

DAGANG NET'S: 30-MINUTES SHARING SESSION

Awareness On Security Features Enhancement

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Security Features Enhancement



Security Features Enhancement

Overview

Security features enhancement refers to the process of improving and strengthening the protective measures within a system to mitigate risks, prevent unauthorized access, and safeguard against potential threats and vulnerabilities.



Security Features Enhancement

Objectives

Protection of Assets:

Safeguarding valuable assets, including data and against unauthorized access.

Confidentiality:

Ensuring that sensitive information remains confidential and is only accessible to authorized individuals or entities.

Integrity:

Maintaining the accuracy, consistency, and reliability of data and resources by preventing unauthorized modifications, alterations, or tampering.

Authentication:

Verifying the identity of users attempting to access the systems to prevent unauthorized access and identity theft.

Authorization:

Granting appropriate access rights and permissions to authorized users based on their roles, responsibilities, and level of trust to ensure that they can only access the system necessary for their tasks.

Compliance and Regulatory Requirements:

Aligning security measures with industry standards & regulations.

Security Features Enhancement

What's New



Alert/Reminder of
inactive account



Pentest Fixing

Remediation to improve overall
security posture



Audit Trail



Login – CAPTCHA
& OTP



Update Contact
Detail & Address



Password



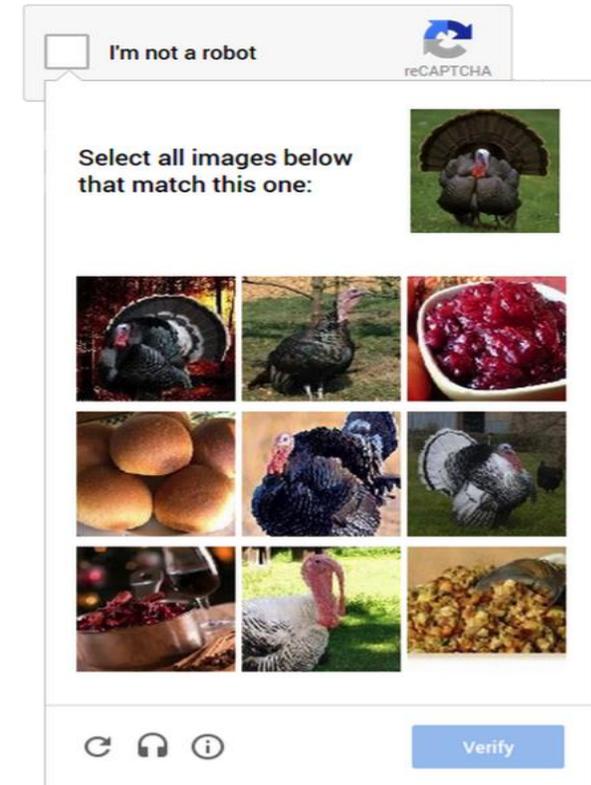
Data Protection Policy

Security Features Enhancement

CAPTCHA

What is CAPTCHA?

A test to confirm you are human, not a robot and often involving puzzles or distorted text



Security Features Enhancement

OTP

What is OTP?

OTP means "One-Time Password." It's a unique code you use just once, usually sent to you via text message or generated by an app, to log into your accounts or verify transactions online. It adds an extra layer of security beyond your regular password.



OTP verification

to me

Hi,

Please use the following One Time Password (OTP) to access the form: 659544. Do not share this OTP with anyone.

[Link to the OTP Verification page](#)

Thank you!

Reply

Forward

Security Features Enhancement

What will happen in Jun 2024 Onwards ?

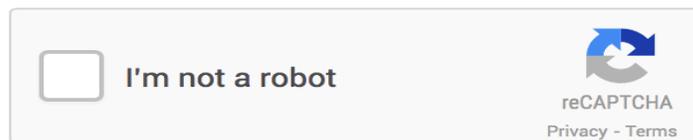
Security Boost for DagangNet Services!

Get ready for enhanced protection when using Dagang Net services. Here's what's changing:

- ❑ **Stronger Logins:** We're introducing CAPTCHA, OTP, and other previously mentioned features to improve protection against unauthorized access. CAPTCHA verifies human users, while OTP generates a unique, temporary code. Together with other security measures, these enhancements strengthen our login security.
- ❑ **Phased Rollout:** These security upgrades will be introduced in stages to ensure a smooth transition for everyone. Stay tuned for updates on the specific dates for each phase.
- ❑ **Multiple Services Covered:** This improved security will benefit various DagangNet services, including ESTA, ePermit, MyBilling, and more!



