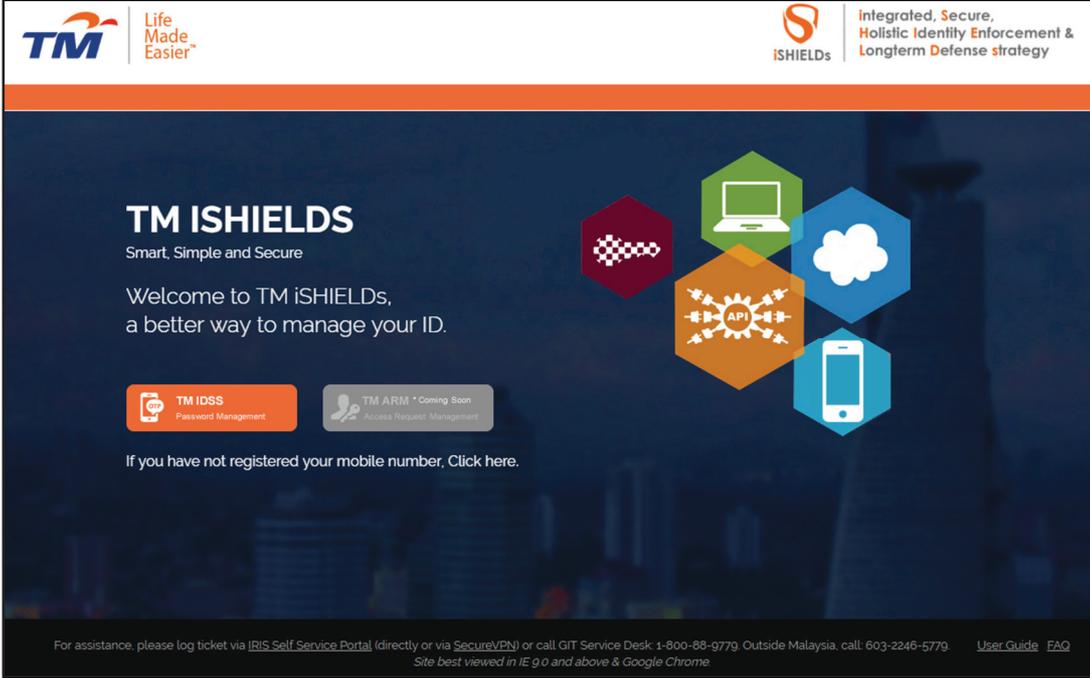


2.10 Existing User Perform Change Challenge Response Questions and Answers

Existing user login to IDSS to IDSS and change challenge response question and answer.

2.10.1 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: 211
---	---	----------------------------	------------------------	------------------------------

2. In the 'Log In' page, enter user Login ID then click on 'Next' button.

Log In

Login ID :

Next

First time user?
Enroll now >>

Need help to log in?

There are several reasons you might not be able to log in. Check below for more information and possible solutions.

Get Assistance!

3. Verify user login ID before entering password. Click on 'Login' button.

Log In


Mango

If this is not your Personal Passphrase, do not login.

Login ID :

Password :

