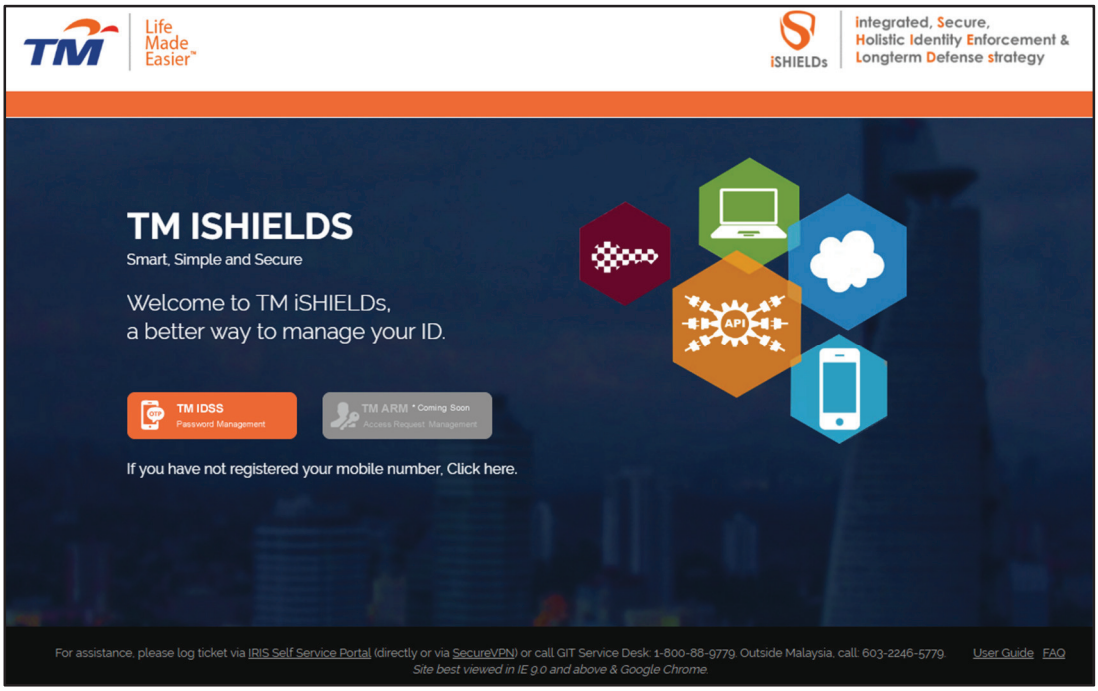
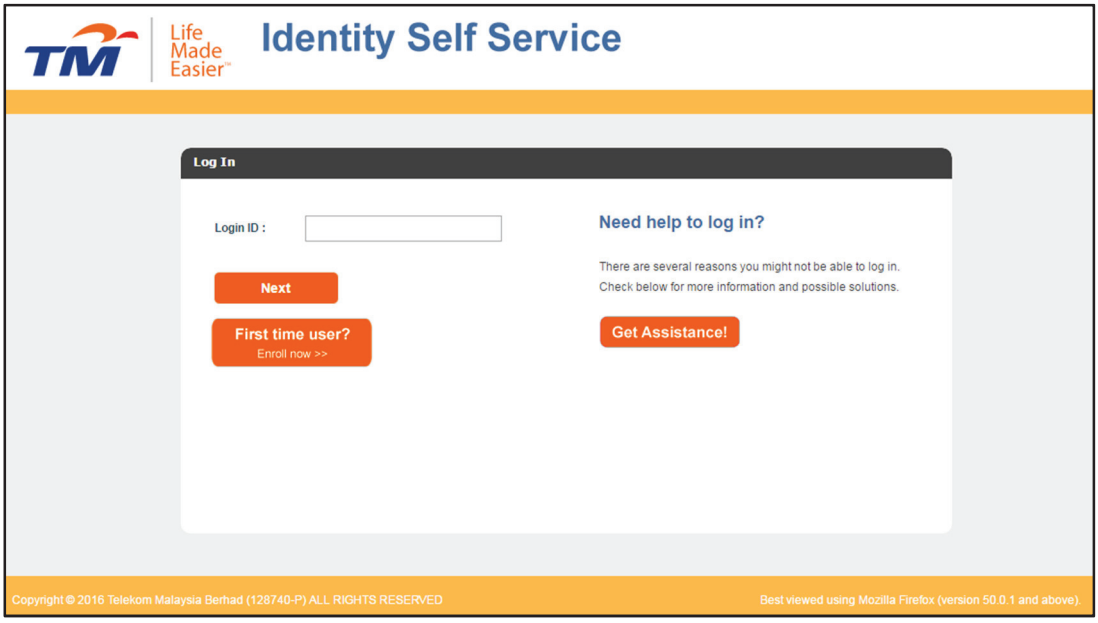
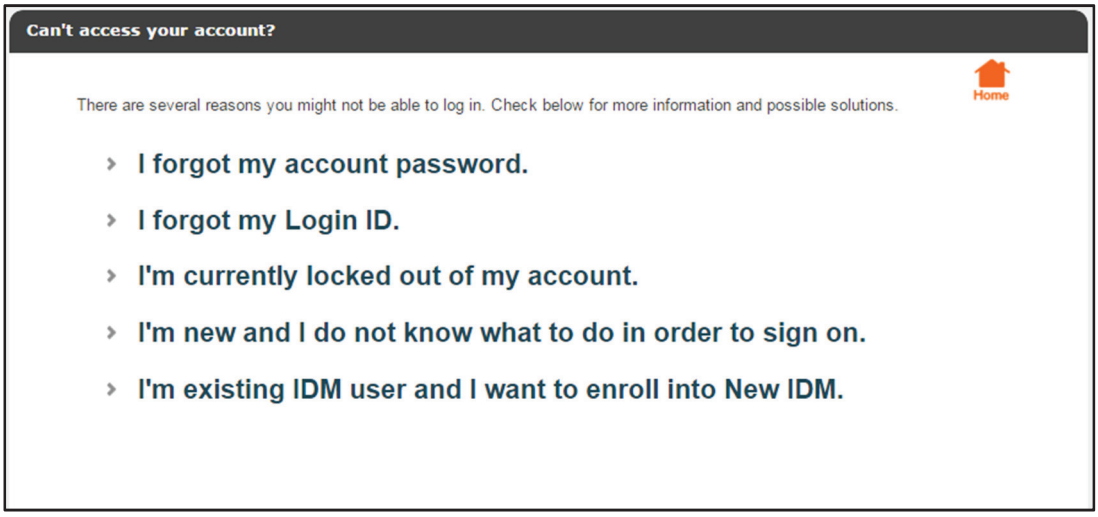
2.2 Existing User Perform Forgot Password Using Mobile

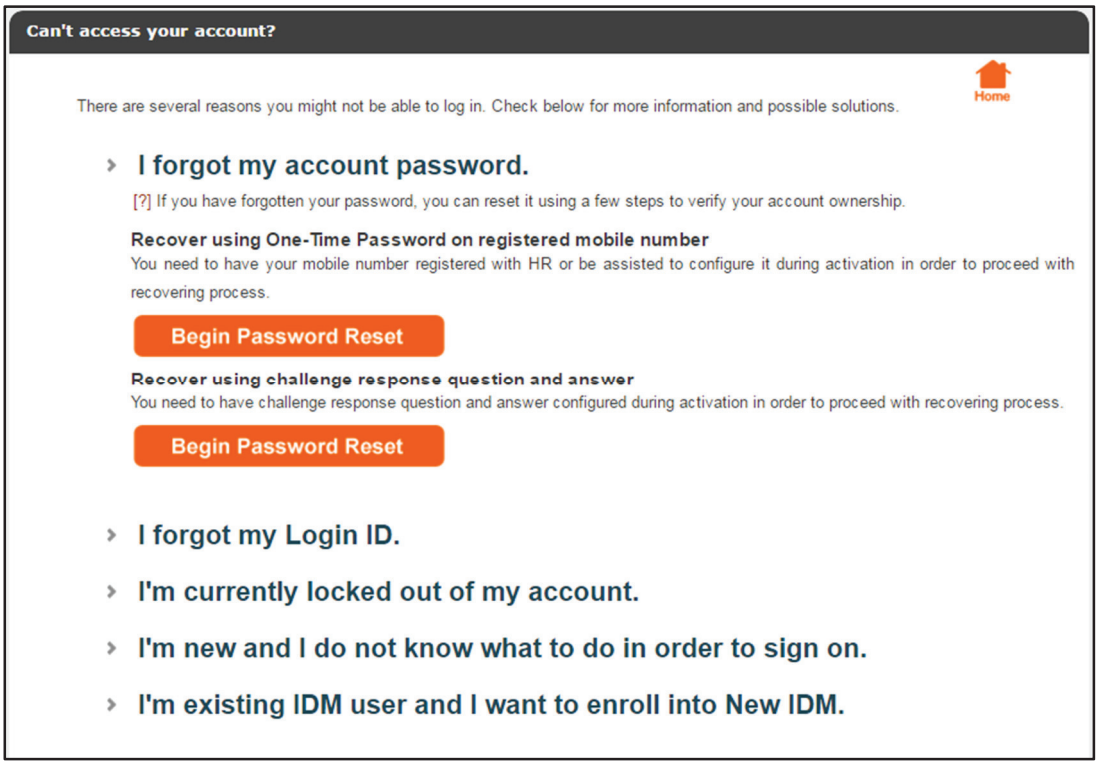
Existing users forgot password. The users are required verify account ownership and reset password using One-Time Password on registered phone number.

2.2.1 Event Handling – Success Case

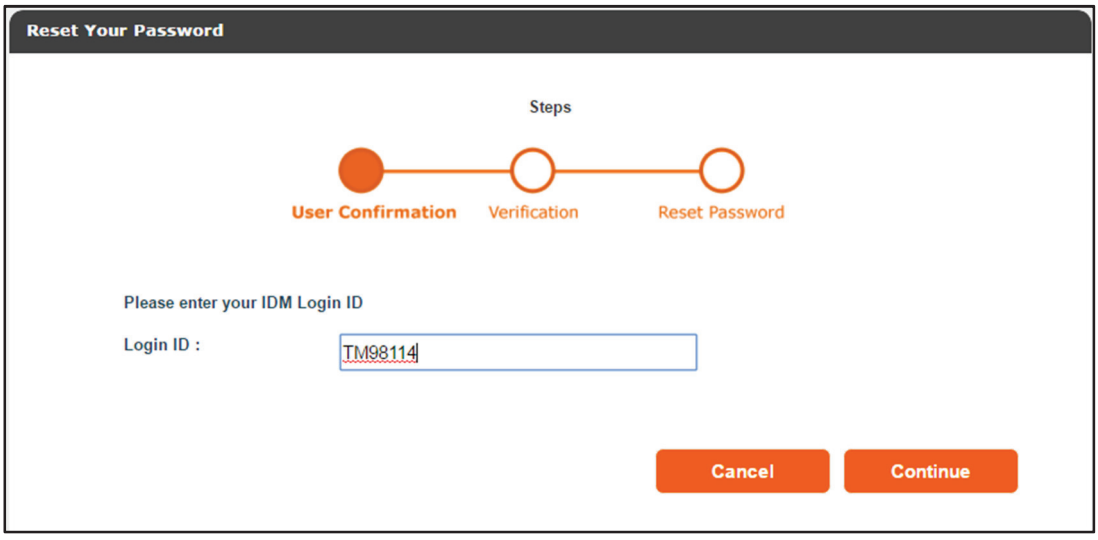
NO	STEPS
1.	Go to IDSS via URL https://idss.tm.com.my/ At the Home page, click on 'TM IDSS' button. 

