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## eShare End User Guide for External Users

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Date Updated	23/07/2019

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## Document Reviewed By

Revision	Department/Function	Reviewer Name(s)
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## 1. Purpose and Scope

This is eShare end user guide for the use of eShare, the DHL externally facing SharePoint collaboration platform.

The scope of this document is limited to documenting how eShare end users, particularly to external to the DHL environment, should access eShare. This document does not provide training on the use or administration of SharePoint features.

The intended audiences for this document are the external users of DHL who will be configured to access eShare, as well as the internal DHL users of eShare.

### 1.1 Overview

For purpose of this guide, there are two types of users:

1. External users: who do not have a DHL account,
2. Internal users: who have a DHL Active Directory account;

Permissions for external DHL users are specifically granted by DHL site owners only. EShare is the enterprise installation of SharePoint at DHL designed for external access.

In order to access eShare, external users will go through a security device to authenticate, and then be connected with the eShare Main Page. From the Main Page, users will navigate to the appropriate site.

### 1.2 Important Security Information

The eShare computer system, including all equipment and networks, is provided only for authorized users related to services provided by DHL. DHL reserves the right to monitor all usage of the computer system. Your use of this system shall be deemed to constitute (a) your irrevocable consent to DHL monitoring the system and all data contained in or accessed through it, and (b) your acknowledgement that unauthorized use may give rise to administrative, criminal, civil, or other action being taken against you.

## 2.Function Limitations & Considerations

The configuration of eShare has certain considerations which must be addressed when using the platform. Below are the points which have functional limitations for the eshare external user.

1. eShare site owner / admin or DHL contact person has to share the eShare link with the external user.
2. External user cannot open the document directly like internal DHL user.
3. External user can open and edit the files through office web apps. To do so, DHL contact person has to raise a ticket via [Request IT portal](#) or call Service Desk to create a ticket to Global iShare team with the following information provided in the ticket.

Please add the list of external users account to the group “DDLiShare-Office2013”.

NOTE: This action will take between 24 to 36 hours for the changes to take effect before they can open and edit Office files through Office Web Apps.

### **Use of NT AUTHORITY\Authenticated user account**

The use of this account is prohibited to ensure no data leakage to unauthorized personnel on the system.

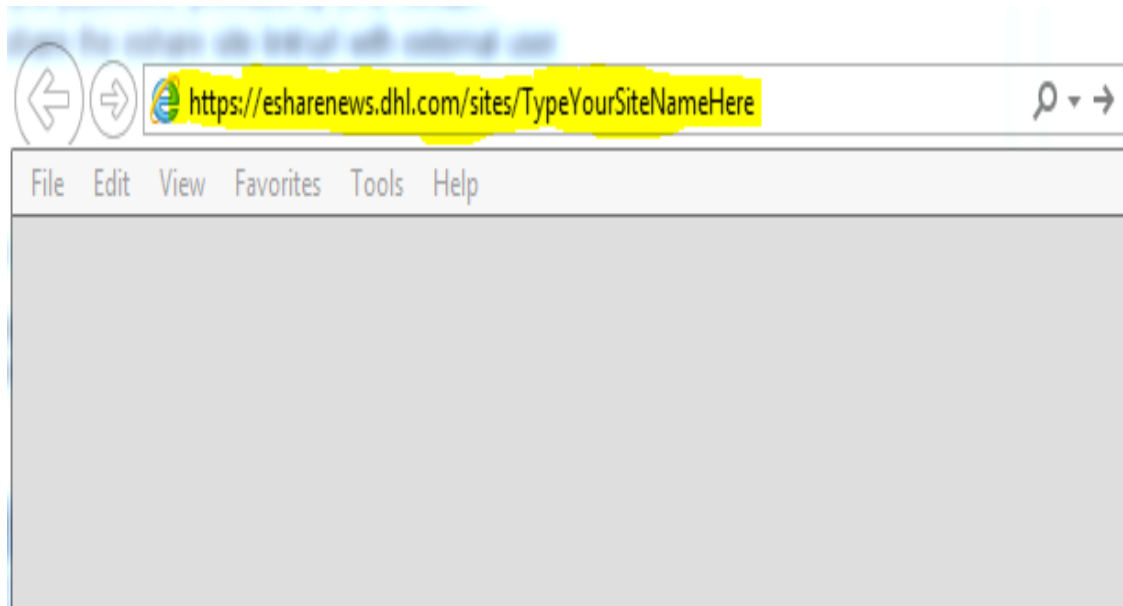
### 3. External eShare Users: How-to Access

#### 3.1 Requirements

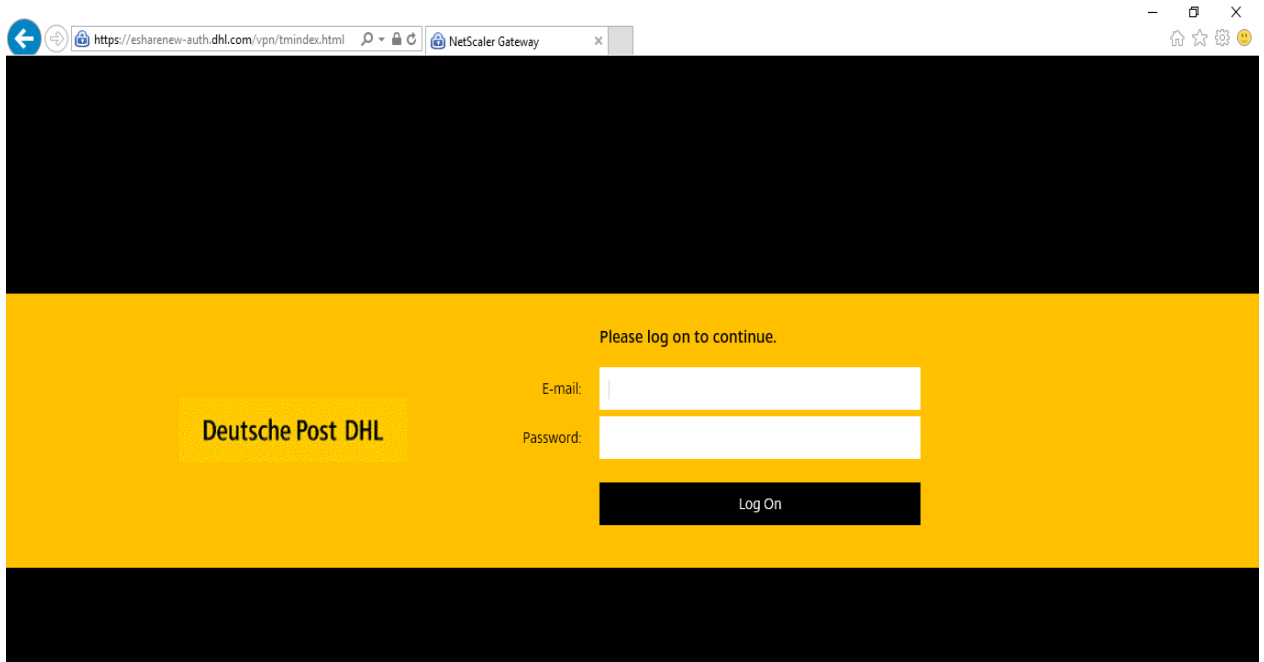
1. Internet Connection
2. Microsoft Internet Explorer version to be **11.0 and above**
3. User email address and password, provided by DHL contact
4. DHL contact has to share the exact eShare site link / URL with external user.

