

SDS 2.0

Smart Digital Systems

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

AGENDA

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How do I Login?

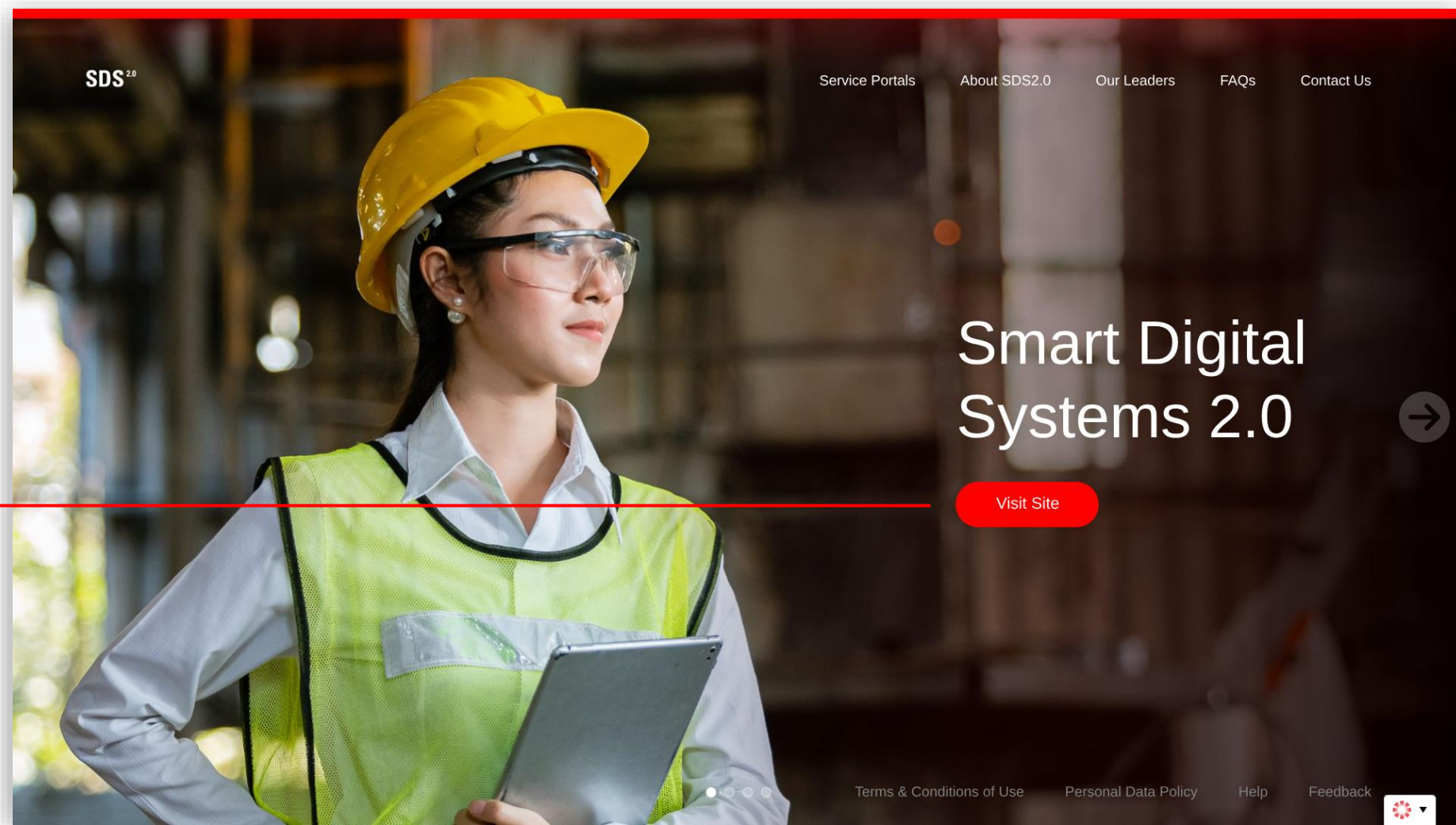
HOW DO I LOGIN

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**.



ST Engineering | SDS^{2.0}

Welcome To **SDS**^{2.0}

serene

.....

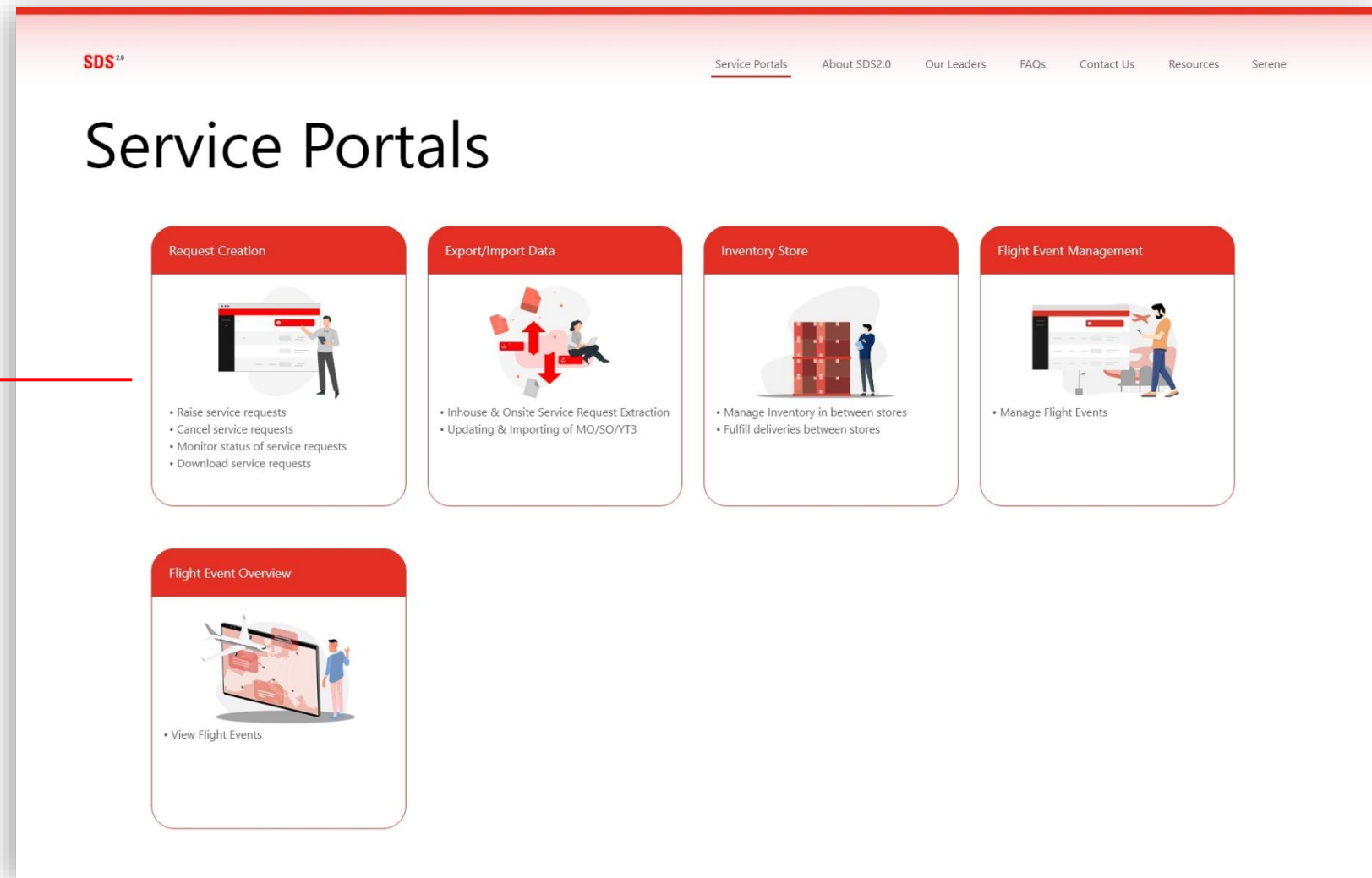
Sign In

This is a ST Engineering computer system.
Unauthorised access, use, reproduction, possession,
modification, interception, damage or transfer (including
such attempts) of any content in this system may result
in criminal sanctions and civil penalties.
If you are not authorised to access to this system,
please logout immediately.

Recommended browser: Google Chrome

Step 3: View Site

Select **Enter Portal** link under **Request Creation** section



The screenshot shows the SDS 2.0 Service Portals website. The header includes the SDS 2.0 logo and navigation links: Service Portals, About SDS2.0, Our Leaders, FAQs, Contact Us, Resources, and Serene. The main heading is "Service Portals". Below this, there are five service portal cards:

- Request Creation**: Includes an illustration of a person at a computer. The list of actions includes: Raise service requests, Cancel service requests, Monitor status of service requests, and Download service requests.
- Export/Import Data**: Includes an illustration of a person at a computer with data flow arrows. The list of actions includes: Inhouse & Onsite Service Request Extraction and Updating & Importing of MO/SO/YT3.
- Inventory Store**: Includes an illustration of a person standing next to a stack of boxes. The list of actions includes: Manage Inventory in between stores and Fulfill deliveries between stores.
- Flight Event Management**: Includes an illustration of a person at a computer. The list of actions includes: Manage Flight Events.
- Flight Event Overview**: Includes an illustration of a person pointing at a screen with a flight path. The list of actions includes: View Flight Events.



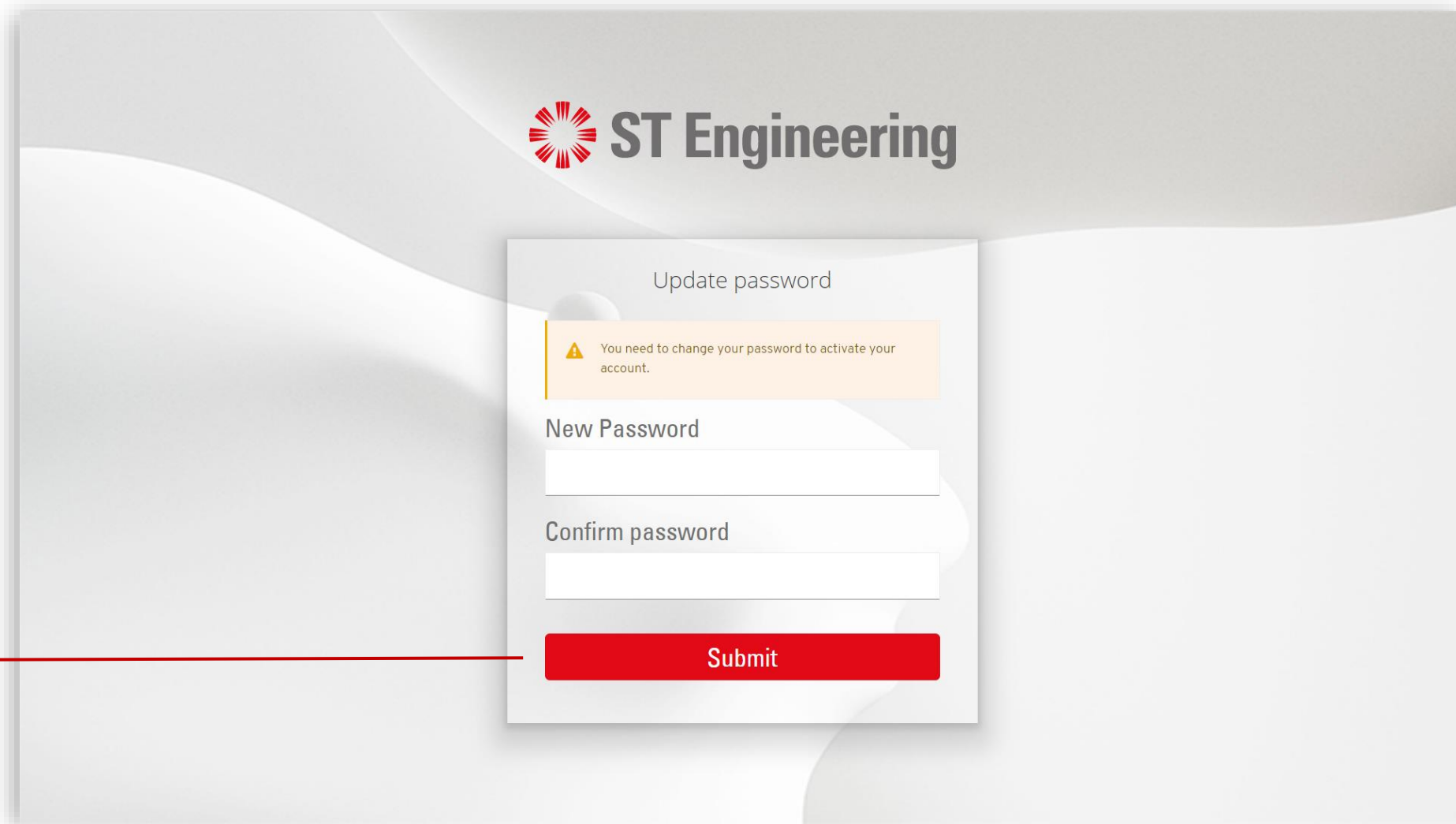
**What's the process for my
first-time login?**

WHAT'S THE PROCESS FOR MY FIRST-TIME LOGIN?

