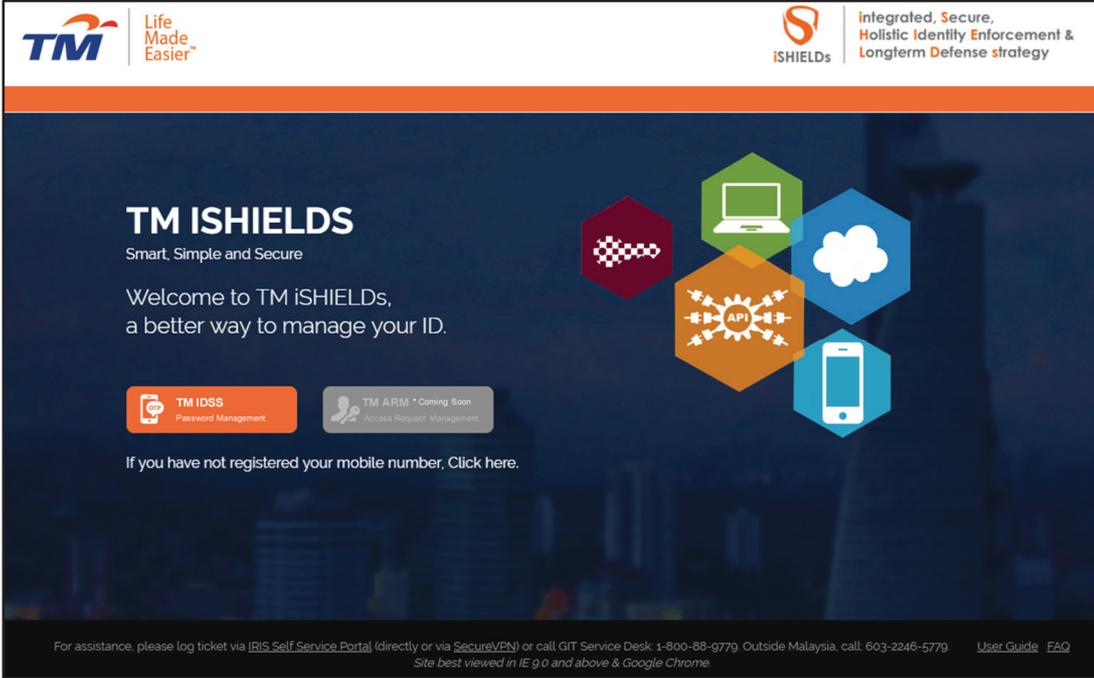
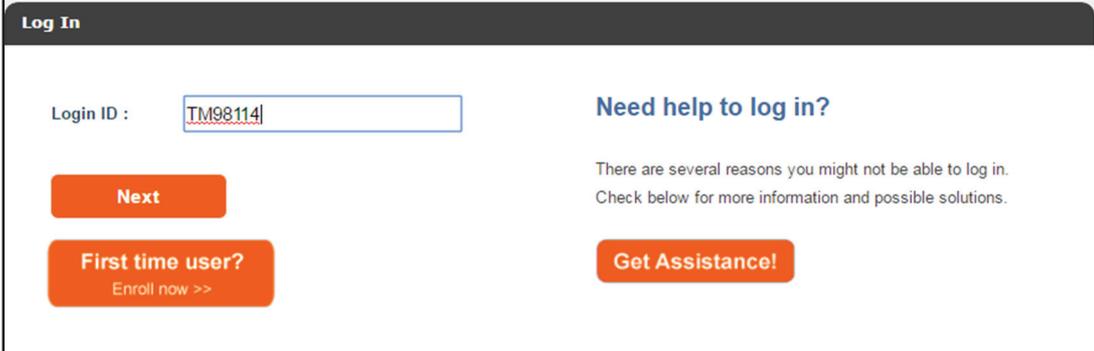


