## 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.
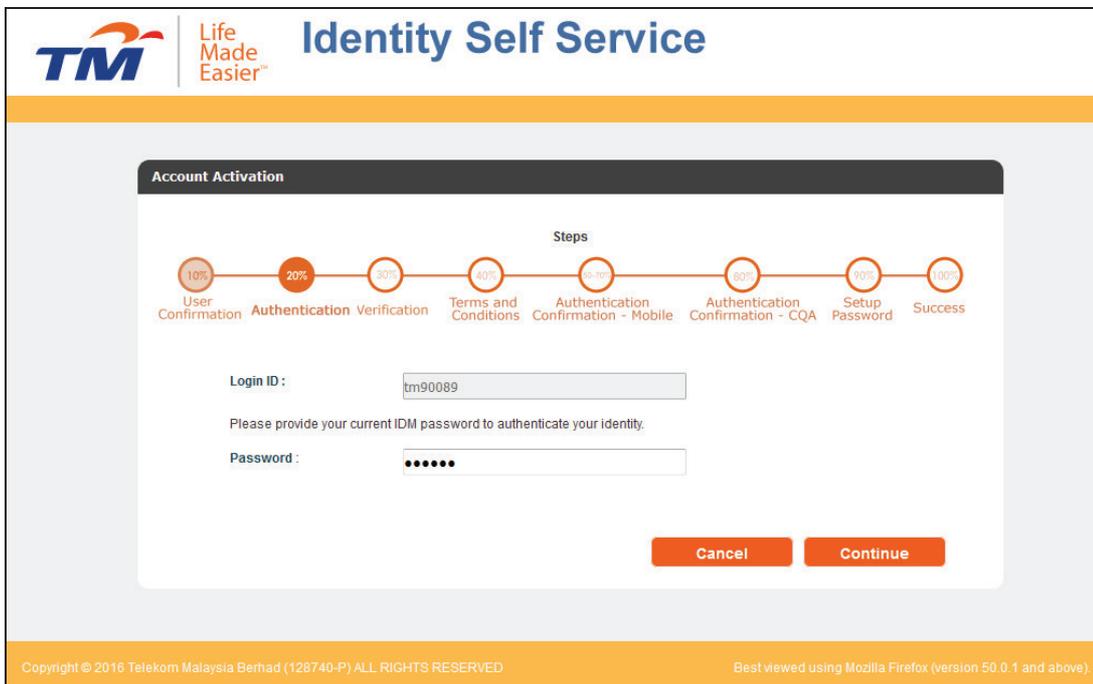
2.1.1.1 Event Handling – Success Case

NO	STEPS
1.	Go to IDSS via URL https://idss.tm.com.my At the Home page, click on link under 'If you have not registered your mobile number. Click here'.
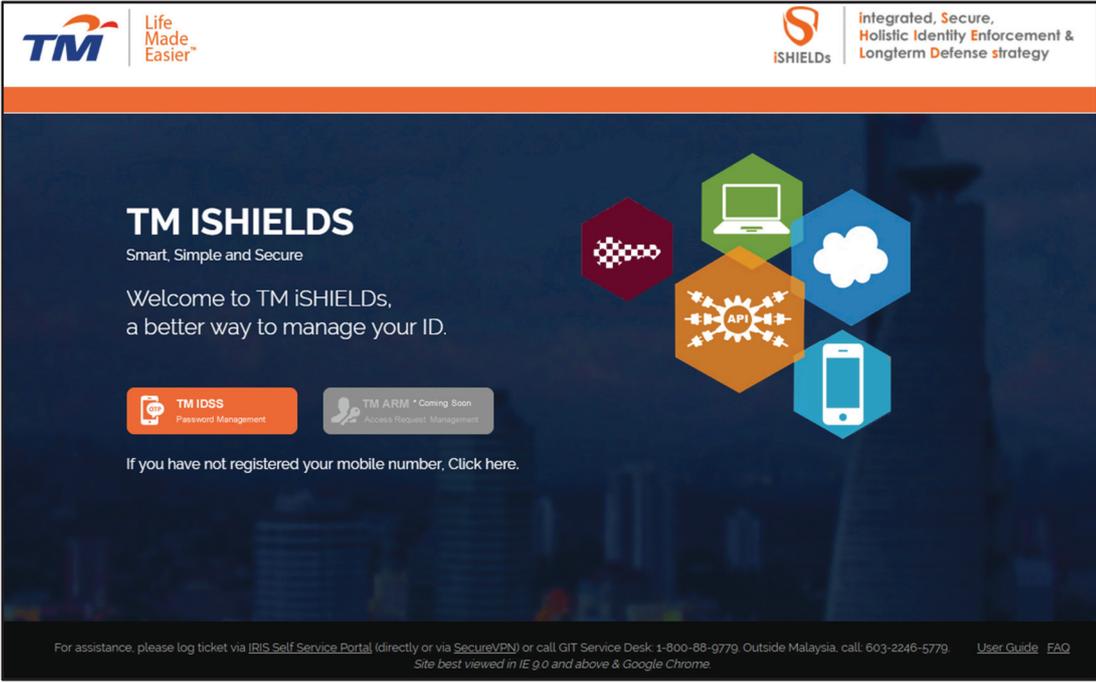
2.	The first step for Existing User Activation process is 'User Confirmation'. Enter your existing IDM Login ID.
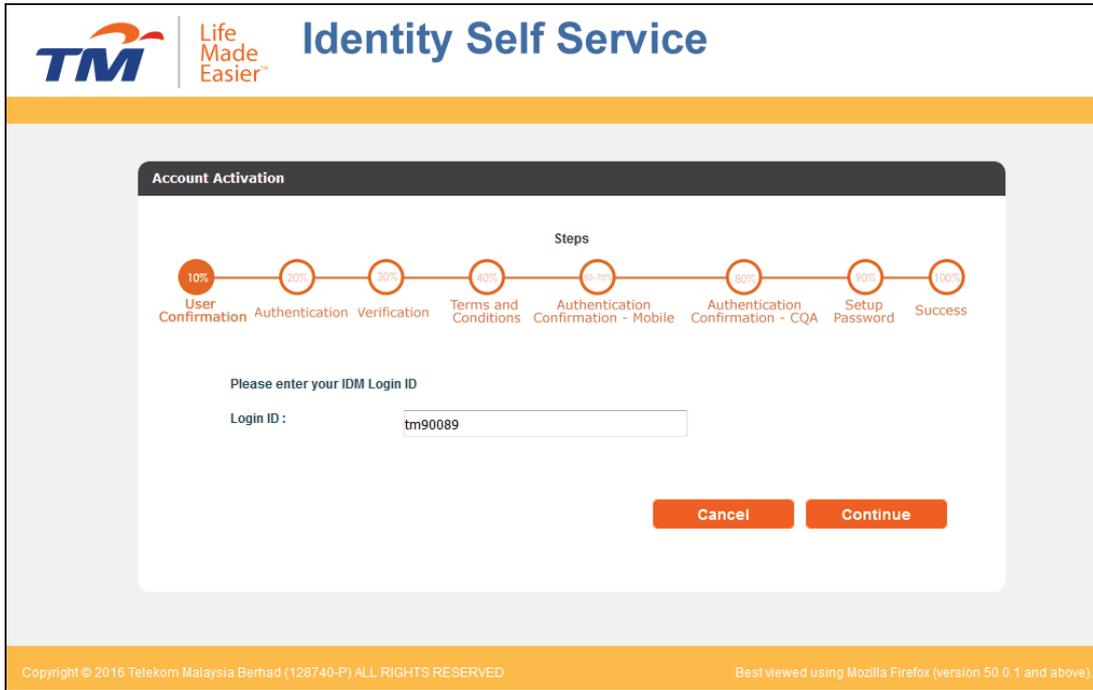
3.	In second step 'Authentication', enter your existing IDM Password.

4.	In third step 'Verification', enter your NRIC.
5.	In forth step 'Terms and Conditions', read and scroll down terms and conditions, then tick on 'I agree on terms and condition' and click 'Agreed' button.

6.	In fifth step 'Authentication Confirmation – Mobile', enter your mobile number and click on 'Verify'. If mobile number verified correctly, additional row with One-Time Password will appear. Click on 'Request OTP' and SMS will send to your mobile. Enter the 6 digits received and click 'Continue'.

7.	In sixth step 'Authentication Confirmation – CQA', select passphrase image and slogan, then key in answers to the challenge response question.

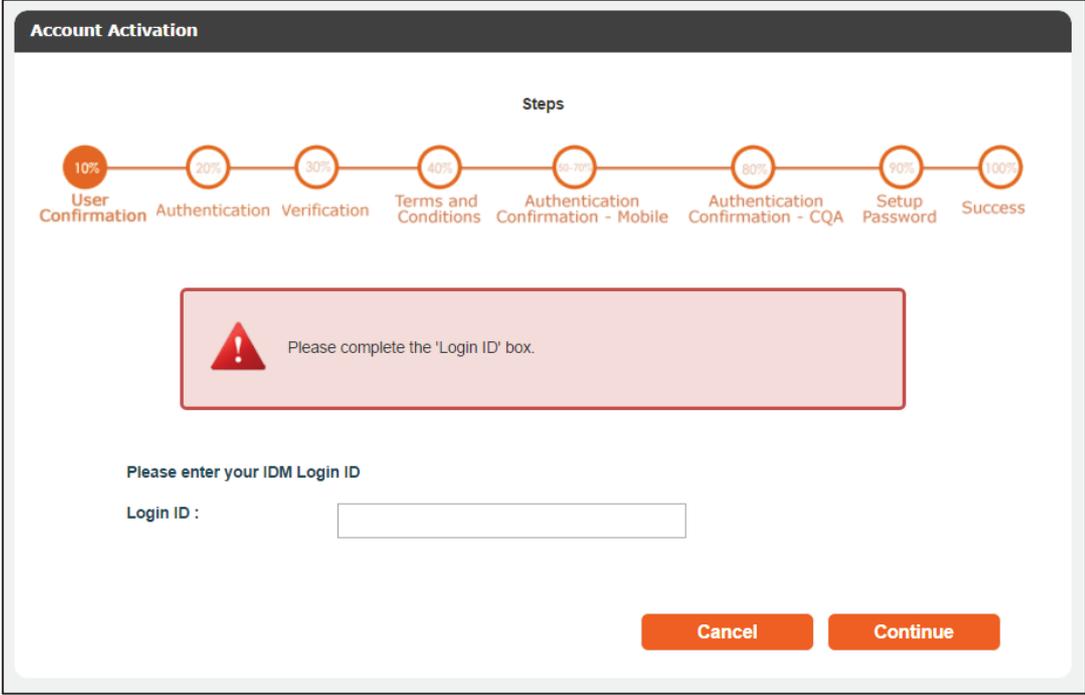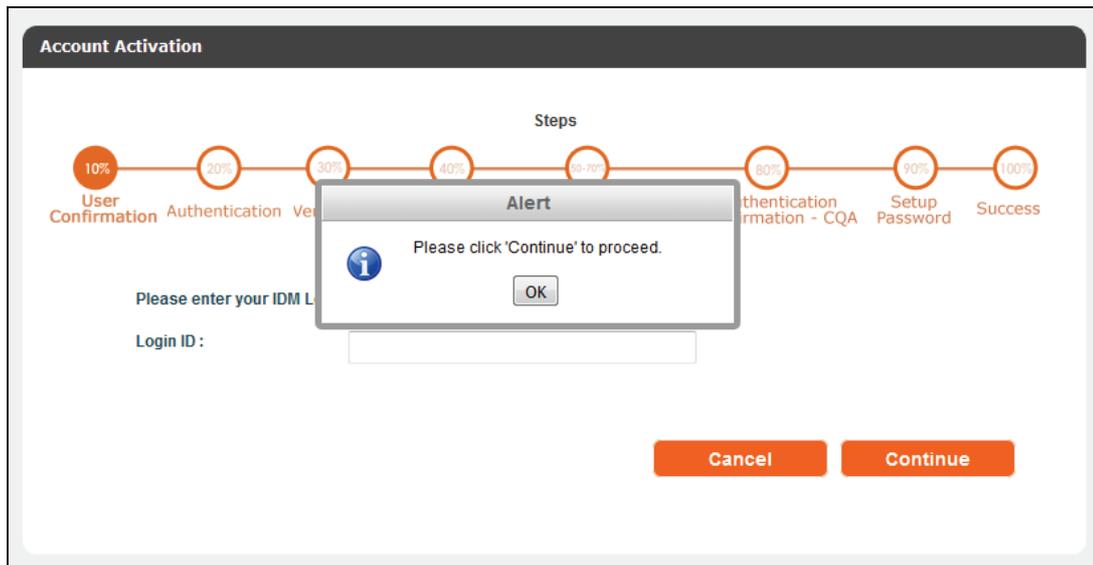| 8.	Last step 'Setup Password', enter new password to change your existing IDM Password.
	Account Activation Steps 10% User Confirmation — 20% Authentication — 30% Verification — 40% Terms and Conditions — 50-70% Authentication Confirmation - Mobile — 80% Authentication Confirmation - CQA — **90% Setup Password** — 100% Success Login ID : tm90089 Please setup a password for login New Password : _____ Password Strength[?] Confirmed New Password : _____ Cancel Continue
9.	Finally, you will come to success page.
	Account Activation Steps 10% User Confirmation — 20% Authentication — 30% Verification — 40% Terms and Conditions — 50-70% Authentication Confirmation - Mobile — 80% Authentication Confirmation - CQA — 90% Setup Password — **100% Success** ✓ You have successfully registered your mobile number and activated your IDSS account. This is a one-time registration of IDSS account. You may resume access to application(s) using this password. Redirecting in 27 seconds OK You have successfully registered your mobile number and activated your IDSS account. This is a one-time registration of IDSS account. You may resume access to application(s) using this password.

