

1. DPS Security Changes

1.1 Introduction

The current DPS account policies do not provide the necessary functionalities for advanced security policies like Two-factor authentication (2FA) to be applied, where a secure token (a 5-digit code) can be sent to user (via email or SMS). This is very similar to what most banks and online stores these days apply, where a verification code is sent to users that needs to be re-entered on the webpage.

With this said we will embark on a journey whereby stricter password policies will be enforced and apply the required changes to the system so we can collect and verify contact details. This allows the system to expose advanced account self-service functionality, whereby users can recover or reset their own passwords, provided that they have verified their cell or email address.

Going forward, on login a 5-digit 2FA verification code will sent to the user via his preferred communication method, which needs to be supplied before access will be granted to the system. 2FA codes will be valid for 12 hours.

Contents

1.	DPS Security Changes.....	1
1.1	Introduction	1
1.2	Password Complexity	2
1.3	Password Expiration.....	2
1.4	Password History	2
1.5	Contact detail verification.....	3
1.6	Self Service account management functionality	5
1.6.1	Self Service password Reset.....	6
1.6.2	Self-service account Recovery	9
1.7	Two Factor Authentication (2FA)	10
1.7.1	First Login	10
1.7.2	Resending 2FA codes	11
1.7.3	Confirm the verification code	12
1.7.4	Subsequent logins	12

1.2 Password Complexity

All user account password, must meet the following requirements:

1. Password must be at least 8 characters long
2. Password must contain at least one lowercase character
3. Password must contain at least one Uppercase character
4. Password must contain one special character (` , ! , # , \$, % , ^ , & , * , - , _ , = , + , ? , ~ , |)
5. Password must contain at least one number
6. Password may not contain the following bad password sequences: P@ssw0rd, S3cur1ty, 1qaz@WS

Should a user log into the DPS websites and their password do not meet the above complexity requirements, the user will be redirected to the Reset password page whereby they will be required to update their password to meet the above criteria.

1.3 Password Expiration

User account passwords will expire once every 30 days going forward. If the user's password has expired, they will be redirected to the reset password page and will then be required to create a new password.

1.4 Password History

The DPS system will keep track of previously used passwords and the user will be required create a new password that he hasn't been used before.

1.5 Contact detail verification

On login, users will be redirected to the account Edit page, until they verify either a cell phone number or an email address.

Your account needs user detail confirmation; please check that your contact details are setup correctly and that your email, cell and phone details are up to date. Please note that the system requires you to verify either your Email address or your Cell number for communication and security purposes.

Step 1: Update email address

Step 2: Update Cell number

Home | Branch Claims | Inspections | User | Logout

Update User Details

Your account needs user detail confirmation, please check that your contact details are setup correctly and that your email, cell and phone details are up to date. Please note that the system requires you to verify either your Email address or your Cell number for communication and security purposes.

Account

Username: renebranch Name: RENEE Surname: DU MONT

Contact Details

Tel No: 0516332889 Fax No: 0516332861

Email Address: Update my email address to:

Cell No: Update my cell number to:

2FA Preferred Method: None

Important Notice

- The self-service password reset functionality (Reset and Recover links available on Logon page), will only be available for accounts where either the email or cell phone number have been verified.
- The Email and Cell phone number verification message will contain a link that may incur personal data charges or costs to the user, if personal devices are being used.
- The user hereby agree that the supplied contact information can be used for security purposes.
- 2FA or "Two Factor Authentication" is a much more secure authentication mechanism that will be adopted by the DPS system in the near future. A 5 digit 2FA verification code will sent to the user via their preferred communication method. 2FA verification codes will be renewed and resent once every 12 hours.

History

Last Account Update: 2020-10-08 10:24:23 Last Detail Confirmation Date: 0001-01-01 00:00:00 Last Password Reset Date: 2020-10-08 08:24:19 Last 2FA Verification Code Send Date:

Action Description

Save Save the changes on your account

Change Password Change your password

Download Click here to download a pdf training manual that explains security changes to user accounts and the contact verification process.

