2.14 Manager Assist Existing User In Account Activation
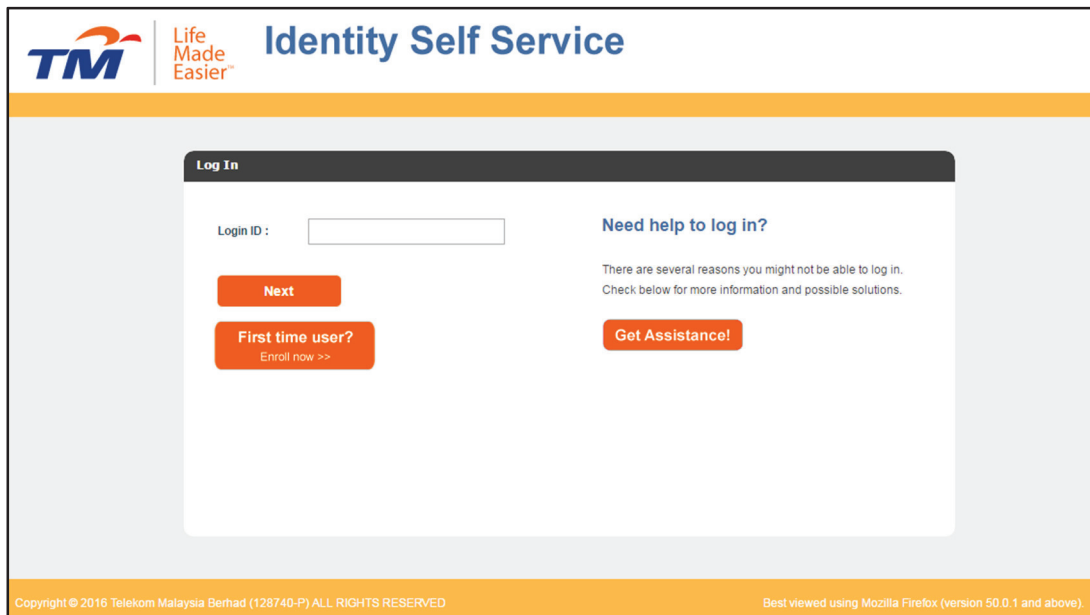
Existing user's direct manager assist to activate an account.

2.14.1 Event Handling – Success Case
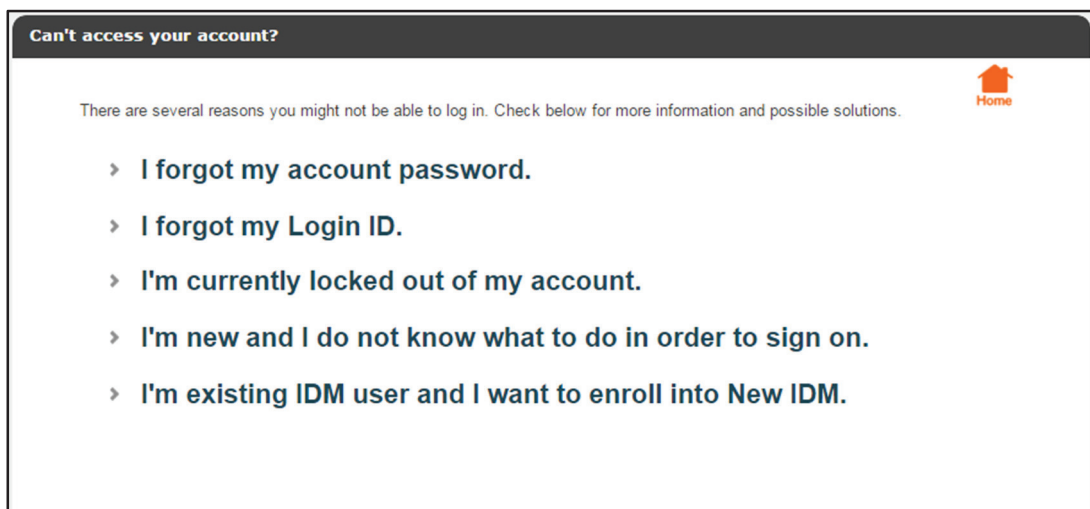
NO	STEPS
1.	Go to IDSS via URL https://idss.tm.com.my/ At the Home page, click on 'TM IDSS' button.

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 datato setup multi factors authentication'.

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

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.

8.	In the forth step, user enter NRIC and 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 : TM90009 - Ahmad Muzaffar Bin Hazizan Subordinate's Login ID : TM98114 - Loh Mei Teng Please complete the user data verification below NRIC (Eg: 850607115211) : ••••••••••• [?] Cancel 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.

10.	In this step 'Authentication Confirmation – Mobile', please verify user mobile nnumber. Click on 'Click here to change' button If user desire to change mobile number, click on 'Continue' button to proceed.
11.	Enter user password and new registered mobile number, then click on 'Save' button.
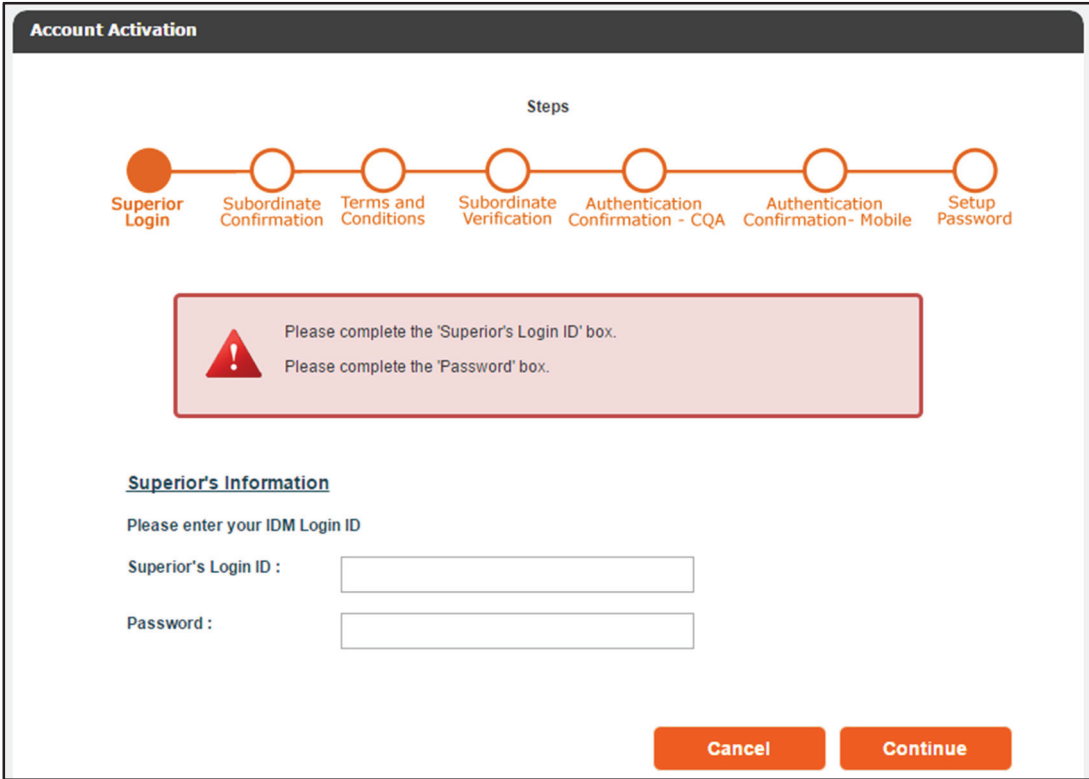
12.	In the last step 'Setup Password', enter new password and confirmed new password to change your existing IDM Password. Click on 'Continue' button.
13.	User account has been successfully activated. Click on 'OK' button to redirect to home page.

