1.0 INTRODUCTION

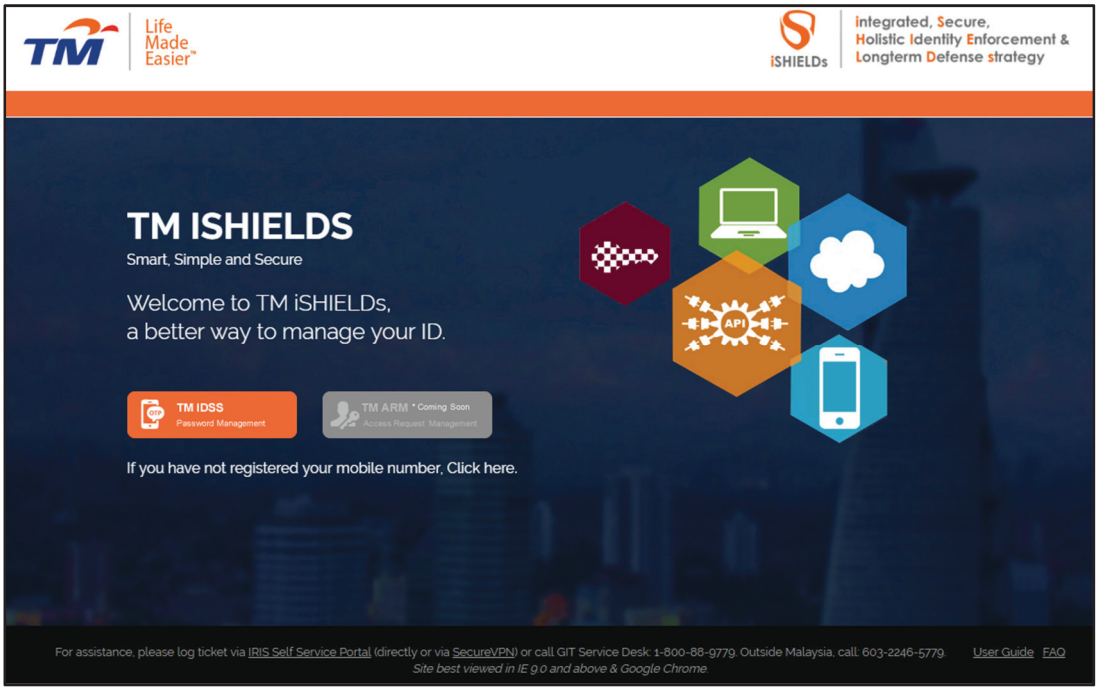
This document details the user guidelines that is to be carried out by TM on Identity Self Service.

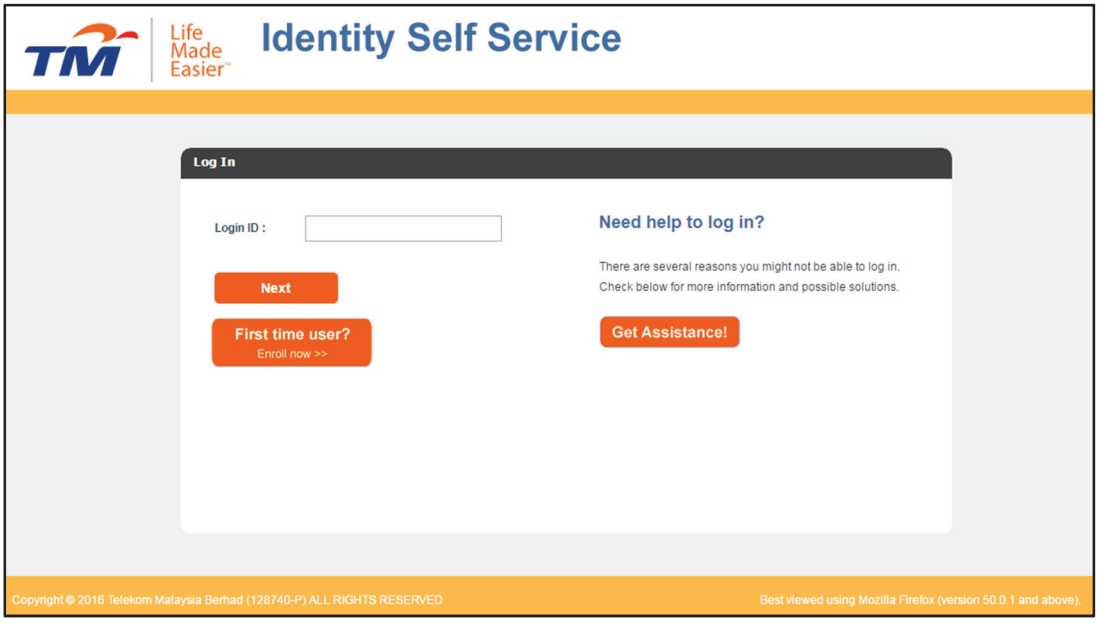
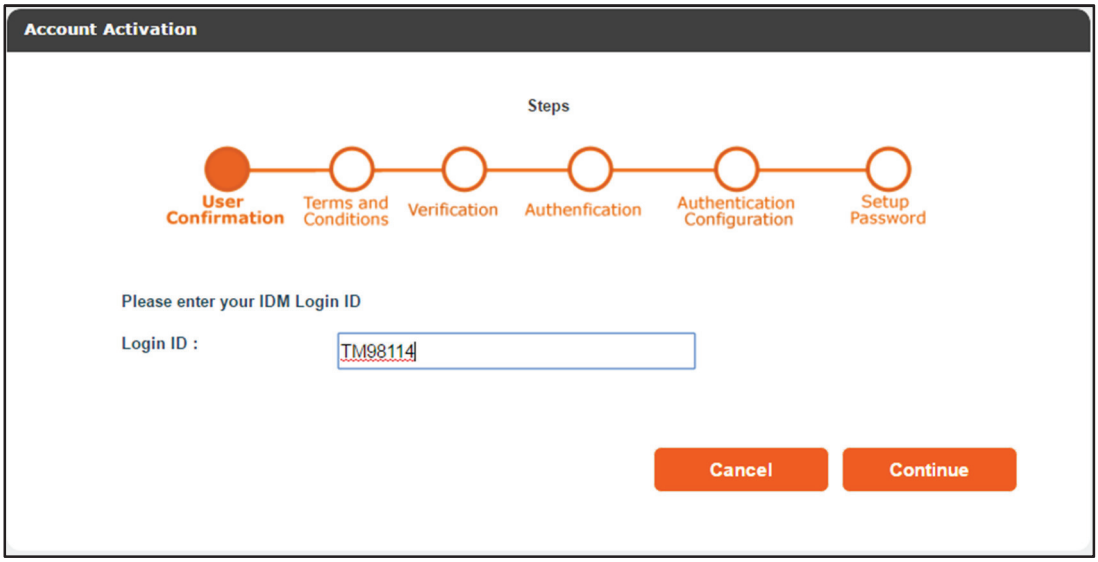
2.0 IDENTITY SELF SERVICE

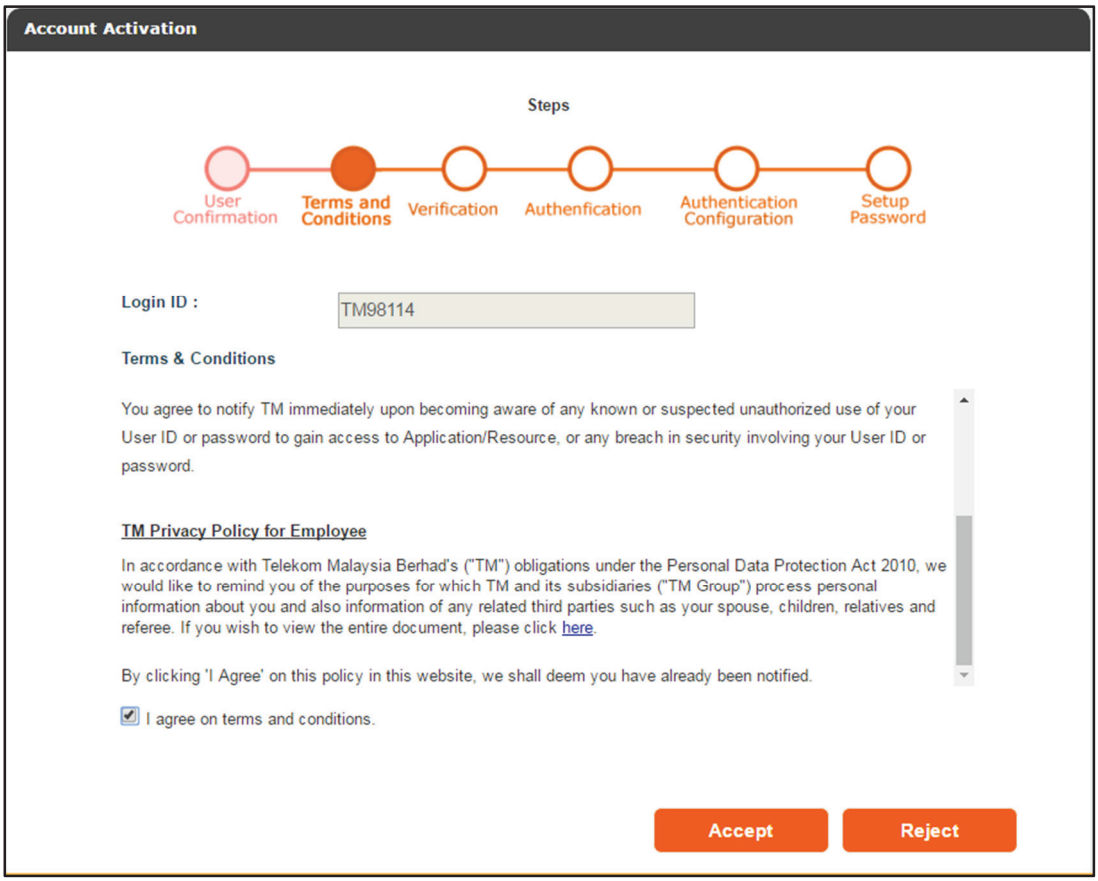
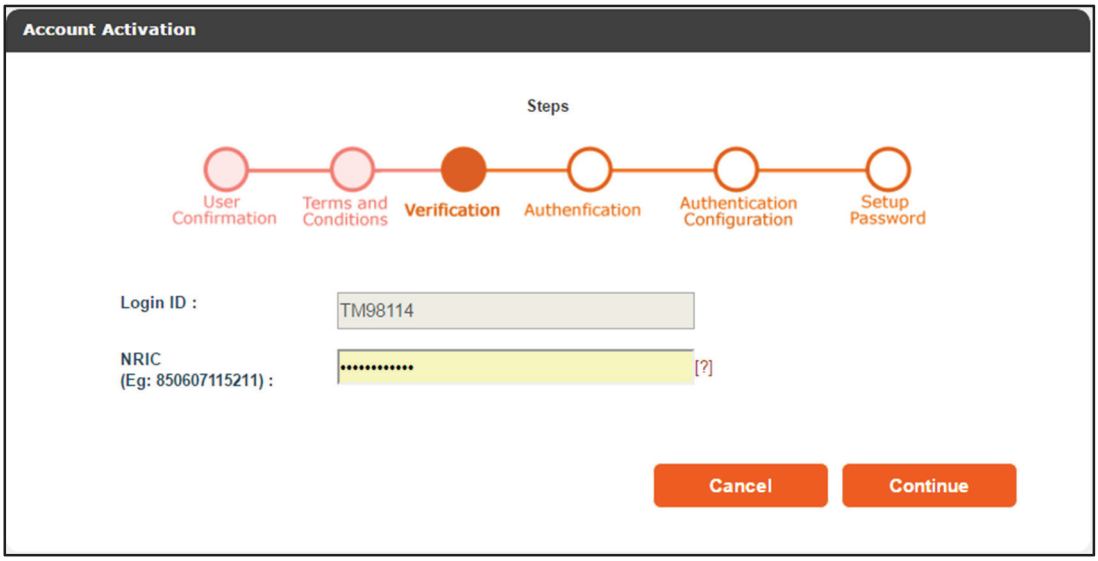
2.1 New User Perform Activation

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.

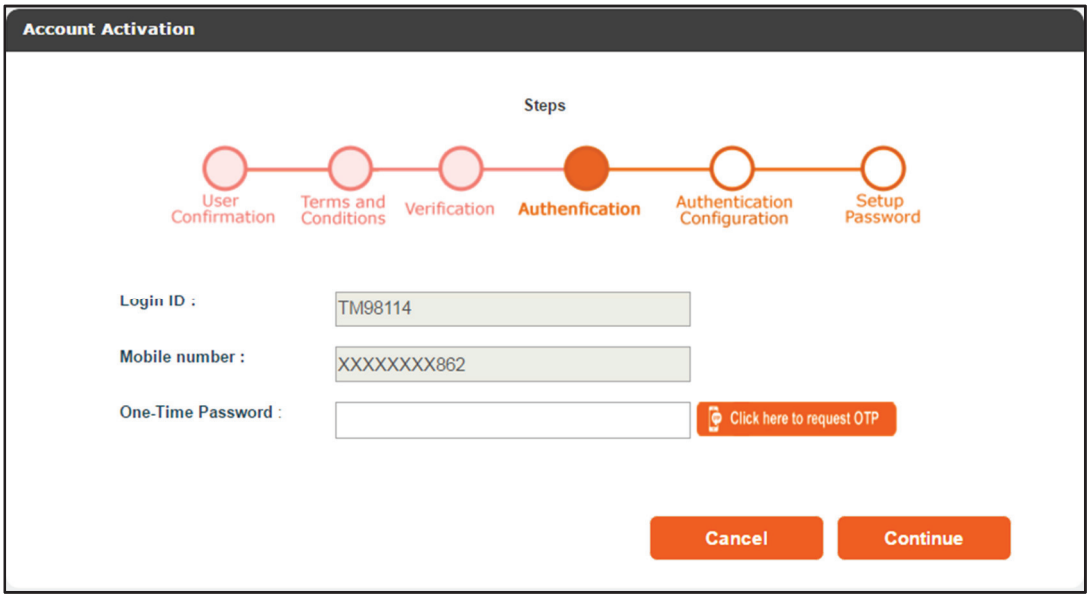
2.1.1 Event Handling – Success Case

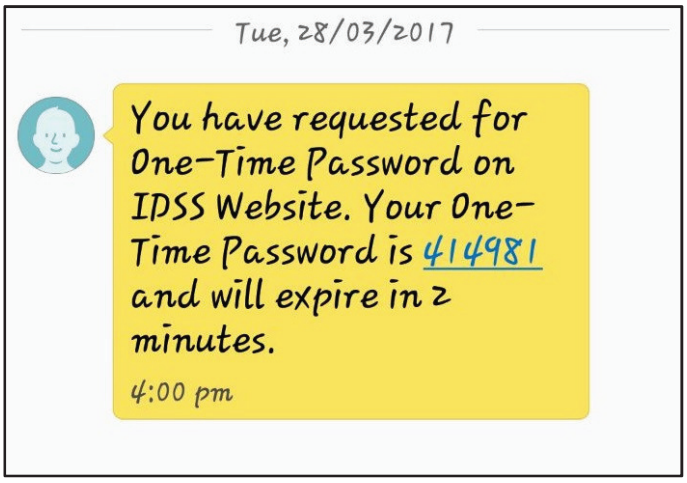
NO	STEPS
1.	Go to IDSS via URL https://idss.tm.com.my/ At the Home page, click on 'TM IDSS' button. 

