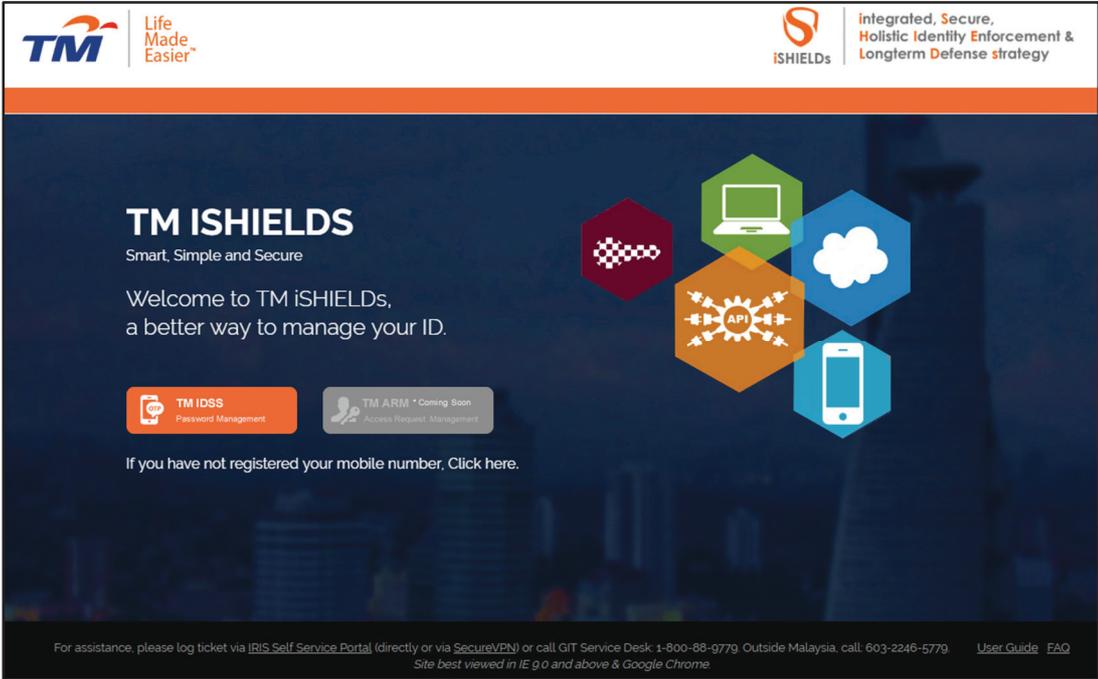


2.6 Existing User Perform Unlock Account Using Mobile Number.

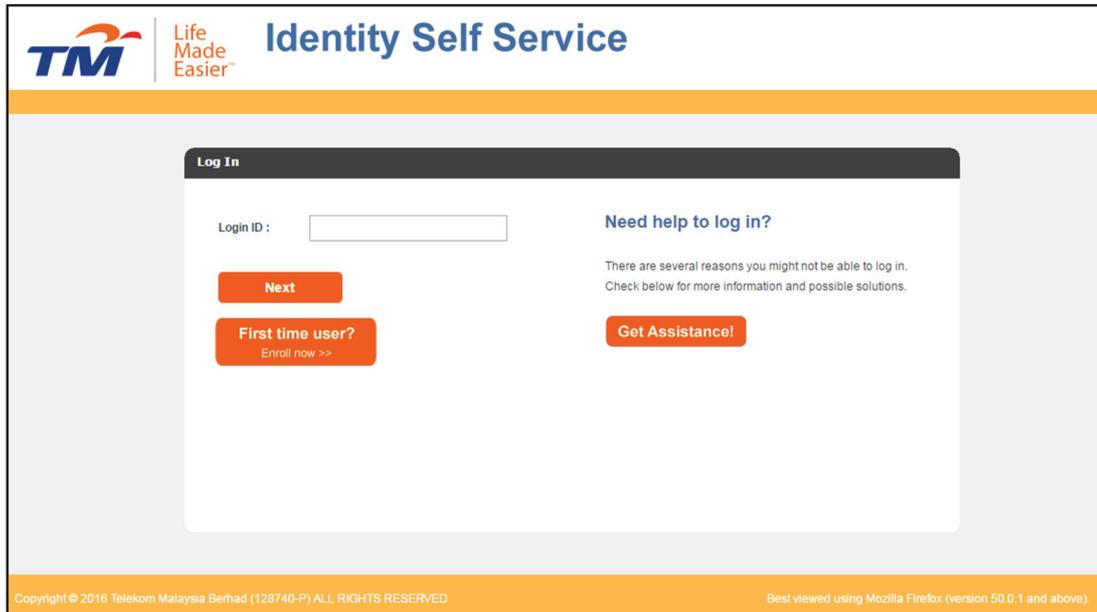
Existing account is locked. The user perform unlock existing account using mobile number. A SMS containing a 6 digits One-Time Password will be send to registered phone number. After entering the 6 digits One-Time Password, the account is unlocked. The user can choose to reset password or continue using the current password.

