# 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. <u>First time users</u> 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

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Username : [          ]  [ Verify ]
Example: EXT_XXXX

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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.



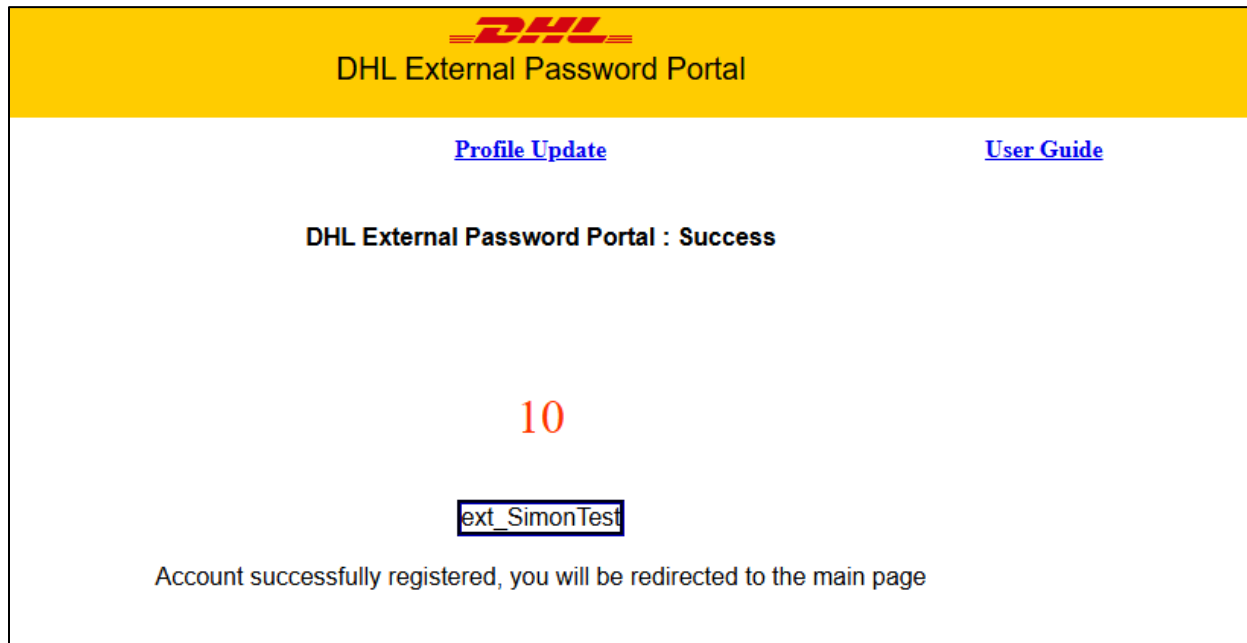3. Once the account credentials have been verified, user would have to define 3 security questions and answers.

