1.0 INTRODUCTION

This document details the user guidelines that is to be carried out by TM on Identity Self Service.

2.0 IDENTITY SELF SERVICE

- 2.1.1 Helpdesk
- 2.1.1.1 Login into the systems

NO	STEPS
1.	Go to IDSS via URL <u>http://10.54.5.230:8181/idss/</u> For first step at the Home page, enter your existing Login ID.
	Life Made Easier [®] Identity Self Service
	Log In Login ID: Next Next Register your Pirst time user? Enrol now >> FAQ
	Copyright © 2016 Telekom Malaysia Berhad (128740-P) ALL RIGHTS RESERVED Best viewed using Mozilia Firefox (version 50.0.1 and above).

тм	Life Made Easier ^{**}	lentity Self Service		
		Log In If this is not your Personal Passphrase, do not login. Login ID: helpdesk. Password:	Need help to log in? There are several reasons you might not be able to Check below for more information and possible col Get Assistance! User Manual O FAQ	vlog in. Lutions: Suide
Copyright © 2016 Teleko	m Malaysia Berhad (128740	P) ALL RIGHTS RESERVED	own in the first page.	Best viewed using Maxilla Firefox (version 5
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🚱 Logout	Your last logon : 2017 Your password will ex	/08/04 10:39/36 pire on : 2017/10/23 12:14:32	
	Login ID :	helpdesk	
	Full Name :	helpdesk	
	First Name :	helpdesk	
	Last Name :	helpdesk	
	Email :		
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🚱 Log	gout	Manage you	r own user profile.				
		 Manager you 	ur security question to assist you wh	en you have a proble	em on accessing th	he application.	
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	000058	iordan test2		Suspended		
	000059	John Wu	suying.tan@xynapse-asia.com	Deactivated		
	000060	Test60	weixiang,teoh@xynapse-asia.com	Deactivated		
	000061	Test61		Deactivated		

2.1.1.2 Search User – Login ID.

NO	STEPS
1.	Click 'Login ID' > 'Equal' > ' <target id="" login="" user="">' > Click on 'apply filter' to apply filter on search tab.</target>
	For 'Equal' search filter, the filter's result will be applies on the exactly result as user needs.
	This is more preferred to user that already know the exact target of 'Login ID'
	Life Identity Self Service
	Welkome helpdesk
	Home Maintenance > Helpdosk > User Account Assistance Profile - Helpdosk -
	X Maintenance User List
	Co Logout
	Apply Filter Clear Filter
	Displaying result 1 - 5 of 21831 record(s). Login ID Full Name Email Address Status Action
	000057 Test - Suspended
	000059 jordan test2 - Suspended C
	000060 Test60 weixiang.teoh@xynapse-asia.com Deactivated
	000061 Test61 - Deactivated
	12345678910>>
	After filter is applied, the result will be shown as below:
	Identity Self Service
	Welcome helpdesk
	Profile v Helpdesk v
	X Maintenance User List
	Cogout Search Login ID V Equal 000057
	Apply Filter Clear Filter
	Displaying result 1 of 1 record(s). Login ID ** Email Address ** Status ** Action
	000057 Test - Suspended
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тм	Life Made Easier ⁻ Identity Self Service
 G Home ★ Maintenance < (G Logout 	Maintenance > Helpidesk > User Account Assistance Profile Helpidesk User List Search Login ID Equal O0005 Clear Filter Login ID Full Name - Email Address Status - Action No record found

	Made	dentity	Self Service			
Welcome helpdesk	Easier					
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🔀 Maintenance 🖌	User List					
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	Search Apply Fitte Displaying result Login ID 000057 000058 000059	Login ID Clear Filter r Clear Filter I - 5 of 2183 record(s). Foll Name • Test jordan test2 John Wu.		Status Suspended Suspended Deactivated	Action	
	Search Apply Fitte Login ID 000057 000058 000059 000060	Login ID Clear Filter 1 - 5 of 21831 record(s). Foll Name - Test jordan test2 John Wu. Test50		Status Suspended Suspended Deactivated Deactivated	Action	

