

1.0 INTRODUCTION

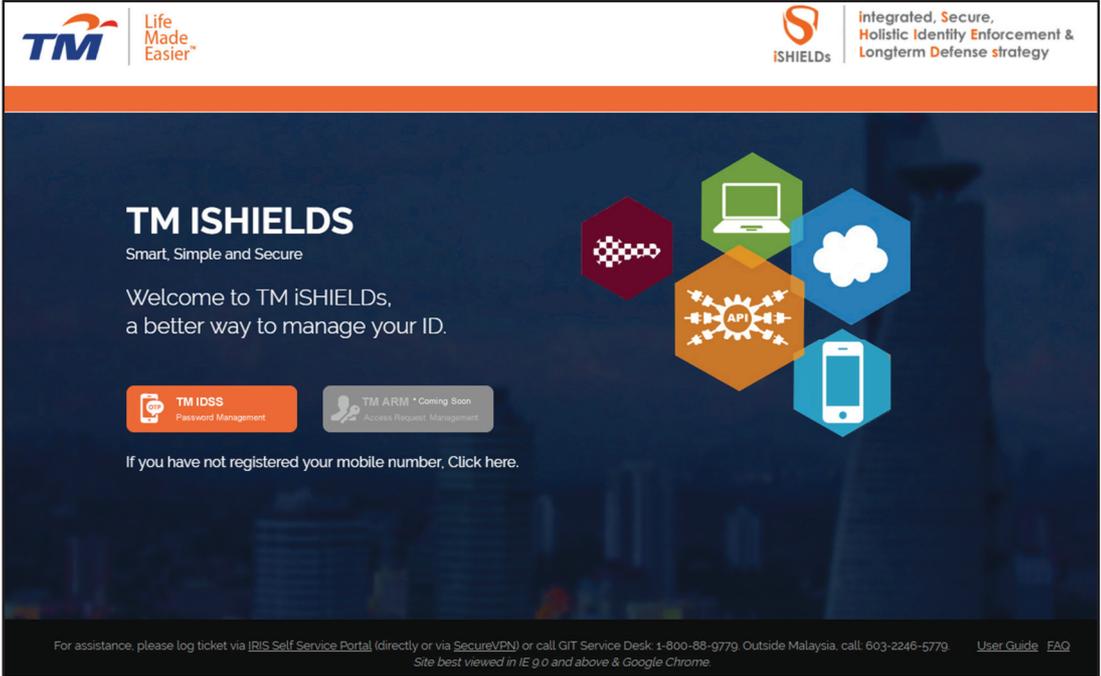
This document details the user guidelines that is to be carried out by TM on Identity Self Service.

2.0 IDENTITY SELF SERVICE

2.1 New User Perform Activation

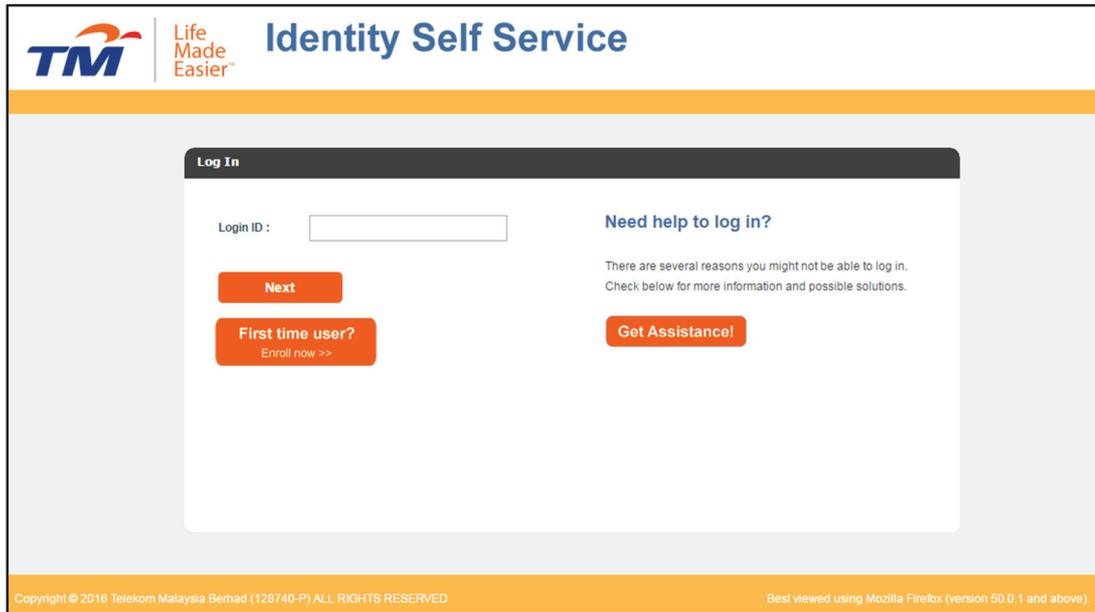
This is self-assisted activation. New users are required to perform user activation by verifying user with their mobile number and collecting user detail by select passphrase images, passphrase slogan, answer to challenge response question and set new password to IDM.

2.1.1 Event Handling – Success Case

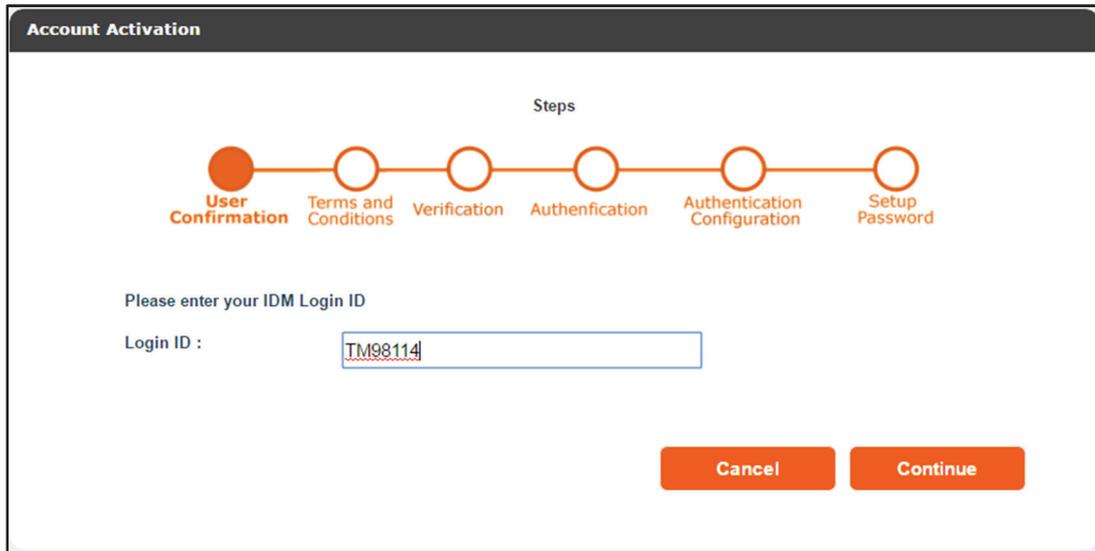
NO	STEPS
1.	<p>Go to IDSS via URL https://idss.tm.com.my/</p> <p>At the Home page, click on 'TM IDSS' button.</p> 

TM GIT Owner: Chang Yen Lan	User Guidelines – Phase 2 Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	TF6.3 Page: 1
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2. At the login page, click on the 'First time user? Enroll now >>' button.



3. The first step for Existing User Activation process is 'User Confirmation'. Enter your existing IDM Login ID and click on 'Continue' button.



4. In second step 'Terms and Conditions', read and scroll down terms and conditions, then tick on 'I agree on terms and condition' and click on 'Agreed' button.

Account Activation

Steps

User Confirmation **Terms and Conditions** Verification Authentication Authentication Configuration Setup Password

Login ID :

Terms & Conditions

You agree to notify TM immediately upon becoming aware of any known or suspected unauthorized use of your User ID or password to gain access to Application/Resource, or any breach in security involving your User ID or password.

TM Privacy Policy for Employee

In accordance with Telekom Malaysia Berhad's ("TM") obligations under the Personal Data Protection Act 2010, we would like to remind you of the purposes for which TM and its subsidiaries ("TM Group") process personal information about you and also information of any related third parties such as your spouse, children, relatives and referee. If you wish to view the entire document, please click [here](#).

By clicking 'I Agree' on this policy in this website, we shall deem you have already been notified.

I agree on terms and conditions.

Accept **Reject**

5. In third step 'Verification', enter your NRIC and click on 'Continue' button.

Account Activation

Steps

User Confirmation Terms and Conditions **Verification** Authentication Authentication Configuration Setup Password

Login ID :

NRIC (Eg: 850607115211) : [?]

Cancel **Continue**

6. In fourth step 'Authentication'. Verify the last 3 digit of your mobile number. If it's valid, click on 'Click here to Request OTP' and a SMS will be send to your mobile. Enter the 6 digits One-Time Password and click on 'Continue' button.