2.1.1.2 Event Handling – Fail Case.

NO	STEPS
1.	Error Message: Please complete the 'Login ID' box. **Account Activation** Steps 10% User Confirmation · 20% Authentication · 30% Verification · 40% Terms and Conditions · 60-70% Authentication Confirmation - Mobile · 80% Authentication Confirmation - CQA · 90% Setup Password · 100% Success ⚠ Please complete the 'Login ID' box. Please enter your IDM Login ID Login ID : [ ] Cancel Continue Error message will appear to notify user if the Login ID box is blank. User is not able to proceed. User Action: Please provide your IDM Login ID in the box and click 'Continue' button.

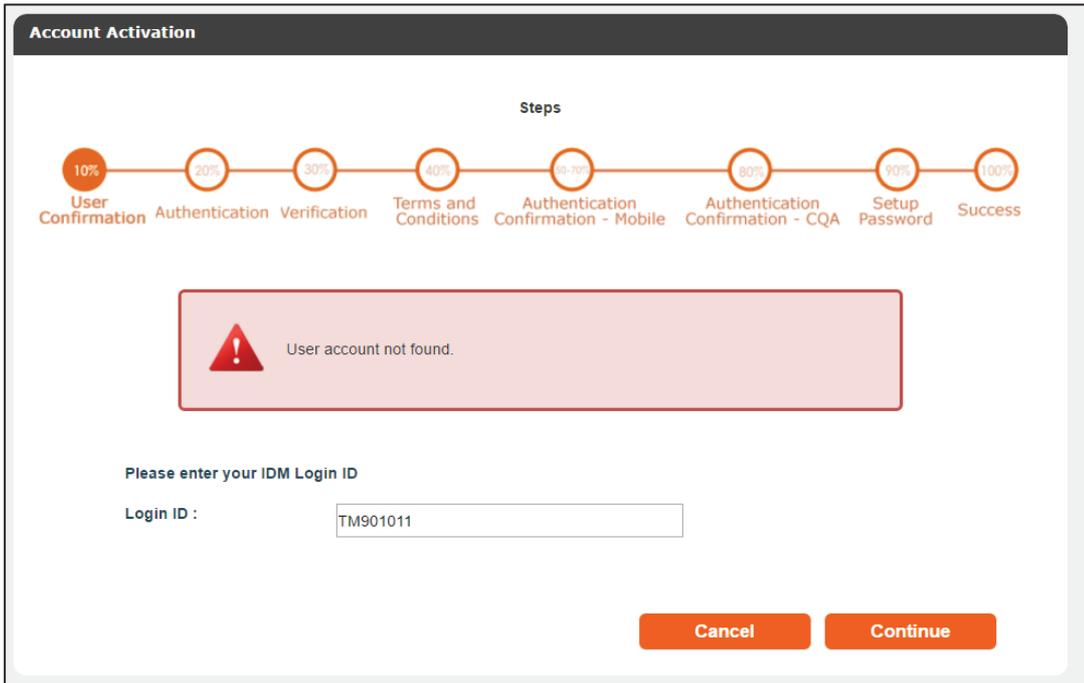| 2.	Error Message: Please click 'Continue' to procced.
	Error message will appear to notify user if press 'Enter' in keyboard. User is not able to proceed. User Action: Please click on the 'Continue' button instead of using 'Enter' in keyboard.

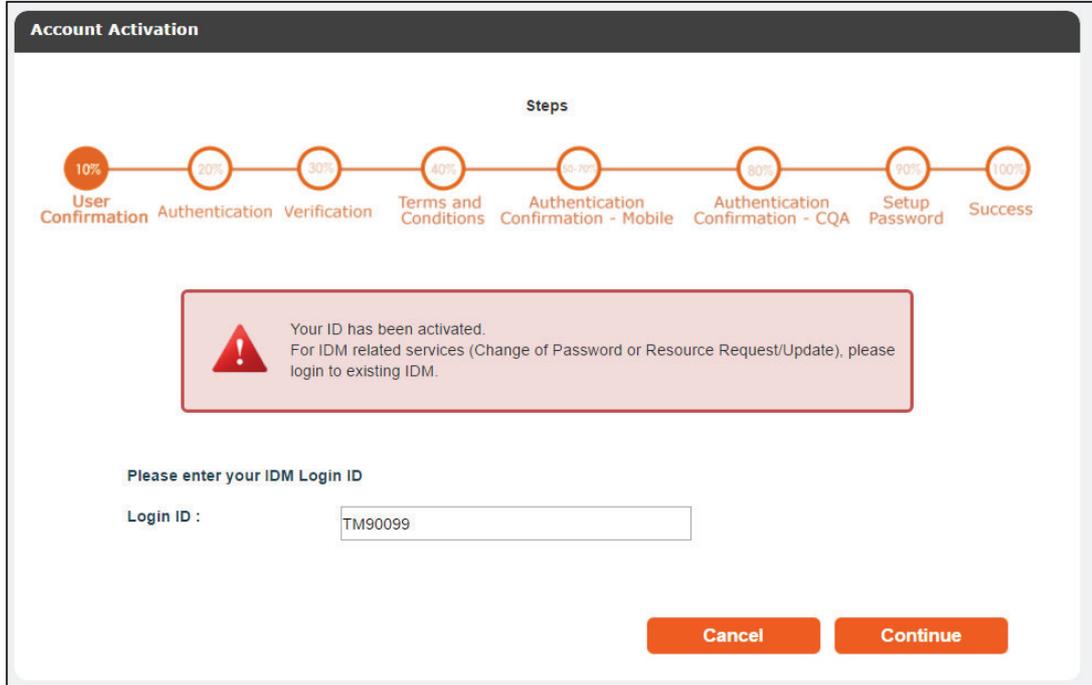| 3.	Error Message: User account not found.
	Error message will appear to notify user if the Login ID is either non-existing user ID or wrong Login ID has been inserted. User is not able to proceed.
	User Action: Please ensured that you entered your correct Login ID. If the error persists, log to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk's assistance.

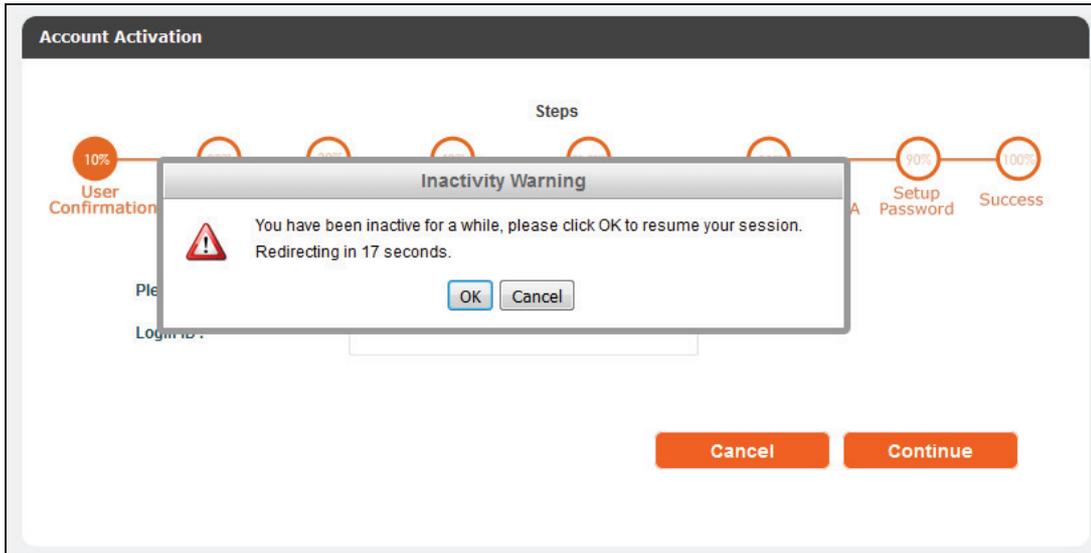| 4.	Error Message: Your ID has been activated. For IDM related services (Change of Password or Resource Request/Update), please login to existing IDM. **Account Activation** Steps 10% User Confirmation · 20% Authentication · 30% Verification · 40% Terms and Conditions · 60-70% Authentication Confirmation - Mobile · 80% Authentication Confirmation - CQA · 90% Setup Password · 100% Success ⚠ 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.