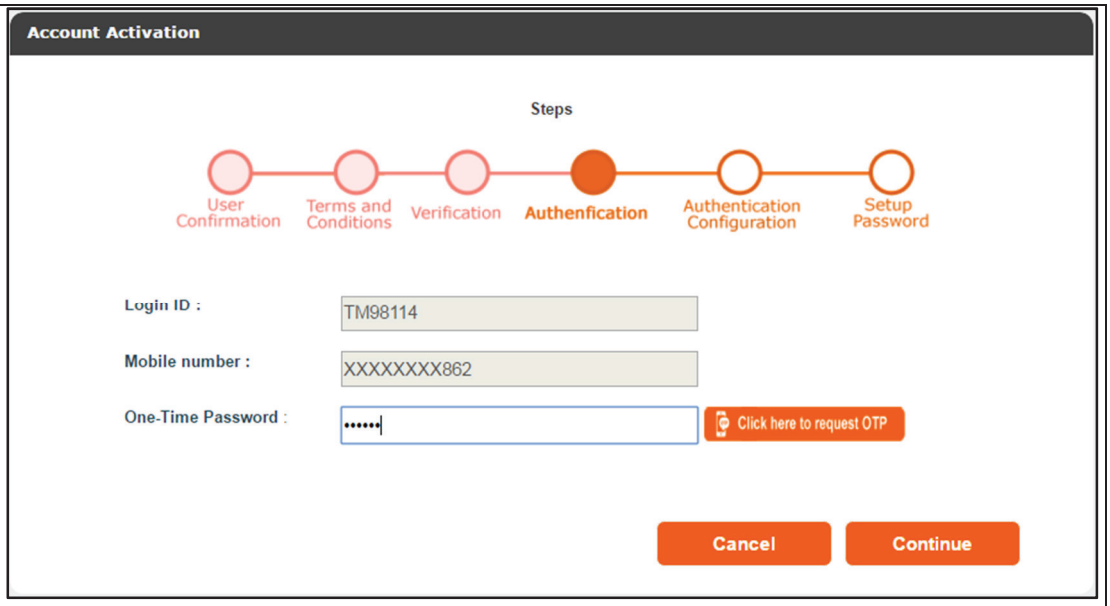
2.	At the login page, click on the 'First time user? Enroll now >>' button. 
3.	The first step for Existing User Activation process is 'User Confirmation'. Enter your existing IDM Login ID and click on 'Continue' button. 

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

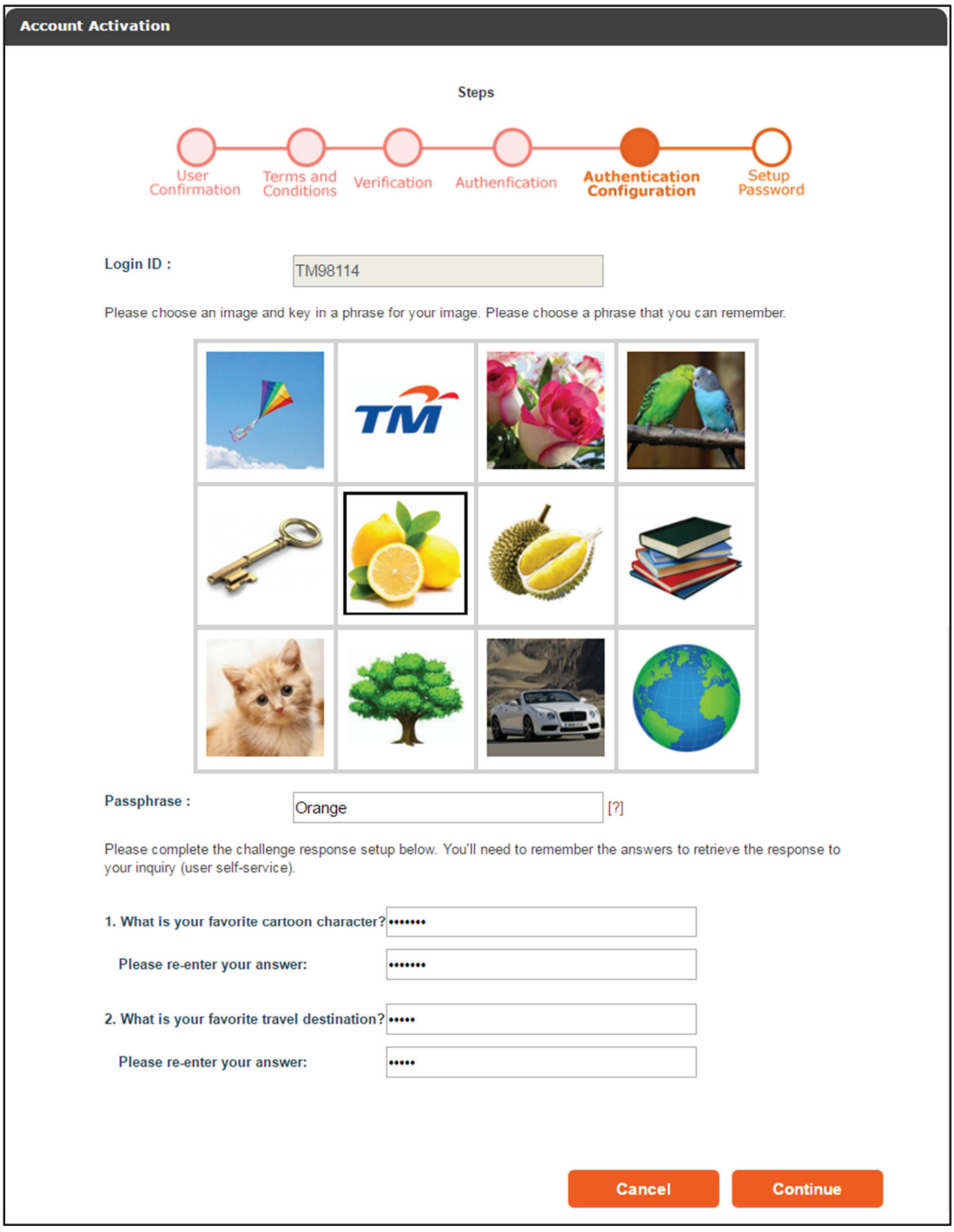
6.	In fourth step ‘Authentication’. Verify the last 3 digit of your mobile number. If it’s valid, click on ‘Click here to Request OTP’ and a SMS will be send to your mobile. Enter the 6 digits One-Time Password and click on ‘Continue’ button.

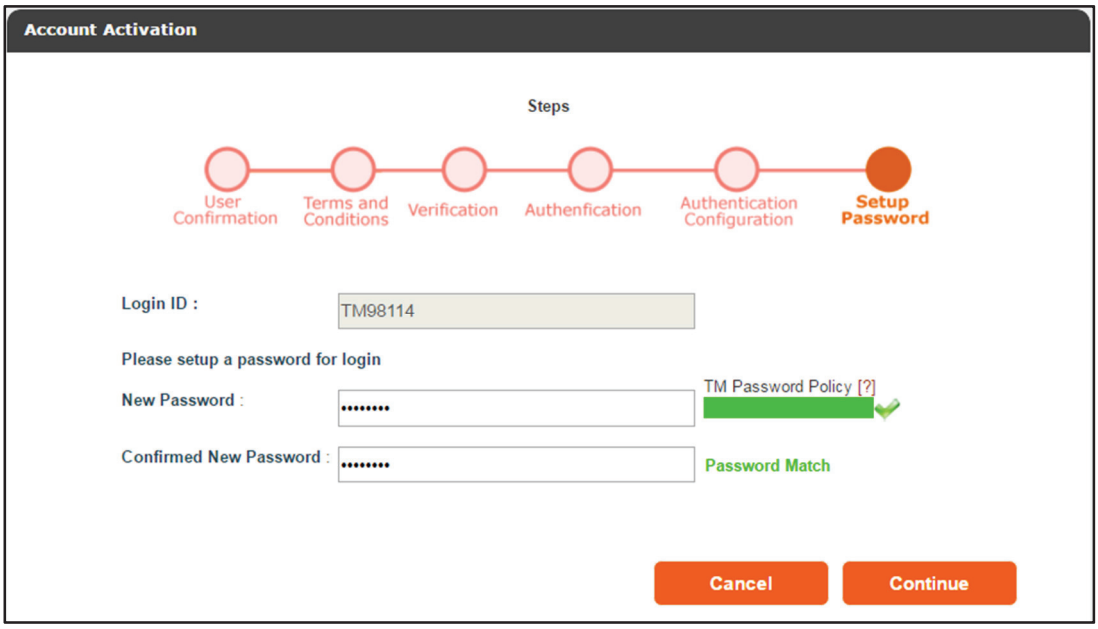
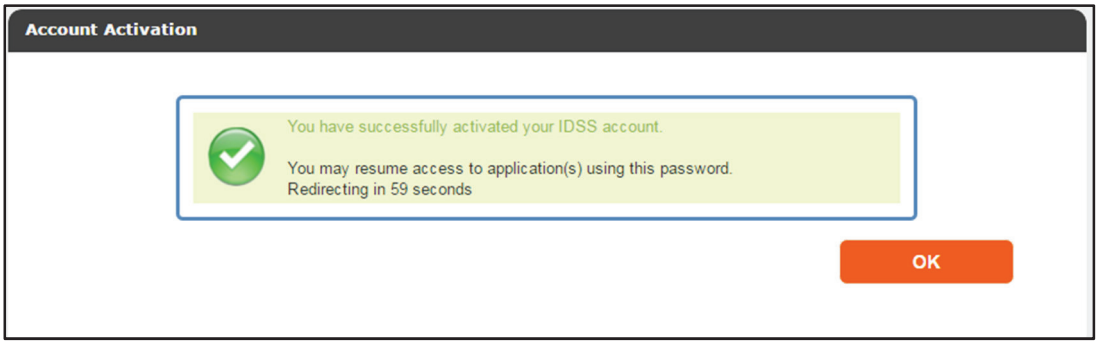




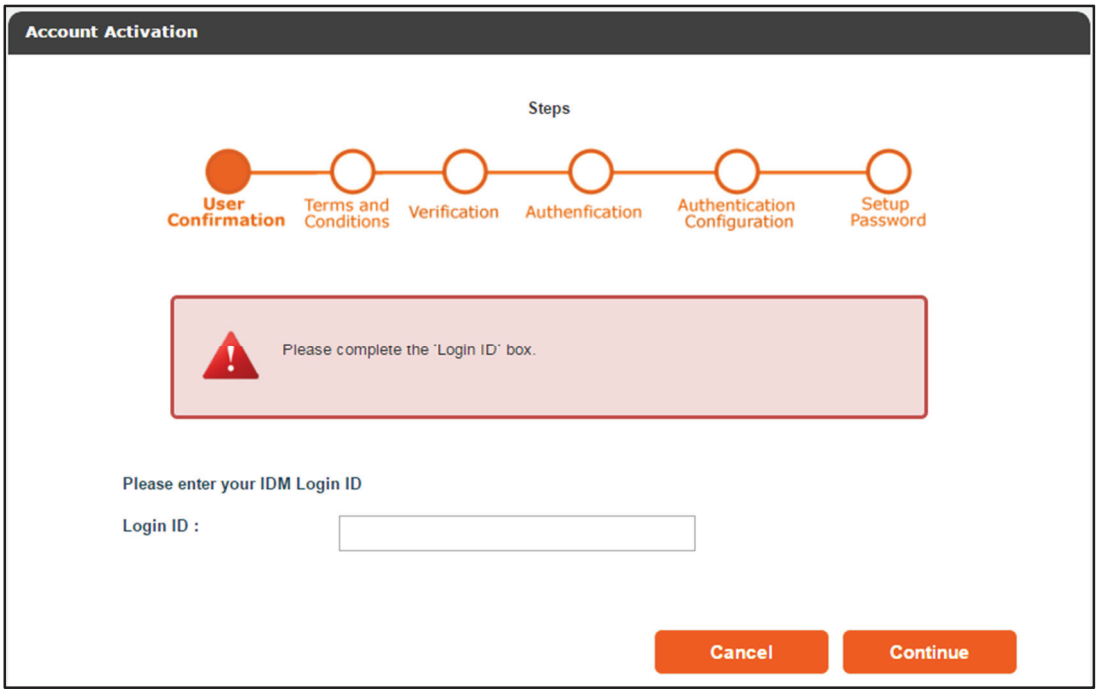

Account Activation
Steps
User Confirmation
Terms and Conditions
Verification
Authenfication
Authentication Configuration
Setup Password
Login ID :
TM98114
Mobile number :
XXXXXXXX862
One-Time Password :
Click here to request OTP
Cancel
Continue

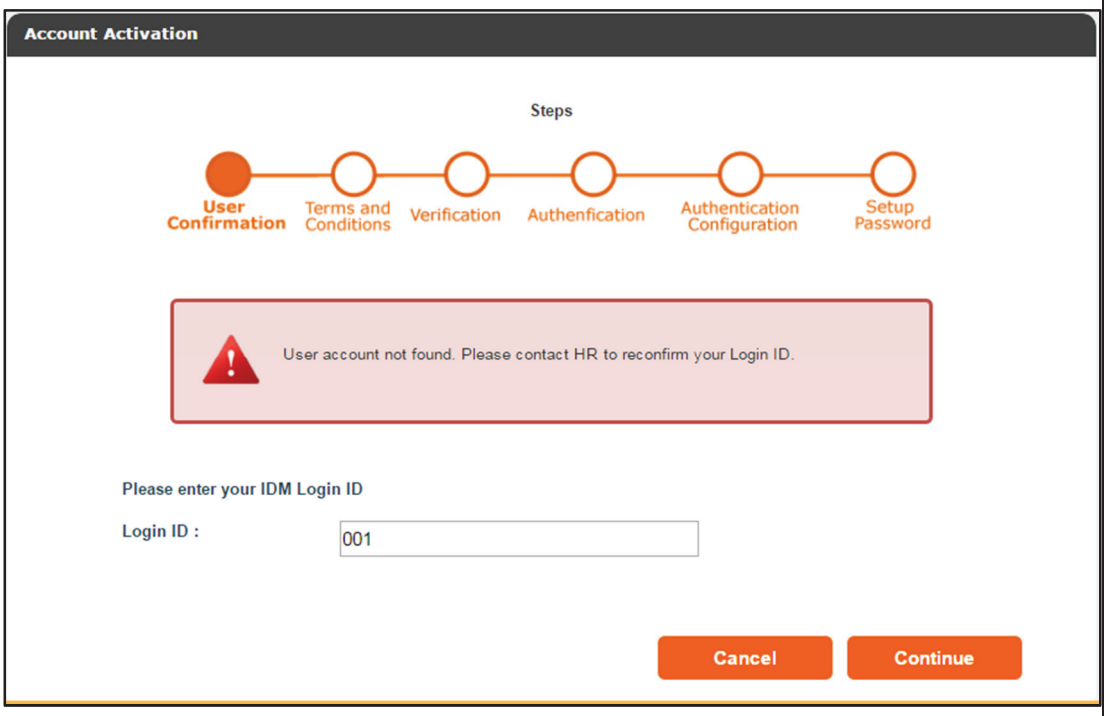
7.	In fifth step ‘Authentication Configuration’, select an image and key in a passphrase, then key in answers to the challenge response question. Click on ‘Continue’ button.

