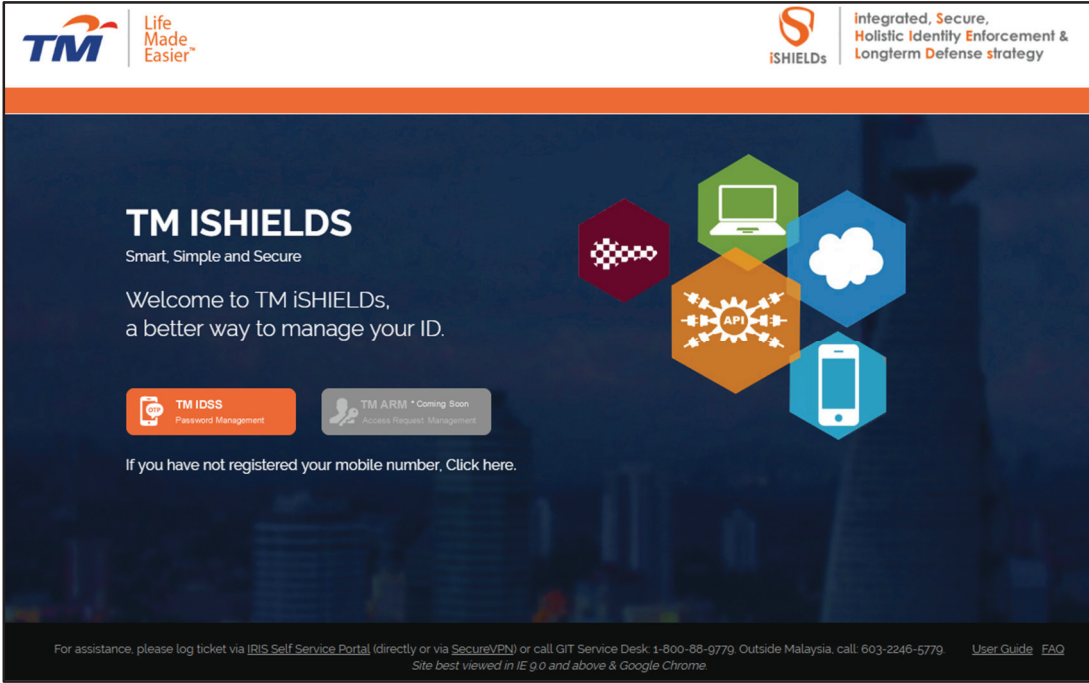


2.4 Existing User Perform Recover Login ID Using Mobile Number

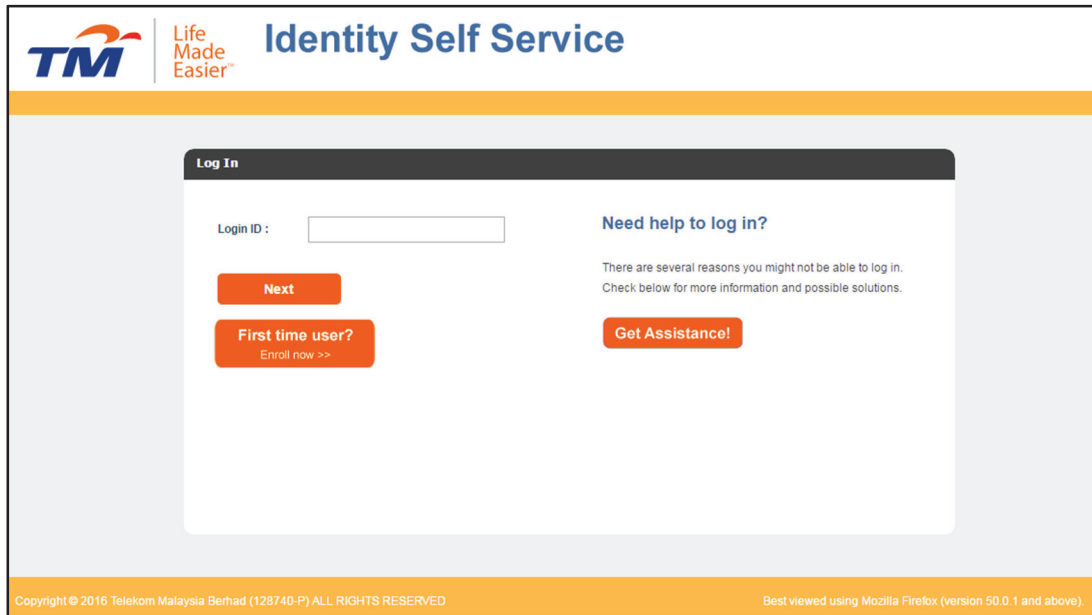
Existing user performs recover login ID using registered mobile number. A SMS containing the user login ID will be send to the registered mobile number.

