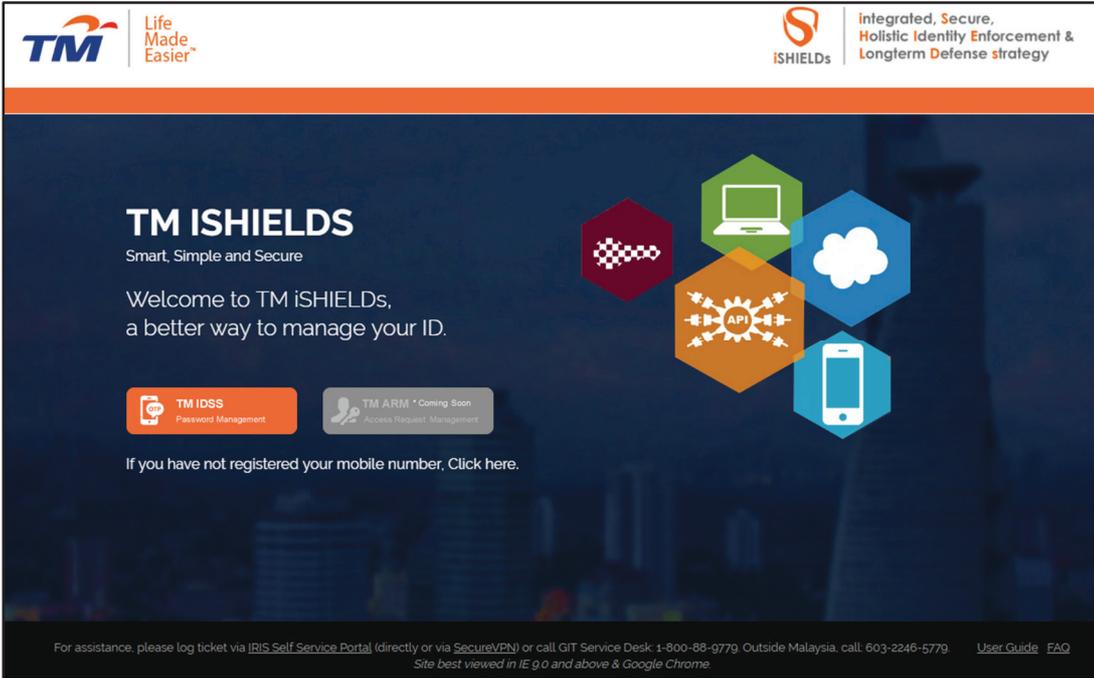


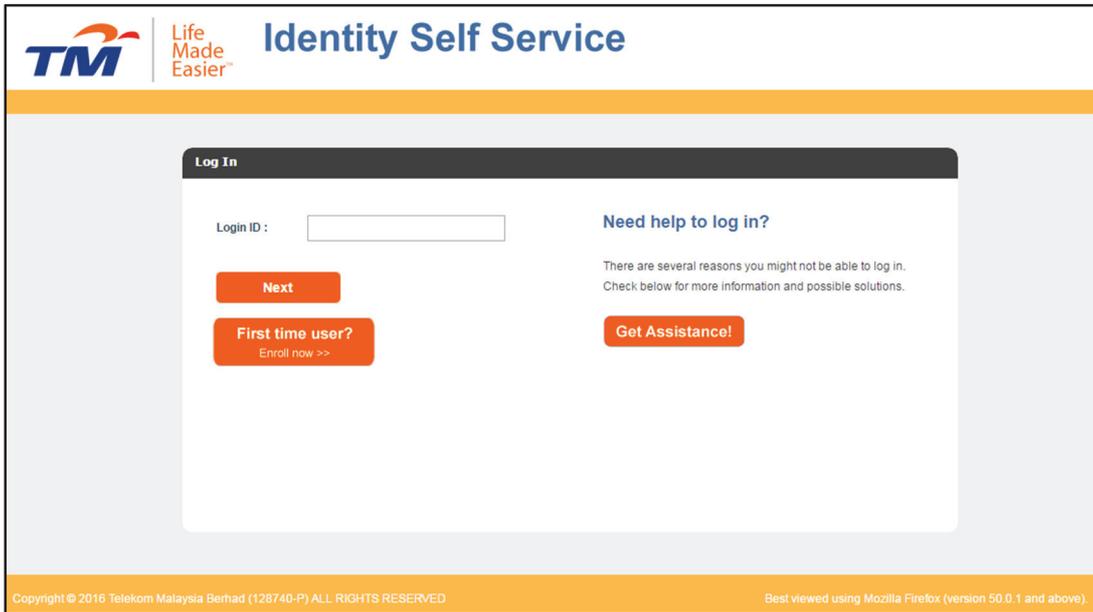
2.5 Existing User Perform Recover Login ID Using Email Address

