

User Guidelines – Helpdesk

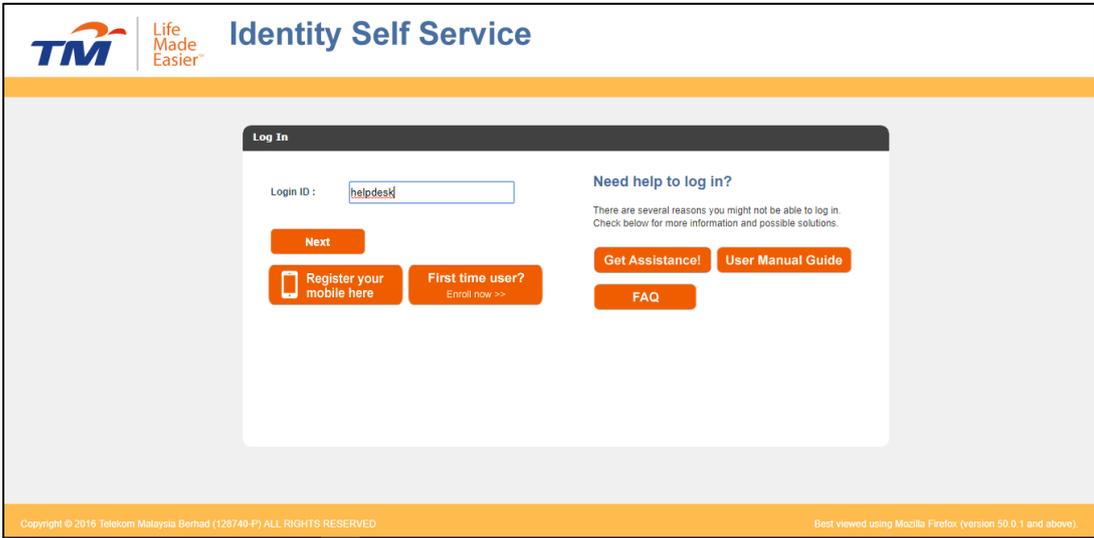
1.0 INTRODUCTION

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.	<p>Go to IDSS via URL http://10.54.5.230:8181/idss/</p> <p>For first step at the Home page, enter your existing Login ID.</p> <div data-bbox="268 779 1362 1317"></div>

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2. In second step 'Authentication', enter your existing Login ID Password.

TM | Life Made Easier | Identity Self Service

Log In

children

If this is not your Personal Passphrase, do not login.

Login ID : helpdesk

Password :

Login Back

Register your mobile here First time user? Enroll now >>

Need help to log in?

There are several reasons you might not be able to log in. Check below for more information and possible solutions.

Get Assistance! User Manual Guide

FAQ

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Best viewed using Mozilla Firefox (version 50.0.1 and above)

3. After login is successful, user details will be shown in the first page.

TM | Life Made Easier | Identity Self Service

Welcome helpdesk

Home

Maintenance

Logout

View Profile Change Password Change CQA Change Mobile Number Change Credential

Your last logon IP address : 10.239.40.242
Your last logon : 2017/08/04 10:38:36
Your password will expire on : 2017/10/23 12:14:32

Login ID : helpdesk
Full Name : helpdesk
First Name : helpdesk
Last Name : helpdesk
Email : -
Manager : -
User Role : Help Desk
Status : Enabled
Mobile : 60107661740
Department : -

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

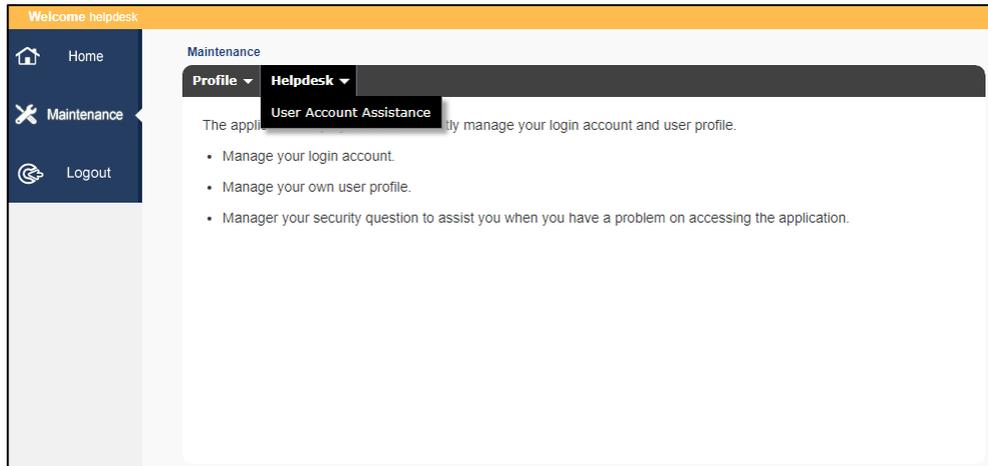
The screenshot shows the 'Identity Self Service' interface. At the top left is the TTM logo with the tagline 'Life Made Easier'. Below the logo is a navigation menu with 'Home', 'Maintenance', and 'Logout'. The 'Maintenance' option is highlighted. The main content area is titled 'Home' and contains a sub-menu with 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. Below this, there is a summary of user information: 'Your last logon IP address : 10.239.40.242', 'Your last logon : 2017/08/04 10:39:36', and 'Your password will expire on : 2017/10/23 12:14:32'. A list of user details follows: Login ID: helpdesk, Full Name: helpdesk, First Name: helpdesk, Last Name: helpdesk, Email: -, Manager: -, User Role: Help Desk, Status: Enabled, Mobile: 60107661740, and Department: -.

