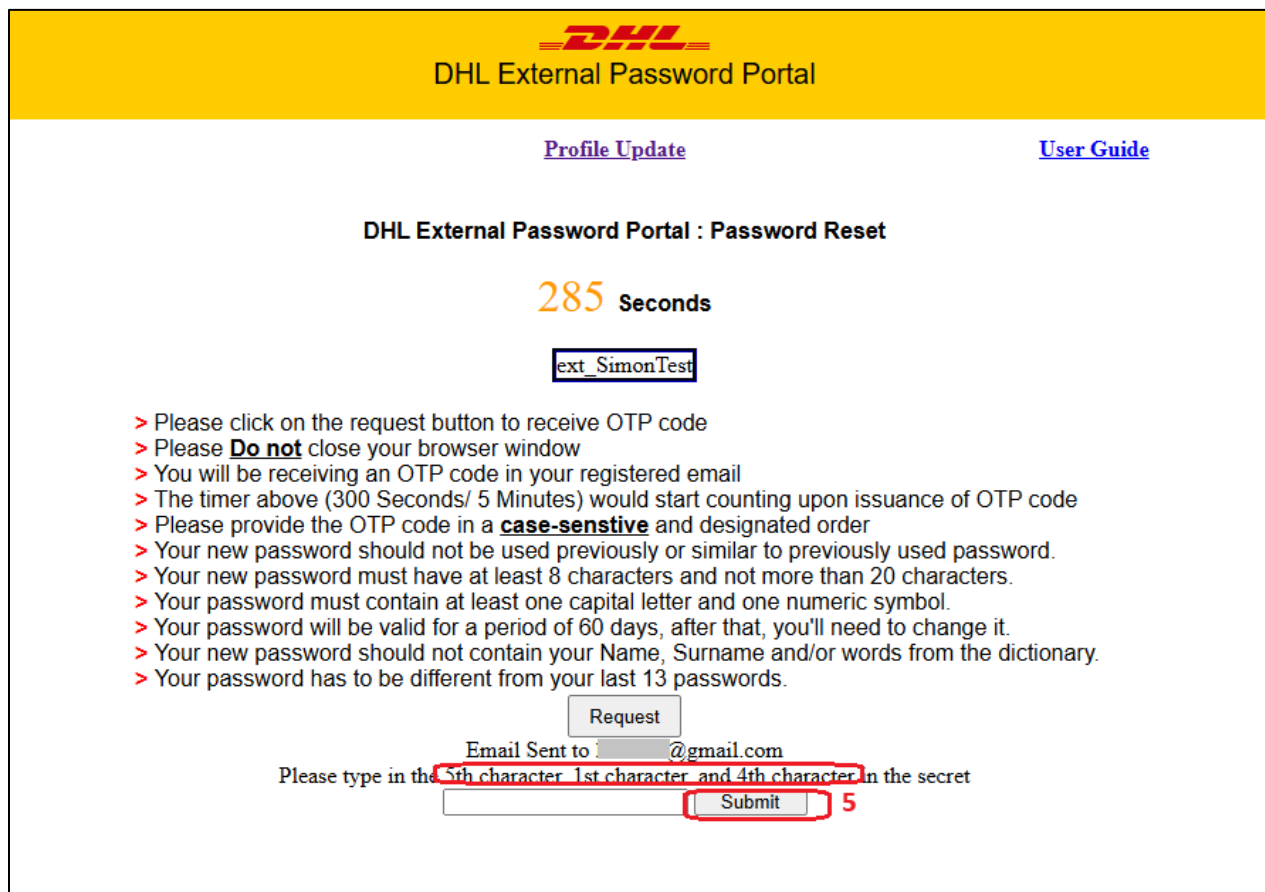
- > Please click on the request button to receive OTP code
- > Please **Do not** close your browser window
- > You will be receiving an OTP code in your registered email
- > The timer above (300 Seconds/ 5 Minutes) would start counting upon issuance of OTP code
- > Please provide the OTP code in a **case-sensitive** and designated order
- > Your new password should not be used previously or similar to previously used password.
- > Your new password must have at least 8 characters and not more than 20 characters.
- > Your password must contain at least one capital letter and one numeric symbol.
- > Your password will be valid for a period of 60 days, after that, you'll need to change it.
- > Your new password should not contain your Name, Surname and/or words from the dictionary.
- > Your password has to be different from your last 13 passwords.

Request 3

4. An email with the security code will be sent to the configured personal email address.



5. User is required to insert the security code in a successful combination as defined on the portal.(e.g. *4 (5th character), 1 (1st character), 4 (4th character)*)



6. Once the OTP is validated, user will be required to key in the new password twice.

Please provide your new DHLexternal account password.

Password :

Confirm Password :

7. User will be then re-directed to the External Password Portal main page upon successful password reset.

The screenshot shows the DHL External Password Portal main page. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "User Guide". In the center, a red oval highlights the message "DHL External Password Portal : Success", with a red number "6" next to it. Below this is a red number "11". At the bottom, there is a button labeled "ext_SimonTest" and a message: "Password has been reset successfully, you will be redirected to the main page."

1.4 Profile Update

1.4.1 Security Questions reset

1. Registered External Password Portal users may click on the “Account Recovery” menu from External Password Portal main page to perform Security Question + Preferred Email resets

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[Profile Update](#) 1 [User Guide](#)

Log In

- > Please enter your username in the input box below
- > First time users are required to go through a mandatory registration process in order to proceed with password reset
- > In case of any issues during password login / password management, please contact your DHL Contact Person to lodge a ticket with DHL ITSC Service Desk

Username : Verify

Example: EXT_XXXX

2. Users are required to provide their DHLEXTTERNAL user ID (e.g. EXT_XXX) on the empty input box upon accessing the portal.