COMING SOON

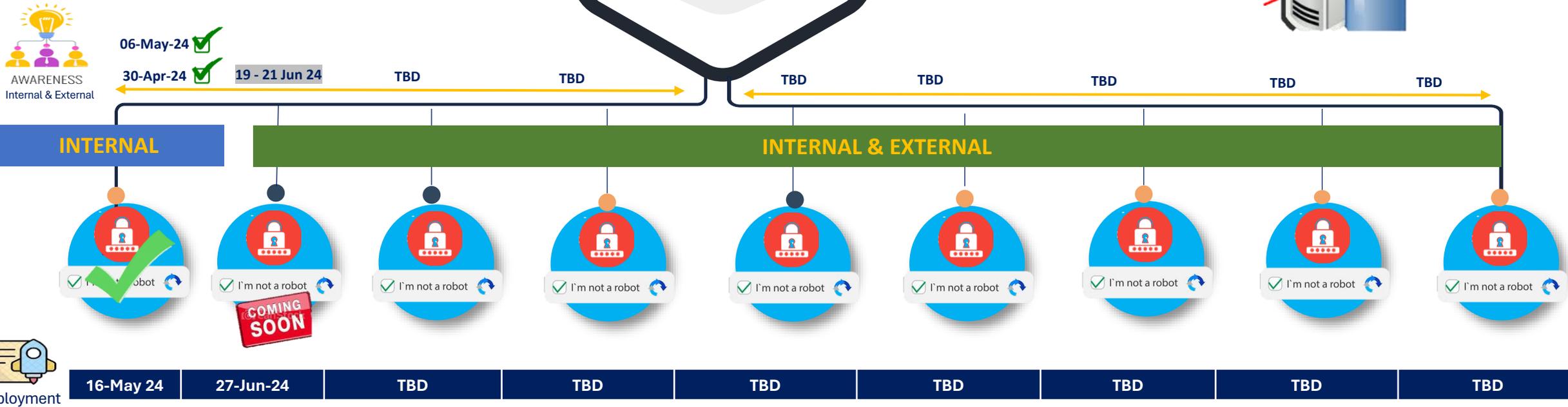


Security Features Enhancement

Key Milestones and Changes Planned



<https://up.dagangnet.com.my>
Will be discontinued until further notice – DD-MMM-YYY



UP, CAMS, CP >> accessing UP via URL <https://upse.dagangnet.com.my>
Other services accessing UP via >> <https://up.dagangnet.com.my>

CAPTCHA & OTP ENABLE for UP, CAMS & CP (INTERNAL)

All services >>> accessing UP via URL https://upse.dagangnet.com.my							
CAPTCHA & OTP ENABLE ESTA	CAPTCHA & OTP ENABLE Air Manifest, eCert & Exchange Hub	CAPTCHA & OTP ENABLE myUBS & myBilling	CAPTCHA & OTP ENABLE ePCO	CAPTCHA & OTP ENABLE eMS	OTP ENABLE New Permit v2, MITI-AP - PEKEMA	CAPTCHA & OTP ENABLE ALDEC CLIENT & WEB	ePCO EAI, ePermit EAI & myPayment



Accessing the system for the First-Time User

Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The First Time

New Login Page

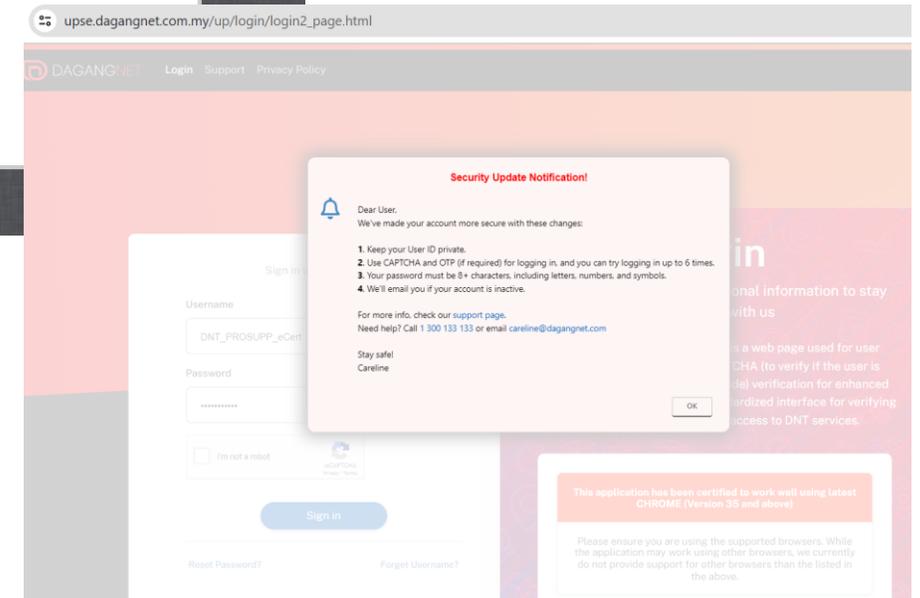
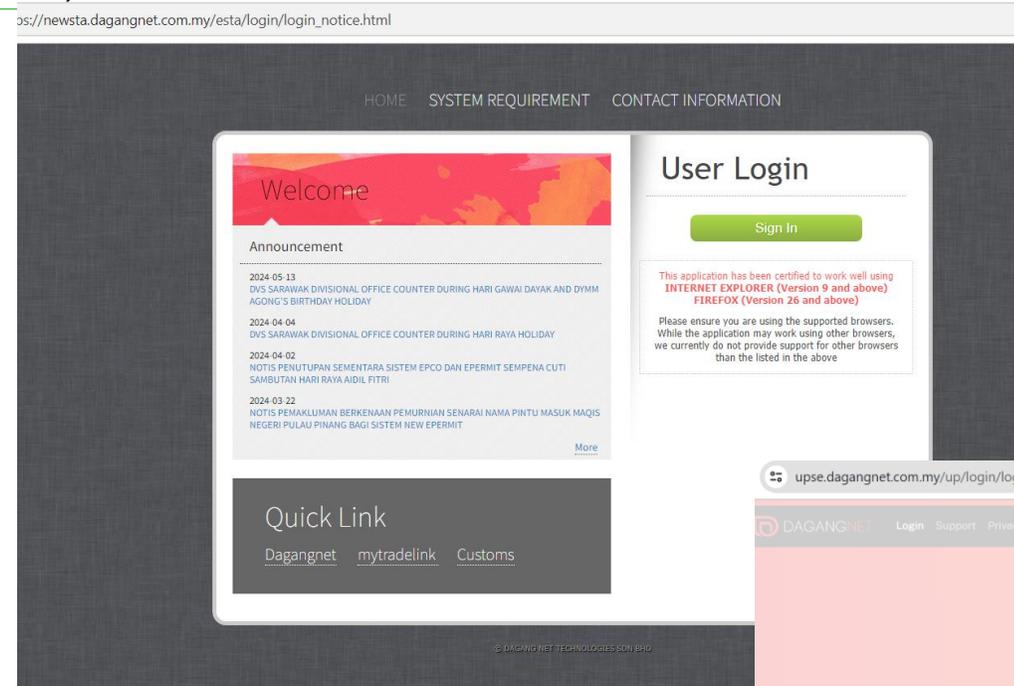
When you attempt to log in to the system using a specific URL e.g

