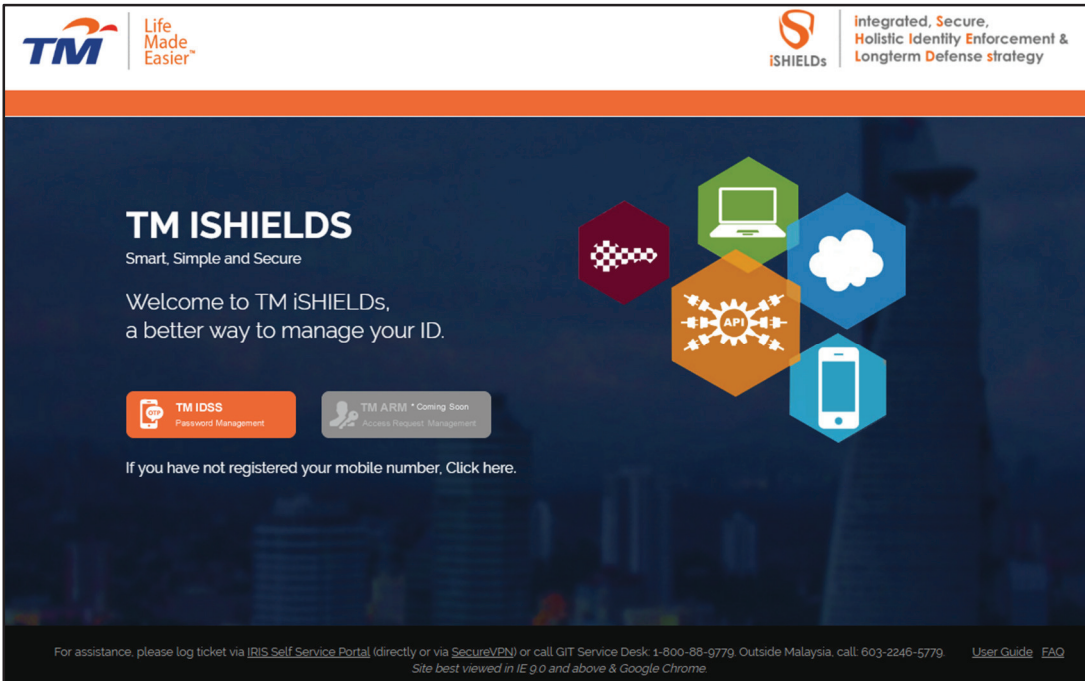


2.2 Existing User Perform Forgot Password Using Mobile

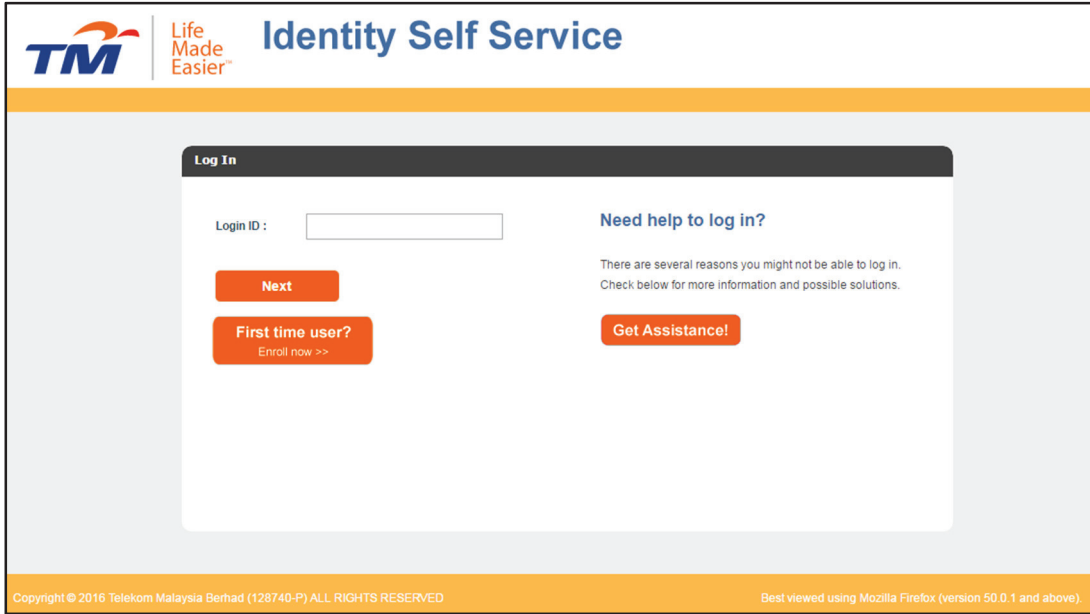
Existing users forgot password. The users are required verify account ownership and reset password using One-Time Password on registered phone number.

2.2.1 Event Handling – Success Case

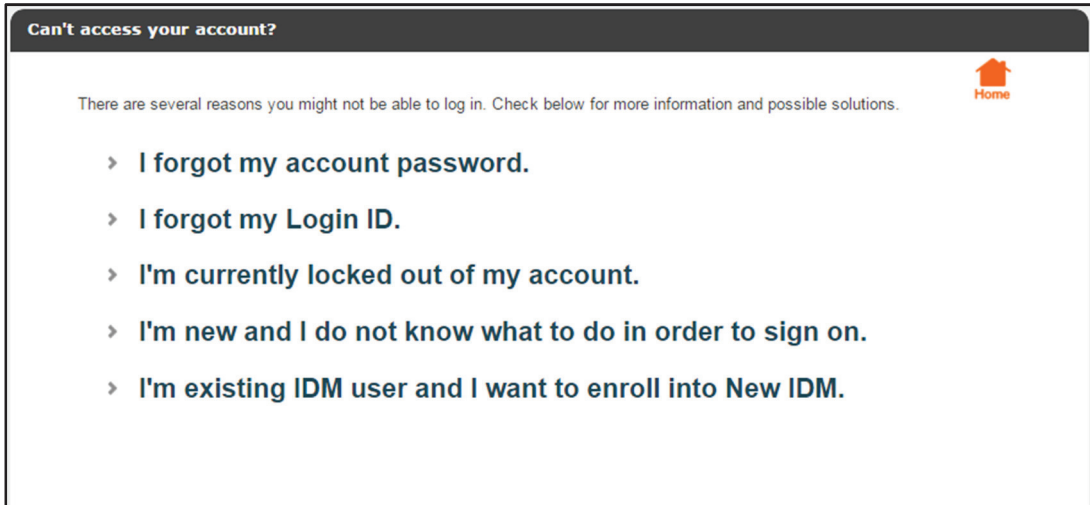
NO	STEPS
1.	<p>Go to IDSS via URL https://idss.tm.com.my/</p> <p>At the Home page, click on 'TM IDSS' button.</p> 