Existing user performs recover login ID using registered email address. An email containing the user login ID will be send to the registered email address.

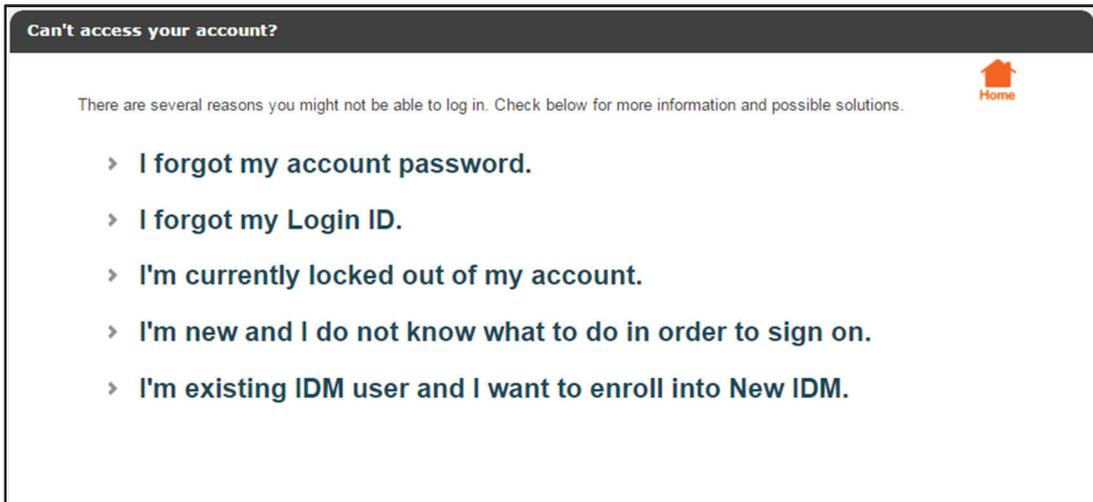
2.5.1 Event Handling – Success Case

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> 

