

SDS
2.0

Smart Digital Systems

User Guide for Customers | How to Navigate the Customer Portal



Co-Confidential

6th March 2024, Release 4 v1.0

AGENDA

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How do I Login?

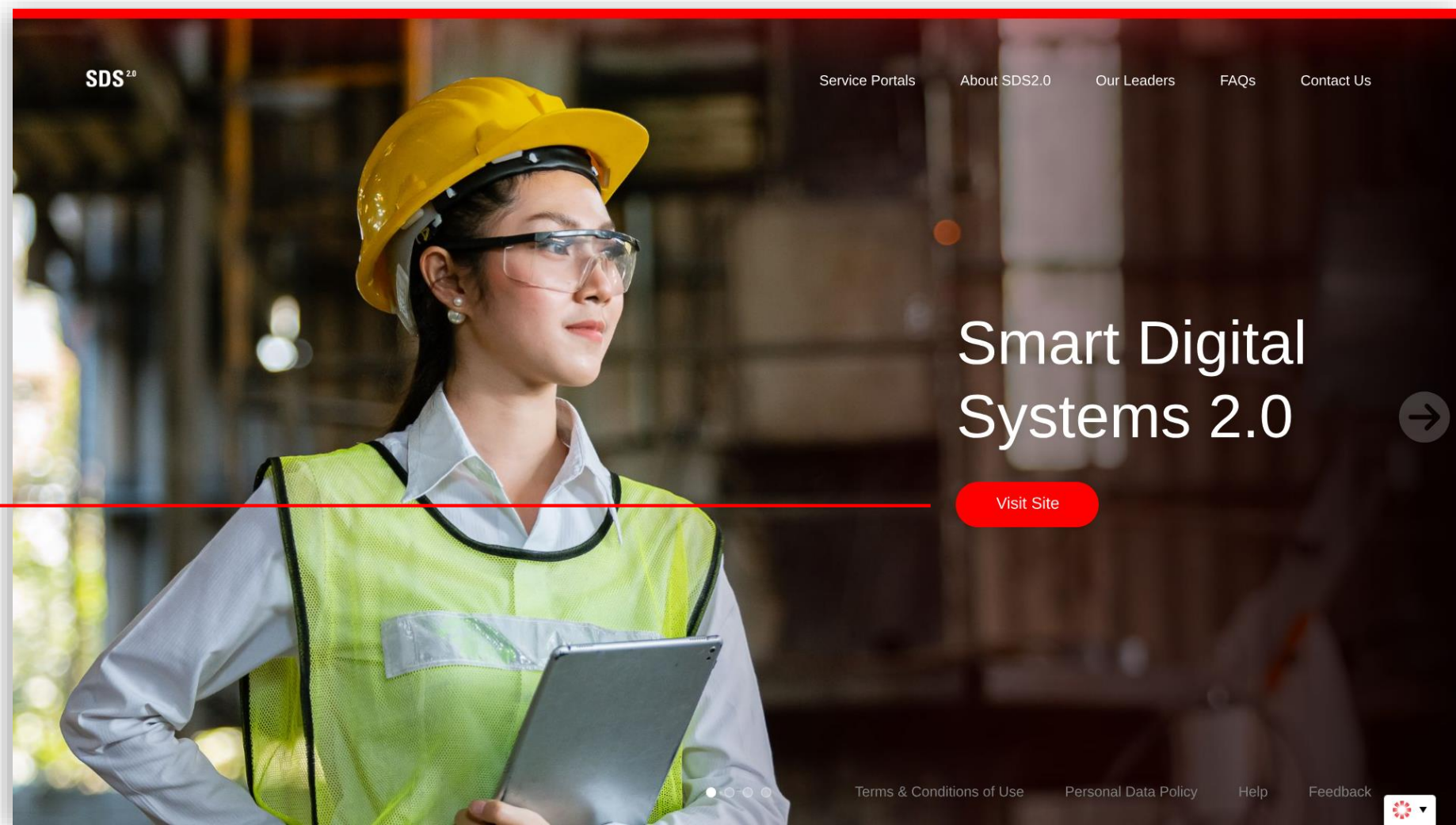
HOW DO I LOGIN

Step 1: Go to SDS website

To access SDS2.0:

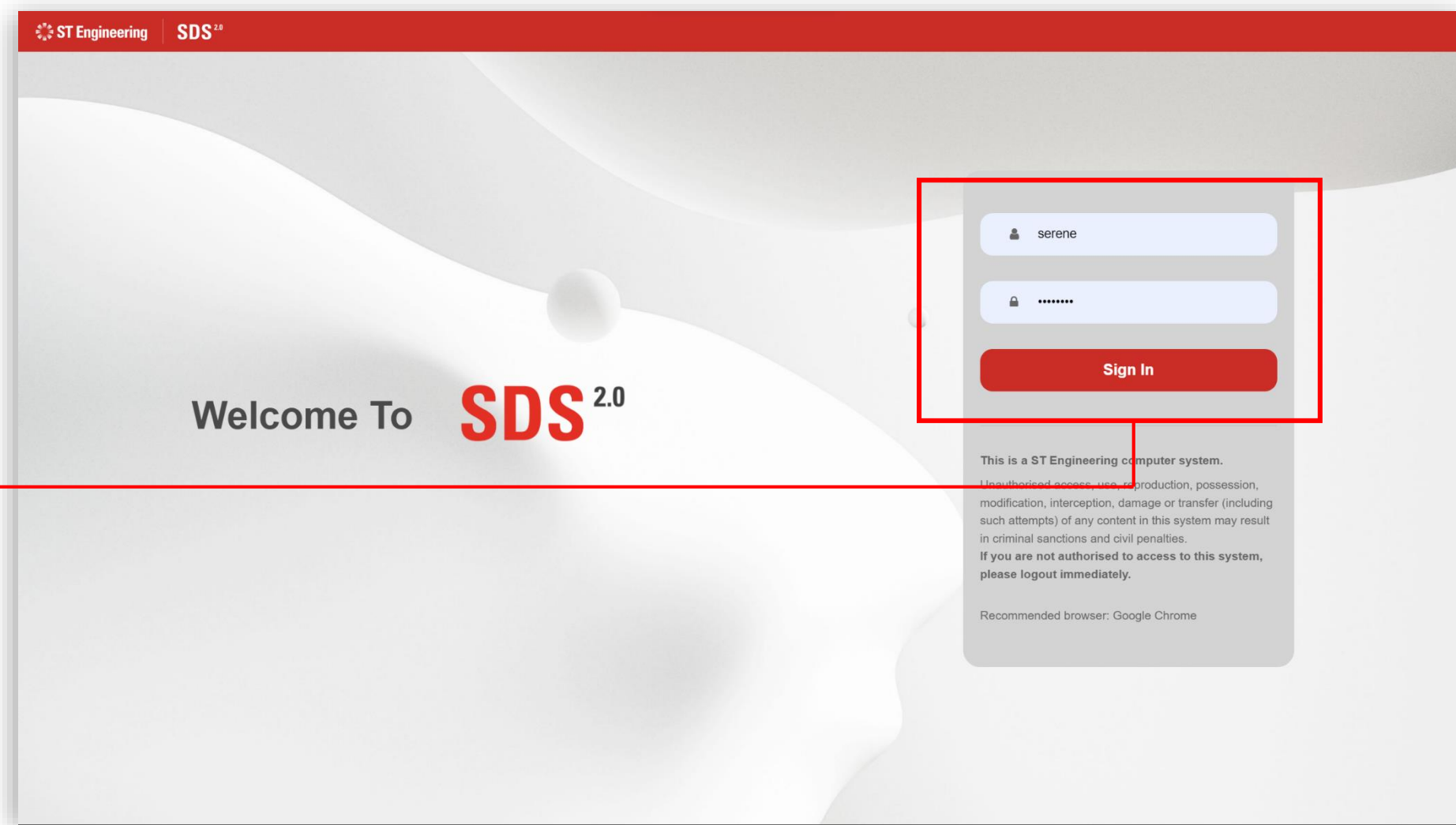
<https://sds.stengg.com>

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

.....

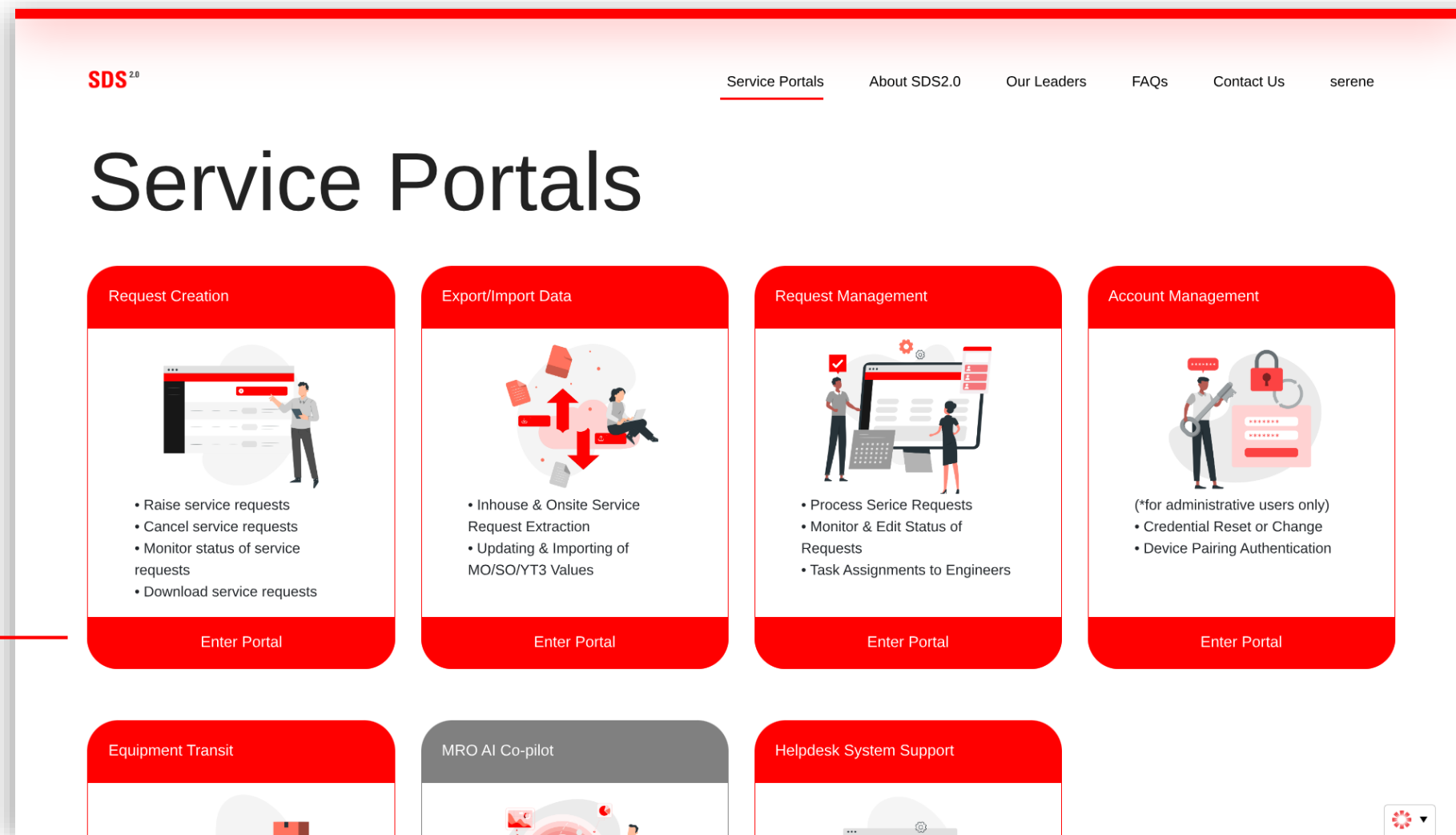
Sign In

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 navigation bar includes links for Service Portals, About SDS2.0, Our Leaders, FAQs, Contact Us, and serene. The main heading is "Service Portals". Below this, there are four primary service categories, each with an "Enter Portal" button:

- Request Creation**: Includes links to raise, cancel, monitor, and download service requests.
- Export/Import Data**: Includes links for inhouse & onsite service request extraction and updating/importing of MO/SO/YT3 values.
- Request Management**: Includes links to process, monitor/edit, and assign tasks to engineers.
- Account Management**: Includes links for credential reset/change and device pairing authentication (for administrative users only).

At the bottom of the page, there are three additional service categories: Equipment Transit, MRO AI Co-pilot, and Helpdesk System Support.

