1.0 INTRODUCTION

This document details the user guidelines that is to be carried out by TM on Identity Self Service.

2.0 IDENTITY SELF SERVICE

2.1.1 Existing User Perform Activation

Existing users are required to perform user activation to collect user mobile number, select passphrase images, passphrase slogan, answer to challenge response question and set new password to overwrite the existing IDM password.

2.1.1.1 Event Handling – Success Case



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2.	The first step for Existing User Activation process is 'User Confirmation'. Enter your existing IDM Login ID.
	Life Identity Self Service
	Easier**
	Account Activation
	Steps 203 - 303 - 007 - 007 - 007 - 007 User Confirmation Authentication Verification Terms and Authentication - Mobile Confirmation - CQA Password Success
	Please enter your IDM Login ID Login ID : tm90089
	Cancel Continue
	Copyright © 2016 Telekom Malaysia Berhad (128740-P) ALL RIGHTS RESERVED Best viewed using Mozilla Firefox (version 50.0.1 and above).
3.	In second step 'Authentication', enter your existing IDM Password.
	Life Made Easier* Identity Self Service
	Account Activation
	Steps 20% User Confirmation Authentication Verification User Confirmation Authentication Verification Confirmation - Mobile Confirmation - CQA Password Success
	Login ID : tm90089 Please provide your current IDM password to authenticate your identity. Password :
	Cancel Continue
	Copyright © 2016 Telekom Malaysia Berhad (128740-P) ALL RIGHTS RESERVED Best viewed using Mozilla Firefox (version 50.0.1 and above).

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4. In third step 'Verification', enter your NRIC.	
Account Activation	
Stars	
steps	
User Confirmation Authentication Verification Terms and Authentication Authentication S Confirmation Authentication - CQA Pas	etup sword Success
Login ID : TM90054	
NRIC (Eg: 850607115211) :	
Cancer	onunue
5. In forth step 'Terms and Conditions', read and scroll down terms and condit on 'I agree on terms and condition' and click 'Agreed' button.	ions, then tick
Steps	
	000
Confirmation Authentication Verification Verification Conditions Confirmation - Mobile Confirmation - CQA Pase	word Success
Login ID : TM90054	
Terms & Conditions	
You are solely responsible for maintaining the security of your User ID and password and ensuring that you are the only person using the User ID and password. You agree not to disclose your User ID and password to any other person including any employees of TM. TM is not responsible for the unauthorized use of Application/Resource Access by any other person with your User ID or password and TM is under no obligation confirm the actual identity or authority of anyone using your User ID or password.	e 🔺
You agree to notify TM immediately upon becoming aware of any known or suspected unauthorized use of yo User ID or password to gain access to Application/Resource, or any breach in security involving your User ID password.	ur or
By clicking 'I Agree" on this policy in this website, we shall deem you have already been notified.	-
I agree on terms and conditions.	
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		Э'.	
Account	Activation		
		Steps	
User Confirma	2079 307 tion Authentication Verific	4075 69-707 Terms and Conditions Confirmation - Mobile	Authentication Setup Success
	Login ID :	TM90054	
	Enter your mobile number (Format: 60xxxxxxxxx) :	601119736340	Verify
			Continue
			Cancer
Account	Activation		
		Steps	
		50-70%	
User Confirma	20% 30%	Cation Terms and Authentication Conditions Confirmation - Mobi	Authentication Setup Success ile Confirmation - CQA Password
User Confirma	2073 307 ition Authentication Verific	Cation Terms and Confirmation - Mobi	Authentication Setup Success ile Confirmation - CQA Password Success
User Confirma	2073 307 Ition Authentication Verific Login ID : Enter your mobile number	Cation Terms and Confirmation - Mobil	Authentication Setup Success ile Confirmation - CQA Password Success
User Confirma	2073 307 Authentication Verific Login ID : Enter your mobile number (Format: 60xxxxxxxx) : One-Time Password :	TM90054	Authentication Setup Success Ile Confirmation - CQA Password Edit Click here to request OTP
User Confirma	2023 307 Authentication Verific Login ID : Enter your mobile number (Format: 60xxxxxxxx) : One-Time Password :	TM90054 601119736340	Authentication Setup Success ILE Confirmation - CQA Password LE Edit Click here to request OTP

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Acc	count Activation
	Steps
	User Authentication Verification Terms and Authentication Authentication Setup Success
Co	infirmation Addienceation Vernication Conditions Confirmation - Mobile Confirmation - CQA Password
	Login ID : tm90089
	Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
	Passphrase : [?]
	Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).
	1. What is your favorite game character?
	Please re-enter your answer:
	2. What is your favorite food?
	Please re-enter your answer:

