

PIDM Industry Portal: Frequently Asked Questions (“FAQs”)

Reference Materials:

Please ensure that you have thoroughly reviewed the Prerequisites Checklist and User Guide on PIDM Industry Portal (“Industry Portal”) where you will find answers to common questions.

Contact Details:

Areas of Assistance	Contact Details
For IT or technical related enquiries	<ul style="list-style-type: none"> Email: itsupport@pidm.gov.my Call: PIDM Toll Free 1800-88-1266 Monday – Friday 9:30 am – 12:30 pm 2:30 pm – 5:30 pm
For other enquiries related to the Industry Portal such as general questions, submission, etc.	<ul style="list-style-type: none"> Email: industryportalinfo@pidm.gov.my Call: PIDM Toll Free 1800-88-1266 Monday – Friday 9:30 am – 12:30 pm 2:30 pm – 5:30 pm

No.	Frequently Ask Questions	PIDM response
A.	Login	
1.	User Login	
i.	What is the uniform resource locator (URL) and internet protocol (IP) address for the Industry Portal?	<p>URL: https://industryportal.pidm.gov.my IP Address: 203.121.116.53</p> <p>Please note that your information technology (IT) security systems (e.g. proxy, data leak protection, firewalls, anti-virus etc.) must allow access to the Industry Portal’s URL and IP address set out above. Based on previous tests conducted by PIDM, most connectivity issues encountered by the member institutions (“MI”) were related to the Industry Portal’s IP address being blocked by one (1) or more of the above security systems.</p>
ii.	Why can’t I access the Industry Portal? Who can have such access?	<p>There are several reasons why you cannot access the Industry Portal:</p> <p>(a) Your public IP address is not whitelisted by PIDM. Please check if you have provided the correct IP address to PIDM to be whitelisted.</p> <p>(b) Your Windows, antivirus, firewall, data leak protection system or proxy is blocking the Industry Portal’s URL and IP address on Port 443. Please contact your IT network and security team if you have allowed access to the Industry Portal’s URL and IP address on Port 443 and are still unable to have access to the Industry Portal.</p>

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		(c) Only authorised users can log in to the Industry Portal by using their user credentials obtained via the welcome email sent to the users by PIDM's Industry Portal administrator.
iii.	What do I do if my account is locked after keying in wrong passwords?	Upon entering the wrong passwords three (3) consecutive times, the Industry Portal will prompt a message to inform the user that the account has been locked. The user should contact the Member Institution Administrative Liaison Officer ("MIALO") to unlock the account. If the account of the MIALO is locked, the MIALO should contact PIDM at industryportalinfo@pidm.gov.my to unlock the MIALO's account.
iv.	What do I do if I forgot my password?	Click on the "Forgot Password" button. <ul style="list-style-type: none"> • The Industry Portal will redirect the user to the "Forgot Password" page. • The user to enter the user's identity (ID) and click on the "Forgot Password" button. • The Industry Portal will send a temporary password to the user's registered email address. • The user should login to the Industry Portal by using the temporary password provided. • The Industry Portal will prompt the user to change the password on the next login. • The Industry Portal will validate the new password created against the password complexity rules and redirect the user to the login page after the new password is saved. If the password does not conform to the password complexity rules, the Industry Portal will prompt an error message.
v.	How do I change my password?	To change a user password, click the top right corner of the Industry Portal's dashboard and select the "change password" option.
vi.	Would the Industry Portal prompt me to change my password before the password expiration date?	The Industry Portal will prompt the user to change the password upon the next login once the password has expired. No reminder will be sent before any password expiration.
vii.	Would the Industry Portal automatically deactivate any inactive user?	No, the Industry Portal will not deactivate any inactive user automatically.
viii.	Is my password or audit trail stored in	A user's audit trail is stored in the Industry Portal to facilitate troubleshooting, if any. However, a user's password is not stored in the Industry Portal.

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	the Industry Portal?	
2.	<i>User Logout</i>	
i.	What happens if I do not log out properly?	<ul style="list-style-type: none"> • When a user closes a browser's window without a proper log out from the Industry Portal, the user's session will expire automatically. • The Industry Portal will timeout the user's session automatically after 20 minutes of idle time.
B.	User Maintenance	
1.	<i>User ID and access</i>	
i.	Is my user ID and password for the Industry Portal different from my password for PIDM eBox?	No, user may use the same ID and password. The user's ID and password will be automatically synced to PIDM eBox.
ii.	Why is my menu different from my colleagues?	The menu options on the left panel of the Industry Portal are personalised based on the specific access right granted to the user.
2.	<i>MI user - MIALO</i>	
i.	What can the MIALO do?	<ul style="list-style-type: none"> • The MIALO is able to log in to the Industry Portal using its credentials with the temporary passwords received via the welcome email from PIDM's Industry Portal administrator. • The MIALO can create and maintain the MIPLO and the MI Officer ("MIOfficer") type of users.