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]**



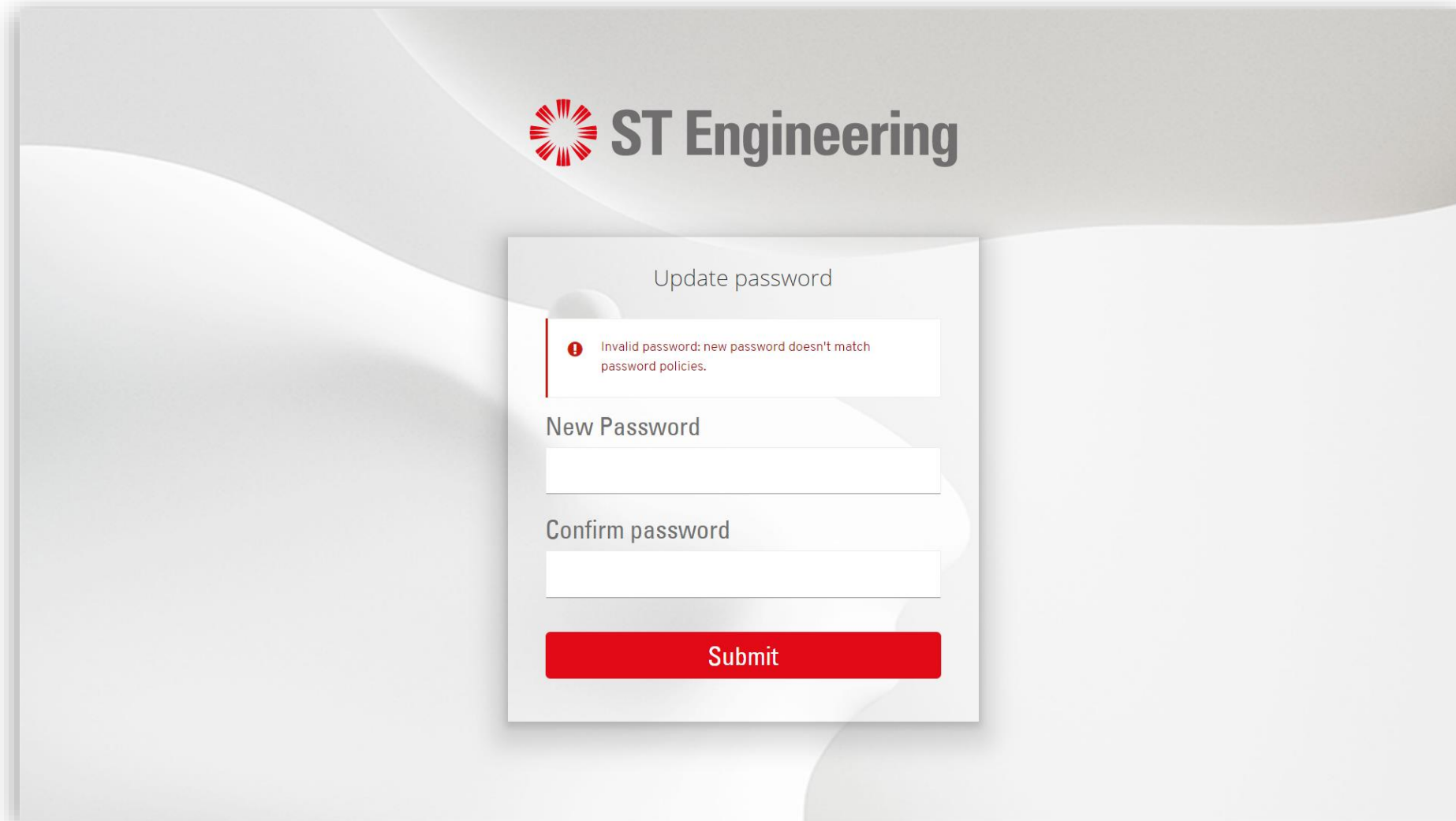
The screenshot shows a mobile application interface for ST Engineering. At the top, the ST Engineering logo is displayed. Below the logo, the text "Update password" is centered. A yellow warning box contains a triangle icon and the text "You need to change your password to activate your account." Below 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 points from the text "[Submit]" in the previous block 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.

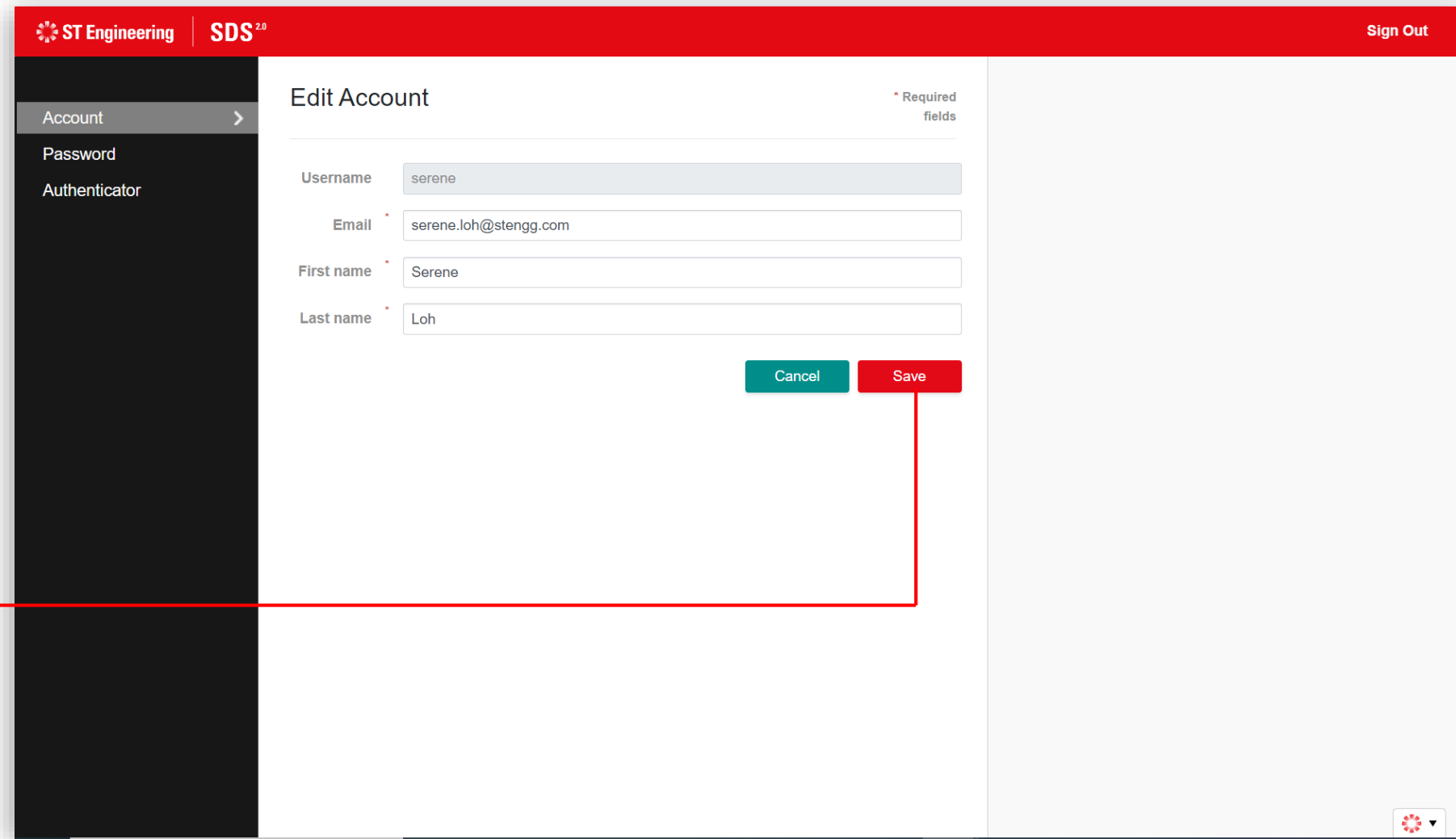
WHAT'S THE PROCESS FOR MY FIRST-TIME LOGIN?

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:

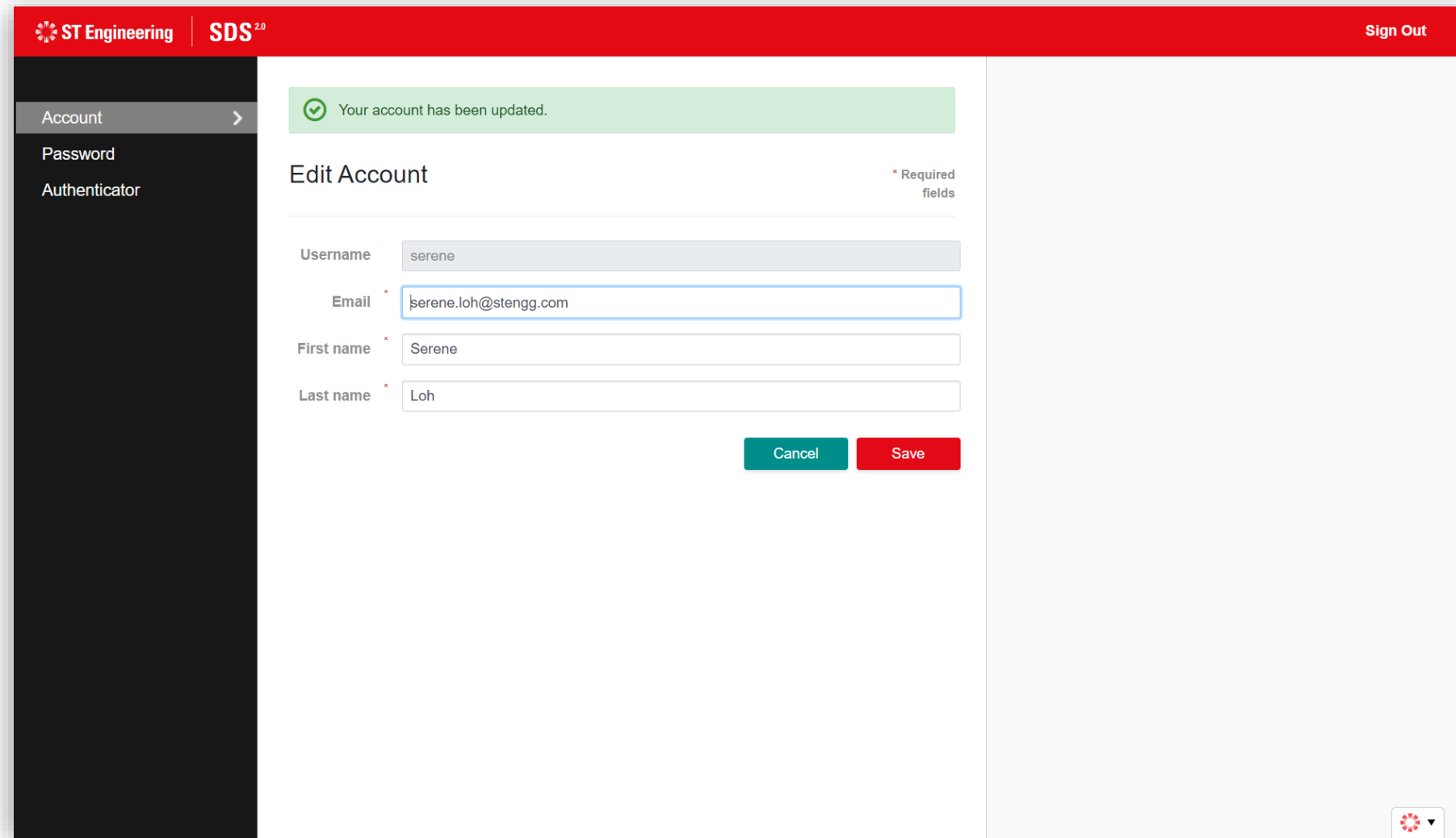
Email:

First name:

Last name:

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. At the top, a green notification bar with a checkmark icon states 'Your account has been updated.' Below this, the 'Edit Account' form is visible, featuring a sidebar on the left with navigation options: 'Account' (selected), 'Password', and 'Authenticator'. The form fields include: 'Username' (serene), 'Email' (serene.loh@stengg.com), 'First name' (Serene), and 'Last name' (Loh). A legend indicates that fields with an asterisk are required. At the bottom right of the form, there are 'Cancel' and 'Save' buttons. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', and 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 management)