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 forgot my account password’ button. 

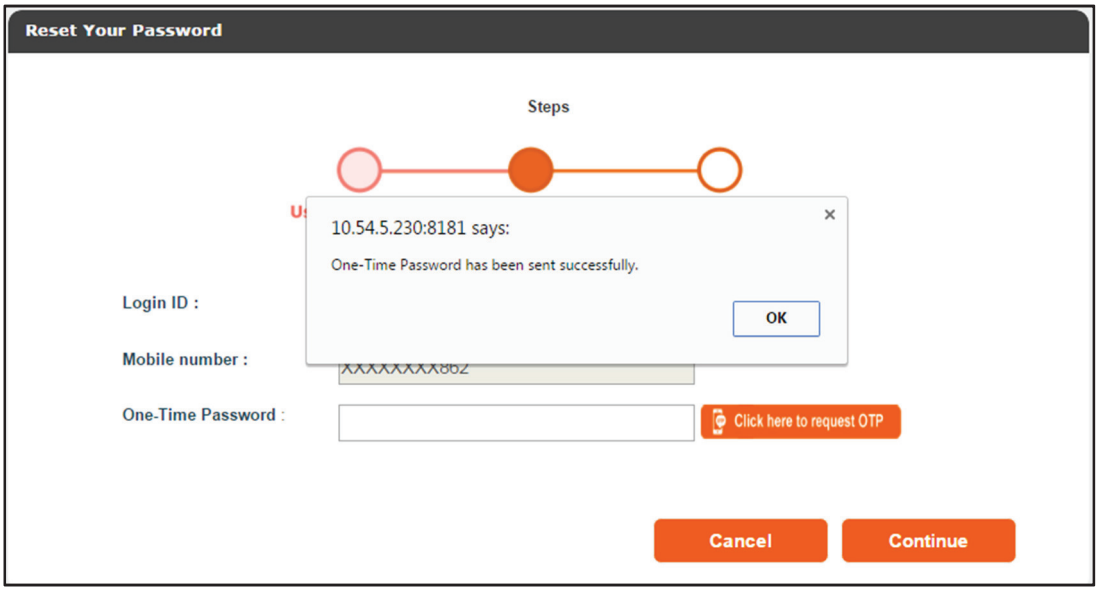
4. At the ‘Can’t access your account’ page, then click on the ‘Begin Password Reset’ button below the ‘Recover using One-Time Password on registered mobile number’.

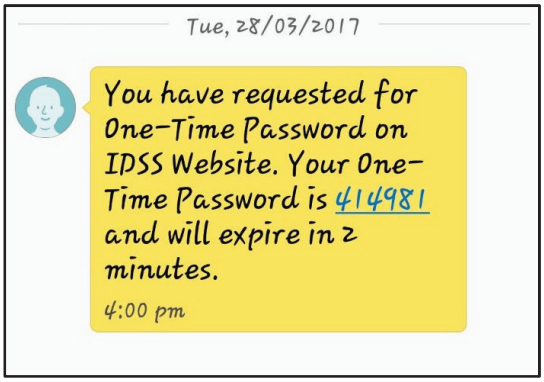


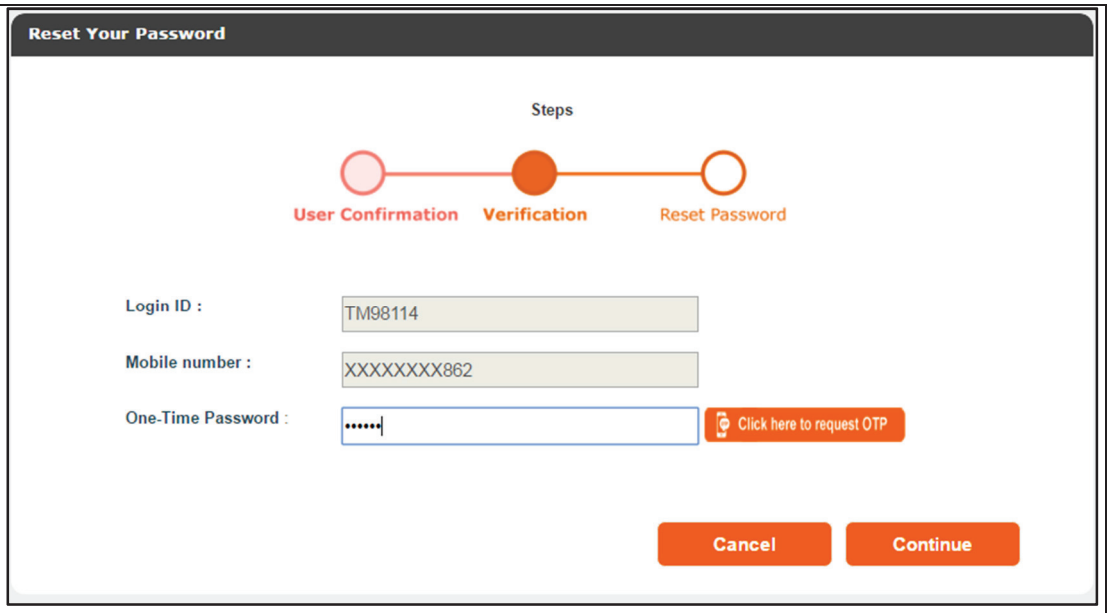
5. The first step is ‘User Confirmation’. Enter user Login ID and click on ‘Continue’ button.



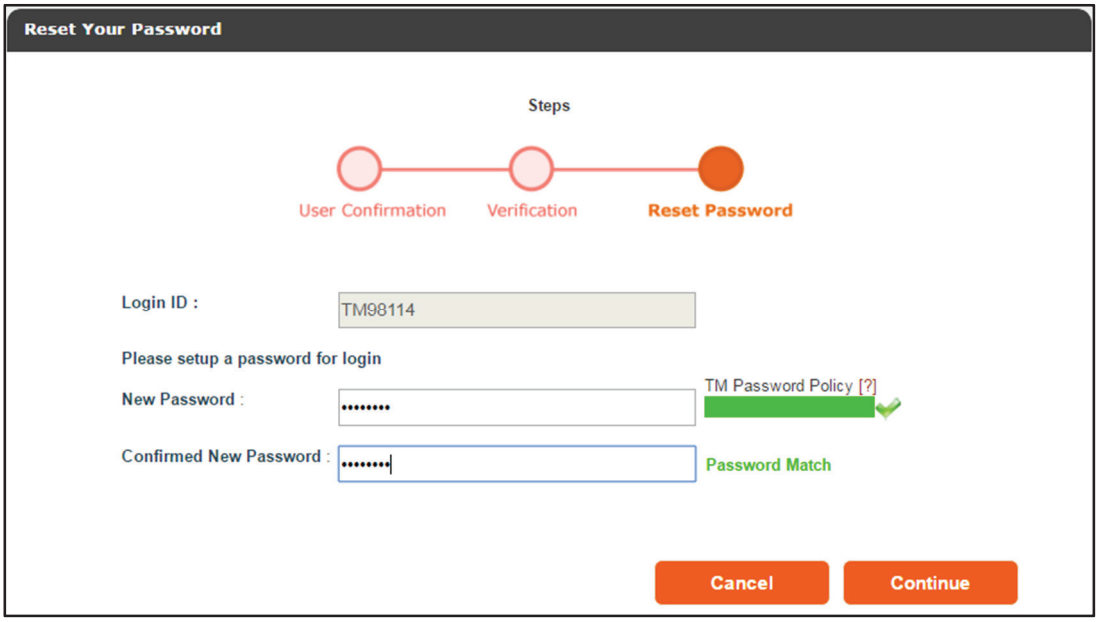
6. The second step is ‘Verification’. Verify the last 3 digit of your mobile number. If it’s valid, click on ‘Click here to Request OTP’ and a SMS will be send to your mobile. Enter the 6 digits One-Time Password and click on ‘Continue’ button.