>>

https://newsta.dagangnet.com.my/esta/login/login_notice.html

, you will be redirected to the new landing page

>> <https://upse.dagangnet.com.my>

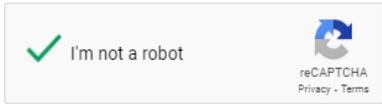


Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The First Time

Login with your registered Username and Password

Tick to verify & solve CAPTCHA image



Welcome to DagangNet

Sign in with credentials

Username
| Enter your email or username

Password
.....

I'm not a robot 

reCAPTCHA
Privacy - Terms

Sign in

[Reset Password?](#) [Forget Username?](#)

Login

Please log in using your personal information to stay connected with us

UP CAPTCHA OTP Generic page is a web page used for user authentication. It combines CAPTCHA (to verify if the user is human) and OTP (One-Time Passcode) verification for enhanced security. This page serves as a standardized interface for verifying user identity before granting access to DNT services.

This application has been certified to work well using latest CHROME (Version 35 and above)

Please ensure you are using the supported browsers. While the application may work using other browsers, we currently do not provide support for other browsers than the listed in the above.

Security Features Enhancement - First time

Welcome to the New Login Page - Accessing The System For The First Time

OTP SETUP

Once click Sign In button, you will be redirected to the OTP setup page.

Update Mobile Number

Update active email address

The image shows two overlapping web pages. The background page is the 'Login' page, titled 'Welcome! To Dagang Net Centralized Login'. It features a 'Login' section with a 'Centralized Login' heading and a paragraph explaining the service. Below this is a white box with a red header stating: 'This application has been certified to work well using latest CHROME (Version 35 and above)'. Underneath is a warning about browser support and a 'Customer Interaction Center (CARELINE)' section with contact details: phone numbers 1 300 133 133 / 03 4819 4800 and 03 2713 2990, and email careline@dagangnet.com. The foreground page is the 'OTP Setup' page, titled 'OTP Setup' with the instruction 'You need to enable OTP. Kindly update your email and mobile phone number below'. It has two input fields: 'Mobile Phone Number' (with a placeholder 'e.g. 6012xxxxxxx') and 'Email' (with a placeholder 'Enter your email'). A blue 'Update' button is at the bottom, circled in red. Two yellow boxes with blue arrows point to the input fields: 'Update Mobile Number' points to the mobile number field, and 'Update active email address' points to the email field.

IMPORTANT!

