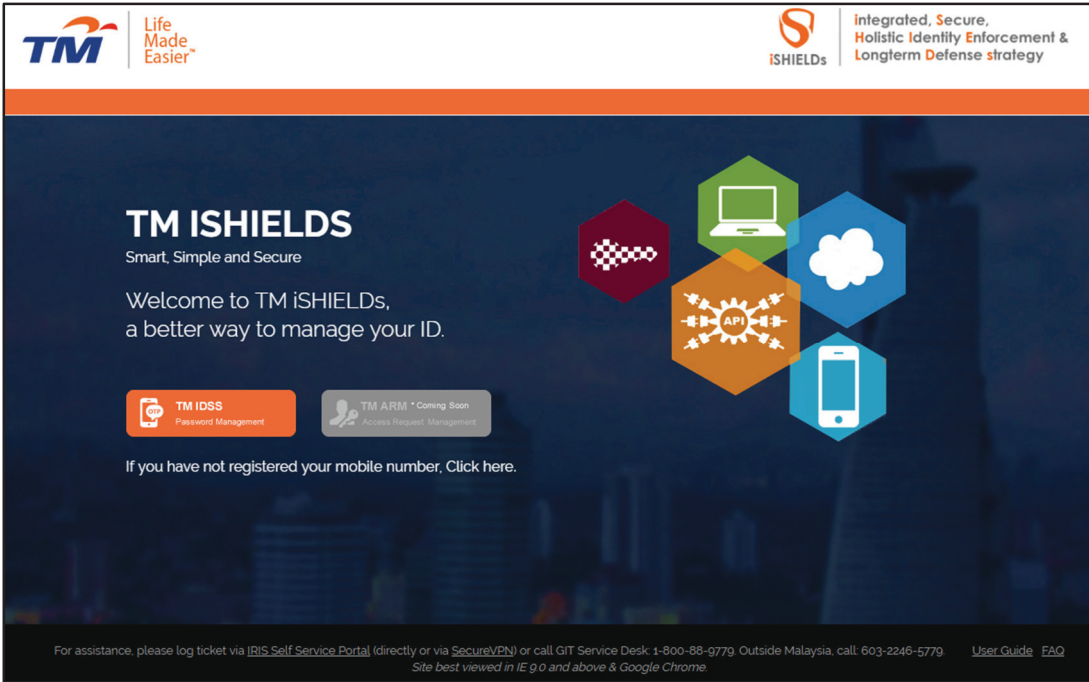


2.3 Existing User Perform Forgot Password Using Challenge Respond Questions and Answers

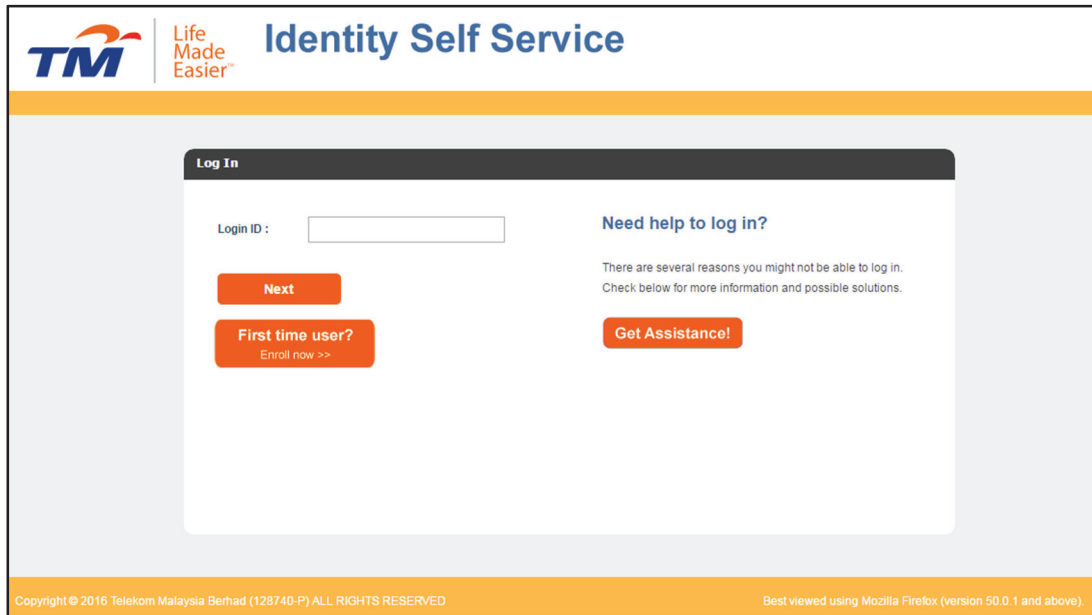
Existing users forgot password. The users are required verify account ownership and reset password using One-Time Password on registered phone number.