5.	Error Message: User account already terminated.
	Error message will appear to notify user if the Login ID entered has been terminated. User is not able to proceed. User Action: Log to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk's assistance.
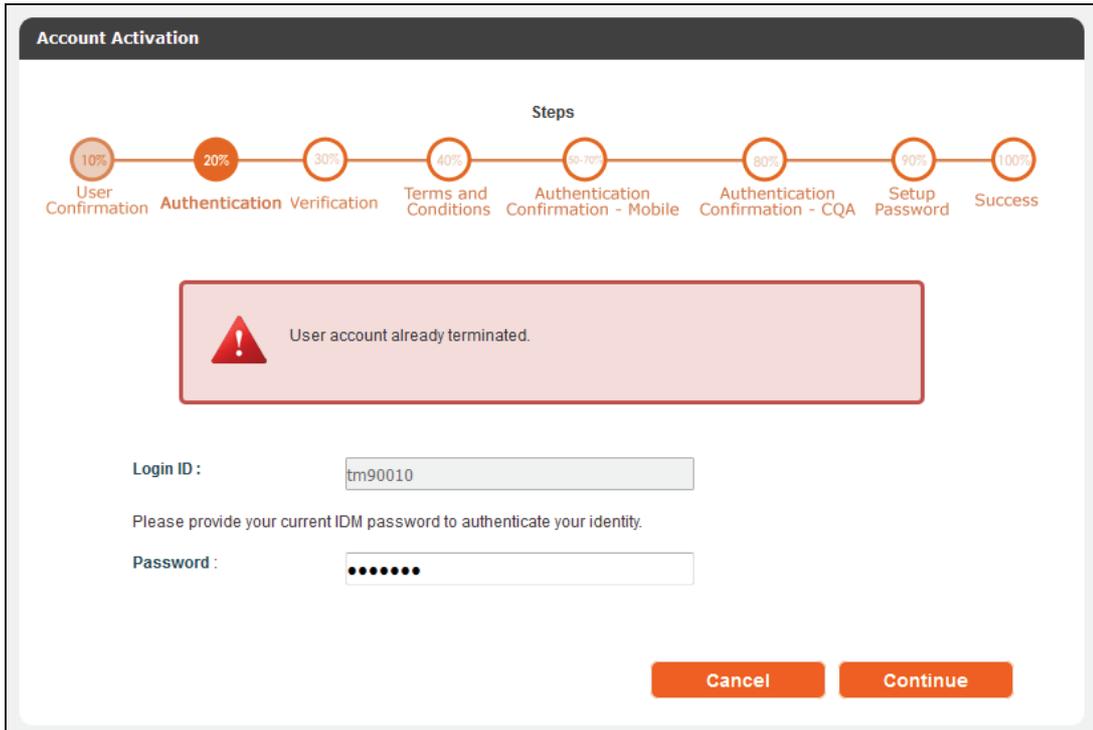
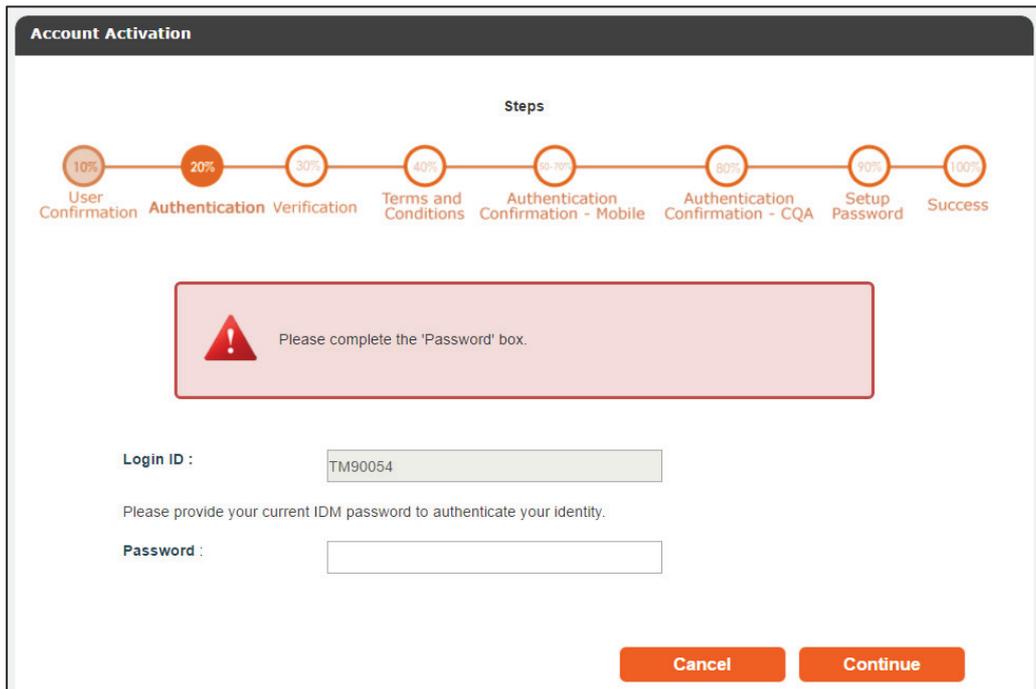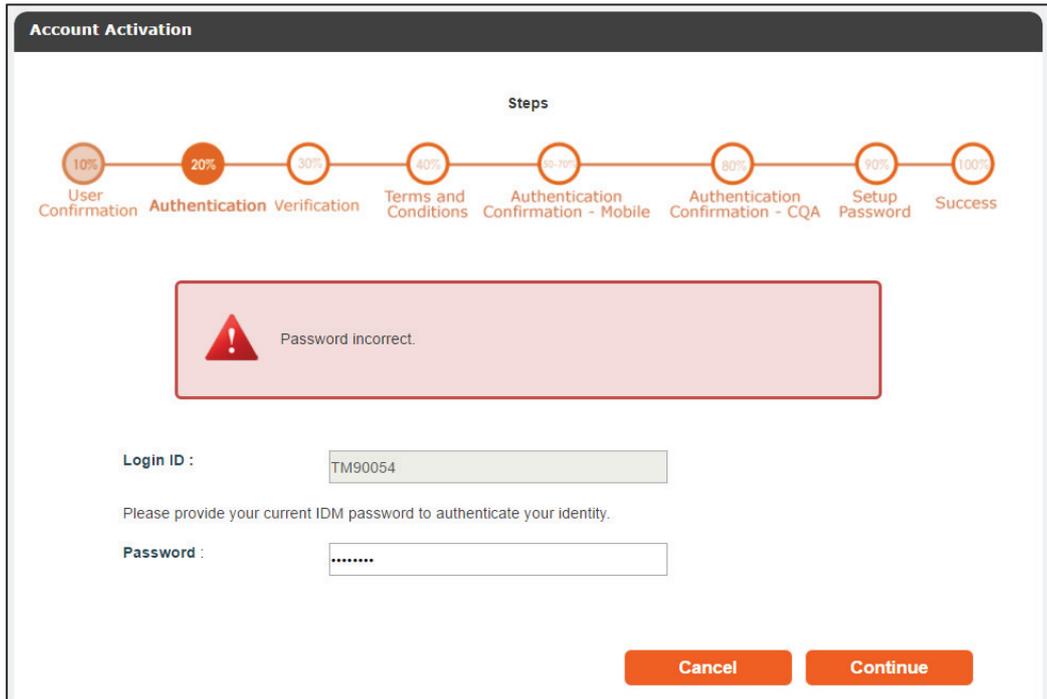| 6.	Error Message: You have been inactive for a while, please click OK to resume your session.
	Error message will appear to notify user if the session has expired.
	User Action: The session is expiring soon. Please click on OK to resume the session or Cancel to end the session.

7.	Error Message: Please complete the 'Password' box.
	Error message will appear to notify user if the Password box is blank. User is not able to proceed.
	User Action: Please provide your IDM Password in the box and click 'Continue' button.

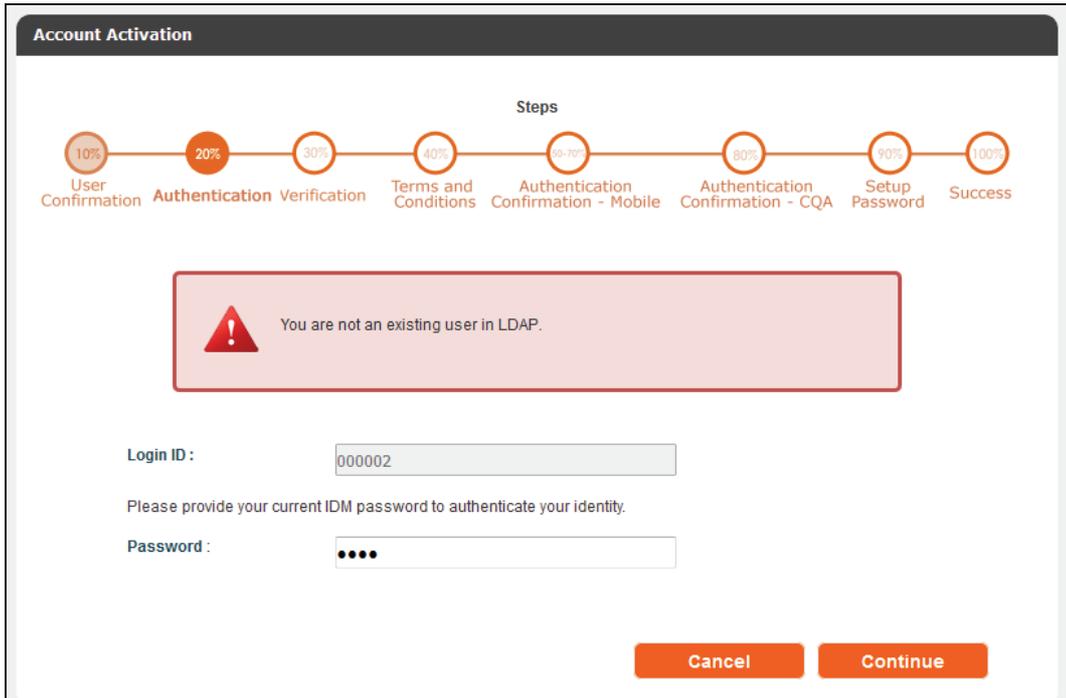| 8.	Error Message: Password incorrect
	Error message will appear to notify user if the Password is incorrect. User is not able to proceed.

User Action: Please ensure that you entered your correct current IDM password. If the error 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. |

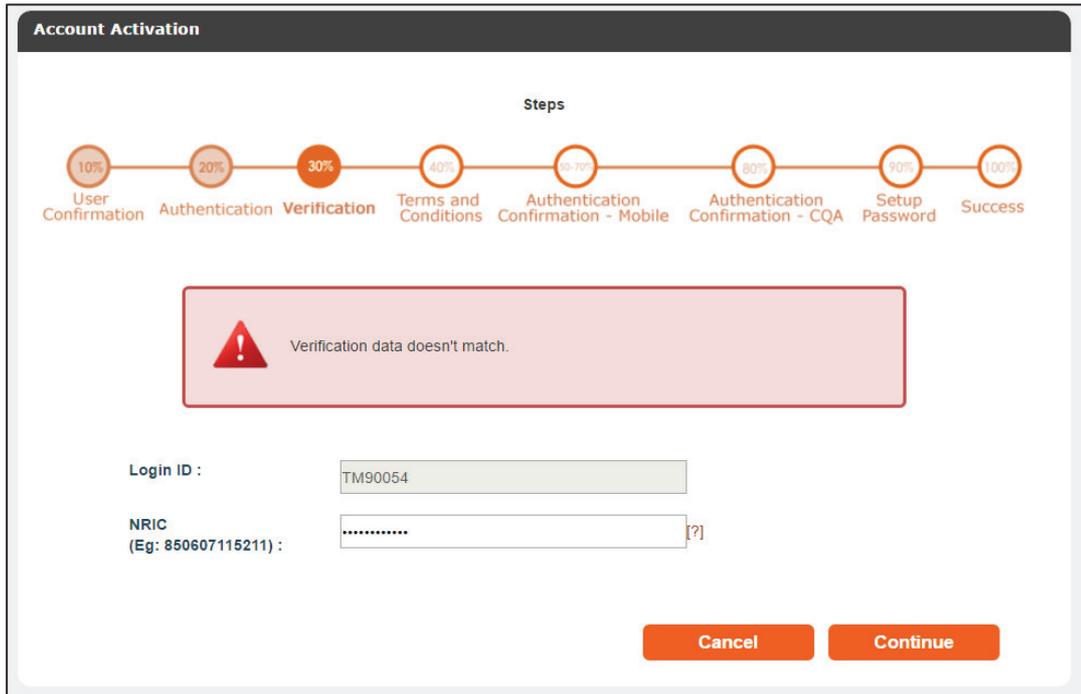| 9.	Error Message: You are not an existing user in LDAP.
	Account Activation Steps 10% User Confirmation — 20% Authentication — 30% Verification — 40% Terms and Conditions — 50-70% Authentication Confirmation - Mobile — 80% Authentication Confirmation - CQA — 90% Setup Password — 100% Success ⚠ You 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 current IDM. User is not able to proceed. User Action: Please ensure that you entered your correct IDM Login ID. If the error persists, log to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk's assistance.

| 10.	Error Message: Please fill in the blank.
	Account Activation **Steps** 10% User Confirmation — 20% Authentication — **30% Verification** — 40% Terms and Conditions — 50-70% Authentication Confirmation - Mobile — 80% Authentication Confirmation - CQA — 90% Setup Password — 100% Success ⚠ Please fill in the blank. Login ID : tm90089 NRIC (Eg: 850607115211) : [?] Cancel Continue Error message will appear to notify user if the NRIC Box is blank. User is not able to proceed. User Action: Please provide your NRIC in the box and click 'Continue' button.