2.4.1 Event Handling – Success Case

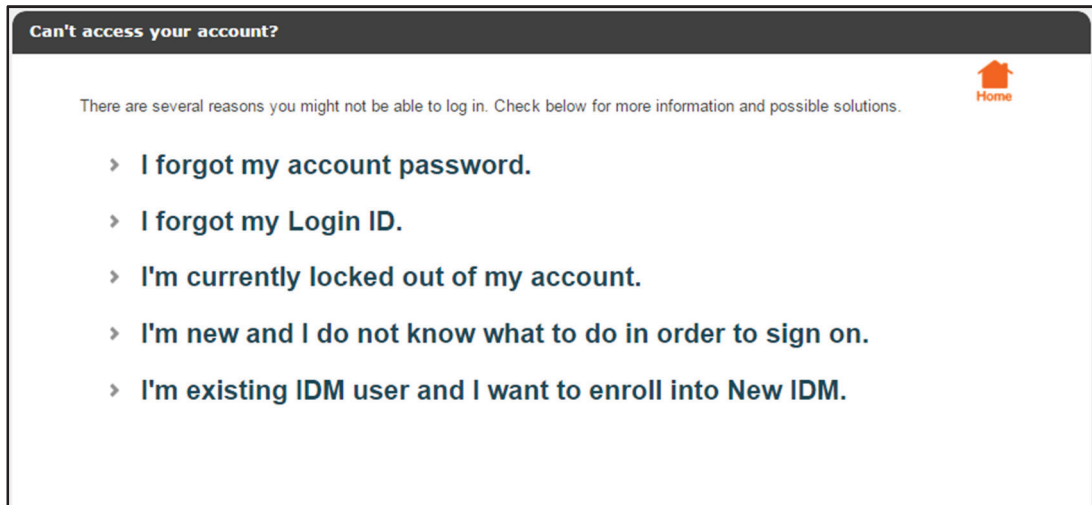
NO	STEPS
1.	<p>Go to IDSS via URL https://idss.tm.com.my/</p> <p>At the Home page, click on 'TM IDSS' button.</p> 

