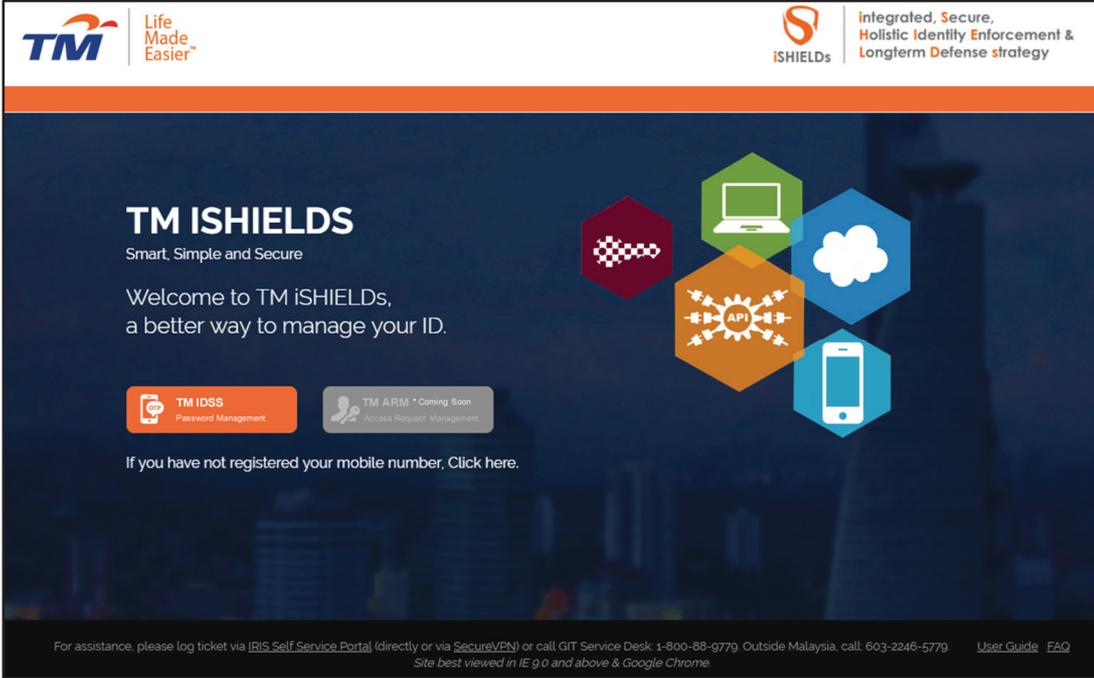


## 2.13 Existing User Perform Deactivate Account Through Helpdesk

Helpdesk login to IDSS and deactivate a targeted account.

### 2.13.1 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> 

<b>TM GIT</b> Owner: <b>Chang Yen Lan</b>	<b>User Guidelines – Phase 2</b> Approved By: <b>Zahratullaili Haji Ali</b>	Date: <b>2017-03-17</b>	Version: <b>1.0</b>	<b>TF6.3</b> Page: 235
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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 >>

