

## 2.14 Manager Assist Existing User In Account Activation

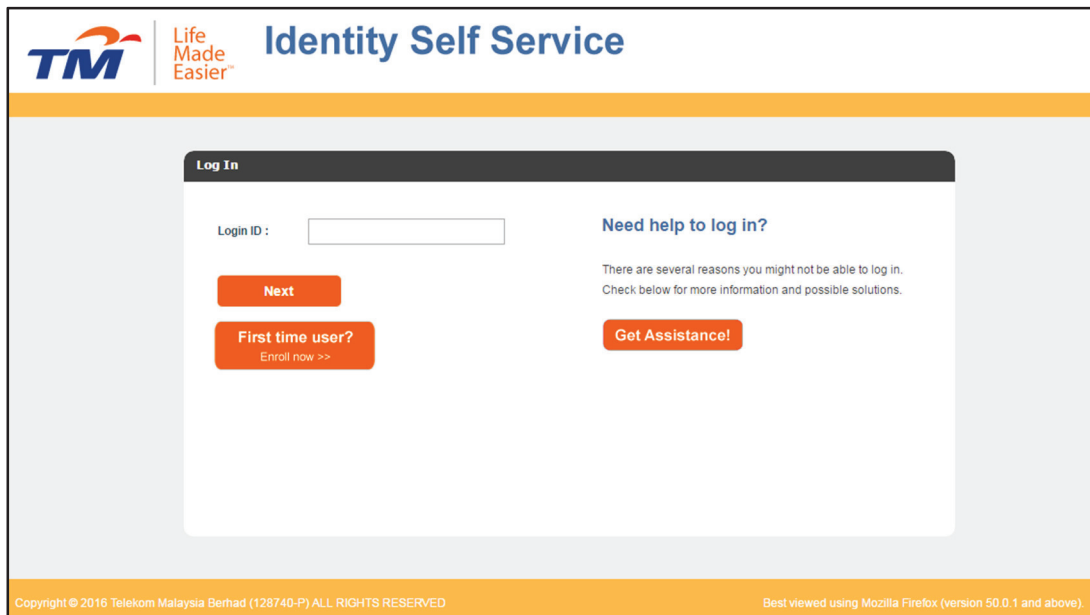
Existing user's direct manager assist to activate an account.

### 2.14.1 Event Handling – Success Case

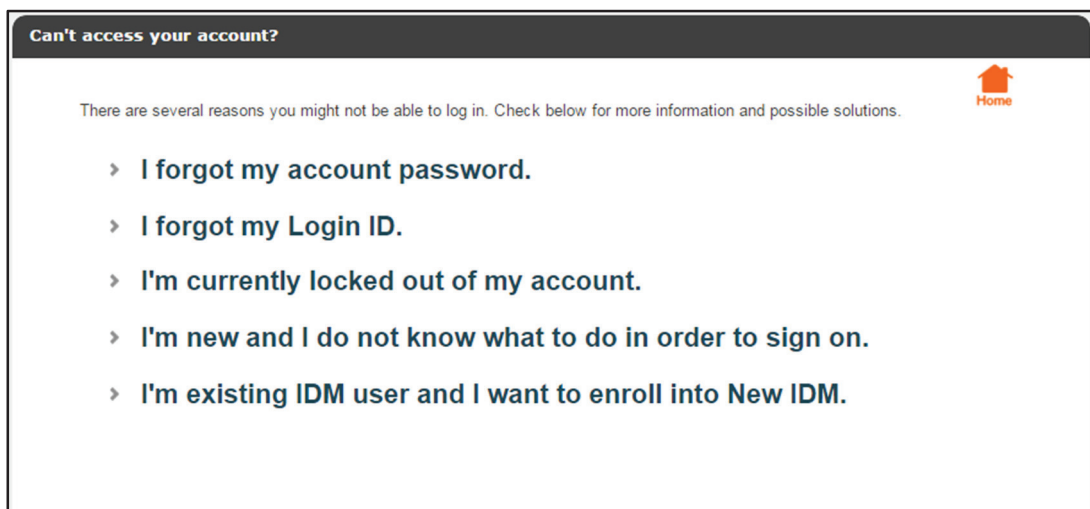
NO	STEPS
1.	<p>Go to IDSS via URL <a href="https://idss.tm.com.my/">https://idss.tm.com.my/</a></p> <p>At the Home page, click on 'TM IDSS' button.</p> 

<b>TM GIT</b>	<b>User Guidelines – Phase 2</b>			<b>TF6.3</b>
Owner: <b>Chang Yen Lan</b>	Approved By: <b>Zahratullaili Haji Ali</b>	Date: <b>2017-03-17</b>	Version: <b>1.0</b>	Page: <b>242</b>

2. At the 'Log In' page, click on the 'Get Assistance!' button.




3. At the 'Can't access your account' page, click on the 'I'm new and I do not know what to do in order to sign on.' button.



4. Click on 'Begin Account Activation' under 'Manager-assisted Activation using verification data to setup multi factors authentication'.

**Can't access your account?**

 Home

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

- › **I forgot my account password.**
- › **I forgot my Login ID.**
- › **I'm currently locked out of my account.**
- › **I'm new and I do not know what to do in order to sign on.**

[?] If you are an eligible new employee, you will be informed about your log in.

**Manager-assisted Activation using verification data to setup multi factors authentication**  
 You need to get your Immediate Manager's assistance to login and assist you through the activation process. You have to pass through verification data first before proceed to setting up the image, unique passphrase, challenge response question and answer and register your mobile number during activation process.

[Begin Account Activation](#)

**Activator-assisted Activation using verification data to setup multi factors authentication**  
 You can attend to any activator. Activator need to login and assist you through the activation process. You have to pass through verification data first before proceed to setup your authenticate picture, unique passphrase, challenge response question and answer and register your mobile number during activation process.

[Begin Account Activation](#)

**Self-assisted Activation with multi factors authentication**  
 You need to have mobile number registered with HR in order to proceed to activation process. You have to provide One-Time Password on your registered mobile number first before through verification data first before proceed to select your authenticate picture, unique passphrase, challenge response question and answer and register your mobile number during activation process.

[Begin Account Activation](#)

- › **I'm existing IDM user and I want to enroll into New IDM.**

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5. The first step is Manager Login. Manager enter login ID and password then click on 'Continue' button.

**Account Activation**

Steps

Superior Login   Subordinate Confirmation   Terms and Conditions   Subordinate Verification   Authentication Confirmation - CQA   Authentication Confirmation- Mobile   Setup Password

**Superior's Information**

Please enter your IDM Login ID

Superior's Login ID :

Password :

**Cancel**   **Continue**

6. The second step is 'User Confirmation', user verify superior's login ID and enter login ID then click on 'Continue' button.

**Account Activation**

Steps

Superior Login   Subordinate Confirmation   Terms and Conditions   Subordinate Verification   Authentication Confirmation - CQA   Authentication Confirmation- Mobile   Setup Password

Superior's Login ID :

Please enter the login ID of your subordinate for account activation

Subordinate's Login ID :

**Cancel**   **Continue**

7. In third step 'Terms and Conditions', user has to read and scroll down terms and conditions, then tick on 'I agree on terms and condition' and click on 'Accept' button.

Account Activation

Steps

Superior's Login ID :

Subordinate's Login ID :

**Terms & Conditions**

only person using the User ID and password. you agree not to disclose your User ID and password to any other person including any employees of TM. TM is not responsible for the unauthorized use of Application/Resource Access by any other person with your User ID or password and TM is under no obligation to confirm the actual identity or authority of anyone using your User ID or password.

You agree to notify TM immediately upon becoming aware of any known or suspected unauthorized use of your User ID or password to gain access to Application/Resource, or any breach in security involving your User ID or password.

[TM Privacy Policy for Employee](#)

to comply with Telekom Malaysia Berhad ("TM") obligations under the Personal Data Protection Act 2010.

I agree on terms and conditions.

Accept

Reject

8. In the forth step, user enter NRIC and click on 'Continue' button.

The screenshot shows the 'Account Activation' process. At the top, a progress bar labeled 'Steps' shows seven stages: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification (highlighted in orange), Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. Below the progress bar, there are three input fields: 'Superior's Login ID' with the value 'TM90009 - Ahmad Muzaffar Bin Hazizan', 'Subordinate's Login ID' with the value 'TM98114 - Loh Mei Teng', and 'NRIC (Eg: 850607115211)' with a masked value '.....' and a '?' icon. At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

9. In the fifth step 'Authentication Confirmation – CQA', select an image and key in a passphrase, then key in answers to the challenge response question. Click on 'Continue' button.

Account Activation

Steps

Superior's Login ID :

Subordinate's Login ID :

Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.

Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. What are the last 4 digits of your telephone number?

Please re-enter your answer:

2. What is your favorite color?

Please re-enter your answer:

10. In this step 'Authentication Confirmation – Mobile', please verify user mobile number. Click on 'Click here to change' button If user desire to change mobile number, click on 'Continue' button to proceed.

**Account Activation**

Steps

Superior Login   Subordinate Confirmation   Terms and Conditions   Subordinate Verification   Authentication Confirmation - CQA   **Authentication Confirmation- Mobile**   Setup Password

Superior's Login ID :

Subordinate's Login ID :

Mobile number below is registered to receive One-Time Password.

Mobile number:  [Click here to change](#)

**Cancel**   **Continue**

11. Enter user password and new registered mobile number, then click on 'Save' button.

**Change Registered Mobile Number**

Superior's Login ID : TM90009

Password :

Please enter the new registered mobile number.

Existing registered mobile number : 60162223862

New registered mobile number:  [?]