2.6.1 Event Handling – Success Case

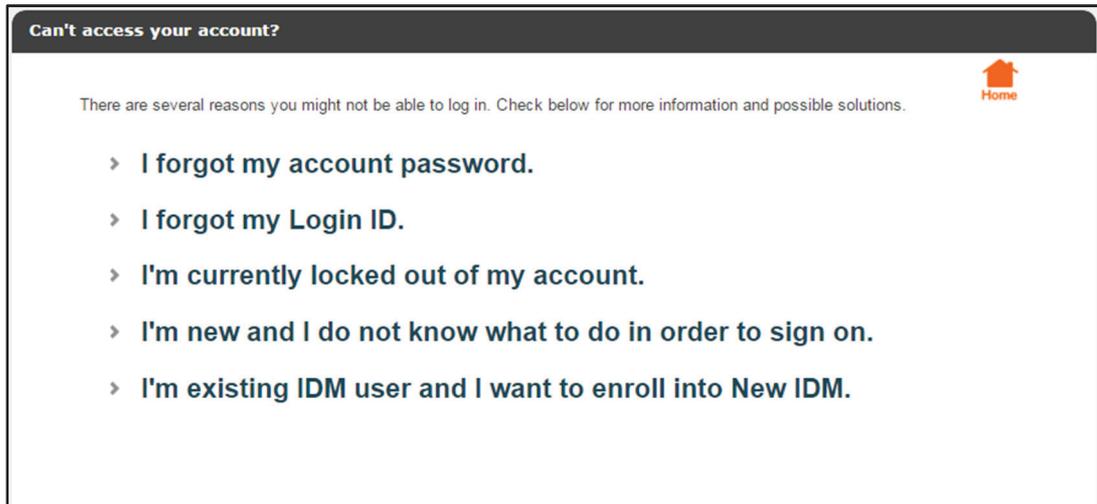
| NO | STEPS |
|----|---|
| 1. | <p>Go to IDSS via URL http://10.54.5.230:8181/idss/</p> <p>At the Home page, click on 'TM IDSS' button.</p>  |

| | | | | |
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|---|---|----------------------------|------------------------|------------------------------|

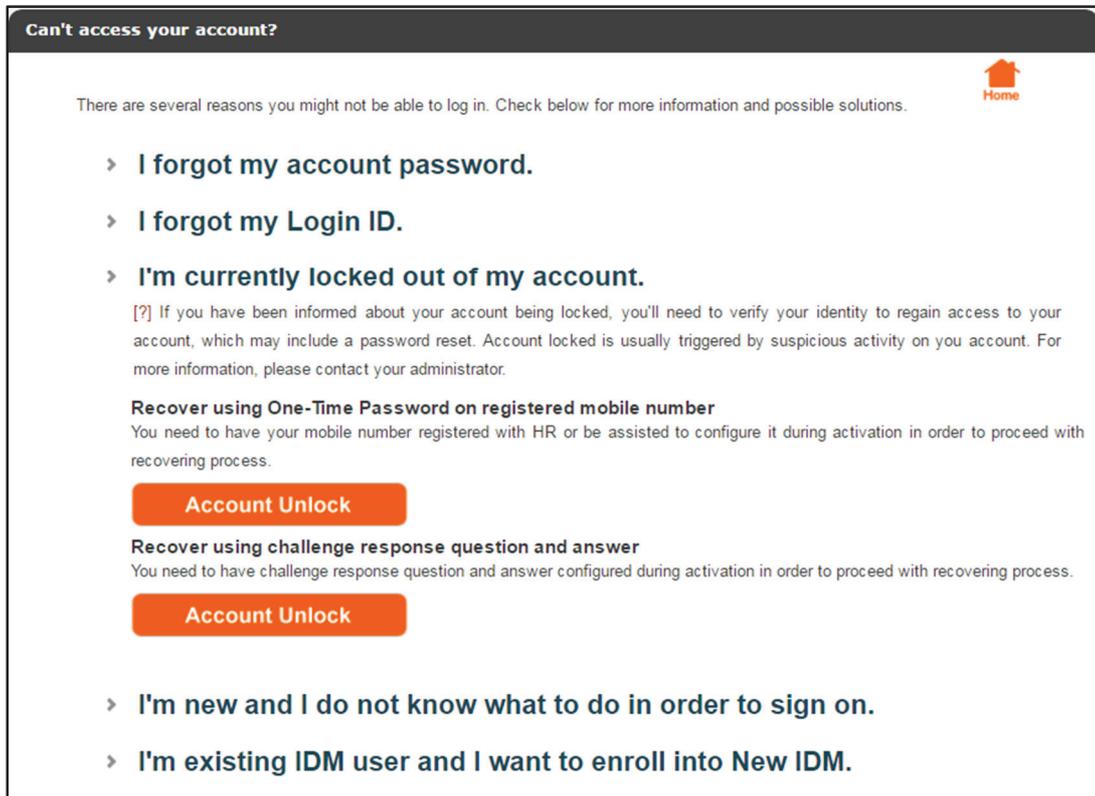
2. At the 'Log In' page, click on the 'Get Assistance!' button.



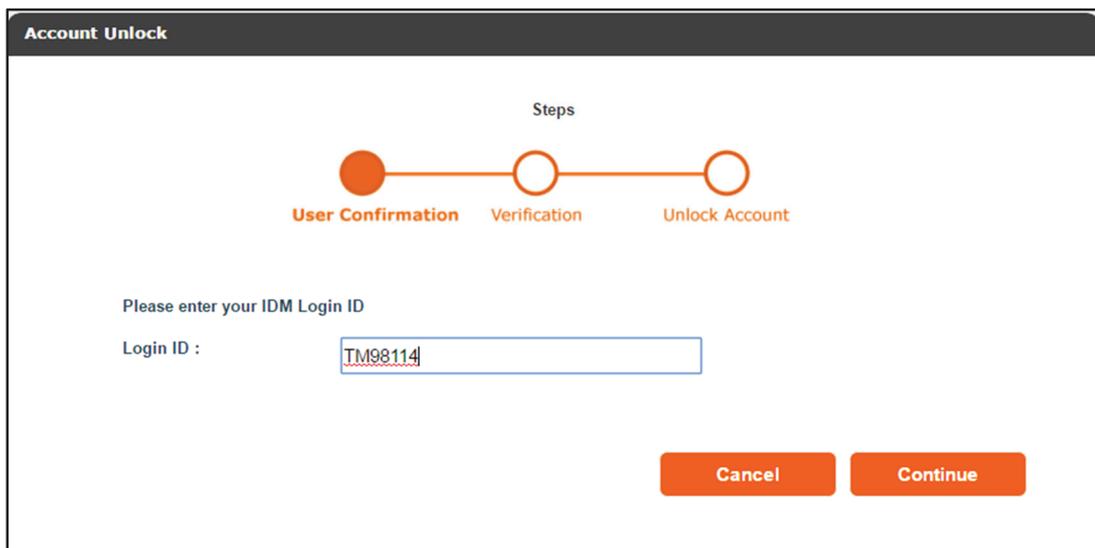
3. At the 'Can't access your account' page, click on the 'I forgot my Login ID' button.