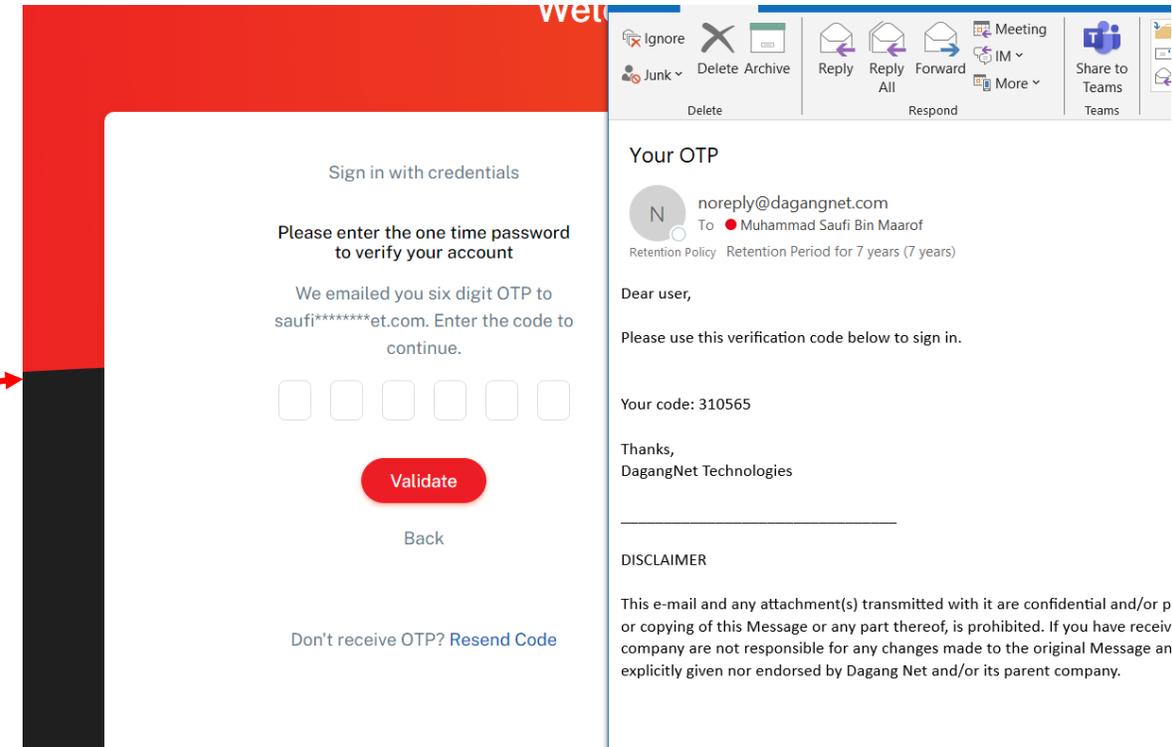
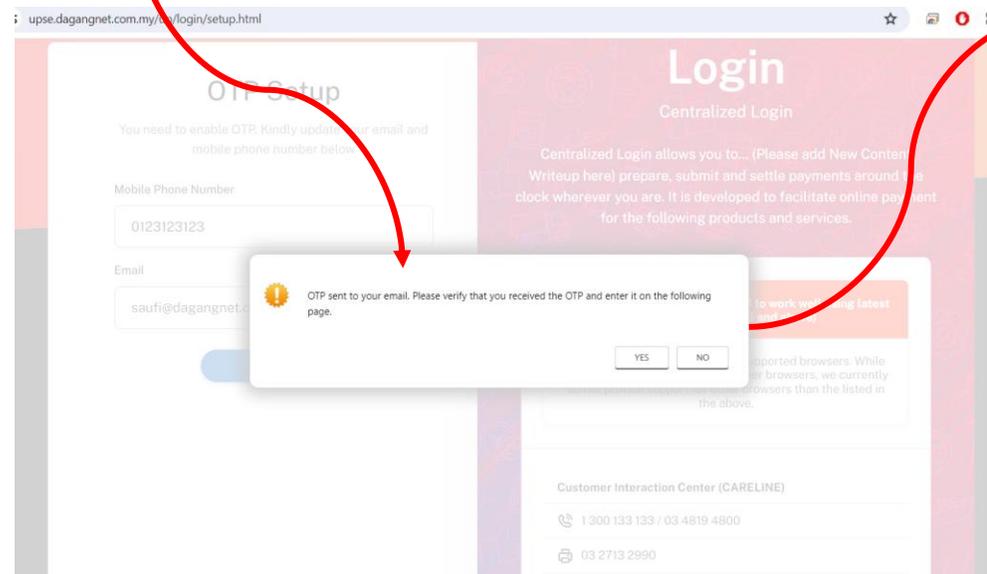
Please ensure to enter the correct telephone number and email address

Security Features Enhancement - First time

Welcome to the New Login Page - Accessing The System For The First Time

UPON SUCCESSFUL SETUP

After clicking the Update button, you will be prompted by the system to check your email for the OTP.

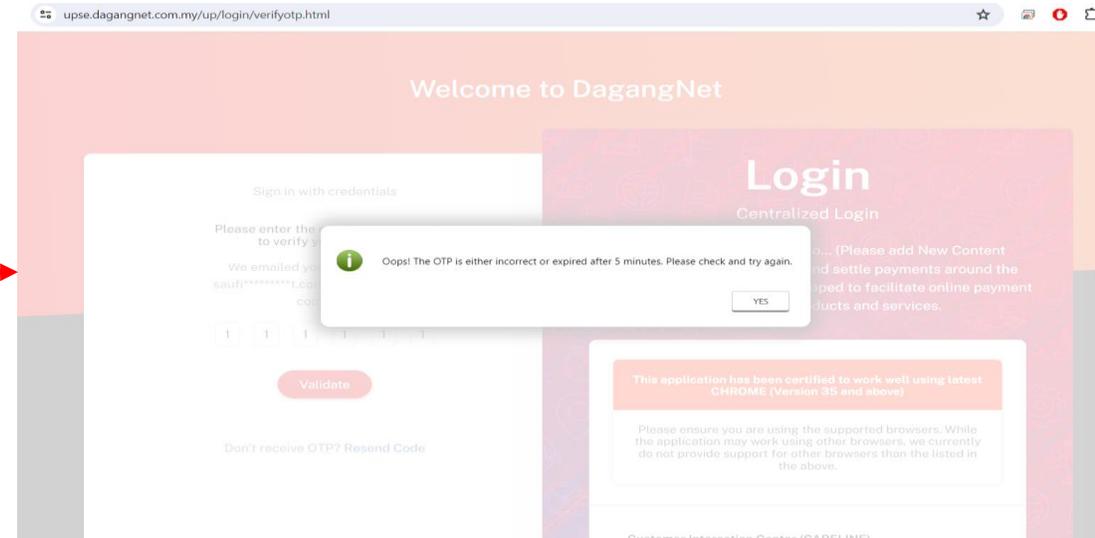


Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The First Time

IF INCORRECT OTP ENTERED

If you enter the wrong OTP, the system will prompt you to retry after 5 minutes.