2.14.3 Event Handling – Fail Case

NO	STEPS
1.	Error Message: Please complete the 'Superior's Login ID' box. Please complete the 'Password' box. Error message will appear to notify user if the manager login ID and password is blank. User is not able to proceed. User Action: Please provide manager login ID and password then click on 'Continue' button.
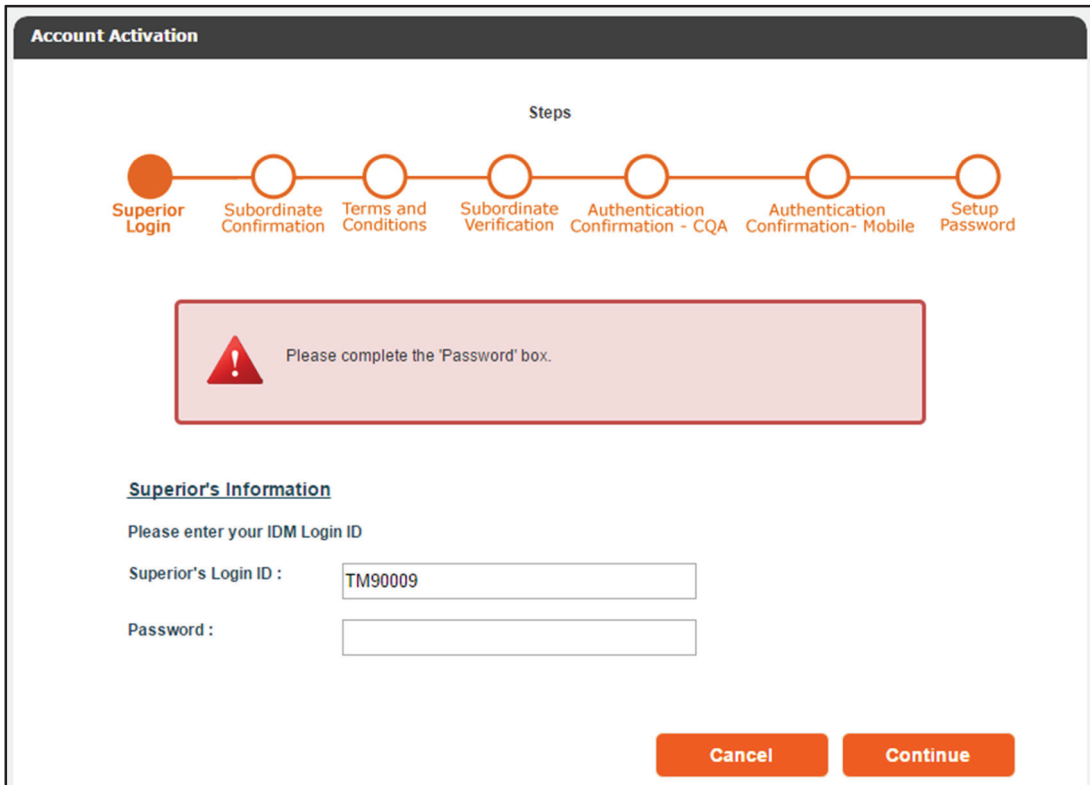
2.	Error Message: Please complete the 'Password' box.
	Error message will appear to notify user if the password is blank. User is not able to proceed. User Action: Please provide manager password and click on 'Continue' button.