4. At the 'Can't access your account' page, then click on the 'Account Unlock' button below the 'Recover using One-Time Password on registered mobile number'.



5. In the first step 'Account Unlock', enter user Login ID.



6. In the second step 'Verification', verify user last 3 mobile number then click on the 'Click here to request OTP'. A notification message of 'One-Time Password has been sent successfully' will be pop up. A SMS with 6 digits One-Time Password will be send to the mobile number. User enter the 6 digits One-Time Password and click on 'Continue' button.

Account Unlock

Steps

10.54.5.230:8181 says:
One-Time Password has been sent successfully.

Login ID :

Mobile number : XXXXXXXX862

One-Time Password : [Click here to request OTP](#)

[Cancel](#) [Continue](#)

Account Unlock

Steps

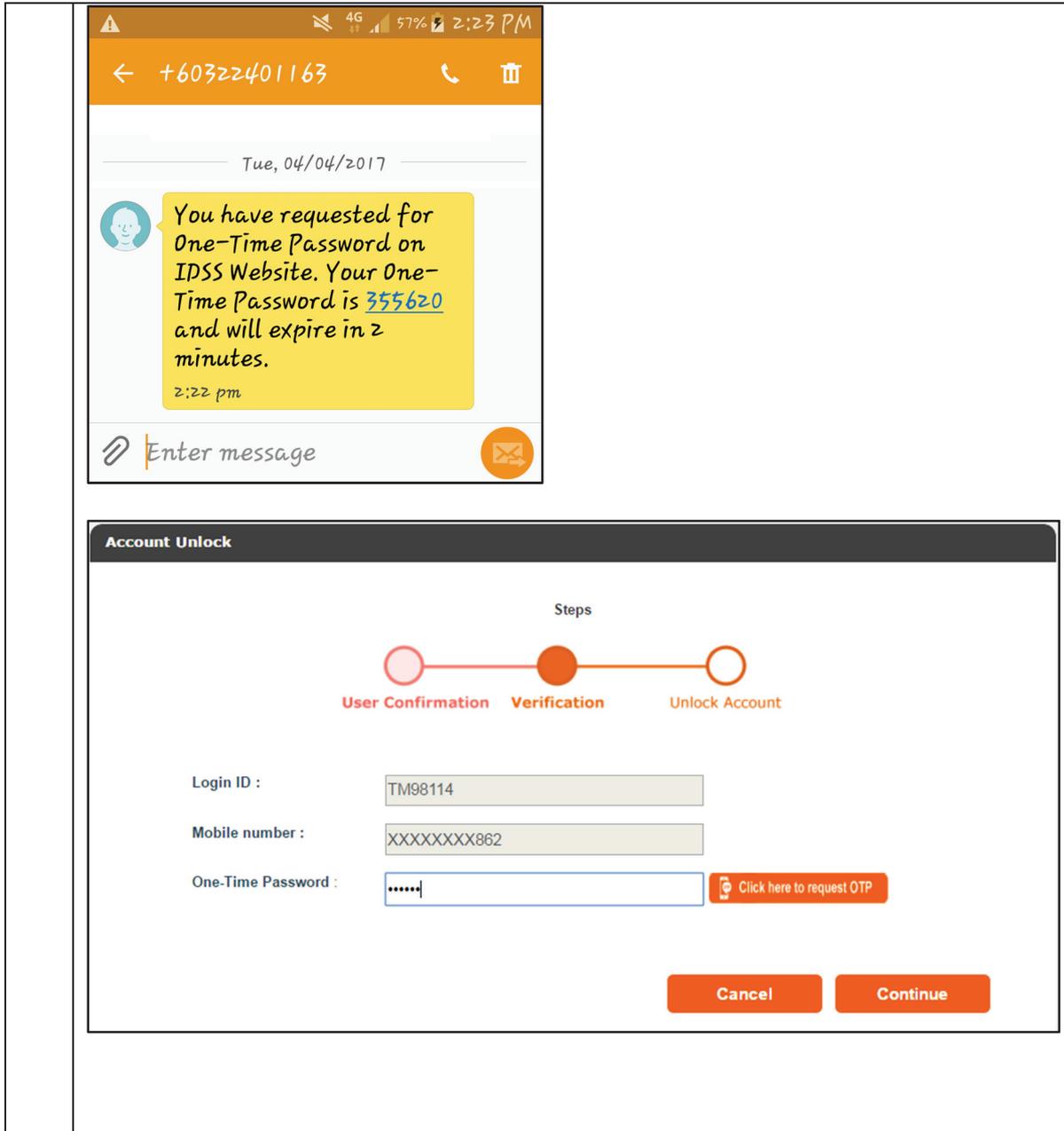
User Confirmation Verification Unlock Account