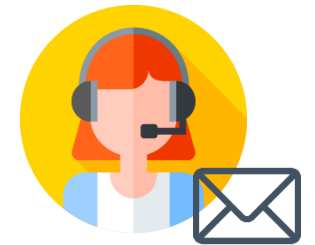


DSTA SM to inform ST CM (Contract Manager) who will tag it to designated work centers, SLot



ST CM informs 1CC to create account(s)

END



1CC will send email to customers for their created account details

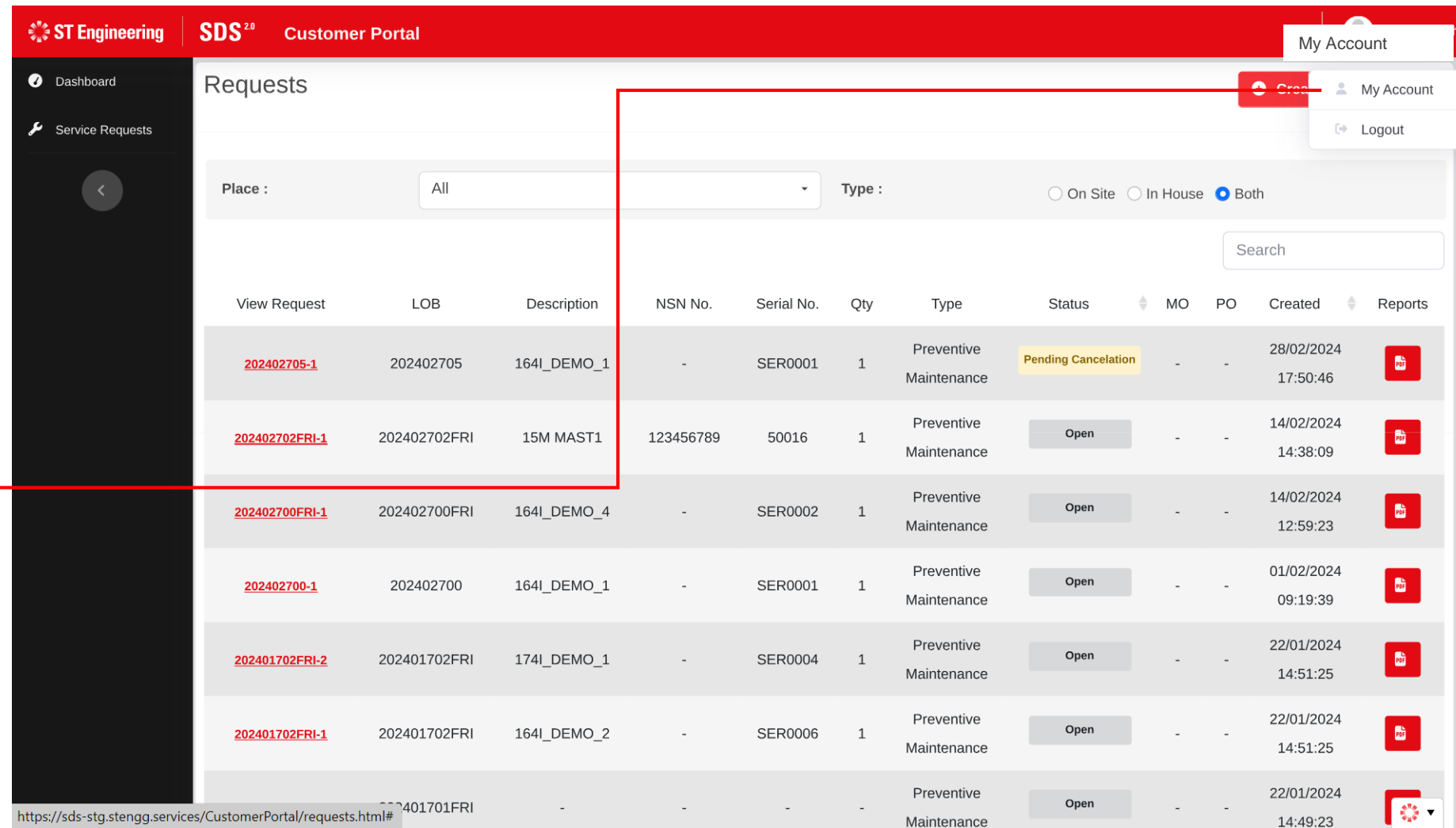
How do I change my
password?

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 'Requests' page in the SDS 2.0 Customer Portal. The top navigation bar is red and contains the ST Engineering logo, 'SDS 2.0', and 'Customer Portal'. On the right side of the navigation bar, there is a 'My Account' dropdown menu with options for 'My Account' and 'Logout'. A red box highlights the top navigation bar and the 'My Account' dropdown menu. A red line connects the 'My Account' text in the instructions to the 'My Account' option in the dropdown menu.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
202402705-1	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Pending Cancellation	-	-	28/02/2024 17:50:46	
202402702FRI-1	202402702FRI	15M MAST1	123456789	50016	1	Preventive Maintenance	Open	-	-	14/02/2024 14:38:09	
202402700FRI-1	202402700FRI	164I_DEMO_4	-	SER0002	1	Preventive Maintenance	Open	-	-	14/02/2024 12:59:23	
202402700-1	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
202401702FRI-2	202401702FRI	174I_DEMO_1	-	SER0004	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
202401702FRI-1	202401702FRI	164I_DEMO_2	-	SER0006	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
202401701FRI	-	-	-	-	-	Preventive Maintenance	Open	-	-	22/01/2024 14:49:23	

HOW DO I CHANGE MY PASSWORD?

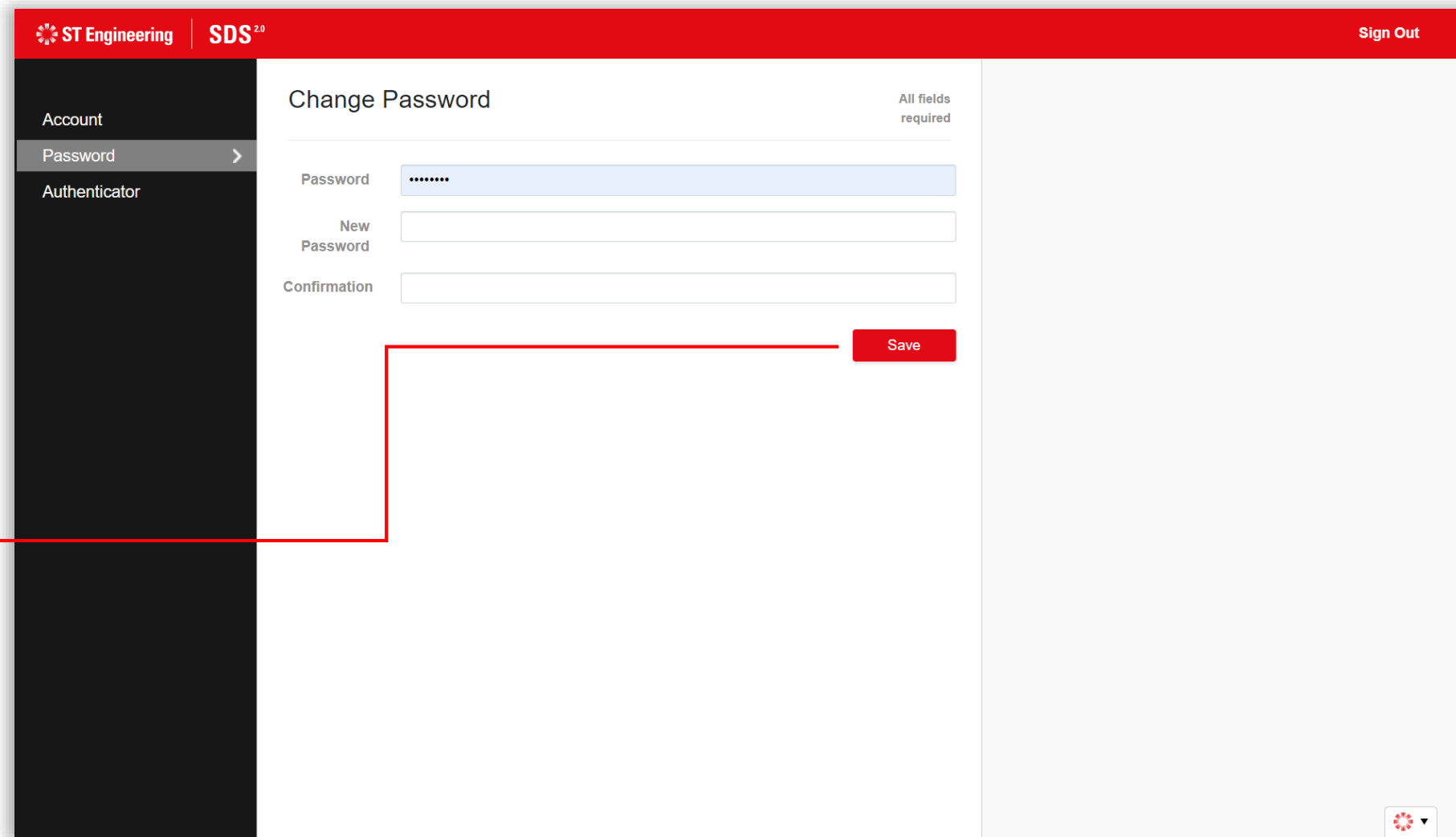
Step 3: Select Password Menu

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

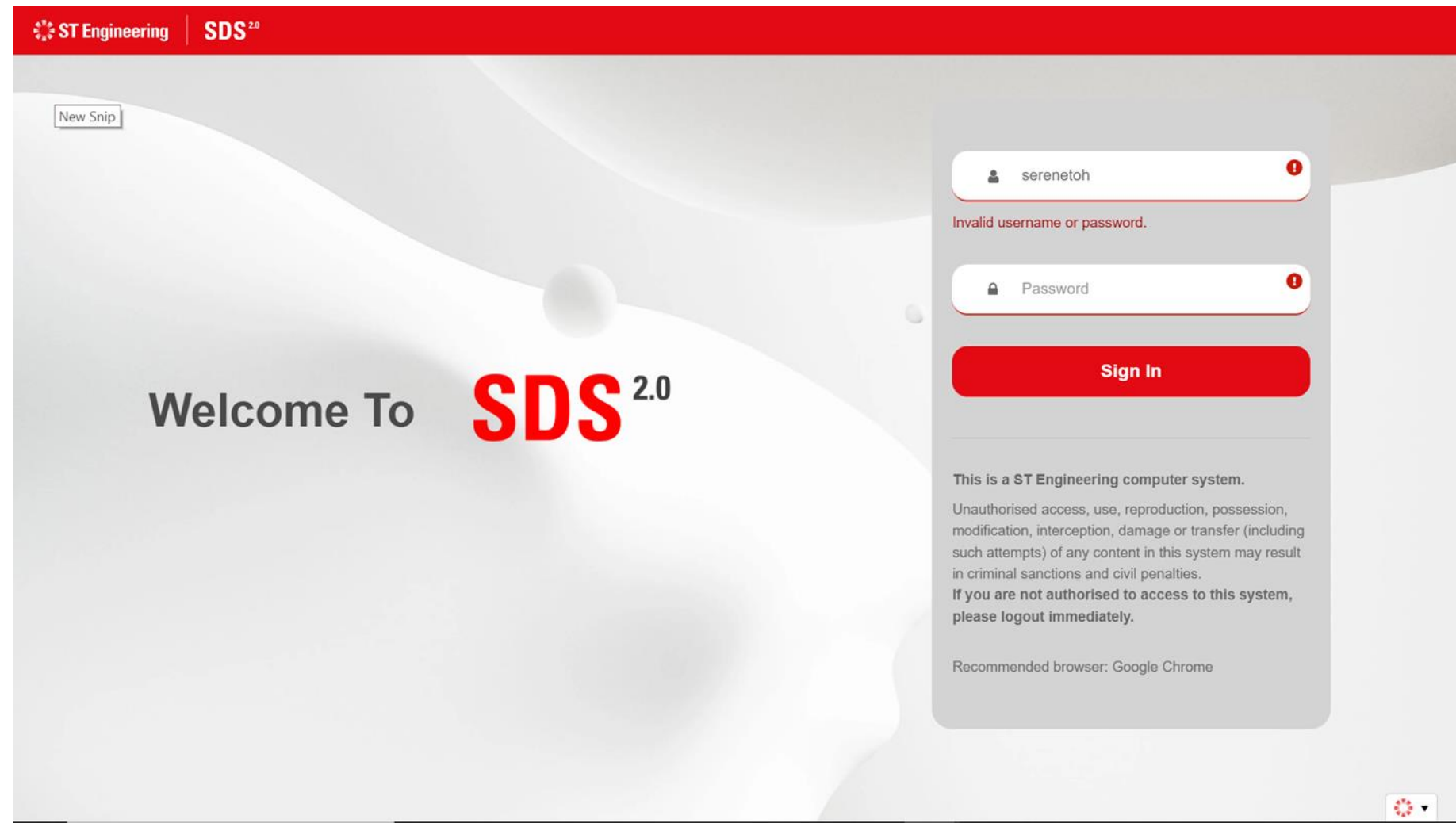
What to do if I
forget my
password?

