

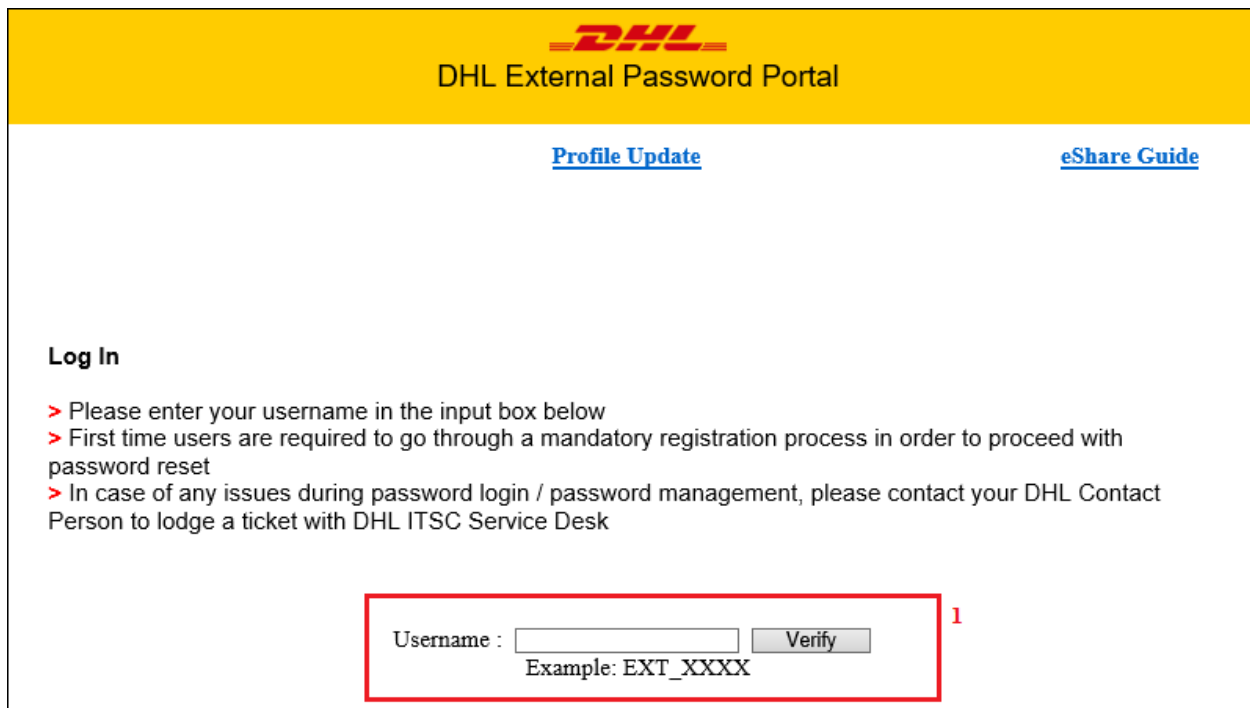
1. External Password Portal

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.



DHL
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 heading is "DHL External Password Portal : Account Registration". Below this is a text box containing the LDAP string: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". The central part of the page is a "Log In" form, which is highlighted with a red box and a red number "2". The form has a title bar "Log In" and two input fields: "Username:" with the value "ext_dhltest5" and "Password:". A "Log In" button is at the bottom right of the form.

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 heading is "DHL External Password Portal : Account Registration". Below this is a text box containing the LDAP string: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". The central part of the page is a security question form, which is highlighted with a red box and a red number "3". The form has a title bar "What was the first concert you ever attended?" and a dropdown menu. Below the dropdown is a text input field and a "Next" button.