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]**



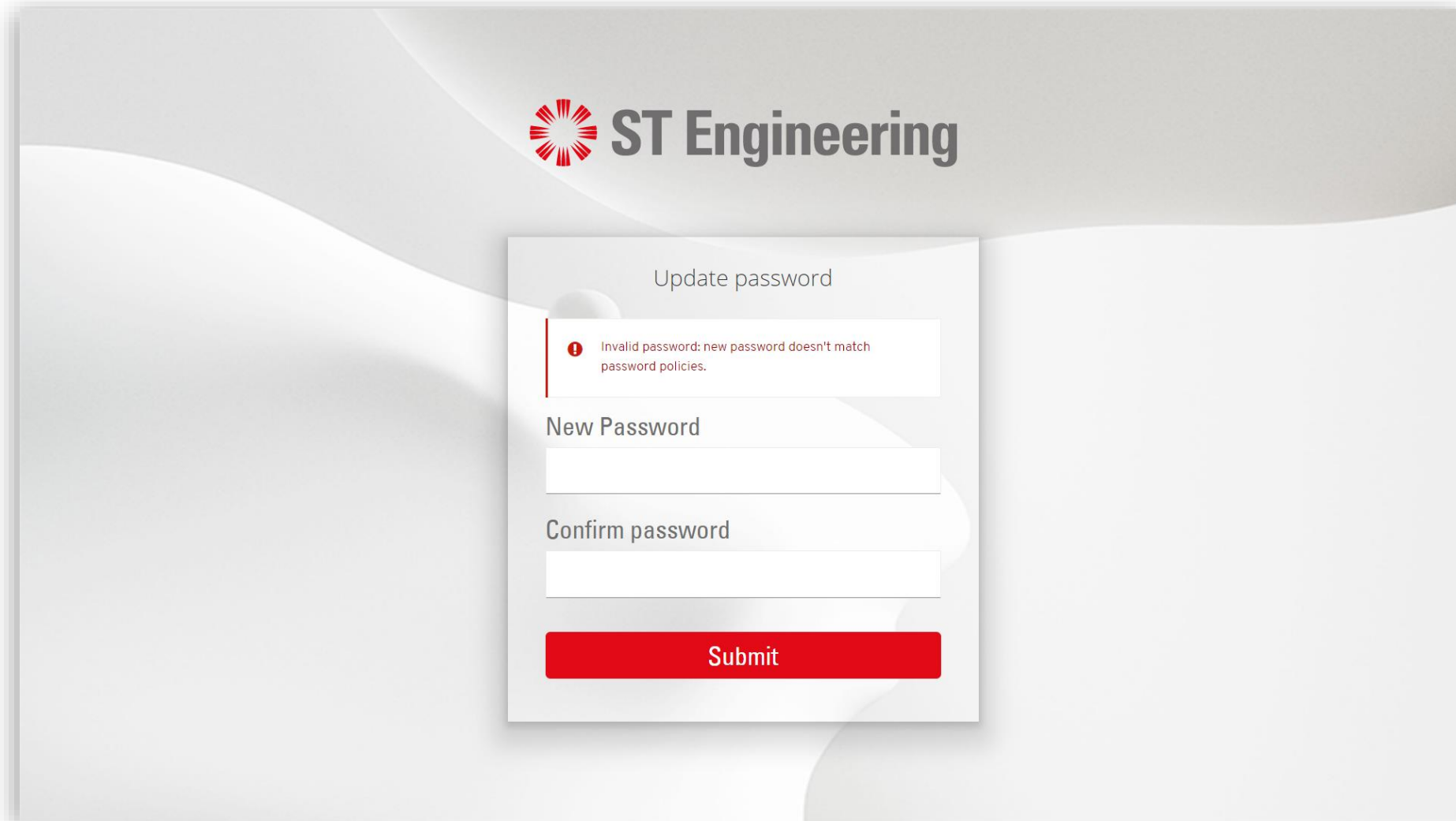
The screenshot shows a mobile application interface for ST Engineering. At the top, the ST Engineering logo is displayed. Below the logo, the text "Update password" is centered. A yellow warning box contains a triangle icon and the text "You need to change your password to activate your account." Below this, there are two input fields: "New Password" and "Confirm password". At the bottom of the form is a red button labeled "Submit". A red line from the text "then tap [Submit]" in the previous block points to this button.

WHAT'S THE PROCESS FOR MY FIRST-TIME LOGIN?

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



The screenshot shows the ST Engineering logo at the top. Below it is a form titled "Update password". The form contains a message box with an error icon and the text "Invalid password: new password doesn't match password policies." Below the message box are two input fields: "New Password" and "Confirm password". At the bottom of the form is a red "Submit" button.

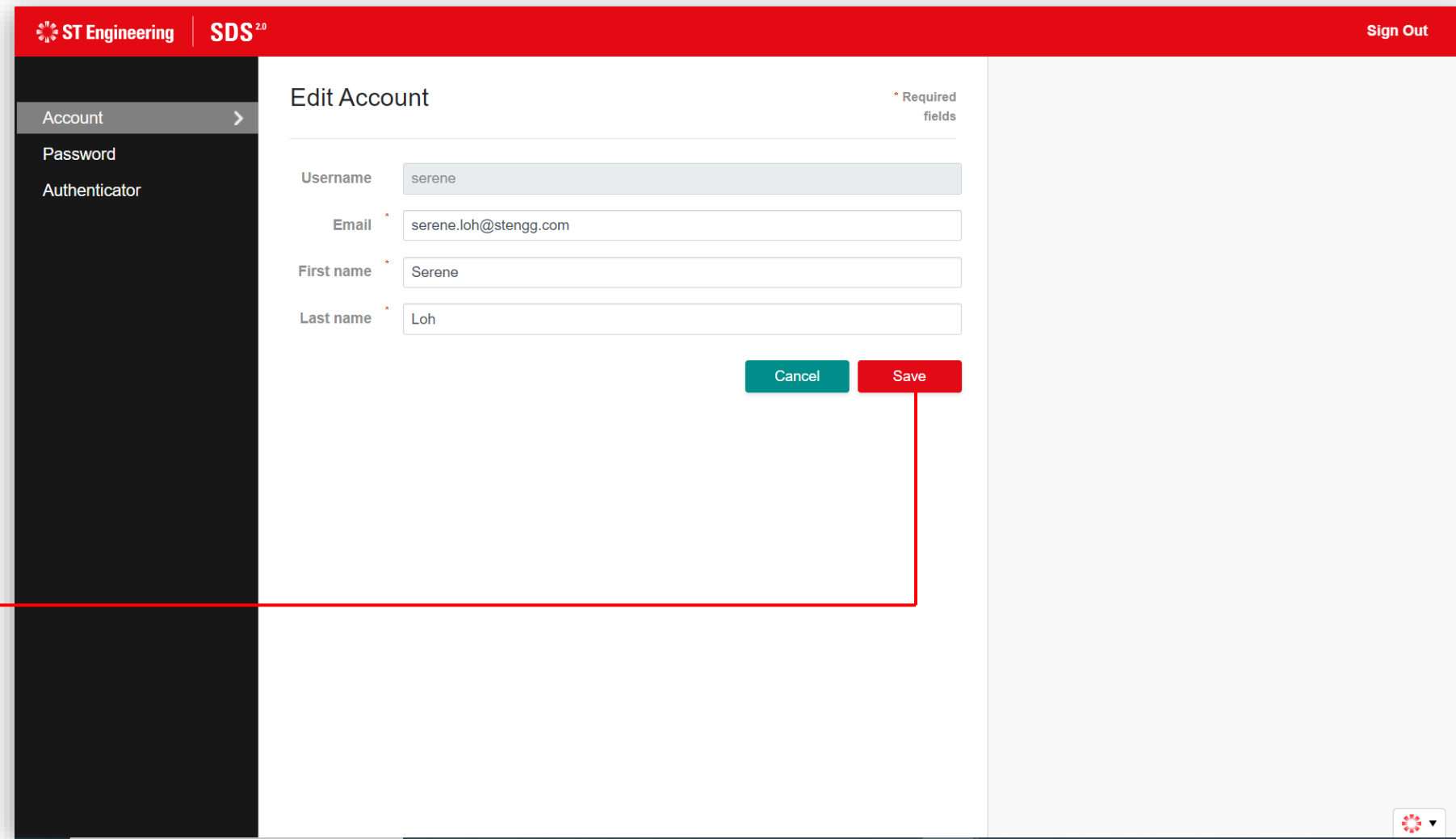
WHAT'S THE PROCESS FOR MY FIRST-TIME LOGIN?

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.



ST Engineering | SDS^{2.0} Sign Out

Edit Account * Required fields

Account >

Password

Authenticator

Username: serene

Email: serene.loh@stengg.com

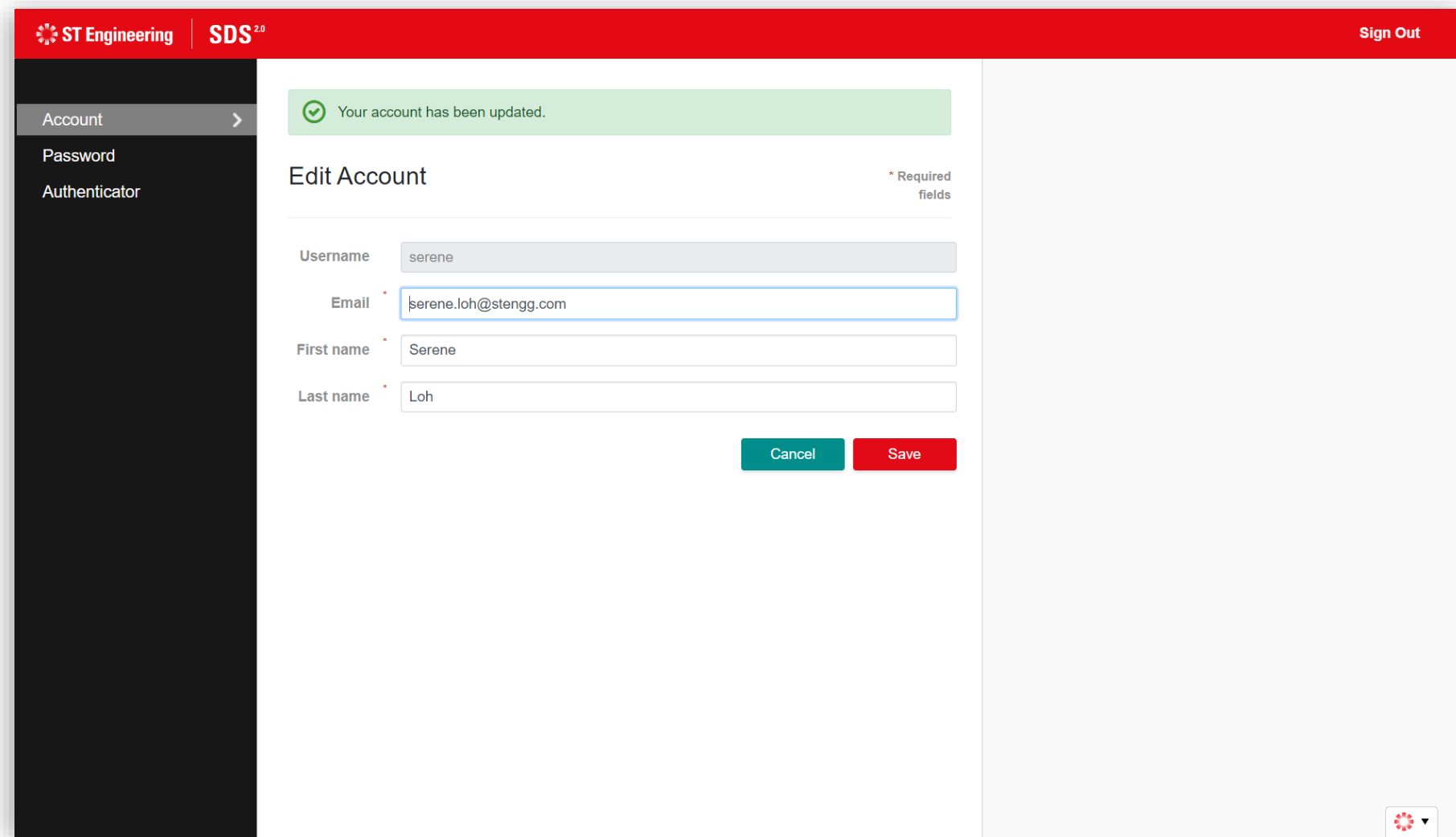
First name: Serene

Last name: Loh

Cancel Save

Step 4: Updated information saved

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



The screenshot displays the 'Edit Account' interface in the ST Engineering SDS 2.0 system. A green notification banner at the top states 'Your account has been updated.' with a checkmark icon. The page title is 'Edit Account' with a note '* Required fields'. The form contains the following fields:

- Username: serene
- Email: serene.loh@stengg.com
- First name: Serene
- Last name: Loh

At the bottom right of the form are two buttons: 'Cancel' (teal) and 'Save' (red). The left sidebar shows navigation options: Account (selected), Password, and Authenticator. The top right corner has a 'Sign Out' link.