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

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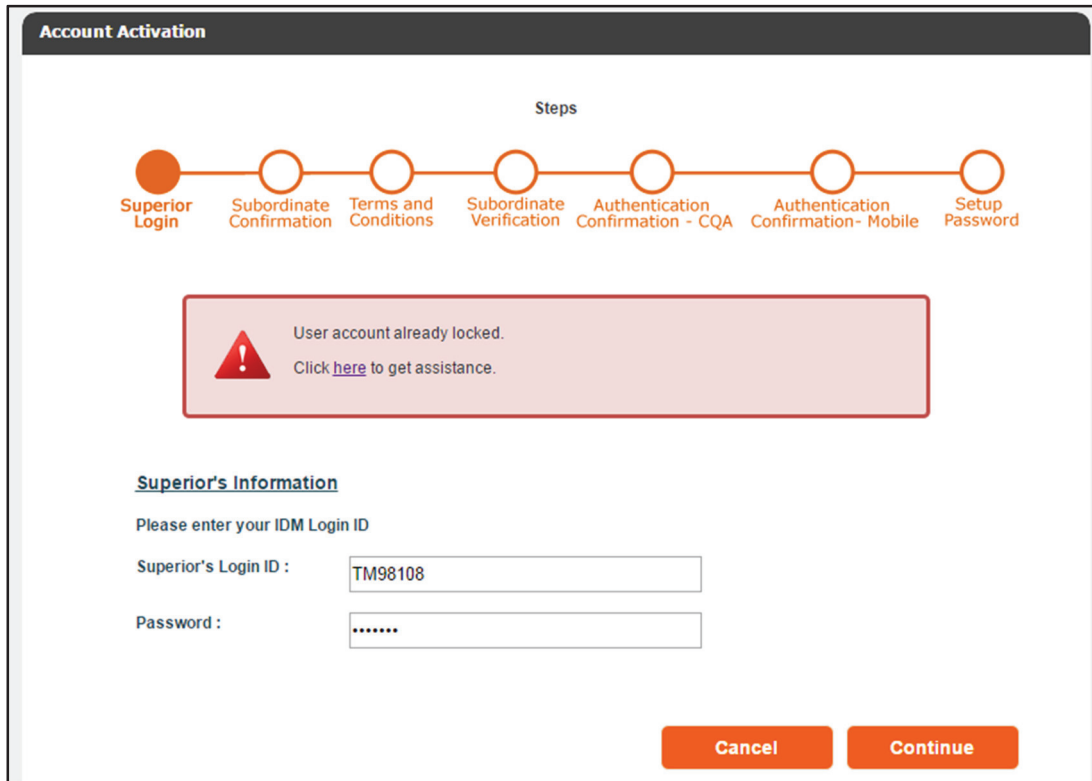
5.	Error Message: User account has been deactivated.
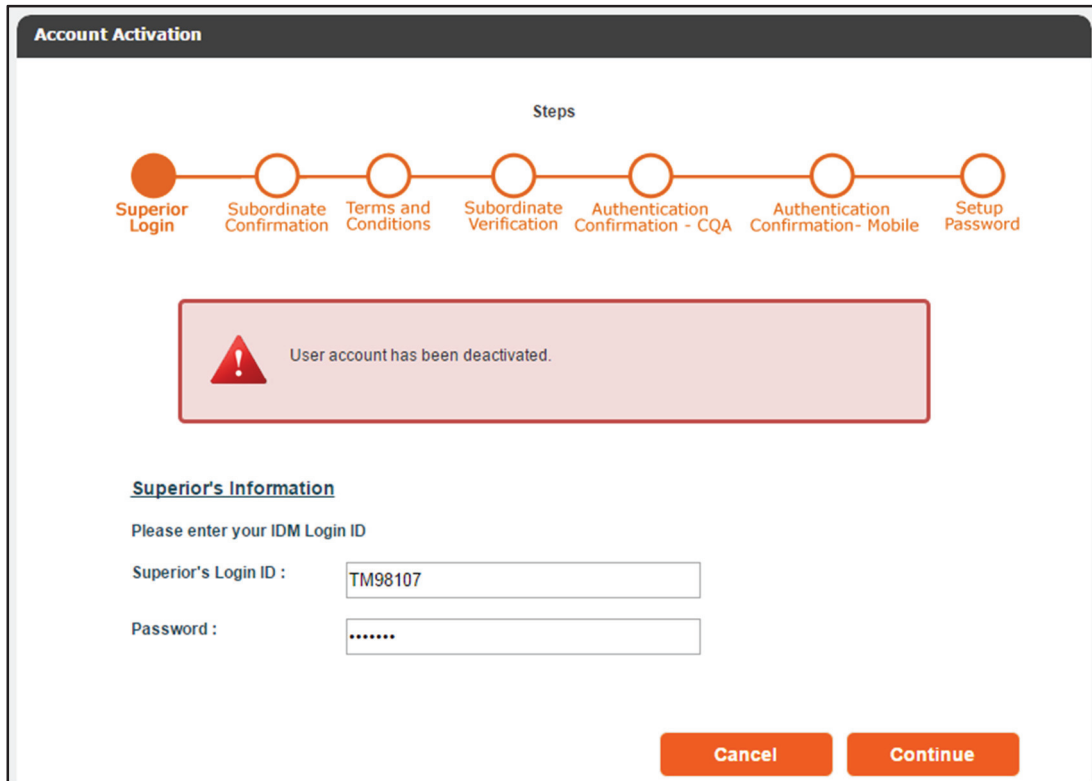
Error message will appear to notify user if the manager login ID has been deactivated. User is not able to proceed.