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Profile Update : Security Questions reset

- > Please enter your username in the input box below
- > Only registered External Password Portal Users are able to perform the recovery procedure
- > A verification email with recovery link will be sent to the registered E-Mail address
- > You may reset your Security Questions and Preferred Email (optional)

Username : Proceed for Recovery

Example: EXT_XXXX

3. By providing the Username and clicking on “Proceed for Recovery”, a verification email with recovery link will be sent to the registered E-mail address of that account.


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Profile Update : Security Questions reset

- > Please enter your username in the input box below
- > Only registered External Password Portal Users are able to perform the recovery procedure
- > A verification email with recovery link will be sent to the registered E-Mail address
- > You may reset your Security Questions and Preferred Email (optional)

Username :
Example: EXT_XXXX

Recovery email sent to lfk*****@gmail.com

Sample E-Mail communication:

EXTPWD: Recover your account Inbox x

EXTPWD.Mailer@dhl.com ✓

to me ▾

Dear User,

We received a request to reset your DHL External Password Portal security configuration for [ext_SimonTest]

You are required to click the button as shown below to initiate the security reset process

VERIFY REQUEST

This request is valid for [10] minutes upon your submission.

Thank you,

External Password Portal Team

4. The recovery link embedded within the E-Mail is valid for 10 Minutes. And during this time period users are not allowed to request for a new recovery link through the portal

The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text 'DHL External Password Portal'. Below the header are two links: 'Profile Update' and 'User Guide'. The main content area is titled 'Profile Update : Security Questions reset'. It contains a list of instructions: '> Please enter your username in the input box below', '> Only registered External Password Portal Users are able to perform the recovery procedure', '> A verification email with recovery link will be sent to the registered E-Mail address', and '> You may reset your Security Questions and Preferred Email (optional)'. Below the instructions is a form with a 'Username' label, an input field containing 'ext_SimonTest', and a 'Proceed for Recovery' button. An example 'Example: EXT_XXXX' is shown below the input field. At the bottom, a red error message states: 'You had previously requested for account recovery. Please retry after 10 minutes'.

5. Successful validated users will be directed to go through reconfiguration of their preferred security questions and personal email address

The screenshot shows the DHL External Password Portal interface for account registration. It features the same yellow header with the DHL logo and 'DHL External Password Portal' text. Below the header are links for 'Profile Update' and 'User Guide'. The main content area is titled 'DHL External Password Portal : Account Registration'. It shows a form with an input field containing 'ext_SimonTest'. Below this is a dropdown menu with the text 'What was the first concert you ever attended?'. There is an empty input field below the dropdown, and a 'Next' button at the bottom of the form.

6. Users will be given the opportunity to update their preferred email contact address or re-use the same email address which is pre-populated in the input box

The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "User Guide". The main heading is "DHL External Password Portal : Account Registration". A text box contains the identifier "ext_SimonTest". Below this is a large input field with the placeholder text "Please provide your personal email address". Inside this field, a smaller input box contains "gmail.com". At the bottom of the input field are two buttons: "Next" and "Previous".

7. Upon completion of the recovery process. Users will be re-directed to the main page

The screenshot shows the DHL External Password Portal interface after successful registration. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "User Guide". The main heading is "DHL External Password Portal : Success". In the center, the number "14" is displayed in a large red font. Below this is a text box containing the identifier "ext_SimonTest". At the bottom, the text reads "Account successfully registered, you will be redirected to the main page".

Disclaimer

1. All DHLEXTERNAL account passwords are only valid for a period of **60 days**, after which the external users are advised to reset/change it through the External Password Portal.
2. All DHLEXTERNAL account passwords are required to comply against the complexity requirements per below:
 - a. Consist of 8 characters or more
 - b. Passwords may not consist of account name
 - c. Passwords contain characters from the three (3) of the following categories
 - i. Uppercase letters of European language (A through Z, with diacritic marks, Greek and Cyrillic characters)
 - ii. Lowercase letters of European language (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
 - iii. Base 10 digits (0 through 9)
 - iv. Non-alphanumeric characters (special characters): (~!@#%&^* - +=\()\}{}|:;'"<>.,?/)
3. All DHLEXTERNAL account password reset information is not stored in any manner within the External Password Portal.
4. Every One-Time PIN (OTP) security token has a lifetime of **5 minutes** upon issuance. Failure to submit OTP within its timeframe would cause the user session invalid.
5. Users of External Password Portal are required to provide a **unique and valid** personal email address for OTP verification purposes. Group / distribution emails are **NOT** encouraged to be used as it poses a security threat.
6. **ONLY** registered Users of External Password Portal are able to carry out Password Resets and Account Recovery through the portal
7. Users with DHLEXTERNAL account that has expired password are required to approach their DHL contact person to obtain a fresh password for registration towards the External Password Portal
8. Users with DHLEXTERNAL account that has disabled are required to approach their DHL contact person to re-enable their accounts and obtain a fresh password for registration towards the External Password Portal.
9. Users of External Password Portal that have failed to validate their credentials in the below manner are restricted of access and will be recorded:
 - a. Inability to provide password for first-time registration
 - b. Inability to provide accurate answer for any defined Security Questions
 - c. Inability to provide accurate OTP code within the defined 5 minutes timeframe
10. Multiple failed attempts of any account on executing any of the above task (9.a.-9.c.) would result in a temporary lockout.