#### 3.2 Steps to Login to eShare site

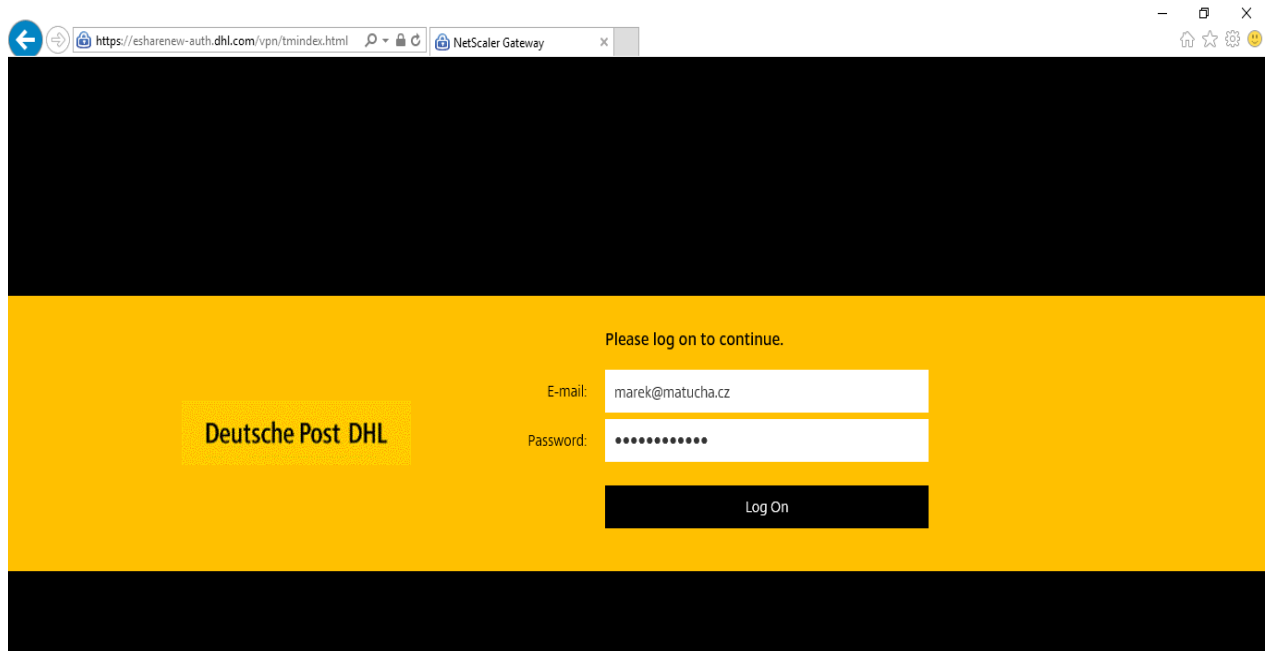
1. Go to the internet Explorer enter the eShare site link / URL, example:  
<https://esharenew.dhl.com/sites/TypeYourSiteNameHere> in the address bar provided by the DHL contact or eShare site collection admin.



2. After entering the eShare URL (which is provided by DHL Contact), the link will be redirected to the NetScaler Gateway login page.