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			Steps		
	User Confirmation Authentication Verific	ation Terms and Conditions	Authentication Confirmation - Mobile	80% 90% Authentication Setur Confirmation - CQA Passwo	Success
	Login ID :	tm90089			
	Please setup a password f	or login			
	New Password :			Password Strength[?]	
	Confirmed New Password				
			_		
				Cancel Conti	nue
			_	Guilder	
			_		
	Finally, you will come to su	ccess page.			
	Finally, you will come to su Account Activation	tion Terms and	Steps Steps Authentication Confirmation - Mobile	6075 Authentication Confirmation - CQA Passwor	100% d Success
	Finally, you will come to su Account Activation	tion Terms and Conditions ve successfully regist t a one-time registrati ay resume access to cting in 27 seconds	Steps Authentication Confirmation - Mobile stered your mobile number ion of IDSS account. application(s) using this pa	803 903 Authentication Confirmation - CQA Passwor and activated your IDSS assword.	100% d Success
-	Finally, you will come to su Account Activation	tion Terms and Conditions ve successfully regist t a one-time registrati ay resume access to cting in 27 seconds	Steps Authentication Confirmation - Mobile itered your mobile number ion of IDSS account. application(s) using this pa	Authentication Confirmation - CQA Passwor and activated your IDSS assword.	100% d Success

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Accour	at Activation
	Steps
10 Us Confir	2013 3073 4070 6070 100 er mation Authentication Verification Terms and Authentication Authentication Setup Conditions Confirmation - Mobile Confirmation - CQA Password Succession
	Please complete the 'Login ID' box.
	Please enter your IDM Login ID
	Login ID :
	Cancel Continue
Error m	essage will appear to notify user if the Login ID box is blank. User is not able
proceed	l.

2.1.1.2 Event Handling - Fail Case.

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2. Error Message: Please click 'Continue' to proceed. Account Activation	
Steps	
10% 20% 30% 40% 60.0% 80% User Confirmation Authentication Ver Alert thentication rmation - CQA Please click 'Continue' to proceed. Please enter your IDM L OK	Setup Password Success
Cancel	Continue
Error message will appear to notify user if press 'Enter' in keyboard. User proceed.	is not able to
User Action: Please click on the 'Continue' button instead of using 'Enter'	in keyboard.

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	Steps
	User Confirmation Authentication Verification Terms and Authentication - Mobile Confirmation - CQA Password Success
	User account not found.
	Please enter your IDM Login ID Login ID : TM901011
	Cancel Continue
E	Error message will appear to notify user if the Login ID is either non-existing user ID or wrong Login ID has been inserted. User is not able to proceed.
l t	User Action: Please ensured that you entered your correct Login ID. If the error persists, to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Des

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4.	Error Message: Your ID has been activated.
	For IDM related services (Change of Password or Resource Request/Update), please login to existing IDM.
	Account Activation
	Steps
	1073 2075 4075 6077 6075 6075 6075 6075 6075 6075 6
	Your ID has been activated. For IDM related services (Change of Password or Resource Request/Update), please login to existing IDM.
	Please enter your IDM Login ID
	Login ID : TM90099
	Cancel Continue
	Error message will appear to notify user if the Login ID entered has been activated previously. User is not able to proceed.
	User Action: You only need to perform one time registration. Stay tune with our subsequent releases.

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Confirmation Authentication Verification Conditions Confirmation - Mobile Confirmation - CQA Password Image: Confirmation User account already terminated. User account already terminated. User account already terminated. Image: Login ID : tm90010 tm90010 Please provide your current IDM password to authenticate your identity. Password :
Login ID : tm90010 Please provide your current IDM password to authenticate your identity. Password :
Login ID: tm90010 Please provide your current IDM password to authenticate your identity. Password :
Please provide your current IDM password to authenticate your identity. Password :
Password :
Cancel Contin

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6. Er	ror Message: You have been inactive for a while, please click OK to resume your session.
	Account Activation
	Steps
	User Inactivity Warning Setup Success
	You have been inactive for a while, please click OK to resume your session. Redirecting in 17 seconds.
	Ple OK Cancel
	Cancel Continue
Er	ror message will appear to notify user if the session has expired.
Us Ca	ser Action: The session is expiring soon. Please click on OK to resume the session or ancel to end the session.

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			Steps		
Use Confirm	20% 30%	40%) on Terms and Conditions Co	Authentication onfirmation - Mobile	80% Authentication Confirmation - CQA	Setup Password Success
	Please co	omplete the 'Password'	box.		
	Login ID :	/190054			
	Please provide your current IDM	password to authentic	ate your identity.		
	Password :				
				Cancel	Continue

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8.	Error Message: Password incorrect
	Account Activation
	Steps
	User Confirmation Authentication Verification Terms and Authentication - CQA Password Success
	Password incorrect.
	Login ID : TM90054
	Please provide your current IDM password to authenticate your identity.
	Password :
	Cancel Continue
	Error message will appear to notify user if the Password is incorrect. User is not able to proceed.
	User Action: Please ensure that you entered your correct current IDM password. If the erro persists,
	1. Go to IDSS -> User Manual Guide -> 2.14 MANAGER ASSIST EXISTING USER IN ACCOUNT ACTIVATION
	2. OR Log to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk's assistance.

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Account Activation Steps
User Confirmation Authentication Verification Terms and Authentication - Mobile Confirmation - CQA Password Success
You are not an existing user in LDAP.
Login ID : 000002
Please provide your current IDM password to authenticate your identity. Password :
Cancel Continue
Error message will appear to notify user if the user exists in new IDM but not exist in cur IDM. User is not able to proceed.
User Action: Please ensure that you entered your correct IDM Login ID. If the error personal to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Department

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rong min ri	Lamatanan naji / in	2010 12 10	110	1

	Steps
C	User Authentication Verification lerms and Authentication Authentication Setup Succ Confirmation Authentication Verification Conditions Confirmation - Mobile Confirmation - CQA Password
	Please fill in the blank.
	Login ID : tm90089
	NRIC [?]
	(Ly, 05000 (1521)).
	Cancel Continue
	Gander Continue
Err	or message will appear to notify user if the NRIC Box is blank. User is not able to
oro	ceed.