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: 107
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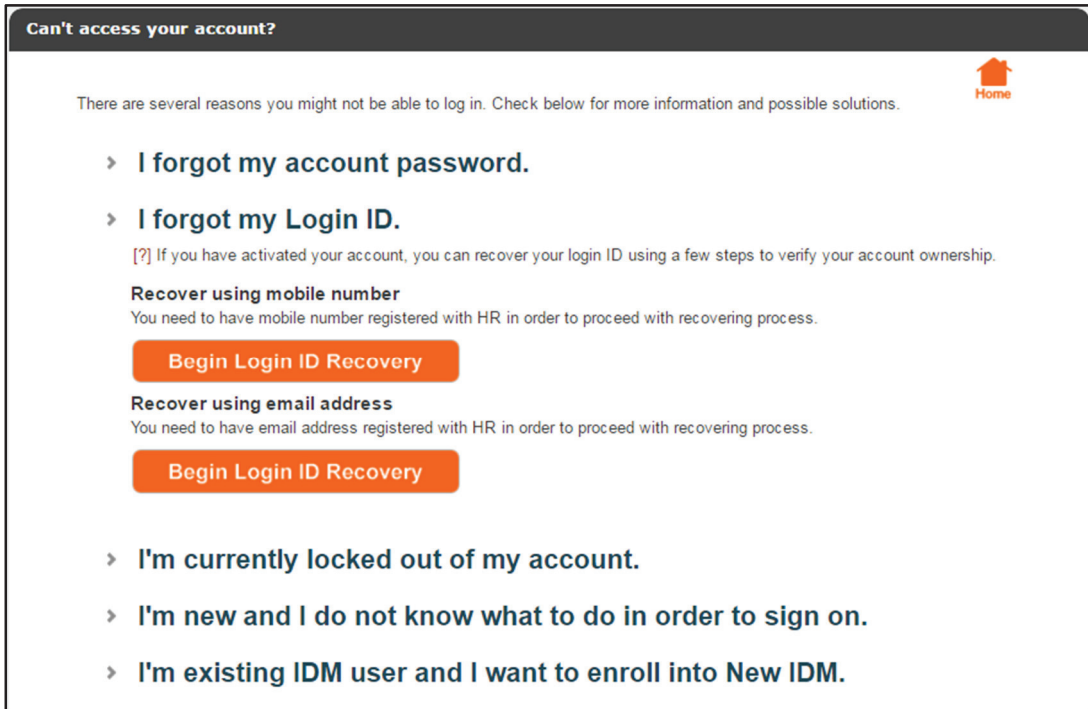
2. At the 'Log In' page, click on the 'Get Assistance!' button.



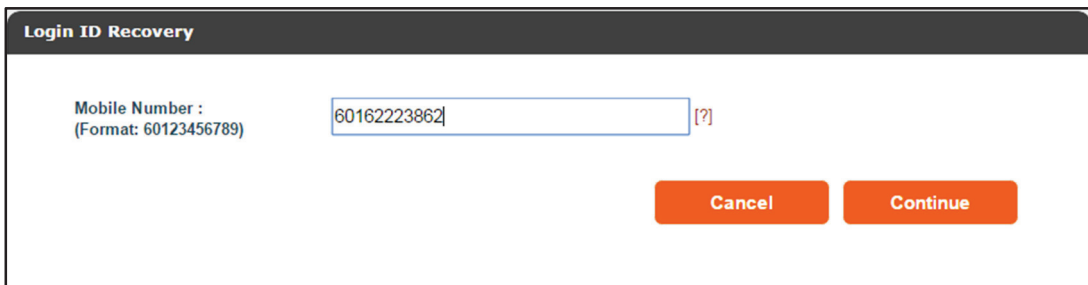
3. At the 'Can't access your account' page, click on the 'I forgot my Login ID' button.



