

# Frequently Asked Questions (FAQ) – Phase 2

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## 1.0 IDSS OVERVIEW

### 1.1 What is IDSS?

IDSS stands for Identity Self Service, a new application which enables end-users to “self-service” i.e. to manage all their applications’ password in one single consistent web-based interface. This application will completely replace the current IDM system by December 2017.

### 1.2 What is the difference between IDSS and current IDM?

IDSS is a system for you to perform ID and password management.

Current IDM will still be used for resource requests until further notice.

### 1.3 What is iSHIELDS?

iSHIELDS stands for Integrated, Secure, Holistic Identity Enforcement & Longterm Defense Strategy. It is a project to do technology refresh for IDM by implementing new IDM solution which also includes migration of existing applications and process improvement with added security feature for better ID and access management.

## 2.0 IDSS SYSTEM REQUIREMENT

### 2.1 What are the supported web browsers for IDSS?

IE 10 and above, Firefox 32 and above, Chrome 29 and above.

### 2.2 Can I use Safari web browser on Mac/iPhone/iPad?

No, this will be updated in subsequent releases.

### 2.3 I am using the supported browser for IDSS but I still could not access the page. What should I do?

Retry or wait for few minutes as this might be due internal network error. It is advisable to use LAN connection instead of Wifi when doing the IDSS self-activation.

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## 2.4 What if IDSS page was not displayed as expected? How to do browser clear cache?

This is likely because your browser version is not supported i.e. not IE 10 and above, Firefox 32 and above or Chrome 29 and above.

How to clear cache?

Browser type	Action / Steps
Google Chrome	Select <b>More tools</b> after click on the option icon at the top right of the browser.  Click on Clear browsing data, check all checkboxes and click clear browsing data.
Mozilla Firefox	Select <b>History</b> in the menu bar and click on Clear Recent History.  Check all the checkboxes and click Clear Now
Internet Explorer	Select <b>Internet Options</b> after click on the option icon at the top right of the browser.  Under the Browsing history section, click delete. Check all the checkboxes and click delete.

## 2.5 IDSS system prompts me ‘Please click ‘Continue’ to proceed’. What should I do?

Please click on the ‘Continue’ button instead of using ‘Enter’ in keyboard.

## 2.6 IDSS system prompts me ‘You have been inactive for a while, please click OK to resume your session’. What should I do?

The session is expiring soon. Please click on OK to resume the session or Cancel to end the session.

## **3.0 ACTIVATION**

### **3.1 What is the difference between Existing User Self Activation and Self-Assisted Activation?**

Existing User Self Activation is for current IDM user who has/remember their password to perform activation and needs to register their mobile number in IDSSS.

Self-assisted Activation is for user who has registered his/her mobile number but don't has/remember their password and answer for challenge response questions to perform activation in IDSS. This process also applicable for a new TM employee/staff.

### **3.2 What is the difference between Activator-assisted Activation and Manager-assisted Activation?**

In Manager-assisted activation process, manager can only assist their subordinate to perform activation. If user go to different manager, they are not able to proceed on activation.

In Activation-assisted Activation process, Activator can perform activation to anyone.

### **3.3 Is it compulsory for me to perform activation?**

Yes, if you are a first time IDSS user or your account status is in deactivated mode in IDSS.

### **3.4 Can I perform activation if I am based overseas?**

Please seek help from your manager to proceed with Manager-assisted or Activator-assisted Activation.

However, you are required to remember the challenge response question and answer as you will use this to perform password recovery if you have lost your password in future.

### **3.5 My browser hanged during the activation process, can I go back to the previous step of the activation process?**

No, you either click 'Cancel' or restart the activation process by restarting the browser.

### **3.6 Why I cannot find the 'Accept' button at Term and Condition.**

You need to check the "I Agree on Terms and Conditions" checkbox in order for the 'Accept' button to show.