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	Steps
User Confirmation Authentication V	40% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
A	
	vernication data doesn't match.
Login ID :	TM90054
NRIC (Eg: 850607115211) :	
	Cancel Continue

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Steps 2075 3076 4076 6070 6070 1000 tion Authentication Verification Terms and Authentication Authentication Setup Succe Warning!
20% 30% 40% 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6
tion Authentication Verification Terms and Conditions Confirmation - Mobile Confirmation - CQA Password Succe Warning!
Warning!
L Are you sure you want to proceed with reject?
Click 'OK' will redirect you to the homepage.
Click Cancel to stay and tick on the checkbox to agree on terms and conditions.
F OK Cancel
Pursuant to the Personal Data Protection Act 2010 ("PDPA"), TELEKOM MALAYSIA BERHAD ("TM") is mindful and committed to the protection of your personal information and your privacy.
Collection of Personal Information
In order for us to provide you with our Product and/or Services and to operate in an efficient and effective manner, we may need to collect relevant personal information from you either manually or through our website. The personal information collected by us may be in the form of but is not limited to name, identity card number, address, mobile number, or any other information stipulated by the PDPA.
•
I agree on terms and conditions.

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	Steps
Con	1073 2072 3073 4072 0.7777 0.7777 0.777 0.777 0.777 0.777 0.777 0.777 0.777 0.777 0.777 0.
	Alert
	Login II Please read and scroll down the Terms & Conditions until the end.
	Terms
	PRIVACY POLICY
	committed to the protection of your personal information and your privacy. Collection of Personal Information In order for us to provide you with our Product and/or Services and to operate in an efficient and effective manner, we may need to collect relevant personal information from you either manually or through our website. The personal information collected by us may be in the form of but is not limited to name, identity card number, address, mobile number, or any other information stipulated by the PDPA.
	I agree on terms and conditions.
	Reject
Error	message will appear to notify user if click 'I agree on terms and conditions' witho

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14.	Error Message: Please enter mobile number.
	Please verify mobile number.
	Account Activation
	Steps 00% 20% 30% 40% 50% 60% 00% 100% User Confirmation Authentication Verification Terms and Authentication Authentication Setup Confirmation - Mobile Confirmation - CQA Password Success
	Please enter mobile number. Please verify mobile number.
	Login ID : tm90089
	Enter your mobile number (Format: 60xxxxxxxx) :
	Cancel Continue
	Error message will appear to notify user that mobile number box is blank. User is not able to proceed.
	User Action: Please provide your Mobile Number in the box and click 'Verify'.

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Steps
User Confirmation Authentication Verification Terms and Authentication Authentication Setup Confirmation - Mobile Confirmation - CQA Password Success
Please enter mobile number.
Login ID : tm90089
Enter your mobile number Verify (Format: 60xxxxxxxx):
Cancel Continue
Error message will appear to notify user that mobile number is blank. User is not able to

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	94-re
	Steps
10% 20% 307	Terms and Authentication Authentication Setup
Confirmation Authentication Verific	ication Conditions Confirmation - Mobile Confirmation - CQA Password
Please	se verify mobile number.
Login ID :	
Login ID .	tm90089
Enter your mobile number (Format: 60xxxxxxxxx) :	60122272706 Verify
	Cancel Continue
Error message will appear to	o notify user that mobile number has not been verified. I

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			Steps		
User Confirmatio	Authentication Verific	ation Terms and Conditions C	Authentication onfirmation - Mobile	Authentication Confirmation - CQA P	Setup assword Succes
	Mobile	e number must be started	i with 60.		
L	.ogin ID :	TM90054			
E (inter your mobile number Format: 60xxxxxxxxxx) :	01119736340		Verify	
				Cancel	Continue

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	Steps	
User Confirmation Authentication Verific	40% 59-70% ation Terms and Authentic Conditions Confirmation	ation Authentication Setup Succ
Морін	e number length must be either 11 or 1:	2.
Login ID :	TM90054	
Enter your mobile number (Format: 60xxxxxxxxx) :	601119736	Verify
		Cancel Continue
rror message will appear	to notify user that the m	obile number is less/more than th

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			Steps		
Use Confirm	r ation Authentication Ve	3073 40 erification Terms Condi	and Authentica	tion Authenticatio • Mobile Confirmation - C	n Setup CQA Password Suc
	A Mo	bbile number already	r in use. Please change	e other mobile number.	
	Login ID :	tm90089			
	Enter your mobile numt (Format: 60xxxxxxxx)	60107666740 :		Verify	
				Cancel	Continue
Fror mo	ssago will appos	ur to potify up	or if the ourre	nt mobilo numbo	r optorod bas k
	ssage will appea				r entereu nas i

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		Steps		
User	20% 30%	Terms and Author	ntication Authentication Setup	
Confirmatio	on Authentication Verm	Conditions Confirma	tion - Mobile Confirmation - CQA Password	Succes.
	Pleas	e enter OTP.		
	Enter your mobile number	tm90089	Edit	
	(Format: 60xxxxxxxxxx) : One-Time Password :		Click here to request OTP	
			Cancel Continu	Je
		a patify year if the O	a Time Becowerd is blank. To	act On

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21.	Alert: One-Time Password has been sent successfully.
	Account Activation
	One-Time Password has been sent successfully. User Confirmation Authentication Ve OK
	Login ID : tm90089
	Enter your mobile number (Format: 60xxxxxxxx): Edit
	One-Time Password : Click here to request OTP
	Cancel Continue
	Alert will appear to notify user if the One-Time Password has been sent successfully to their mobile after user press on 'Click here to request OTP'.
	User Action: Please click 'Ok' button, then provide One-Time Password in the box and click 'Continue' button.

