

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](#) [eShare 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 : 1
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 links: "Profile Update" and "eShare Guide". The main content area is titled "DHL External Password Portal : Account Registration" and contains a text box with the LDAP string: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". Below this is a "Log In" form with a "Username:" field containing "ext_dhltest5" and a "Password:" field. A "Log In" button is at the bottom right of the form. A red box highlights the login form, and a red number "2" is placed to its right.

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

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 "eShare Guide". The main content area is titled "DHL External Password Portal : Account Registration" and contains a text box with the LDAP string: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". Below this is a security question form with a dropdown menu containing the text "What was the first concert you ever attended?". Below the dropdown is a text input field and a "Next" button. A red box highlights the security question form, and a red number "3" is placed to its right.

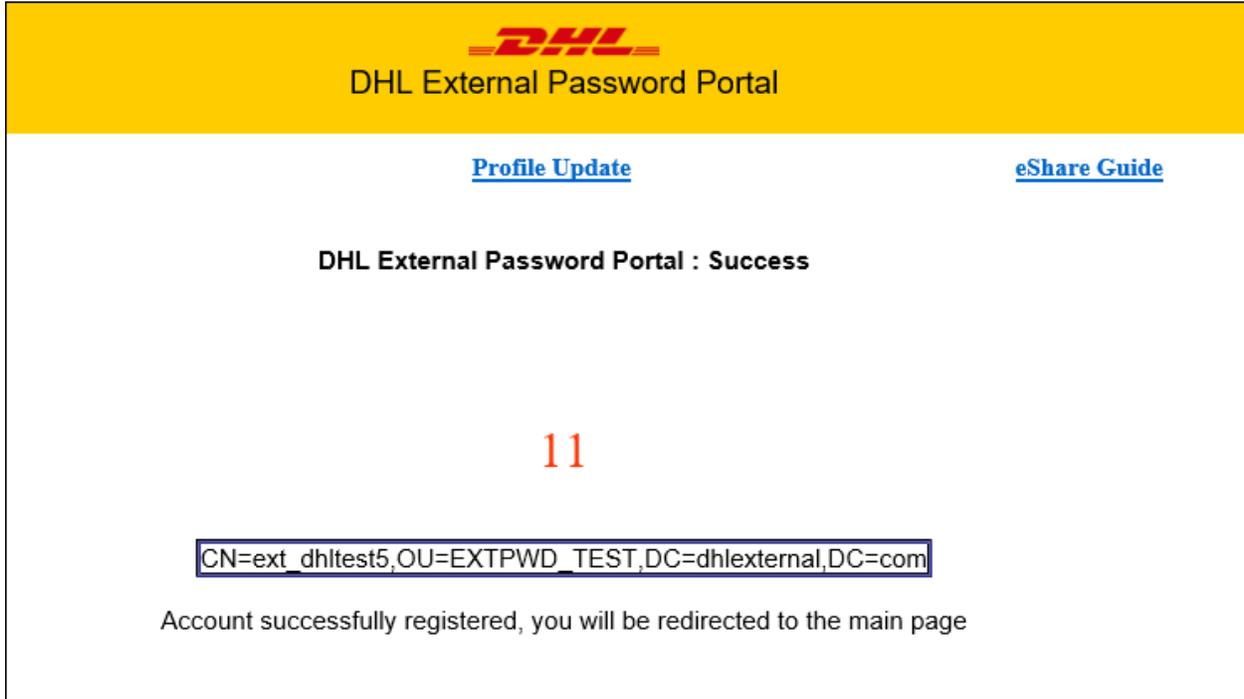
4. After the Security Questions have been defined, user would be required to provide his/her personal email address.

The screenshot shows the DHL External Password Portal registration page. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there are two links: "Profile Update" and "eShare Guide". The main heading is "DHL External Password Portal : Account Registration". Below this, there is a text box containing the LDAP entry: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". The main form area is a large rectangle with a red border. Inside, there is a text prompt "Please provide your personal email address" with a small red "4" to its right. Below the prompt is an empty text input field. At the bottom of the form area 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 registration page. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there are two links: "Profile Update" and "eShare Guide". The main heading is "DHL External Password Portal : Account Registration". Below this, there is a text box containing the LDAP entry: "CN=test111,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". The main form area is a large rectangle with a red border. Inside, there is a text prompt "Please provide your personal email address" with a small red "5" to its right. Below the prompt is a text input field containing "[redacted]@hotmail.com". Below the input field, there is a red error message: "Email has been used!". At the bottom of the form area are two buttons: "Next" and "Previous".