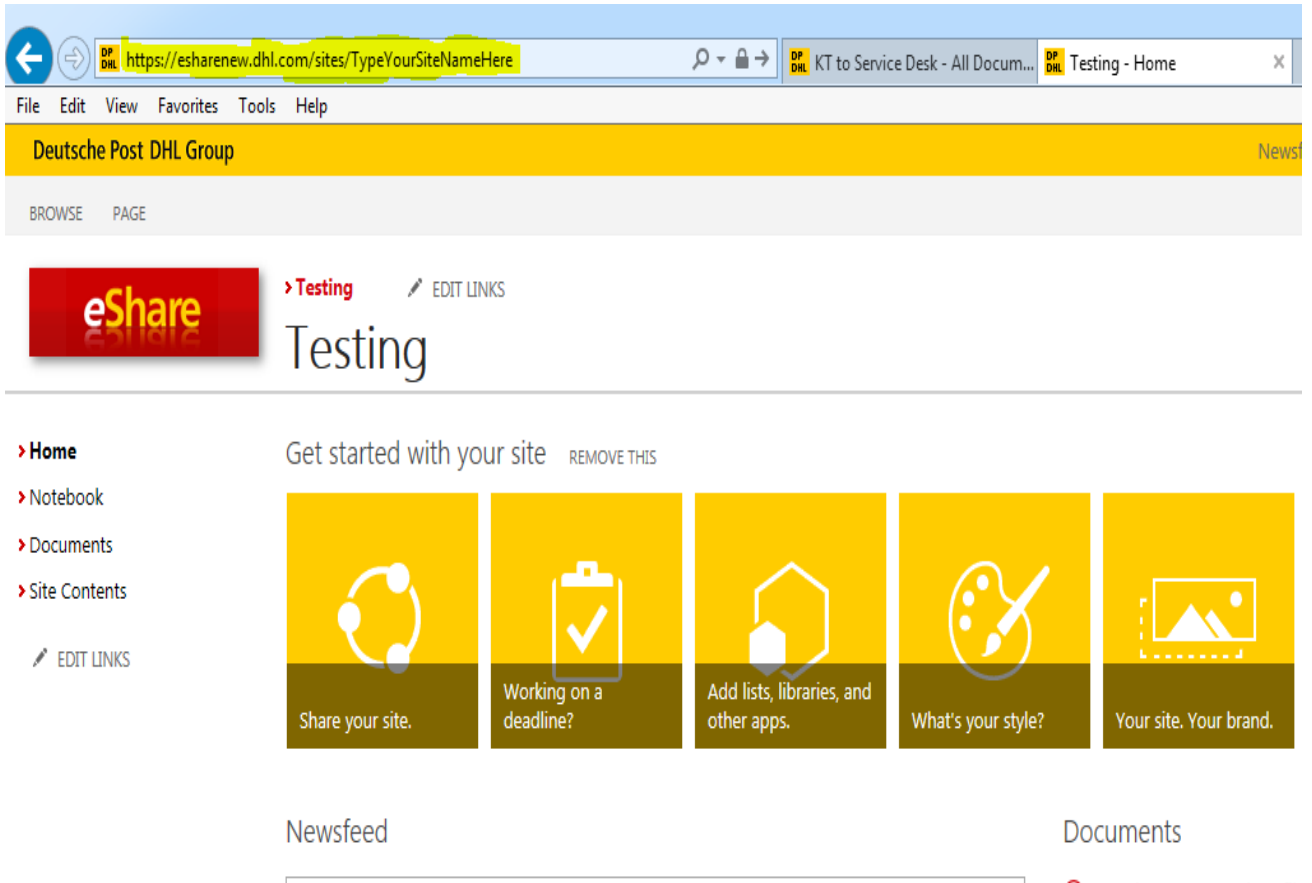


3. Please enter the external **Email address** and **Password** as shown in screenshot. Click on **Log On**. Please refer the below screen for example:





4. User will be redirected to the eShare site upon logon. See below for example.



Browser address bar: <https://esharenew.dhl.com/sites/TypeYourSiteNameHere>

Page Header: Deutsche Post DHL Group

Navigation: eShare > Testing EDIT LINKS

Left Sidebar:

- > Home
- > Notebook
- > Documents
- > Site Contents
- EDIT LINKS

Main Content: Get started with your site REMOVE THIS

Get started with your site tiles:

- Share your site.
- Working on a deadline?
- Add lists, libraries, and other apps.
- What's your style?
- Your site. Your brand.

Sections: Newsfeed Documents

## 4. External Password Portal

### 4.1 How to use

1. All registered DHL external users are advised to access External Password Portal for 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 4.2)
3. All registered users of External Password Portal will have to option to perform password reset (refer 4.3) and also perform account recovery (refer 4.4)


The password is only valid for a period of 60 days, after which the external users are advised to reset/change it.

- Enter your DHL external account name in **Username:** (e.g: **EXT\_XXXX**)
- Enter your DHL external account password in **Password**

**Username** by definition refer to your DHL external account. The detail of DHL external account can be found in the notification when your account first created and the password expiration.

### 4.2 Registration

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



DHL External Password Portal

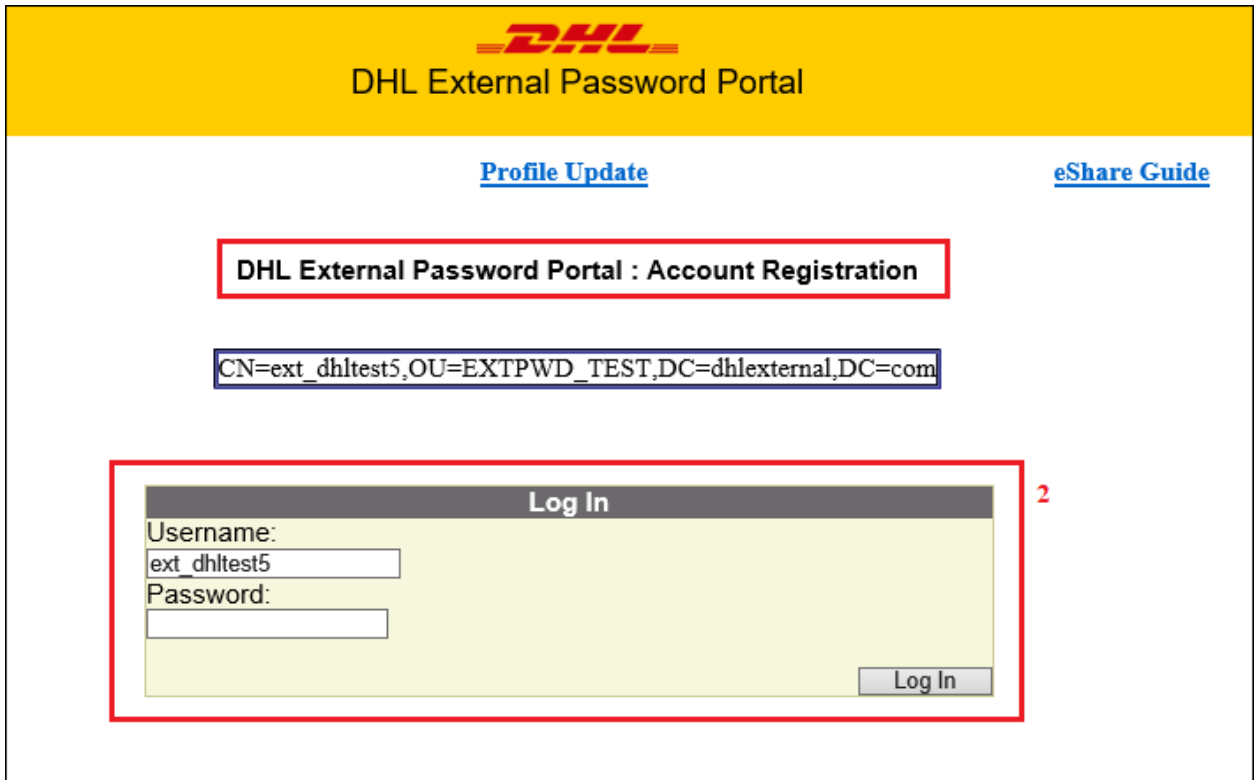
[Profile Update](#)
[eShare Guide](#)