Main page for 'Maintenance' will be show as below,

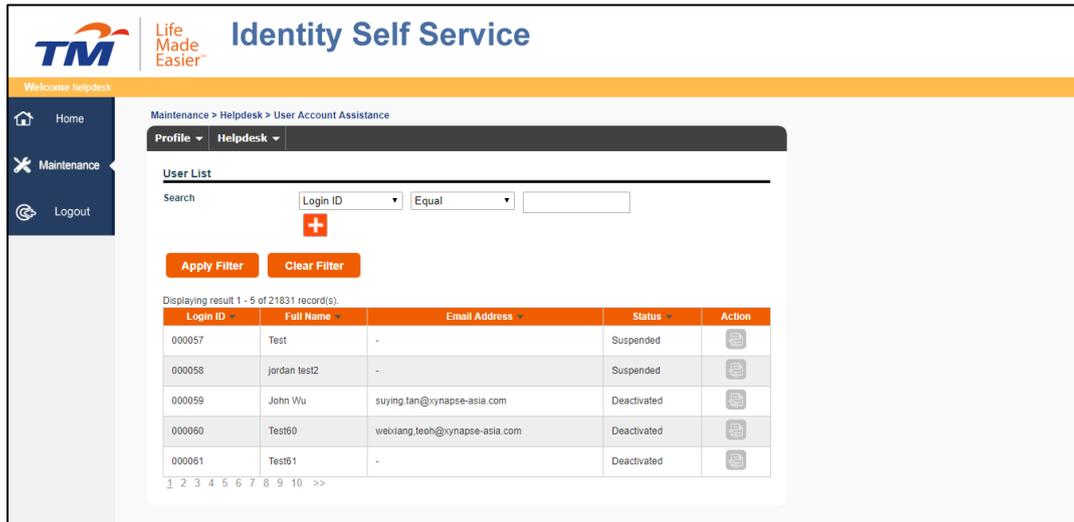
The screenshot shows the 'Identity Self Service' interface with the 'Maintenance' page selected. The navigation menu on the left has 'Maintenance' highlighted. The main content area is titled 'Maintenance' and contains a sub-menu with 'Profile' and 'Helpdesk'. Below this, there is a description: 'The application helps you to conveniently manage your login account and user profile.' followed by a list of features: 'Manage your login account.', 'Manage your own user profile.', and 'Manager your security question to assist you when you have a problem on accessing the application.' At the bottom of the page, there is a copyright notice: 'Copyright © 2016 Telekom Malaysia Berhad (128740-F) ALL RIGHTS RESERVED'.

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5. In forth step 'Maintenance', bring cursor on 'Helpdesk' and the dropdown menu of 'User Account Assistant' will appear.

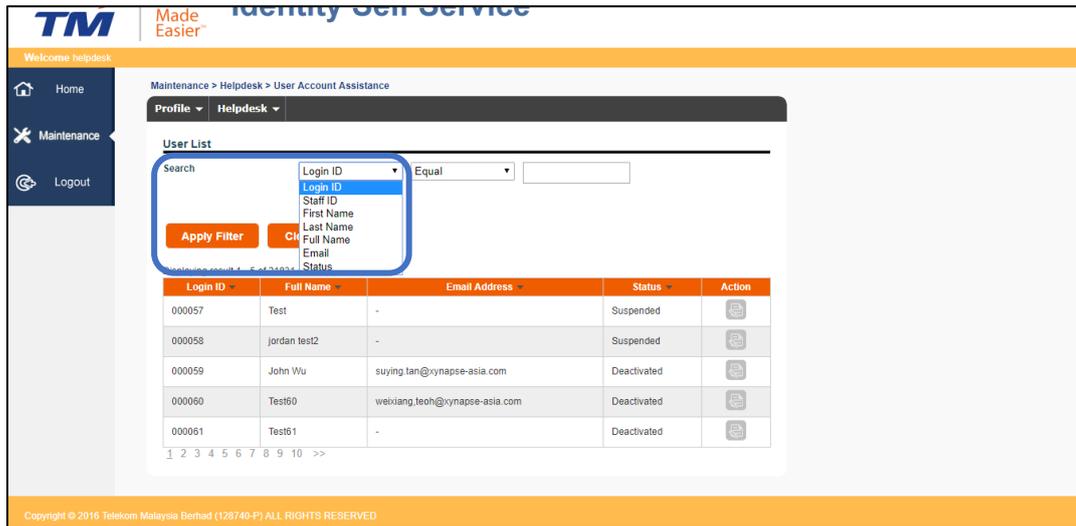


6. In fifth step 'User Account Assistance' page will be show as below.



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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.



The screenshot displays the 'User List' page in the TM Identity Self Service Helpdesk. A search filter dropdown menu is open, showing options: Login ID, Staff ID, First Name, Last Name, Full Name, Email, and Status. The 'Login ID' option is highlighted. Below the dropdown is a table of user accounts.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	[Icon]
000058	Jordan test2	-	Suspended	[Icon]
000059	John Wu	suying.lan@xynapse-asia.com	Deactivated	[Icon]
000060	Test60	weixiang.teoh@xynapse-asia.com	Deactivated	[Icon]
000061	Test61	-	Deactivated	[Icon]

Page navigation: 1 2 3 4 5 6 7 8 9 10 >>

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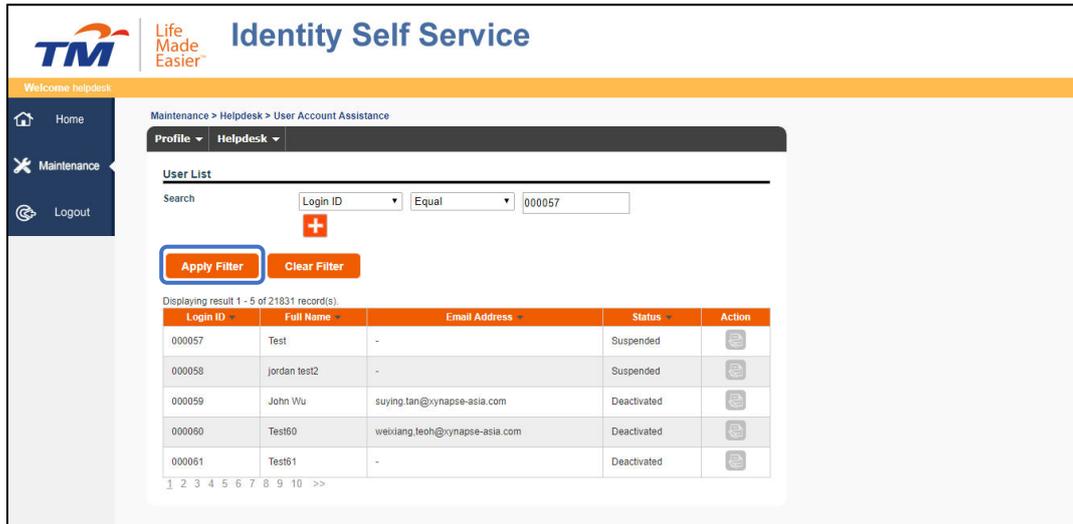
2.1.1.2 Search User – Login ID.

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.