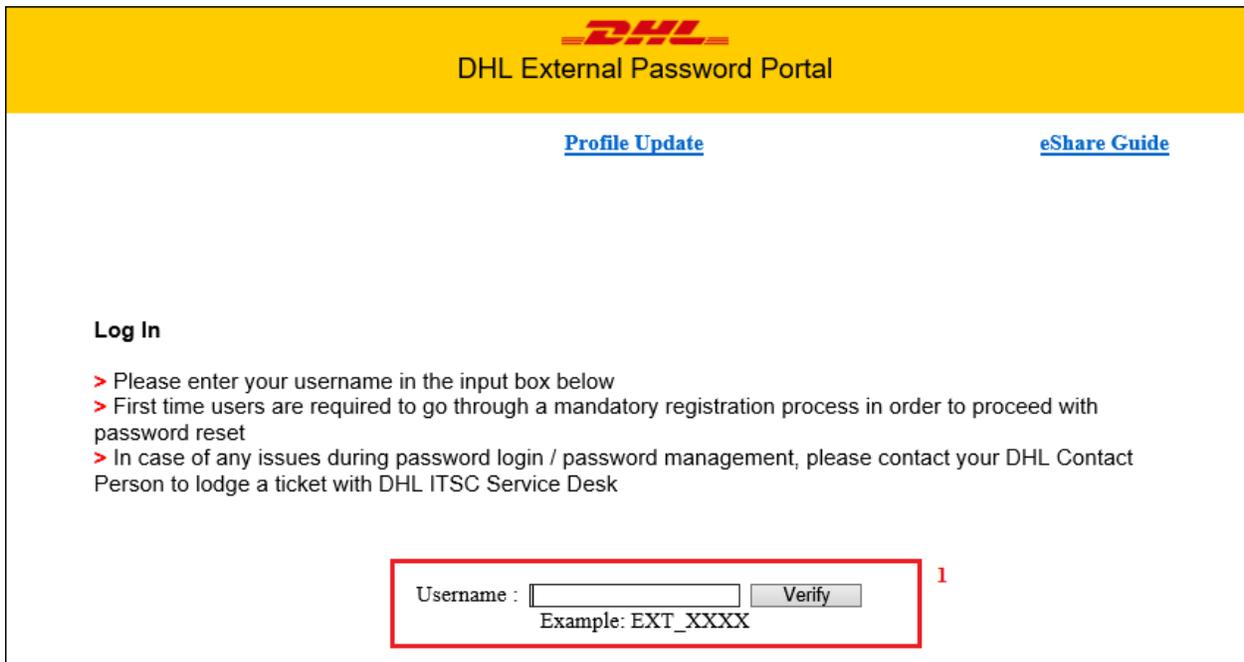
6. User will be re-directed to the External Password Portal main page upon successful registration.



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 links: "Profile Update" and "eShare Guide". The main content area displays "DHL External Password Portal : Success" in bold. In the center, the number "11" is shown in a large red font. Below this, a blue-bordered box contains the LDAP entry: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". 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 "DHL External Password Portal". Below the header are links for "Profile Update" and "eShare Guide". The "Log In" section includes instructions: "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". At the bottom, a red-bordered box highlights the login form, which consists of a "Username:" label, an input field, and a "Verify" button. Below the input field, the text "Example: EXT_XXXX" is provided. A red number "1" is placed to the right of the input field.

