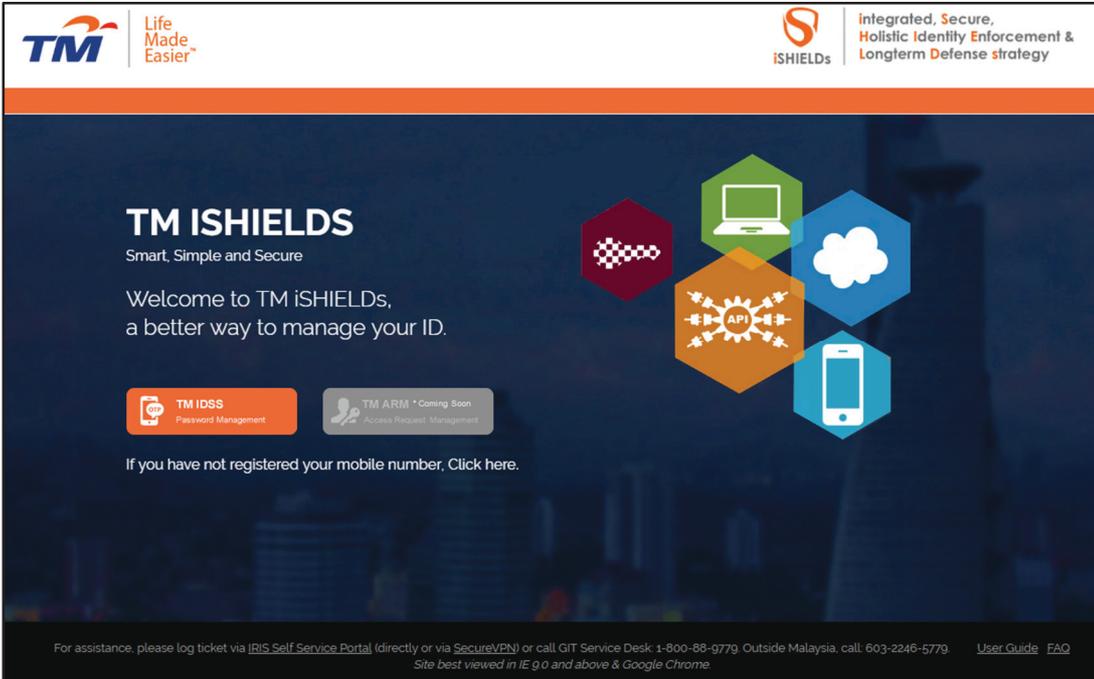


## 2.7 Existing User Perform Unlock Account Using Challenge Respond Questions and Answers.

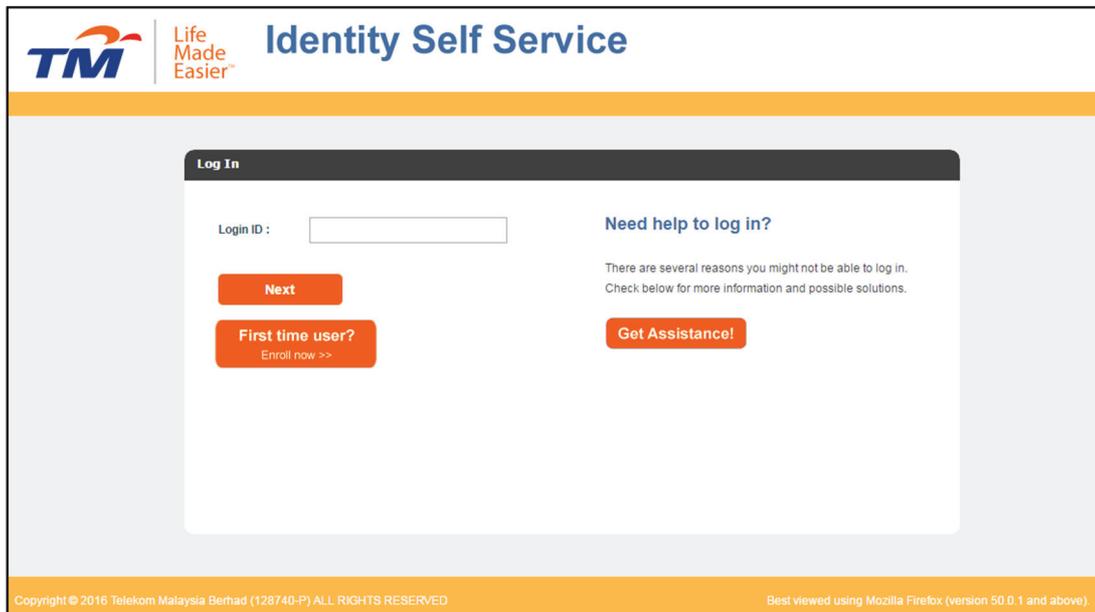
Existing account is locked. The user perform unlock existing account using challenge respond questions answers. Challenge respond questions and answers were previously set by user during account activation. After entering the correct challenge respond answers respectively to the questions, the account will be unlock. The user can choose to reset password or continue using the current password.