## 2.11 Existing User Perform Change Passphrase Image And Slogan

Existing user login to IDSS and change passphrase image and slogan

### 2.11.1 Event Handling – Success Case

NO	STEPS
1.	<p>Go to IDSS via URL <a href="https://idss.tm.com.my/">https://idss.tm.com.my/</a></p> <p>At the Home page, click on ‘TM IDSS’ button.</p> 
2.	<p>In the ‘Log In’ page, enter user Login ID then click on ‘Next’ button.</p> 

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

**Log In**

**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!**

**Mango**

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

Login ID :

Password :

**Login** **Back**

**First time user?**  
Enroll now >>

4. In this 'Home' page, user can view his/her profile in the home page or click on the button 'Change Credential' on the tab.

**TM** Life Made Easier **Identity Self Service** [Logout](#)

Welcome Loh Mei Teng

**Home** **Maintenance**

**Home**

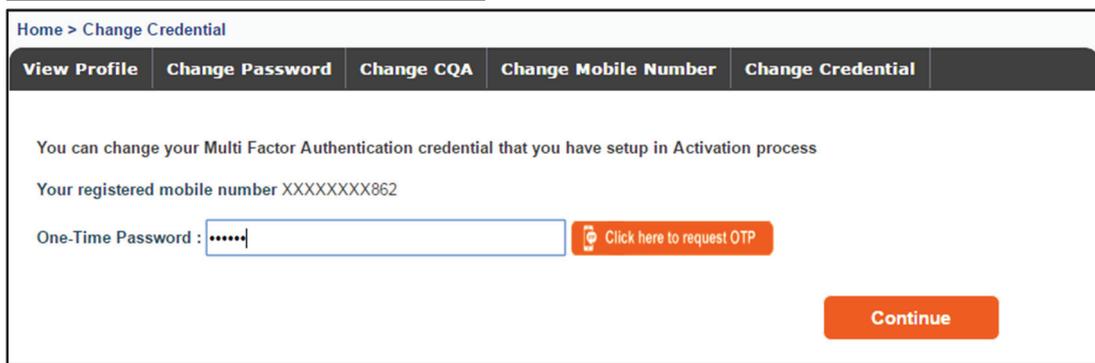
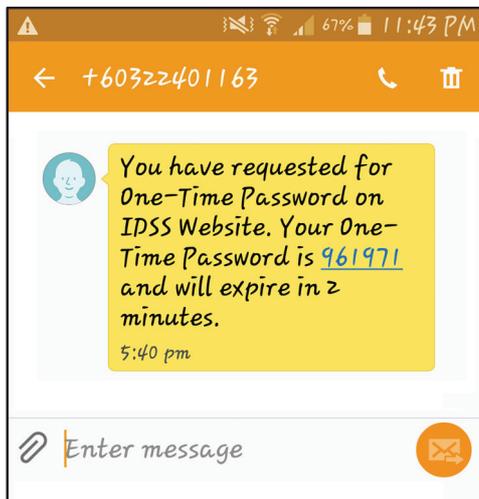
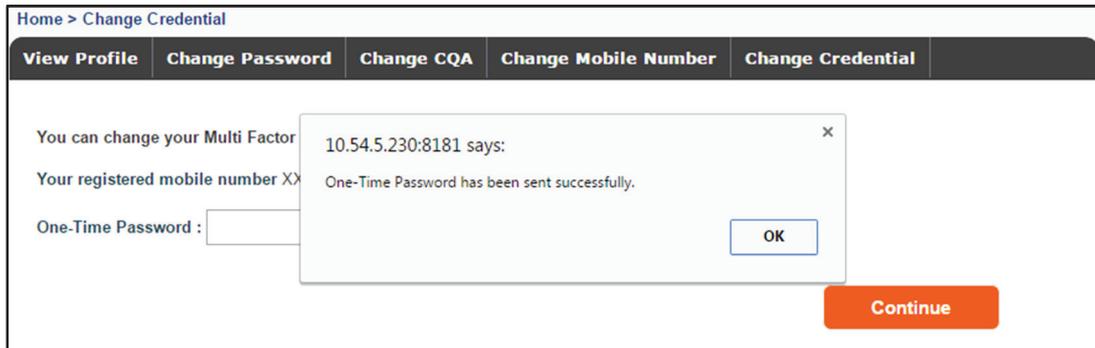
[View Profile](#) [Change Password](#) [Change CQA](#) [Change Mobile Number](#) [Change Credential](#)