Login ID : TM98114

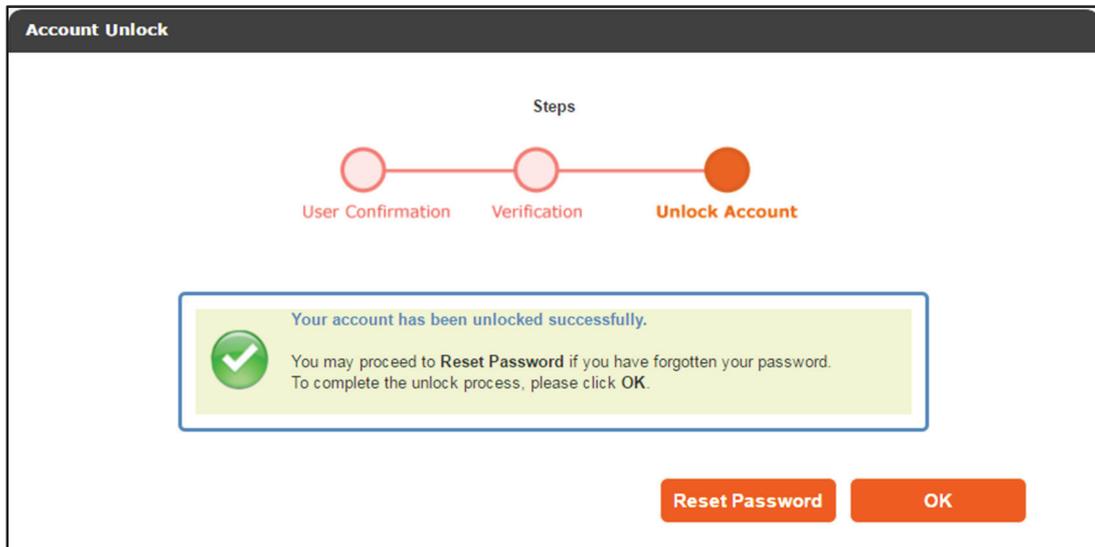
Mobile number : XXXXXXXX862

One-Time Password : [Click here to request OTP](#)

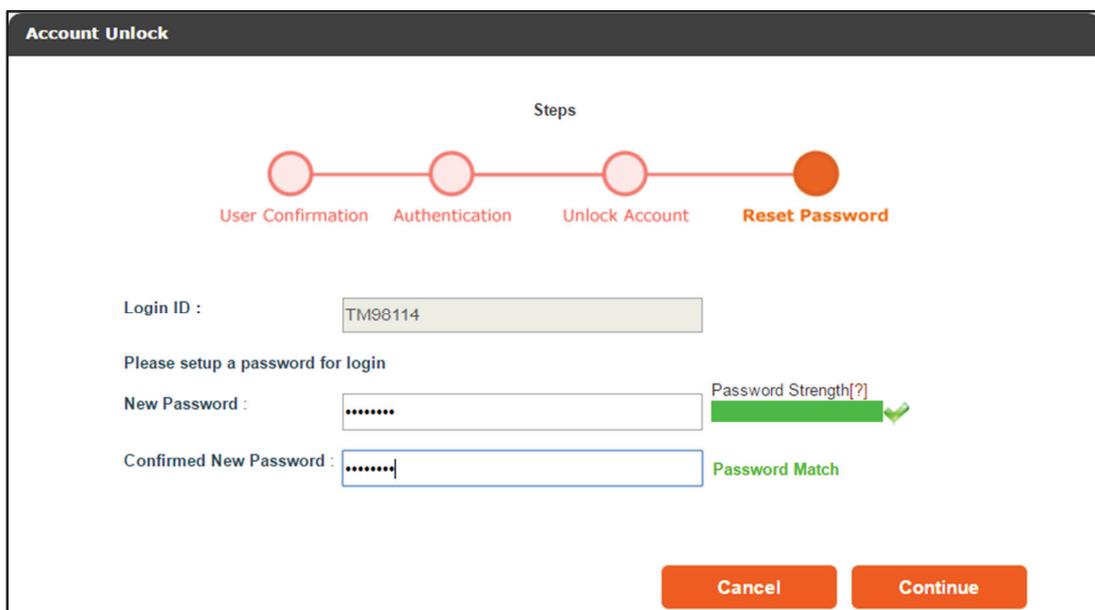
[Cancel](#) [Continue](#)



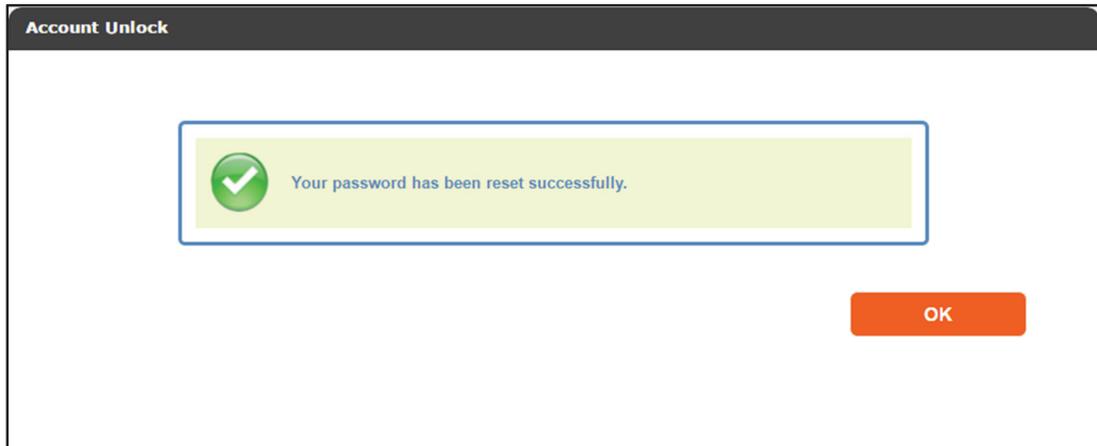
7. In this step 'Unlock Account', user account has been unlocked. User can proceed to reset password by click on 'Reset Password' or continue without reset password by click on 'OK' button.



8. In the last step 'Reset Password', user verify Login ID and enter new password and confirmed new password then click on 'Continue' button.