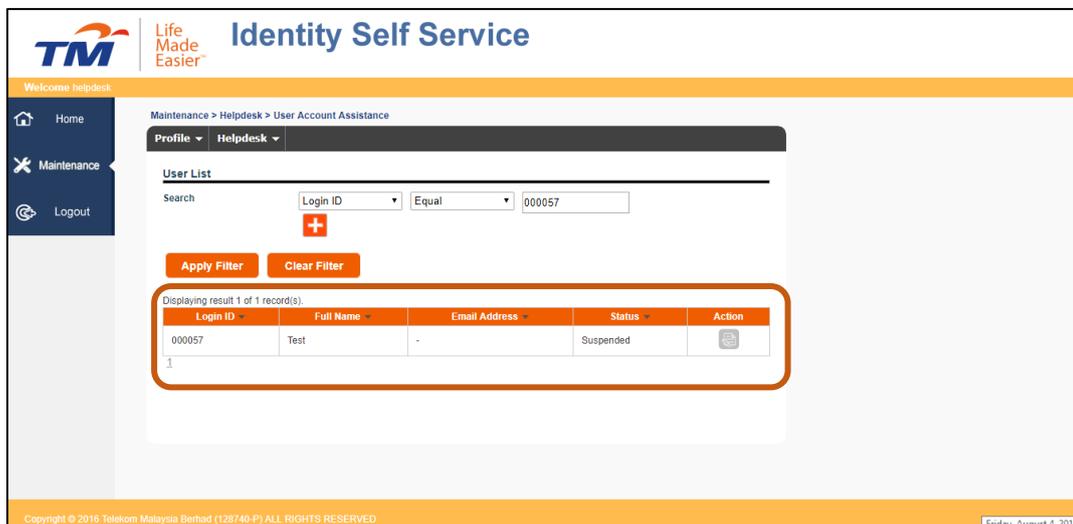
This is more preferred to user that already know the exact target of 'Login ID'



The screenshot shows the 'Identity Self Service' interface. The search criteria are set to 'Login ID' with the filter 'Equal' and the value '000057'. The 'Apply Filter' button is highlighted with a red box. Below the search area, a table displays 5 records. The 'Apply Filter' button is highlighted with a red box.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	
000058	Jordan test2	-	Suspended	
000059	John Wu	suying.tan@rynapse-asia.com	Deactivated	
000060	Test60	weixiang.teoh@rynapse-asia.com	Deactivated	
000061	Test61	-	Deactivated	

After filter is applied, the result will be shown as below:



The screenshot shows the 'Identity Self Service' interface after the filter is applied. The search criteria are the same as in the previous screenshot. The 'Apply Filter' button is highlighted with a red box. Below the search area, a table displays 1 record. The 'Apply Filter' button is highlighted with a red box.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	

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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'

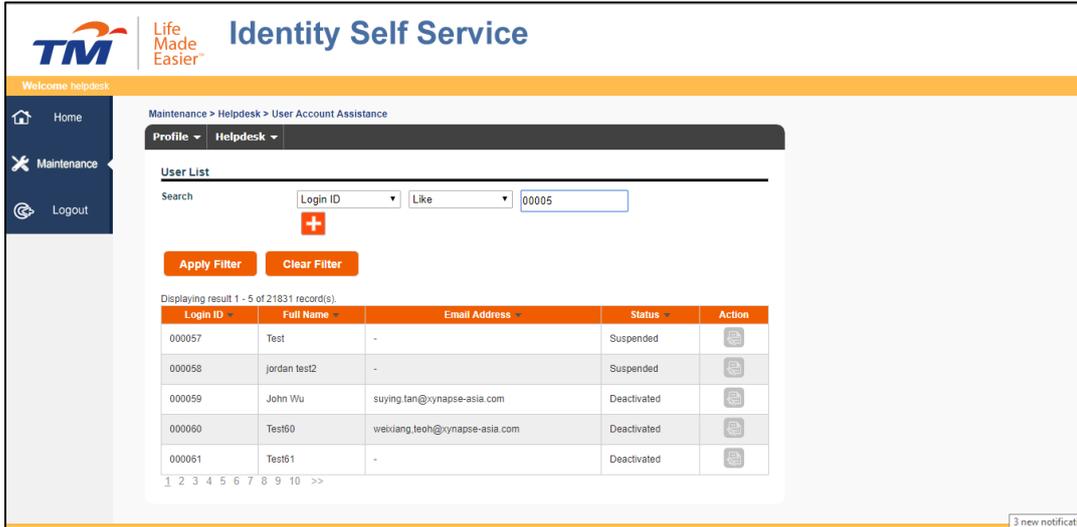
The screenshot displays the 'Identity Self Service' Helpdesk interface. The page title is 'Identity Self Service' with the tagline 'Life Made Easier'. The breadcrumb navigation shows 'Maintenance > Helpdesk > User Account Assistance'. The search criteria are set to 'Login ID' with the operator 'Equal' and the value '00005'. The search results table is empty, displaying 'No record found'.

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User Guidelines – Helpdesk

2. Click 'Login ID' > 'Like' > '<target user login ID>' > Click on 'apply filter' to apply filter on search tab.

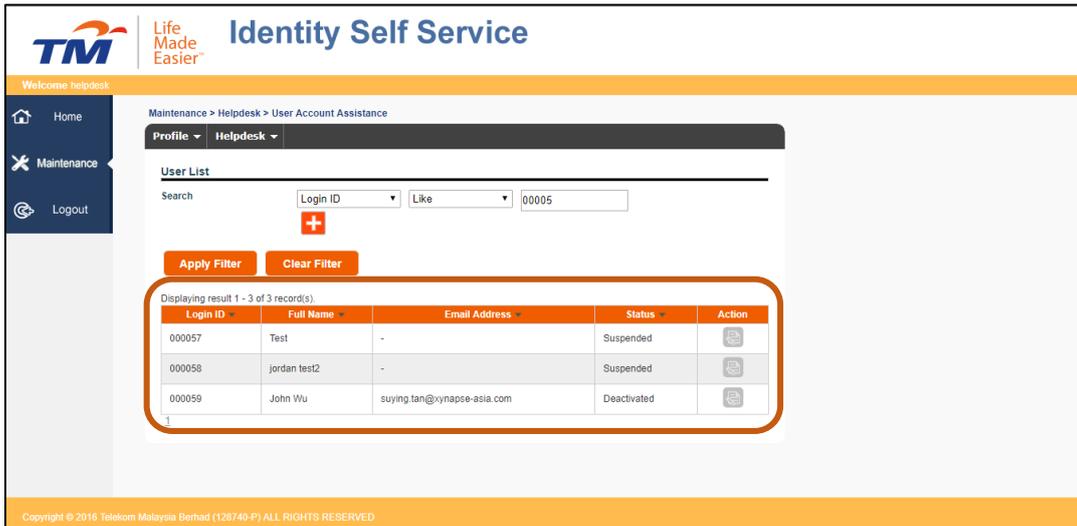
For 'Like' search filter, the filter's result will be apply on the exact 'Login ID' or part of 'Login ID' result as user needs.



