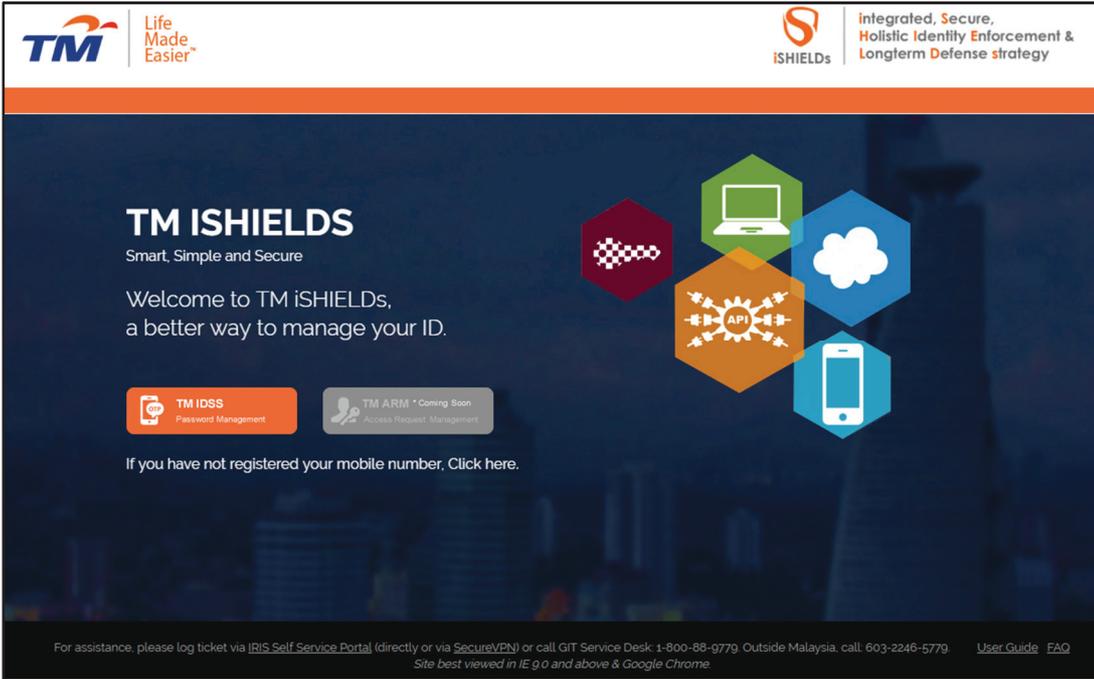


2.15 Activator Assist Existing User In Account Activation

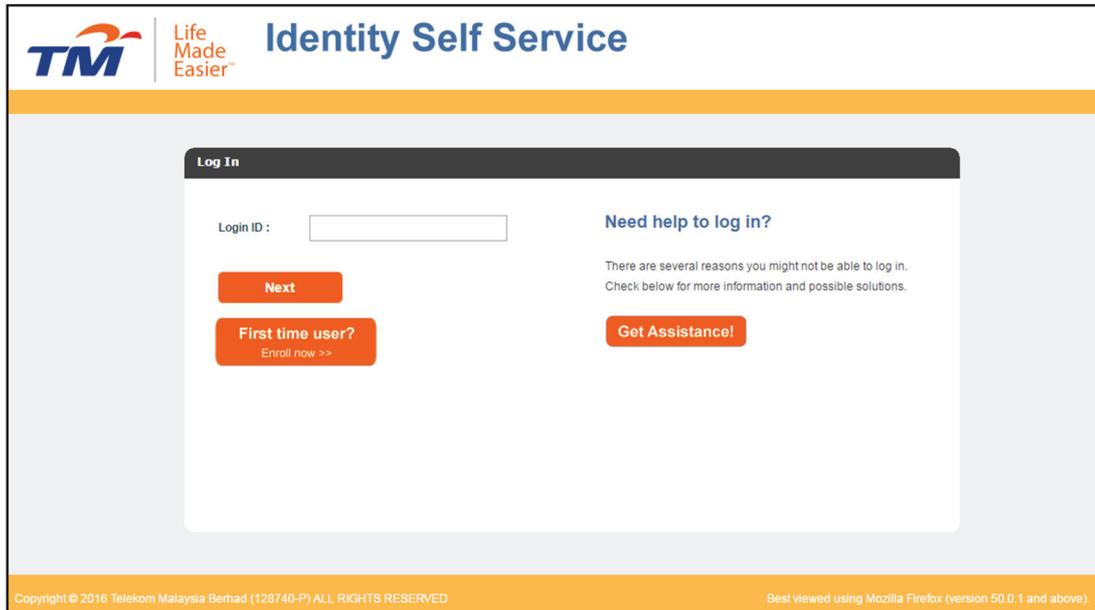
An activator assist existing user in account activation.

2.15.1 Event Handling – Success Case

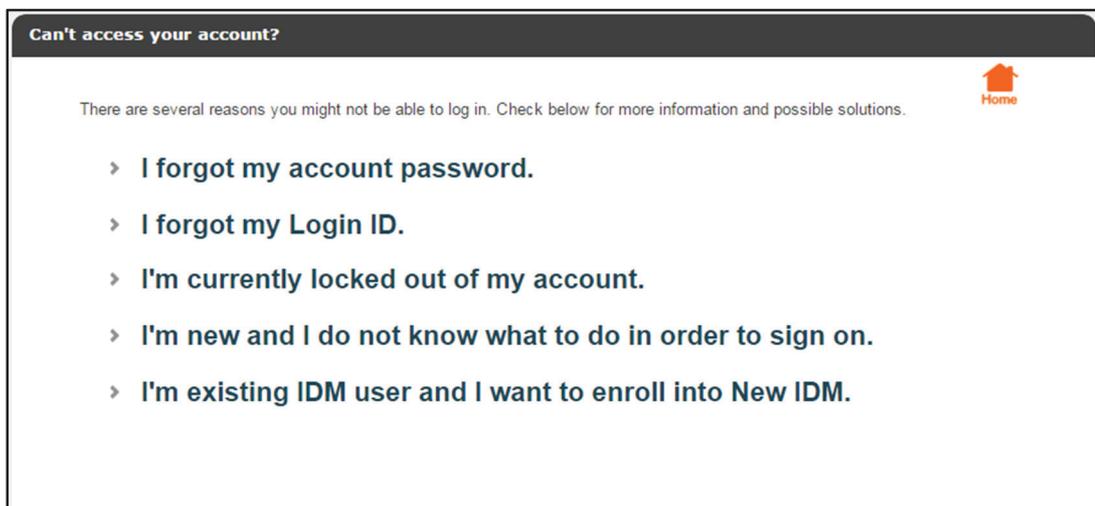
NO	STEPS
1.	<p data-bbox="268 439 893 472">Go to IDSS via URL https://idss.tm.com.my/</p> <p data-bbox="268 510 922 544">At the Home page, click on 'TM IDSS' button.</p> 

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 309

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 'Activator-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.**

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 311

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

Account Activation

Steps

Activator Login User Confirmation Terms and Conditions User Verification Authentication Confirmation - CQA Authentication Confirmation - Mobile Setup Password

Activator's Information

Please enter your IDM Login ID

Activator's Login ID :

Password :

Cancel **Continue**

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

Account Activation

Steps

Activator Login **User Confirmation** Terms and Conditions User Verification Authentication Confirmation - CQA Authentication Confirmation - Mobile Setup Password

Activator's Login ID :

Please enter the login ID of your subordinate for account activation

User'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

Activator Login User Confirmation **Terms and Conditions** User Verification Authentication Confirmation - CQA Authentication Confirmation - Mobile Setup Password

Activator's Login ID :

User's Login ID :

Terms & Conditions

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

In accordance with Telekom Malaysia Berhad's ("TM") obligations under the Personal Data Protection Act 2010, we would like to remind you of the purposes for which TM and its subsidiaries ("TM Group") process personal information about you and also information of any related third parties such as your spouse, children, relatives and referee. If you wish to view the entire document, please click [here](#).

By clicking 'I Agree' on this policy in this website, we shall deem you have already been notified.

I agree on terms and conditions.

Accept **Reject**

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 313

8. In the fourth 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 (the current step, highlighted with a dark orange circle), Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. Below the progress bar, there are three input fields: 'Activator's Login ID' with the value 'TM98117 - Erosha A P Kumar', 'User's Login ID' with the value 'TM98114 - Loh Mei Teng', and 'NRIC (Eg: 850607115211)' with a masked value '.....' and a question mark 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

Activator's Login ID :

User'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 game character?

Please re-enter your answer:

2. What is your favorite travel destination?

Please re-enter your answer:

Cancel
Continue

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

Activator Login User Confirmation Terms and Conditions User Verification Authentication Confirmation - CQA **Authentication Confirmation - Mobile** Setup Password

Activator's Login ID :

User'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

Activator's Login ID : TM98117

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.