User Action: Manager has to perform account activation before assisting existing user for account activation.
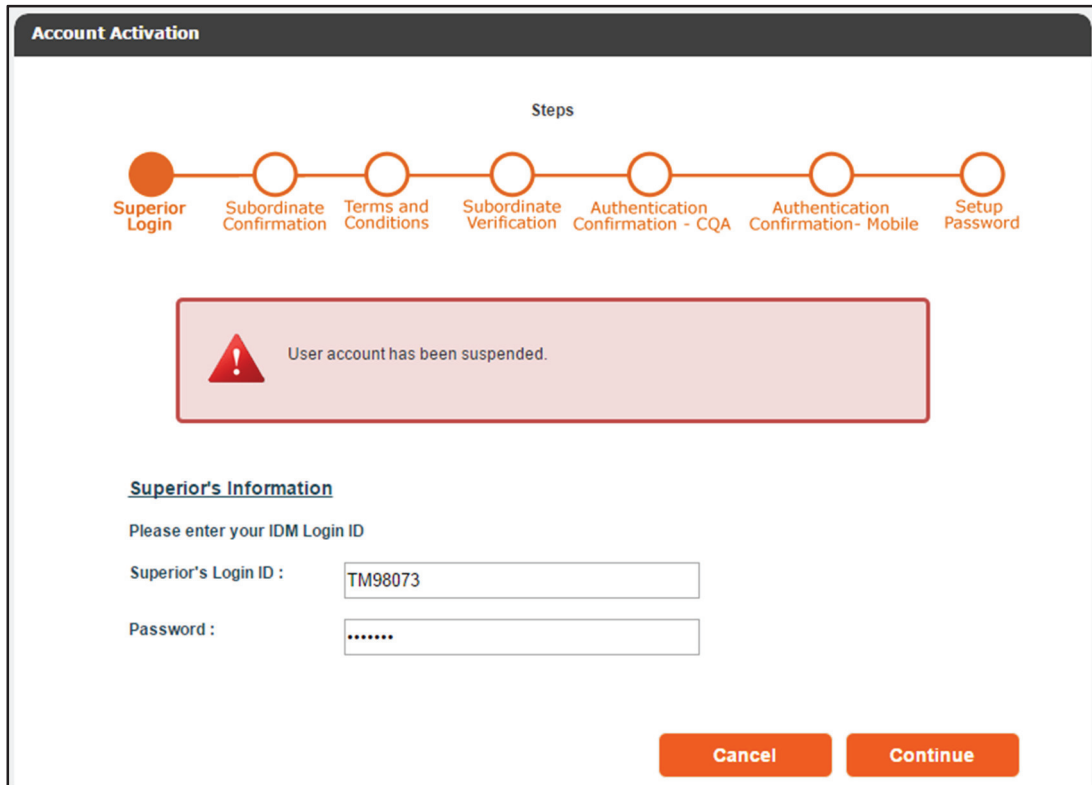
6.	Error Message: User account already locked. Click here to get assistance.
	Error message will appear to notify user if the Login ID entered has already locked. User is not able to proceed.
	User Action: Manager account has been locked. Manager need to proceed to unlock account before assisting existing 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.
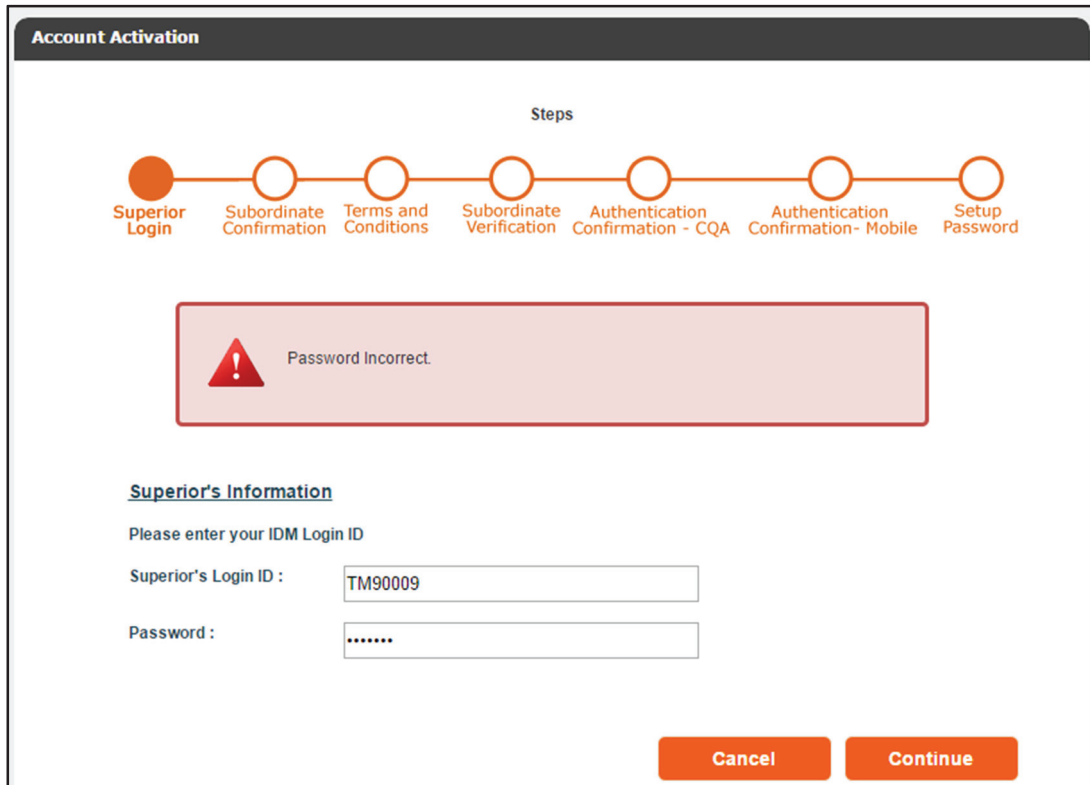
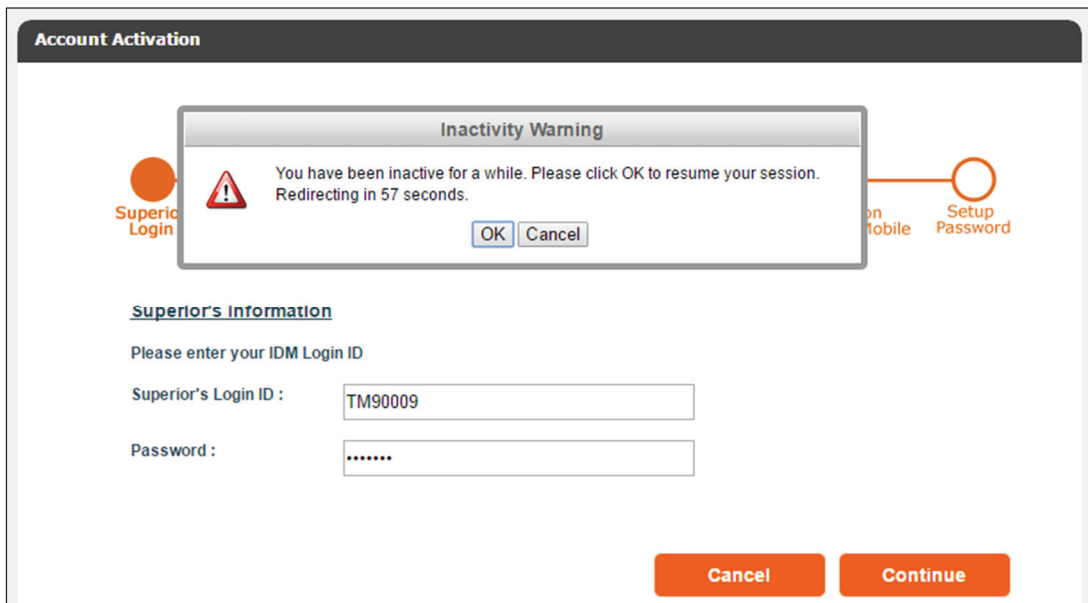| 8.	Error Message: Password Incorrect.
	Error message will appear to notify user if the password entered is incorrect. User is not able to proceed. User Action: Please provide the correct password and click on 'Continue' button.