11.	Error Message: Verification data doesn't match.
	Error message will appear to notify user if the NRIC is incorrect. User is not able to proceed.
	User Action: Check if there is any mistake in your data input (NRIC).

12.	Error Message: 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.
	Error message will appear to notify user if user click on 'Reject' button.
	User Action: You'll need to scroll down the Terms and Conditions until the end, then check the "I Agree on Terms and Conditions" checkbox to show the 'Accept' button.
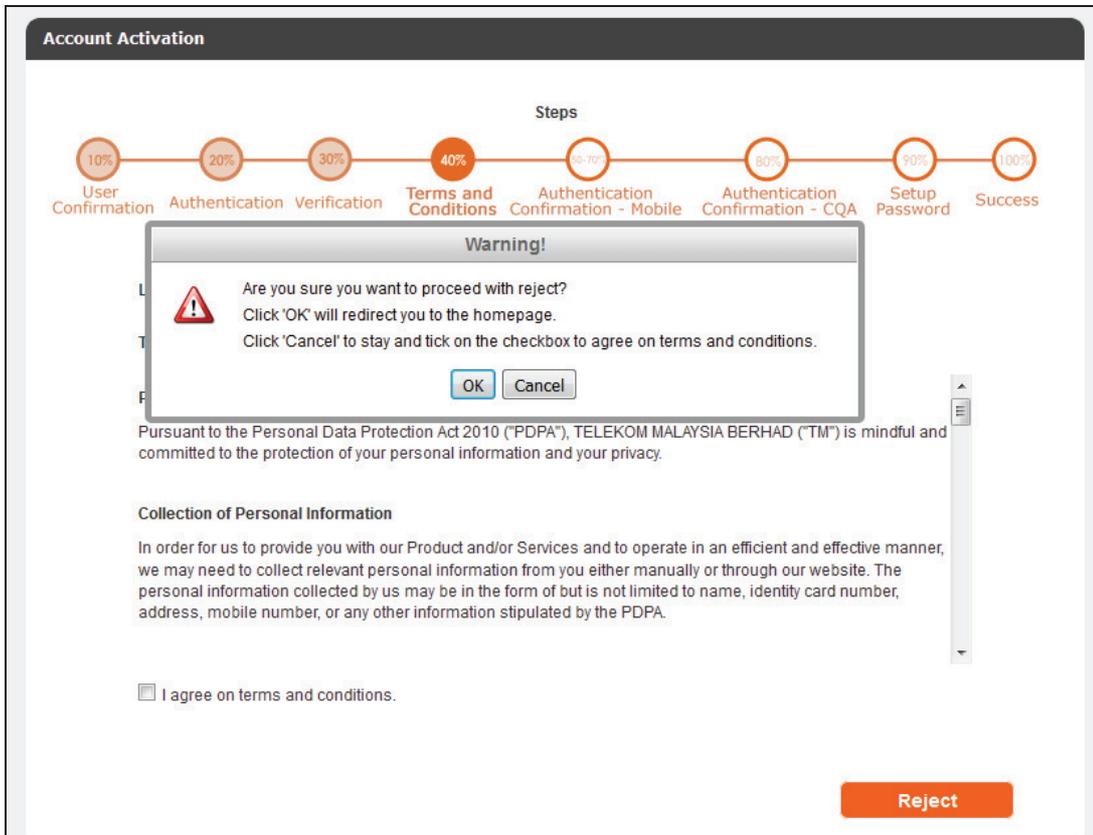
13.	Error Message: Please read and scroll down the Terms & Conditions until the end.
	Error message will appear to notify user if click 'I agree on terms and conditions' without reading and scroll down the Terms and Conditions until the end. User Action: You'll need to scroll down the Terms and Conditions until the end, then check the "I Agree on Terms and Conditions" checkbox to show the 'Accept' button.
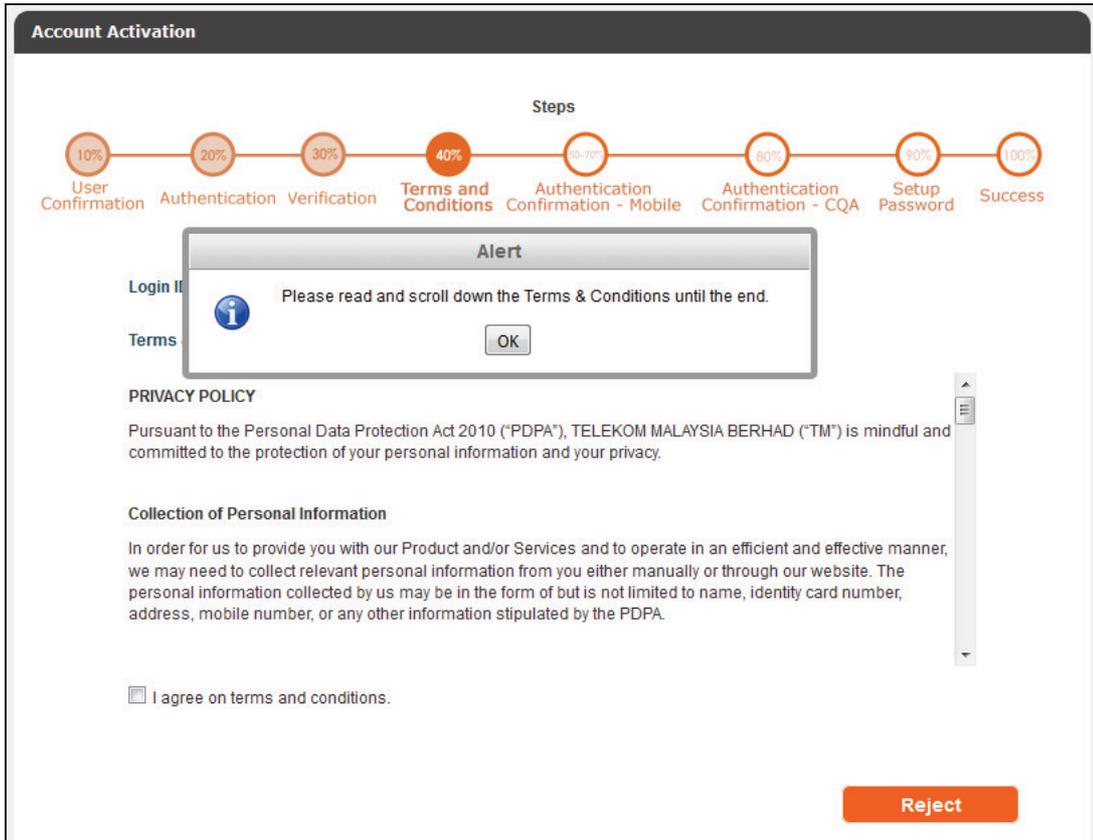
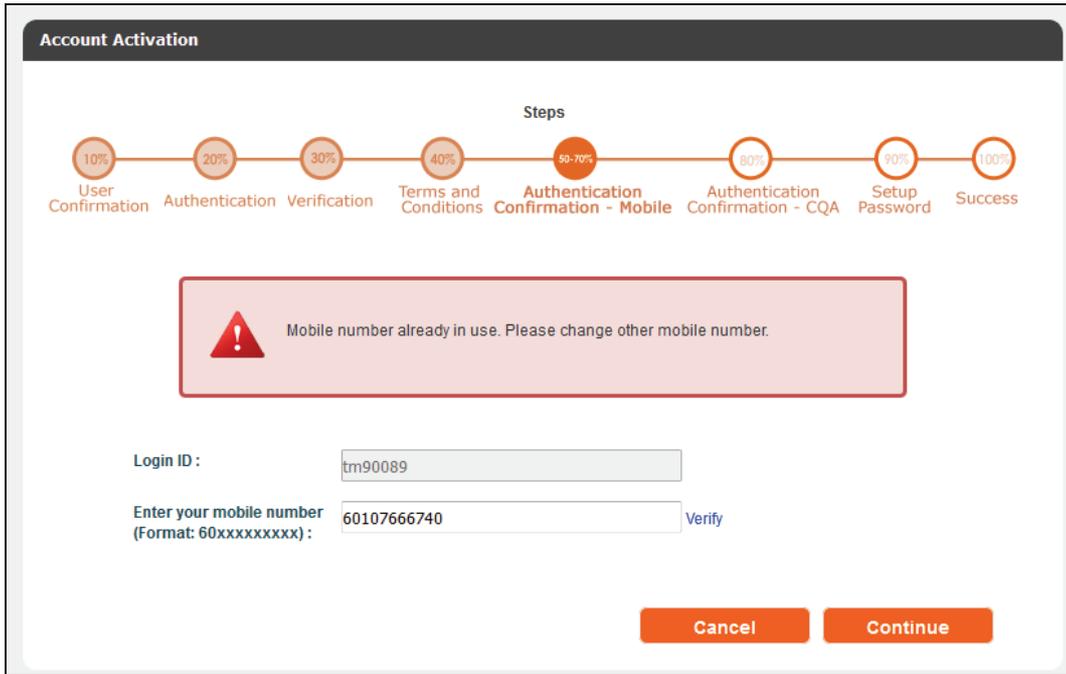| 14.	Error Message: Please enter mobile number.
	Please verify mobile number.
	Error message will appear to notify user that mobile number box is blank. User is not able to proceed.
	User Action: Please provide your Mobile Number in the box and click 'Verify'.
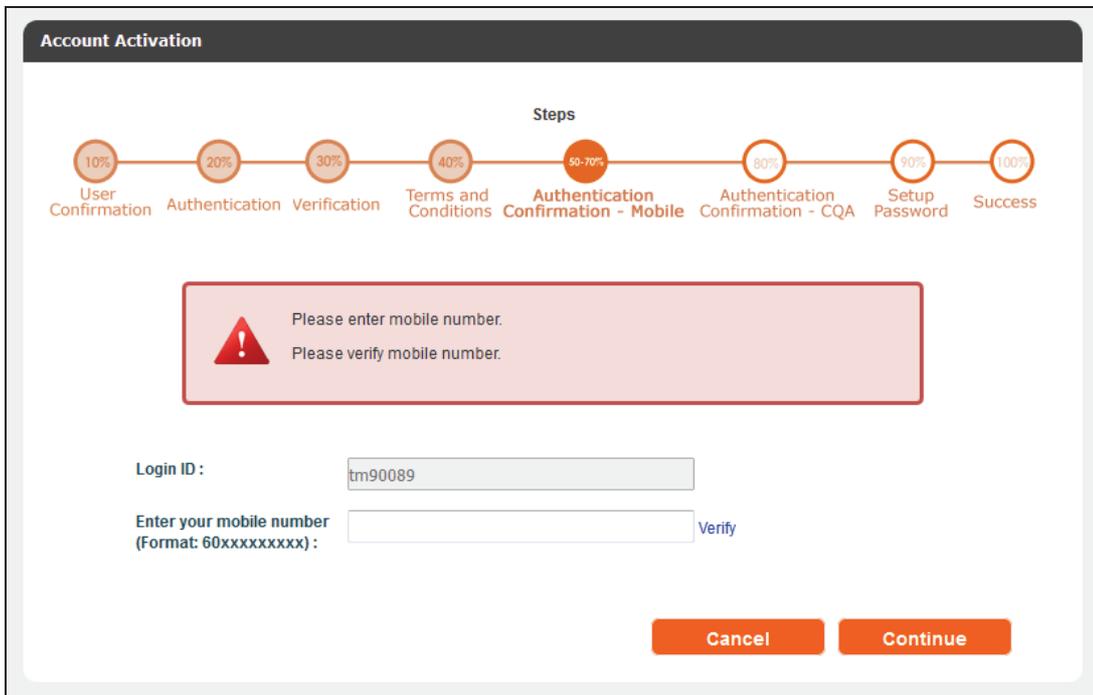
15.	Error Message: Please enter mobile number.
	Error message will appear to notify user that mobile number is blank. User is not able to proceed.
	User Action: Please provide your Mobile Number in the box and click 'Verify'.