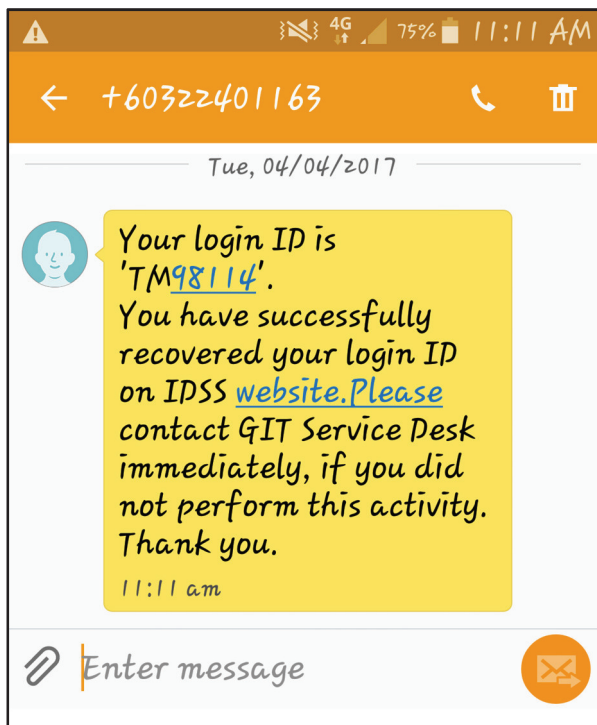
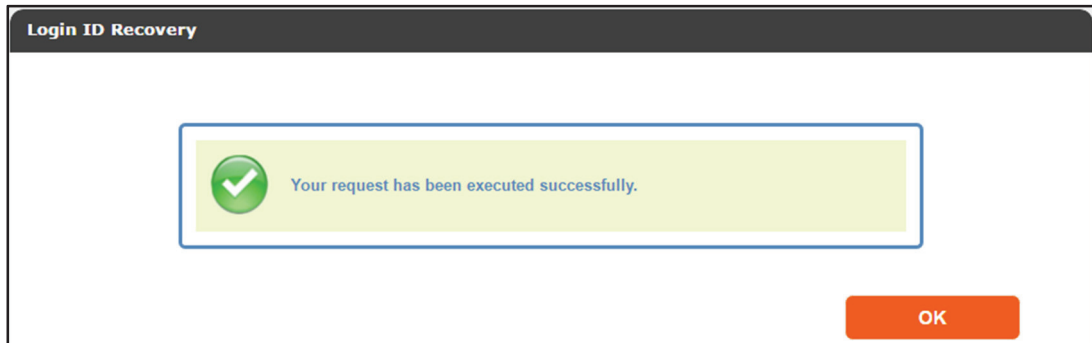
4. At the 'Can't access your account' page, then click on the 'Begin Login ID Recovery' button below the 'Recover using mobile number'.



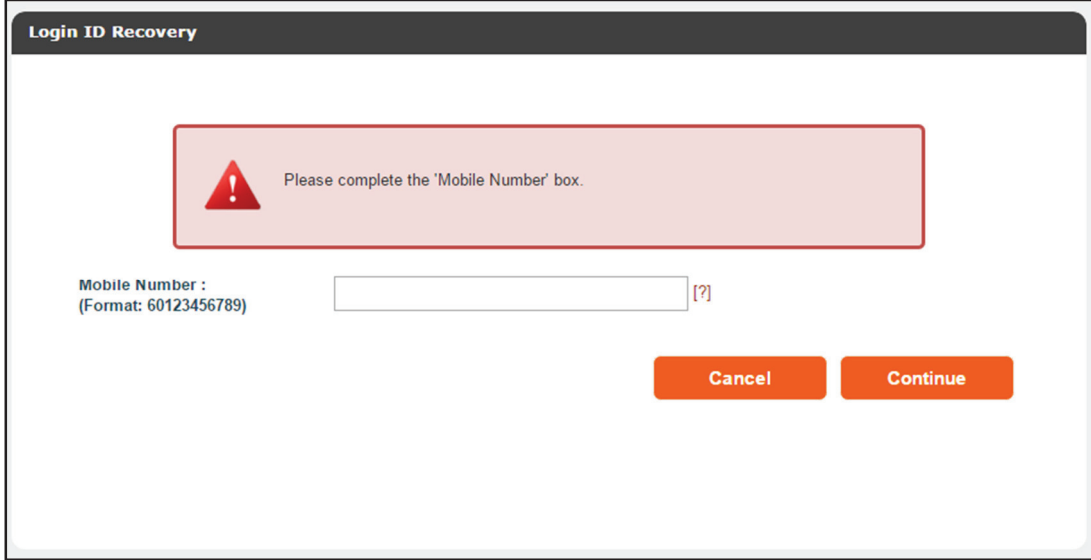
5. At the 'Login ID Recovery' page, enter you mobile number then click on 'Continue' button.



