

DAGANG NET'S: 30-MINUTES SHARING SESSION

Awareness On Security Features Enhancement

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Nov'24 - Dec'24

ATTENDANCE FORM



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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 OTP



Update Contact
Detail & Address



Password



Data Protection Policy

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

richa.gemson@gmail.com

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 Nov 2024 Onwards ?

Security Boost for DagangNet Services!

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

- ❑ **Stronger Logins:**
 - ❑ We are introducing OTP, and other security features to enhance protection against unauthorized access.
 - ❑ OTP generates a unique, temporary code for added security.
 - ❑ These features, along with others, strengthen our login security.
 - ❑ **To help users prepare for this additional security, OTP is currently optional and can be enabled in the Profile page (requires an active email).**
 - ❑ **Starting 1 January 2025, OTP will become mandatory for all users.**

- ❑ **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!

<p>UP, CAMS, CP >> accessing UP via URL https://upse.dagangnet.com.my Other services accessing UP via >> https://up.dagangnet.com.my</p>	<p>Enable CAPTCHA (Default), OTP (Optional) & eInvoice Profile Enforcement (Traders & Agents Only) for ESTA</p>	<p>Enable CAPTCHA (Default), OTP (Optional) & eInvoice Profile Enforcement (Traders & Agents Only) for ePCO & MITI AP (MITI & KPDNKK)</p>	<p>Enable CAPTCHA (Default), OTP (Optional) & eInvoice Profile Enforcement (Traders & Agents Only) for eMS & myBilling</p>	<p>Enable CAPTCHA (Default), OTP (Optional) & eInvoice Profile Enforcement (Traders & Agents Only) for mypayment & New Permit v2</p>	<p>Enable CAPTCHA (Default), OTP (Optional) & eInvoice Profile Enforcement (Traders & Agents Only) For ALDEC WEB & myUBS</p>
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DONE

COMING SOON

I'm not a robot

reCAPTCHA
Privacy - Terms

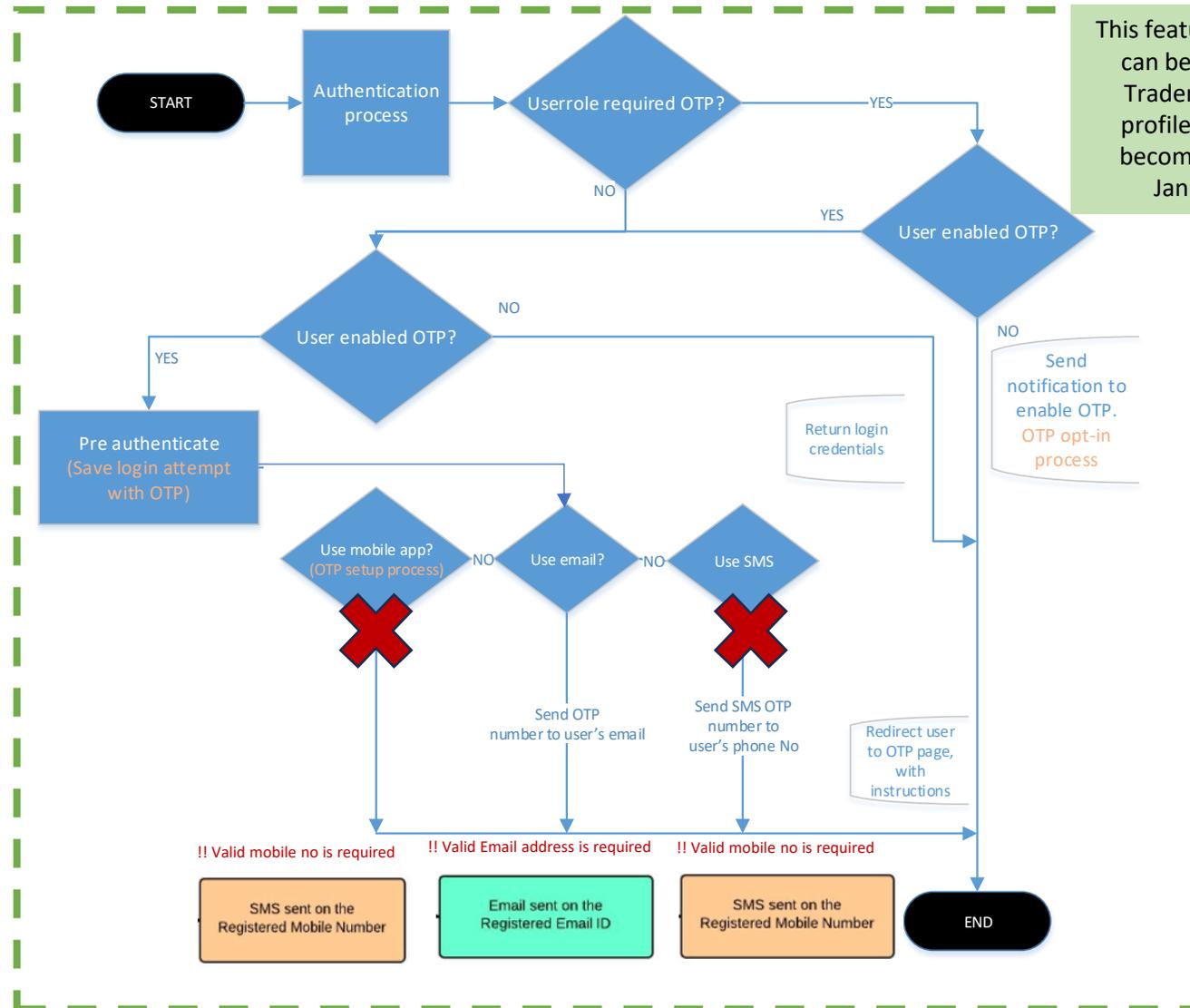
Note:



Login Flow for New or Existing User for UP System

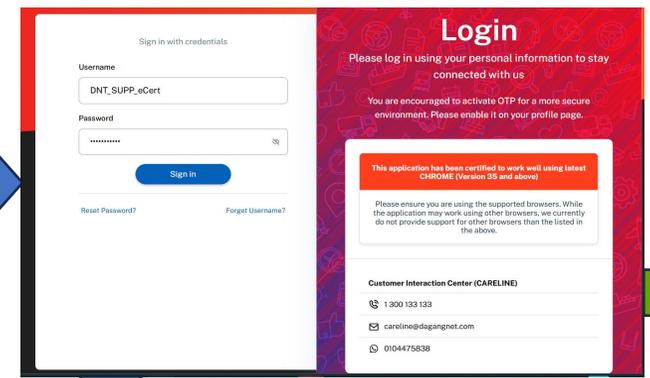
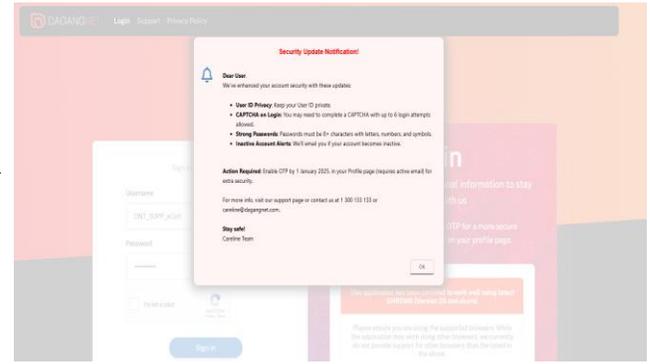
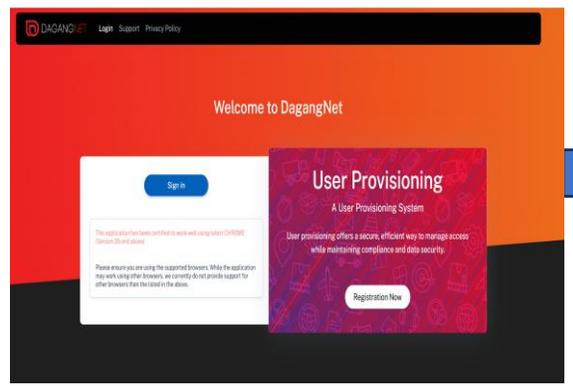
OTP (Simplified) Flow

OTP

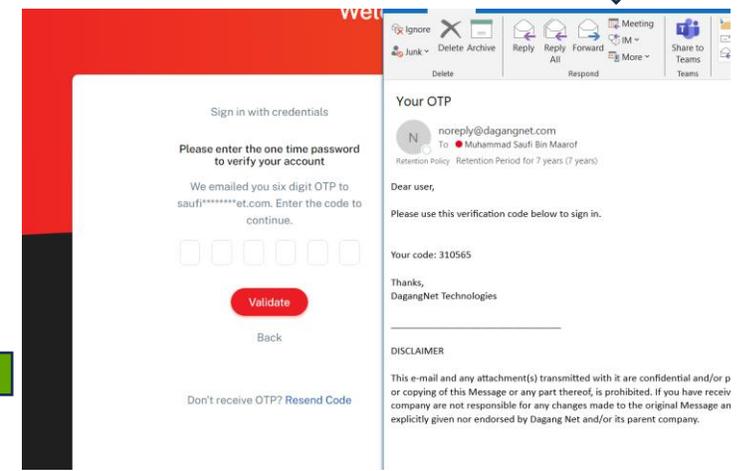
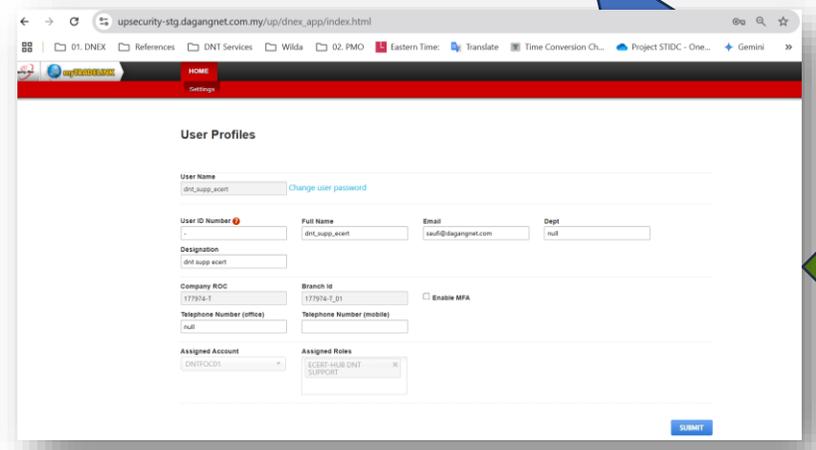


This feature is optional and can be self-enabled by Traders and Agents at profile page, but it will become mandatory on January 1, 2025.

Login flow – UP System



This feature is optional and can be self-enabled by Traders and Agents, but it will become mandatory on January 1, 2025.



Welcome to DagangNet

[Sign in](#)

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.

User Provisioning

A User Provisioning System

User provisioning offers a secure, efficient way to manage access while maintaining compliance and data security.

[Registration Now](#)

Security Features Enhancement

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

Security Update Notification!

 **Dear User,**
We've enhanced your account security with these updates:

- **User ID Privacy:** Keep your User ID private.
- **Login:** You may need to complete login with up to 6 login attempts allowed.
- **Strong Passwords:** Passwords must be 8+ characters with letters, numbers, and symbols.
- **Inactive Account Alerts:** We'll email you if your account becomes inactive.

Action Required: Enable OTP by 1 January 2025, in your Profile page (requires active email) for extra security.

For more info, visit our support page or contact us at 1 300 133 133 or careline@dagangnet.com.