Login **Back**

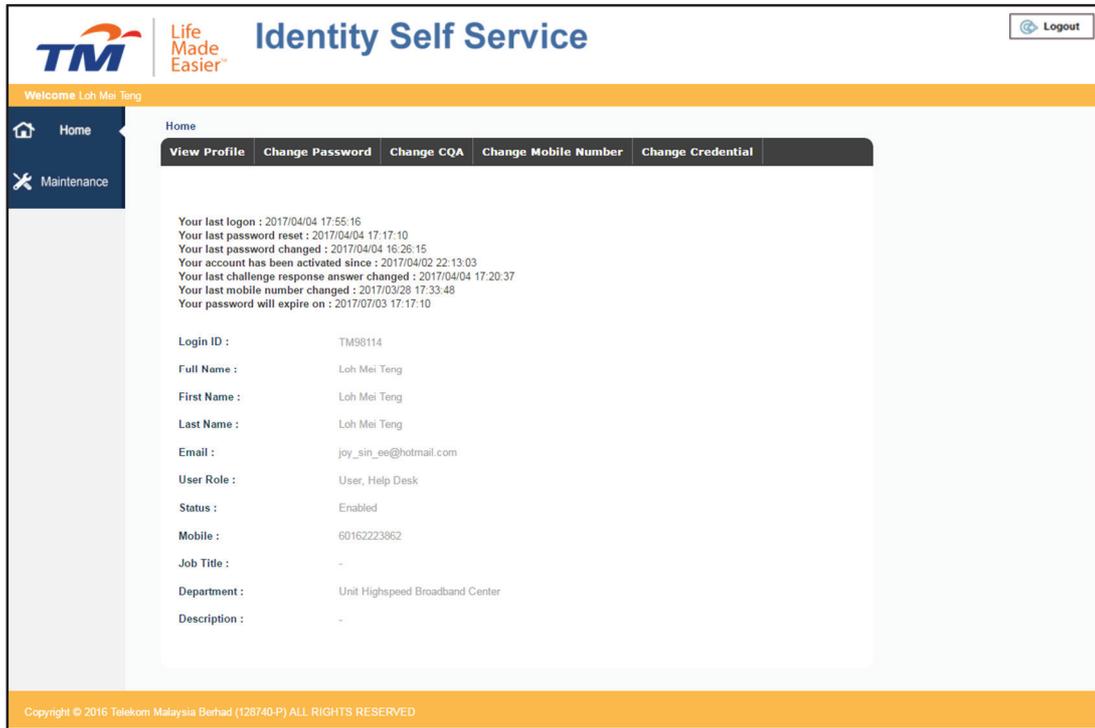
First time user?
Enroll now >>

Need help to log in?

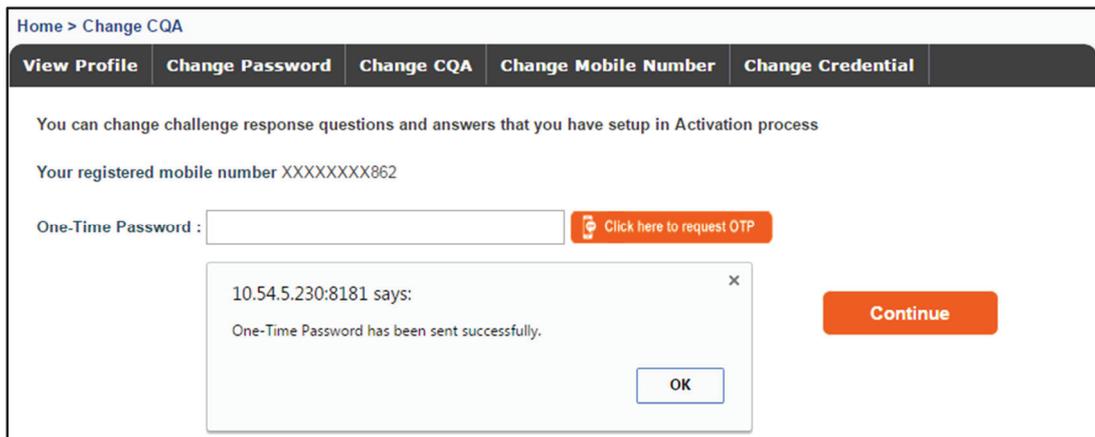
There are several reasons you might not be able to log in. Check below for more information and possible solutions.