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	Steps	
User Confirmation Authentication Verific	40% 50-70 ation Terms and Authen Conditions Confirmation	ication Authentication Setup Sin Mobile Confirmation - CQA Password Si
Please	e wait for 2 minutes before click to re	send.
Login ID :	ТМ90054	
Enter your mobile number (Format: 60xxxxxxxxx)	601119736340	Edit
One-Time Password :		Click here to request OTP
		Cancel Continue
rror message will appear to	o notify the user to wa	it for another 2 minutes If the 'Re

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	Steps	
User Confirmation Authentication Verific	40% 50-70 Cation Terms and Authent Conditions Confirmation	cication Authentication Setup Succ
One- numt	Time Password authentication failed. ver.	Please enter correct One-Time Password
Login ID :	TM90054	
Enter your mobile number	601119736340	Edit
One-Time Password :	•••	Click here to request OTP
		Cancel Continue
Error Message will appear t	o notify user if the OT	P is wrong or OTP length is less/m
S characters		

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	Steps
User Confirmation	Authentication Verification Terms and Authentication - Mobile Confirmation - CQA Password Success
	Please select one image. Please complete the 'Passphrase' box.
Login	n ID : tm90089
Pleas	se choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
Pass	sphrase : [?]
respo	se complete the challenge response setup below. You'll need to remember the answers to retrieve the onse to your inquiry (user self-service).
1. In v	what city was you primary school?
Ple 2. Wh	hat is your favorite cartoon character?
Ple	ease re-enter your answer:
	Cancel Continue

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25.	Error Message: Please select one image.
	Account Activation
	Steps User Confirmation Authentication Verification Terms and Authentication - Mobile Confirmation - CQA Password Success
	Please select one image.
	Login ID: tm90089
	Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
	$ \boxed{ Psphrae E } Te $
	Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).
	1. What is your favorite car?
	Please re-enter your answer:
	2. What is your favorite color?
	Please re-enter your answer:
	Cancel Continue
	Error message will appear to notify user if image is not selected.
	User Action: Please select one image, passphrase, answers to challenge response and click 'Continue' button.

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26. Erro	or Message: Please complete the 'Passphrase' box.
A	Account Activation
	Steps User Confirmation Authentication Verification Terms and Conditions Confirmation - Mobile Confirmation - CQA Password Success
	Please complete the 'Passphrase' box.
	Login ID : tm90089
	Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
	Passphrase: [?]
	Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).
	1. What is your favorite car?
	Please re-enter your answer:
	2. What is your favorite color?
	Cancel Continue
Erro	or message will appear to notify user if Passphrase Box is blank. er Action: Please select one image, passphrase, answers to challenge response and
clic	k 'Continue' button.

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Account Act	2078 n Authentication	30% Verification	Ste 40% Terms and At Conditions Confir	ps 59.707 thentication mation - Mobile	80% Authenticatio Confirmation - (n Setup CQA Password	Success
		Please fill in you	ır challenge answer.				
L	ogin ID :	tm9008	9				
F	Please choose an ir	nage and key in a	phrase for your ima	ge. Please choose	a phrase that you c	an remember.	
			TM				
F	assphrase :	Tree			[?]		
F	Please complete the esponse to your inc	e challenge respo juiry (user self-se	nse setup below. Yo rvice).	u'll need to rememb	per the answers to i	retrieve the	
1	. What is your favo	rite color?					
	Please re-enter y	our answer:					
2	. What are the last	4 digits of your to	elephone number?				
	Please re-enter y	our answer:					
					Cancel	Continu	le
Error messa	ige will app	ear to notif	y user that (Challenge re	esponse qu	estion Box	is blank.
				-			

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28.	Error Message: Answers don't match.
	Account Activation
	Steps
	10% <u>20% 30% 40%</u> 50-70% <u>80%</u> 90% <u>100%</u>
	User Authentication Verification Terms and Authentication Authentication Setup Success Confirmation - Mobile Confirmation - CQA Password
	Login ID : tm90089
	Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
	Passphrase: Tree [?]
	Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).
	1. What is your favorite color?
	Please re-enter your answer: Answers don't match.
	2. What are the last 4 digits of your telephone number?
	Please re-enter your answer: Answers don't match.
	Cancel Continue
	Error message will appear to notify user that the answered entered by user on both challenge response question Boxes do not match.
	User Action: Please enter same answers on 'Please re-enter your answer' and click 'Continue' button.