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ii.	Once I have logged in for the first time, am I required to change the password?	<p>Yes, the MIALO is required to change the temporary password in accordance with the instructions and password complexity set out below.</p> <p><i>Password Instruction and Complexity</i></p> <table border="1" data-bbox="639 448 1393 1350"> <tr> <td data-bbox="639 448 943 535"><i>Enforced Password History</i></td> <td data-bbox="943 448 1393 535">24 passwords cycle</td> </tr> <tr> <td data-bbox="639 535 943 591"><i>Maximum Password Age</i></td> <td data-bbox="943 535 1393 591">42 days</td> </tr> <tr> <td data-bbox="639 591 943 647"><i>Minimum Password Age</i></td> <td data-bbox="943 591 1393 647">1 day</td> </tr> <tr> <td data-bbox="639 647 943 734"><i>Minimum Password Length</i></td> <td data-bbox="943 647 1393 734">7 characters</td> </tr> <tr> <td data-bbox="639 734 943 1261"><i>Password Complexity Requirements</i></td> <td data-bbox="943 734 1393 1261"> <ul style="list-style-type: none"> • Does not contain the user's account name or parts of the user's full name that exceed two consecutive characters. • Contain characters from three of the following four categories: <ul style="list-style-type: none"> ✓ English uppercase characters (A through Z) ✓ English lowercase characters (a through z) ✓ Base 10 digits (0 through 9) ✓ Non-alphabetic characters (for example, !, \$, #, %) </td> </tr> <tr> <td data-bbox="639 1261 943 1350"><i>Account Lockout Threshold</i></td> <td data-bbox="943 1261 1393 1350">3 invalid login attempts</td> </tr> </table>	<i>Enforced Password History</i>	24 passwords cycle	<i>Maximum Password Age</i>	42 days	<i>Minimum Password Age</i>	1 day	<i>Minimum Password Length</i>	7 characters	<i>Password Complexity Requirements</i>	<ul style="list-style-type: none"> • Does not contain the user's account name or parts of the user's full name that exceed two consecutive characters. • Contain characters from three of the following four categories: <ul style="list-style-type: none"> ✓ English uppercase characters (A through Z) ✓ English lowercase characters (a through z) ✓ Base 10 digits (0 through 9) ✓ Non-alphabetic characters (for example, !, \$, #, %) 	<i>Account Lockout Threshold</i>	3 invalid login attempts
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<i>Account Lockout Threshold</i>	3 invalid login attempts													
3.	<i>MI user – MIPLO/MIOfficer</i>													
i.	What can the MIPLO or MIOfficer do?	The MIPLO and the MIOfficer are able to log in to the Industry Portal by using their user credentials via the welcome email send to the user by PIDM's Industry Portal administrator.												
ii.	Once logged in for the first time, am I required to the change password?	<p>Yes, the MIPLO and the MIOfficer will be required to change the password by clicking on the "Sign in" button in accordance with the instructions and password complexity set out below.</p> <p><i>Password Instruction and Complexity</i></p> <table border="1" data-bbox="639 1794 1393 1995"> <tr> <td data-bbox="639 1794 943 1881"><i>Enforced Password History</i></td> <td data-bbox="943 1794 1393 1881">24 passwords cycle</td> </tr> <tr> <td data-bbox="639 1881 943 1937"><i>Maximum Password Age</i></td> <td data-bbox="943 1881 1393 1937">42 days</td> </tr> <tr> <td data-bbox="639 1937 943 1995"><i>Minimum Password Age</i></td> <td data-bbox="943 1937 1393 1995">1 day</td> </tr> </table>	<i>Enforced Password History</i>	24 passwords cycle	<i>Maximum Password Age</i>	42 days	<i>Minimum Password Age</i>	1 day						
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		<i>Account Lockout Threshold</i>	3 invalid login attempts
C.	MI Profile maintenance		
i.	What can I do under the MI Profile Maintenance menu?	The MI Profile menu allows the MIPLO and the MIOfficer with 'contribute' rights to update their own MI's information under the Profile Maintenance function.	
ii.	How do I add or modify my MI group?	The MIPLO or the MIOfficer can send an email to industryportalinfo@pidm.gov.my to request to add an MI to a group.	
D.	Submission Management Process through PIDM eBOX		
i.	What is the URL and IP address for the PIDM eBox?	URL: https://ebox.pidm.gov.my IP address: 203.121.116.52	
ii.	What is my user ID and password to access PIDM eBox?	A user can use the same user ID and password for the Industry Portal to access PIDM eBox.	
iii.	Who can upload and make submission?	Users who have access and contribute right to the Submission Management module can perform the submission.	
iv.	What type of encryption does PIDM use for data transfer to PIDM eBox?	PIDM eBox encrypts all files in its system whether the files are in transit or at rest. Data in transit is secured via SSL/TLS encrypted connection. Data at rest is encrypted with 256-bit AES encryption. The PIDM eBox encryption module is FIPS 140-2 Level 1 certified.	
E.	Other Submission Management Process		