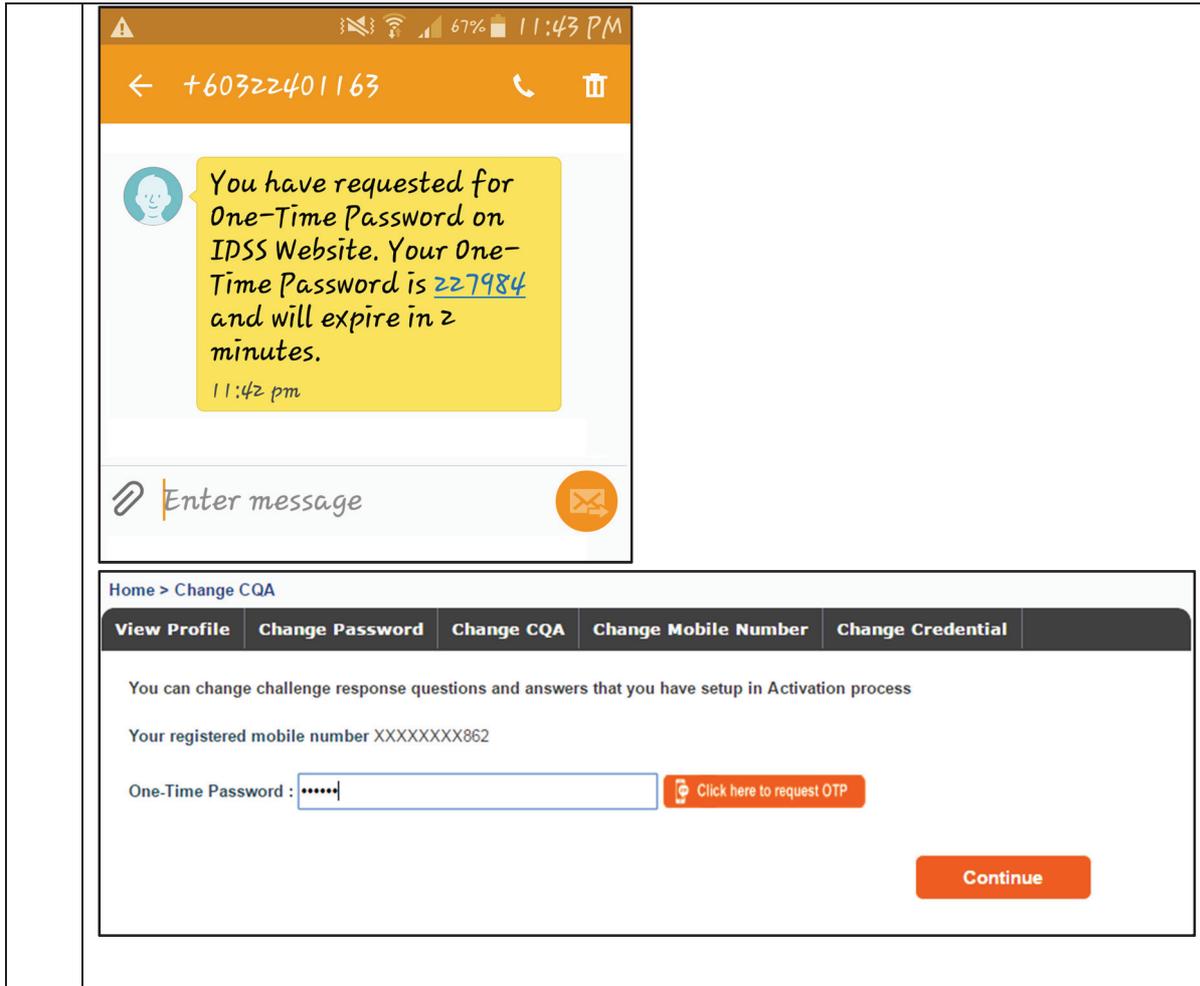
Get Assistance!

4. In this 'Home' page, click on the 'Change CQA' button on the tab.



5. User verify mobile number and click on 'Click here to request OTP' button. A SMS containing a 6 digits One-Time Password will be send to the mobile number. User enter the 6 digits One-Time Password into the One-Time Password and click on 'Continue' button.





6. User enter answer for each challenge response question respectively and click on 'Continue' button.

Home > Change CQA

View Profile **Change Password** **Change CQA** **Change Mobile Number** **Change Credential**

You can change challenge response questions and answers that you have setup in Activation process

Enter new answer for challenge response question to complete the change action.

What is the name of your first boss?

Please confirm your answer :

What is your favorite food?

Please confirm your answer :

Continue

7. User successfully update challenge question and answer.

Home > Change CQA

View Profile **Change Password** **Change CQA** **Change Mobile Number** **Change Credential**



Your challenge question and answer has been updated successfully.

2.10.2 Event Handling – Fail Case

NO	STEPS
1.	<p data-bbox="268 322 1174 353">Error Message: Please complete the 'One-Time Password' box.</p> <div data-bbox="268 394 1362 927" style="border: 1px solid black; padding: 10px;"> <p data-bbox="280 403 448 423">Home > Change CQA</p> <div data-bbox="280 432 1347 472" style="background-color: #333; color: white; padding: 5px; display: flex; justify-content: space-between;"> View Profile Change Password Change CQA Change Mobile Number Change Credential </div> <div data-bbox="437 524 1184 645" style="border: 2px solid red; padding: 10px; margin: 10px 0;">  <p data-bbox="547 573 884 593">Please complete the 'One-Time Password' box.</p> </div> <p data-bbox="301 698 1070 719">You can change challenge response questions and answers that you have setup in Activation process</p> <p data-bbox="301 745 657 766">Your registered mobile number XXXXXXXX862</p> <p data-bbox="301 797 467 817">One-Time Password :</p> <div data-bbox="472 792 1027 826" style="display: flex; align-items: center;"> <input data-bbox="472 792 820 826" style="width: 200px; height: 15px;" type="text"/> <div data-bbox="836 792 1027 826" style="margin-left: 10px;">  Click here to request OTP </div> </div> <div data-bbox="1078 875 1248 916" style="text-align: right; margin-top: 10px;"> <div data-bbox="1078 875 1248 916" style="background-color: #e67e22; color: white; padding: 5px 15px; border-radius: 5px; display: inline-block;">Continue</div> </div> </div> <p data-bbox="268 972 1310 1048">Error message will appear to notify user if the One-Time Password box is blank. User is not able to proceed.</p> <p data-bbox="268 1088 1350 1160">User Action: Please provide the 6 digits One-Time Password received in the mobile number shown above.</p>

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

Home > Change CQA

View Profile Change Password Change CQA Change Mobile Number Change Credential

 One-Time Password authentication failed. Please enter correct One-Time Password code.