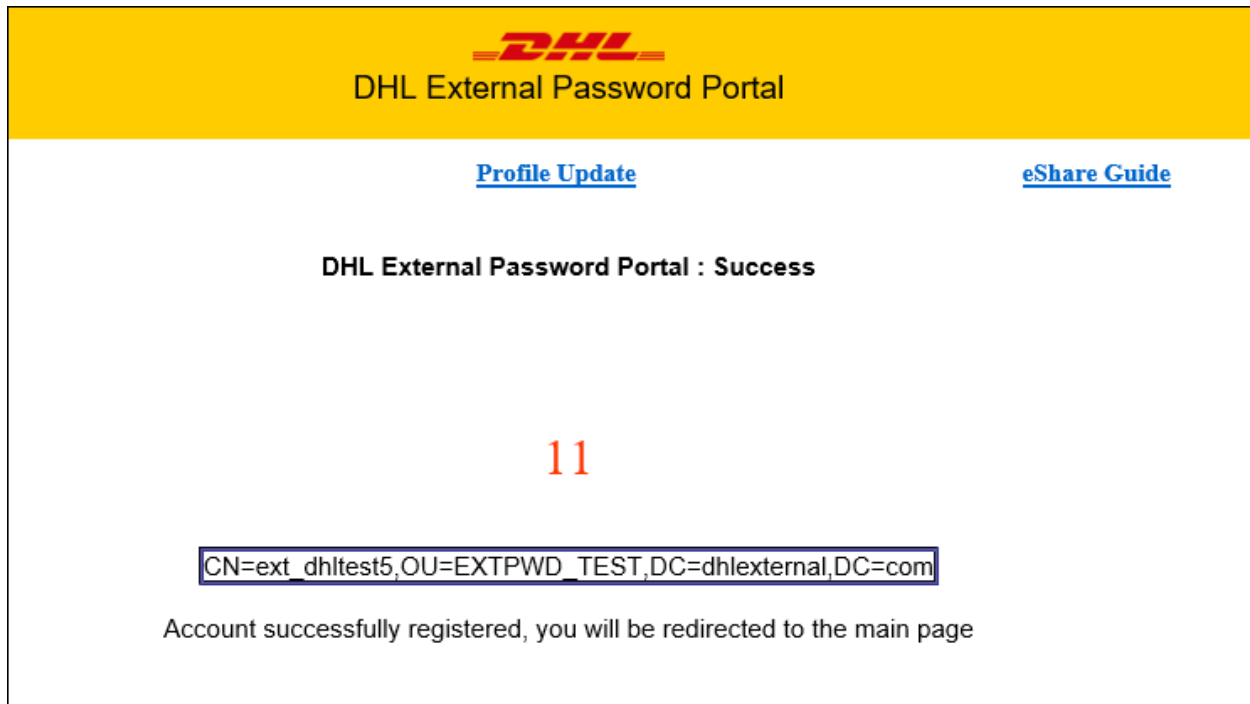
4. After the Security Questions have been defined, user would be required to provide his/her personal email address.

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 "eShare Guide". 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". The registration form is enclosed in a large box. Inside, there is a prompt "Please provide your personal email address" followed by a text input field. A red box highlights the prompt and the input field, with a red number "4" to its right. Below the 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

This screenshot shows the same DHL External Password Portal interface as the previous one, but with an error. The LDAP entry in the text box is "CN=test111,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". In the registration form, the prompt "Please provide your personal email address" is followed by an input field containing "@hotmail.com". A red box highlights the prompt and the input field, with a red number "5" to its right. Below the input field, the text "Email has been used !" is displayed in red. The "Next" and "Previous" buttons are still present at the bottom of the form.

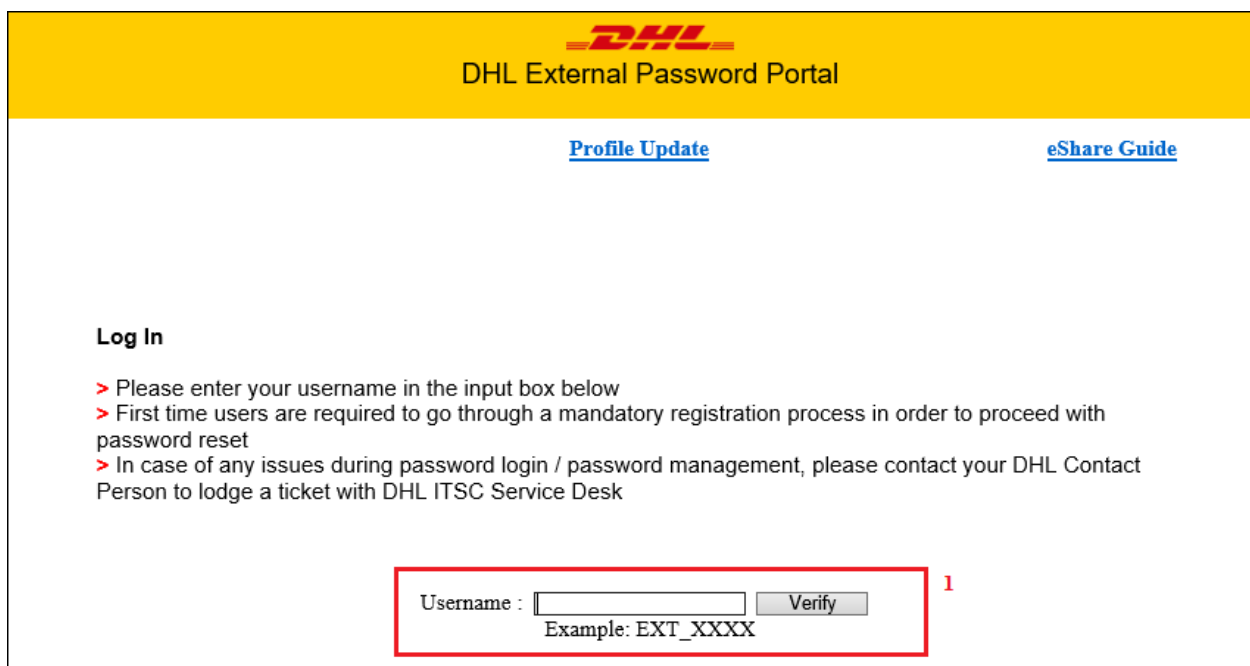
6. User will be re-directed to the External Password Portal main page upon successful registration.