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	, 20%	30% 40%	Steps 80% 90% 00% 00% 00% 00% 00% 00% 0
Commi	Ar cr	iswer to challenge response laracter(s).	question needs to be at minimum length of 4
	Login ID :	tm90089	
	Please choose an imag	je and key in a phrase for you	r image. Please choose a phrase that you can remember.
	Passphrase :	Tree	[2]
	Please complete the ch response to your inquin	allenge response setup belo (user self-service).	w. You'll need to remember the answers to retrieve the
	1. In what city was you	primary school?	•••
	Please re-enter your	answer:	•••
	2. What are the last 4 d	igits of your telephone numb	er? ••••
	Please re-enter your	answer:	••••
			Cancel Continue
Error m	essage will appe	ar to notify user i	f the answer to the challenge response question

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Steps User 03 03 00 <td< th=""></td<>
Account Activation Steps Confirmation Authentication Verification Inswer to challenge response question needs to be unique. No repeated answer allowed. Login ID: Impo089 Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Impo089 Impo089 I
User Offermation Subset <
User Authentication Verification Verification <t< th=""></t<>
Very Confirmation Authentication Verification Verification Authentication Authentication Setup Setup Secures Confirmation - CON Password Success Confirmation - CON Password Success Succ
Image: Answer to challenge response question needs to be unique. No repeated answer allowed. Login ID: m90089 Dease choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
Answer to challenge response question needs to be unique. No repeated answer allowed. Login ID:
Answer to challenge response question needs to be unique. No repeated answer allowed. Login ID: m90089 Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Comparison of the sector
Login ID : tm90089 Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
Login ID : tm90089 Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: the phrase phrase phrase that you can remember. Image: the phrase
Login ID : tm90089 Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. Image: Choose an image and key in a phrase for your image. Please choose a phrase that you can remember. I
Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.
Passphrase: Tree [?]
Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).
1. What is your favorite color?
Please re-enter your answer:
2. What are the last 4 digits of your telephone number?
Please re-enter your answer:
Cancel Continue
Error message will appear to notify user if the both answer to the challenge response
questions entered by user are the same.
User Action: Please enter different answers for the challenge response questions.
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	ctivation				
			Steps		
User	ion Authentication Verifi	ication Terms and	Authentication	Authentication Setup	Success
Commu		condition	- commuter - Hobie	Committeeon - Con - Passwo	
	Pleas	se complete the 'New	Password' box		
	Pleas	se complete the 'Confi	rmed New Password' box.		
	Login ID :	tm90089]	
	Please setup a password	for login		-	
	New Password :			Password Strength[?]	
	Confirmed New Password	1:			
				Cancel Conti	nue
	Confirmed New Password	1:		Cancel Conti	nue

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2. E	rror Message: Password violation: Password length must be at least 6 character(s).
	Account Activation
	Stone
	User Confirmation Authentication Verification Terms and Authentication Authentication Setup Confirmation - CQA Password Success
	Password violation: Password length must be at least 6 character(s).
	Login ID : tm90089
	Please setup a password for login Password Strength[?]
	New Password :
	Confirmed New Password : Password Match
	Cancel Continue
E	rror Message will appear to notify user if the length of password inserted by user is less
	ser Action: Your New Password must meet the password policy as below.
	 Must be between 6 and 8 characters in length
	 Your password must begin with alphabet (A-Z, a-z)
	 Maximum Special (!@#\$% ^&*()): 0
	Minimum ONE(1) Lowercase
	Minimum ONE(1) Uppercase
	Minimum ONE(1) Numeric

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33. E	Fror Message: Password violation: Password length must be at most 8 character(s).
1	Account Activation
	Steps
	User Confirmation Authentication Verification Terms and Authentication Authentication Setup Confirmation - Mobile Confirmation - CQA Password Success
	Password violation: Password length must be at most 8 character(s).
	Login ID : tm90089
	Please setup a password for login
	New Password :
	Confirmed New Password : Password Match
	Cancel Continue
E	Fror Message will appear to notify user if the length of password inserted by user is more han 8 characters. User is not able to proceed.
ι	Jser Action: Your New Password must meet the password policy as below.
	Must be between 6 and 8 characters in length
	 Your password must begin with alphabet (A-Z, a-z)
	 Maximum Special (!@#\$% ^&*()): 0
	Minimum ONE(1) Lowercase
	Minimum ONE(1) Uppercase
	Minimum ONE(1) Numeric
F	Example: Mymom1. IDSSpw1

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char	Message: Password violation: Password must be at least 1 alphabetical
Chart	, , , , , , , , , , , , , , , , , , ,
Acc	unt Activation
	Steps
	10% 40% 90% 00%
Co	irmation Rouliendeation Vermeation Conditions Confirmation - Mobile Confirmation - CQA Password
	Password violation: Password must be at least 1 alphabetical character(s).
	tm90089
	Please setup a password for login New Password : Password Strength[?]
	Password Match
	Cancel Continue
Error	Vessage will appear to notify user if the password inserted by user is without
aipina	
User	Action: Your New Password must meet the password policy as below.
•	Must be between 6 and 8 characters in length
•	Your password must begin with alphabet (A-Z, a-z)
•	Maximum Special (!@#\$% ^&*()): 0
	Minimum ONE(1) Lowercase
•	
•	Minimum ONE(1) Uppercase
•	Minimum ONE(1) Uppercase
•	Minimum ONE(1) Uppercase Minimum ONE(1) Numeric