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i.	Does PIDM allow a user to upload files multiple times?	Yes, however a user is allowed to submit the file(s) only one (1) time for each version. The last submission on the stipulated due date will be considered as the final submission. Any submission after the stipulated due date will be considered as a re-submission.
ii.	Would the MI be required to submit files in hard copy in future submissions?	The original hard copy shall be kept by the MIs, unless expressly stated otherwise. Please refer to each respective Guidelines for the details.
iii.	Will there be specific folders for each type of submission (e.g. DPS/RTID/DISS (DLS/DLST/RCL/Product Info for Insurer Members)?	Each MI is provided with a dedicated folder on the Industry Portal to upload their respective submissions.
F.	Deposit Product Registration	
i.	Who can make a submission of information on deposit products via the Electronic Deposit Product Registration (“eDPR”) form for PIDM’s certification of their insurability status?	Users who have the access and contribute right to the Deposit Product Registration module (e.g. the MIPLO or the MIOfficer) can perform an eDPR submission.
ii.	Can a user still provide submission through email using the ‘offline’ eDPR form?	With effect from 1 March 2020, all MIs (conventional and Islamic) are required to submit their deposit product information for PIDM’s certification on their insurability status by using the eDPR form accessible through the Industry Portal. This will supersede the current practice of MIs downloading and extracting the ‘offline’ eDPR form prior to submission to PIDM by email.
iii.	Would an MI be required to submit files in hard copy for other type of submissions	Declaration by MIs in respect of the insurability reports containing information on the names of the active deposit products registered with PIDM and the deposit product codes in accordance with the requirement of the Guidelines on Submission of Deposit Product Information issued on 14

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	related to product registration?	February 2020 are required to be submitted to PIDM in accordance with the mode and date as stipulated by PIDM.
G.	Other FAQs on the simplified Liaison Officer Arrangements	
i.	Can Liaison Officers (“LO”) be nominated under a group ID be shared among many users?	Only individual email address will be accepted during registration and not group or generic email address. However, a “cc list” feature is provided for notification purposes.
ii.	How many users are allowed to be created per MI?	Only ten (10) users (i.e. two (2) MIALO, two (2) MIPLO and six (6) MIOfficer are allowed per MI, however, the MIPLO and the MIOfficer who have access and contribute right to MI Profile Maintenance module can include additional email recipients in the cc-list.
iii.	Why is there a limit of only four (4) persons who are able to perform the regulatory submissions through PIDM eBOX in the Submission Management module?	<p>The limit is imposed due to the licensing requirements on PIDM’s end for the systems for more than 90 MI.</p> <p>For the 2020 submissions, PIDM has decided that four (4) persons per MI are sufficient. We will continuously review this limit especially if the volume of submissions increases with new requirements.</p>
iv.	Should the MI wait for PIDM’s acknowledgement prior to assigning the MIPLO role to a particular officer?	No, MI may proceed to make the necessary changes. The signed and approved form shall be submitted to PIDM for record purposes.
v.	Since the submission is only once or twice a year for the Submission Management module, how about the password expiry maintenance?	The policy for password expiry is set by PIDM but the maintenance is self-service and follows the standard common practice for password maintenance.

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H.	Other FAQs on CEO's approval	
i.	Does the alternate MIALO and MIPLO requires approval of the CEO?	<p>Yes, the appointment of alternate MIALO and MIPLO requires approval of the CEO.</p> <p>An appointment form needs to be completed and signed by the CEO for any changes to the MIALO and MIPLO. The appointment form can be obtained from the PIDM website or in the Industry Portal.</p>
I.	Other FAQ on communication with PIDM	
i.	Does the current communication through PIDM Communications Division still remain?	The submission through Industry Portal is only for regulatory submissions. Therefore, any other communications remain unchanged, for example the request for decals will continue to be done through PIDM's Communications Division.