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, there are two links: "Profile Update" and "eShare Guide". The main content area displays "DHL External Password Portal : Success" in bold. Below this, the number "11" is shown in red. A text 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 DHLETERNAL 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. At the top 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 content area has a "Log In" section. It includes 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, there is a red-bordered box containing a "Username :" label, an input field, a "Verify" button, and the text "Example: EXT_XXXX". A red number "1" is placed to the right of the input field.

2. Users are required to answer the defined Security Questions

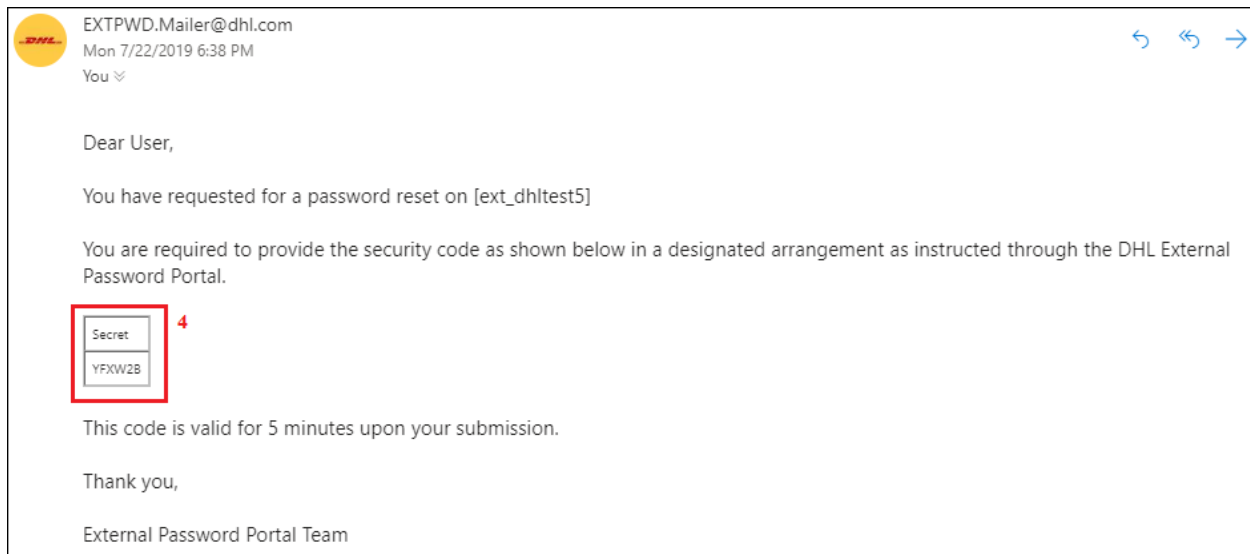
The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "eShare Guide". The main heading is "DHL External Password Portal : Security Verification".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

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 the Password Reset step. It has the same yellow header and links as the previous page. The main heading is "DHL External Password Portal : Password Reset" with a red "3" next to it. Below the heading is a large orange "300" followed by "Seconds". Below this is a text box with the same LDAP string: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". A list of instructions follows, starting with a red ">" symbol. At the bottom, there is a "Request" button with a red "3" next to it.