**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

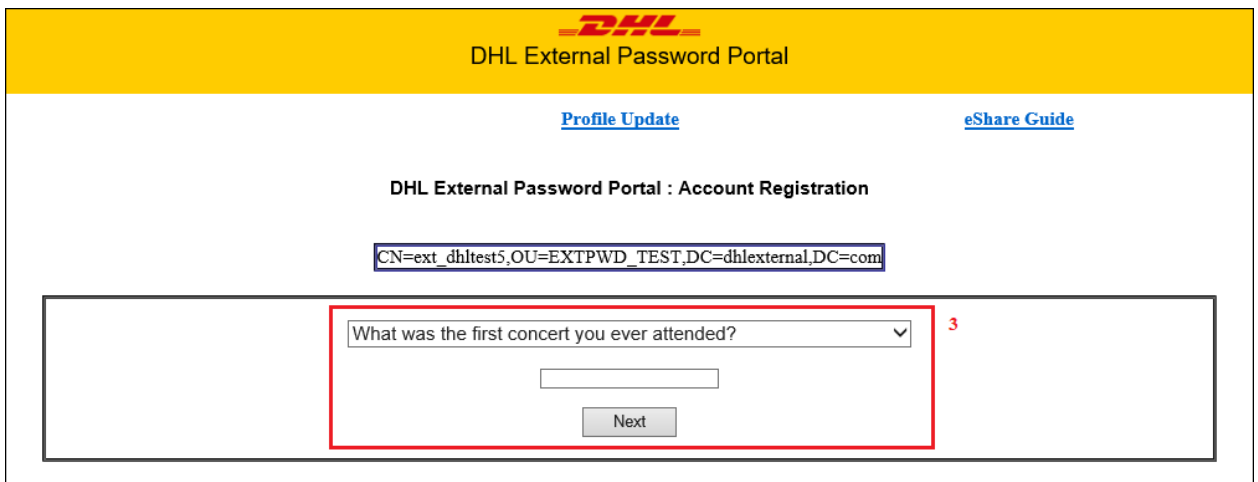
Username :   1  
 Example: EXT\_XXXX

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.



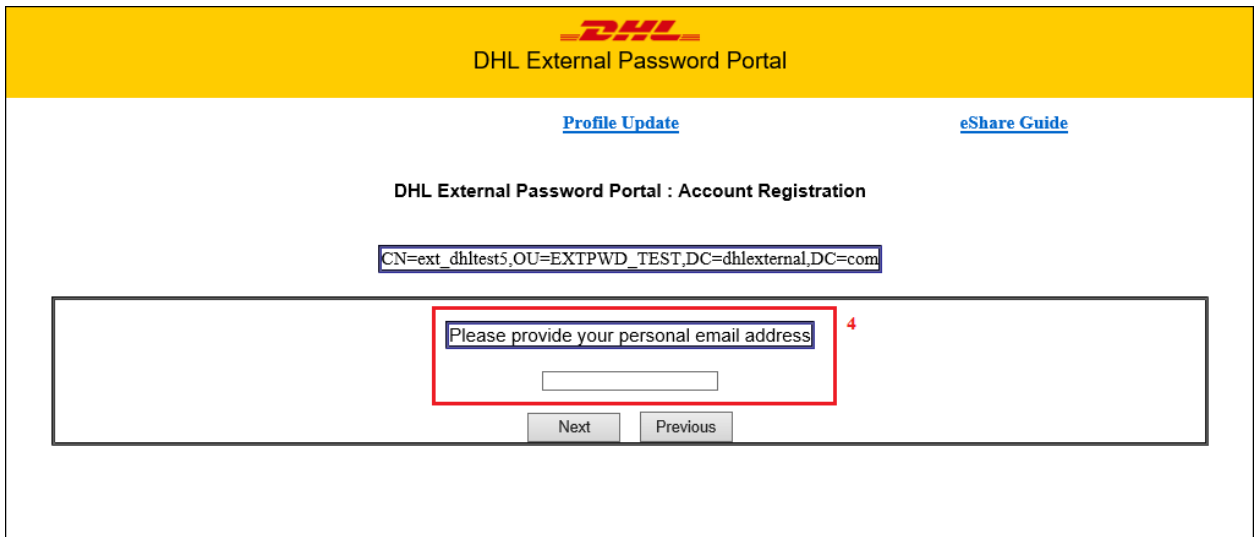
The screenshot shows the DHL External Password Portal interface. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there are two links: "Profile Update" and "eShare Guide". The main content area is titled "DHL External Password Portal : Account Registration". Below this title, there is a text box containing the LDAP string: "CN=ext\_dhltest5,OU=EXTPWD\_TEST,DC=dhlexternal,DC=com". A red box highlights a "Log In" form. The form has a title "Log In" and two input fields: "Username:" with the value "ext\_dhltest5" and "Password:". A "Log In" button is located at the bottom right of the form. A red number "2" is placed to the right of the form.

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



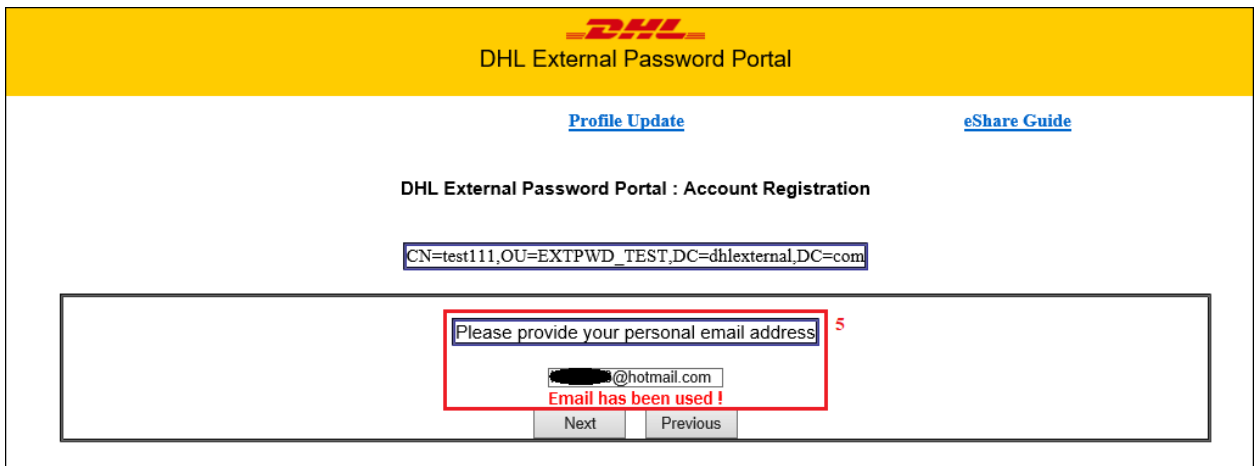
The screenshot shows the DHL External Password Portal interface. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there are two links: "Profile Update" and "eShare Guide". The main content area is titled "DHL External Password Portal : Account Registration". Below this title, there is a text box containing the LDAP string: "CN=ext\_dhltest5,OU=EXTPWD\_TEST,DC=dhlexternal,DC=com". A red box highlights a security question form. The form has a dropdown menu with the text "What was the first concert you ever attended?" and a "Next" button. A red number "3" is placed to the right of the form.