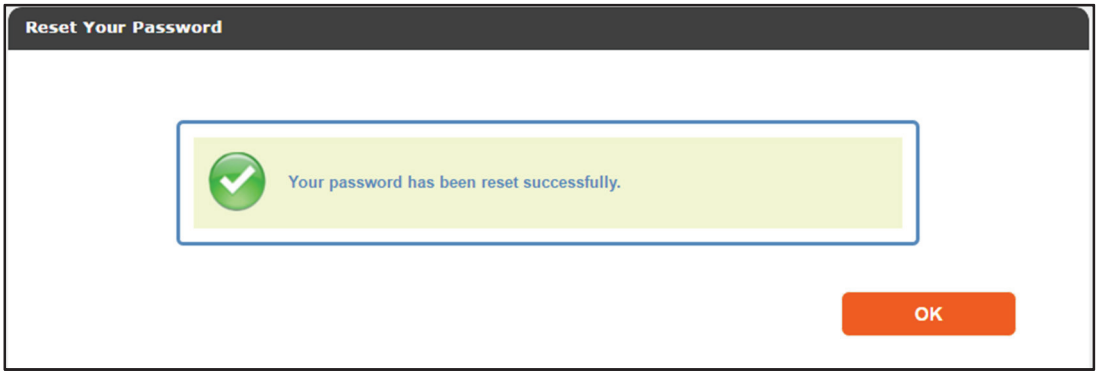




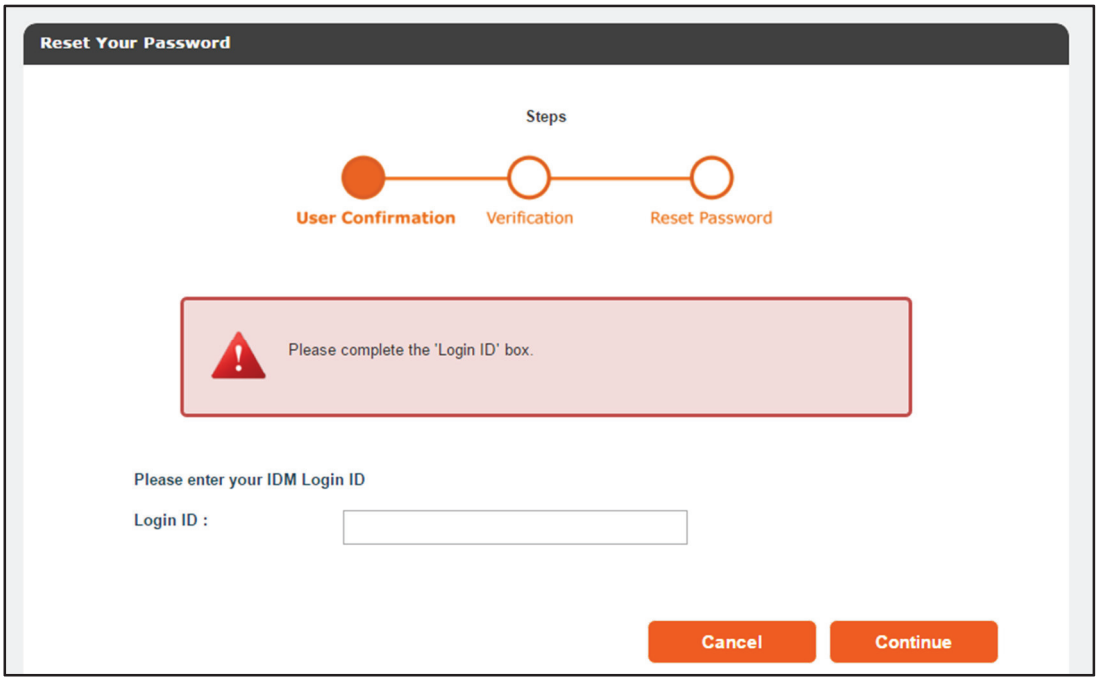


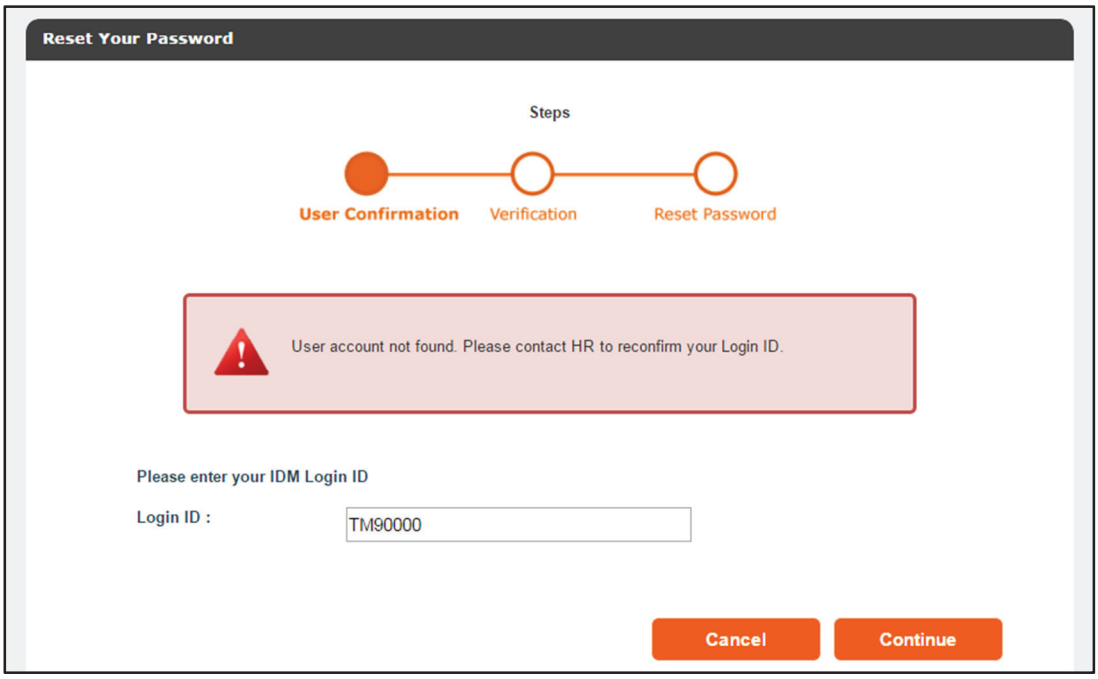
7. Verify user Login ID, then enter new password and confirmed new password. Click on 'Continue' button.

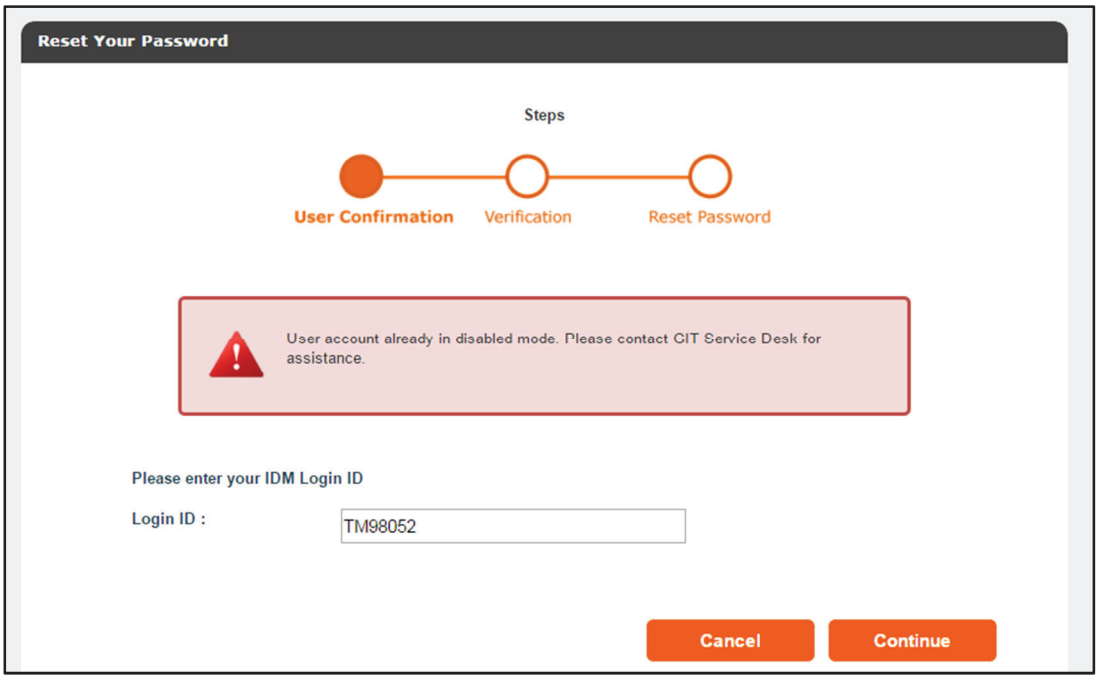


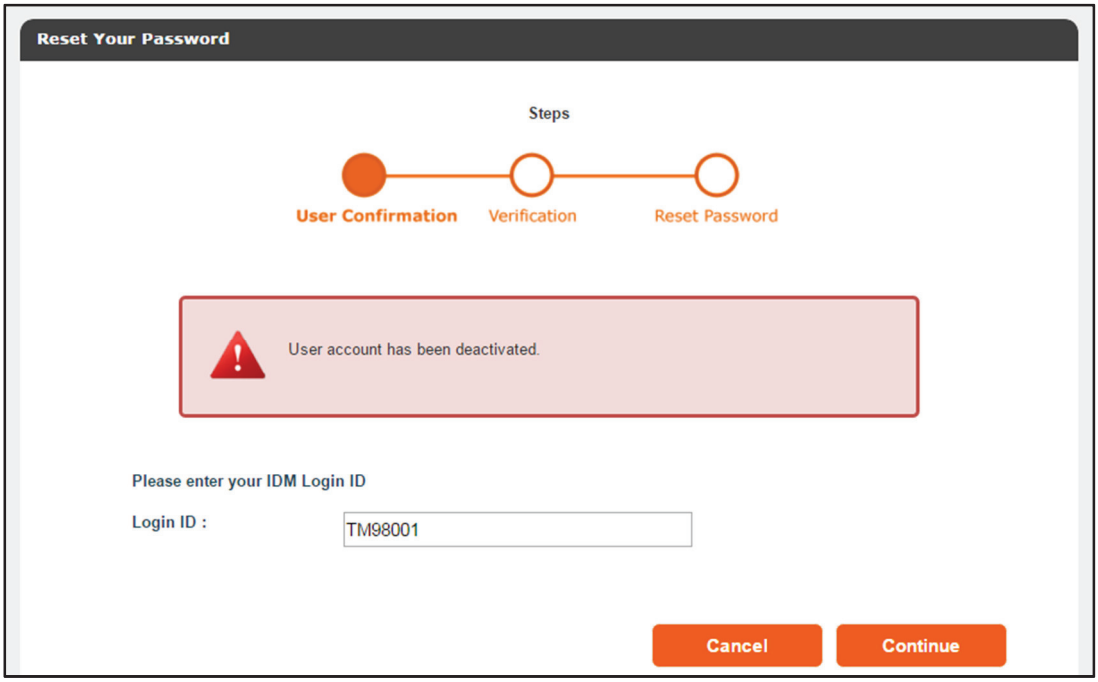
8.	Password reset is successful. Click on ‘OK’ button to return to ‘Log In’ page. 

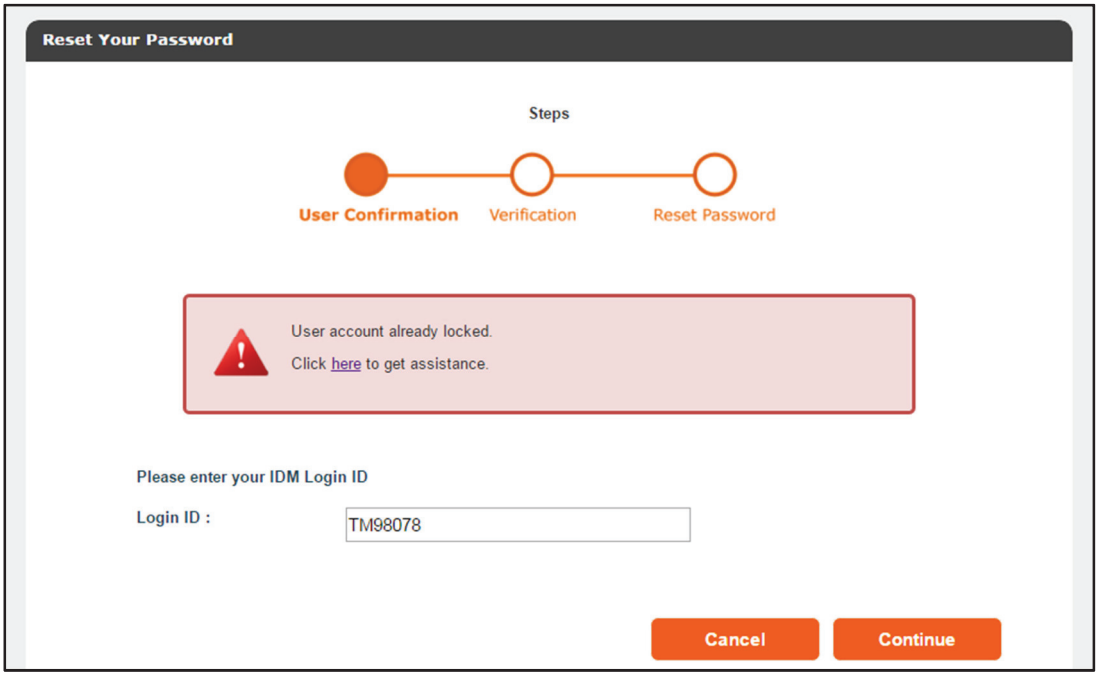
2.2.2 Event Handling – Fail Case.

