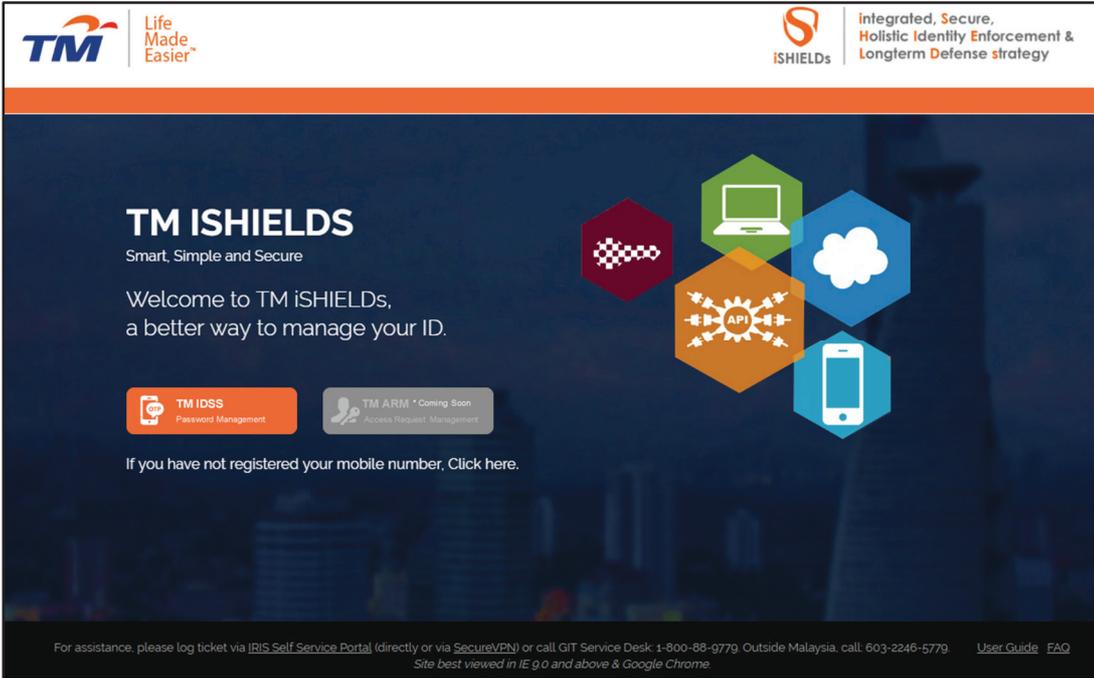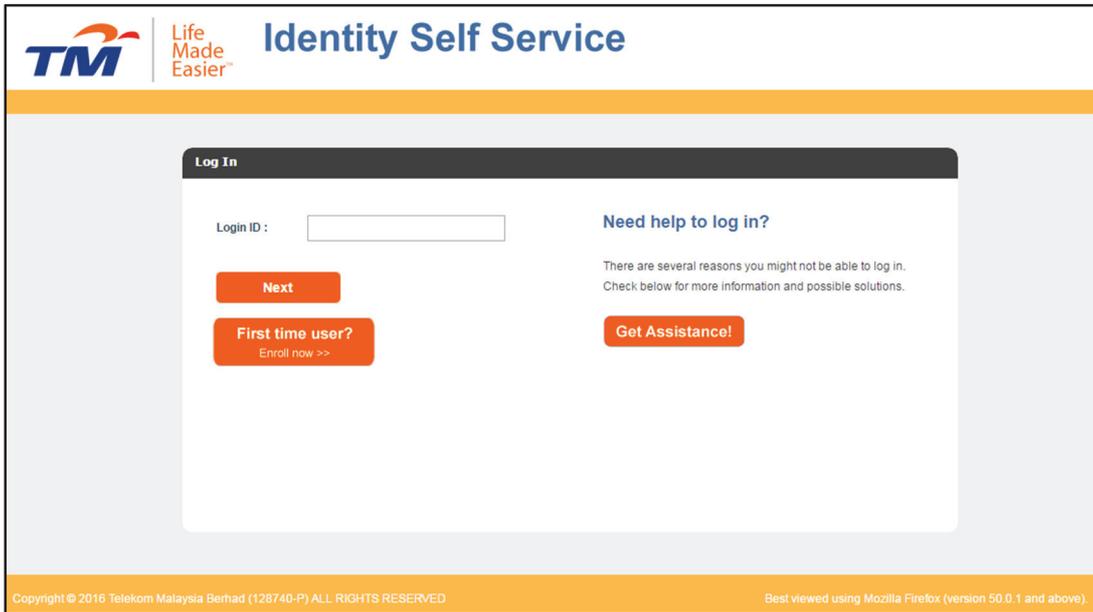## 2.5 Existing User Perform Recover Login ID Using Email Address