(Format: 60123456789)

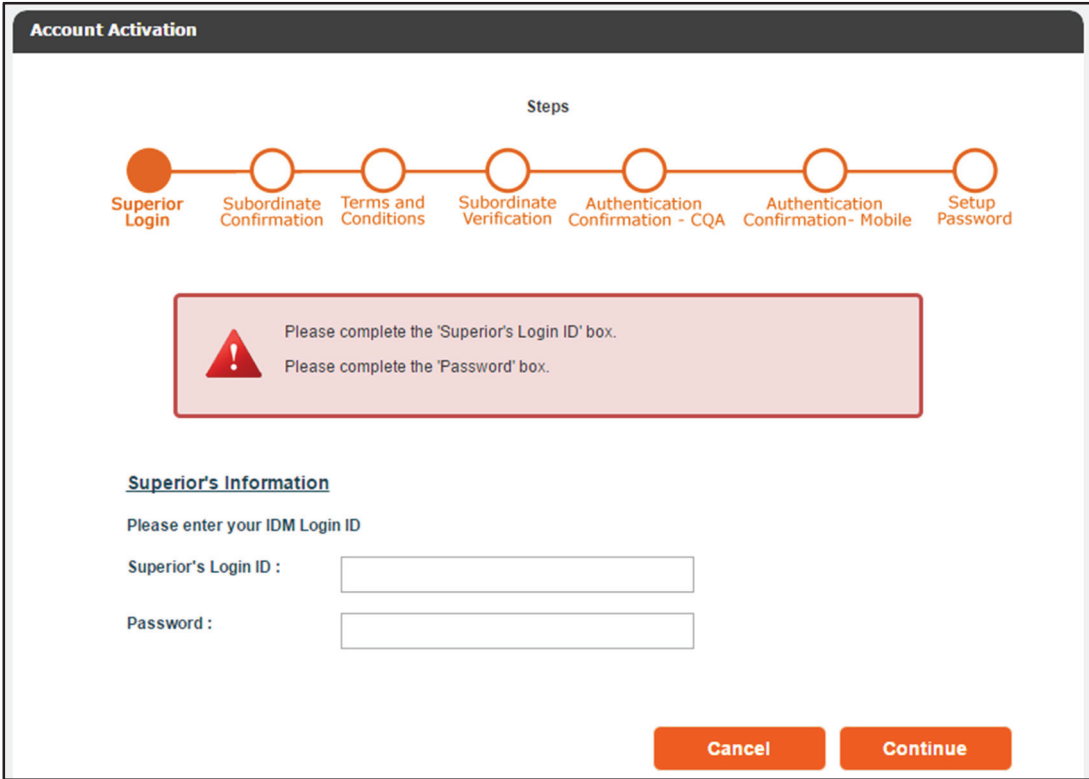
**Cancel**   **Save**



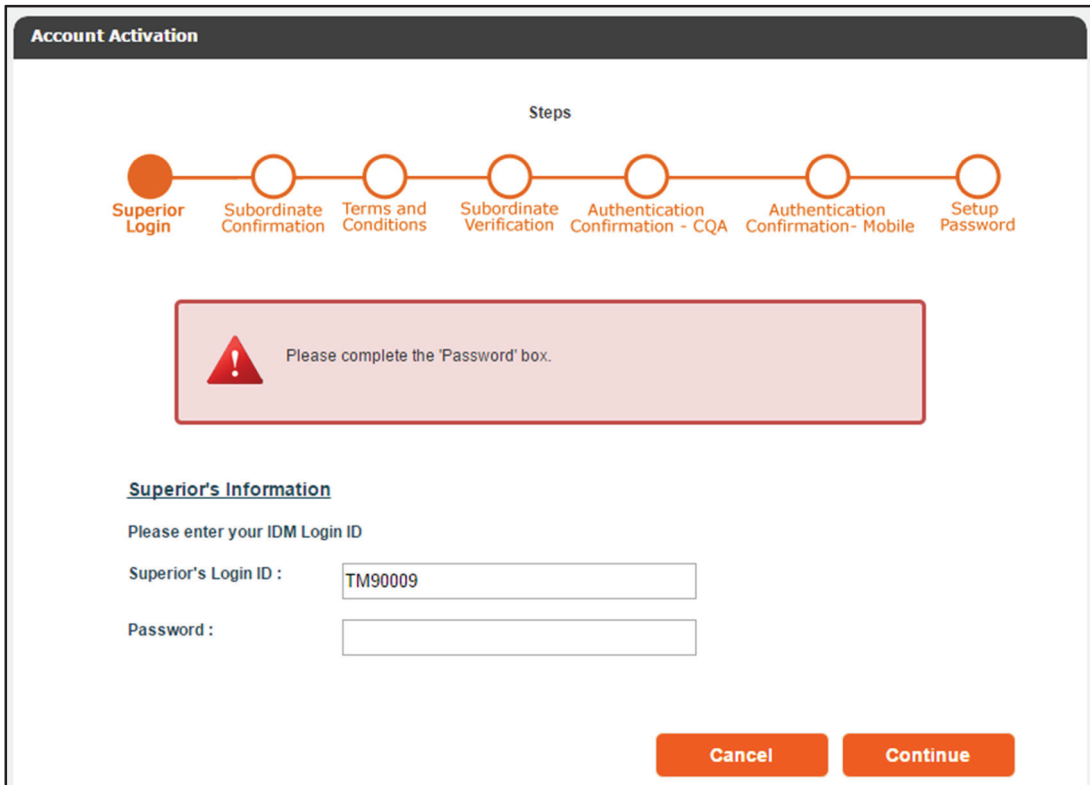
12. In the last step 'Setup Password', enter new password and confirmed new password to change your existing IDM Password. Click on 'Continue' button.

13. User account has been successfully activated. Click on 'OK' button to redirect to home page.

## 2.14.3 Event Handling – Fail Case

NO	STEPS
1.	<p>Error Message: Please complete the 'Superior's Login ID' box.</p> <p>Please complete the 'Password' box.</p> <div data-bbox="268 465 1362 1240" style="border: 1px solid black; padding: 10px;">  </div> <p>Error message will appear to notify user if the manager login ID and password is blank. User is not able to proceed.</p> <p>User Action: Please provide manager login ID and password then click on 'Continue' button.</p>

2. Error Message: Please complete the 'Password' box.



Error message will appear to notify user if the password is blank. User is not able to proceed.

User Action: Please provide manager password and click on 'Continue' button.

3. Error Message: User account not found. Please contact HR to reconfirm your Login ID.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows seven stages: Superior Login (active), Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. Below the progress bar, a red-bordered box contains a warning icon and the message: 'User account not found. Please contact HR to reconfirm your Login ID.' Underneath, the 'Superior's Information' section prompts the user to enter their IDM Login ID. The 'Superior's Login ID' field contains 'TM90000' and the 'Password' field is masked with dots. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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 manager login ID entered is correct. Please contact HR to reconfirm Login ID.

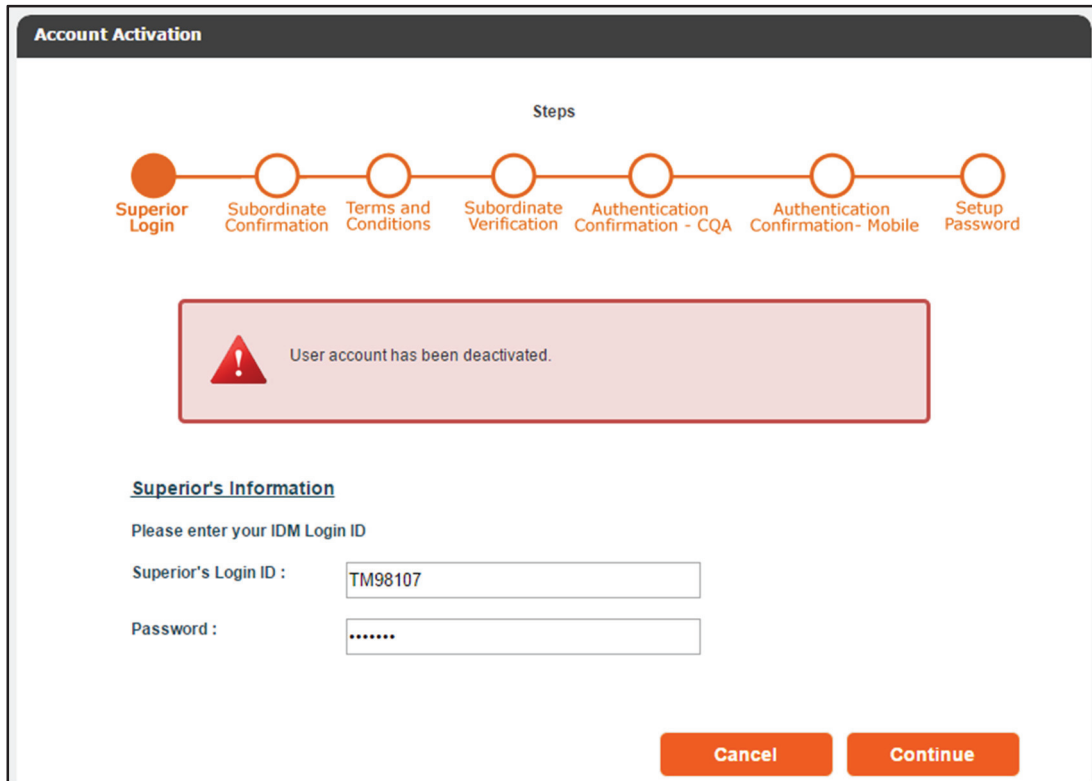
4. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The first step, 'Superior Login', is highlighted with a solid orange circle, while the others are hollow. Below the progress bar, a red-bordered box contains a warning icon (a triangle with an exclamation mark) and the text: 'User account already in disabled mode. Please contact GIT Service Desk for assistance.' Below this message, the 'Superior's Information' section is visible, with the instruction 'Please enter your IDM Login ID'. It includes two input fields: 'Superior's Login ID' containing the text 'TM98052' and 'Password' containing seven dots. At the bottom right, there are two orange buttons labeled 'Cancel' and 'Continue'.

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

User Action: Manager can only contact GIT Service Desk for assistance. GIT Service Desk will help manager to deactivated account so that manager can proceed to activation.