2. Users are required to answer the defined Security Questions

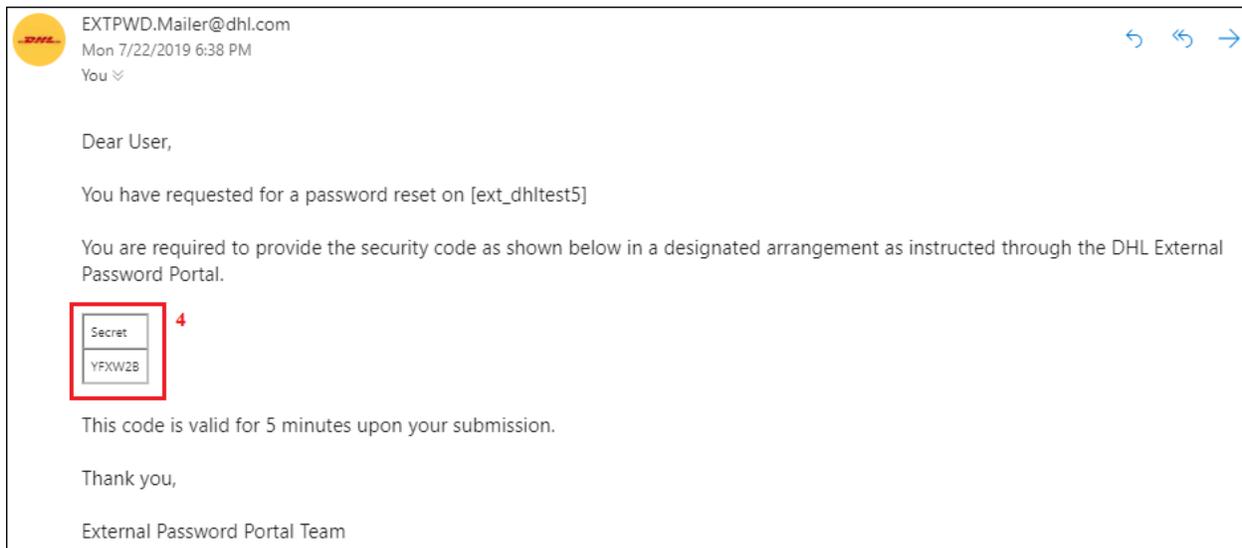
The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "eShare Guide". The main heading is "DHL External Password Portal : Security Verification". Below this is a blue-bordered box containing the text "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". The central part of the page is a white box with a red border containing the question "What was the first concert you ever attended?" followed by a text input field and a "Next" button. A red box highlights the question and input field, with a red "2" to its right.

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

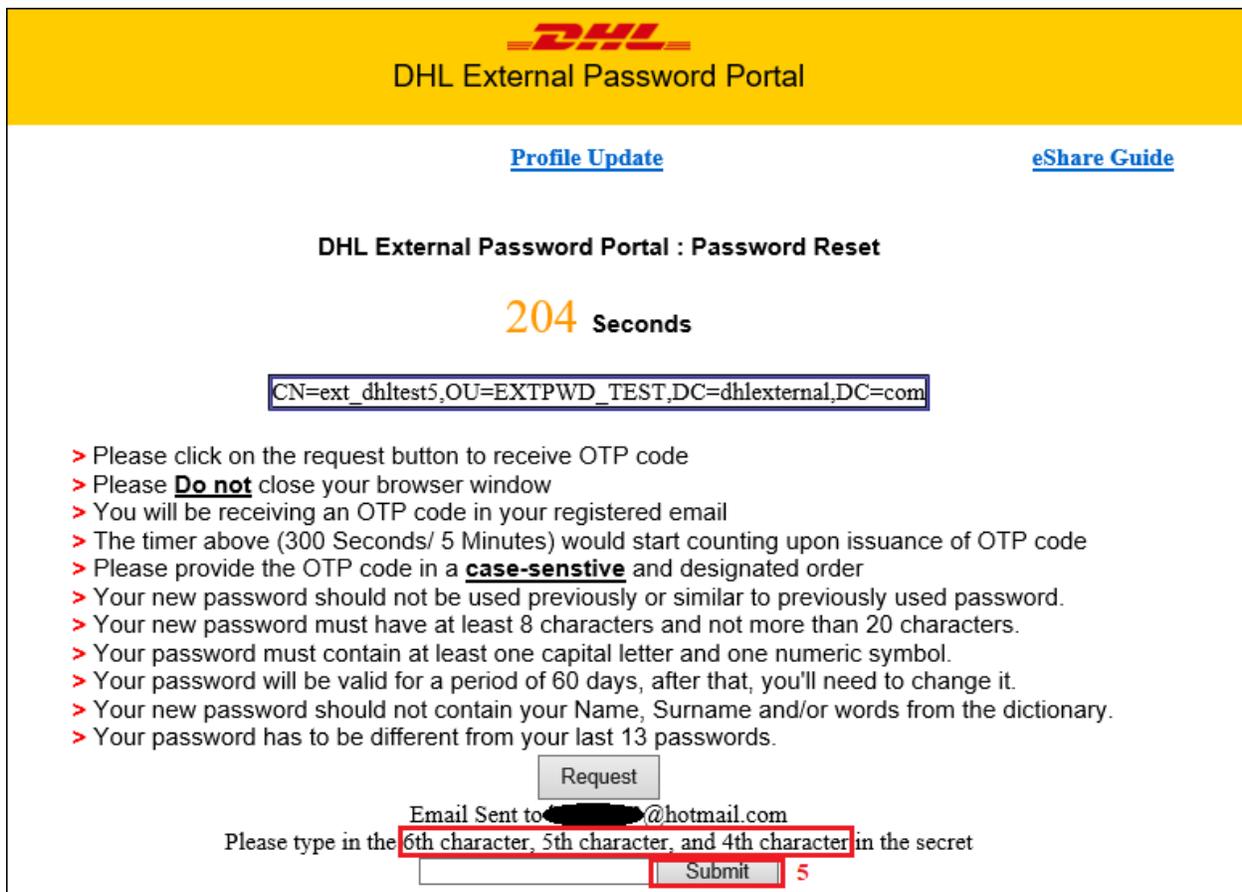
The screenshot shows the DHL External Password Portal interface for password reset. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "eShare Guide". The main heading is "DHL External Password Portal : Password Reset". Below this is a large orange "300 Seconds" timer. Below the timer is a blue-bordered box containing the text "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". Below this is a list of instructions for requesting an OTP code. At the bottom is a "Request" button. A red box highlights the "Request" button, with a red "3" to its right.