[Back to Home](#)

Step 3: Save

Action	Description
Save	Save the changes on your account

Step 4: NB* Please do make use of the 2FA Preferred Method at this point, it will default to none

2FA Preferred Method

None

None

Cell

Email

Both

Step 5:

The user will receive a 5-digit verification code message via an email or SMS.

Enter the verification code / codes received

Enter verification code from email sent: 2020-10-08 10:34:36	<input type="text" value="J7W6Q"/>
Enter verification code from SMS sent: 2020-10-08 10:34:36	<input type="text" value="B7XNX"/>

The user must save the changes after entering the verification codes. If the codes are correct, the account will be updated, and the cell phone number and / or email address will be marked as "Verified".

Email Address	renee.dumont@digicall.co.za
	Verified <input type="button" value="Change Email"/>
Cell No	0817076343
	Verified <input type="button" value="Change Cell"/>

Step 6:

You may now select your 2FA Preferred Method

2FA Preferred Method	<div>None ▼</div> <div>None</div> <div>Cell</div> <div>Email</div> <div>Both</div>
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Action	Description
<input type="button" value="Save"/>	Save the changes on your account

1.6 Self Service account management functionality

There are now 2 additional options that the users can make use of on the logon page of the DPS web portals:

1. Reset password - Click here if you know your username and would like to reset your password using the cell or email address verified on your account.

2. Recover: Click here if you forgot your username and would like to recover your account details and reset the password.



LOGIN

Date	Severity	Message
8/3/2020 10:00:00 AM	Critical	Please note that the first time after login, you will be required to confirm your user account and contact details.

UserName

Password

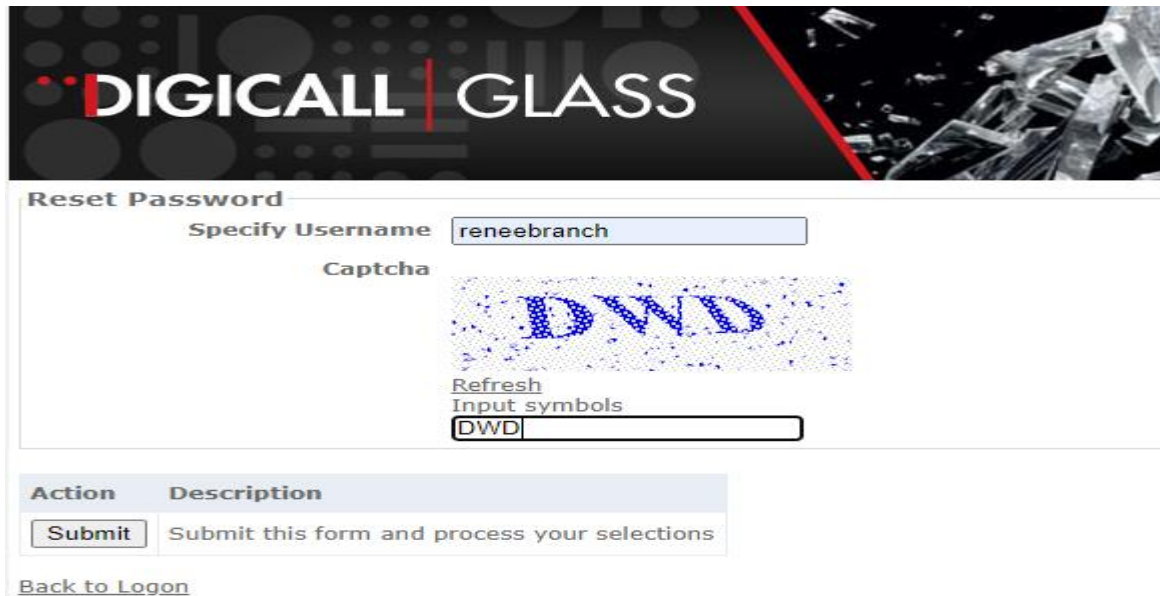
Action	Description
Login	Log in with the username and password supplied above
Reset	Click here if you know your username and would like to reset your password using the cell or email address verified on your account.
Recover	Click here if you forgot your username and would like to recover your account details and reset the password.