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 content area is a large white box with a black border. Inside this box, there is a red-bordered box containing the text "Please provide your personal email address" followed by a small red number "4". Below this text is an empty text input field. At the bottom of the white box, there are two buttons: "Next" and "Previous".

5. Only one personal email address per DHL external account is allowed during registration. Multiple affiliations to a single DHL external account are 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 content area is a large white box with a black border. Inside this box, there is a red-bordered box containing the text "Please provide your personal email address" followed by a small red number "5". Below this text is a text input field containing a redacted email address followed by "@hotmail.com". Below the input field, there is a red error message: "Email has been used!". At the bottom of the white box, there are two buttons: "Next" and "Previous".

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



DHL External Password Portal

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

**DHL External Password Portal : Success**


11

CN=ext\_dhltest5,OU=EXTPWD\_TEST,DC=dhlexternal,DC=com

Account successfully registered, you will be redirected to the main page

### 4.3 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.



DHL External Password Portal

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

**Log In**

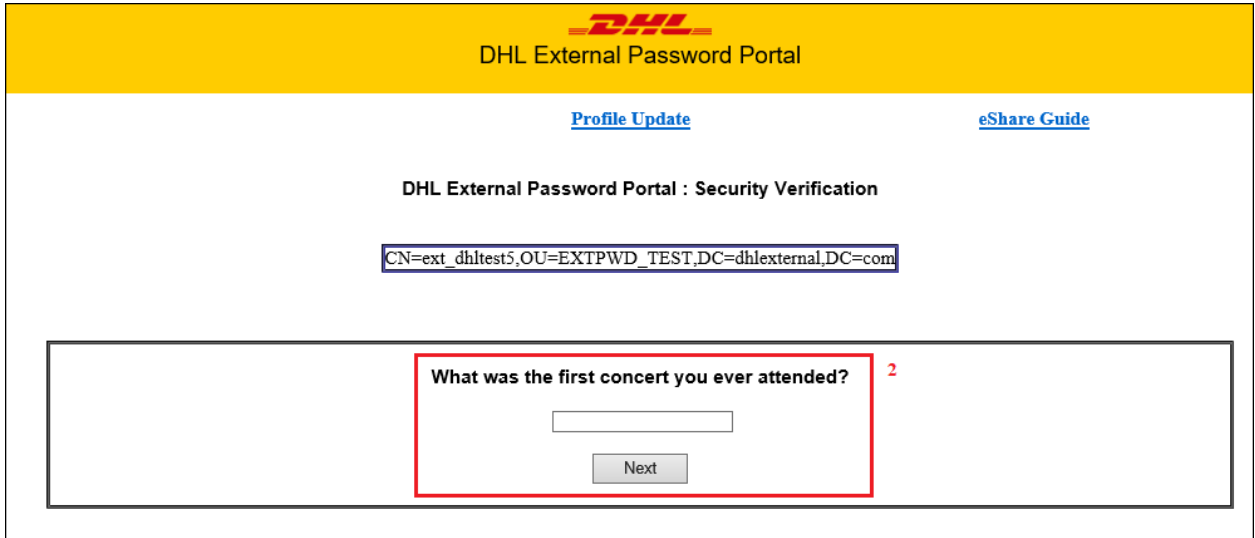
- > Please enter your username in the input box below
- > First time users are required to go through a mandatory registration process in order to proceed with password reset
- > In case of any issues during password login / password management, please contact your DHL Contact Person to lodge a ticket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

Username :

Example: EXT\_XXXX

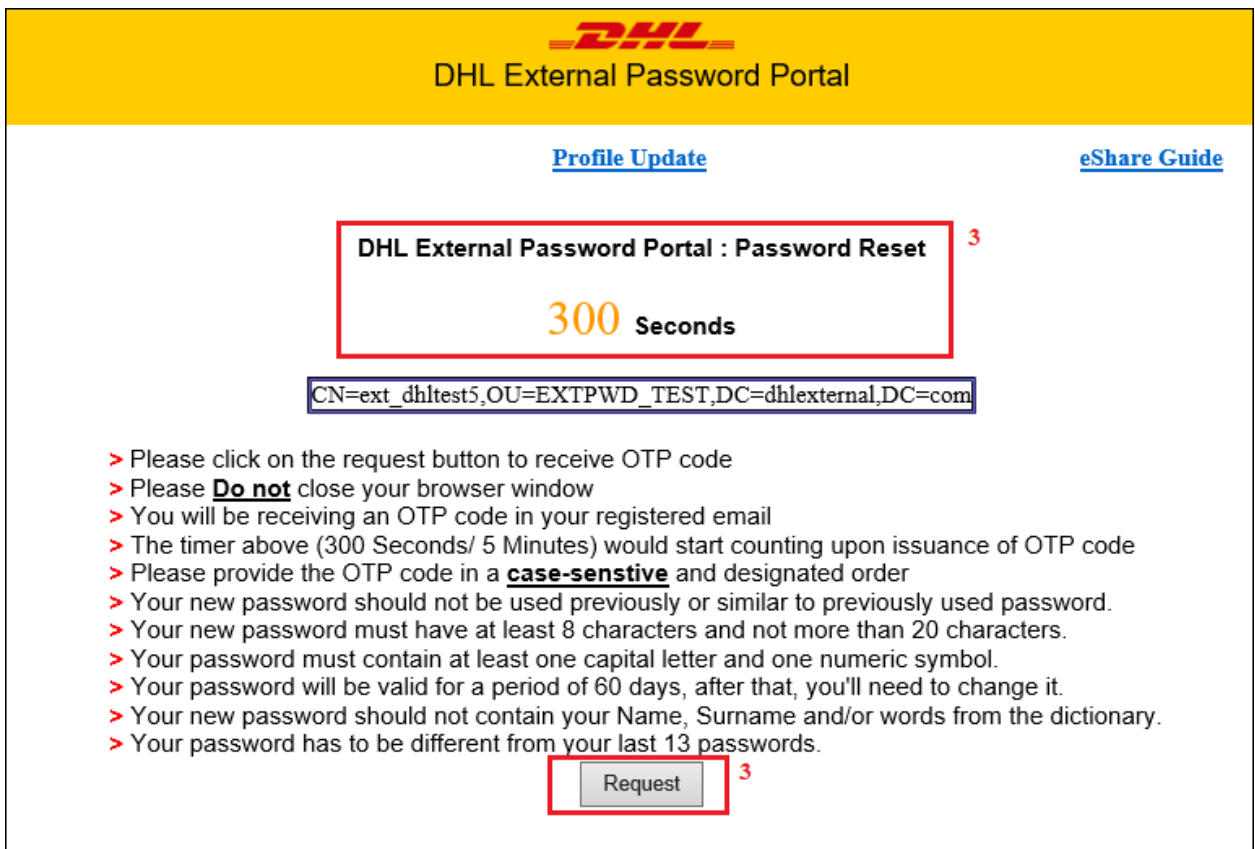
1

2. Users are required to **answer** the defined **Security Questions**



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" and "eShare Guide". The main content area is titled "DHL External Password Portal : Security Verification". Below the title, there is a text box containing the LDAP string: "CN=ext\_dhltest5,OU=EXTPWD\_TEST,DC=dhlexternal,DC=com". The central part of the page features a red-bordered box containing the question "What was the first concert you ever attended?" with a small red "2" to its right. Below the question is an empty 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.