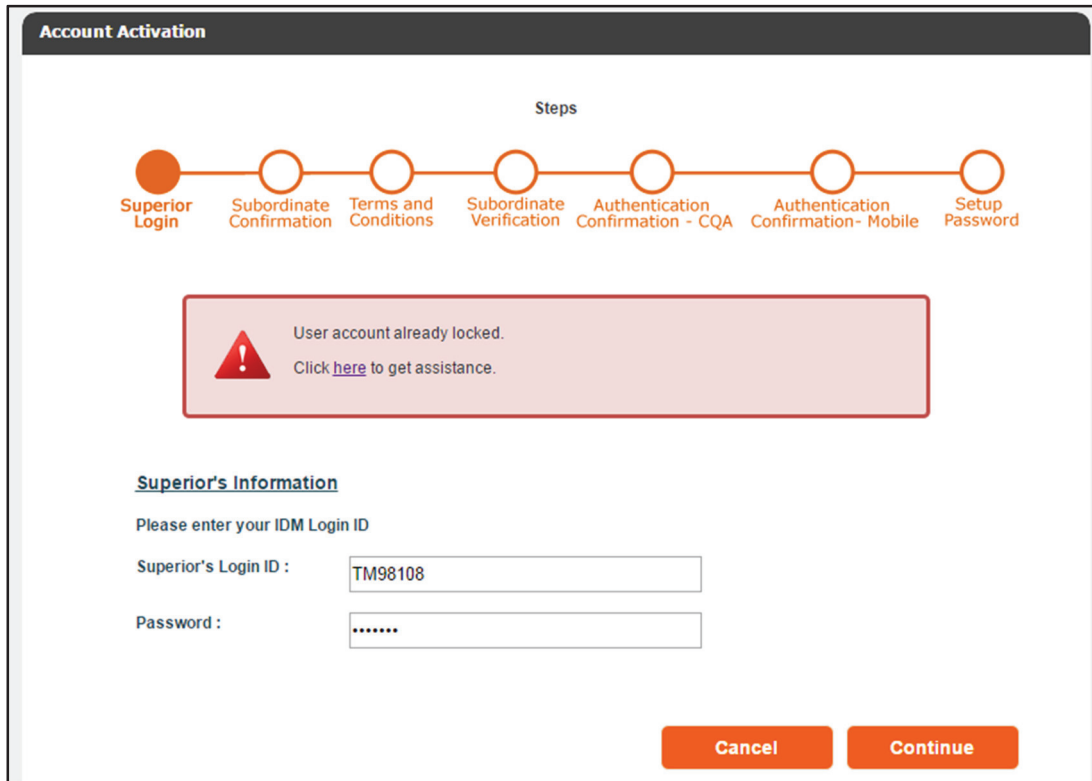
5. Error Message: User account has been deactivated.



Error message will appear to notify user if the manager login ID has been deactivated. User is not able to proceed.

User Action: Manager has to perform account activation before assisting existing user for account activation.

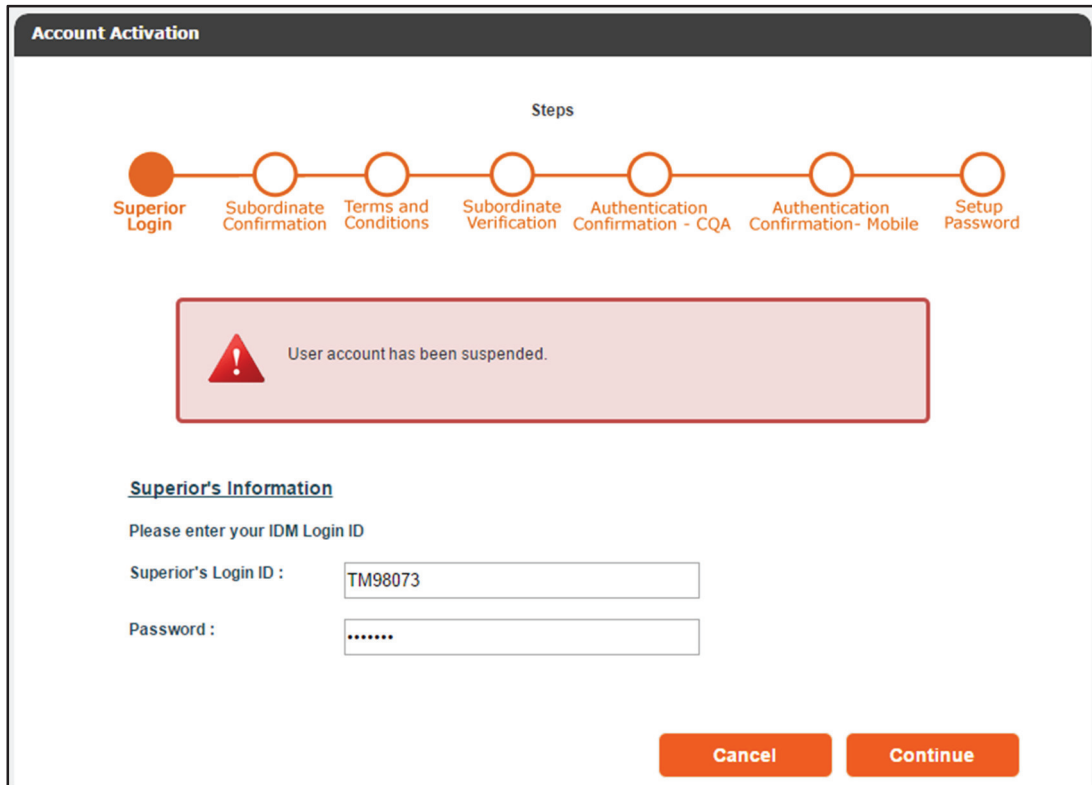
6. Error Message: User account already locked. Click here to get assistance.



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

User Action: Manager account has been locked. Manager need to proceed to unlock account before assisting existing user for account activation.

7. Error Message: User account has been suspended.

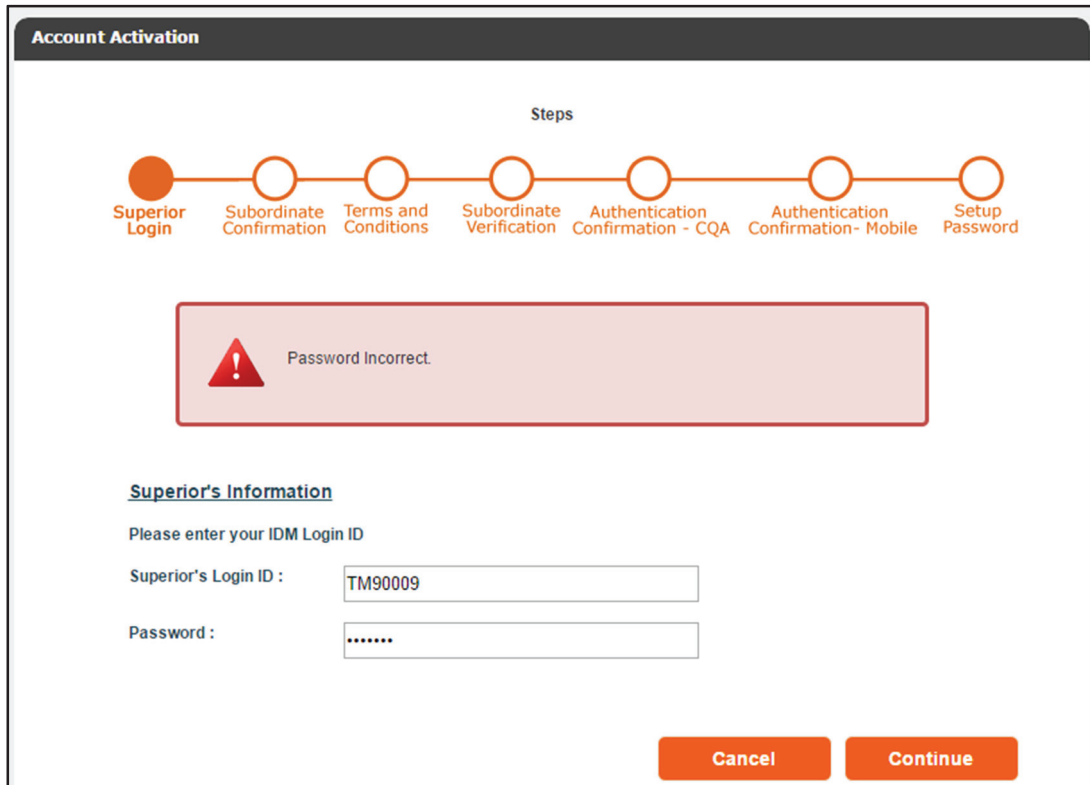


Error message will appear to notify user if the Login ID entered has been suspended. User is not able to proceed.

User Action: Manager account has been suspended. Manager should be received email notification on the reason why account was suspended earlier. Manager may not be able to proceed until been informed account unsuspension. User may contact IRIS to get assistance in account activation.



## 8. Error Message: Password Incorrect.



Error message will appear to notify user if the password entered is incorrect. User is not able to proceed.

User Action: Please provide the correct password and click on 'Continue' button.

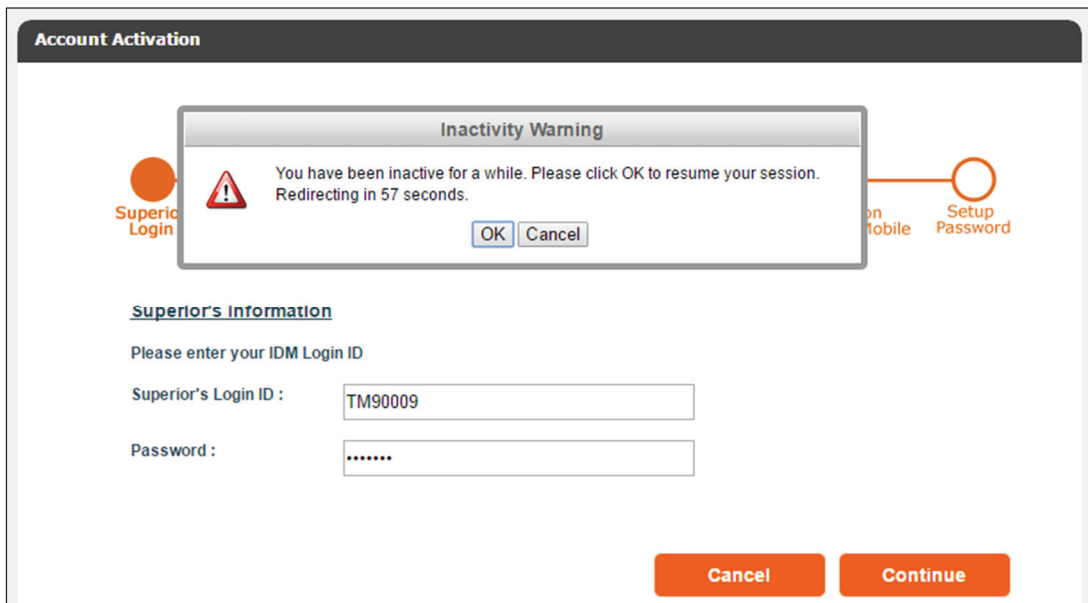
9. Error Message: Incorrect Password. You have reach the maximum password failed attempt(s). Account has been locked. Please proceed to unlock account.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows seven stages: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Superior Login' step is currently active. Below the progress bar, a red-bordered box contains a warning icon and the text: 'Incorrect password. You have reached the maximum password failed attempt(s). Account has been locked. Please proceed to Unlock Account.' Underneath this message, the 'Superior's Information' section prompts the user to enter their IDM Login ID. The 'Superior's Login ID' field contains the text 'TM90009', and the 'Password' field is masked with dots. At the bottom right, there are two orange buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the password entered is incorrect and has reached the maximum password failed attempt(s). Manager account has been locked. User is not able to proceed.