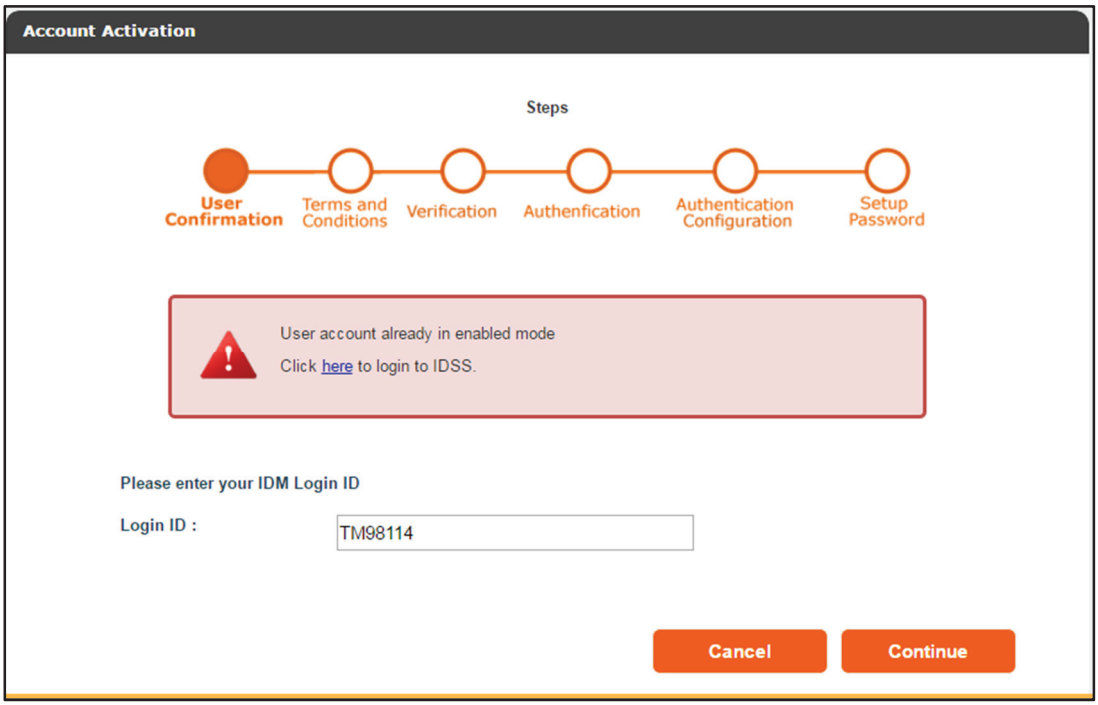


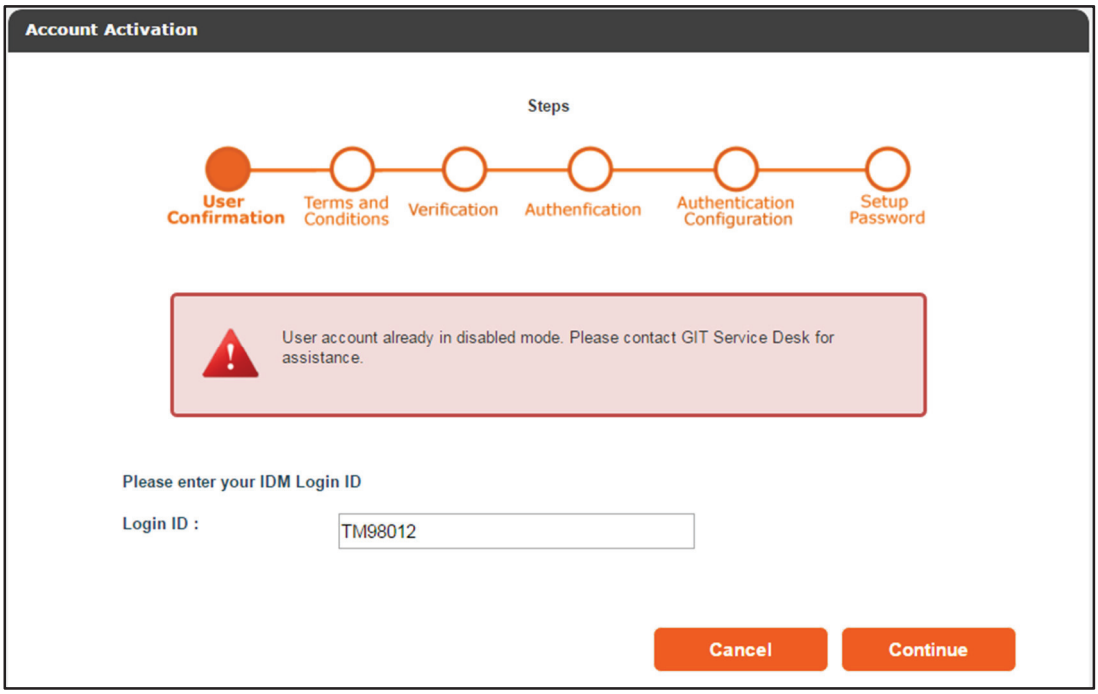
8.	In the last step ‘Setup Password’, enter new password and confirmed new password to change your existing IDM Password. Click on ‘Continue’ button. 
9.	Finally, you will come to success page.  You have successfully activated your IDSS account. This is a one-time registration of IDSS account. You may resume access to application(s) using this password.

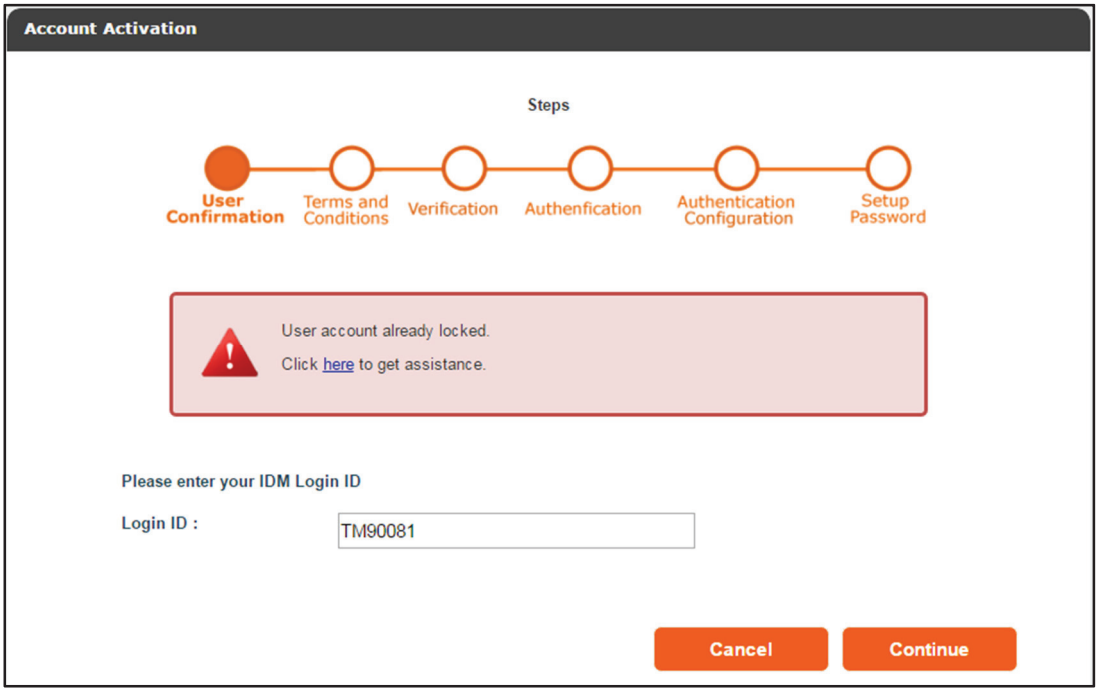
2.1.2 Event Handling – Fail Case.

NO	STEPS
1.	Error Message: Please complete the 'Login ID' box.  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 on 'Continue' button.

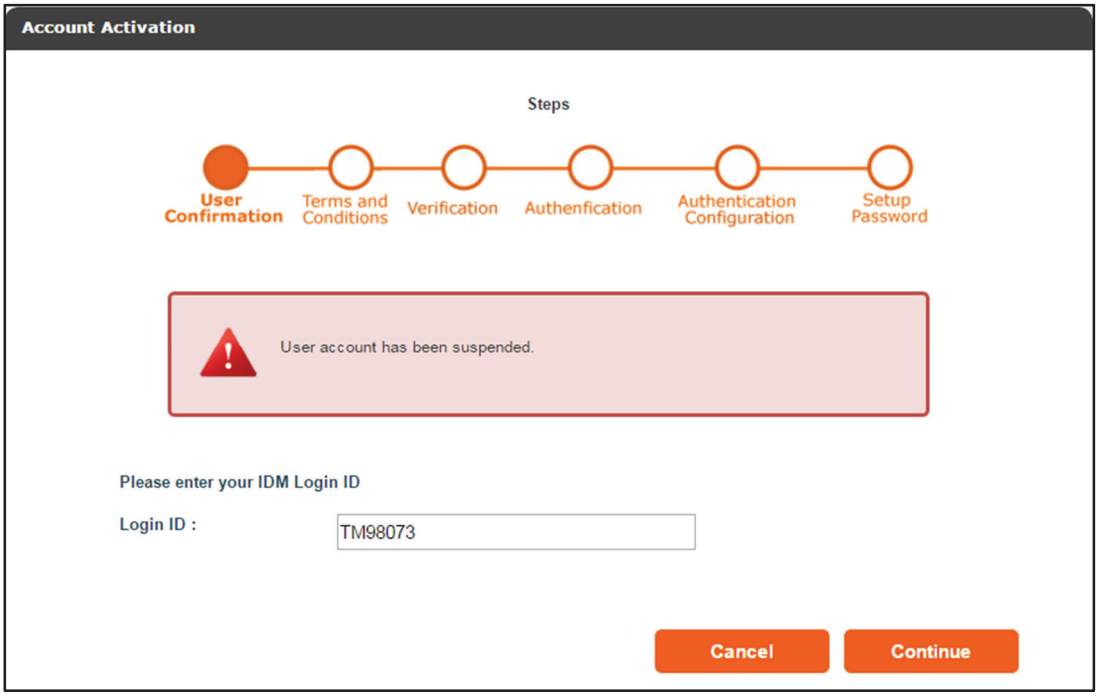
2.	Error Message: User account not found. Please contact HR to reconfirm your Login ID.  Error message will appear to notify user if the Login ID is either non-existing user ID or wrong Login ID has been inserted. User is not able to proceed. User Action: Please ensure that you entered your correct Login 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.

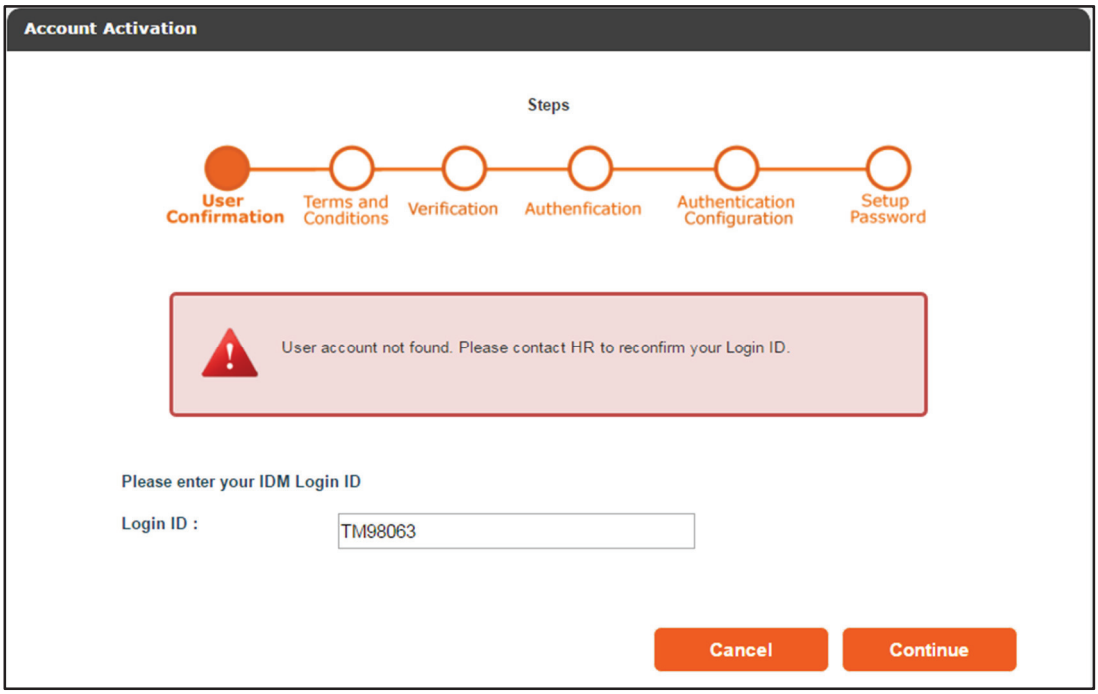
5.	Error Message: User account already locked. Click here to get assistance.  Error message will appear to notify user if the Login ID entered has already locked. User is not able to proceed. User Action: Your account has been locked. You need to proceed to unlock your account.

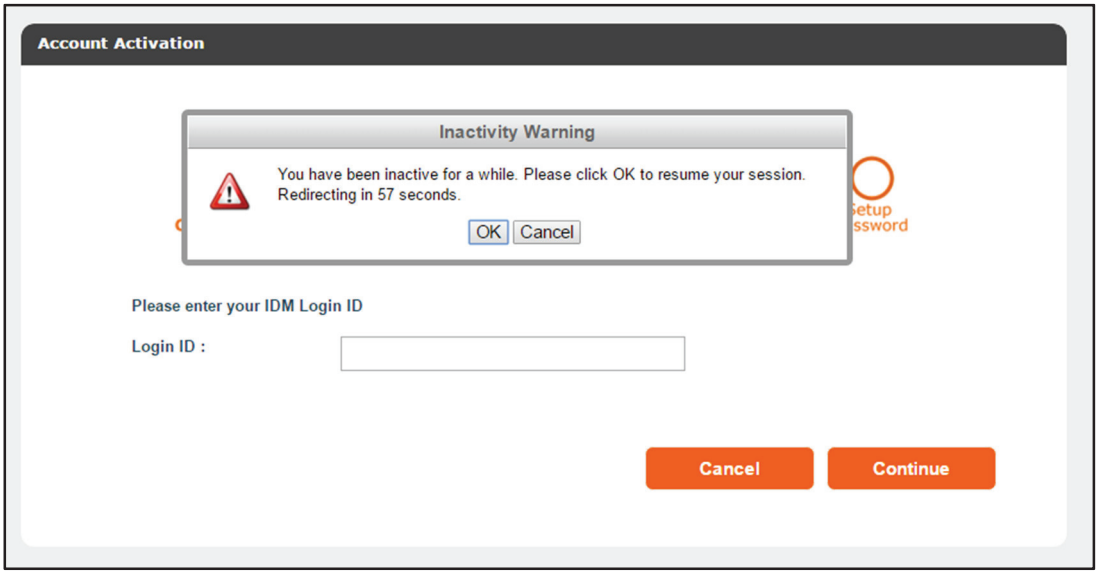
6.	Error Message: User account has been suspended