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	st 1.		
Account /	Activation		
		Steps	
10%		40% 50-70%	80% 90% 100%
User Confirma	tion Authentication Verifica	ation Terms and Authentication Conditions Confirmation - Mobi	Authentication Setup Success ile Confirmation - CQA Password Success
	Passw 1.	rord violation: Minimum upper case alphabeti	cal character(s) must be at least
	Login ID :	tm90089	
	Please setup a password fo	or login	
	New Password :	•••••	Password Strength[?]
	Confirmed New Password :	•••••	Password Match
			Cancel Continue
Error Mes	ssage will appear to s. User is not able	o notify user if the password to proceed.	Cancel Continue
Error Mes character User Actio	ssage will appear to s. User is not able t on: Your New Pass	o notify user if the password to proceed. sword must meet the passw	Cancel Continue
Error Mes character User Actio	ssage will appear to s. User is not able on: Your New Pass st be between 6 a	o notify user if the password to proceed. sword must meet the passw	Cancel Continue
Error Mes character User Action	ssage will appear to s. User is not able on: Your New Pass st be between 6 a	o notify user if the password to proceed. sword must meet the passw and 8 characters in length	Cancel Continue
Error Mes character User Action • Mus • You	ssage will appear to s. User is not able on: Your New Pass st be between 6 a ur password must	o notify user if the password to proceed. sword must meet the passw and 8 characters in length begin with alphabet (A-2	Cancel Continue I inserted by user lack of uppercas ord policy as below. n Z, a-z)
Error Mes character User Action • Mus • You • Max	ssage will appear to s. User is not able on: Your New Pass st be between 6 a ur password must ximum Special (!@	o notify user if the password to proceed. sword must meet the passw and 8 characters in length begin with alphabet (A-2 @#\$% ^&*()): 0	Cancel Continue I inserted by user lack of uppercas ord policy as below. n Z, a-z)
Error Mes character User Action • Mus • You • Max • Min	ssage will appear to s. User is not able on: Your New Pass st be between 6 a ur password must ximum Special (!@ imum ONE(1) Lo	o notify user if the password to proceed. sword must meet the passw and 8 characters in length begin with alphabet (A-2 @#\$% ^&*()): 0 wercase	Cancel Continue I inserted by user lack of uppercas ord policy as below. n Z, a-z)
Error Mes character User Action • Mus • You • Max • Min • Min	ssage will appear to s. User is not able on: Your New Pass st be between 6 a ur password must ximum Special (!(imum ONE(1) Lo imum ONE(1) Up	o notify user if the password to proceed. sword must meet the passw and 8 characters in length begin with alphabet (A-2 @#\$% ^&*()): 0 wercase opercase	Cancel Continue I inserted by user lack of uppercas ord policy as below. h Z, a-z)
Error Mes character User Action • Mus • You • Max • Min • Min • Min	ssage will appear to s. User is not able on: Your New Pass st be between 6 a ur password must ximum Special (!(imum ONE(1) Lo imum ONE(1) Up	o notify user if the password to proceed. sword must meet the passw and 8 characters in length begin with alphabet (A-2 @#\$% ^&*()): 0 wercase opercase	Cancel Continue I inserted by user lack of uppercas ord policy as below. n Z, a-z)

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Error Me	ssage: Password	violation: Minimum lower cas	e alphabetical character(s) must
	•		
Account	Activation		
		Stops	
	(JO27) (JO27)	July Comment	
User	Authentication Verific	ation Terms and Authentication	Authentication Setup Success
Comme		Conditions Committation - Hobile	
	Passw 1.	ord violation: Minimum lower case alphabetical	I character(s) must be at least
	Login ID :	tm90089	
	Please setup a password fo	or login	- Password Strength[?]
	New Password :	•••••	×
	Confirmed New Password :	•••••	Password Match
			Cancel Continue
Error Me	ssage will appear to	o notify user if the password i	inserted by user is lack of lower
Characte		to proceed.	
User Act	ion: Your New Pass	sword must meet the passwo	rd policy as below.
• Mu	st be between 6 a	and 8 characters in length	
• Yo	ur password must	t begin with alphabet (A-Z	a-z)
Ma	vimum Special (II	@##9/ A8*()); 0	, ~ _/
• ivia	ximum Special (!	@#\$% ^& ()): 0	
• Mir	nimum ONE(1) Lo	owercase	
• Mir	nimum ONE(1) Up	opercase	
• Mir	nimum ONE(1) Nເ	umeric	
Fyampla	· Mymom1 IDSSou	w1	
	, ie copt		