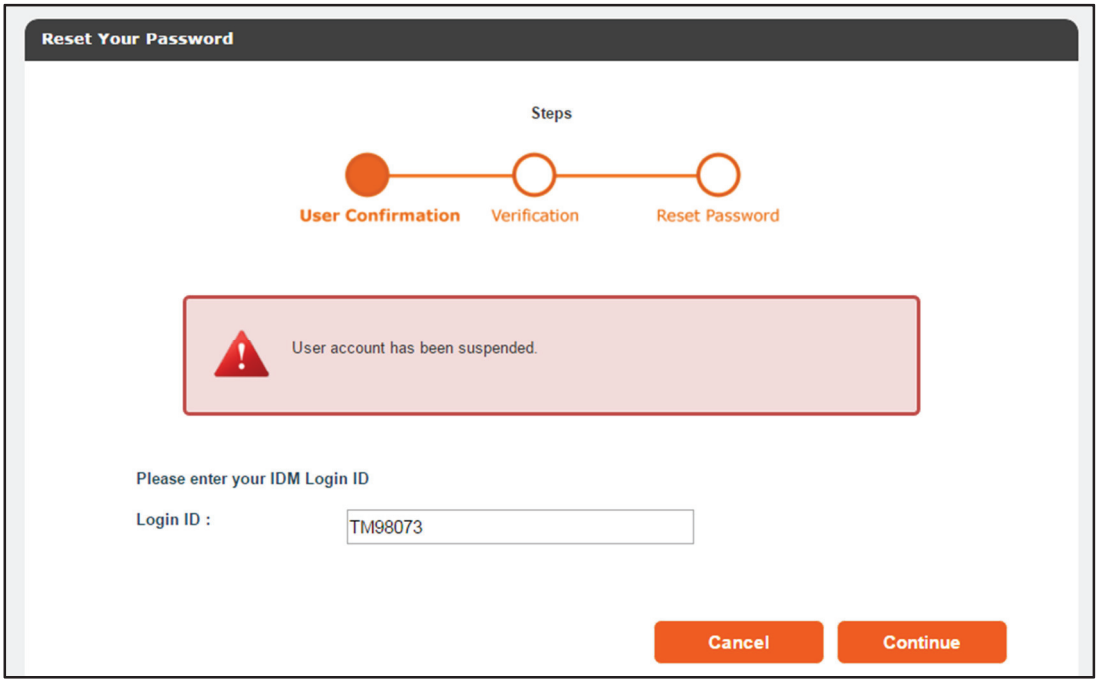
NO	STEPS
1.	Error Message: Please complete the 'Login ID' box.  Error message will appear to notify user if the Login ID box is blank. User is not able to proceed. User Action: Please provide your IDM Login ID in the box and click on 'Continue' button.

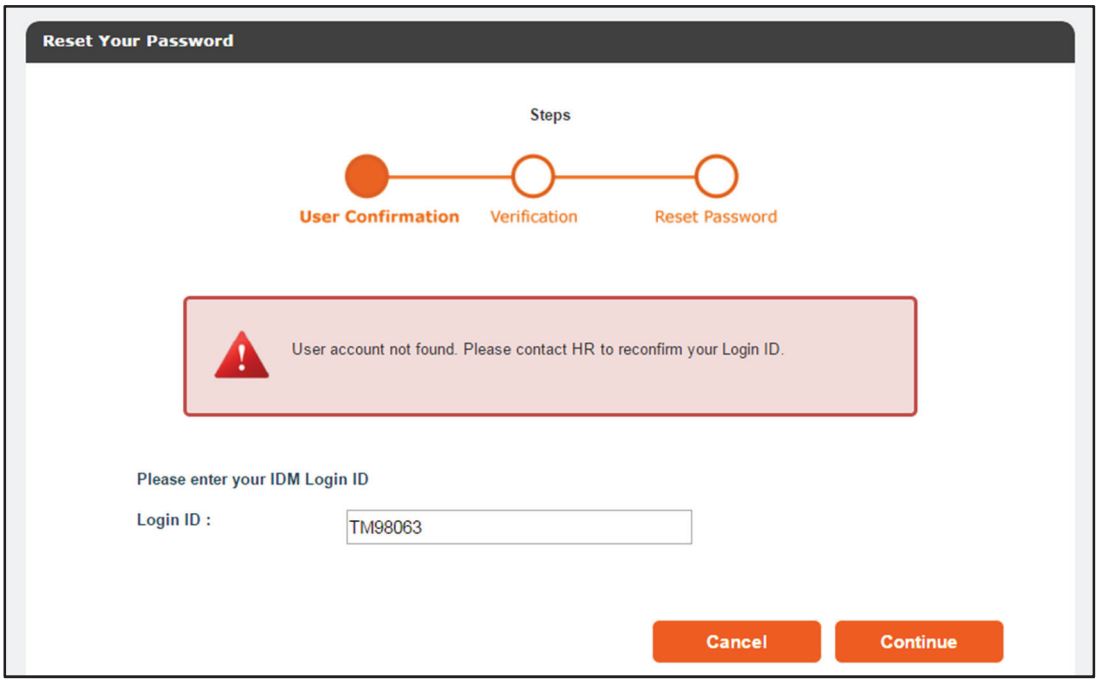
2.	Error Message: User account not found. Please contact HR to reconfirm your Login ID.  Error message will appear to notify user if the Login ID is either non-existing user ID or wrong Login ID has been inserted. User is not able to proceed. User Action: Please ensure that you entered your correct Login ID. Please contact HR to reconfirm you Login ID.

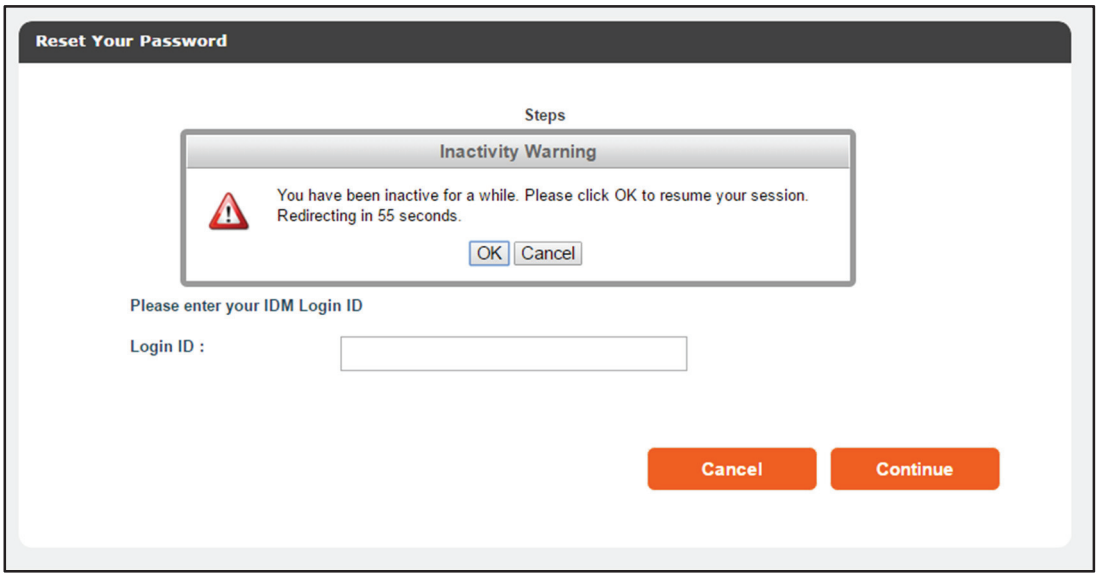
3.	Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.  Error message will appear to notify user if the Login ID entered has been disabled. User is not able to proceed. User Action: You can only contact GIT Service Desk for assistance. GIT Service Desk will help you to deactivated your account so that you can proceed to activation.

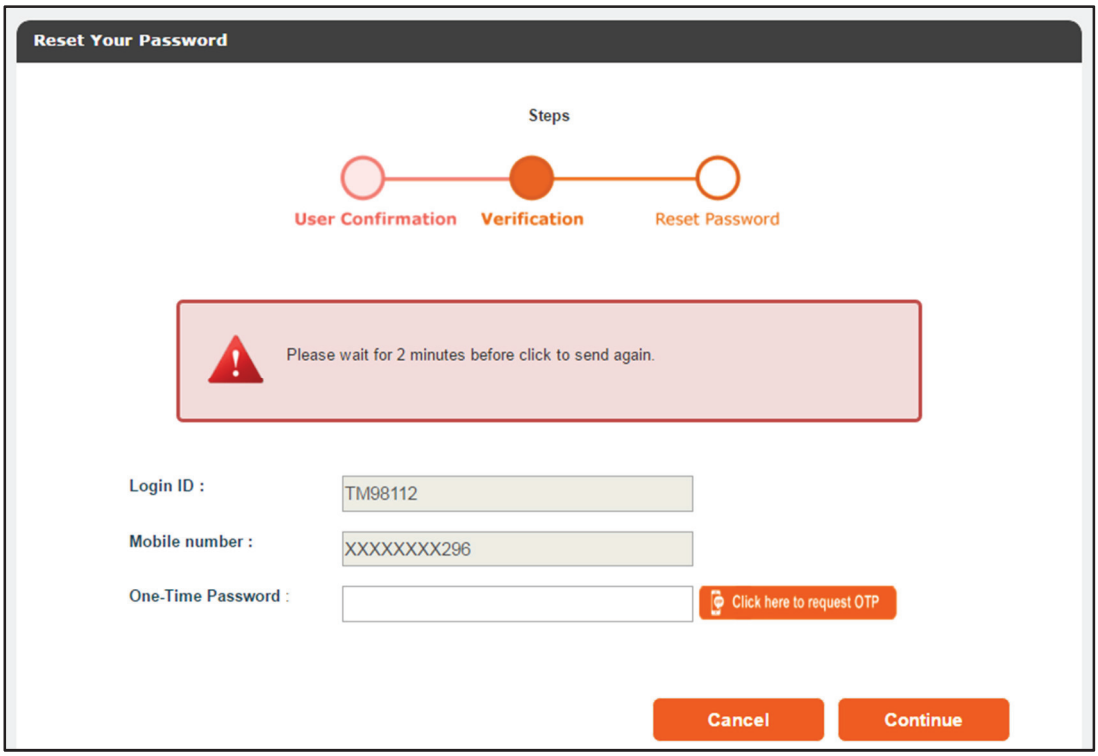
4.	Error Message: User account has been deactivated  Error message will appear to notify user if the entered Login ID is deactivated User Action: Your account has been deactivated, so need to proceed to Self-Assisted Activation.

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.