2.3.1 Event Handling – Success Case

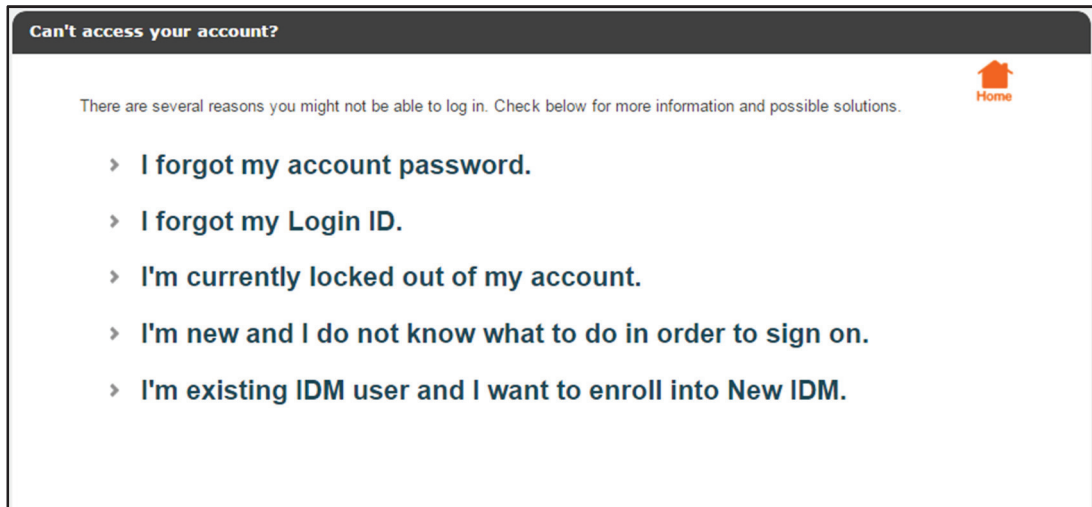
NO	STEPS
1.	<p>Go to IDSS via URL https://idss.tm.com.my/</p> <p>At the Home page, click on 'TM IDSS' button.</p> 

TM GIT Owner: Chang Yen Lan	User Guidelines – Phase 2 Approved By: Zahratullaili Haji Ali	Date: 2017-03-17	Version: 1.0	TF6.3 Page: 77
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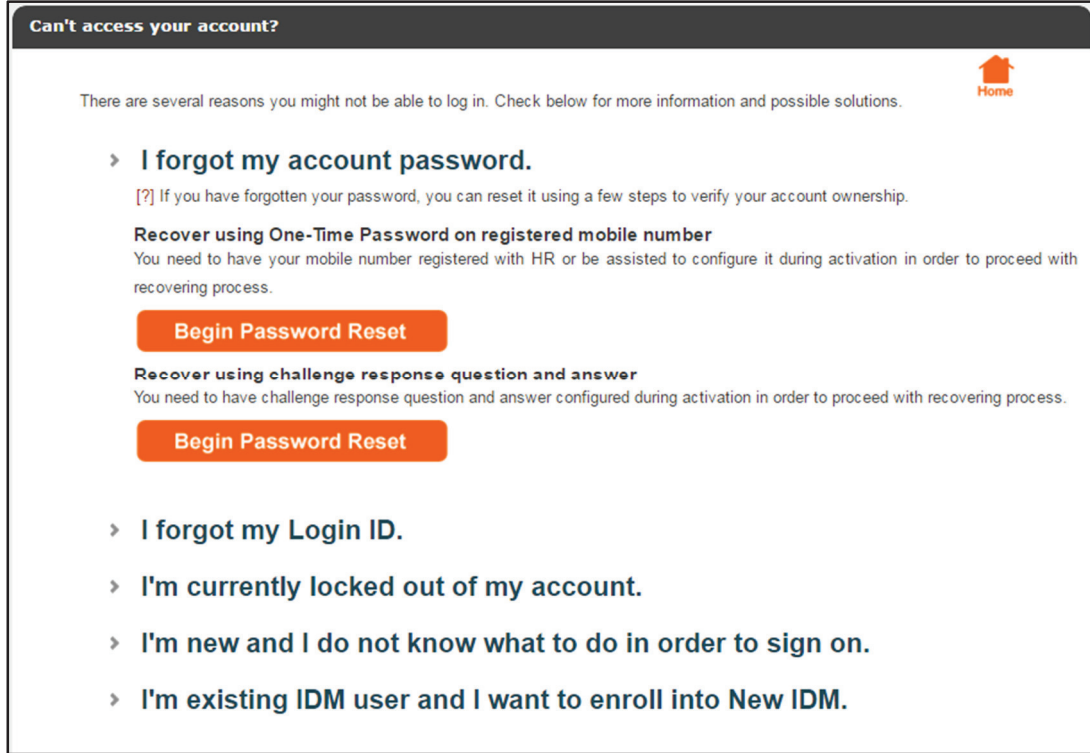
2. At the 'Log In' page, click on the 'Get Assistance!' button.



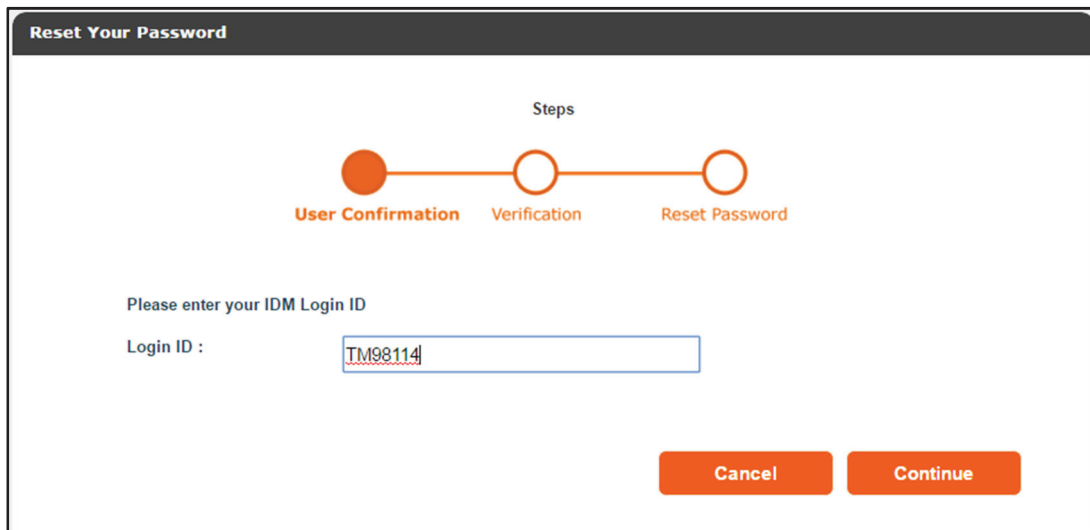
3. At the 'Can't access your account' page, click on the 'I forgot my account password' button.