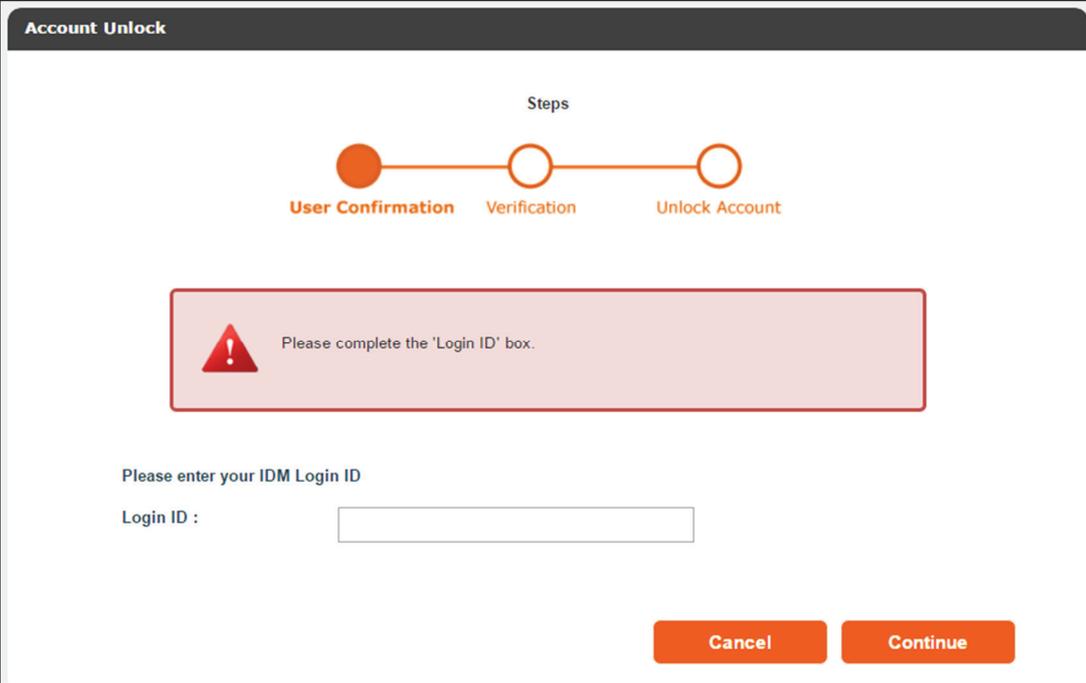


9. The password has been reset successfully.



| | | | | |
|---------------------------------------|--|-----------------------------------|-------------------------------|---------------------|
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2.6.2 Event Handling – Fail Case

| NO | STEPS |
|----|--|
| 1. | <p data-bbox="268 322 1002 353">Error Message: Please complete the 'Login ID' box.</p> <div data-bbox="268 394 1362 1077" style="border: 1px solid black; padding: 10px;">  </div> <p data-bbox="268 1122 1342 1198">Error message will appear to notify user if the Login ID box is blank. User is not able to proceed.</p> <p data-bbox="268 1238 1262 1314">User Action: Please provide your IDM Login ID in the box and click on 'Continue' button.</p> |

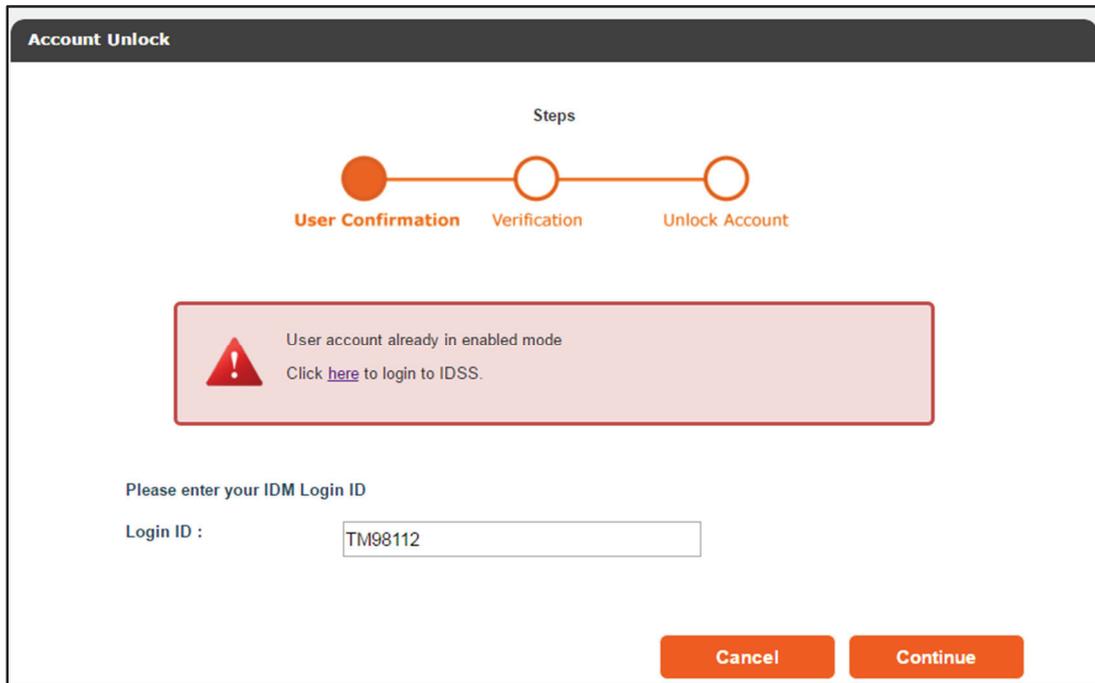
2. Error Message: User account not found. Please contact HR to reconfirm your Login ID.