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.



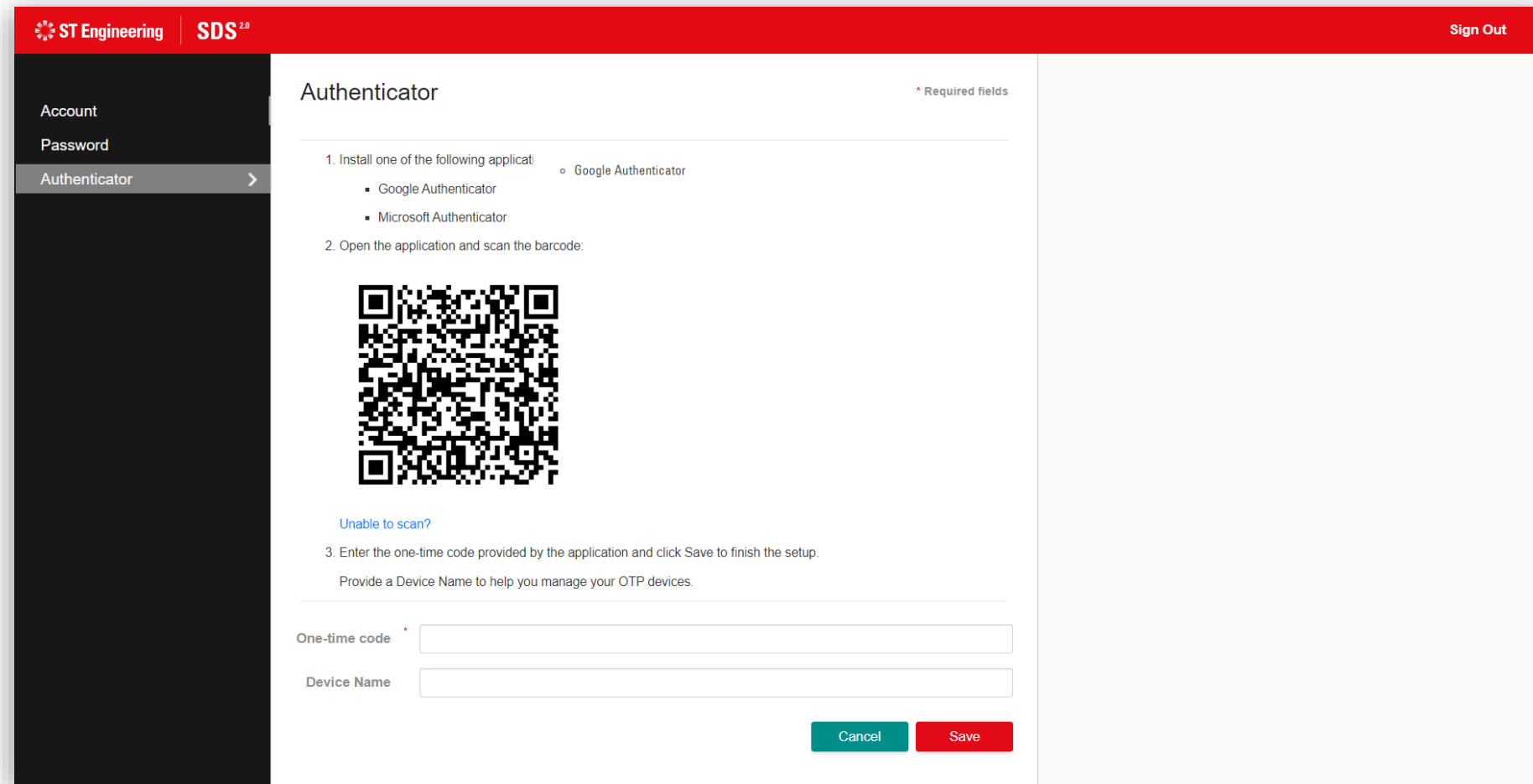
How do I set up
OTP?

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.



The screenshot shows the 'Authenticator' setup page in the ST Engineering SDS 2.0 system. The page has a red header with the ST Engineering logo and 'SDS 2.0' on the left, and a 'Sign Out' link on the right. A dark sidebar on the left contains navigation options: 'Account', 'Password', and 'Authenticator' (which is highlighted with a grey bar and a right-pointing arrow). The main content area is titled 'Authenticator' and includes a '* Required fields' indicator. The instructions are as follows:

1. Install one of the following applications:
 - Google Authenticator (selected with a radio button)
 - 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.

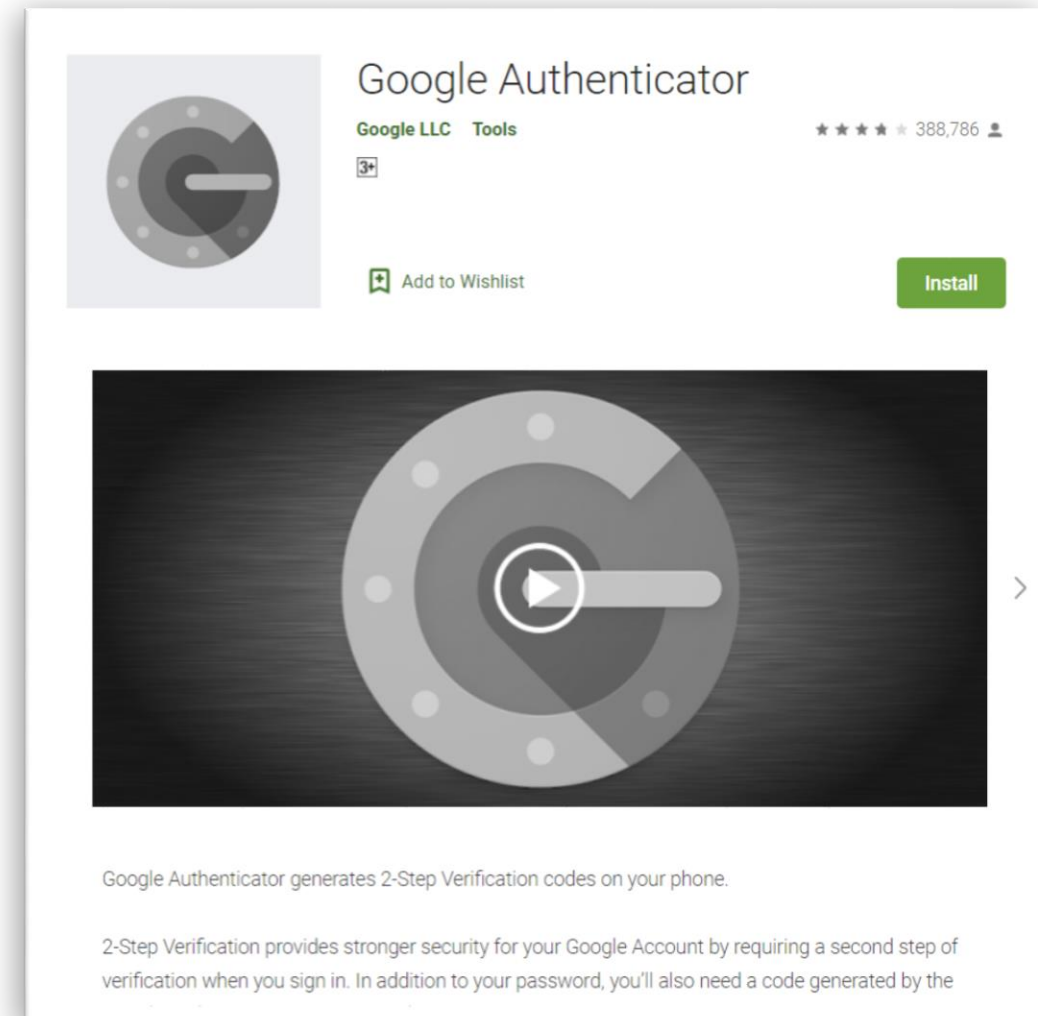
At the bottom, there are two input fields: 'One-time code' and 'Device Name'. Below these fields are two buttons: 'Cancel' (teal) and 'Save' (red).

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.

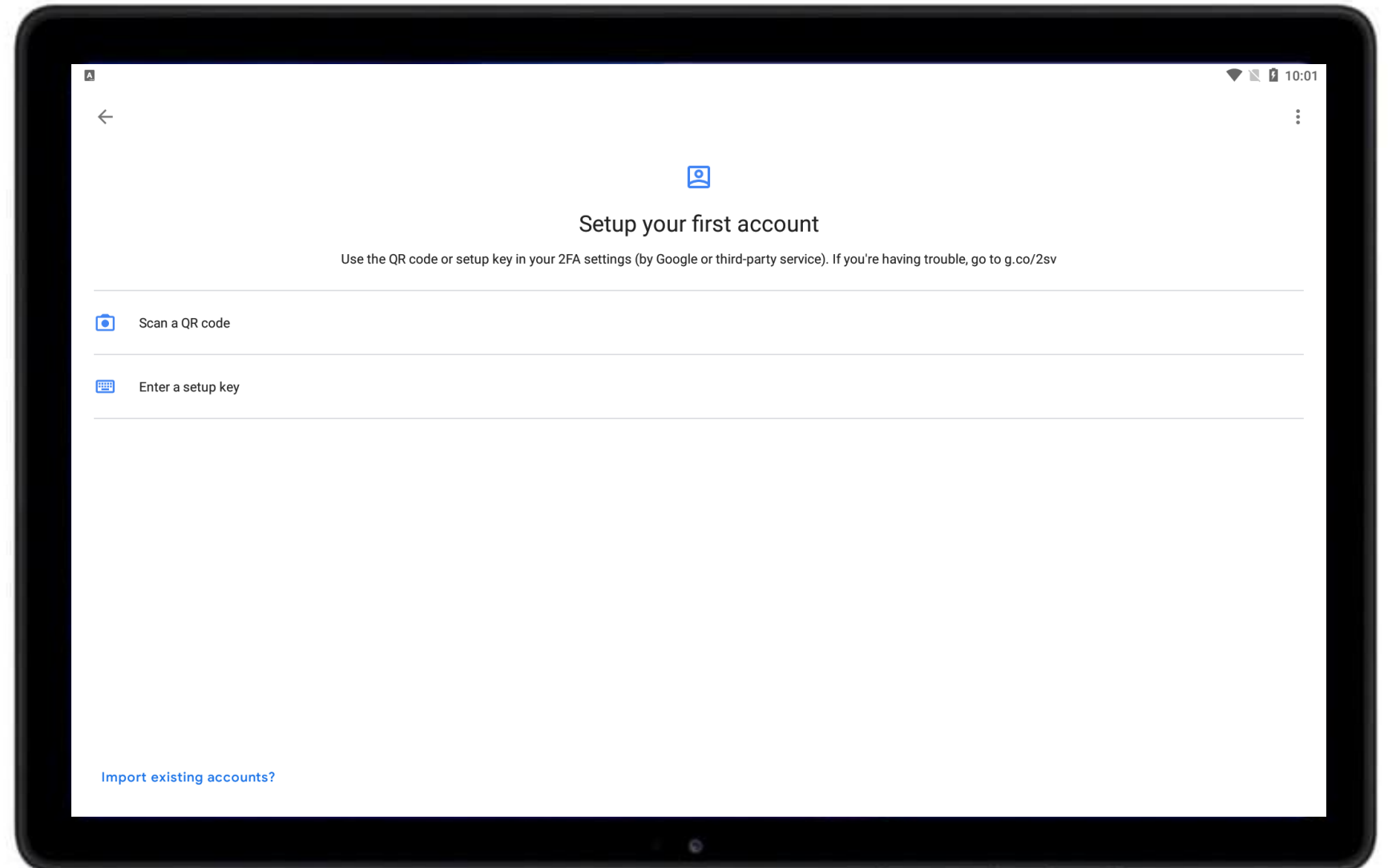


HOW DO I SET UP OTP?