4. At the 'Can't access your account' page, then click on the 'Begin Password Reset' button below the 'Recover using challenge response question and answer'.



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



6. The second step is 'Verification'. Verify user Login ID and answer user challenge response question(s). Click on 'Continue' button.

Reset Your Password

Steps

User Confirmation Verification Reset Password

Login ID :

Please complete the identity verification process by answering the challenge response question(s) below:

1. What is your favorite color?

2. In what city was you primary school?

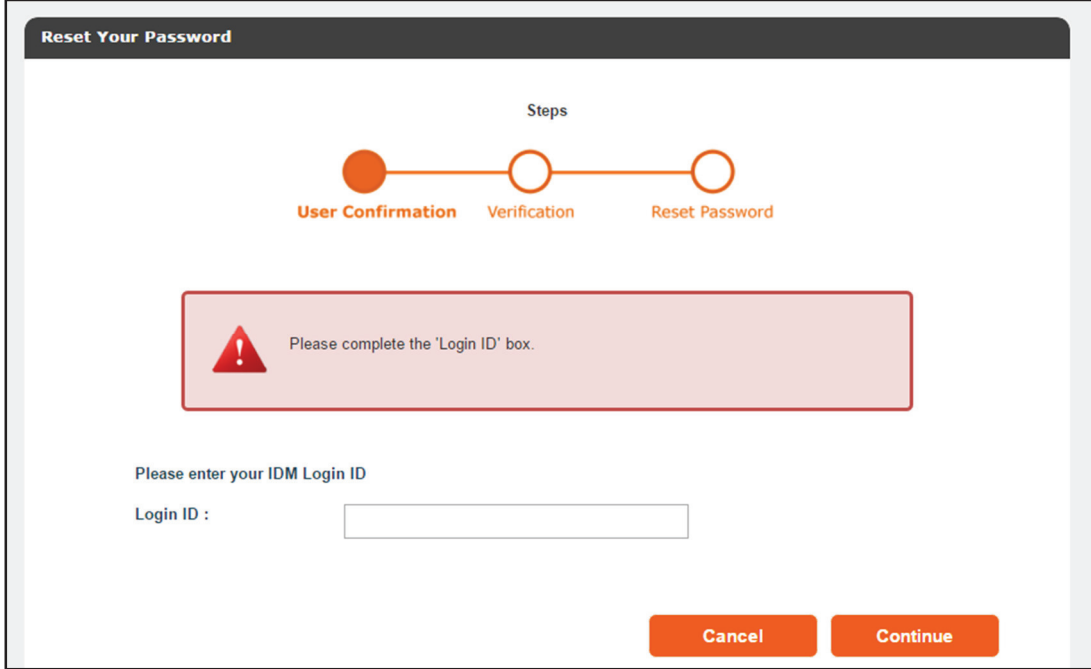
7. Verify user Login ID, then enter new password and confirmed new password. Click on 'Continue' button.

The screenshot shows a web form titled "Reset Your Password". At the top, a progress bar labeled "Steps" has three circles: "User Confirmation" (light red), "Verification" (light red), and "Reset Password" (dark red). Below the progress bar, the "Login ID" field contains "TM98114". 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 a checkmark indicates "Password Match". At the bottom right, there are two orange buttons: "Cancel" and "Continue".

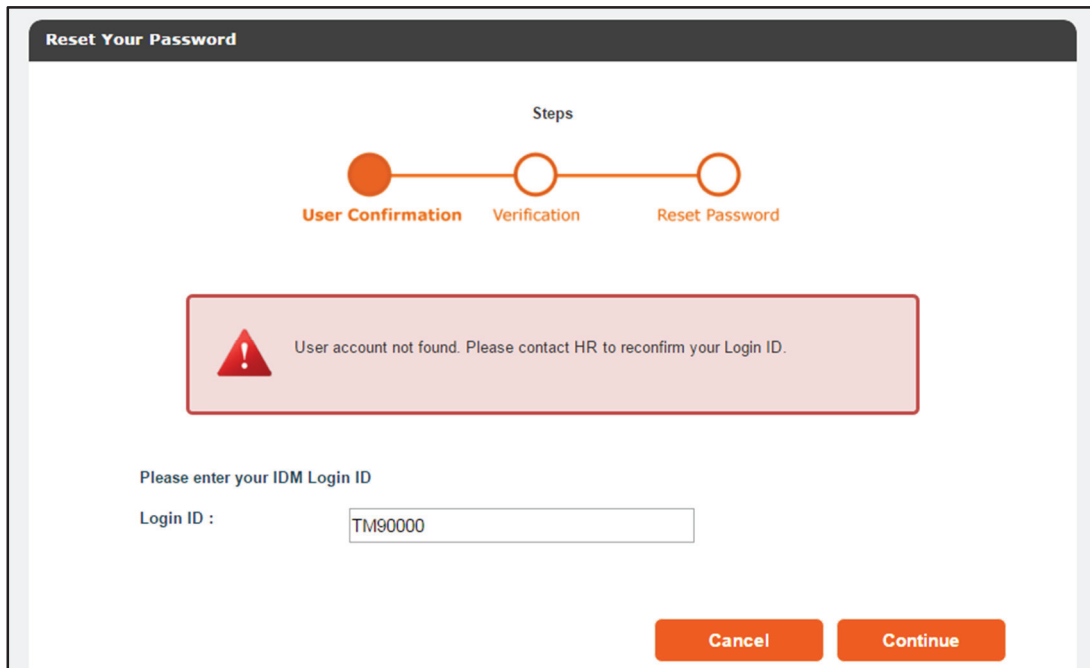
8. Password reset is successful. Click on 'OK' button to return to 'Log In' page.