Account Activation

Steps

Activator Login User Confirmation Terms and Conditions User Verification Authentication Confirmation - CQA Authentication Confirmation - Mobile **Setup Password**

Activator's Login ID :

User's Login ID :

Please setup a password for login

New Password : TM Password Policy [?] ✓

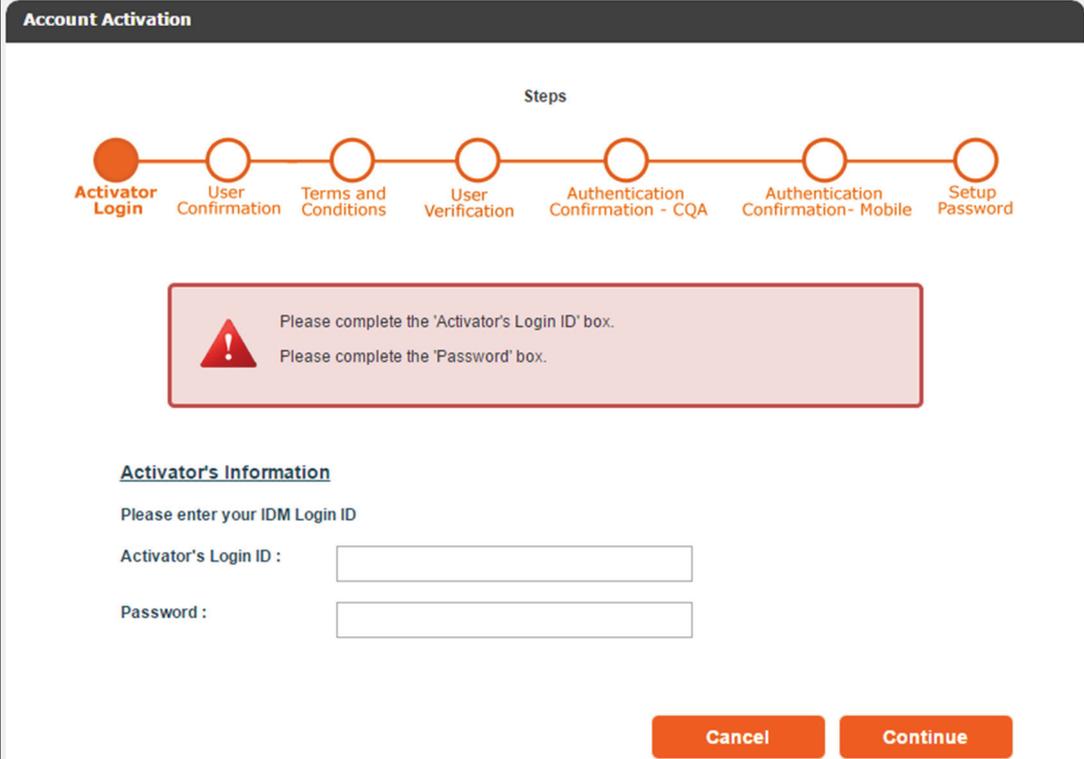
Confirmed New Password : Password Match

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

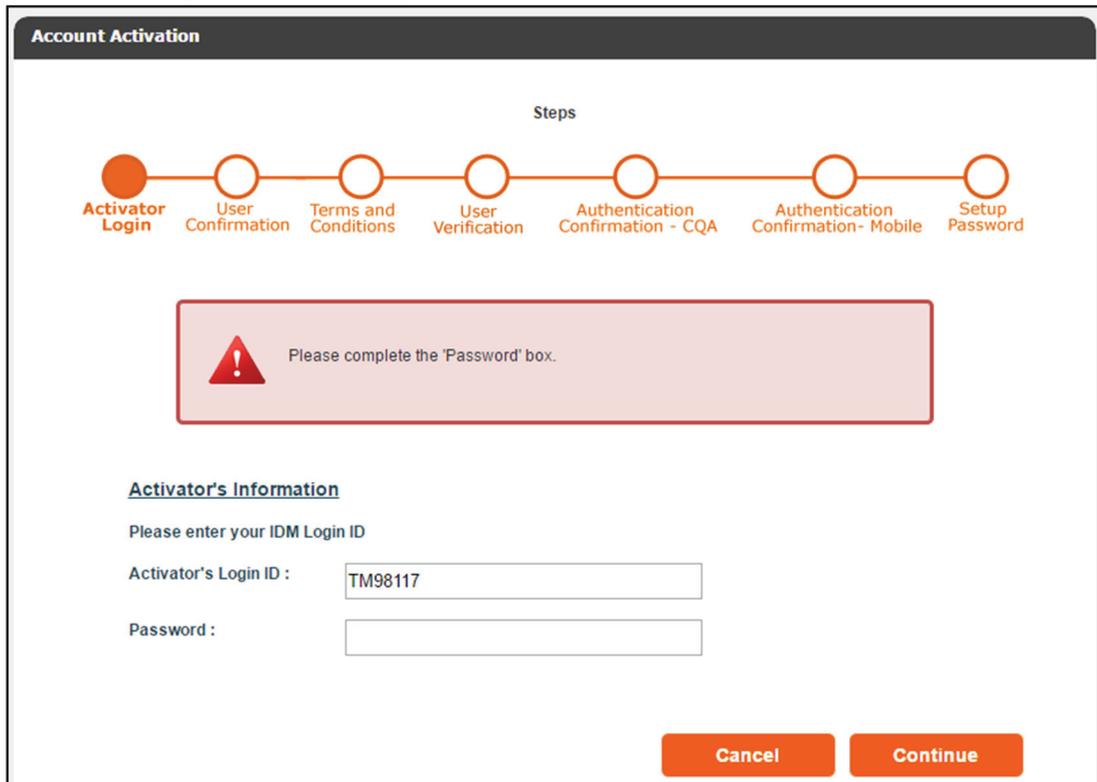
Account Activation

You have successfully activated your IDSS account.
You may resume access to application(s) using this password.
Redirecting in 19 seconds

2.15.3 Event Handling – Fail Case

NO	STEPS
1.	<p data-bbox="266 320 1267 394">Error Message: Please complete the 'Activator's Login ID' box. Please complete the 'Password' box.</p> <div data-bbox="266 405 1362 1182" style="border: 1px solid black; padding: 10px;">  <p data-bbox="292 421 464 443">Account Activation</p> <p data-bbox="794 501 839 519">Steps</p> <p data-bbox="344 555 1286 636"> Activator Login User Confirmation Terms and Conditions User Verification Authentication Confirmation - CQA Authentication Confirmation - Mobile Setup Password </p> <div data-bbox="438 696 1193 819" style="border: 1px solid red; padding: 5px; background-color: #f8d7da;"> <p data-bbox="472 734 528 786"></p> <p data-bbox="549 725 887 745">Please complete the 'Activator's Login ID' box.</p> <p data-bbox="549 763 820 784">Please complete the 'Password' box.</p> </div> <p data-bbox="389 875 603 896"><u>Activator's Information</u></p> <p data-bbox="389 916 628 936">Please enter your IDM Login ID</p> <p data-bbox="389 958 555 978">Activator's Login ID : <input data-bbox="608 958 963 994" type="text"/></p> <p data-bbox="389 1014 480 1034">Password : <input data-bbox="608 1014 963 1050" type="password"/></p> <p data-bbox="975 1137 1042 1158">Cancel</p> <p data-bbox="1150 1137 1241 1158">Continue</p> </div> <p data-bbox="266 1223 1227 1299">Error message will appear to notify user if the activator login ID and password is blank. User is not able to proceed.</p> <p data-bbox="266 1339 1313 1415">User Action: Please provide activator 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 activator 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 dark header contains the text 'Account Activation'. Below this, a horizontal line represents the 'Steps' of the process, with seven circular markers. The first marker is filled with orange and labeled 'Activator Login'. The other markers are empty and labeled 'User Confirmation', 'Terms and Conditions', 'User Verification', 'Authentication Confirmation - CQA', 'Authentication Confirmation- Mobile', and 'Setup Password'. Below the steps, a red-bordered box contains a warning icon (a triangle with an exclamation mark) and the text: 'User account not found. Please contact HR to reconfirm your Login ID.' Below the error message, the section is titled 'Activator's Information' and includes the instruction 'Please enter your IDM Login ID'. There are two input fields: 'Activator's Login ID' with the value 'TM90000' and 'Password' with masked characters '.....'. At the bottom right, there are two orange buttons labeled '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 activator login ID entered is correct. Please contact HR to reconfirm Login ID.

4. Error Message: User account is an invalid activator. Only valid activator is allow to proceed to activation process.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows seven stages: 'Activator Login' (highlighted with a solid orange circle), 'User Confirmation', 'Terms and Conditions', 'User Verification', 'Authentication Confirmation - CQA', 'Authentication Confirmation- Mobile', and 'Setup Password' (all shown with hollow orange circles). Below the progress bar, a red-bordered box contains a warning icon (a triangle with an exclamation mark) and the text: 'User account is an invalid activator. Only valid activator account is allow to proceed to activation process'. Underneath this message, the section 'Activator's Information' is visible, with the instruction 'Please enter your IDM Login ID'. It includes two input fields: 'Activator's Login ID' containing the text 'TM98112' 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 activator Login ID entered is not a valid activator account. User is not able to proceed.

User Action: Please provide a valid activator account login ID and click on 'Continue' button.

