SDS 2.0

Smart Digital Systems

User Guide for Customers (Inventory Store) | How to Navigate the Customer Portal

ST Engineering

Table of Contents

How do I Login?

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Step 1: Go to SDS website

To access SDS2.0:

https://sds.stengg.com

Then select **Visit Site**

Step 2: Enter username and password

Enter your username and Password here and click **Sign In**.
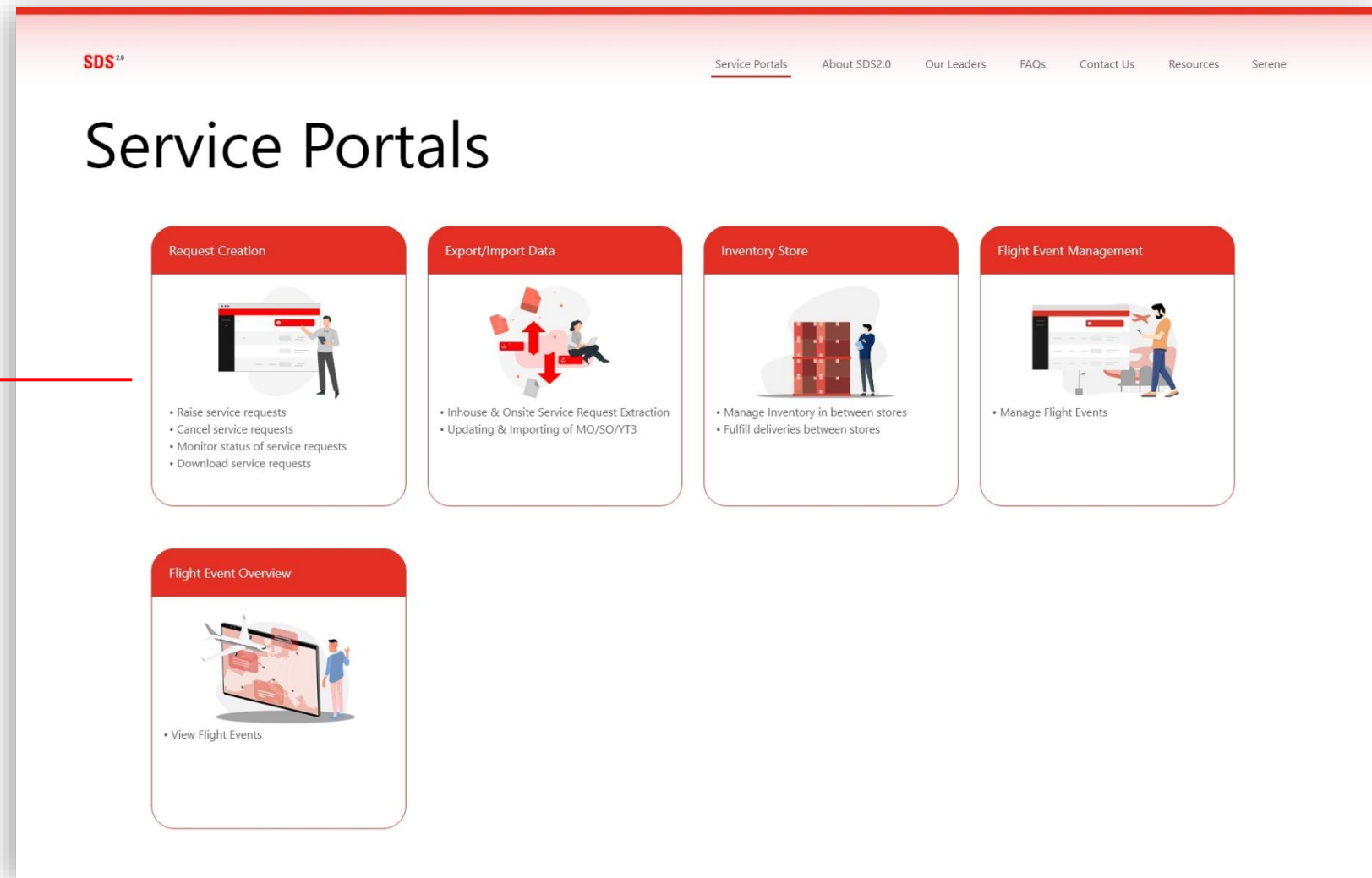
Step 3: View Site

Select **Enter Portal** link under

Request Creation section

What's the process for my first-time login?

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Step 1: First-time user password reset prompt

If it is your first-time logging into the system, you will be prompted to change your password.

Enter a new password and re-enter your password to confirm, then tap **[Submit]**
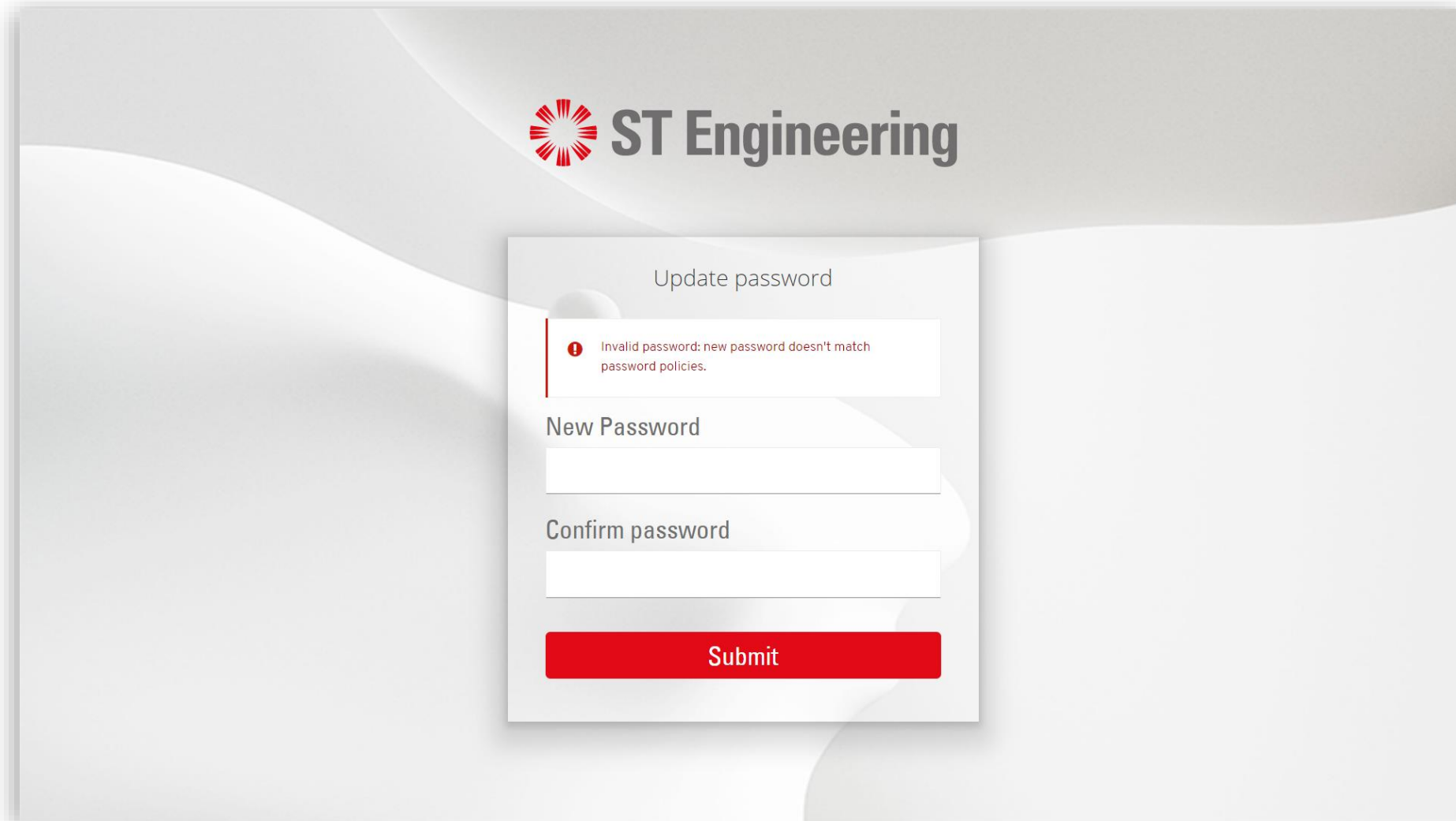

Step 2: Creating your password

Type your password in the field. Ensure that your password have:

1 A minimum of 8 characters in length

2 At least one upper case character and one lower case character

3 At least one special character and one numeric character
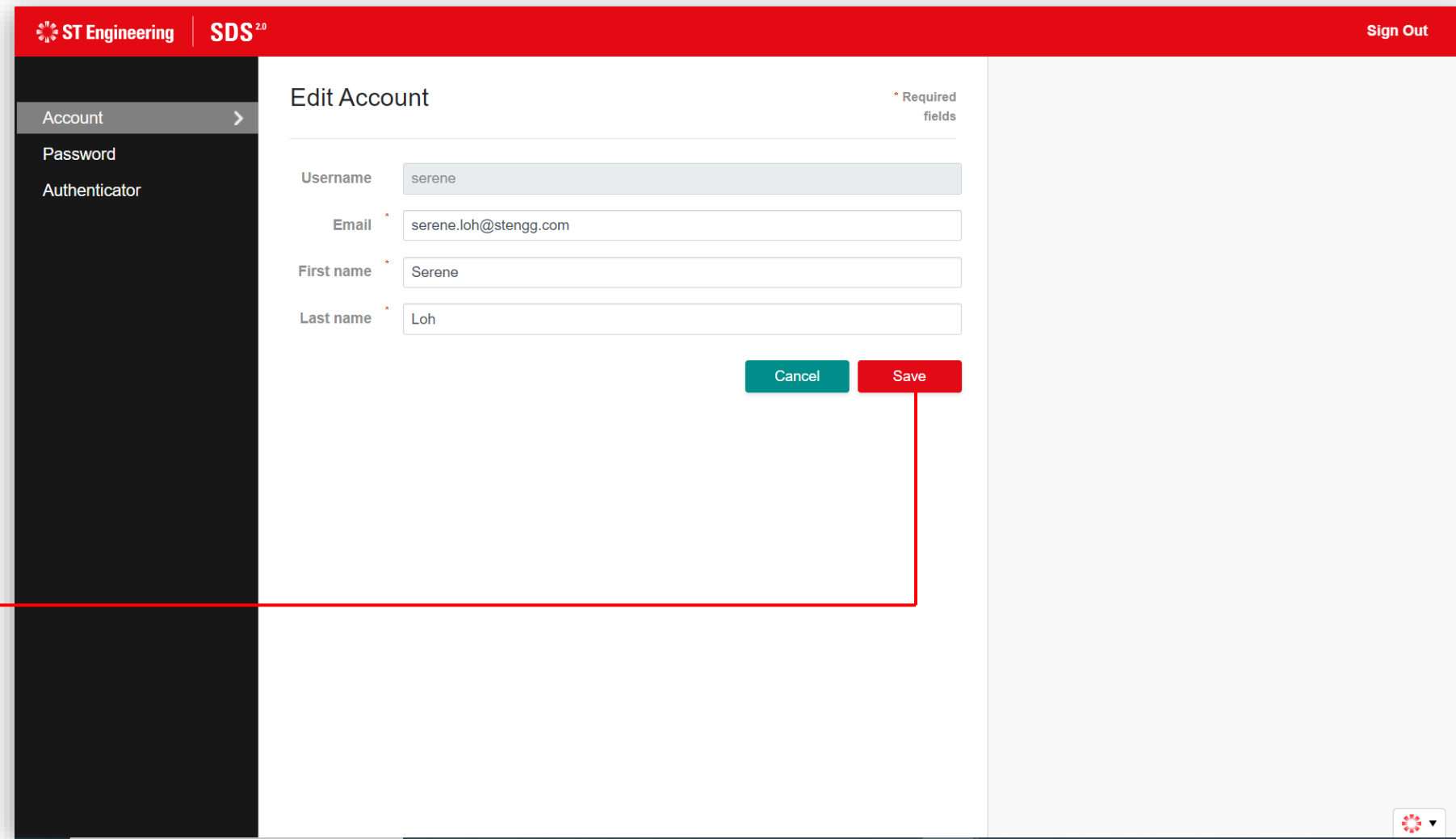
Step 3: Updating your account information

Once logged in, you are required to fill-in your details on Account page:

- Email

- First Name

- Last Name

Click **[Save]** to update your details.
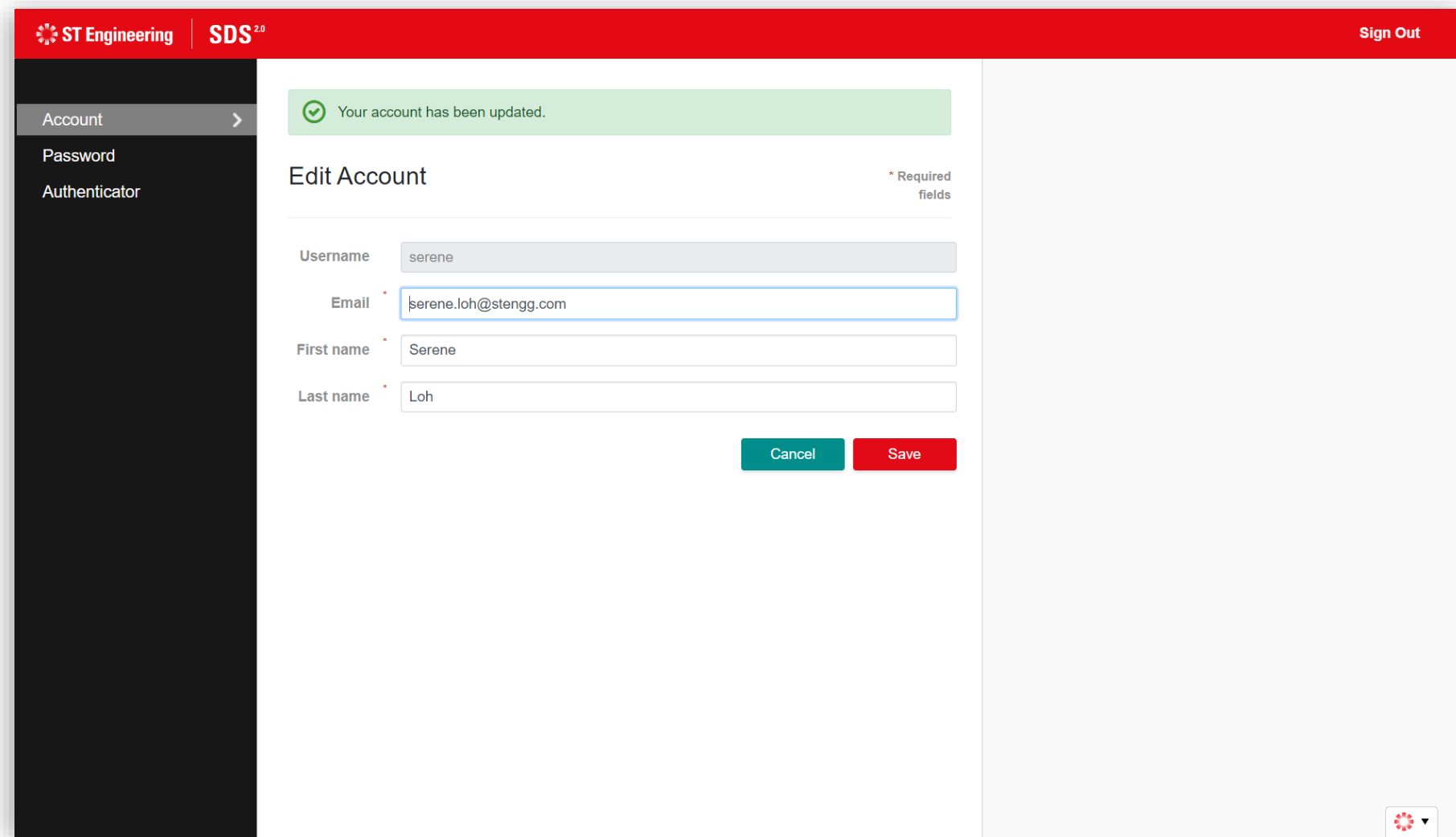
Step 4: Updated information saved

Your account will be updated successfully when all the fields are updated correctly.

How do I create an account?

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Contact your Service Manager

If you need to have your account created, contact your service manager to request for account creation on your behalf.

Your service manager will email you the details once the account is approved and created.

What's the process to create an account?

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Process Flow

START
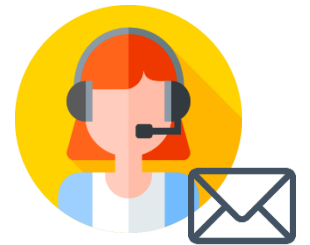**END**

Users to raise request via DSTA SM (System manager)

DSTA SM to inform ST CM (Contract Manager) who will tag it to designated work centers, SLoc

