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ASEAN CUSTOMS TRANSIT SYSTEM (ACTS)

**Ref.: CTR DCI-ASIE/2014/350-421 - Technical Assistance for
Developing the Computerised System for the ASEAN Customs
Transit System (ACTS)**

User Manual for User Management System (UMS) – External UMS

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1 INTRODUCTION

1.1 PURPOSE OF THE DOCUMENT

This document provides guidance on using the External UMS (User Management System) of the ASEAN Customs Transit System (ACTS).

1.1 PREREQUISITES

A Trader workstation with access to the various ACTS applications with Chrome for Desktops or Firefox (Extended Support Release version) is required.

1.2 STRUCTURE OF THIS DOCUMENT

Section 1 serves as the Introduction of the document.

Section 2 describes the UMS fundamental features.

Section 3 outlines user instructions to the external UMS.



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UMS Fundamentals	

2 UMS FUNDAMENTALS

The ACTS External UMS provides user identity and access management functionality to the ACTS external users.

Users of the External Domain Applications in a local national domain, namely the Trader Portal, are managed by the External UMS.

2.1 IDENTITY AND ACCESS MANAGEMENT

Identity Management in the UMS is a set of processes that comprise the management of digital identities (user accounts) of persons stored in a user directory.

Access Management is the set of processes that controls the access of digital identities to applications in a restricted fashion:

- Authentication is the process of person verification against a digital identity stored in the user directory.
- Authorisation is the process of granting a user with permission to access and use controlled resources.



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3 THE EXTERNAL UMS

3.1 EXTERNAL UMS WORKSPACE

To access the UMS Application, provide the URL of the UMS application to your web browser's address bar.

keycloak

LOG IN TO ACTS

Username or email

Password

[Forgot Password?](#)

Cancel Log in

Figure 1: The External User Management Login Screen

Provide the "Username or email" and the "Password" in the ACTS login form and click on the "Log in" button.

"Inactive" UMS accounts cannot be used to login. The Manager of the External Accounts of the External UMS must activate them first in order to be used to access the system.

Users that do not remember the password of their accounts can have it reset by clicking on the "Forgot Password?" link and by providing the email address they have used to register to the AMS. A message with password reset instructions will be sent to that email address and the user must follow the instructions in that message to reset the password and define a new one.



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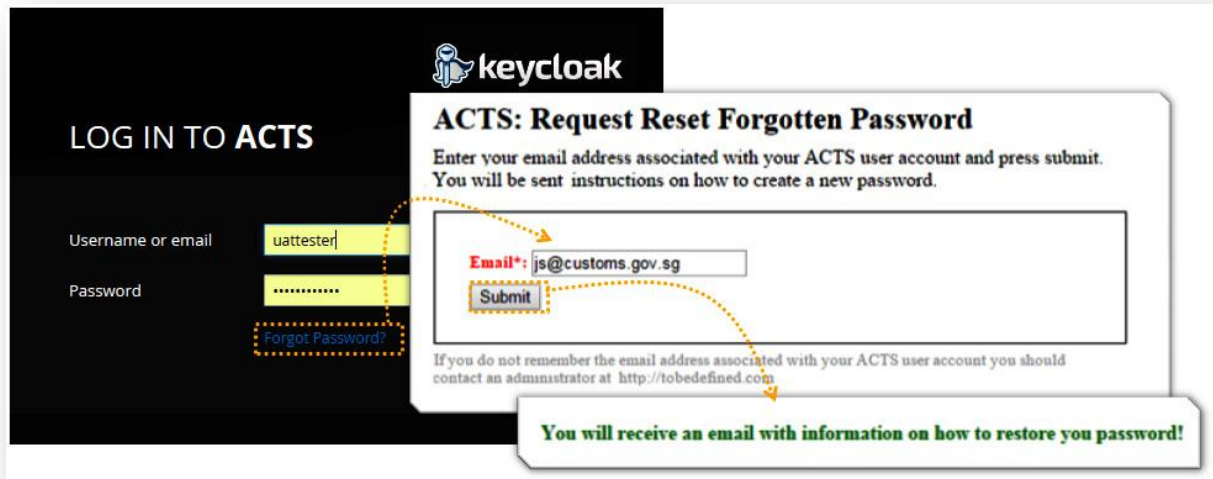


Figure 2: External User Management System - Forgotten Password

The password reset message contains a password reset hyperlink that expires after 24 hours. After 24 hours the user must go through the password reset process again by clicking on the "Forgot Password?" link.