How do I create an account?

HOW DO I CREATE AN ACCOUNT?

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?**

WHAT'S THE PROCESS TO CREATE AN ACCOUNT?

Process Flow

START



Users to raise request via DSTA SM (System manager)

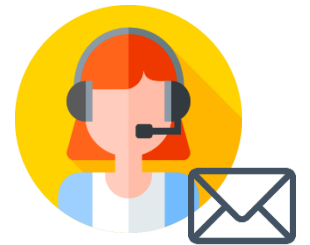


DSTA SM to inform ST CM (Contract Manager) who will tag it to designated work centers, SLoc



ST CM informs CX Hub to create account(s)

END



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

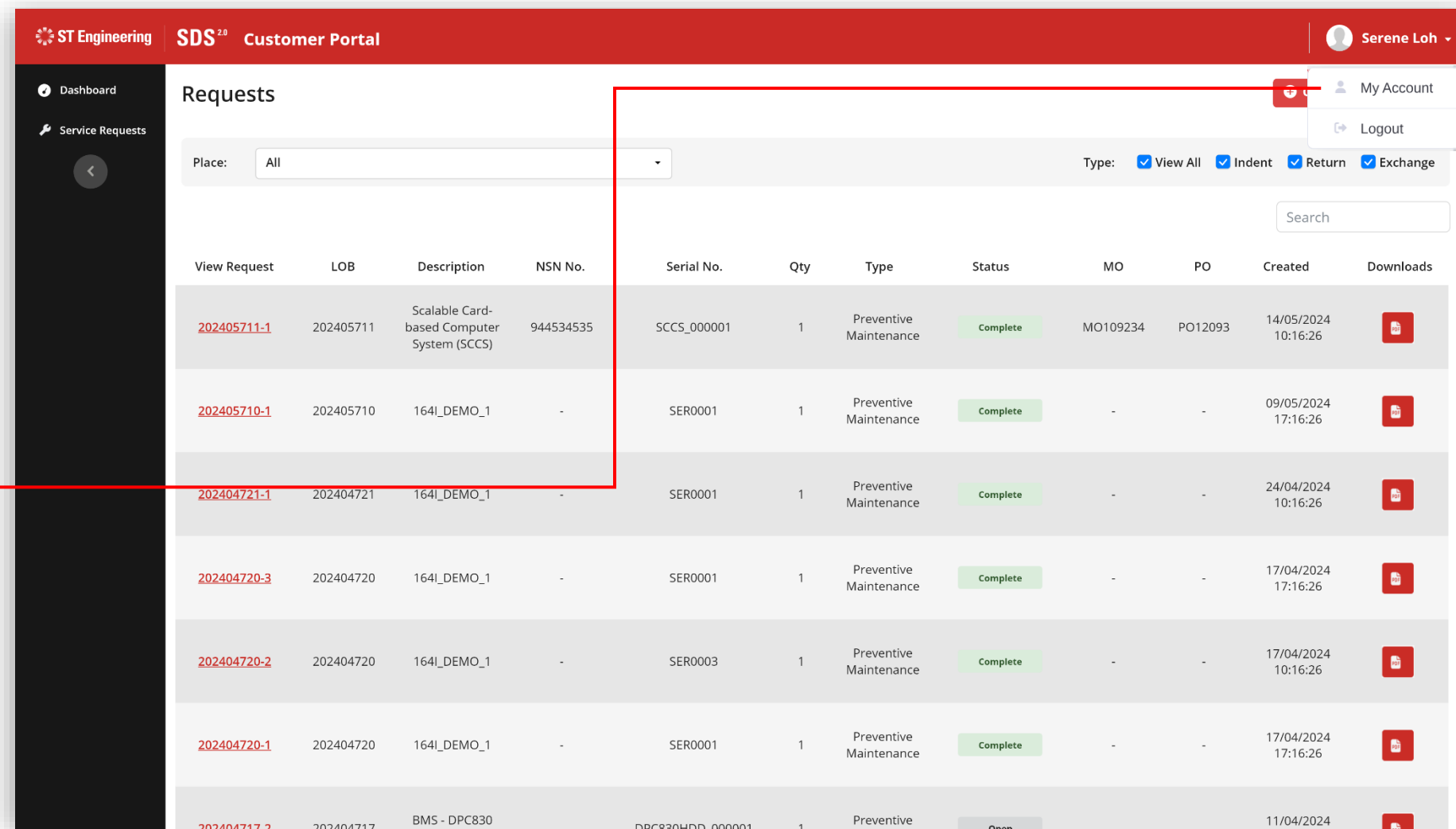


How do I change my password?








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]**



The screenshot shows the ST Engineering Customer Portal interface. The top navigation bar is red and contains the ST Engineering logo, 'SDS 2.0 Customer Portal', and the user's name 'Serene Loh'. A dropdown menu is open next to the user's name, showing 'My Account' and 'Logout'. Below the navigation bar is a 'Requests' section with a search bar and filters. A table of requests is displayed below, with columns for View Request, LOB, Description, NSN No., Serial No., Qty, Type, Status, MO, PO, Created, and Downloads. A red box highlights the top navigation bar, and a red line points from the 'My Account' dropdown menu to the text 'Select [My Account]'.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202405711-1	202405711	Scalable Card-based Computer System (SCCS)	944534535	SCCS_000001	1	Preventive Maintenance	Complete	MO109234	PO12093	14/05/2024 10:16:26	
202405710-1	202405710	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	09/05/2024 17:16:26	
202404721-1	202404721	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	24/04/2024 10:16:26	
202404720-3	202404720	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	17/04/2024 17:16:26	
202404720-2	202404720	164I_DEMO_1	-	SER0003	1	Preventive Maintenance	Complete	-	-	17/04/2024 10:16:26	
202404720-1	202404720	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	17/04/2024 17:16:26	
202404717-2	202404717	BMS - DPC830	-	DPC830HDD_000001	1	Preventive	Open	-	-	11/04/2024	

HOW DO I CHANGE MY PASSWORD?

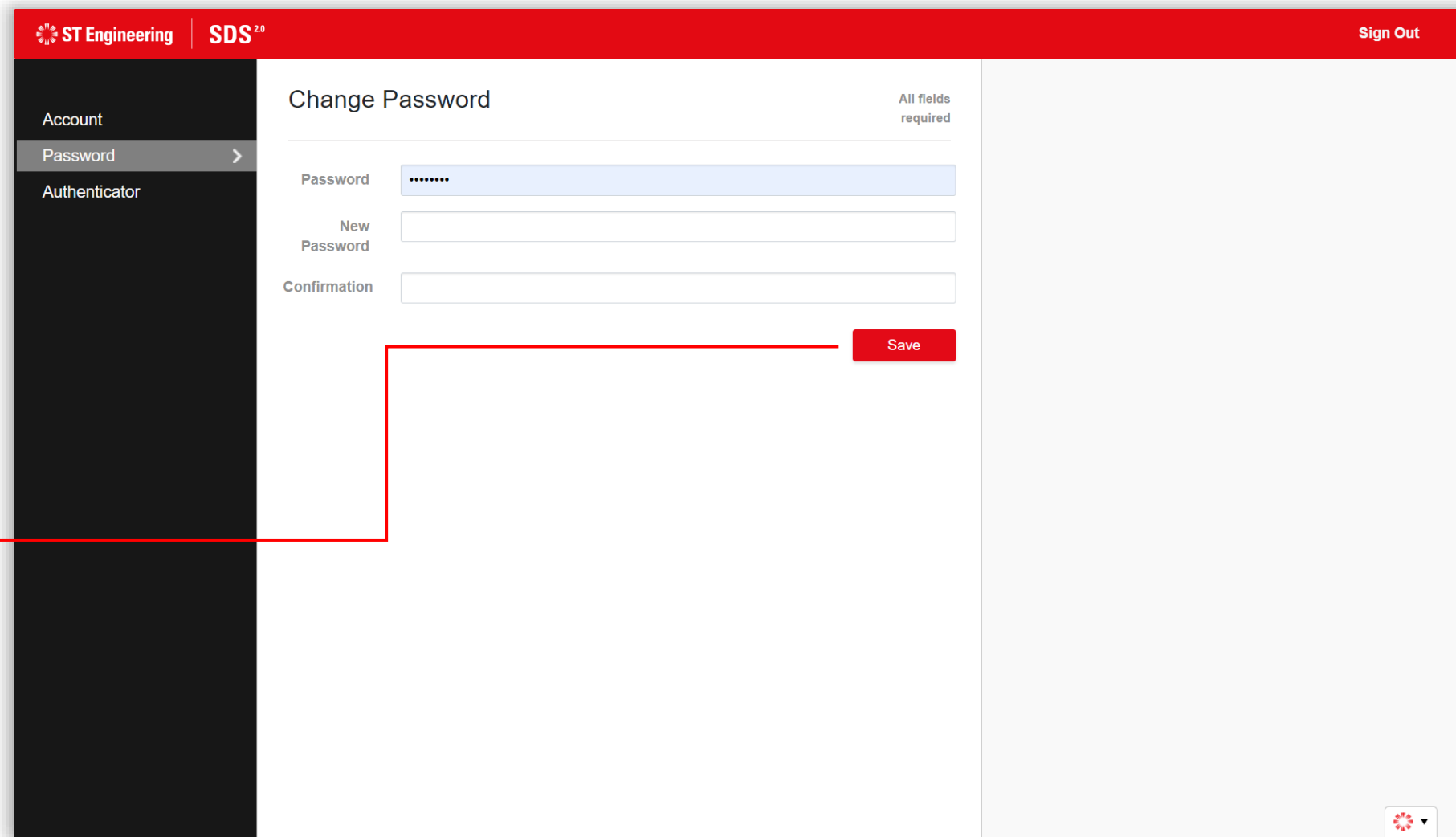
Step 3: Select Password Menu

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.



ST Engineering | SDS^{2.0} Sign Out


Change Password All fields required

Account
Password >
Authenticator

Password

New Password

Confirmation



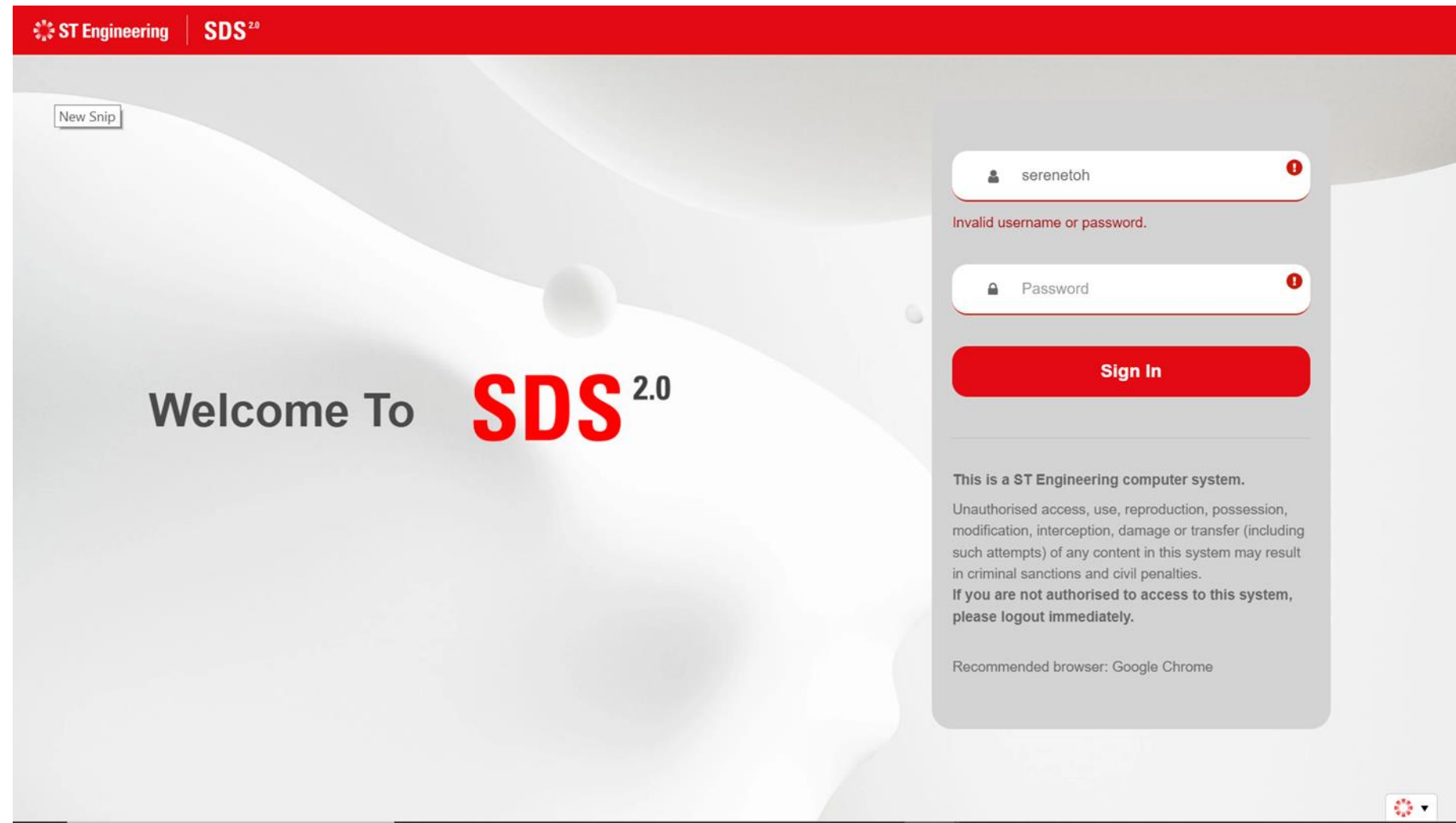
What to do if I forget my password?