Account Activation

Steps

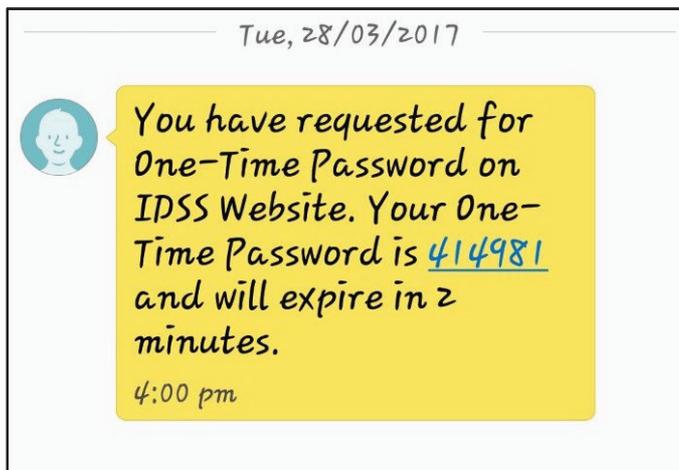
User Confirmation Terms and Conditions Verification **Authentication** Authentication Configuration Setup Password

Login ID :

Mobile number :

One-Time Password : [Click here to request OTP](#)

[Cancel](#) [Continue](#)



Account Activation

Steps

User Confirmation Terms and Conditions Verification **Authentication** Authentication Configuration Setup Password

Login ID :

Mobile number :

One-Time Password : [Click here to request OTP](#)

7. In fifth step 'Authentication Configuration', select an image and key in a passphrase, then key in answers to the challenge response question. Click on 'Continue' button.

Account Activation

Steps

Login ID :

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 cartoon character?

Please re-enter your answer:

2. What is your favorite travel destination?

Please re-enter your answer:

Cancel
Continue

8. In the last step 'Setup Password', enter new password and confirmed new password to change your existing IDM Password. Click on 'Continue' button.

9. Finally, you will come to success page.

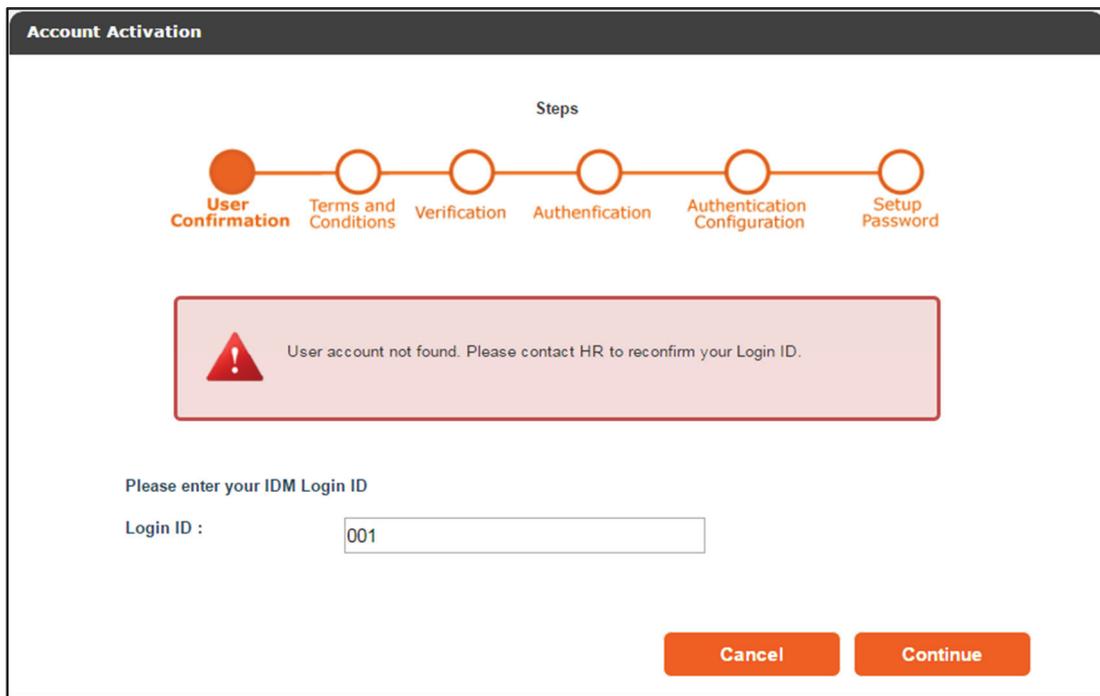
You have successfully activated your IDSS account.

This is a one-time registration of IDSS account. You may resume access to application(s) using this password.

2.1.2 Event Handling – Fail Case.

NO	STEPS
1.	<p data-bbox="268 322 1002 353">Error Message: Please complete the 'Login ID' box.</p> <div data-bbox="268 394 1362 1070" style="border: 1px solid black; padding: 10px;"> <div data-bbox="272 398 1358 443" style="background-color: #333; color: white; padding: 5px;">Account Activation</div> <div data-bbox="432 488 1198 622" style="text-align: center; margin-top: 20px;"> <p>Steps</p>  </div> <div data-bbox="437 685 1198 801" style="border: 2px solid red; background-color: #f8d7da; padding: 10px; margin: 20px 0;">  Please complete the 'Login ID' box. </div> <div data-bbox="389 860 963 936" style="margin-top: 20px;"> <p>Please enter your IDM Login ID</p> <p>Login ID : <input style="width: 150px;" type="text"/></p> </div> <div data-bbox="927 1016 1289 1061" style="text-align: right; margin-top: 20px;"> Cancel Continue </div> </div> <p data-bbox="268 1115 1342 1196">Error message will appear to notify user if the Login ID box is blank. User is not able to proceed.</p> <p data-bbox="268 1234 1262 1314">User Action: Please provide your IDM Login ID in the box and click on 'Continue' button.</p>

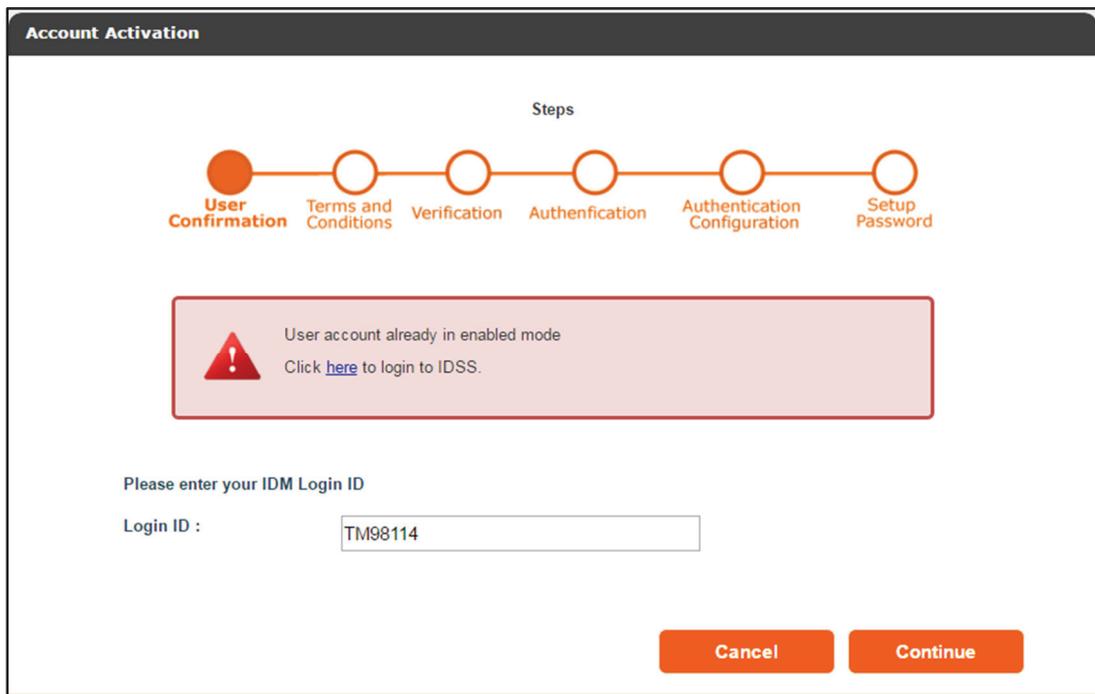
2. Error Message: User account not found. Please contact HR to reconfirm your Login ID.



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 ensure that you entered your correct Login ID. Please contact HR to reconfirm you Login ID.

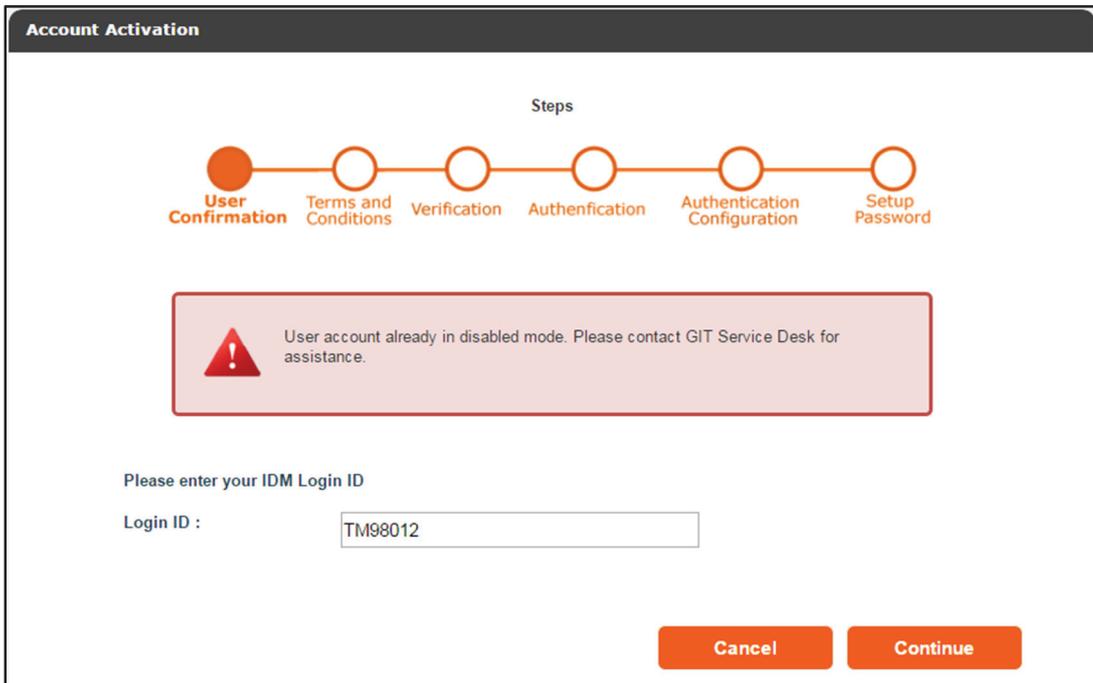
3. Error Message: User account already in enabled mode. Click here to login to IDSS.