- > 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.

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. B (6th character), 2 (5th character), W (4th character))



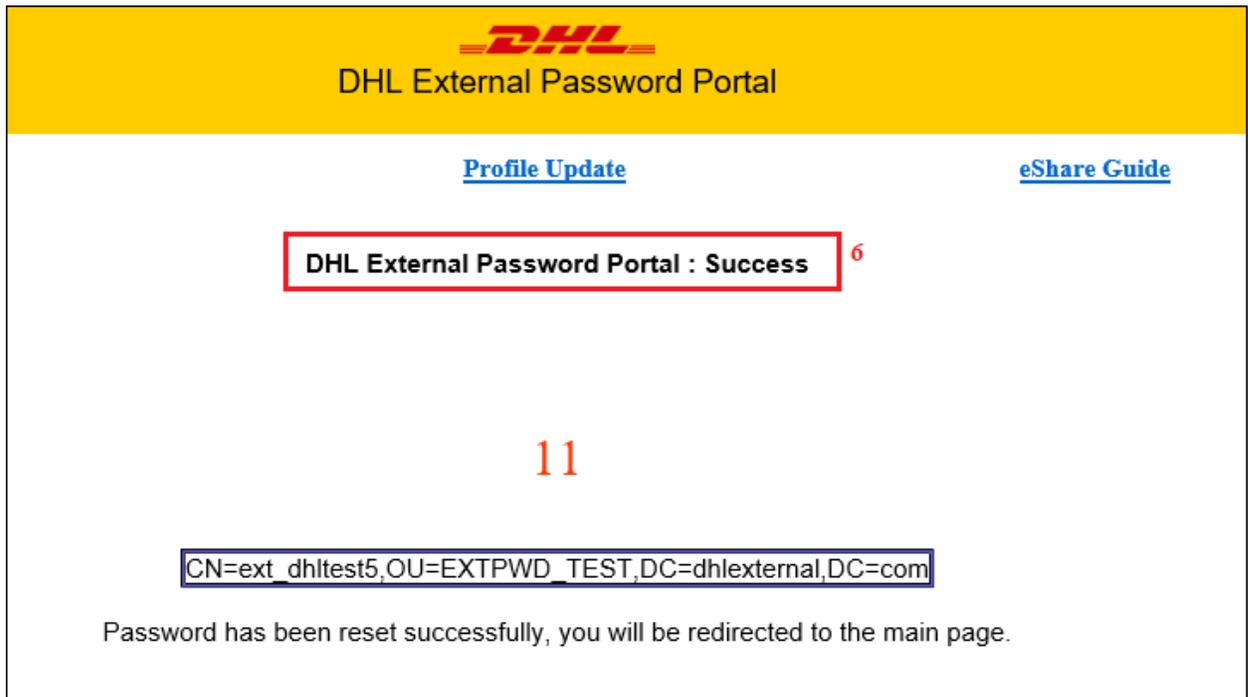
6. Once the OTP is validated, user will be required to key in the new password twice.

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.