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar labeled "Steps" with three stages: "User Confirmation" (indicated by a solid orange circle), "Verification" (indicated by an orange outline circle), and "Unlock Account" (indicated by an orange outline circle). Below the progress bar, a red-bordered box contains a warning icon (a red triangle with an exclamation mark) and the text: "User account not found. Please contact HR to reconfirm your Login ID." Below this message, there is a prompt: "Please enter your IDM Login ID". Underneath, the label "Login ID:" is followed by a text input field containing the value "TM90000". At the bottom right of the form, there are two orange buttons: "Cancel" and "Continue".

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.

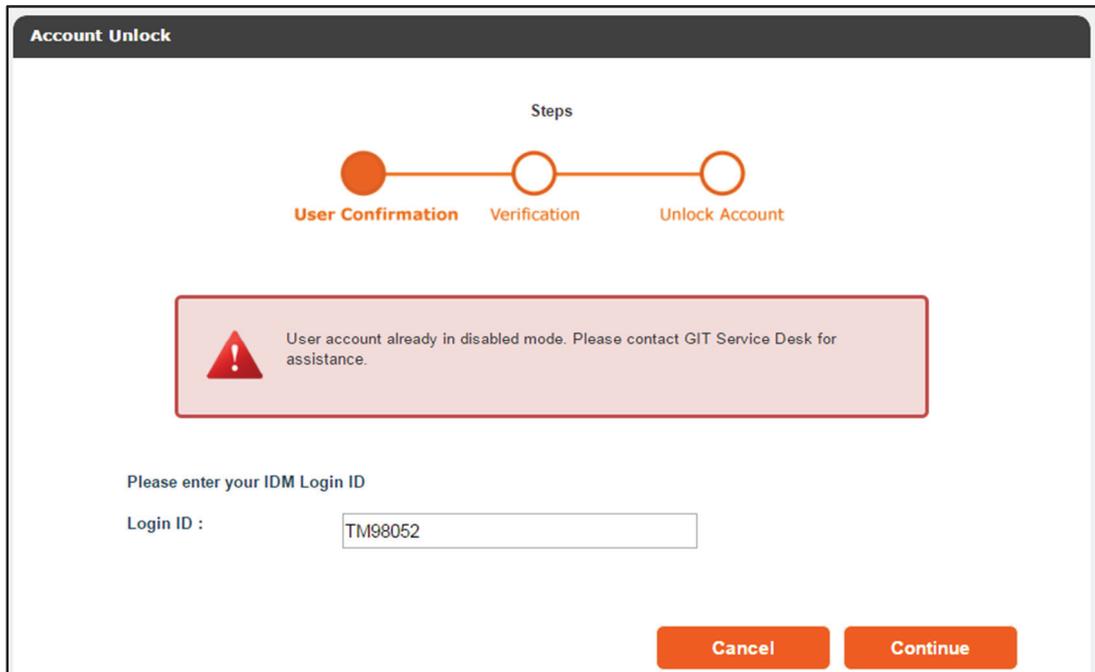
3. Error Message: User account already in enabled mode. Click here to login to IDSS.



Error message will appear to notify user if the user account has already in enabled mode. User is not able to proceed.

User Action: User account has already been enabled, it does not require to be unlock.

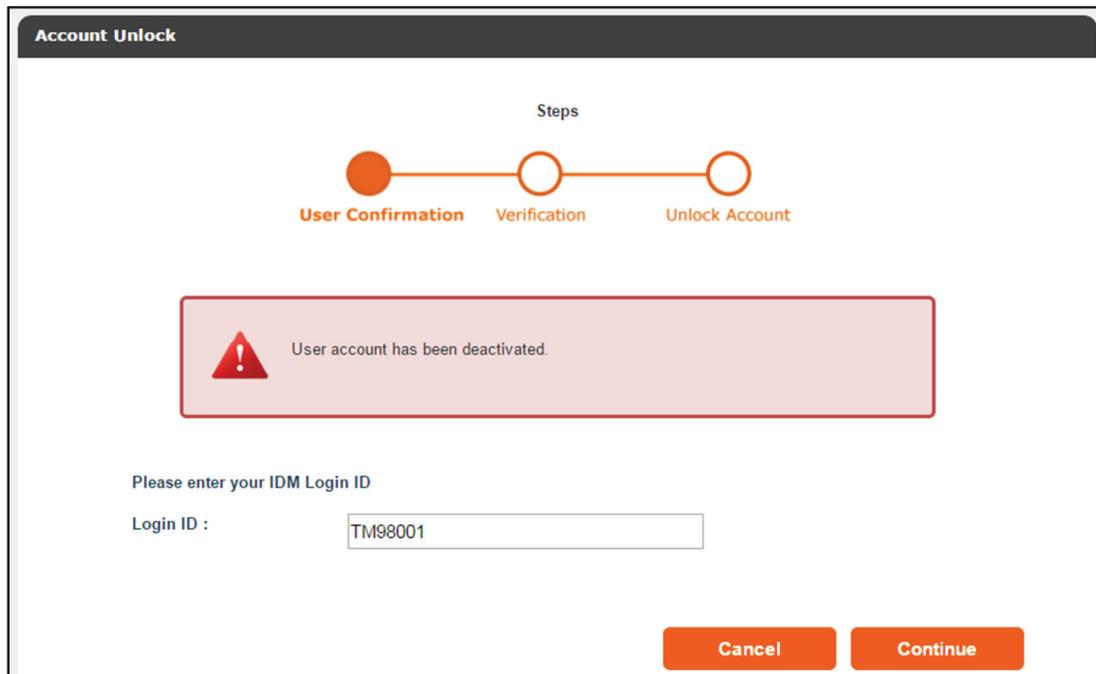
4. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.



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.

