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



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2. I	n the 'Log In' page, enter user Log	in ID then click on 'Next' button.
	Log In	
	Login ID : TM98114	Need help to log in?
	Next	There are several reasons you might not be able to log in. Check below for more information and possible solutions.
	First time user? Enroll now >>	Get Assistance!
3. \	/erify user login ID before entering	password. Click on 'Login' button.
	Log In	
	Ó	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.
	Mango If this is not your Personal Passphrase, do not login.	Get Assistance!
	Login ID : TM98114	
	Password :	
	🔒 Login 🛛 🛛 Back	
	First time user? Enroll now >>	

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ТМ	Life Made Easier	entity Self Service
Welcome Loh Mei Ten	ig Home	
	View Profile Char	nge Password Change CQA Change Mobile Number Change Credential
X Maintenance	Your last logon : 2017/ Your last password re Your last password ch Your account has beer Your last challenge re	704/04 17:55:16 set: 2017/04/04 17:17:10 anged: 2017/04/04 16:26:15 n activated since: 2017/04/02 22:13:03 sponse answer changed: 2017/04/04 17:20:37
	Your last mobile numb Your password will ex	ber changed : 2017/03/28 17:33:48 spire on : 2017/07/03 17:17:10
	Login ID :	TM98114
	Full Name :	Loh Mei Teng
	First Name :	Loh Mei Teng
	Last Name :	Loh Mei Teng
	Email :	joy_sin_ee@hotmail.com
	User Role :	User, Help Desk
	Status :	Enabled
	Mobile :	60162223862
	Job Title :	· · · · · · · · · · · · · · · · · · ·
	Department :	Unit Highspeed Broadband Center
	Description :	
Copyright © 2016 Telek	oom Malaysia Berhad (128740-P).	ALL RIGHTS RESERVED
User veri SMS con number.	fy mobile n taining a 6 User enter	umber and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mol the 6 digits One-Time Password into the One-Tim
User veri SMS con number. Password	fy mobile n taining a 6 User enter d and click	AL RIGHTS RESERVED umber and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mol the 6 digits One-Time Password into the One-Tim on 'Continue' button.
User veri SMS con number. Password	fy mobile n taining a 6 User enter d and click	ALL RIGHTS RESERVED umber and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mol the 6 digits One-Time Password into the One-Tim on 'Continue' button.
User veri SMS con number. Password	fy mobile n taining a 6 User enter d and click	ALL RIGHTS RESERVED umber and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mol the 6 digits One-Time Password into the One-Tim on 'Continue' button.
User veri SMS con number. Password Home > Change View Profile	fy mobile n taining a 6 User enter d and click	AL RIGHTS RESERVED TUMBER and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Time on 'Continue' button.
User veri SMS con number. Password Home > Chang View Profile You can char	fy mobile n taining a 6 User enter d and click e CQA c Change Passy	ALL RIGHTS RESERVED HUMBER and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Time on 'Continue' button. Word Change CQA Change Mobile Number Change Credential Inse questions and answers that you have setup in Activation process
User veri SMS con number. Password Home > Changu View Profile You can char Your register	fy mobile n taining a 6 User enter d and click e CQA e Change Passy nge challenge respon	AL RIGHTS RESERVED HUMBER AND CLICK ON 'Click here to request OTP' bu digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Time on 'Continue' button. Word Change CQA Change Mobile Number Change Credential Inse questions and answers that you have setup in Activation process XXXXXXX82
User veri SMS con number. Password Home > Chang View Profile You can char Your register	fy mobile n taining a 6 User enter d and click e CQA c Change Passy nge challenge respon red mobile number X	ALL RIGHTS RESERVED UMBER and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Time on 'Continue' button. word Change CQA Change Mobile Number Change Credential Inse questions and answers that you have setup in Activation process XXXXXXX862
User veri SMS con number. Password View Profile You can char Your register One-Time Pa	fy mobile n taining a 6 User enter d and click e CQA change Passy nge challenge respon red mobile number X	AL RIGHTS RESERVED Humber and click on 'Click here to request OTP' buy digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Time on 'Continue' button. Word Change CQA Change Mobile Number Change Credential Inse questions and answers that you have setup in Activation process KXXXXXX862
Copyright © 2016 Telek User veri SMS con number. Password Home > Change View Profile You can chan Your register One-Time Pa	fy mobile n taining a 6 User enter d and click e CQA e Change Passy nge challenge respon red mobile number X	AL RIGHTS RESERVED Umber and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Time on 'Continue' button. word <u>Change CQA</u> <u>Change Mobile Number</u> <u>Change Credential</u> nse questions and answers that you have setup in Activation process XXXXXX862 Click here to request OTP
Copyright © 2016 Telek User veri SMS con number. Password Home > Change View Profile You can char Your register One-Time Pa	fy mobile n taining a 6 User enter d and click e CQA e Change Passy nge challenge respon red mobile number X rssword :	AL RIGHTS RESERVED Umber and click on 'Click here to request OTP' bud digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Tim on 'Continue' button. word Change CQA Change Mobile Number Change Credential nse questions and answers that you have setup in Activation process XXXXXX862
User veri SMS con number. Password View Profile You can char Your register One-Time Pa	fy mobile n taining a 6 User enter d and click e CQA c Change Passy nge challenge respon red mobile number X assword :	AL RIGHTS RESERVED Umber and click on 'Click here to request OTP' bu digits One-Time Password will be send to the mole the 6 digits One-Time Password into the One-Time on 'Continue' button. word <u>change CQA</u> <u>change Mobile Number</u> <u>change Credential</u> nese questions and answers that you have setup in Activation process KXXXXXX862 © Click here to request OTP 5.230:8181 says: re Password has been sent successfully.