### 2.7.1 Event Handling – Success Case

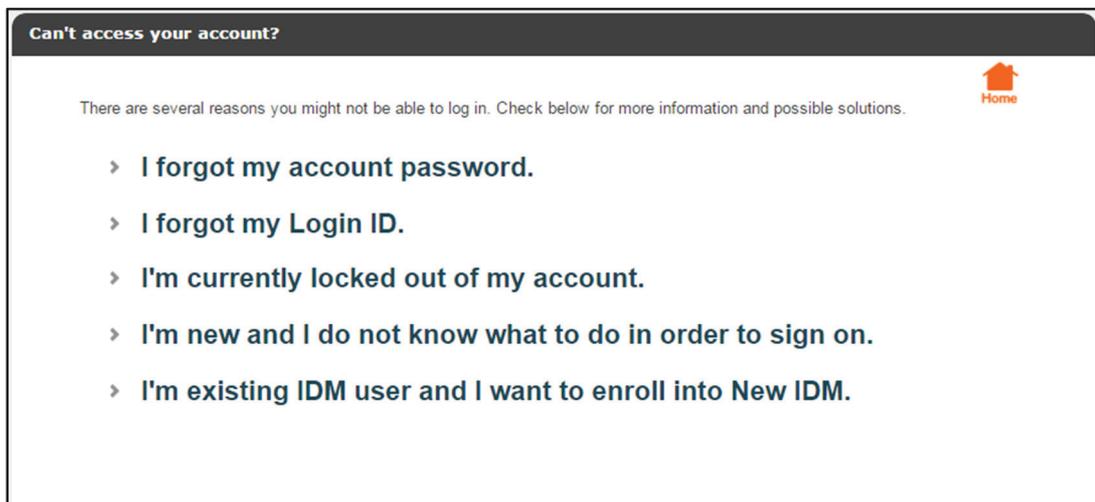
NO	STEPS
1.	<p>Go to IDSS via URL <a href="https://idss.tm.com.my/">https://idss.tm.com.my/</a></p> <p>At the Home page, click on ‘TM IDSS’ button.</p> 

<b>TM GIT</b> Owner: <b>Chang Yen Lan</b>	<b>User Guidelines – Phase 2</b> Approved By: <b>Zahratullaili Haji Ali</b>	Date: <b>2017-03-17</b>	Version: <b>1.0</b>	<b>TF6.3</b> Page: 145
---	---	----------------------------	------------------------	------------------------------

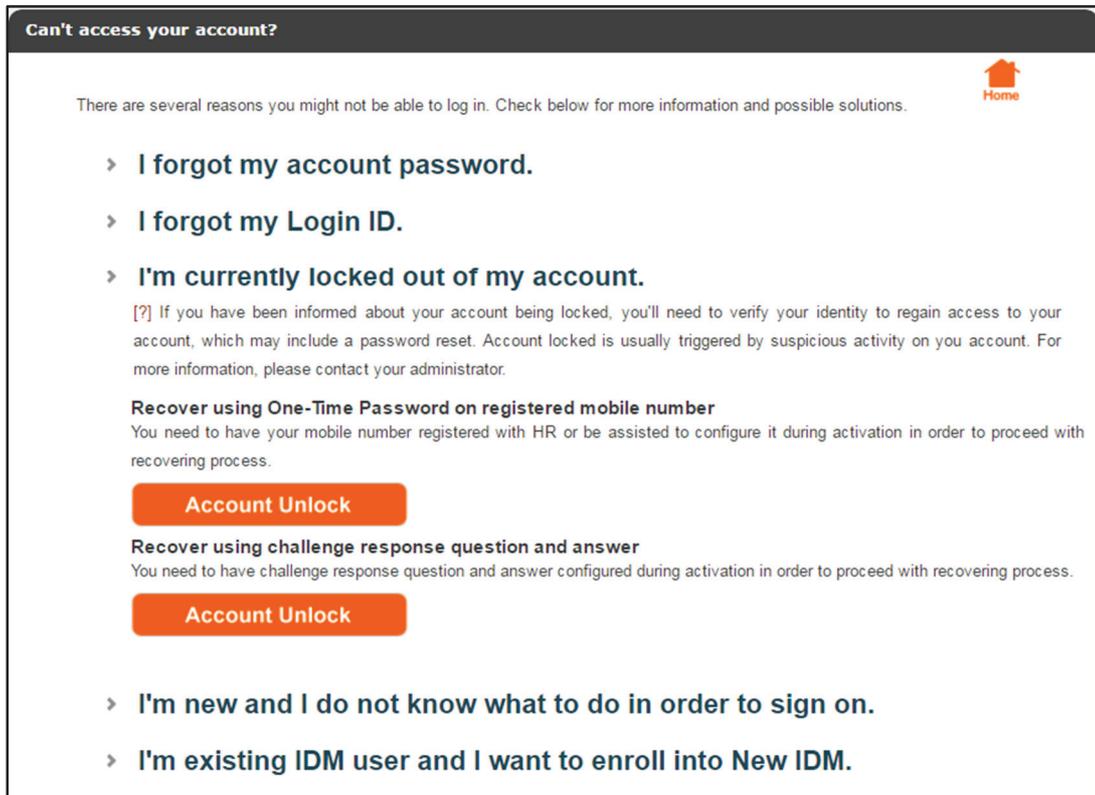
2. At the 'Log In' page, click on the 'Get Assistance!' button.