Under the current password policy, user passwords expire after a specific period. Users with expired passwords will have to go through the password recovery process to set a new password.

Users will receive an email notification two weeks before the date of expiration. To receive that message the users must login within that two week period.

If an invalid email address has been provided, the user will be prompted with the corresponding error message:

FOUND 1 ERRORS			
	Error Field	Rule ID	Error Message
1	EMAIL	NoRule	The email does not exist or the user is not active.

Figure 3: External User Management System - Password Recovery - Email Error

The ACTS Default Password Policy is:

- Passwords must be at least 8 characters in length
- Passwords must contain at least 1 uppercase letter



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- Passwords must contain at least 1 number.
- Passwords must contain at least one special character @\$%^&*~\!"_-
- The last two passwords cannot be used.

After successfully logging into the UMS, the user is presented with the External UMS Application Workspace.

3.2 THE EXTERNAL UMS

The External UMS application handles the following content:

- **External User Accounts:**The digital identities of users stored in a user directory.
- **External User Activity Logs:** The complete list of activities of the users performed in the ACTS External Domain Applications.

3.2.1 EXTERNAL UMS HIGH LEVEL OPERATIONS

The External UMS provides the following high level operations for the management of the Identities and the Access to the ACTS Applications.

The External Identity Management operations are:

- Self-Activation of External User Accounts by External Guests. The users activate their accounts and set their passwords. This applies only to User Accounts created by the Manager of External Accounts and not to the self-registered accounts.
- Update of the details of an External User Account by ACTS External Users.
- Password recovery by External Guests (setting a new password without login)
- Change of External Account Email Addresses by ACTS External Users.

The External Access Management operations are limited to sign-in operations of External Users by External Guests because there are no Access Roles in the External UMS.

3.2.2 THE EXTERNAL USER MANAGEMENT SYSTEM ROLES

There are six User Roles in the External User Management System:

- External Guest: Any person that can access the External Domain Applications but has not been authenticated and authorised in the External UMS.
- External Applicant: Any person with access to the external UMS application that can apply for an ACTS external user account.
- ACTS External User: Any person authenticated and authorised by the external UMS and granted access to the ACTS External Domain Applications.

3.3 USING THE EXTERNAL UMS APPLICATION

3.3.1 EXTERNAL USER REGISTRATION

The External User Registration is available to everyone and it provides a form that can be used to apply for an External Account:



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Users Registration EN English

Apply for External Account

Check Application Status

SELF-REGISTER EXTERNAL ACCOUNT Submit

Personal Details

First Name * Surname * Personal ID *

first name last name personal id

Contact Details

Email * Phone * Street and Number * City *

email phone street and number city

Postal Code * Country *

postal code country

Account Details

Username * Password * Repeat Password *

username password repeat password

Security

I'm not a robot

Figure 4: External UMS - External User Application Form

The External User Account Registration form consists of four sections; User Personal Details, Contact Details, Account Details and the Security Check.

To apply for an External User account, provide your First Name and Surname and a Personal ID in the "Personal Details" section of the registration form. The "Personal ID" is an identification number of a personal document issued by a valid authority (e.g. identification card number, passport number, social security number, etc.):

Personal Details

First Name * Surname *

John Doe

Personal ID *

123456789

Figure 5: External UMS - External User Application - Personal Details

Then provide a valid "email" address (all messages will be emailed to the user in that address), a "phone" number, address details ("Street and Number", "City", "Postal Code" and "Country"):



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Contact Details

Email *	Phone *
<input type="text" value="john.doe@somewhere.com"/>	<input type="text" value="210123456789"/>
Street and Number *	City *
<input type="text" value="321 Orchard Rd"/>	<input type="text" value="Singapore"/>
Postal Code *	Country *
<input type="text" value="238895"/>	<input type="text" value="Singapore"/>

Figure 6: External UMS - External User Application - Contact Details

In the Account Details section, provide a valid Username (8-255 characters, alphanumeric only, no symbols or spaces), a password in the "Password" and "Repeat Password" fields and check the "I'm not a robot" in the security check.