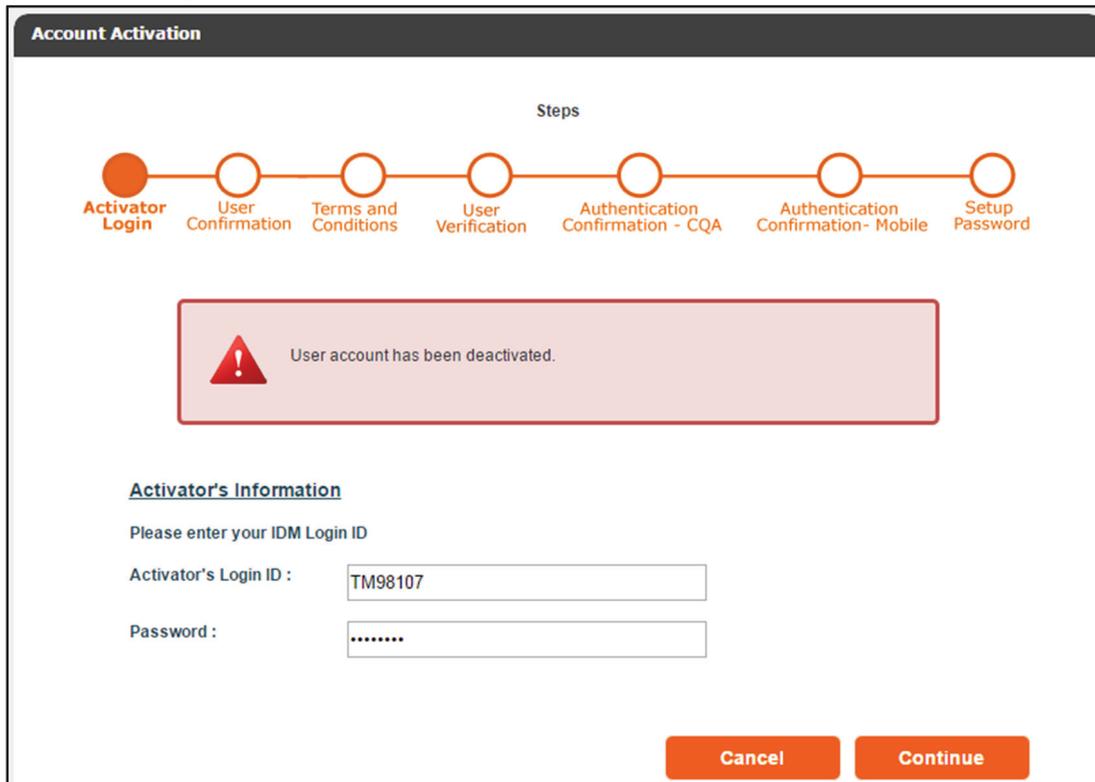
5. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: 'Activator Login' (completed), 'User Confirmation', 'Terms and Conditions', 'User Verification', 'Authentication Confirmation - CQA', 'Authentication Confirmation - Mobile', and 'Setup Password'. Below the progress bar, a red warning box contains a triangle icon and the text: 'User account already in disabled mode. Please contact GIT Service Desk for assistance.' Underneath the warning, the 'Activator's Information' section prompts the user to enter their IDM Login ID and Password. The 'Activator's Login ID' field contains 'TM98052' 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 entered has been disabled. User is not able to proceed.

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

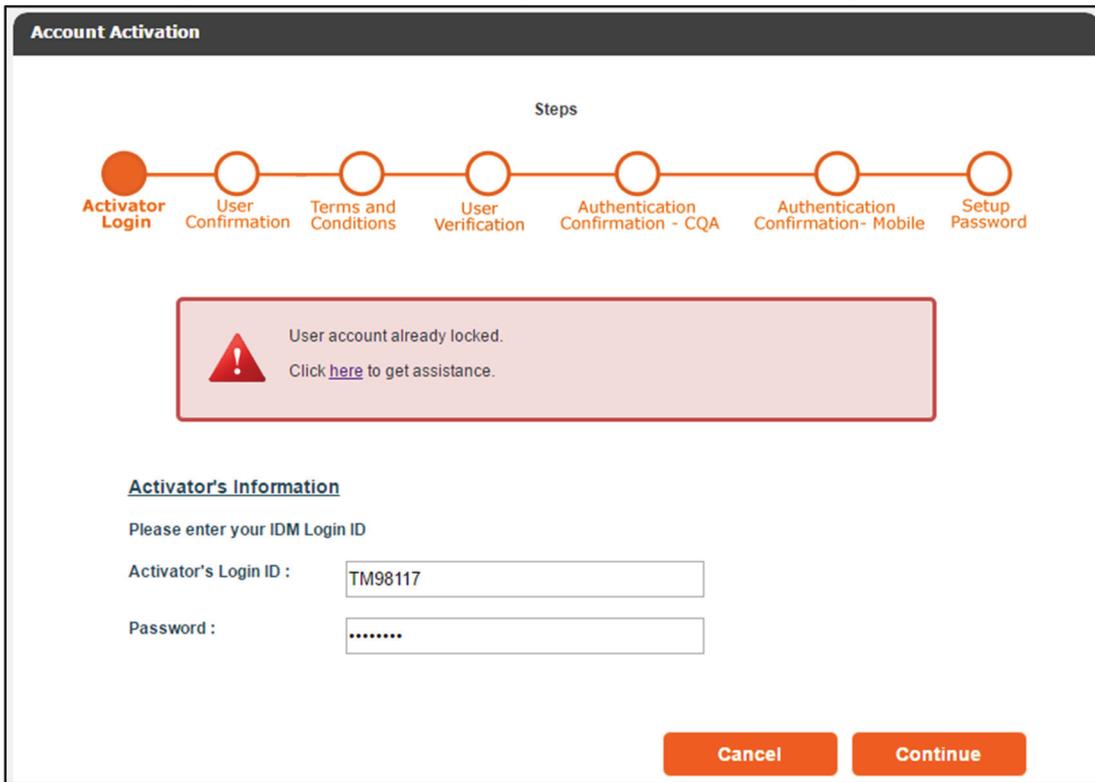
6. Error Message: User account has been deactivated.



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

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

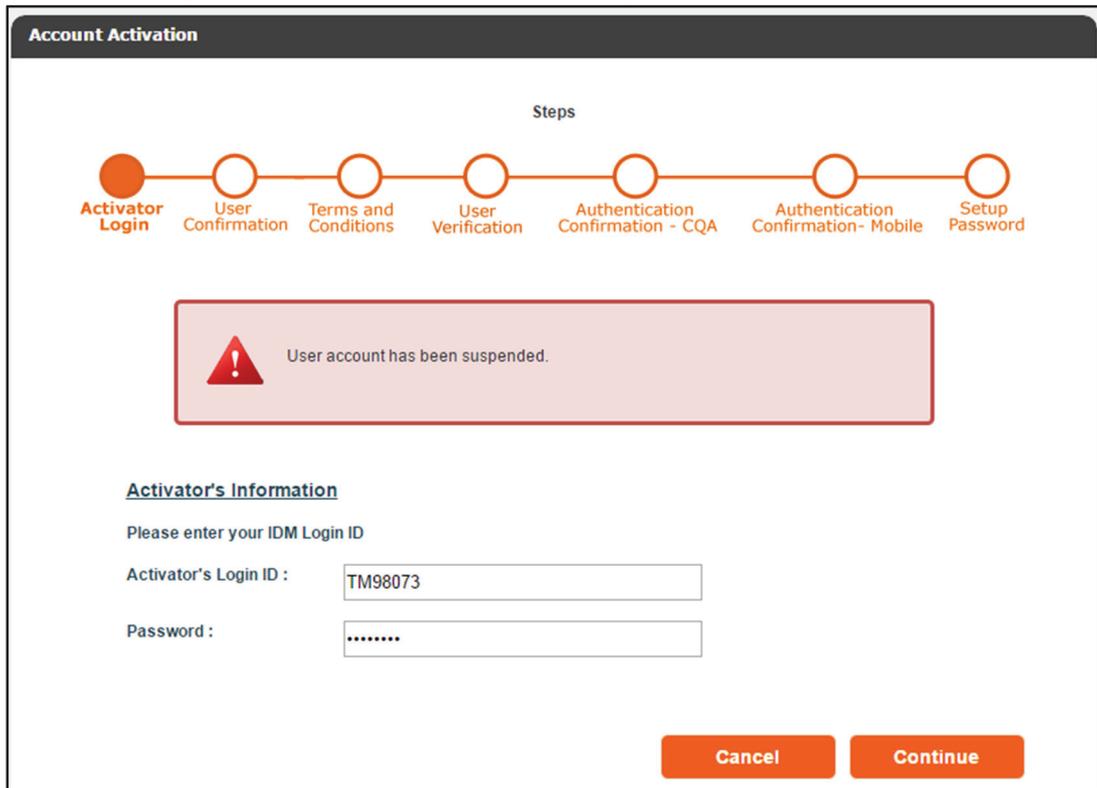
7. Error Message: User account already locked. Click here to get assistance.



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

User Action: Activator account has been locked. Click 'here' button to proceed to unlock activator account before assisting existing user for account activation.

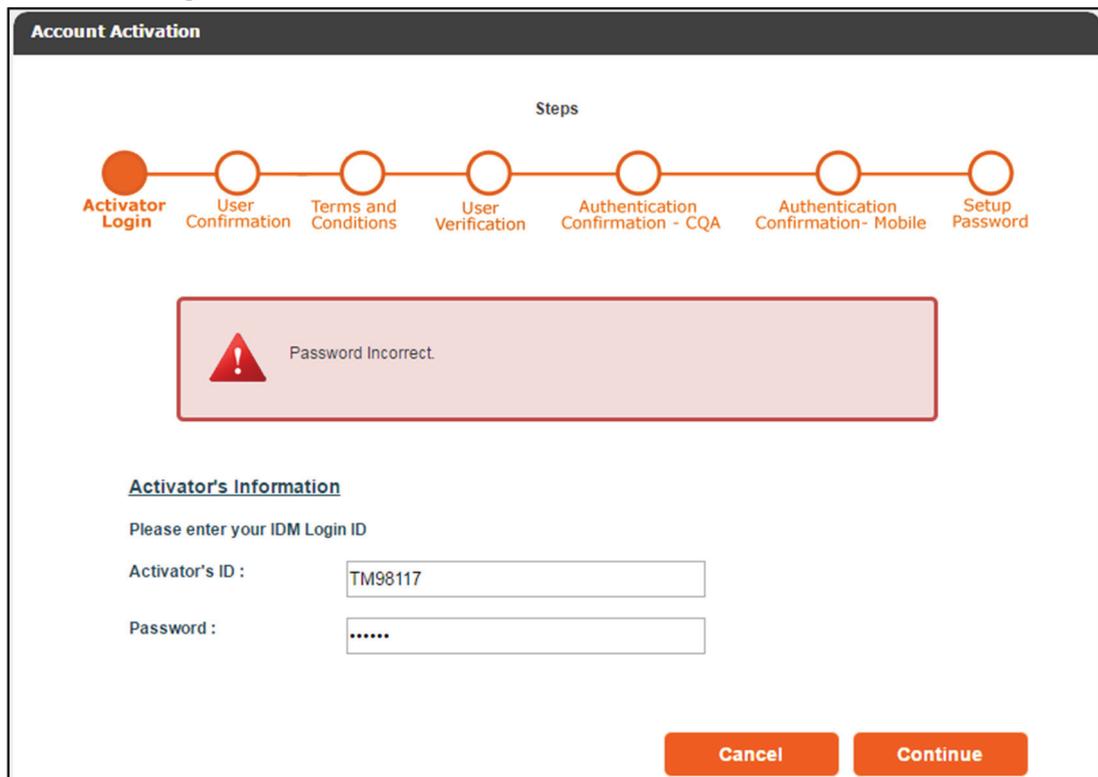
8. Error Message: User account has been suspended.