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: 46

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

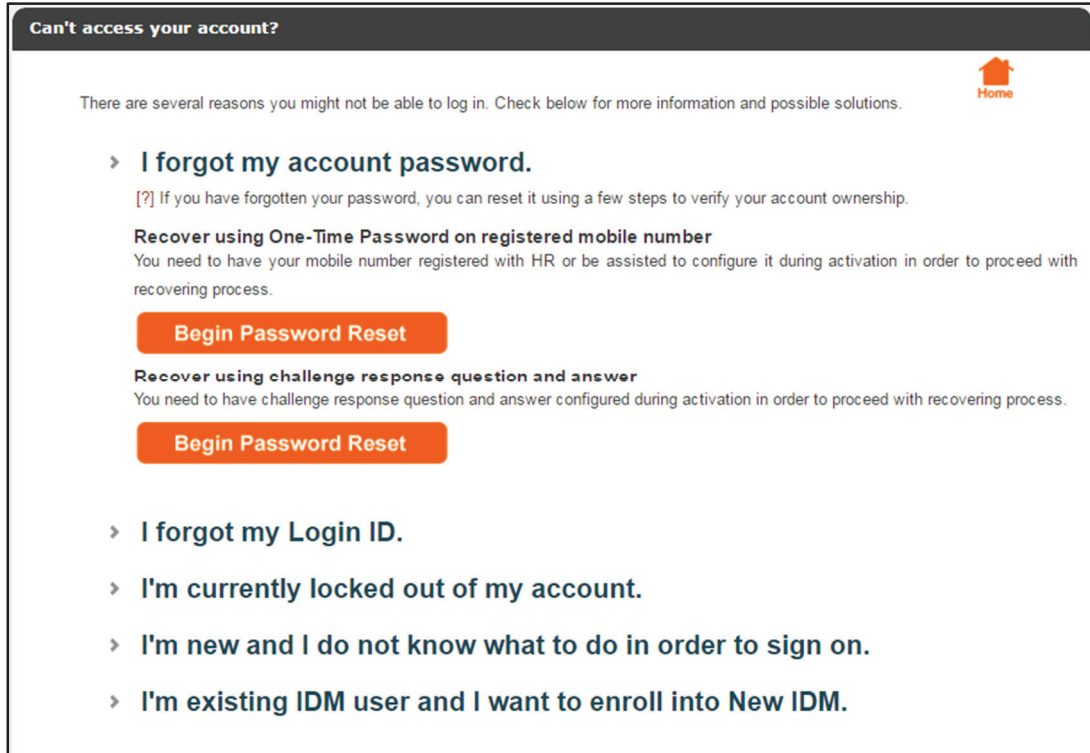


3. At the 'Can't access your account' page, click on the 'I forgot my account password' button.

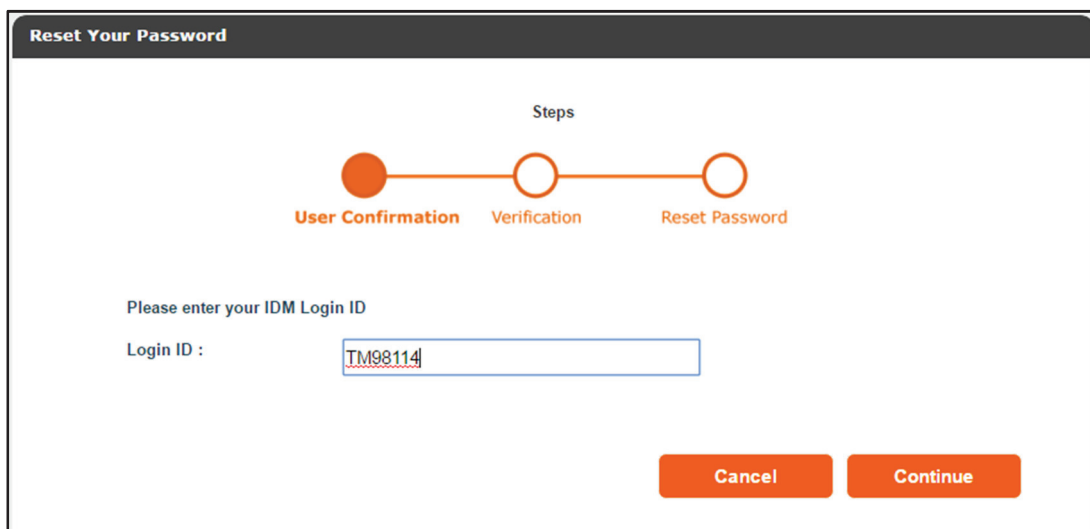


TM GIT	User Guidelines – Phase 2			TF6.3
Owner: Chang Yen Lan	Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	Page: 47

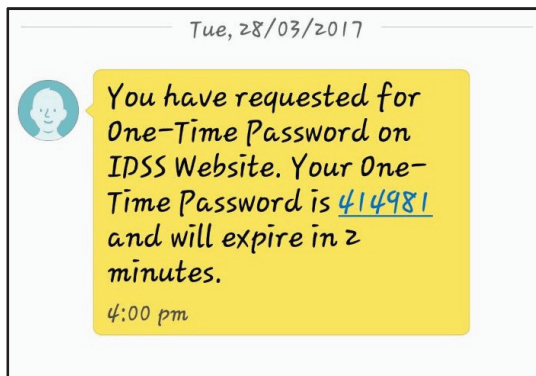
4. At the 'Can't access your account' page, then click on the 'Begin Password Reset' button below the 'Recover using One-Time Password on registered mobile number'.