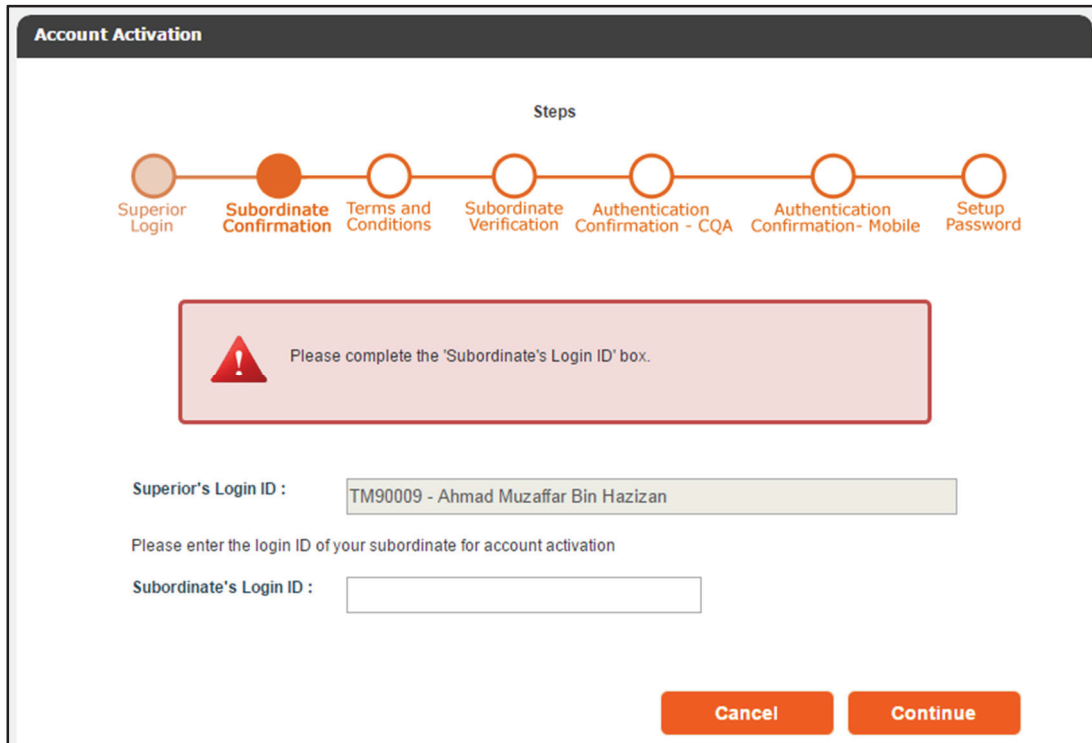| 9.	Error Message: Incorrect Password. You have reach the maximum password failed attempt(s). Account has been locked. Please proceed to unlock account.
	Error message will appear to notify user if the password entered is incorrect and has reached the maximum password failed attempt(s). Manager account 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.
	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.

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

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.

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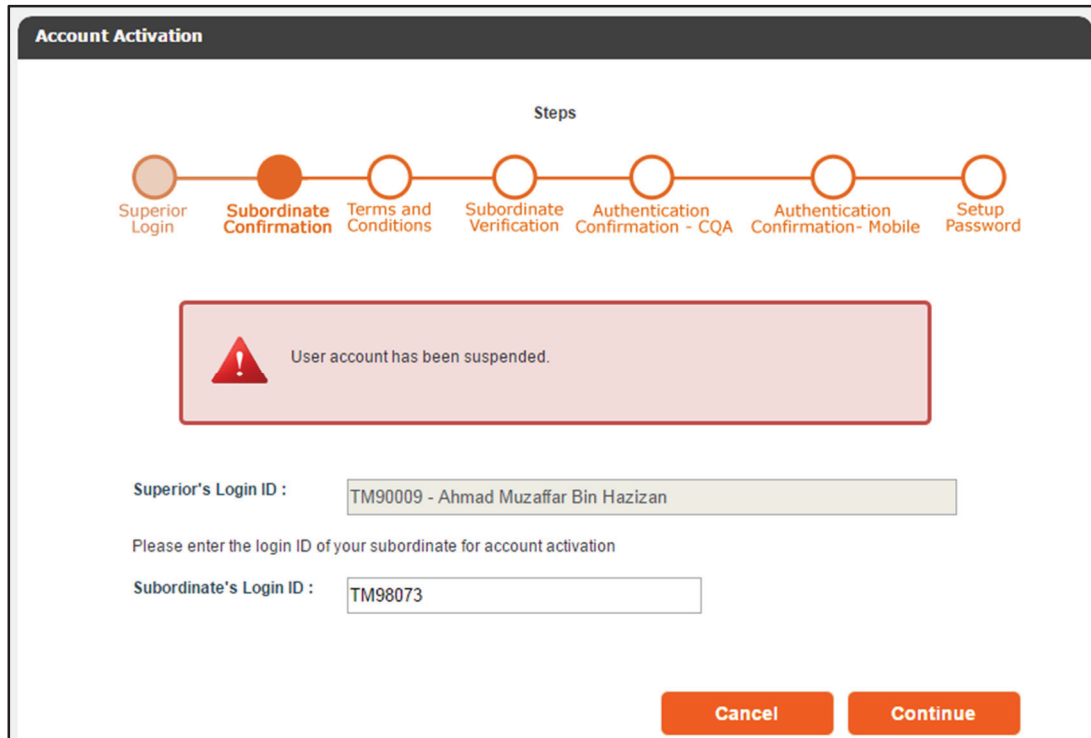
16.	Error Message: User account already locked. Click here to get assistance.

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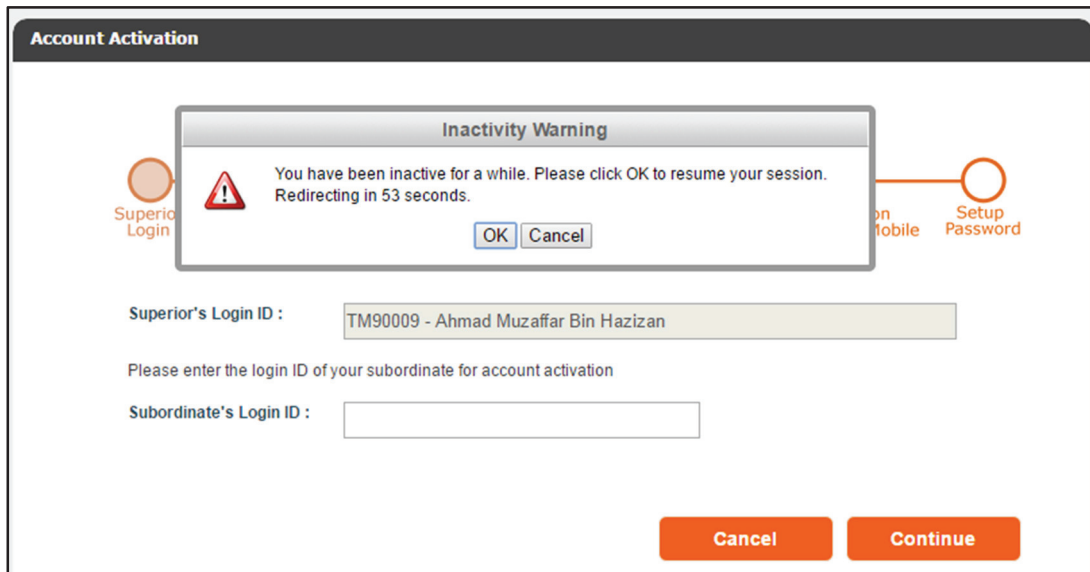
18.	Error Message: User account can only activated by the immediate superior.