**Get Assistance!**

**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.

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**

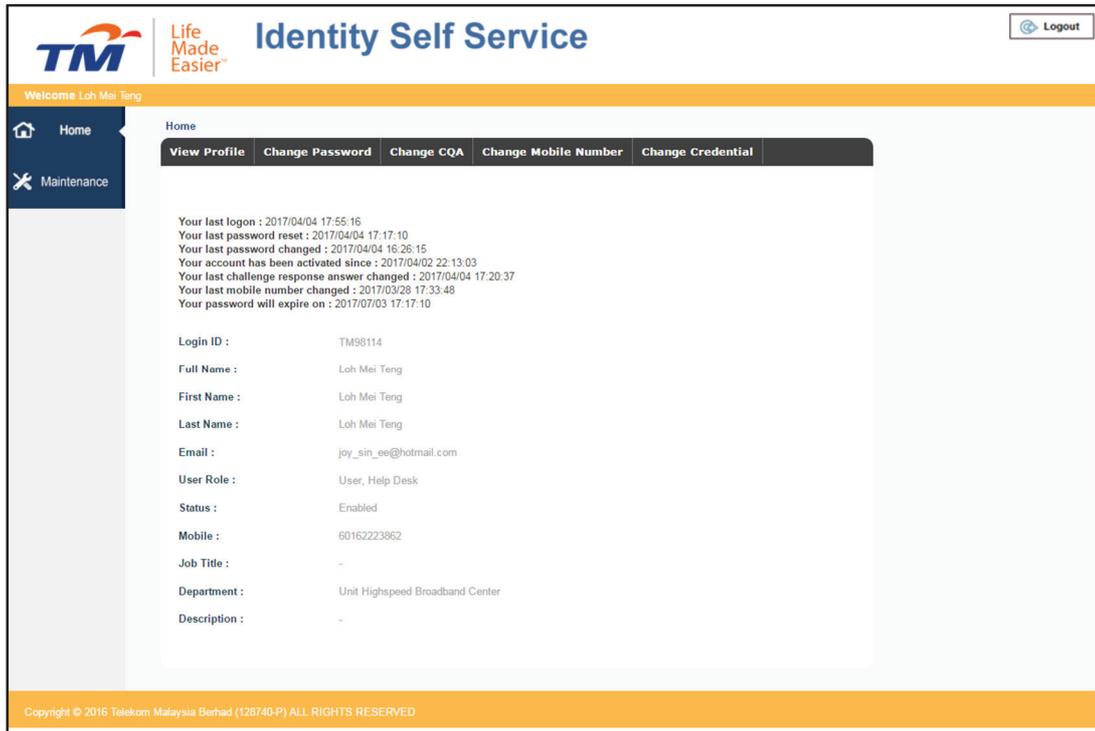
**First time user?**  
Enroll now >>

**Get Assistance!**

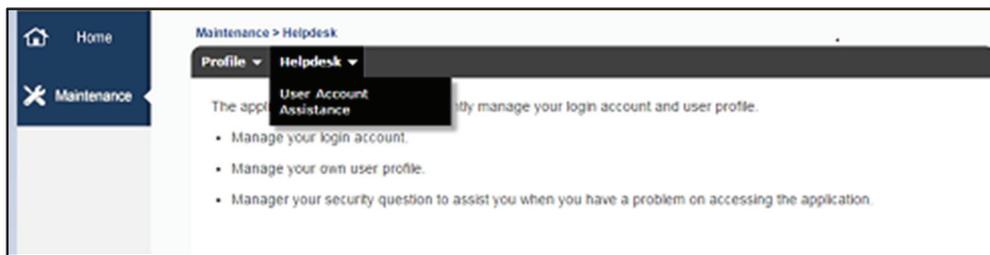
**Need help to log in?**

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

4. In this 'Home' page, click on the 'Maintenance' button on the side menu.



5. In the 'Maintenance' page, click on the 'HelpDesk' > 'User Account Deactivate'.



6. Enter the Login ID for deactivation next to the equal combobox and click on 'Apply Filter'. The targeted Login ID has been filtered out. At the action column, click on the 'update status' button.

Maintenance > Helpdesk > User Account Assistance

Profile ▾ Helpdesk ▾

**User List**

Search  Equal ▾



**Apply Filter** **Clear Filter**

Displaying result 1 - 5 of 15990 record(s).

Login ID ▾	Full Name ▾	Email Address ▾	Status ▾	Action
000002	Test	123@gmail.com	Deactivated	
000057	Test	test57@tm.com	Suspended	
000058	test	test58@tm.com	Suspended	
000059	Test59	-	Deactivated	
000060	TestTest60	-	Deactivated	

1 2 3 4 5 6 7 8 9 10 >>

Maintenance > Helpdesk > User Account Assistance

Profile ▾ Helpdesk ▾

**User List**

Search  Equal ▾



**Apply Filter** **Clear Filter**

Displaying result 1 of 1 record(s).