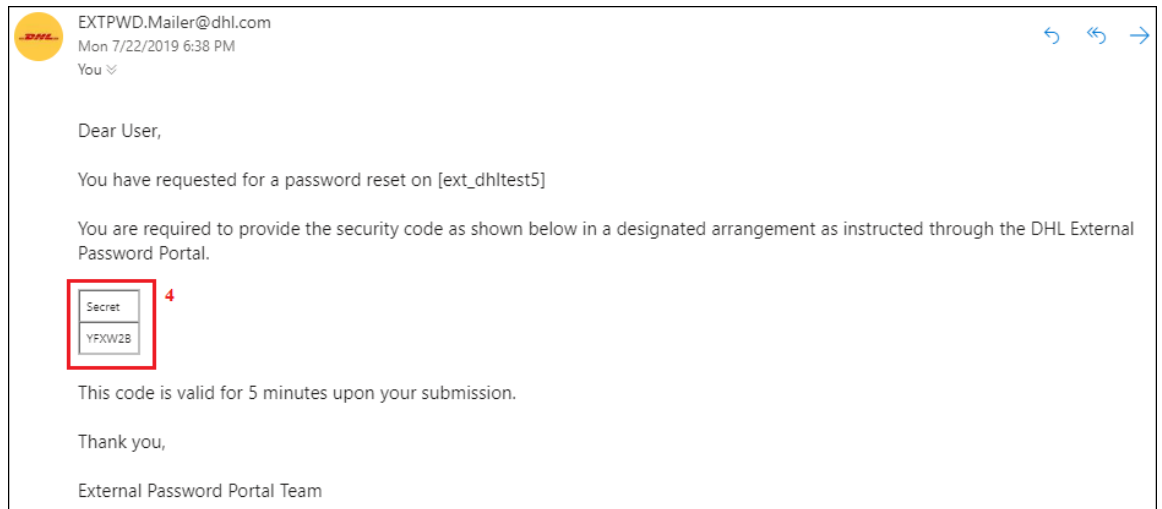


The screenshot shows the DHL External Password Portal interface for password reset. At the top, there is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header, there are two links: "Profile Update" and "eShare Guide". The main content area is titled "DHL External Password Portal : Password Reset" with a small red "3" to its right. Below the title, there is a large orange "300 Seconds" timer. Below the timer, there is a text box containing the LDAP string: "CN=ext\_dhltest5,OU=EXTPWD\_TEST,DC=dhlexternal,DC=com". Below the text box, there is a list of instructions:


- > 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.

At the bottom of the page, there is a "Request" button with a small red "3" to its right.

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



- User is required to insert the **security code** in a successful combination as defined on the portal. (e.g. B (6<sup>th</sup> character), 2 (5<sup>th</sup> character), W (4<sup>th</sup> character))



DHL External Password Portal

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

**DHL External Password Portal : Password Reset**

204 Seconds

CN=ext\_dhltest5,OU=EXTPWD\_TEST,DC=dhlexternal,DC=com

- > 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

Email Sent to ██████████@hotmail.com

Please type in the 6th character, 5th character, and 4th character in the secret

Submit
5

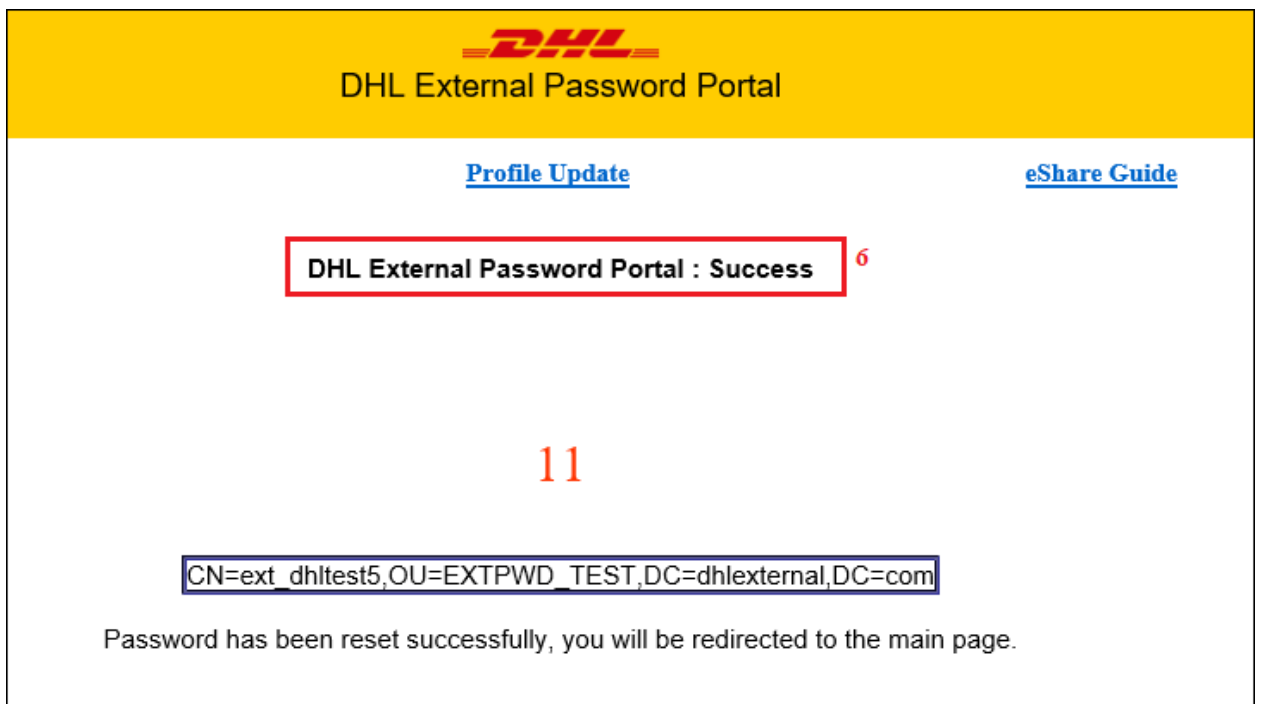
6. Once the OTP is validated, user will be required to key in the **new password twice**.