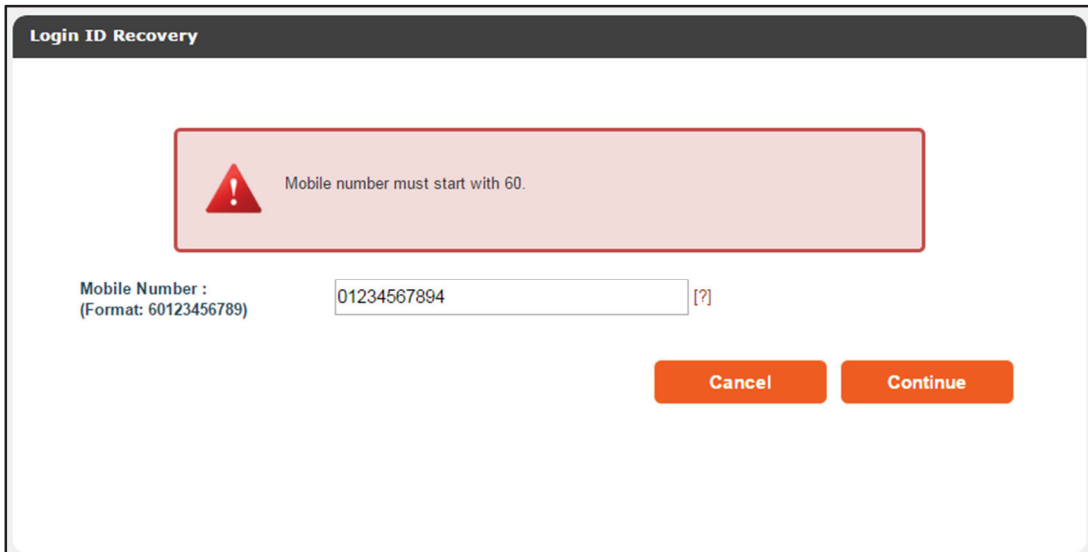
6. A SMS containing your Login ID is sent to your mobile number.



2.4.2 Event Handling – Fail Case

NO	STEPS
1.	<p data-bbox="266 320 1098 351">Error Message: Please complete the 'Mobile Number' box.</p> <div data-bbox="266 394 1362 952"></div> <p data-bbox="266 994 1326 1070">Error message will appear to notify user if the Mobile Number box is blank. User is not able to proceed.</p> <p data-bbox="266 1111 1289 1187">User Action: Please provide your mobile number and click on 'Continue' button.</p>

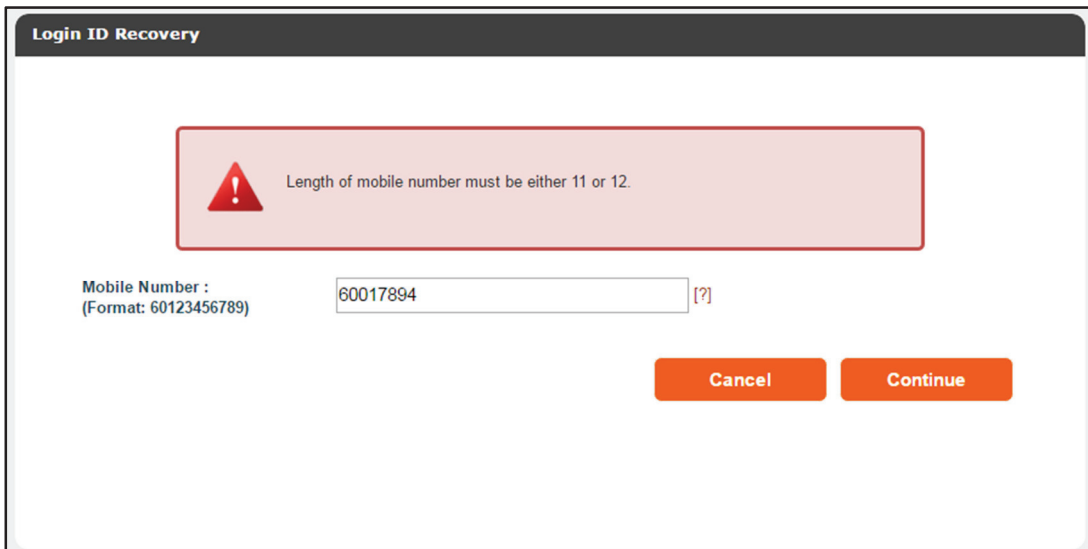
2. Error Message: Mobile number must start with 60.