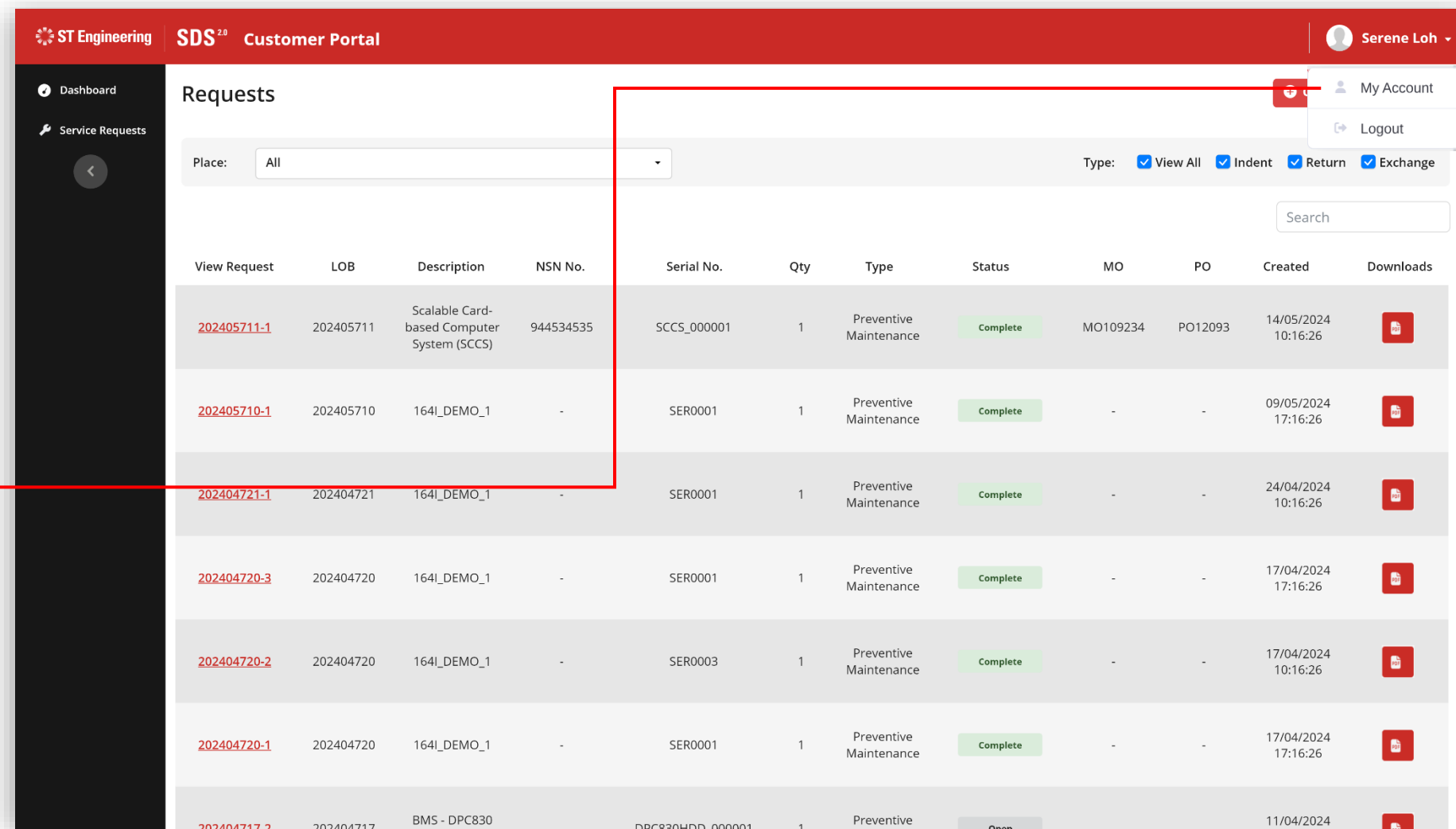ST CM informs CX Hub to create account(s)

CX Hub will send email to customers for their created account details

How do I change my password?

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Step 1: Locate the top navigation bar

Navigate to the top tool bar and click on your name (i.e. **Serene loh**).

Select **[My Account]**
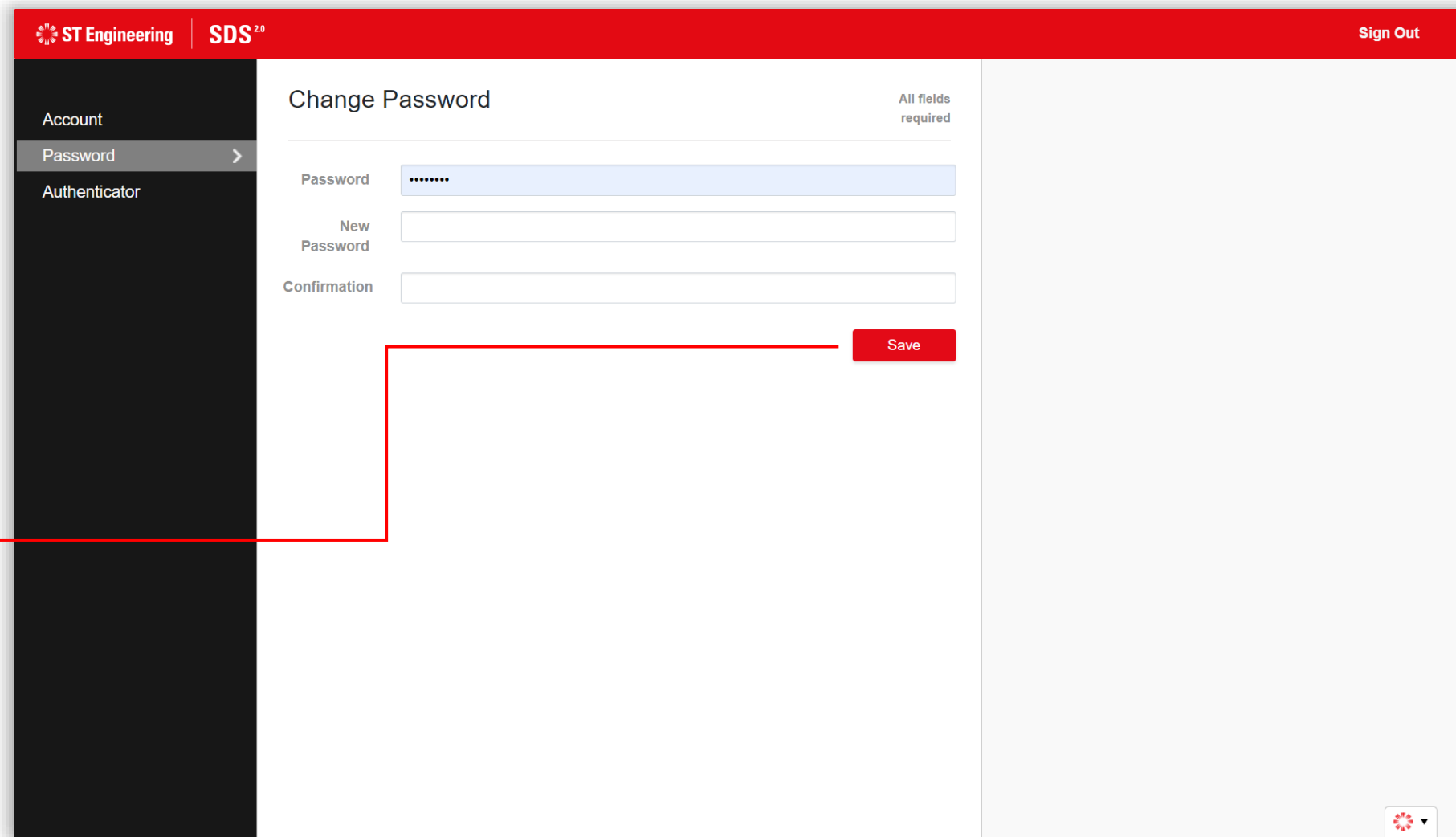
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Step 3: Select Password Menu

From side menu, click

[Password]

Enter your current

password, new password

and re-enter your new

password for confirmation.

Enter **[Save]** to confirm

the change.

What to do if I forget my password?

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Step 1: Contact your Service Manager

If you have forgotten your password, you will need to contact your service manager who will request password reset on your behalf.

Your service manager will email you your new password once it has been reset.
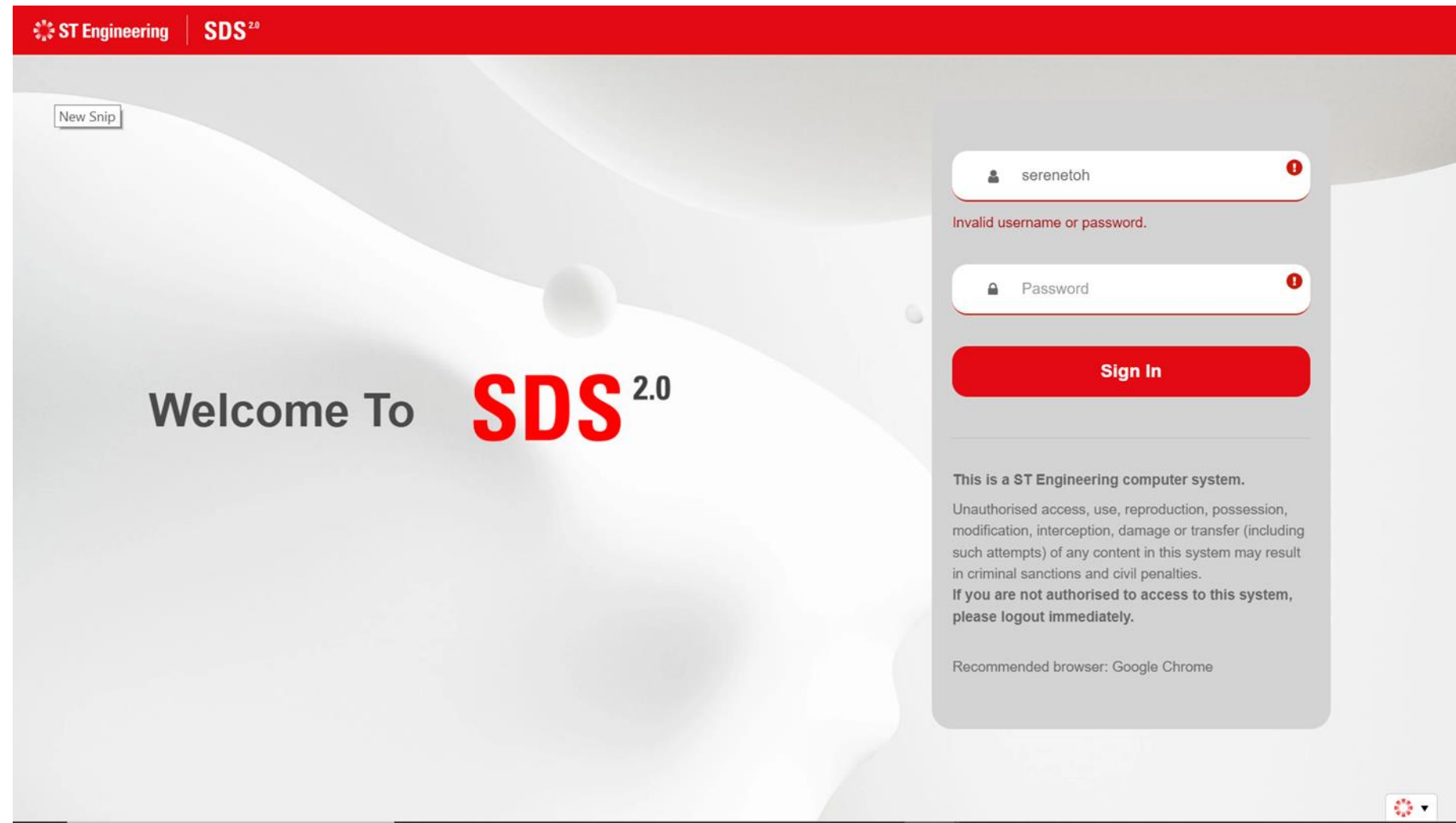
How do I set up OTP?