Stay safe!
Careline Team

Sign in

Username

Password

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

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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

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

The screenshot shows a login page with a white form on the left and a red background on the right. The form contains fields for Username (DNT_SUPP_eCert) and Password (masked with dots), a blue Sign in button, and links for Reset Password? and Forget Username?. The right side features a large 'Login' heading, a message encouraging OTP activation, a browser compatibility warning for Chrome 35+, and contact information for the Customer Interaction Center (CARELINE) including phone number 1 300 133 133, email careline@dagangnet.com, and phone number 0104475838.

Sign in with credentials

Username

DNT_SUPP_eCert

Password

.....

Sign in

[Reset Password?](#)

[Forget Username?](#)

Login

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

You are encouraged to activate OTP for a more secure environment. Please enable it on your profile page.

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.

Customer Interaction Center (CARELINE)

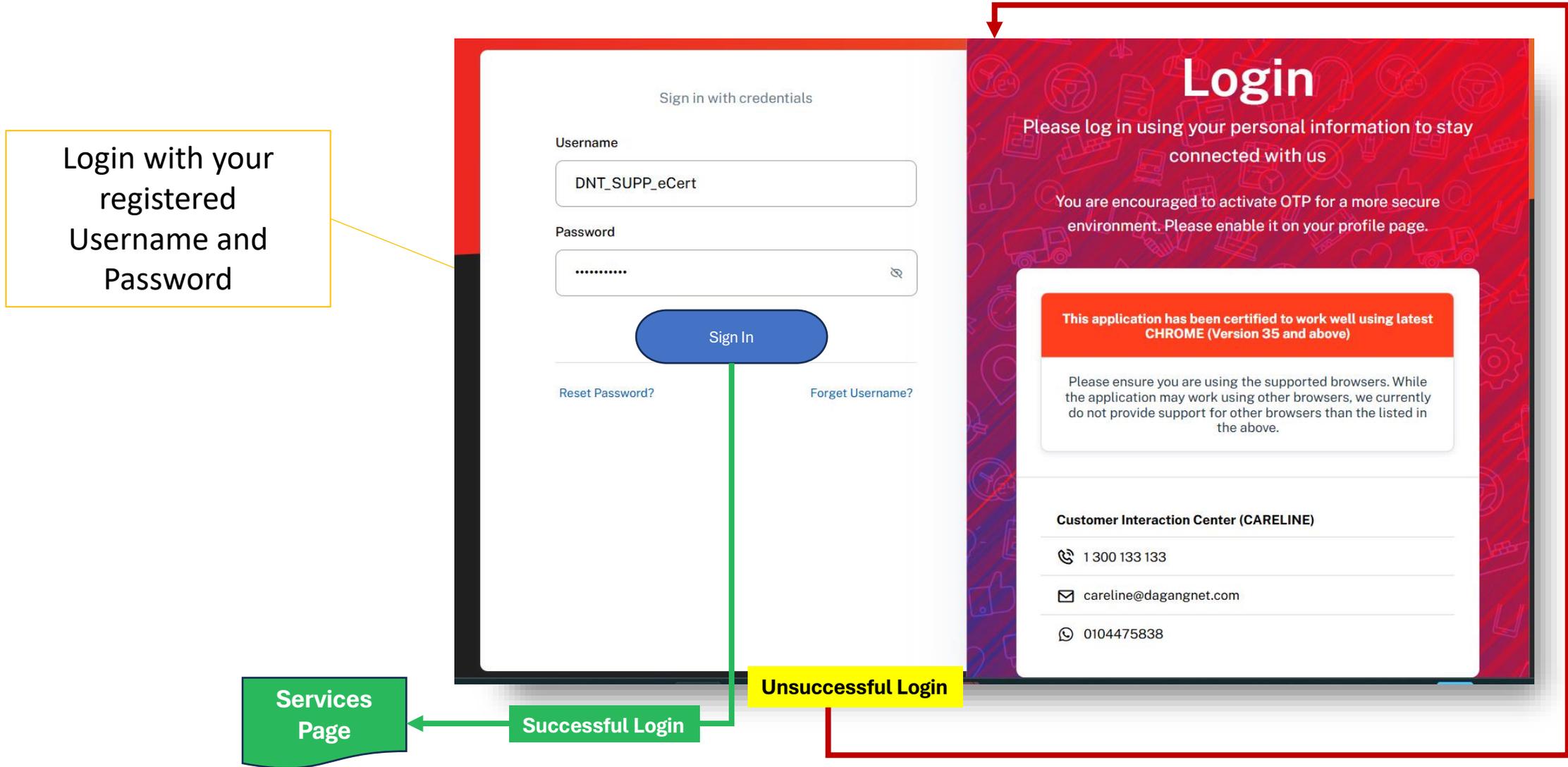
☎ 1 300 133 133

✉ careline@dagangnet.com

📞 0104475838

Security Features Enhancement

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



Login with your registered Username and Password

Sign in with credentials

Username

DNT_SUPP_eCert

Password

.....

Sign In

[Reset Password?](#)

[Forget Username?](#)

Login

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You are encouraged to activate OTP for a more secure environment. Please enable it on your profile page.

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Customer Interaction Center (CARELINE)