5. The first step is 'User Confirmation'. Enter user Login ID and click on 'Continue' button.



6. The second step is 'Verification'. Verify the last 3 digit of your mobile number. If it's valid, click on 'Click here to Request OTP' and a SMS will be send to your mobile. Enter the 6 digits One-Time Password and click on 'Continue' button.



Reset Your Password

Steps

User Confirmation Verification Reset Password

Login ID :

Mobile number :

One-Time Password : [Click here to request OTP](#)

7. Verify user Login ID, then enter new password and confirmed new password. Click on 'Continue' button.

Reset Your Password

Steps

User Confirmation Verification Reset Password

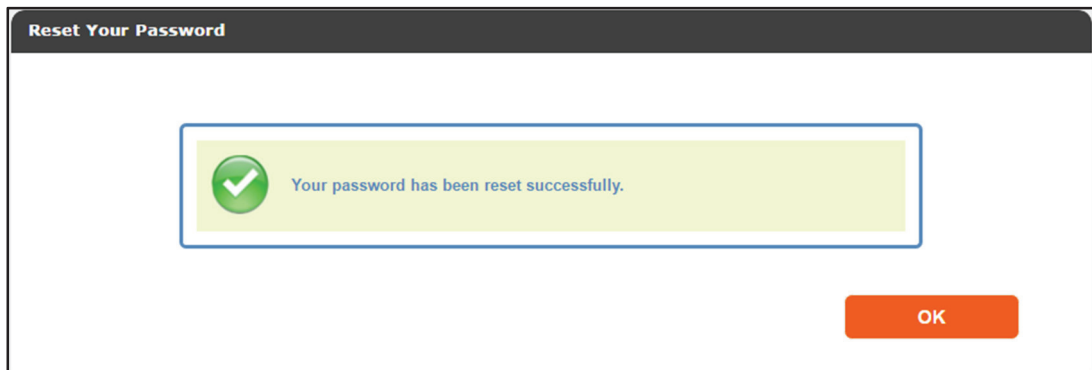
Login ID :

Please setup a password for login

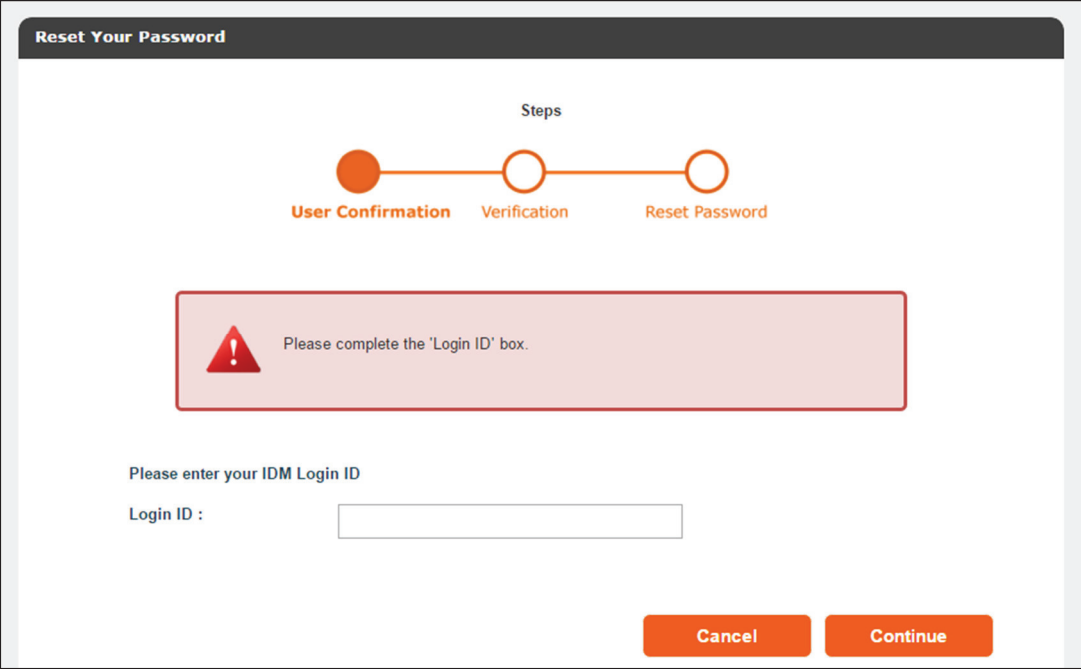
New Password : TM Password Policy [?]