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.
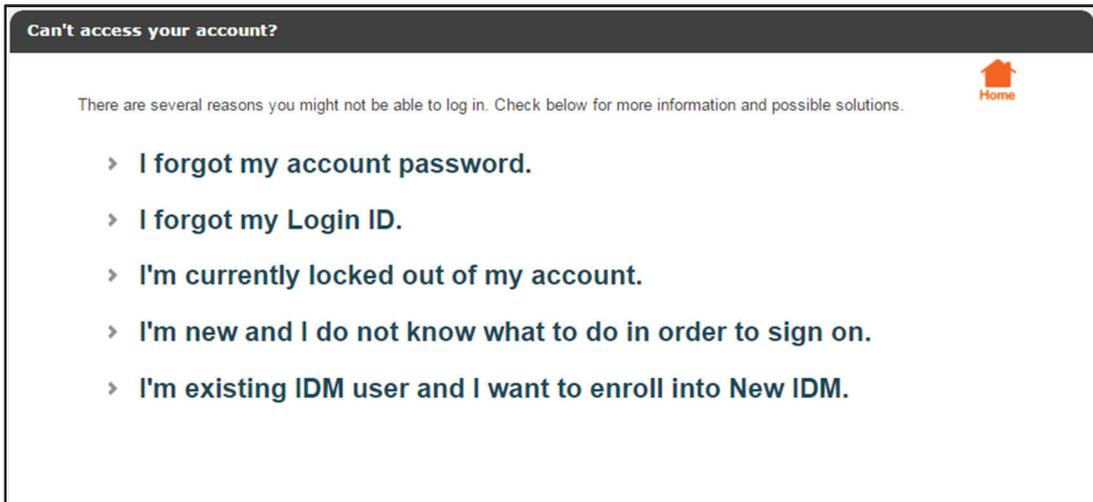
2.5.1 Event Handling – Success Case

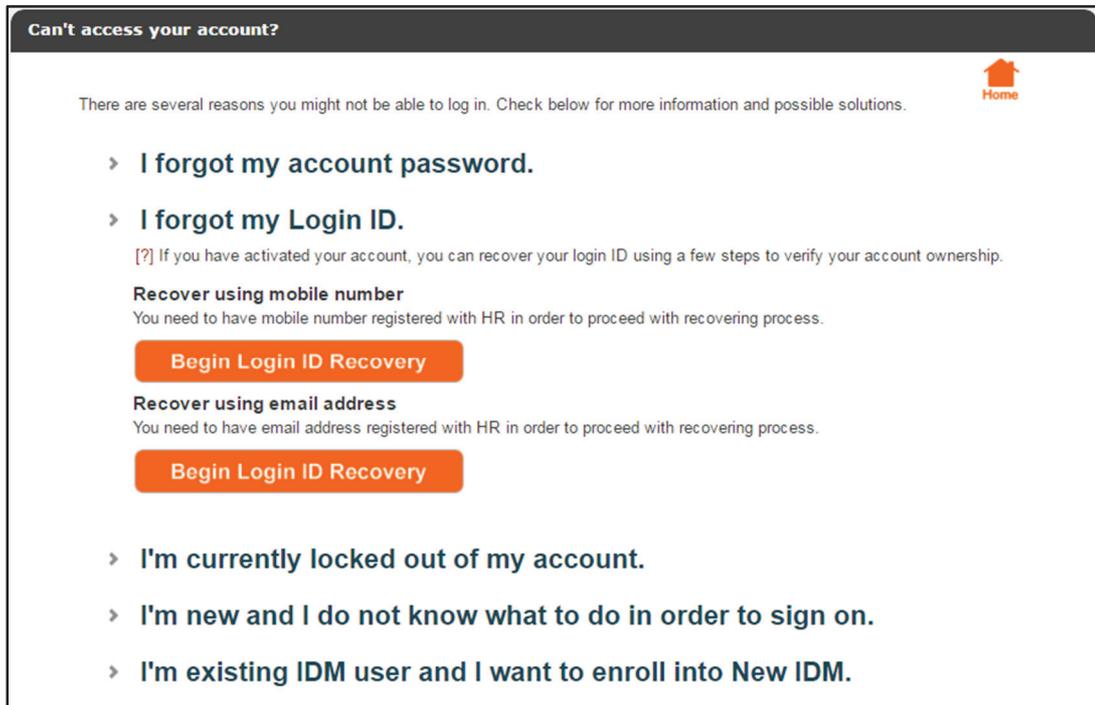| NO	STEPS
1.	Go to IDSS via URL https://idss.tm.com.my/ At the Home page, click on 'TM IDSS' button.