User Action: Manager account has been locked. Manager need to proceed to unlock account before assisting user in account activation.

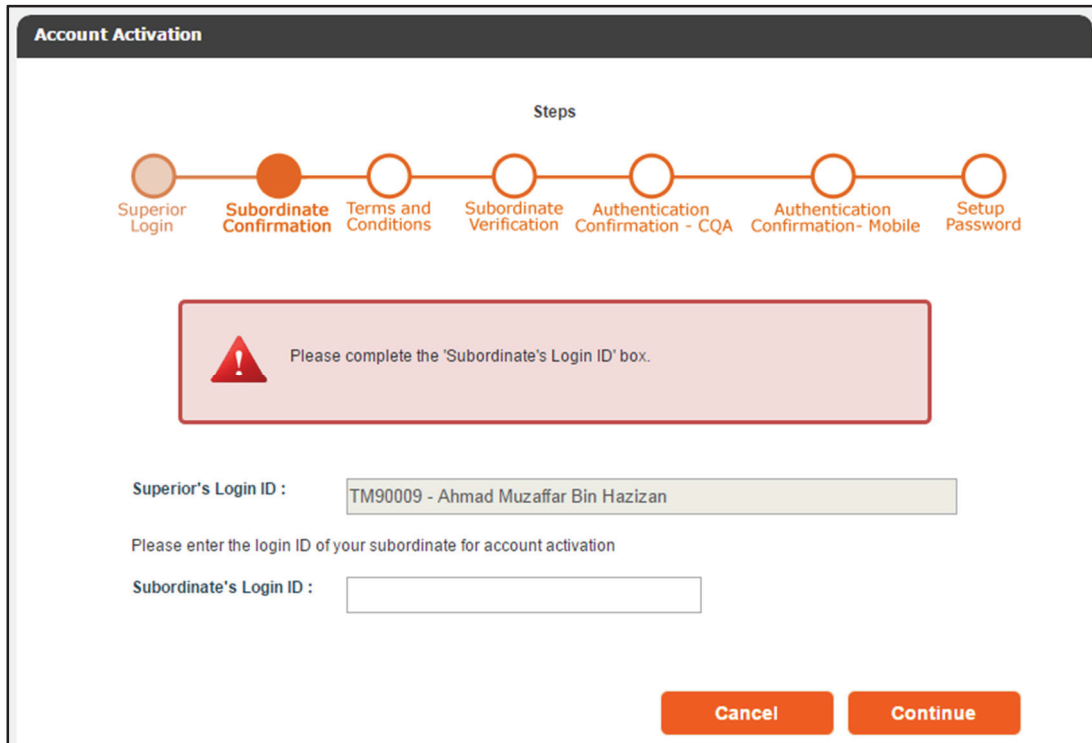
10. Error Message: You have been inactive for a while. Please click OK to resume your session.



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..

11. Error Message: Please complete the 'Subordinate's Login ID' box.



Error message will appear to notify user if the Subordinate's Login ID is blank. User is not able to proceed.

User Action: Please provide user login ID and click on 'Continue' button.

12. Error Message: User account not found. Please contact HR to reconfirm your Login ID.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Subordinate Confirmation' step is highlighted in orange, indicating the current step. Below the progress bar, a red warning box contains a triangle icon and the text: 'User account not found. Please contact HR to reconfirm your Login ID.' Below the warning box, there are two input fields. The first is labeled 'Superior's Login ID:' and contains the text 'TM90009 - Ahmad Muzaffar Bin Hazizan'. Below this field is the instruction 'Please enter the login ID of your subordinate for account activation'. The second input field is labeled 'Subordinate's Login ID:' and contains the text 'TM90000'. At the bottom right of the form, there are two orange buttons: 'Cancel' and 'Continue'.

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.

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13. Error Message: Invalid User Account. Only valid Manager is allowed to proceed with activation process.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Superior Login' step is highlighted with a solid orange circle, while the others are hollow. Below the progress bar, a red-bordered box contains a warning icon and the text: 'Invalid User Account. Only valid Manager is allowed to proceed with activation process.' Underneath this, the 'Superior's Information' section prompts the user to enter their IDM Login ID. The 'Superior's Login ID' field contains 'TM98112', and the 'Password' field is masked with dots. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the Superior's Login ID is not valid to proceed with account activation. User is not able to proceed.

User Action: Please provide a Superior's Login ID which is valid for account activation.

14. Error Message: User account already in enabled mode. Click here to login to IDSS.

**Account Activation**

Steps

Superior Login   **Subordinate Confirmation**   Terms and Conditions   Subordinate Verification   Authentication Confirmation - CQA   Authentication Confirmation- Mobile   Setup Password

User account already in enabled mode  
Click [here](#) to login to IDSS.

Superior's Login ID :

Please enter the login ID of your subordinate for account activation

Subordinate's Login ID :

**Cancel**   **Continue**

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.

15. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.

The screenshot shows the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' contains seven stages: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Subordinate Confirmation' stage is highlighted in orange. Below the progress bar, a red-bordered box contains a warning icon and the text: 'User account already in disabled mode. Please contact GIT Service Desk for assistance.' Underneath, there are two input fields: 'Superior's Login ID' with the value 'TM90009 - Ahmad Muzaffar Bin Hazizan' and 'Subordinate's Login ID' with the value 'TM98032'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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.



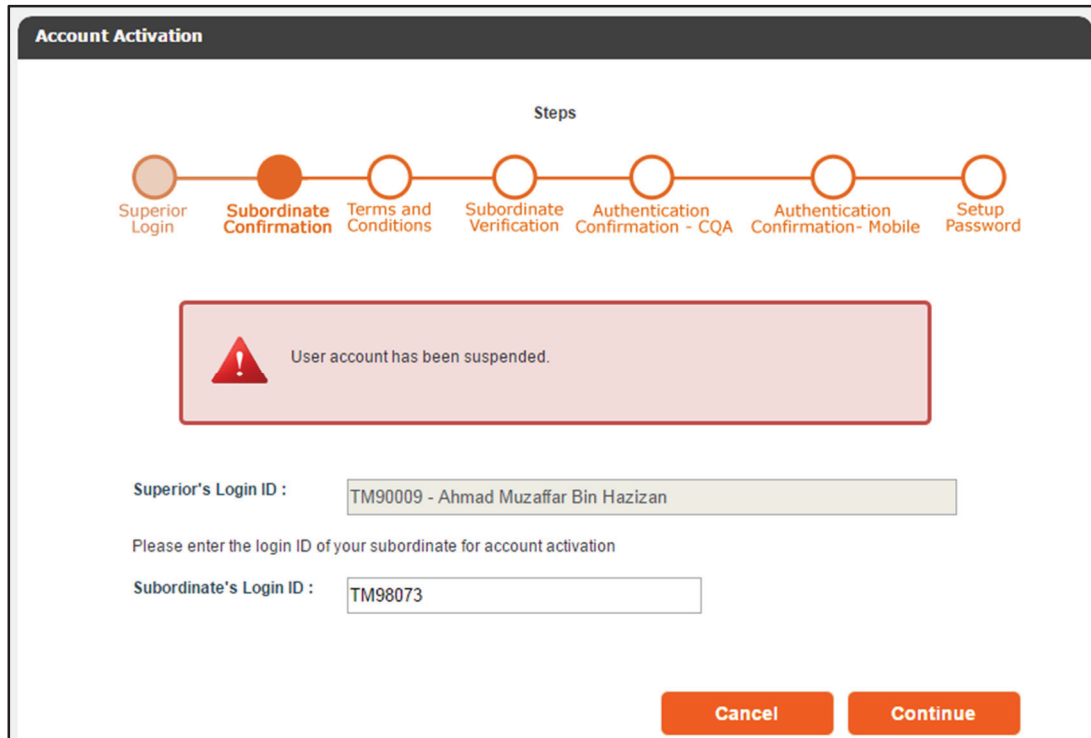
16. Error Message: User account already locked. Click here to get assistance.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation (highlighted in orange), Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. Below the progress bar, a red-bordered box contains a warning icon and the text: 'User account already locked. Click [here](#) to get assistance.' Underneath, there are two input fields: 'Superior's Login ID' with the value 'TM90009 - Ahmad Muzaffar Bin Hazizan' and 'Subordinate's Login ID' with the value 'TM98117'. At the bottom right, there are two orange buttons labeled 'Cancel' and 'Continue'.

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.

17. 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 received 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.

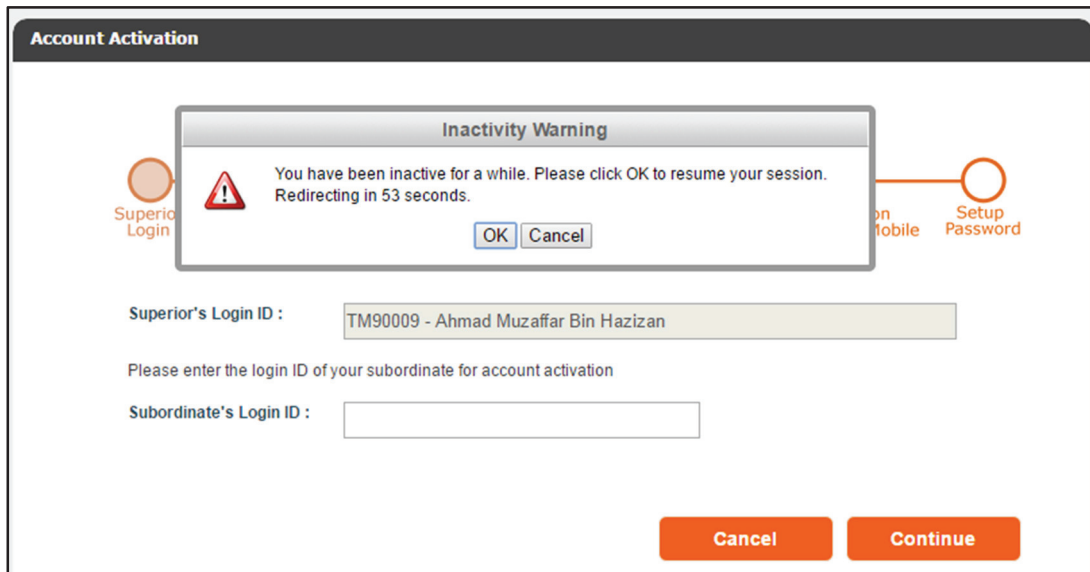
18. Error Message: User account can only activated by the immediate superior.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation (highlighted in red), Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation- Mobile, and Setup Password. Below the progress bar, a red-bordered box contains a warning icon and the message: 'User account can only activated by the Immediate superior.' Underneath, there are two input fields: 'Superior's Login ID' with the value 'TM90009 - Ahmad Muzaffar Bin Hazizan' and 'Subordinate's Login ID' with the value 'TM98028'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the Superior's Login ID is not an immediate superior to the Subordinate's Login ID. User is not able to proceed.