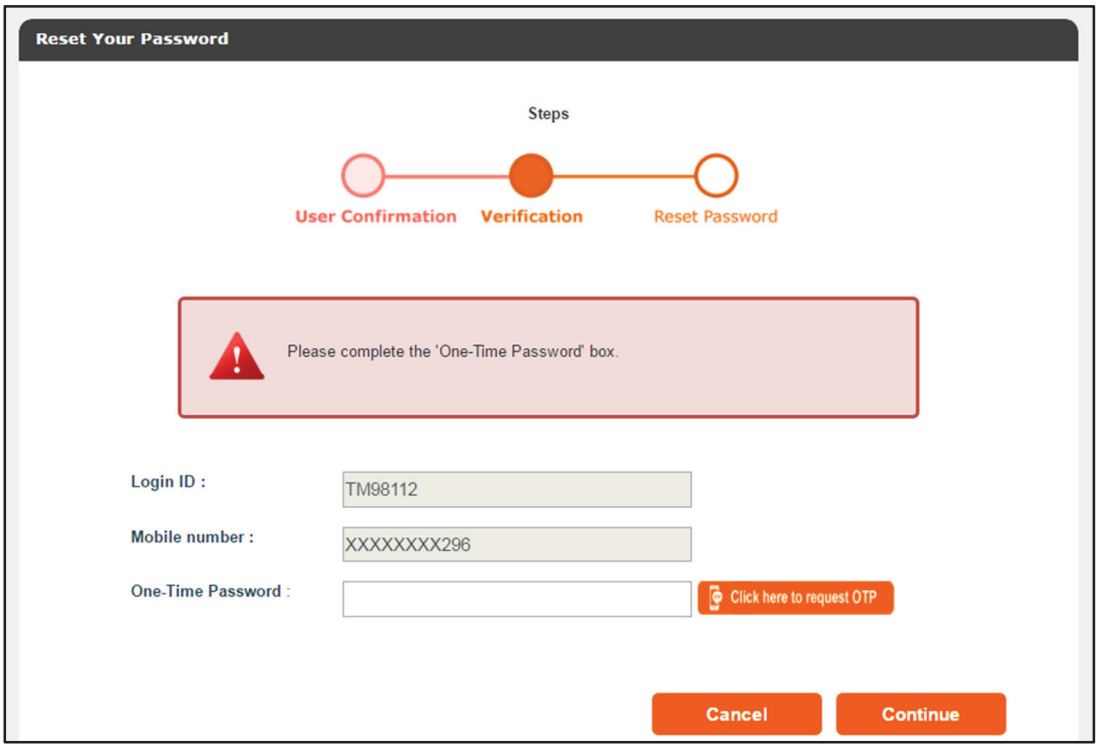
6.	Error Message: User account has been suspended.  Error message will appear to notify user if the Login ID entered has been suspended. User is not able to proceed. User Action: Your account has been suspended. You should be received email notification on the reason why your account was suspended earlier. 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.  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.

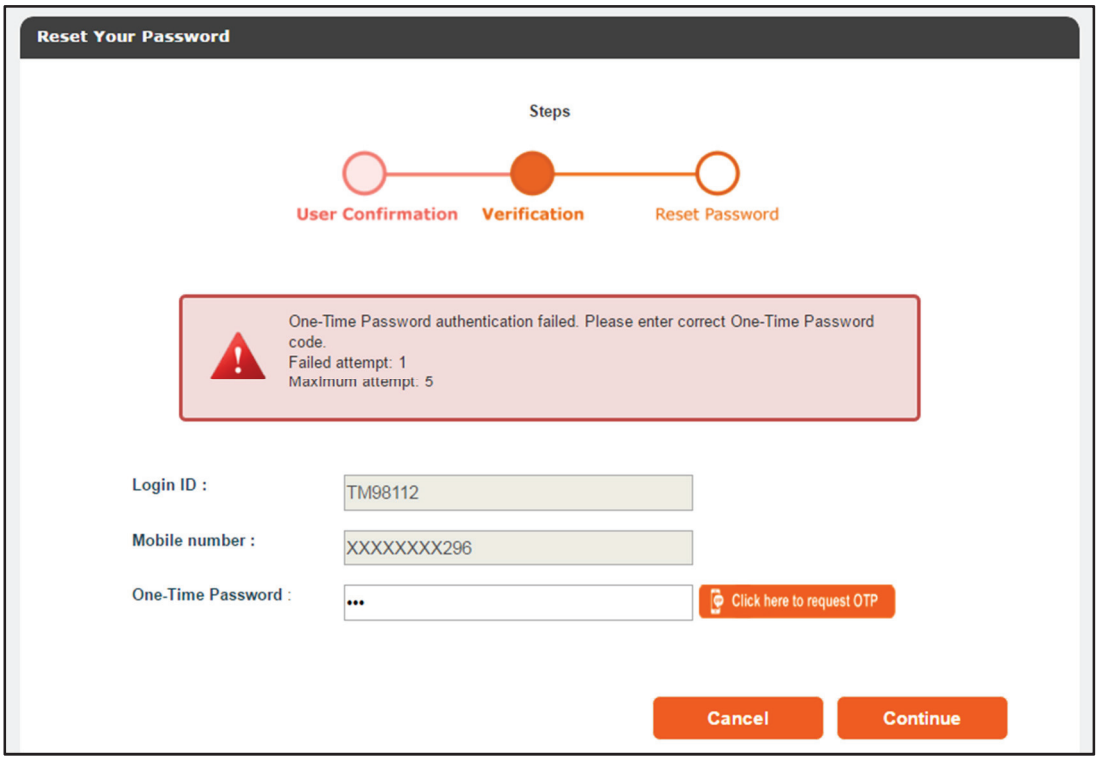
9.	Error Message: Please wait for 2 minutes before click to send again.  Error message will appear to notify user if the 'Click here to request OTP' button is click more than once within 2 minutes duration. User is not able to proceed. User Action: Wait 2 minutes before requesting another One-Time Password.

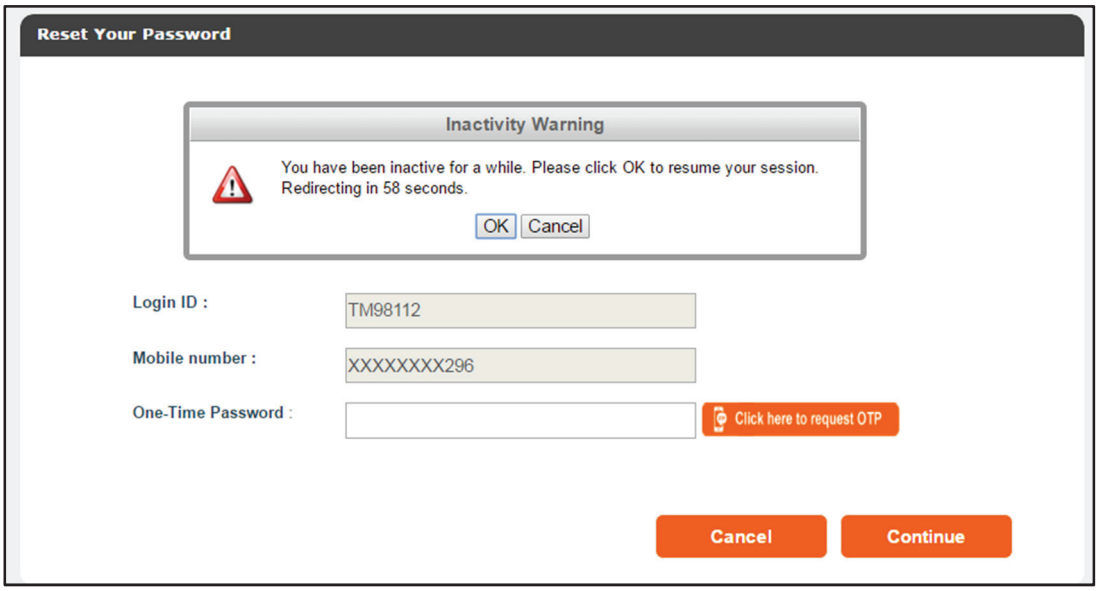
10.	Error Message: Please complete the 'One-Time Password' box