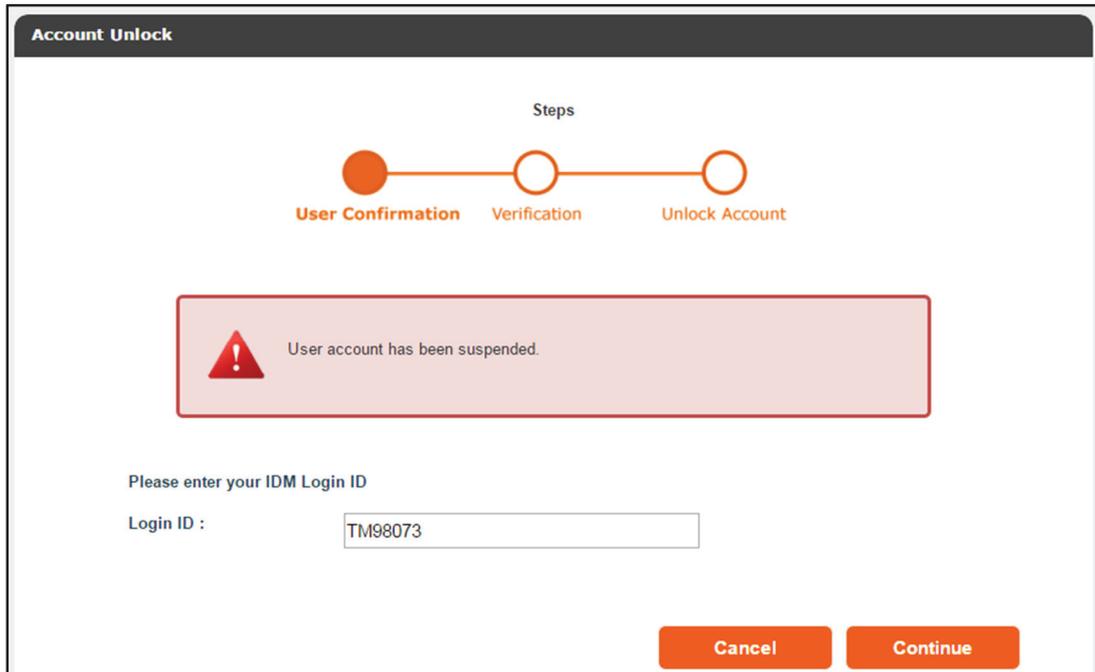
5. Error Message: User account has been deactivated.



Error message will appear to notify user if the entered Login ID is deactivated

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

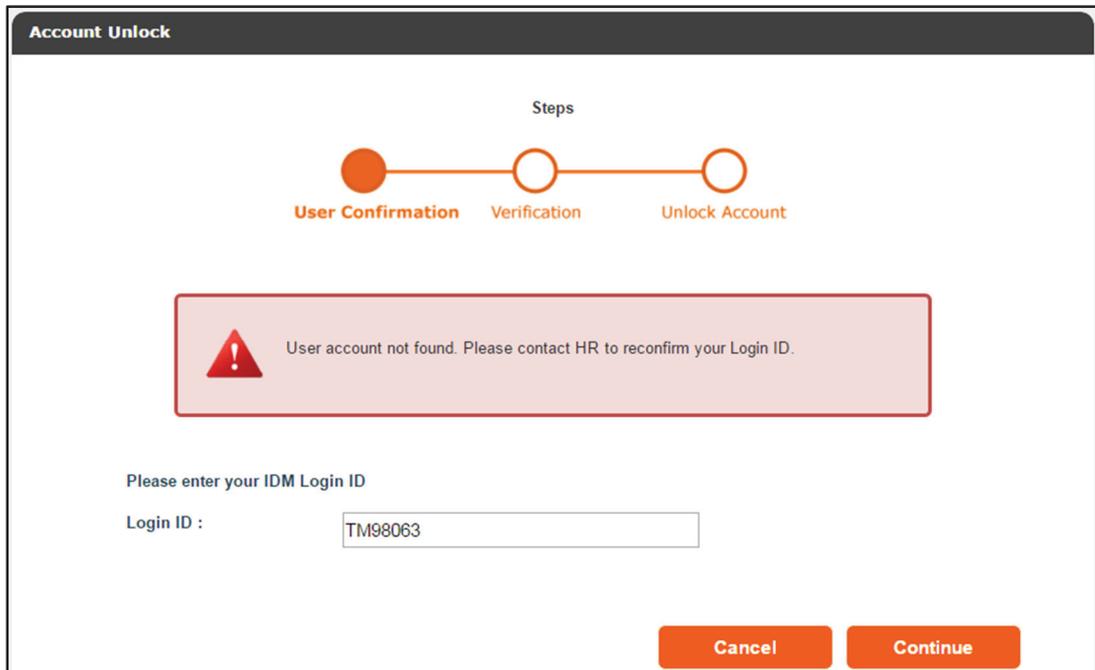
6. Error Message: User account has been suspended.



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.

7. Error Message: User account not found. Please contact to 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.

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

Account Unlock

Inactivity Warning

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

Please enter your IDM Login ID

Login ID :

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.

| | | | | |
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9. Error Message: Please complete the 'One-Time Password' box.

The screenshot displays the 'Account Unlock' interface. At the top, a progress bar shows three steps: 'User Confirmation' (inactive), 'Verification' (active), and 'Unlock Account' (inactive). Below the progress bar, a red error message box contains a warning icon and the text: 'Please complete the 'One-Time Password' box.' The form fields are as follows: 'Login ID' with the value 'TM98112', 'Mobile number' with the value 'XXXXXXXX296', and 'One-Time Password' which is currently blank. To the right of the 'One-Time Password' field is a button labeled 'Click here to request OTP'. At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the One-Time Password box is blank. User is not able to proceed.

User Action: Please provide the 6 digits One-Time Password received in the mobile number shown above.