Login ID ▾	Full Name ▾	Email Address ▾	Status ▾	Action
TM98104	Roy Kim	-	Enabled	

1

7. Verify the targeted user's profile to be deactivated and click on 'Deactivate' button.

Maintenance > Helpdesk > User Account Assistance

Profile ▾ Helpdesk ▾

**Users Details**

First Name : Roy Kim  
 User Role : Manager, User  
 Full Name : Roy Kim  
 Department : Unit Highspeed Broadband Center  
 Last Name : Roy Kim  
 Mobile : 0139000104  
 NRIC : \*\*\*\*\*  
 Manager : -  
 Status : Enabled  
 Email : -  
 Login ID : TM98104

**Cancel** **Deactivate**

8. Enter the IRIS Ticket No and click on 'Continue' button.

To deactivate this account, please provide support case id for audit log.

IRIS Ticket No:

**Cancel** **Continue**

9. The targeted user account has been deactivated successfully.

Maintenance > Helpdesk > User Account Assistance

Profile ▾ Helpdesk ▾

**Users Details**


User account has been deactivated successfully.

First Name : Roy Kim

User Role : Manager, User

Full Name : Roy Kim

Department : Unit Highspeed Broadband Center

Last Name : Roy Kim

Mobile : 0139000104

NRIC : \*\*\*\*\*

Manager : -

Status : Deactivated

Email : -

Login ID : TM98104

Cancel

## 2.13.2 Event Handling – Fail Case

NO	STEPS																														
1.	<p data-bbox="268 322 1268 398">Error Message: You have been inactive for a while. Please click OK to resume your session.</p> <div data-bbox="268 434 1364 1099" style="border: 1px solid black; padding: 10px;"> <p data-bbox="284 450 694 472">Maintenance &gt; Helpdesk &gt; User Account Assistance</p> <p data-bbox="284 488 510 517">Profile ▾ Helpdesk ▾</p> <p data-bbox="284 546 395 568"><b>User List</b></p> <p data-bbox="284 591 1093 613">Search <input type="text" value="Login ID"/> <input type="text" value="Equal"/> <input type="text"/></p> <p data-bbox="544 629 587 667">+</p> <p data-bbox="316 696 614 725">Apply Filter Clear Filter</p> <div data-bbox="608 607 1305 770" style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> <p data-bbox="874 622 1038 645" style="text-align: center;"><b>Inactivity Warning</b></p> <p data-bbox="635 674 678 712"></p> <p data-bbox="703 667 1262 712">You have been inactive for a while. Please click OK to resume your session. Redirecting in 55 seconds.</p> <p data-bbox="906 725 1023 748" style="text-align: center;"><input type="button" value="OK"/> <input type="button" value="Cancel"/></p> </div> <p data-bbox="284 763 614 786">Displaying result 1 - 5 of 15990 record(s).</p> <table border="1" data-bbox="309 786 1332 1070"> <thead> <tr> <th>Login ID ▾</th> <th>Full Name ▾</th> <th>Email Address ▾</th> <th>Status ▾</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>000002</td> <td>Test</td> <td>123@gmail.com</td> <td>Deactivated</td> <td></td> </tr> <tr> <td>000057</td> <td>Test</td> <td>test57@tm.com</td> <td>Suspended</td> <td></td> </tr> <tr> <td>000058</td> <td>test</td> <td>test58@tm.com</td> <td>Suspended</td> <td></td> </tr> <tr> <td>000059</td> <td>Test59</td> <td>-</td> <td>Deactivated</td> <td></td> </tr> <tr> <td>000060</td> <td>TestTest60</td> <td>-</td> <td>Deactivated</td> <td></td> </tr> </tbody> </table> <p data-bbox="309 1070 582 1093">1 2 3 4 5 6 7 8 9 10 &gt;&gt;</p> </div> <p data-bbox="268 1144 1220 1182">Error message will appear to notify user if the session has expired.</p> <p data-bbox="268 1218 1364 1339">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>	Login ID ▾	Full Name ▾	Email Address ▾	Status ▾	Action	000002	Test	123@gmail.com	Deactivated		000057	Test	test57@tm.com	Suspended		000058	test	test58@tm.com	Suspended		000059	Test59	-	Deactivated		000060	TestTest60	-	Deactivated	
Login ID ▾	Full Name ▾	Email Address ▾	Status ▾	Action																											
000002	Test	123@gmail.com	Deactivated																												
000057	Test	test57@tm.com	Suspended																												
000058	test	test58@tm.com	Suspended																												
000059	Test59	-	Deactivated																												
000060	TestTest60	-	Deactivated																												