The screenshot shows the 'Identity Self Service' Helpdesk interface. The breadcrumb trail is 'Maintenance > Helpdesk > User Account Assistance'. The search filter is set to 'Login ID' with the operator 'Like' and the value '00005'. The 'Apply Filter' button is highlighted. The table below shows the results of the search.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	[Action]
000058	Jordan test2	-	Suspended	[Action]
000059	John Wu	suying.tan@ynapse-asia.com	Deactivated	[Action]
000060	Test10	weixiang.teoh@ynapse-asia.com	Deactivated	[Action]
000061	Test1	-	Deactivated	[Action]

After filter is applied, the result will be shown as below:

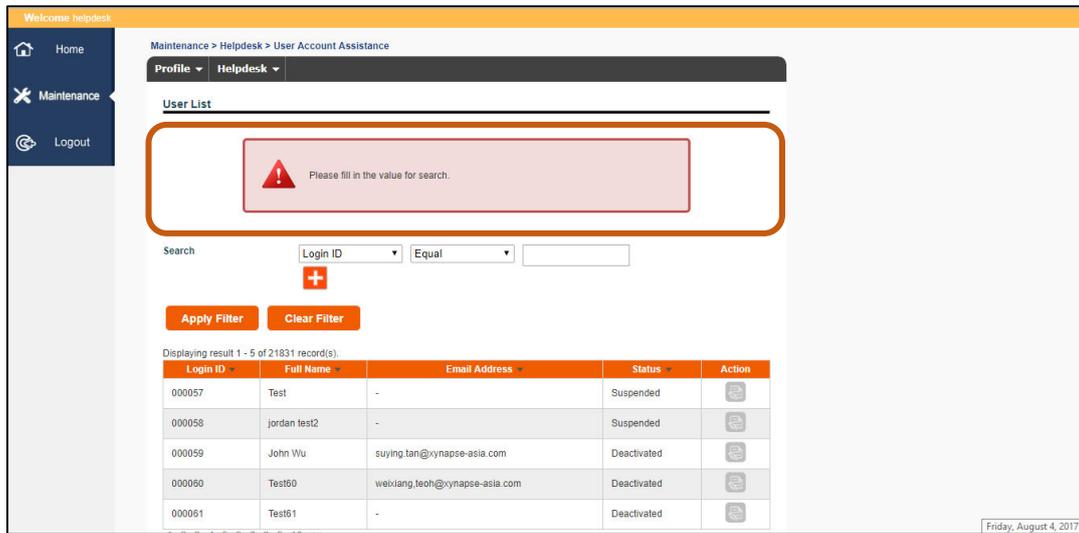


The screenshot shows the 'Identity Self Service' Helpdesk interface with the search filter applied. The breadcrumb trail is 'Maintenance > Helpdesk > User Account Assistance'. The search filter is set to 'Login ID' with the operator 'Like' and the value '00005'. The 'Apply Filter' button is highlighted. The table below shows the results of the search, which are now limited to 3 records.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	[Action]
000058	Jordan test2	-	Suspended	[Action]
000059	John Wu	suying.tan@ynapse-asia.com	Deactivated	[Action]

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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.



The screenshot shows a web application interface for a helpdesk. The top navigation bar includes 'Home', 'Maintenance', and 'Logout'. The main content area is titled 'User List' and features a search filter section. A red-bordered box highlights an error message: 'Please fill in the value for search.' Below this, the search filter is set to 'Login ID' with an 'Equal' operator. The 'Apply Filter' button is highlighted in orange. Below the filter, a table displays user records with columns for Login ID, Full Name, Email Address, Status, and Action. The table shows five records, all with 'Deactivated' or 'Suspended' status. A footer indicates the date 'Friday, August 4, 2017'.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	
000058	Jordan test2	-	Suspended	
000059	John Wu	suying.tan@ynapse-asia.com	Deactivated	
000060	Test60	weixiang.teoh@ynapse-asia.com	Deactivated	
000061	Test61	-	Deactivated	

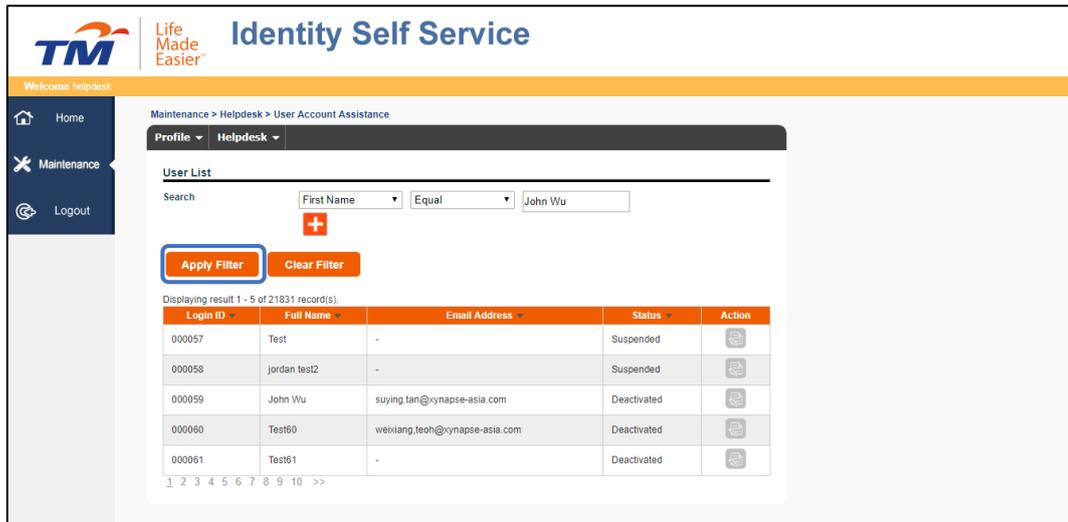
User Guidelines – Helpdesk

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.

