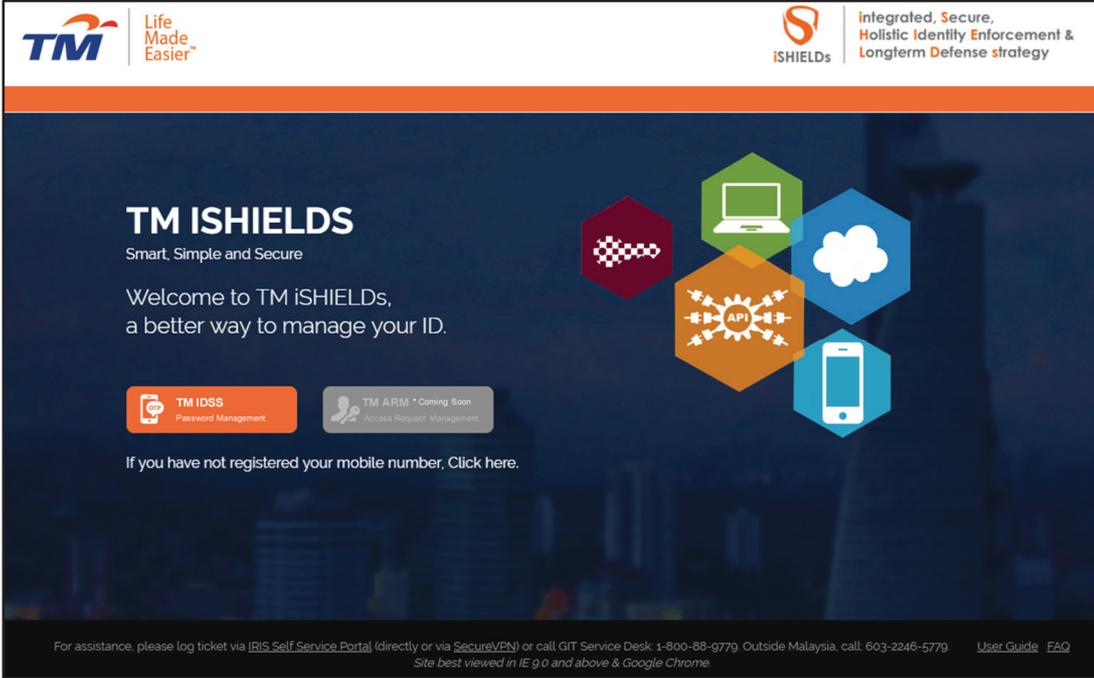


2.9 Existing User Perform Change Mobile Number

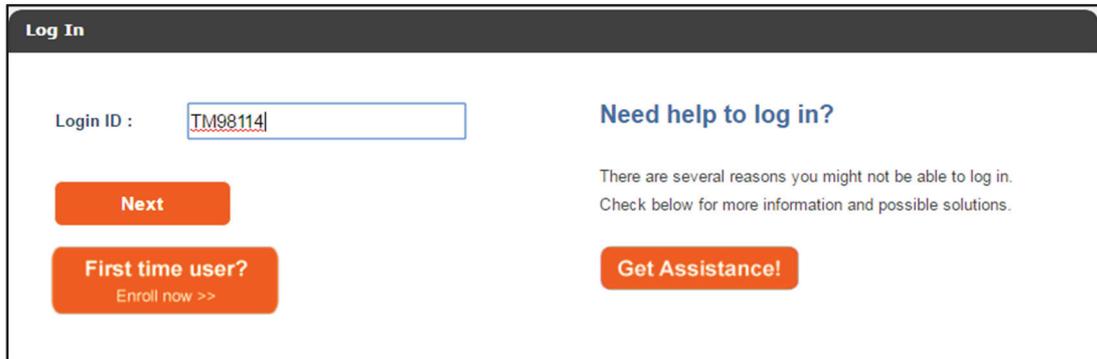
Existing user has to login to IDSS and change mobile number.