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.



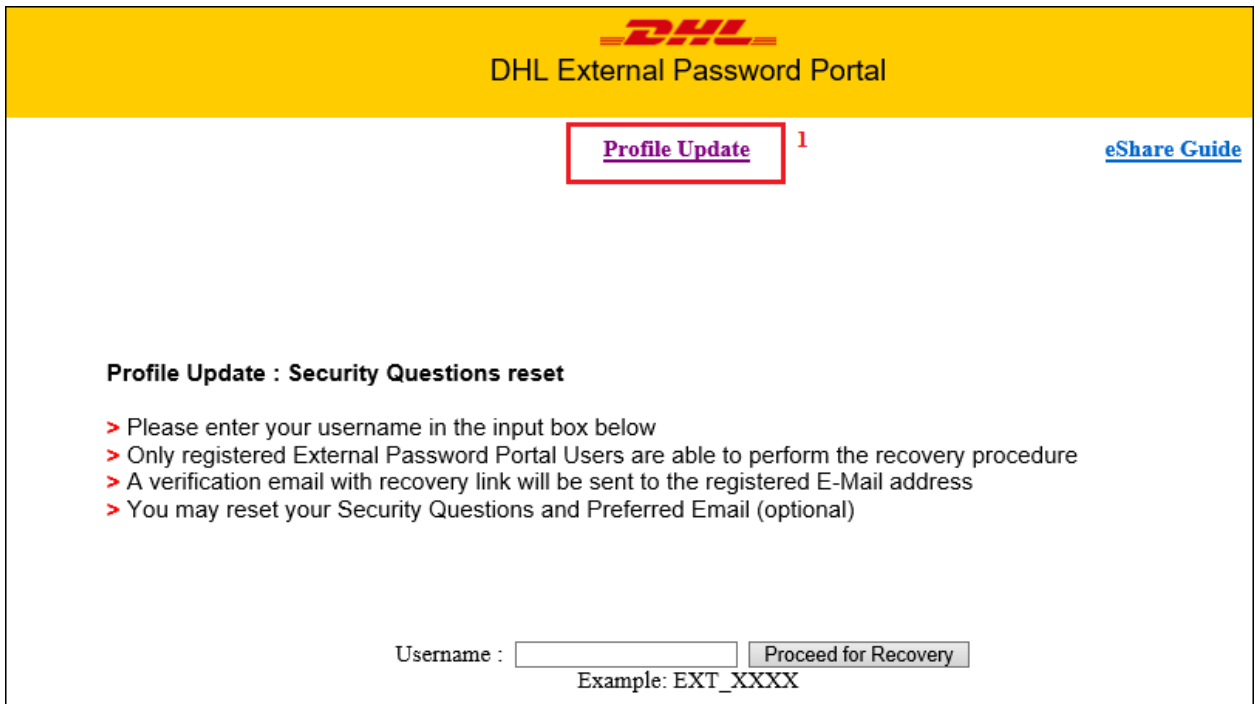
The screenshot shows the DHL External Password Portal interface. At the top is a yellow header with the DHL logo and the text "DHL External Password Portal". Below the header are two links: "Profile Update" and "eShare Guide". A red-bordered box contains the message "DHL External Password Portal : Success" with a small red superscript "6" to its right. In the center of the page, the number "11" is displayed in a large red font. Below this, a blue-bordered box contains the LDAP string "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."



## 4.4 Profile Update

### 4.4.1 Security Question Reset

1. Registered External Password Portal users may click on the “**Profile Update**” menu from External Password Portal main page to perform Security Question + Preferred Email reset.



**DHL**  
DHL External Password Portal

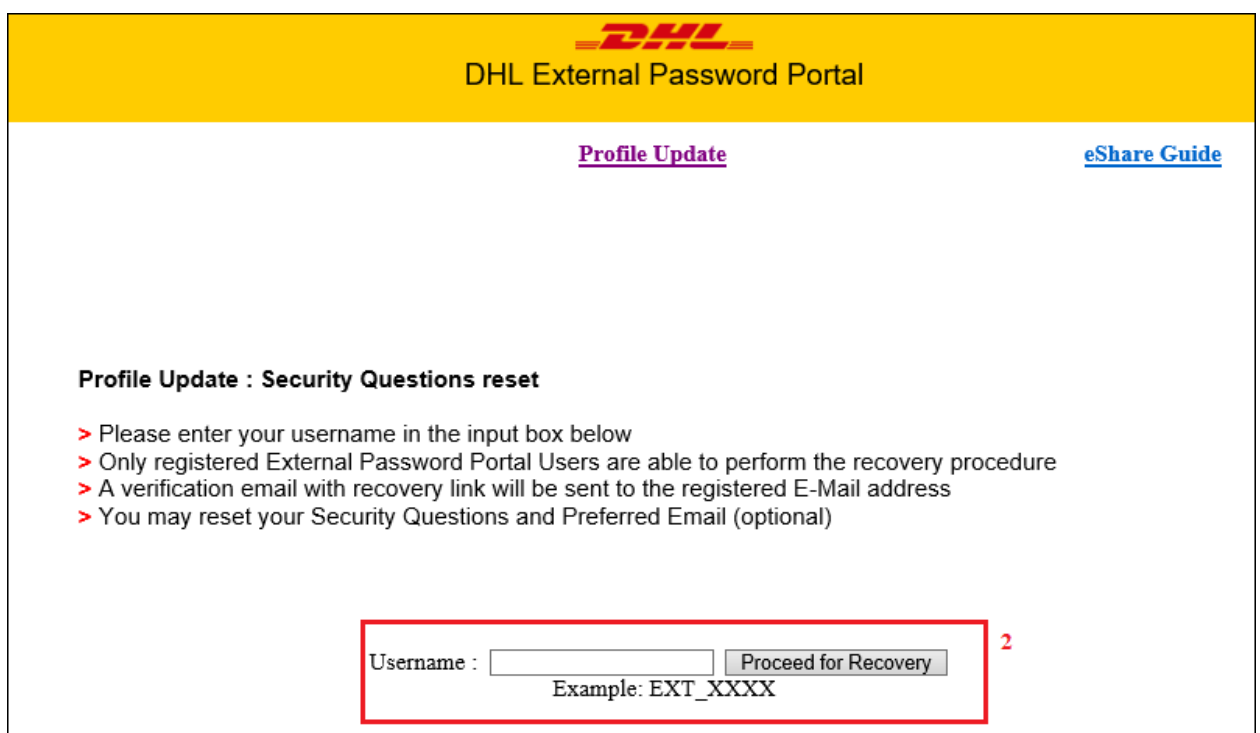
[Profile Update](#) <sup>1</sup> [eShare Guide](#)

**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**  
DHL External Password Portal


[Profile Update](#) <sup>2</sup> [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

- By providing the Username and clicking on **“Proceed for Recovery”**, a verification email with recovery link will be sent to the registered email 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 huij\*\*\*\*\*@hotmail.com <sup>3</sup>

Sample email 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 email is valid for **10 minutes**. During this time period, users are not allowed to request for 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 :    
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.