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. You can proceed to login to IDSS.

4. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.

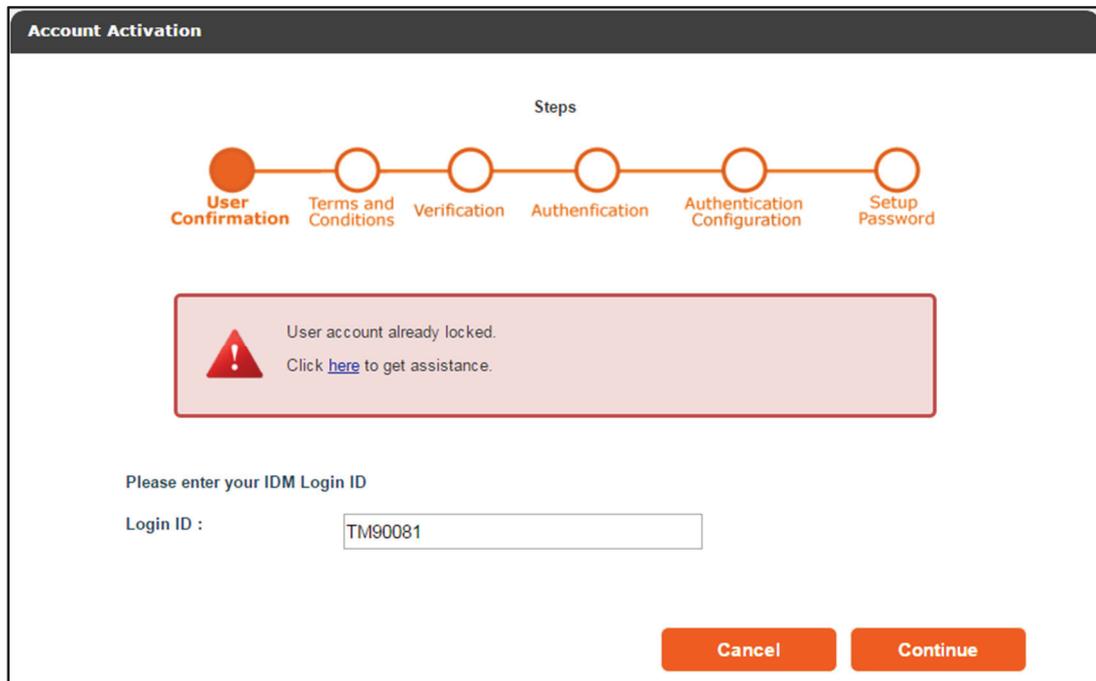


Error message will appear to notify user if the Login ID entered has been disabled. User is not able to proceed.

User Action: You can only contact GIT Service Desk for assistance. GIT Service Desk will help you to deactivated your account so that you can proceed to activation.

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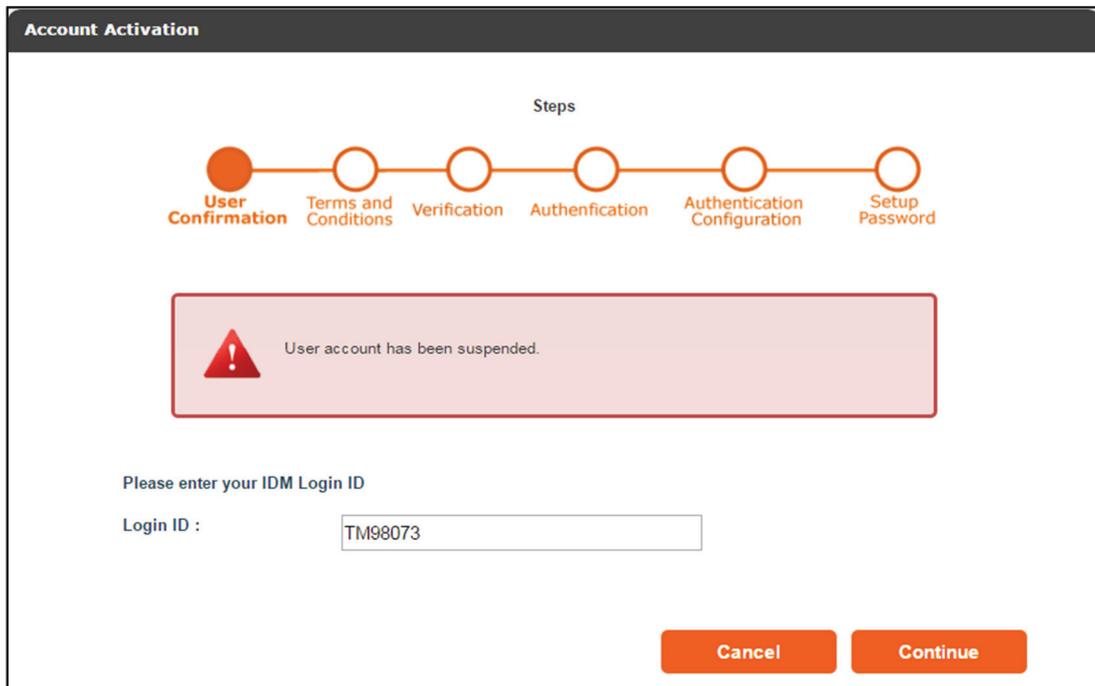
5. Error Message: User account already locked. Click here to get assistance.



Error message will appear to notify user if the Login ID entered has already locked. User is not able to proceed.

User Action: Your account has been locked. You need to proceed to unlock your account.

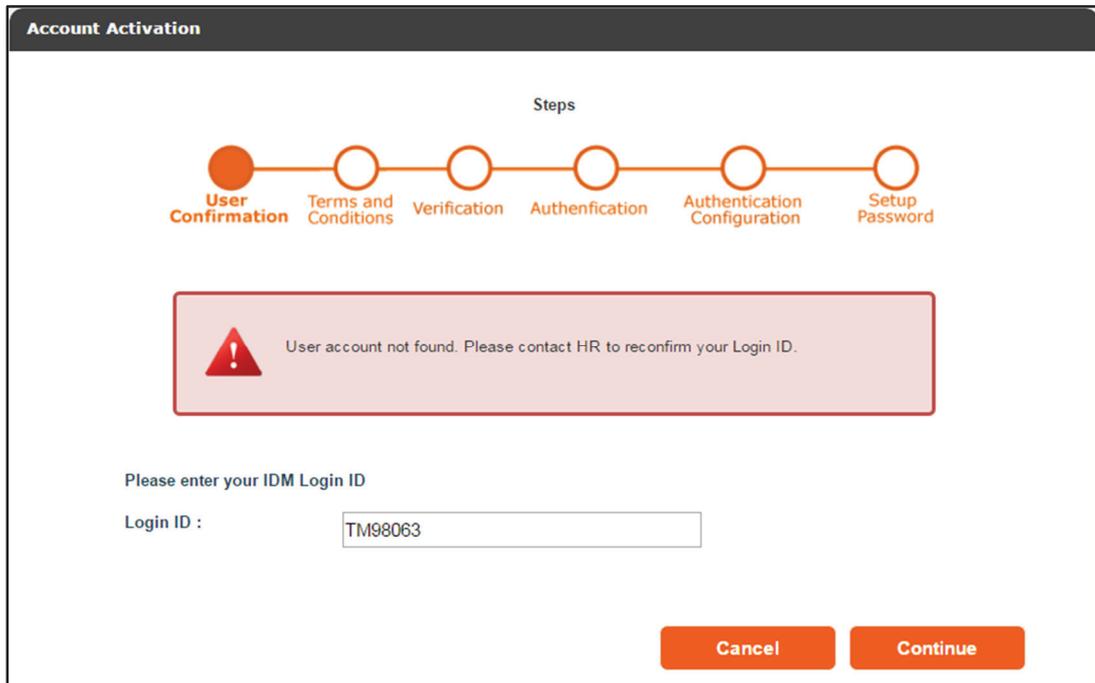
6. Error Message: User account has been suspended



Error message will appear to notify user if the Login ID entered has been suspended. User is not able to proceed.

User Action: Your account has been suspended. You should be receiving email notification on the reason why your account was suspended earlier. You may not be able to proceed until you have been informed your account unsuspension.