2.1.1.3 Search User – First Name / Last Name / Full Name

NO	SIEPS
1.	Click 'First Name'/'Last Name'/'Full Name' > 'Equal' > ' <target name="" user="">' > Click on 'apply</target>
	filter' to apply filter on search tab.
	For 'Equal' search filter, the filter's result will be apply on the exactly result as user needs.
	This is more preferred for user that already know the exact target of 'First Name'/'Last
	Name'/'Full Name'
	Velcome helpdesk
	Home Maintenance > Helpdesk > User Account Assistance
	Profile v Helpdesk v
	X Maintenance User List
	Co Logout
	Apply Filter Clear Filter
	Displaying result 1 - 5 of 21831 record(s). Login ID × Full Name Email Address Status - Action
	000057 Test - Suspended 😹
	000058 jordan test2 - Suspended
	000059 John Wu suying tan@xynapse-asia.com Deactivated <table-cell></table-cell>
	000060 Test60 wetxiang.teoh@xynapse-asia.com Deactivated
	000061 Test61 - Deactivated
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	After filter is applied, the result will be shown as below.
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	+
	Apply Filter Clear Filter
	Displaying result 1 of 1 record(s).
	Login ID × Full Name × Email Address Status × Action 000059 John Wu suying tan@xnapse_asia.com Deactivated Image: Comparison of the compariso
	Copyright © 2016 Telekom Mataysia Berhad (128740-P) ALL RIGHTS RESERVED
	If the target 'First Name'/'Last Name'/'Full Name' is not same as in the systems, the result
	will return "no record found"
	You may use 'Like' if user need to search part of 'First Name'/'Last Name'/'Full Name'

TM	Life Made Easier Identity Self Service
Welcome helpdesk	
🔂 Home	Maintenance > Helpdesk > User Account Assistance
	Profile - Helpdesk -
X Maintenance	User List
🚱 Logout	Search First Name • Equal • John
	Apply Filter Clear Filter
	Login ID + Full Name - Email Address - Status + Action
	No record found
Copyright © 2016 Teleko	

	Life	dontity 9	Solf Service				
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Welcome helpdesk	Maintenance > Heln	desk > User Account Assi	stance				
L Home	Profile 🔻 Help	odesk 👻	Sanco				
🛠 Maintenance 🔸	User List						
🚱 Logout	Search	First Name	▼ Like ▼ John				
	Apply Filter	r Clear Filter					
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	000057	Test	-	Suspended			
	000058	jordan test2	-	Suspended			
	000059	John Wu	suying.tan@xynapse-asia.com	Deactivated			
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Welcome helpdesk						
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🔀 Maintenance 🖌	User List					
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C Logout						
		Please fill i	in the value for search.			
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	Search Apply Filter	First Name	Like V			
	Search Apply Filter Displaying result 1	First Name Clear Filter - 5 of 21831 record(s). Full Name	Email Andress	Status	Action	
	Search Apply Filter Displaying result 1 Login ID 000057	First Name First Name Clear Filter 5 of 21831 record(s). Full Name * Test	Email Address	Status - Suspended	Action	
	Search Apply Filter Displaying result 1 Login ID 000057 000058	First Name Clear Filter - 5 of 21831 record(s). Full Name = Test iordan test2	Email Address	Status - Suspended Suspended	Action	
	Search Apply Filter Displaying result 1 Login ID = 000057 000058 000058	First Name First Name Clear Filter Clear Filter full Name - Test jordan test2	Email Address	Status - Suspended Suspended	Action	
	Search Apply Filter Displaying result 11 Login ID * 000057 000058 000059	First Name Clear Filter - 5 of 21831 record(s). Full Name Test Jordan test2 John Wu	Email Address -	Status - Suspended Suspended Deactivated	Action B B B B B B B B B B B B B B B B B B B	
	Search Apply Filter Displaying result 1	First Name Clear Filter	e v Like v			
	Search Apply Filter Displaying result 1 Login ID 000057 000058	First Name Clear Filter - 5 of 21831 record(s). Full Name Test jordan test2	Email Address	Status Suspended Suspended	Action B	
	Search Apply Filter Displaying result 1 Login ID 000057 000058 000059 000059 000050	First Name Clear Filter - 5 of 21831 record(s). Full Name Test Jordan test2 John Wu Test80	Email Address	Status Suspended Suspended Deactivated Deactivated	Action B B B B B	

