Singtel Business Fibre Broadband Security Suite

Customer User Guide
Table of Contents

1. Introduction .............................................................................................................................................. 3
2. Customer Portal ......................................................................................................................................... 4
   2.1 Email Notification .................................................................................................................................. 4
   2.2 Activate your account. .............................................................................................................................. 5
   2.3 Manage Users ...................................................................................................................................... 6
   2.4 Create User ......................................................................................................................................... 8
   3.1 General Tab ....................................................................................................................................... 10
   3.2 Broadband Content Filtering ................................................................................................................. 11
   3.3 Broadband Protect ................................................................................................................................. 14
   3.4 Security Analytics Reports .................................................................................................................. 16
   3.5 Contact Us ........................................................................................................................................ 17
1. Introduction

This User Guide will help you navigate through the Singtel Broadband Security Suite Portal. Here, you will learn more about the features and settings that you can use to manage the Broadband Content Filtering feature, and even your Broadband Protect service.
2. Customer Portal

2.1 Email Notification

You will receive an email notification to activate your Singtel myBusiness account. The email address is retrieved from the information you provided in the service application form.

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Dear Mai Tran,

Welcome to Singtel myBusiness! Thank you for signing up with us. The login ID you have chosen is globe.cc.2015@yahoo.com.

To get started, please click [here](https://marketplace.singtel.com/Customer/ActivateUser?otp=U4Sb294332d9ba44a00b333da5cc34d43c0) to activate your myBusiness account. The link will expire after 7 days.

If you are unable to access the link above, please copy and paste the following link into your web browser: [https://marketplace.singtel.com/Customer/ActivateUser?otp=U4Sb294332d9ba44a00b333da5cc34d43c0](https://marketplace.singtel.com/Customer/ActivateUser?otp=U4Sb294332d9ba44a00b333da5cc34d43c0)

For further assistance, please click [here](https://marketplace.singtel.com/Customer/ActivateUser?otp=U4Sb294332d9ba44a00b333da5cc34d43c0) to contact us.

Thank you for choosing Singtel.

Yours faithfully,
The Singtel myBusiness Team

This is an auto-generated email, please do not reply.

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Figure 1: Activation Email Sample
2.2 Activate your account.

Upon clicking the link from your email, a different browser shall open to direct you to this page. Fill out the necessary information to activate your account.

![myBusiness Account Activation Page](image)

**Figure 2: myBusiness Account Activation Page**
2.3 Manage Users

2.3.1 Assign User

After successfully activating your account, you can assign or add other users to access and manage this service.

- Click on the “Manage Users” tab
- Click on the box beside the “Login ID” column
- Click on the “Assign” button

![myBusiness Manage Users Page](image-url)
Figure 4: Manage User Page Updated
2.4 Create User

- Click on the “Manage Users” tab
- Click the “Create User” button
- Fill out the necessary contact details as seen below.

![Figure 5: myBusiness Create User Page](image-url)

Click the “Launchpad” button on the home screen.

![Launchpad Tab](image)
3.1 General Tab

This page will serve as the landing page whenever you access the Broadband Security Suite Portal

- If you have subscribed for Broadband Content Filtering, the corresponding button & tab will be displayed.
- If you have subscribed for Broadband Protect, the corresponding button & tab will be displayed.

Figure 7: Broadband Security Suite Portal Landing Page
3.2 Broadband Content Filtering

- The Broadband Content Filtering feature gives you the option to control and block access to specific group of web sites.
- Default setting is set to **Basic**.

**Four Pre-defined Settings:**

3.2.1 **Basic**

Blocks the following:
- Malicious content
- Phishing sites
- Sites which poses security risks such as those regarding drugs, extremist groups, illegal and hacking sites.

3.2.2 **Productivity**

Blocks the following:
- All sites in Basic protection profile, plus some adult/mature content, gambling and peer-to-peer file sharing.

3.2.3 **Security+**

Blocks the following:
- All sites in Basic and Productivity
- Dynamic Content
- Bandwidth-consuming
- Freeware downloads
- File sharing and storage
- Counter-productive sites e.g. web chat and instant messaging.

3.2.4 **Disable**

- Turns the Broadband Content Filtering feature OFF.
Figure 8: Broadband Content Filtering tab from the Broadband Security Suite Portal


Figure 9: Fortinet's FortiGuard Center Page
Enter the URL or IP address to view the detailed information and see which category the web site fails under.

![URL/IP Rating & Info](image)

**Figure 10: FortiGuard's URL/IP Rating and Info Section**

http://info.singtel.com

**Category: Information Technology**

![FortiGuard Center](image)

**Figure 11: FortiGuard's Home Page showing the result of the URL/IP check**
3.3 Broadband Protect

- Block virus before they reach your office network, and identify spam emails before having to open them.
- Both Anti-virus and Anti-Spam are enabled by default. For IPS, IPSM is enabled by default for SingNet eLite.

3.3.1 Anti-Virus

Detect and prevent malicious software programmes from the computing environment which may result to data corruption and interference to computer operations such as data deletion.

3.3.2 Anti-Spam

Tag email messages with suspected spam content.

3.3.3 Intrusion Prevention System (IPS) for SingNet eLite

IPS

Block malicious network activity including: predefined signatures, and IPS sensors.

IPS Monitoring Only

Monitors malicious network activity including: predefined signatures, and IPS sensors.
Figure 12: Broadband Protect tab from the Broadband Security Suite Portal
3.4 Security Analytics Reports

- Reports are available within the first 7 days of each month.
- Click on the link to download the report in PDF format.
- You can change the email address where you want to send the email notification to.
- Reports are kept for up to 6 months and will be removed from the portal afterwards.

Figure 13: Security Analytics Reports tab from the Broadband Security Suite Portal
3.5 Contact Us

- For enquiries or if you need further support, this page will inform you of how you can reach us.

Figure 13: Contact Us tab from the Broadband Security Suite Portal