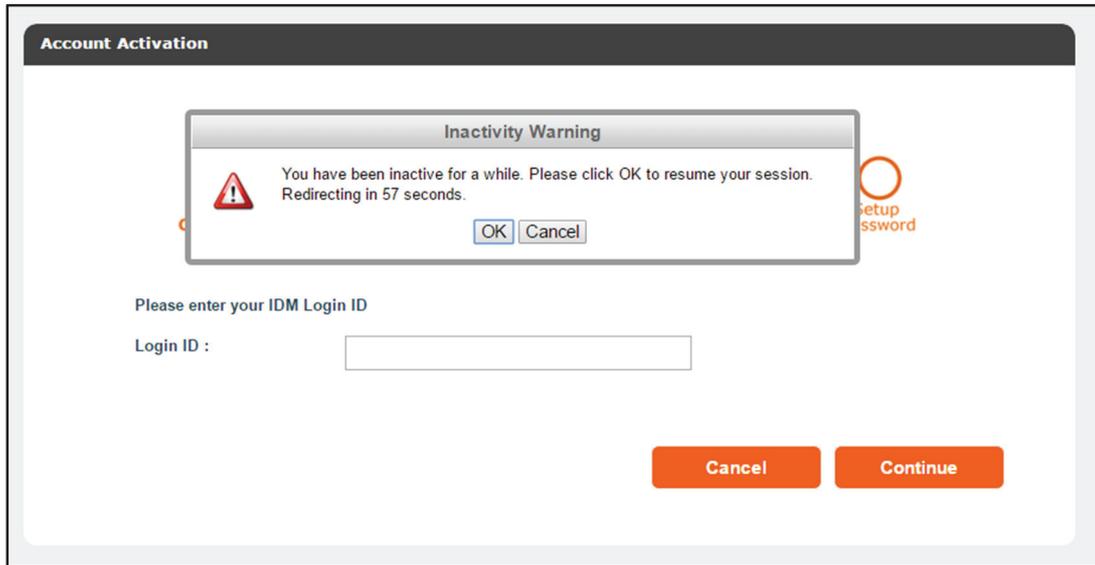
7. Error Message: User account not found. Please contact HR to reconfirm your Login ID.



Error message will appear to notify user if the entered Login ID is terminated and no longer to be found. User is not able to proceed.

User Action: Please contact HR to reconfirm your Login ID.

8. Error Message:

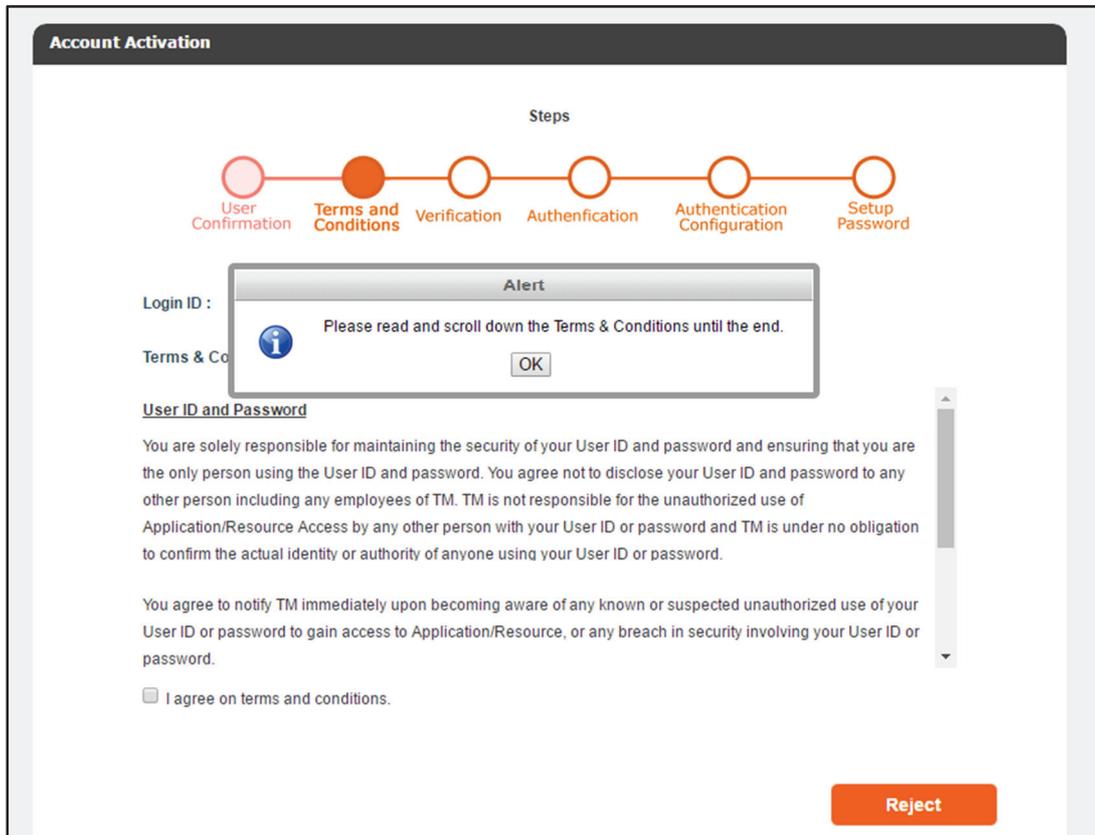


Error message will appear to notify user if the session has expired.

User Action: The session is expiring soon. Click on 'OK' button to resume your session or 'Cancel' button to end the session.

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9. Error Message: Please read and scroll down the Terms & Conditions until the end.



Error message will appear to notify user if the user tick the 'I agree on terms and conditions.' checkbox without scroll down the Terms & Conditions till the end.

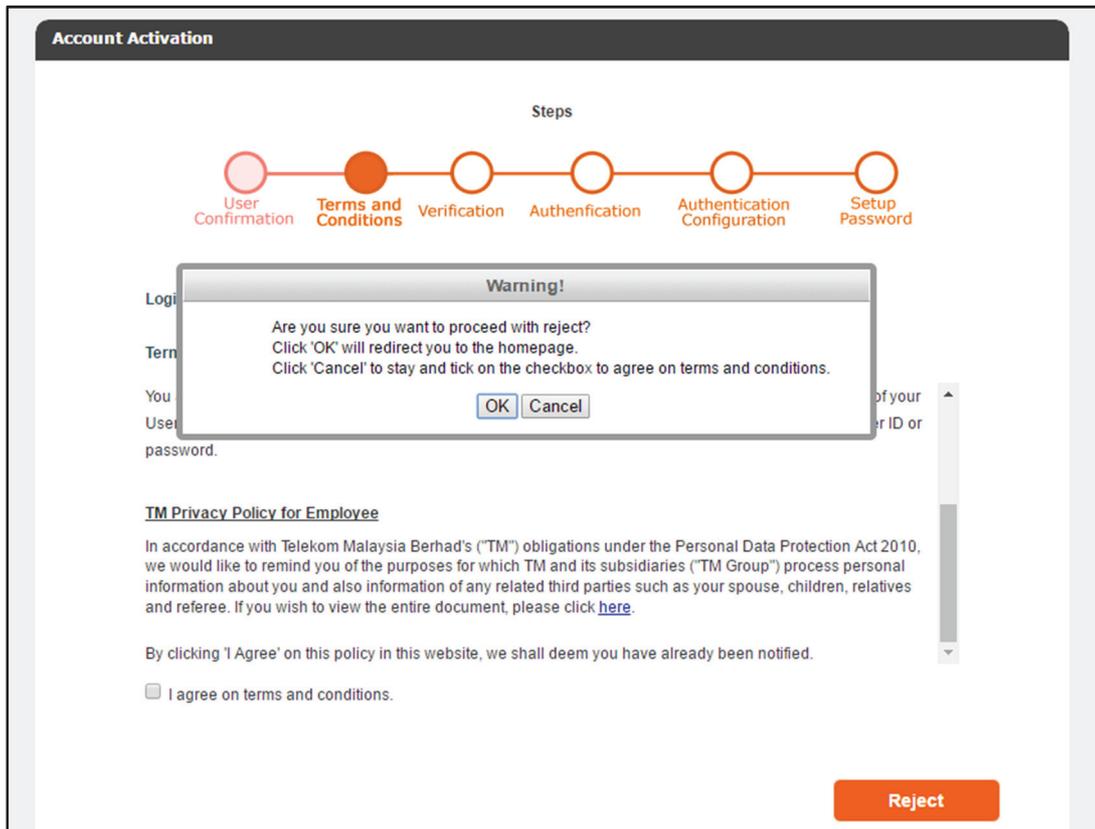
User Action: Scroll down the Terms & Conditions till the end before tick on the 'I agree on terms and conditions' checkbox.

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10. Error Message: Are you sure you want to proceed with reject?

Click 'OK' will redirect you to the homepage.