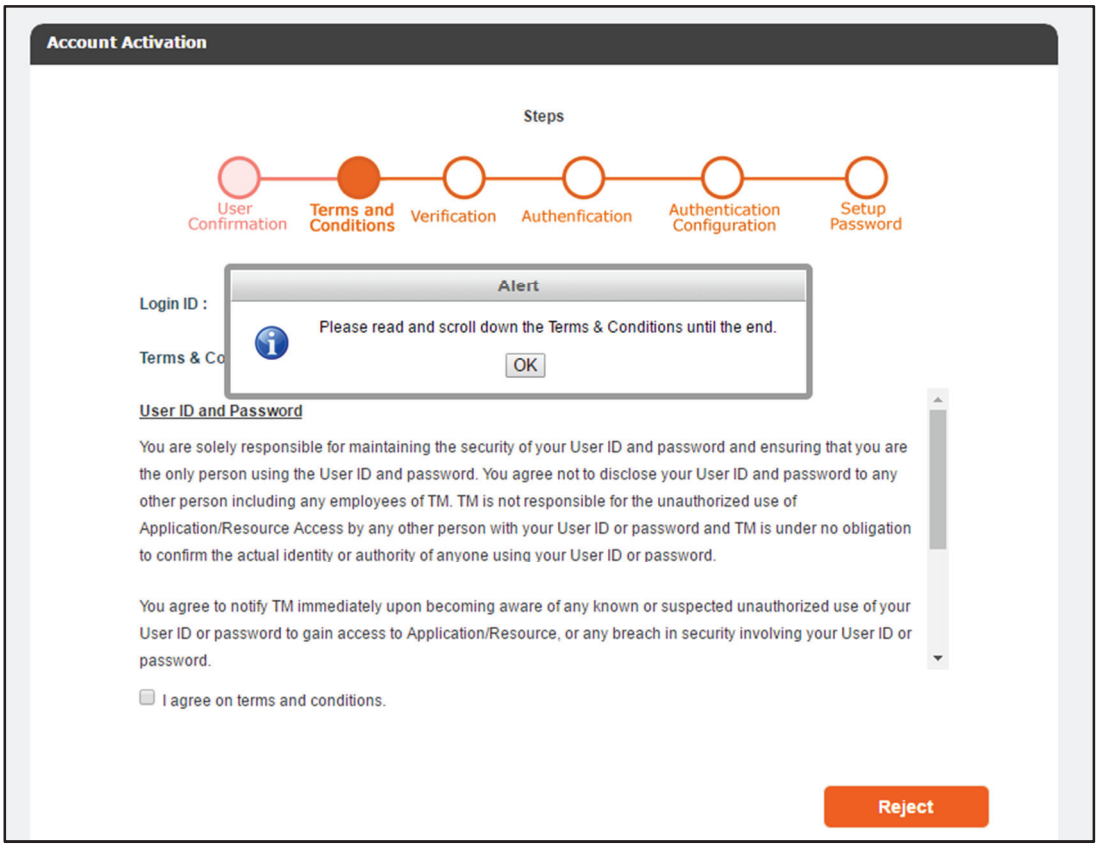


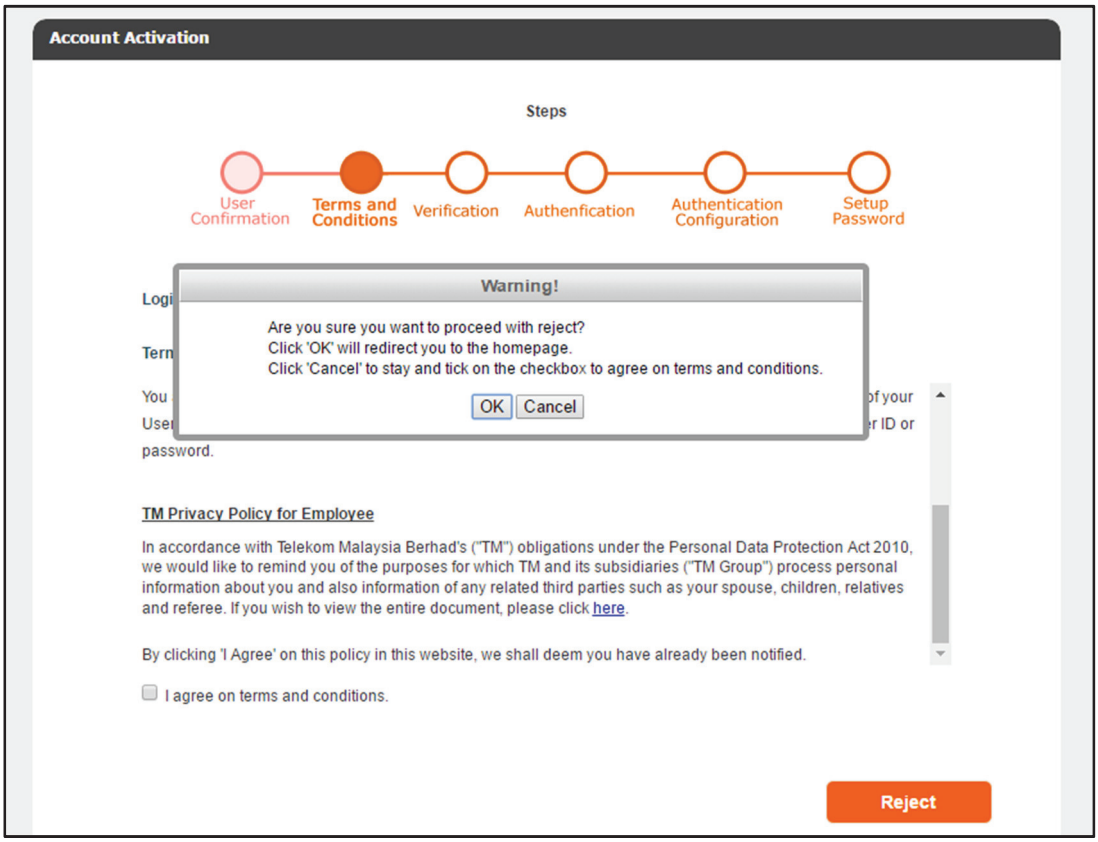
Error message will appear to notify user if the Login ID entered has been suspended. User is not able to proceed.

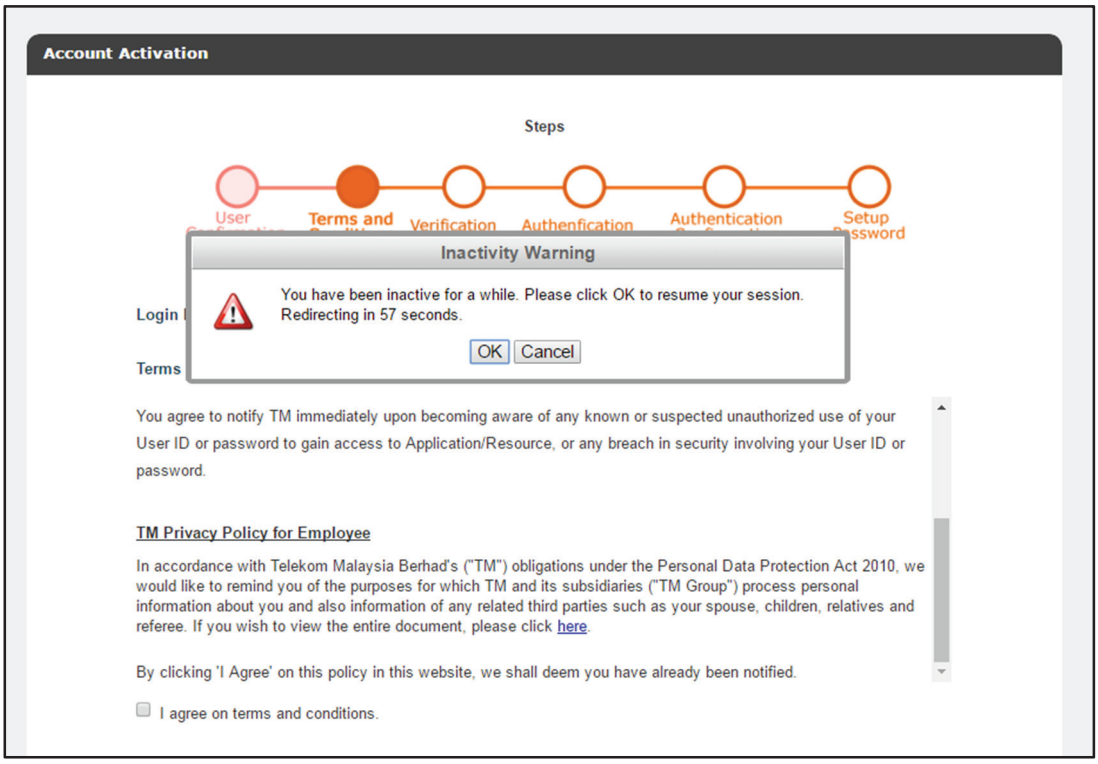
User Action: Your account has been suspended. You should be receiving email notification on the reason why your account was suspended earlier. You may not be able to proceed until you have been informed your account unsuspension.

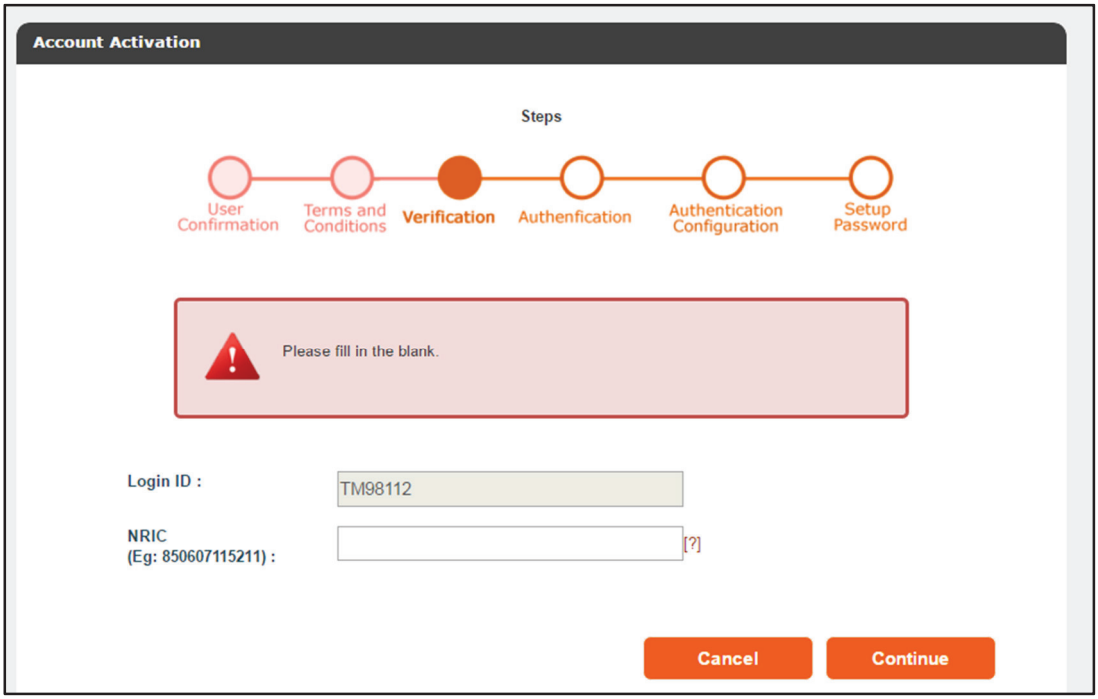
7.	Error Message: User account not found. Please contact HR to reconfirm your Login ID.  Error message will appear to notify user if the entered Login ID is terminated and no longer to be found. User is not able to proceed. User Action: Please contact HR to reconfirm your Login ID.

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.

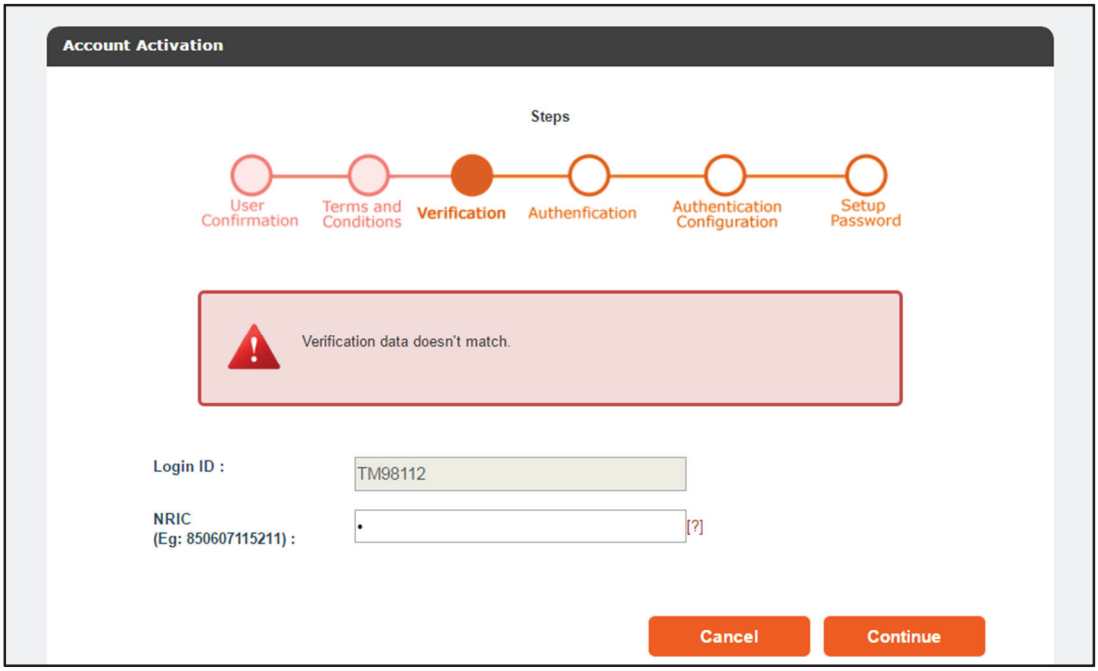
9.	Error Message: Please read and scroll down the Terms & Conditions until the end.  Error message will appear to notify user if the user tick the 'I agree on terms and conditions.' checkbox without scroll down the Terms & Conditions till the end. User Action: Scroll down the Terms & Conditions till the end before tick on the 'I agree on terms and conditions' checkbox.

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.

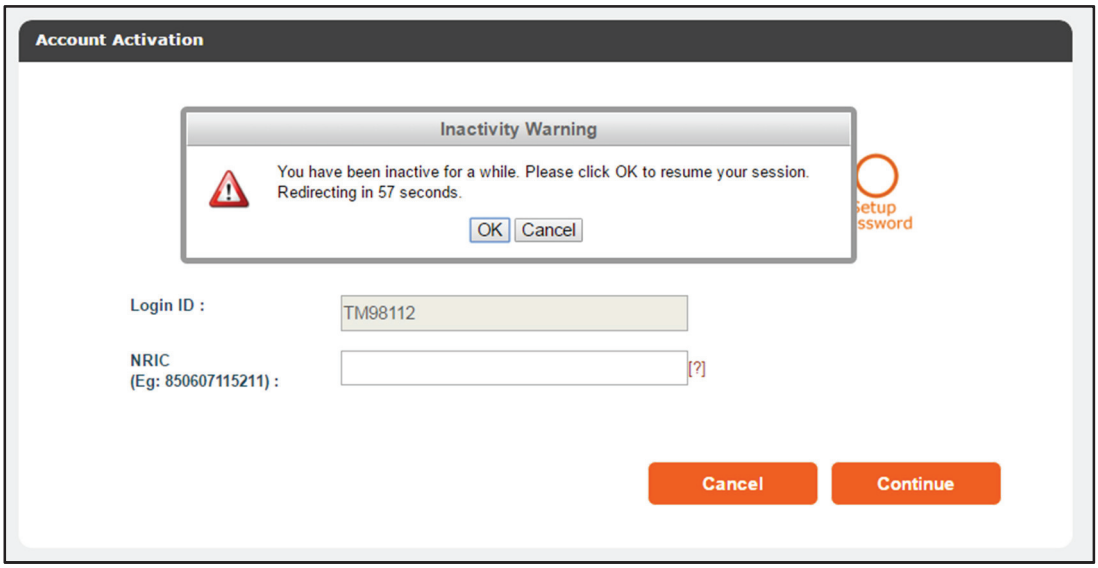
12.	Error Message: Please fill in the blank.  Error message will appear to notify user if the NRIC box is blank. User is not able to proceed. User Action: Please provide your NRIC in the box and click on 'Continue' button.