- > 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))

The screenshot shows the DHL External Password Portal interface. At the top is the DHL logo and the text "DHL External Password Portal". Below this are links for "Profile Update" and "eShare Guide". The main heading is "DHL External Password Portal : Password Reset". A large orange timer shows "204 Seconds". Below the timer is a text box containing the LDAP entry: "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". A list of instructions follows, including: "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." Below the instructions is a "Request" button. Underneath, it says "Email Sent to [redacted]@hotmail.com". A prompt asks the user to "Please type in the 6th character, 5th character, and 4th character in the secret". There is an input field with a red box around it, and a "Submit" button with a red number "5" next to it.


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.


DHL External Password Portal

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

DHL External Password Portal : Success

6

11


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

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


DHL External Password Portal


[Profile Update](#) ¹[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

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


DHL External Password Portal

[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

2

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.


DHL External Password Portal

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

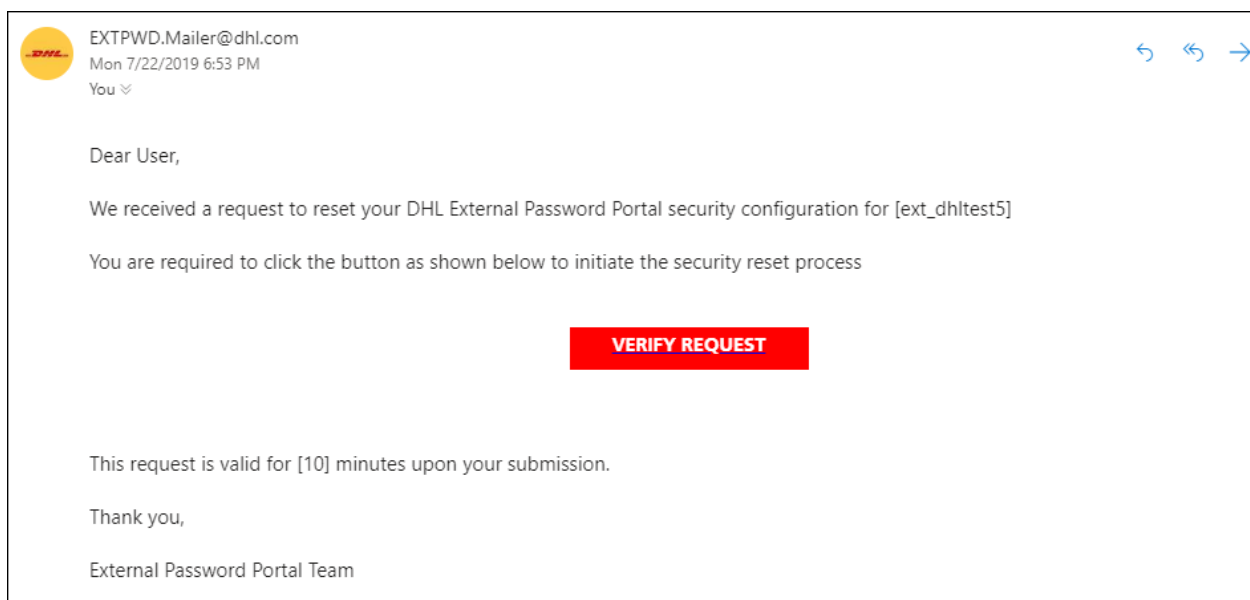
Profile Update : Security Questions reset

- > 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:



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

[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 :

Proceed for Recovery

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


DHL External Password Portal

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

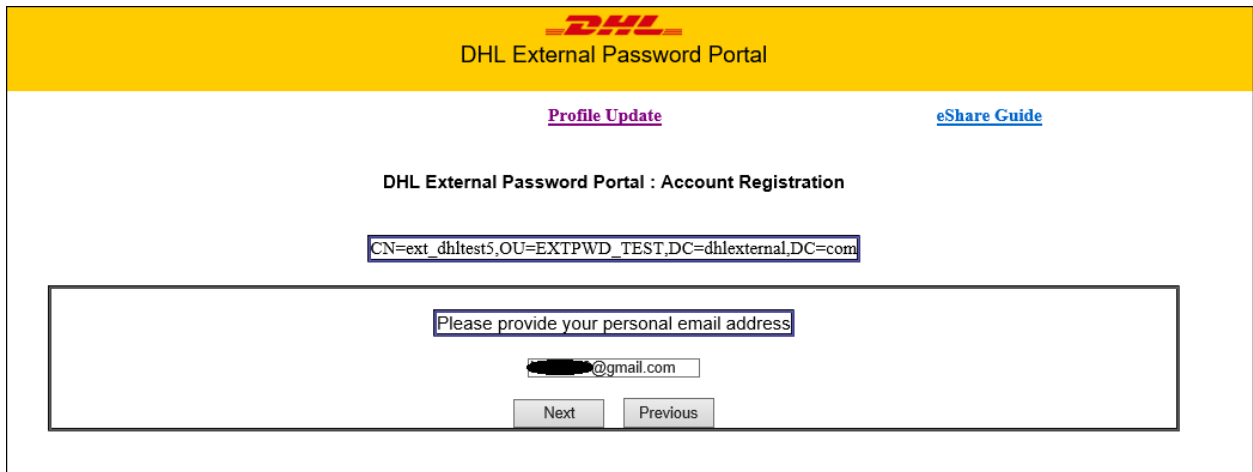
DHL External Password Portal : Security Verification