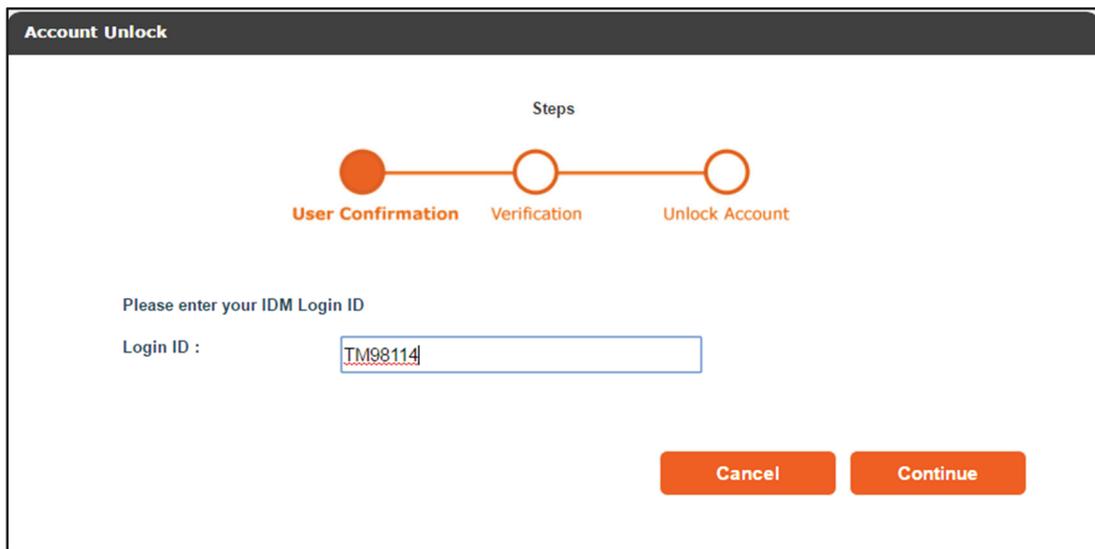
3. At the 'Can't access your account' page, click on the 'I'm currently locked out of my account' button.



4. At the 'Can't access your account' page, then click on the 'Account Unlock' button below the 'Recover using challenge response question and answer'.



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



6. The second step is 'Verification'. Verify user Login ID and answer user challenge response question(s). Click on 'Continue' button.

**Account Unlock**

Steps

User Confirmation Verification Unlock Account

Login ID :

Please complete the identity verification process by answering the challenge response question(s) below:

1. What is your favorite color?

2. In what city was you primary school?

**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.

**Account Unlock**

Steps

User Confirmation Verification Unlock Account

**✓** Your account has been unlocked successfully.  
You may proceed to **Reset Password** if you have forgotten your password.  
To complete the unlock process, please click **OK**.

**Reset Password** **OK**

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

**Account Unlock**

Steps

User Confirmation Authentication Unlock Account **Reset Password**

Login ID :

Please setup a password for login

New Password :  Password Strength[?]

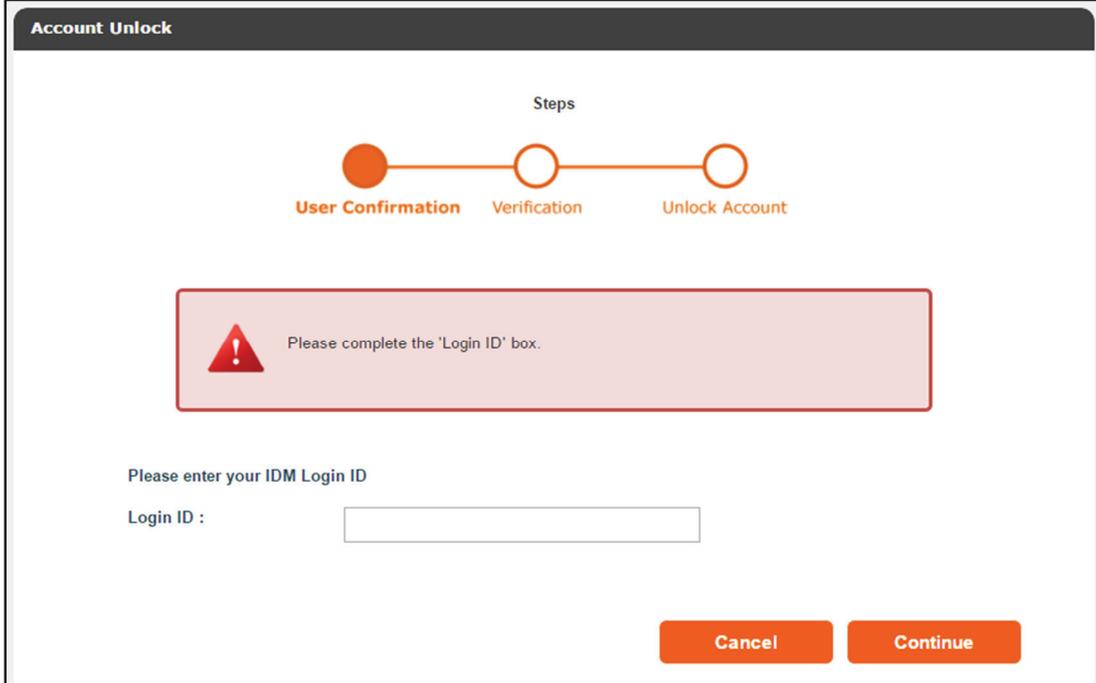
Confirmed New Password :  Password Match

9. The password has been reset successfully.

**Account Unlock**

Your password has been reset successfully.