IF CORRECT OTP ENTERED

If the correct OTP is entered, you will be redirected to the landing page of the system.



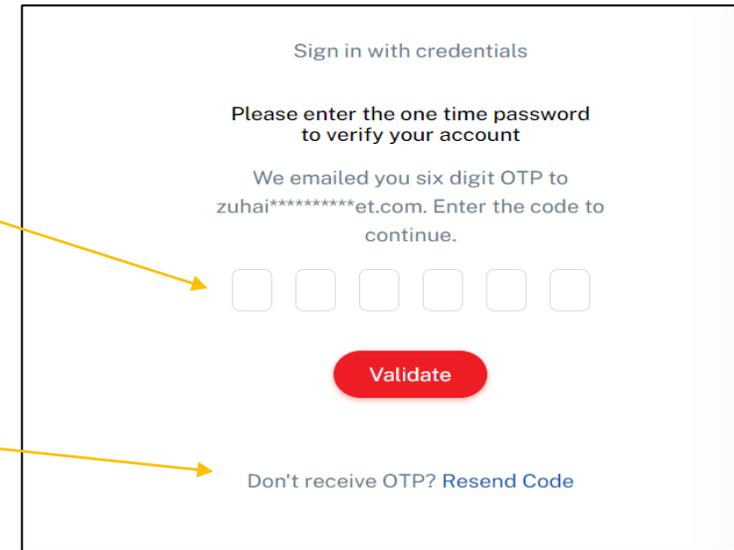
Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The First Time

Six digits OTP will be sent to your registered email. Enter and validate

Resend code if you are not receiving the OTP code

Error message will prompt for invalid OTP or expired



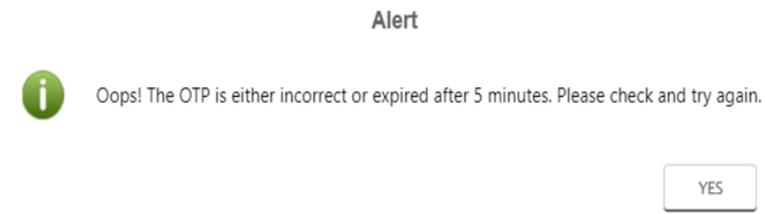
Sign in with credentials

Please enter the one time password to verify your account

We emailed you six digit OTP to zuhai*****et.com. Enter the code to continue.

[Validate](#)

Don't receive OTP? [Resend Code](#)



Alert

 Oops! The OTP is either incorrect or expired after 5 minutes. Please check and try again.

[YES](#)