Your last logon : 2017/04/04 17:55:16  
 Your last password reset : 2017/04/04 17:17:10  
 Your last password changed : 2017/04/04 16:26:15  
 Your account has been activated since : 2017/04/02 22:13:03  
 Your last challenge response answer changed : 2017/04/04 17:20:37  
 Your last mobile number changed : 2017/03/28 17:33:48  
 Your password will expire on : 2017/07/03 17:17:10

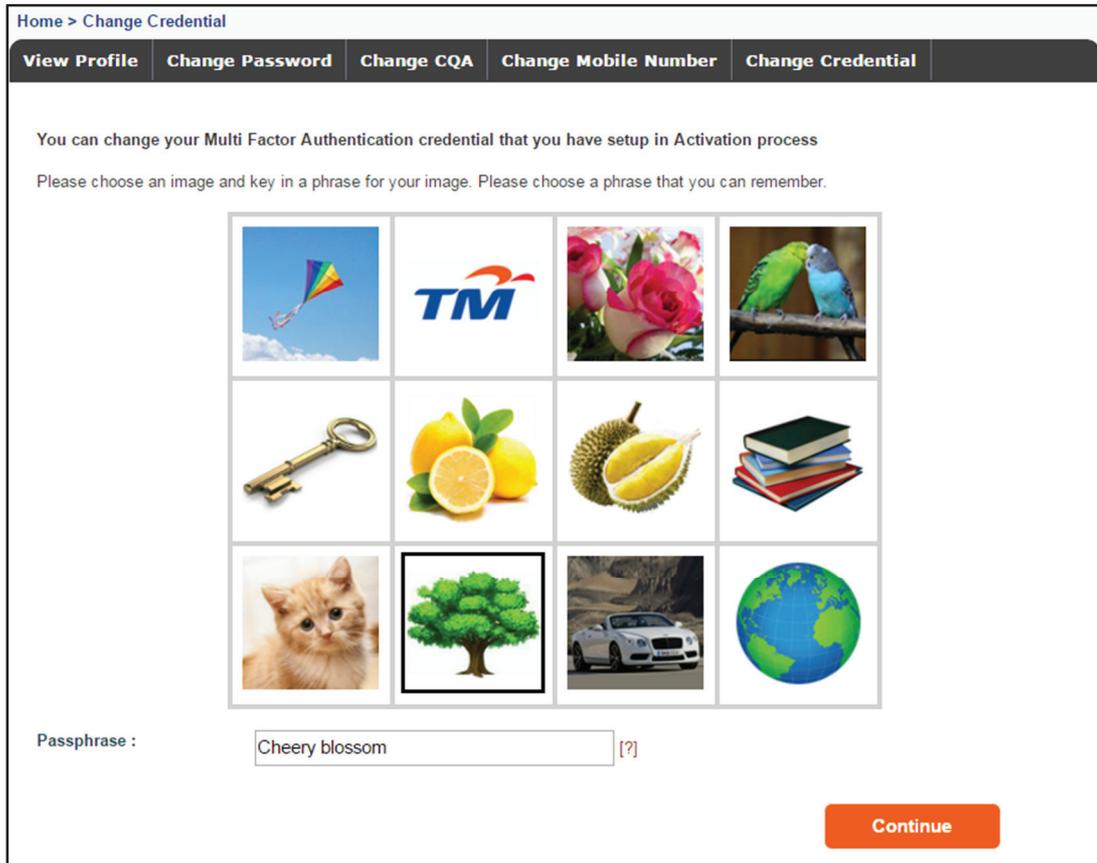
Login ID : TM98114  
 Full Name : Loh Mei Teng  
 First Name : Loh Mei Teng  
 Last Name : Loh Mei Teng  
 Email : joy\_sin\_ee@hotmail.com  
 User Role : User, Help Desk  
 Status : Enabled  
 Mobile : 60162223862  
 Job Title : -  
 Department : Unit Highspeed Broadband Center  
 Description : -