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1.6.1 Self Service password Reset

If the user knows their username and would like to perform a password reset on their account, they can make use of the Reset link available on the logon page.

They need to specify their username and complete a “Captcha” to prove to the system that we are dealing with an actual human and not a computer or hacker:

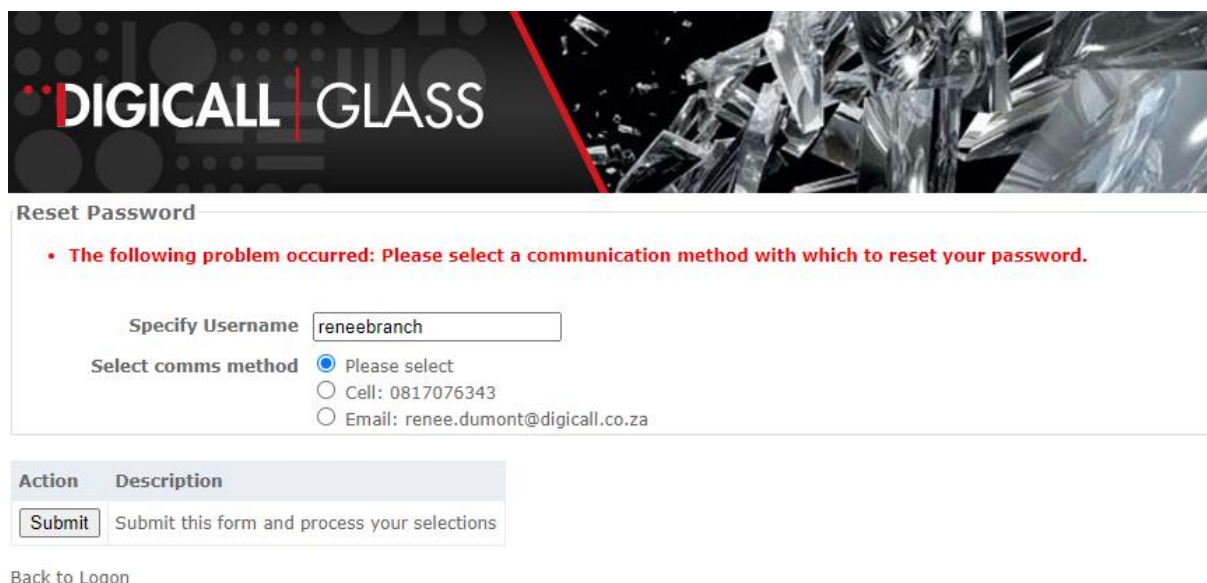


Action	Description
<input type="button" value="Submit"/>	Submit this form and process your selections

[Back to Logon](#)

The following message will be displayed:

Please select a communication method with which to reset your password.



Action	Description
<input type="button" value="Submit"/>	Submit this form and process your selections