WHAT TO DO IF I FORGET MY PASSWORD?

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.





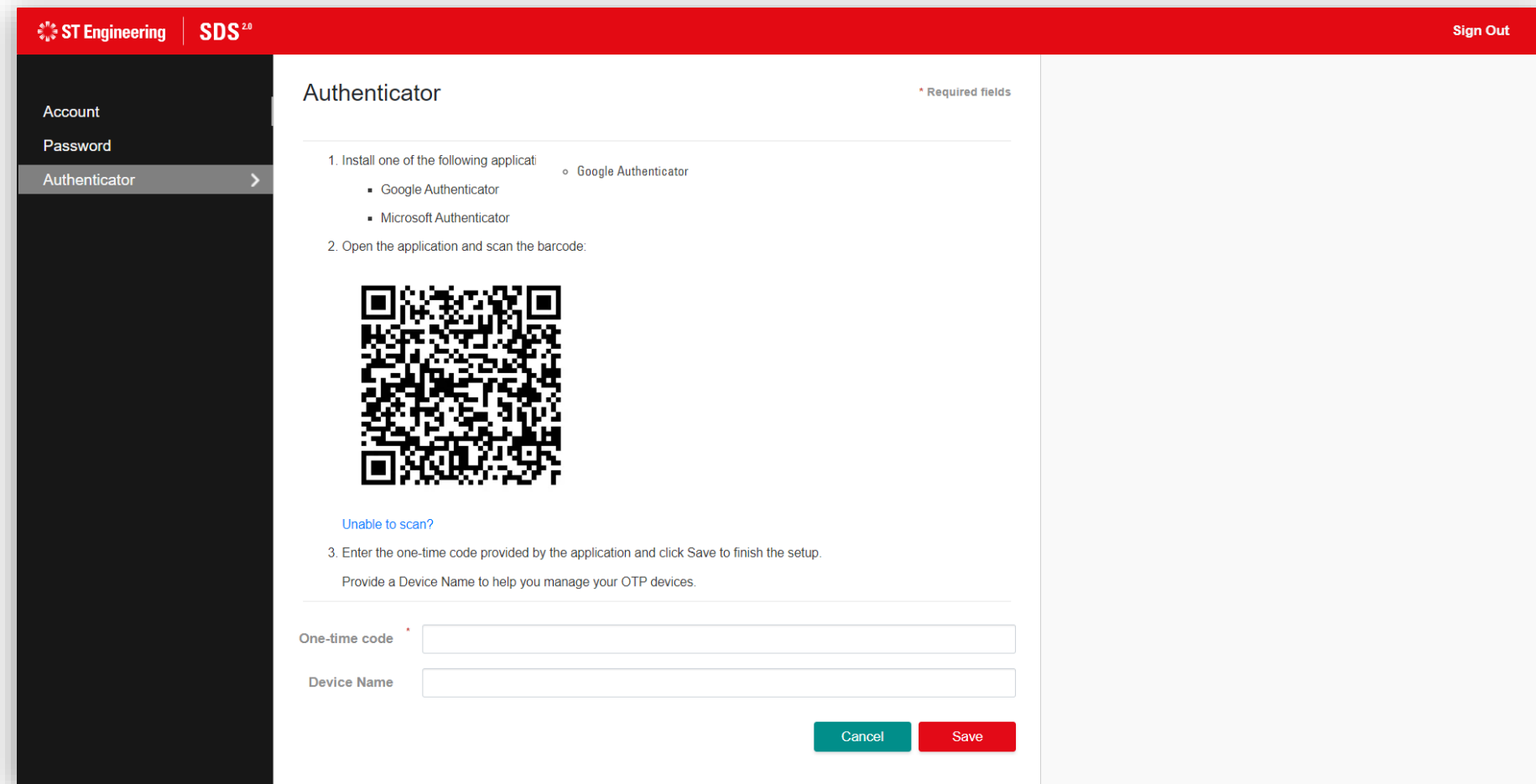
How do I set up OTP?

HOW DO I SET UP OTP?

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.



ST Engineering | SDS^{2.0} Sign Out

Authenticator * Required fields

1. Install one of the following applications:
 - Google Authenticator
 - Microsoft Authenticator
2. Open the application and scan the barcode:

3. 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

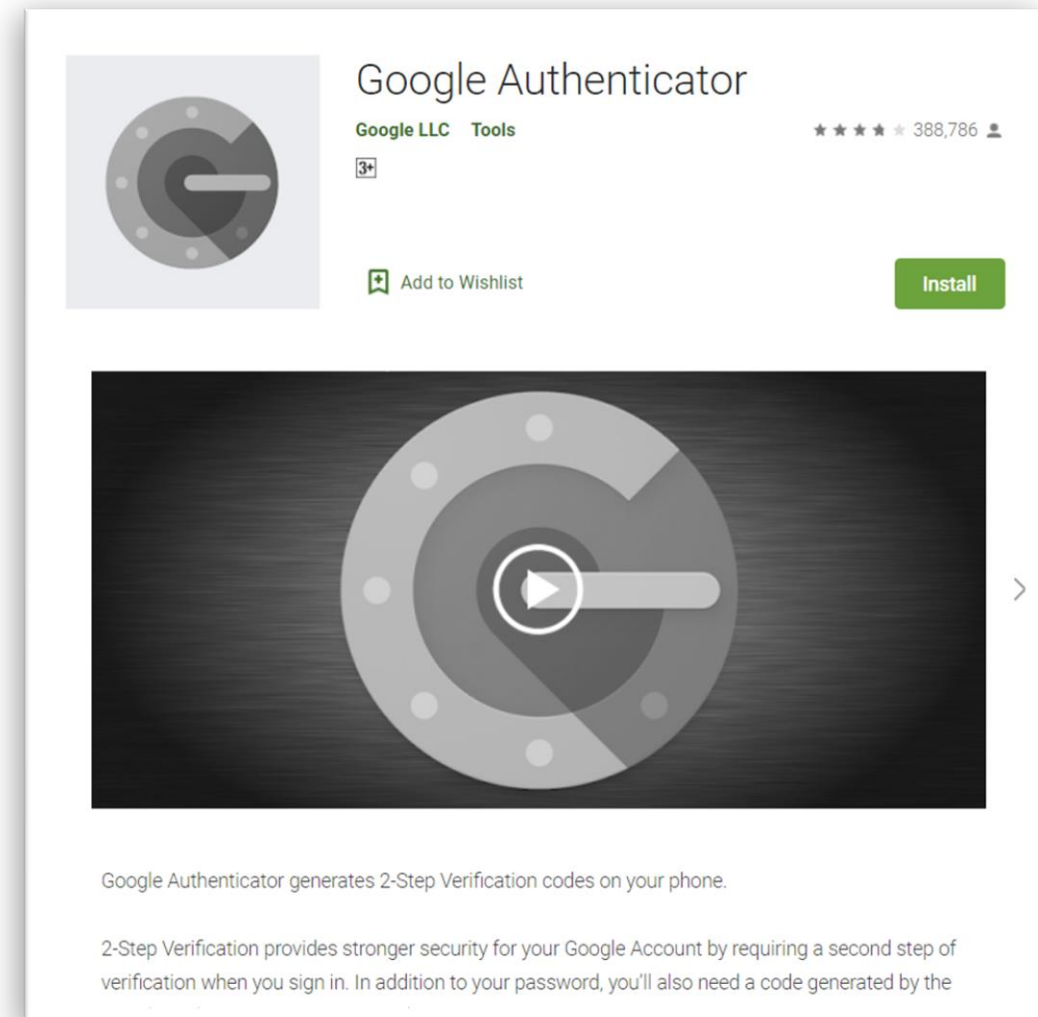
Device Name

HOW DO I SET UP OTP?

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.

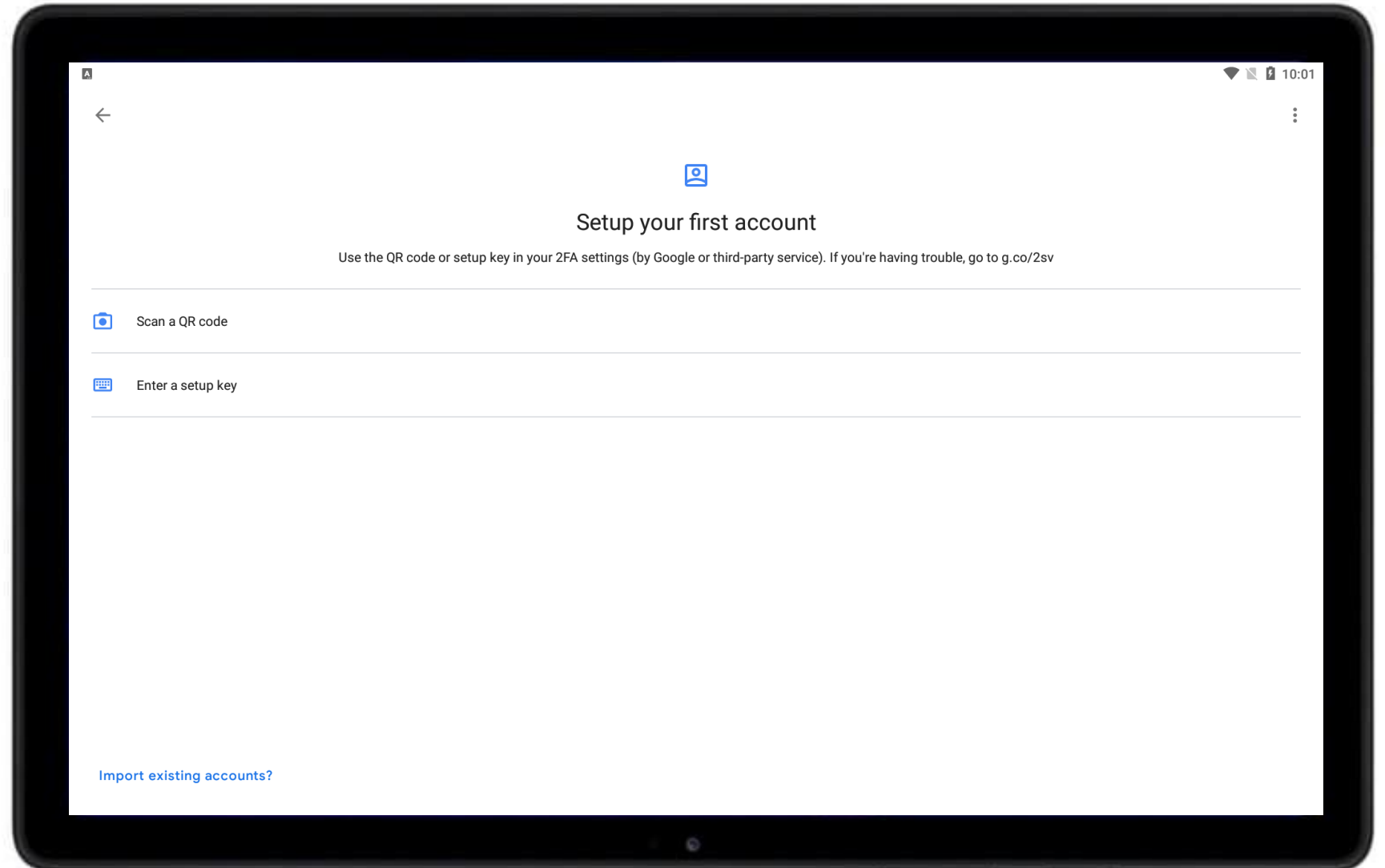


HOW DO I SET UP OTP?