📞 1 300 133 133

✉ careline@dagangnet.com

📍 0104475838

Services Page

Successful Login

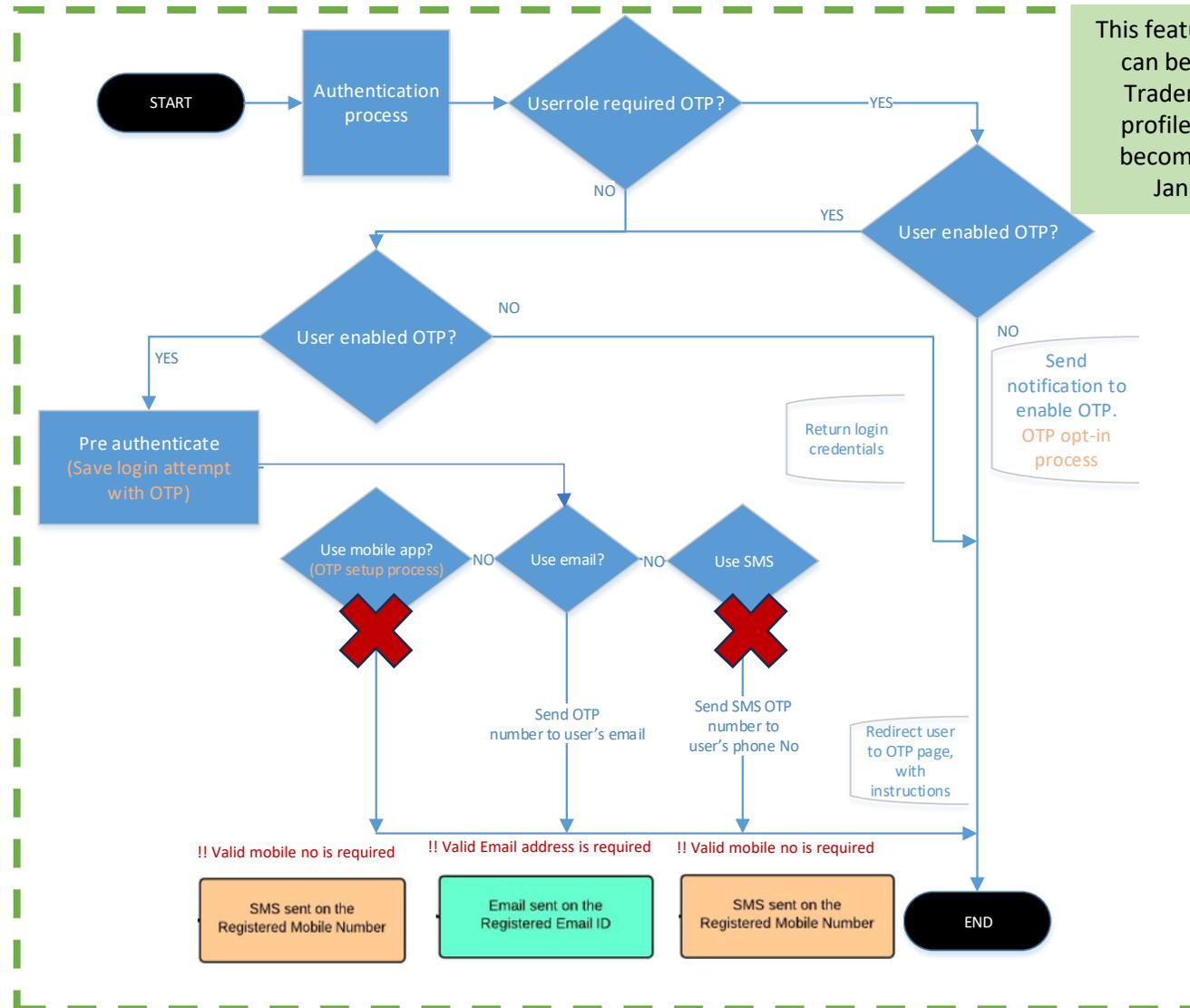
Unsuccessful Login



Login Flow for New or Existing User for DNT Services (e.g. eSTA)

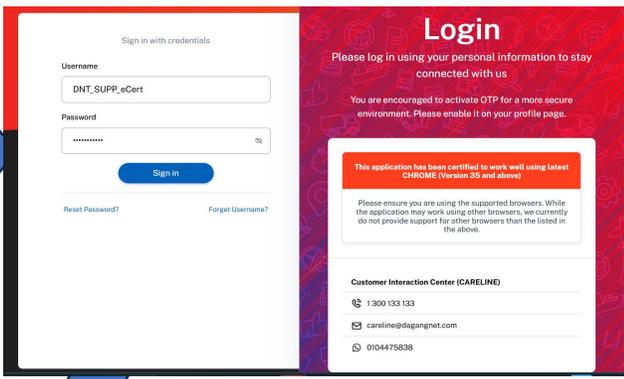
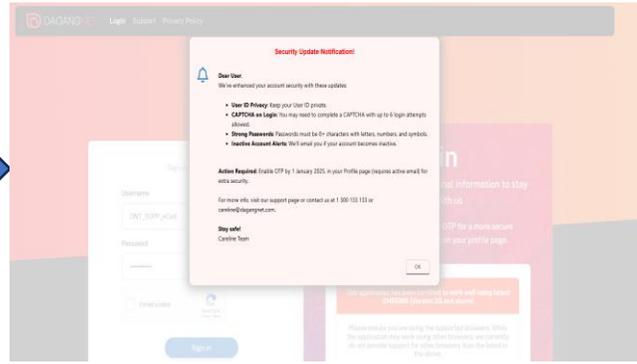
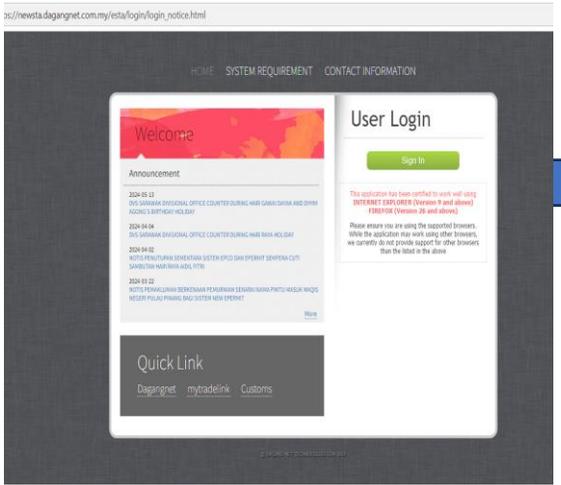
OTP (Simplified) Flow