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Step 1: Go to the Authenticator tab

You can setup a One Time Password(OTP) for your account on the Authenticator page.

You are required to download the Google Authenticator app on your mobile.

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Step 2: Download an authenticator app

Download Google Authenticator app from
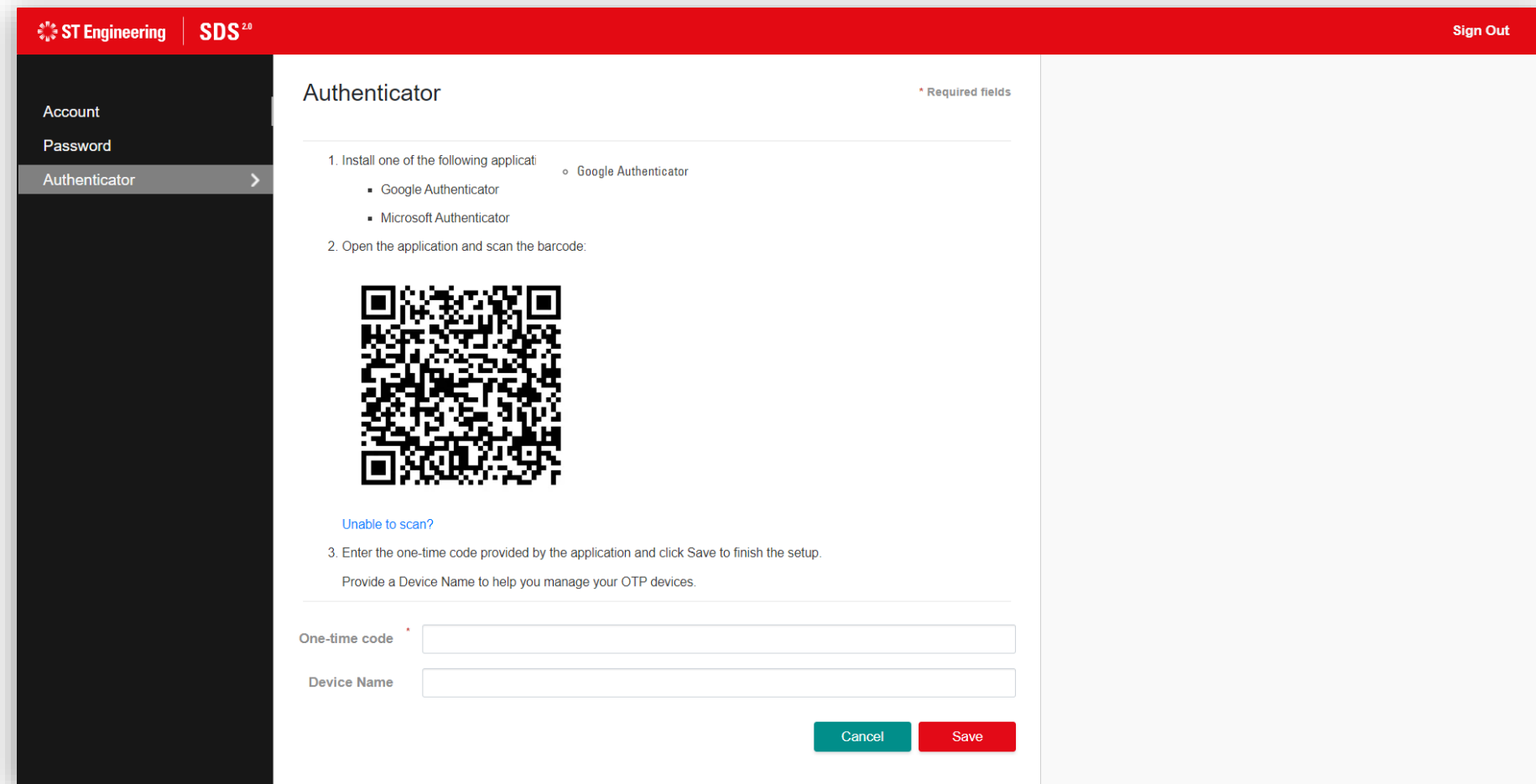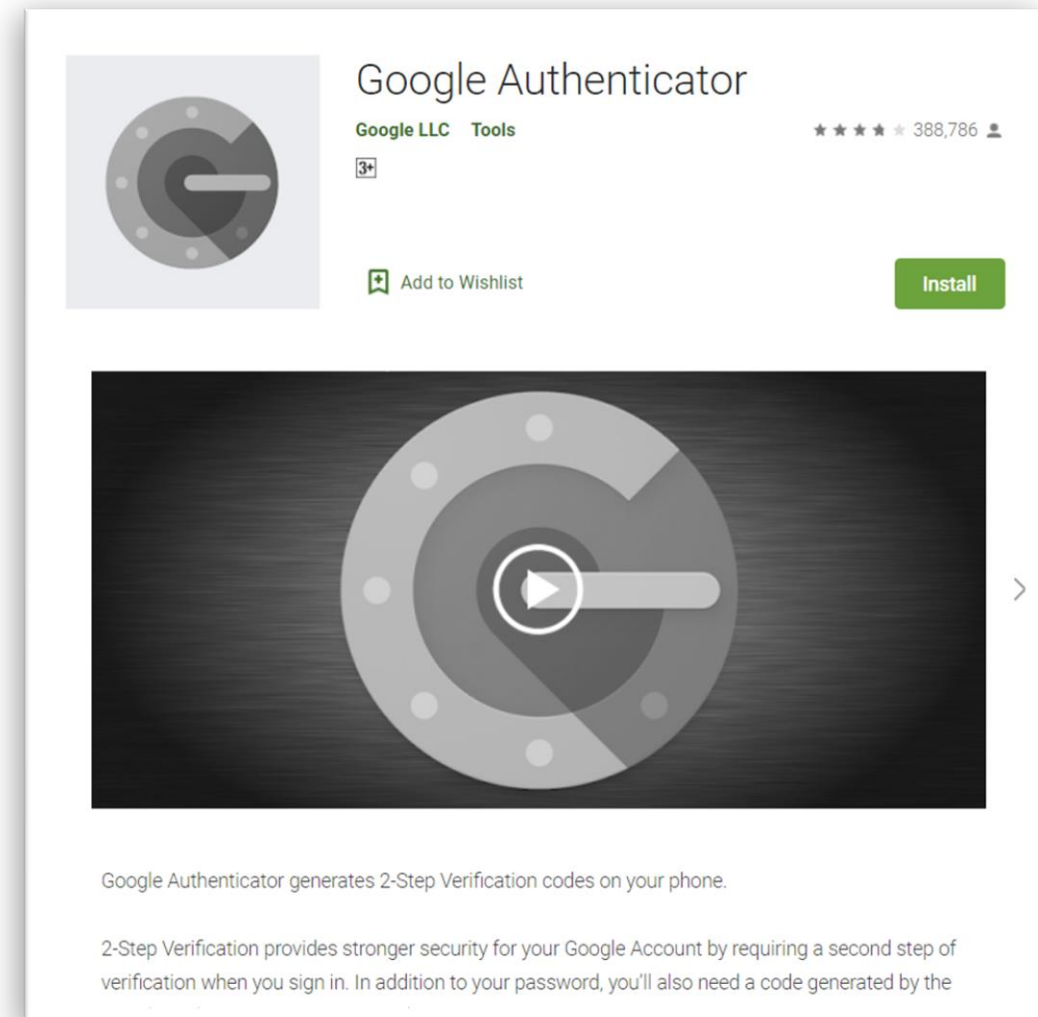
Google Play Store or App Store