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

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

9. 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.

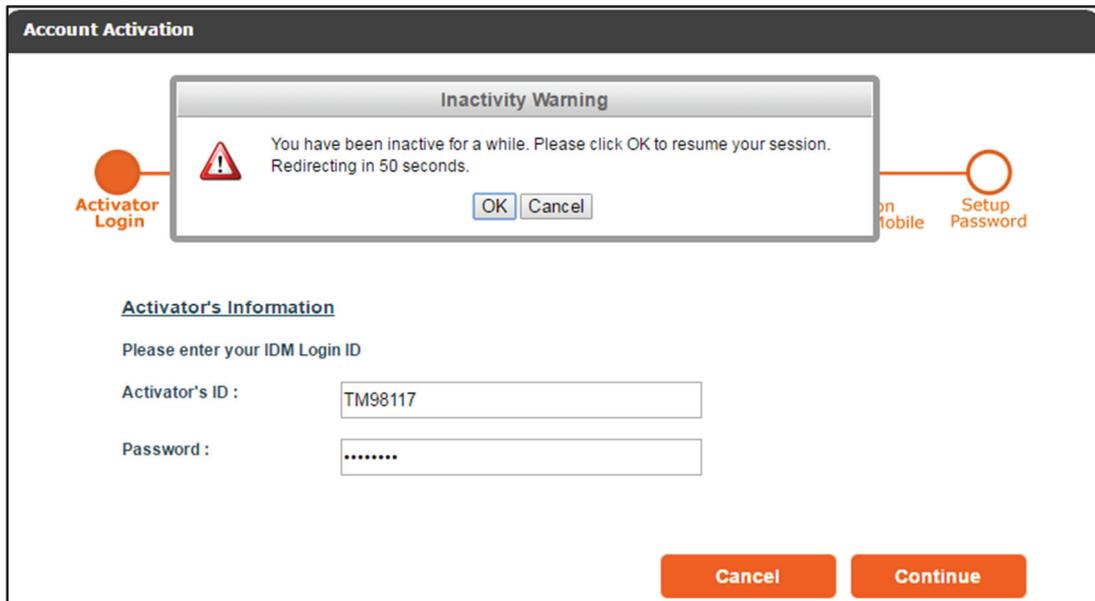
10. Error Message: Incorrect Password. You have reach the maximum password failed attempt(s). Account has been locked. Please proceed to unlock account.

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows seven stages: 'Activator Login' (highlighted with a solid orange circle), 'User Confirmation', 'Terms and Conditions', 'User Verification', 'Authentication Confirmation - CQA', 'Authentication Confirmation - Mobile', and 'Setup Password' (all with hollow orange circles). 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 is the 'Activator's Information' section, which includes the prompt 'Please enter your IDM Login ID' and two input fields: 'Activator's ID' (containing 'TM98029') and 'Password' (containing '.....'). 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). Activator account has been locked. User is not able to proceed.

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

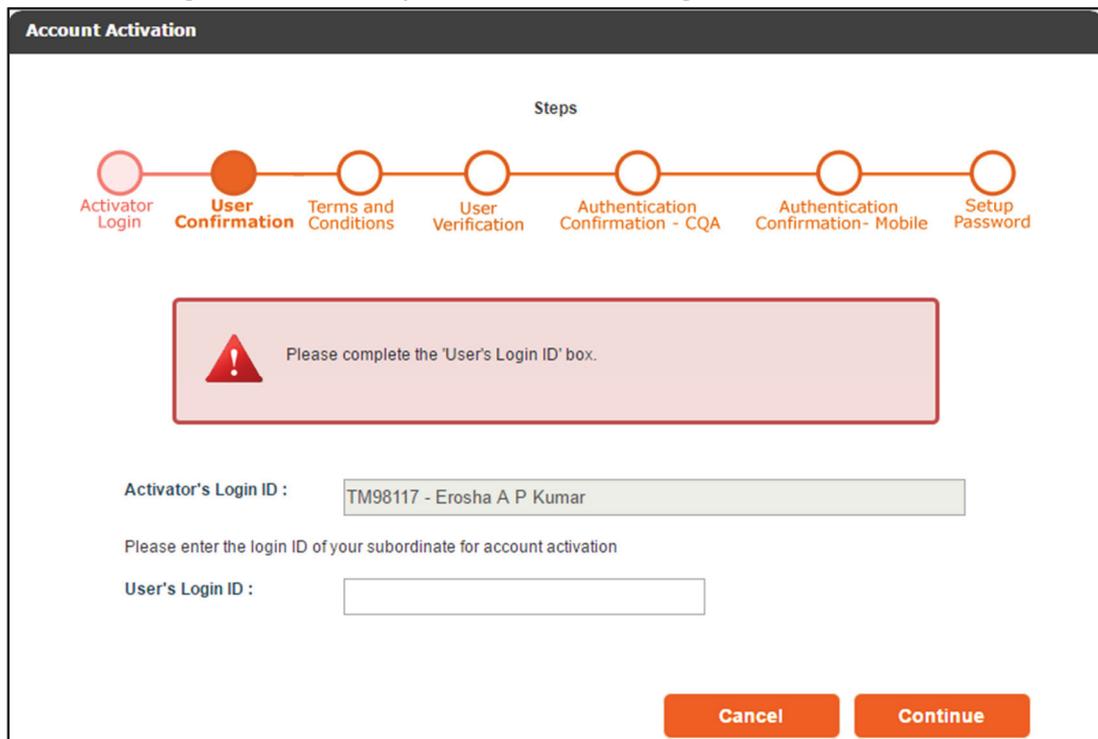
11. Error Message: You have been inactive for a while. Please click OK to resume your session.



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..

12. Error Message: Please complete the 'User's Login ID' box.



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

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

13. 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: Activator Login, User Confirmation (highlighted in orange), Terms and Conditions, User 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, there are two input fields: 'Activator's Login ID' with the value 'TM98117 - Erosha A P Kumar' and 'User's Login ID' with the value 'TM90000'. At the bottom right, 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.

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

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows seven stages: Activator Login, User Confirmation (highlighted in orange), Terms and Conditions, User 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 in enabled mode. Click [here](#) to login to IDSS.' Below this message, there are two input fields: 'Activator's ID' with the value 'TM98117 - Erosha A P Kumar' and 'User's Login ID' with the value 'TM98112'. At the bottom right, there are two orange buttons: 'Cancel' and '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: User only need to perform one time registration. User can proceed to login to IDSS.

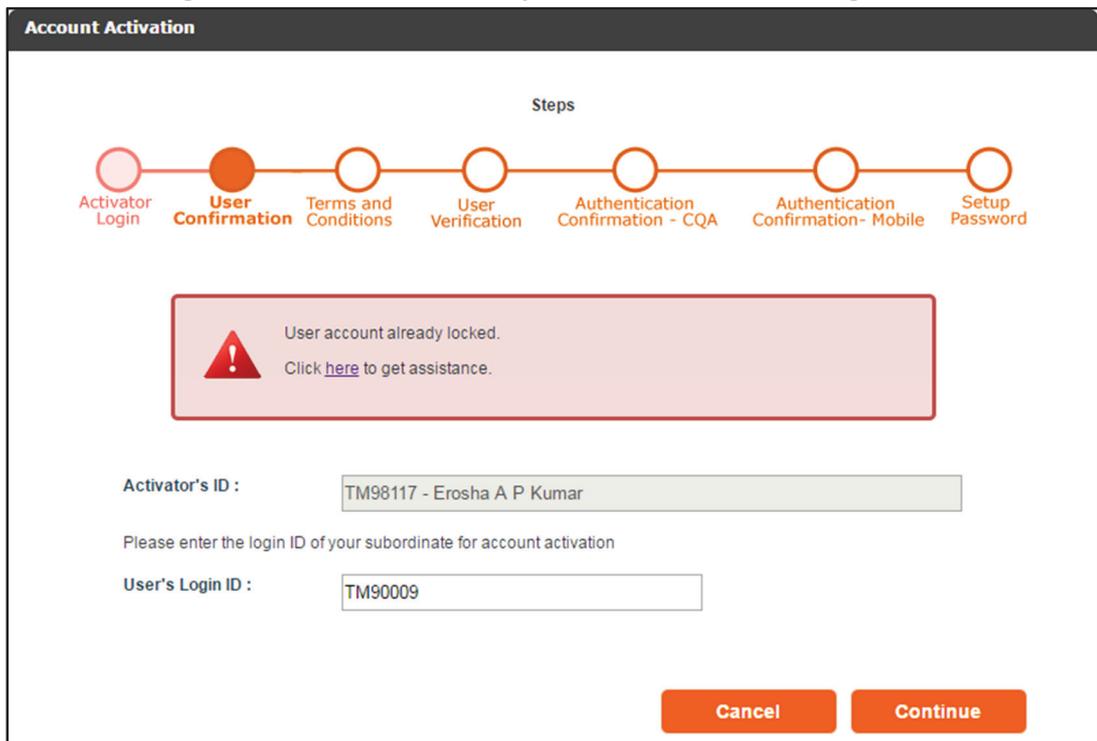
15. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.