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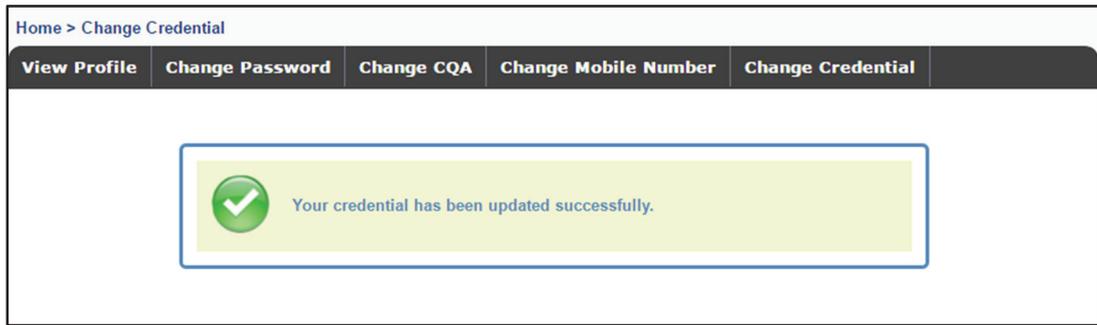
5. User verify mobile number and click on 'Click here to request OTP' button. A SMS containing a 6 digits One-Time Password will be send to the mobile number. User enter the 6 digits One-Time Password into the One-Time Password and click on 'Continue' button.



6. User select an image and enter a passphrase. Click on 'Continue' button.



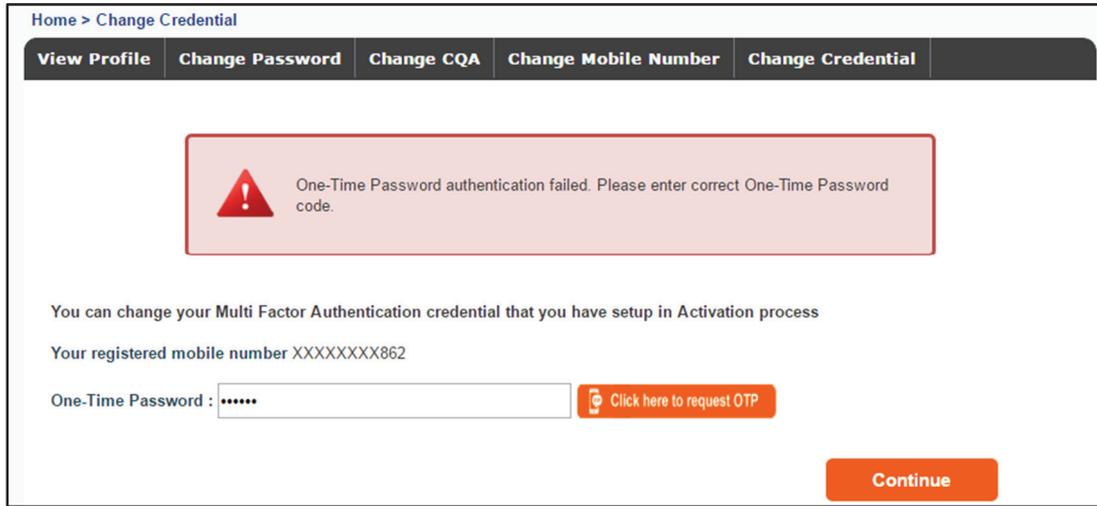
7. User passphrase and slogan has been update successfully.