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+603zz401163 II You have requested for One-Time Password on IDSS Website. Your One- Time Password is 227984 and will expire in 2 minutes. 11:42 pm Enter message Change CQA Profile Change Password Change CQA Change Mobile Number C can change challenge response questions and answers that you have setup in Activation registered mobile number XXXXXXX862
You have requested for One-Time Password on IDSS Website. Your One- Time Password is 227984 and will expire in 2 minutes. II:42 pm Enter message > Change CQA Profile Change Password Change CQA Change Mobile Number C can change challenge response questions and answers that you have setup in Activation registered mobile number XXXXXXX862
Change CQA Profile Change Password Change CQA Change Mobile Number C can change challenge response questions and answers that you have setup in Activation registered mobile number XXXXXXX862
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can change challenge response questions and answers that you have setup in Activation r registered mobile number XXXXXX862
r registered mobile number XXXXXX862
Time Password : Click here to request OTP

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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.

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2.10.2	Event Ha	andling -	– Fail	Case
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NO	STEPS						
1.	Error Message: Please complete the 'One-Time Password' box.						
	Home > Change CQA						
	View Profile Change Password Change CQA Change Mobile Number Change Credential						
	Please complete the 'One-Time Password' box.						
	You can change challenge response questions and answers that you have setup in Activation process Your registered mobile number XXXXXX862						
	Continue						
	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.						

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2.	Error Messag	e: One-Time Passwor	d authenticatio	n filed. Please	enter			
	correct One-T	ime Password code.						
	View Profile Cha	ange Password Change COA C	hange Mobile Number	Change Credential				
		One-Time Password authentica	tion failed. Please enter corre	ect One-Time Password				
		code.						
	You can change cha	llenge response questions and answers th	at you have setup in Activa	ation process				
	Your registered mob	ile number XXXXXXX862						
	One-Time Password	: •••••	Click here to reques	st OTP				
				Contin	ue			
	Error messag	e will appear to notify	user if the 6 dig	gits 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 deel regiote							
3.	Error Messag	e: Please wait for 2 m	nutes before c	lick to send ag	ain.			
	Home > Change COA							
	View Profile Ch	ange Password Change CQA	Change Mobile Number	Change Credential				
			-					
					ן ו			
		Please wait for 2 minutes befor	re click to send again.					
	You can change challenge response questions and answers that you have setup in Activation process							
	Your registered mot	ile number XXXXXXX862						
	One-Time Password	: •••••	Click here to reque	est OTP				
				Contir	nue			
	L							
	Error messag	e will appear to notify	user if the 'Clic	k here to requ	est OTP'			
	button is click	more than once within	n 2 minutes du	ration. User is	not able to			
	proceed.							
	Lloor Action:)	Nait 2 minutas hofors	requesting on	thar One Time	Decoword			
		vall 2 minules Delore	requesting and		7 F asswuiu.			
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	Home > Change CQA
	View Profile Change Password Change CQA Change Mobile Number Change Credential
	Please fill in your challenge response answer(s).
	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.
	In what city was you primary school?
	Please confirm your answer :
	What is your favorite car?
	Continue
E	rror message will appear to notify user if the challenge response answer
15	blank. Oser is not able to proceed.
U	Iser Action: Please provide correct user's respective challenge response

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ome > Change CQA			
View Profile Change Pa	ssword Change CQA	Change Mobile Number	Change Credential
You can change challenge rea	sponse questions and answe	rs that you have setup in Activat	tion process
Enter new answer for challenge	response question to complet	e the change action.	
What is your favorite cartoon	character?		
Please confirm your answer :	••••	A	nswers don't match.
What is your mother maiden	name? ••••		
Please confirm your answer :	•••••	A	nswers don't match.
			Continue

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

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 your favorite cartoon character? Please confirm your answer : •••• What is your mother maiden name? •••• Please confirm your answer : •••• Please confirm your answer : •••• Please confirm your answer :		Answer allowed	to Challenge Respo	onse Question needs to be uniq	ue. No repeated answer is	
What is your favorite cartoon character? Please confirm your answer : What is your mother maiden name? Please confirm your answer : Image: Confirm your answer image: Continue	You can change Enter new answ	e challenge response que	estions and answer	rs that you have setup in Acti e the change action.	vation process	
Please confirm your answer : •••• What is your mother maiden name? •••• Please confirm your answer : •••• Continue	What is your fa	vorite cartoon character?	? ••••			
What is your mother maiden name? •••• Please confirm your answer : •••• Continue	Please confirm	your answer :	••••			
Please confirm your answer : Continue	What is your m	other maiden name?	••••			
Continue	Please confirm	your answer :	••••			
					Continu	ie
	rror mess	age will appe	ar to notify	/ user if the new	password ente	red is

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

Home > Change CQA View Profile Change Password Change CQA Change Mobile Number Change Credential **Inactivity Warning** You can change challenge re You have been inactive for a while. Please click OK to resume your session. Enter new answer for challenge Redirecting in 55 seconds. OK Cancel Where is your father born in? Please confirm your answer : What is your favorite travel destination? •••• •••• Please confirm your answer : 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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