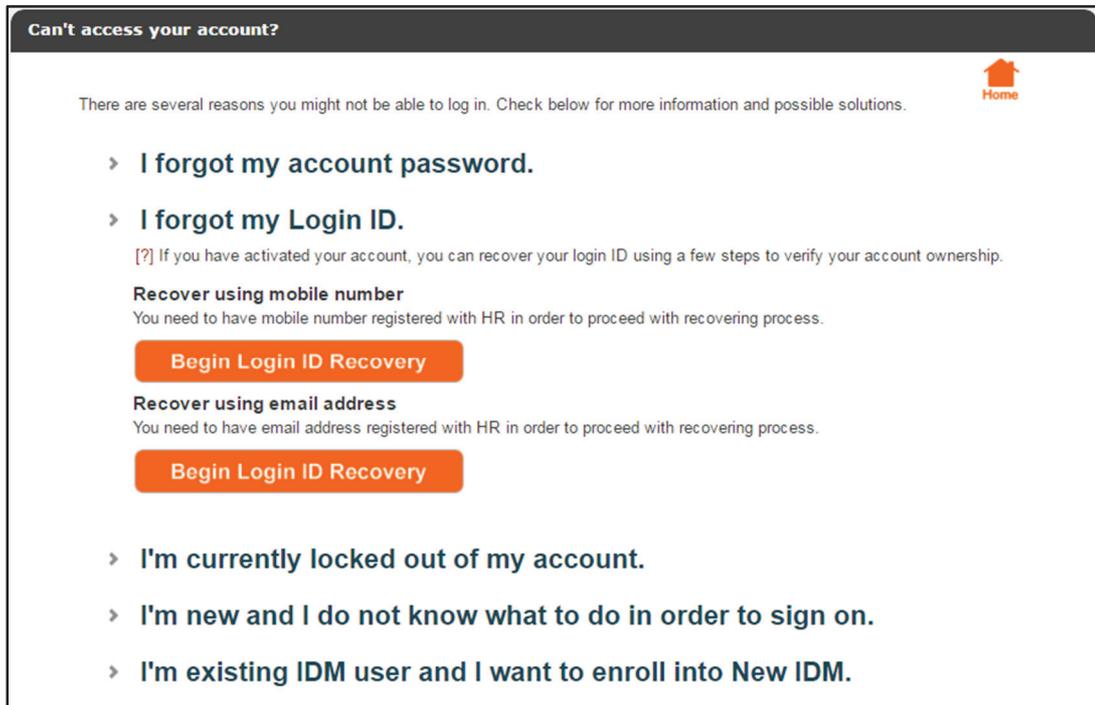
2. At the 'Log In' page, click on the 'Get Assistance!' button.



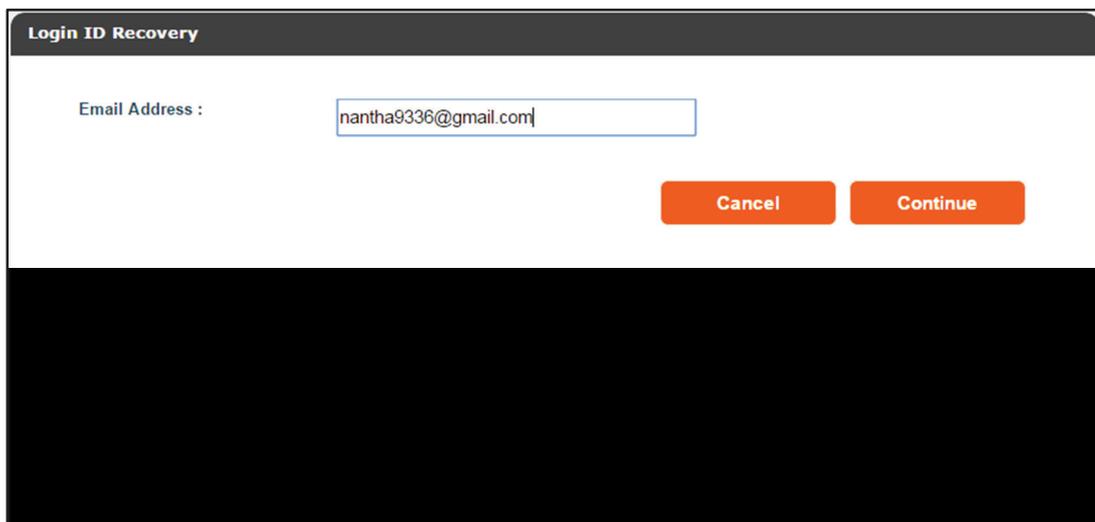
3. At the 'Can't access your account' page, click on the 'I forgot my Login ID' button.