You can change challenge response questions and answers that you have setup in Activation process

Your registered mobile number XXXXXXXX862

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

[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 enter the correct 6 digits One-Time Password received in user registered mobile number.

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

Home > Change CQA

View Profile Change Password Change CQA Change Mobile Number Change Credential

 Please wait for 2 minutes before click to send again.

You can change challenge response questions and answers that you have setup in Activation process

Your registered mobile number XXXXXXXX862

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

[Continue](#)

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.

4. Error Message: Please fill in your challenge response answer(s).

The screenshot shows a user interface for 'Change CQA'. At the top, there is a breadcrumb 'Home > Change CQA' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A prominent red error message box contains a warning icon and the text 'Please fill in your challenge response answer(s)'. Below this, a message states: 'You can change challenge response questions and answers that you have setup in Activation process'. A sub-instruction reads: 'Enter new answer for challenge response question to complete the change action.' There are four input fields: 'In what city was you primary school?', 'Please confirm your answer :', 'What is your favorite car?', and 'Please confirm your answer :'. A red 'Continue' button is located at the bottom right of the form area.

Error message will appear to notify user if the challenge response answer(s) is blank. User is not able to proceed.

User Action: Please provide correct user's respective challenge response answer(s) and click on 'Continue' button.

5. Error Message: Answers don't match.

The screenshot shows a mobile application interface for changing challenge response questions. At the top, there is a breadcrumb 'Home > Change CQA' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. Below the navigation bar, a message states: 'You can change challenge response questions and answers that you have setup in Activation process'. A sub-message says: 'Enter new answer for challenge response question to complete the change action.' There are two challenge questions, each with a text input field and a confirmation field. The first question is 'What is your favorite cartoon character?' with a confirmation field that has a red border and the text 'Answers don't match.' next to it. The second question is 'What is your mother maiden name?' with a confirmation field that also has a red border and the text 'Answers don't match.' next to it. At the bottom right, there is an orange 'Continue' button.

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.

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

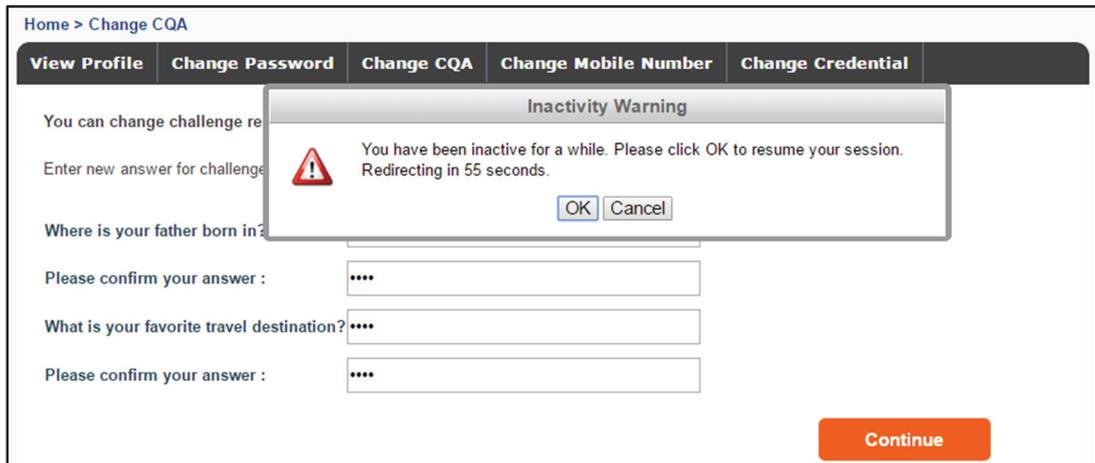
The screenshot shows a web interface for changing a Challenge Response Question (CQA). At the top, there is a breadcrumb 'Home > Change CQA' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A red-bordered box contains a warning icon and the message: 'Answer to Challenge Response Question needs to be unique. No repeated answer is allowed.' Below this, the user is informed that they can change their CQA and answers. The form includes instructions to 'Enter new answer for challenge response question to complete the change action.' There are four input fields: 'What is your favorite cartoon character?', 'Please confirm your answer:', 'What is your mother maiden name?', and 'Please confirm your answer:'. Each field is followed by a confirmation field with four asterisks. A red 'Continue' button is located at the bottom right of the form.

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.

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 220

7. 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.