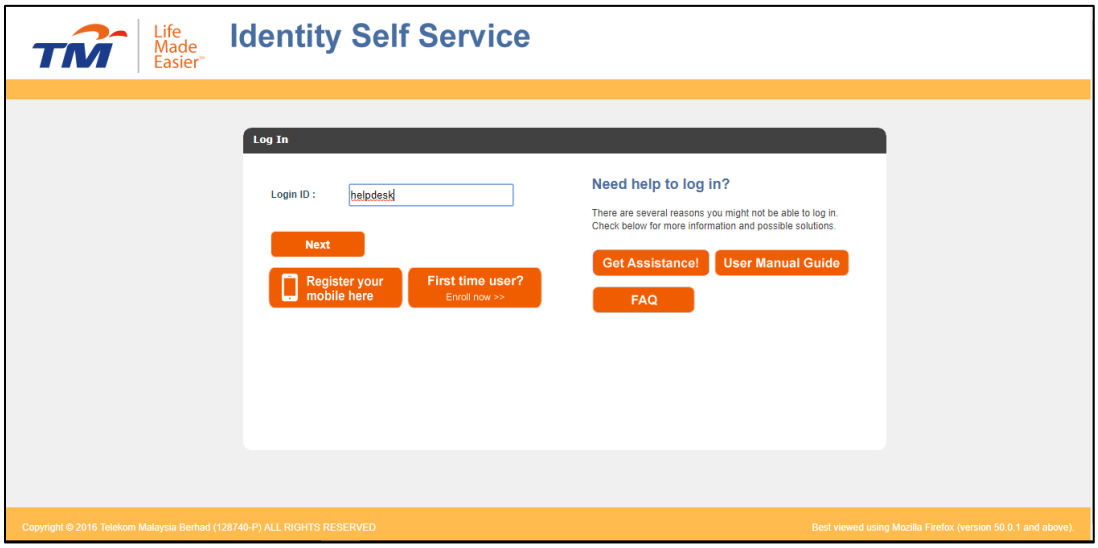
1.0 INTRODUCTION

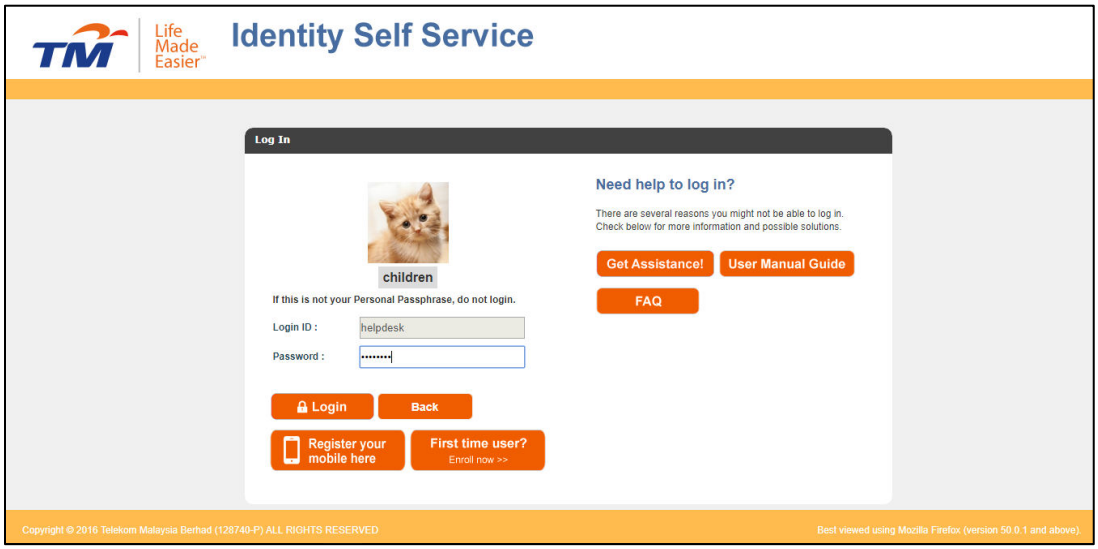
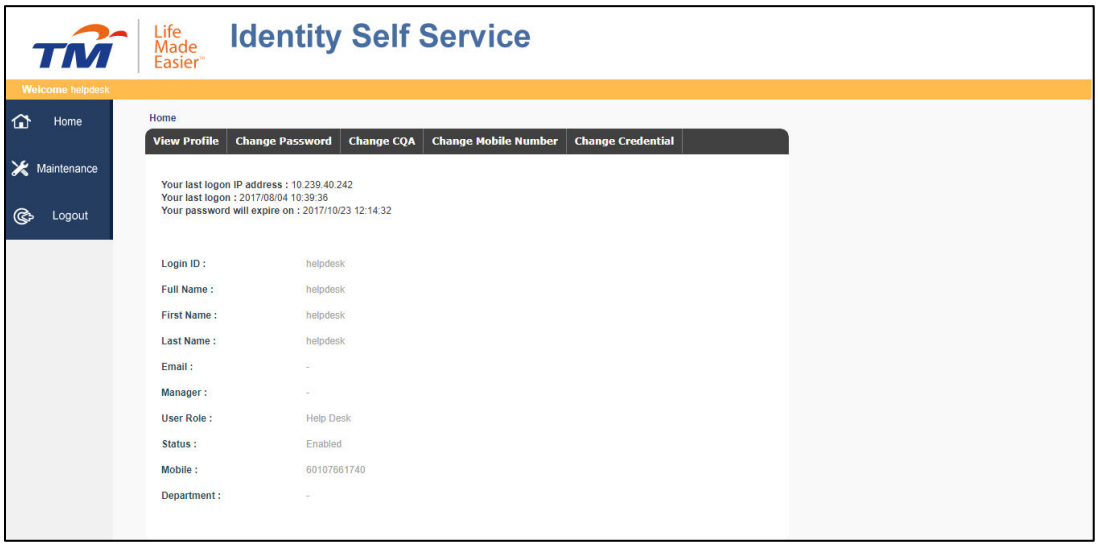
This document details the user guidelines that is to be carried out by TM on Identity Self Service.