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



5. *Only one personal email address per DHLexternal account is allowed during registration. Multiple affiliations to a single DHLexternal account is not supported*
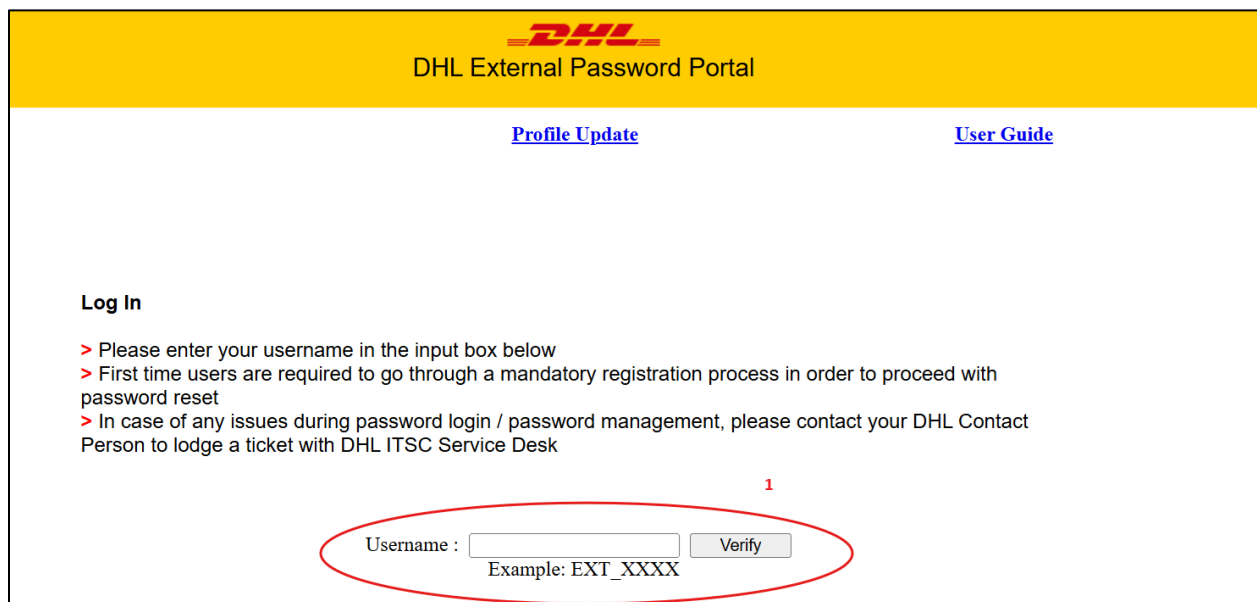
6. User will be re-directed to the External Password Portal main page upon successful registration.



## 1.3 Reset / Change Password

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

2. Users are required to answer the defined Security Questions



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

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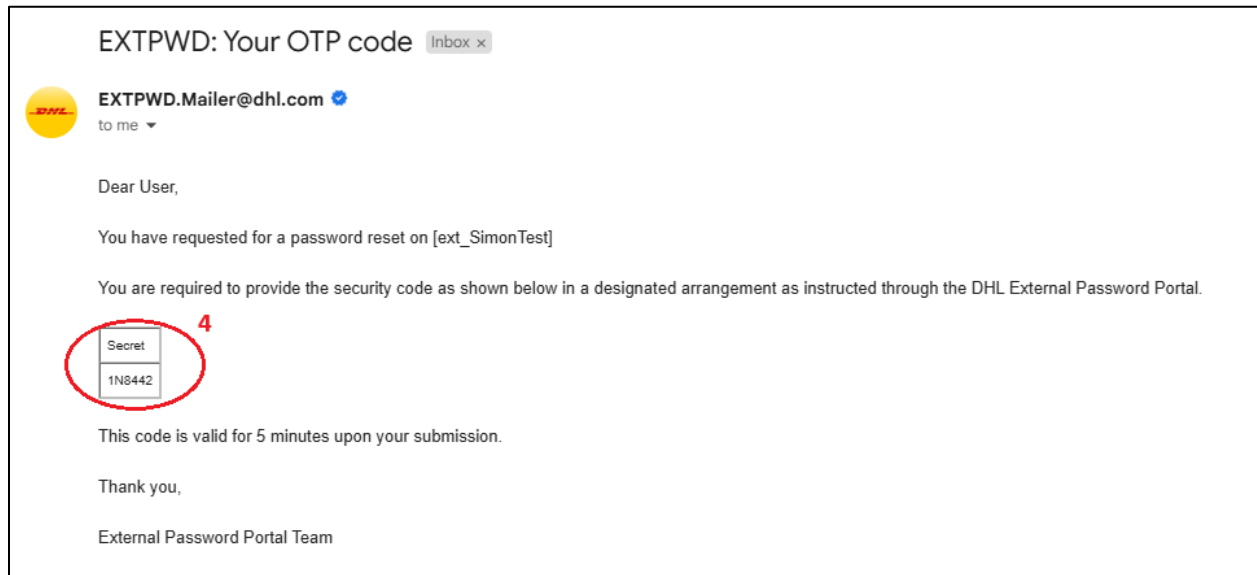


