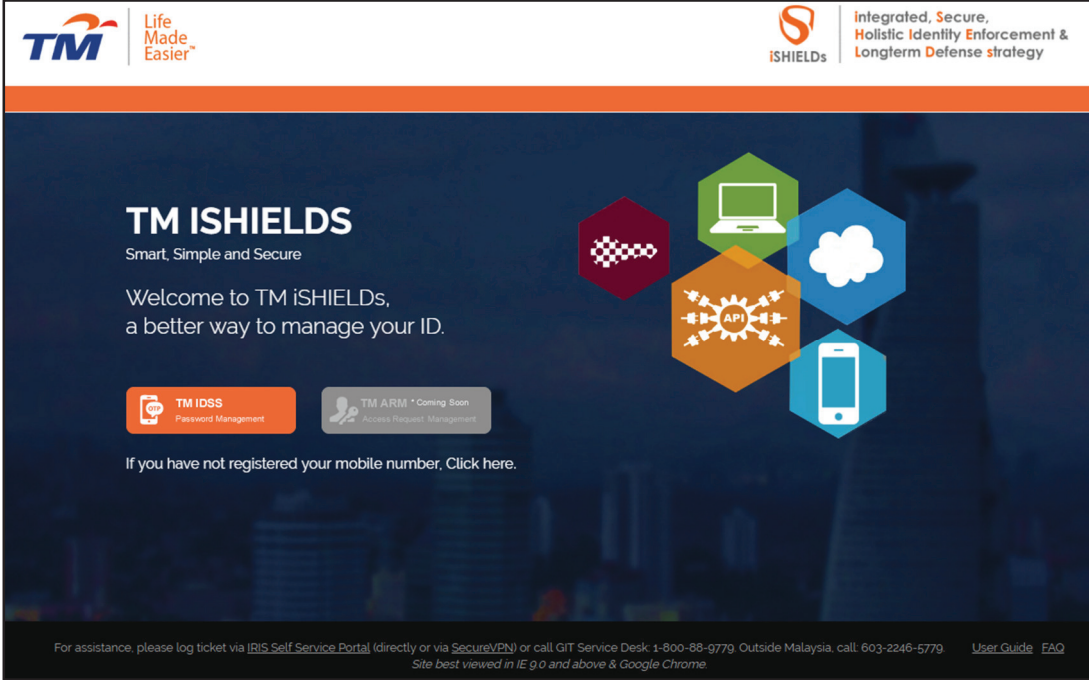


2.8 Existing User Perform Change Current Password

Existing user login to IDSS and change of current password.

2.8.1 Event Handling – Success Case

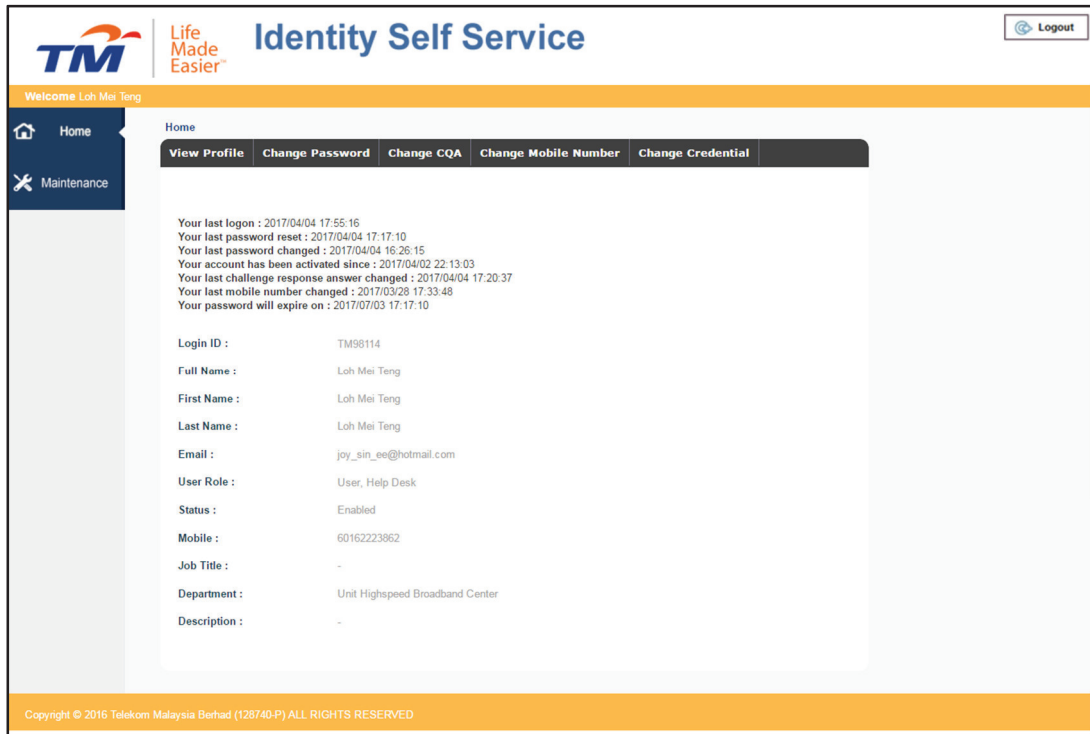
NO	STEPS
1.	<p>Go to IDSS via URL https://idss.tm.com.my/</p> <p>At the Home page, click on 'TM IDSS' button.</p> 