2.9.1 Event Handling – Success Case

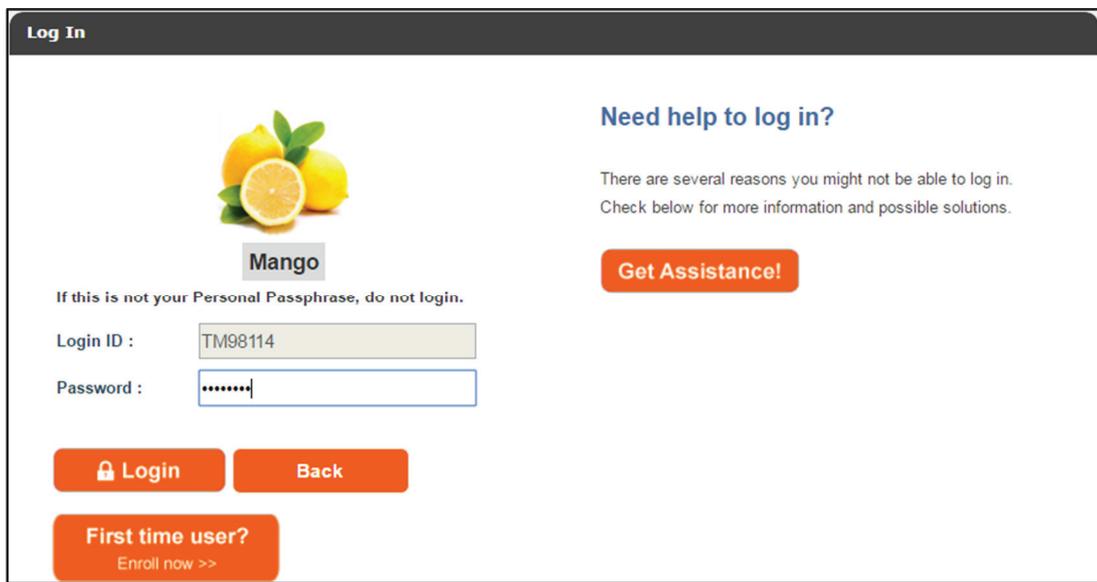
NO	STEPS
1.	<p>Go to IDSS via URL https://idss.tm.com.my/</p> <p>At the Home page, click on 'TM IDSS' button.</p> 

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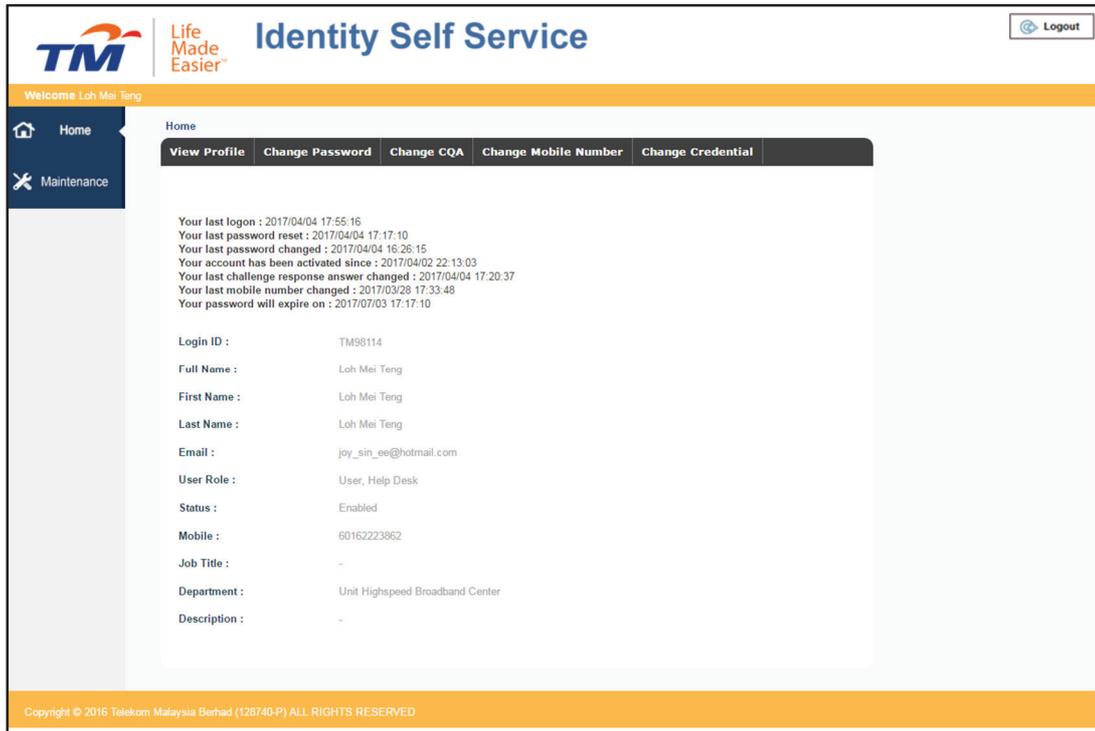
2. In the 'Log In' page, enter user Login ID then click on 'Next' button.