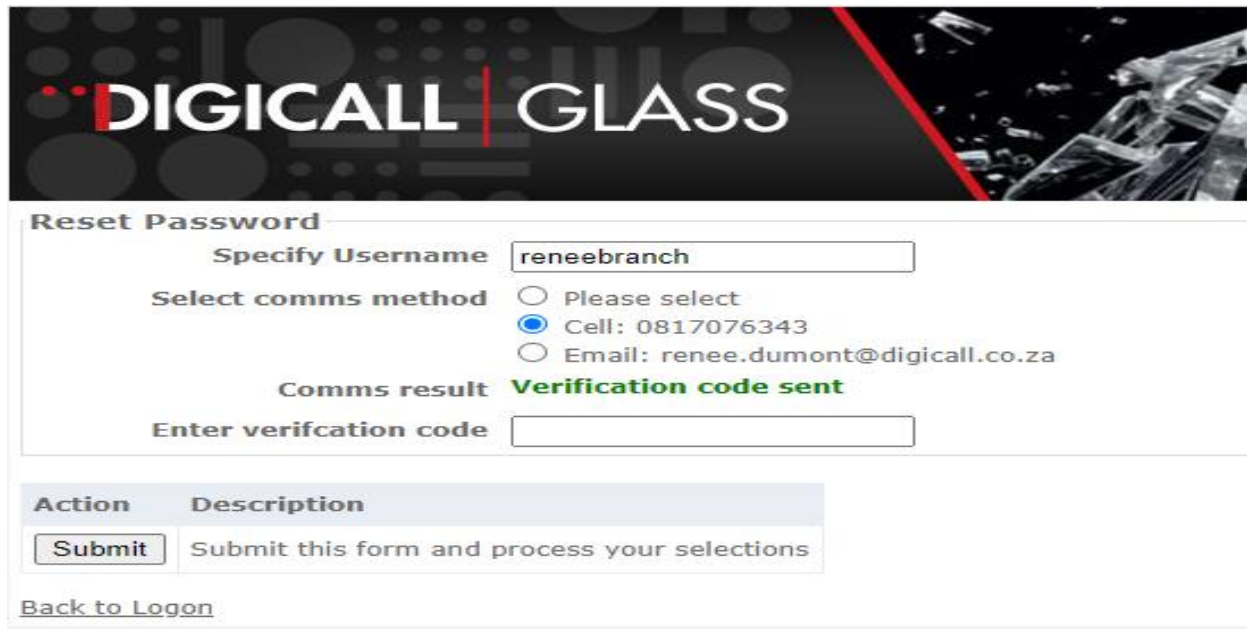
[Back to Logon](#)

There are two options available when resetting a password either via cell or email.

Note that a password reset will only be available for accounts where the cell and / or email has been verified. (see [1.5 Contact detail verification](#))

Once you have selected the preferred communication method and click submit, the user will receive the requested communication and on DPS status will state:

"Comms result - Verification code sent"



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Reset Password

Specify Username

Select comms method ☐ Please select ☒ Cell: 0817076343 ☐ Email: renee.dumont@digicall.co.za

Comms result **Verification code sent**

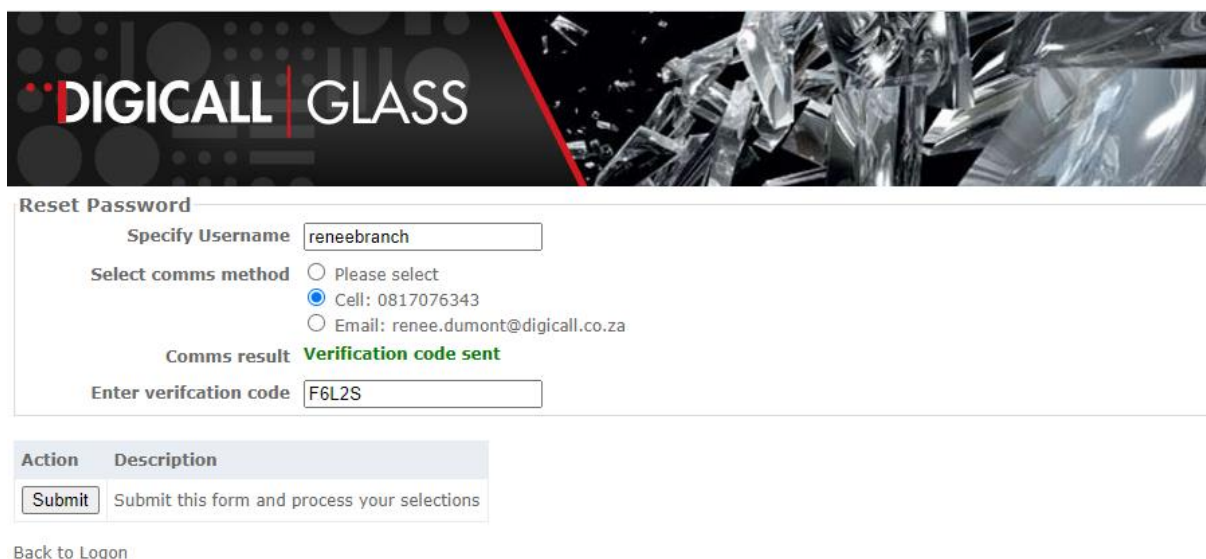
Enter verification code

Action	Description
<input type="button" value="Submit"/>	Submit this form and process your selections