Confirmed New Password : Password Match

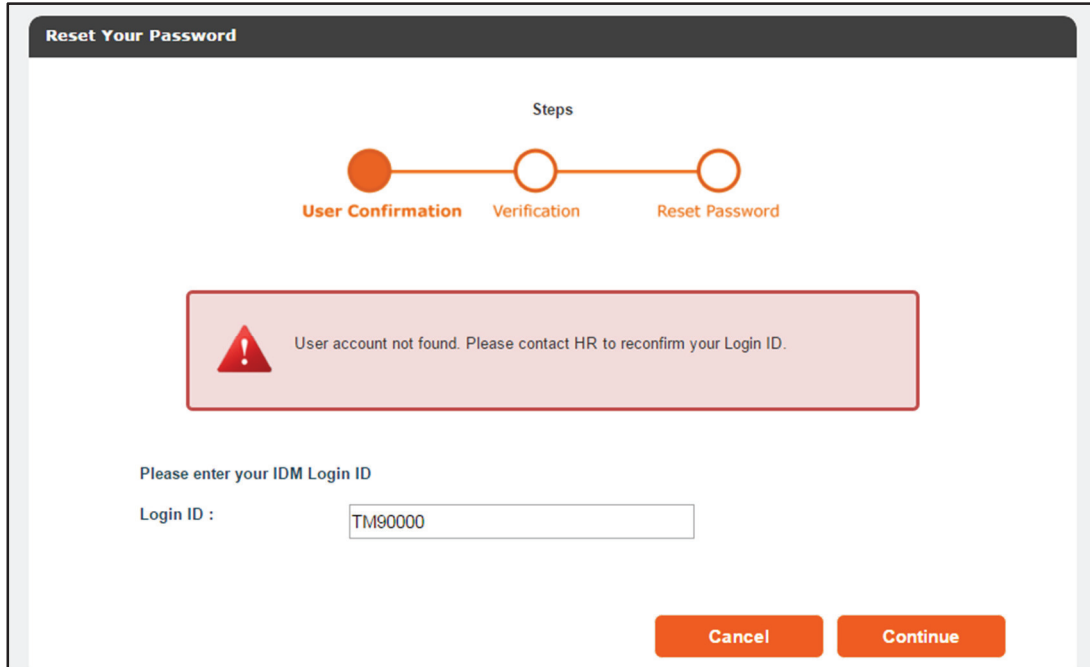
8. Password reset is successful. Click on 'OK' button to return to 'Log In' page.



2.2.2 Event Handling – Fail Case.

NO	STEPS
1.	<p data-bbox="268 322 1002 353">Error Message: Please complete the 'Login ID' box.</p> <div data-bbox="268 394 1362 1061" style="border: 1px solid black; padding: 10px;">  <p>The screenshot shows a 'Reset Your Password' window. At the top, a progress bar labeled 'Steps' has three stages: 'User Confirmation' (a solid orange circle), 'Verification' (an orange outline circle), and 'Reset Password' (an orange outline circle). Below the progress bar, a red-bordered box contains a warning icon and the text 'Please complete the 'Login ID' box.'. Underneath this is the prompt 'Please enter your IDM Login ID' followed by a text input field labeled 'Login ID :'. At the bottom right, there are two orange buttons: 'Cancel' and 'Continue'.</p> </div> <p data-bbox="268 1106 1342 1182">Error message will appear to notify user if the Login ID box is blank. User is not able to proceed.</p> <p data-bbox="268 1223 1262 1299">User Action: Please provide your IDM Login ID in the box and click on 'Continue' button.</p>

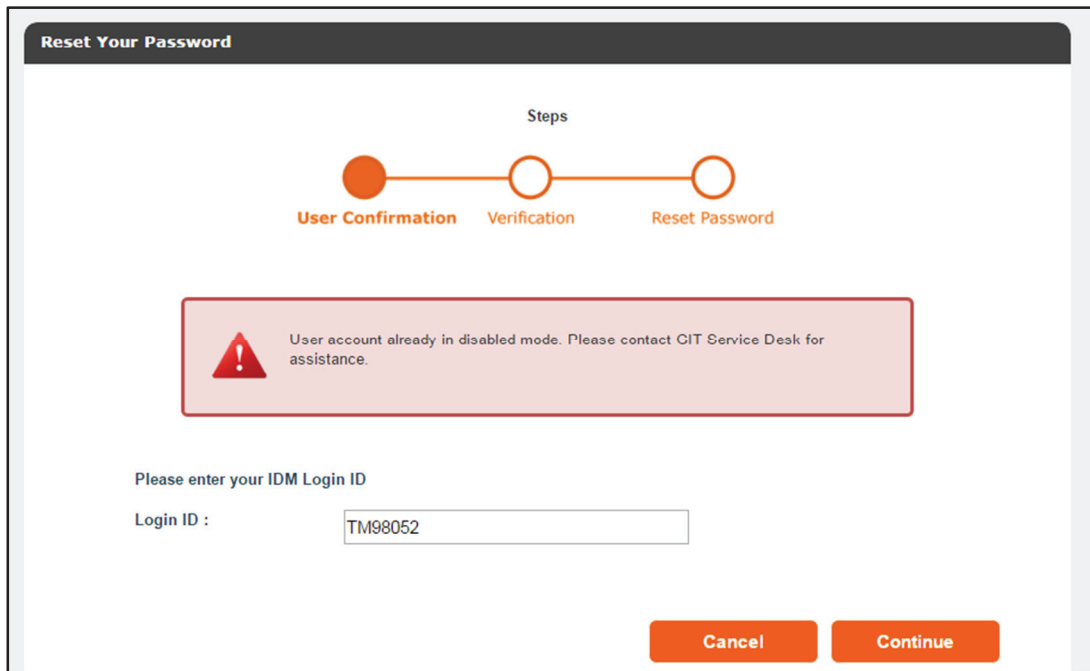
2. Error Message: User account not found. Please contact HR to reconfirm your Login ID.



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.