2.0 IDENTITY SELF SERVICE

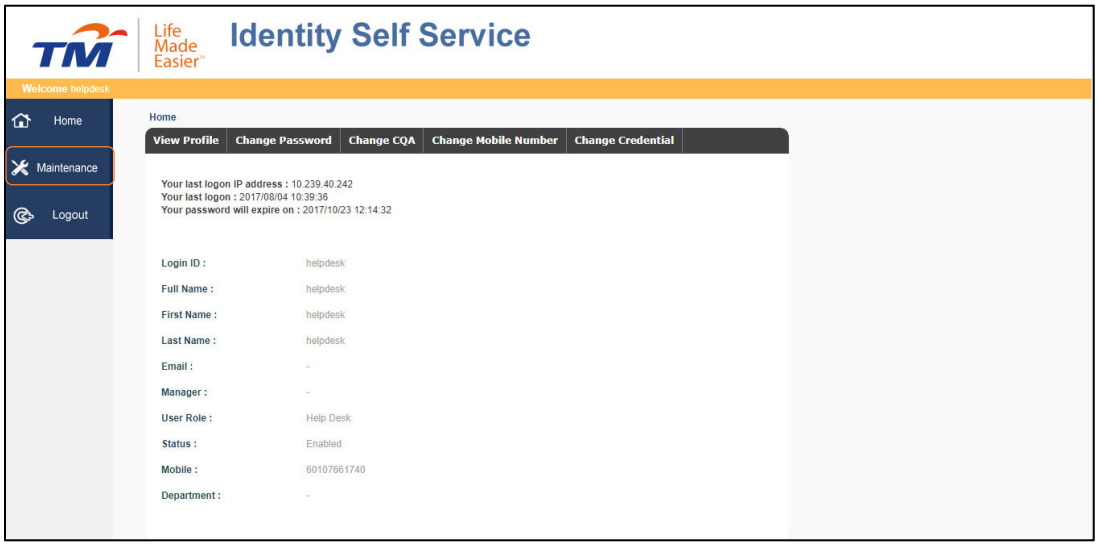
2.1.1 Helpdesk

2.1.1.1 Login into the systems

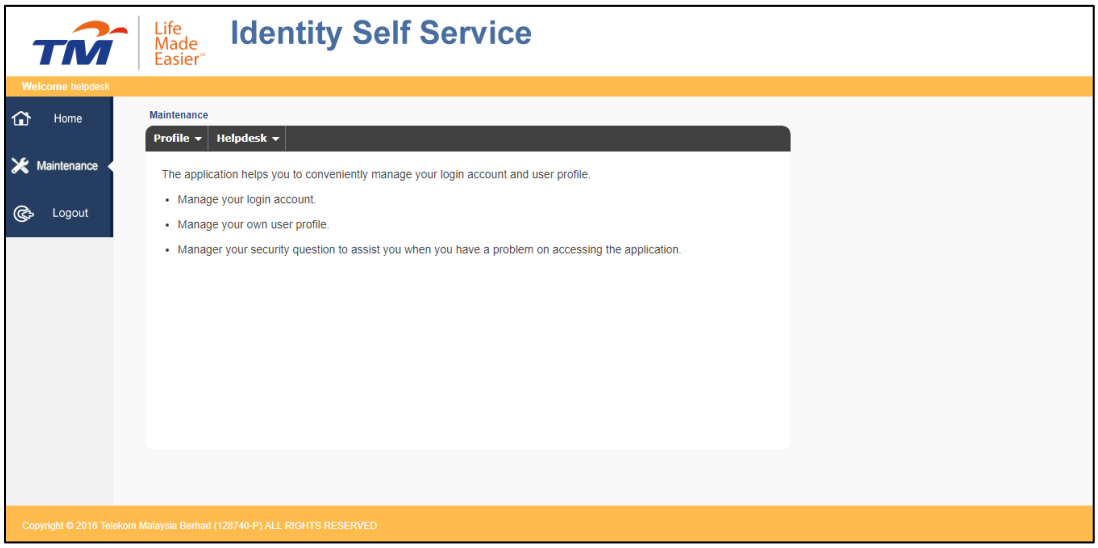
NO	STEPS
1.	Go to IDSS via URL http://10.54.5.230:8181/idss/ For first step at the Home page, enter your existing Login ID. 

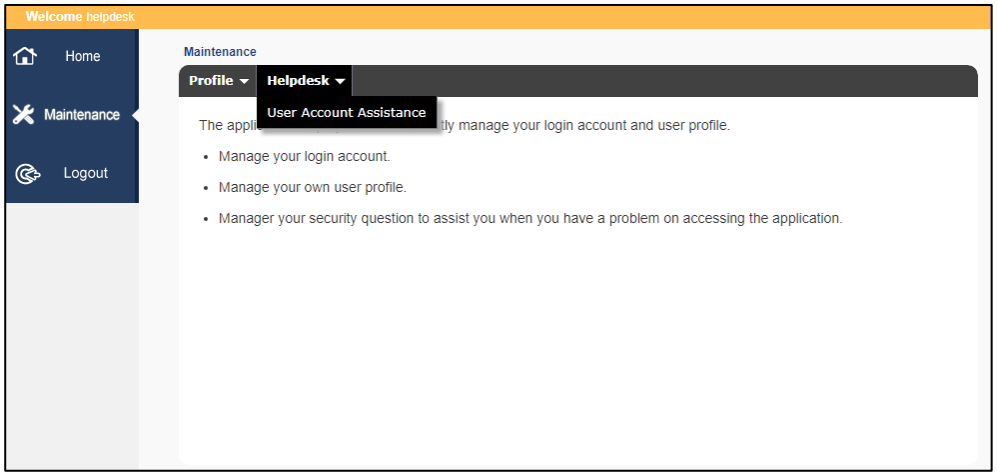
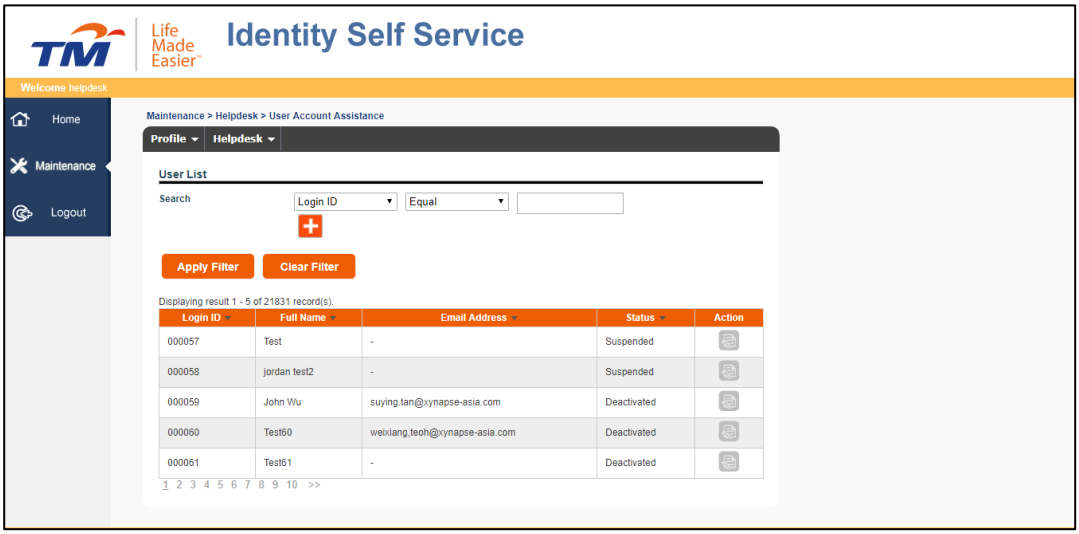
2.	In second step ‘Authentication’, enter your existing Login ID Password. 
3.	After login is successful, user details will be shown in the first page. 