Step 3: Google authenticator home screen

Using Google

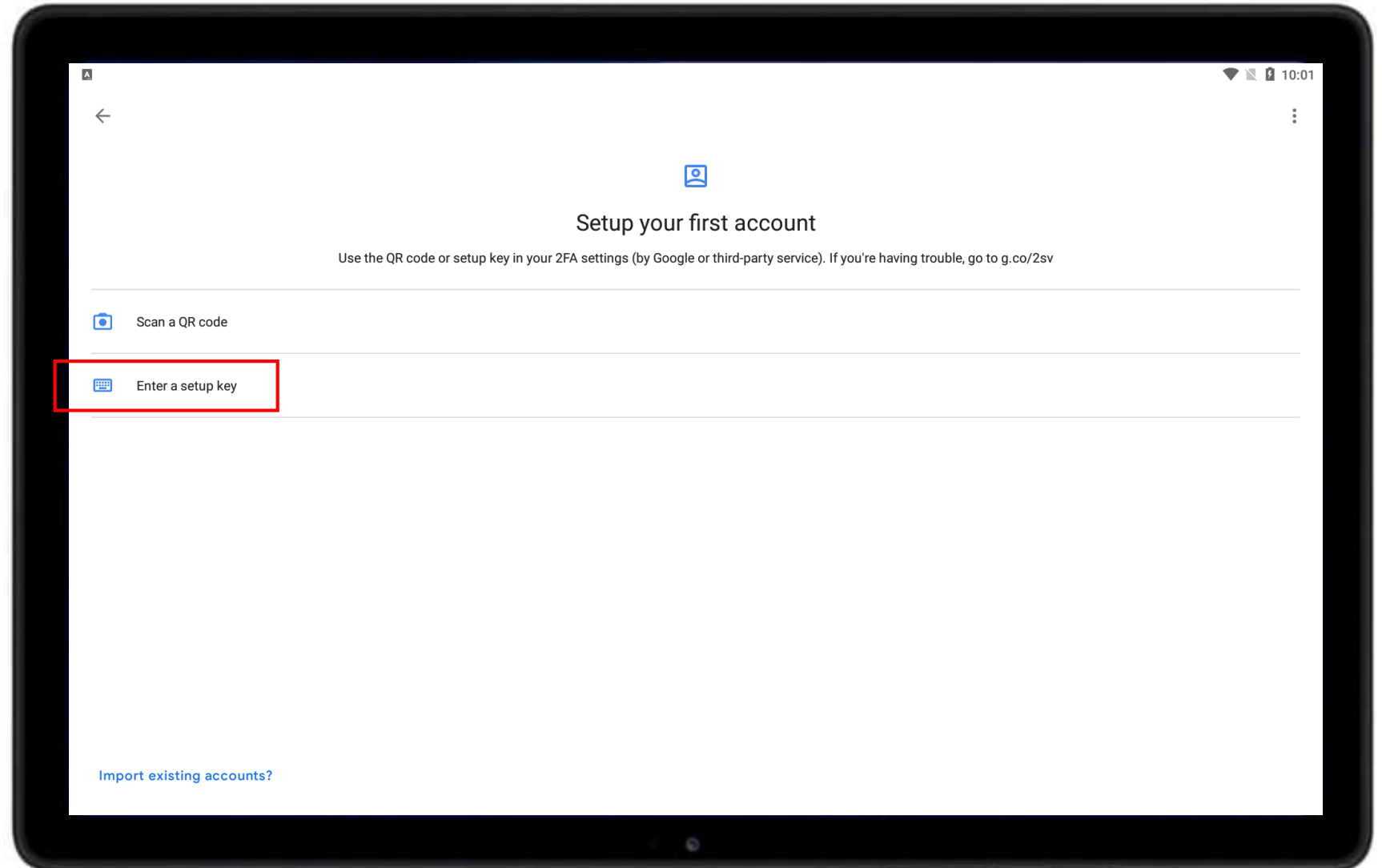
Authenticator, you may choose to scan your QR code displayed on your Authenticator page or enter a setup key.



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

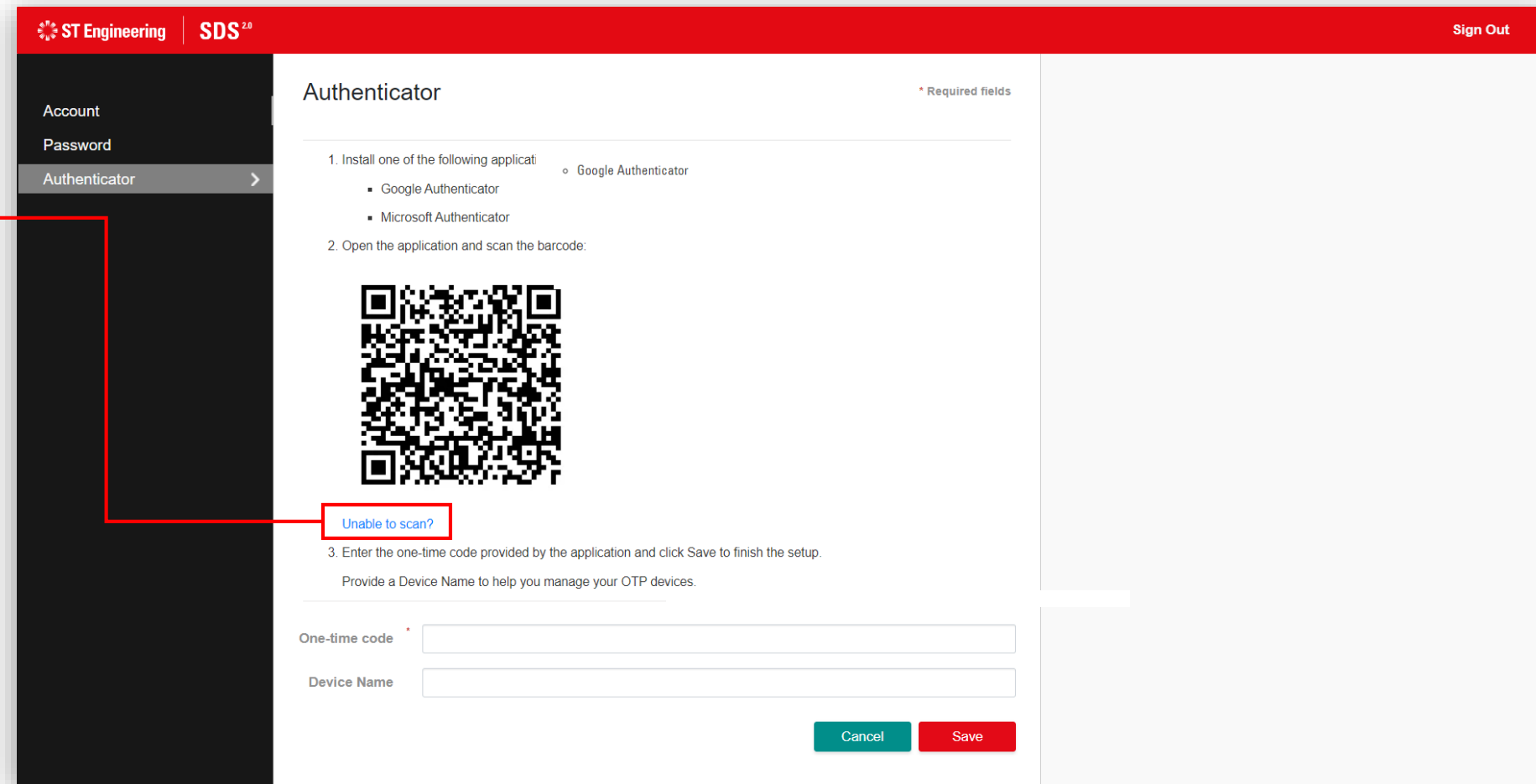


HOW DO I SET UP OTP?

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.

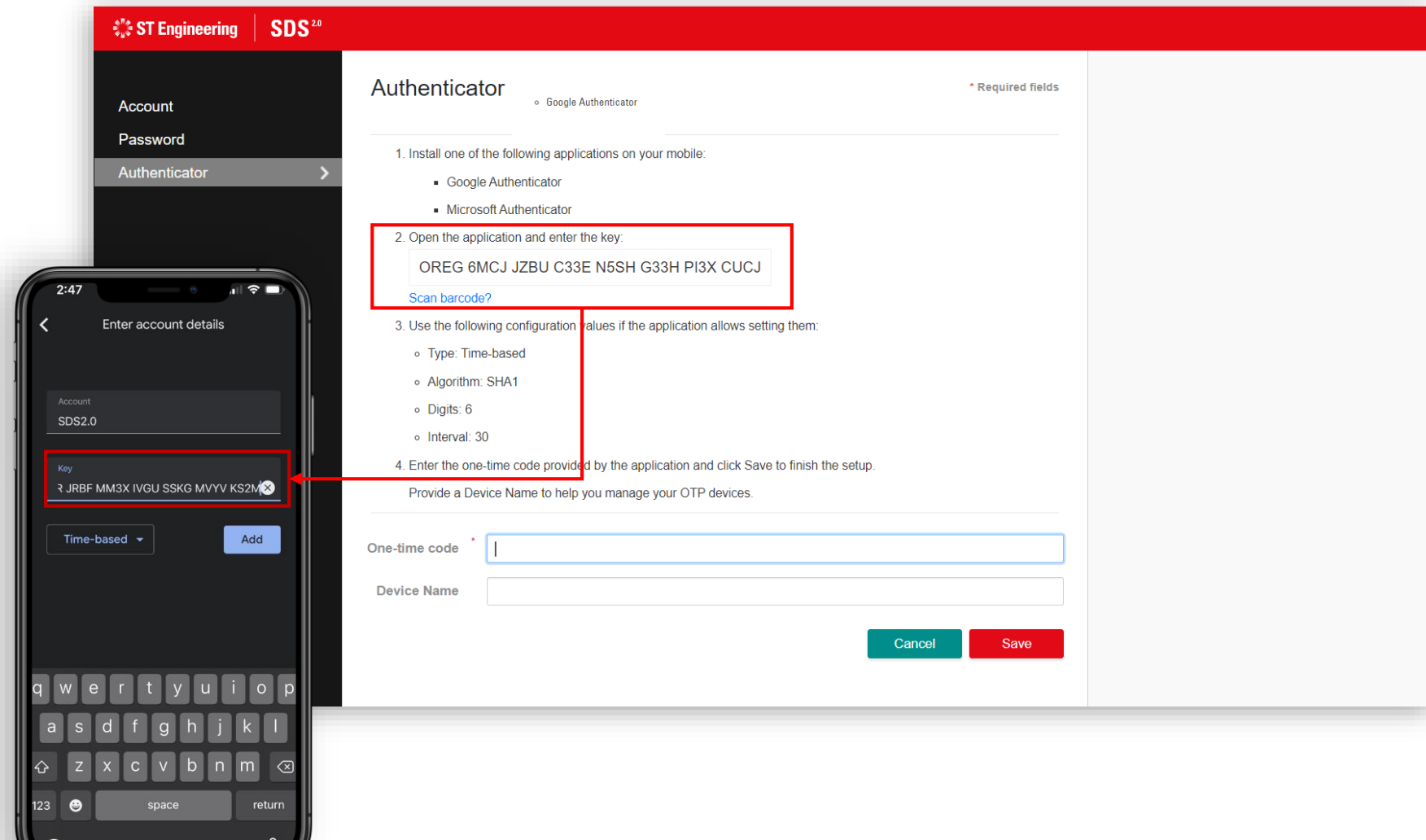
One-time code

Device Name

Step 4a: Key in setup key in device

Enter the setup key on your google authenticator.