[Back to Logon](#)

The user will then be required to enter the 5 digit alphanumeric verification code that was sent to their cell phone or email address.

Once done the user will click Submit



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Reset Password

Specify Username

Select comms method ☐ Please select ☒ Cell: 0817076343 ☐ Email: renee.dumont@digicall.co.za


Comms result **Verification code sent**

Enter verification code

Action	Description
<input type="button" value="Submit"/>	Submit this form and process your selections

[Back to Logon](#)

The user will then be presented with a screen which allows the user to change their password.



Change Password

Username reneebranch

New Password


The New Password field is required.

Confirm New Password

The Confirm New Password field is required.

Once the user has entered and confirmed the new password the user will be redirected back to the main login page.

Password updated, please login again using your new password



Login

Date	Severity	Message
8/3/2020 10:00:00 AM	Critical	Please note that the first time after login, you will be required to confirm your user account and contact details.

UserName

Password


• Password updated, please login again using your new password.

Action	Description
<input type="button" value="Login"/>	Log in with the username and password supplied above
Reset	Click here if you know your username and would like to reset your password using the cell or email address verified on your account.
Recover	Click here if you forgot your username and would like to recover your account details and reset the password.

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1.6.2 Self-service account Recovery

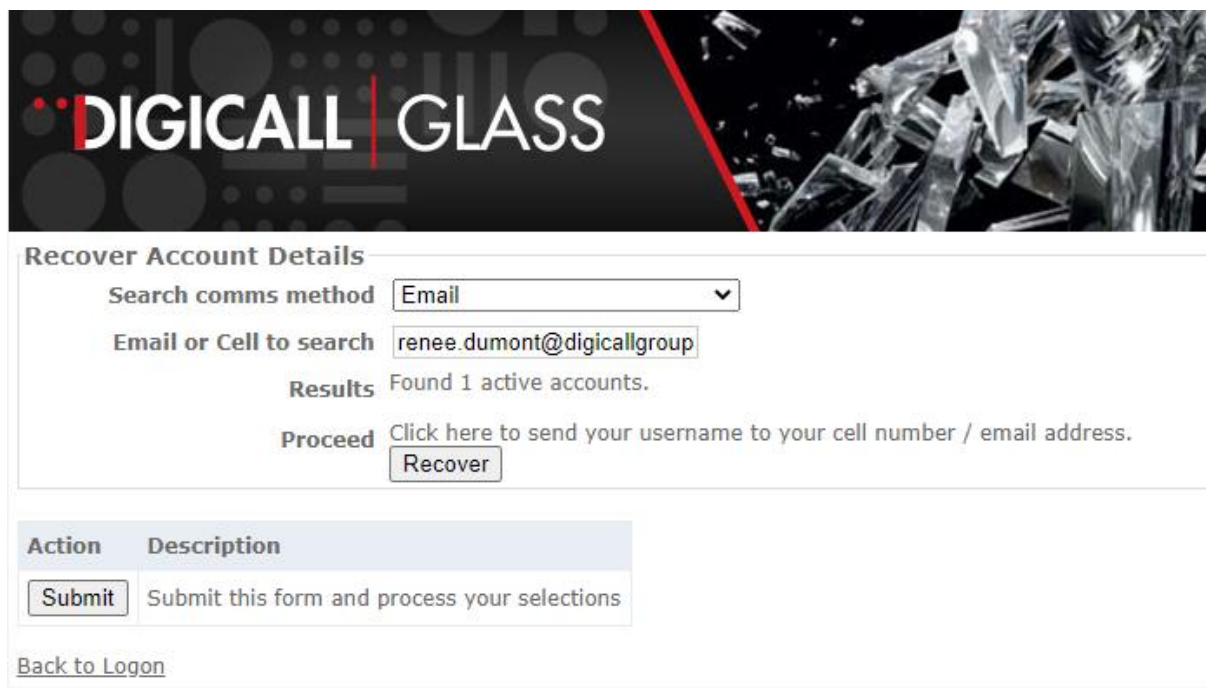
If the user does not know his username, he may use the “Recover” functionality available on the logon page. The user will be presented with an option to search for his account details, either via their email address or cell phone number, and will be required to complete a Captcha.