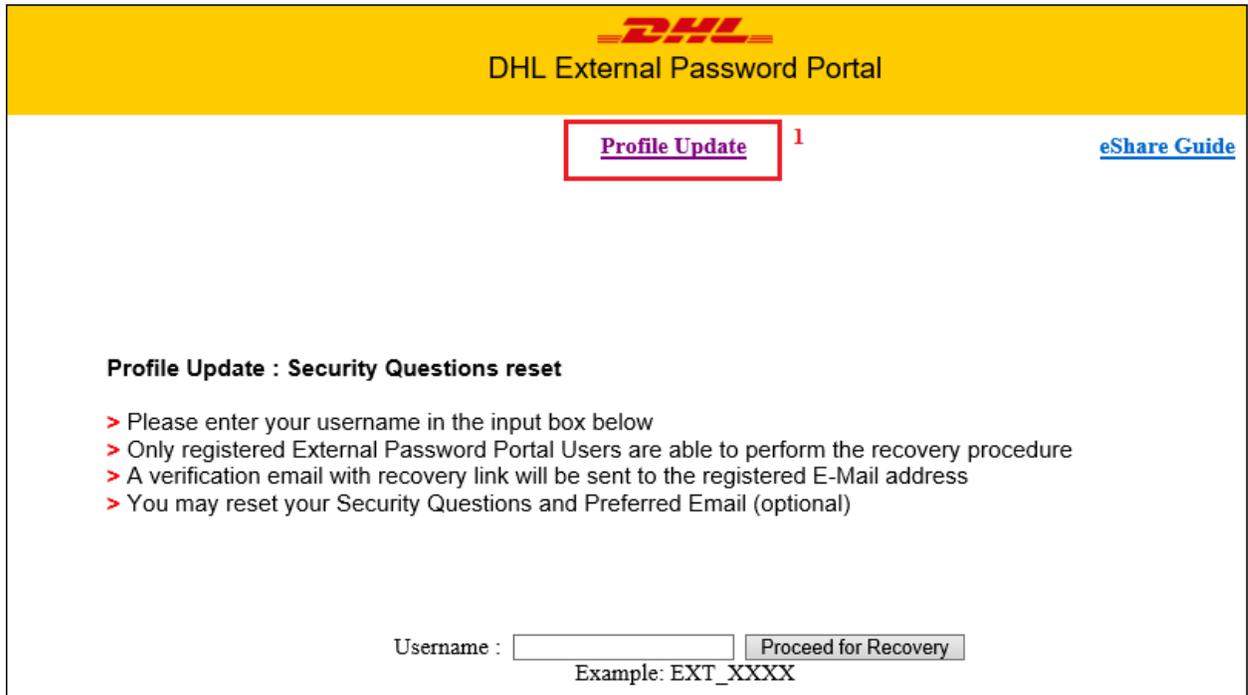


The screenshot displays the DHL External Password Portal interface. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there are two links: "Profile Update" and "eShare Guide". A red-bordered box highlights the message "DHL External Password Portal : Success" with a small red '6' to its right. In the center of the page, the number "11" is displayed in red. Below this, a blue-bordered box contains the LDAP entry "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". At the bottom, a message states "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