## 2.11.3 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 898" style="border: 1px solid black; padding: 10px;"> <p data-bbox="288 405 499 423">Home &gt; Change Credential</p> <div data-bbox="284 432 1358 472" style="background-color: #333; color: white; padding: 5px;"> <span data-bbox="296 441 411 459">View Profile</span> <span data-bbox="437 441 603 459">Change Password</span> <span data-bbox="628 441 743 459">Change CQA</span> <span data-bbox="769 441 983 459">Change Mobile Number</span> <span data-bbox="1008 441 1174 459">Change Credential</span> </div> <div data-bbox="445 526 1197 645" style="border: 2px solid red; padding: 10px; margin: 10px 0;">  Please complete the 'One-Time Password' box.                 </div> <p data-bbox="309 696 1082 714">You can change your Multi Factor Authentication credential that you have setup in Activation process</p> <p data-bbox="309 734 668 752">Your registered mobile number XXXXXXXX862</p> <p data-bbox="309 781 1035 808">One-Time Password : <input data-bbox="480 781 831 808" type="text"/> <a data-bbox="842 781 1035 808" href="#">Click here to request OTP</a></p> <p data-bbox="1086 853 1259 893" style="text-align: right;"><a href="#">Continue</a></p> </div> <p data-bbox="268 943 1310 1016">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 1059 1353 1133">User Action: Please provide the 6 digits One-Time Password received in the mobile number shown above.</p>

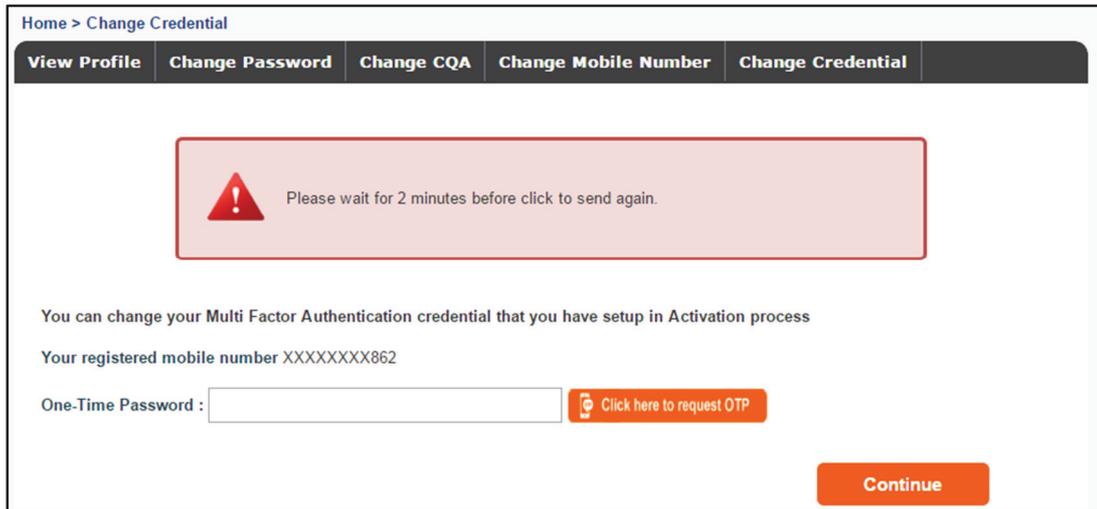
2. Error Message: One-Time Password authentication failed. Please enter correct One-Time Password code.



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.