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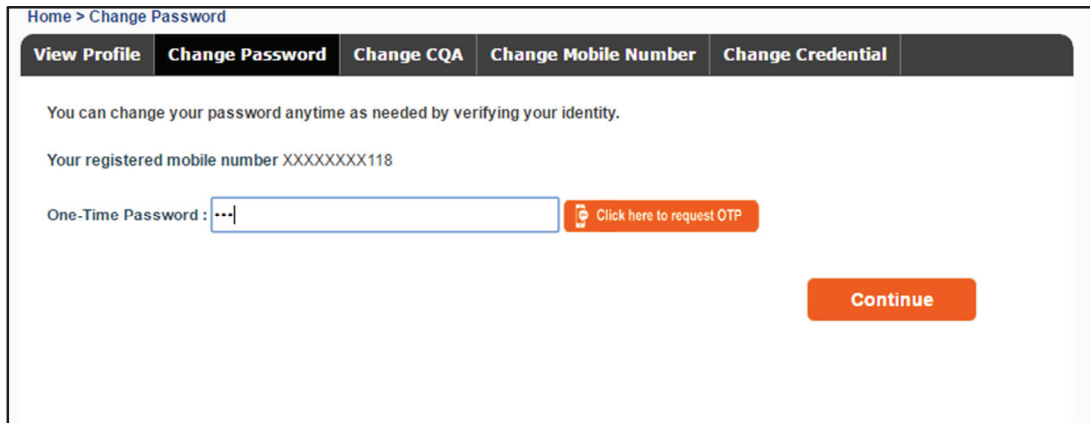
2. In the 'Log In' page, enter user Login ID then click on 'Next' button.

3. Verify user login ID before entering password. Click on 'Login' button.

4. In this 'Home' page, click on the 'Change Password' button on the tab.



5. Enter the One-Time Password and click Continue button.



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6. Please enter current password, new password and confirmed new password. Then click on 'Submit' button.

Home > Change Password

View Profile **Change Password** **Change CQA** **Change Mobile Number** **Change Credential**

You can change your password anytime as needed by verifying your identity.

Enter your current password to complete change password action. Password must comply with password policy.

Current Password :

Enter your new password to complete change password action. Password must comply with password policy.

New Password : **TM Password Policy [?]**

Confirmed New Password : **Password Match**

Submit

7. User password has been updated successfully, user will automatically log out within 1 minute.


Home > Change Password

View Profile **Change Password** **Change CQA** **Change Mobile Number** **Change Credential**

