

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?	URL: https://industryportal.pidm.gov.my IP Address: 203.121.116.53 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.
ii.	Why can’t I access the Industry Portal? Who can have such access?	There are several reasons why you cannot access the Industry Portal: (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. (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.

No.	Frequently Ask Questions	PIDM response
		(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.

No.	Frequently Ask Questions	PIDM response
viii.	Is my password or audit trail stored in the Industry Portal?	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.
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 e-Box?	No, user may use the same ID and password. The user's ID and password will be automatically synced to PIDM e-Box.
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.

No.	Frequently Ask Questions	PIDM response												
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><u>Password Instruction and Complexity</u></p> <table border="1" data-bbox="651 423 1390 1357"> <tr> <td data-bbox="651 423 951 512"><i>Enforced Password History</i></td> <td data-bbox="954 423 1390 512">24 passwords cycle</td> </tr> <tr> <td data-bbox="651 517 951 602"><i>Maximum Password Age</i></td> <td data-bbox="954 517 1390 602">42 days</td> </tr> <tr> <td data-bbox="651 607 951 656"><i>Minimum Password Age</i></td> <td data-bbox="954 607 1390 656">1 day</td> </tr> <tr> <td data-bbox="651 660 951 745"><i>Minimum Password Length</i></td> <td data-bbox="954 660 1390 745">7 characters</td> </tr> <tr> <td data-bbox="651 750 951 1270"><i>Password Complexity Requirements</i></td> <td data-bbox="954 750 1390 1270"> <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="651 1274 951 1357"><i>Account Lockout Threshold</i></td> <td data-bbox="954 1274 1390 1357">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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3.	MI user – MIPLO/MIOfficer													
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><u>Password Instruction and Complexity</u></p> <table border="1" data-bbox="651 1783 1390 2018"> <tr> <td data-bbox="651 1783 951 1872"><i>Enforced Password History</i></td> <td data-bbox="954 1783 1390 1872">24 passwords cycle</td> </tr> <tr> <td data-bbox="651 1877 951 1962"><i>Maximum Password Age</i></td> <td data-bbox="954 1877 1390 1962">42 days</td> </tr> <tr> <td data-bbox="651 1966 951 2018"><i>Minimum Password Age</i></td> <td data-bbox="954 1966 1390 2018">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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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 corporate information under the Profile Maintenance function.	
ii.	Who can update the corporate information?	<p>Users with 'contribute' rights (e.g. the MIPLO or the MIOfficer) to the Profile Maintenance module can perform the updates.</p> <p>The person who do the updating of the corporate information must ensure the information is up- to-date and accurate.</p>	
iii.	What is the frequency of the updates?	As and when there are changes in the corporate information, for instance any changes to the correspondence address, board of directors, key managements, shareholder structure and organisation chart.	
iv.	What is the purpose of updating the corporate information?	This information will enable us to have updated information that may not be available at MI's website. This information will be used for the purpose of engagement with MI e.g. issuance of PIDM's corporate publications and communication during crisis.	
v.	What if I also being elected subsequesntly by another MI under the same group?	The MIPLO or the MIOfficer can send an email to industryportalinfo@pidm.gov.my to request to add an MI to a group.	

No.	Frequently Ask Questions	PIDM response
D. Submission Management through PIDM eBOX		
i.	What is the URL and IP address for the PIDM e-Box?	URL: https://ebox.pidm.gov.my IP address: 203.121.116.52
ii.	What is my user ID and password to access PIDM e-Box?	A user can use the same user ID and password for the Industry Portal to access PIDM e-Box.
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 e-Box?	PIDM e-Box 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 e-Box encryption module is FIPS 140-2 Level 1 certified.
E. Other Submission Management Process through PIDM eBOX or NOT through PIDM eBOX		
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	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.

No.	Frequently Ask Questions	PIDM response
	PIDM's certification of their insurability status?	
ii.	Can a user still provide submission through email using the 'offline' eDPR form?	With effect from 1 March 2020, all Deposit-Taking Members ("DTMs"), for 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 related to product registration?	Declaration by DTMs 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 February 2020 are required to be submitted to PIDM in accordance with the mode and date as stipulated by PIDM.
G.	MI Service Request	
i.	Who can request PIDM brochures, membership representation and briefing sessions?	Users with access to the MI Service Request module can perform the request submission.
ii.	Can a user still request through email?	With effect from 11 August 2020, all MIs are required to submit their request for PIDM brochures, membership representation and briefing sessions through the Industry Portal. This will supersede the current practice of MIs submitting their requests to PIDM by email.
iii	Is there a limit on the number of PIDM brochures that can be requested?	There is no limit. However, the approved quantity is subject to stock availability.
iv.	Is there a limit on the number of the printed copy of PIDM membership representation	Each branch of an MI can request for 2 pieces of the printed copy of PIDM membership representation. Any additional request requires justification.

No.	Frequently Ask Questions	PIDM response
	that can be requested?	
v.	Can users request extra quantities of the printed copy membership presentation for stock keeping?	<p>No. PIDM printed copy membership representation is a control item, we will not provide extras for stock keeping.</p> <p><i>Note: No modifications can be made to the printed copy provided by PIDM and no reproduction is allowed.</i></p>
H.	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 twelve (12) users (i.e. two (2) MIALO, two (2) MIPLO and eight (8) 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 retained the limit of four (4) persons per MI in view of of the additional submission through PIDM eBOX.</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	The policy for password expiry is set by PIDM but the maintenance is self-service and follows the standard common practice for password maintenance.

PIDM Industry Portal FAQs for MI

No.	Frequently Ask Questions	PIDM response
	password expiry maintenance?	
I.	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>
J.	Other FAQ on communication with PIDM	
i.	Does the current communication through PIDM Communications Division still remain?	Communications through PIDM Communications Division, other than the MI Service Request, remain unchanged.