Accessing the system for Existing User

Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The Existing User

New Login Page

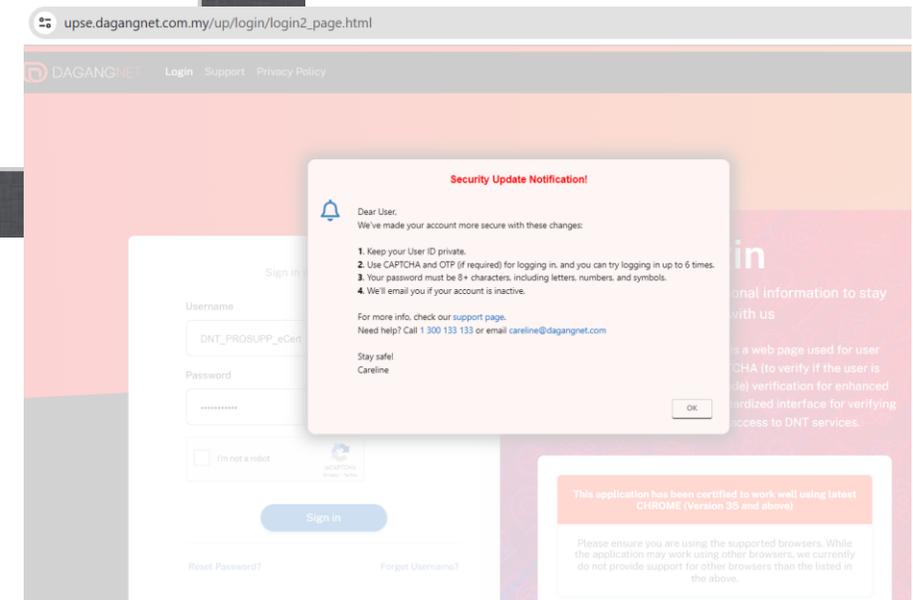
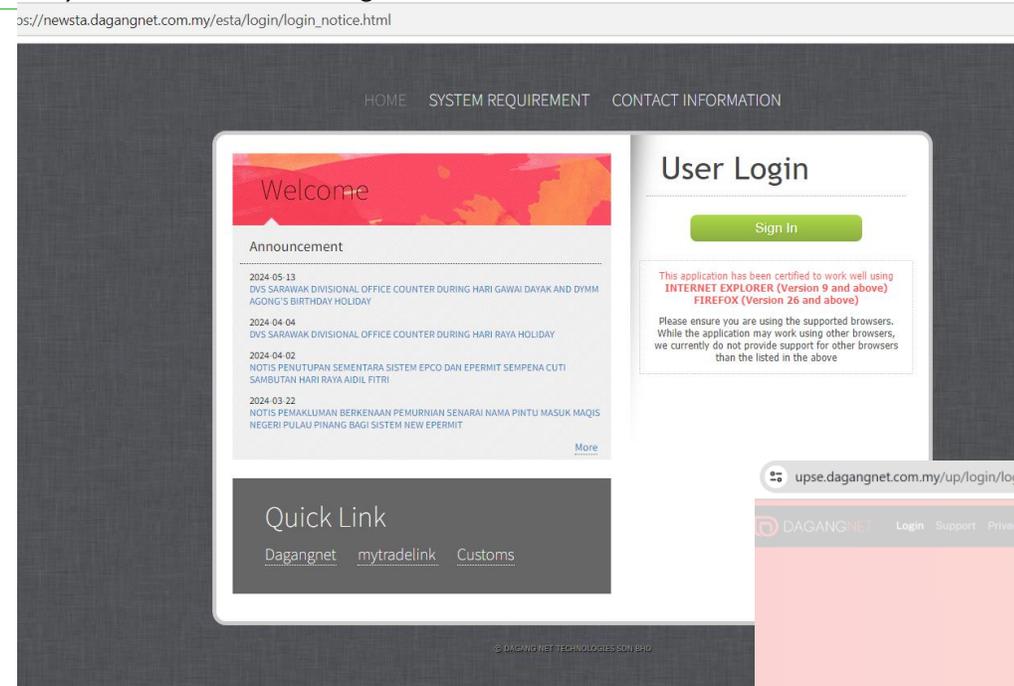
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, you will be redirected to the new landing page

>> <https://upse.dagangnet.com.my>



Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The Existing User

Login with your registered Username and Password

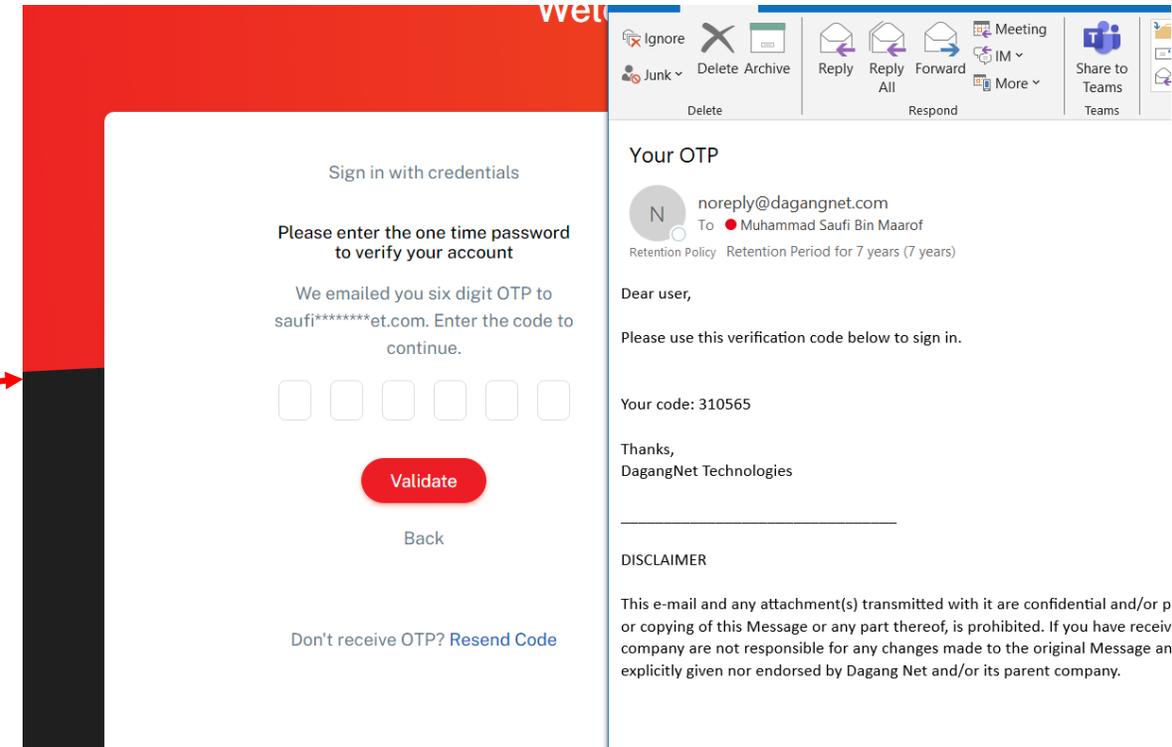
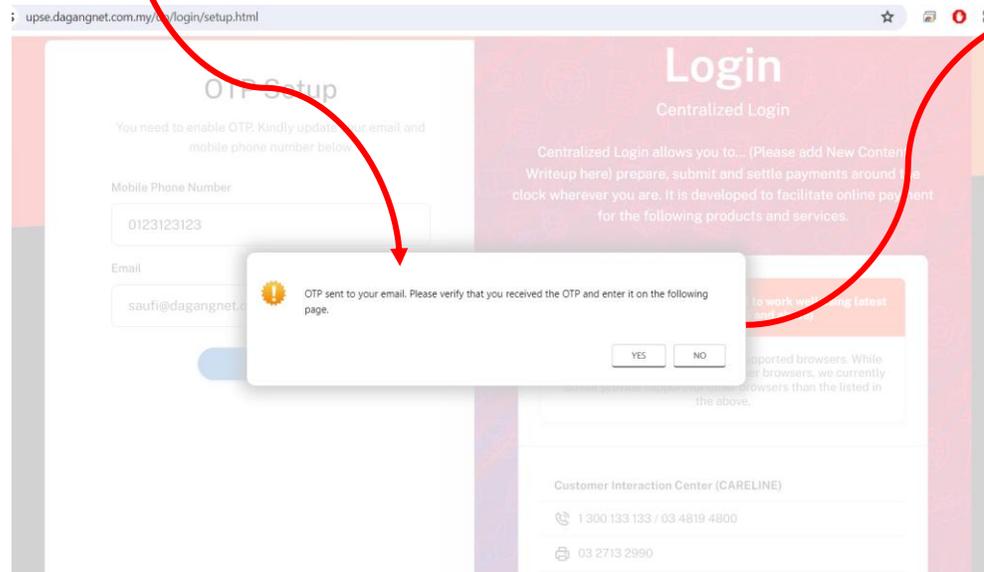
Tick to verify & solve CAPTCHA image