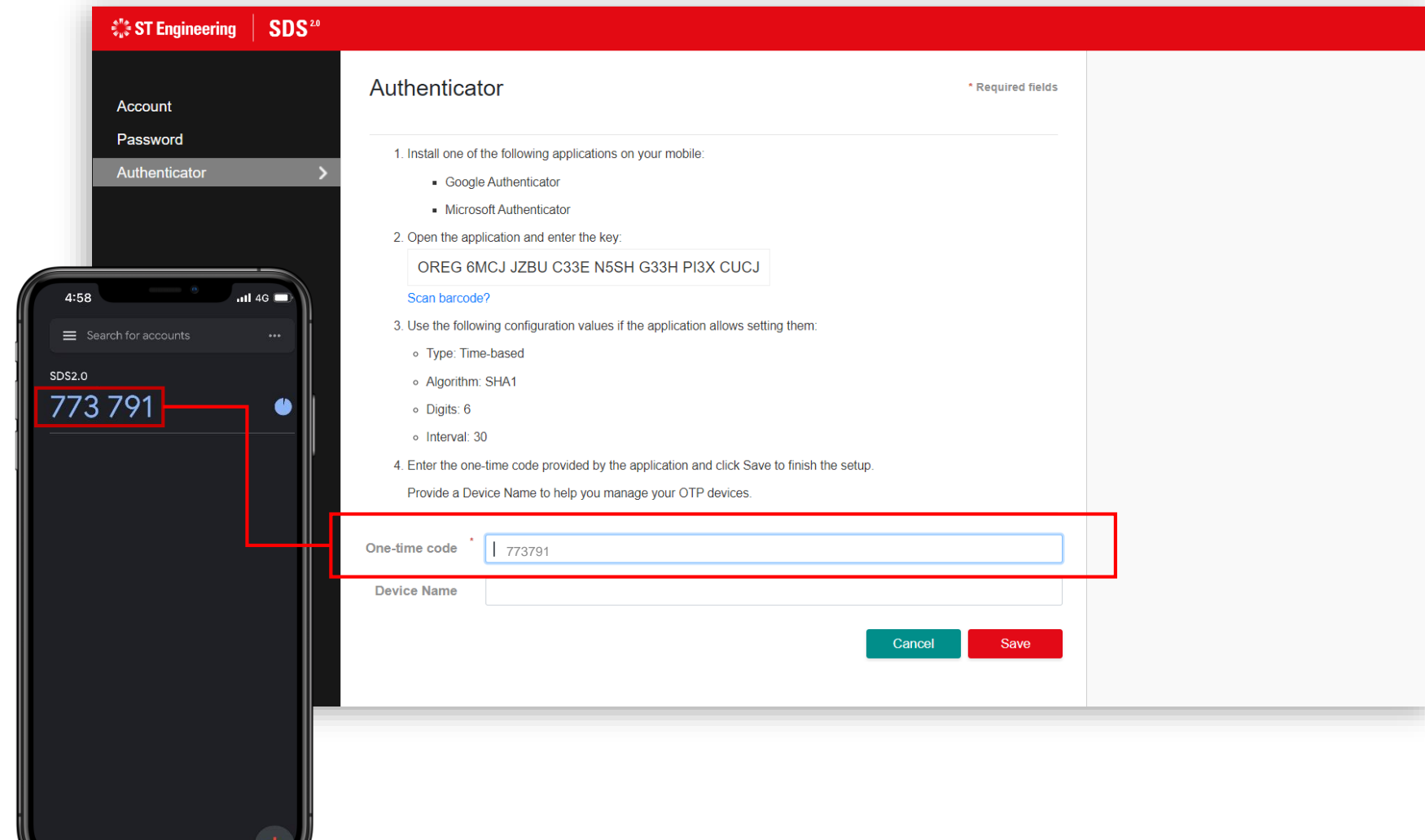
Click **[add]** when done.



The image shows a composite of two screenshots. On the right is a desktop browser view of the 'Authenticator' setup page in the SDS 2.0 application. The page title is 'Authenticator' and it is for 'Google Authenticator'. It contains a list of instructions: 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. 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. Below the instructions are input fields for 'One-time code' and 'Device Name', and 'Cancel' and 'Save' buttons. On the left is a smartphone screenshot of the 'Enter account details' screen. It shows fields for 'Account' (SDS2.0) and 'Key' (JRBFBMM3XIVGUSKGMVYVKS2M). A red box highlights the 'Key' field, and a red arrow points from the key 'OREG 6MCJ JZBU C33E N5SH G33H PI3X CUCJ' in the desktop screenshot to the 'Key' field on the phone. The phone also shows a 'Time-based' dropdown and an 'Add' button.

Step 4a: Type in one-time code

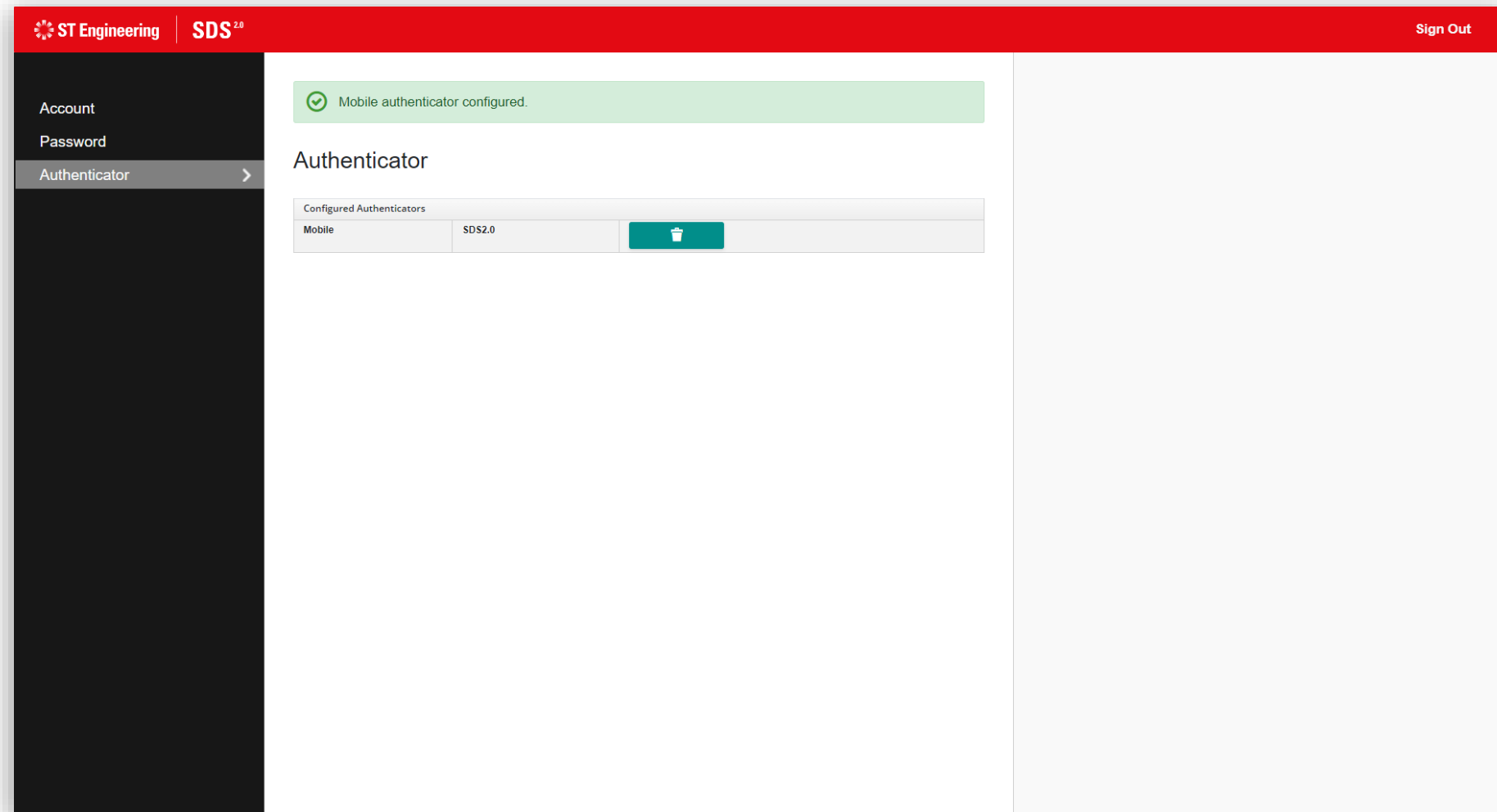
Enter the 6-digit code shown in your device to the one-time code field in the portal site and hit **[Save]**



The image shows a composite view of a mobile device and a web portal. On the left, a smartphone displays the 'Authenticator' app interface 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 right. The web portal, titled 'Authenticator', has a red header with the ST Engineering logo and 'SDS 2.0'. A sidebar on the left lists 'Account', 'Password', and 'Authenticator'. The main content area contains instructions for setting up an authenticator, including a list of applications (Google Authenticator, Microsoft Authenticator), a key 'OREG 6MCJ JZBU C33E N5SH G33H PI3X CUCJ', and configuration options like 'Type: Time-based', 'Algorithm: SHA1', 'Digits: 6', and 'Interval: 30'. The 'One-time code' field is highlighted in a red box and contains the value '773791'. Below it is a 'Device Name' field. At the bottom right are 'Cancel' and 'Save' buttons.

Step 4a: Device successfully paired

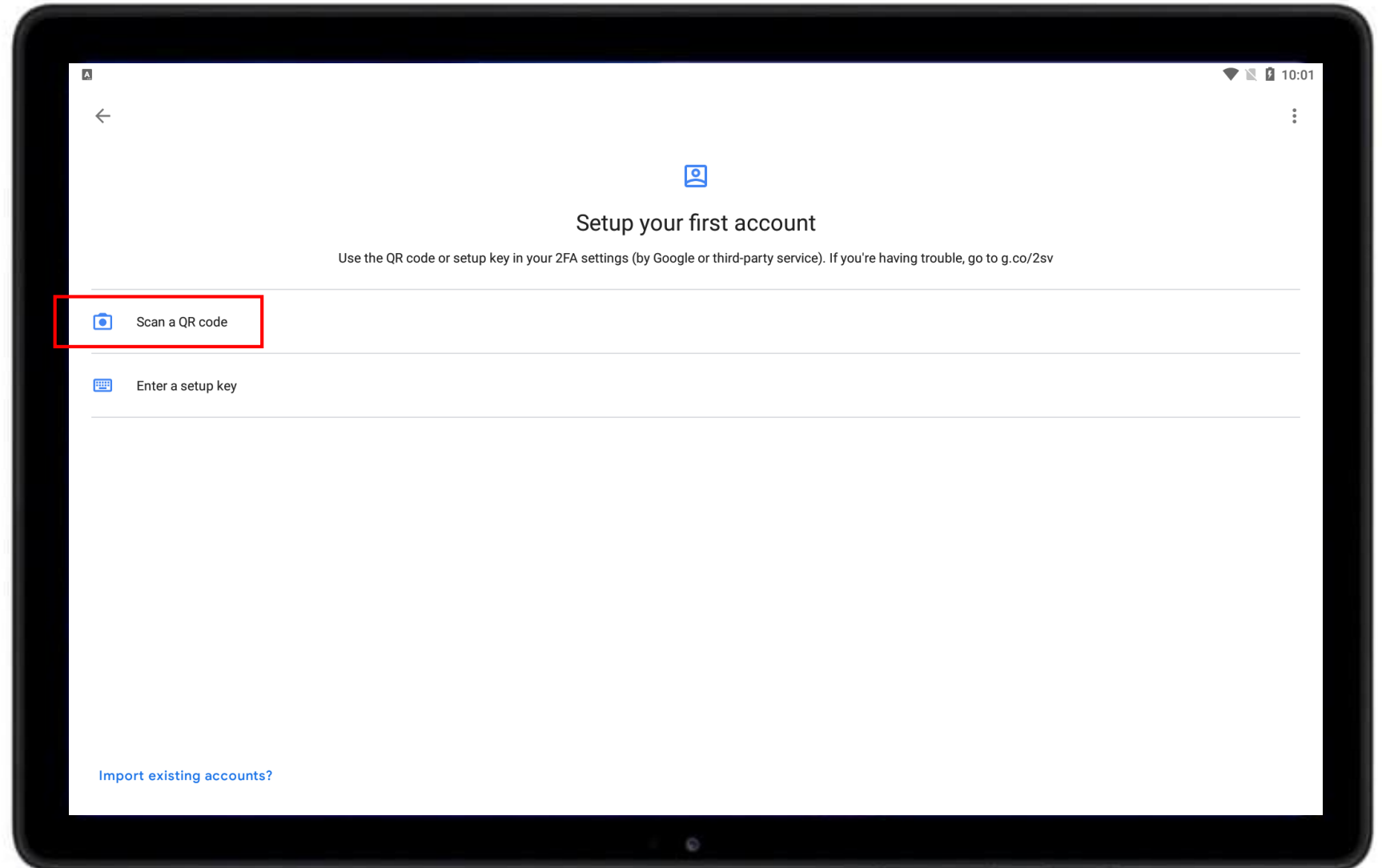
Upon successful configuration of your mobile device pairing to the authenticator, you will be greeted by **“Mobile authenticator configured”** pop up message.



