



**Port of  
Antwerp**

# **APCS password policy**

September 2014

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### **1. Cyber Security and new password policy**

The Port of Antwerp (PoA) has identified potential risks with regard to the access to her external network.

The external access to this network is increasingly important because of the growing number of users and applications (e-Desk, Apics-counter, BTS, etc.). At this moment access to the network is granted on the basis of a Username and a simple password.

The password policy that is currently valid allows the use of passwords with a limited length and complexity, also called weak passwords. This results in an increased security risk because these passwords are easy to hack. This is done by finding out the password on the basis of personal information of the user, the so called "social hacking"<sup>1</sup> or by using powerful hacking tools<sup>2</sup>.

In order to limit these risks to an absolute minimum a stringent password policy will be introduced from today on. The complexity and length of the password will be increased and its lifetime shortened. A password with these characteristics is described as a strong password. It will minimize unauthorized access and increase data security in general. The do's and don'ts related to the access rights to the network of the Port of Antwerp and the APCS applications are described in the paragraph below.

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<sup>1</sup> Determining a password on the basis of the collection of personal information of a person (name, children's name, birthdates,...)

<sup>2</sup> Tools where combinations of characters are tested at very high speed.

## 2. Rules to protect your password

### Guidelines:

Below you will find the guidelines you have to consider when creating a new password.

- Your password has to be at least 10 characters long;
- It has to contain at least one capital, one letter and one number;
- It may not have been used previously;
- It has to contain at least one punctuation out of the series below:

**! # \$ % & ( ) \* + - . / : ; = ? @ [ ] ^ \_ { | }**

### Do and don'ts:

A password is strictly personal. We discourage to pass on passwords to colleagues, write them down or save them automatically. When suspicious of any abuse of your password change it as soon as possible

### **Hint: How to remember a strong password?**

When composing a new password it's a good idea to choose a five to six word sentence and adapt it to the new policy.

In the example below you will find out how to create a strong password:

- Take a logical basic sentence that is easy to remember. E.g. "Everything is possible at the port of Antwerp"
- Take the first letter from each word, **E i p a t p o A**
- Add a number now, e.g. a month. If it's october it's the 10th month of the year and you will get: **EipatpoA10**
- Put this password in a "container" of punctuations. The end result will be: **!!EipatpoA10??**

Attention: you will be asked to change your password every 6 months. Previously you will get a notification when logging in to APCS. An old password cannot be reused for the next 24 months.

When you change your password after six months you just have to change the punctuations or the number and yet get a new strong password. Nevertheless we recommend to compose a completely new password on a regular base, preferably every month.

### 3. What if you forgot your password?

You can access the 'eServices LOGIN' screen below via the following link:

<http://www.portofantwerp.com/secured/eservices>

Nederlands | English | Français

Help

**eServices LOGIN**

Username \*

Password \*  [Forgot password ?](#)

**Log in**

**IMPORTANT**  
You need Flash Player to start working with the applications. [Download Flash Player](#)

**REGISTER**  
Not yet an authorized user? Press [here](#) to start the registration process and register your company, main user and application.

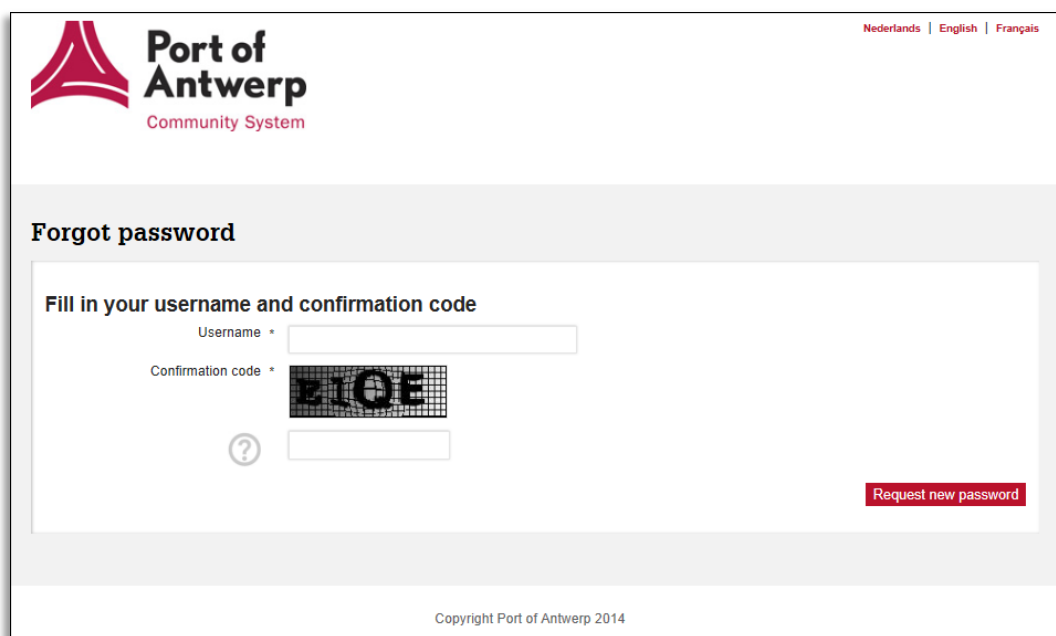
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- In the right upper corner you can change the language if required
- Fill in your username and password
- Click the **Log in** button
- You are now logged on to the APCS dashboard from where you can access the desired application