13.	Error Message: Verification data doesn't match

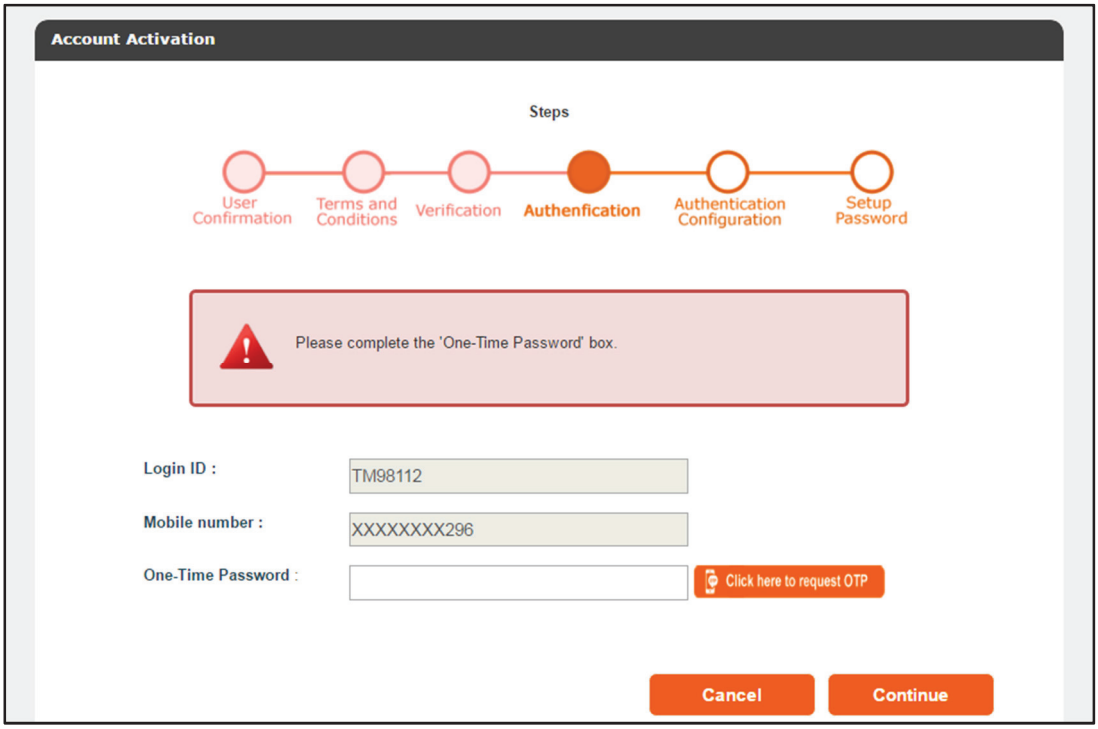


Error message will appear to notify user if the NRIC entered doesn't match or wrong NRIC has been entered. User is not able to proceed.

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

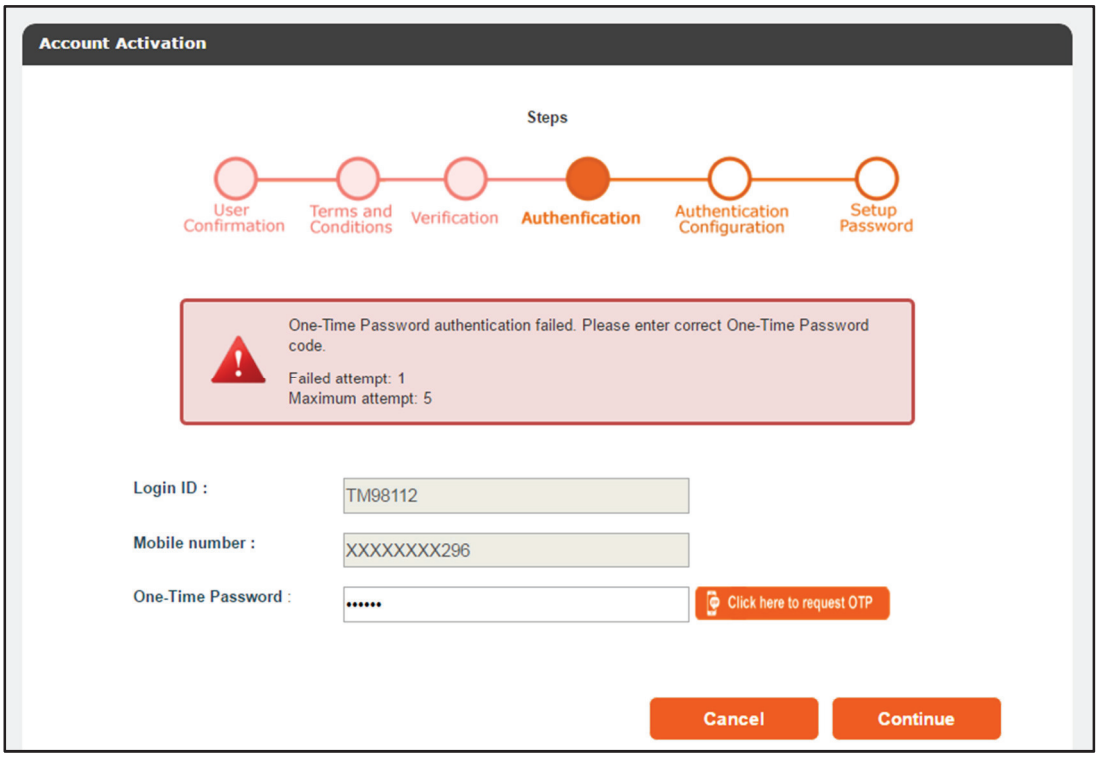
14.	Error Message: You have been inactive for a while. Please click OK to resume your session.  Error message will appear to notify user if the session has expired. User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.

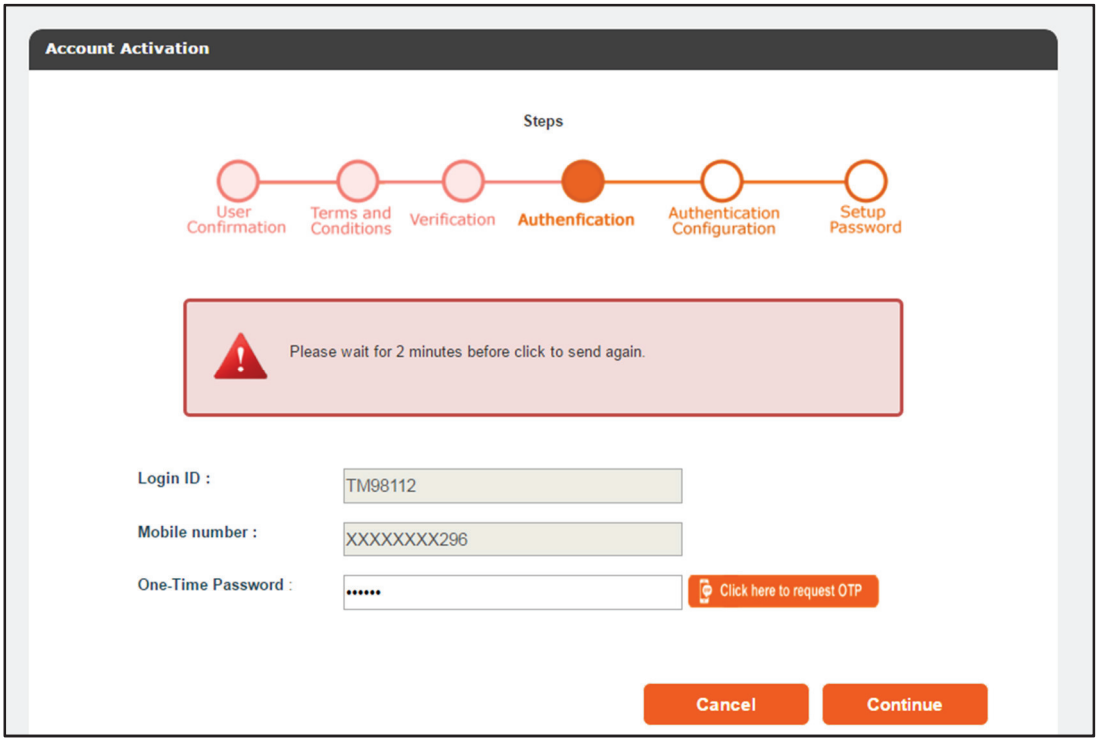
15.	Error Message: Please complete the 'One-Time Password' box

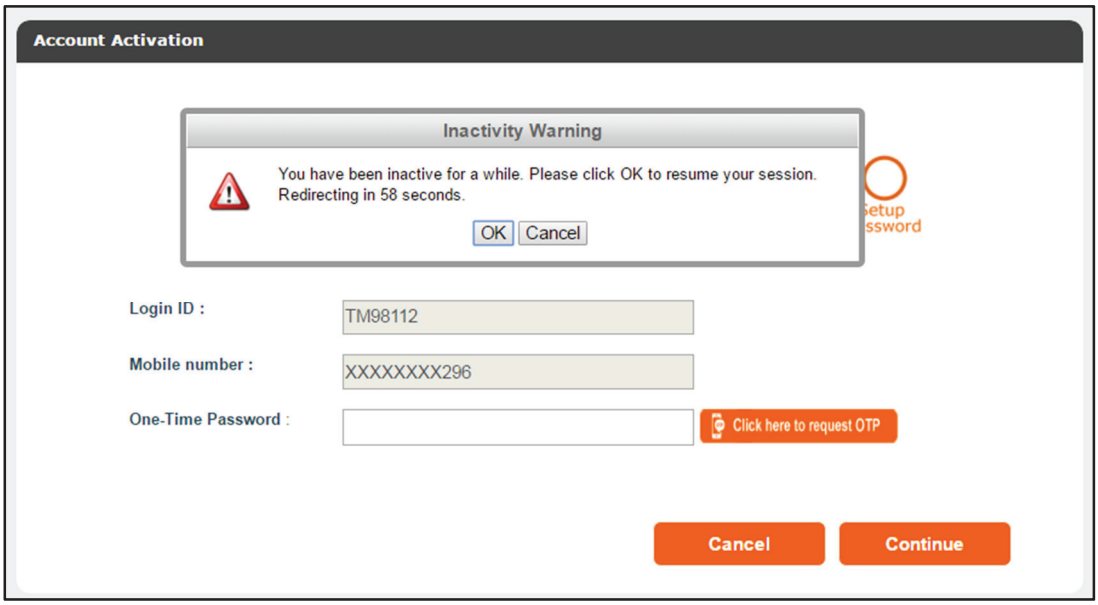


Error message will appear to notify user if the One-Time Password box is blank. User is not able to proceed.

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.  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.  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.

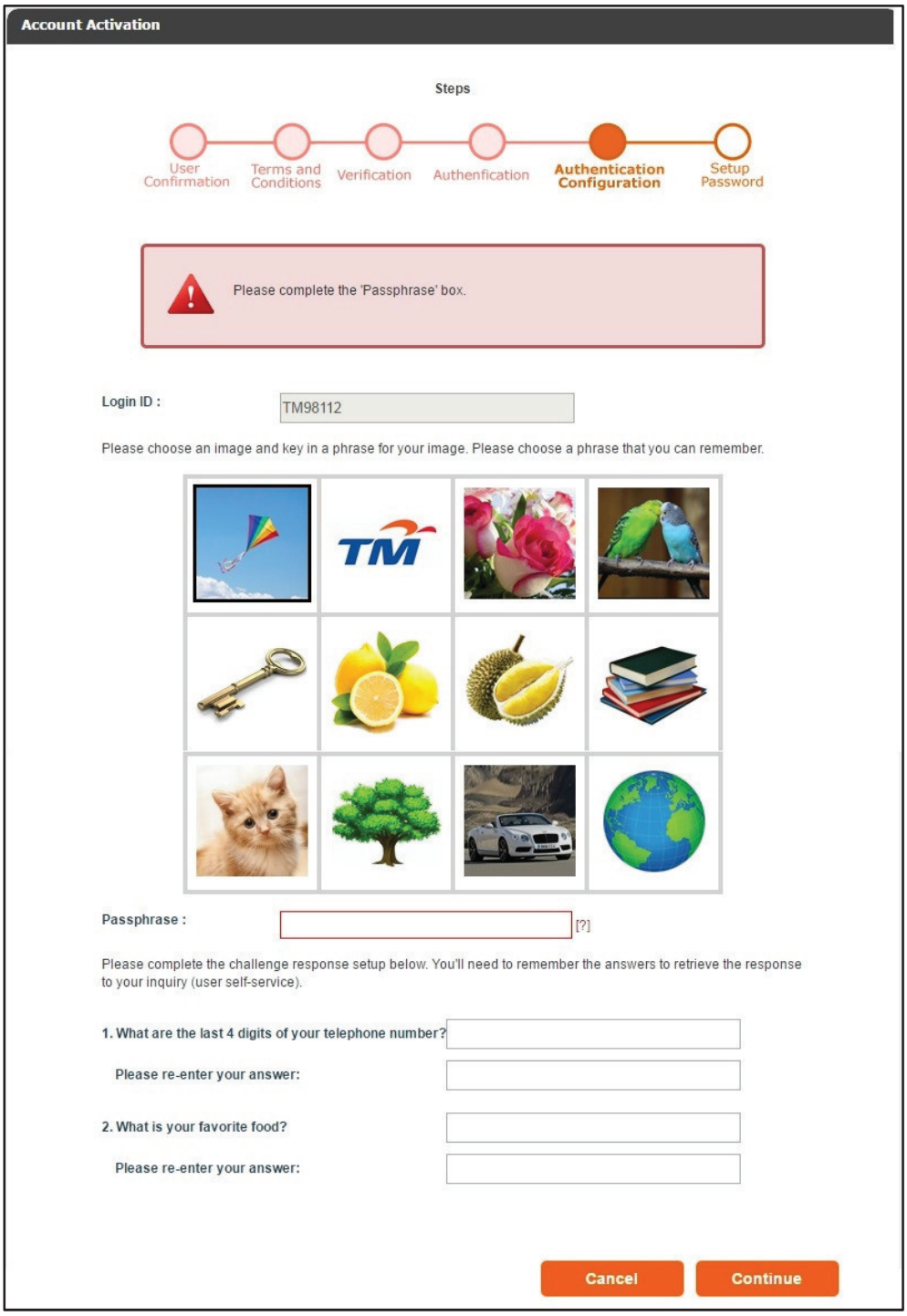
19. Error Message: Please select one image.

Please complete the ‘Passphrase’ box.

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.