Security Features Enhancement - First time

Welcome to the New Login Page - Accessing The System For The Existing User

UPON SUCCESSFUL SETUP

After clicking the Update button, you will be prompted by the system to check your email for the OTP.

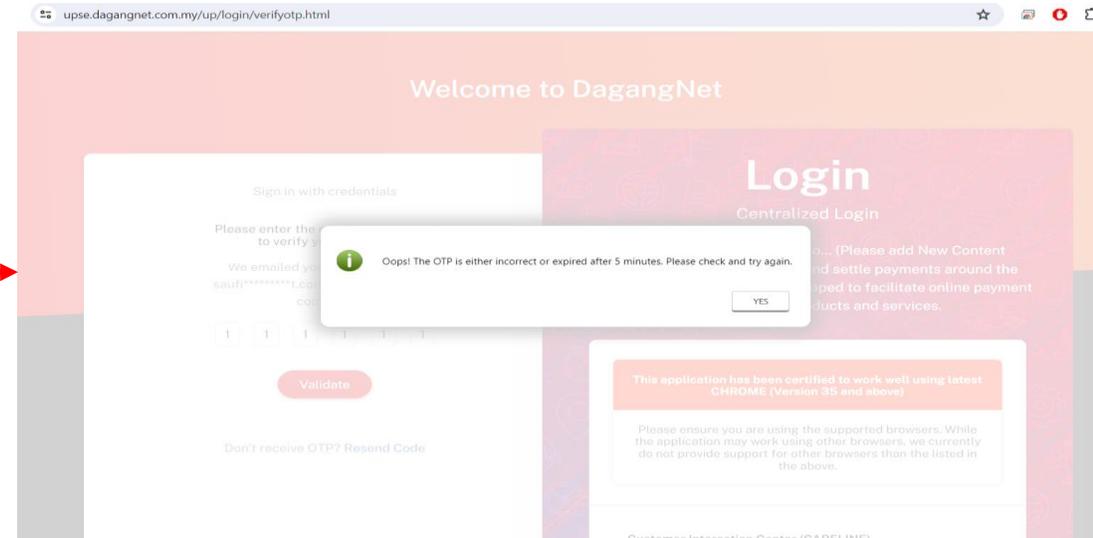


Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The First Time

IF INCORRECT OTP ENTERED

If you enter the wrong OTP, the system will prompt you to retry after 5 minutes.



IF CORRECT OTP ENTERED

If the correct OTP is entered, you will be redirected to the landing page of the system.



Security Features Enhancement

Welcome to the New Login Page - Accessing The System For The Existing User

Six digits OTP will be sent to your registered email. Enter and validate

Resend code if you are not receiving the OTP code

Error message will prompt for invalid OTP or expired

Sign in with credentials

Please enter the one time password to verify your account

We emailed you six digit OTP to zuhai*****et.com. Enter the code to continue.

[Validate](#)

Don't receive OTP? [Resend Code](#)

Alert

Oops! The OTP is either incorrect or expired after 5 minutes. Please check and try again.