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

What was the first concert you ever attended?

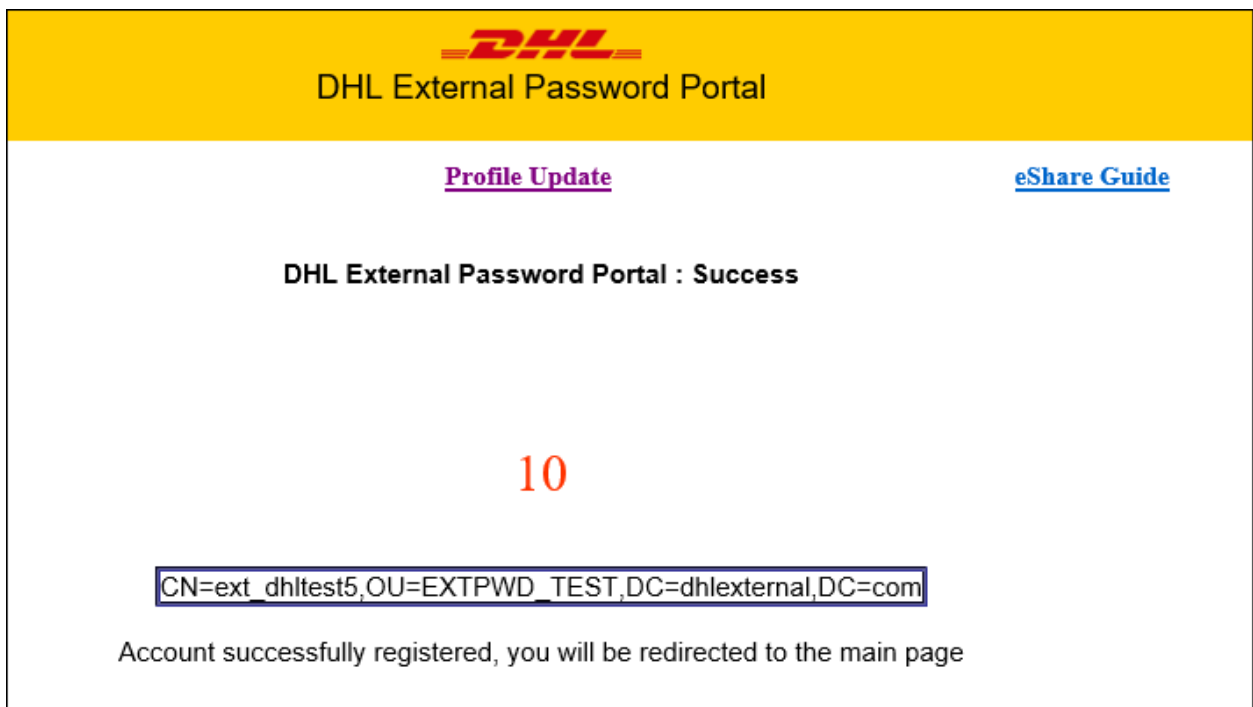
Next

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



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, 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 string "CN=ext_dhltest5,OU=EXTPWD_TEST,DC=dhlexternal,DC=com". A large input box is present with the placeholder text "Please provide your personal email address". Inside this box, the email address "██████████@gmail.com" is pre-filled. At the bottom of the input box 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, there are two links: "Profile Update" and "eShare Guide". The main heading is "DHL External Password Portal : Success". In the center of the page is a large red number "10". Below this, there is a text box containing the LDAP string "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 logout.