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

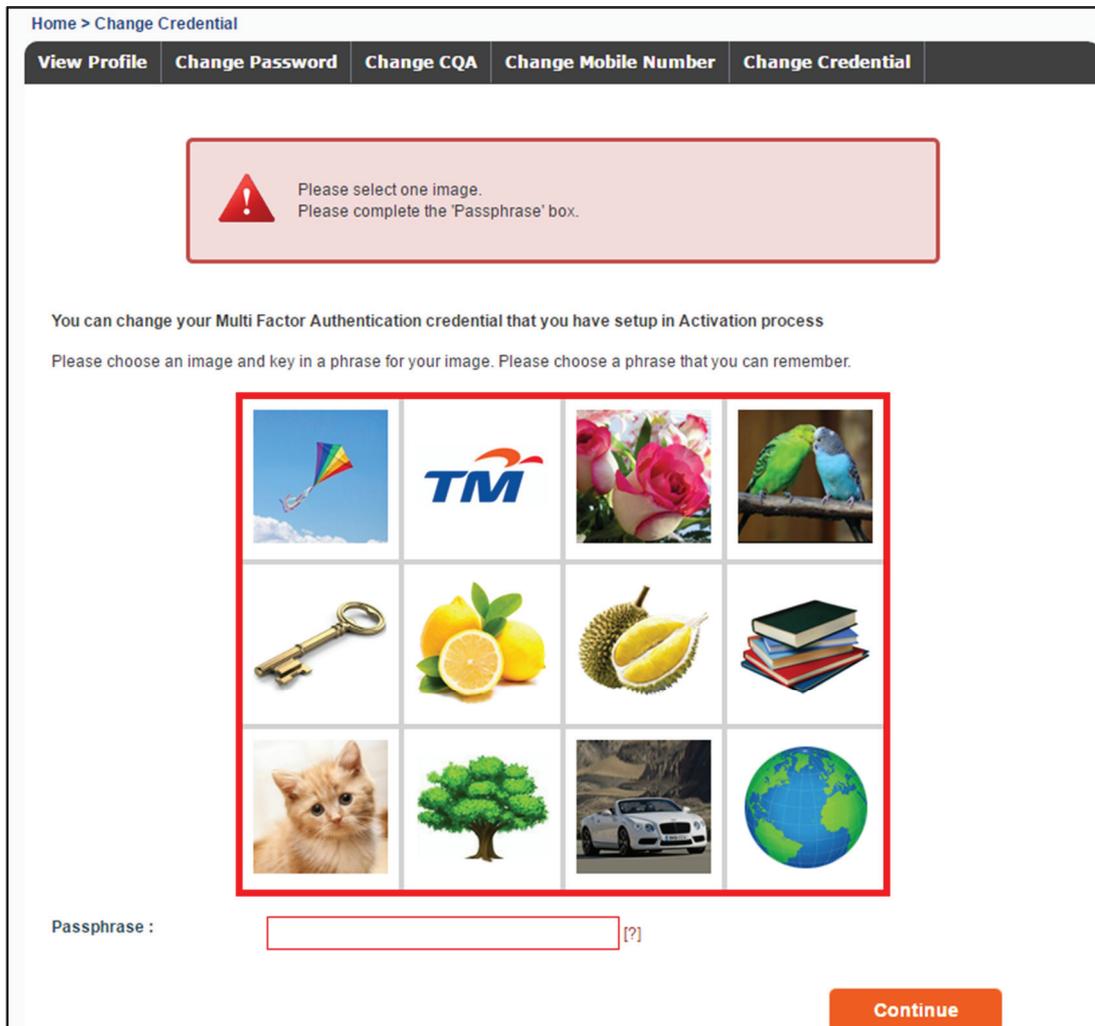


Error message will appear to notify user if the 'Click here to request OTP' button is click more than once within 2 minutes duration. User is not able to proceed.