The screenshot shows the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' contains seven stages: 'Activator Login', 'User Confirmation', 'Terms and Conditions', 'User Verification', 'Authentication Confirmation - CQA', 'Authentication Confirmation - Mobile', and 'Setup Password'. The 'User Confirmation' stage is highlighted with a red circle. 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.' Below this message, there are two input fields: 'Activator's ID' with the value 'TM98117 - Erosha A P Kumar' and 'User's Login ID' with the value 'TM98032'. At the bottom right, there are two buttons: '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: 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.

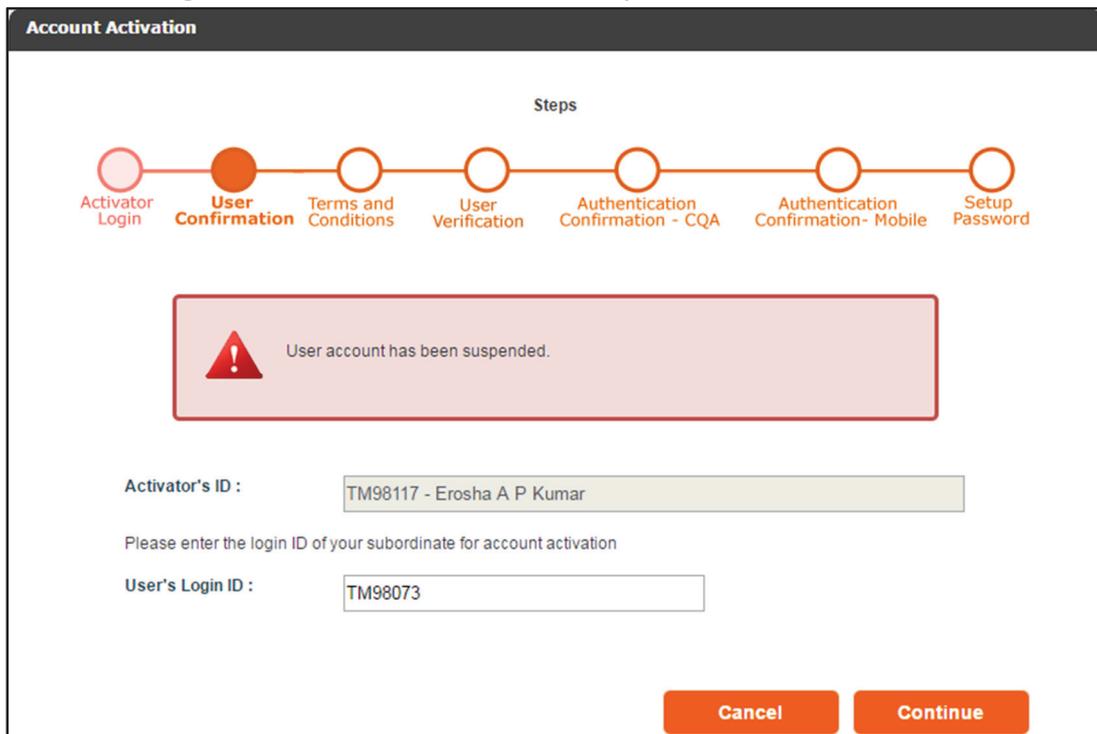
16. Error Message: User account already locked. Click here to get assistance.



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.

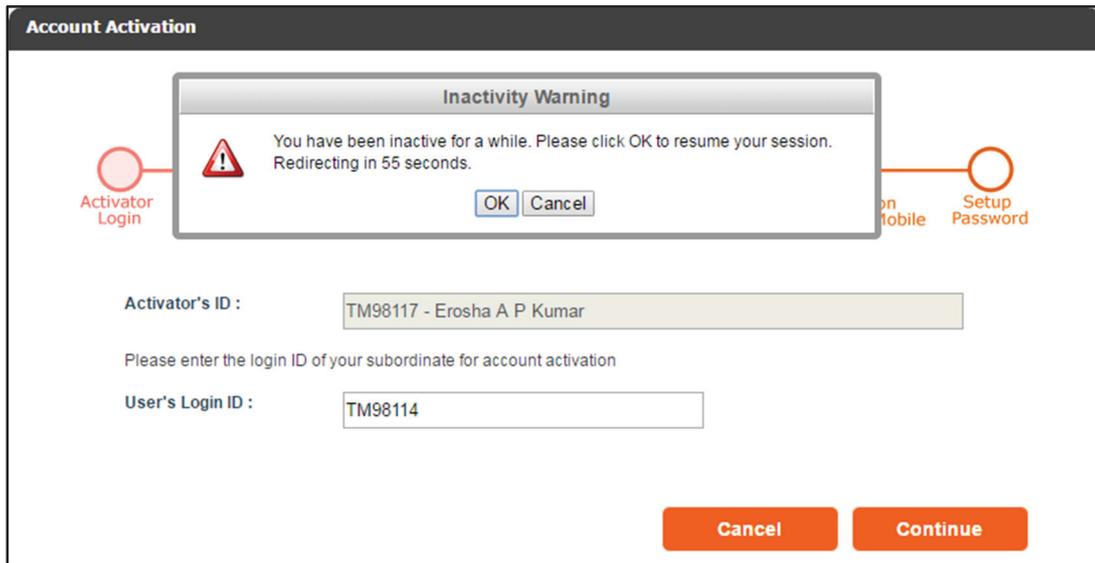
17. Error Message: User account has been suspended.



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.

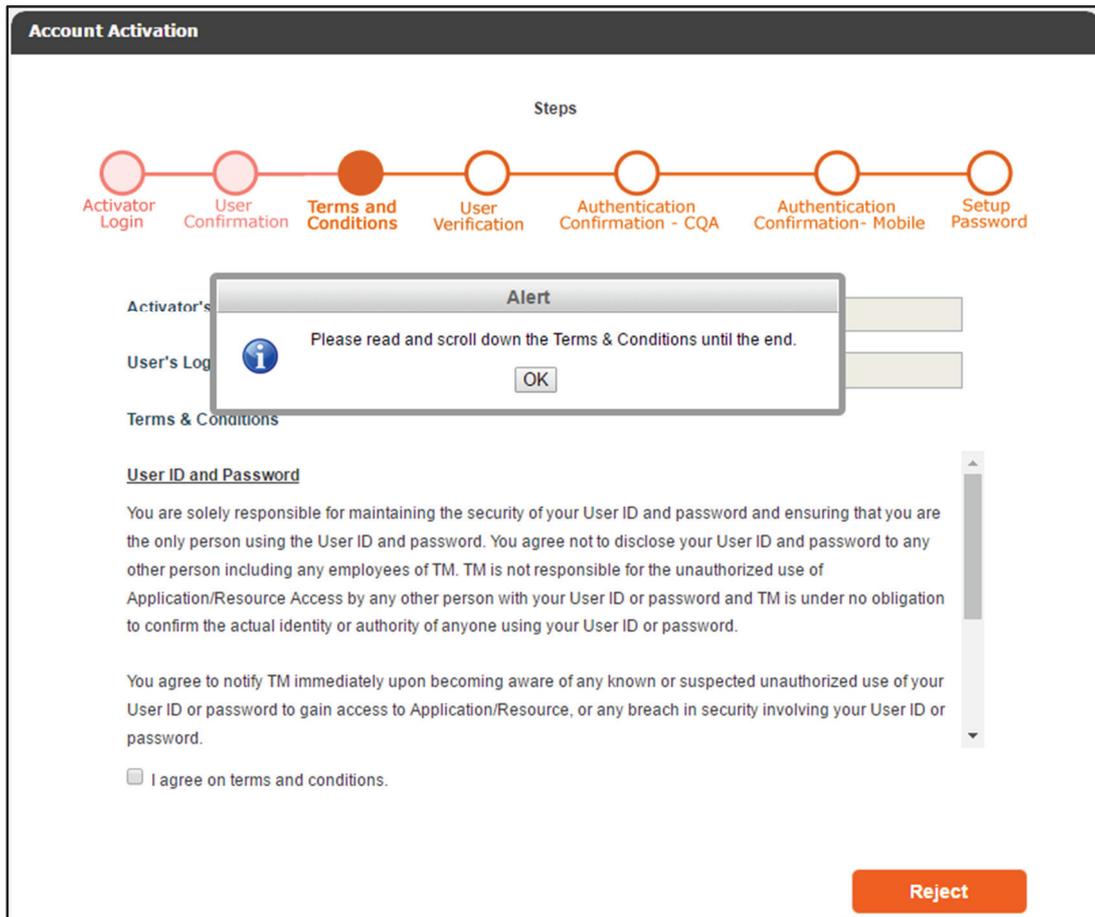
18. Error Message: You have been inactive for a while. Please click OK to resume your session



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.

