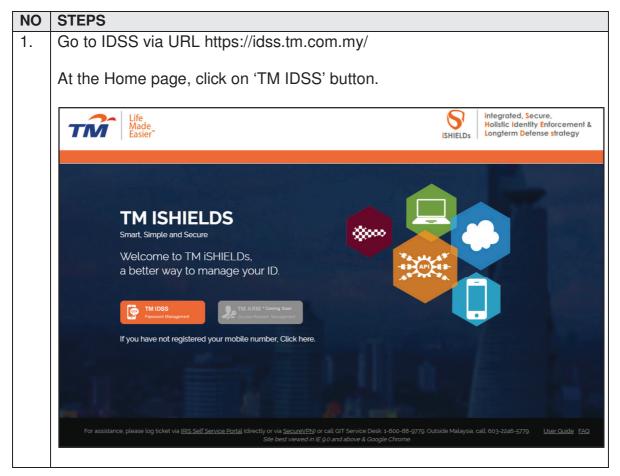
2.4 Existing User Perform Recover Login ID Using Mobile Number

Existing user performs recover login ID using registered mobile number. A SMS containing the user login ID will be send to the registered mobile number.

2.4.1 Event Handling - Success Case



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7	Life Made Easier [*] Identity Self Service
	Login ID: Need help to log in? Next There are several reasons you might not be able to log in. Check below for more information and possible solutions. First time user? Enrol now >> Get Assistance!
. At bu	Ight © 2016 Telekom Malaysia Berhad (128740-P) ALL RIGHTS RESERVED Best viewed using Mozilla Firefox (version 50.0.1 and above the 'Can't access your account' page, click on the 'I forgot my Login ID' tton.
С	 an't access your account? 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. I'm existing IDM user and I want to enroll into New IDM.

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4.	At the 'Can't access your account' page, then click on the 'Begin Login ID					
	Recovery' button below the 'Recover using mobile number'.					
	Can't access your account?					
	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. [?] If you have activated your account, you can recover your login ID using a few steps to verify your account ownership. 					
	Recover using mobile number You need to have mobile number registered with HR in order to proceed with recovering process.					
	Begin Login ID Recovery					
	Recover using email address You need to have email address registered with HR in order to proceed with recovering process.					
	Begin Login ID Recovery					
	I'm currently locked out of my account.					
	I'm new and I do not know what to do in order to sign on.					
	I'm existing IDM user and I want to enroll into New IDM.					
5.	At the 'Login ID Recovery' page, enter you mobile number then click on					
	'Continue' button.					
	Login ID Recovery					
	Mobile Number : [00162223862] [?]					
	(Format: 60123456789)					
	Cancel Continue					

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6.	A SMS containing your Login ID is sent to your mobile number.
	Login ID Recovery
	Your request has been executed successfully.
	ОК
	▲ } 49 / 75% ■ 11:11 AM
	← +603zz401163
	Tue, 04/04/2017
	Your login ID is
	You have successfully
	recovered your login ID
	on IDSS <u>website.Please</u> contact GIT Service Pesk
	immediately, if you did
	not perform this activity.
	Thank you.
	🖉 Enter message

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2.4.2 Event Handling - Fail Case

NO	STEPS						
1.	Error Message: Please complete the 'Mobile Number' box.						
	Login ID Recovery						
	Please complete the 'Mobile Number' box.						
	Mobile Number : (Format: 60123456789) [?]						
	Cancel Continue						
	Error message will appear to notify user if the Mobile Number box is blank. User is not able to proceed.						
	User Action: Please provide your mobile number and click on 'Continue' button.						

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2.	Error Message: Mobile number must start with 60.
	Login ID Recovery
	Mobile number must start with 60.
	Mobile Number : (Format: 60123456789) 01234567894 [?]
	Cancel Continue
	Error message will appear to notify user if the Mobile Number entered does not start with 60. User is not able to proceed.
	User Action: Please provide your mobile number starting with 60 and click
	on 'Continue' button.
3.	Error Message: Length of mobile number must be either 11 or 12.
	Login ID Recovery
	Length of mobile number must be either 11 or 12.
	Mobile Number : 60017894 [?]
	Cancel Continue
	Erver messere will enner to notify year if the mobile number entered is less
	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 'Continue' button.
	1

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4.	Error Messag	e: User mobile number	r not found.		
	Login ID Recovery				
		User mobile number not found.			
	Mobile Number (Format: 601234	0001/0941211	[?]		
				Cancel Cor	ntinue
	•	e will appear to notify user is not able to proce		ile number ent	ered is not
	User Action: F	Please provide your req	gistered mobile	e number and o	click on
	'Continue' but	tton.			
5.	Error Messag resume your s	e: You have been inac	tive for a while	. Please click	OK to
	Login ID Recovery	/			
	Mobile Numt (Format: 6012	Inactivit	y Warning		
		You have been inactive for a while Redirecting in 58 seconds.			itinue
	L	OK	Cancel		
	Error messag	e will appear to notify u	user if the sess	ion has expire	d.
	User Action:	You has been away f	or more than	5 minutes. Th	e session is
		 You may click on ' on to end the session. 	OK' button to	resume your	session or
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2.4.3 Event Handling - Hint

NO	STEPS					
1.	Hint: If you have activated your account and you forgot your login ID, you can retrieve your login ID after verifying your account ownership. In order do that, you have to provide your email address or your mobile number which is used to confirm your identity.					
	Can't access your account?					
	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.					
	[?] If you have activated your account, you can recover your login ID using a few steps to verify your account ownership.					
	If you have activated your account and you forgot your login ID, you can retrieve your login ID after verifying your account ownership. In order to do that, you have to					
	provide your email address or your mobile number which is used to confirm your identity. o proceed with recovering process.					
	Begin Login ID Recovery					
	I'm currently locked out of my account.					
	I'm new and I do not know what to do in order to sign on.					
	I'm existing IDM user and I want to enroll into New IDM.					
	Hint will appear to notify user when mouse over to [?] underneath 'I forgot my Login ID'					
2.	Hint: Mobile number must start with 60XXXXXXXXX.					
	Login ID Recovery					
	Mobile Number : (Format: 60123456789) 60 [?]					
	Mobile number must start with 60XXXXXXXX					
	Hint will appear to notify user when mouse over to [?] next to Mobile Number.					

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