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. |
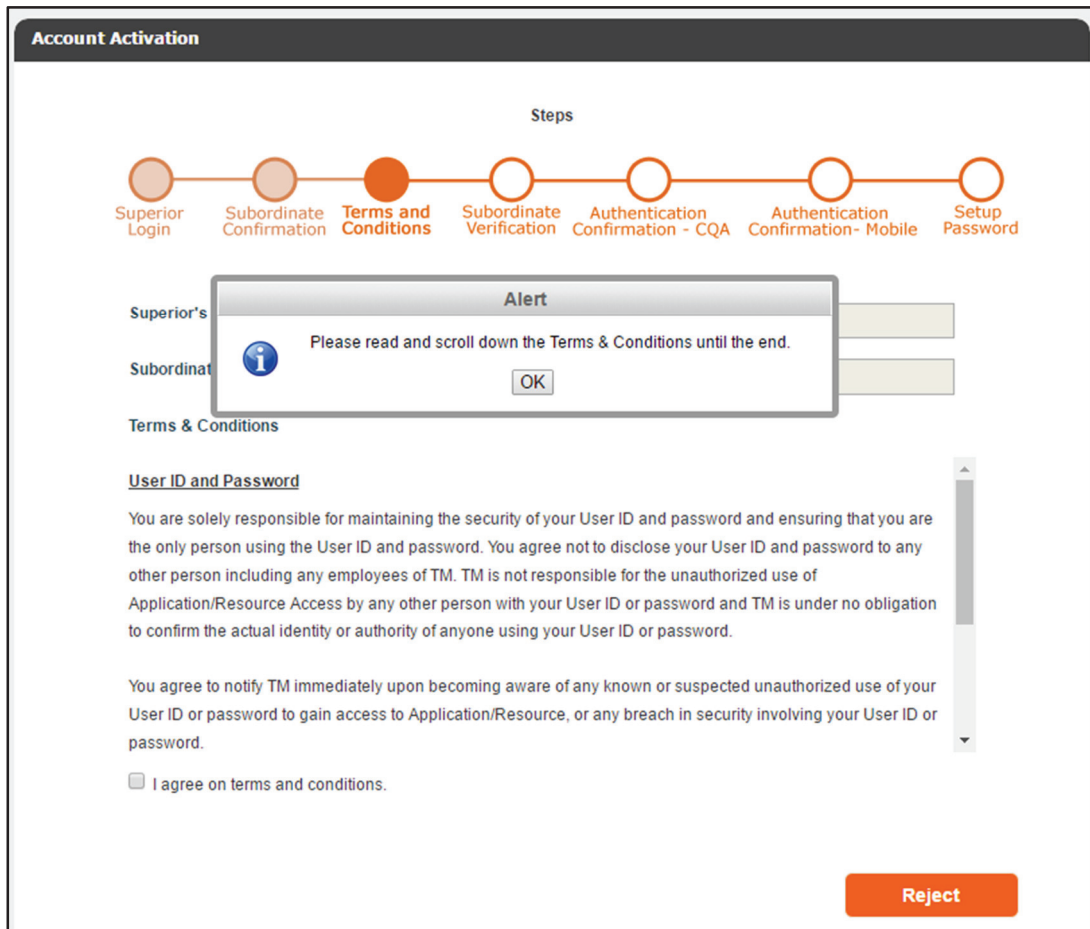
19.	Error Message: You have been inactive for a while. Please click OK to resume your session.
	Error message will appear to notify user if the session has expired.
	User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session or 'Cancel' button to end the session..

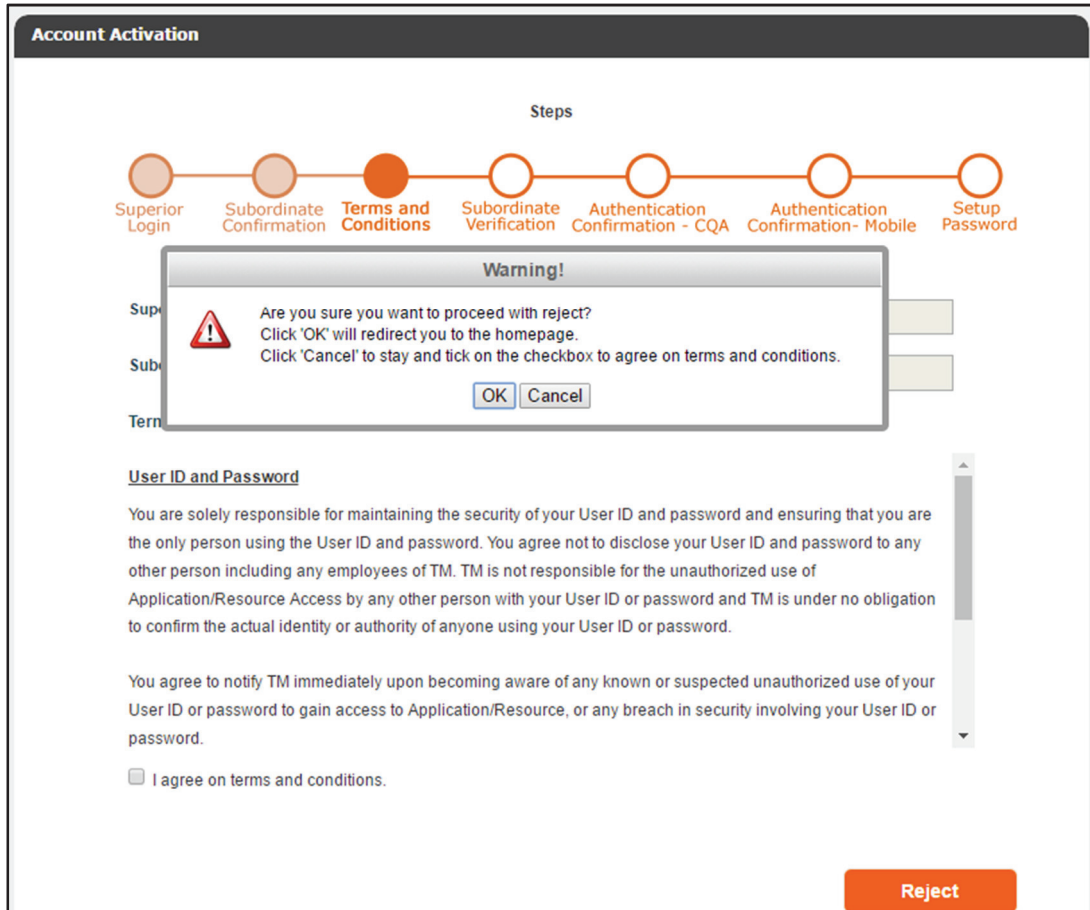| 20.	Error Message: Please read and scroll down the Terms & Conditions until the end.
	Error message will appear to notify user if the user tick the 'I agree on terms and conditions.' checkbox without scroll down the Terms & Conditions till the end. User Action: Scroll down the Terms & Conditions till the end before tick on the 'I agree on terms and conditions' checkbox.