Did you forgot your password? Click on

[Forgot password?](#)

You will enter the screen below

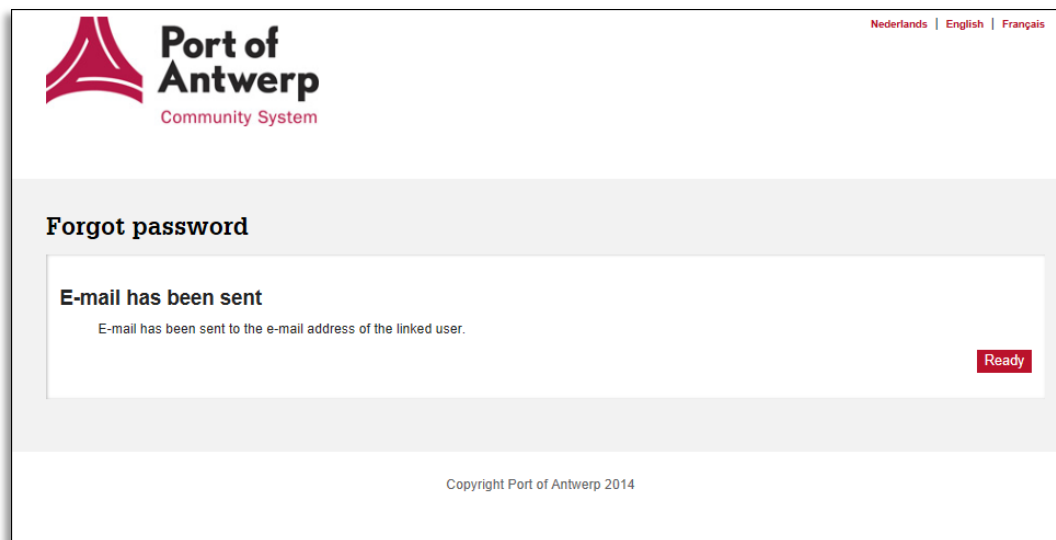


The screenshot shows the 'Forgot password' page of the Port of Antwerp Community System. At the top left is the logo for 'Port of Antwerp Community System'. At the top right are language links: 'Nederlands | English | Français'. The main heading is 'Forgot password'. Below it is a section titled 'Fill in your username and confirmation code'. This section contains three input fields: a 'Username \*' field, a 'Confirmation code \*' field with a CAPTCHA image showing the letters 'IOE', and a smaller empty field with a question mark icon. A red button labeled 'Request new password' is located at the bottom right of the form area. At the bottom of the page, it says 'Copyright Port of Antwerp 2014'.

- Fill in your username
- Repeat the confirmation code in the box below
- Click the **Request new password** button

In the next screen you will see that an e-mail has been sent.

**ATTENTION!!** When only one email address is used for a group of users you will not receive this mail in your personal mailbox. The owner of the groups' mailbox will be the only one who receives the mail to reset your password.