## 2.7.2 Event Handling – Fail Case

NO	STEPS
1.	<p data-bbox="266 320 1002 353">Error Message: Please complete the 'Login ID' box.</p> <div data-bbox="266 394 1362 1077" style="border: 1px solid black; padding: 10px;">  <p data-bbox="293 409 440 432"><b>Account Unlock</b></p> <p data-bbox="794 488 842 510">Steps</p> <p data-bbox="555 589 1054 611">User Confirmation Verification Unlock Account</p> <p data-bbox="472 719 528 768"></p> <p data-bbox="549 725 807 748">Please complete the 'Login ID' box.</p> <p data-bbox="389 860 632 882">Please enter your IDM Login ID</p> <p data-bbox="389 902 472 925">Login ID :</p> <p data-bbox="608 902 963 936"><input type="text"/></p> <p data-bbox="975 1025 1043 1048">Cancel</p> <p data-bbox="1155 1025 1240 1048">Continue</p> </div> <p data-bbox="266 1122 1342 1200">Error message will appear to notify user if the Login ID box is blank. User is not able to proceed.</p> <p data-bbox="266 1238 1262 1317">User Action: Please provide your IDM Login ID in the box and click on 'Continue' button.</p>

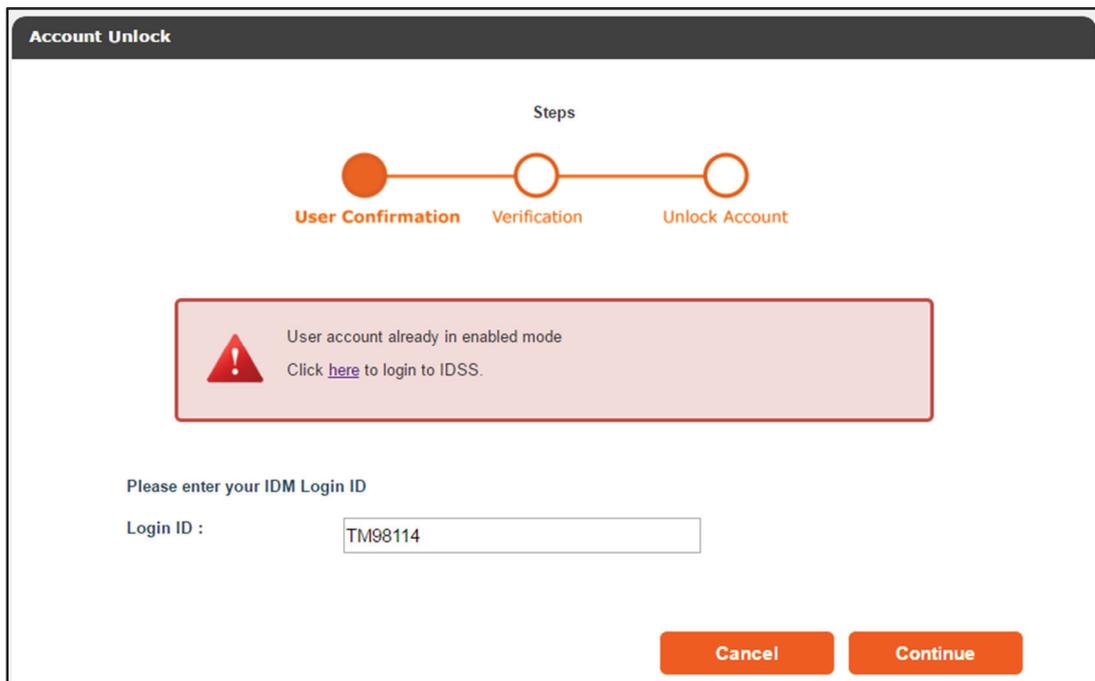
2. Error Message: User account not found. Please contact HR to reconfirm your Login ID.

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with three steps: "User Confirmation" (indicated by a solid orange circle), "Verification" (indicated by an orange circle with a white center), and "Unlock Account" (indicated by an orange circle with a white center). Below the progress bar, a red-bordered box contains a warning icon (a red triangle with a white 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, 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 entered user Login ID is already in enabled mode.

User Action: User Login ID is not locked, click on 'Cancel' button to redirect back to login page..