Note: You can also use **Microsoft**

Authenticator App as an alternative app to

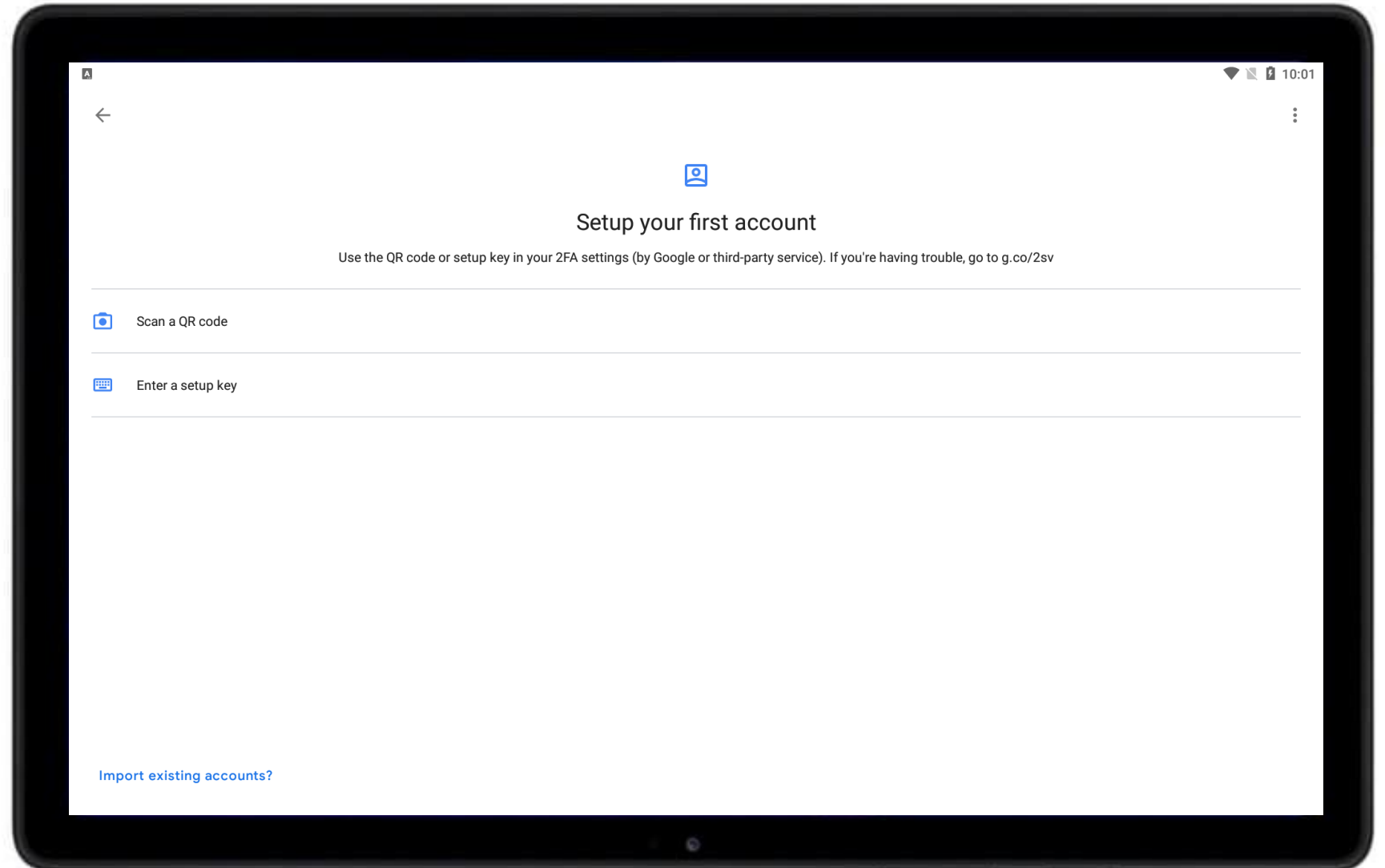setup the OTP token.

Step 3: Google authenticator home screen

Using Google
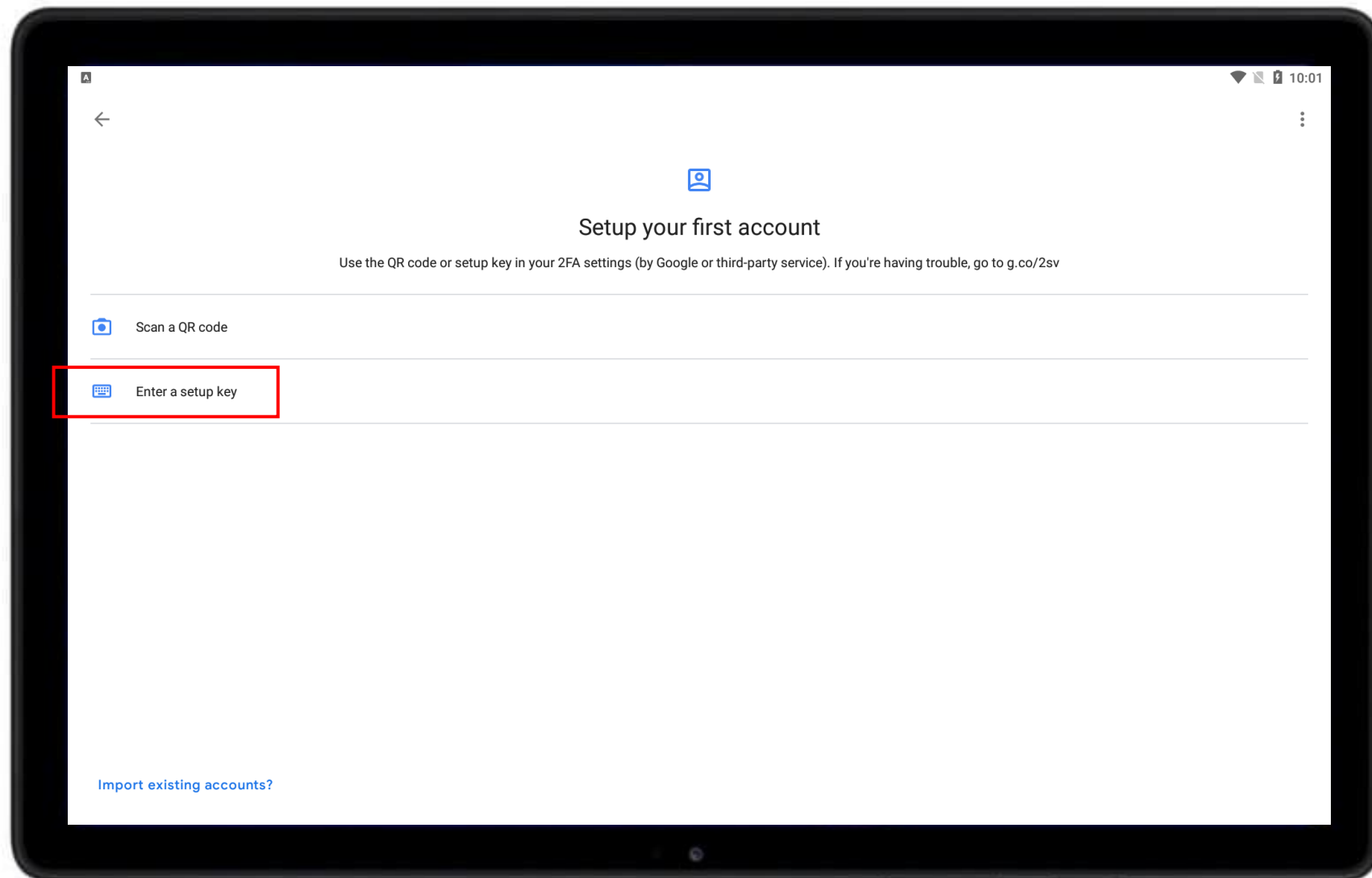Authenticator, you may
choose to scan your QR
code displayed on your
Authenticator page or
enter a setup key.

Step 4a: If 'Enter Set Up Key' is selected

Should scanning the
QR code option fail,
simply select **[Enter a
set up key]** option