19. Error Message: Please read and scroll down the Terms & Conditions until the end.

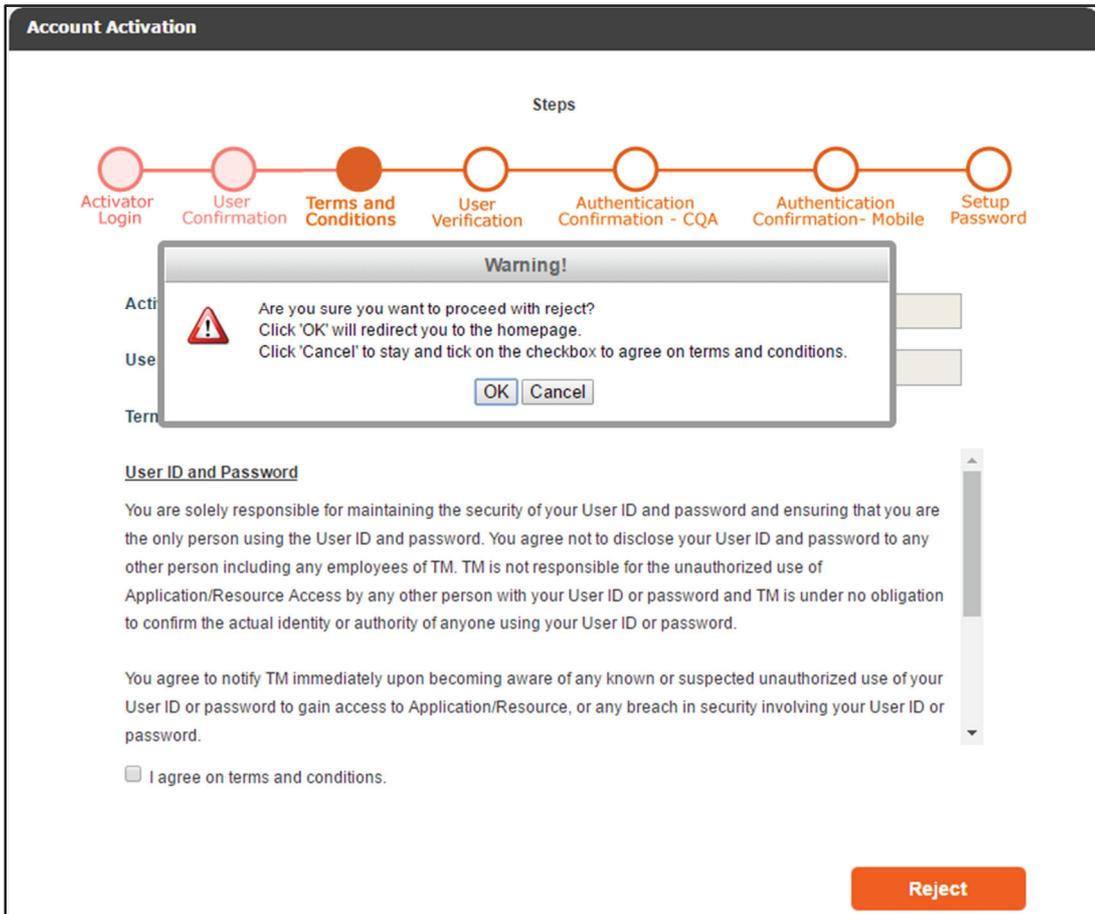


Error message will appear to notify user if the user tick the 'I agree on terms and conditions.' checkbox without scroll down the Terms & Conditions till the end.

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

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 336

20. 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.

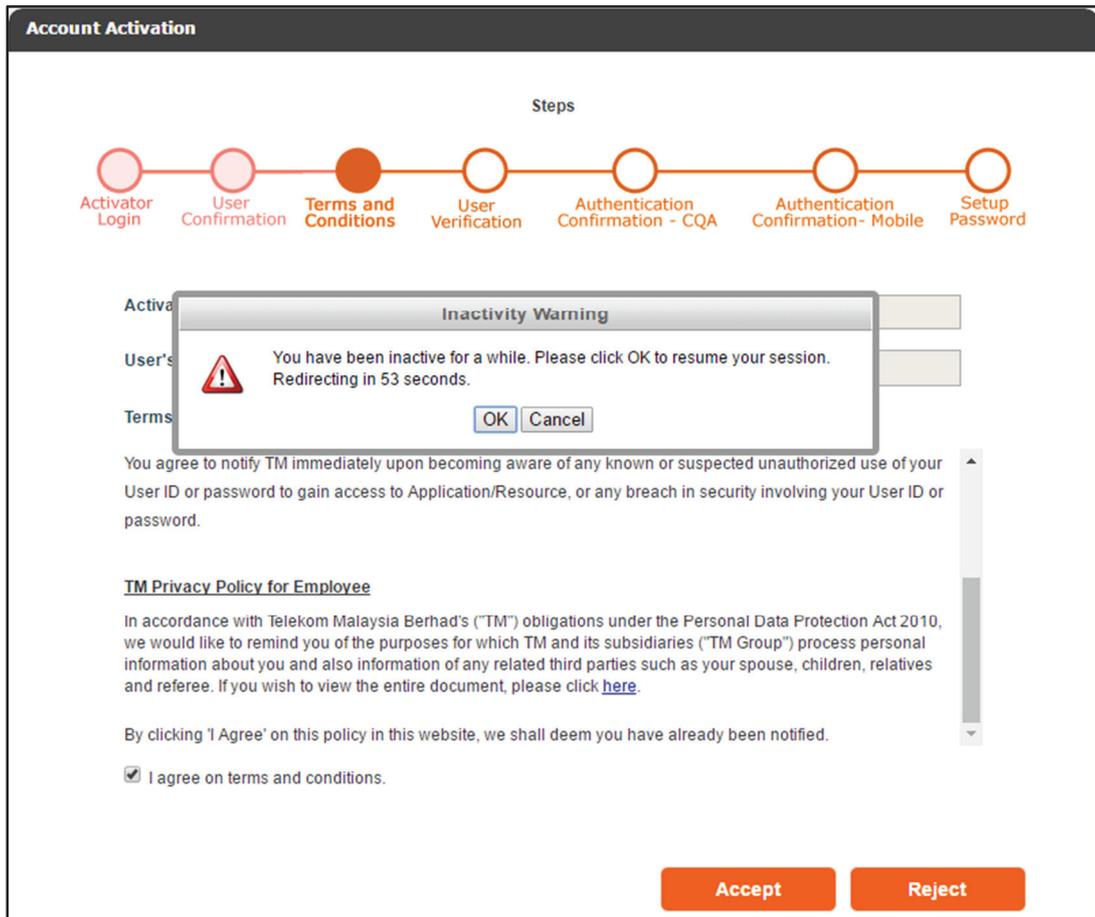


Error message will appear to notify user if the user click on 'Reject' button.

User Action: Click on 'OK' button to return to homepage, click on 'Cancel' button to continue account activation.

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 337

21. 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.

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 338

22. 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.

Activator's Login ID :

User's Login ID :

Please complete the user data verification below

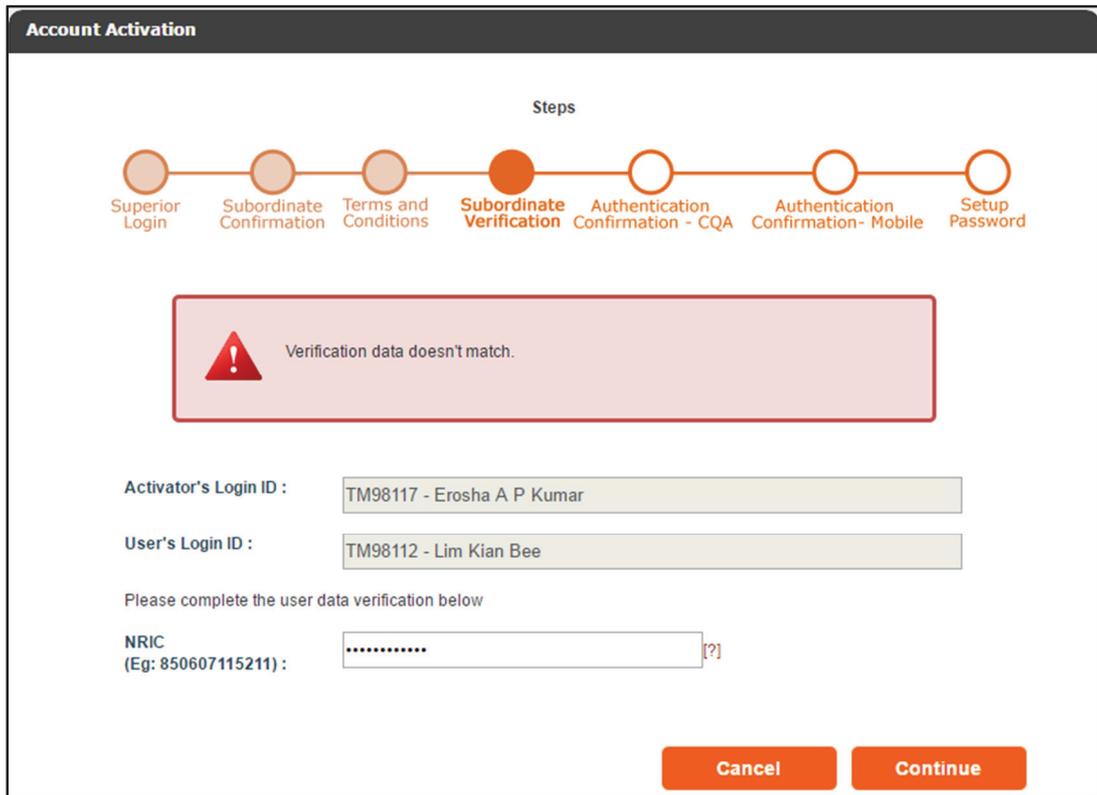
NRIC (Eg: 850607115211) :

Cancel **Continue**

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.