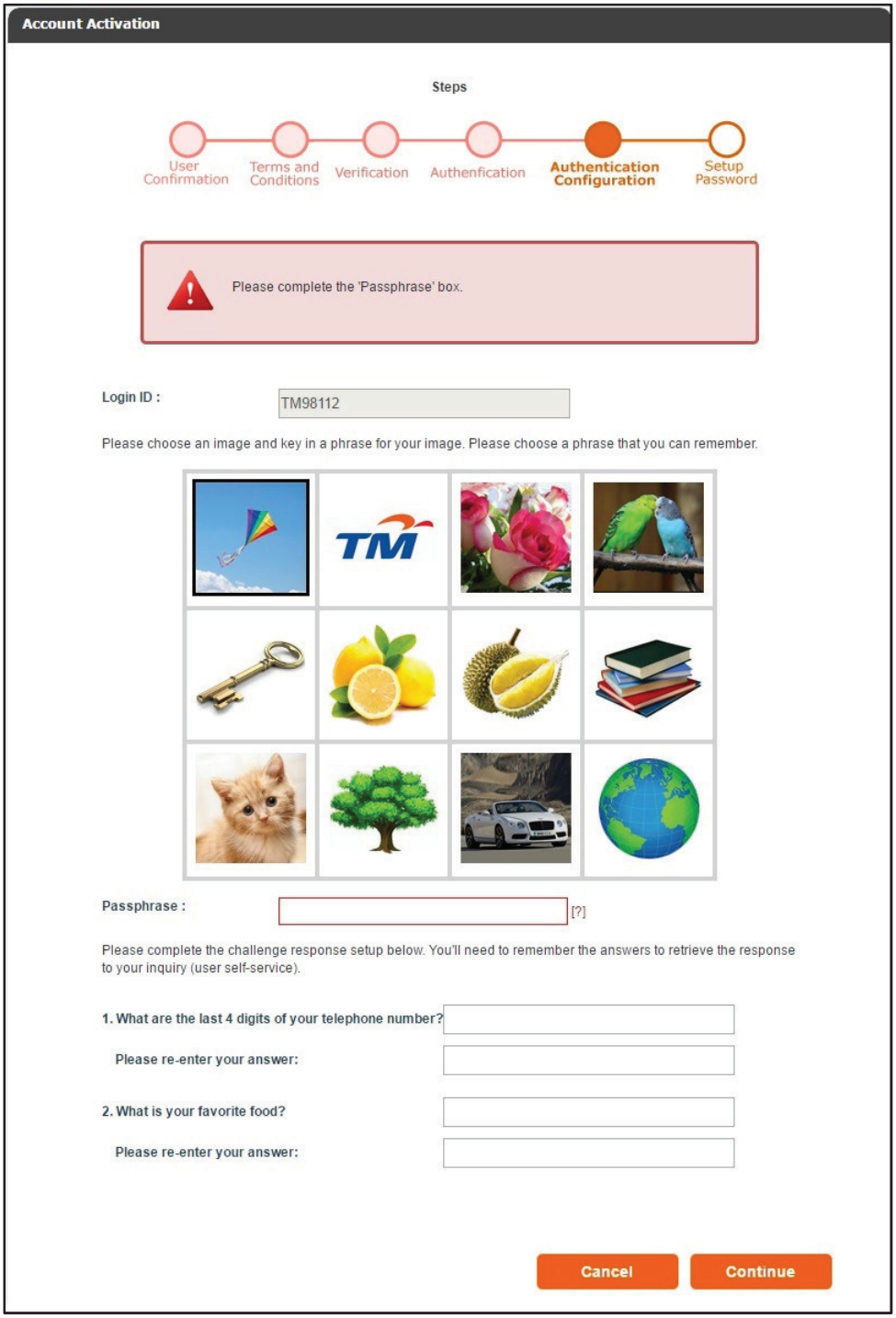
20. Error Message: Please complete the ‘Passphrase’ box.



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

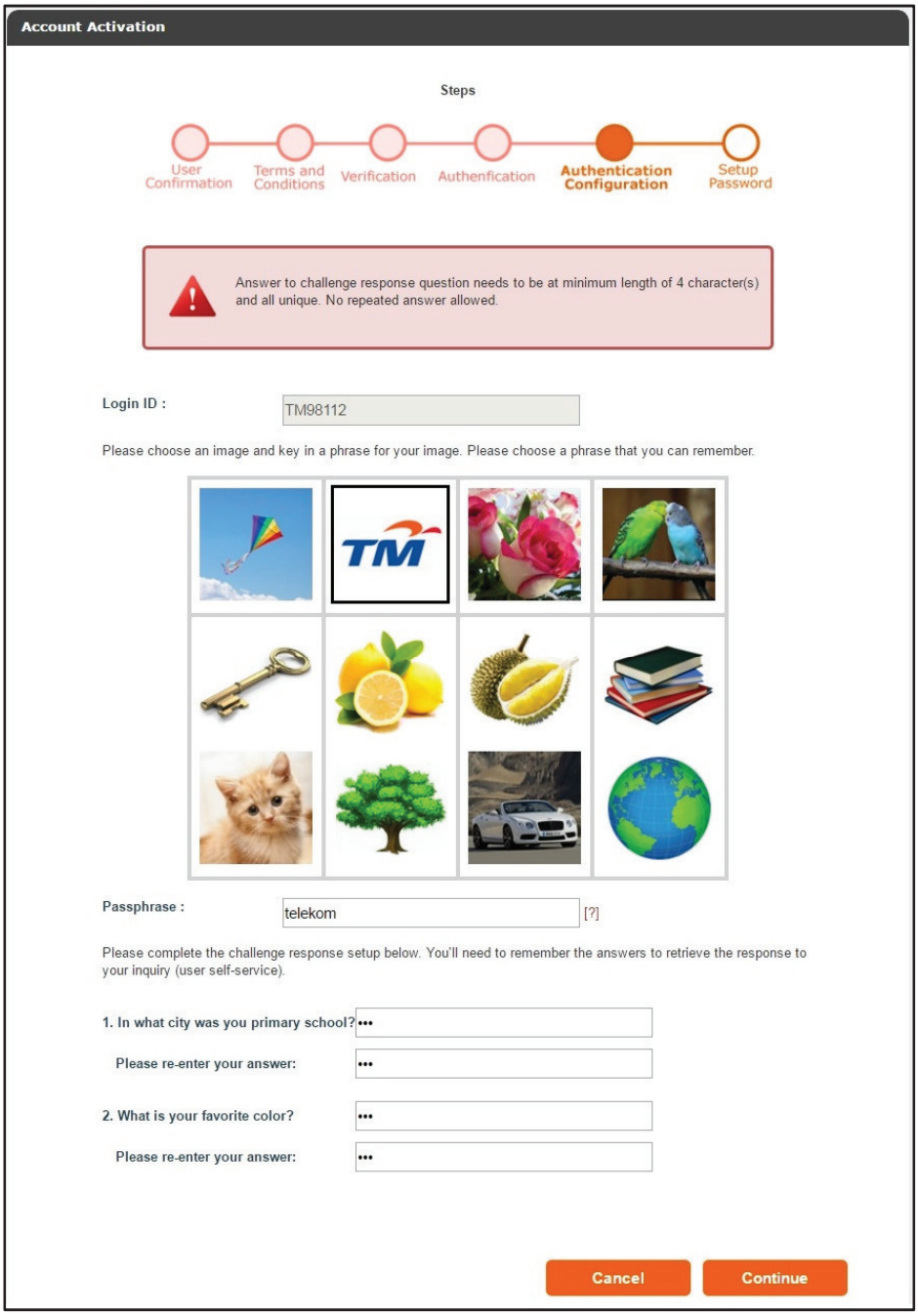
User Action: Please enter a Passphrase and complete the challenge response setup then click on the ‘Continue’ button.

22. Error Message: Answers don't match.

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.

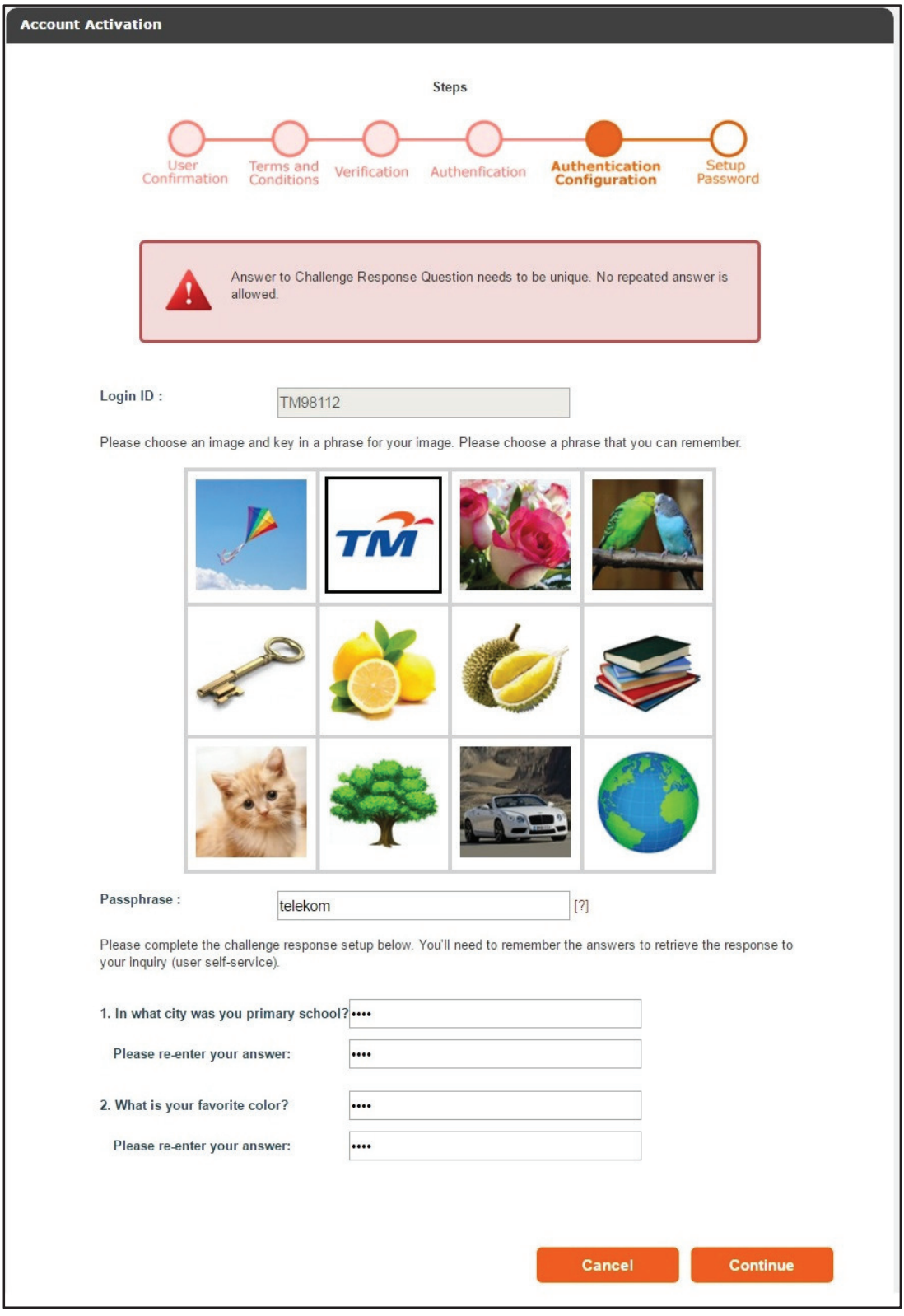
23. Error Message: Answer to challenge response question needs to be at minimum length of 4 character(s) and all unique. No repeated answer allowed.

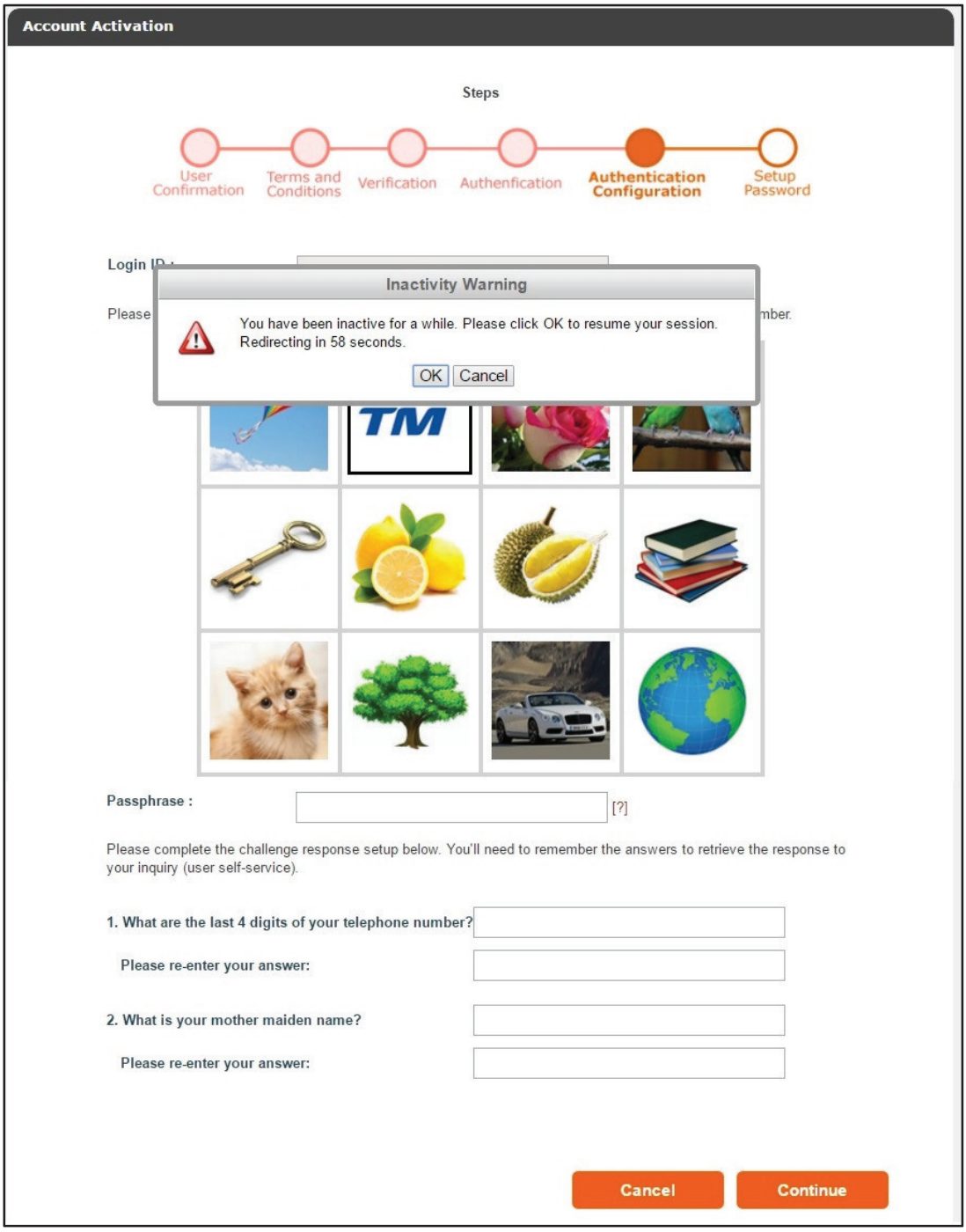


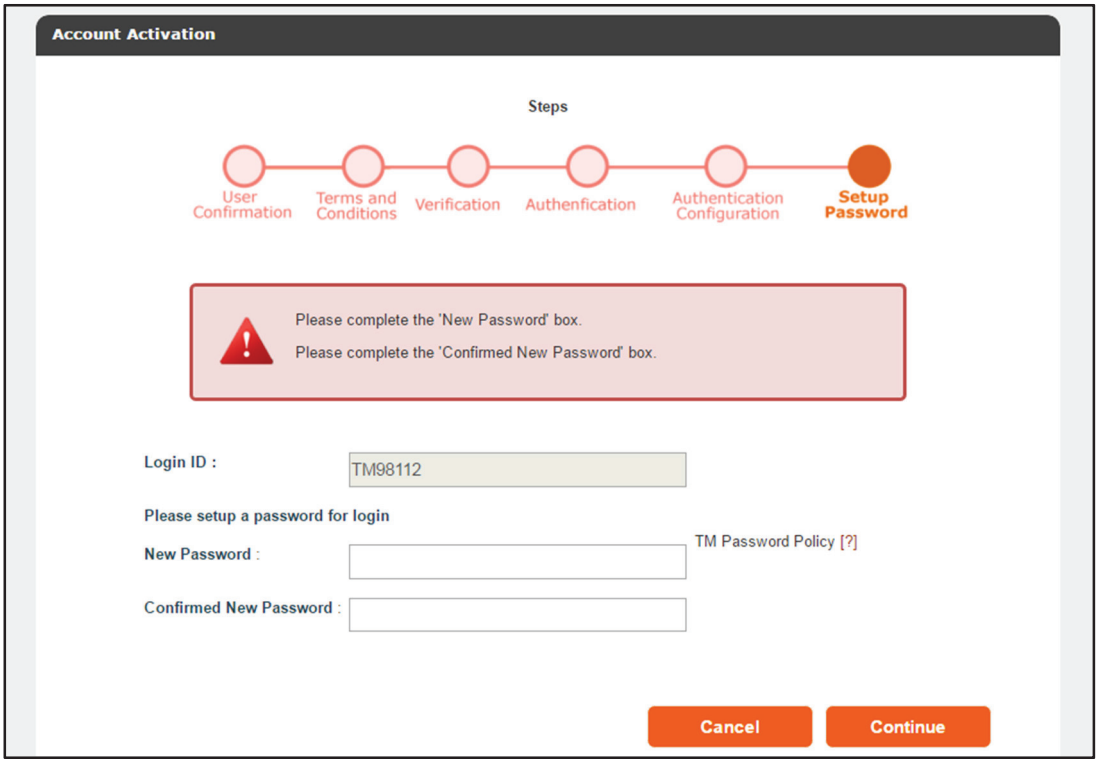
Error message will appear to notify user if the challenge response answer(s) entered is less than 4 character(s).