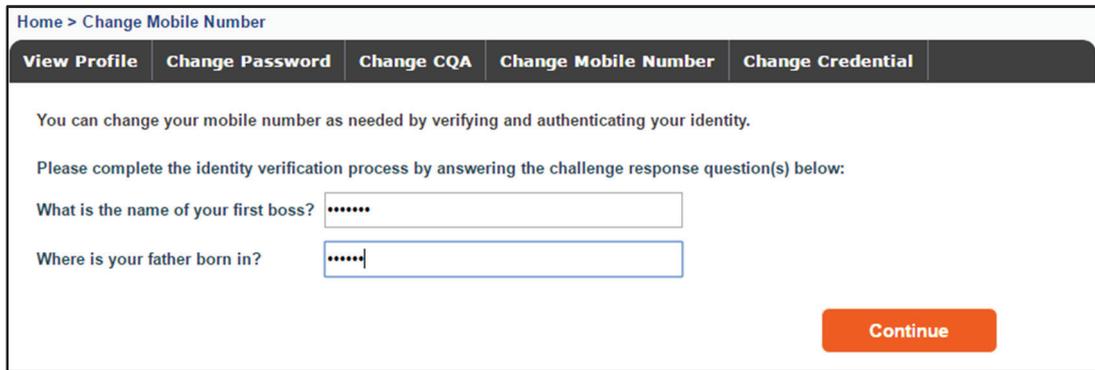
3. Verify user login ID before entering password. Click on 'Login' button.



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



5. User enter challenge response question(s) with respective answer and click on 'Continue' button.



6. User enter password and new registered mobile number, then click on 'Submit' button.

Home > Change Mobile Number

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

You can change your mobile number as needed by verifying and authenticating your identity.

Enter your current password to authorize the system to send OTP to your new registered mobile number in future.

Password :

Existing registered mobile number: 60162223862

New registered mobile number: [?]
(Format: 60123456789)

Cancel **Submit**

7. User has successfully change mobile number.

Home > Change Mobile Number

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

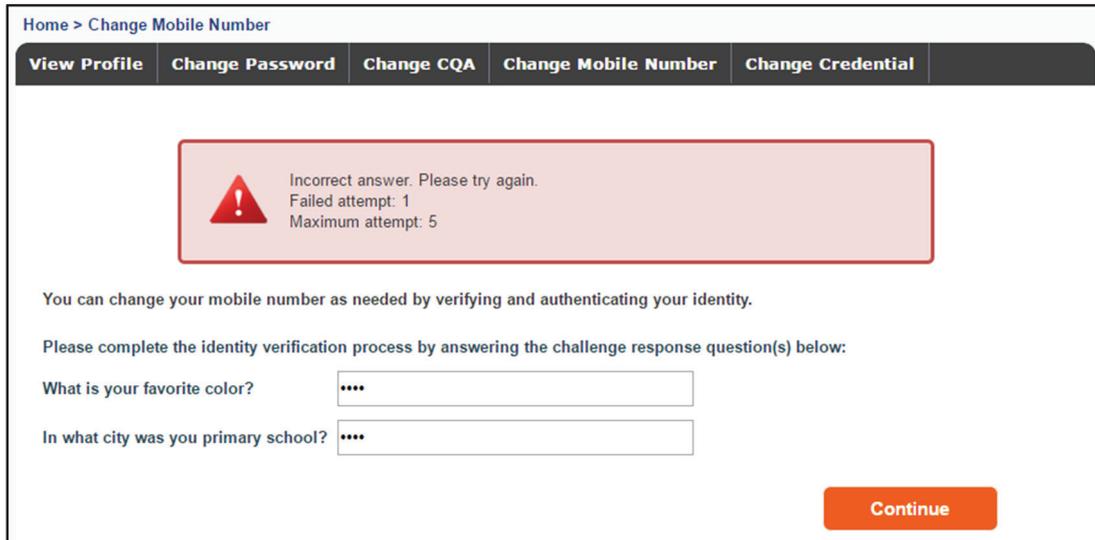


You have successfully change mobile number.