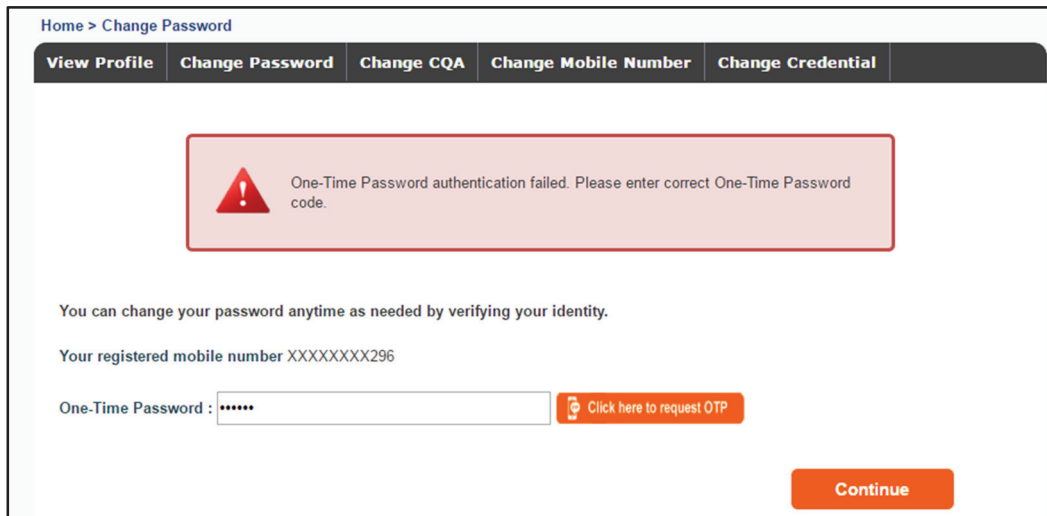
You will be automatically logged out after 58 seconds.

Your password has been updated successfully.

2.8.2 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 1350 920" style="border: 1px solid black; padding: 10px;"> <p data-bbox="308 405 507 425">Home > Change Password</p> <div data-bbox="308 434 1337 468" style="background-color: #333; color: white; padding: 5px;"> View Profile Change Password Change CQA Change Mobile Number Change Credential </div> <div data-bbox="459 521 1182 640" style="border: 2px solid red; padding: 10px; margin: 10px 0;">  Please complete the 'One-Time Password' box. </div> <p data-bbox="328 689 890 710">You can change your password anytime as needed by verifying your identity.</p> <p data-bbox="328 734 671 754">Your registered mobile number XXXXXXXX296</p> <p data-bbox="328 786 1027 813">One-Time Password : <input data-bbox="491 786 831 813" type="text"/> <a data-bbox="842 786 1027 813" href="#">Click here to request OTP</p> <div data-bbox="1078 862 1243 902" style="text-align: right; margin-top: 20px;"> Continue </div> </div> <p data-bbox="268 965 1342 1037">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 1077 1262 1149">User Action: Please provide your IDM Login ID in the box and click on 'Continue' button.</p>

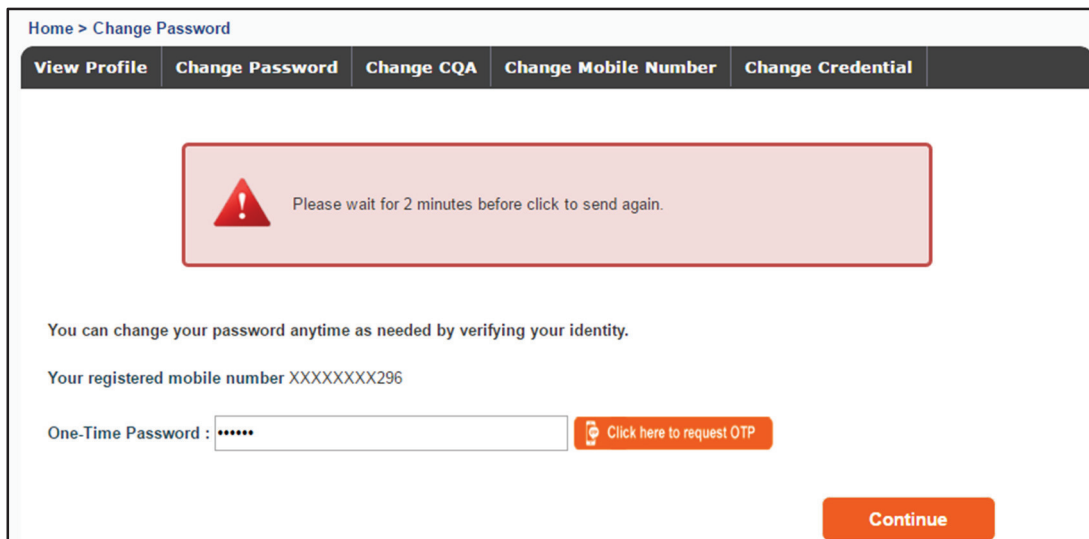
2. Error Message: One-Time Password authentication failed. Please enter correct One-Time Password.



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

User Action: Please provide the correct 6 digits One-Time Password sent to the registered mobile number.