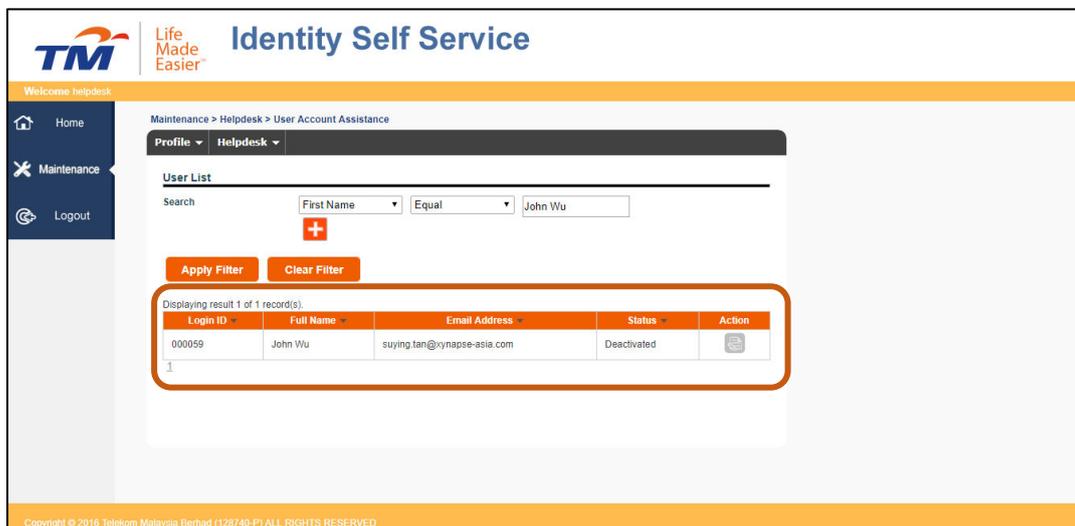
This is more preferred for user that already know the exact target of 'First Name'/'Last Name'/'Full Name'



The screenshot shows the 'Identity Self Service' interface. The search filter is set to 'First Name' with the value 'John Wu' and the operator 'Equal'. The 'Apply Filter' button is highlighted. The resulting table shows 5 records, with the first record being 'John Wu'.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	[Action]
000058	Jordan test2	-	Suspended	[Action]
000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	[Action]
000060	Test60	weixiang.teoh@xynapse-asia.com	Deactivated	[Action]
000061	Test61	-	Deactivated	[Action]

After filter is applied, the result will be shown as below:



The screenshot shows the 'Identity Self Service' interface after the filter is applied. The search filter is set to 'First Name' with the value 'John Wu' and the operator 'Equal'. The 'Apply Filter' button is highlighted. The resulting table shows 1 record, which is 'John Wu'.

Login ID	Full Name	Email Address	Status	Action
000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	[Action]

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'

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The screenshot displays the 'Identity Self Service' helpdesk interface. At the top left is the TM logo with the slogan 'Life Made Easier'. The main header reads 'Identity Self Service'. Below this is a navigation bar with 'Home', 'Maintenance', and 'Logout' options. The breadcrumb trail shows 'Maintenance > Helpdesk > User Account Assistance'. The current page is titled 'User List' and features a search filter with 'First Name' set to 'John' and 'Equal' as the operator. There are 'Apply Filter' and 'Clear Filter' buttons. Below the search area is a table with columns for 'Login ID', 'Full Name', 'Email Address', 'Status', and 'Action'. The table currently shows 'No record found'. A footer at the bottom contains the copyright notice: 'Copyright © 2016 Telekom Malaysia Berhad (129740-F) ALL RIGHTS RESERVED'.

TM 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.

The screenshot shows the 'Identity Self Service' Helpdesk interface. The breadcrumb trail is 'Maintenance > Helpdesk > User Account Assistance'. The search criteria are set to 'First Name' with the operator 'Like' and the search term 'John'. The 'Apply Filter' button is highlighted. The table below shows the initial results:

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	[Action]
000058	Jordan test2	-	Suspended	[Action]
000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	[Action]
000060	Test60	weixiang.teoh@xynapse-asia.com	Deactivated	[Action]
000061	Test61	-	Deactivated	[Action]

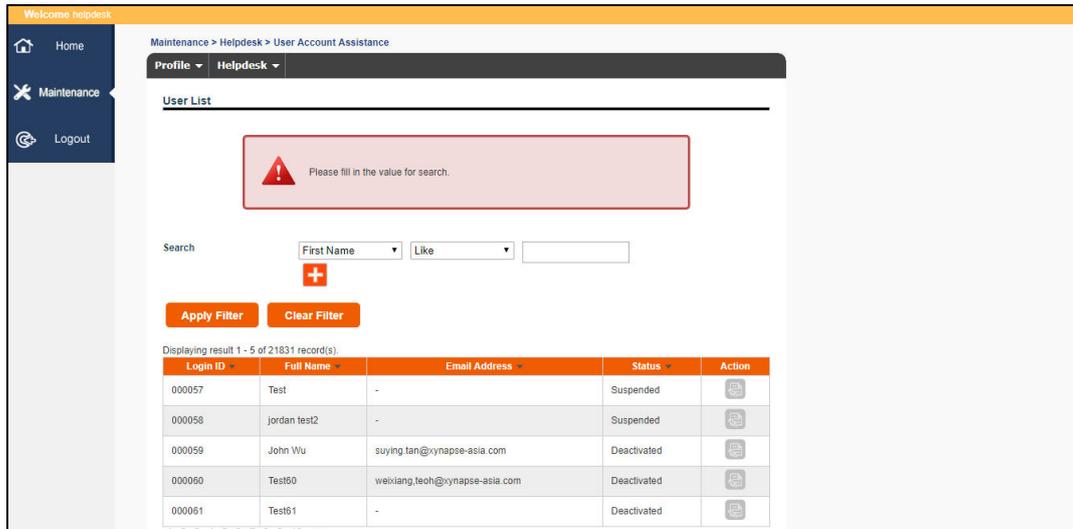
After filter is applied, the result will be shown as below:

The screenshot shows the same 'Identity Self Service' Helpdesk interface, but the search results are filtered. The 'Apply Filter' button is highlighted. The table below shows the filtered results:

Login ID	Full Name	Email Address	Status	Action
000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	[Action]
A17244	John Sadasivan	-	Deactivated	[Action]
A90413	Johnson Law	413kylie@gmail.com	Deactivated	[Action]
Adam Johnson	Adam Johnson	-	Deactivated	[Action]
B15383	Johnatan Jumari	JOHNATAN@TM.COM.MY	Deactivated	[Action]

User Guidelines – Helpdesk

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.



The screenshot shows a web interface for a Helpdesk system. The page title is "User List". A red error message box with a warning icon says "Please fill in the value for search." Below the error message, there is a search section with a "Search" label, a dropdown menu for "First Name", a "Like" dropdown, and an empty search input field. Below the search input are two buttons: "Apply Filter" and "Clear Filter". Below the search section, there is a table with 5 columns: "Login ID", "Full Name", "Email Address", "Status", and "Action". The table contains 5 rows of user data.