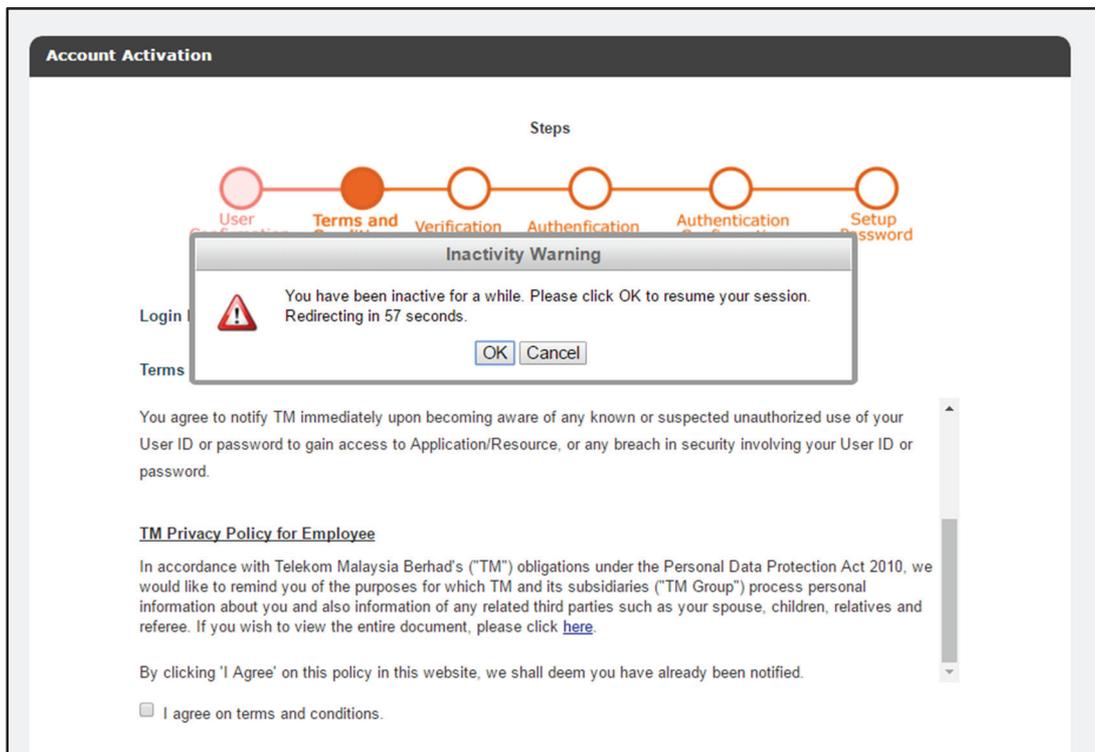
Click 'Cancel' to stay and tick on the checkbox to agree on terms and conditions.



Error message will appear to notify user if the user click on 'Reject' button.

User Action: Click on 'OK' button to return to homepage, click on 'Cancel' button to continue account activation.

11. 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: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.

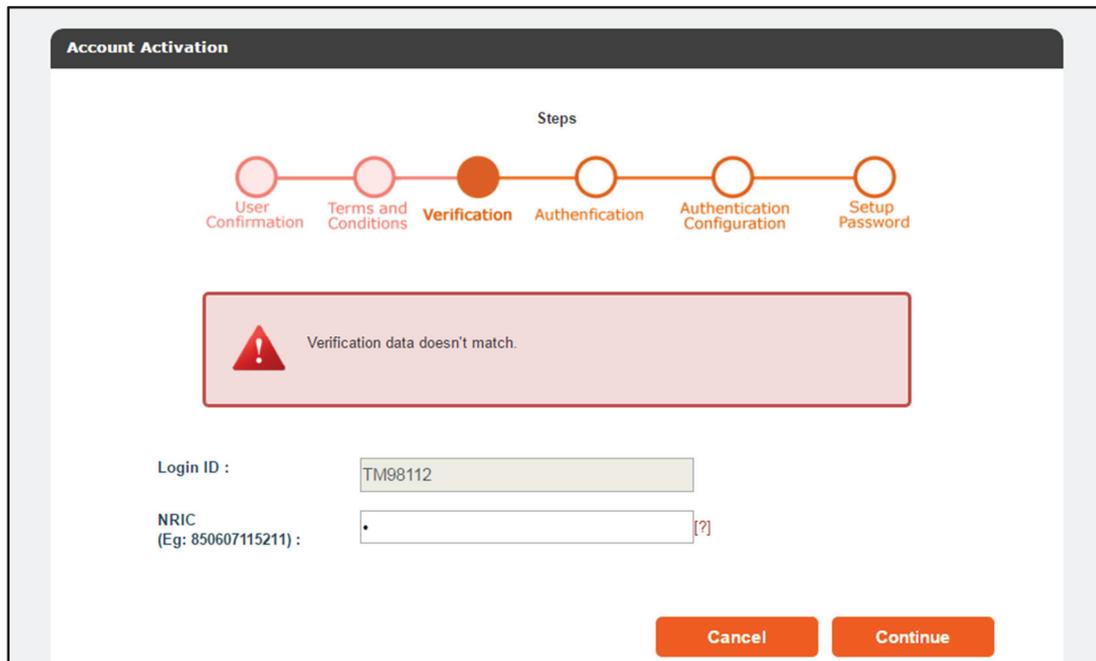
12. Error Message: Please fill in the blank.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows six stages: 'User Confirmation', 'Terms and Conditions', 'Verification', 'Authentication', 'Authentication Configuration', and 'Setup Password'. The 'Verification' step is currently active, indicated by a solid orange circle. Below the progress bar, a red-bordered box contains a warning icon and the text 'Please fill in the blank.' Below this, there are two input fields: 'Login ID' with the value 'TM98112' and 'NRIC (Eg: 850607115211)' which is currently empty. At the bottom right, there are two buttons: 'Cancel' and '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 on 'Continue' button.

13. Error Message: Verification data doesn't match

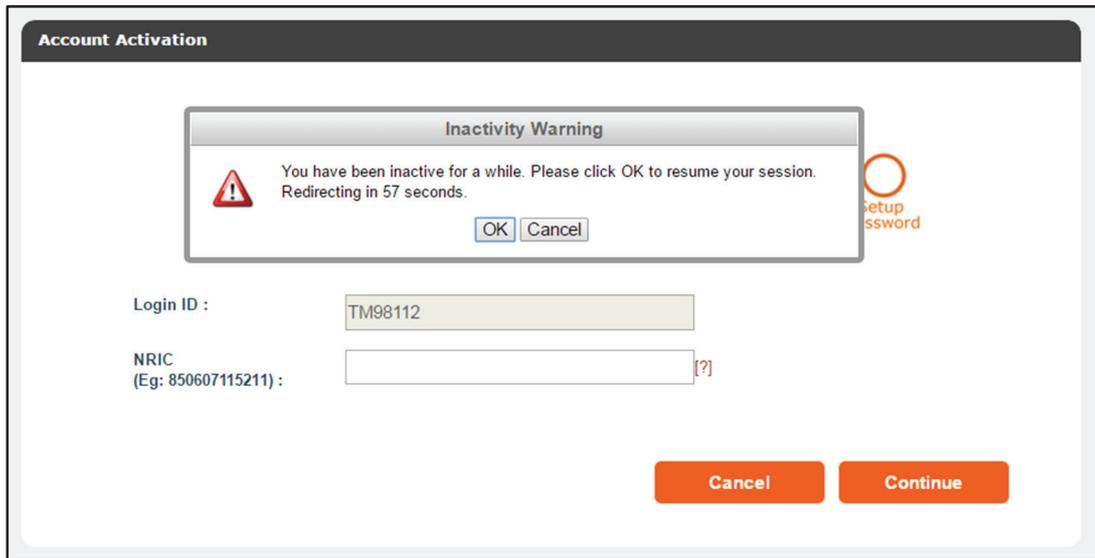


Error message will appear to notify user if the NRIC entered doesn't match or wrong NRIC has been entered. User is not able to proceed.

User Action: Enter the correct NRIC corresponding to the Login ID.

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14. Error Message: You have been inactive for a while. Please click OK to resume your session.

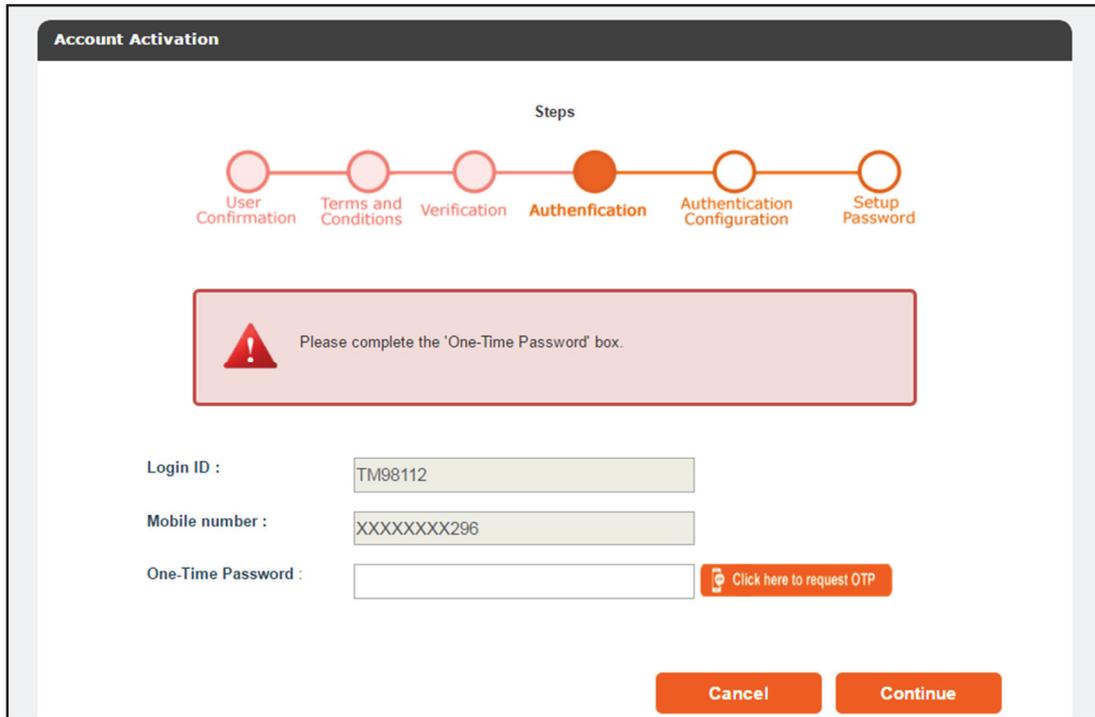


Error message will appear to notify user if the session has expired.