### **3.7 Why do I need to create a passphrase during activation?**

This is a security feature to avoid your ID and password being stolen by illegitimate website that looks like IDSS.

### **3.8 How should I set my passphrase?**

Please set a unique word that you can remember easily.

### **3.9 How should I set my password?**

The password policies are as the following:

- Must be between 6 and 8 characters in length
- Your password must begin with alphabet (A-Z, a-z)
- Minimum ONE(1) Lowercase
- Minimum ONE(1) Uppercase
- Minimum ONE(1) Numeric
- Special character (!@#\$%^&\*()) not allowed

Example: Mother1, IDSSpw1

### **3.10 Can I set the same password as the old one?**

No, you cannot use your 5 previous passwords.

### **3.11 After I have successfully set new password in IDSS, the password cannot be used in current IDM. What should I do?**

Please retry after 10 minutes. If still not working, Log to [IRIS](#) or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.

### **3.12 IDSS system prompts me 'Password incorrect'. What should I do?**

Ensure that you have entered your correct current IDM password. If problem persists, log to [IRIS](#) or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.

### **3.13 IDSS system prompts me 'Please read and scroll down the Terms & Conditions until the end'. What should I do?**

You have to read and scroll down the Terms and Conditions before proceeding to check 'I agree on terms and conditions.'

### **3.14 IDSS system prompts me ‘Answer to challenge response question needs to be unique. No repeated answer allowed’. What should I do?**

Please enter different answers for the challenge response questions.

### **3.15 Can I perform activation without mobile number?**

Yes, you can perform activation via Manager-assisted activation by using challenge response question.

However, you are required to remember the challenge response question and answer as you will use this to perform password recovery if you have lost your password in future.

### **3.16 I don’t have my mobile with me. Can I use my temporary mobile number for the activation?**

No, however you can perform activation via Manager-assisted activation by using challenge response question.

You are required to remember the challenge response question and answer as you will use this to perform password recovery if you have lost your password in future.

### **3.17 My mobile service provider is not among the 5 listed mobile carriers. How can I perform the activation?**

You can perform activation via Manager-assisted activation by using challenge response question.

However, you are required to remember the challenge response question and answer as you will use this to perform password recovery if you have lost your password in future.

### **3.18 I failed to perform activation as HR wrongly inserts my mobile number. What should I do?**

You are required to contact HR to correct and verify your mobile number.

### **3.19 Can I ask someone else to do the activation on my behalf?**

No. You will need to perform the activation yourself as the activation process requires your personal information.

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### 3.20 After inserting my Staff ID, an error prompt saying my ID has been activated. What should I do?

This means that you have successfully activated your account. No further action is required.

### 3.21 My activation stuck at 90% and a prompt “User account has been enabled” appears. What should I do?

This might be due to internal network error but you have successfully activated your account.

You may verify by performing the activation again. You should receive “Your account has been activated” prompt. No further action is required.

### 3.22 What if my manager not available or is unable to assist me on activation?

You can perform activation through Activator-assisted Activation.

### 3.23 Who is the activator to help me on the Activator-assisted Activation?

List of Activator in MMU			
Bukit Beruang			
MU070320	Balqis Binti Baharuddin Aka Baharau	BALQIS.BAHARUDDIN@MMU.EDU.MY	Academic Affairs Office
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MU070732	Norazilah Binti Masro	NORAZILAH.MASRO@MMU.EDU.MY	Customer Support & Service Unit
MU002953	Rohani Binti Mohamad	HANI@MMU.EDU.MY	Faculty & Academic Centre
MU001713	Junaidah Binti Abu	JUNAIDAH@MMU.EDU.MY	FET Office
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TM30343	Ahmad Hafez Bin Roslan	HAFEZ.ROSLAN@TM.COM.MY	Division Development, Threat & Maintenance
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## **4.0 NRIC**

### **4.1 IDSS system prompts me ‘Verification data doesn’t match’. What should I do?**

Check if there is any mistake in your data input (NRIC).