User Action: Please provide the Subordinate's immediate superior's Login ID.

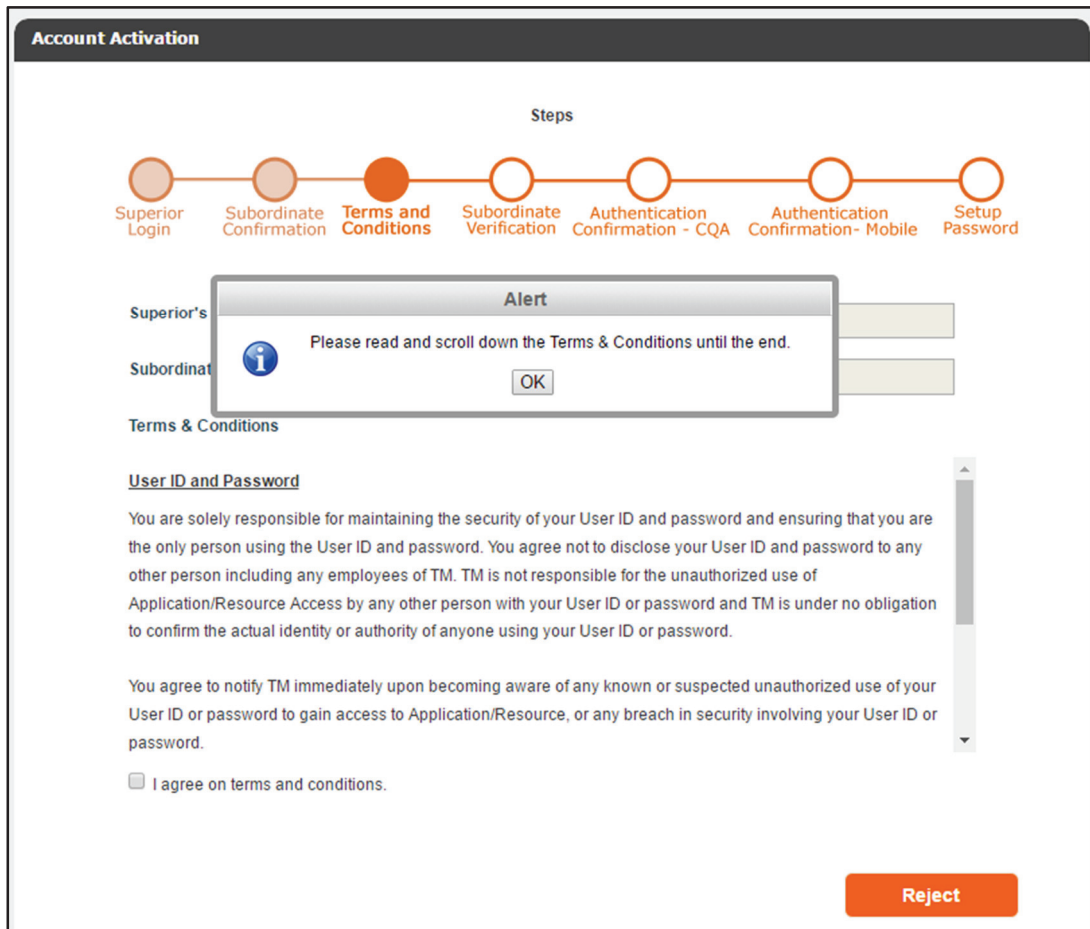
19. Error Message: You have been inactive for a while. Please click OK to resume your session.



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..

20. 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.

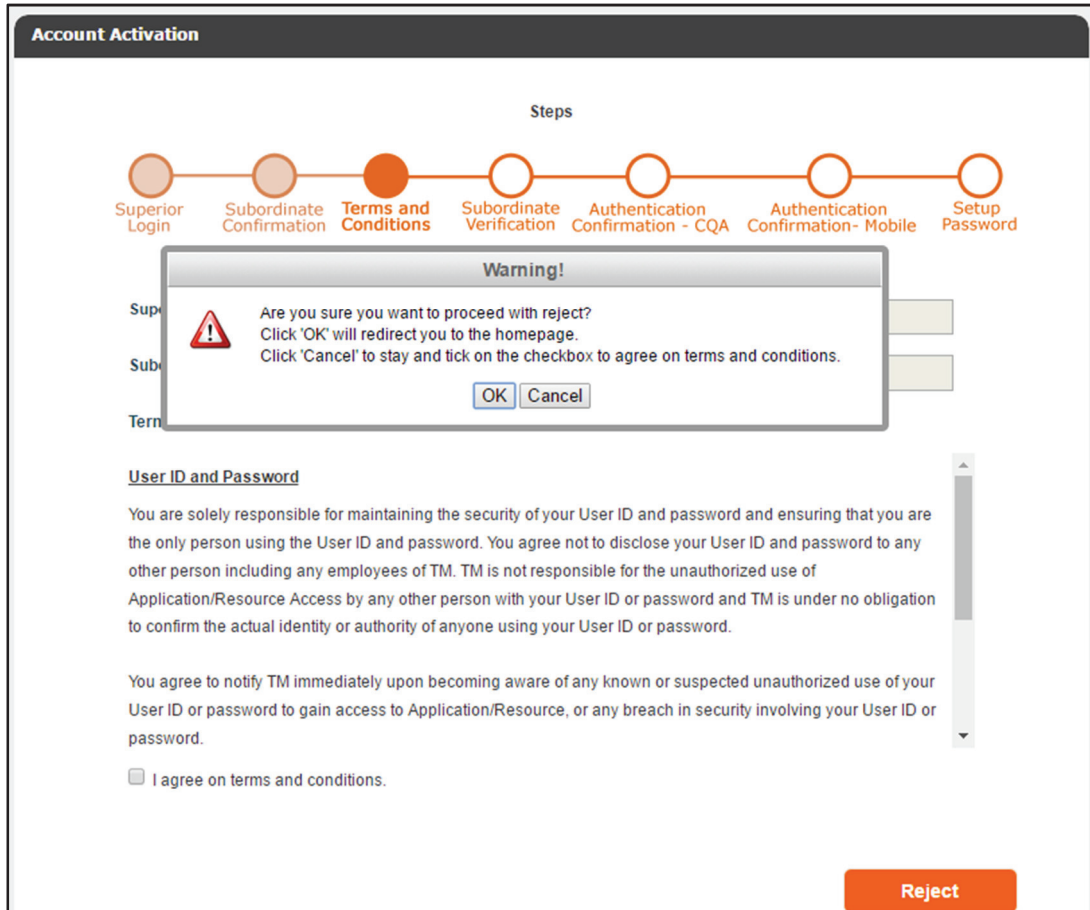
User Action: Scroll down the Terms & Conditions till the end before tick on the 'I agree on terms and conditions' checkbox.

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21. Error Message: Are you sure you want to proceed with reject?

Click 'OK' will redirect you to the homepage.

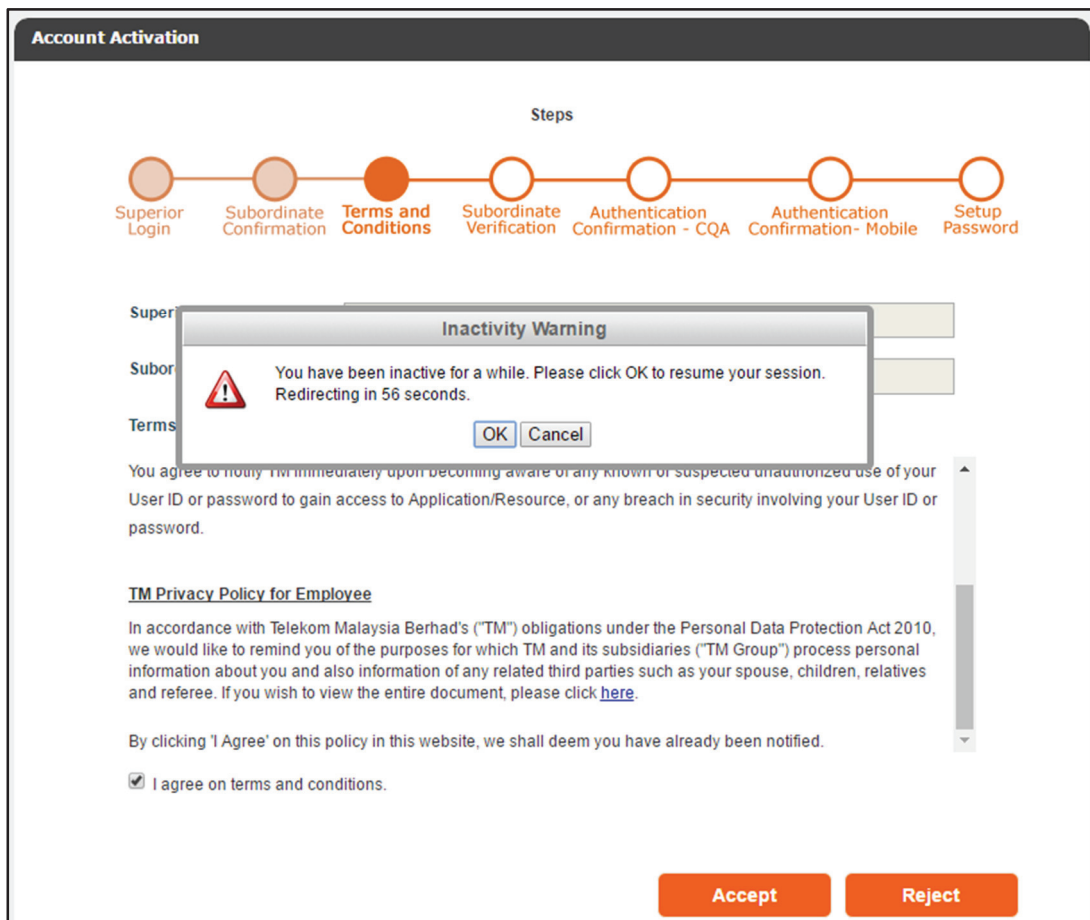
Click 'Cancel' to stay and tick on the checkbox to agree on terms and conditions.