Action	Description
<input type="button" value="Submit"/>	Submit this form and process your selections

[Back to Logon](#)

Once the preferred selection has been made the user will click on the Recover button:



Action	Description
<input type="button" value="Submit"/>	Submit this form and process your selections

[Back to Logon](#)

An email or SMS will be sent to the user that displays the usernames for any active accounts in the DPS system, that use the specified email address or cell phone number.

The user will then be redirected to the standard password reset page (see [1.6.1 Self Service password Reset](#)), where he can enter the username that was sent to him, so that he can perform a password reset.

1.7 Two Factor Authentication (2FA)


2FA or 'Two Factor Authentication' is a much more secure authentication mechanism that has been incorporated into the System.

On login, a 5-digit 2FA verification code will be sent to the user via his preferred communication method, which needs to be supplied before access will be granted to the system. 2FA verification codes will be valid for 12 hours.

If the user account does not have a preferred communication method selected. The user will be able to login without a 2FA code, but his navigation will be restricted to only allow the verification process to be completed. (see [1.5 Contact detail verification](#))

1.7.1 First Login

Enter your username and password as per normal but leave the 2FA code blank:



LOGIN

Date	Severity	Message
8/3/2020 10:00:00 AM	Critical	Please note that the first time after login, you will be required to confirm your user account and contact details.

UserName:

Password:

2FA Verification Code:

* Leave empty if you do not have a code yet, or would like to resend

Action	Description
Login	Log in with the username and password supplied above
Reset	Click here if you know your username and would like to reset your password using the cell or email address verified on your account.
Recover	Click here if you forgot your username and would like to recover your account details and reset the password.
Download	Click here to download a pdf training manual that explains security changes to user accounts and the contact verification process.

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The system will detect if the previous 2FA code is more than 12 hours old (or if none were sent before), in which case it will send a new code to the user via his preferred communication method.

A message will be displayed to the user informing him that a new verification was sent:

- The 2FA verification code provided do not match the current valid verification code sent at: 2020-10-23 07:31:20



Login

Date	Severity	Message
8/3/2020 10:00:00 AM	Critical	Please note that the first time after login, you will be required to confirm your user account and contact details.

UserName

Password

2FA Verification Code

* Leave empty if you do not have a code yet, or would like to resend

Resend Verification Code ☐

• A new 2FA verification code was sent to your preferred method at 2020-10-23 07:31:20

Action	Description
Login	Log in with the username and password supplied above
Reset	Click here if you know your username and would like to reset your password using the cell or email address verified on your account.
Recover	Click here if you forgot your username and would like to recover your account details and reset the password.
Download	Click here to download a pdf training manual that explains security changes to user accounts and the contact verification process.

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Note you will now also have the option to "Resend Verification Code" if it was not received.