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

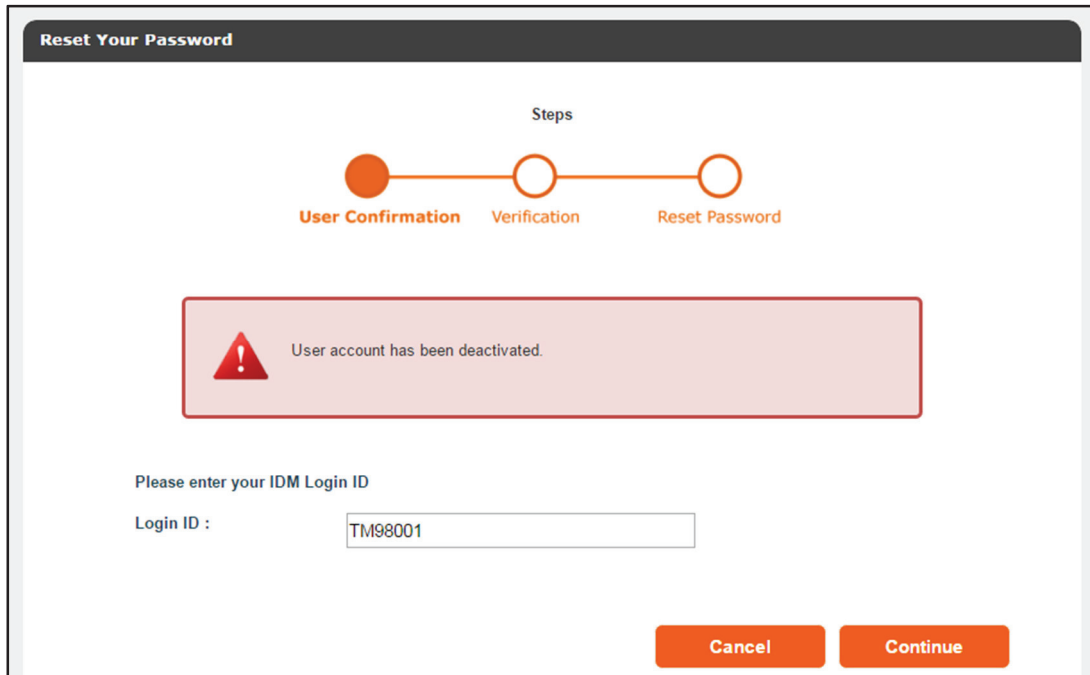


Error message will appear to notify user if the Login ID entered has been disabled. User is not able to proceed.

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.

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> 54

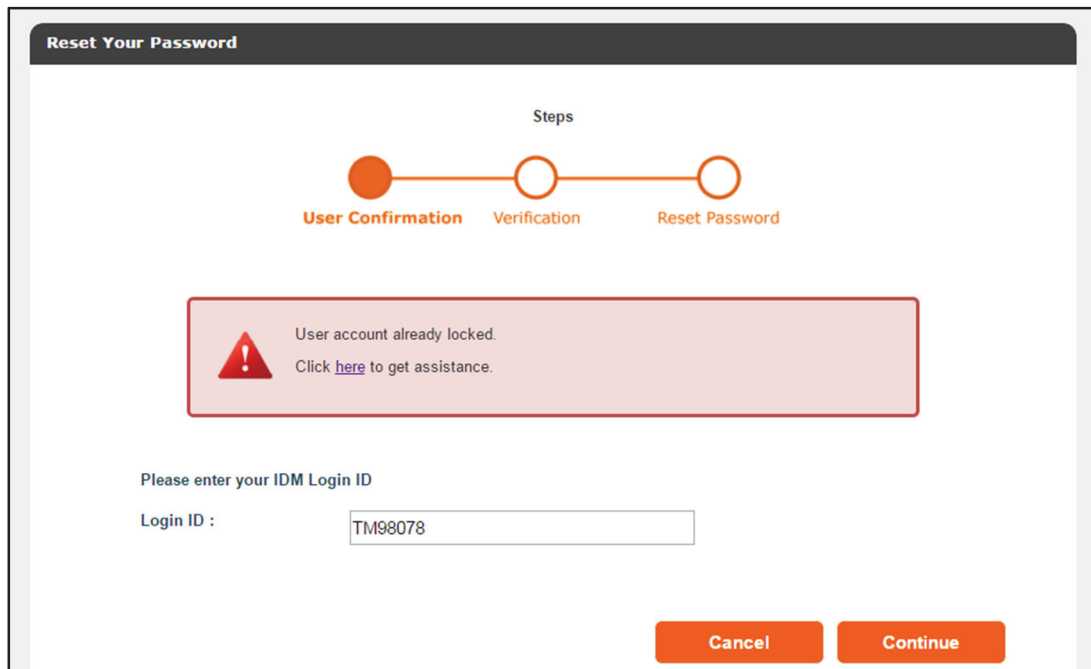
4. Error Message: User account has been deactivated



Error message will appear to notify user if the entered Login ID is deactivated

User Action: Your account has been deactivated, so need to proceed to Self-Assisted Activation.

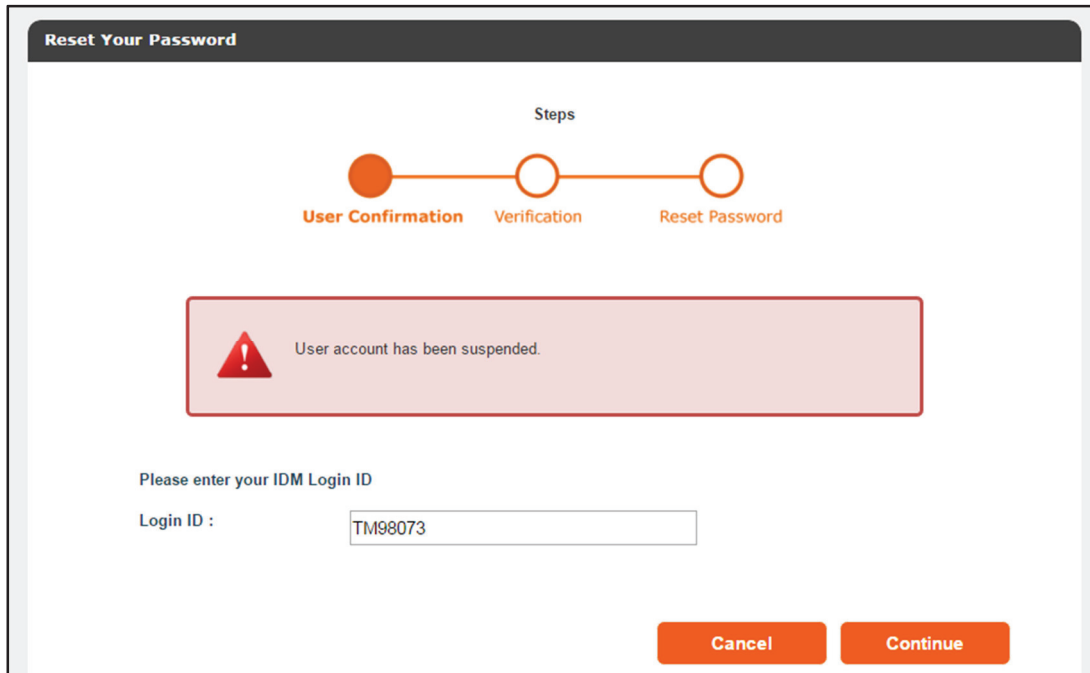
5. Error Message: User account already locked. Click here to get assistance.