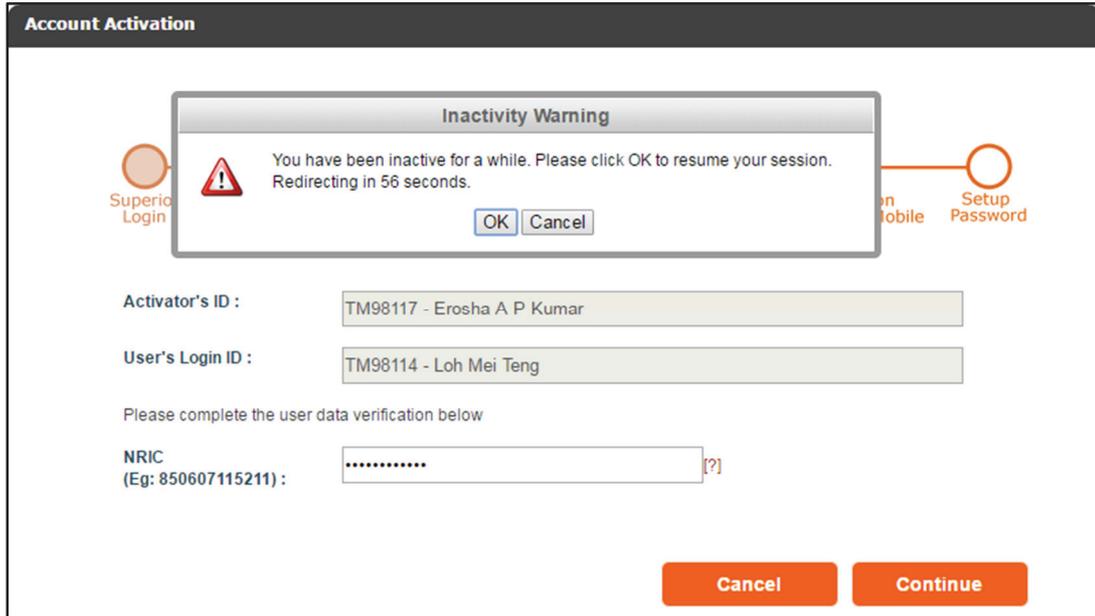
23. Error Message: Verification data doesn't match.



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.

24. 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..

25. Error Message: Please select one image.

Please complete the 'Passphrase' box.

Account Activation

Steps

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

Activator's Login ID :

User'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. Where is your father born in?

Please re-enter your answer:

2. What is your favorite travel destination?

Please re-enter your answer:

Cancel
Continue

User Guidelines – Phase 2

	<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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TM GIT <i>Owner:</i> Chang Yen Lan	User Guidelines – Phase 2 <i>Approved By:</i> Zahratullaili Haji Ali	<i>Date:</i> 2017-03-17	<i>Version:</i> 1.0	TF6.3 <i>Page:</i> 343
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26. Error Message: Please complete the 'Passphrase' box

Account Activation

Steps

Please complete the 'Passphrase' box.

Activator's Login ID :

User'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. Where is your father born in?

Please re-enter your answer:

2. What is your favorite travel destination?

Please re-enter your answer:

Cancel
Continue

User Guidelines – Phase 2

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.

TM GIT	User Guidelines – Phase 2			TF6.3
<i>Owner:</i> Chang Yen Lan	<i>Approved By:</i> Zahratullaili Haji Ali	<i>Date:</i> 2017-03-17	<i>Version:</i> 1.0	<i>Page:</i> 345

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

Account Activation

Steps

Please fill in your challenge response answer(s).

Activator's Login ID :

User'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. Where is your father born in?

Please re-enter your answer:

2. What is your favorite travel destination?

Please re-enter your answer:

User Guidelines – Phase 2

	<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>
--	--

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

Account Activation

Steps

Please fill in your challenge response answer(s).

Activator's Login ID :

User'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. Where is your father born in?

Please re-enter your answer:

Answers don't match.

2. What is your favorite travel destination?

Please re-enter your answer:

Answers don't match.

Cancel
Continue

User Guidelines – Phase 2

	<p>Error message will appear to notify user if the challenge response answers entered don't match. User is not able to proceed.</p> <p>User Action: Please provide the matching challenge response answers for each question.</p>
29.	<p>Error Message: Answer to challenge response question needs to be at minimum length of 4 character(s) and all unique. No repeated answer allowed.</p>

Account Activation

Steps

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

Activator's Login ID :

User'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. Where is your father born in?

Please re-enter your answer:

2. What is your favorite travel destination?

Please re-enter your answer:

Error message will appear to notify user if the challenge response answer(s) entered is less than 4 character(s).

TM GIT	User Guidelines – Phase 2		TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0
			Page: 350

User Guidelines – Phase 2

	User Action: Please enter your answer(s) for the challenge response questions(s) with minimum of 4 character(s) then click on 'Continue' button.
--	--

TM GIT	User Guidelines – Phase 2			TF6.3
<i>Owner:</i> Chang Yen Lan	<i>Approved By:</i> Zahratullaili Haji Ali	<i>Date:</i> 2017-03-17	<i>Version:</i> 1.0	<i>Page:</i> 351

30. 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.

Activator's Login ID :

User'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. Where is your father born in?

Please re-enter your answer:

2. What is your favorite travel destination?

Please re-enter your answer:

TM GIT	User Guidelines – Phase 2		TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0
			Page: 352

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>
--	--

TM GIT	User Guidelines – Phase 2			TF6.3
<i>Owner:</i> Chang Yen Lan	<i>Approved By:</i> Zahratullaili Haji Ali	<i>Date:</i> 2017-03-17	<i>Version:</i> 1.0	<i>Page:</i> 353

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

Account Activation

Steps

Activator's Login ID :

User's

Please member.

Inactivity Warning

You have been inactive for a while. Please click OK to resume your session.
 Redirecting in 58 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 favorite cartoon character?

Please re-enter your answer:

2. In what city was you primary school?

Please re-enter your answer:

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..

32. Error Message: Please complete the 'Password' box. Length of mobile number must be either 11 or 12.

Change Registered Mobile Number

Please complete the 'Password' box.
Length of mobile number must be either 11 or 12.

Activator's Login ID : TM98117
 Password :

Please enter the new registered mobile number.
 Existing registered mobile number : 60162223862
 New registered mobile number: [?]
 (Format: 60123456789)

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.

33. 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.

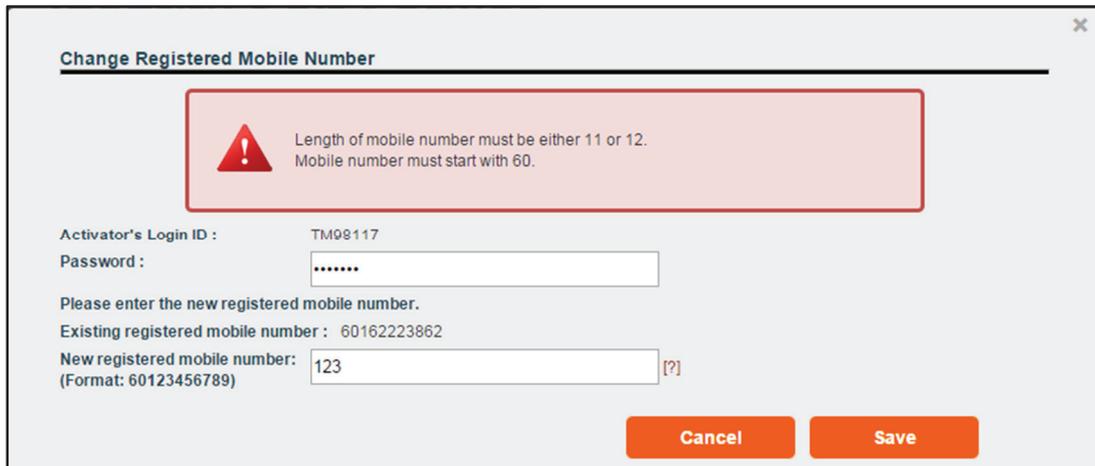
Activator's Login ID : TM98117
 Password :

Please enter the new registered mobile number.
 Existing registered mobile number : 60162223862
 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.

34. Error Message: Length of mobile number must be either 11 or 12. Mobile number must start with 60.



The screenshot shows a dialog box titled "Change Registered Mobile Number" with a close button (X) in the top right corner. A red-bordered error message box is centered, containing a warning icon and the text: "Length of mobile number must be either 11 or 12. Mobile number must start with 60." Below the error message, the form fields are as follows: "Activator's Login ID:" with the value "TM09117"; "Password:" with a masked field "*****"; "Please enter the new registered mobile number." followed by "Existing registered mobile number: 60162223862"; and "New registered mobile number:" with the value "123" and a help icon "[?]" to its right. The format "(Format: 60123456789)" is shown below the input field. At the bottom right, there are two orange buttons: "Cancel" and "Save".

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.

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 356

35. Error Message: Password Incorrect.

The screenshot shows a dialog box titled "Change Registered Mobile Number" with a close button (X) in the top right corner. A red-bordered box contains a warning icon and the text "Password Incorrect." Below this, the form fields are: "Activator's Login ID : TM98117", "Password : [masked]", "Please enter the new registered mobile number.", "Existing registered mobile number : 60162223862", and "New registered mobile number: 60149279296 [?]" with a format note "(Format: 60123456789)". At the bottom are "Cancel" and "Save" buttons.

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.

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

The screenshot shows a dialog box titled "Change Registered Mobile Number" with a close button (X) in the top right corner. A red-bordered box contains a warning icon and the text "Mobile number already in use. Please change other mobile number." Below this, the form fields are: "Activator's Login ID : TM98117", "Password : [masked]", "Please enter the new registered mobile number.", "Existing registered mobile number : 60162223862", and "New registered mobile number: 60162223862 [?]" with a format note "(Format: 60123456789)". At the bottom are "Cancel" and "Save" buttons.

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.

37. 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..

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

Account Activation

Steps

Activator Login User Confirmation Terms and Conditions User Verification Authentication Confirmation - CQA Authentication Confirmation - Mobile **Setup Password**

! Please complete the 'New Password' box.
Please complete the 'Confirmed New Password' box.

Activator's ID :

User's Login ID :

Please setup a password for login TM Password Policy [?]

New Password :

Confirmed New Password :

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.

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

The screenshot shows the 'Account Activation' process. At the top, a progress bar labeled 'Steps' includes: Activator Login, User Confirmation, Terms and Conditions, User 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 length must be at least 6 character(s)'. Below this, the form fields are: 'Activator's ID' (TM98117 - Erosha A P Kumar), 'User's Login ID' (TM98114 - Loh Mei Teng), 'Please setup a password for login', 'New Password' (masked with dots, with a red 'X' icon and 'TM Password Policy [?]' label), and 'Confirmed New Password' (masked with dots, with a green 'Password Match' label). At the bottom right, there are 'Cancel' and 'Continue' buttons.