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

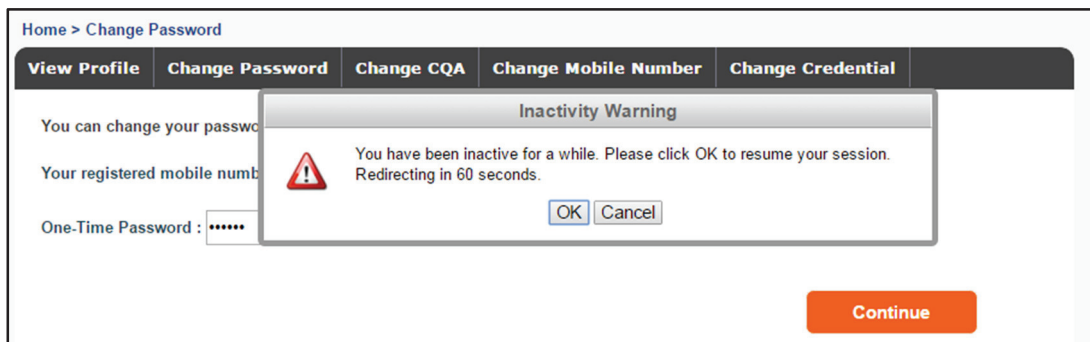


Error message will appear to notify user if the 'Click here to request OTP' button is click more than once within 2 minutes duration. User is not able to proceed.

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

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4. 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.


5. Error Message: Please complete the 'Current Password' box.

Please complete the 'New Password' box.

Please complete the 'Confirmed New Password' box.

Home > Change Password

[View Profile](#) [Change Password](#) [Change CQA](#) [Change Mobile Number](#) [Change Credential](#)

 Please complete the 'Current Password' box.
Please complete the 'New Password' box.
Please complete the 'Confirmed New Password' box.

You can change your password anytime as needed by verifying your identity.

Enter your current password to complete change password action. Password must comply with password policy.

Current Password :

Enter your new password to complete change password action. Password must comply with password policy. [TM Password Policy \[?\]](#)

New Password :

Confirmed New Password :

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

User Action: Please enter current password, new password and confirmed new password then click on 'Submit' button.

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

Please complete the 'Confirmed New Password' box.

The screenshot shows a web interface for changing a password. At the top, there is a navigation bar with links: Home > Change Password, View Profile, Change Password, Change CQA, Change Mobile Number, and Change Credential. Below the navigation bar, a red-bordered box contains a warning icon and the text: "Please complete the 'New Password' box. Please complete the 'Confirmed New Password' box." Below this, there is a paragraph: "You can change your password anytime as needed by verifying your identity." followed by the instruction: "Enter your current password to complete change password action. Password must comply with password policy." Below this is a label "Current Password :" followed by a text input field containing six dots. Another instruction follows: "Enter your new password to complete change password action. Password must comply with password policy." Below this is a label "New Password :" followed by a text input field. To the right of this field is a link "TM Password Policy [?]". Below the "New Password" field is a label "Confirmed New Password :" followed by another text input field. At the bottom right of the form area is an orange "Submit" button.


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 enter new password and confirmed new password then click on 'Submit' button.

7. Error Message: Please complete the 'Confirm New Password' box.

Home > Change Password

View Profile Change Password Change CQA Change Mobile Number Change Credential


 Please complete the 'Confirmed New Password' box.

You can change your password anytime as needed by verifying your identity.

Enter your current password to complete change password action. Password must comply with password policy.

Current Password :

Enter your new password to complete change password action. Password must comply with password policy.

New Password : [TM Password Policy \[?\]](#) 

Confirmed New Password :


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

User Action: Please enter the confirmed password then click on 'Submit' button.

8. Error Message: Password Violation. Password length must be at least 6 character(s).

Home > Change Password

View Profile | Change Password | Change CQA | Change Mobile Number | Change Credential

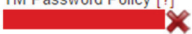
 Password violation: Password length must be at least 6 character(s).

You can change your password anytime as needed by verifying your identity.

Enter your current password to complete change password action. Password must comply with password policy.

Current Password :

Enter your new password to complete change password action. Password must comply with password policy.

New Password : TM Password Policy [?] 

Confirmed New Password : Password Match

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.