The screenshot shows the same "Reset Your Password" form, but now it displays a success message in a light green box with a checkmark icon: "Your password has been reset successfully." At the bottom right, there is a single orange button labeled "OK".

2.3.2 Event Handling – Fail Case

NO	STEPS
1.	<p data-bbox="266 320 1002 353">Error Message: Please complete the 'Login ID' box.</p> <div data-bbox="266 394 1362 1061" style="border: 1px solid black; padding: 10px;">  </div> <p data-bbox="266 1104 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="266 1218 1262 1296">User Action: Please provide your IDM Login ID in the box and click on 'Continue' button.</p>

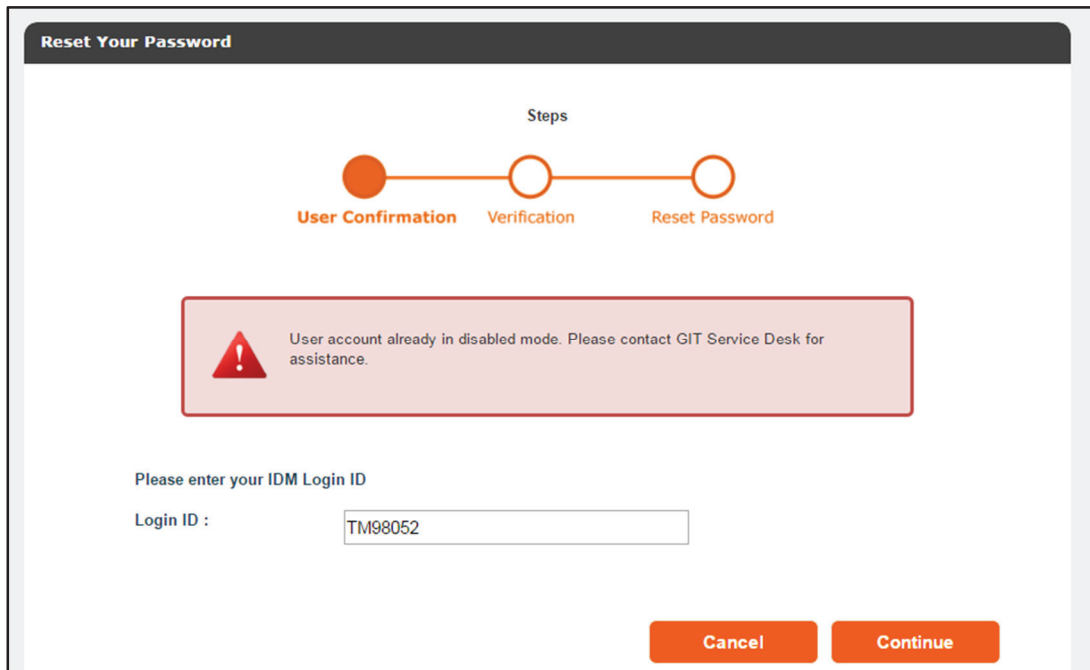
2. Error Message: User account not found. Please contact HR to reconfirm your Login ID.



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.

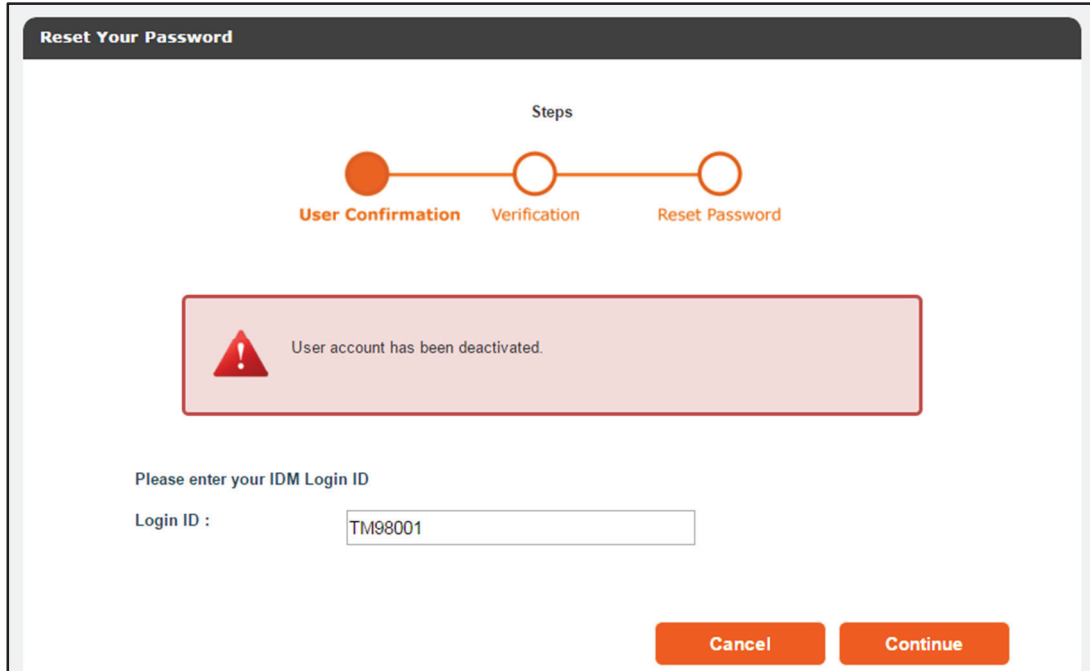
3. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.