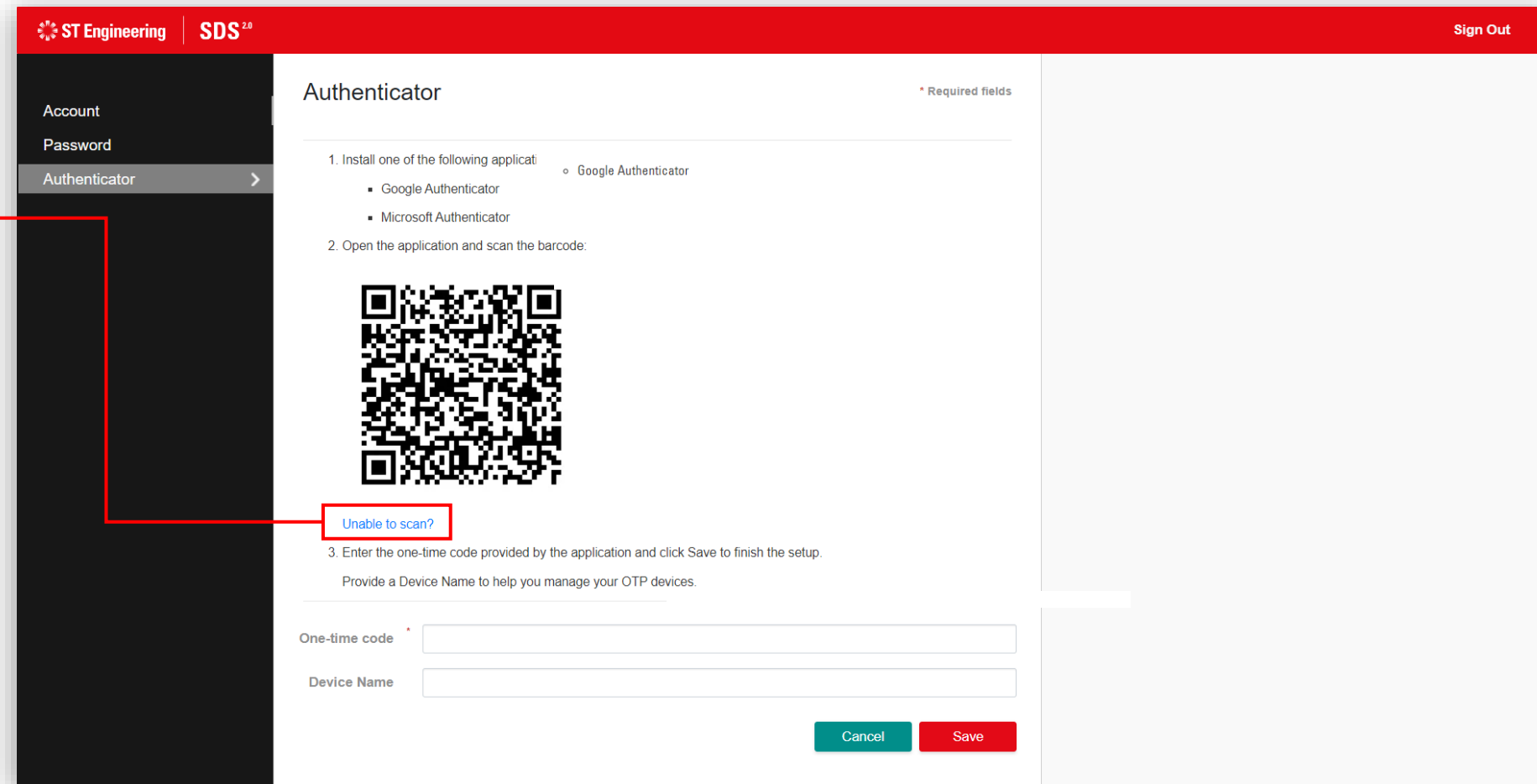# Step 4a: Click 'Unable to Scan?'

Unable to scan?

Correspondingly, click

[Unable to scan?]

below the QR code to

view the setup key on

the portal site.

Step 4a: Key in setup key in device

Enter the setup key on your Google Authenticator.

Click **[add]** when done.

Step 4a: Type in one-time code

Enter the 6-digit code shown in your device to the one-time code field in the portal site and hit **[Save]**

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Account
Password
Authenticator

Authenticator

* Required fields

1. Install one of the following applications on your mobile:
   - Google Authenticator
   - Microsoft Authenticator
2. Open the application and enter the key:

   OREG 6MCJ JZBU C33E N5SH G33H PI3X CUCJ

   Scan barcode?
3. Use the following configuration values if the application allows setting them:
   - Type: Time-based
   - Algorithm: SHA1
   - Digits: 6
   - Interval: 30
4. Enter the one-time code provided by the application and click Save to finish the setup.
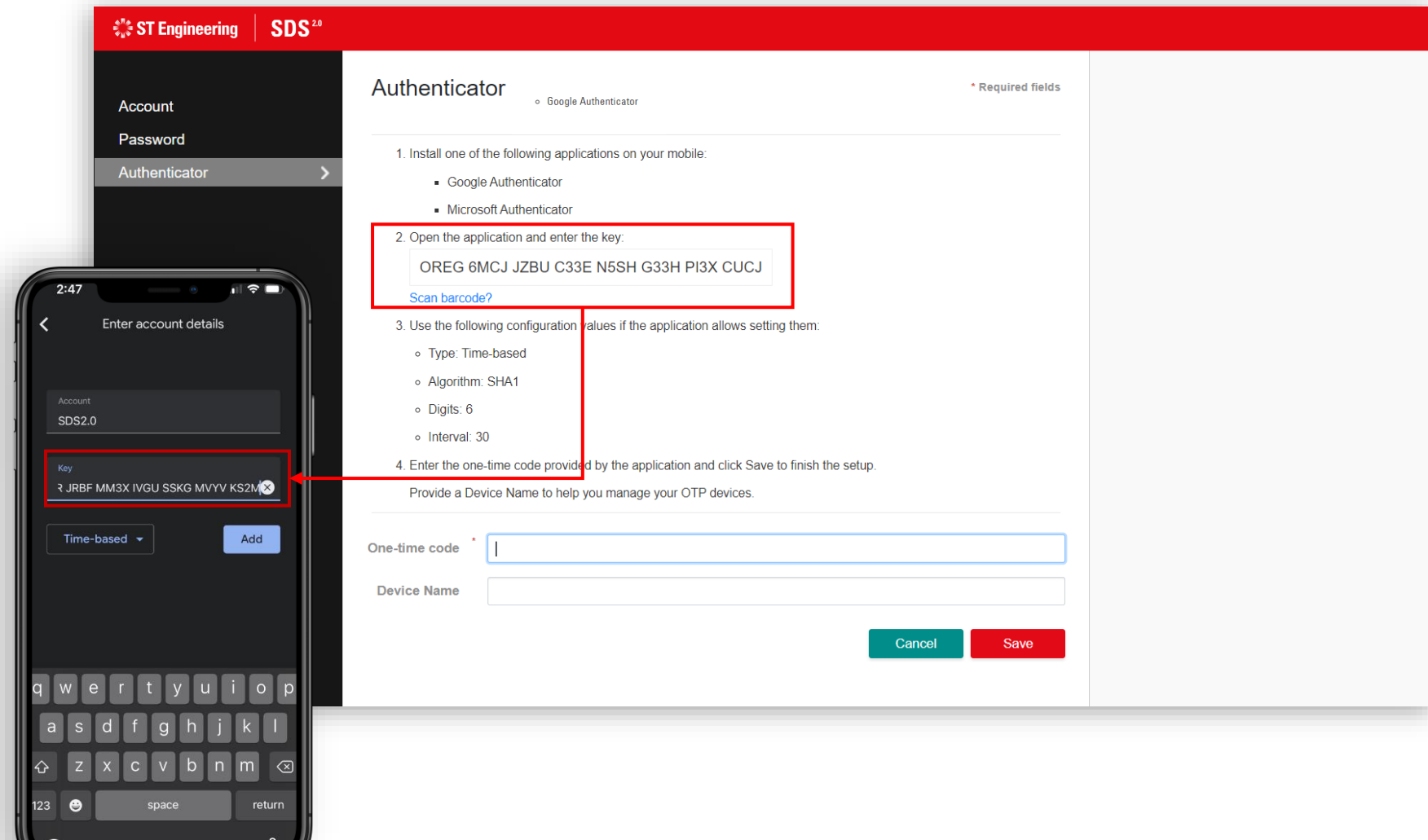   Provide a Device Name to help you manage your OTP devices.

One-time code * | 773791

Device Name

Cancel   Save

4:58   4G
≡ Search for accounts   ...