OTP



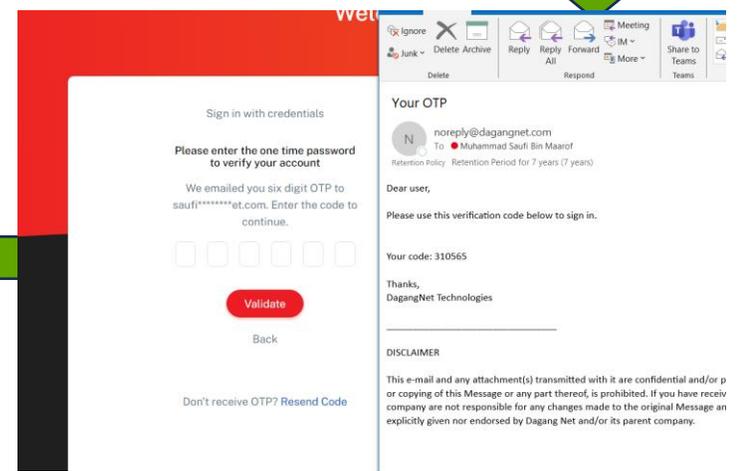
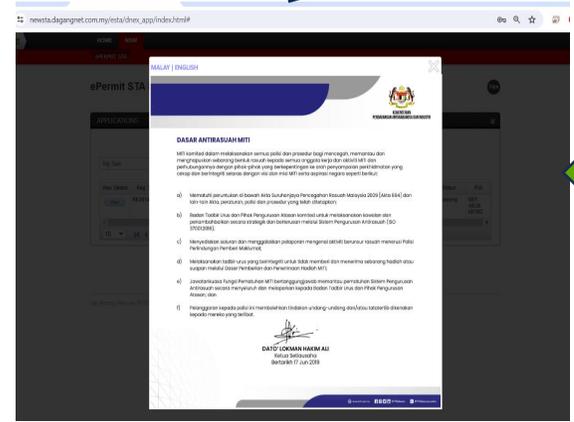
This feature is optional and can be self-enabled by Traders and Agents at profile page, but it will become mandatory on January 1, 2025.

Login flow – ESTA



This feature is currently optional and can be self-activated by Traders and Agents, but it will become mandatory on 1 January 2025.

Production:
 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>





User enabling OTP in Profile Page @ UP System

Welcome to DagangNet

[Sign in](#)

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.

User Provisioning

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[Registration Now](#)