User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.

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15. Error Message: Please complete the 'One-Time Password' box



Error message will appear to notify user if the One-Time Password box is blank. User is not able to proceed.

User Action: Please provide the 6 digits One-Time Password received in the mobile number shown above.

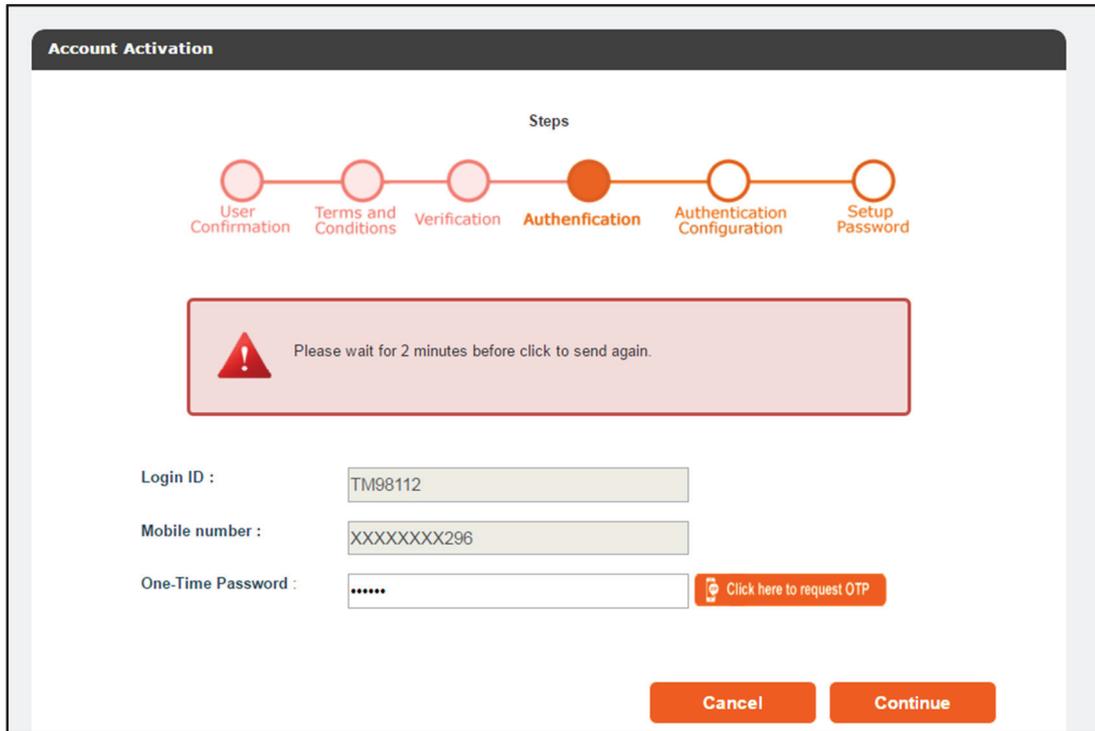
16. Error Message: One-Time Password authentication failed. Please enter correct One-Time Password code.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows six stages: User Confirmation, Terms and Conditions, Verification, Authentication (highlighted in orange), Authentication Configuration, and Setup Password. Below the progress bar, a red error message box contains a warning icon and the text: 'One-Time Password authentication failed. Please enter correct One-Time Password code. Failed attempt: 1 Maximum attempt: 5'. Underneath the error message, there are three input fields: 'Login ID' with the value 'TM98112', 'Mobile number' with the value 'XXXXXXXX296', and 'One-Time Password' with six dots. To the right of the One-Time Password field is a button with a mobile phone icon and the text 'Click here to request OTP'. At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the 6 digits One-Time Password entered is incorrect. User is not able to proceed.

User Action: Please provide the correct 6 digits One-Time Password received in the mobile number shown above.

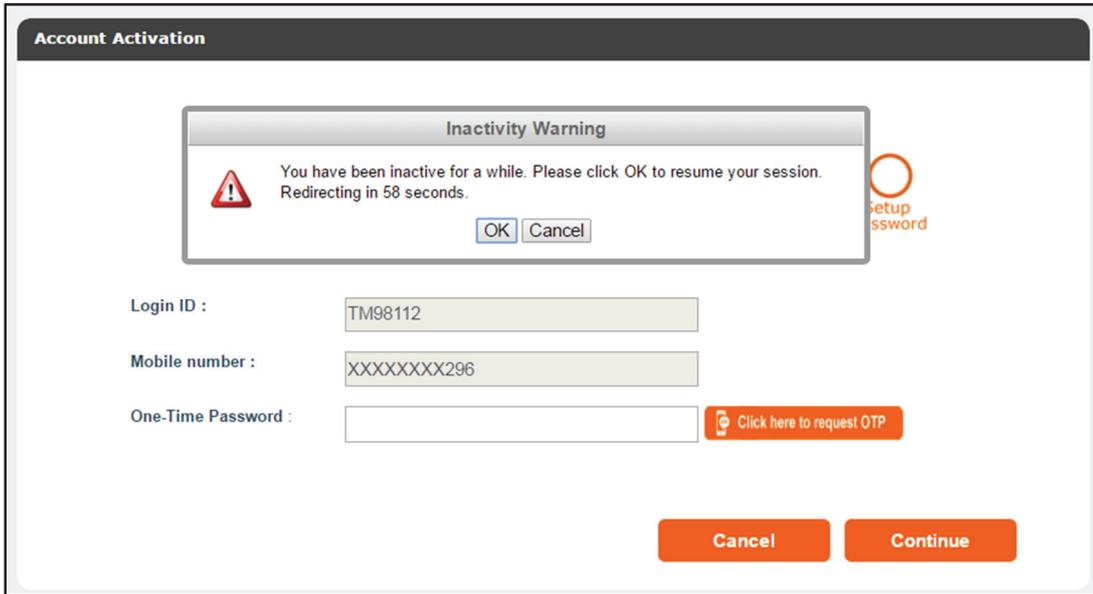
17. Error Message: Please wait for 2 minutes before click to send again.



Error message will appear to notify user if the 'Click here to request OTP' button is click more than once within 2 minutes duration. User is not able to proceed.

User Action: Wait 2 minutes before requesting another One-Time Password.

18. Error Message: You have been inactive for a while. Please click OK to resume your session.



The screenshot shows a web interface for 'Account Activation'. A modal dialog box titled 'Inactivity Warning' is displayed in the center. The dialog contains a warning icon (a triangle with an exclamation mark) and the text: 'You have been inactive for a while. Please click OK to resume your session. Redirecting in 58 seconds.' Below the text are two buttons: 'OK' and 'Cancel'. To the right of the dialog is a logo for 'Setup Password' (a circle with a vertical line through it). Below the dialog, the login form is visible. It has three input fields: 'Login ID' with the value 'TM98112', 'Mobile number' with the value 'XXXXXXXX296', and 'One-Time Password' which is empty. To the right of the 'One-Time Password' field is a red button with a mobile phone icon and the text 'Click here to request OTP'. At the bottom of the form are two orange buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the session has expired.

User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.

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19. Error Message: Please select one image.

Please complete the 'Passphrase' box.

Account Activation

Steps

Please select one image.
Please complete the 'Passphrase' box.

Login ID :

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 are the last 4 digits of your telephone number?

Please re-enter your answer:

2. What is your favorite food?

Please re-enter your answer:

Cancel

Continue

Error message will appear to notify user if the passphrase is blank and an image was not selected. User is not able to proceed.

User Action: Select an image and key in a passphrase, then key in answers to the challenge response question. Click on 'Continue' button.

20. Error Message: Please complete the 'Passphrase' box.

Account Activation

Steps

Please complete the 'Passphrase' box.

Login ID :

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 are the last 4 digits of your telephone number?