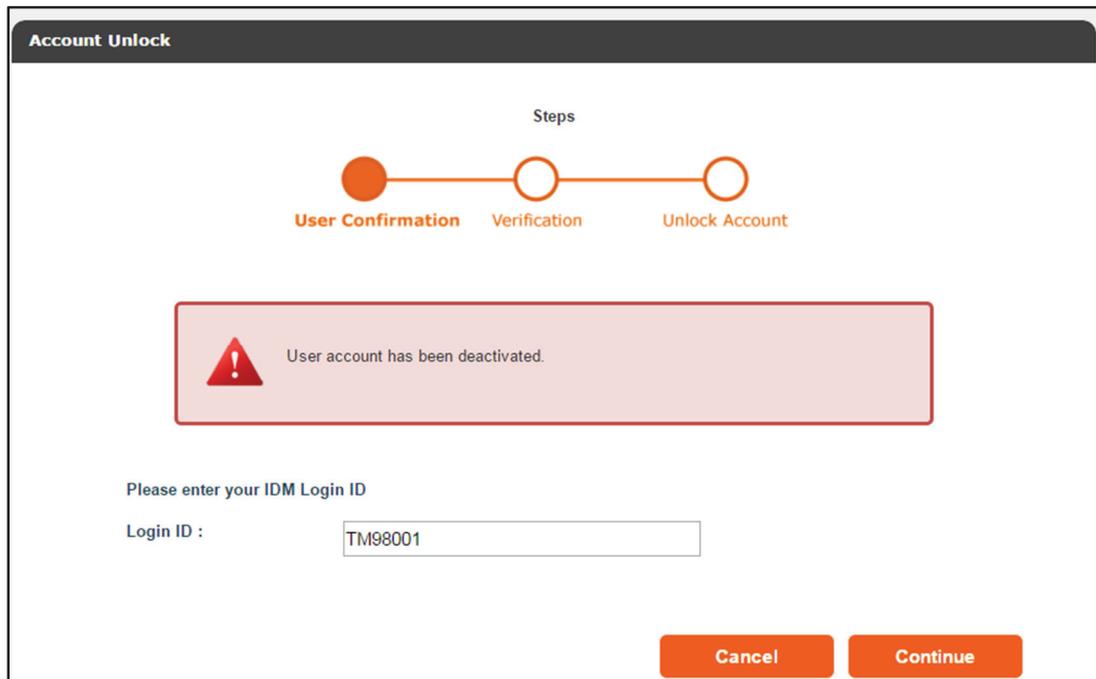
4. Error Message: User account already in disabled mode. Please contact GIT Service Desk for assistance.

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 already in disabled mode. Please contact GIT Service Desk for assistance." 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 "TM98052". 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 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.

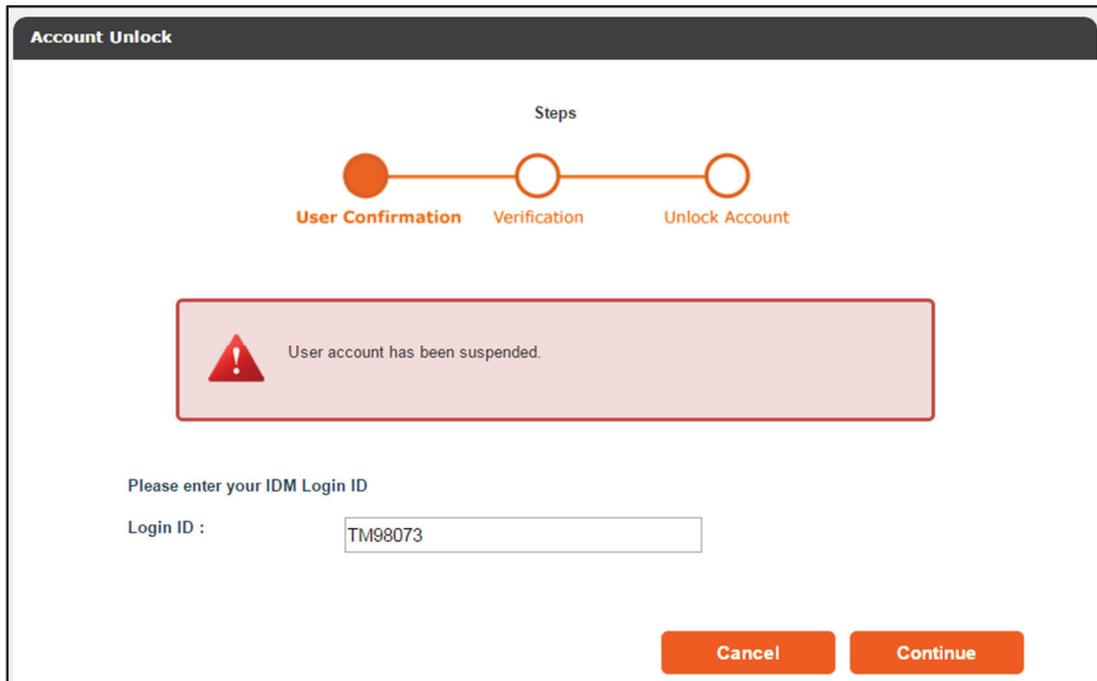
5. Error Message: User account has been deactivated.



Error message will appear to notify user if the Login ID entered has been deactivated. User is not able to proceed.

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.