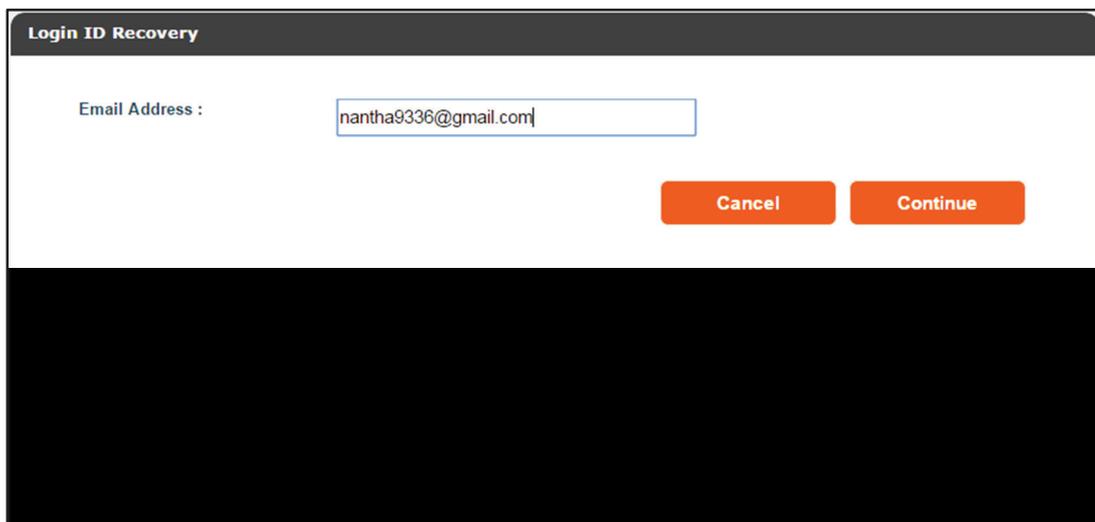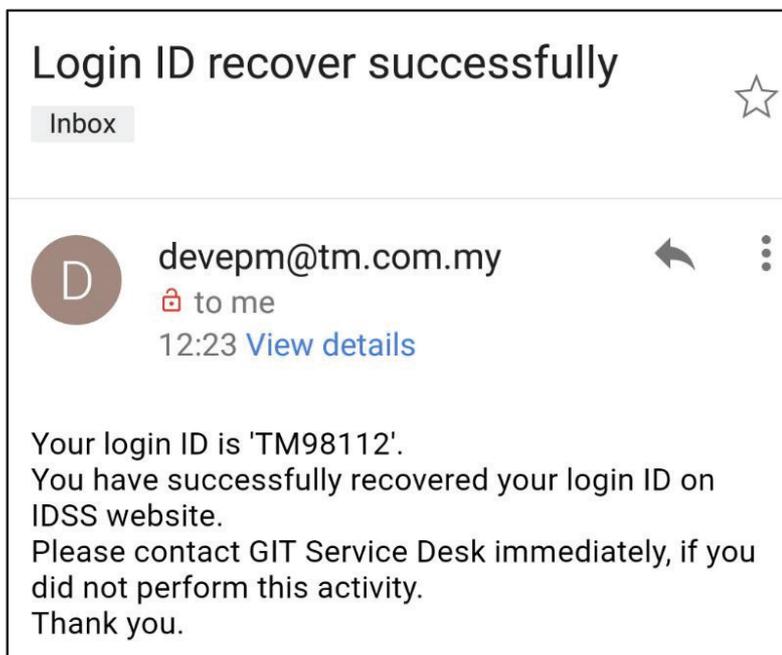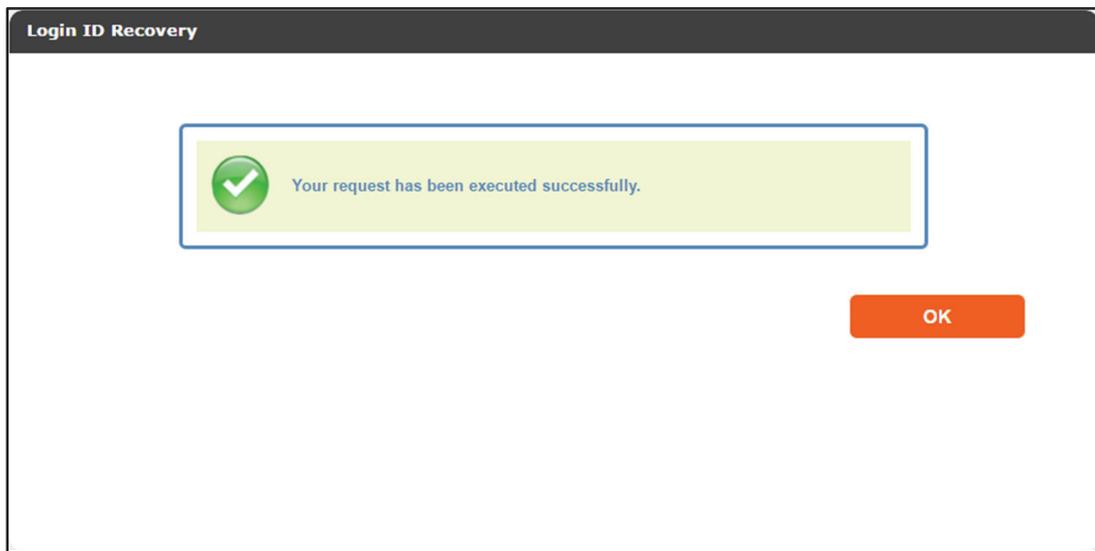| 2.	At the 'Log In' page, click on the 'Get Assistance!' button.
3.	At the 'Can't access your account' page, click on the 'I forgot my Login ID' button.