HOW DO I SET UP OTP?

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

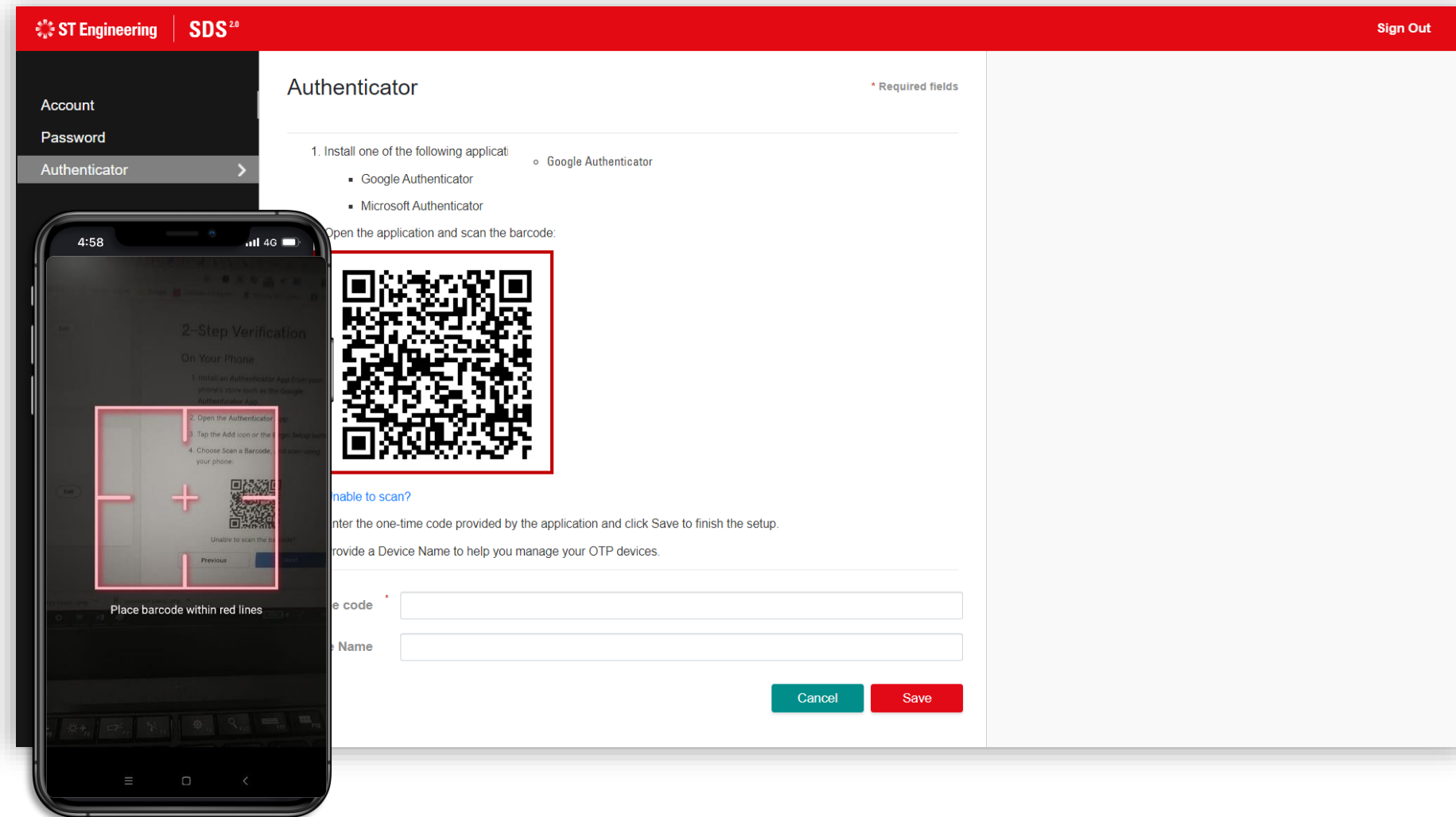
Select [**Scan a QR code**] to activate the camera for scanning



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

Open the application and scan the barcode:



[Unable to scan?](#)

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

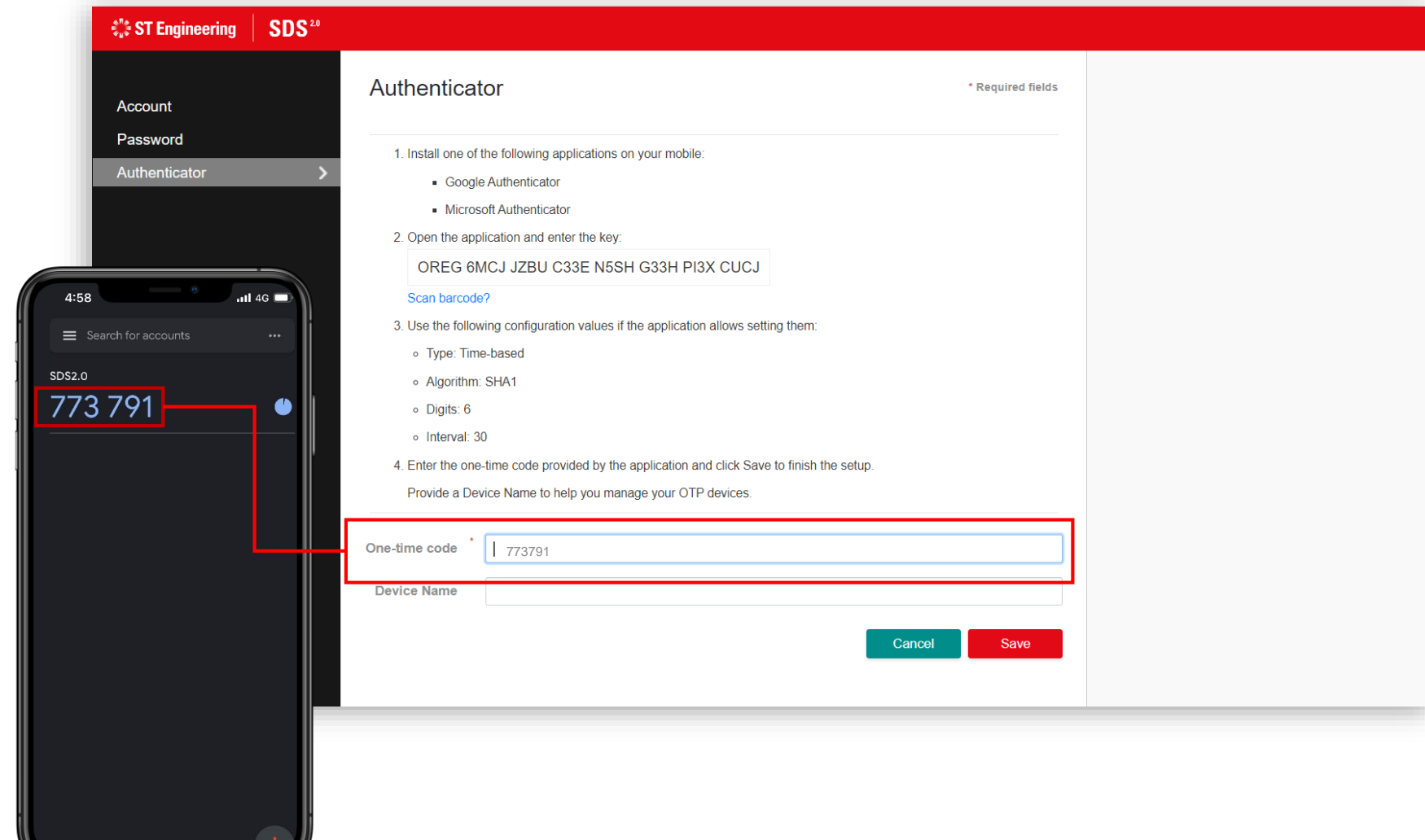
Provide a Device Name to help you manage your OTP devices.

One-time code

Device Name

Step 4b: Type in one-time code

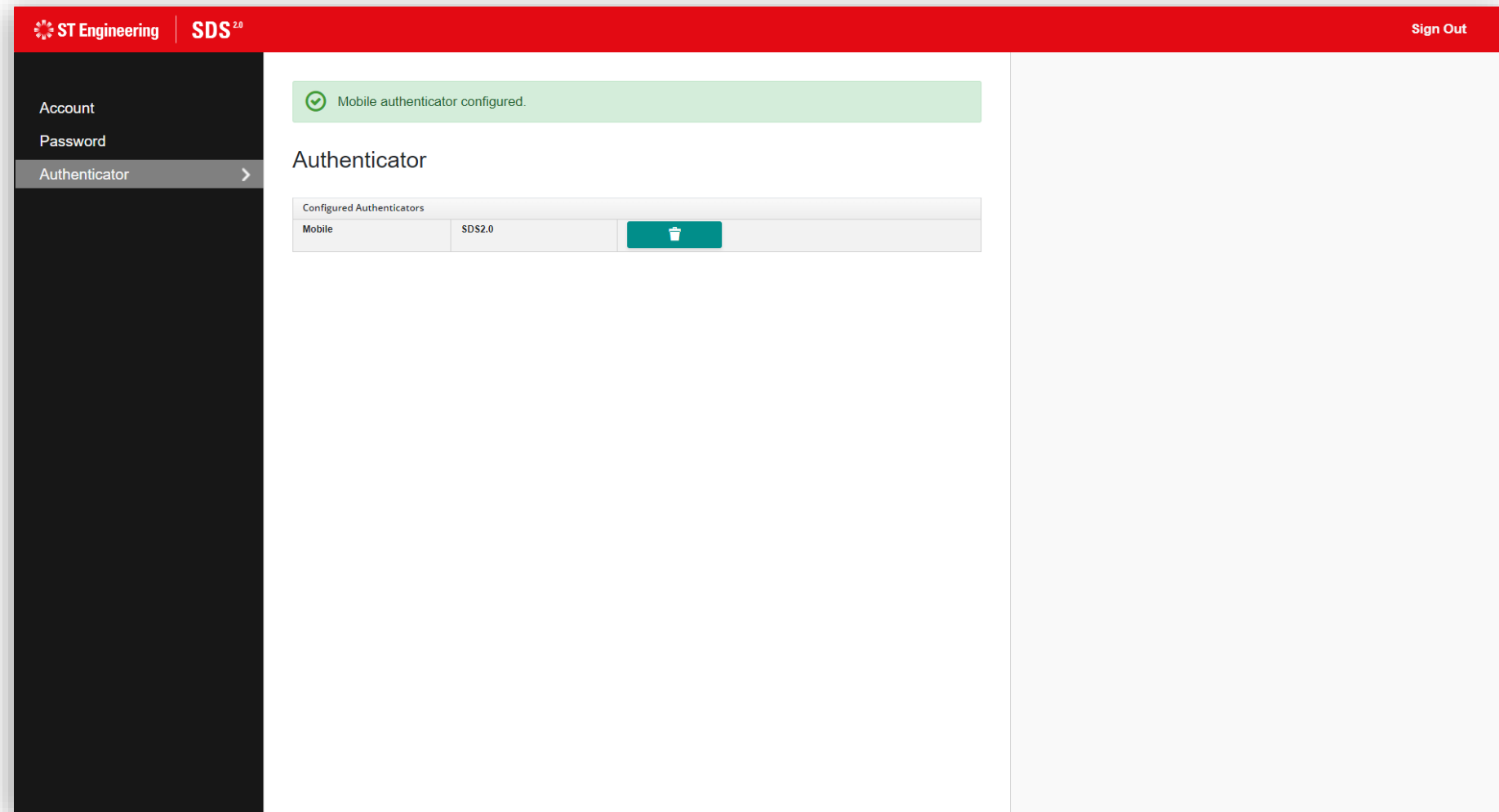
Enter the 6-digit code shown in your device to the one-time code field in the portal site and hit **[Save]**



The image shows a composite of a smartphone and a web browser interface. The smartphone on the left displays the time 4:58 and a search bar for accounts. Below the search bar, the text 'SDS2.0' is visible, and a 6-digit code '773 791' is highlighted with 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'. It includes 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 highlighted with a red box and contains the value '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.




ST Engineering | SDS^{2.0} Sign Out

Account
Password
Authenticator >

✓ Mobile authenticator configured.