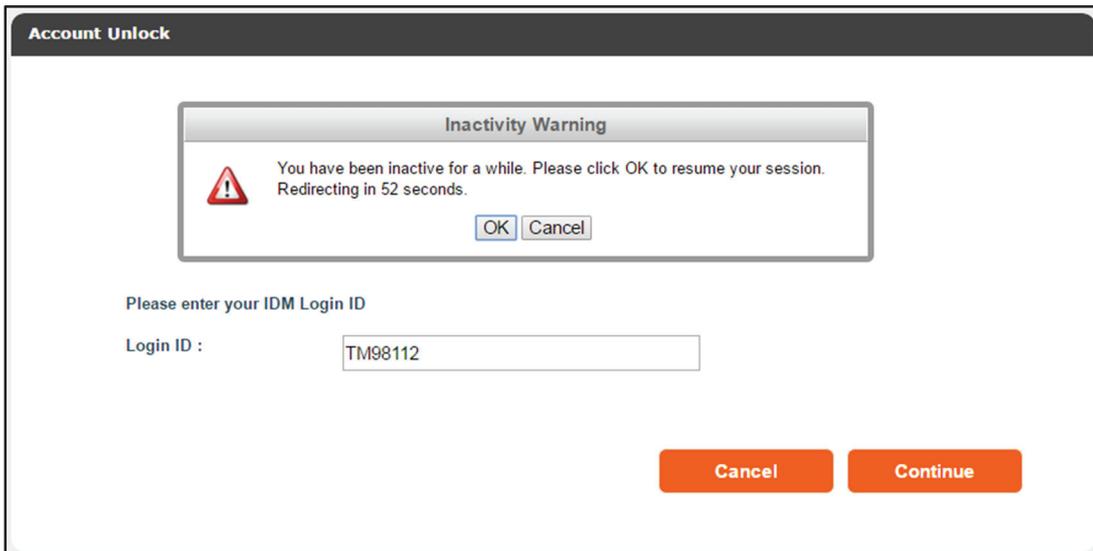
7. Error Message: User account not found. Please contact HR to reconfirm your Login ID.

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with three steps: "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" followed by a text input field labeled "Login ID :" containing the value "TM98063". At the bottom right, 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.

8. 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.

9. Error Message: Please fill in your challenge response answer(s).

**Account Unlock**

Steps

User Confirmation Verification Unlock Account

Please fill in your challenge response answer(s).

Login ID :

Please complete the identity verification process by answering the challenge response question(s) below:

1. What is your favorite food?

2. What is your mother maiden name?

Error message will appear to notify user if the challenge response answer(s) is blank. User is not able to proceed.

User Action: Please provide correct user's respective challenge response answer(s) and click on 'Continue' button.

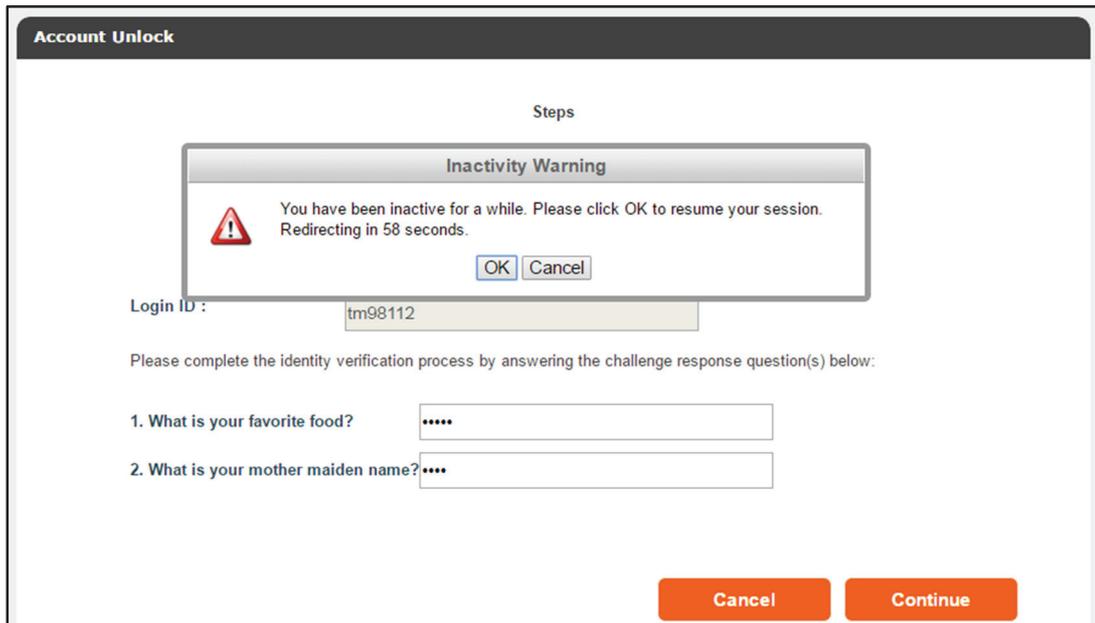
10. Error Message: Incorrect answer. Please Try again.

The screenshot shows the 'Account Unlock' interface. At the top, a progress bar indicates three steps: 'User Confirmation', 'Verification', and 'Unlock Account'. The 'Verification' step is currently active. Below the progress bar, a red warning box displays the message: 'Incorrect answer. Please try again. Failed attempt: 1. Maximum attempt: 5'. Underneath, the 'Login ID' field contains 'tm98112'. A prompt asks the user to complete the identity verification process by answering challenge questions. Two questions are listed: '1. What is your mother maiden name?' and '2. What is your favorite food?'. Both input fields contain masked characters (dots). At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the challenge response answer(s) entered is incorrect. User is not able to proceed.

User Action: Please provide correct user's respective challenge response answer(s) and click on 'Continue' button.

11. 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.

<b>TM GIT</b>	<b>User Guidelines – Phase 2</b>			<b>TF6.3</b>
<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> 160

12. Error Message: Please complete the 'New Password' box.

Please complete the 'Confirmed New Password' box.