[YES](#)

FAQ



Security Features Enhancement

FAQ - CAPTCHA

No	Questions	Answers
1	What is CAPTCHA	<ul style="list-style-type: none">• CAPTCHA test is designed to determine if an online user is really a human and not a bot
2	How does CAPTCHA work	<ul style="list-style-type: none">• Captcha requires action from user to verify through:• Checkbox• Image recognition• Behavior assessment (automatic)
3	How does reCAPTCHA work with tick box	<ul style="list-style-type: none">• Prompt the user to check a box next to the statement, "I'm not a robot"
4	How does reCAPTCHA work with image recognition	<ul style="list-style-type: none">• The user is required to identify images containing specific objects, such as animals, trees, or street signs. If their response aligns with the majority of other users' responses for the same test, it is considered 'correct,' and the user passes the test

Security Features Enhancement

FAQ - OTP

No	Questions	Answers
1	What is OTP	<ul style="list-style-type: none">• A secure mechanism for logging on to a network or service involves using a unique password that can only be used once. This ensures enhanced security by preventing unauthorized access even if the password is compromised
2	What should I do to receive OTP	<ul style="list-style-type: none">• All services will require OTP for login. You need to make sure the email address and mobile number are active and up to date
3	Does OTP will expire	<ul style="list-style-type: none">• Yes, the OTP is valid for use within 5 minutes upon receipt
4	How many username can be use for single email address	<ul style="list-style-type: none">• Multiple usernames can use one email to receive OTPs
5	What if the updated email address is no longer use (to change details)	<ul style="list-style-type: none">• You can update the email address from https://upse.dagangnet.com.my portal or contact our Careline for assistance

Security Features Enhancement

FAQ - Services with Token for Epermit STA

No	Questions	Answers
1	What browser is compatible with CAPTCH and OTP for ESTA?	<ul style="list-style-type: none">• Google Chrome (version 112+)• Mozilla Firefox (version 114+)• Microsoft Edge (version 112+)• Safari (version 15+)
2	What recommended browser to use with physical token for ESTA?	<ul style="list-style-type: none">• Google Chrome (version 112+)• Mozilla Firefox (version 114+)
3	What should I do if the CAPTCH and OTP is not working with my browser?	<ul style="list-style-type: none">• Please ensure you are using one our recommended browser as above• Make sure the browser if up to date with the latest version• Try to clear the browser cache and cookies
4	Can I use CAPTCH and OTP on my mobile browser?	<ul style="list-style-type: none">• Yes, with supported version of Google Chrome (Ver.114+)
5	Is there any browser setting for me to configure?	If required: <ul style="list-style-type: none">• To enable Javascript• To allow cookies• To allow pop-ups and redirect

Security Features Enhancement

FAQ - Password Reset

No	Questions	Answers
1	Password Change websites	<ul style="list-style-type: none">• https://www.mydagangnet.com• https://upse.dagangnet.com.my
2	How frequently do I need to change my password	<ul style="list-style-type: none">• For security purposes, your password must be changed every 3 months
3	Will I receive any reminders before the password change expiry	<ul style="list-style-type: none">• Reminders will be triggered each time you log into the system, starting from 2 weeks before the password change expiry
4	How often will I receive these reminders?	<ul style="list-style-type: none">• Reminders will appear daily upon logging in until you change your password
5	What occurs if I forgot to change my password	<ul style="list-style-type: none">• If you forgot to change the password within 3 months, your username will be locked and unable to log in.

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FAQ - Password Reset

No	Questions	Answers
6	What are the requirements for creating a password	<ul style="list-style-type: none">Your password must meet the following criteria:Contain a minimum of 8 charactersLetters (uppercase or lowercase)NumbersSymbols
7	Are there any specific rules for the characters in the password	<ul style="list-style-type: none">Yes, your password must contain at least one character from the categories of letters, numbers, or symbols to be valid
8	Is there a preference for using uppercase or lowercase letters in the password	<ul style="list-style-type: none">No, you can use either uppercase or lowercase letters, or a combination of both, in your password as long as it meets the minimum length requirement and includes at least one character from the specified types
9	How many login attempts am I allowed	<ul style="list-style-type: none">You are allowed a maximum of 6 login trials
10	What happens if I exceed the maximum allowed login attempts	<ul style="list-style-type: none">If you exceed the limit of 6 login attempts, your ID will be automatically suspended

Note:

Security Features Enhancement

FAQ - Password Reset

No	Questions	Answers
11	Will I be notified of the number of failed login attempts	<ul style="list-style-type: none">• Yes, the system will keep track of and count the number of failed login attempts cumulatively
12	What should I do if my ID is suspended due to too many failed login attempts	<ul style="list-style-type: none">• If your ID is suspended, a pop-up message will prompt you to contact the Careline or request an administrator to reset your ID and password.

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FAQ - Dormant IDs

No	Questions	Answers
1	What is Dormant Username	<ul style="list-style-type: none">• DORMANT USERNAME mean, the username have no login activity or unused
2	How long will the username consider Dormant	<ul style="list-style-type: none">• The username consider Dormant if no login activity and unused for 60 days and more
3	Will I be notify for the Dormant Username	<ul style="list-style-type: none">• Yes, you will notify by email if the username is Dormant
4	How do I reactive my username	<ul style="list-style-type: none">• You may simply login to the services with the mention username to reactive the username
5	What if my username has been locked/suspended	<ul style="list-style-type: none">• Use the link provided in the notification email to reset your username
6	Will my account will be suspended	<ul style="list-style-type: none">• No, your account will not be suspended, only the Username will be affected

Thank You





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