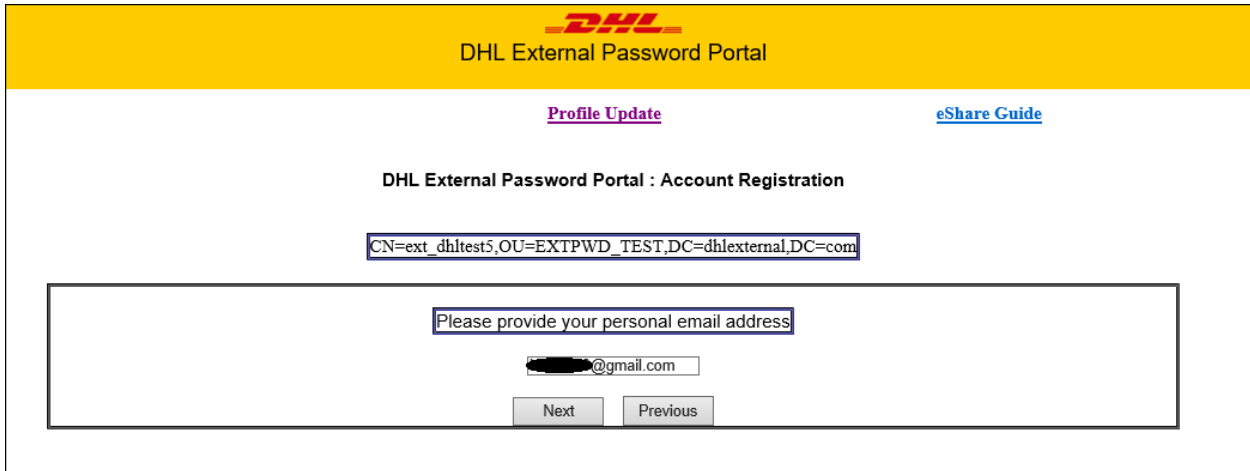
DHL External Password Portal

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

**DHL External Password Portal : Security Verification**

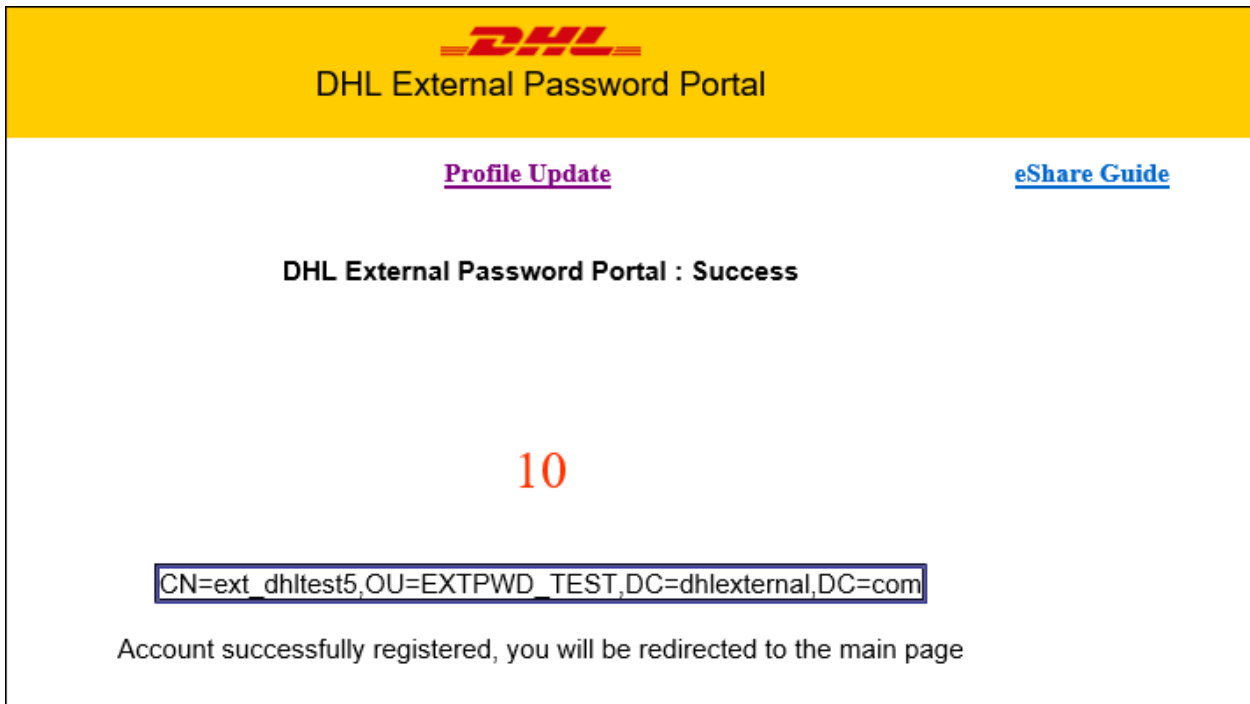
**What was the first concert you ever attended?**

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, 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 heading is 'DHL External Password Portal : Account Registration'. Below this, there is a text box containing the LDAP path: 'CN=ext\_dhltest5,OU=EXTPWD\_TEST,DC=dhlexternal,DC=com'. A larger text box below contains the prompt 'Please provide your personal email address' and a pre-filled email address field showing '██████████@gmail.com'. At the bottom of this text 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, 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 heading is 'DHL External Password Portal : Success'. In the center, the number '10' is displayed in a large red font. Below this, there is a text box containing the LDAP path: '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.
  - 11.

## 5. Internal DHL Users

Internal DHL users need to be connected to the DHL corporate network, and can browse to the eShare sites directly using Internet Explorer.

## 6. Help and Support

For help and support, please contact your DHL contact person for assistance to lodge a ticket with DHL ITSC Service Desk.