2.1.1.4 Search User – Email

NO	STEPS
1.	Click 'Email' > 'Equal' > ' <target email="" user="">' > Click on 'apply filter' to apply filter on search</target>
	tab.
	For 'Equal' search filter, the filter's result will be apply on the exactly result as user needs.
	This is more preferred for user that already know the exact target of 'Email'
	Welcome helpdesk
	Home Maintenance > Helpdesk > User Account Assistance
	Profile v Helpdesk v
	User List Search Email Y Equal Y swinn tan rivenance.
	Apply Filter Clear Filter
	Displaying result 1 - 5 of 21831 record(s).
	Login ID × Full Name · Email Address · Status × Action 000057 Test - Suspended Email Address · Suspended
	000058 jordan test2 - Suspended
	000059 John Wu suying tan@xynapse-asia.com Deactivated
	000060 Test60 weiviang.teoh@xynapse-asia.com Deactivated E
	000061 Test61 - Deactivated
	1 2 3 4 5 6 7 8 9 10 >>
	After filter is applied, the result will be shown as below:
	Contractive Self Service
	TM Made Easier
	Welcome helpdesk
	Home Maintenance > Helpdesk > User Account Assistance Profile + Helpdesk +
	₩ Maintenance ◄ User List
	Search Email Equal suying tan@xynapse-
	+
	Apply Filter Clear Filter
	Displaying result 1 of 1 record(s). Login ID - Full Name - Email Address - Status - Action
	000059 John Wu suying tan@xynapse-asia.com Deactivated 👵
	Copyright @ 2016 Telekom Malaysia Bertrad (128740-P) ALL RIGHTS RESERVED
	If the target (Email' is not came as in the systems, the result will return "he record found"
1	In the target ⊑main is not same as in the systems, the result will return ind record found

TM	Made Identity Self Service Easier
Home	Maintenance > Helpdesk > User Account Assistance
🔀 Maintenance 🗸	Profile v Helpdesk v
	Search Email V Equal V suying
C. Logour	
	Apply Filter Clear Filter
	Login ID - Full Name - Email Address - Status - Action

	Life Made	dentity	Self Service			
Welcome helpdesk	Easier					
🔂 Home	Maintenance > Hel	pdesk > User Account A pdesk 👻	ssistance			
🔀 Maintenance 🖌	User List					
🚱 Logout	Search	Email	▼ Like ▼ suying			
	Apply Filte	er Clear Filter				
	Displaying result	1 - 5 of 21831 record(s).	-			
	Login ID -	Full Name +	Email Address •	Suspended	Action	
	000058	jordan test2		Suspended		
	000059	John Wu	suying.tan@xynapse-asia.com	Deactivated		
		T	weiviang teeb@vunance acia com			
After filter i	000060 000061 12345	Test61 6 7 8 9 10 >>	It will be shown as	Deactivated		
After filter i	000000 000001 1 2 3 4 5	l, the resu	Ilt will be shown as	below:		
After filter i	s applied	I, the resu	Ilt will be shown as	below:		
After filter i Come helpdesk	is applied	I, the resu	Ilt will be shown as Self Service	below:		_
After filter i Veteome halpdesk Welcome halpdesk	is applied	I, the resu	utilit will be shown as Self Service	below:		
After filter i Velcome helpdesk Welcome helpdesk	is applied	I, the resu	Ilt will be shown as Self Service sistance	below:		
After filter i Veteome halpdesk Welsome halpdesk Maintenance Court	is applied	I, the resu	Ilt will be shown as Self Service sistance	below:		
After filter i Velcome holpdesk Maintenance & Maintenance	is applied	resource filter	utt will be shown as Self Service sistance	below:		
After filter i Welcome helpdesk Welcome helpdesk Maintenance	is applied Life Made Easter Maintenance > Hell Profile Hell User List Search Apply Fitte Displaying result Login ID	restor Test61 6 7 8 9 10 >> I, the result Identity Identity <tr< td=""><td>Ilt will be shown as Self Service Ilt Like Ilke Interviewing Intervi</td><td>below:</td><td></td><td></td></tr<>	Ilt will be shown as Self Service Ilt Like Ilke Interviewing Intervi	below:		
After filter i Velcome helpdesk Maintenance Cogout	is applied	restou Test61 6 7 8 9 10 >> I, the resu Identity		beactivated		