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Account Activation Steps Image: Confirmation Authentication Ventication Conditions Confirmation - Mobile Confirmation - COA Password Steep Security Security Security Security Security Security Security Password violation: Minimum numeric character(s) must be at least 1. Login ID: Image: Imag	Error Messa	ge: Password	violation: Mir	nimum numeric	character(s) m	ust be at least
Steps Other states (colspan="2">Steps Other states (colspan="2">Other states (colspan="2">Steps Other states (colspan="2">Steps Please setup a password for login New Password for login New Password for login New Password for login New Password for login Descended New Password for login Descended New Password for login Please setup a password for login Descended New Password steps Continue Continue Continue Please setup a password must meet the password policy as below. Steps of must begin with alphabet (A-Z, a-z). Minimum ONE(1) Lower case Minimum ONE(1) Upper case Minimum	Account Acti	vation				
Open color Open color <td></td> <td></td> <td></td> <td>Steps</td> <td></td> <td></td>				Steps		
Login ID: m90089 Please setup a password for login Password Strength[7] New Password : Password Strength[7] Confirmed New Password : Password Match Confirmed New Password : Password Inserted by user is lack of nutbranacters. User is not able to proceed. User Action: Your New Password must meet the password policy as below. Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1	User Confirmation	Authentication Verific	ation Terms and Conditions	Authentication Confirmation - Mobile	Authentication e Confirmation - CQA	90% (007 Setup Password Succes
Login ID: Imp0089 Please setup a password for login Password Strength[?] New Password: Imponent Password Strength[?] Confirmed New Password: Imponent Password Imponent Password Inserted by user is lack of nutcharacters. User is not able to proceed. User Action: Your New Password must meet the password policy as below. • Must be between 6 and 8 characters in length • Your password must begin with alphabet (A-Z, a-z) • Maximum Special (!@#\$% ^&*()): 0 • Minimum ONE(1) Lowercase • Minimum ONE(1) Uppercase • Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1		Passw	rord violation: Minimu	m numeric character(s) n	nust be at least 1.	
Please setup a password for login New Password : Confirmed New Password must meet the password policy as below. Suser Action: Your New Password must meet the password policy as below. Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1	L	ogin ID :	tm90089			
New Password: Password Match Confirmed New Password: Password Match Error Message will appear to notify user if the password inserted by user is lack of nu characters. User is not able to proceed. Diser Action: Your New Password must meet the password policy as below. • Must be between 6 and 8 characters in length • Your password must begin with alphabet (A-Z, a-z) • Maximum Special (!@#\$% ^&*()): 0 • Minimum ONE(1) Lowercase • Minimum ONE(1) Uppercase • Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1 • • • • • • • • • • • • • • • • • • •	P	ease setup a password fo	>r login		Password Strength[?	']
Continued New Password : Password Match Cancel Continue Error Message will appear to notify user if the password inserted by user is lack of nu characters. User is not able to proceed. Jser Action: Your New Password must meet the password policy as below. Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1	N	ew Password :	•••••			×
 Error Message will appear to notify user if the password inserted by user is lack of nuclear characters. User is not able to proceed. Jser Action: Your New Password must meet the password policy as below. Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric 					Cancel	Continue
 Jser Action: Your New Password must meet the password policy as below. Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric 	Error Messa characters.	ge will appear to User is not able ^s	o notify user i to proceed.	f the password	inserted by use	r is lack of nur
 Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric 	User Action:	Your New Pass	word must m	ieet the passwo	ord policy as bel	low.
 Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1 	• Must I	pe between 6 a	and 8 chara	cters in length	I	
 Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1 	• Your	bassword must	begin with	alphabet (A-Z	, a-z)	
 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1 	• Maxin	um Special (!@	@#\$% ^&*()): 0		
 Minimum ONE(1) Uppercase Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1 	• Minim	um ONE(1) Lo	wercase			
• Minimum ONE(1) Numeric Example: Mymom1, IDSSpw1	• Minim	um ONE(1) Up	percase			
Example: Mymom1, IDSSpw1	• Minim	um ONE(1) Nu	meric			
	Example: M					

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Error Message: Password violation: Password must begin with alphabet.
Account Activation
Steps
User Confirmation Authentication Verification Terms and Confirmation - Mobile Confirmation - CQA Setup Success
Password violation: Password must begin with alphabet.
Login ID : tm90089
Please setup a password for login Password Strength[?]
New Password :
Confirmed New Password : Password Match
Cancel Continue
Error Message will appear to notify user if the password inserted by user is not begin with alphabet characters. User is not able to proceed.
User Action: Your New Password must meet the password policy as below.
Must be between 6 and 8 characters in length
 Your password must begin with alphabet (A-Z, a-z)
 Maximum Special (!@#\$% ^&*()): 0
Minimum ONE(1) Lowercase
Minimum ONE(1) Uppercase
Minimum ONE(1) Numeric
Example: Mymom1 IDSSpw1