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

4. Error Message: Please select one image.

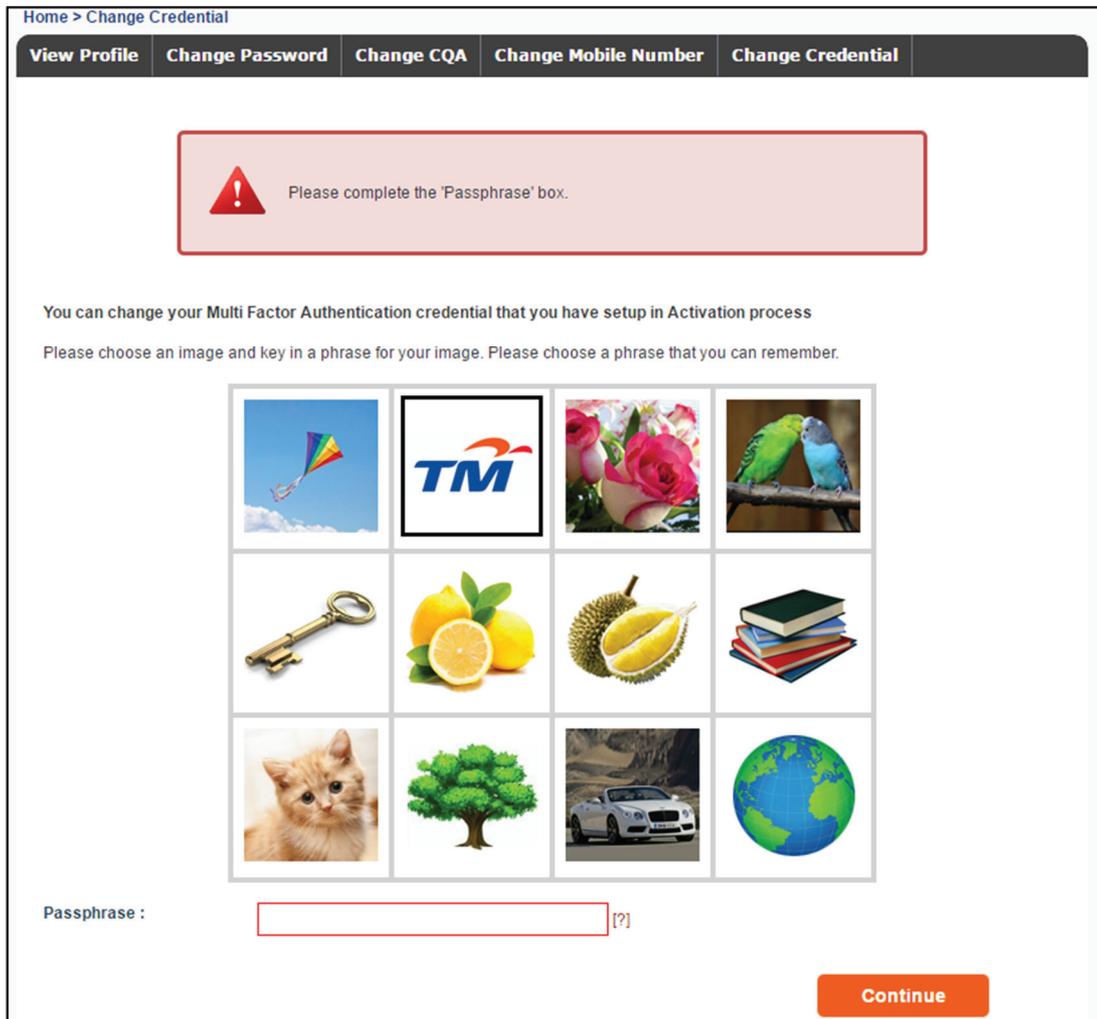
Please complete the 'Passphrase' box.



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 click on 'Continue' button.