4.	In third step click on ‘Maintenance’ on the menu on the left side.

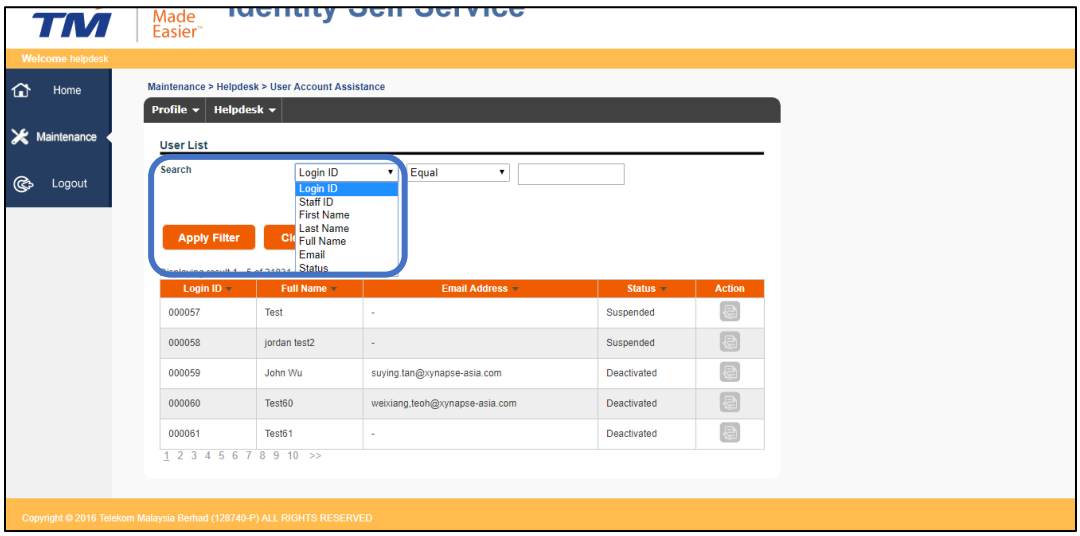


Main page for ‘Maintenance’ will be show as below,

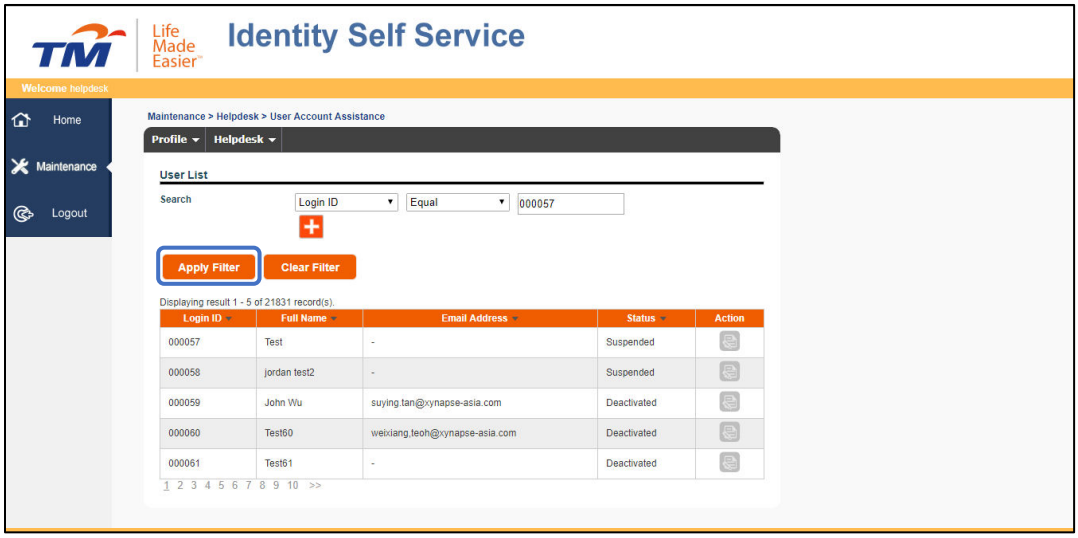
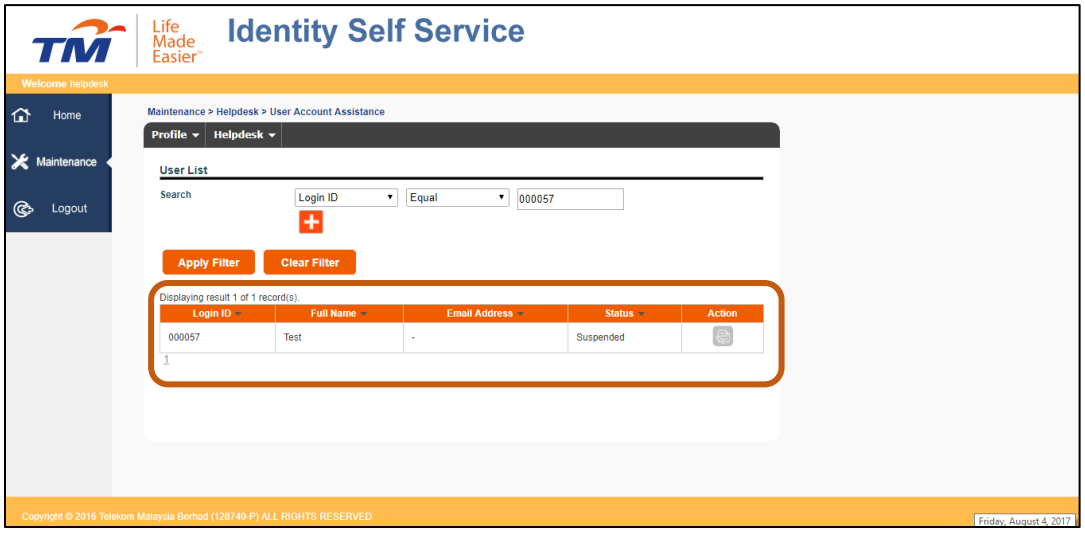


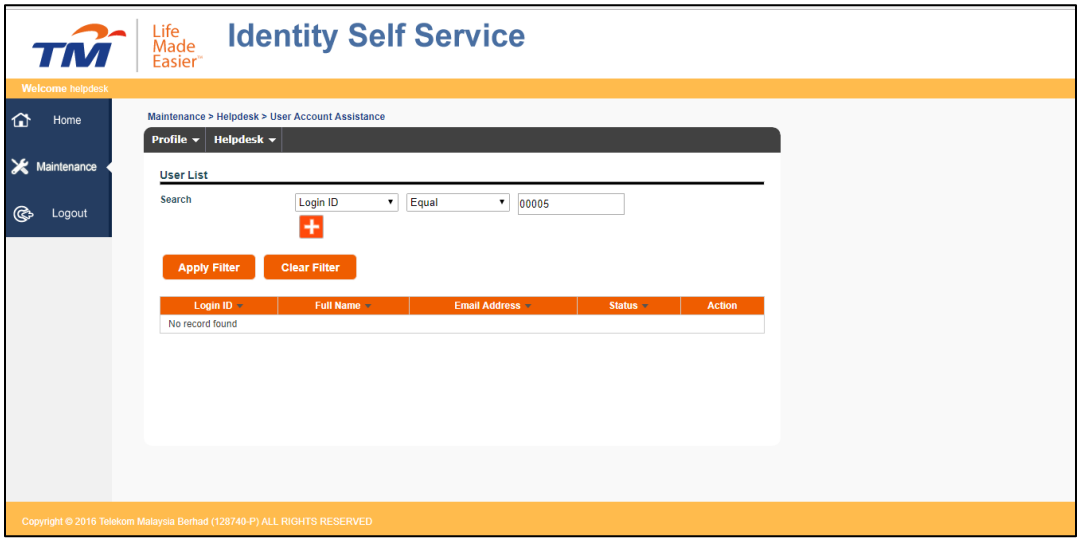
5.	In forth step ‘Maintenance’, bring cursor on ‘Helpdesk’ and the dropdown menu of ‘User Account Assistant’ will appear. 
6.	In fifth step ‘User Account Assistance’ page will be show as below. 

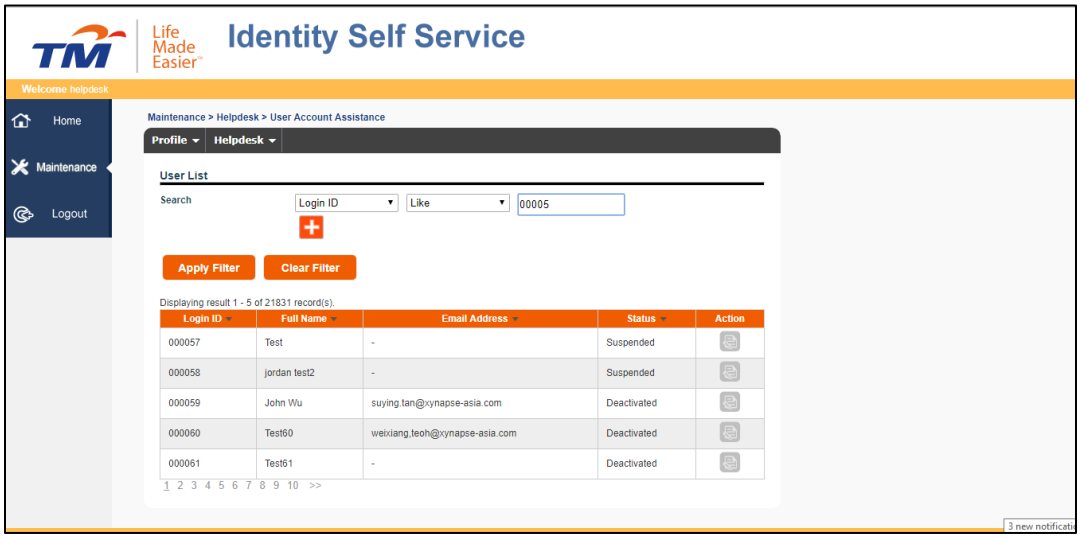
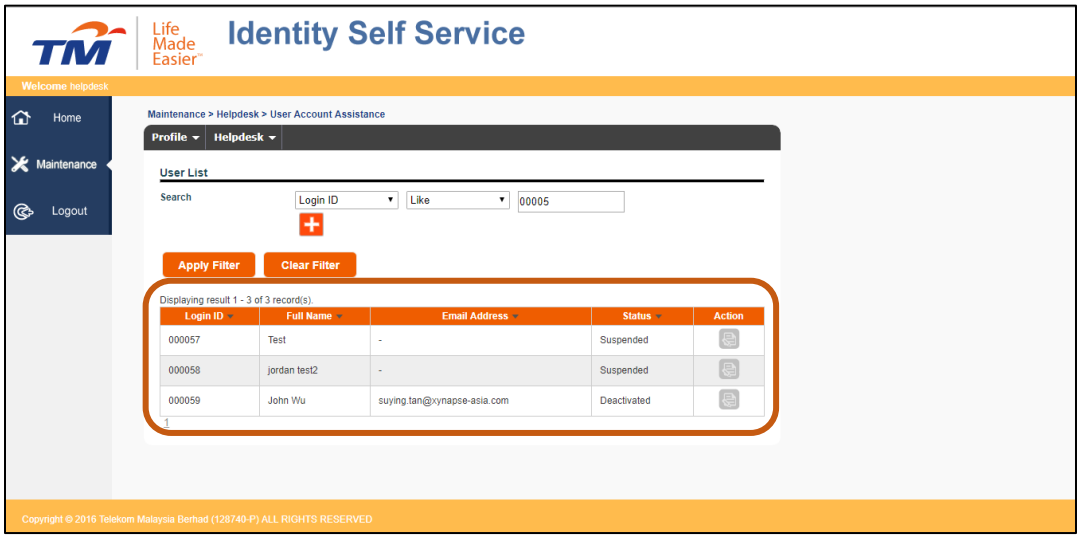
7.	For seventh step, user may search for the other's user account by using various criteria to search for the other's user account ID by clicking on the arrow at Login ID in 'Search' tab column.