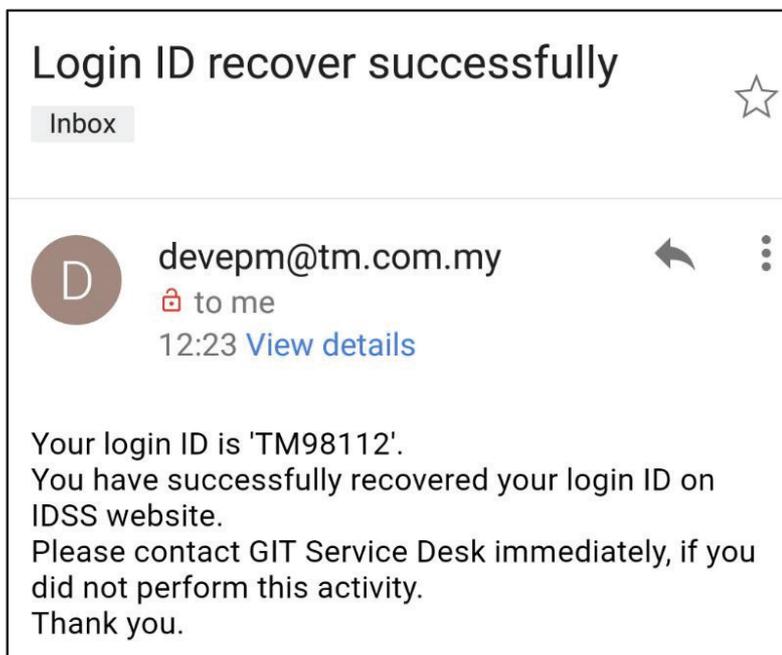
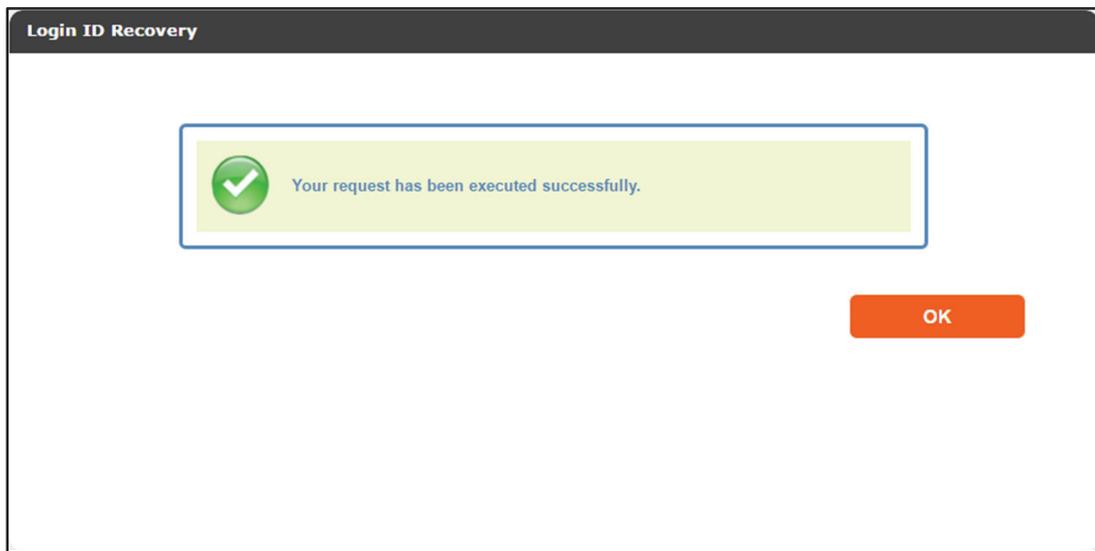
4. At the 'Can't access your account' page, then click on the 'Begin Login ID Recovery' button below the 'Recover using email address'.