### **4.2 I failed to perform activation as HR wrongly inserts my IC number. What should I do?**

You are required to contact HR to correct and verify your IC number.

### **4.3 Should I use my passport number to replace NRIC?**

Passport number is allowed for foreigner (non-Malaysian).

### **4.4 Can I use my own country (non-Malaysian) IC for activation?**

Yes.

### **4.5 Will renewing passport affect the NRIC verification?**

Yes. Please check your latest passport number registered with HR.

## **5.0 MOBILE NUMBER**

### **5.1 Can I have multiple accounts with same mobile number?**

No, you can only have ONE (1) IDSS account tied with ONE (1) mobile number.

### **5.2 Can I have multiple mobile numbers tied to my IDSS account?**

No, you can only have ONE (1) mobile number tied to the IDSS account for security purposes.

### **5.3 I don't have mobile number, what should I do?**

You can perform activation via Manager-assisted activation with challenge response question and answer (CQA).

However, you are required to remember the challenge response question and answer as you will use this to perform password recovery if you have lost your password in future.

### **5.4 IDSS system prompts me 'Mobile Number already in use. Please change other mobile number'. What should I do?**

The number you chose is already registered for OTP purpose. Please try another number.

### **5.5 After I proceed to the final step of activation, can I change my mobile number?**

Yes, you are allowed to change the mobile number once your account has been activated successfully.

### **5.6 Can I change my registered mobile number?**

Yes, you can login to IDSS and continue with 'Change Mobile Number' by using challenge response question and answer (CQA).

### **5.7 I forgot my challenge response question and answer. Can I change my registered mobile number?**

No. Please contact 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT helpdesk to deactivate your account.

Then you are required to perform activation via Manager-assisted activation.

## **5.8 What if I do not have mobile **AND** forgot my challenge response question and answer (CQA)?**

**(Do not have mobile may mean I do not own a mobile phone or forgot / lost my mobile or my telco is not supported)**

Please contact 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT helpdesk to deactivate your account.

You are then required to perform activation via Manager-assisted activation.

## **6.0 ACCOUNT**

### **6.1 I forgot my login ID. What should I do?**

You can retrieve your login ID by provide your registered mobile number in IDSS or by provide your registered email address in IDSS.

### **6.2 What should I do if my account is locked?**

You can unlock your account by verified using the One-Time Password (OTP) that you received via your registered mobile number in IDSS or by verified using the answers of challenge response question (CQA) that previously set.

## **7.0 ACCOUNT STATUS**

### **7.1 IDSS system prompts me ‘User Account already terminated’. What should I do?**

Log to [IRIS](#) or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.

### **7.2 IDSS system prompts me ‘User Account Not Found’. What should I do?**

Log to [IRIS](#) or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.

### **7.3 My ID just recently changed due to HR-related process (ID renamed). What should I do?**

Log to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.

Please provide your Login ID, NRIC, Full Name and previous Login ID for checking.

## **7.4 My account is disabled. What should I do?**

Please contact 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT helpdesk to deactivate your account.

Then you are required to perform activation via Manager-assisted activation or Self-assisted activation after account deactivation is done by GIT helpdesk.

## **8.0 PASSWORD**

### **8.1 I forgot my password. What should I do?**

You can reset your password by verified using the One-Time Password (OTP) that you received via your registered mobile number in IDSS or by verified using the answers of challenge response question (CQA) that previously set.

### **8.2 Why there is a password expiry in IDSS?**

This is to protect your account as it limits the potential for abuse of compromised passwords to a specific time period.

### **8.3 How long will my password last?**

Your password will only last for 3 months. After 3 months, your password will expire and you will be asked to reset your password once you've login into IDSS.