The value	need to b	e enterec	to apply the filter	. If the valu	e is empty	i, the erro	[•] "Please fill
the value for	or search	" will be p	rompt on the scre	en to ask u	iser to fill i	n the valu	е.
	Life	dentitv	Self Service				
ТМ	Easier	,					
Home	Maintenance > Help	idesk > User Account A:	ssistance				
X Maintenance	User List						
C Logout		Please fil	I in the value for search.				
	Search	Email	V Like V				
	Apply Filter	Clear Filter					
	Login ID •	Full Name	Email Address 💌	Status •	Action		
	000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	8		
	A90537	user001	suying.tan@tm.com	Deactivated			
	1						

2.1.1.5 Search User – Status

)	STEPS								
	Click 'Statu	s' > 'Enable	' > 'EA' > Click	on 'apply filter	' to app	ly filter o	on searc	h tab.	
						-			
	For 'Enable	' search filte	r, the filter's re	sult will be app	oly on th	ne active	user in	the system	าร
	where in the	e result table	e status colum	n, it is state 'Er	nable'.				
	TM	Made Easier"	antity Sen S	ervice					
	Welcome helpdesk								
	🔂 Home	Maintenance > Helpdesk >	User Account Assistance						
	🔀 Maintenance 🗸	Profile + Helpdesk							
		Search	Status • Enab	led V EA					
	C Logout		+						
		Apply Filter	Clear Filter						
		Displaying result 1 - 5 of 1	76 record(s).						
		Login ID =	Full Name +	Email Address =	Status -	Action			
		An Afza Binti Misfar	An Afza Binti Misfar	-	Enabled				
		B14465	Azahari Bin Hambali	AZAHARIH@TM.COM.MY	Enabled				
		B14473	Adishah Suhani Binti Adnan	ADISHAH@TM.COM.MY	Enabled				
		B14549	Ahmad Bin Mohd Koyamu	MKAHMAD@TM.COM.MY	Enabled				
		12345678	9 10 >>						
	After filter is	s applied, the	e result will be	shown as belo)W:				
	TM	Made Easier ^{**}	nuty Sen St						
	Welcome helpdesk								
	Home	Profile - Helpdesk -	ser Account Assistance						
	🔀 Maintenance 🖌	User List				_			
	🚱 Logout	Search	Status • Enable	d • EA					
		Apply Filter	Clear Filter						
		Displaying result 1 - 5 of 17	6 record(s).	Email Address =	Status -	Action			
		A15187	Salomah Bte Bachik	SALOMAHB@TM.COM.MY	Enabled				
		An Afza Binti Misfar	An Afza Binti Misfar	-	Enabled				
		B14465	Azahari Bin Hambali	AZAHARIH@TM.COM.MY	Enabled				
		B14473	Adishah Suhani Binti Adnan	ADISHAH@TM.COM.MY	Enabled				
		B14549	Ahmad Bin Mohd Koyamu	MKAHMAD@TM.COM.MY	Enabled				
		123456789) 10 >>						
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1									