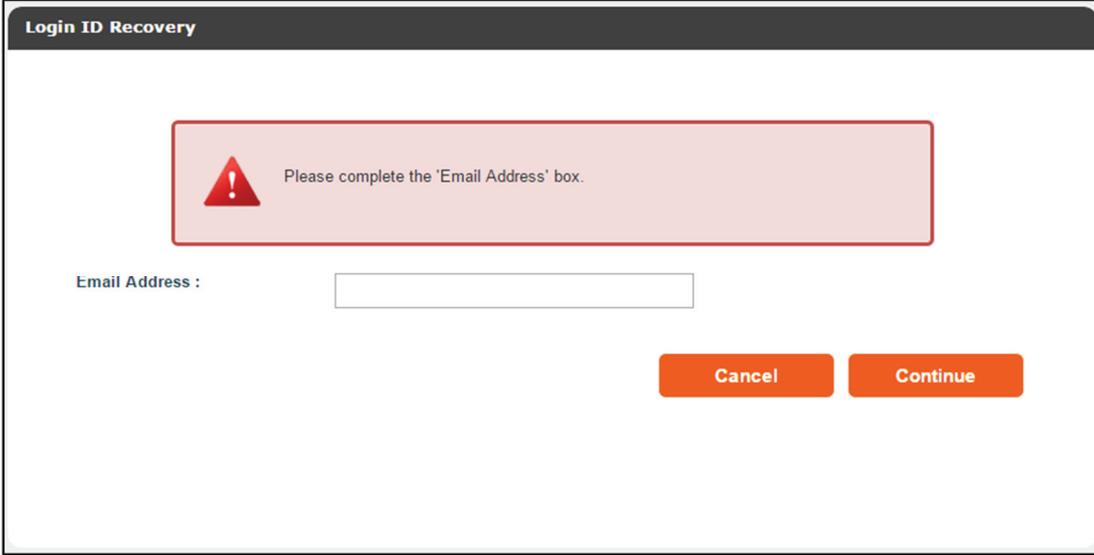
5. In the 'Login ID Recovery' page, enter user registered email address then click on 'Continue' button.



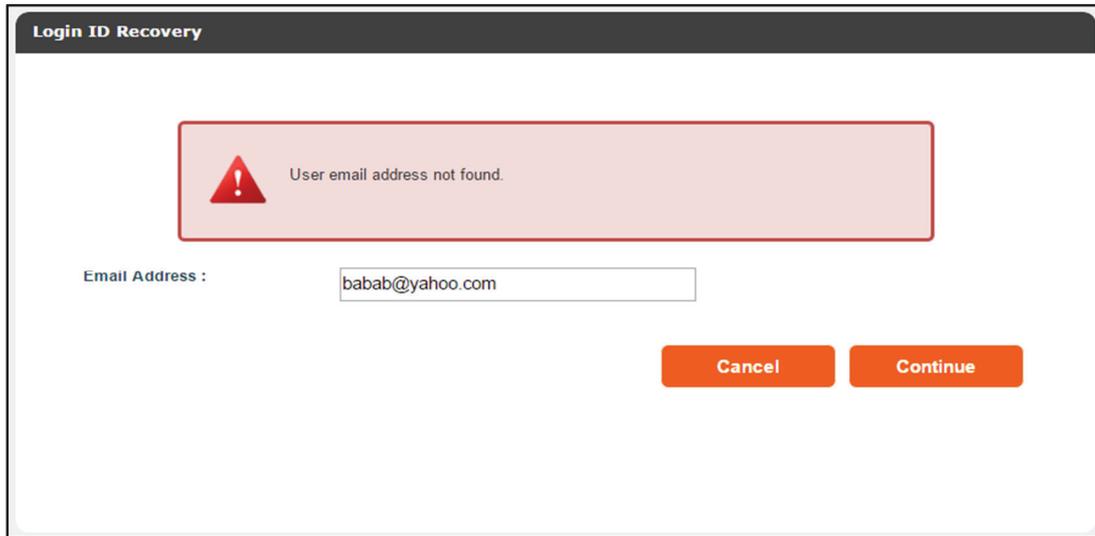
6. User request has been executed successfully. An email containing user login ID is sent to the registered email address.