16.	Error Message: Please verify mobile number.
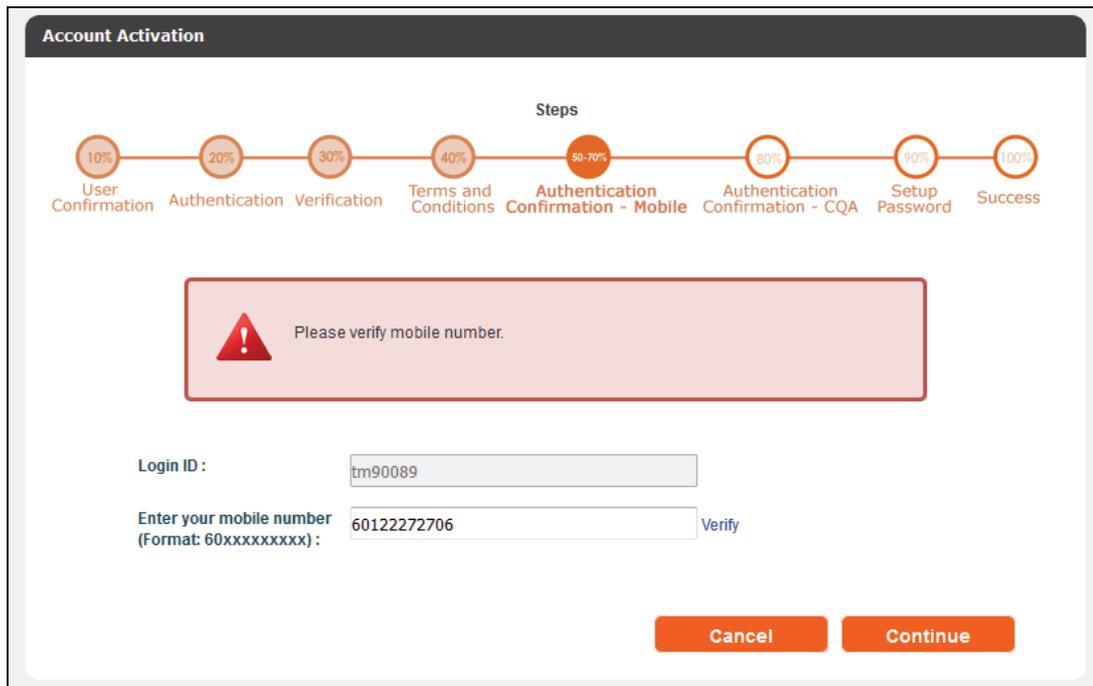
Error message will appear to notify user that mobile number has not been verified. User is not able to proceed.

User Action: Please click 'Verify' instead of 'Continue' button. |

17.	Error Message: Mobile number must be started with 60
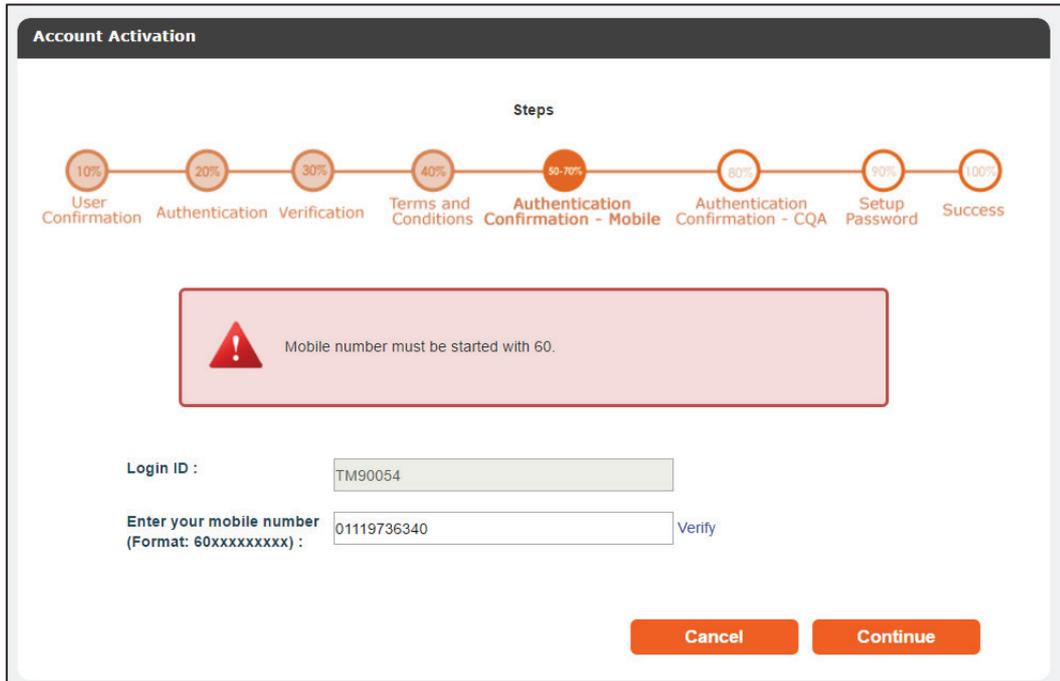
Error message will appear to notify user that the mobile number is invalid. User is not able to proceed.

User Action: Please provide your valid mobile number in the box and click 'Verify'.

18.	Error Message: Mobile number length must be either 11 or 12
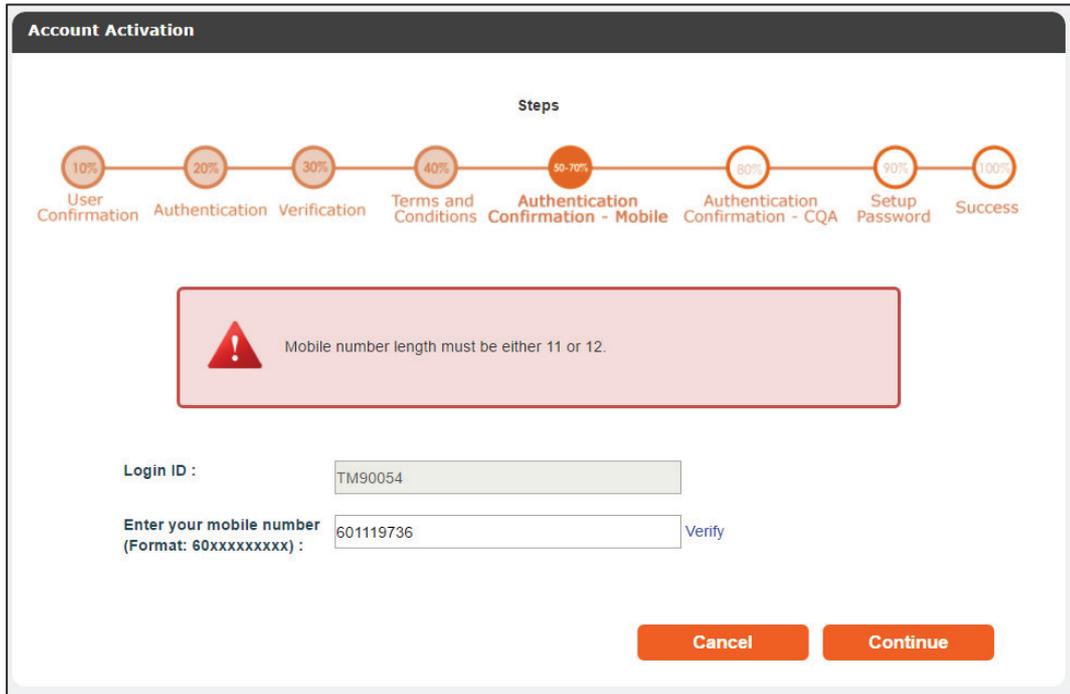
Error message will appear to notify user that the mobile number is less/more than the minimum length. User is not able to proceed.

User Action: Please provide your valid mobile number in the box and click 'Verify'.

19.	Error Message: Mobile number already in use. Please change another mobile number.
	Error message will appear to notify user if the current mobile number entered has been registered previously. User is not able to proceed. User Action: The number you chose already being registered for OTP IDM purpose. Please try other number.

20.	Error Message: Please enter OTP.

Error message will appear to notify user if the One-Time Password is blank. To get One-Time Password, user need to press on 'Click here to request OTP'.

User Action: Please provide One-Time Password in the box and click 'Continue' button. |

21.	Alert: One-Time Password has been sent successfully.
	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.
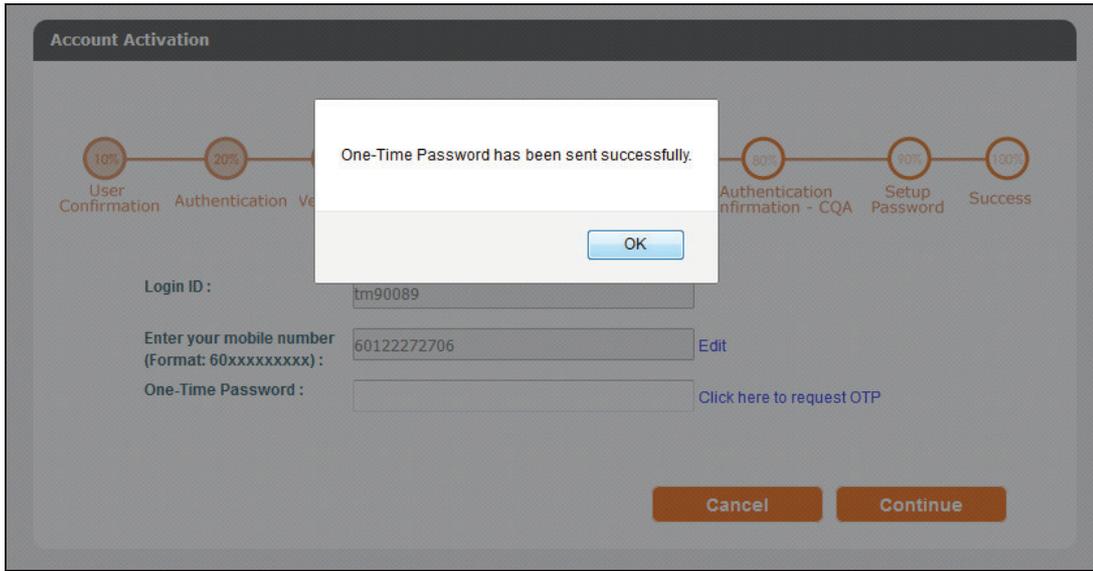
22.	Error Message: Please wait for 2 minutes before click to resend
	Error message will appear to notify the user to wait for another 2 minutes If the 'Request OTP' has been pressed twice.