Please re-enter your answer:

2. What is your favorite food?

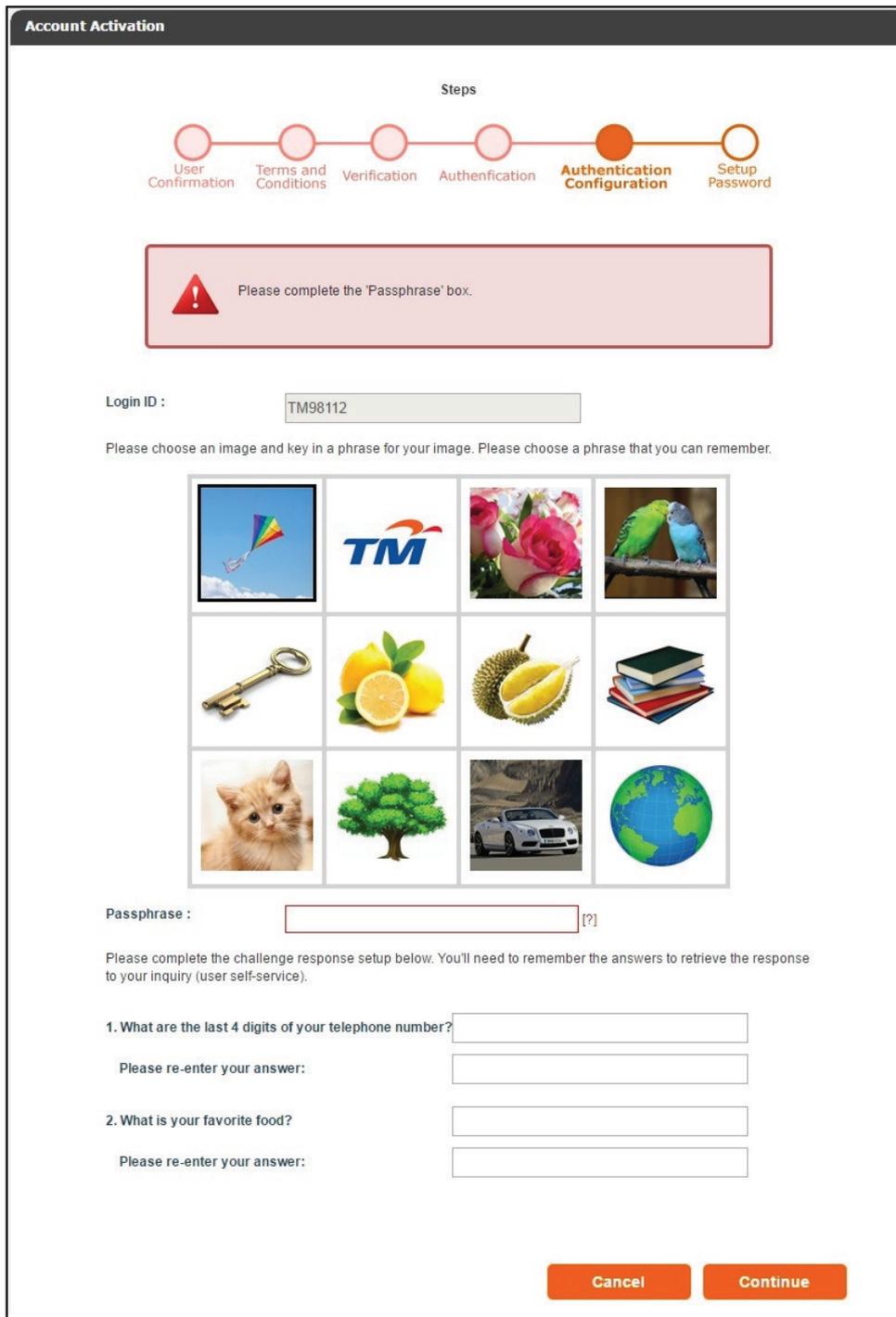
Please re-enter your answer:

Cancel
Continue

Error message will appear to notify user if the passphrase is blank. User is not able to proceed.

User Action: Enter a passphrase, and then enter answers to the challenge response question. Click on 'Continue' button.

21. Error Message: Please complete the 'Passphrase' box.



Error message will appear to notify user if the Passphrase box is blank. User is not able to proceed

User Action: Please enter a Passphrase and complete the challenge response setup then click on the 'Continue' button.

22. Error Message: Answers don't match.

Account Activation

Steps

Login ID :

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 are the last 4 digits of your telephone number?

Please re-enter your answer:

Answers don't match.

2. What is your favorite food?

Please re-enter your answer:

Answers don't match.

Error message will appear to notify user if the challenge response answers entered don't match. User is not able to proceed.

User Action: Please provide the matching challenge response answers for each question.

23. Error Message: Answer to challenge response question needs to be at minimum length of 4 character(s) and all unique. No repeated answer allowed.

Account Activation

Steps

Answer to challenge response question needs to be at minimum length of 4 character(s) and all unique. No repeated answer allowed.

Login ID :

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. In what city was your primary school?***

Please re-enter your answer:

2. What is your favorite color?

Please re-enter your answer:

Error message will appear to notify user if the challenge response answer(s) entered is less than 4 character(s).

User Action: Please enter your answer(s) for the challenge response questions(s) with minimum of 4 character(s) then click on 'Continue' button.

24. Error Message: Answer to Challenge Response Question needs to be unique. No repeated answer is allowed.

Account Activation

Steps

Answer to Challenge Response Question needs to be unique. No repeated answer is allowed.

Login ID :

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. In what city was you primary school?

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 the answer for the challenge respond questions must be unique. User is not able to proceed.

User Action: Please provide a unique answer for each challenge respond question then click on 'Continue' button.

25. Error Message: You have been inactive for a while. Please click OK to resume your session.

The screenshot shows an 'Account Activation' interface. At the top, a progress bar labeled 'Steps' includes: User Confirmation, Terms and Conditions, Verification, Authentication, **Authentication Configuration** (highlighted), and Setup Password. Below this, there are input fields for 'Login ID' and 'Please enter your member number'. An 'Inactivity Warning' dialog box is overlaid, stating: 'You have been inactive for a while. Please click OK to resume your session. Redirecting in 58 seconds.' with 'OK' and 'Cancel' buttons. Below the dialog is a 3x4 grid of challenge images: a kite, the TM logo, a rose, a bird, a key, lemons, durian, books, a cat, a tree, a car, and a globe. Below the grid is a 'Passphrase' field with a help icon. A note reads: 'Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service)'. Two questions are listed: '1. What are the last 4 digits of your telephone number?' and '2. What is your mother maiden name?'. Each question has an input field and a 'Please re-enter your answer:' field. At the bottom right are 'Cancel' and 'Continue' buttons.

	<p>Error message will appear to notify user if the session has expired.</p> <p>User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.</p>
26.	<p>Error Message: Please complete the 'New Password' box.</p> <p>Please complete the 'Confirmed New Password' box.</p> <div data-bbox="268 640 1366 1393" style="border: 1px solid black; padding: 10px;"> <p>The screenshot shows the 'Account Activation' process. A progress bar at the top indicates the current step is 'Setup Password'. Below the progress bar, a red error message box contains the text: 'Please complete the 'New Password' box. Please complete the 'Confirmed New Password' box.' The form below the message includes a 'Login ID' field with the value 'TM98112', a 'Please setup a password for login' instruction, a 'New Password' field, a 'Confirmed New Password' field, and a 'TM Password Policy [?]' link. At the bottom right, there are 'Cancel' and 'Continue' buttons.</p> </div> <p>Error message will appear to notify user if the new password and confirmed new password is blank. User is not able to proceed.</p> <p>User Action: Please provide new password and confirmed new password then click on 'Continue' button.</p>

27. Error Message: Password violation. Password length must be at least 6 character(s).

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows six steps: 'User Confirmation', 'Terms and Conditions', 'Verification', 'Authentication', 'Authentication Configuration', and 'Setup Password'. The 'Setup Password' step is highlighted in orange. Below the progress bar, a red error message box contains a warning icon and the text: 'Password violation: Password length must be at least 6 character(s)'. The form below includes a 'Login ID' field with the value 'TM98112', a 'Please setup a password for login' instruction, a 'New Password' field with a red 'TM Password Policy' error message and a red 'X' icon, and a 'Confirmed New Password' field with a green 'Password Match' message. At the bottom, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered is less than 6 character(s), User is not able to proceed.

User Action: Please provide a password with at least 6 character(s) and confirm new password, then click on 'Continue' button.

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

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows six steps: 'User Confirmation', 'Terms and Conditions', 'Verification', 'Authentication', 'Authentication Configuration', and 'Setup Password'. The 'Setup Password' step is currently active and highlighted in orange. Below the progress bar, a red error message box with a warning icon states: 'Password violation: Password length must be at most 8 character(s)'. The form includes a 'Login ID' field with the value 'TM98112', a 'Please setup a password for login' instruction, a 'New Password' field with a red 'TM Password Policy [?]' error message and a red 'X' icon, and a 'Confirmed New Password' field with a green 'Password Match' message. At the bottom, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered is more than 8 character(s). User is not able to proceed.

User Action: Please provide new password with at most 8 character(s) and confirm new password, then click on 'Continue' button.

29. Error Message: Password violation. Minimum numeric character(s) must be 1.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows six steps: 'User Confirmation', 'Terms and Conditions', 'Verification', 'Authentication', 'Authentication Configuration', and 'Setup Password'. The 'Setup Password' step is currently active. Below the progress bar, a red error message box states: 'Password violation: Minimum numeric character(s) must be 1.' The form includes a 'Login ID' field with the value 'TM98112', a 'Please setup a password for login' instruction, a 'New Password' field with a red error indicator and a link to 'TM Password Policy [?]', and a 'Confirmed New Password' field with a green 'Password Match' indicator. At the bottom, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered do not contain at least 1 numeric character(s). User is not able to proceed.

User Action: Please provide new password with minimum 1 numeric character(s) and confirm new password, then click 'Continue' button.

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

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows six steps: 'User Confirmation', 'Terms and Conditions', 'Verification', 'Authentication', 'Authentication Configuration', and 'Setup Password'. The 'Setup Password' step is currently active and highlighted in orange. Below the progress bar, a red warning box contains a triangle icon and the text: 'Password violation: Minimum upper case alphabetical character(s) must be 1.' Below this, the 'Login ID' field contains 'TM98112'. The 'New Password' field is masked with dots and has a red error message 'TM Password Policy [?] [X]' next to it. The 'Confirmed New Password' field is also masked with dots and has a green 'Password Match' message next to it. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered do not contain at least 1 upper case alphabetical character(s). User is not able to proceed.