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.

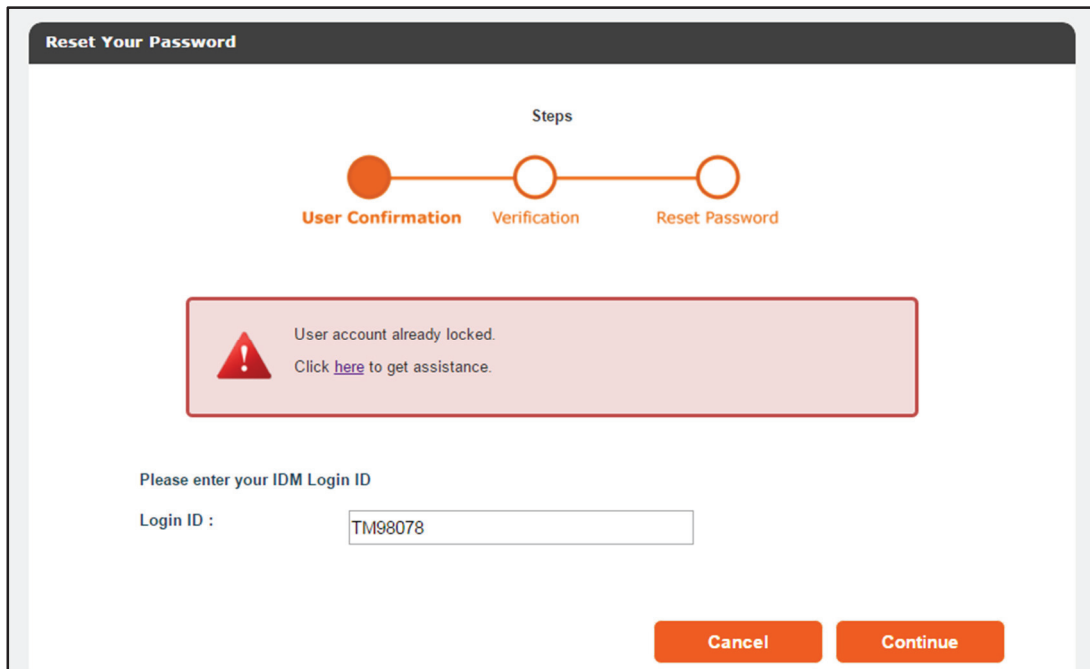
4. Error Message: User account has been deactivated.



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

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

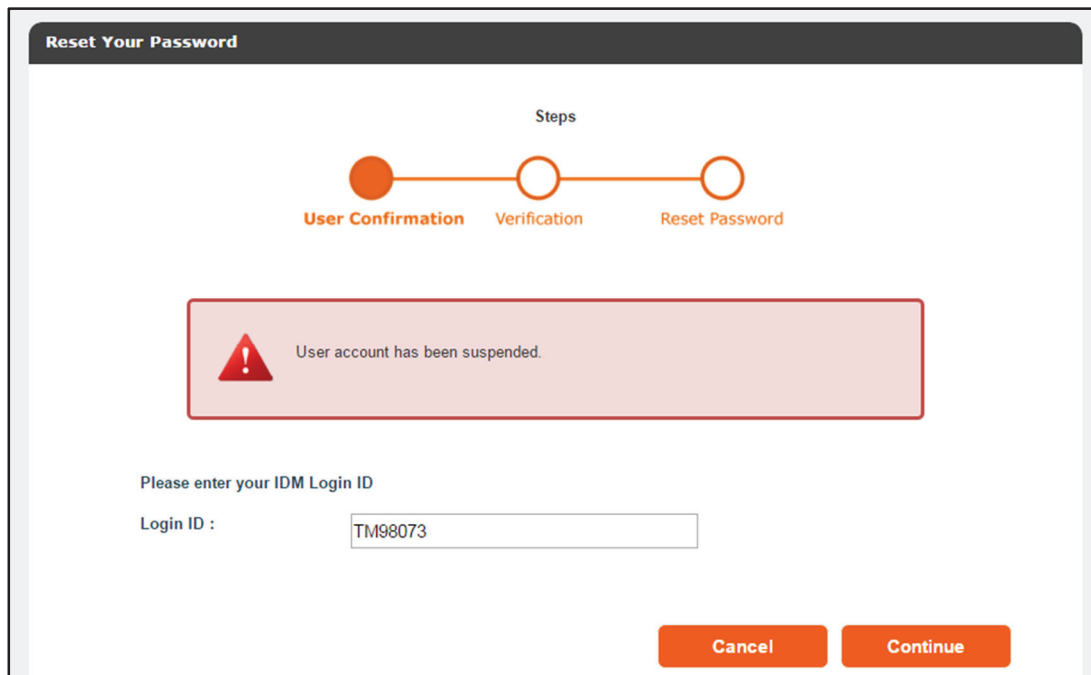
5. Error Message: User account already locked. Click here to get assistance.