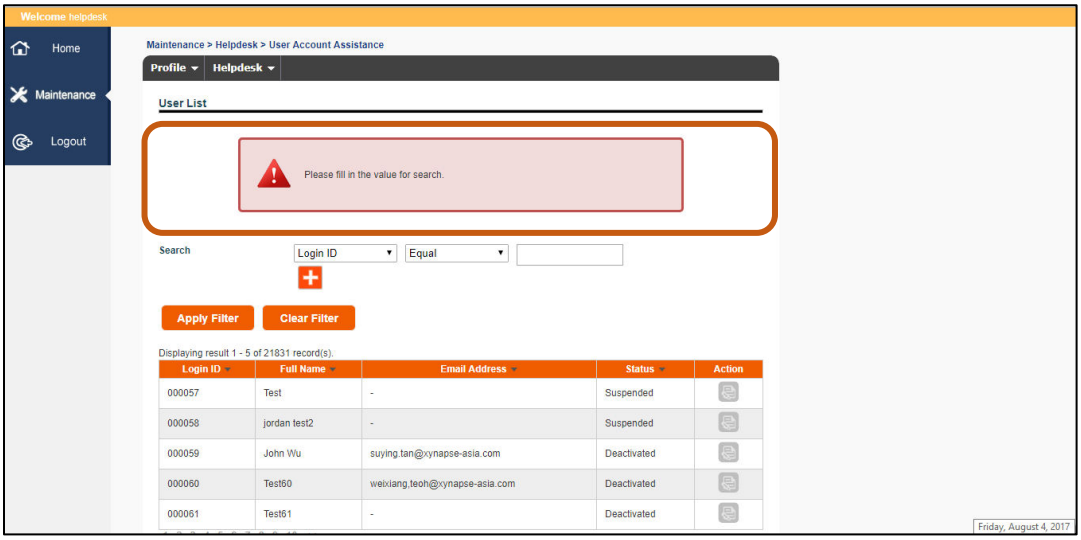


2.1.1.2 Search User – Login ID.

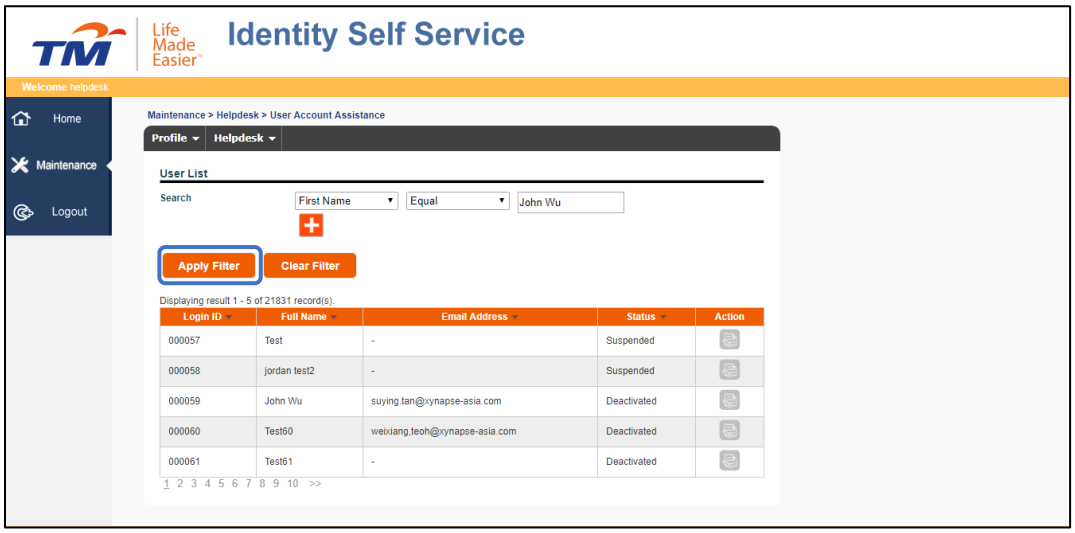
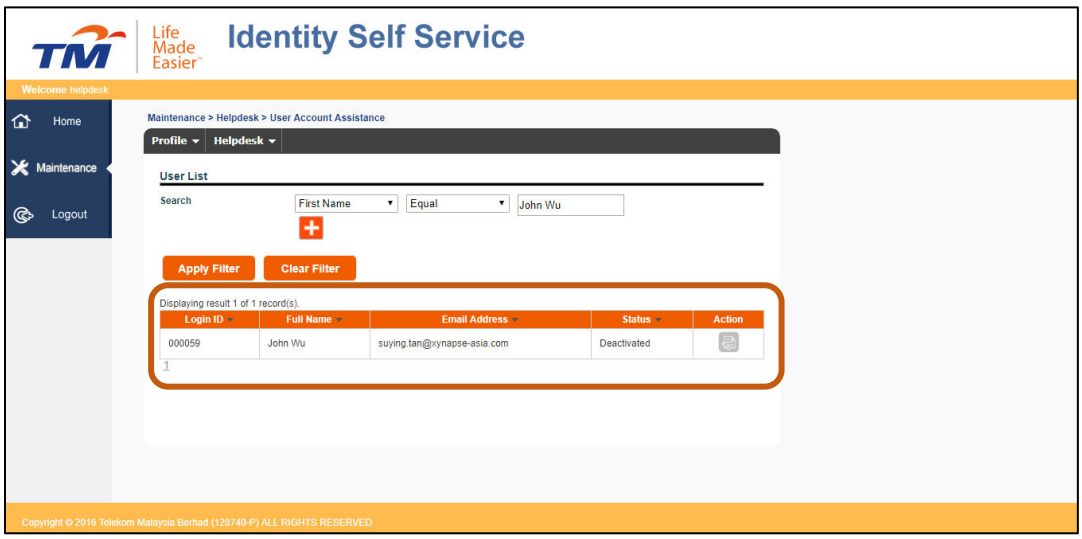
NO	STEPS
1.	Click ‘Login ID’ > ‘Equal’ > ‘<target user login ID>’ > Click on ‘apply filter’ to apply filter on search tab. For ‘Equal’ search filter, the filter’s result will be applies on the exactly result as user needs. This is more preferred to user that already know the exact target of ‘Login ID’  After filter is applied, the result will be shown as below: 