User Action: After an OTP request is made, OTP will expire within 2 minutes. You need to waif for 2 minutes before click to resend. |

23.	Error Message: One time password authentication failed. Please enter correct one time password number.
	Error Message will appear to notify user if the OTP is wrong or OTP length is less/more than 6 characters.
	User Action: Please ensured that you entered the correct One-Time password that was sent to your mobile. If the error persists, Log to IRIS or call 1-800-88-9779 / 603-2246 5779 and choose option 2 for GIT Service Desk's assistance.

24.	Error Message: Please select one of the image.
	Please complete the 'Passphrase' box.
	Error Message will appear to notify user if image is not selected and Passphrase Box is blank.
	User Action: Please select one image, passphrase, answers to challenge response and click 'Continue' button.

25.	Error Message: Please select one image.

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.

26.	Error Message: Please complete the 'Passphrase' box.
	Error message will appear to notify user if Passphrase Box is blank. User Action: Please select one image, passphrase, answers to challenge response and click 'Continue' button.

27.	Error Message: Please fill in your challenge answer.

Error message will appear to notify user that Challenge response question Box is blank.

User Action: Please select one image, passphrase, answers to challenge response and click 'Continue' button.
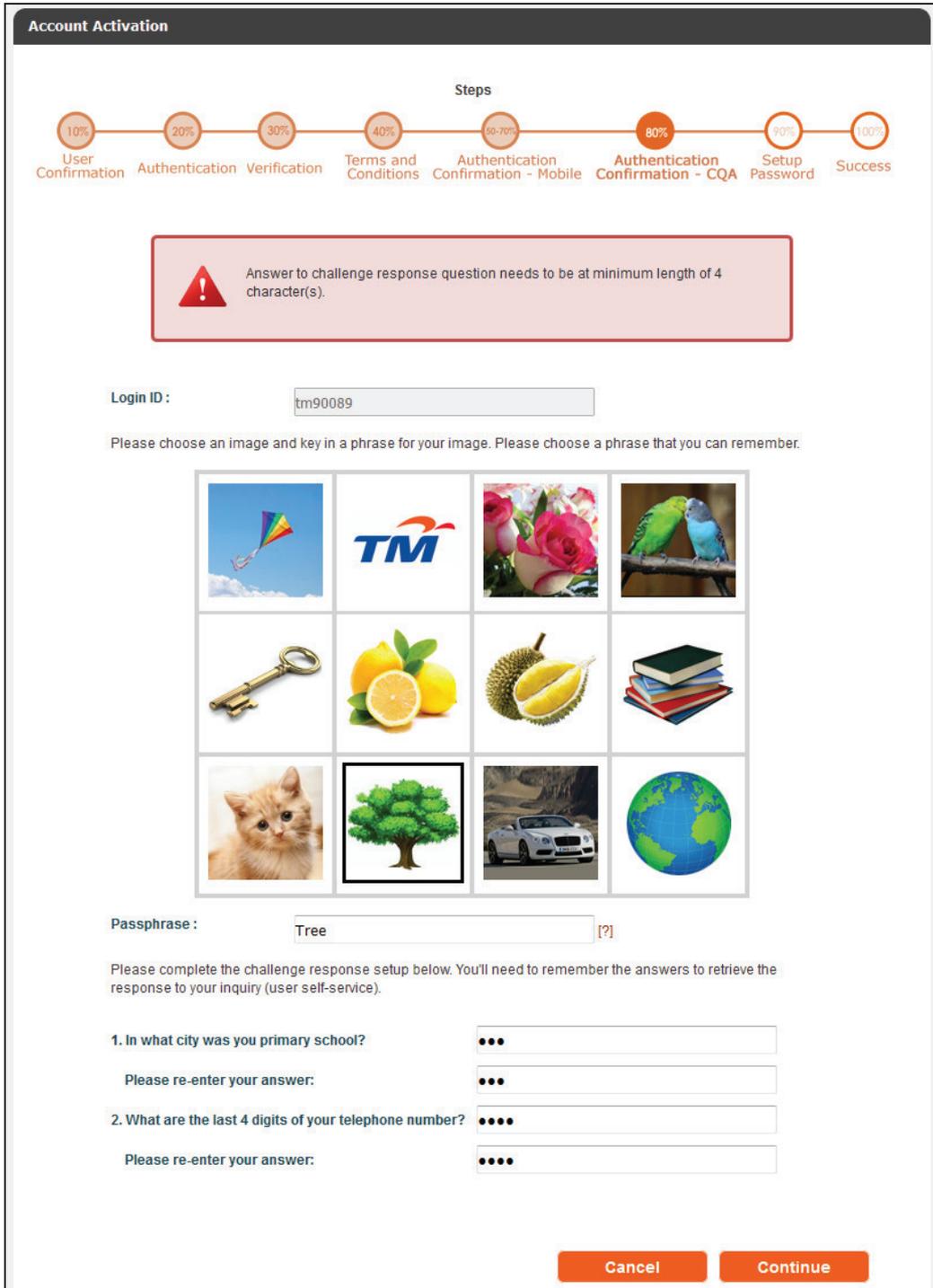
28.	Error Message: Answers don't match.

Error message will appear to notify user that the answered entered by user on both challenge response question Boxes do not match.
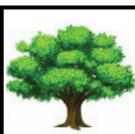
User Action: Please enter same answers on 'Please re-enter your answer' and click 'Continue' button.

29.	Error Message: Answer to challenge response question needs to be at minimum length of 4 character(s).

Error message will appear to notify user if the answer to the challenge response question entered by user is less than 4 digits.

User Action: Please enter each answer longer than 4 characters for challenge response questions.

30.	Error Message: Answer to challenge response question needs to be unique. No repeated answer allowed.

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.

| 31.	Error Message: Please complete the 'New Password' box.
	Please complete the 'Confirmed New Password' box.

Error Message will appear to notify user if the Setup Password Box is blank. User is not able to proceed.

User Action: Please provide your New Password in the box and click 'Continue' button.

32.	Error Message: Password violation: Password length must be at least 6 character(s).
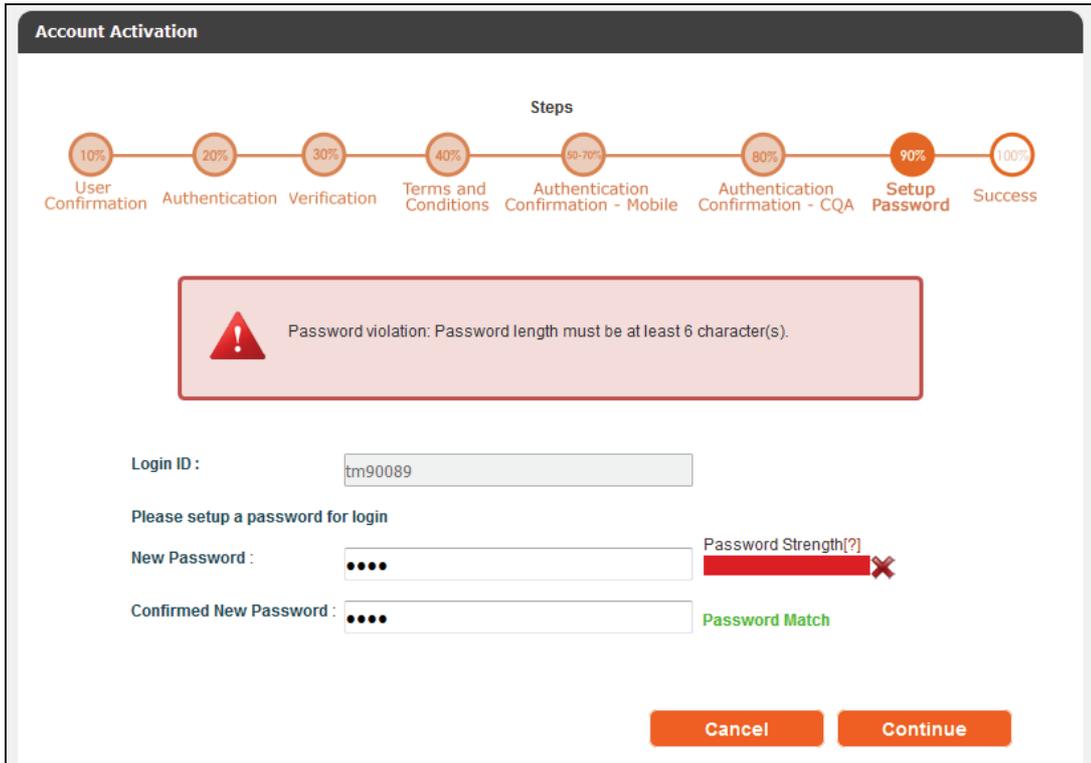
Error Message will appear to notify user if the length of password inserted by user is less than 6 characters. User is not able to proceed.

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

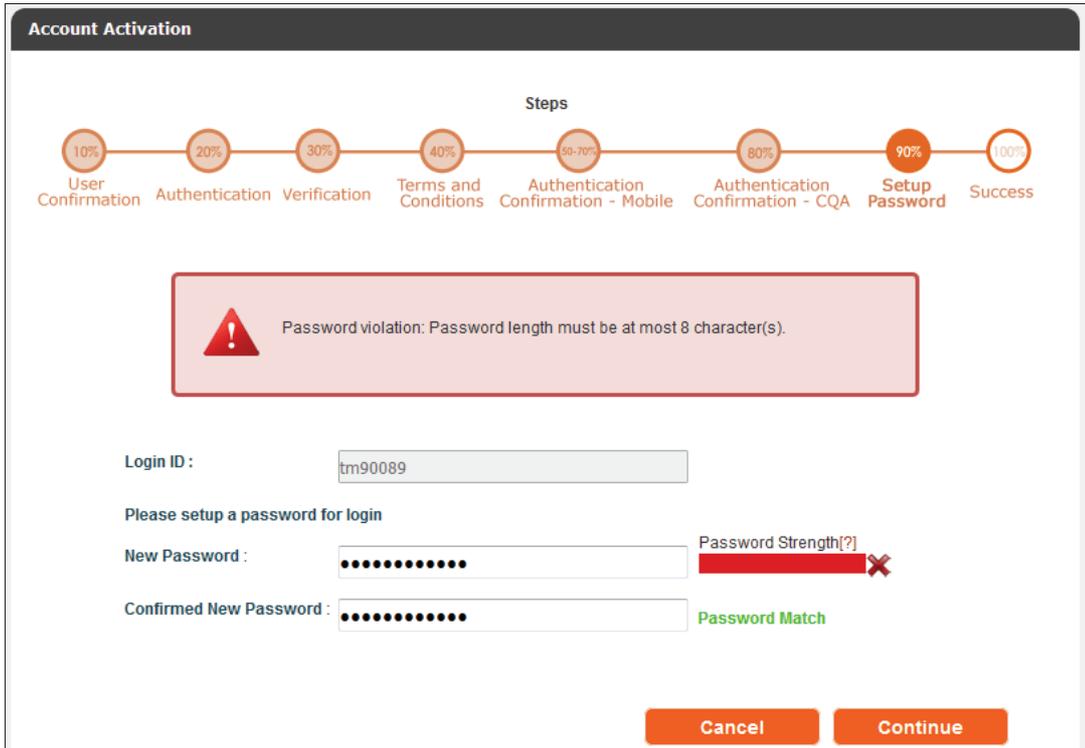| 33.	Error Message: Password violation: Password length must be at most 8 character(s).