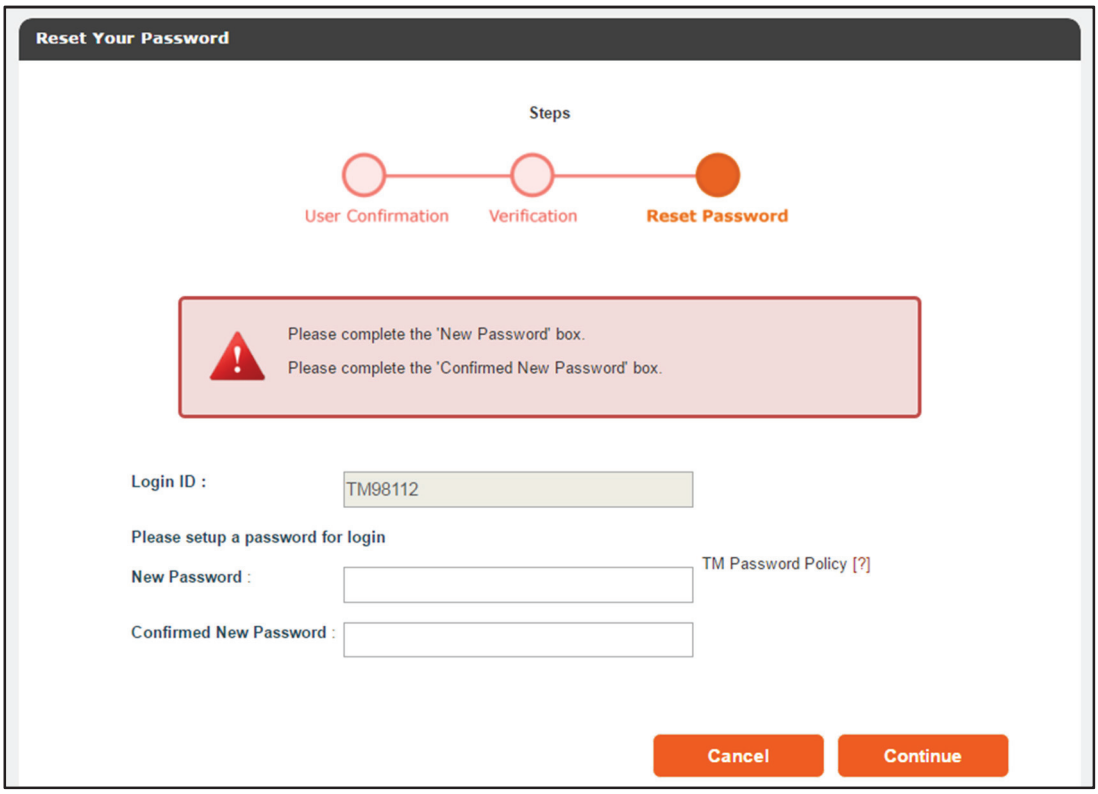


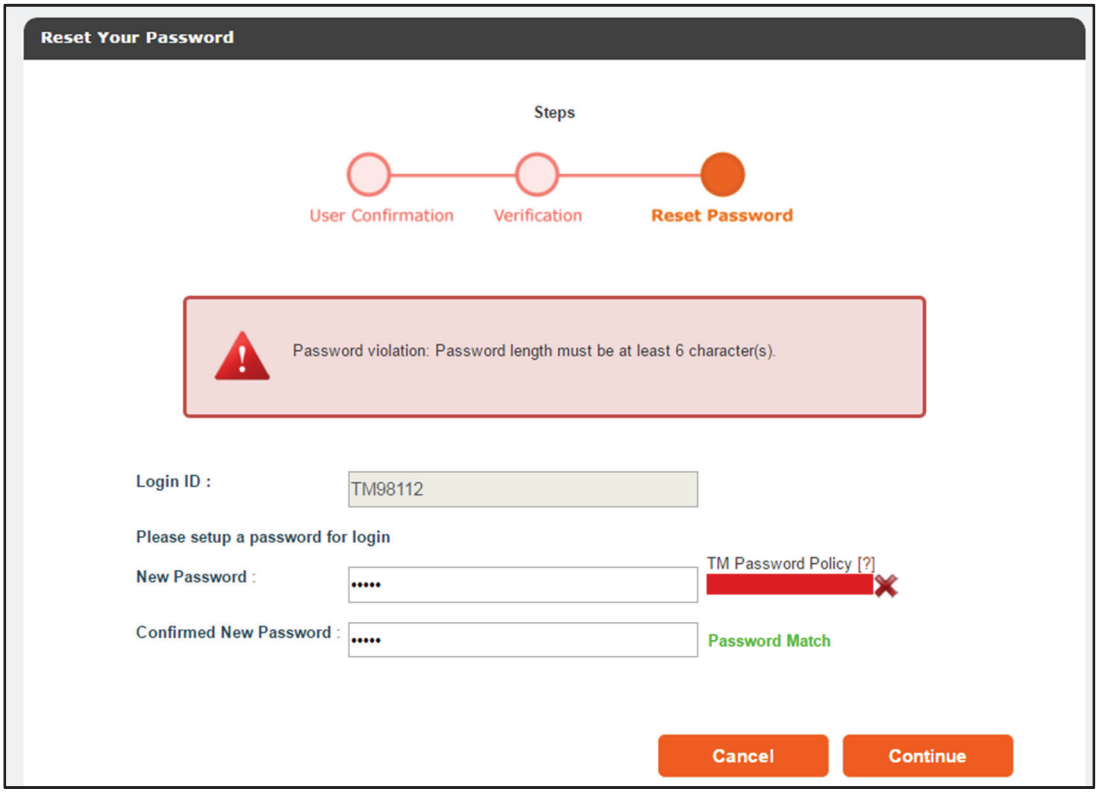
Error message will appear to notify user if the One-Time Password box is blank. User is not able to proceed.

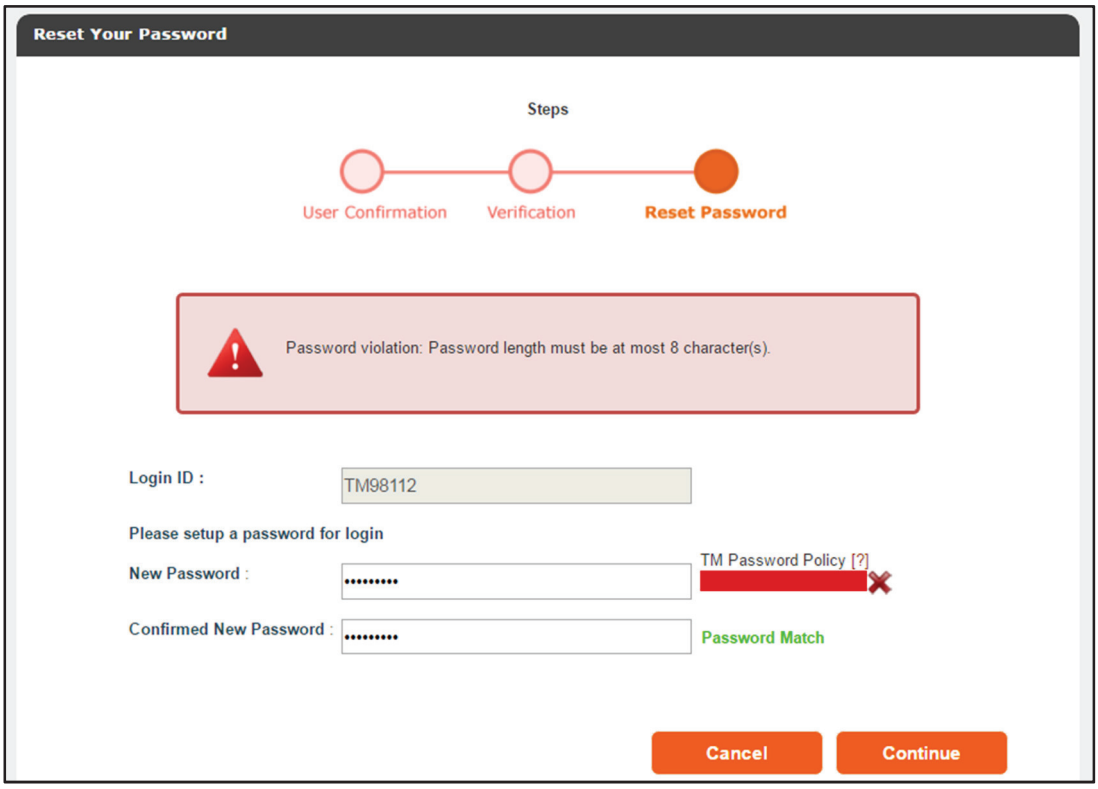
User Action: Please provide the 6 digits One-Time Password received in the mobile number shown above.

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

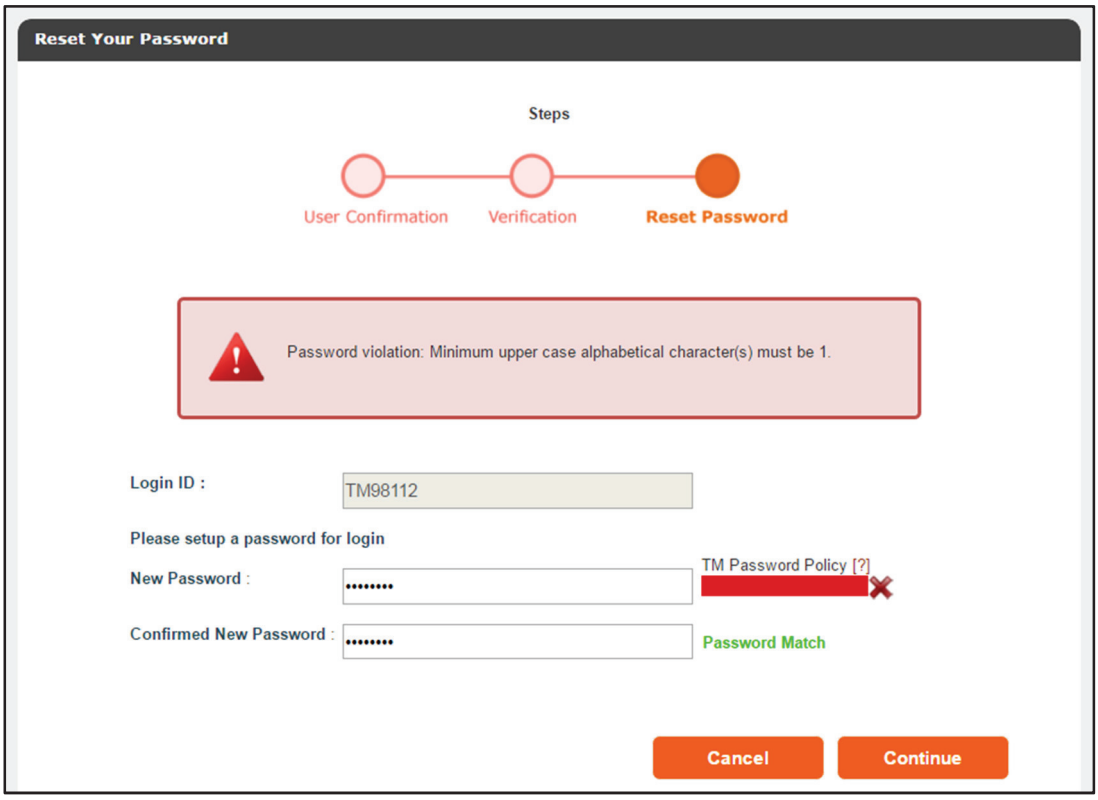
12.	Error Message: You have been inactive for a while. Please click OK to resume your session.  Error message will appear to notify user if the session has expired. User Action: You has been away for more than 5 minutes. The session is expiring soon. You may click on 'OK' button to resume your session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

13.	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.

14.	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.

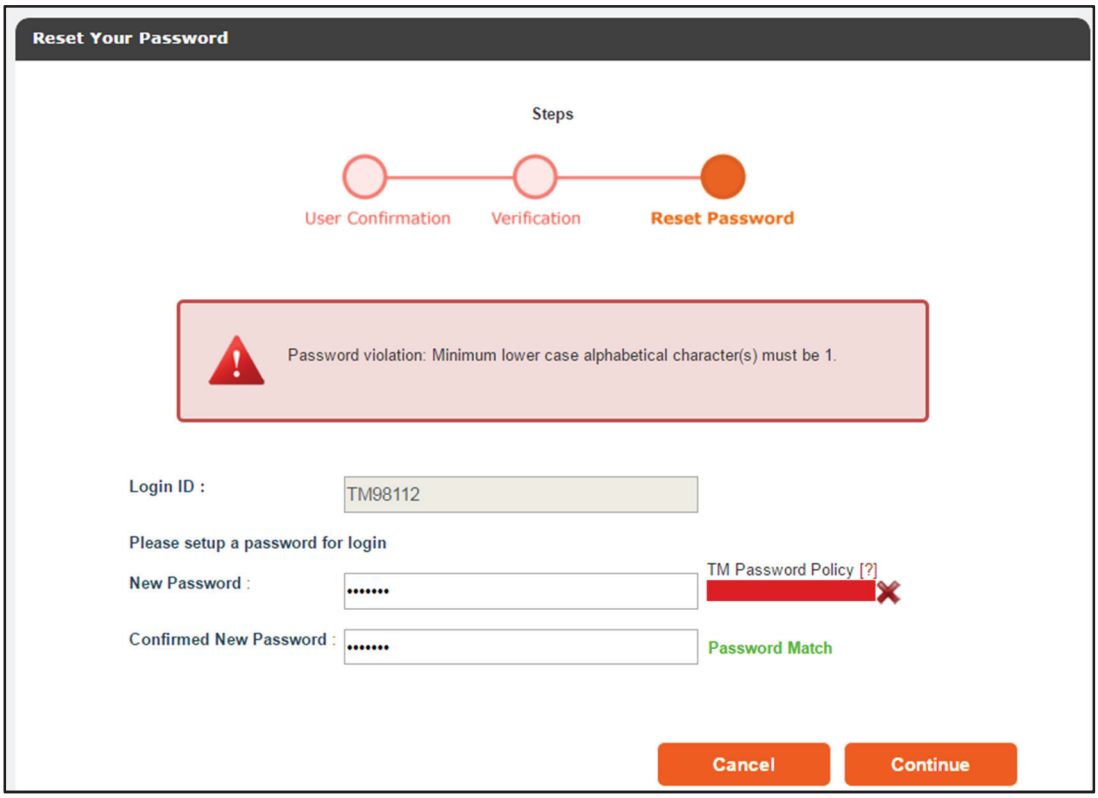
15.	Error Message: Password violation. Password length must be at most 8 character(s).  Error message will appear to notify user if the new password entered is more than 8 character(s). User is not able to proceed. User Action: Please provide new password with at most 8 character(s) and confirm new password, then click on 'Continue' button.