Authenticator

Configured Authenticators		
Mobile	SDS2.0	

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

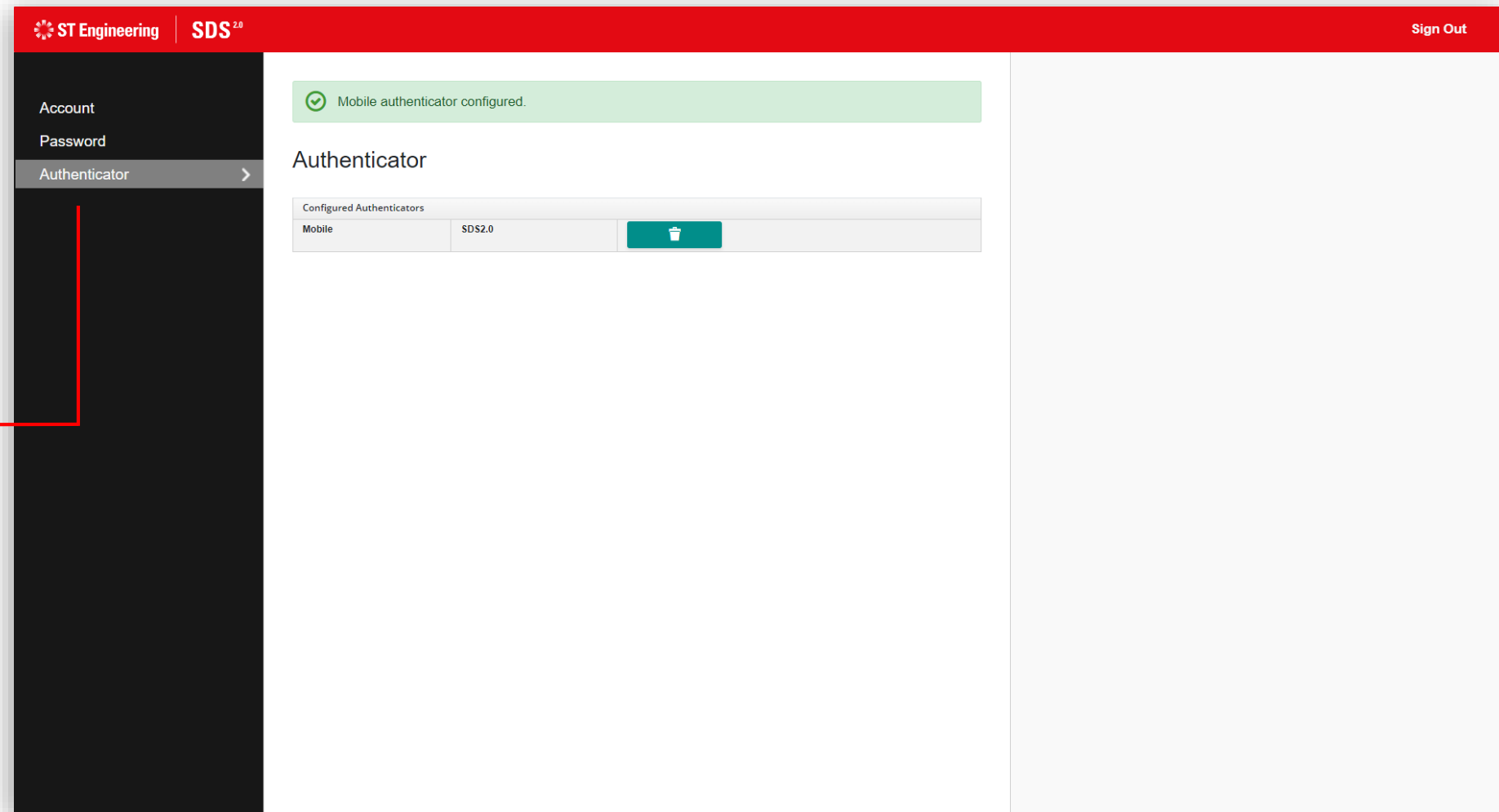


How do I remove my old
device from the
authenticator list?

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

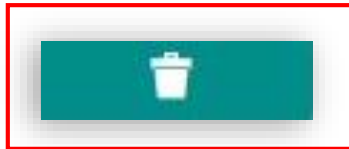
Step 2: Select the 'Authenticator' tab

Toggle the authenticator tab

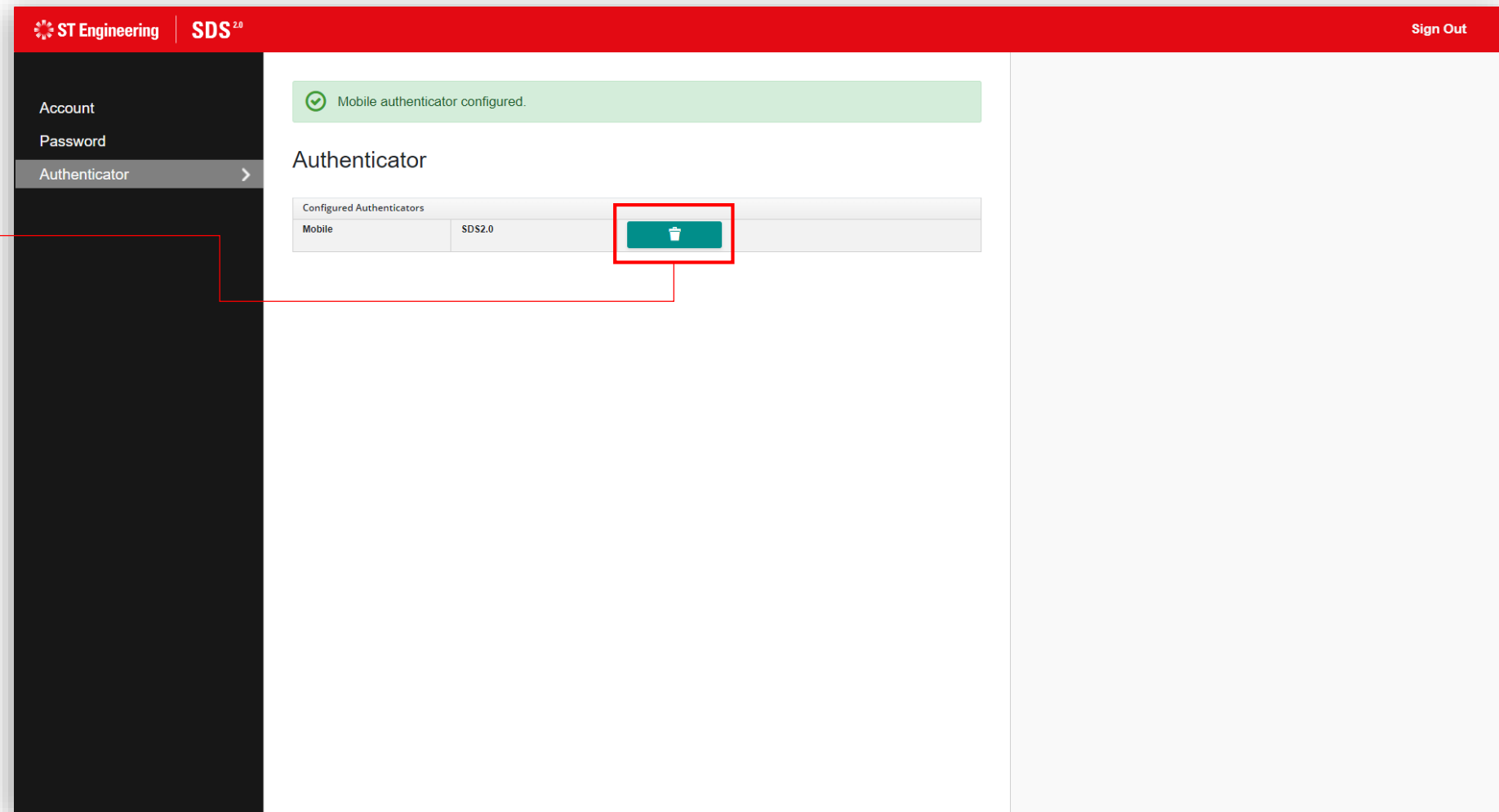


HOW DO I REMOVE MY OLD DEVICE FROM THE AUTHENTICATOR LIST?

Step 3: Select the delete icon



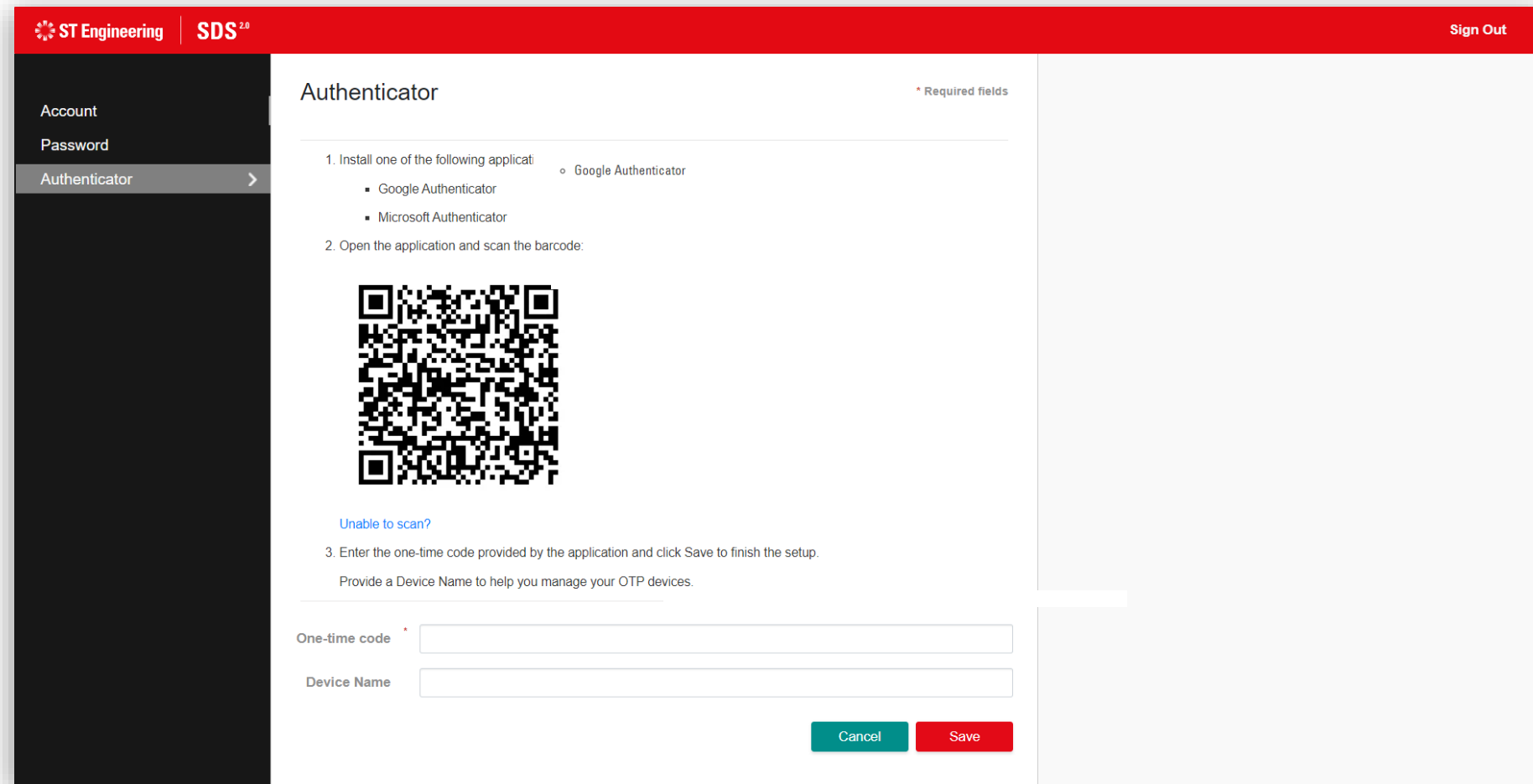
Select the delete button to remove your old device.




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 [\(Refer to slide 21\)](#)



The screenshot shows the 'Authenticator' setup page in the ST Engineering SDS 2.0 application. The page has a red header with the ST Engineering logo and 'SDS 2.0' on the left, and a 'Sign Out' link on the right. A dark sidebar on the left contains navigation options: 'Account', 'Password', and 'Authenticator' (which is highlighted with a right-pointing arrow). The main content area is titled 'Authenticator' and includes a 'Required fields' indicator. The setup instructions are as follows:

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.

At the bottom, there are two input fields: 'One-time code' (with an asterisk indicating it is required) and 'Device Name'. Below these fields are two buttons: 'Cancel' (teal) and 'Save' (red).

Thank you