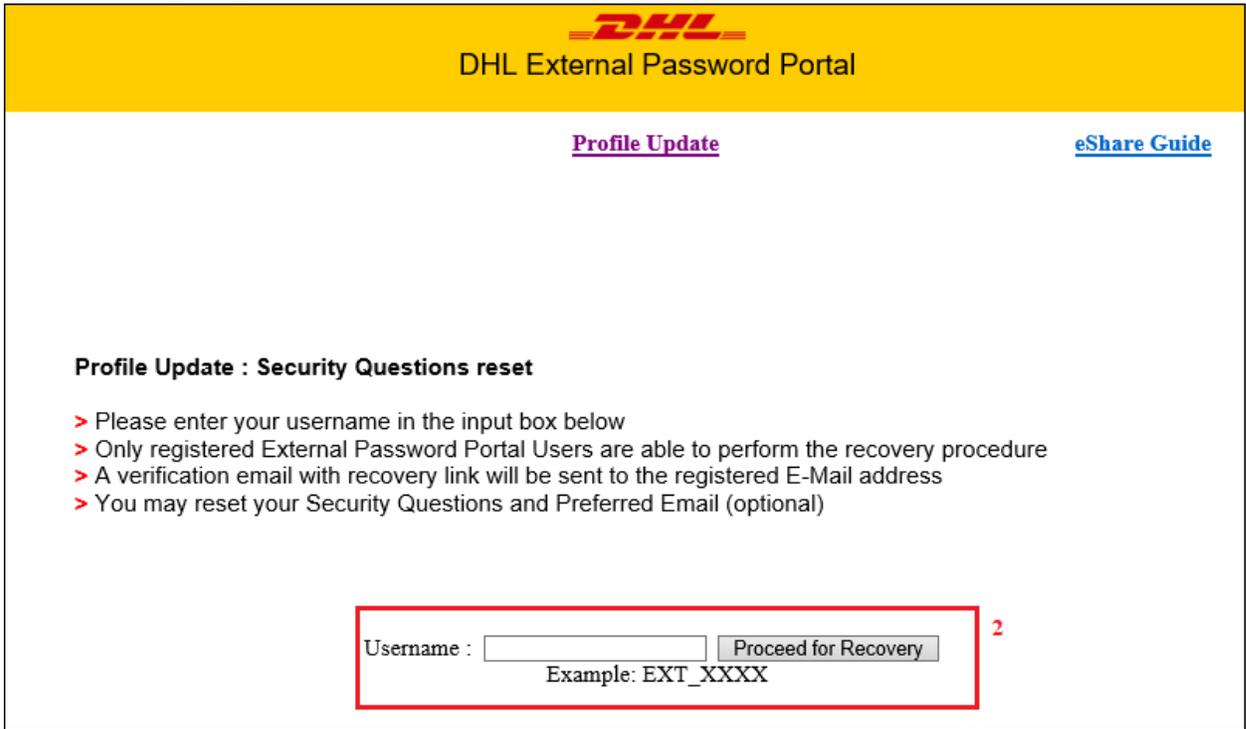


The screenshot shows the DHL External Password Portal interface. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there is a navigation menu with a button labeled "Profile Update" (highlighted with a red box and a red '1') and a link labeled "eShare Guide". The main content area is titled "Profile Update : Security Questions reset" and 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
- > You may reset your Security Questions and Preferred Email (optional)

At the bottom, there is a form with a "Username :" label, an input field, and a "Proceed for Recovery" button. Below the input field, there is an example: "Example: EXT_XXXX".

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



The screenshot shows the DHL External Password Portal interface. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there are two links: "Profile Update" (underlined) and "eShare Guide" (underlined). The main content area is titled "Profile Update : Security Questions reset". Below this title, there are four bullet points with red arrowheads:

- > 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)

At the bottom of the form, there is a red-bordered box containing the following elements:

- The text "Username :" followed by an empty input box.
- A button labeled "Proceed for Recovery".
- The text "Example: EXT_XXXX" centered below the input box.

A red number "2" is positioned to the right of the red-bordered box.

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](#) [eShare Guide](#)

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 huil*****@hotmail.com 3

Sample E-Mail communication:

EXTPWD.Mailer@dhl.com
Mon 7/22/2019 6:53 PM
You ▾

Dear User,

We received a request to reset your DHL External Password Portal security configuration for [ext_dhltest5]

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

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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

You had previously requested for account recovery. Please retry after 8 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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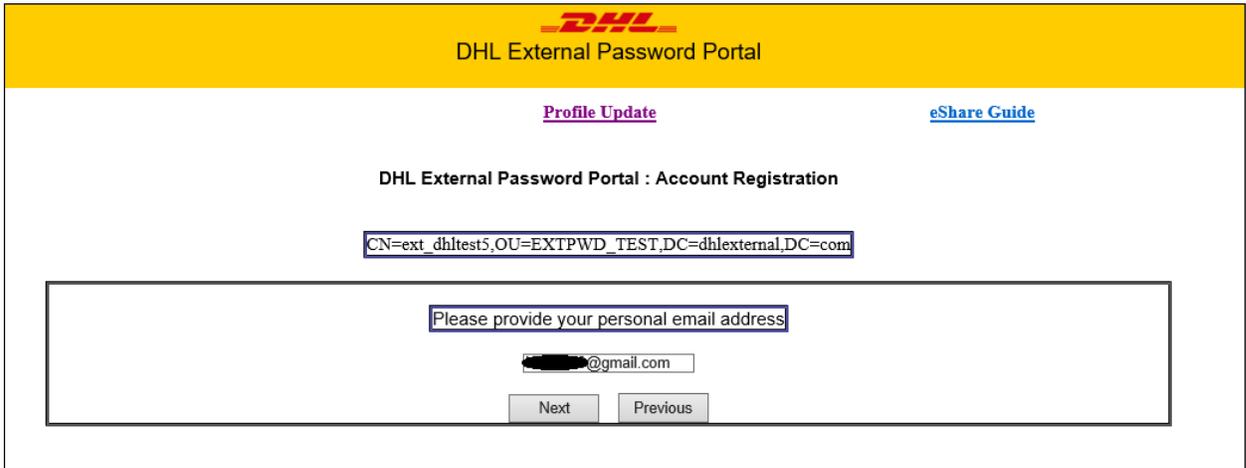
[Profile Update](#) [eShare Guide](#)