5. User is required to insert the security code in a successful combination as defined on the portal.(*e.g. 4 (5th character), 1 (1st character), 4 (4th character)*)
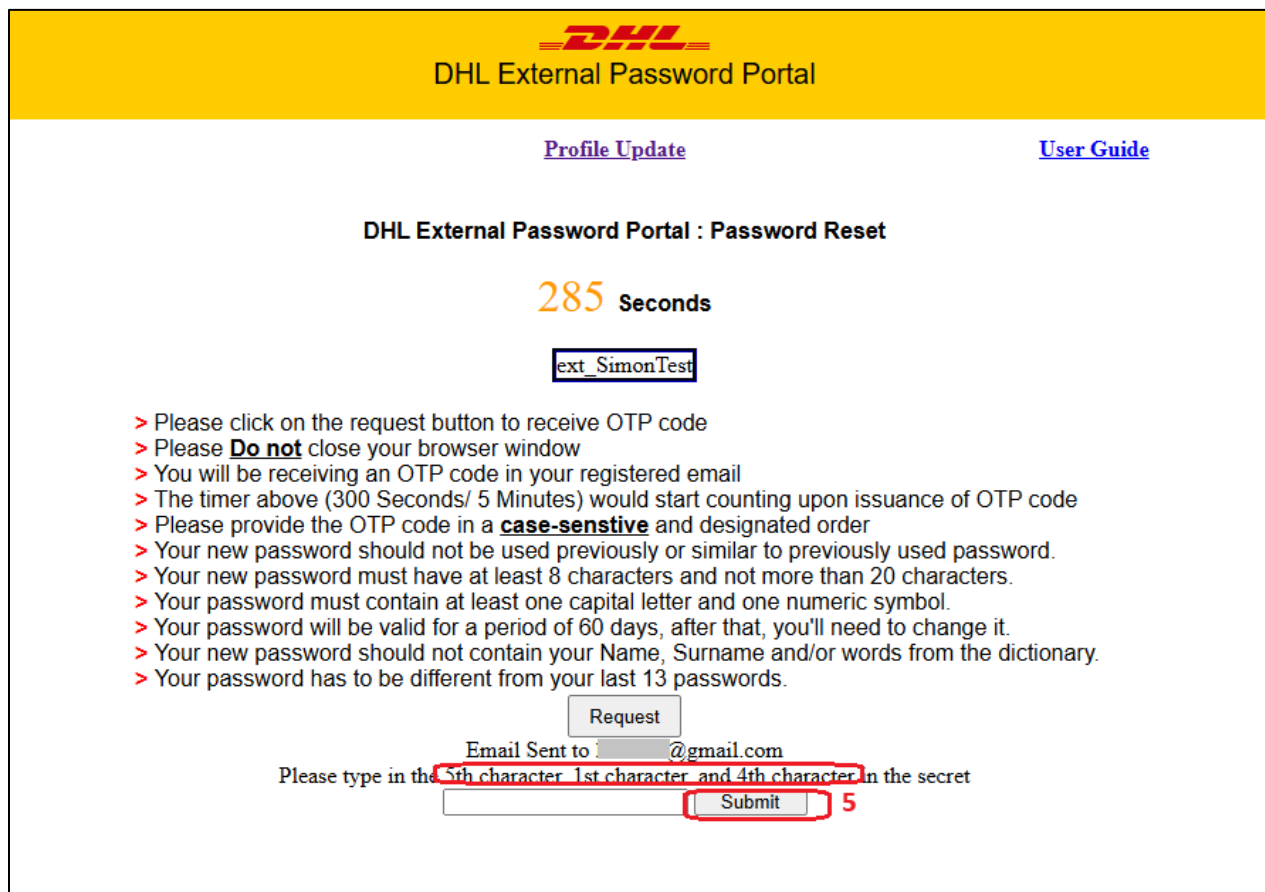
6. Once the OTP is validated, user will be required to key in the new password twice.

Please provide your new DHLexternal account password.
Password :
Confirm Password :

Password Reset

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

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DHL External Password Portal : Success

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ext_SimonTest

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



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

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.



Sample E-Mail communication:

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

**DHL External Password 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 : ext_SimonTest      Proceed for Recovery
Example: EXT_XXXX

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

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**DHL External Password Portal : Account Registration**

ext_SimonTest

What was the first concert you ever attended?

Next

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



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