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	
000058	Jordan test2	-	Suspended	
000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	
000060	Test50	weixiang.teoh@xynapse-asia.com	Deactivated	
000061	Test51	-	Deactivated	

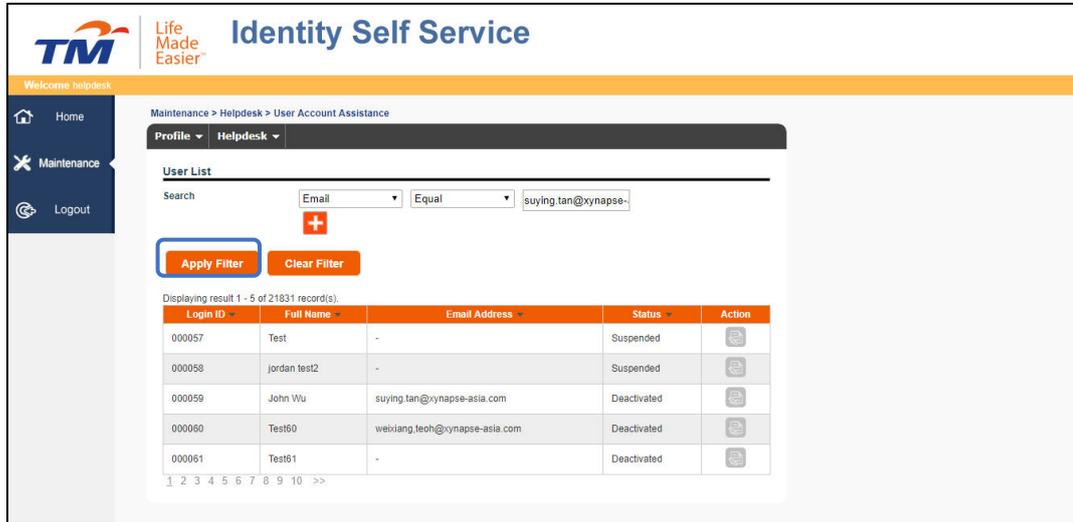
User Guidelines – Helpdesk

2.1.1.4 Search User – Email

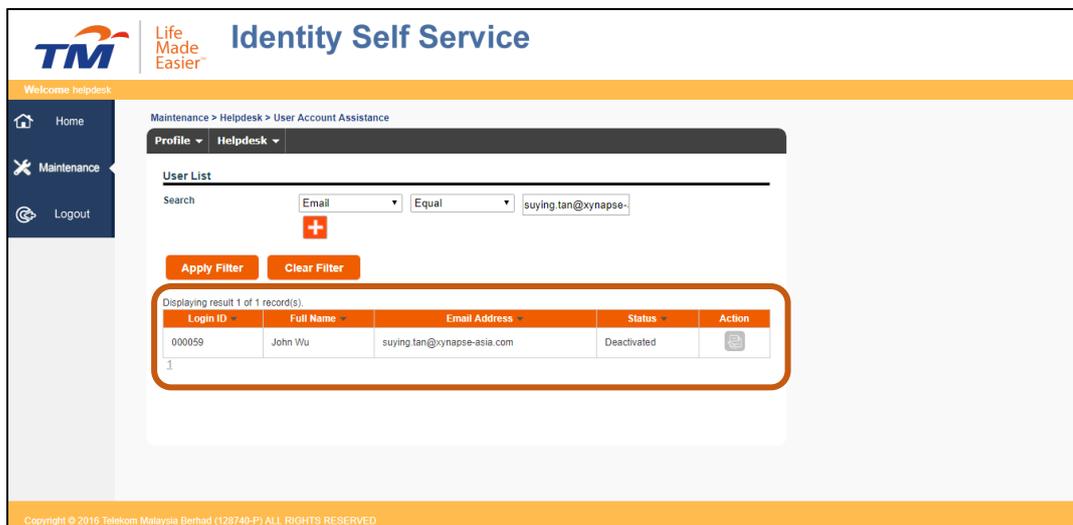
- NO** **STEPS**
1. Click 'Email' > 'Equal' > '<target user email>' > Click on 'apply filter' to apply filter on search tab.

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"

User Guidelines – Helpdesk

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

The screenshot displays the 'Identity Self Service' Helpdesk interface. The top navigation bar includes the TTM logo and the slogan 'Life Made Easier'. The main content area shows a breadcrumb trail: 'Maintenance > Helpdesk > User Account Assistance'. Below this, there are dropdown menus for 'Profile' and 'Helpdesk'. The 'User List' section features a search bar with a dropdown menu set to 'Email' and a text input field containing 'suying'. The search operator is set to 'Equal'. There are buttons for 'Apply Filter' and 'Clear Filter'. Below the search area is a table with the following structure:

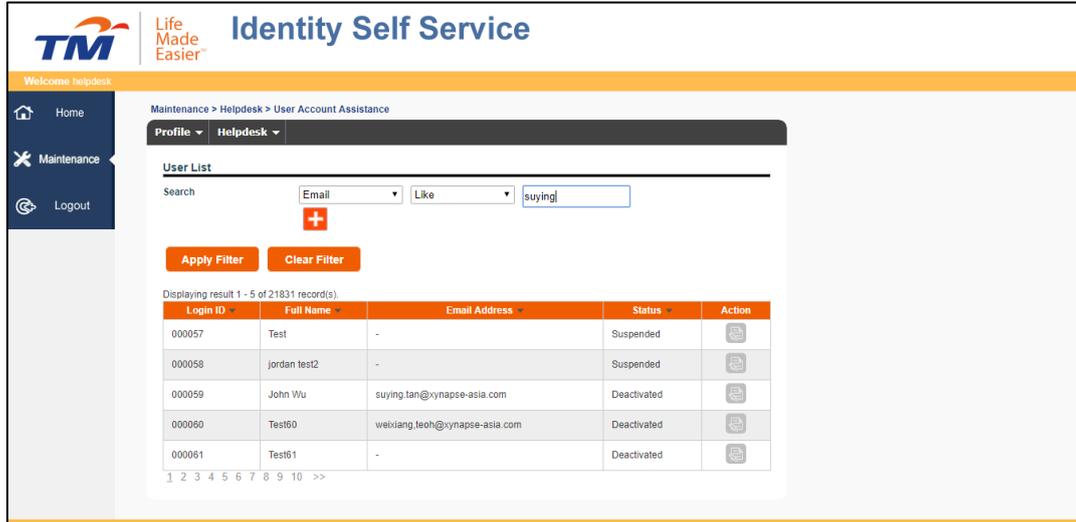
Login ID	Full Name	Email Address	Status	Action
No record found				

At the bottom of the page, there is a copyright notice: 'Copyright © 2016 Telekom Malaysia Berhad (128740-P) ALL RIGHTS RESERVED'.