The ACTS Default Password Policy is:

- Passwords must be at least 8 characters in length
- Passwords must contain at least 1 uppercase letter
- Passwords must contain at least 1 number
- Passwords must contain at least one special character @#\$%^&*!"'_" -
- The last two passwords cannot be used.

Account Details

Username *	Password *
<input type="text" value="johnsmith"/>	<input type="password" value="*****"/>
Repeat Password *	
<input type="password" value="*****"/>	

Security


I'm not a robot  reCAPTCHA
[Privacy](#) - [Terms](#)

Figure 7: External UMS - External User Application - Account Details



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When finished, click on the "Submit" button and then confirm application for the External User account. After successfully submitting application for an account, notification ARN (Application Reference Number) in an email will be sent to the provided email address.

To check the status of registration, use the provided ARN.

When registering for an External User Account, the following must be taken in consideration:

- One registration application for external user account is allowed per email and Personal ID.
- The provided Personal ID must be the same as the one used to register in the Trader Repository (this is verified manually by the Registration Approver). See 5.3.2.1.
- The Personal ID cannot change in an External User Account.
- The email address is unique for External User Accounts (or pending applications). That means that two External User Accounts (or pending applications) cannot have the same email address.

To check for the status of the application for an External User Account, click on the "Check Application Status" option from the "User Registration" menu. In the form provide the email address that has been used to apply for an External User Account and the ARN that has been provided after successfully applying for an account:

The screenshot shows a web interface for 'Users Registration' with a language selector set to 'English'. A sidebar menu on the left has 'Check Application Status' selected. The main content area is titled 'SELF-REGISTRATION APPLICATION STATUS' and contains a form with the following elements:

- Email ***: Input field containing 'papaki18@yopmail.com' with a clear button.
- Application Reference Number ***: Input field containing 'f1d7958f-2981-4444-88c5-adf5ad8eeb5e'.
- reCAPTCHA**: A verification box with a green checkmark and the text 'I'm not a robot'.
- Submit**: A blue button located to the right of the email field.

Figure 8: External UMS - External User Application - Application Status

If the provided email and the ARN are valid, a notification will show up with the status of the registration:



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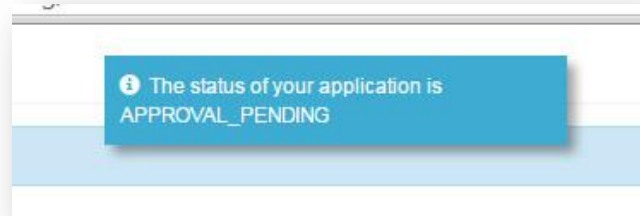


Figure 9: External UMS - External User Application - Application Status notification

The status of the application for an external user account can be "Approval Pending", "Rejected" or "Approved".

After the application for an External User Account has been approved, the user can use the provided credentials to log in to the ACTS External Domain Applications.

3.3.2 EXTERNAL USER ACCOUNT

The User Account section of the External UMS enables external users to view and update their accounts. External Users have to login to the External UMS to manage their accounts. After login in to the External UMS, the users are presented with the External User Account workspace:



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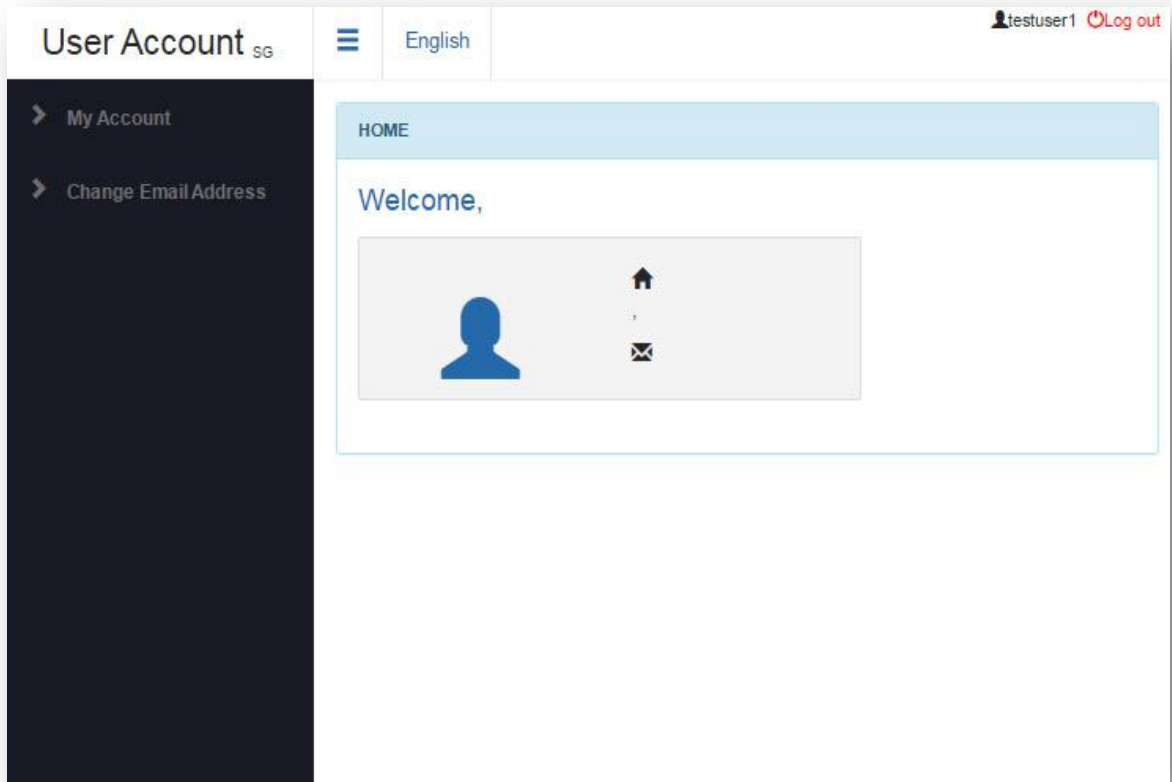


Figure 10: External UMS - External User Application - User Account Workspace

3.3.2.1 View and Update External User Account Details

Click on the "My Account" option on the left of the workspace to view all the details of the External User Account:



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MY ACCOUNT

Cancel Submit

Personal Details

First Name * Surname * Personal Id *

first name surname personal Id

Contact Details

Email * Phone * Street and Number * City *

email phone street and number city

Postal Code * Country *

postal code country

Account Details

Username * Password Repeat Password

username password repeat password

Figure 11: External UMS - External User Application - User Account Details

The account details section is divided into three sections; the "Personal Details" section, the "Contact Details" section and the "Account Details" section.

In the "Personal Details" section, all fields are mandatory and the user may change all details except the provided "Personal ID". The provided "Personal ID" is the same as the one that has been used to register in the Trader Repository application and is used to link the owners of External User Accounts to Traders' TIN.

Personal Details

First Name * Surname * Personal Id *

User1 Test TU1

Figure 12: External UMS - External User Application - Personal Details

In the Contact Details section, all fields are mandatory. The External User may change the information of any of the fields of the Contact Details section but the email address. To change the email address refer to section 3.3.2.2.



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Contact Details

Email *	Phone *	Street and Number *	City *
<input type="text" value="testuser1@a.gr"/>	<input type="text" value="2105555555"/>	<input type="text" value="Kyprou 167"/>	<input type="text" value="Athens"/>
Postal Code *	Country *		
<input type="text" value="12345"/>	<input type="text" value="Greece"/>		

Figure 13: External UMS - External User Application - Contact Details

In the "Account Details" section, users can change the password of their account:

Account Details

Username *	Password	Repeat Password
<input type="text" value="testuser1"/>	<input type="password" value="password"/>	<input type="password" value="repeat password"/>

Figure 14: External UMS - External User Application - Account Details

After finished reviewing the details of the External User Account, click on the "Submit" button to confirm the update of the account. The account will be updated only after the successful submission of the details.

3.3.2.2 Change Email Address

Click on the "Change Email Address" option on the left of the workspace to change the email address of the External User Account where currently logged in:

User Account _{SG} English testuser1 Log out

My Account

Change Email Address

CHANGE EMAIL ADDRESS

Email *

Cancel Submit

Figure 15: External UMS - External User Application - Change Email Address



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Provide a new valid email address and click on the "Submit" button. An activation email will be sent to the provided email address and the user has to click on the activation link in that message to confirm the new email address.

The provided activation link expires after 24 hours. After that, a new activation email must be sent.

Until the user confirms the provided new email address, the old one remains in use.

*** End of document ***