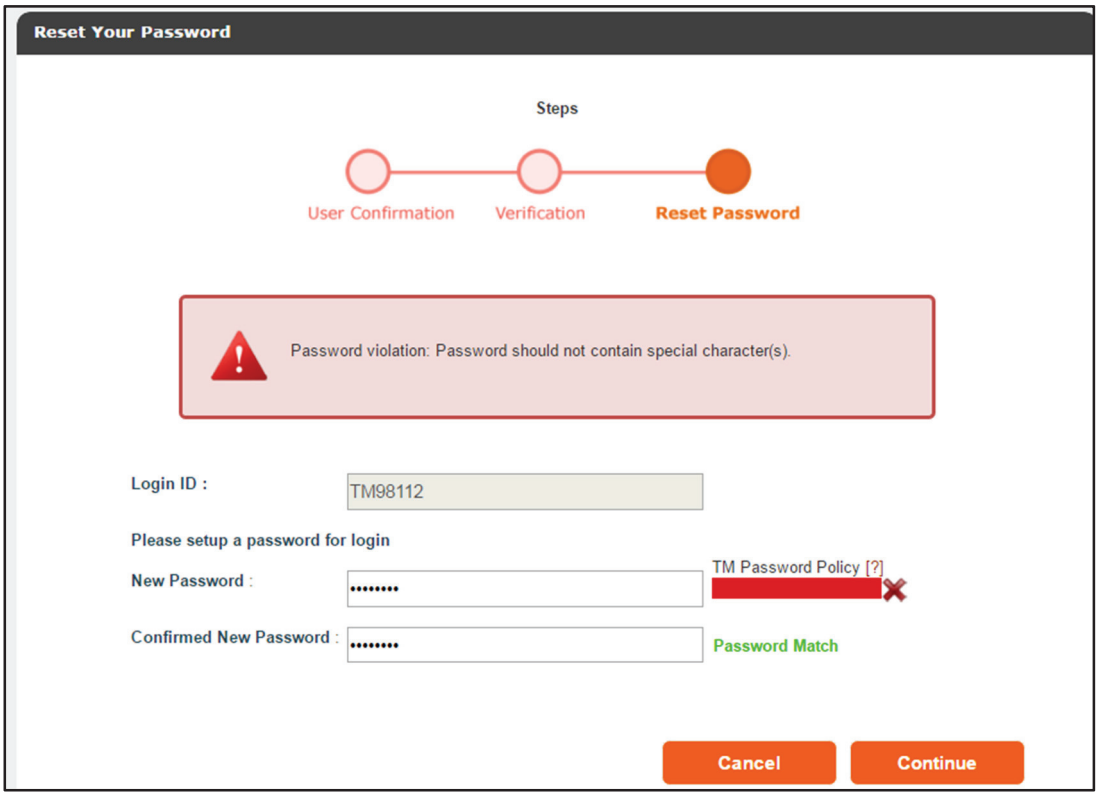
16. Error Message: Password violation. Minimum upper case alphabetical character(s) must be 1.

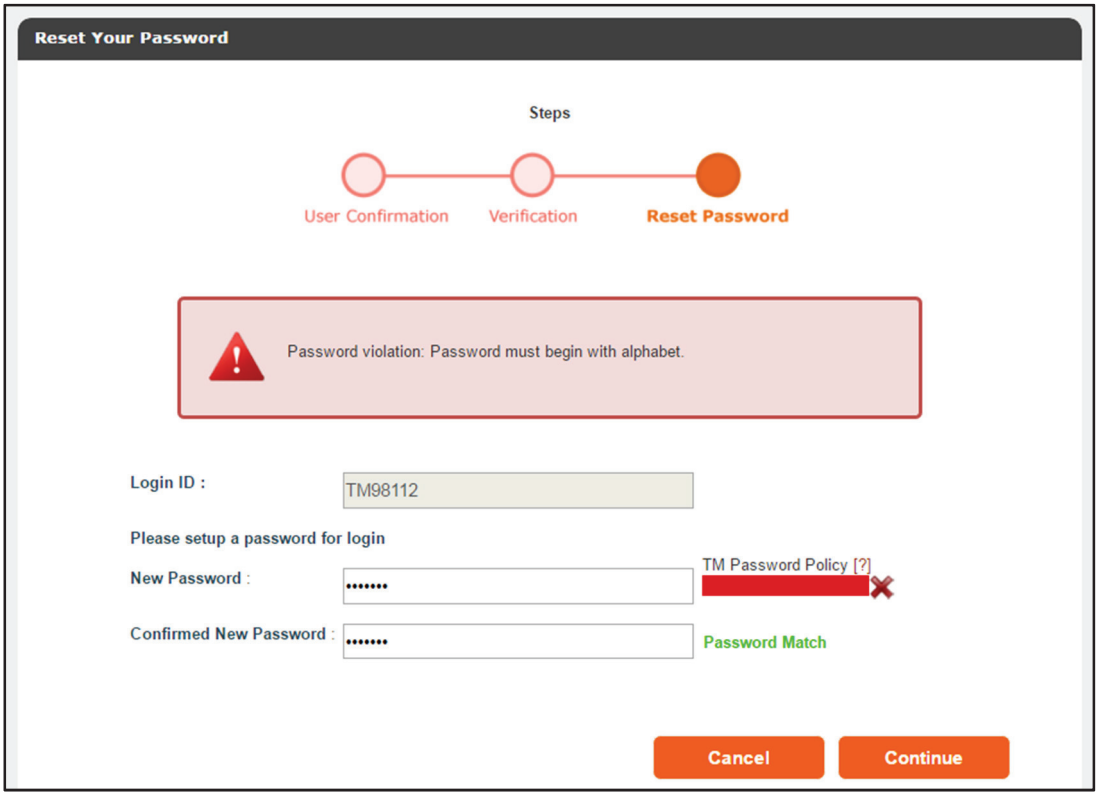


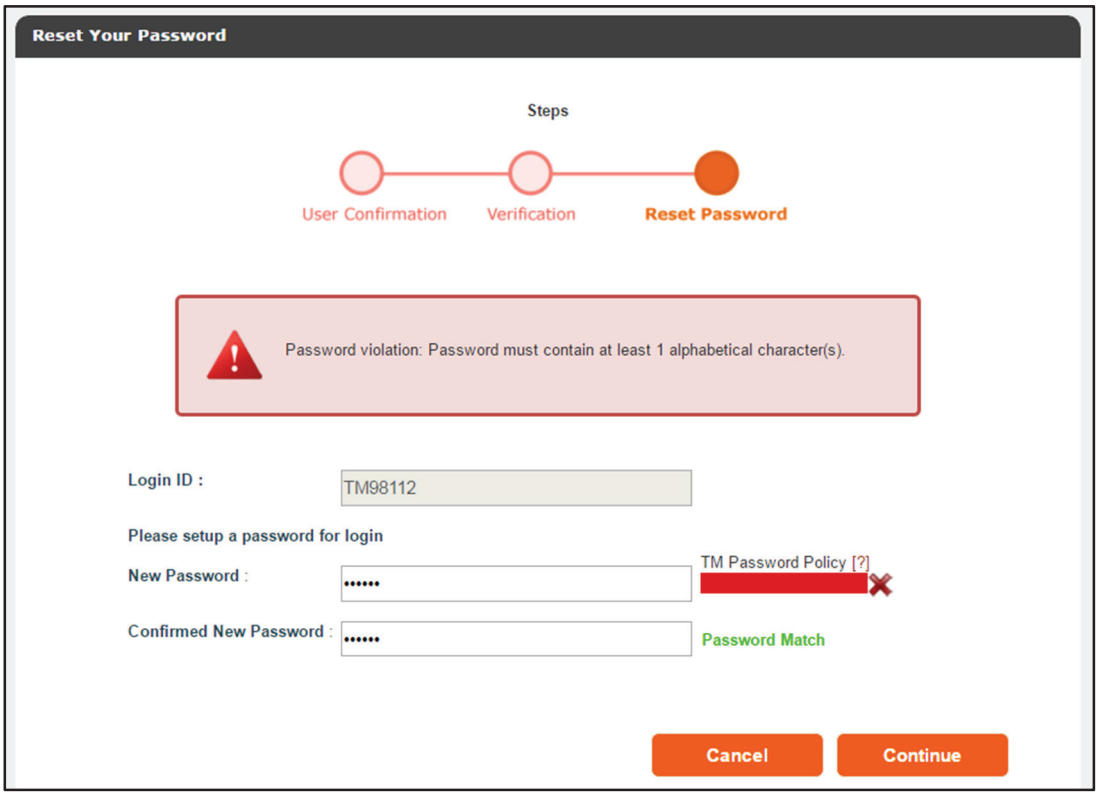
Error message will appear to notify user if the new password entered do not contain at least 1 upper case alphabetical character(s). User is not able to proceed.

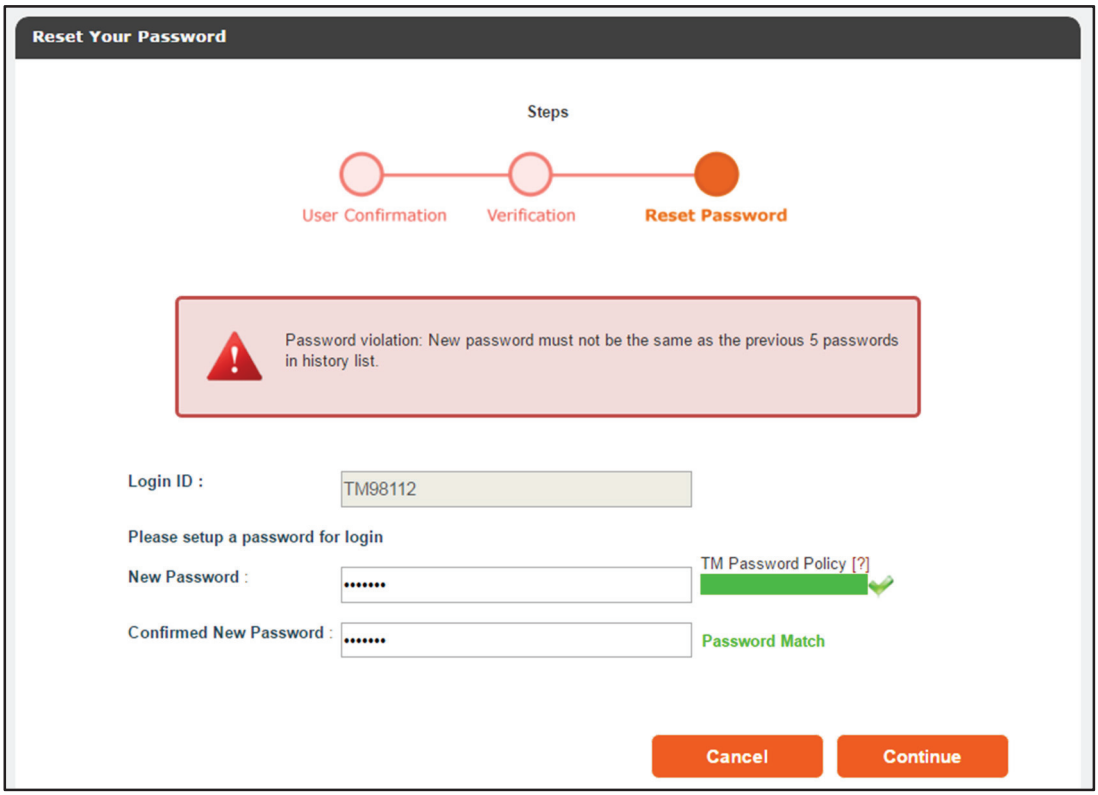
User Action: Please provide new password with minimum 1 upper case alphabetical character(s) and confirm new password, then click on 'Continue' button.