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.

22. 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..

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23. Error Message: Please fill in the blank.

**Account Activation**

Steps

Superior Login   Subordinate Confirmation   Terms and Conditions   **Subordinate Verification**   Authentication Confirmation - CQA   Authentication Confirmation - Mobile   Setup Password

Please fill in the blank.

Superior's Login ID :

Subordinate's Login ID :

Please complete the user data verification below

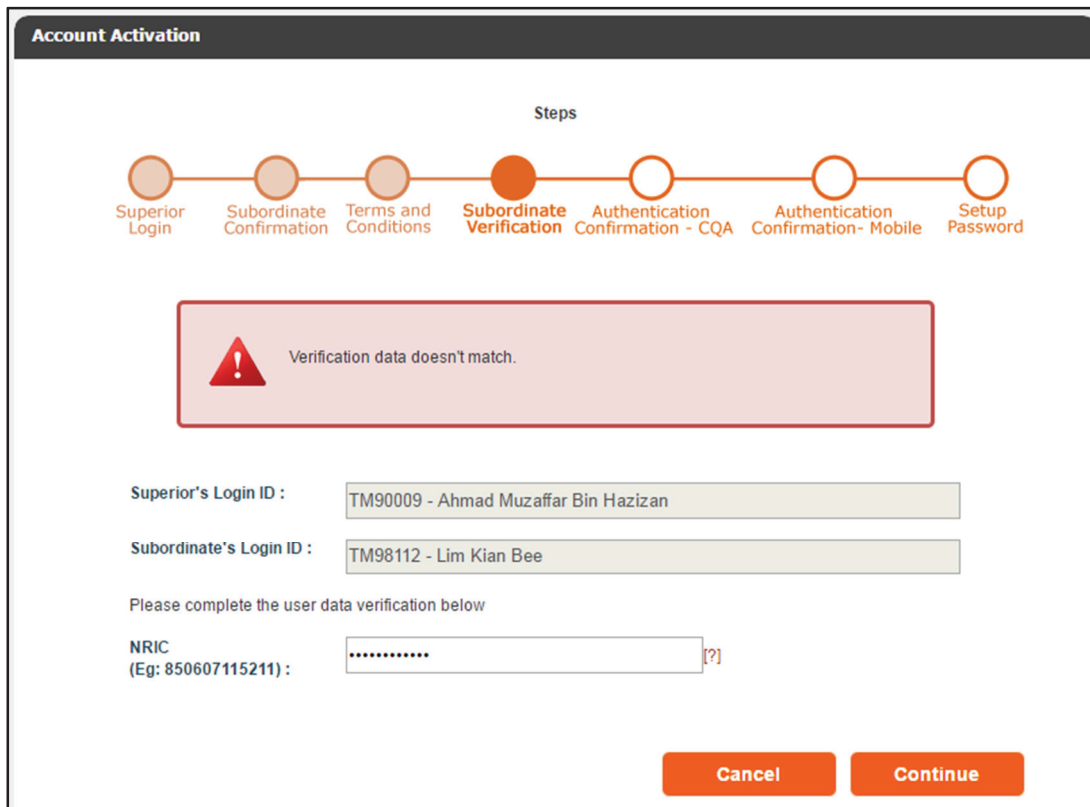
NRIC (Eg: 850607115211) :

Error message will appear to notify user if the NRIC is blank. User is not able to proceed.

User Action: Please provide user NRIC and click on 'Continue' button.



24. Error Message: Verification data doesn't match.



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

User Action: Please provide the correct NRIC and click on 'Continue' button

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

**Account Activation**

**Inactivity Warning**

You have been inactive for a while. Please click OK to resume your session.  
Redirecting in 58 seconds.

OK Cancel

Superior's Login ID :

Subordinate's Login ID :

Please complete the user data verification below

NRIC  
(Eg: 850607115211) :  [?]

Cancel 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..

26. Error Message: Please select one image.

Please complete the 'Passphrase' box.

Account Activation

Steps

Please select one image.  
Please complete the 'Passphrase' box.

Superior's Login ID :

Subordinate's Login ID :

Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.


Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. What is your favorite cartoon character?

Please re-enter your answer:

2. What are the last 4 digits of your telephone number?

Please re-enter your answer:

Cancel
Continue

## User Guidelines – Phase 2

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	<p>Error message will appear to notify user if the passphrase is blank and an image was not selected. User is not able to proceed.</p> <p>User Action: Select an image and key in a passphrase, then key in answers to the challenge response question. Click on 'Continue' button.</p>
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27. Error Message: Please complete the 'Passphrase' box.

**Account Activation**

Steps

Please complete the 'Passphrase' box.

Superior's Login ID :

Subordinate's Login ID :

Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.

Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. What is your favorite cartoon character?

Please re-enter your answer:

2. What are the last 4 digits of your telephone number?

Please re-enter your answer:

## User Guidelines – Phase 2

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	<p>Error message will appear to notify user if the passphrase is blank. User is not able to proceed.</p> <p>User Action: Enter a passphrase, and then enter answers to the challenge response question. Click on 'Continue' button.</p>
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## 28. Error Message: Please fill in your challenge response answer(s).

**Account Activation**



Steps



Please fill in your challenge response answer(s).


Superior's Login ID :

Subordinate's Login ID :


Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.





Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. What is your favorite cartoon character?

Please re-enter your answer:

2. What are the last 4 digits of your telephone number?

Please re-enter your answer:

Cancel
Continue

## User Guidelines – Phase 2

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	<p>Error message will appear to notify user if the challenge response answer(s) is blank. User is not able to proceed.</p> <p>User Action: Please provide the challenge response answer(s) then click on 'Continue' button.</p>
--	---

<b>TM GIT</b>	<b>User Guidelines – Phase 2</b>			<b>TF6.3</b>
<i>Owner:</i> <b>Chang Yen Lan</b>	<i>Approved By:</i> <b>Zahratullaili Haji Ali</b>	<i>Date:</i> <b>2017-03-17</b>	<i>Version:</i> <b>1.0</b>	<i>Page:</i> 281



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

**Account Activation**

Steps

Please fill in your challenge response answer(s).

Superior's Login ID :

Subordinate's Login ID :

Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.

Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. What is your favorite cartoon character?

Please re-enter your answer:

Answers don't match.

2. What are the last 4 digits of your telephone number?

Please re-enter your answer:

Answers don't match.

Cancel
Continue

## User Guidelines – Phase 2

---

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.

<b>TM GIT</b>	<b>User Guidelines – Phase 2</b>			<b>TF6.3</b>
<i>Owner:</i> <b>Chang Yen Lan</b>	<i>Approved By:</i> <b>Zahratullaili Haji Ali</b>	<i>Date:</i> <b>2017-03-17</b>	<i>Version:</i> <b>1.0</b>	<i>Page:</i> 283

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

Account Activation

Steps

○ Superior Login

○ Subordinate Confirmation

○ Terms and Conditions

○ Subordinate Verification

● **Authentication Confirmation - CQA**

○ Authentication Confirmation- Mobile

○ Setup Password

Answer to challenge response question needs to be at minimum length of 4 character(s).

Superior's Login ID :

Subordinate's Login ID :

Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.


Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. What is your favorite cartoon character?

Please re-enter your answer:

2. What are the last 4 digits of your telephone number?

Please re-enter your answer:

## User Guidelines – Phase 2

---

	<p>Error message will appear to notify user if the challenge response answer(s) entered is less than 4 character(s).</p> <p>User Action: Please enter your answer(s) for the challenge response questions(s) with minimum of 4 character(s) then click on 'Continue' button.</p>
--	--

<b>TM GIT</b>	<b>User Guidelines – Phase 2</b>			<b>TF6.3</b>
<i>Owner:</i> <b>Chang Yen Lan</b>	<i>Approved By:</i> <b>Zahratullaili Haji Ali</b>	<i>Date:</i> <b>2017-03-17</b>	<i>Version:</i> <b>1.0</b>	<i>Page:</i> 285

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

Account Activation

Steps

Answer to Challenge Response Question needs to be unique. No repeated answer is allowed.

Superior's Login ID :

Subordinate's Login ID :

Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.

Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. In what city was you primary school?   
 Please re-enter your answer:

2. What is your favorite car?   
 Please re-enter your answer:

Cancel
Continue

## User Guidelines – Phase 2

---

	<p>Error message will appear to notify user if the answer for the challenge respond questions must be unique. User is not able to proceed.</p> <p>User Action: Please provide a unique answer for each challenge respond question then click on 'Continue' button.</p>
--	--

<b>TM GIT</b>	<b>User Guidelines – Phase 2</b>			<b>TF6.3</b>
<i>Owner:</i> <b>Chang Yen Lan</b>	<i>Approved By:</i> <b>Zahratullaili Haji Ali</b>	<i>Date:</i> <b>2017-03-17</b>	<i>Version:</i> <b>1.0</b>	<i>Page:</i> 287

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

**Account Activation**

Steps

Superior's Login ID :

Subor

Please  member.

**Inactivity Warning**

You have been inactive for a while. Please click OK to resume your session.  
 Redirecting in 57 seconds.


Passphrase :  [?]

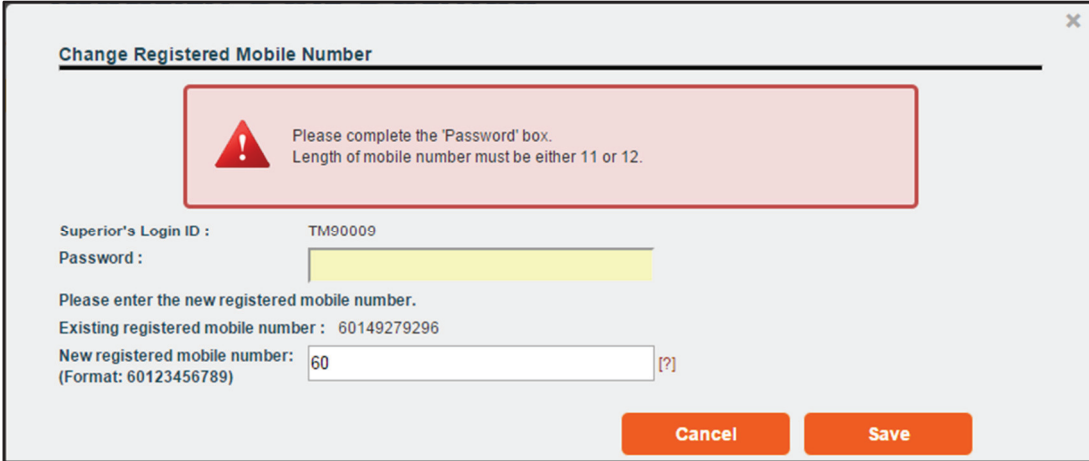
Please complete the challenge response setup below. You'll need to remember the answers to retrieve the response to your inquiry (user self-service).