**Account Unlock**

Steps

User Confirmation Authentication Unlock Account **Reset Password**

**!** Please complete the 'New Password' box.  
Please complete the 'Confirmed New Password' box.

Login ID :

Please setup a password for login

New Password :  Password Strength[?]

Confirmed New Password :

**Cancel** **Continue**

Error message will appear to notify user if the new password and confirmed new password is blank. User is not able to proceed.

User Action: Please provide new password and confirmed new password then click on 'Continue' button.

13. Error Message: Password violation. Password length must be at least 6 character(s).

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with four steps: "User Confirmation", "Authentication", "Unlock Account", and "Reset Password". The "Reset Password" step is currently active, indicated by a solid orange circle. Below the progress bar, a red-bordered box contains a warning icon and the text: "Password violation: Password length must be at least 6 character(s)".

Below the error message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (masked with dots), and "Confirmed New Password" (masked with dots). To the right of the "New Password" field, there is a "Password Strength[?]" indicator showing a red bar and a red 'X' icon. Below the "Confirmed New Password" field, there is a "Password Match" indicator showing a green bar.

At the bottom right, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the new password entered is less than 6 character(s), User is not able to proceed.

User Action: Please provide a password with at least 6 character(s) and confirm new password, then click on 'Continue' button.

14. Error Message: Password violation. Password length must be at most 8 character(s).

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with four steps: "User Confirmation", "Authentication", "Unlock Account", and "Reset Password". The "Reset Password" step is currently active, indicated by a red circle. Below the progress bar, a red warning box contains a triangle icon and the text: "Password violation: Password length must be at most 8 character(s)".

Below the error message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (with a red "Password Strength[?]" indicator and a red 'X' icon), and "Confirmed New Password" (with a green "Password Match" indicator). At the bottom right, there are "Cancel" and "Continue" buttons.

Error message will appear to notify user if the new password entered is more than 8 character(s). User is not able to proceed.

User Action: Please provide new password with at most 8 character(s) and confirm new password, then click on 'Continue' button.

15. Error Message: Password violation. Minimum numeric character(s) must be 1.

The screenshot displays the 'Account Unlock' process. At the top, a progress bar shows four steps: 'User Confirmation', 'Authentication', 'Unlock Account', and 'Reset Password'. The 'Reset Password' step is currently active, indicated by a filled orange circle. Below the progress bar, a red warning box contains a triangle icon and the text: 'Password violation: Minimum numeric character(s) must be 1.' The form below includes a 'Login ID' field with the value 'TM98112'. A prompt 'Please setup a password for login' is followed by 'New Password' and 'Confirmed New Password' fields, both containing masked characters. To the right of the 'New Password' field, a red bar indicates 'Password Strength[?]' with a red 'X' icon. To the right of the 'Confirmed New Password' field, a green bar indicates 'Password Match'. At the bottom right, there are two orange buttons: 'Cancel' and 'Continue'.

Error message will appear to notify user if the new password entered do not contain at least 1 numeric character(s). User is not able to proceed.

User Action: Please provide new password with minimum 1 numeric character(s) and confirm new password, then click 'Continue' button.

16. Error Message: Password violation. Minimum upper case alphabetical character(s) must be 1.

The screenshot displays the 'Account Unlock' process. At the top, a progress bar shows four steps: 'User Confirmation', 'Authentication', 'Unlock Account', and 'Reset Password'. The 'Reset Password' step is currently active, indicated by a filled orange circle. Below the progress bar, a red warning box contains a triangle icon and the text: 'Password violation: Minimum upper case alphabetical character(s) must be 1.' The form below includes a 'Login ID' field with the value 'TM98112', a 'Please setup a password for login' instruction, a 'New Password' field with a red 'Password Strength[?]' indicator and a red 'X' icon, and a 'Confirmed New Password' field with a green 'Password Match' indicator. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered do not contain at least 1 upper case alphabetical character(s). User is not able to proceed.

User Action: Please provide new password with minimum 1 upper case alphabetical character(s) and confirm new password, then click on 'Continue' button.

17. Error Message: Password violation. Minimum lower case alphabetical character(s) must be 1.

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with four steps: "User Confirmation", "Authentication", "Unlock Account", and "Reset Password". The "Reset Password" step is currently active, indicated by a red circle. Below the progress bar, a red warning box contains a triangle icon and the text: "Password violation: Minimum lower case alphabetical character(s) must be 1." Below the error message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (with a red "Password Strength?" indicator and a red 'X'), and "Confirmed New Password" (with a green "Password Match" indicator). At the bottom right, there are two buttons: "Cancel" and "Continue".

Error message will appear to notify user if the new password entered do not contain at least 1 lower case alphabetical character(s). User is not able to proceed.

User Action: Please provide new password with minimum 1 lower case alphabetical character(s) and confirm new password, then click on 'Continue' button.

18. Error Message: Password violation. Password should not contain special character(s).

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with four steps: "User Confirmation", "Authentication", "Unlock Account", and "Reset Password". The "Reset Password" step is currently active, indicated by a red circle. Below the progress bar, a red warning box contains a triangle icon and the text: "Password violation: Password should not contain special character(s)".

Below the error message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (masked with dots), and "Confirmed New Password" (masked with dots). To the right of the "New Password" field, there is a "Password Strength[?]" indicator with a red bar and a red 'X' icon. Below the "Confirmed New Password" field, there is a "Password Match" indicator with a green bar.