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.

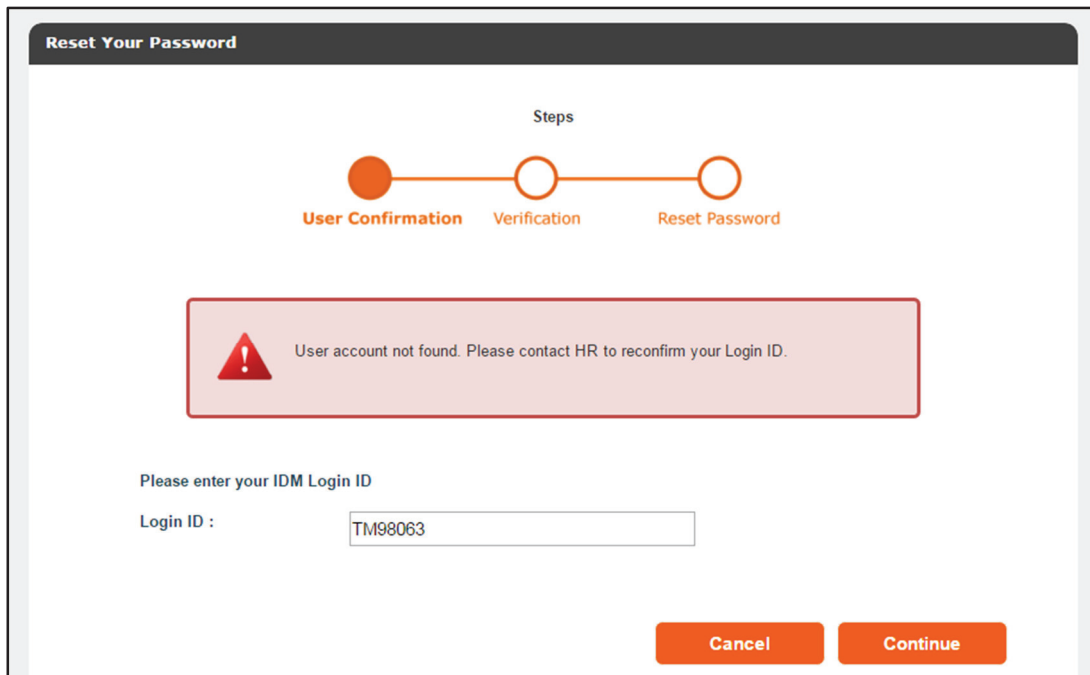


Error message will appear to notify user if the Login ID entered has been suspended. User is not able to proceed.

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.

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> 87

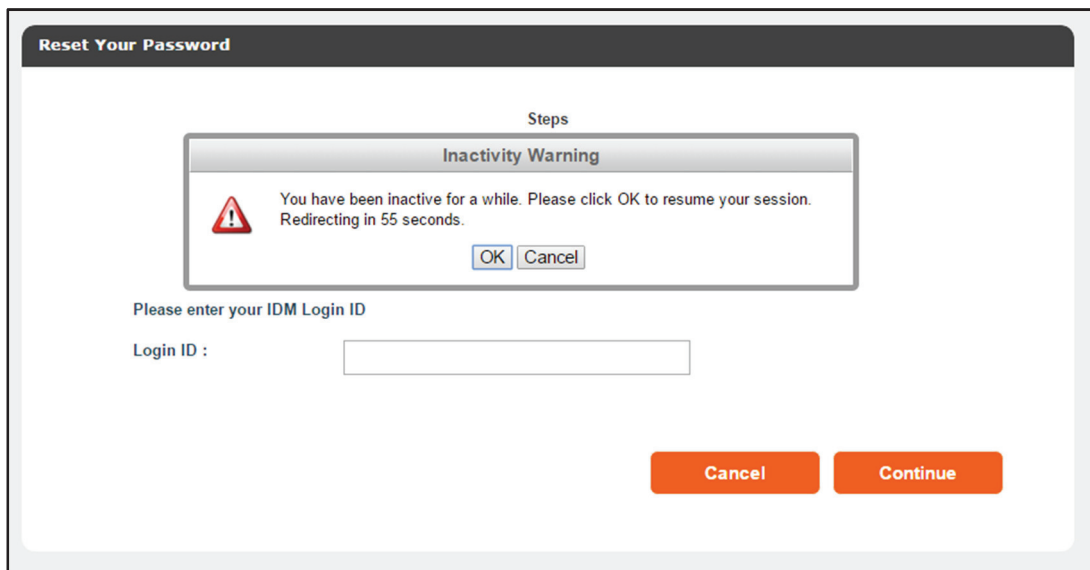
7. Error Message: User account not found. Please contact HR to reconfirm your Login ID.



Error message will appear to notify user if the entered Login ID is terminated and no longer to be found. User is not able to proceed.

User Action: Please contact HR to reconfirm your 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 fill in your challenge response answer(s).

The screenshot displays the 'Reset Your Password' interface. At the top, a dark header contains the text 'Reset Your Password'. Below this, a progress indicator titled 'Steps' shows three stages: 'User Confirmation' (represented by a light red circle), 'Verification' (represented by a dark red circle), and 'Reset Password' (represented by a light red circle). A red-bordered box with a warning icon and the text 'Please fill in your challenge response answer(s).' is centered on the screen. Below the error message, the 'Login ID' field contains the text 'TM98112'. A prompt reads: 'Please complete the identity verification process by answering the challenge response question(s) below:'. Two questions are listed: '1. What are the last 4 digits of your telephone number?' and '2. What is your mother maiden name?'. Each question has an empty text input field. At the bottom right, there are two orange buttons labeled 'Cancel' and 'Continue'.