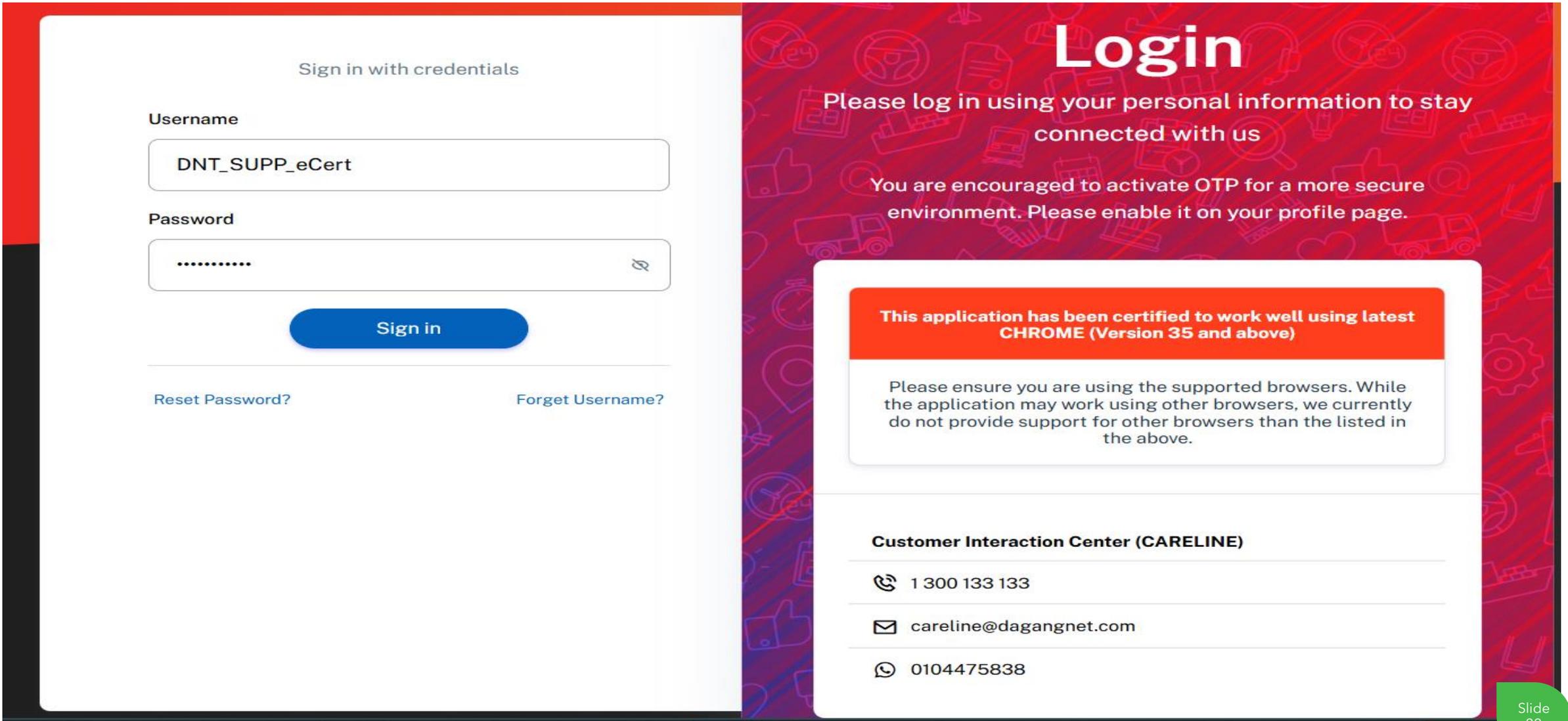
Security Features Enhancement

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

The screenshot shows the DAGANGNET login interface. At the top, there is a navigation bar with the DAGANGNET logo and links for Login, Support, and Privacy Policy. The main content area features a login form with fields for Username (containing 'DNT_SUPP_eCert') and Password (masked with dots). A blue 'Sign in' button is positioned below the form. To the right of the form, there are links for 'Reset Password?' and 'Forget Username?'. A prominent white notification box with a red border is overlaid on the form, titled 'Security Update Notification!'. It contains a bell icon, a 'Dear User,' greeting, and a list of updates: 'User ID Privacy', 'Login', 'Strong Passwords', and 'Inactive Account Alerts'. Below the list, it states 'Action Required: Enable OTP by 1 January 2025, in your Profile page (requires active email) for extra security.' and provides contact information: 'For more info, visit our support page or contact us at 1 300 133 133 or careline@dagangnet.com.' The notification ends with 'Stay safe! Careline Team' and an 'OK' button. In the bottom right corner of the login area, there is a message: 'This application has been certified to work well using latest CHROME (Version 35 and above)'. Below this, it says: '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

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



Sign in with credentials

Username

DNT_SUPP_eCert

Password

.....

Sign in

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

Login

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

You are encouraged to activate OTP for a more secure environment. Please enable it on your profile page.

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.

Customer Interaction Center (CARELINE)

☎ 1 300 133 133

✉ careline@dagangnet.com

📞 0104475838

HOME

Settings

My Profile

1

User Profiles

User Name

cahaya-user

[Change user password](#)

Please enter all required field if you want to change password.

Old password

Password

Confirm Password

User ID Number ?

12345678

Full Name

Tester Hello World

Email

nurul.afifah@dagangnet.com

Dept

null

Designation

Tester Designation

Company ROC

21341-K

Branch Id

21341-K_01

Enable MFA

2

Telephone Number (office)

12345678

Telephone Number (mobile)

Assigned Account

TST00001

Assigned Roles

AIR MANIFEST AIR FOC



User Name

cahaya-user

[Change user password](#)

User Profiles

User Name

siti-mcmc

[Change user password](#)

User ID Number ?

911002025082

Full Name

SITI ZULAIHA Z

Dept

null

Designation

ASST DIRECTOR



To start configuring OTP, please click submit.

OK

3 a

Company ROC

SKM

Branch Id

SKM_01

Enable MFA

Telephone Number (office)

603-86888225

Telephone Number (mobile)

Assigned Account

HOB06767

Assigned Roles

EBILLING END USER ✕

STA PIA VERIFIER ✕

3b

SUBMIT

User Profiles

User Name

siti-mcmc

[Change user password](#)

User ID Number

911002025082

Full Name

SITI ZULAIHA ZOLKIFLI

Email

wilda@dagangnet.com

Dept

null

Designation

ASST DIRECTOR

Company ROC

SKM

Branch Id

SKM_01

Enable MFA

Please click to receive OTP in your email for email verification.

Telephone Number (office)

603-86888225

Telephone Number (mobile)

Send OTP

4

Assigned Account

HOB06767

Assigned Roles

EBILLING END USER ✕

STA PIA VERIFIER ✕

Validate OTP

5

SUBMIT

User Name

siti-mcmc

[Change user password](#)

User ID Number 

911002025082

Full Name

SITI ZULAIHA ZOLKIFLI

Email

wilda@dagangnet.com

Dept

null

Designation

ASST DIRECTOR

Company ROC

SKM

Branch Id

SKM_01

Enable MFA

Telephone Number (office)

603-86888225

Assigned Account

HOB06767



Are you sure you want to update this record?. You will be autologged out on all SSO services.

EBILLING END USER *
STA PIA VERIFIER * 6

and click validate OTP to continue

2 8 5 0 1 1

Validate OTP

SUBMIT

User Name

siti-mcmc

[Change user password](#)

User ID Number ?

911002025082

Full Name

SITI ZULAIHA ZOLKIFLI

Email

wilda@dagangnet.com

Dept

null

Designation

ASST DIRECTOR

Company ROC

SKM

Branch Id

SKM_01

Enable MFA

Telephone Number (office)

603-86888225

Telephone Number

Assigned Account

HOB06767

Assigned Roles

EBILLING END USER ✕

STA PIA VERIFIER ✕

7



OTP by email setup is successful

YES

2 8 5 0 1 1

Validate OTP

SUBMIT

Welcome to DagangNet

Sign in

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.

User Provisioning

A User Provisioning System

User provisioning offers a secure, efficient way to manage access while maintaining compliance and data security.

Registration Now

Security Features Enhancement

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

Security Update Notification!



Dear User,

We've enhanced your account security with these updates:

- **User ID Privacy:** Keep your User ID private.
- **CAPTCHA on Login:** You may need to complete a CAPTCHA with up to 6 login attempts allowed.
- **Strong Passwords:** Passwords must be 8+ characters with letters, numbers, and symbols.
- **Inactive Account Alerts:** We'll email you if your account becomes inactive.

Action Required: For security compliance, OTP activation is required latest by 1 January 2025. You can enable it on your Profile page (an active email is required).

For more info, visit our support page or contact us at 1 300 133 133 or careline@dagangnet.com.

Stay safe!
Careline Team

OK

Sign in

Username

Password

I'm not a robot

reCAPTCHA
Privacy - Terms

Sign in

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

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

The image shows a login page with a red background and various icons. On the left, there is a white login form. On the right, there is a red banner with white text and a white box with a red header containing browser certification information. Below that is contact information for the Customer Interaction Center (CARELINE).

Sign in with credentials

Username
DNT_SUPP_eCert

Password
.....

Sign in

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

Login

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

You are encouraged to activate OTP for a more secure environment. Please enable it on your profile page.

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.