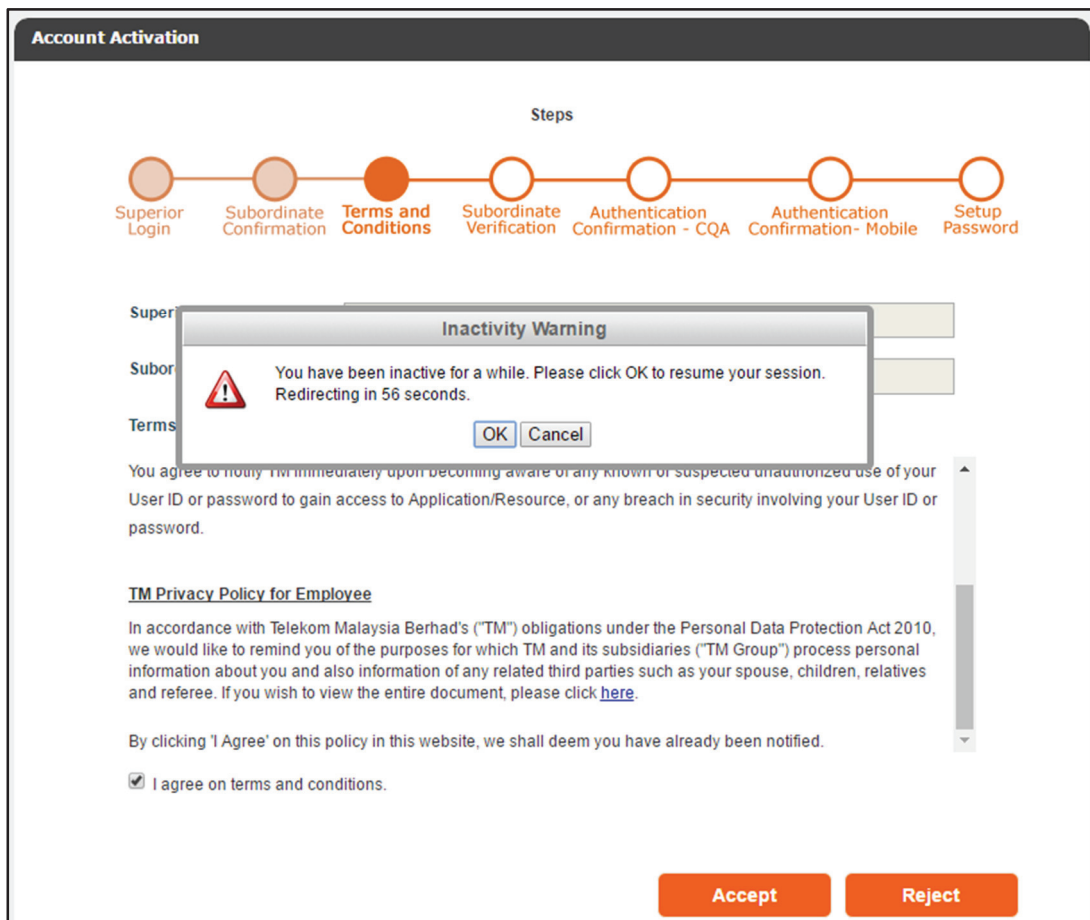| 21.	Error Message: Are you sure you want to proceed with reject?
	Click 'OK' will redirect you to the homepage.
	Click 'Cancel' to stay and tick on the checkbox to agree on terms and conditions.
	Error message will appear to notify user if the user click on 'Reject' button.
	User Action: Click on 'OK' 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.. |

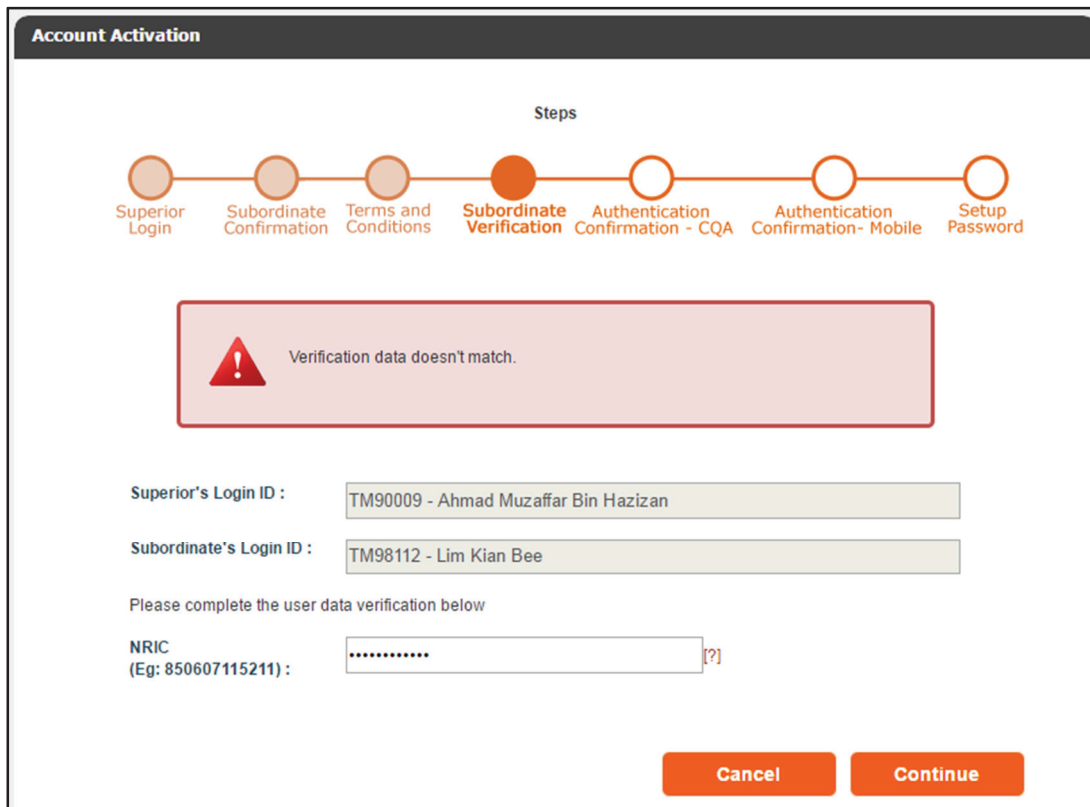| 23.	Error Message: Please fill in the blank.
	Error message will appear to notify user if the NRIC is blank. User is not able to proceed. User Action: Please provide user NRIC and click on 'Continue' button.