Error Message will appear to notify user if the length of password inserted by user is more than 8 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

34.	Error Message: Password violation: Password must be at least 1 alphabetical character(s).

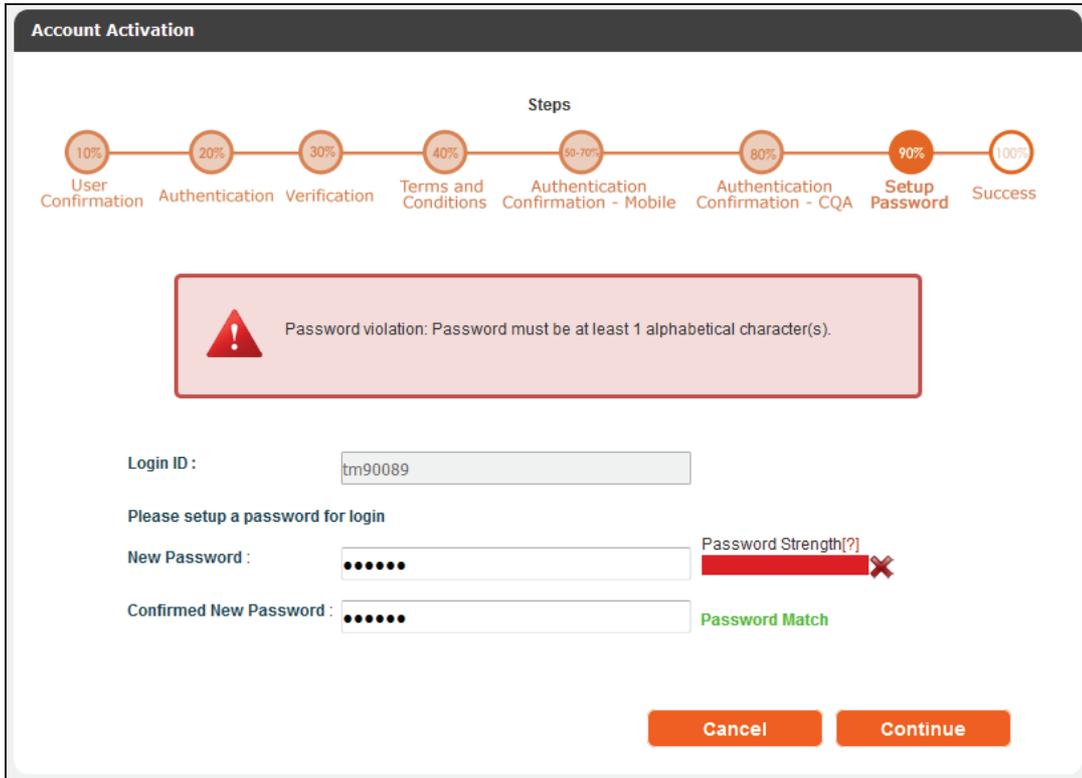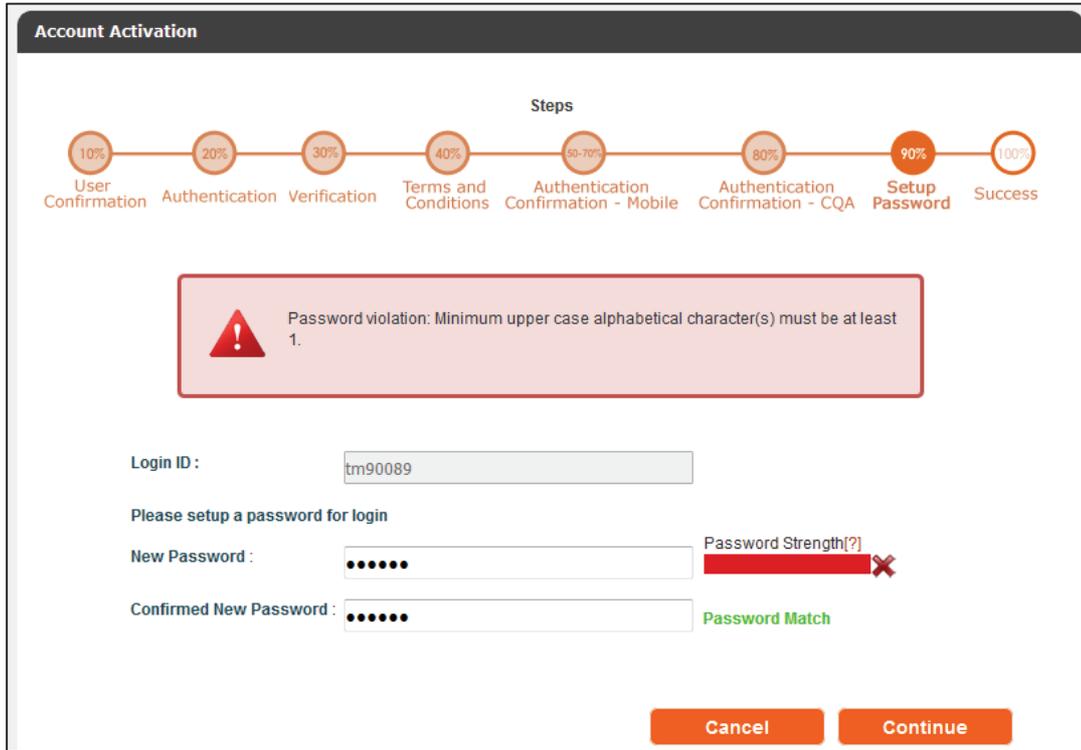

Error Message will appear to notify user if the password inserted by user is without alphabetical characters. User is not able to proceed.

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

35.	Error Message: Password violation: Minimum upper case alphabetical character(s) must be at least 1.

Error Message will appear to notify user if the password inserted by user lack of uppercase characters. User is not able to proceed.
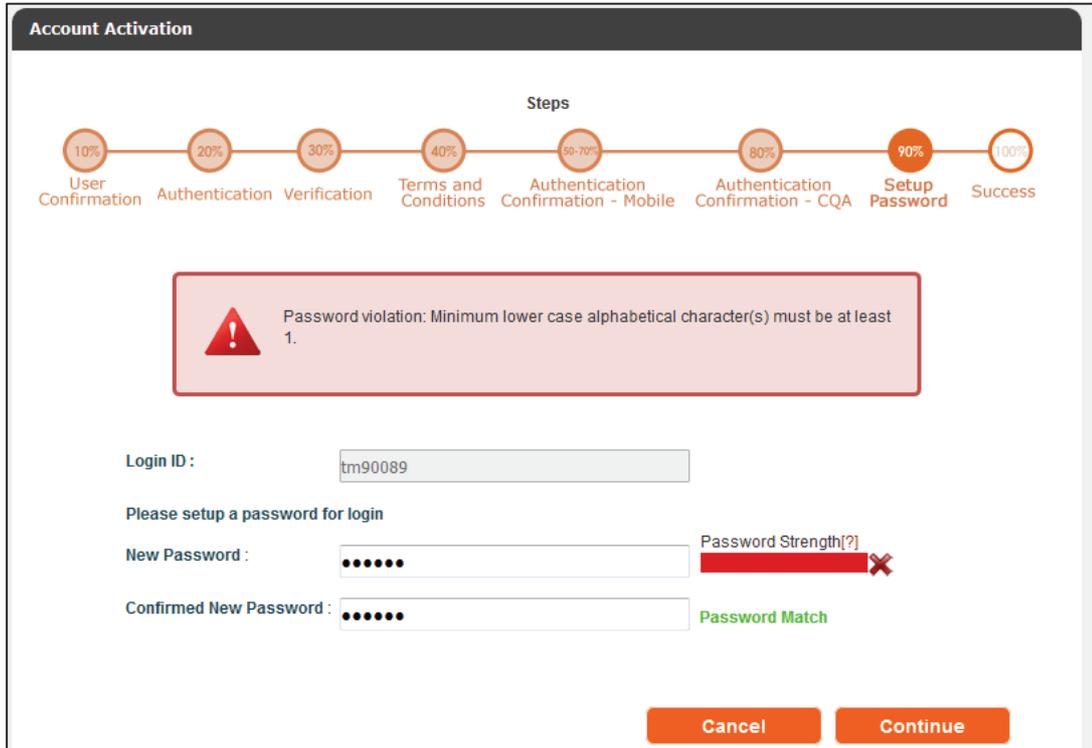
User Action: Your New Password must meet the password policy as below.

- 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

36.	Error Message: Password violation: Minimum lower case alphabetical character(s) must be at least 1.

Error Message will appear to notify user if the password inserted by user is lack of lower 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

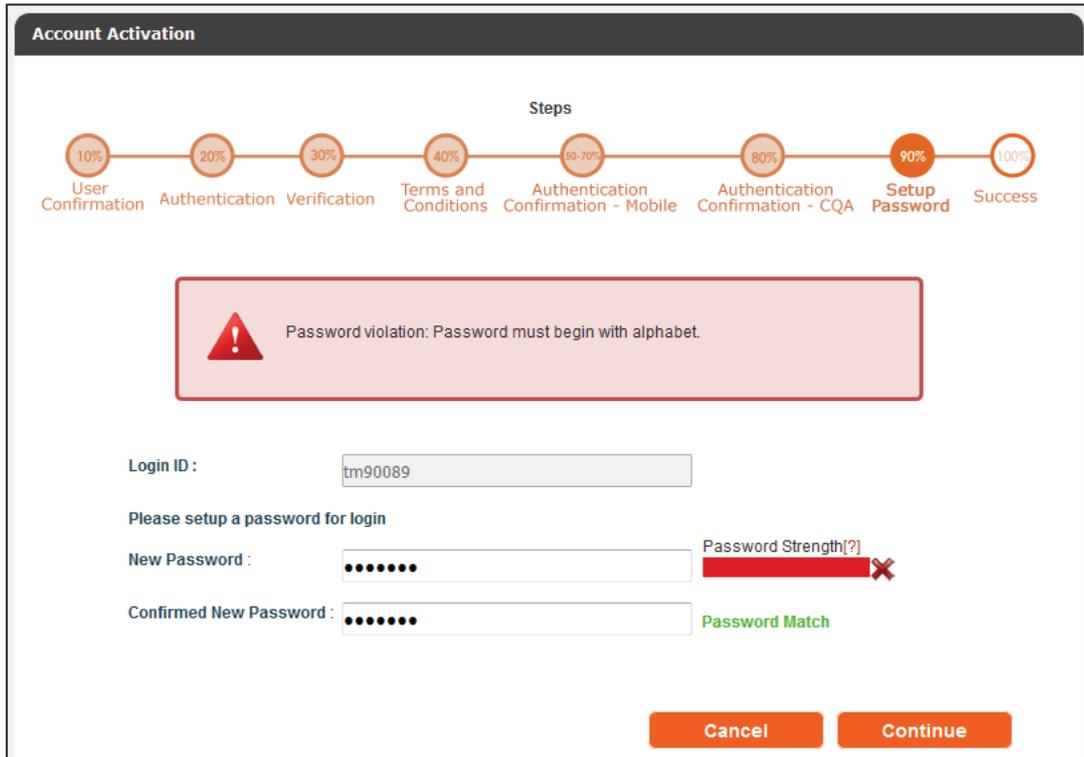| 37. | Error Message: Password violation: Minimum numeric character(s) must be at least 1. |