Error message will appear to notify user if the challenge response answer(s) is blank. User is not able to proceed.

User Action: Please provide correct user's respective challenge response answer(s) and click on 'Continue' button.

10. Error Message: Incorrect answer. Please Try again.

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 "Verification" step is currently active and highlighted in orange. Below the progress indicator, a red-bordered box contains an error message: "Incorrect answer. Please try again. Failed attempt: 1. Maximum attempt: 5". Below the error message, there is a "Login ID" field containing the text "TM98112". A prompt asks the user to "Please complete the identity verification process by answering the challenge response question(s) below:". There are two challenge questions: "1. What are the last 4 digits of your telephone number?" and "2. What is your mother maiden name?". Each question has a corresponding input field with four asterisks (****) indicating the expected length. At the bottom right of the form, there are two buttons: "Cancel" and "Continue".

Error message will appear to notify user if the challenge response answer(s) entered is incorrect. User is not able to proceed.


User Action: Please provide correct user's respective challenge response answer(s) and click on 'Continue' button.

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

Reset Your Password

Steps

Inactivity Warning

 You have been inactive for a while. Please click OK to resume your session. Redirecting in 52 seconds.

Login ID:

Please complete the identity verification process by answering the challenge response question(s) below:

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

2. What is your mother maiden name?

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 '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.

13. 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 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 length must be at least 6 character(s)".

The form includes the following fields and elements:

- Login ID :** A text input field containing "TM98112".
- Please setup a password for login**
- New Password :** A password input field with masked characters ".....". To its right is a red bar with a white "X" icon and the text "TM Password Policy [?]".
- Confirmed New Password :** A password input field with masked characters ".....". To its right is the text "Password Match" in green.
- Buttons:** Two orange buttons labeled "Cancel" and "Continue" are located at the bottom right of the form.

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.

14. 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 error message box displays a warning icon and the text: "Password violation: Password length must be at most 8 character(s)".

The form fields are as follows:

- Login ID :** A text input field containing "TM98112".
- Please setup a password for login**
- New Password :** A password input field with a red error message "TM Password Policy [?] X" next to it.
- Confirmed New Password :** A password input field with a green success message "Password Match" next to it.

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

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.

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

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 and highlighted in orange. Below the progress bar, a red-bordered box contains a warning icon and the message: "Password violation: Minimum numeric character(s) must be 1." Below this message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (with a red "X" icon and "TM Password Policy [?]" label), and "Confirmed New Password" (with a green "Password Match" label). At the bottom right, there are two orange buttons: "Cancel" and "Continue".

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.

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

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 error message box displays a warning icon and the text: "Password violation: Minimum upper case alphabetical character(s) must be 1." Below the error message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (masked with dots), and "Confirmed New Password" (masked with dots). To the right of the "New Password" field, there is a red bar with a white "X" and the text "TM Password Policy [?]". Below the "Confirmed New Password" field, there is a green bar with 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 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". 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 "X" icon next to it with the text "TM Password Policy [?]", indicating a violation. The "Confirmed New Password" field has a green "Password Match" message next to it. 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 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 error message box displays a warning icon and the text: "Password violation: Password should not contain special character(s)".

The form includes the following fields and elements:

- Login ID :** A text input field containing "TM98112".
- Please setup a password for login**: A heading for the password fields.
- New Password :** A password input field with a red error message "TM Password Policy [?] [X]" next to it.
- Confirmed New Password :** A password input field with a green "Password Match" message next to it.
- Buttons:** "Cancel" and "Continue" buttons at the bottom right.

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.

Reset Your Password

Steps

User Confirmation Verification **Reset Password**

! Password violation: Password must begin with alphabet.

Login ID :

Please setup a password for login

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

Confirmed New Password : **Password Match**

Cancel **Continue**

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: 100

20. Error Message: Password violation. Password must contain at least 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-bordered box contains a warning icon and the message: "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, indicated by a solid orange circle, while the other two steps are shown with hollow circles. Below the progress bar, a red-bordered box contains a warning icon (a triangle with an exclamation mark) and the text: "Password violation: New password must not be the same as the previous 5 passwords in history list." Below this message, 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 orange 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.