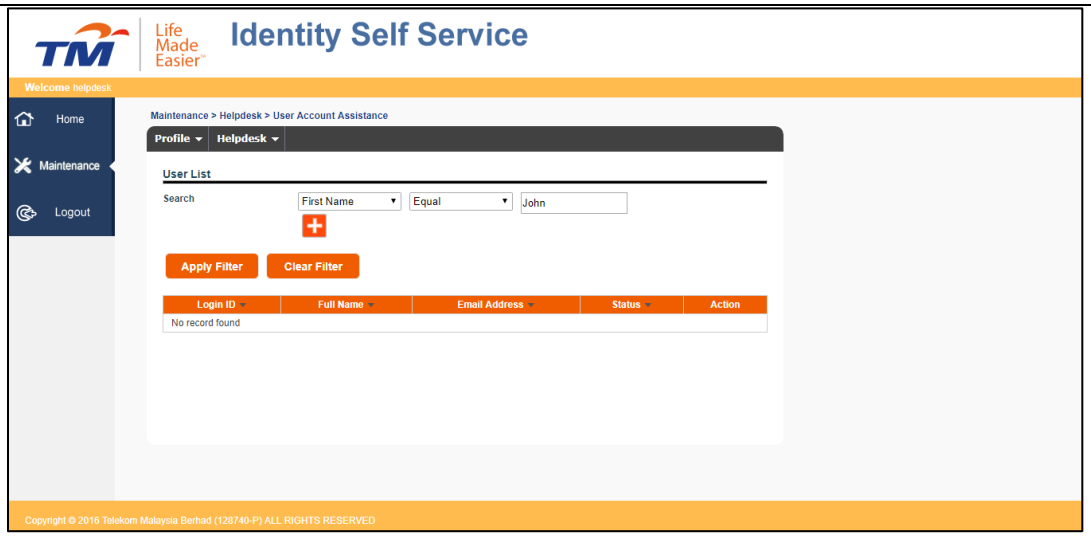
	If the target ‘Login ID is not same with what is in the systems, the result will return “no record found” You may use ‘Like’ if user need to search part of ‘Login ID’ 

2.	Click ‘Login ID’ > ‘Like’ > ‘<target user login ID>’ > Click on ‘apply filter’ to apply filter on search tab. For ‘Like’ search filter, the filter’s result will be apply on the exact ‘Login ID’ **or** part of ‘Login ID’ result as user needs.  After filter is applied, the result will be shown as below: 

3.	The value need to be entered in order to apply the filter. If the value is empty, the error “Please fill in the value for search” will be prompt on the screen to ask user to fill in the value. 

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

NO	STEPS
1.	Click ‘First Name’/’Last Name’/’Full Name’ > ‘Equal’ > ‘<target user name>’ > Click on ‘apply 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’  After filter is applied, the result will be shown as below:  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’


Life Made Easier
Identity Self Service
Welcome helpdesk
Home
Maintenance
Logout
Maintenance > Helpdesk > User Account Assistance
Profile
Helpdesk
User List
Search
First Name
Equal
John
Apply Filter
Clear Filter
Login ID
Full Name
Email Address
Status
Action
No record found
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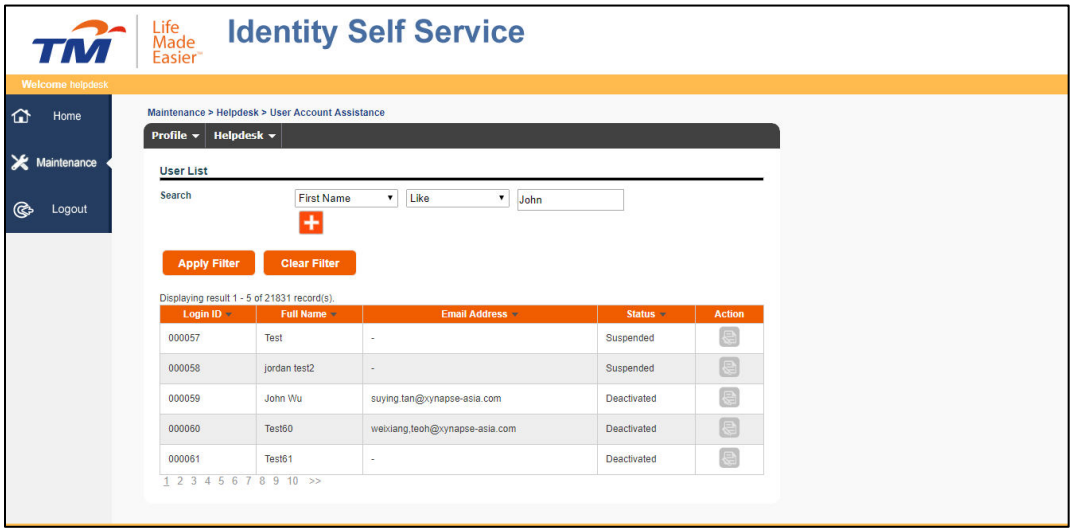
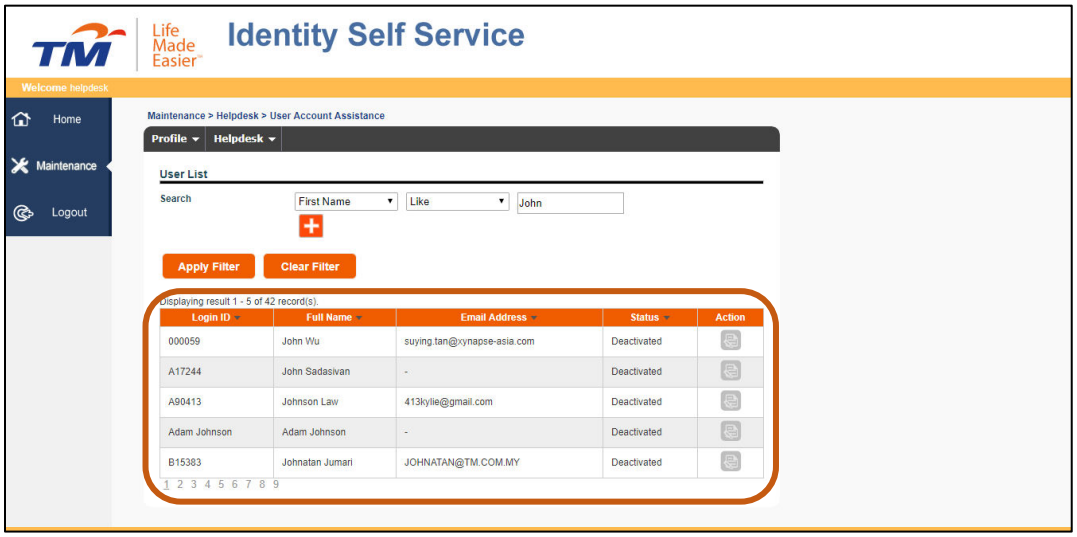
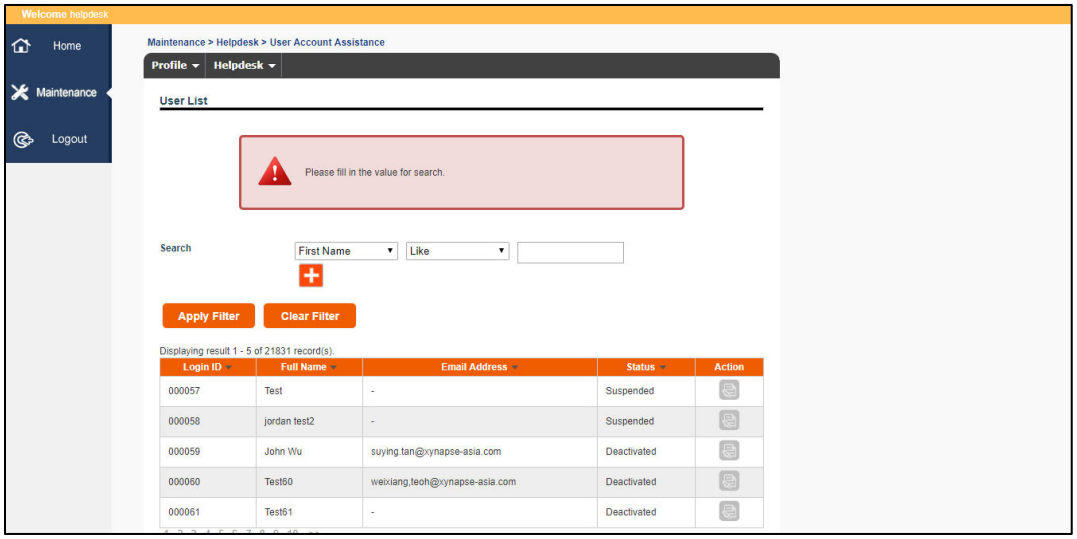
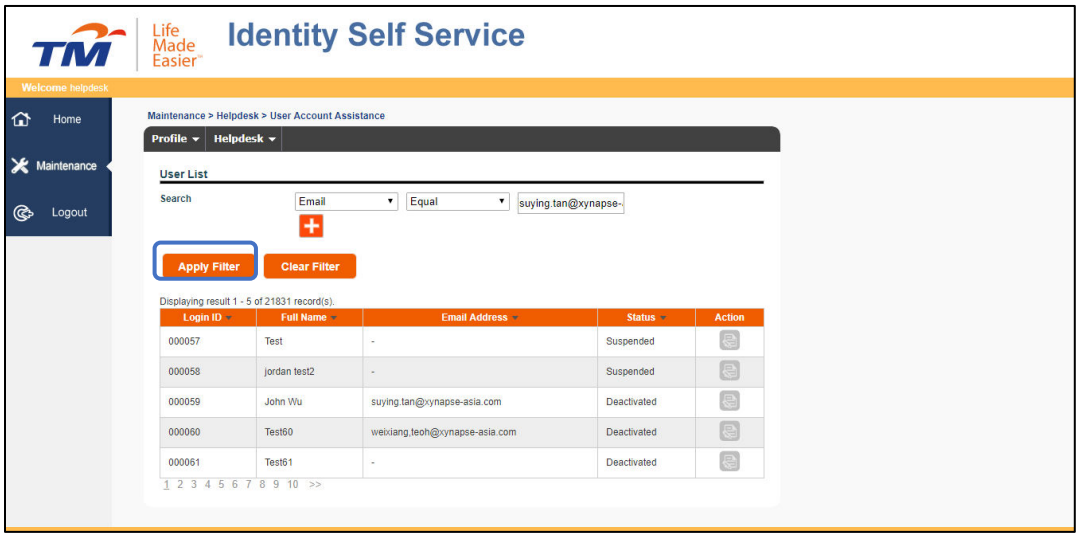
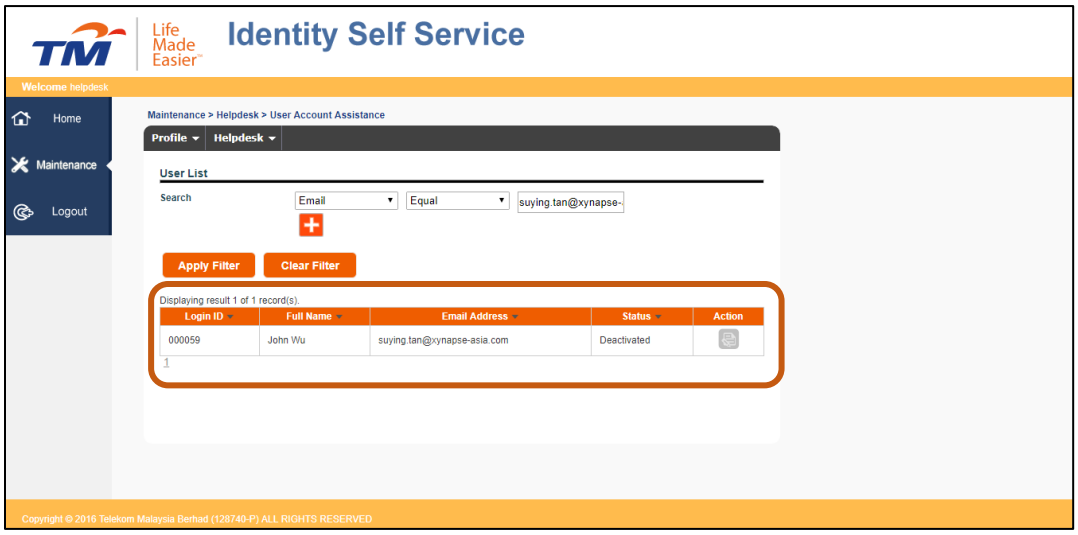
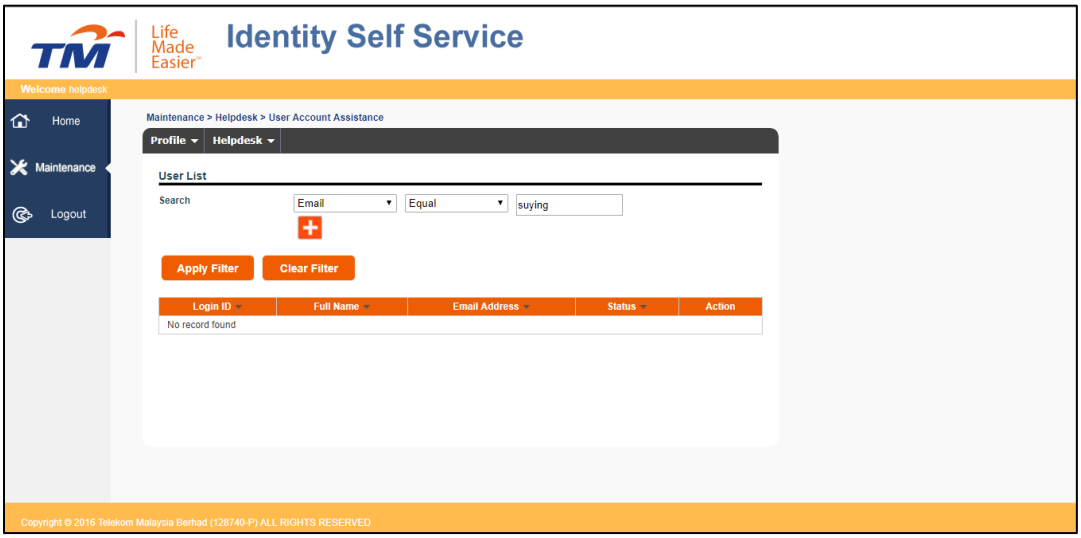
2.	Click ‘First Name’/’Last Name’/’Full Name’> ‘Like’ > ‘<target user name>’ > Click on ‘apply filter’ to apply filter on search tab. For ‘Like’ search filter, the filter’s result will be apply on the exact ‘First Name’/’Last Name’/’Full Name’ **or** part of ‘First Name’/’Last Name’/’Full Name’ result as user needs.  After filter is applied, the result will be shown as below: 