2.1.1.6 Deactivate Account

)	STEPS							
	Deactivate a	account is o	nly applicable	for the status =	= "Enab	led"		
			5 11					
	User can se	arch for sta	tus as in the 2	1.1.5 section.				
	First step_u	ser need to	click in the act	tion icon in the	action	tab in t	he table	
	TAA	Made ICC	nnity Sen S	CIVICE				
		Easier™	-					
	Welcome helpdesk	Maintenance > Helpdesk > I	lleer Account Assistance					
	LL Home	Profile - Helpdesk						
	🔀 Maintenance 🖌	User List						
	a	Search	Status • Enabl	ed T EA				
	C Logout		.					
		Apply Filter	Clear Filter					
			76 record(s)					
		Login ID *	Full Name +	Email Address +	Status =	Action		
		A15187	Salomah Bte Bachik	SALOMAHB@TM.COM.MY	Enabled			
		An Afza Binti Misfar	An Afza Binti Misfar	-	Enabled			
		B14465	Azahari Bin Hambali	AZAHARIH@TM.COM.MY	Enabled			
		B14473	Adishah Suhani Binti Adnan	ADISHAH@TM.COM.MY	Enabled			
		B14549	Ahmad Bin Mohd Koyamu	MKAHMAD@TM.COM.MY	Enabled			
		12345678	9 10 >>					
	Copyright © 2016 Telekom	Malaysia Berhad (128740-P) Al	L RIGHTS RESERVED					
	After action	icon is click	ed the result v	will be shown a	s helov	w.		
						•••		
	Home	Maintenance > Helpdesk >	User Account Assistance					
	Maintenance	Prome • Helpdesk						
	Maintenance	Users Details						
	C Logout	User last logon IP addres User last logon : 2017/08	ss : 10.239.40.242 /04 15:23:22 2 cp : 2017/10/22 12:14:22					
		User password will expir	6 611 - 2017/10/23 12:14:32					
		Login ID :	A15187					
		Full Name :	Salomah Bte Bachik					
		Last Name :	Salomah Bte Bachik					
		Email :	SALOMAHB@TM.COM.MY					
		User Role :	Manager, User					
		Status :	Enabled					
		Manager :						
		Mobile :	60133408513					
		NRIC :	******					
		Department :	Unit Business Admin					
		Cancel	Deactivate					
		Cancer	Deacuvate					

Home	Maintenance > Helpdesk	User Account Assistance		
	Profile - Helpdes	•		
Maintenance	Users Details			
Logout	User last logon IP add User last logon : 2017 User password will ex	ess : 10.239.40.242 38/04 15.23.22 ire on : 2017/10/23 12:14:32		
	Login ID :	A15187		
	Full Name :	Salomah Bte Bachik		
	First Name :	Salomah Bte Bachik		
	Last Name :	Salomah Bte Bachik		
	Email :	SALOMAHB@TM.COM.MY		
	User Role :	Manager, User		
	Status :	Enabled		
	Manager :			
	Mobile :	60133408513		
	NRIC :	******		
	Department :	Unit Business Admin		
⁻ need to ess.	Cancel	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of ar
er need to cess.	Cancel	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of ar
er need to cess.	Cancel Cancel Cancel	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of ar
er need to cess.	Cancel Ca	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of ar
er need to cess. Home	Cancel Ca	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of ar
r need to ress.	Cancel Ca	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of ar
r need to cess. Home intenance	Cancel Ca	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of ar
r need to ress.	Cancel Ca		tion of the deac	tivation of ar
r need to ess. tome tenance	Cancel Ca		tion of the deac	tivation of ar
r need to ess. Home Intenance	Cancel Ca		tion of the deac	tivation of ar
r need to cess.	Cancel Ca		tion of the deac	tivation of ar
r need to cess.	Cancel Ca	es : 10.230.40.242 More and a solution of the confirmate ess : 10.230.40.242 More and 2007/1020 12.14.32 AD 107 Solution Bio Bachas: To deactivate this account. please provide support case id for audit log. INS Tricket No:	tion of the deac	tivation of ar
r need to cess.	Cancel Ca	es : 10.239.40.242 Bornah Bie Bacha ess : 10.239.40.242 Bornah Bie Bacha To deactivate this account, please provide support case id for audit log. IN Tricket No:	tion of the deac	tivation of ar
r need to cess.	Cancel Ca	ese : 10.239.40.242 Bornah Bie Bacha Ese : 20.239.40.242 Bornah Bie Bacha To deactivate this account, please provide support case id for audit log. IRIS Ticket No:	tion of the deac	tivation of ar
r need to cess.	Cancel Ca		tion of the deac	tivation of an
r need to cess.	Cancel Ca	e IRIS Ticket No, for the confirmat	tion of the deac	tivation of an
er need to cess.	Cancel Ca		tion of the deac	tivation of ar
er need to cess.	Cancel Ca		tion of the deac	tivation of ar