User Action: Please provide new password with minimum 1 upper case alphabetical character(s) and confirm new password, then click on 'Continue' button.

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

The screenshot displays the 'Account Activation' process. At the top, a progress bar shows six steps: User Confirmation, Terms and Conditions, Verification, Authentication, Authentication Configuration, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red error message box states: 'Password violation: Minimum lower case alphabetical character(s) must be 1.' The form includes a 'Login ID' field with the value 'TM98112', a 'Please setup a password for login' instruction, a 'New Password' field with masked characters, a 'Confirmed New Password' field with masked characters, and a 'TM Password Policy' indicator with a red 'X' icon. A 'Password Match' indicator is shown in green. At the bottom, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered do not contain at least 1 lower case alphabetical character(s). User is not able to proceed.

User Action: Please provide new password with minimum 1 lower case alphabetical character(s) and confirm new password, then click on 'Continue' button.

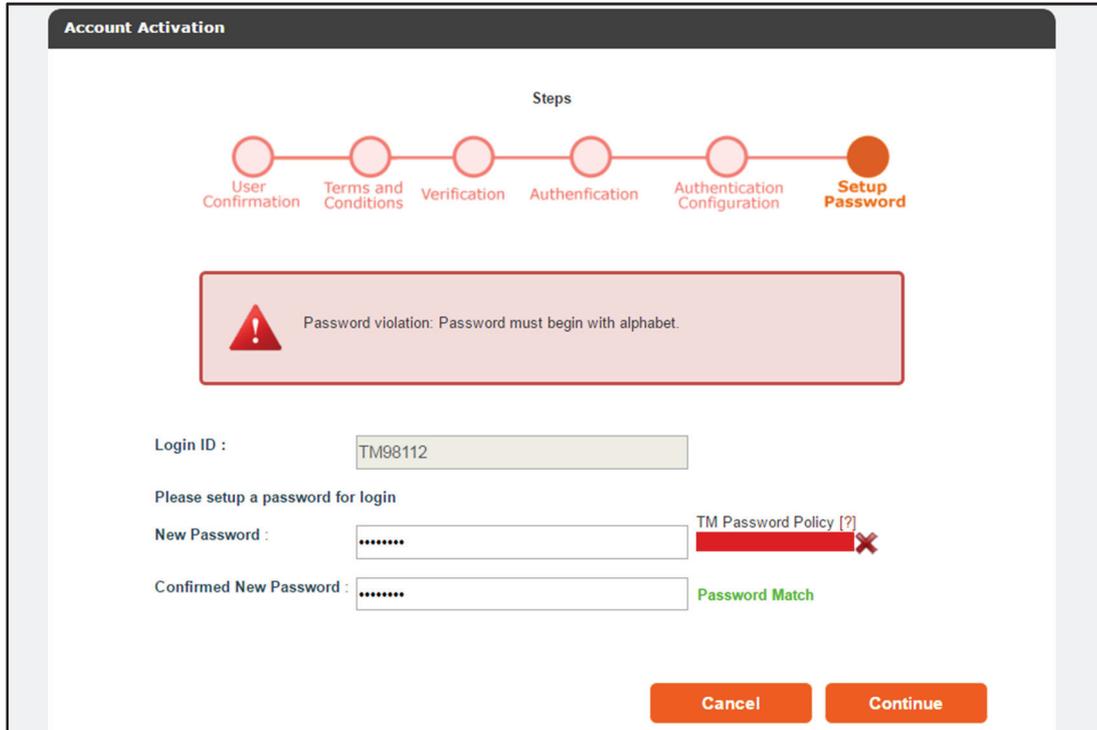
32. Error Message: Password violation. Password should not contain special character(s).

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows six steps: User Confirmation, Terms and Conditions, Verification, Authentication, Authentication Configuration, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red warning box contains a triangle icon and the text: 'Password violation: Password should not contain special character(s)'. Underneath, the 'Login ID' field is filled with 'TM98112'. The 'New Password' field is masked with dots, and a red error message 'TM Password Policy [?] X' is shown next to it. The 'Confirmed New Password' field is also masked with dots, and a green 'Password Match' message is shown next to it. At the bottom right, there are two orange buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the new password entered contained any special character(s). User is not able to proceed.

User Action: Please provide new password with no special character(s) and confirm new password then click on 'Continue' button.

33. Error Message: Password violation. Password must begin with alphabet.



Error message will appear to notify user if the new password entered is not begin with alphabet. User is not able to proceed.

User Action: Please provide new password which begins with alphabet and confirm new password then click on 'Continue' button.

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

The screenshot shows the 'Account Activation' process. At the top, a progress bar labeled 'Steps' includes: User Confirmation, Terms and Conditions, Verification, Authentication, Authentication Configuration, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red error message box states: 'Password violation: Password must contain at least 1 alphabetical character(s)'. The form below shows the 'Login ID' as 'TM98112'. Under 'Please setup a password for login', the 'New Password' field is masked with dots and has a red 'X' icon next to it, with a tooltip 'TM Password Policy [?]'. The 'Confirmed New Password' field is also masked with dots and has a green 'Password Match' label next to it. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered do not contain at least 1 alphabetical character(s). User is not able to proceed.

User Action: Please provide new password with at least 1 alphabetical character(s) and confirm new password then click 'Continue' button.

35. Error Message: You have been inactive for a while. Please click OK to resume your session.

The screenshot shows a web interface for account activation. At the top, there is a dark header with the text "Account Activation". Below this, a "Steps" section is visible. A modal dialog box titled "Inactivity Warning" is centered on the screen. The dialog contains a warning icon (a triangle with an exclamation mark) and the text: "You have been inactive for a while. Please click OK to resume your session. Redirecting in 57 seconds." Below the text are two buttons: "OK" and "Cancel". To the right of the dialog, there is a logo for "etup ssword" consisting of an orange circle and the text "etup ssword". Below the dialog, the main form is visible. It includes a "Login ID" field with the value "TM98112". Below that, it says "Please setup a password for login". There are two password fields: "New Password" and "Confirmed New Password". To the right of the "New Password" field, there is a link "TM Password Policy [?]". At the bottom right of the form, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the session has expired.

User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.

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2.1.3 Event Handling – Hint

NO	STEPS
1.	<p>Hint: Key in your NRIC Number if you are Malaysian.</p> <p>Key in your Passport Number if you are Non-Malaysian.</p> <div data-bbox="268 510 1364 1041" style="border: 1px solid black; padding: 10px;"> <p>Account Activation</p> <p style="text-align: center;">Steps</p>  <p>Login ID : <input type="text" value="TM98112"/></p> <p>NRIC (Eg: 850607115211) : <input type="text"/> [?]</p> <div data-bbox="901 884 1356 996" style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> <p>Key in your NRIC Number if you are Malaysian. Key in your Passport Number if you are Non-Malaysian.</p> </div> </div> <p>Hint will appear to notify user when mouse over to [?] next to NRIC.</p>

2. Hint: A passphrase is similar to a password in usage, but is generally longer for added security.

Account Activation

Steps

Login ID :

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 answer to your inquiry (user self-service).

A passphrase is similar to a password in usage, but is generally longer for added security.

1. Where is your father born in?

Please re-enter your answer:

2. What is your mother maiden name?

Please re-enter your answer:

Cancel
Continue

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

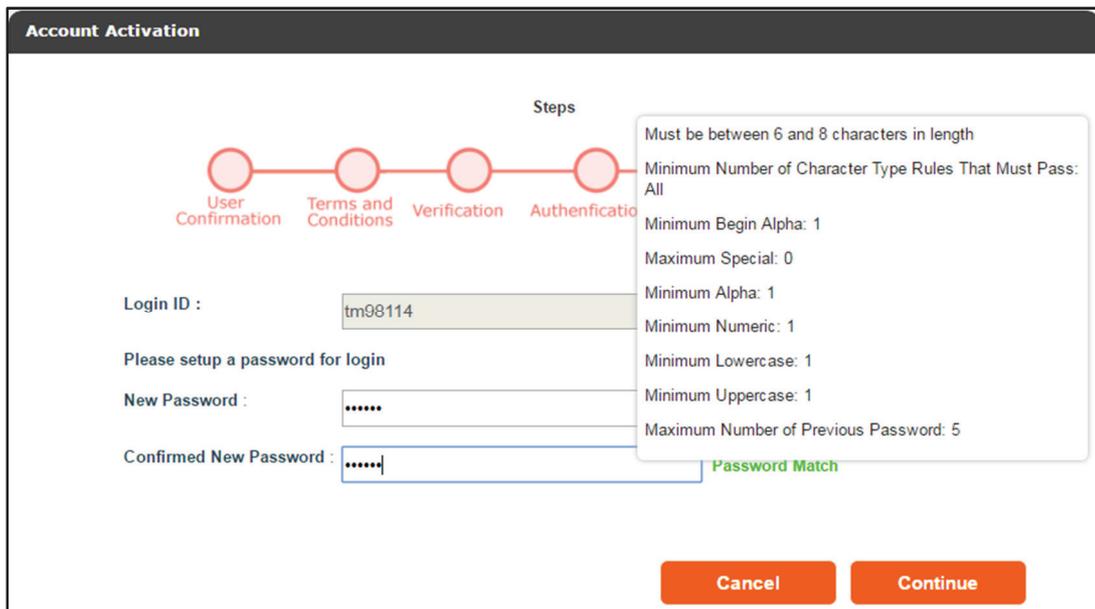
Minimum Alpha: 1

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.