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

The screenshot shows a web interface for changing a password. At the top, there is a breadcrumb 'Home > Change Password' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A prominent red error message box states: 'Password violation: Password length must be at most 8 character(s)'. Below this, a message says 'You can change your password anytime as needed by verifying your identity.' The form includes three password input fields: 'Current Password', 'New Password', and 'Confirmed New Password'. The 'New Password' field has a red 'X' icon and a tooltip that says 'TM Password Policy [?]'. The 'Confirmed New Password' field has a green 'Password Match' label. A red 'Submit' button is located at the bottom right of the form.

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.

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

The screenshot shows a web interface for changing a password. At the top, there is a breadcrumb 'Home > Change Password' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A prominent red error message box states: 'Password violation: Minimum numeric character(s) must be 1.' Below this, a message says 'You can change your password anytime as needed by verifying your identity.' The form includes three input fields: 'Current Password', 'New Password', and 'Confirmed New Password'. The 'New Password' field has a red error bar with a red 'X' icon and the text 'TM Password Policy [?]'. The 'Confirmed New Password' field has a green 'Password Match' message. A red 'Submit' button is located at the bottom right of the form area.

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.

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

The screenshot shows a web interface for changing a password. At the top, there is a breadcrumb 'Home > Change Password' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A red error message box displays a warning icon and the text: 'Password violation: Minimum upper case alphabetical character(s) must be 1.' Below this, instructions state: 'You can change your password anytime as needed by verifying your identity.' and 'Enter your current password to complete change password action. Password must comply with password policy.' The 'Current Password' field is filled with dots. Another instruction says: 'Enter your new password to complete change password action. Password must comply with password policy.' The 'New Password' field is filled with dots, and a red bar with a white 'X' and the text 'TM Password Policy [?]' is overlaid on it. The 'Confirmed New Password' field is also filled with dots, and a green 'Password Match' message is shown next to it. An orange 'Submit' button is located at the bottom right.

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.

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

Home > Change Password

[View Profile](#) [Change Password](#) [Change CQA](#) [Change Mobile Number](#) [Change Credential](#)

Warning: Password violation: Minimum lower case alphabetical character(s) must be 1.

You can change your password anytime as needed by verifying your identity.

Enter your current password to complete change password action. Password must comply with password policy.

Current Password :

Enter your new password to complete change password action. Password must comply with password policy.

New Password : [TM Password Policy \[?\]](#)

Confirmed New Password : Password Match

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.

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

The screenshot shows a web interface for changing a password. At the top, there is a breadcrumb 'Home > Change Password' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A prominent red error message box states: 'Password violation: Password should not contain special character(s)'. Below this, the user is informed that they can change their password anytime by verifying their identity. The form includes three input fields: 'Current Password', 'New Password', and 'Confirmed New Password'. The 'New Password' field has a red error bar with a red 'X' icon and the text 'TM Password Policy [?]'. The 'Confirmed New Password' field has a green 'Password Match' indicator. A red 'Submit' button is located at the bottom right of the form.

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.

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

The screenshot shows a web interface for changing a password. At the top, there is a breadcrumb 'Home > Change Password' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A prominent red error message box states: 'Password violation: Password must begin with alphabet.' Below this, a message says: 'You can change your password anytime as needed by verifying your identity.' The form includes three input fields: 'Current Password', 'New Password', and 'Confirmed New Password', each with a masked password field. A 'TM Password Policy' link with a red 'X' icon is next to the 'New Password' field. A green 'Password Match' message is shown below the 'Confirmed New Password' field. An orange 'Submit' button is located at the bottom right of the form area.

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.

15. Error Message: Password violation. Password must contain at least 1 alphabetical character(s).

The screenshot shows a web interface for changing a password. At the top, there is a breadcrumb 'Home > Change Password' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A prominent red error message box states: 'Password violation: Password must contain at least 1 alphabetical character(s)'. Below this, a message says 'You can change your password anytime as needed by verifying your identity.' The form includes three input fields: 'Current Password', 'New Password', and 'Confirmed New Password'. The 'New Password' field has a red 'X' icon and the text 'TM Password Policy [?]' next to it, indicating a policy violation. The 'Confirmed New Password' field has a green 'Password Match' message next to it. A red 'Submit' button is located at the bottom right of the form.


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.

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

Home > Change Password

[View Profile](#) [Change Password](#) [Change CQA](#) [Change Mobile Number](#) [Change Credential](#)


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

You can change your password anytime as needed by verifying your identity.