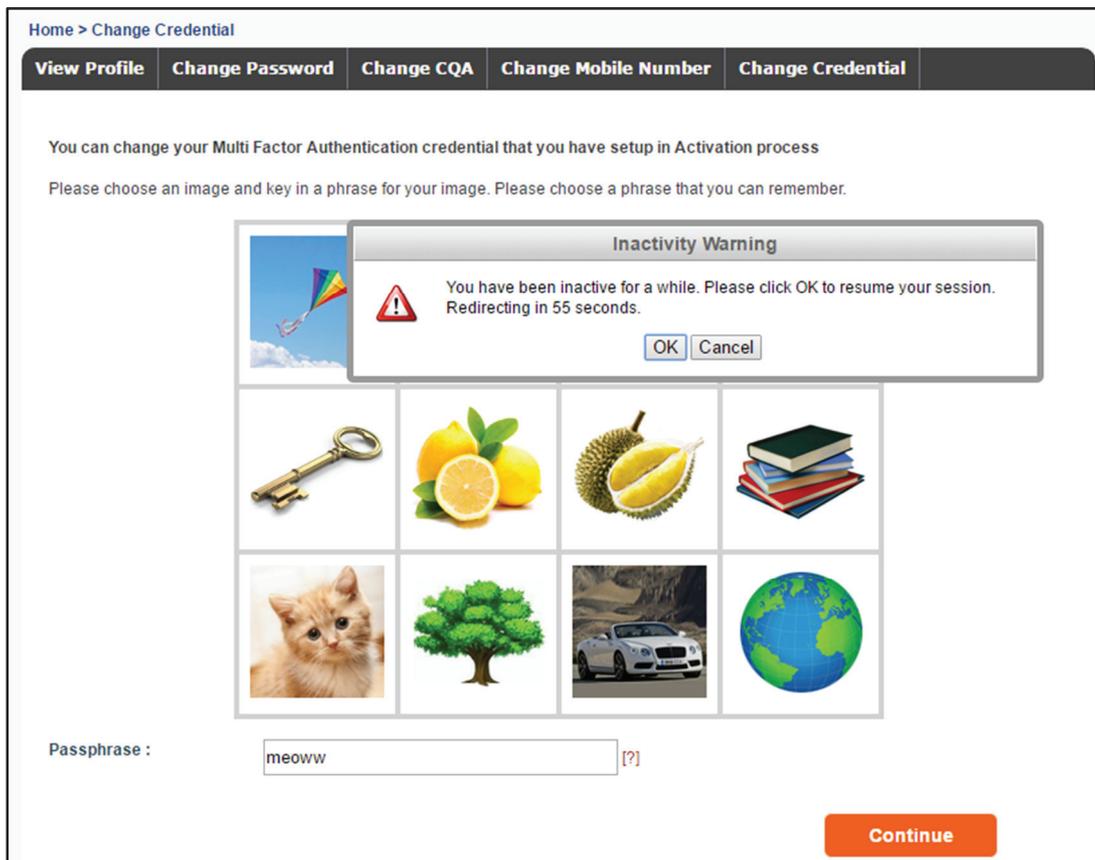
5. Error Message: Please complete the 'Passphrase' box.



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 click on 'Continue' button.

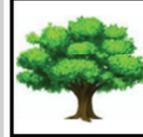
6. Error Message: You have been inactive for a while. Please click OK to resume your session.



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

User Action: 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.

## 2.11.3 Event Handling - Hint

NO	STEPS
1.	<p data-bbox="264 322 1356 398">Hint: A passphrase is similar to a password in usage, but is generally longer for added security.</p> <div data-bbox="268 434 1361 1339" style="border: 1px solid black; padding: 10px;"> <p data-bbox="276 443 491 465">Home &gt; Change Credential</p> <div data-bbox="276 472 1356 510" style="background-color: #333; color: white; padding: 5px; display: flex; justify-content: space-between;"> <span>View Profile</span> <span>Change Password</span> <span>Change CQA</span> <span>Change Mobile Number</span> <span>Change Credential</span> </div> <p data-bbox="300 562 1078 584">You can change your Multi Factor Authentication credential that you have setup in Activation process</p> <p data-bbox="300 602 1086 624">Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.</p> <div data-bbox="491 645 1137 1133" style="display: grid; grid-template-columns: repeat(4, 1fr); gap: 5px;">             </div> <p data-bbox="300 1160 900 1189">Passphrase : <input data-bbox="517 1160 874 1189" type="text" value="Lemon Tree"/> <span data-bbox="874 1167 900 1189" style="color: red;">[?]</span></p> <div data-bbox="879 1205 1315 1294" style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p data-bbox="890 1218 1262 1285">A passphrase is similar to a password in usage, but is generally longer for added security.</p> </div> </div> <p data-bbox="264 1379 1319 1417">Hint will appear to notify user when mouse over to [?] next to Passphrase.</p>