Error Message will appear to notify user if the password inserted by user is lack of numeric 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

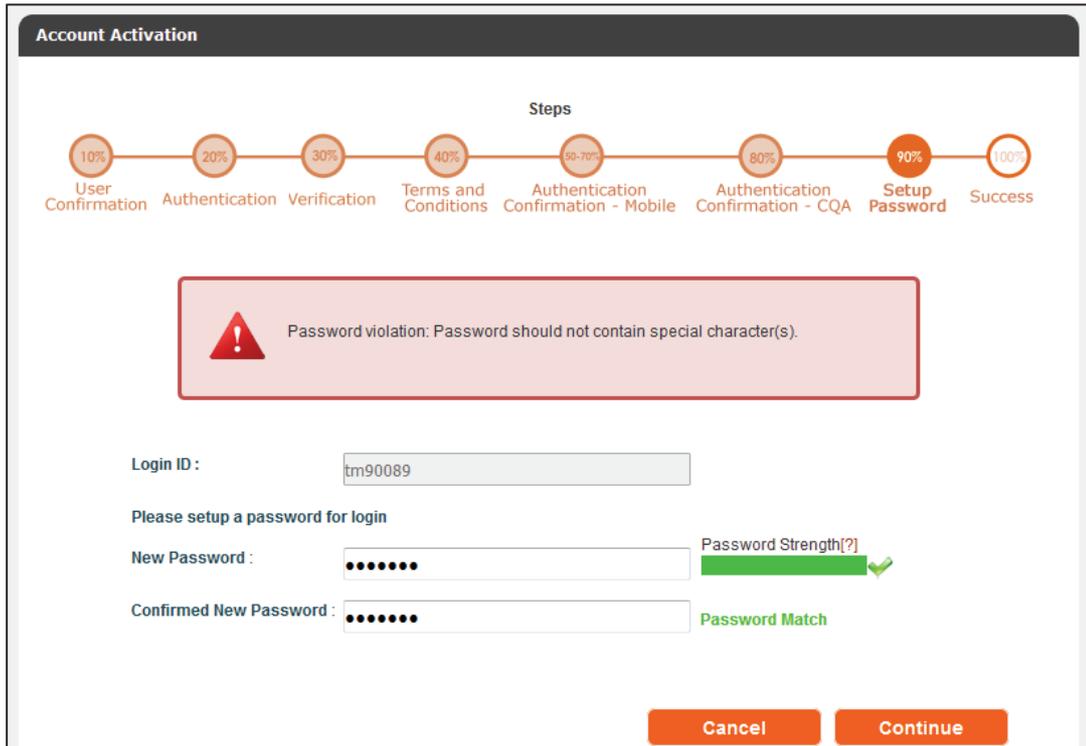| 38.	Error Message: Password violation: Password must begin with alphabet.

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

39.	Error Message: Password violation: Password should not contain special character(s).

Error Message will appear to notify user if the password inserted by user is contains special characters. User is not able to proceed.
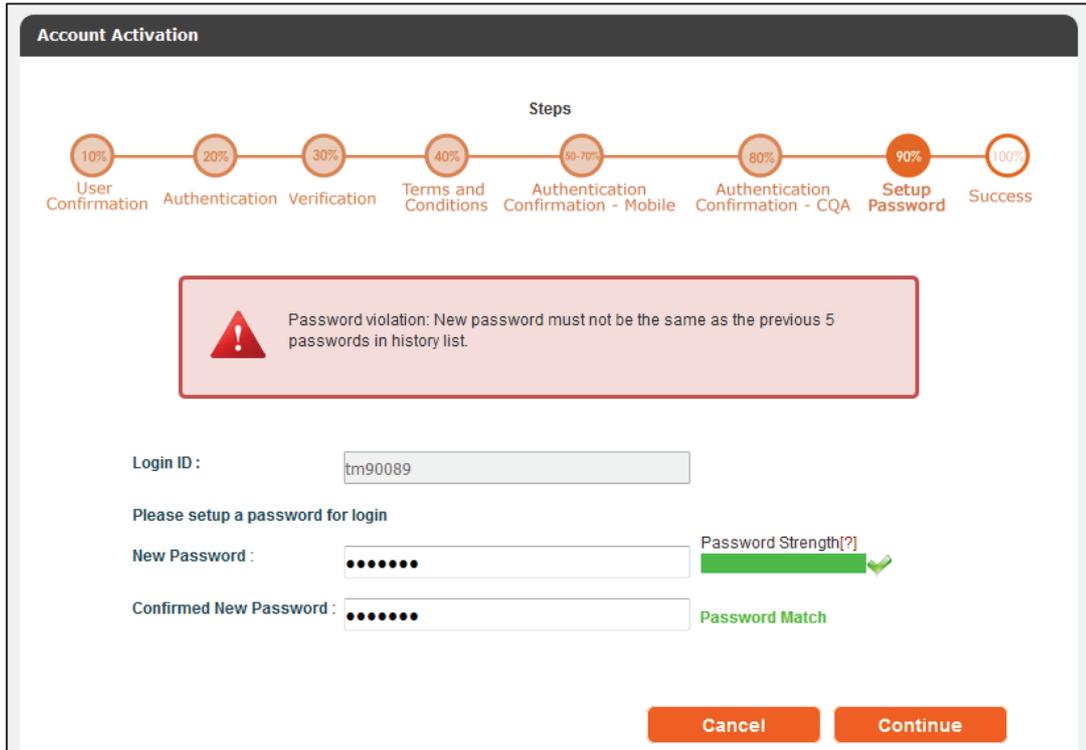
User Action: User Action: Your New Password must meet the password policy as below.

- 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

40.	Error Message: Password violation: New password must not be the same as the previous 5 passwords in history list.

Error Message will appear to notify user if the password inserted by user is same as the previous 5 passwords in history list. User is not able to proceed.

User Action: You must not reuse your previous 5 passwords in history list.

2.1.1.3 Event Handling – Hint

NO	STEPS
1.	Hint: 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.	Hint: A passphrase is similar to a password in usage, but is generally longer for added security.

Hint will appear to notify user when mouse over to [?] next to Passphrase.

3.	Hint: Must be between 6 and 8 characters in length

Minimum Number of Character Type Rules That Must Pass: All

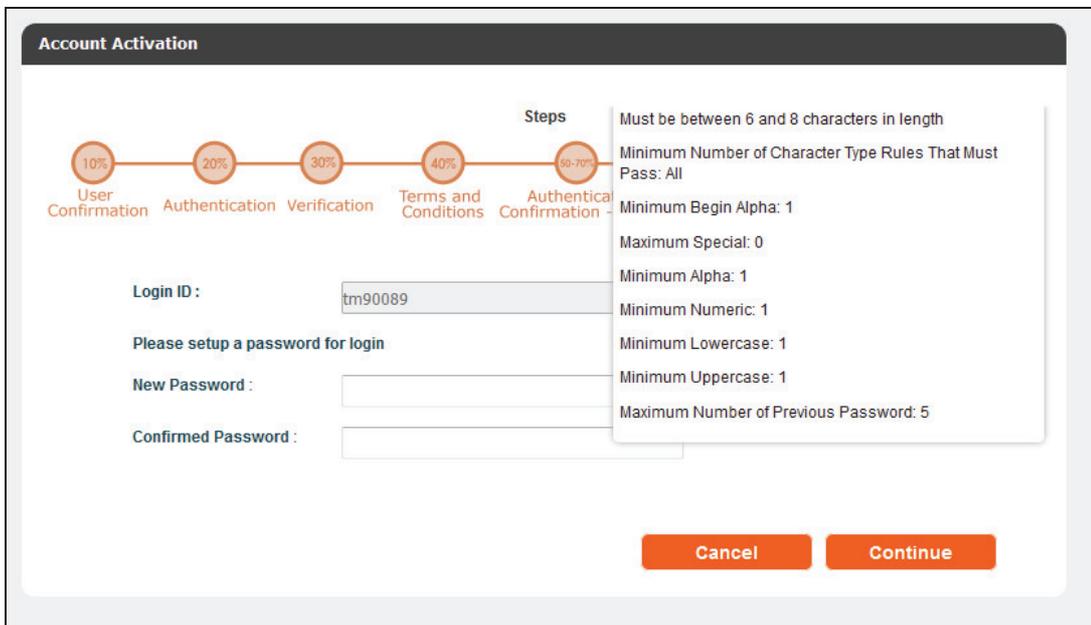Minimum Begin Alpha: 1

Maximum Special: 0

Minimum Alpha: 1

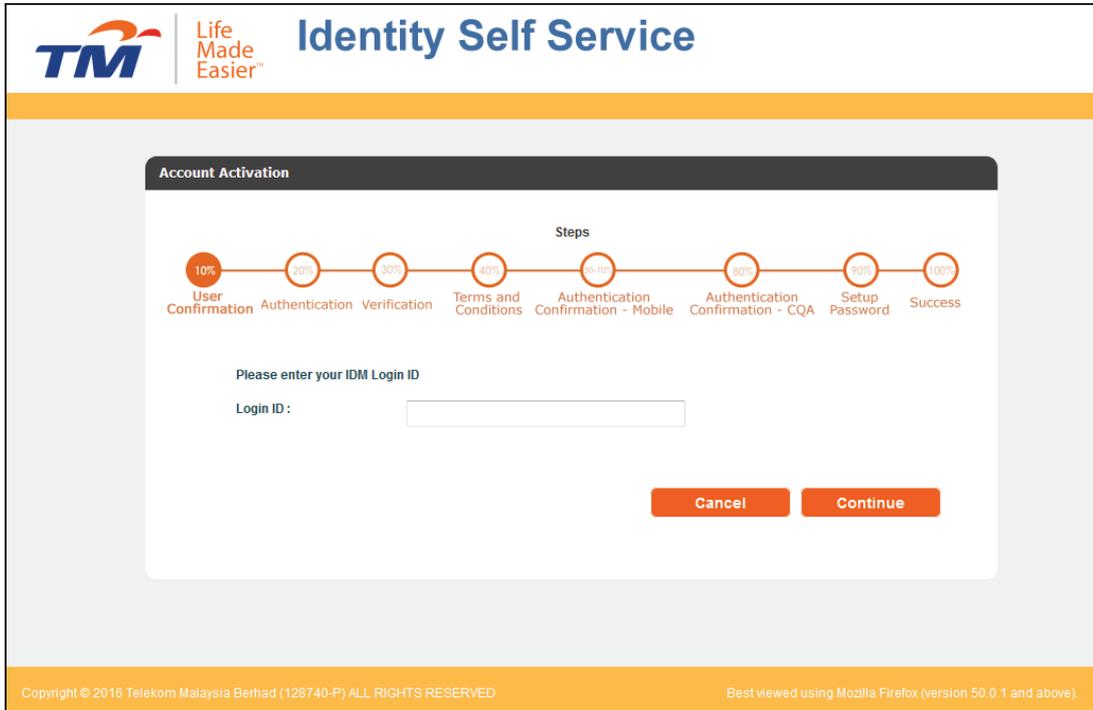Minimum Numeric: 1

Minimum Lowercase: 1

Minimum Uppercase: 1

Number of Previous Password that Cannot be Reused: 5

Hint will appear to notify user when mouse over to [?] next to Password Strength. |

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	Best viewed using Mozilla Firefox (version 50.0.1 and above).