Step 3: Google authenticator home screen

Using Google

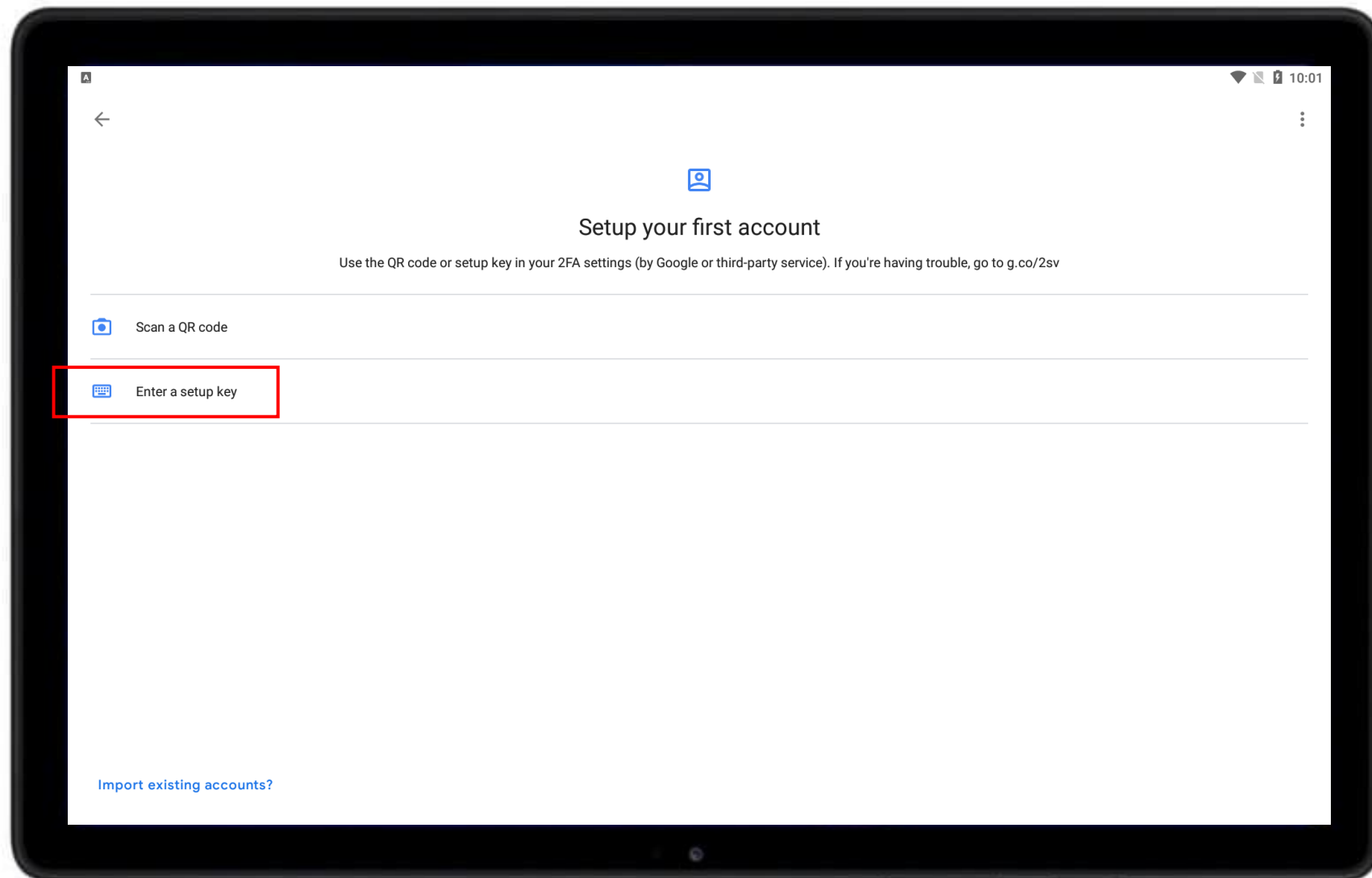
Authenticator, you may choose to scan your QR code displayed on your Authenticator page or enter a setup key.



HOW DO I SET UP OTP?

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

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

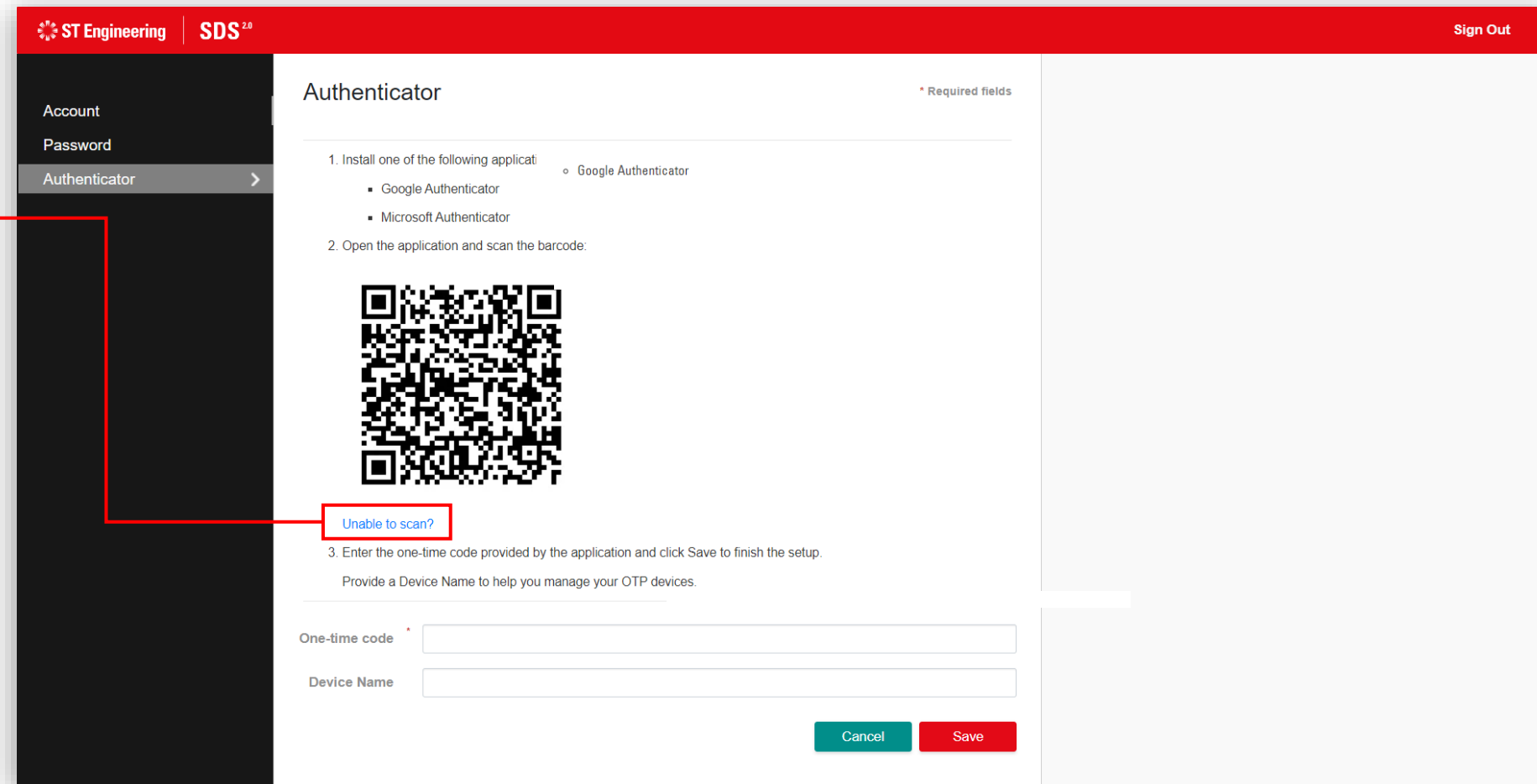


HOW DO I SET UP OTP?

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.



ST Engineering | SDS^{2.0} Sign Out

Authenticator * Required fields

1. Install one of the following applications:
 - Google Authenticator
 - Microsoft Authenticator
2. Open the application and scan the barcode:

3. 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.

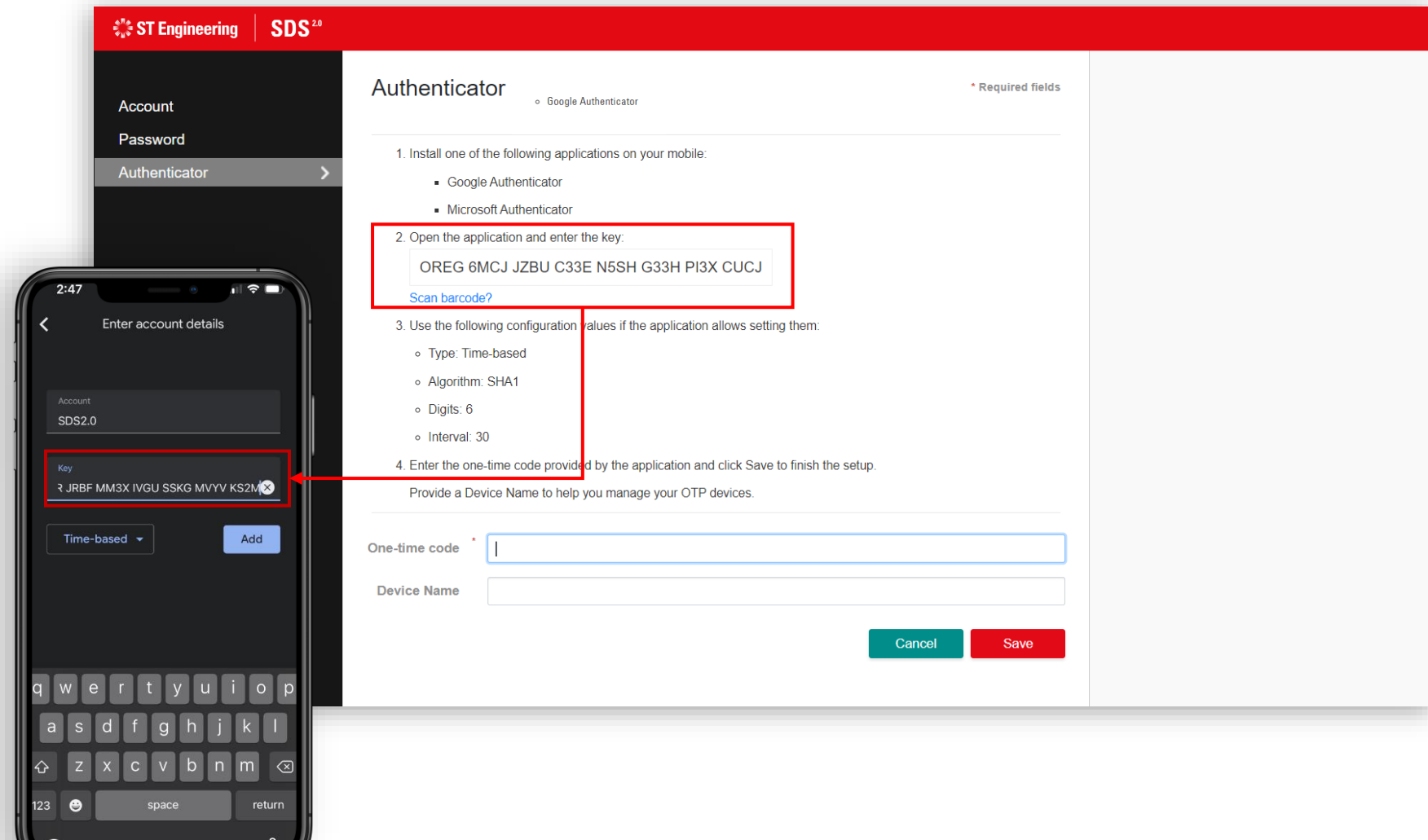
One-time code *

Device Name

Step 4a: Key in setup key in device

Enter the setup key on your Google Authenticator.

Click **[add]** when done.