Customer Interaction Center (CARELINE)

☎ 1 300 133 133

✉ careline@dagangnet.com

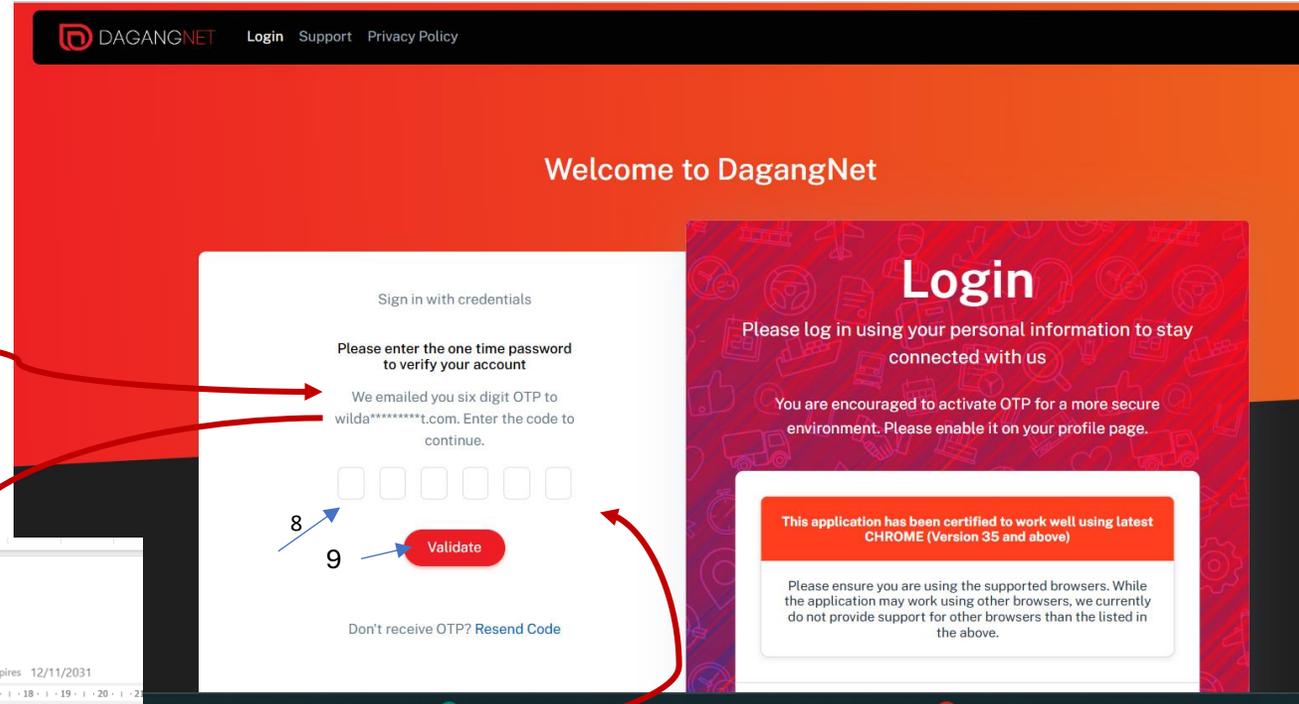
📞 0104475838

Security Features Enhancement - First time

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

UPON SUCCESSFUL SIGN CAPTCHA

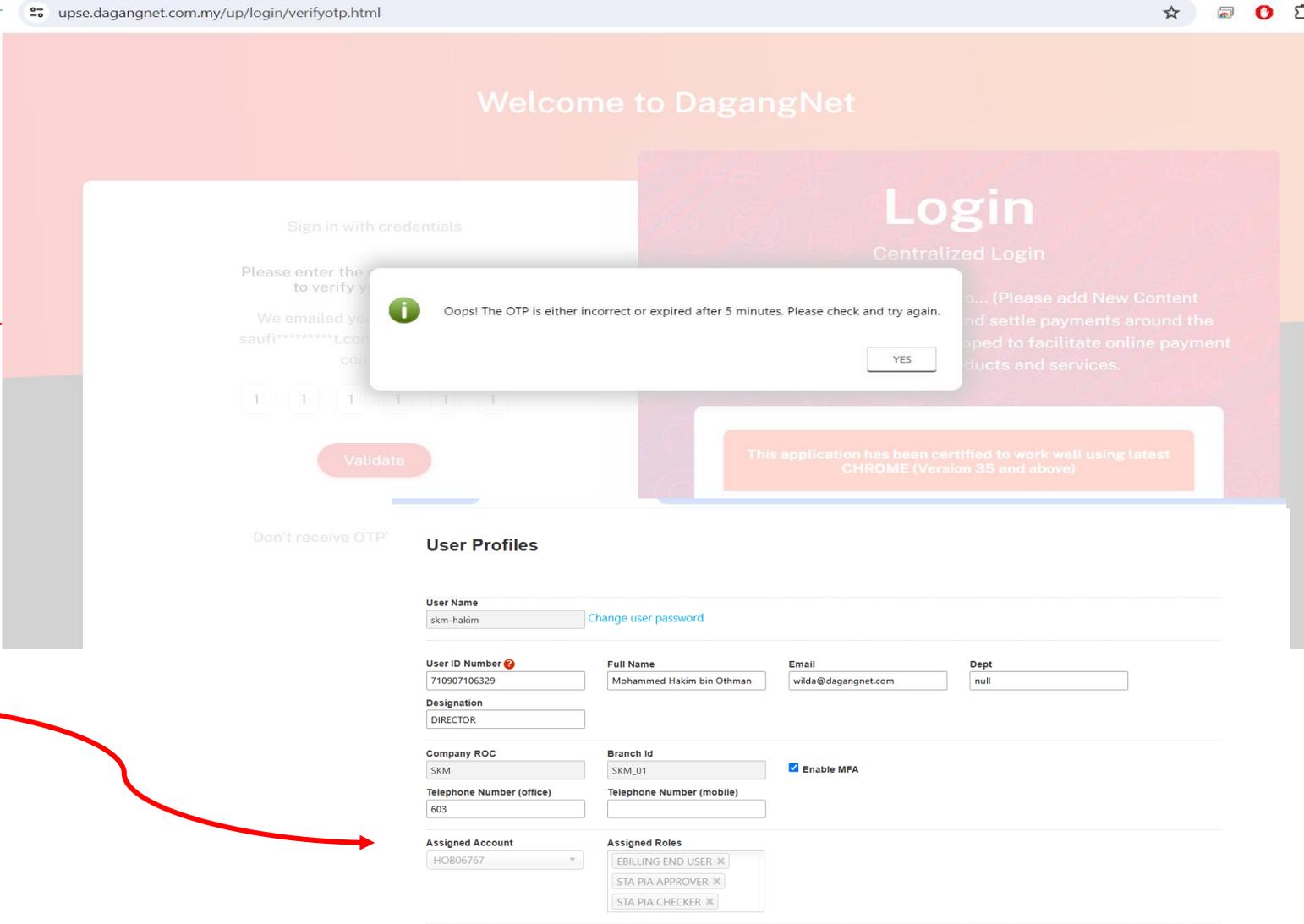
After clicking the Sign button, you will be prompted by the system to check your email for the OTP.