1. What is your mother maiden name?.....

Please re-enter your answer:

2. What is your favorite car? .....

Please re-enter your answer:

	<p>Error message will appear to notify user if the session has expired.</p> <p>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>
33.	<p>Error Message: Please complete the 'Password' box.</p> <p>Length of mobile number must be either 11 or 12.</p> <div data-bbox="268 600 1362 1059" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div> <p>Error message will appear to notify user if the password is blank and the length of new registered mobile number entered is not 11 or 12. User is not able to proceed.</p> <p>User Action: Please provide the password and the correct new mobile number with the length of 11 or 12 then click on 'Save' button.</p>



34. Error Message: Length of mobile number must be either 11 or 12.

**Change Registered Mobile Number**

Length of mobile number must be either 11 or 12.

Superior's Login ID : TM90000  
 Password :

Please enter the new registered mobile number.  
 Existing registered mobile number : 60149279296  
 New registered mobile number:  [?]  
 (Format: 60123456789)

Error message will appear to notify user if the mobile number entered is less than 11 or more than 12. User is not able to proceed.

User Action: Please provide the correct mobile number with the length of 11 or 12 and click on 'Save' button.

35. Error Message: Length of mobile number must be either 11 or 12.

Mobile number must start with 60.

**Change Registered Mobile Number**

Length of mobile number must be either 11 or 12.  
 Mobile number must start with 60.

Superior's Login ID : TM90009  
 Password :

Please enter the new registered mobile number.  
 Existing registered mobile number : 60149279296  
 New registered mobile number:  [?]  
 (Format: 60123456789)

Error message will appear to notify user if the mobile number entered is less than 11 or more than 12 and is not start with 60. User is not able to proceed.

User Action: Please provide the correct mobile number with the length of 11 or 12 and start with 60. Click on 'Save' button.

36. Error Message: Password Incorrect.

**Change Registered Mobile Number**

Password Incorrect.

Superior's Login ID : TM90009

Password :

Please enter the new registered mobile number.

Existing registered mobile number : 60149279296

New registered mobile number:  [?]

(Format: 60123456789)

**Cancel** **Save**

Error message will appear to notify user if the password entered is incorrect. User is not able to proceed.

User Action: Please provide the correct password and click on 'Save' button.

37. Error Message: Mobile number already in use. Please change other mobile number.

**Change Registered Mobile Number**

Mobile number already in use. Please change other mobile number.

Superior's Login ID : TM90009

Password :

Please enter the new registered mobile number.

Existing registered mobile number : 60149279296

New registered mobile number:  [?]

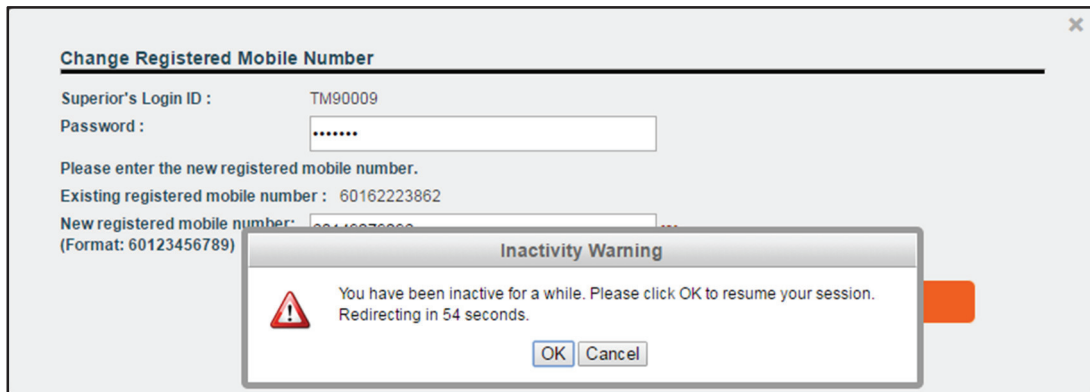
(Format: 60123456789)

**Cancel** **Save**

Error message will appear to notify user if the new registered mobile number entered is already in use. User is not able to proceed.

User Action: Please provide a different mobile number and click on 'Save' button.

38. 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..

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39. Error Message: Please complete the 'New Password' box.

Please complete the 'Confirmed New Password' box.

The screenshot shows the 'Account Activation' process with a progress bar containing seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red-bordered error message box contains a warning icon and the text: 'Please complete the 'New Password' box.' and 'Please complete the 'Confirmed New Password' box.' Below the error message, there are input fields for 'Superior's Login ID' (filled with 'TM90009 - Ahmad Muzaffar Bin Hazizan'), 'Subordinate's Login ID' (filled with 'TM98114 - Loh Mei Teng'), 'New Password', and 'Confirmed New Password'. The 'New Password' field has a red 'X' icon next to it, indicating an error. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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.

40. Error Message: Password violation. Password length must be at least 6 character(s).

The screenshot shows the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' includes: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. A red error message box states: 'Password violation: Password length must be at least 6 character(s)'. Below this, the 'Superior's Login ID' is 'TM90009 - Ahmad Muzaffar Bin Hazizan' and the 'Subordinate's Login ID' is 'TM98114 - Loh Mei Teng'. The 'New Password' field is empty, with a red 'X' icon and 'TM Password Policy [?]' next to it. The 'Confirmed New Password' field is also empty, with a green 'Password Match' label. 'Cancel' and 'Continue' buttons are at the bottom right.

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.

41. Error Message: Password violation. Password length must be at most 8 character(s).

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red error message box states: 'Password violation: Password length must be at most 8 character(s)'. The form includes fields for 'Superior's Login ID' (TM90009 - Ahmad Muzaffar Bin Hazizan) and 'Subordinate's Login ID' (TM98114 - Loh Mei Teng). Under the heading 'Please setup a password for login', there are two password input fields. The 'New Password' field is followed by a 'TM Password Policy [?]' indicator with a red 'X' icon, indicating a violation. The 'Confirmed New Password' field is followed by a 'Password Match' indicator with a green checkmark. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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.

42. Error Message: Password violation. Minimum numeric character(s) must be 1.

The screenshot shows the 'Account Activation' process. At the top, a progress bar indicates the steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red warning box displays the error message: 'Password violation: Minimum numeric character(s) must be 1.' The form includes fields for 'Superior's Login ID' (TM90009 - Ahmad Muzaffar Bin Hazizan) and 'Subordinate's Login ID' (TM98114 - Loh Mei Teng). There are two password fields: 'New Password' and 'Confirmed New Password'. The 'New Password' field has a red 'X' icon and a link to 'TM Password Policy [?]'. The 'Confirmed New Password' field shows a green 'Password Match' message. At the bottom, there are 'Cancel' and 'Continue' buttons.

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.

43. Error Message: Password violation. Minimum upper case alphabetical character(s) must be 1.

The screenshot shows the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' includes: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is highlighted in orange. Below the progress bar, a red-bordered box contains a warning icon and the message: 'Password violation: Minimum upper case alphabetical character(s) must be 1.' The form fields include: Superior's Login ID (TM90009 - Ahmad Muzaffar Bin Hazizan), Subordinate's Login ID (TM98114 - Loh Mei Teng), and a 'Please setup a password for login' section. The 'New Password' field is masked with dots and has a red error bar with a 'TM Password Policy [?]' tooltip and a red 'X' icon. The 'Confirmed New Password' field is also masked with dots and has a green 'Password Match' tooltip. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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



44. Error Message: Password violation. Minimum lower case alphabetical character(s) must be 1.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red error message box states: 'Password violation: Minimum lower case alphabetical character(s) must be 1.' The form includes fields for 'Superior's Login ID' (TM90009 - Ahmad Muzaffar Bin Hazizan) and 'Subordinate's Login ID' (TM98114 - Loh Mei Teng). Under the heading 'Please setup a password for login', there are two password input fields. The 'New Password' field is marked with a red 'X' and the text 'TM Password Policy [?]'. The 'Confirmed New Password' field is marked with a green checkmark and the text 'Password Match'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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.

45. Error Message: Password violation. Password should not contain special character(s).

The screenshot shows the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' includes: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is highlighted in orange. Below the progress bar, a red-bordered box contains a warning icon and the message: 'Password violation: Password should not contain special character(s)'. The form fields are as follows:

- Superior's Login ID :
- Subordinate's Login ID :
- Please setup a password for login
- New Password :  TM Password Policy [?]
- Confirmed New Password :  Password Match

At the bottom right, there are two orange buttons: 'Cancel' and 'Continue'.

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.

46. Error Message: Password violation. Password must begin with alphabet.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red error message box states: 'Password violation: Password must begin with alphabet.' The form includes fields for 'Superior's Login ID' (TM90009 - Ahmad Muzaffar Bin Hazizan) and 'Subordinate's Login ID' (TM98114 - Loh Mei Teng). There are two password fields: 'New Password' and 'Confirmed New Password'. The 'New Password' field has a red 'X' icon next to it, indicating a violation of the 'TM Password Policy'. The 'Confirmed New Password' field shows a green 'Password Match' message. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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.

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47. Error Message: Password violation. Password must contain at least alphabetical character(s).

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red error message box states: 'Password violation: Password must contain at least 1 alphabetical character(s)'. The form includes fields for 'Superior's Login ID' (TM90009 - Ahmad Muzaffar Bin Hazizan) and 'Subordinate's Login ID' (TM98114 - Loh Mei Teng). Under the heading 'Please setup a password for login', there are two password fields. The 'New Password' field contains six dots and is marked with a red 'X' and the text 'TM Password Policy [?]'. The 'Confirmed New Password' field also contains six dots and is marked with a green 'Password Match'.

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.