ST Engineering | SDS^{2.0}

Account
Password
Authenticator >

Authenticator

Google 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:

[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 *

Device Name

2:47
Enter account details

Account
SDS2.0

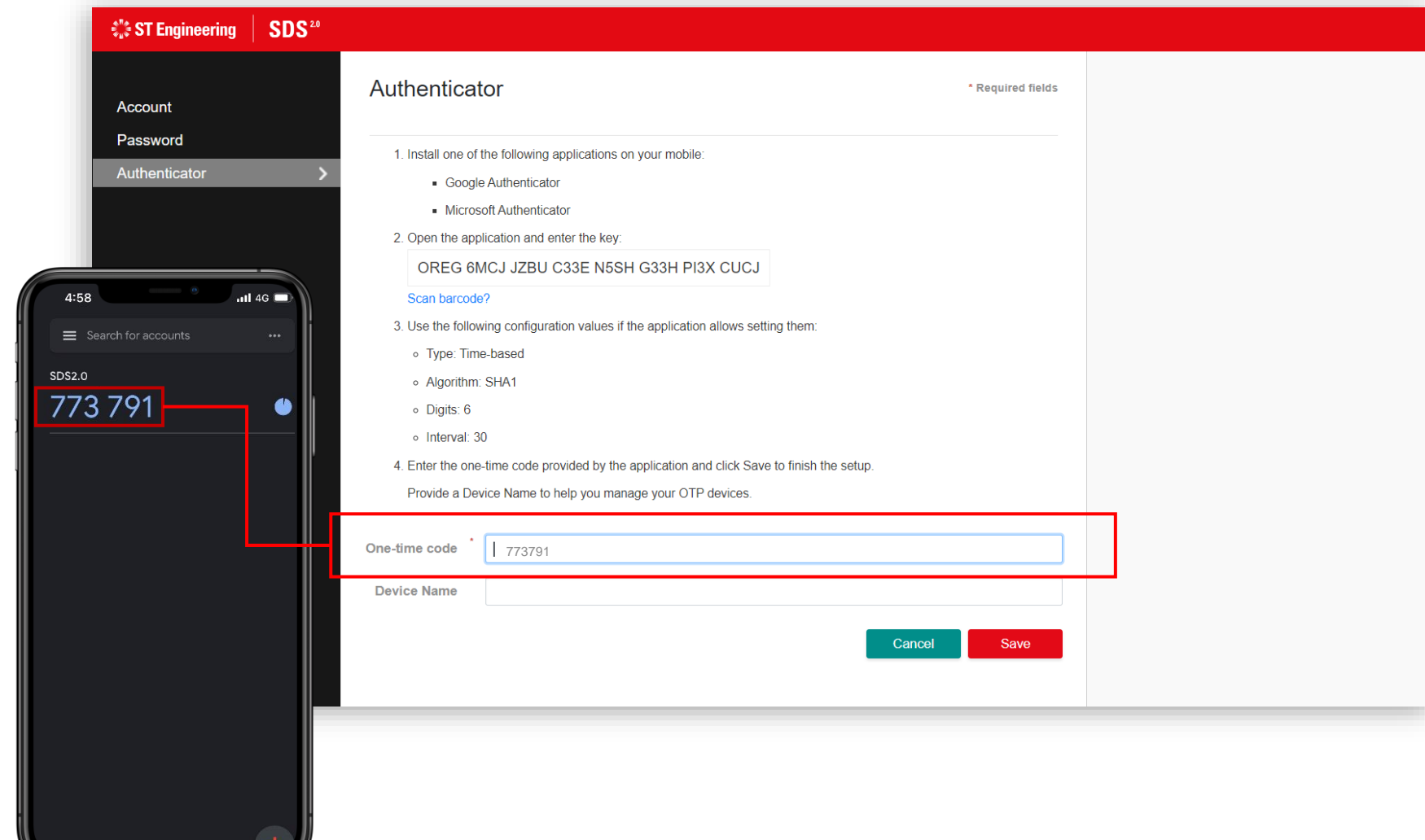
Key
JRBF MM3X IVGU SSKG MVYV KS2M

Time-based

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space return

Step 4a: Type in one-time code

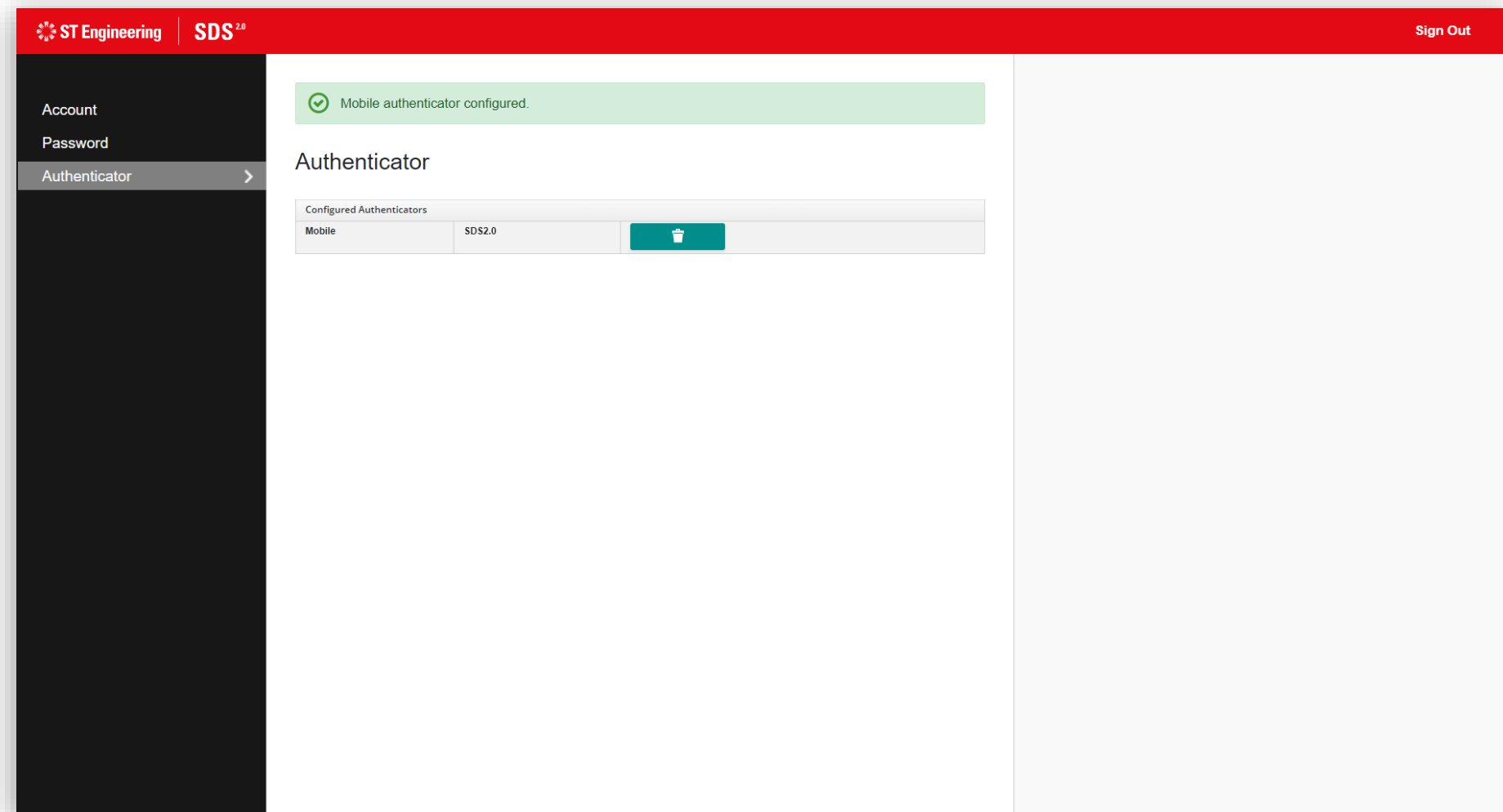
Enter the 6-digit code shown in your device to the one-time code field in the portal site and hit **[Save]**



The image shows a composite of a smartphone and a web browser interface. The smartphone screen displays the SDS 2.0 app with a 6-digit code '773 791' highlighted in a red box. A red line connects this box to the 'One-time code' input field on the web page. The web page is the 'Authenticator' setup page for SDS 2.0, featuring a red header with the ST Engineering logo and 'SDS 2.0'. The page contains instructions for installing an authenticator app (Google or Microsoft), entering a key (OREG 6MCJ JZBU C33E N5SH G33H PI3X CUCJ), and configuring settings like Type (Time-based), Algorithm (SHA1), Digits (6), and Interval (30). The 'One-time code' field is currently filled with '773791' and is also highlighted with a red box. Below it is a 'Device Name' field. At the bottom right, there are 'Cancel' and 'Save' buttons.

Step 4a: Device successfully paired

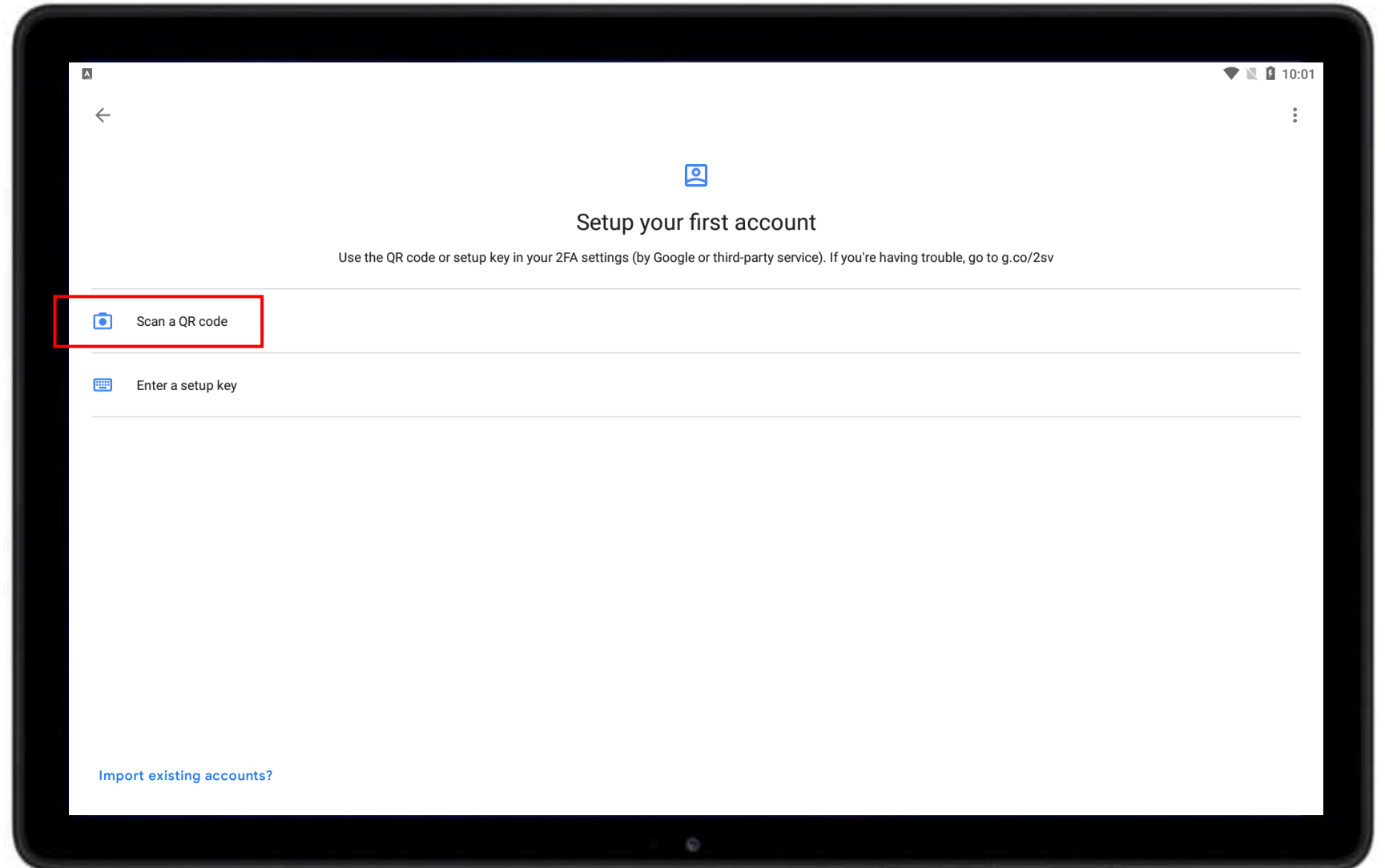
Upon successful configuration of your mobile device pairing to the authenticator, you will be greeted by “**Mobile authenticator configured**” pop up message.



HOW DO I SET UP OTP?