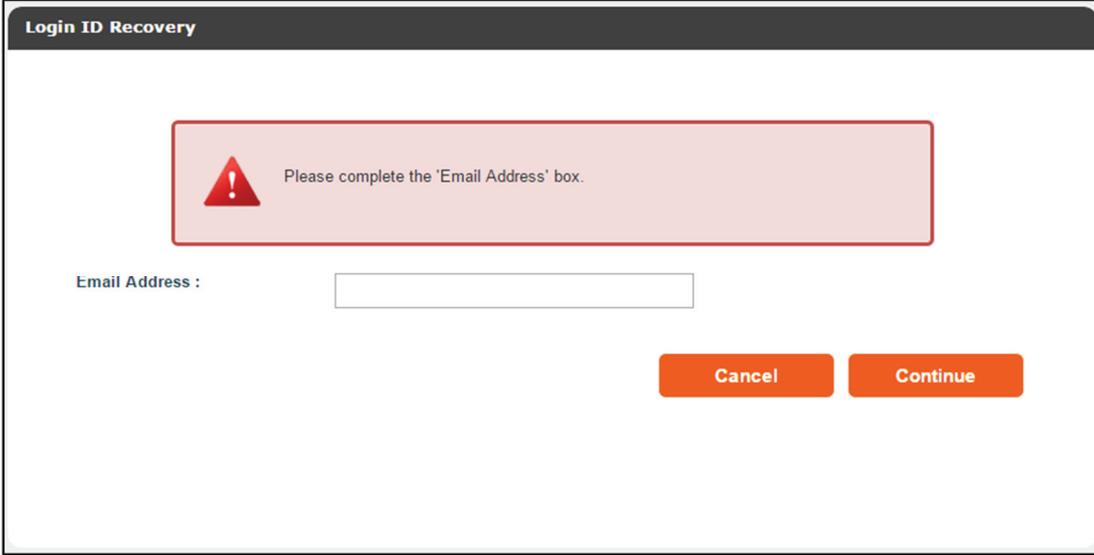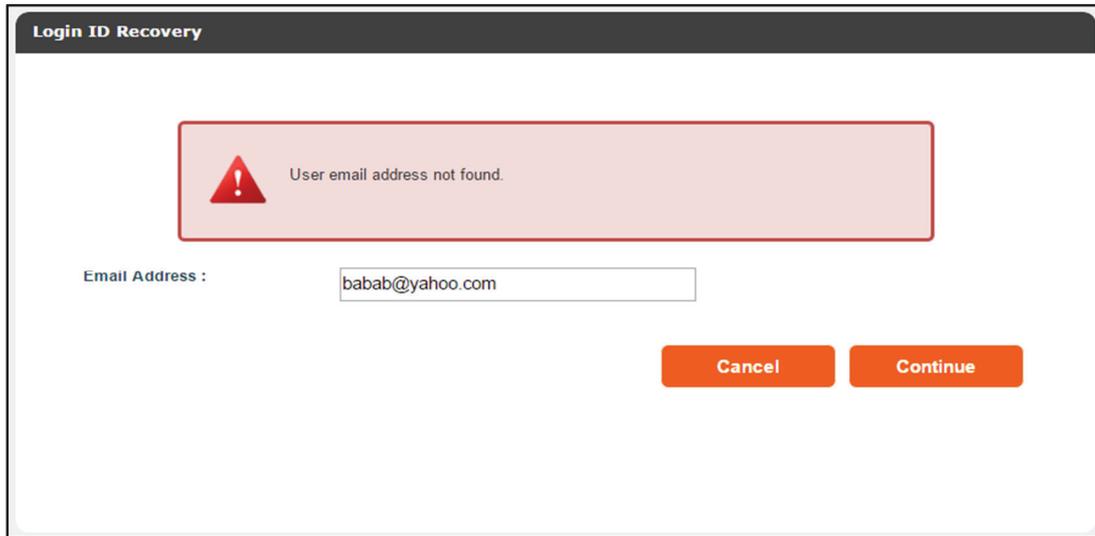| 4.	At the 'Can't access your account' page, then click on the 'Begin Login ID Recovery' button below the 'Recover using email address'.
5.	In the 'Login ID Recovery' page, enter user registered email address then click on 'Continue' button.