User Guidelines – Helpdesk

2. Click 'Email' > 'Like' > '<target user name>' > Click on 'apply filter' to apply filter on search tab.

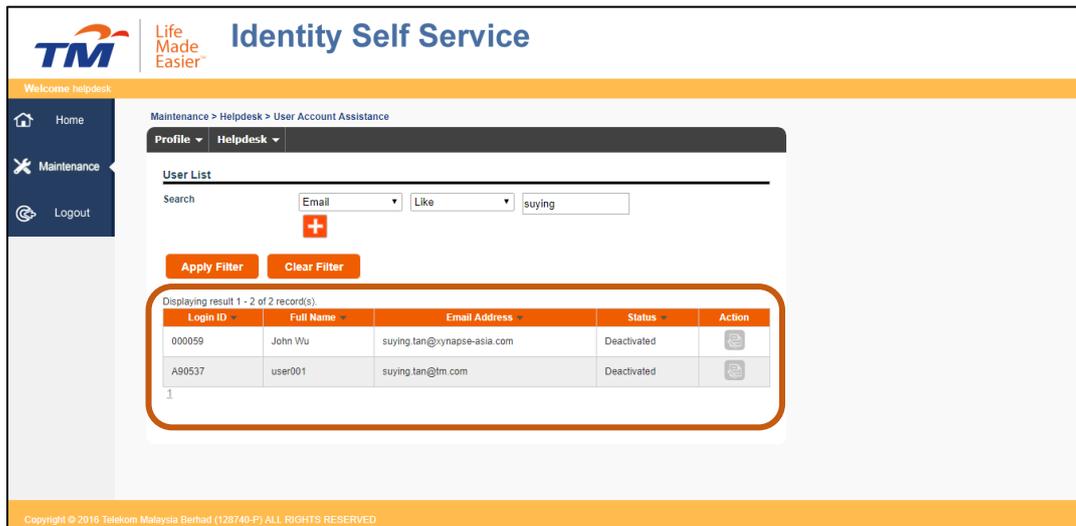
For 'Like' search filter, the filter's result will be apply on the exact 'Email' or part of 'Email' result as user needs.



The screenshot shows the 'Identity Self Service' interface. The breadcrumb trail is 'Maintenance > Helpdesk > User Account Assistance'. The search filters are set to 'Email' and 'Like', with the search term 'suying' entered. The 'Apply Filter' button is highlighted. The search results table shows 5 records:

Login ID	Full Name	Email Address	Status	Action
000057	Test	-	Suspended	[Action]
000058	Jordan test2	-	Suspended	[Action]
000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	[Action]
000060	Testf0	weixiang.teoh@xynapse-asia.com	Deactivated	[Action]
000061	Testf1	-	Deactivated	[Action]

After filter is applied, the result will be shown as below:



The screenshot shows the 'Identity Self Service' interface after the filter is applied. The search filters are 'Email' and 'Like' with 'suying' in the search box. The 'Apply Filter' button is highlighted. The search results table shows 2 records, which are highlighted by a red box:

Login ID	Full Name	Email Address	Status	Action
000059	John Wu	suying.tan@xynapse-asia.com	Deactivated	[Action]
A90537	user001	suying.tan@tm.com	Deactivated	[Action]

User Guidelines – Helpdesk

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.

The screenshot displays the 'Identity Self Service' interface. At the top left is the TMI logo with the tagline 'Life Made Easier'. The main header reads 'Identity Self Service'. Below this is a navigation bar with 'Home', 'Maintenance', and 'Logout' options. The main content area shows a breadcrumb trail: 'Maintenance > Helpdesk > User Account Assistance'. There are dropdown menus for 'Profile' and 'Helpdesk'. The 'User List' section features a search bar with a red error message: 'Please fill in the value for search.' Below the search bar are dropdown menus for 'Email' and 'Like', and a search input field. There are 'Apply Filter' and 'Clear Filter' buttons. Below the search area, it says 'Displaying result 1 - 2 of 2 record(s)'. A table lists user records with columns for Login ID, Full Name, Email Address, Status, and Action.

Login ID	Full Name	Email Address	Status	Action
000059	John Wu	suying.tan@ynapse-asia.com	Deactivated	
A90537	user001	suying.tan@tm.com	Deactivated	