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.

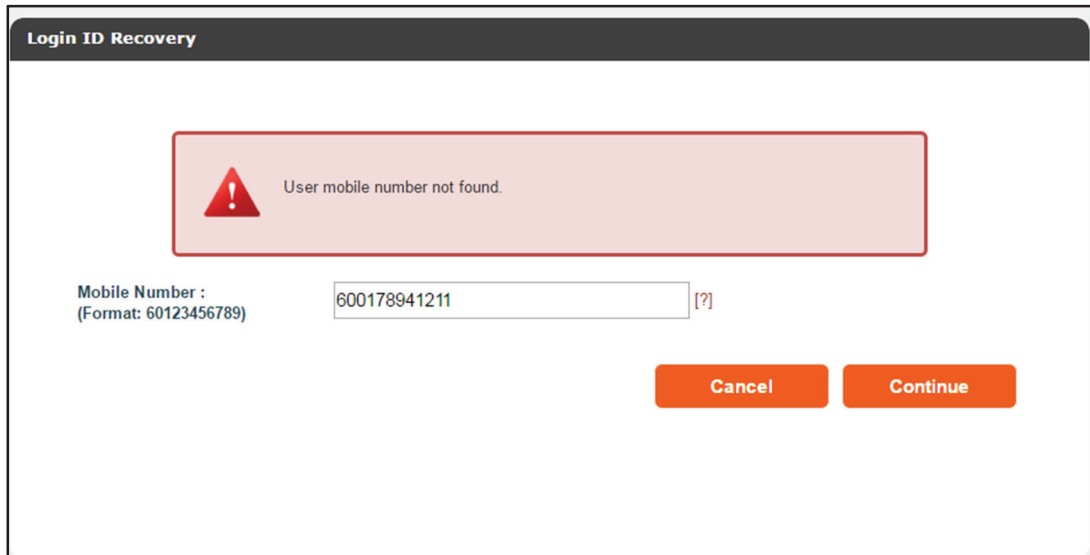
3. Error Message: Length of mobile number must be either 11 or 12.



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.

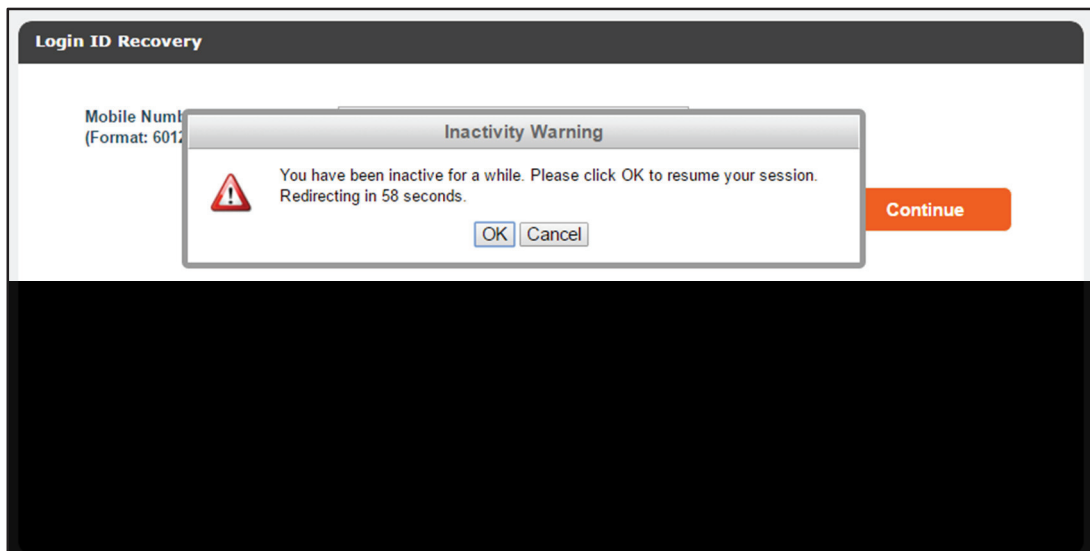
4. Error Message: User mobile number not found.