### **8.4 Why does IDSS restrict me from re-using old password during password reset?**

IDSS takes considerable effort to ensure a safe and secure online experience. The longer the same password is used for a account, the greater the chance that an attacker will be able to determine the password through brute force attacks. If users are required to change their password, but they can reuse an old password, the effectiveness of a good password policy is greatly reduced.

### **8.5 Can I change my current password?**

Yes, you can login to IDSS and perform change password action. At the same time, your password will be sync to current IDM.

### **8.6 Can I change password in current IDM?**

No, there will be a link which redirects you to perform password reset in IDSS.

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## **9.0 USER CREDENTIAL**

### **9.1 What is CQA?**

CQA is Challenge Response Question and Answer. It is a set of questions and answers that set during activation process. It is a challenge to ask for a valid response from user during authentication process.

### **9.2 Can I change challenge response question and answer?**

Yes, you can login to IDSS and continue with 'Change CQA'.

### **9.3 Can I change my login passphrase image and slogan?**

Yes, you can login to IDSS and continue with 'Change Credential'.

### **9.4 Can I view my profile?**

Yes, you can login to IDSS and continue with 'View Profile'

## **10.0 ONE-TIME PASSWORD (OTP)**

### **10.1 What is OTP?**

OTP is One-Time Password. It is a 6 digits' codesent via SMS to your registered mobile number upon your request.

### **10.2 Are there any charges applied when I request for OTP?**

No charges for OTP request.

### **10.3 Pop-up message 'One-Time Password has been sent successfully' was displayed, but I did not receive the OTP via my mobile, what should I do?**

It is likely that you have entered the wrong format for the mobile number. Example if your phone number is 012-3456789, you should enter 60123456789.

### **10.4 I still didn't receive my OTP after I click 'Request OTP', what should I do?**

Perhaps your location is out of coverage or the mobile number is not within supported Telco (Maxis, Digi, Celcom, UMobile, Webe). Try again after several minutes and if the error persists, Log to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.

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## **10.5 What's the expiry time for the OTP?**

After an OTP request is made, OTP will expire within 2 minutes.

## **10.6 Are there any limits to the number of OTP request?**

Currently there are no limit to the number of OTP requests.

## **10.7 IDSS system prompts me 'One-Time Password authentication failed. Please enter correct One-Time Password number'. What should I do?**

Double check if you have entered the correct 'One-Time Password' received. Try again to submit the same OTP within 2 minutes or request new OTP. If the error persists, log to [IRIS](#) or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.

## **10.8 Can I activate my account using an international phone number?**

International phone number is not supported in IDSS. You need to register with one of the 5 supported Telco/Mobile Provider.

Or you can perform activation via Manager-assisted activation with challenge response question and answer (CQA).

However, you are required to remember the challenge response question and answer as you will use this to perform password recovery if you have lost your password in future.

## **10.9 What are the supported telco?**

Maxis, Digi, Celcom, UMobile, Webe

## **10.10 I did not see the request for OTP button after inserting my mobile number. What should I do?**

You need to click on 'Verify' button then the 'Request for OTP' button will appear.



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## 11.0 SECURITY CONCERN

### 11.1 Is IDSS a secured site?

Yes, IDSS is a secure site with a valid SSL Certificate.

### 11.2 What are the additional security features in IDSS?

While we take considerable effort to ensure a safe and secure online experience, we have no control over the computer you use to access IDSS. As an added security feature, we have incorporated an automatic log out function if no activity is detected after a pre-set time limit.

However, you must ensure you do not provide anyone the opportunity to gain access to your account information:

- Ensure no one has access to your computer or records your online activities.
- Always log out of IDSS immediately after completing your activities.
- Do not send any information about your account via e-mail.

## 12.0 OTHERS

### 12.1 Can I login to current IDM immediately with the new password after the activation in IDSS?

No, synchronization of password to current IDM takes approximately 10 minutes.

### 12.2 My concerns are not listed here, what should I do?

Log to [IRIS](#) or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk for assistance.