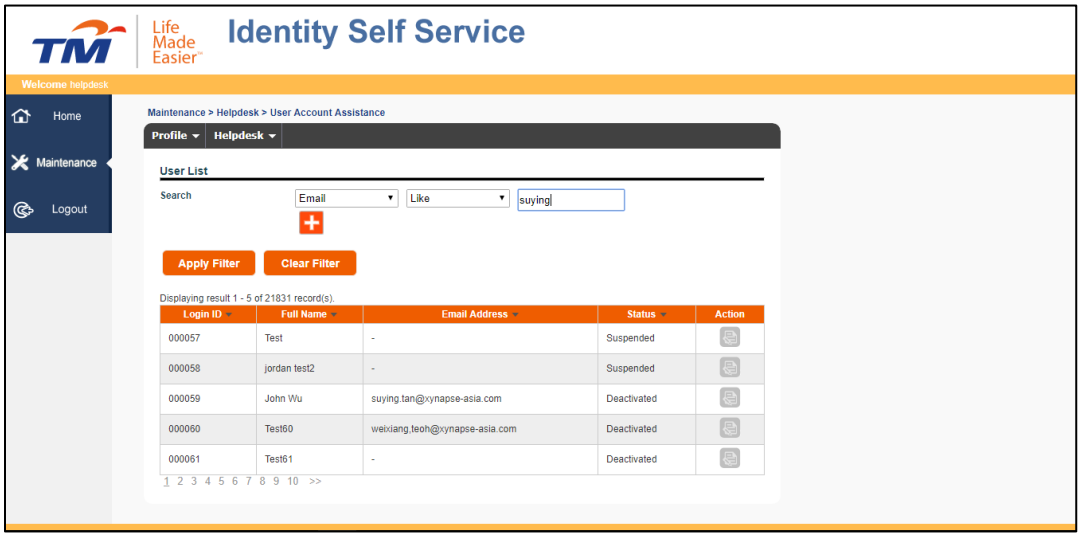
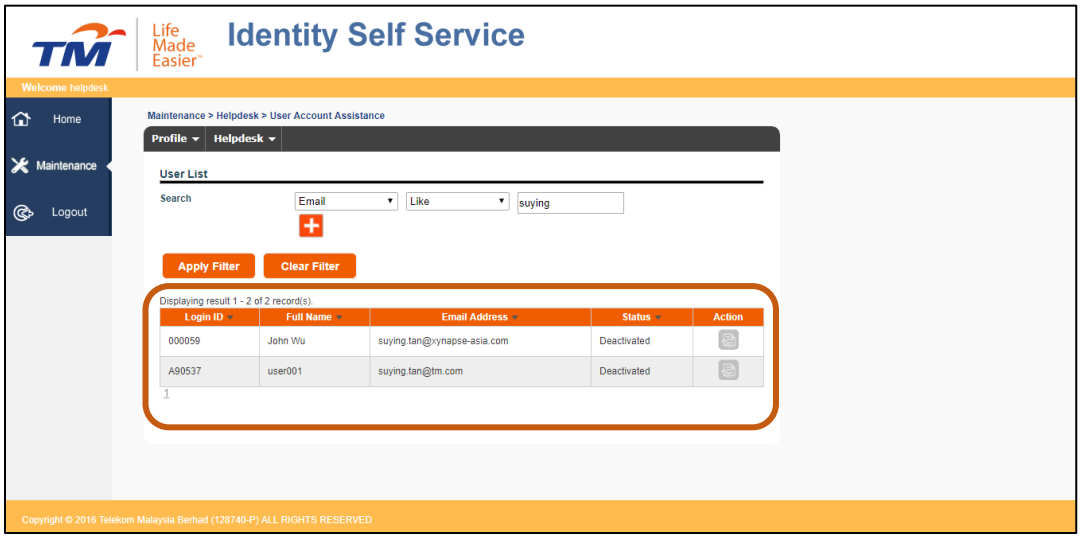
3.	The value need to be entered to apply the filter. If the value is empty, the error “Please fill in the value for search” will be prompt on the screen to ask user to fill in the value. 