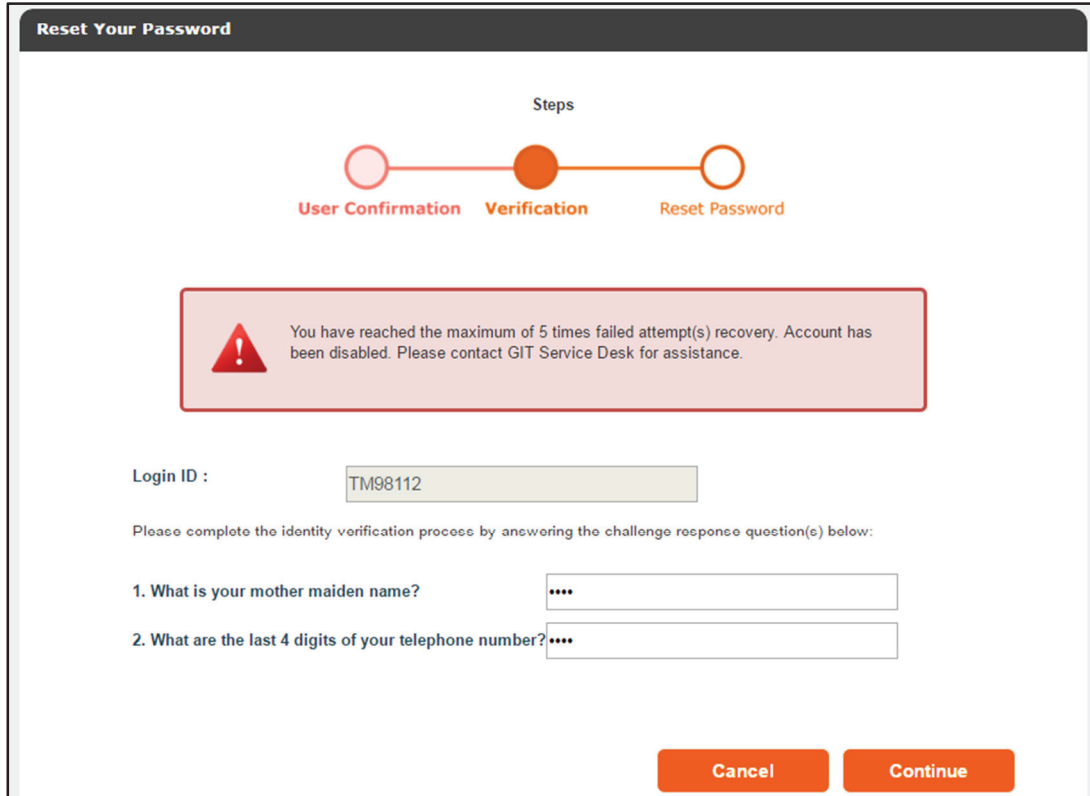
The screenshot shows a 'Reset Your Password' page with a modal dialog box titled 'Inactivity Warning'. The dialog box contains a warning icon and the text: 'You have been inactive for a while. Please click OK to resume your session. Redirecting in 52 seconds.' Below the dialog box, there is a login form with fields for 'Login ID' (containing 'TM98112'), 'New Password', and 'Confirmed New Password'. There are 'OK' and 'Cancel' buttons in the dialog box, and 'Cancel' and 'Continue' buttons at the bottom of the form.

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> 103

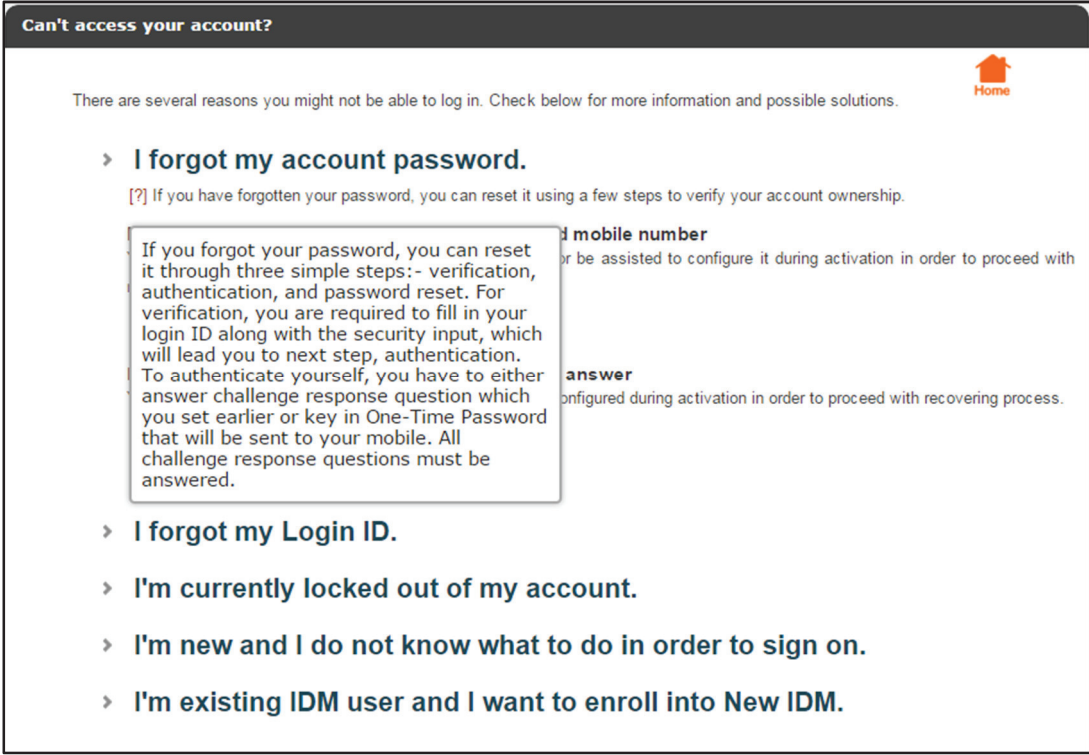
23. Error Message: You have reached the maximum of 5 times failed attempt(s) recovery. Account has been disabled. Please contact GIT Service Desk for assistance.



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.

2.3.3 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' interface. At the top, there's a progress indicator with two steps: 'User Confirmation' and 'Verification'. Below this, the 'Login ID' field contains 'TM90114'. A prompt says 'Please setup a password for login'. There are three input fields: 'New Password', 'Confirmed New Password', and a 'Password Strength' field. A tooltip is visible over the 'Password Strength' field, listing the following 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, there are 'Cancel' and 'Continue' buttons.

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