Enter your current password to complete change password action. Password must comply with password policy.

Current Password :

Enter your new password to complete change password action. Password must comply with password policy.

New Password : [TM Password Policy \[?\]](#) 

Confirmed New Password : Password Match


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.

17. Error Message: Please ensure that the 'New Password' is same as 'Confirmed New Password'.

Home > Change Password

View Profile Change Password Change CQA Change Mobile Number Change Credential


 Please ensure that the 'New Password' is same as 'Confirmed New Password'

You can change your password anytime as needed by verifying your identity.

Enter your current password to complete change password action. Password must comply with password policy.

Current Password :

Enter your new password to complete change password action. Password must comply with password policy.

New Password : TM Password Policy [?] 

Confirmed New Password : Password Not Match

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

User Action: Please enter a matching new password and confirmed new password.

18. Error Message: Password Incorrect!

The screenshot shows a web application interface for changing a password. At the top, there is a breadcrumb trail 'Home > Change Password' and a navigation menu with options: 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. The 'Change Password' option is selected. Below the menu, a red warning box contains a triangle icon with an exclamation mark and the text 'Password Incorrect.'. Below this, a message states: 'You can change your password anytime as needed by verifying your identity.' The form includes three input fields: 'Current Password', 'New Password', and 'Confirmed New Password'. The 'Current Password' field is empty. The 'New Password' field has a green progress bar and a checkmark icon, with the text 'TM Password Policy [?]' next to it. The 'Confirmed New Password' field has a green checkmark icon and the text 'Password Match'. A red 'Submit' button is located at the bottom right of the form.

Error message will appear to notify user if the current password entered is incorrect. User is not able to proceed.

User Action: Please provide a correct current password then click on 'Submit' button.

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

The screenshot shows a web application interface for changing a password. At the top, there is a breadcrumb 'Home > Change Password' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. Below the navigation bar, there is a heading 'You can change your password anytime as needed by verifying your identity'. The main form area contains fields for 'Current Password', 'New Password', and 'Confirmed New Password'. A modal window titled 'Inactivity Warning' is overlaid on the form, displaying a warning icon and the text: 'You have been inactive for a while. Please click OK to resume your session. Redirecting in 60 seconds.' with 'OK' and 'Cancel' buttons. The 'New Password' field has a green progress bar and a checkmark, and the 'Confirmed New Password' field has a green 'Password Match' label. A red 'Submit' button is located at the bottom right of the form.

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.

2.8.3 Event Handling – Hint

NO	STEPS
1.	<p>Hint: Must be between 6 and 8 characters in length</p> <p>Minimum Number of Character Type Rules That Must Pass: All</p> <p>Minimum Begin Alpha: 1</p> <p>Maximum Special: 0</p> <p>Minimum Alpha: 1</p> <p>Minimum Numeric: 1</p> <p>Minimum Lowercase: 1</p> <p>Minimum Uppercase: 1</p> <p>Number of Previous Password that Cannot be Reused: 5</p> <div data-bbox="268 987 1359 1563" style="border: 1px solid black; padding: 5px;"> <p>Home > Change Password</p> <p>View Profile Change Password Change CQA Change Mobile Number Change Credential</p> <p>You can change your password anytime as needed by verifying your identity.</p> <p>Enter your current password to complete change password action. Password must comply with password policy.</p> <p>Current Password : <input type="password" value="....."/></p> <p>Enter your new password to complete change password action. Password must comply with password policy.</p> <p>New Password : <input type="password" value="....."/></p> <p>Confirmed New Password : <input type="password" value="....."/> Password Match</p> <p style="text-align: right;"><input type="button" value="Submit"/></p> <div style="border: 1px solid gray; padding: 5px; width: fit-content; margin-left: auto; margin-right: auto;"> <p>Must be between 6 and 8 characters in length</p> <p>Minimum Number of Character Type Rules That Must Pass: All</p> <p>Minimum Begin Alpha: 1</p> <p>Maximum Special: 0</p> <p>Minimum Alpha: 1</p> <p>Minimum Numeric: 1</p> <p>Minimum Lowercase: 1</p> <p>Minimum Uppercase: 1</p> <p>Maximum Number of Previous Password: 5</p> </div> </div> <p>Hint will appear to notify user when mouse over to [?] next to TM Password Policy.</p>