2.9.2 Event Handling – Fail Case

NO	STEPS
1.	<p data-bbox="266 320 1185 353">Error Message: Please fill in your challenge response answer(s).</p> <div data-bbox="266 394 1362 927" style="border: 1px solid black; padding: 10px;"> <p data-bbox="277 405 529 427">Home > Change Mobile Number</p> <div data-bbox="277 439 1356 474" style="background-color: #333; color: white; padding: 5px; display: flex; justify-content: space-between;"> View Profile Change Password Change CQA Change Mobile Number Change Credential </div> <div data-bbox="435 533 1193 656" style="border: 2px solid red; padding: 10px; margin: 10px 0;">  Please fill in your challenge response answer(s). </div> <p data-bbox="300 678 1018 701">You can change your mobile number as needed by verifying and authenticating your identity.</p> <p data-bbox="300 723 1114 745">Please complete the identity verification process by answering the challenge response question(s) below:</p> <p data-bbox="300 768 515 790">What is your favorite color? <input data-bbox="595 768 954 801" type="text"/></p> <p data-bbox="300 813 587 835">In what city was you primary school? <input data-bbox="595 813 954 846" type="text"/></p> <div data-bbox="1082 880 1257 925" style="text-align: right;"> Continue </div> </div> <p data-bbox="266 969 1353 1048">Error message will appear to notify user if the challenge response answer(s) is blank. User is not able to proceed.</p> <p data-bbox="266 1081 1313 1160">User Action: Please provide correct user's respective challenge response answer(s) and click on 'Continue' button.</p>

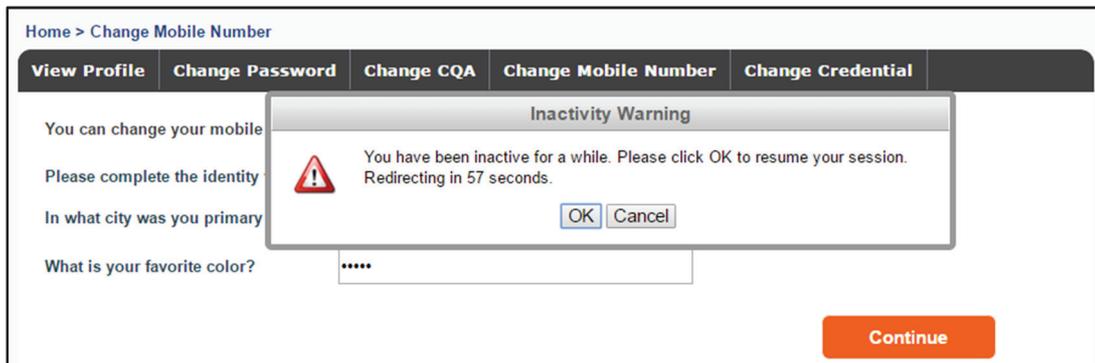
2. Error Message: Incorrect answer. Please Try again.



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.

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.

4. Error Message: Please complete the 'Password' box.

Length of mobile number must be either 11 or 12.

Home > Change Mobile Number

View Profile Change Password Change CQA Change Mobile Number Change Credential

 Please complete the 'Password' box.
Length of mobile number must be either 11 or 12.

You can change your mobile number as needed by verifying and authenticating your identity.

Enter your current password to authorize the system to send OTP to your new registered mobile number in future.

Password :

Existing registered mobile number: 60162223862

New registered mobile number: [?]
(Format: 60123456789)

Cancel Submit

Error message will appear to notify user if the password is blank and the length of the new registered mobile number entered must be 11 or 12. User is not able to proceed.

User Action: Please provide password and enter the correct mobile number.

5. Error Message: Please complete the 'New registered mobile number' box.
 Length of mobile number must be either 11 or 12.
 Mobile number must start with 60.