2.5.2 Event Handling – Fail Case

NO	STEPS
1.	<p data-bbox="264 327 1086 353">Error Message: Please complete the 'Email Address' box.</p> <div data-bbox="268 394 1362 949"><p>The screenshot shows a web form titled "Login ID Recovery". A red-bordered error message box at the top contains a warning icon and the text "Please complete the 'Email Address' box.". Below this, the label "Email Address :" is followed by an empty text input field. At the bottom right of the form, there are two orange buttons: "Cancel" and "Continue".</p></div> <p data-bbox="264 990 1310 1066">Error message will appear to notify user if the email address box is blank. User is not able to proceed.</p> <p data-bbox="264 1106 1278 1182">User Action: Please provide user email address and click on 'Continue' button.</p>

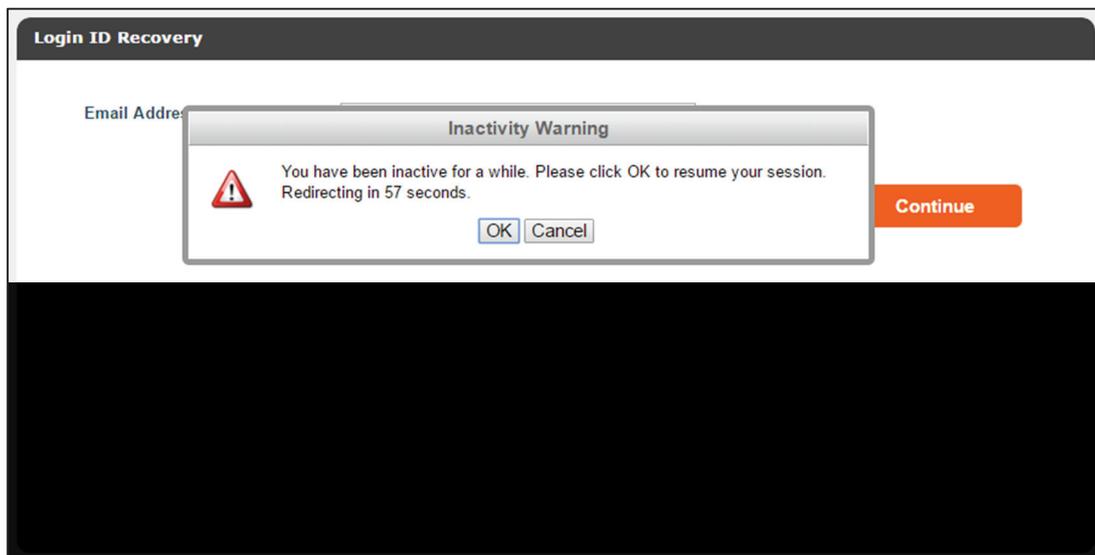
2. Error Message: User email address not found.



Error message will appear to notify user if the email address entered is not registered or wrongly entered. User is not able to proceed.

User Action: Please provide the correct registered user email address and click on 'Continue' button.

3. 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> 121

2.5.3 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> <div data-bbox="268 517 1362 1218" style="border: 1px solid black; padding: 10px;"> <p>Can't access your account?</p> <p>There are several reasons you might not be able to log in. Check below for more information and possible solutions.  Home</p> <ul style="list-style-type: none"> › I forgot my account password. › I forgot my Login ID. <p>[?] If you have activated your account, you can recover your login ID using a few steps to verify your account ownership.</p> <div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p>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> </div> <p style="margin-left: 20px;">to proceed with recovering process.</p> <p style="margin-left: 20px;">to proceed with recovering process.</p> <p style="text-align: center;">Begin Login ID Recovery</p> <ul style="list-style-type: none"> › 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. </div> <p>Hint will appear to notify user when mouse over to [?] underneath 'I forgot my Login ID'.</p>