Error message will appear to notify user if the mobile number entered is not registered. User is not able to proceed.

User Action: Please provide your registered mobile number and click on 'Continue' button.

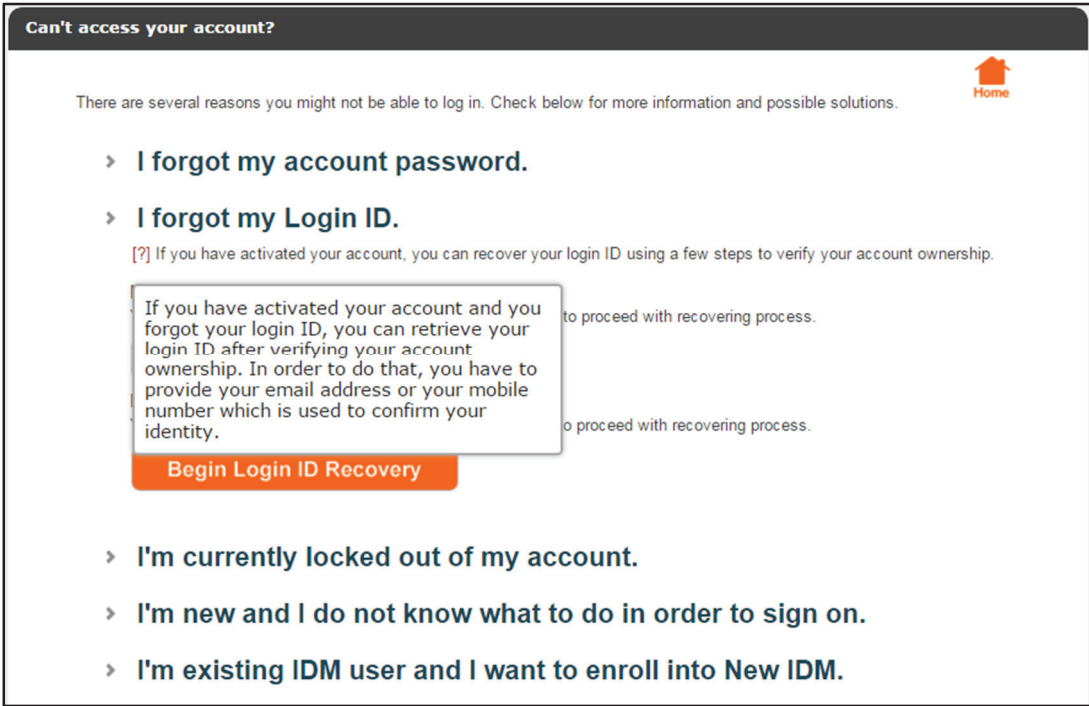

5. Error Message: You have been inactive for a while. Please click OK to resume your session.



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.

2.4.3 Event Handling - Hint

NO	STEPS
1.	<p>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 to do that, you have to provide your email address or your mobile number which is used to confirm your identity.</p>  <p>Hint will appear to notify user when mouse over to [?] underneath 'I forgot my Login ID'</p>
2.	<p>Hint: Mobile number must start with 60XXXXXXXXXX.</p>  <p>Hint will appear to notify user when mouse over to [?] next to Mobile Number.</p>