10. Error Message: One-Time Password authentication failed. Please enter correct One-Time Password code.

The screenshot shows the 'Account Unlock' interface. At the top, a progress bar indicates three steps: 'User Confirmation', 'Verification' (which is currently active and highlighted in orange), and 'Unlock Account'. Below the progress bar, a red warning box contains the following text: 'One-Time Password authentication failed. Please enter correct One-Time Password code. Failed attempt: 1. Maximum attempt: 5'. The form below the warning box includes three input fields: 'Login ID' with the value 'TM98112', 'Mobile number' with the value 'XXXXXXXX296', and 'One-Time Password' with six dots. To the right of the One-Time Password field is a button that says 'Click here to request OTP'. At the bottom right of the form are two buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the 6 digits One-Time Password entered is incorrect. User is not able to proceed.

User Action: Please provide the correct 6 digits One-Time Password received in the mobile number shown above.

11. Error Message: Please wait for 2 minutes before click to send again.

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar labeled "Steps" with three stages: "User Confirmation", "Verification", and "Unlock Account". The "Verification" stage is currently active, indicated by a solid orange circle, while the other two stages are represented by hollow circles. Below the progress bar, a red-bordered box contains a warning icon (a red triangle with an exclamation mark) and the text "Please wait for 2 minutes before click to send again." Below this message, there are three input fields: "Login ID" with the value "TM98112", "Mobile number" with the value "XXXXXXXXX296", and "One-Time Password" which is empty. To the right of the "One-Time Password" field is a button labeled "Click here to request OTP" with a small icon of a hand holding a card. At the bottom of the form, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the 'Click here to request OTP' button is click more than once within 2 minutes duration. User is not able to proceed.

User Action: Wait 2 minutes before requesting another One-Time Password.

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

Account Unlock

Inactivity Warning

 You have been inactive for a while. Please click OK to resume your session. Redirecting in 58 seconds.

Login ID :

Mobile number :

One-Time Password : [Click here to request OTP](#)

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.

13. 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.

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with three steps: "User Confirmation", "Verification", and "Unlock Account". The "Verification" 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 and the text: "You have reached the maximum of 5 times failed attempt(s) recovery. Account has been disabled. Please contact GIT Service Desk for assistance." Below this message, there are three input fields: "Login ID" with the value "TM98078", "Mobile number" with the value "XXXXXXXX078", and "One-Time Password" with six dots. To the right of the One-Time Password field is a button that says "Click here to request OTP". At the bottom of the form, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the 6 digits One-Time Password is entered incorrectly for 5 times. User account 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.

2.6.3 Event Handling – Hint

| NO | STEPS |
|----|---|
| 1. | <p>Hint: If you're inform that your account is locked, you'll need to verify your identity to regain 'access' to your account, which may require a password reset. Account locked is usally triggered bt some suspicious activities on your account. First, you have to enter your login ID and security answer. You are then asked to enter your password. If you successfully pass the verification and authentication, your identity will be confirmed and you will be allowed to unlock your account.</p> <div data-bbox="268 645 1362 1442" 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. › I'm currently locked out of my account. <p>[?] If you have been informed about your account being locked, you'll need to verify your identity to regain access to your account, which may include a password reset. Account locked is usually triggered by suspicious activity on you account. For</p> <div data-bbox="395 987 831 1256" style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>If you are informed that your account is locked, you'll need to verify your identity to regain access to your account, which may require a password reset. Account locked is usually triggered by some suspicious activities on your account. First, you have to enter you login ID and security answer. You are then asked to enter your password. If you successfully pass the verification and authentication, your identity will be confirmed and you will be allowed to unlock your account.</p> </div> <ul style="list-style-type: none"> › 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'm currently locked out of my account'.</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

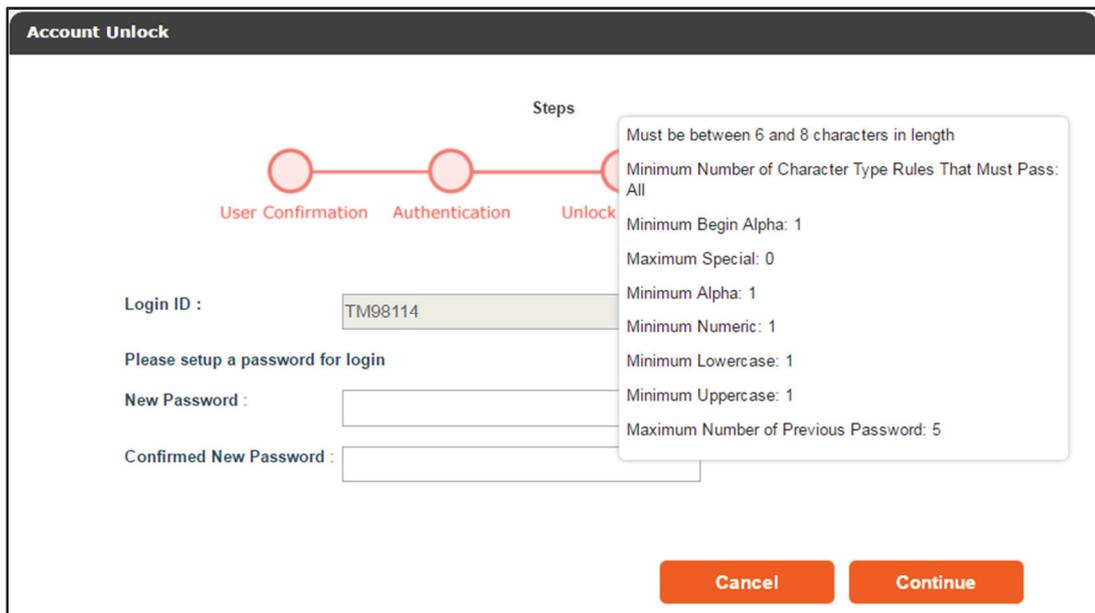
Minimum Alpha: 1

Minimum Numeric: 1

Minimum Lowercase: 1

Minimum Uppercase: 1

Number of Previous Password that Cannot be Reused: 5



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