Using backspace button to navigate numbers in the box

Security Features Enhancement

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



IF INCORRECT OTP ENTERED

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

IF CORRECT OTP ENTERED

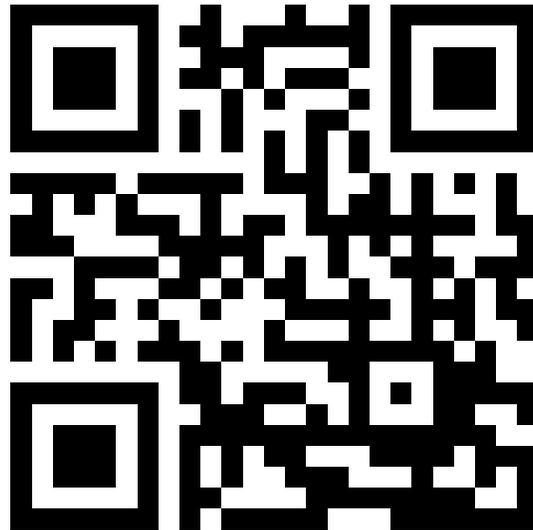
If the correct OTP is entered, you will be redirected to the landing page of the system.

Demonstration next

Thank You

Members of **DNeX** Group





Dagang Net Technologies Sdn. Bhd.

Dagang Net Tower, Block 10 (A&B) Corporate Park, Star Central
Lingkaran Cyberpoint Timur, Cyber 12
63000 Cyberjaya, Selangor, MALAYSIA.
T: +603.8230.6900 F: +603.8230.6969 Careline: 1 300 133 133



FAQ

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 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
6	Why do I need to set up OTP (One-Time Password)?	<ul style="list-style-type: none">• OTP is a security feature that adds an extra layer of protection to your account by requiring a one-time password in addition to your regular login credentials. This helps prevent unauthorized access.

Security Features Enhancement

FAQ - OTP

No	Questions	Answers
7	When do I need to set up OTP?	<ul style="list-style-type: none">• OTP setup is required by 1 January 2025, for all accounts. After this date, OTP will be mandatory for logging in
8	How can I enable OTP for my account?	<ul style="list-style-type: none">• To enable OTP, log in to your account and go to the Profile page. Follow the instructions to complete the setup.
9	Do I need an active email to set up OTP?	<ul style="list-style-type: none">• Yes, an active email is required to enable OTP. Make sure your email address is up-to-date in your account settings.
10	What happens if I don't set up OTP by 1 January 2025?	<ul style="list-style-type: none">• Starting 1 January 2025, OTP will be mandatory for logging in. If you don't enable OTP by that time, you may not be able to access your account securely.
11	Will I receive an OTP every time I log in?	<ul style="list-style-type: none">• Yes, once OTP is set up, you will receive a one-time password each time you log in, which you must enter along with your regular password.
12	What should I do if I don't receive the OTP?	<ul style="list-style-type: none">• If you don't receive the OTP, check your email spam folder or ensure your email address is correct. If the issue persists, contact our support team for assistance.
13	Can I disable OTP after I set it up?	<ul style="list-style-type: none">• No, OTP is a required security measure. It cannot be disabled once activated, except by contacting support for account recovery.

Note:

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.

Security Features Enhancement

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 characters• Letters (uppercase or lowercase)• Numbers• Symbols
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	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	<p>Option 1: If your ID is suspended, a pop-up message will prompt you to contact the Careline or request an administrator to reset your ID or password.</p> <p>Option 2: you'll need to reset your password using your administrator password. Follow the link provided in the error message to access the password reset page: https://up.dagangnet.com.my/upcams/login/ and click sign-in</p> <p>For Option 3: refer next slides</p>

Security Features Enhancement

FAQ - Password Reset

No	Questions	Answers
	What should I do if my ID is suspended due to too many failed login attempts	<p>Option 3: You can download the documents you need by visiting the support page:</p> <p>Go to this URL >> https://up.dagangnet.com.my/upcams/login/. On this page, click sign in and then click on "Support Page" to download following: https://up.dagangnet.com.my/upcams/login/, click sign-in & and click support page at below message :</p> <p>Get the Facts: Security Enhancement FAQ: Your Question Might Already Have an Answer, click here to download. Security Enhancement Awareness: Ensuring Your Security: Important Changes You Should Know, click here to download.</p> <div data-bbox="1847 939 2476 1339"><p style="text-align: center;">Security Update Notification!</p><p> Dear User, We've made your account more secure with these changes:</p><ol style="list-style-type: none">1. Keep your User ID private.2. Use CAPTCHA and OTP (if required) for logging in, and you can try logging in up to 6 times.3. Your password must be 8+ characters, including letters, numbers, and symbols.4. We'll email you if your account is inactive.<p>For more info, check our support page. Need help? Call 1 300 133 133 or email careline@dagangnet.com</p><p>Stay safe! Careline</p></div>

Security Features Enhancement

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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