Step 4b: If 'Scan a QR code' is selected

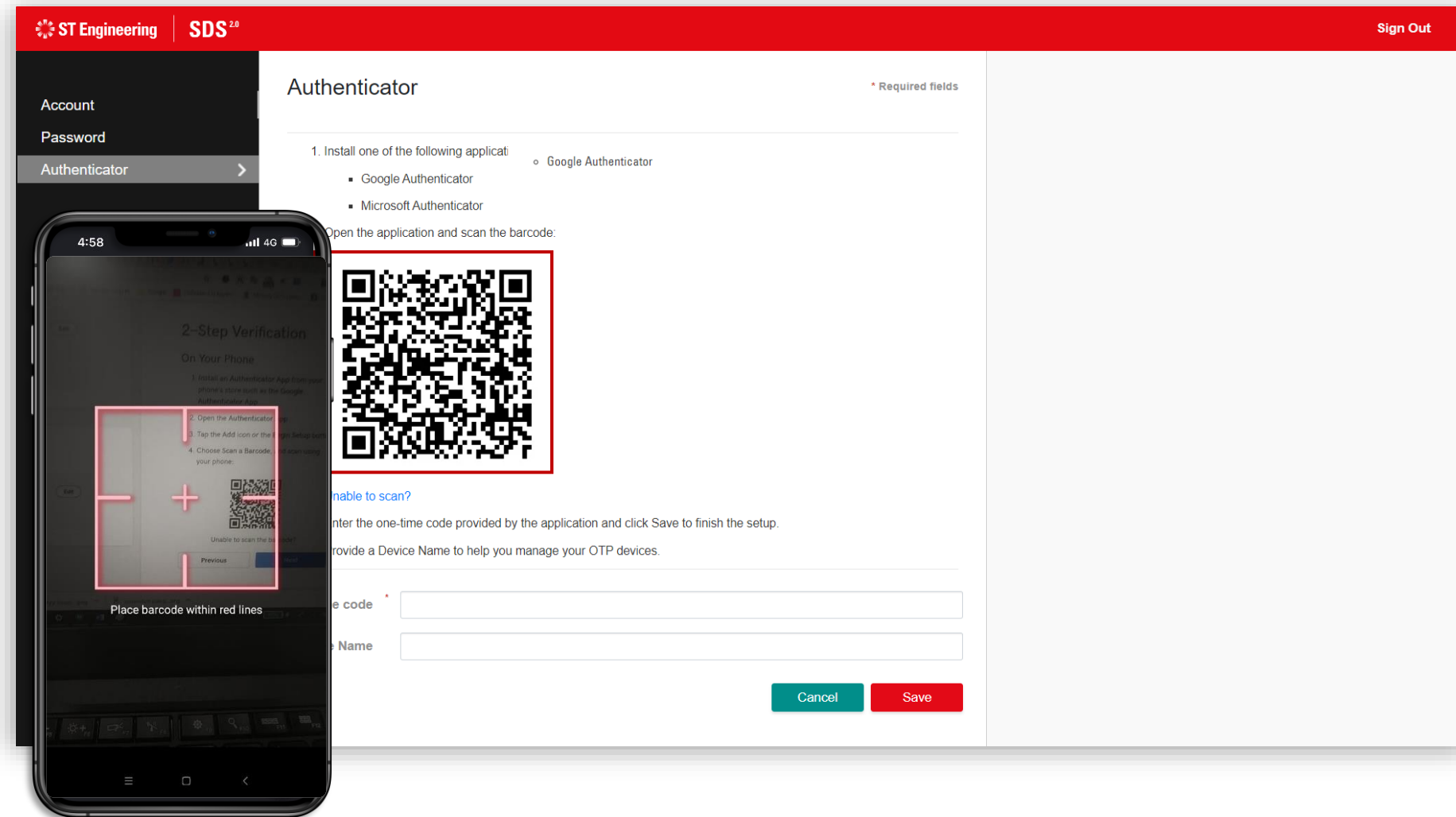
Select [**Scan a QR code**] to activate the camera for scanning



HOW DO I SET UP OTP?

Step 4b: Use device to scan QR code

Scan the QR code shown on the portal site.




ST Engineering | SDS 2.0 Sign Out

Authenticator * Required fields

1. Install one of the following applications:

- Google Authenticator
- Microsoft Authenticator

2. Open the application and scan the barcode:



Unable to scan? [Unable to scan?](#)

3. Enter the one-time code provided by the application and click Save to finish the setup.

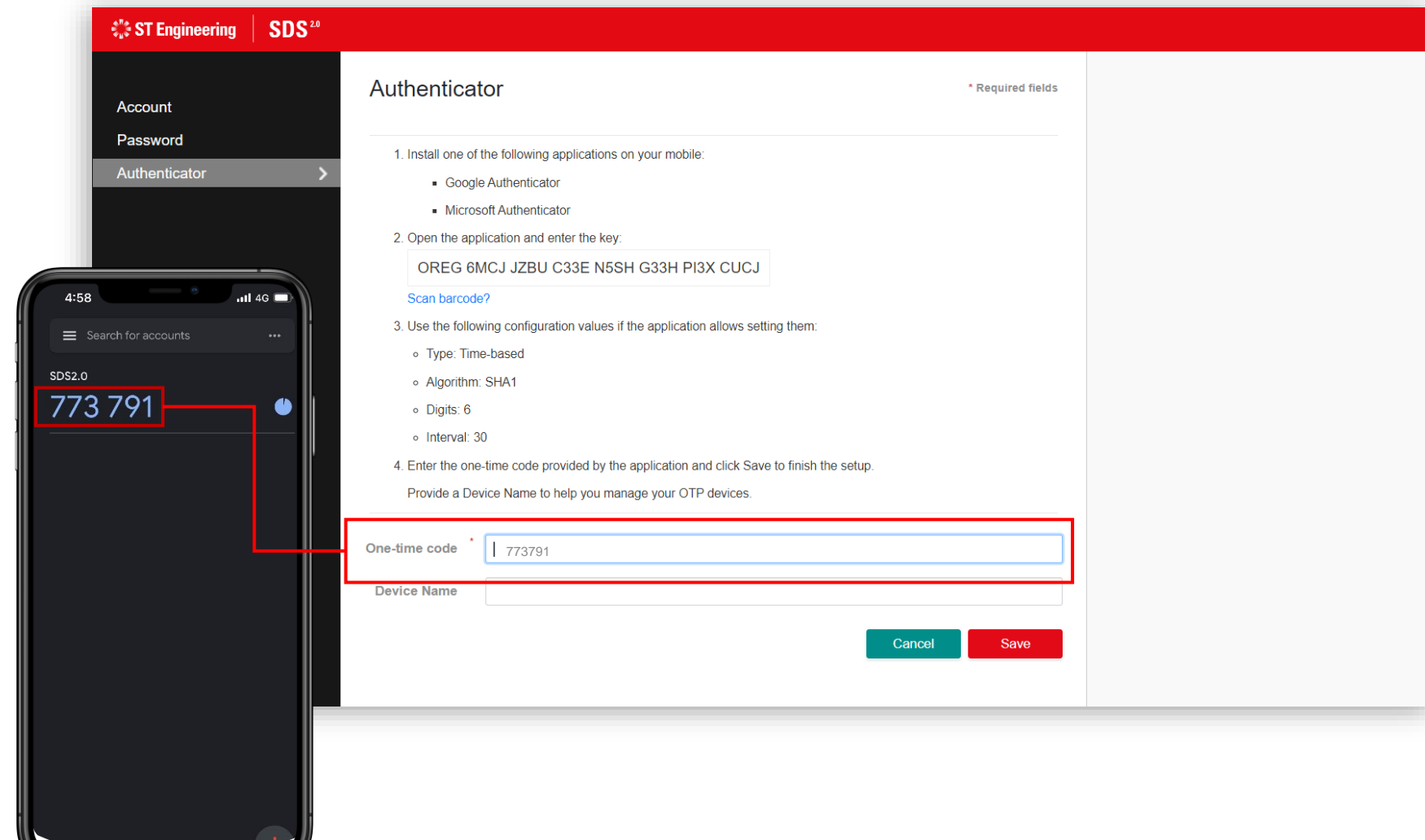
4. Provide a Device Name to help you manage your OTP devices.

One-time code

Device Name

Step 4b: Type in one-time code

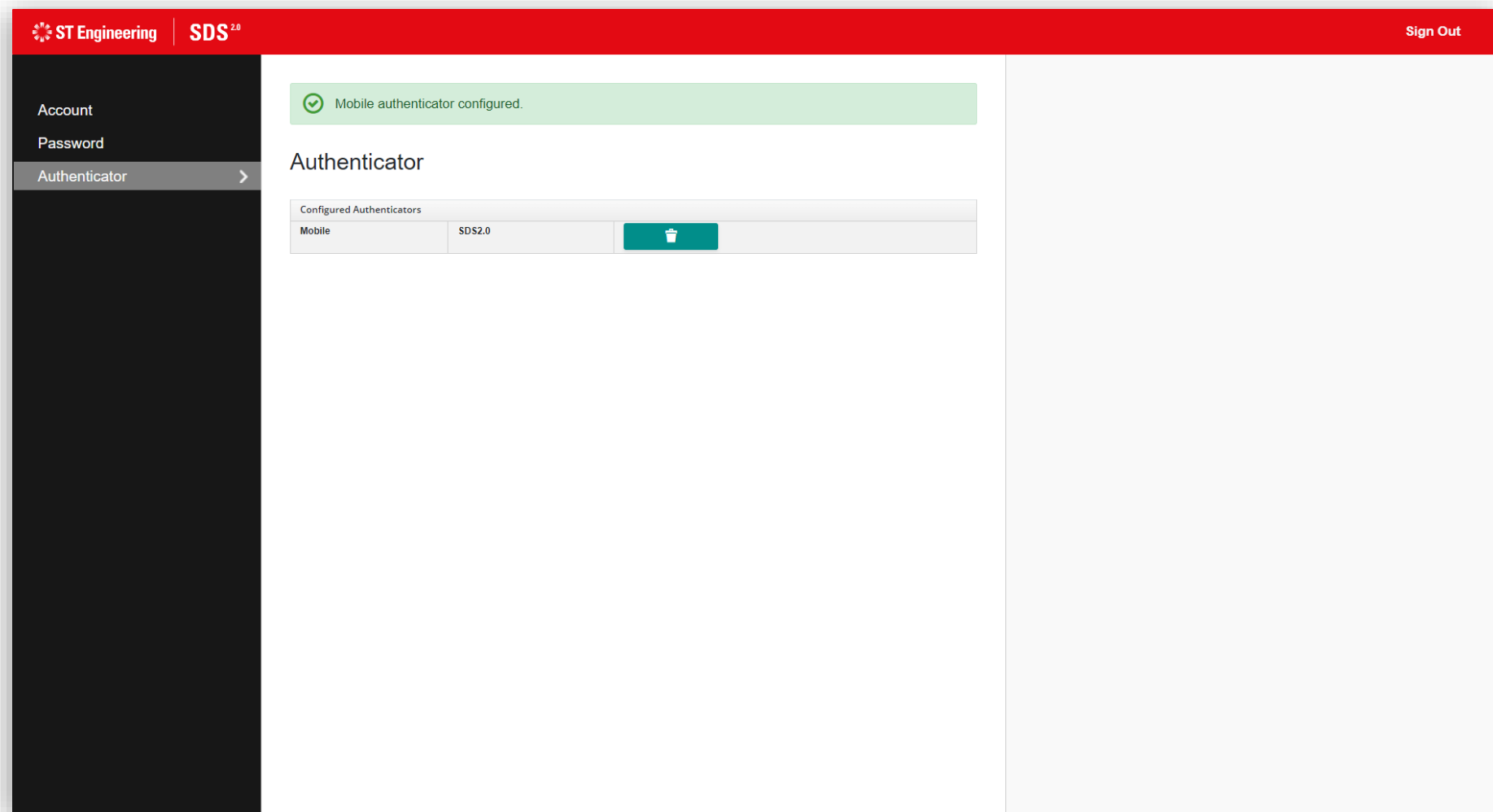
Enter the 6-digit code shown in your device to the one-time code field in the portal site and hit **[Save]**



The image shows a composite of a smartphone and a web browser interface. The smartphone on the left displays a 6-digit code '773 791' in a red box. The web browser on the right shows the 'Authenticator' setup page for 'ST Engineering SDS 2.0'. The page includes instructions for installing an authenticator app, entering a key (OREG 6MCJ JZBU C33E N5SH G33H PI3X CUCJ), and configuring settings like Type (Time-based), Algorithm (SHA1), Digits (6), and Interval (30). A red box highlights the 'One-time code' input field, which contains the code '773791'. Below it is a 'Device Name' field. At the bottom right, there are 'Cancel' and 'Save' buttons.

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.



HOW DO I SET UP OTP?

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?**

WHAT TO DO IF I DON'T HAVE MY OTP DEVICE WITH ME?