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.

40. 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: Activator Login, User Confirmation, Terms and Conditions, User 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 fields are as follows: 'Activator's ID' is 'TM98117 - Erosha A P Kumar'; 'User's Login ID' is 'TM98114 - Loh Mei Teng'; 'New Password' is masked with dots and has a red 'X' icon next to it with the text 'TM Password Policy [?]' above it; 'Confirmed New Password' is also masked with dots and has a green 'Password Match' label next to it. 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.

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 361

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

The screenshot shows the 'Account Activation' process with a progress bar indicating the current step is 'Setup Password'. The error message states: 'Password violation: Minimum numeric character(s) must be 1.' Below the error message, the user's details are displayed: Activator's ID (TM98117 - Erosha A P Kumar) and User's Login ID (TM98114 - Loh Mei Teng). The password setup section shows a 'New Password' field with a red error message 'TM Password Policy [?] X' and a 'Confirmed New Password' field with a green 'Password Match' message. The 'Continue' button is highlighted in orange.

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.

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

The screenshot shows the 'Account Activation' process with a progress bar indicating the current step is 'Setup Password'. The error message states: 'Password violation: Minimum upper case alphabetical character(s) must be 1.' Below the error message, the user's details are shown: Activator's ID (TM98117 - Erosha A P Kumar) and User's Login ID (TM98114 - Loh Mei Teng). The password setup section shows a 'New Password' field with a red error icon and a 'Confirmed New Password' field with a green 'Password Match' indicator. The 'Continue' button is highlighted in orange.

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

43. 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: 'Activator Login', 'User Confirmation', 'Terms and Conditions', 'User Verification', 'Authentication Confirmation - CQA', 'Authentication Confirmation - Mobile', and 'Setup Password'. The 'Setup Password' step is highlighted in orange, indicating the current stage. Below the progress bar, a red-bordered box contains a warning icon and the message: 'Password violation: Minimum lower case alphabetical character(s) must be 1.' The form fields include 'Activator's ID' (TM98117 - Erosha A P Kumar), 'User's Login ID' (TM98114 - Loh Mei Teng), and two password fields. The 'New Password' field is marked with a red 'X' and the text 'TM Password Policy [?]', while 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.

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

The screenshot displays the 'Account Activation' interface. At the top, a progress bar shows seven steps: Activator Login, User Confirmation, Terms and Conditions, User 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 with a warning icon states: 'Password violation: Password should not contain special character(s)'. The form includes fields for 'Activator's ID' (TM98117 - Erosha A P Kumar) and 'User'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 red bar with a white 'X' and the text 'TM Password Policy [?]'. The 'Confirmed New Password' field is followed by the text '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.

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

The screenshot displays the 'Account Activation' interface. At the top, a progress bar labeled 'Steps' shows seven stages: Activator Login, User Confirmation, Terms and Conditions, User Verification, Authentication Confirmation - CQA, Authentication Confirmation - Mobile, and Setup Password. The 'Setup Password' step is currently active. Below the progress bar, a red-bordered box contains a warning icon and the message: 'Password violation: Password must begin with alphabet.' The form fields include: 'Activator's ID' (TM98117 - Erosha A P Kumar), 'User's Login ID' (TM98114 - Loh Mei Teng), 'New Password' (masked with dots, with a red error bar and 'TM Password Policy [?]' icon), and 'Confirmed New Password' (masked with dots, with a green 'Password Match' indicator). 'Cancel' and 'Continue' buttons are at the bottom right.

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.

46. Error Message: Password violation. Password must contain at least 1 alphabetical character(s).

The screenshot displays the 'Account Activation' process. At the top, a progress bar shows seven steps: Activator Login, User Confirmation, Terms and Conditions, User 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 'Activator's ID' (TM98117 - Erosha A P Kumar) and 'User'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 shows 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 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 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.

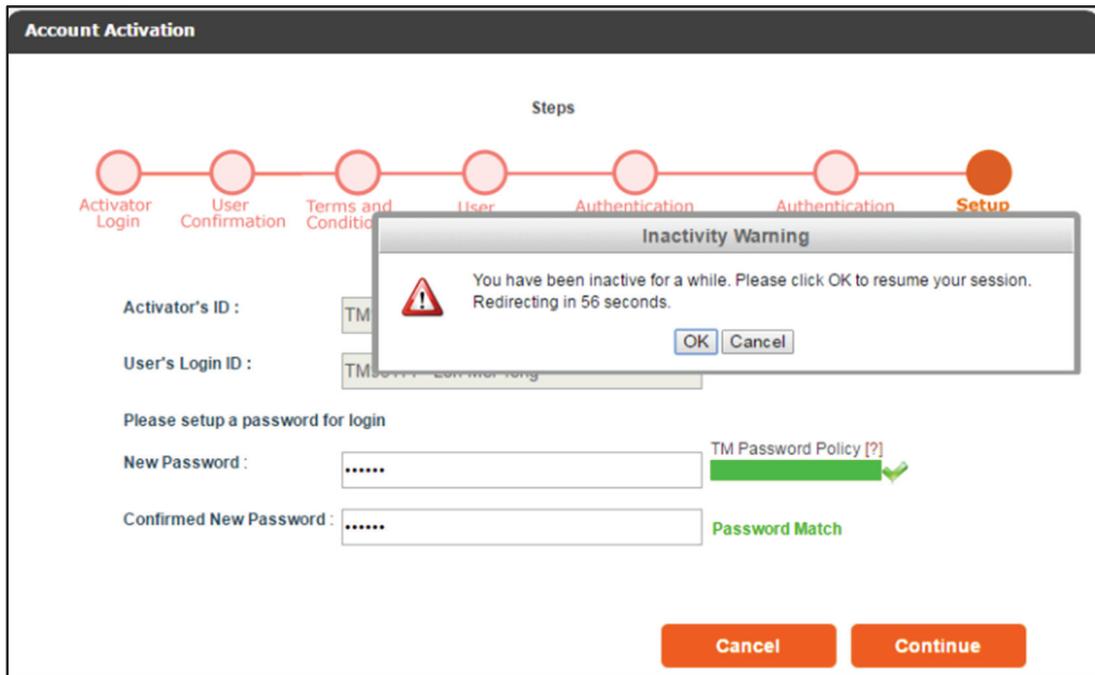
47. Error Message: Password violation. New password must not be the same as the previous 5 passwords in history list.

The screenshot shows the 'Account Activation' process. At the top, a progress bar indicates the steps: Activator Login, User Confirmation, Terms and Conditions, User 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: New password must not be the same as the previous 5 passwords in history list.' The form fields below show the activator's ID (TM98117 - Erosha A P Kumar) and the user's login ID (TM98114 - Loh Mei Teng). The 'New Password' field is filled with dots, and a green bar with a checkmark indicates it meets the 'TM Password Policy'. The 'Confirmed New Password' field is also filled with dots, and a green bar with the text 'Password Match' is shown. 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.

48. 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..

2.15.4 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>Can't access your account?</p> <p>There are several reasons you might not be able to log in. Check below for more information and possible solutions.  Home</p> <ul style="list-style-type: none"> › 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. <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: 10px 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;">Begin Account Activation</p> <ul style="list-style-type: none"> › I'm existing IDM user and I want to enroll into New IDM. </div> <p>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.'</p>
2.	<p>Hint: Key in your NRIC Number if you are Malaysian.</p> <p>Key in your Passport Number if you are Non-Malaysian.</p>

Account Activation

Steps

Activator's Login ID :

User'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

Activator's Login ID :

User'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).

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

1. What is your favorite game character?

Please re-enter your answer:

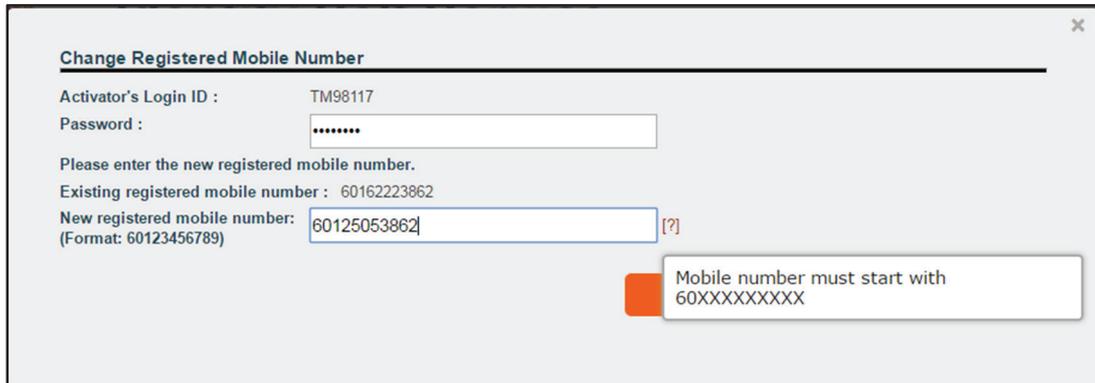
2. What is your favorite travel destination?

Please re-enter your answer:

Cancel
Continue

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" with a close button (x) in the top right corner. The form contains the following fields and text:

- Activator's Login ID : TM98117
- 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 next to the new 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.

TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 373

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

The screenshot shows the 'Account Activation' process with a progress bar and a tooltip. The tooltip lists the following password requirements:

- 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
- Maximum Number of Previous Password: 5

The form fields are as follows:

- Activator's Login ID : TM98117 - Erosha A P Kumar
- User's Login ID : TM98114 - Loh Mei Teng
- Please setup a password for login
- New Password :
- Confirmed New Password :

Buttons: Cancel, Continue

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