48. Error Message: Password violation. New password must not be the same as the previous 5 passwords in history list.

The screenshot shows the 'Account Activation' process with a progress bar indicating the following steps: Superior Login, Subordinate Confirmation, Terms and Conditions, Subordinate Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. A red error message box displays: 'Password violation: New password must not be the same as the previous 5 passwords in history list.' Below the error message, the user's login details are shown: Superior's Login ID: TM90009 - Ahmad Muzaffar Bin Hazizan and Subordinate's Login ID: TM98114 - Loh Mei Teng. The user is prompted to 'Please setup a password for login'. The 'New Password' field contains six dots, and a green bar with a checkmark indicates 'TM Password Policy [?]'. The 'Confirmed New Password' field also contains six dots, and a green bar with a checkmark indicates 'Password Match'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered is the same as any of the previous 5 passwords in history list. User is not able to proceed.

User Action: Please provide new password different from the previous 5 passwords in history list.

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

**Account Activation**

**Inactivity Warning**

You have been inactive for a while. Please click OK to resume your session.  
Redirecting in 54 seconds.

OK Cancel

Superior's Login ID :

Subordinate's Login ID :

Please setup a password for login

New Password :  TM Password Policy [?]


Confirmed New Password :  Password Match

Cancel 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..

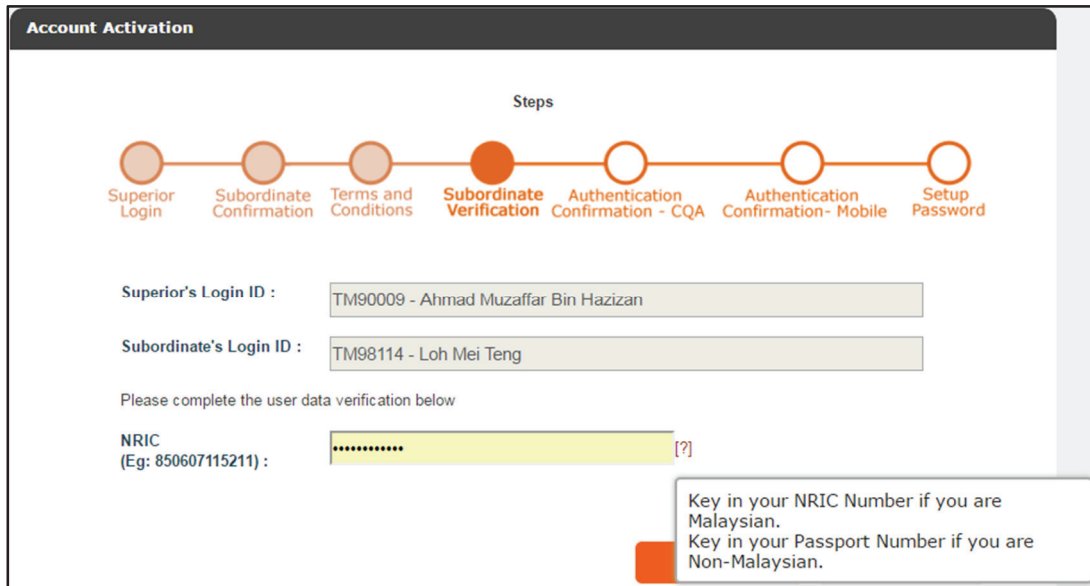
## 2.14.4 Event Handling - Hint

NO	STEPS
1.	<p>Hint: If you are an eligible new employee, you will be notified to activate your account by yourself or by your manager. You'll have to go through user confirmation, verification, terms and conditions agreement, authentication configuration, password setup. For authentication configuration, there are two ways to set the authentication method. They are challenge response questions and One-Time Password which requires your mobile phone number. You have to set your own challenge response questions and provide the answer for each question. After setting up password as the final step, you can now attempt to login using your New Password.</p> <div data-bbox="268 730 1362 1697" style="border: 1px solid black; padding: 10px;"> <p><b>Can't access your account?</b></p> <p>There are several reasons you might not be able to log in. Check below for more information and possible solutions. <span style="float: right;"> Home</span></p> <ul style="list-style-type: none"> <li>› I forgot my account password.</li> <li>› I forgot my Login ID.</li> <li>› I'm currently locked out of my account.</li> <li>› I'm new and I do not know what to do in order to sign on.</li> </ul> <p>[?] If you are an eligible new employee, you will be informed about your log in.</p> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>If you are an eligible new employee, you will be notified to activate your account by yourself or by your manager. You'll have to go through user confirmation, verification, terms and conditions agreement, authentication configuration, password setup. For authentication configuration, there are two ways to set the authentication method. They are challenge response questions and One-Time Password which requires your mobile phone number. You have to set your own challenge response questions and provide the answer for each question. After setting up password as the final step, you can now attempt to login using your New Password.</p> </div> <p>You need to have mobile number registered with HR in order to proceed to activation process. You have to provide One-Time Password on your registered mobile number first before through verification data first before proceed to select your authenticate picture, unique passphrase, challenge response question and answer and register your mobile number during activation process.</p> <p style="text-align: center;"><a href="#" style="background-color: #e67e22; color: white; padding: 5px 15px; border-radius: 3px;">Begin Account Activation</a></p> <ul style="list-style-type: none"> <li>› I'm existing IDM user and I want to enroll into New IDM.</li> </ul> </div>

Hint will appear to notify user when mouse over to [?] underneath 'I'm new and I do not know what to do in order to sign on.'

2. Hint: Key in your NRIC Number if you are Malaysian.

Key in your Passport Number if you are Non-Malaysian.



**Account Activation**

Steps

Superior Login   Subordinate Confirmation   Terms and Conditions   **Subordinate Verification**   Authentication Confirmation - CQA   Authentication Confirmation - Mobile   Setup Password

Superior's Login ID :

Subordinate's Login ID :

Please complete the user data verification below

NRIC (Eg: 850607115211) :  [?]

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.



3. Hint: A passphrase is similar to a password in usage, but is generally longer for added security.













Account Activation

Steps

Superior's Login ID :

Subordinate's Login ID :

Please choose an image and key in a phrase for your image. Please choose a phrase that you can remember.

Passphrase :  [?]

Please complete the challenge response setup below. You'll need to remember the answer to your inquiry (user self-service).

1. What are the last 4 digits of your telephone number?

Please re-enter your answer:

2. What is your favorite color?

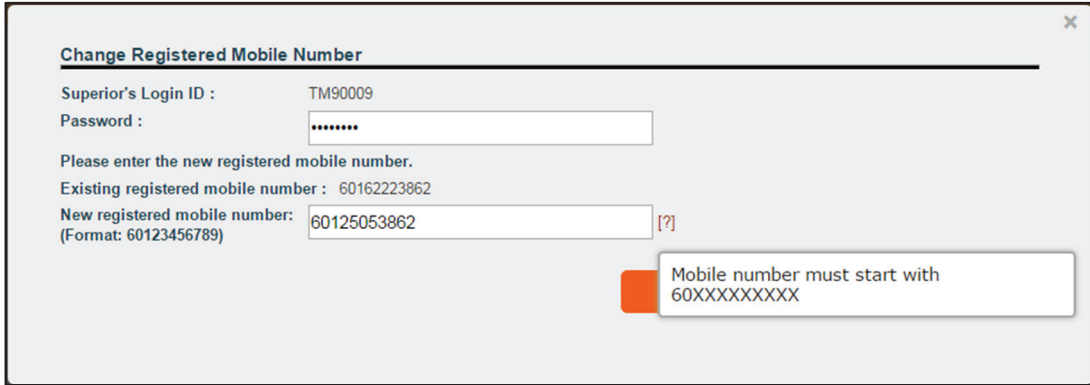
Please re-enter your answer:

Cancel
Continue

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.

4. Hint: Mobile number must start with 60XXXXXXXXXX.



The screenshot shows a web form titled "Change Registered Mobile Number". It contains the following fields and text:

- Superior's Login ID : TM90009
- Password : [password field]
- Please enter the new registered mobile number.
- Existing registered mobile number : 60162223862
- New registered mobile number: [60125053862] [?]
- (Format: 60123456789)

A red tooltip message is displayed over the "New registered mobile number" field, stating: "Mobile number must start with 60XXXXXXXXXX".

Hint will appear to notify user when mouse over to [?] next to New registered mobile number.

5. 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

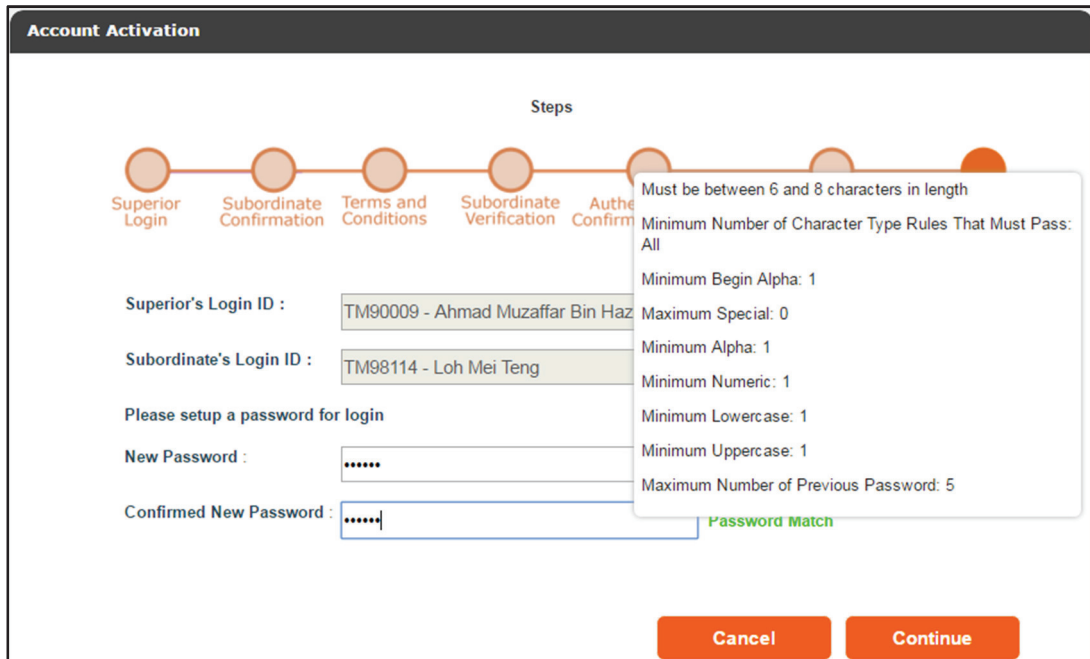
Minimum Alpha: 1

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 TM Password Policy.