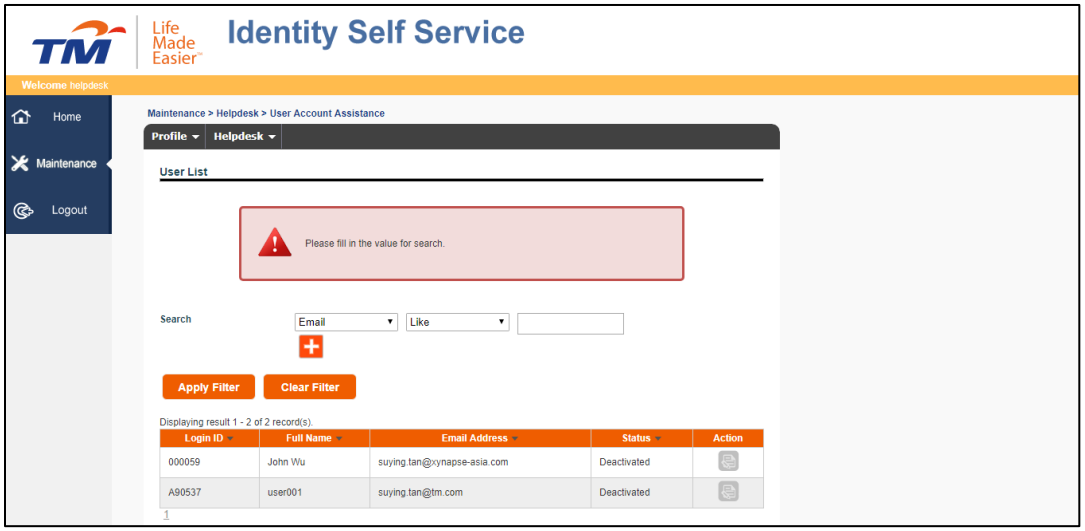
2.1.1.4 Search User – Email

NO	STEPS
1.	Click ‘Email’ > ‘Equal’ > ‘<target user email>’ > Click on ‘apply 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 ‘Email’  After filter is applied, the result will be shown as below:  If the target ‘Email’ is not same as in the systems, the result will return “no record found”

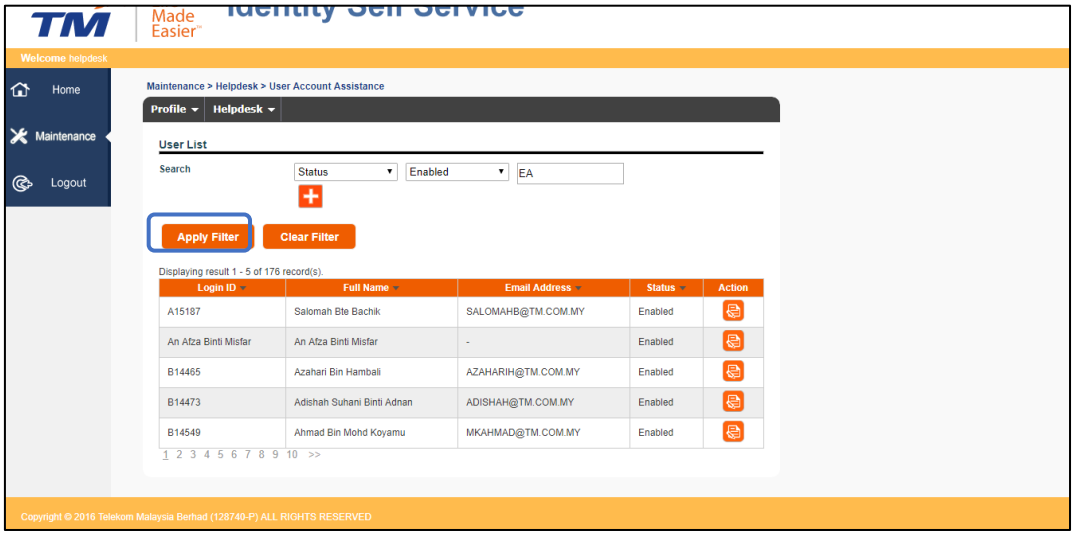
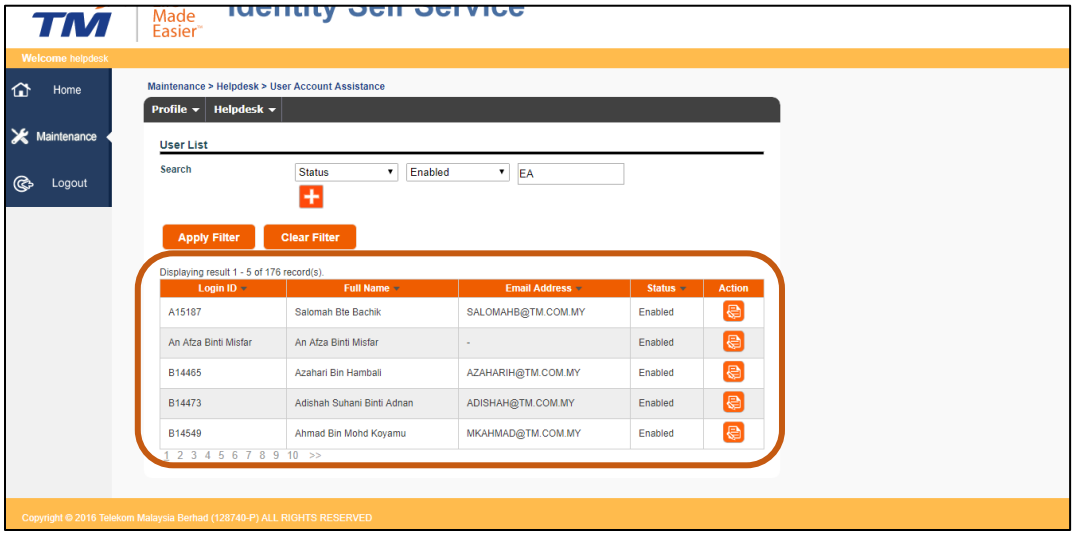
You may use 'Like' if user need to search part of 'Email'