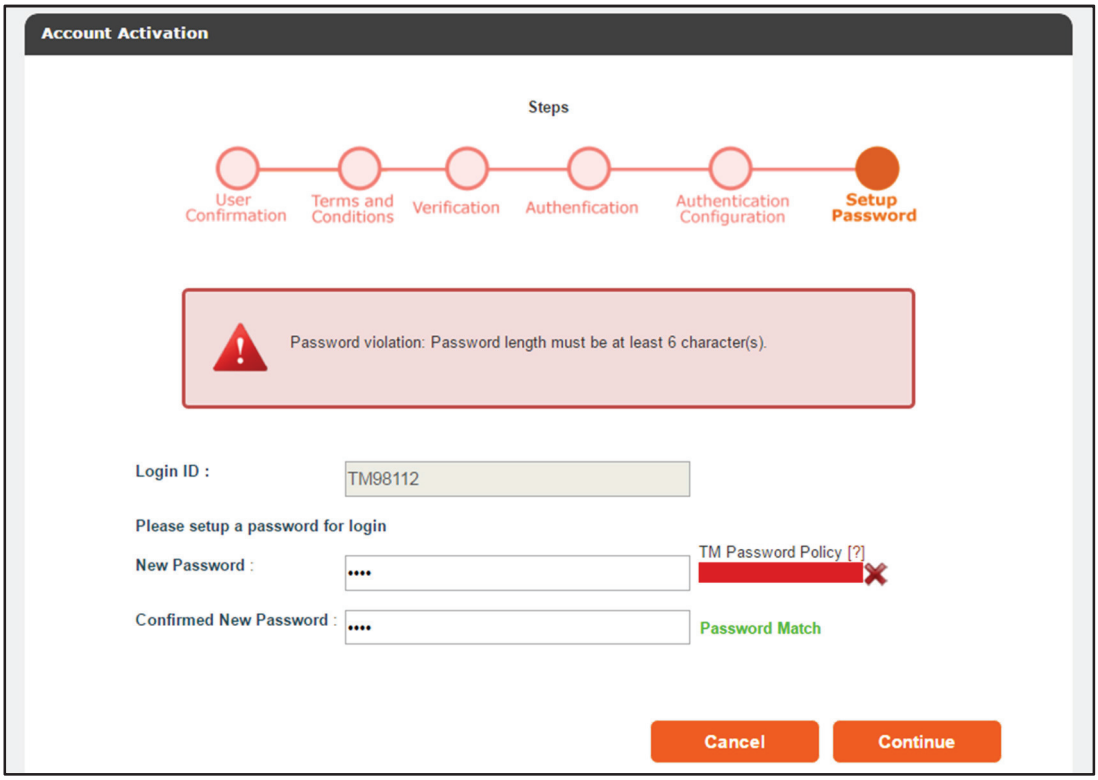
User Action: Please enter your answer(s) for the challenge response questions(s) with minimum of 4 character(s) then click on 'Continue' button.

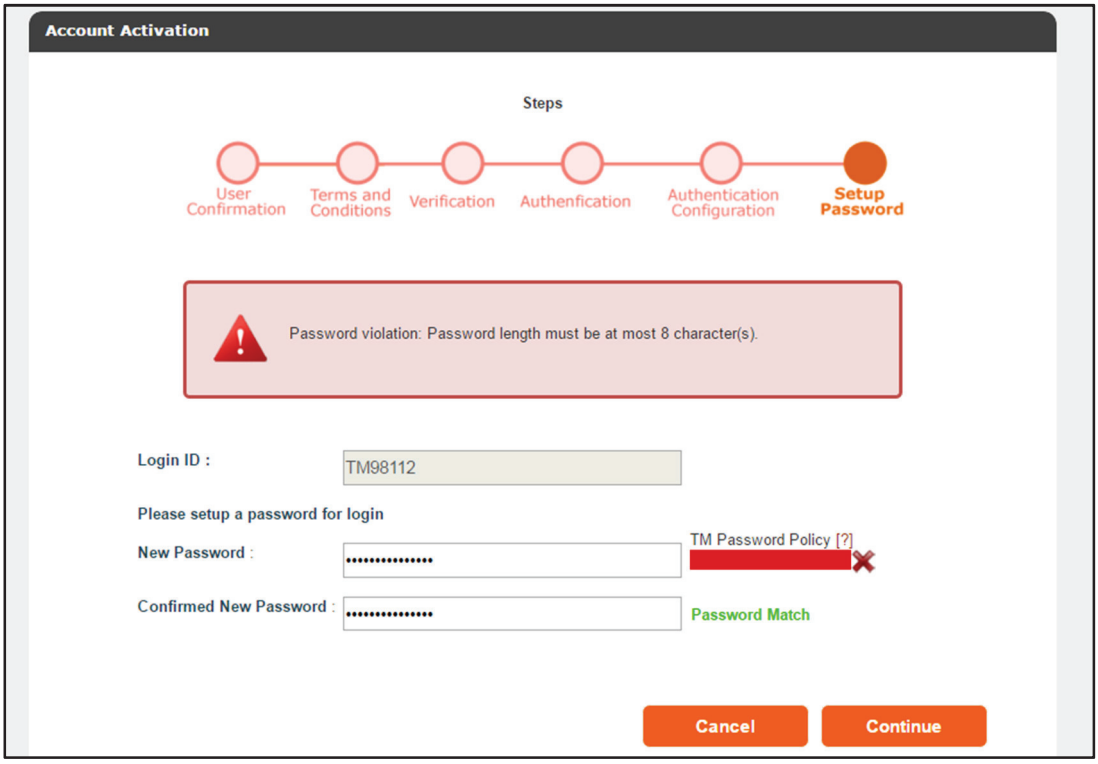
24. Error Message: Answer to Challenge Response Question needs to be unique. No repeated answer is allowed.

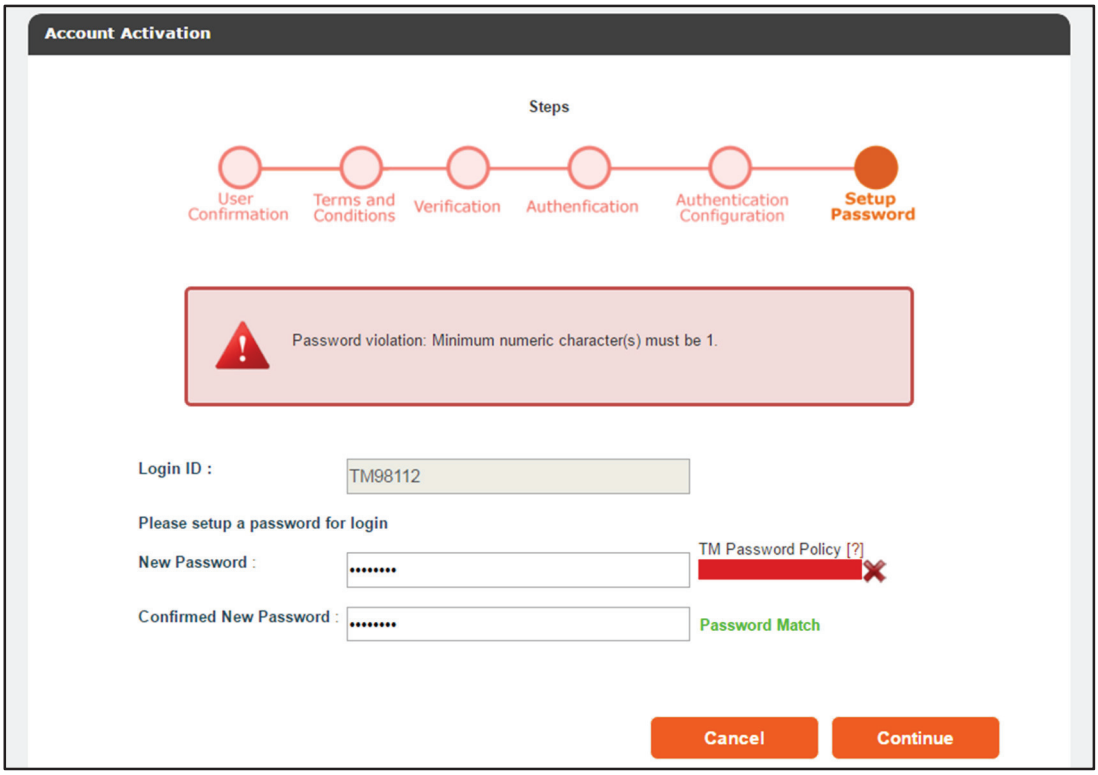


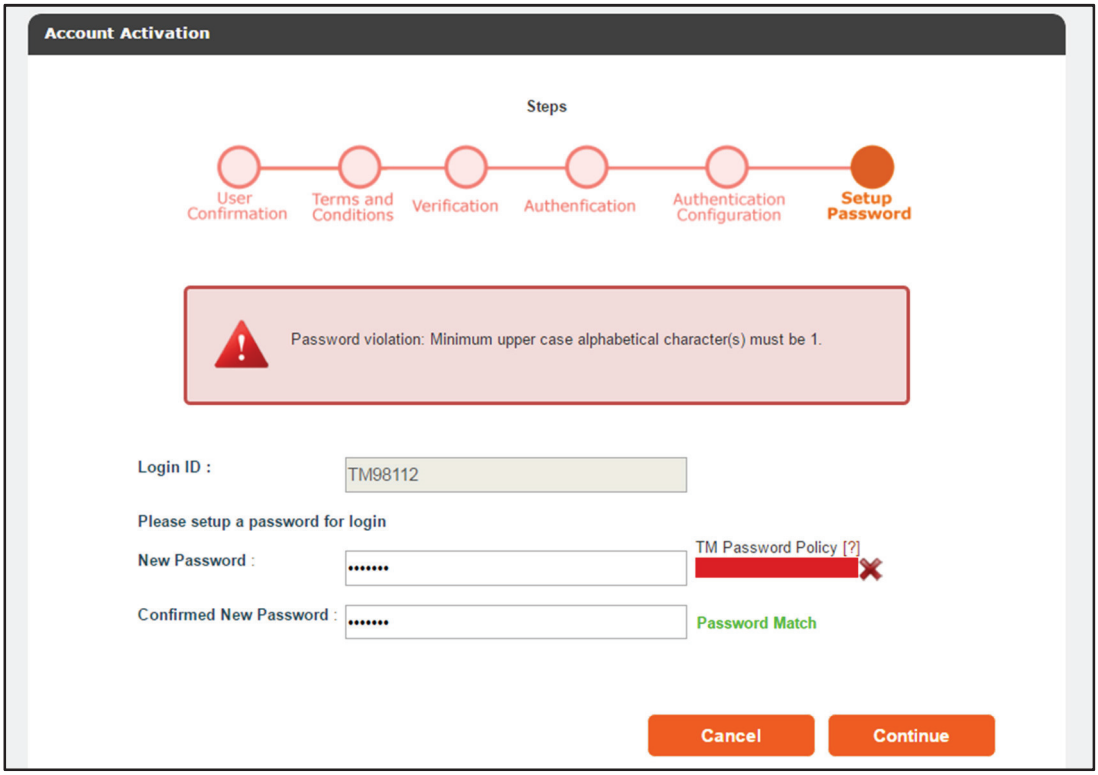
	Error message will appear to notify user if the answer for the challenge respond questions must be unique. User is not able to proceed. User Action: Please provide a unique answer for each challenge respond question then click on 'Continue' button.
25.	Error Message: You have been inactive for a while. Please click OK to resume your session. 

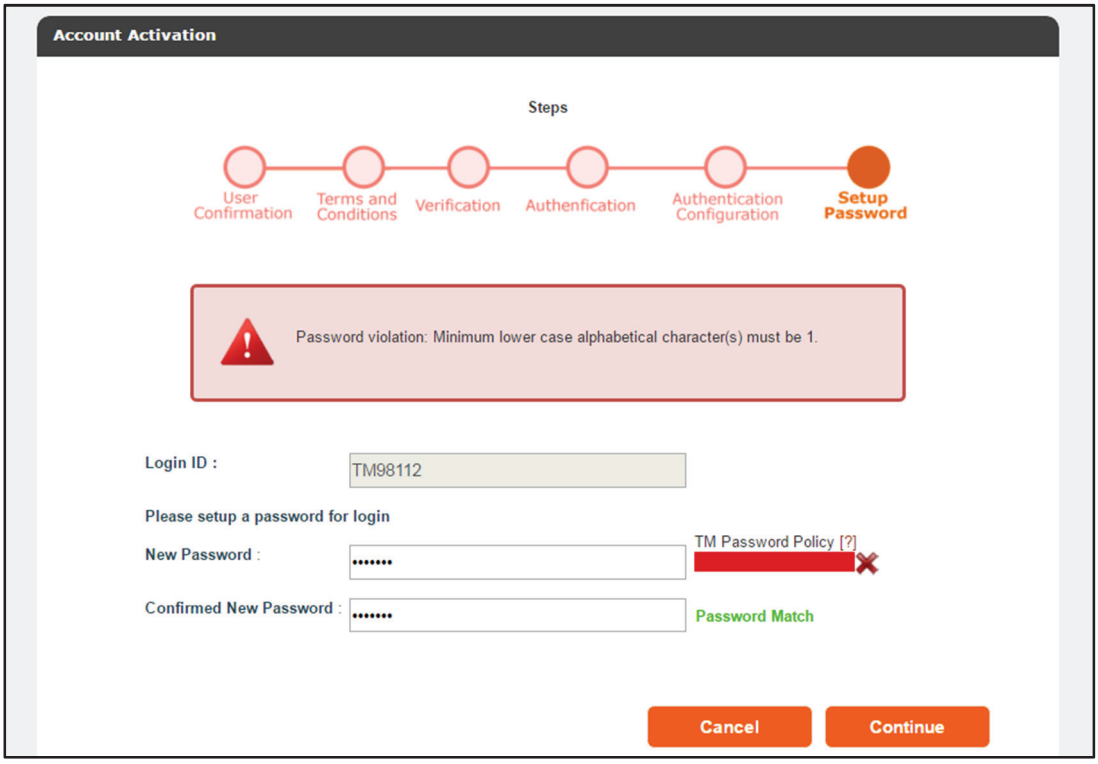
	Error message will appear to notify user if the session has expired. User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.
26.	Error Message: Please complete the 'New Password' box. Please complete the 'Confirmed New Password' box.  Error message will appear to notify user if the new password and confirmed new password is blank. User is not able to proceed. User Action: Please provide new password and confirmed new password then click on 'Continue' button.