At the bottom right, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the new password entered contained any special character(s). User is not able to proceed.

User Action: Please provide new password with no special character(s) and confirm new password then click on 'Continue' button.

19. Error Message: Password violation. Password must begin with alphabet.

The screenshot displays the 'Account Unlock' process. At the top, a progress bar shows four steps: 'User Confirmation', 'Authentication', 'Unlock Account', and 'Reset Password'. The 'Reset Password' step is currently active, indicated by a filled orange circle. Below the progress bar, a red-bordered box contains a warning icon and the message: 'Password violation: Password must begin with alphabet.' The form below includes a 'Login ID' field with the value 'TM98112', a 'Please setup a password for login' section, and two password input fields. The 'New Password' field is followed by a 'Password Strength[?]' indicator showing a red bar and a red 'X' icon. The 'Confirmed New Password' field is followed by a 'Password Match' indicator showing a green bar. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Error message will appear to notify user if the new password entered is not begin with alphabet. User is not able to proceed.

User Action: Please provide new password which begins with alphabet and confirm new password then click on 'Continue' button.

20. Error Message: Password violation. Password must contain at least alphabetical character(s).

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with four steps: "User Confirmation", "Authentication", "Unlock Account", and "Reset Password". The "Reset Password" step is currently active, indicated by a red circle. Below the progress bar, a red warning box contains a triangle icon and the text: "Password violation: Password must contain at least 1 alphabetical character(s)".

Below the error message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (with a red "Password Strength[?]" indicator and a red 'X' icon), and "Confirmed New Password" (with a green "Password Match" indicator). At the bottom right, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the new password entered do not contain at least 1 alphabetical character(s). User is not able to proceed.

User Action: Please provide new password with at least 1 alphabetical character(s) and confirm new password then click 'Continue' button.

21. Error Message: Password violation. New password must not be the same as the previous 5 passwords in history list.

The screenshot shows a web interface titled "Account Unlock". At the top, there is a progress bar with four steps: "User Confirmation", "Authentication", "Unlock Account", and "Reset Password". The "Reset Password" step is currently active, indicated by a solid orange circle, while the others are greyed out. Below the progress bar, a red-bordered box contains a warning icon and the text: "Password violation: New password must not be the same as the previous 5 passwords in history list." Below this message, there are input fields for "Login ID" (containing "TM98112"), "New Password" (masked with dots), and "Confirmed New Password" (also masked with dots). To the right of the "New Password" field is a "Password Strength[?]" indicator with a green bar and a checkmark. To the right of the "Confirmed New Password" field is a "Password Match" indicator. At the bottom right, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the new password entered is the same as any of the previous 5 passwords in history list. User is not able to proceed.

User Action: Please provide new password different from the previous 5 passwords in history list.

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

The screenshot shows a web interface titled "Account Unlock". A modal dialog box titled "Inactivity Warning" is displayed in the center. The dialog contains a warning icon (a triangle with an exclamation mark) and the text: "You have been inactive for a while. Please click OK to resume your session. Redirecting in 51 seconds." Below the text are two buttons: "OK" and "Cancel".

Below the dialog box, the main interface shows a "Login ID" field with the value "tm98112". Below that is a section titled "Please setup a password for login". It contains two password fields: "New Password" and "Confirmed New Password". The "New Password" field has a "Password Strength" indicator showing a green bar and a checkmark. The "Confirmed New Password" field has a "Password Match" indicator. At the bottom right, there are two orange buttons: "Cancel" and "Continue".

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.

23. 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 labeled "Steps" with three stages: "User Confirmation", "Verification", and "Unlock Account". The "Verification" stage is currently active, indicated by a solid orange circle. Below the progress bar, a red warning box contains a triangle 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 the warning box, there is a "Login ID" field containing the text "TM98112". A prompt asks the user to "Please complete the identity verification process by answering the challenge response question(s) below:". There are two questions: "1. What is your mother maiden name?" and "2. What is your favorite food?". Each question has a corresponding input field with masked characters (dots). At the bottom right, there are two orange buttons: "Cancel" and "Continue".

Error message will appear to notify user if the 6 digits One-Time Password is entered wrongly 5 times. User Login ID 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.

## 2.7.3 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><b>Can't access your account?</b></p> <p>There are several reasons you might not be able to log in. Check below for more information and possible solutions. <span style="float: right;"> Home</span></p> <ul style="list-style-type: none"> <li>› I forgot my account password.</li> <li>› I forgot my Login ID.</li> <li>› I'm currently locked out of my account.</li> </ul> <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 1263" style="border: 1px solid gray; padding: 5px; width: fit-content;"> <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"> <li>› I'm new and I do not know what to do in order to sign on.</li> <li>› I'm existing IDM user and I want to enroll into New IDM.</li> </ul> </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

The screenshot shows a web form titled "Account Unlock". At the top, there is a progress indicator with three steps: "User Confirmation", "Authentication", and "Unlock". The "Unlock" step is currently active. Below the progress indicator, there are three input fields: "Login ID" (containing "TM98114"), "New Password", and "Confirmed New Password". A tooltip is displayed over the "New Password" field, listing the password requirements: "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", and "Maximum Number of Previous Password: 5". At the bottom of the form, there are two buttons: "Cancel" and "Continue".

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