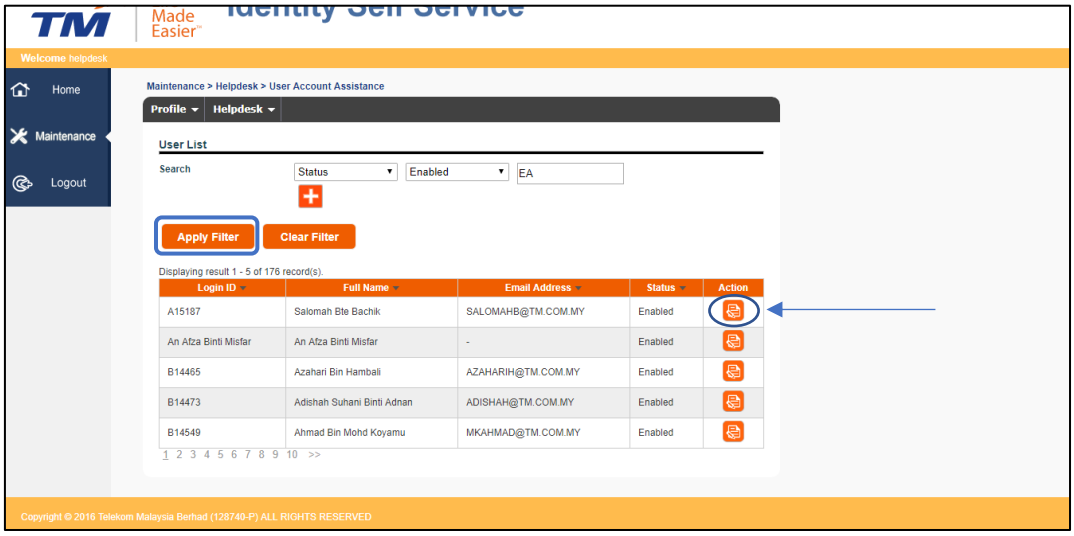
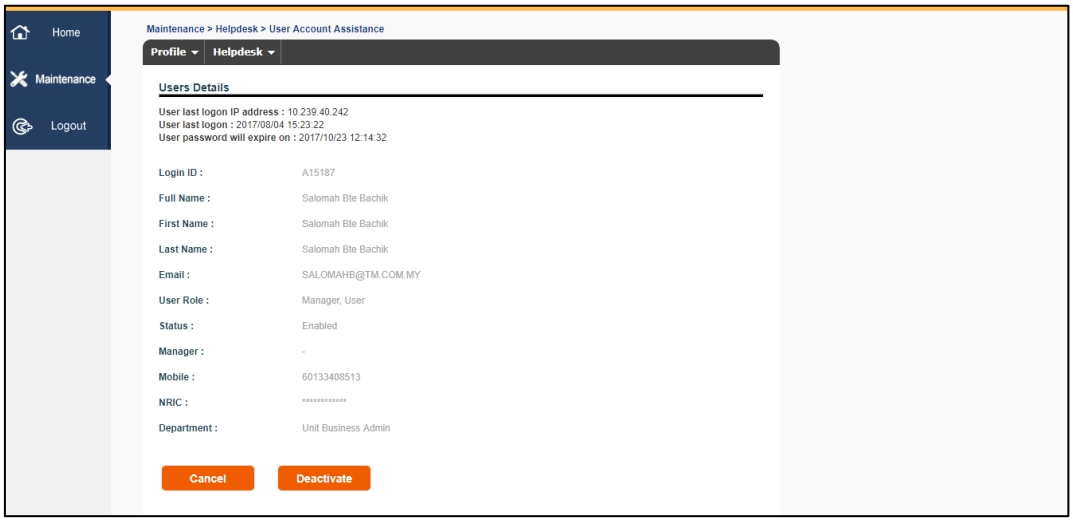
2.	Click ‘Email’> ‘Like’ > ‘<target user name>’ > Click on ‘apply filter’ to apply filter on search tab. For ‘Like’ search filter, the filter’s result will be apply on the exact ‘Email’ **or** part of ‘Email’ result as user needs.  After filter is applied, the result will be shown as below: 

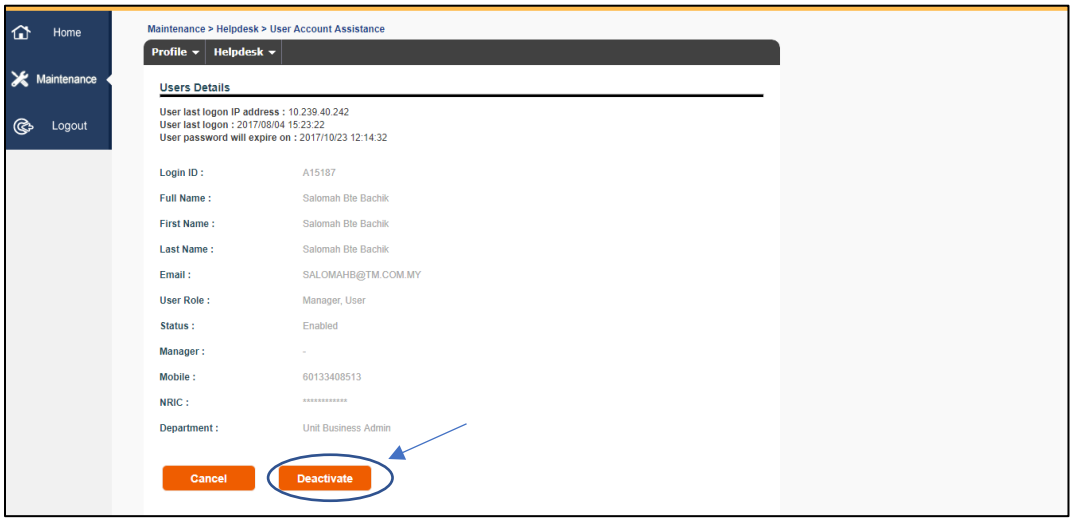
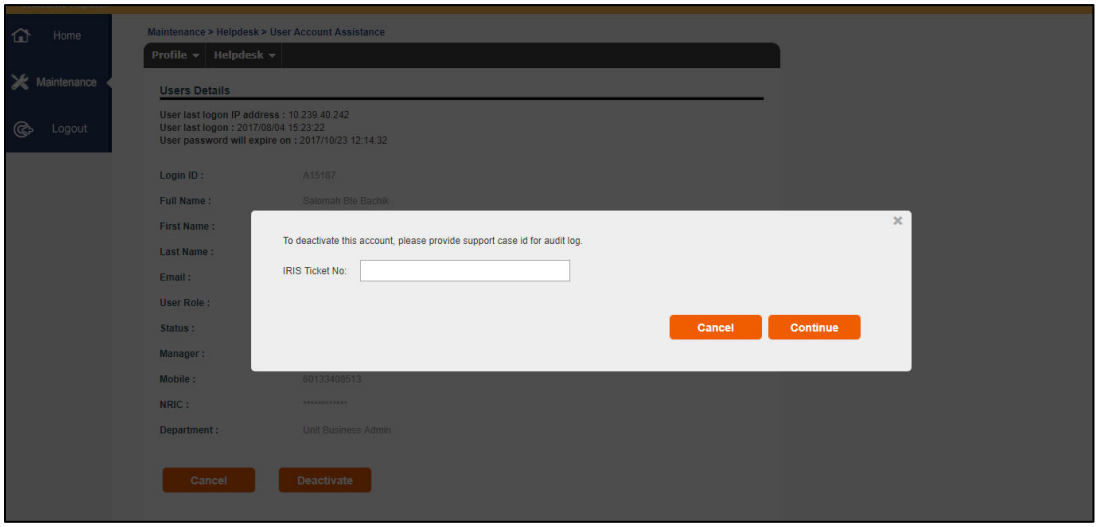
3.	The value need to be entered to apply the filter. If the value is empty, the error “Please fill in the value for search” will be prompt on the screen to ask user to fill in the value. 

2.1.1.5 Search User – Status

NO	STEPS
1.	Click ‘Status’ > ‘Enable’ > ‘EA’ > Click on ‘apply filter’ to apply filter on search tab. For ‘Enable’ search filter, the filter’s result will be apply on the active user in the systems where in the result table status column, it is state ‘Enable’.  After filter is applied, the result will be shown as below: 

2.1.1.6 Deactivate Account

NO	STEPS
4.	Deactivate account is only applicable for the status = “Enabled” User can search for status as in the 2.1.1.5 section. First step, user need to click in the action icon in the action tab in the table.  After action icon is clicked, the result will be shown as below: 

5.	User can click in the ‘Deactivate’ icon to deactivate the account  User need to insert the IRIS Ticket No, for the confirmation of the deactivation of an account process.