6.	User request has been executed successfully. An email containing user login ID is sent to the registered email address.
	Login ID Recovery ✓ Your request has been executed successfully. OK
	Login ID recover successfully Inbox ☆ D devepm@tm.com.my ↩ ⋮ 🔒 to me 12:23 View details Your login ID is 'TM98112'. You have successfully recovered your login ID on IDSS website. Please contact GIT Service Desk immediately, if you did not perform this activity. Thank you.

2.5.2 Event Handling – Fail Case

NO	STEPS
1.	Error Message: Please complete the 'Email Address' box.

Error message will appear to notify user if the email address box is blank. User is not able to proceed.

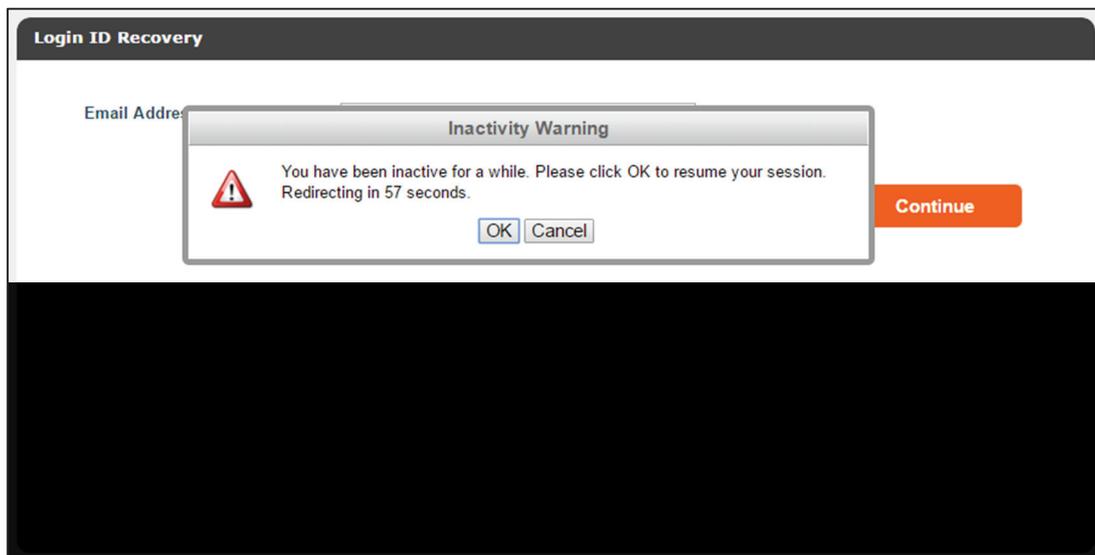User Action: Please provide user email address and click on 'Continue' button.

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.

2.5.3 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 to do that, you have to provide your email address or your mobile number which is used to confirm your identity. Hint will appear to notify user when mouse over to [?] underneath 'I forgot my Login ID'.