The screenshot shows a web interface for changing a mobile number. At the top, there is a breadcrumb 'Home > Change Mobile Number' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. A red-bordered box contains an error message with a warning icon: 'Please complete the 'New registered mobile number' box. Length of mobile number must be either 11 or 12. Mobile number must start with 60.' Below this, a message says 'You can change your mobile number as needed by verifying and authenticating your identity.' followed by 'Enter your current password to authorize the system to send OTP to your new registered mobile number in future.' There is a 'Password:' label and a masked input field. Below that, it shows 'Existing registered mobile number: 60162223862' and 'New registered mobile number: [?]' with a format hint '(Format: 60123456789)'. At the bottom right are 'Cancel' and 'Submit' buttons.

Error message will appear to notify user if the new registered mobile number is blank. User is not able to proceed.

User Action: Please provide a correct mobile number with length of either 11 or 12 and start with 60. Click on 'Submit' button.

6. Error Message: Mobile number must start with 60.

Home > Change Mobile Number

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

 Mobile number must start with 60.

You can change your mobile number as needed by verifying and authenticating your identity.

Enter your current password to authorize the system to send OTP to your new registered mobile number in future.

Password :

Existing registered mobile number: 60162223862

New registered mobile number: [?]
(Format: 60123456789)

Error Message: Mobile number must start with 60.

7. Error Message: Length of mobile number must be either 11 or 12.

The screenshot shows a web interface for changing a mobile number. At the top, there is a breadcrumb 'Home > Change Mobile Number' and a navigation bar with buttons for 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. Below this, a red error message box contains a warning icon and the text: 'Length of mobile number must be either 11 or 12.' Below the error message, there is a paragraph: 'You can change your mobile number as needed by verifying and authenticating your identity.' followed by another paragraph: 'Enter your current password to authorize the system to send OTP to your new registered mobile number in future.' Below this, there is a 'Password :' label and a password input field with masked characters. Then, there is a label 'Existing registered mobile number:' followed by the value '60162223862'. Below that, there is a label 'New registered mobile number:' followed by an input field containing '601998989897222' and a help icon '[?]'. At the bottom right, there are two orange buttons: 'Cancel' and 'Submit'.

Error message will appear to notify user if the mobile number entered is less than 11 or more than 12. User is not able to proceed.

User Action: Please provide the correct mobile number with the length of 11 or 12 and click on 'Continue' button.

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8. Error Message: Password Incorrect

Home > Change Mobile Number

View Profile Change Password Change CQA Change Mobile Number Change Credential

 Password Incorrect.

You can change your mobile number as needed by verifying and authenticating your identity.

Enter your current password to authorize the system to send OTP to your new registered mobile number in future.

Password :

Existing registered mobile number: 60162223862

New registered mobile number: [?]

(Format: 60123456789)

Cancel Submit

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

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

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9. 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.

2.9.3 Event Handling - Hint

NO	STEPS
1.	<p data-bbox="268 322 1018 353">Hint: Mobile number must start with 60XXXXXXXXXX.</p> <div data-bbox="268 394 1364 831" style="border: 1px solid black; padding: 10px;"> <p data-bbox="279 405 531 427">Home > Change Mobile Number</p> <div data-bbox="279 434 1364 472" style="background-color: #333; color: white; padding: 5px;"> View Profile Change Password Change CQA Change Mobile Number Change Credential </div> <p data-bbox="300 501 1015 524">You can change your mobile number as needed by verifying and authenticating your identity.</p> <p data-bbox="300 551 1177 573">Enter your current password to authorize the system to send OTP to your new registered mobile number in future.</p> <p data-bbox="300 591 916 622">Password : <input data-bbox="560 591 916 622" type="password" value="....."/></p> <p data-bbox="300 651 683 674">Existing registered mobile number: 60162223862</p> <p data-bbox="300 685 916 730">New registered mobile number: <input data-bbox="560 685 916 730" type="text" value="60165053862"/> [?]</p> <p data-bbox="300 707 472 730">(Format: 60123456789)</p> <div data-bbox="858 725 1230 757" style="border: 1px solid gray; padding: 5px; display: inline-block;"> Mobile number must start with 60XXXXXXXXXX </div> <div data-bbox="900 757 1262 797" style="display: flex; justify-content: space-around; margin-top: 10px;"> Cancel Submit </div> </div> <p data-bbox="268 875 1358 954">Hint will appear to notify user when mouse over to [?] next to New registered mobile number.</p>