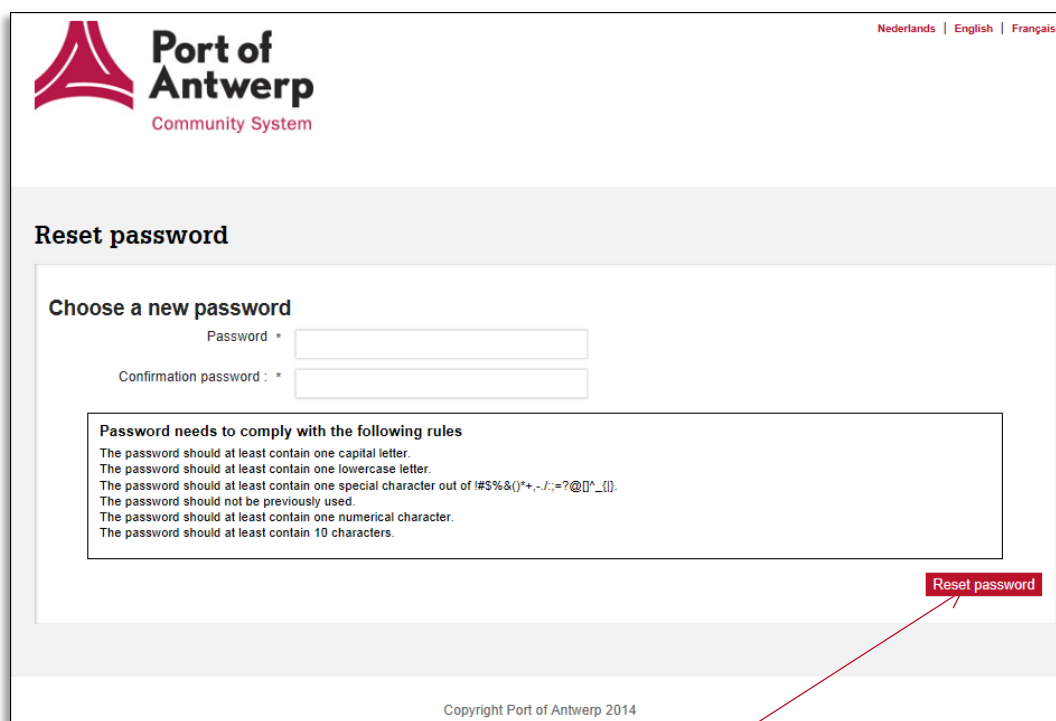
You will receive an e-mail, similar to the one below



Click on [Enter new password](#) in the mail

**ATTENTION!!** The activation link [Enter new password](#) will remain active for half an hour. Use it immediately!

In the following screen you can choose a new password:

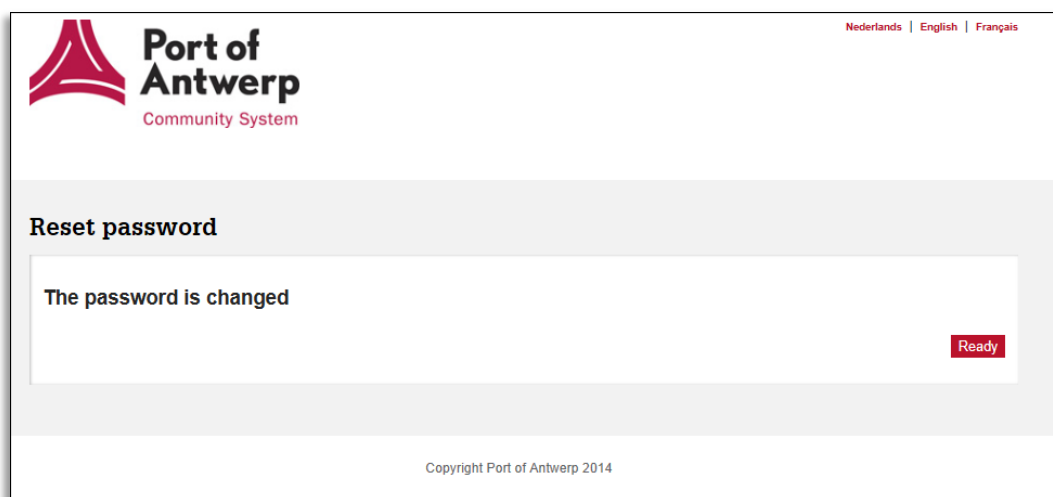


The screenshot shows the 'Reset password' page of the Port of Antwerp Community System. At the top left is the logo for 'Port of Antwerp Community System'. At the top right are language options: 'Nederlands | English | Français'. The main heading is 'Reset password'. Below it is a section titled 'Choose a new password' containing two input fields: 'Password \*' and 'Confirmation password : \*'. A box below the fields lists password rules: 'Password needs to comply with the following rules', 'The password should at least contain one capital letter.', 'The password should at least contain one lowercase letter.', 'The password should at least contain one special character out of !#\$%&()\*+,-./:;=?@[]\_{}.', 'The password should not be previously used.', 'The password should at least contain one numerical character.', and 'The password should at least contain 10 characters.'. A red 'Reset password' button is located at the bottom right of the form area. A red arrow points from this button to the 'Reset password' text in the list below.

- Fill in a new password that complies with the password policy
- Confirm this password
- Click the **Reset password** button



You will see a confirmation that the password has been changed



To open the APCS dashboard click on the **Ready** button

#### HELPDESK

If you still have password reset issues you can send an e-mail with a short problem description and a screenshot of the error message to [apcs@portofantwerp.com](mailto:apcs@portofantwerp.com)