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.

6. 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.

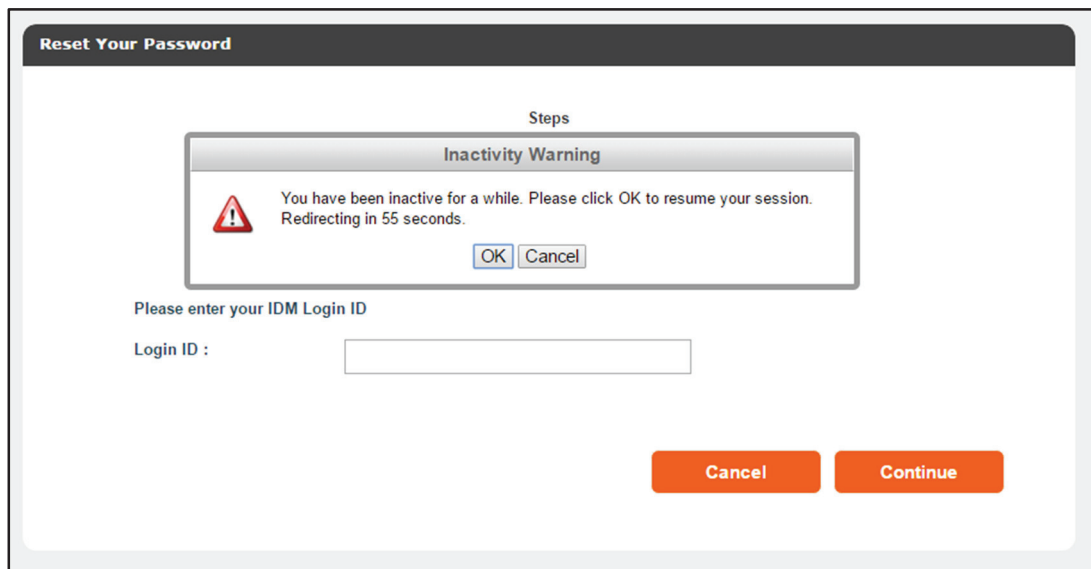
7. Error Message: User account not found. Please contact HR to reconfirm your Login ID.

The screenshot displays a web interface titled "Reset Your Password". At the top, a progress bar labeled "Steps" shows three stages: "User Confirmation" (completed, indicated by a solid orange circle), "Verification" (in progress, indicated by an orange circle with a dot), and "Reset Password" (pending, indicated by an empty orange circle). Below the progress bar, a red-bordered box contains a warning icon (a red triangle with an exclamation mark) and the text: "User account not found. Please contact HR to reconfirm your Login ID." Underneath this message, the text "Please enter your IDM Login ID" is followed by a label "Login ID:" and a text input field containing the value "TM98063". 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.

8. 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
<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> 59

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress indicator labeled "Steps" with three stages: "User Confirmation", "Verification", and "Reset Password". The "Verification" stage is currently active, indicated by a solid orange circle, while the others are shown as empty circles. Below the progress indicator, a red-bordered box contains a warning icon and the text: "Please wait for 2 minutes before click to send again." The form fields include "Login ID" (with value TM98112), "Mobile number" (with value XXXXXXXX296), and "One-Time Password" (empty). To the right of the "One-Time Password" field is a button labeled "Click here to request OTP". At the bottom right, there are two buttons: "Cancel" and "Continue".

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

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

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: 60

10. Error Message: Please complete the 'One-Time Password' box

The screenshot displays the 'Reset Your Password' interface. At the top, a progress bar shows three steps: 'User Confirmation', 'Verification', and 'Reset Password'. The 'Verification' step is currently active. Below the progress bar, a red error message box states: 'Please complete the 'One-Time Password' box.' The form contains three input fields: 'Login ID' with the value 'TM98112', 'Mobile number' with the value 'XXXXXXXXX296', and 'One-Time Password' which is currently blank. To the right of the 'One-Time Password' field is a button labeled 'Click here to request OTP'. At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the One-Time Password box is blank. User is not able to proceed.

User Action: Please provide the 6 digits One-Time Password received in the mobile number shown above.

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

The screenshot shows a web interface titled "Reset Your Password". At the top, there is a progress indicator with three steps: "User Confirmation", "Verification", and "Reset Password". The "Verification" step is currently active, indicated by a solid orange circle, while the other two steps are shown with hollow circles. Below the progress indicator, a red-bordered box contains an error message: "One-Time Password authentication failed. Please enter correct One-Time Password code. Failed attempt: 1. Maximum attempt: 5". Below this message, there are three input fields: "Login ID" with the value "TM98112", "Mobile number" with the value "XXXXXXXX296", and "One-Time Password" with three dots. To the right of the "One-Time Password" field is a button that says "Click here to request OTP". At the bottom of the form, there are two buttons: "Cancel" and "Continue".