SDS2.0
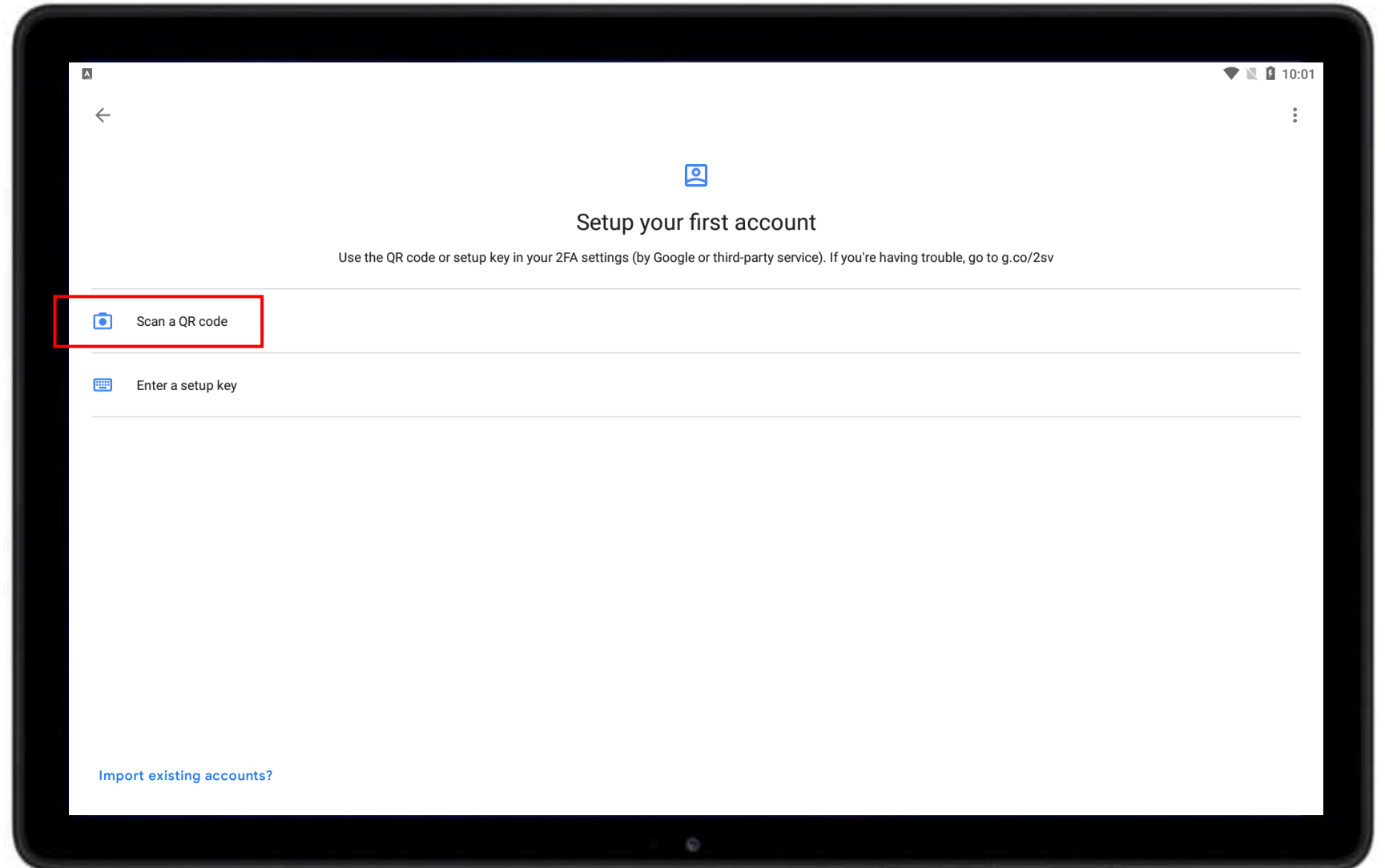773 791

Step 4a: Device successfully paired

Upon successful configuration of your mobile device pairing to the authenticator, you will be greeted by "**Mobile authenticator configured**" pop up message.
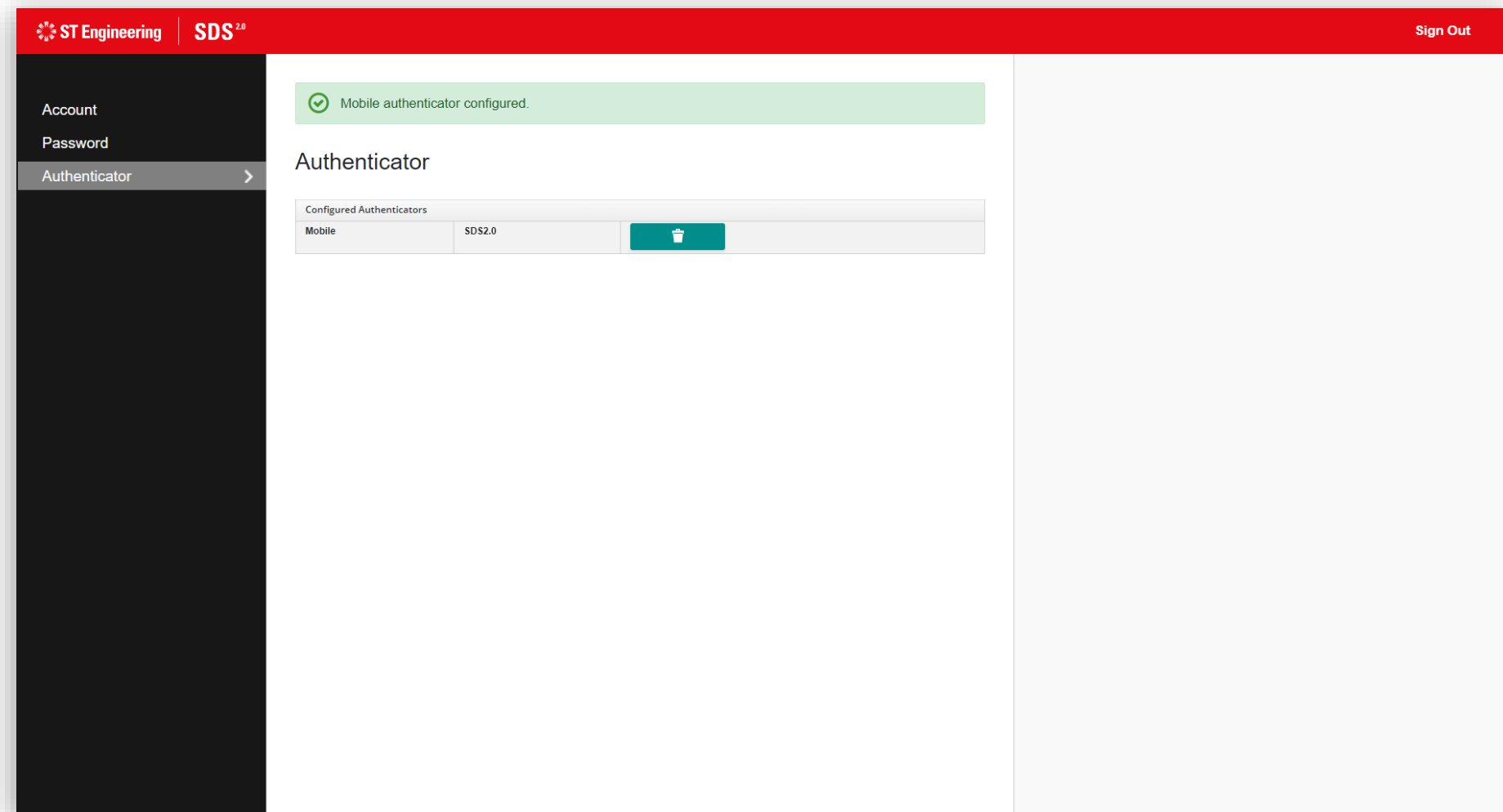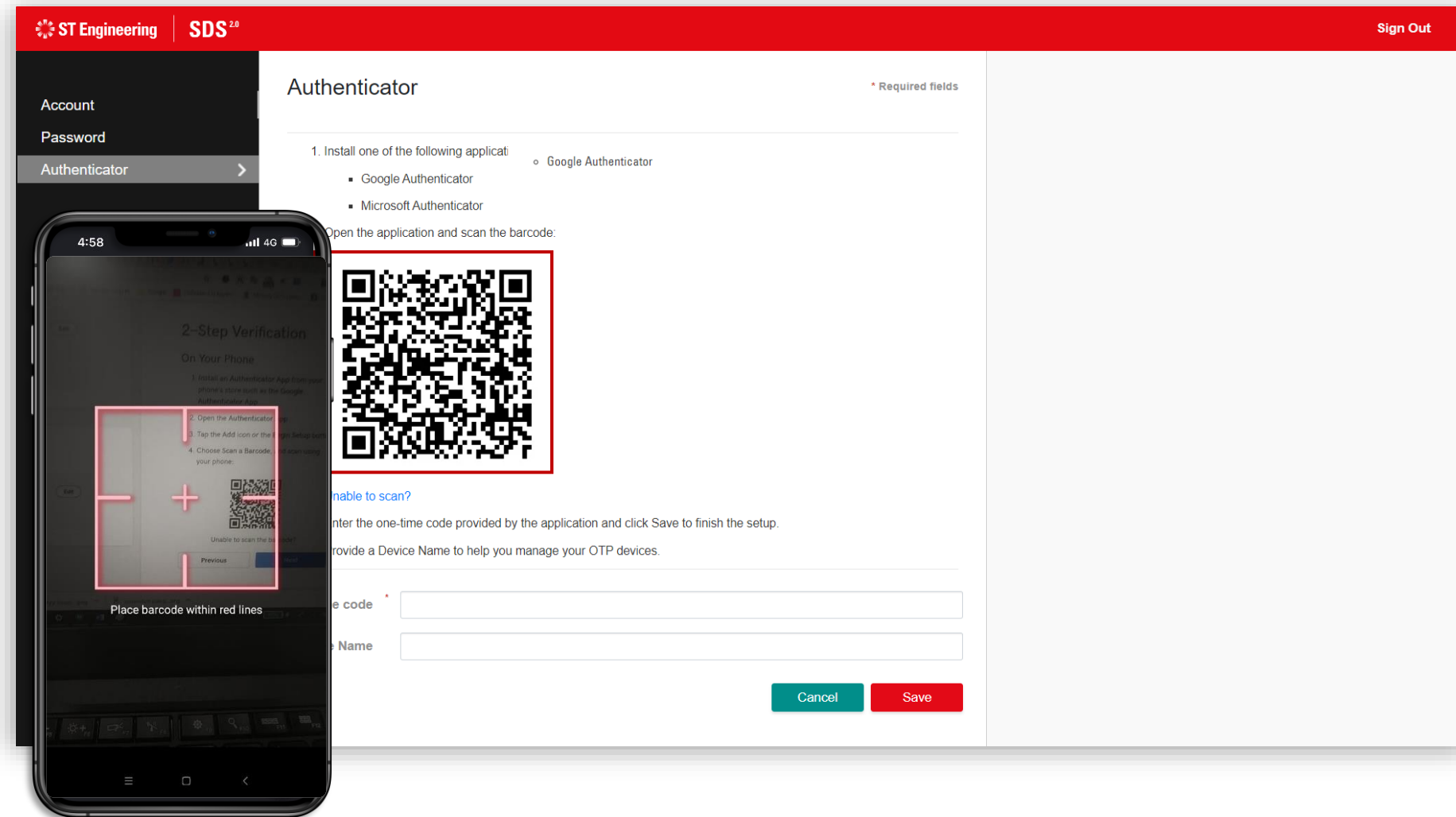
Step 4b: If 'Scan a QR code' is selected

Select **[Scan a QR code]** to activate the camera for scanning

Step 4b: Use device to scan QR code

Scan the QR code

shown on the portal site.