DHL External Password Portal : Security Verification

CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com

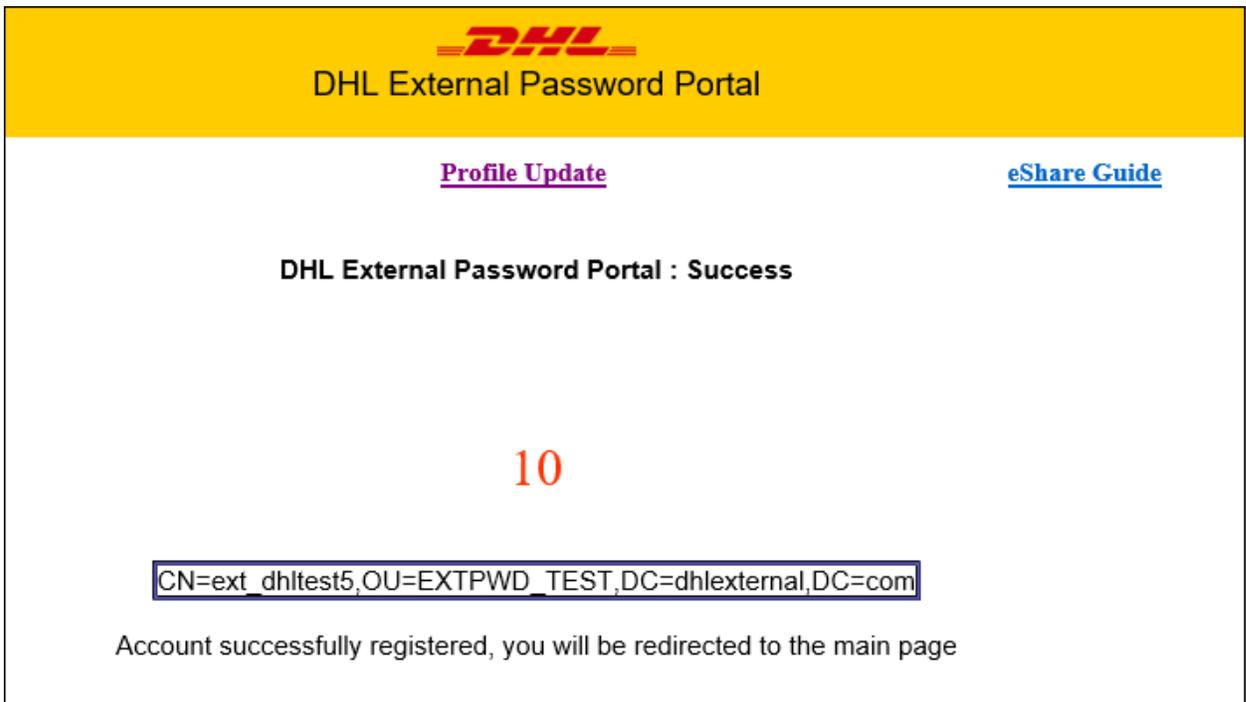
What was the first concert you ever attended?

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" (underlined in purple) and "eShare Guide" (underlined in blue). The main heading is "DHL External Password Portal : Account Registration". Below this is a text box containing the LDAP entry: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". A large white box contains the instruction "Please provide your personal email address" above an input field with a pre-filled email address ending in "@gmail.com". At the bottom of this box are "Next" and "Previous" buttons.

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. It features the same yellow header with the DHL logo and "DHL External Password Portal" text. The links "Profile Update" and "eShare Guide" are present. The main heading is "DHL External Password Portal : Success". In the center, the number "10" is displayed in a large red font. Below this is a text box containing the LDAP entry: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". At the bottom, a message states: "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.