Error message will appear to notify user if the 6 digits One-Time Password entered is incorrect. User is not able to proceed.

User Action: Please provide the correct 6 digits One-Time Password received in the mobile number shown above.

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: 62

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

The screenshot shows a web interface for password reset. At the top, there is a dark header with the text "Reset Your Password". Below this, a modal dialog box titled "Inactivity Warning" is displayed. The dialog box contains a red warning triangle icon and the text: "You have been inactive for a while. Please click OK to resume your session. Redirecting in 58 seconds." Below the text are two buttons: "OK" and "Cancel".

Below the dialog box, there are three input fields:

- Login ID :** TM98112
- Mobile number :** XXXXXXXX296
- One-Time Password :** [Empty field]

 To the right of the One-Time Password field is a button with a mobile phone icon and the text "Click here to request OTP". At the bottom right of the page are two orange buttons: "Cancel" and "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.

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

Please complete the 'Confirmed New Password' box.

Reset Your Password

Steps

User Confirmation Verification **Reset Password**

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

Login ID :

Please setup a password for login

New Password : [TM Password Policy \[?\]](#)

Confirmed New Password :

Cancel **Continue**

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.

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress indicator with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active, indicated by a red circle. Below the progress indicator, a red error message box displays a warning icon and the text: "Password violation: Password length must be at least 6 character(s)". The form fields include: "Login ID" with the value "TM98112"; "Please setup a password for login"; "New Password" with a red "X" icon and the text "TM Password Policy [?]" next to it; and "Confirmed New Password" with a green "Password Match" message below it. At the bottom right, there are two orange buttons: "Cancel" and "Continue".

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.

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress indicator with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active. Below the progress indicator, a red warning box displays the message: "Password violation: Password length must be at most 8 character(s)". The form includes a "Login ID" field with the value "TM98112", a "Please setup a password for login" instruction, a "New Password" field with a red error bar and a "TM Password Policy [?]" tooltip, and a "Confirmed New Password" field with 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 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.

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress bar with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active. Below the progress bar, a red error message box displays a warning icon and the text: "Password violation: Minimum upper case alphabetical character(s) must be 1." The form includes a "Login ID" field with the value "TM98112". Below this, it says "Please setup a password for login". There are two password fields: "New Password" and "Confirmed New Password". The "New Password" field has a red error message "TM Password Policy [?]" next to it, and the "Confirmed New Password" field has a green "Password Match" message. At the bottom right, there are two buttons: "Cancel" and "Continue".

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.

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress indicator with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active. Below the progress indicator, a red-bordered box contains a warning icon and the message: "Password violation: Minimum lower case alphabetical character(s) must be 1." The form includes a "Login ID" field with the value "TM98112", a "Please setup a password for login" section with "New Password" and "Confirmed New Password" fields, and a "TM Password Policy" link with a red 'X' icon. A "Password Match" indicator is visible below the password fields. 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.

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress indicator with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active. Below the progress indicator, 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:

- Login ID :** TM98112
- Please setup a password for login**
- New Password :** [masked with dots] **TM Password Policy [?]** (with a red 'X' icon)
- Confirmed New Password :** [masked with dots] **Password Match** (in green text)

At the bottom right, there are two 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.

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress bar with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active. Below the progress bar, a red error message box displays a warning icon and the text: "Password violation: Password must begin with alphabet." The form includes a "Login ID" field with the value "TM98112", a "Please setup a password for login" instruction, 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. 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.

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: 70

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

The screenshot shows a web form titled "Reset Your Password". At the top, there is a progress indicator with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active. Below the progress indicator, a red error message box displays a warning icon and the text: "Password violation: Password must contain at least 1 alphabetical character(s)".

The form fields are as follows:

- Login ID :** TM98112
- Please setup a password for login**
- New Password :** [Redacted with dots] TM Password Policy [?]
- Confirmed New Password :** [Redacted with dots] Password Match

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

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.

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

The screenshot shows a web interface titled "Reset Your Password". At the top, there is a progress bar with three steps: "User Confirmation", "Verification", and "Reset Password". The "Reset Password" step is currently active. Below the progress bar, a red warning box contains the message: "Password violation: New password must not be the same as the previous 5 passwords in history list." Below the warning box, there are input fields for "Login ID" (containing "TM98112"), "New Password" (with a green bar and a checkmark indicating it meets the "TM Password Policy"), and "Confirmed New Password" (with a green bar and the text "Password Match"). At the bottom right, there are two buttons: "Cancel" and "Continue".

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.

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

The screenshot shows a web interface titled "Reset Your Password". A modal dialog box titled "Inactivity Warning" is displayed in the center. The dialog contains a warning icon (a triangle with an exclamation mark) and the text: "You have been inactive for a while. Please click OK to resume your session. Redirecting in 56 seconds." Below the text are two buttons: "OK" and "Cancel".