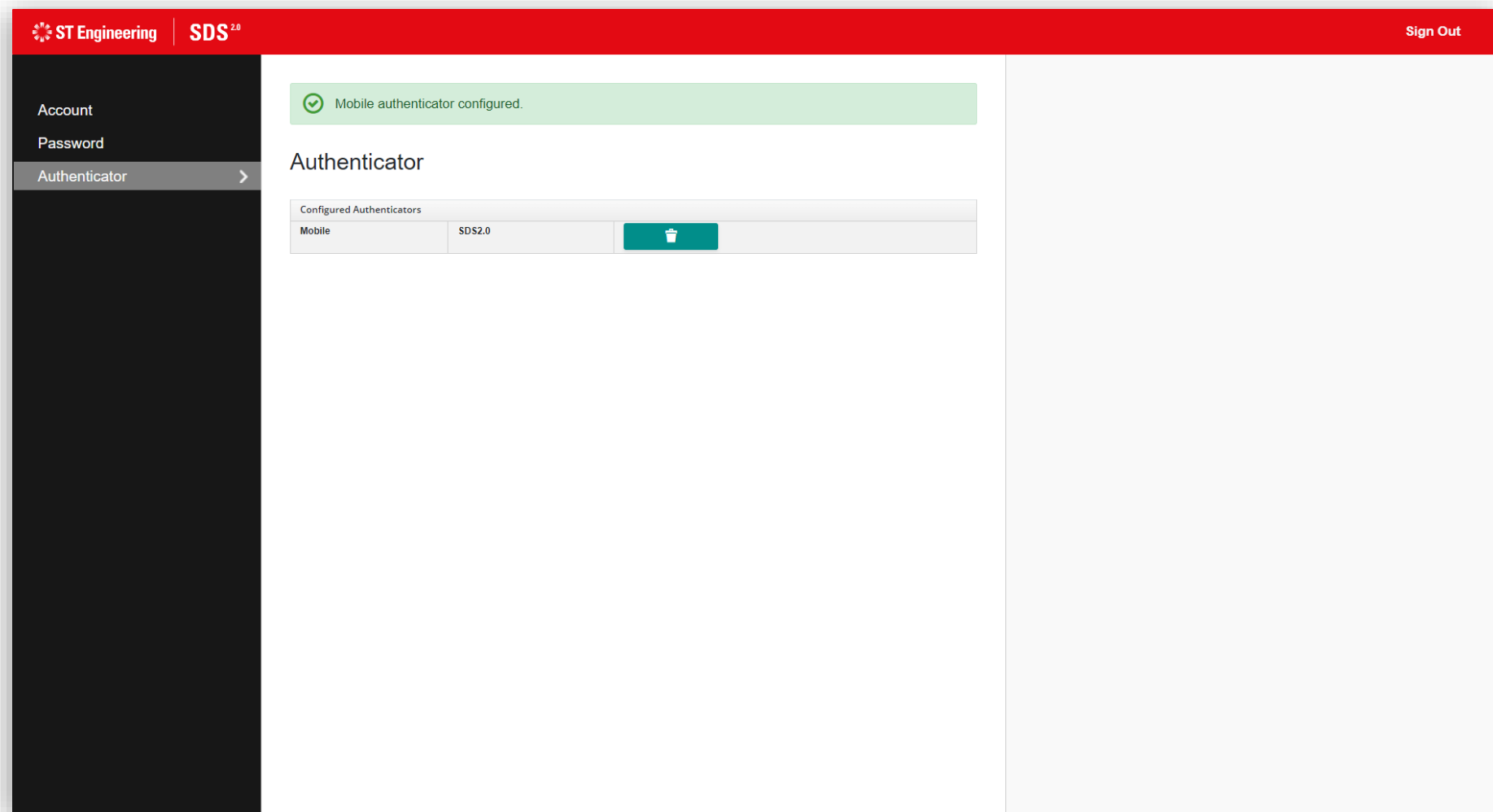# Step 4b: Type in one-time code

Enter the 6-digit code shown in your device to the one-time code field in the portal site and hit **[Save]**

Step 4b: Device successfully paired

Upon successful configuration of your mobile device pairing to the authenticator, you will be greeted by "**Mobile authenticator configured**" pop up message.

Step 5: Re-logins will be one-time code prompted

On subsequent logins, a one-time code window will appear whenever you login to SDS2.0. Launch your google authenticator to generate a **6-digit code** to be entered into the text field.

What to do if I don't have my OTP device with me?

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Step 1: Contact your Service Manager

If you don't have your OTP device with you, contact your service manager to help reset your OTP. You will be informed once it is done.

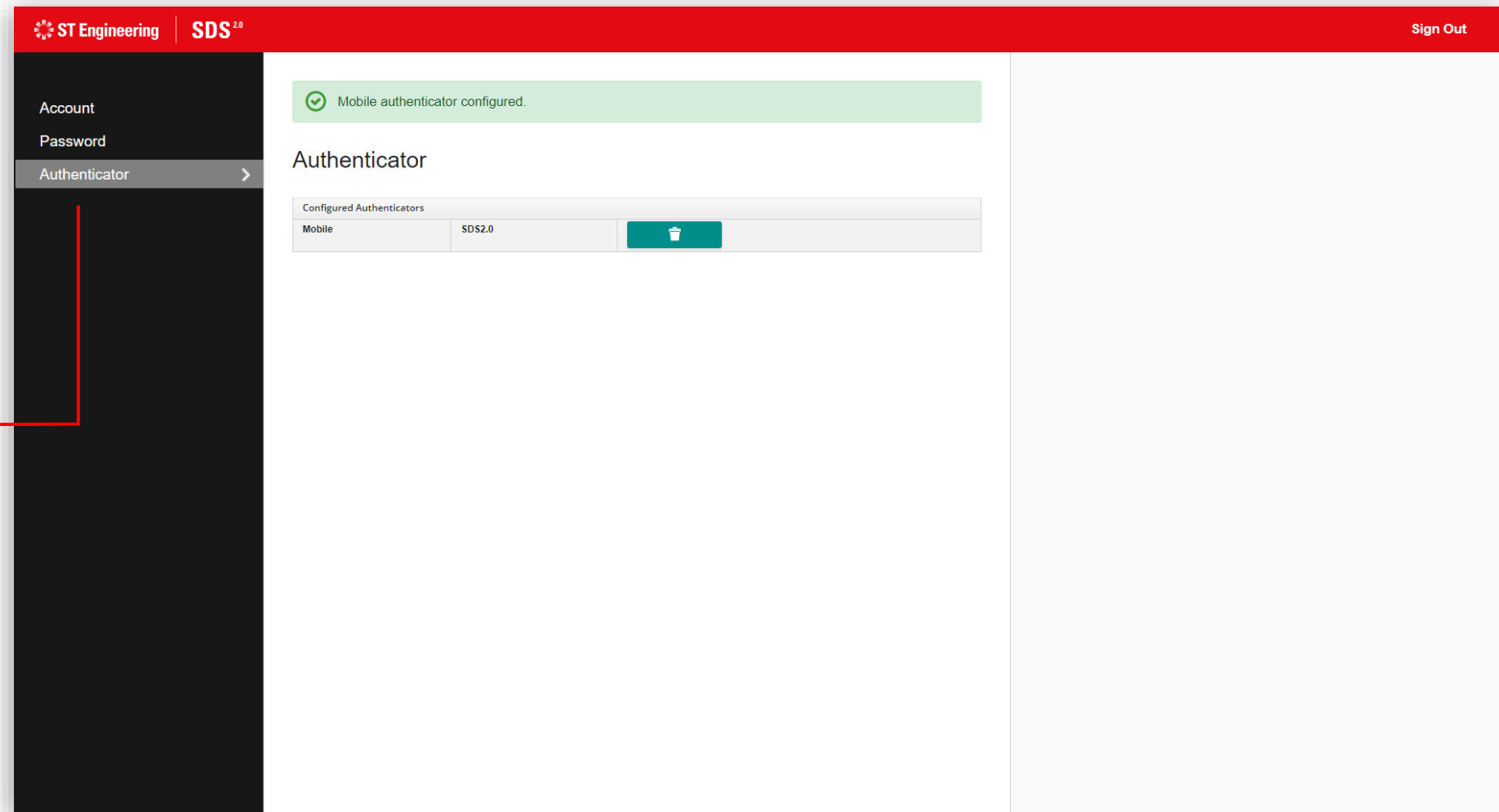**Note:** A reauthentication of your device is needed for subsequent login

How do I remove my old device from the authenticator list?

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Step 2: Select the 'Authenticator' tab

Toggle the

authenticator tab

Step 3: Select the delete icon

Select the delete

button to remove your

old device.

Step 4: Re-authenticate your new device

The authenticator page would be reinstated back to its original state when no device was paired.

You may re-authenticate your new device again following the steps on (Refer to slide 21)

Thank you

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