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	с ,
Accou	nt Activation
	Steps
U Confi	2073 3070 4073 50-7073 8073 9073 (0) Iser rmation Authentication Verification Terms and Authentication Authentication Setup Conditions Confirmation - Mobile Confirmation - CQA Password Succe
	Password violation: Password should not contain special character(s).
	Login ID : tm90089
	Please setup a password for login Password Strength[?]
1	Password Match
	Cancel Continue
Error M	Cancel Continue Message will appear to notify user if the password inserted by user is contains s
Error N charac	Cancel Continue Message will appear to notify user if the password inserted by user is contains sters. User is not able to proceed.
Error M charac User A	Cancel Continue Message will appear to notify user if the password inserted by user is contains sters. User is not able to proceed. ction: User Action: Your New Password must meet the password policy as bel
Error M charac User A • M	Cancel Continue Message will appear to notify user if the password inserted by user is contains sters. User is not able to proceed. ction: User Action: Your New Password must meet the password policy as bel Must be between 6 and 8 characters in length
Error M charac User A • M • Y	Cancel Continue Message will appear to notify user if the password inserted by user is contains sters. User is not able to proceed. ction: User Action: Your New Password must meet the password policy as bel Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z)
Error M charac User A • M • Y	Cancel Continue Message will appear to notify user if the password inserted by user is contains sters. User is not able to proceed. ction: User Action: Your New Password must meet the password policy as bel Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0
Error M charac User A • M • Y • M	Cancel Continue Message will appear to notify user if the password inserted by user is contains sters. User is not able to proceed. ction: User Action: Your New Password must meet the password policy as bel Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0
Error M charac User A • N • Y • M	Cancel Continue Message will appear to notify user if the password inserted by user is contains a ters. User is not able to proceed. Insert the password policy as below the password policy as below the password policy as below the between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Insert the password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Inimum ONE(1) Lowercase
Error M charac User A • M • Y • M • M • M	Cancel Continue Message will appear to notify user if the password inserted by user is contains a ters. User is not able to proceed. Inserted by user is contains a set of the password must meet the password policy as belower of and 8 characters in length Must be between 6 and 8 characters in length Inserted by user is contains a set of the password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Inimum ONE(1) Lowercase Minimum ONE(1) Uppercase Inimum ONE(1) Uppercase
Error M charac User A • N • N • N • N • N	Cancel Continue Message will appear to notify user if the password inserted by user is contains sters. User is not able to proceed. ction: User Action: Your New Password must meet the password policy as bel Must be between 6 and 8 characters in length Your password must begin with alphabet (A-Z, a-z) Maximum Special (!@#\$% ^&*()): 0 Minimum ONE(1) Lowercase Minimum ONE(1) Uppercase

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40.	Error Message: Password 5 passwords in history list.	violation: New password mu	st not be the same as the previous
	073 2073 3073 User Confirmation Authentication Verific	Steps	8070 907 10070 Authentication Confirmation - CQA Password Success
	Passw passw	rord violation: New password must not be the sa ords in history list.	ame as the previous 5
	Login ID :	tm90089	
	Please setup a password fo	or login	Password Strength[?]
	Confirmed New Password :	•••••	Password Match
		-	Cancel Continue
	Error Message will appear to previous 5 passwords in his	o notify user if the password i tory list. User is not able to pr	nserted by user is same as the oceed.
	User Action: You must not re	euse your previous 5 passwo	rds in history list.

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NO	STEPS
1.	Hint: Key in your NRIC Number if you are Malaysian.
	Key in your Passport Number if you are Non-Malaysian.
	Account Activation
	Steps
	User Confirmation Authentication Verification Terms and Confirmation - Mobile Confirmation - CQA Password Success
	Login ID : tm90089
	NRIC [?]
	(Eg. 85000/115211): Key in your NRIC Number if you are Malaysian.
	Key in your Passport Number if you are Non-Malaysian.
	Hint will appear to notify user when mouse over to [?] next to NRIC.

2.1.1.3 Event Handling – Hint

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Account Activation					
		Step	IS		
User Confirmation Authentication	30%	erms and Aut	hentication nation - Mobile	80% Authentication Confirmation - CQA	Setup Password Success
Login ID :	tm90089				
Please choose an	image and key in a j	phrase for your imag	e. Please choose	a phrase that you can re	emember.
		тм			
	e al	Ŏ	Ó		
		4			
Passphrase :				[?]	
Please complete t response to your i	he challenge respon nquiry (user self-serv	se setup below. You rice).	'll need to rememb	A passphrase is s usage, but is gen	imilar to a password in erally longer for added
In what city was y	ou primary school?	Answer		Security.	
		Confirm Answer			
What is your favo	rite color?	Answer			
		Confirm Answer			
			_	Canad	Continue
				Cancel	Continue

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	n length
Minimum Number of Character Type Rul	es That Must Pass: All
Minimum Begin Alpha: 1	
Maximum Special: 0	
Minimum Alpha: 1	
Minimum Numeric: 1	
Minimum Lowercase: 1	
Minimum Uppercase: 1	
Number of Previous Password that Cann	not be Reused: 5
User Confirmation Authentication Verification Conditions Condition	Steps Must be between 6 and 8 characters in length Minimum Number of Character Type Rules That Must Pass: All Minimum Begin Alpha: 1 Maximum Special: 0 Minimum Numeric: 1 Minimum Numeric: 1
User Confirmation Authentication Verification Terms and Conditions Conditions	Steps Must be between 6 and 8 characters in length Minimum Number of Character Type Rules That Must Pass: All Authentica Minimum Begin Alpha: 1 Maximum Special: 0 Minimum Numeric: 1 Minimum Lowercase: 1 Minimum Uppercase: 1
User 30% 40% User Authentication Verification Terms and Conditions Cond	Steps Must be between 6 and 8 characters in length Minimum Number of Character Type Rules That Must Pass: All Minimum Begin Alpha: 1 Maximum Special: 0 Minimum Numeric: 1 Minimum Duppercase: 1 Minimum Uppercase: 1 Maximum Number of Previous Password: 5

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	Account Activation					
	Steps User Confirmation Authentication Verification Verification Terms and Confirmation - Mobile Confirmation - CQA Password Success					
	Please enter your IDM Login ID Login ID :					
	Cancel Continue					
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