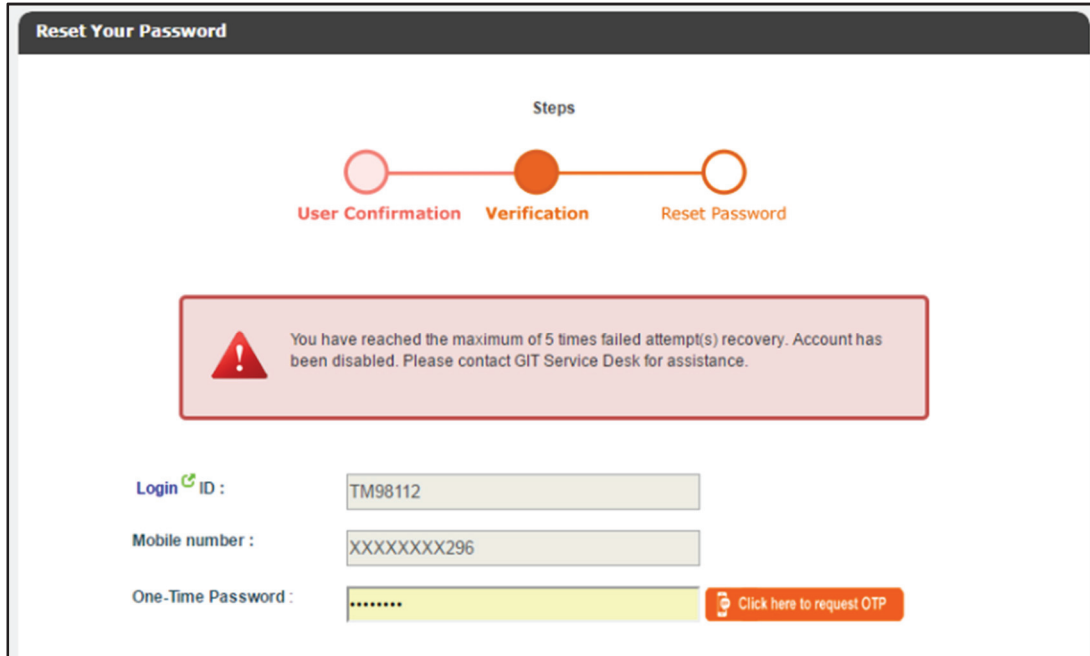
Below the dialog box, the "Reset Your Password" form is visible. It includes the following elements:

- Login ID :** A text input field containing "TM98112".
- Please setup a password for login**
- New Password :** A password input field with masked characters (dots). To its right, there is a green progress bar and the text "TM Password Policy [?]".
- Confirmed New Password :** A second password input field with masked characters. To its right, there is a green checkmark and 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 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.

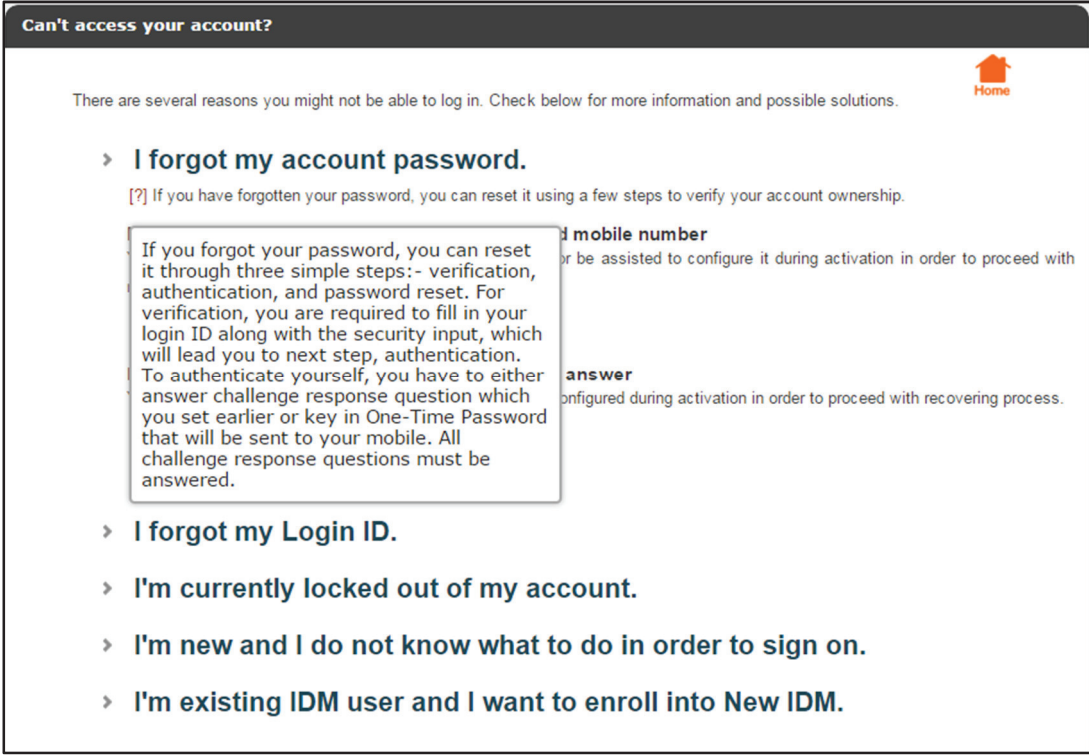
23. Error Message: You have reached the maximum of 5 times failed attempt(s) recovery. Account has been disabled. Please contact GIT Service Desk for assistance.



Error message will appear to notify user if the 6 digits One-Time Password is entered wrongly 5 times. User Login ID 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.

2.2.3 Event Handling – Hint

NO	STEPS
1.	<p>Hint: If you forgot your password, you can reset it through three simple steps:- verification, authentication, and password reset. For verification, you are required to fill in you login ID along with the security input, which will lead you to next step, authentication. To authenticate yourself, you have to either answer challenge response question which you set earlier or key in One-Time Password that will be sent to your mobile. All challenge response questions must be answered.</p>  <p>Hint will appear to notify user when mouse over to [?] underneath 'I forgot my account password'.</p>

2. 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 a 'Reset Your Password' form with a progress indicator at the top showing two steps: 'User Confirmation' and 'Verification'. The 'Verification' step is active. Below the progress indicator, there is a 'Login ID' field containing 'TM90114'. Below that, a prompt says 'Please setup a password for login'. There are three input fields: 'New Password', 'Confirmed New Password', and a third empty field. A tooltip is displayed over the 'New Password' field, listing the 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', and 'Maximum Number of Previous Password: 5'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

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