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



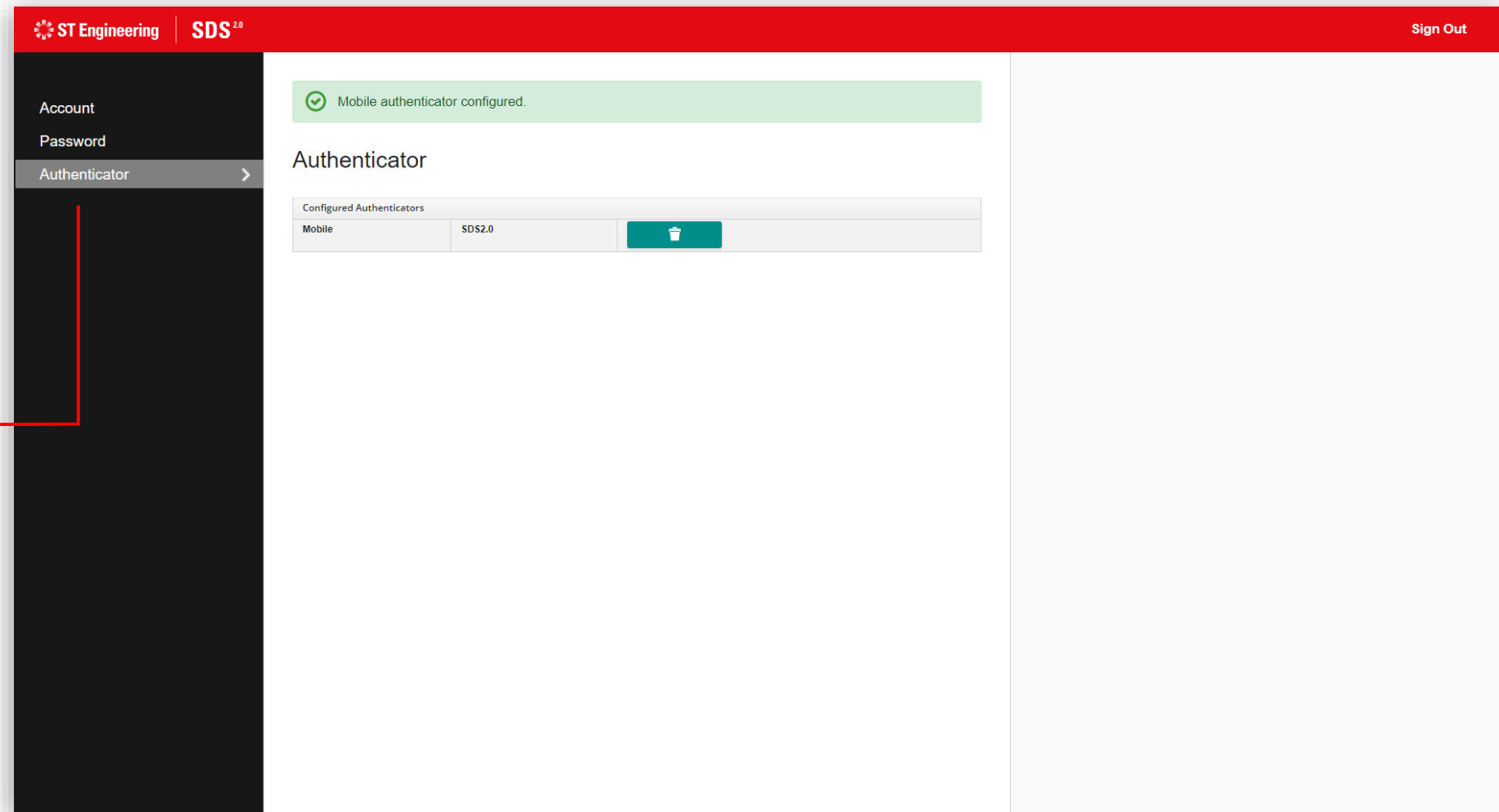


**How do I remove my old device
from the authenticator list?**


HOW DO I REMOVE MY OLD DEVICE FROM THE AUTHENTICATOR LIST?

Step 2: Select the 'Authenticator' tab

Toggle the authenticator tab



The screenshot shows the ST Engineering SDS 2.0 mobile application interface. The top navigation bar is red and contains the ST Engineering logo, the text 'SDS 2.0', and a 'Sign Out' link. A dark sidebar on the left contains a menu with the following items: 'Account', 'Password', and 'Authenticator'. The 'Authenticator' item is highlighted with a grey background and a white chevron icon to its right. A red L-shaped line originates from the text 'Toggle the authenticator tab' and points to the 'Authenticator' menu item. The main content area is white and displays a green success message at the top: 'Mobile authenticator configured.' Below this, the title 'Authenticator' is shown. Underneath, there is a section titled 'Configured Authenticators' which contains a table with one row:

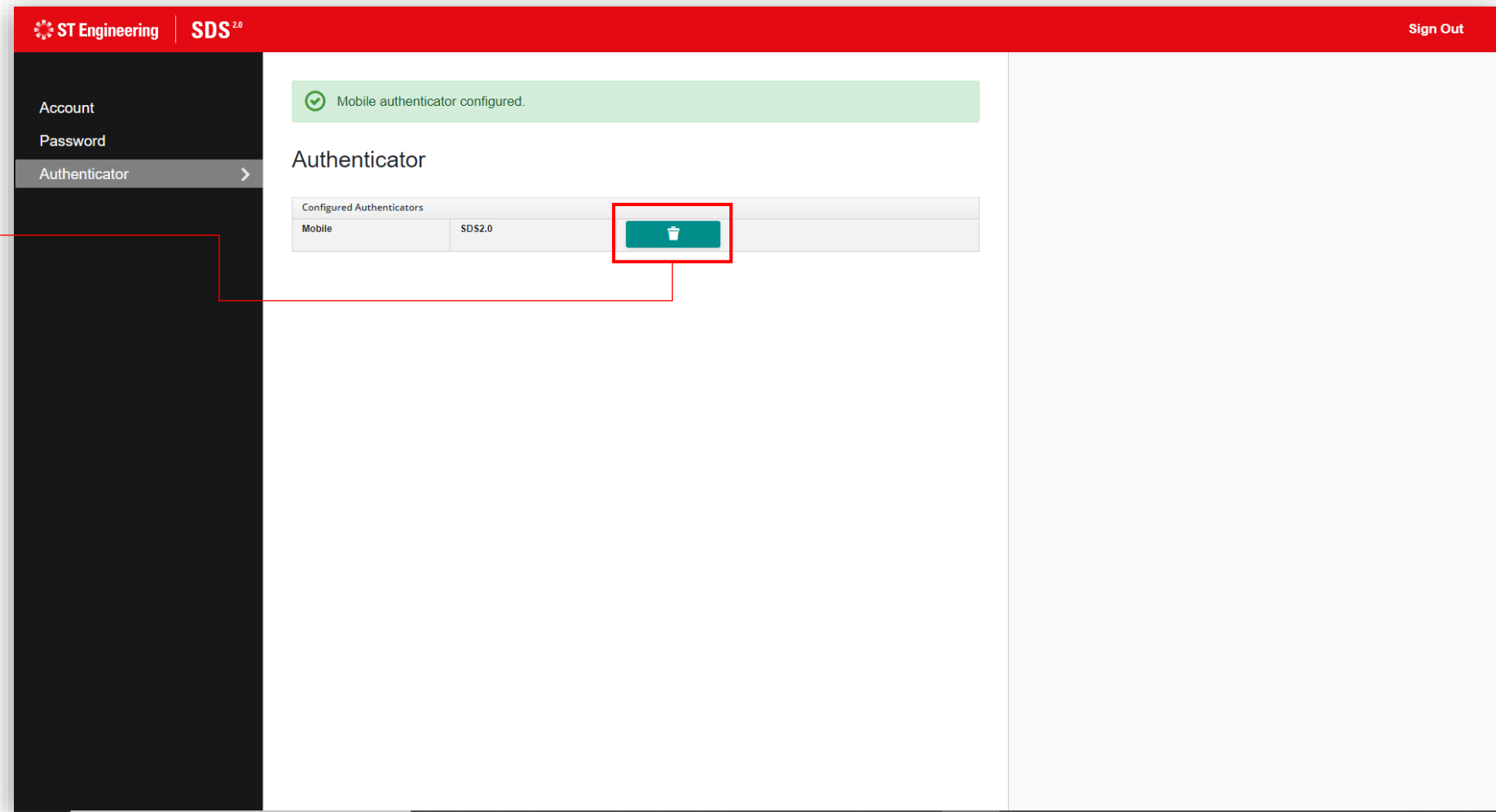
Configured Authenticators		
Mobile	SDS2.0	

HOW DO I REMOVE MY OLD DEVICE FROM THE AUTHENTICATOR LIST?

Step 3: Select the delete icon



Select the delete button to remove your old device.

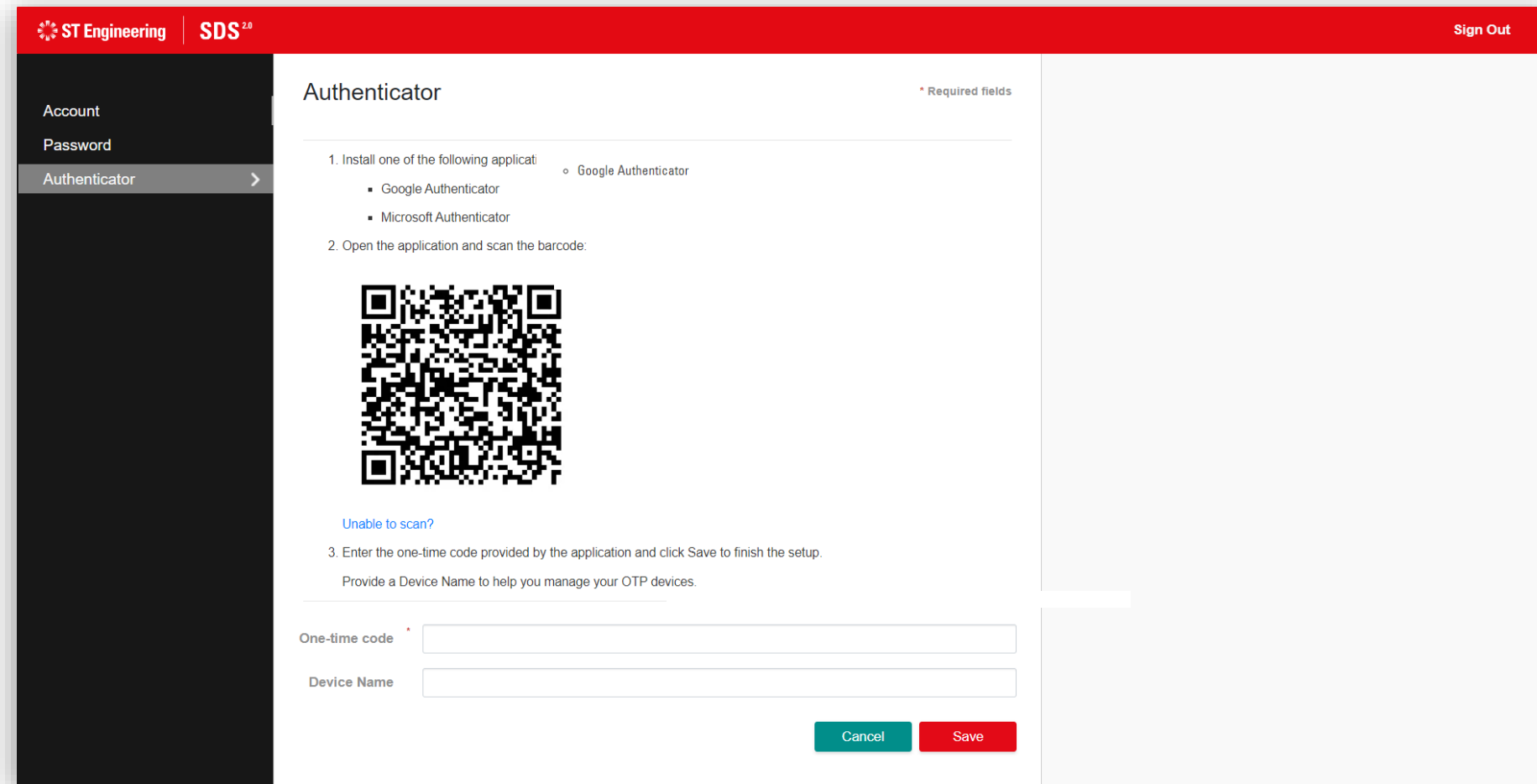


HOW DO I REMOVE MY OLD DEVICE FROM THE AUTHENTICATOR LIST?

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)



ST Engineering | SDS 2.0 Sign Out

Authenticator * Required fields

1. Install one of the following applications:
 - Google Authenticator
 - Microsoft Authenticator
2. Open the application and scan the barcode:

3. 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

Device Name



Thank you