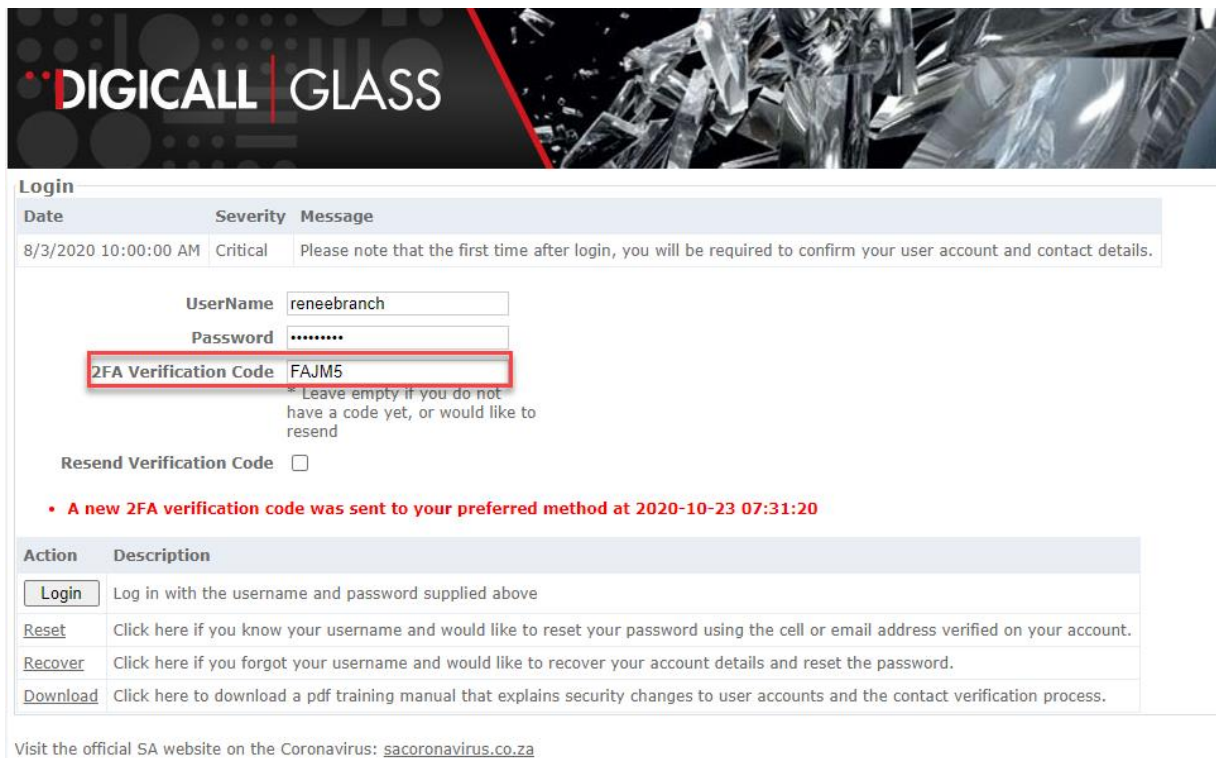
1.7.2 Resending 2FA codes

To resend 2FA codes, login with your username and password and leave the 2FA code blank. The page will refresh and show the "Resend Verification Code" checkbox. Select the checkbox and Login again, then a message will show that the verification code was resent. Please allow some time for communication messages to be delivered via your preferred method.

Depending on network speeds, email service providers and how regularly your email is retrieved or refreshed – it may take some time for 2FA emails to be received. 2FA SMS's should be received within 30 seconds.

1.7.3 Confirm the verification code

Please enter the verification code you received via your preferred comms method in the “2FA Verification Code” textbox:



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Login

Date	Severity	Message
8/3/2020 10:00:00 AM	Critical	Please note that the first time after login, you will be required to confirm your user account and contact details.

UserName: reneebranch

Password:

2FA Verification Code: FAJM5
* Leave empty if you do not have a code yet, or would like to resend

Resend Verification Code: ☐

• A new 2FA verification code was sent to your preferred method at 2020-10-23 07:31:20

Action	Description
Login	Log in with the username and password supplied above
Reset	Click here if you know your username and would like to reset your password using the cell or email address verified on your account.
Recover	Click here if you forgot your username and would like to recover your account details and reset the password.
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If the code you entered is valid, the system will log you in.

1.7.4 Subsequent logins

The webpage will remember the previously used 2FA code for 12 hours, so that he does not need to populate this every time he logs in. After 12 hours, the code will expire and the textbox will be blank again.