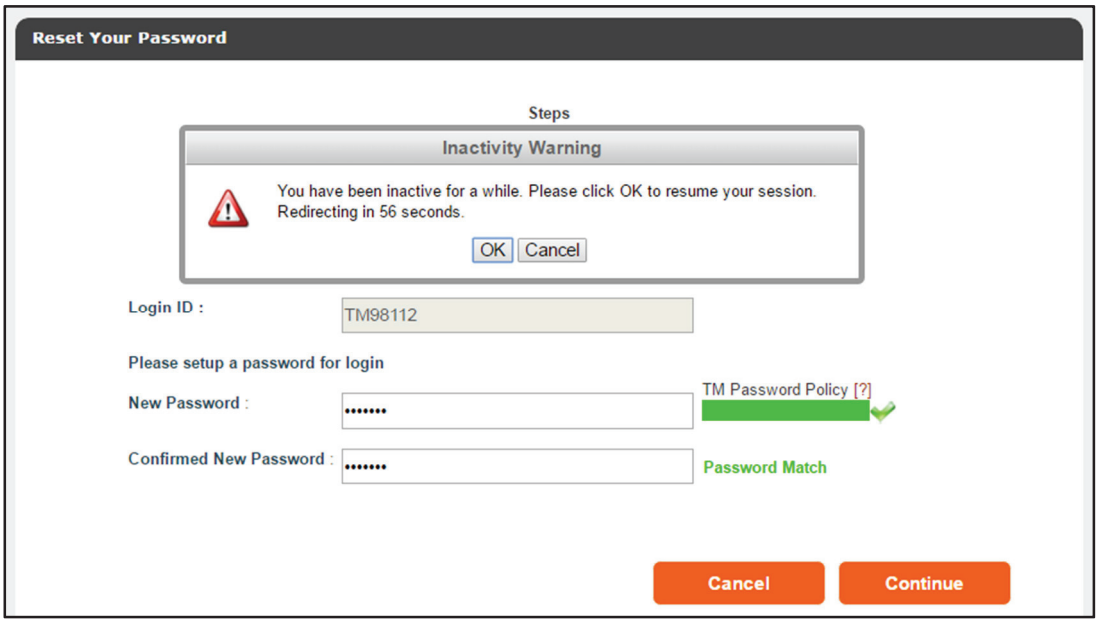
17.	Error Message: Password violation. Minimum lower case alphabetical character(s) must be 1.  Error message will appear to notify user if the new password entered do not contain at least 1 lower case alphabetical character(s). User is not able to proceed. User Action: Please provide new password with minimum 1 lower case alphabetical character(s) and confirm new password, then click on 'Continue' button.

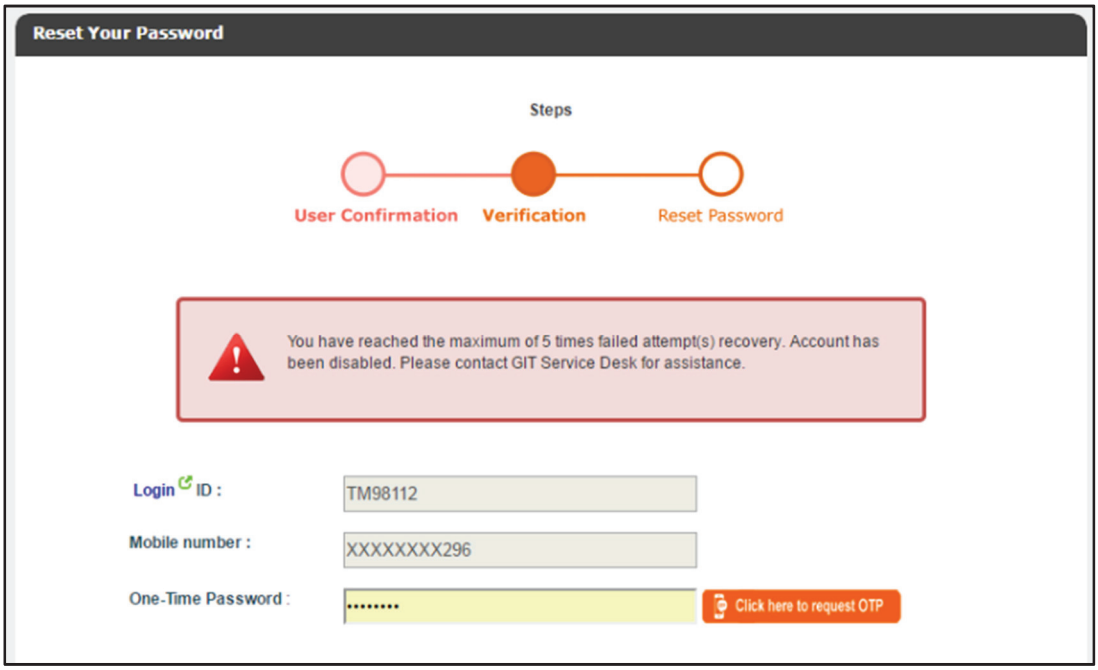
18.	Error Message: Password violation. Password should not contain special character(s).  Error message will appear to notify user if the new password entered contained any special character(s). User is not able to proceed. User Action: Please provide new password with no special character(s) and confirm new password then click on 'Continue' button.

19.	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.

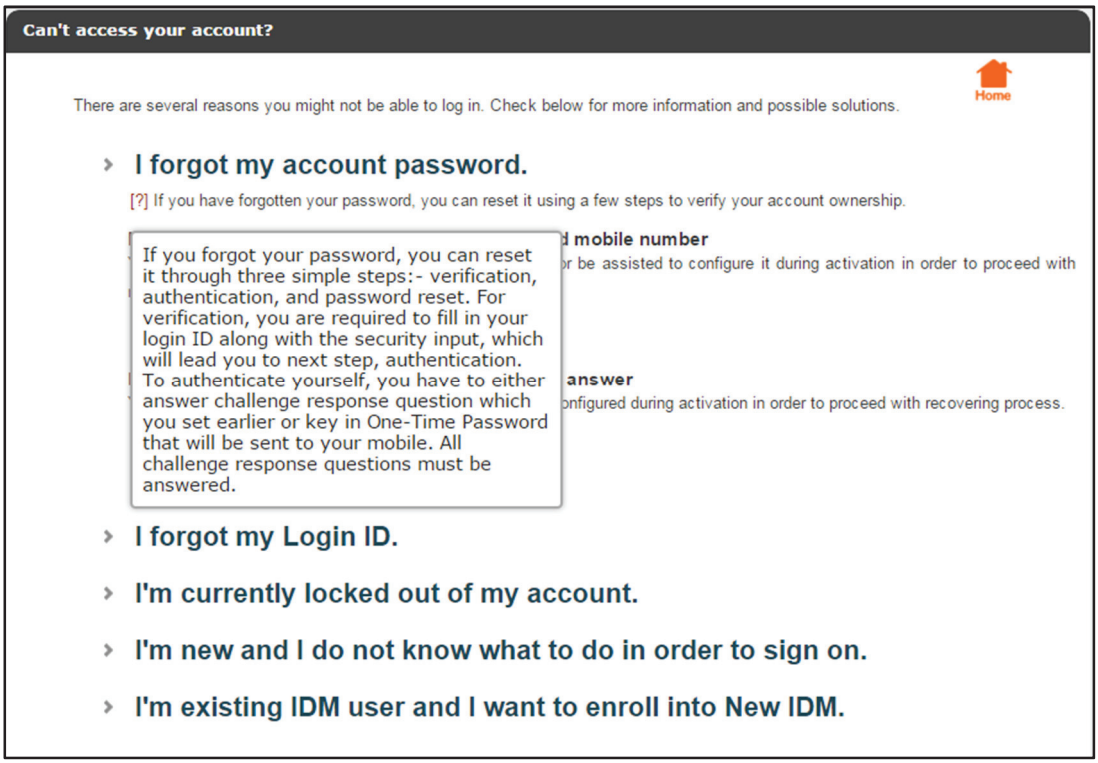
20.	Error Message: Password violation. Password must contain at least 1 alphabetical character(s).  Error message will appear to notify user if the new password entered do not contain at least 1 alphabetical character(s). User is not able to proceed. User Action: Please provide new password with at least 1 alphabetical character(s) and confirm new password then click 'Continue' button.

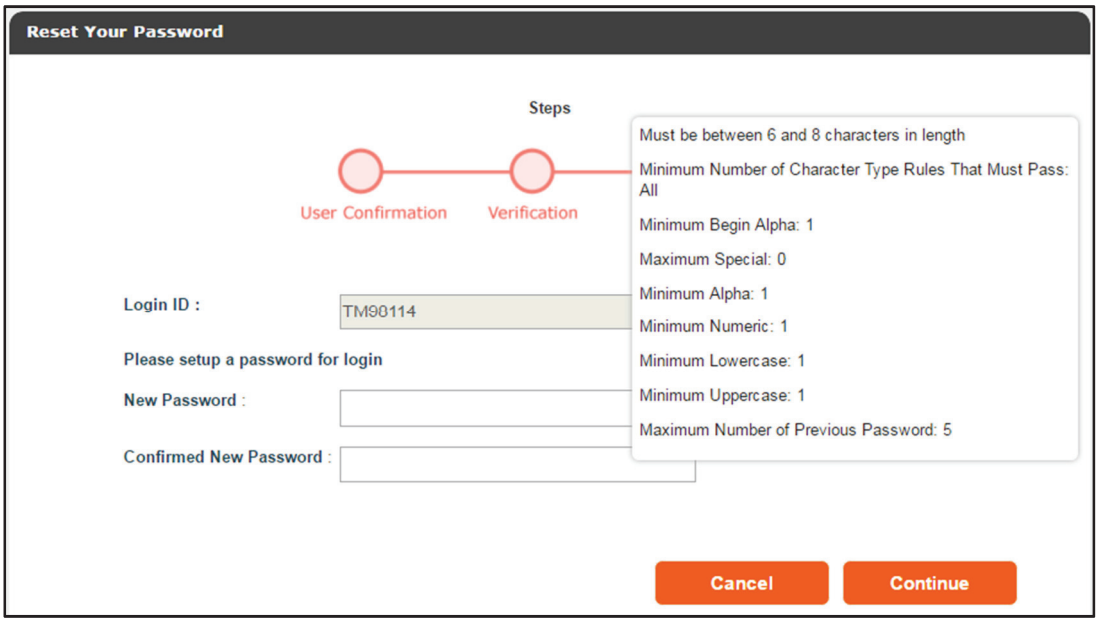
21.	Error Message: Password violation. New password must not be the same as the previous 5 passwords in history list.  Error message will appear to notify user if the new password entered is the same as any of the previous 5 passwords in history list. User is not able to proceed. User Action: Please provide new password different from the previous 5 passwords in history list.

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: 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.	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.  Hint will appear to notify user when mouse over to [?] underneath 'I forgot my account password'.

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