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.
	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.

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 key in answers to the challenge response question. Click on 'Continue' button.

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

Account Activation

Steps

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

⚠ Please complete the 'Passphrase' box.

Superior's Login ID :   TM90009 - Ahmad Muzaffar Bin Hazizan

Subordinate's Login ID :   TM98112 - Lim Kian Bee

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

	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 enter answers to the challenge response question. Click on 'Continue' button.

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

Account Activation

Steps

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

⚠ Please fill in your challenge response answer(s).

Superior's Login ID : TM90009 - Ahmad Muzaffar Bin Hazizan

Subordinate's Login ID : TM98112 - Lim Kian Bee

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

Passphrase : telekom [?]

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

	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 the challenge response answer(s) then click on 'Continue' button.

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

	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.

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 : TM90009 - Ahmad Muzaffar Bin Hazizan

Subordinate's Login ID : TM98112 - Lim Kian Bee

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

Passphrase : telekom [?]

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

<table>
<tr>
<td></td>
<td>Error message will appear to notify user if the challenge response answer(s) entered is less than 4 character(s).

User Action: Please enter your answer(s) for the challenge response questions(s) with minimum of 4 character(s) then click on 'Continue' button.</td>
</tr>
</table>

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

Error message will appear to notify user if the answer for the challenge respond questions must be unique. User is not able to proceed.

User Action: Please provide a unique answer for each challenge respond question then click on 'Continue' button.

32.	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..
33.	Error Message: Please complete the 'Password' box. Length of mobile number must be either 11 or 12. 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. User Action: Please provide the password and the correct new mobile number with the length of 11 or 12 then click on 'Save' button.

34.	Error Message: Length of mobile number must be either 11 or 12.
	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.
	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.
	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.
	Error message will appear to notify user if the new registeres 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..

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

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).
	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.
	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.
	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.

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).

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.
	  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.

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

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.
	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.
	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.	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. 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.
	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.
	Hint will appear to notify user when mouse over to [?] next to Passphrase.

4.	Hint: Mobile number must start with 60XXXXXXXXX.
	Hint will appear to notify user when mouse over to [?] next to New registered mobile number.

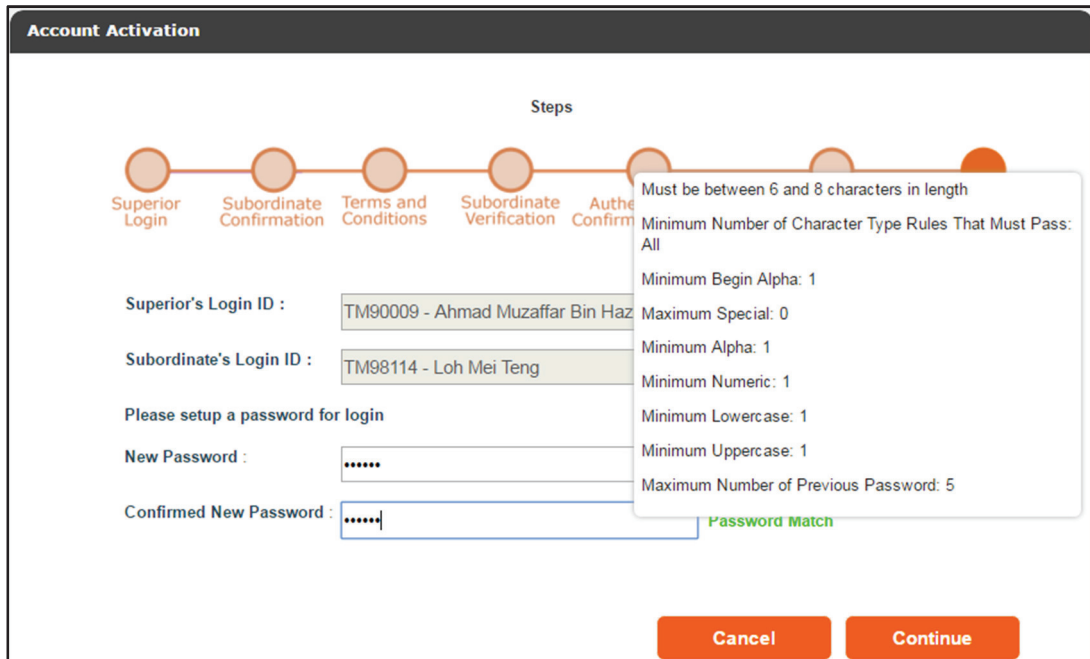| 5.	Hint: Must be between 6 and 8 characters in length
	Minimum Number of Character Type Rules That Must Pass: All
	Minimum Begin Alpha: 1
	Maximum Special: 0
	Minimum Alpha: 1
	Minimum Numeric: 1
	Minimum Lowercase: 1
	Minimum Uppercase: 1
	Number of Previous Password that Cannot be Reused: 5

Hint will appear to notify user when mouse over to [?] next to TM Password Policy.