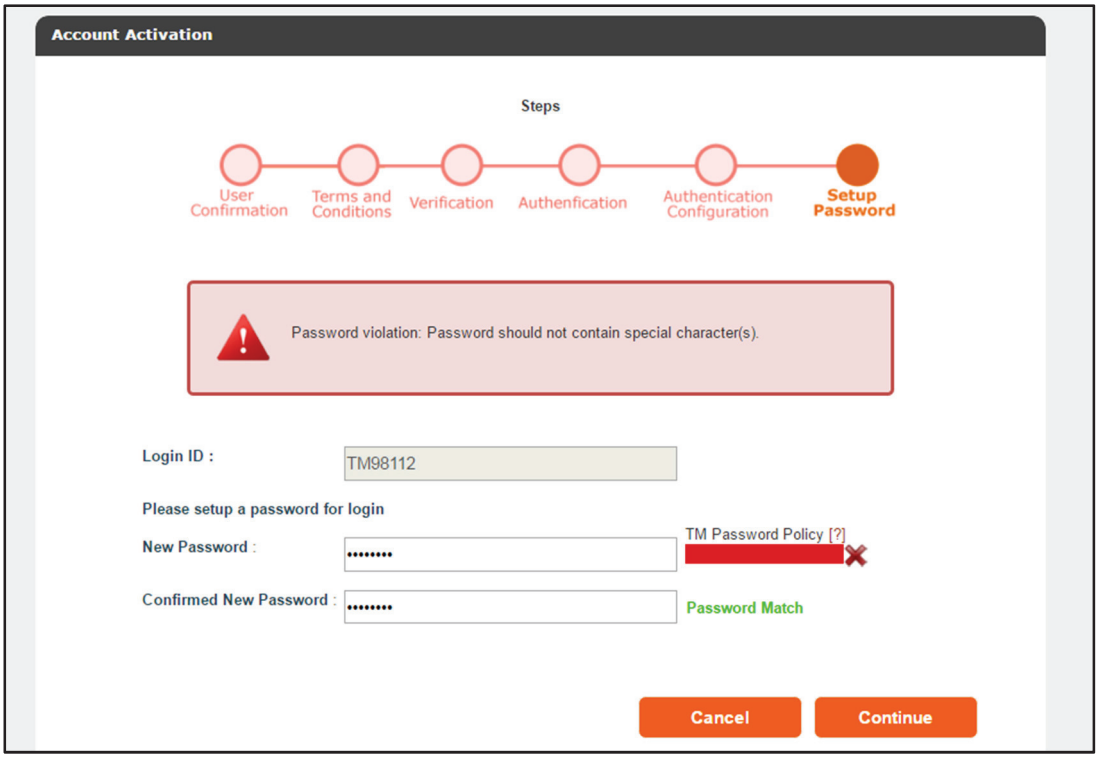
27.	Error Message: Password violation. Password length must be at least 6 character(s).  Error message will appear to notify user if the new password entered is less than 6 character(s), User is not able to proceed. User Action: Please provide a password with at least 6 character(s) and confirm new password, then click on ‘Continue’ button.

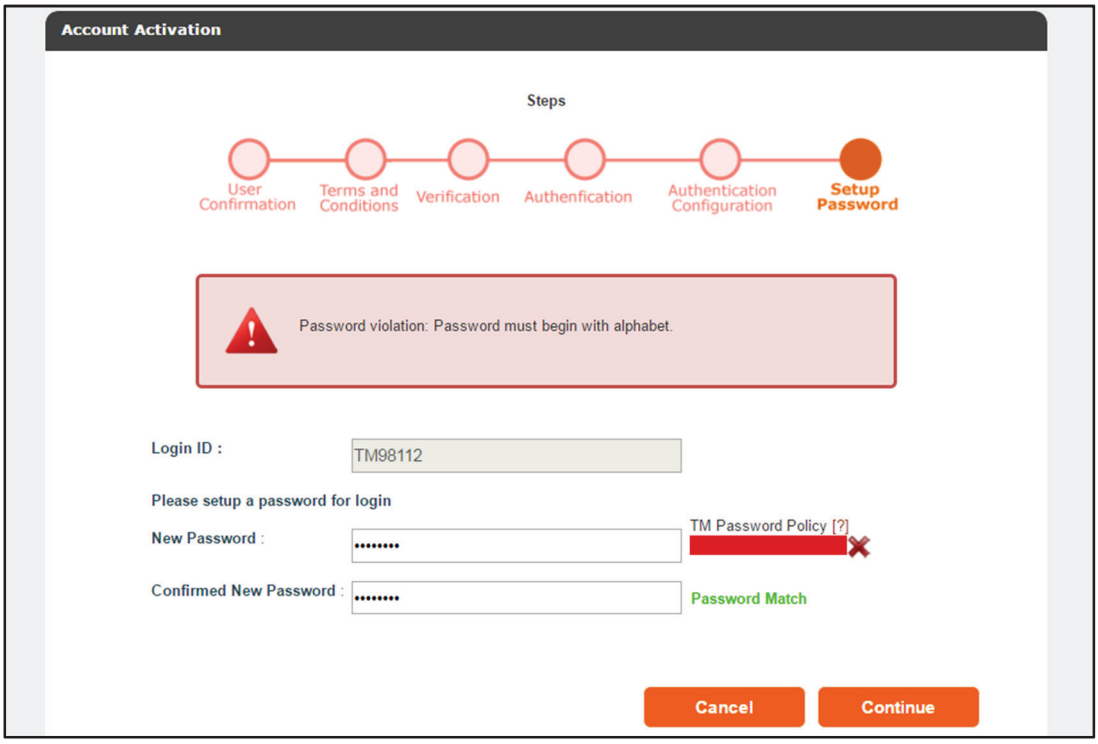
28.	Error Message: Password violation. Password length must be at most 8 character(s).  Error message will appear to notify user if the new password entered is more than 8 character(s). User is not able to proceed. User Action: Please provide new password with at most 8 character(s) and confirm new password, then click on 'Continue' button.

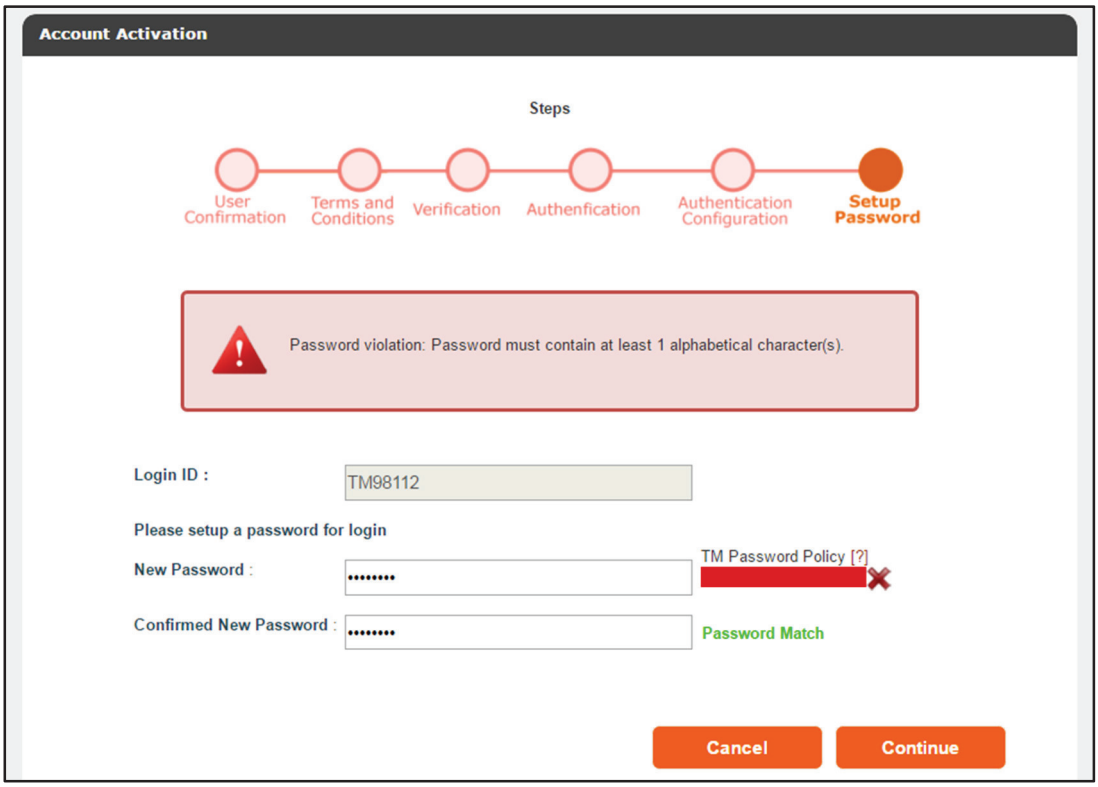
29.	Error Message: Password violation. Minimum numeric character(s) must be 1.  Error message will appear to notify user if the new password entered do not contain at least 1 numeric character(s). User is not able to proceed. User Action: Please provide new password with minimum 1 numeric character(s) and confirm new password, then click 'Continue' button.

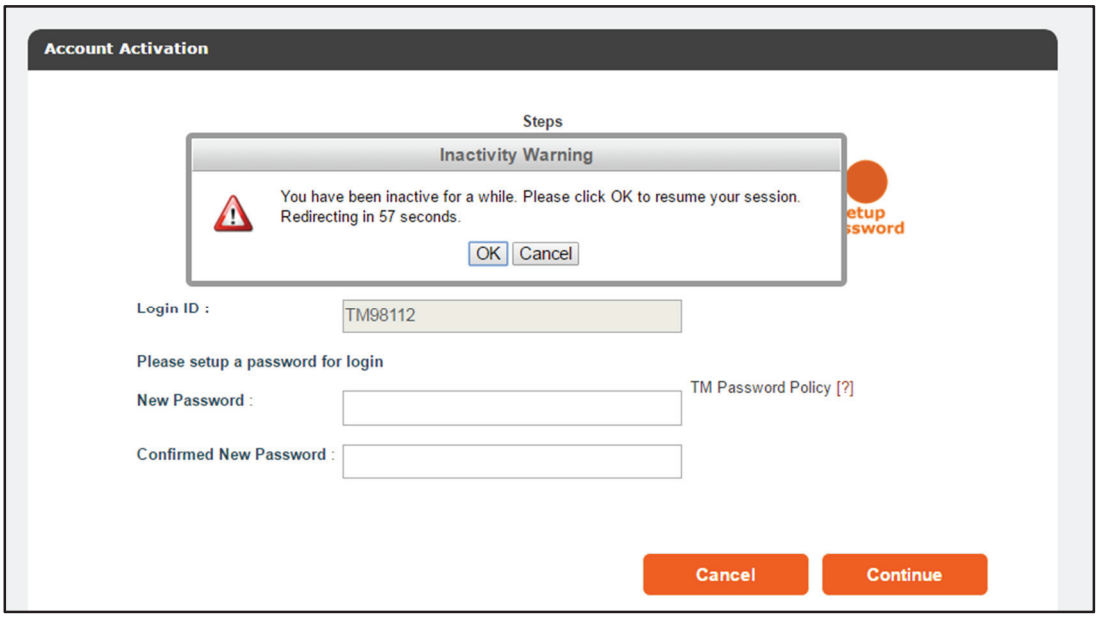
30.	Error Message: Password violation. Minimum upper case alphabetical character(s) must be 1.  Error message will appear to notify user if the new password entered do not contain at least 1 upper case alphabetical character(s). User is not able to proceed. User Action: Please provide new password with 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.  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.

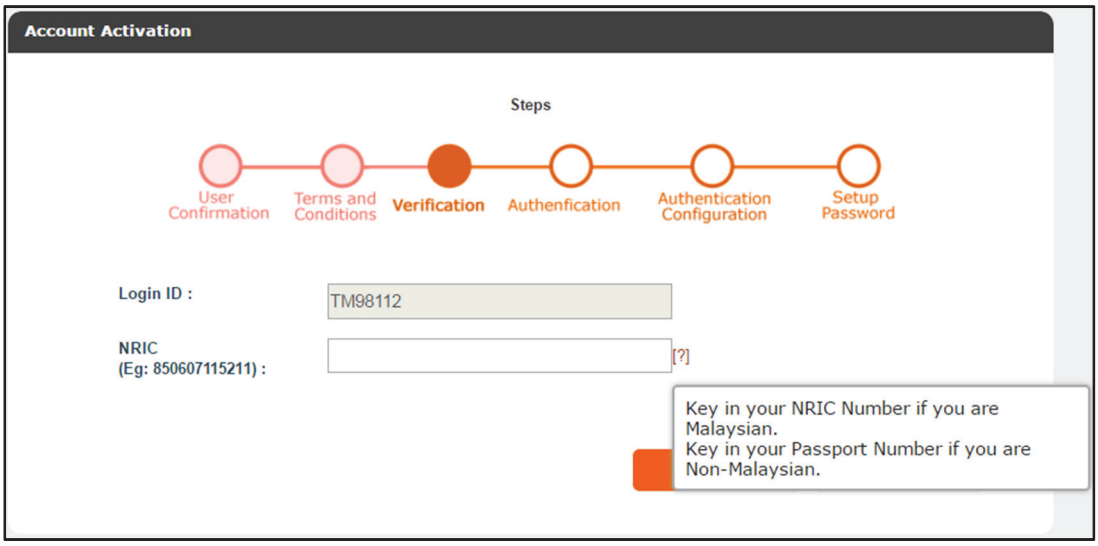
32.	Error Message: Password violation. Password should not contain special character(s).  Error message will appear to notify user if the new password entered contained any special character(s). User is not able to proceed. User Action: Please provide new password with no special character(s) and confirm 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).  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.

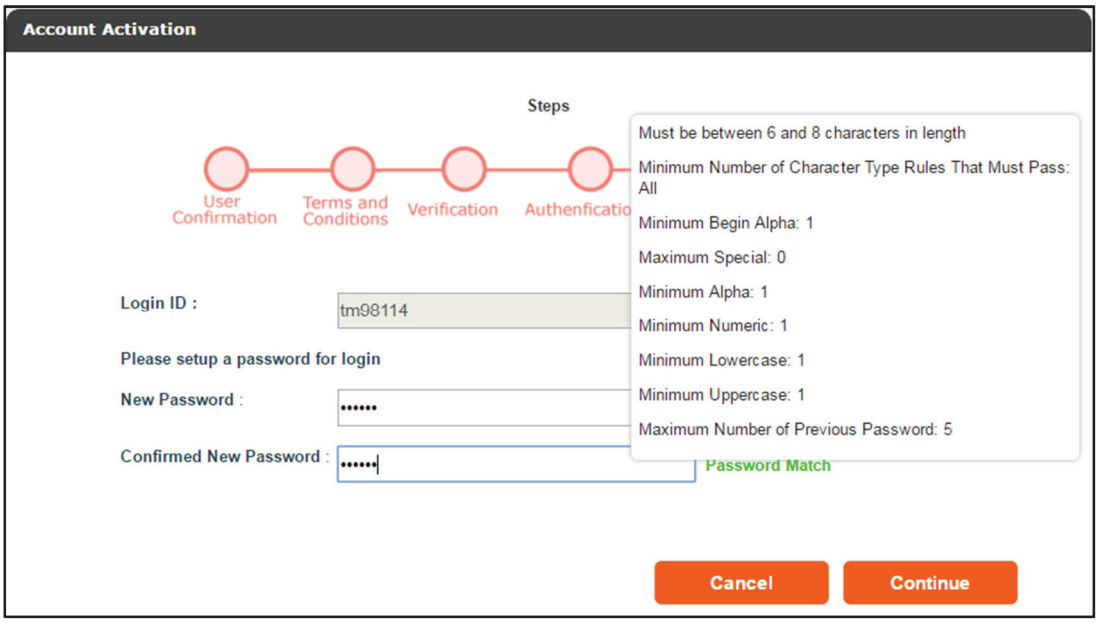
35.	Error Message: You have been inactive for a while. Please click OK to resume your session.  Error message will appear to notify user if the session has expired. User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session.

2.1.3 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.