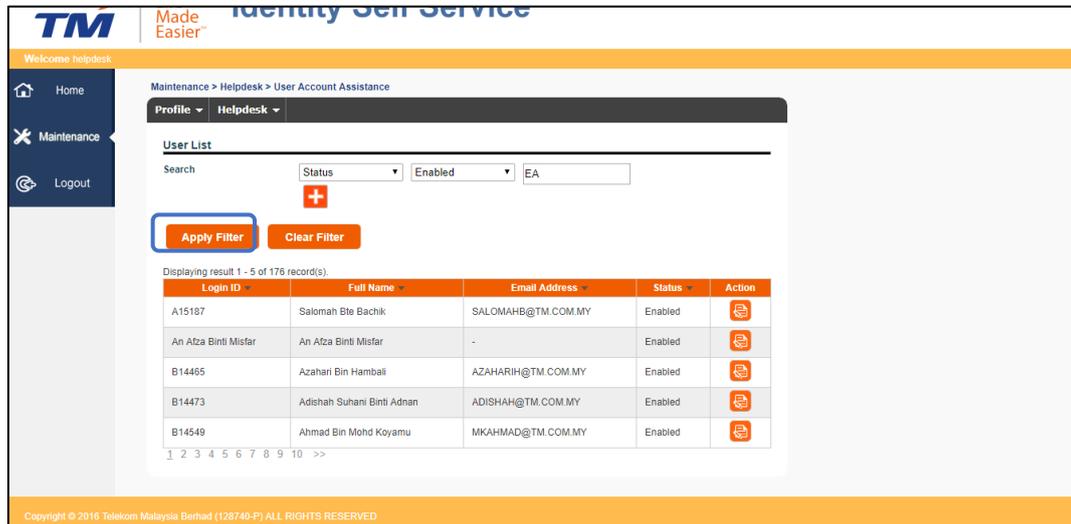
User Guidelines – Helpdesk

2.1.1.5 Search User – Status

NO STEPS

1. Click 'Status' > 'Enable' > 'EA' > Click on 'apply filter' to apply filter on search tab.

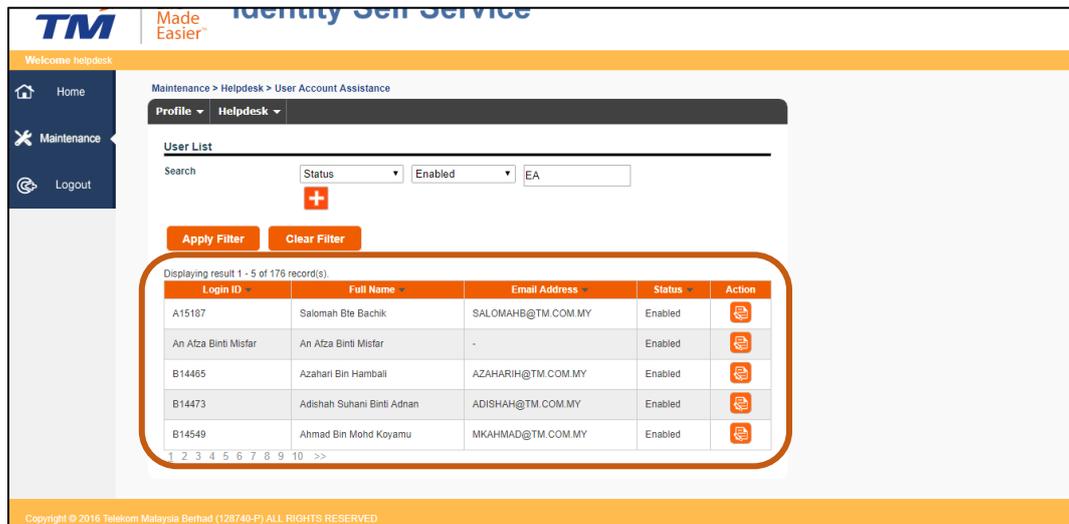
For 'Enable' search filter, the filter's result will be apply on the active user in the systems where in the result table status column, it is state 'Enable'.



The screenshot shows the TM Identity Self Service Helpdesk interface. The breadcrumb navigation is 'Maintenance > Helpdesk > User Account Assistance'. The search filters are 'Status: Enabled' and 'EA'. The 'Apply Filter' button is highlighted with a red box. The table below shows the search results.

Login ID	Full Name	Email Address	Status	Action
A15187	Salomah Bte Bachik	SALOMAHB@TM.COM.MY	Enabled	
An Atza Binti Misfar	An Atza Binti Misfar	-	Enabled	
B14495	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	

After filter is applied, the result will be shown as below:



The screenshot shows the TM Identity Self Service Helpdesk interface. The breadcrumb navigation is 'Maintenance > Helpdesk > User Account Assistance'. The search filters are 'Status: Enabled' and 'EA'. The 'Apply Filter' button is highlighted with a red box. The table below shows the search results.

Login ID	Full Name	Email Address	Status	Action
A15187	Salomah Bte Bachik	SALOMAHB@TM.COM.MY	Enabled	
An Atza Binti Misfar	An Atza Binti Misfar	-	Enabled	
B14495	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	

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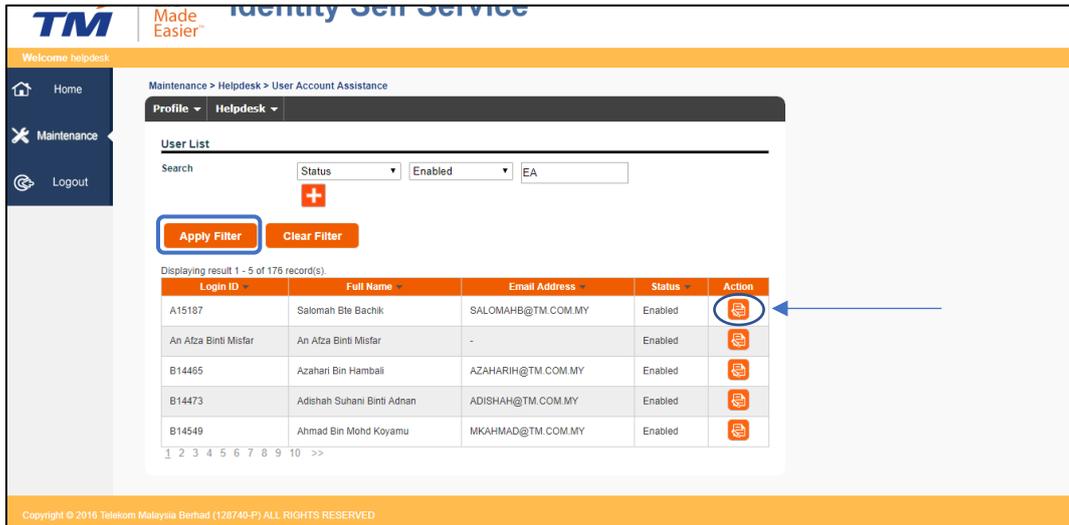
2.1.1.6 Deactivate Account

NO STEPS

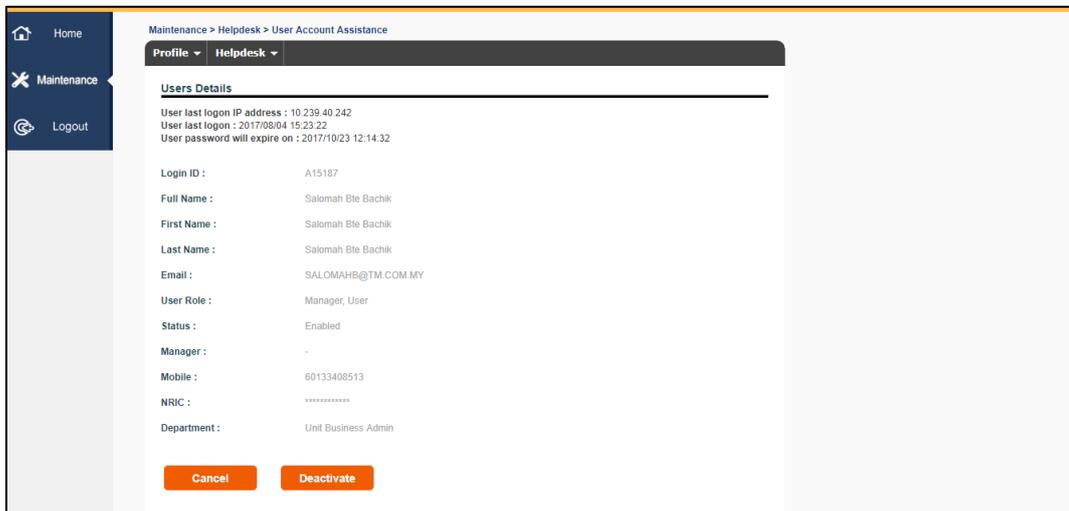
4. Deactivate account is only applicable for the status = "Enabled"

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.

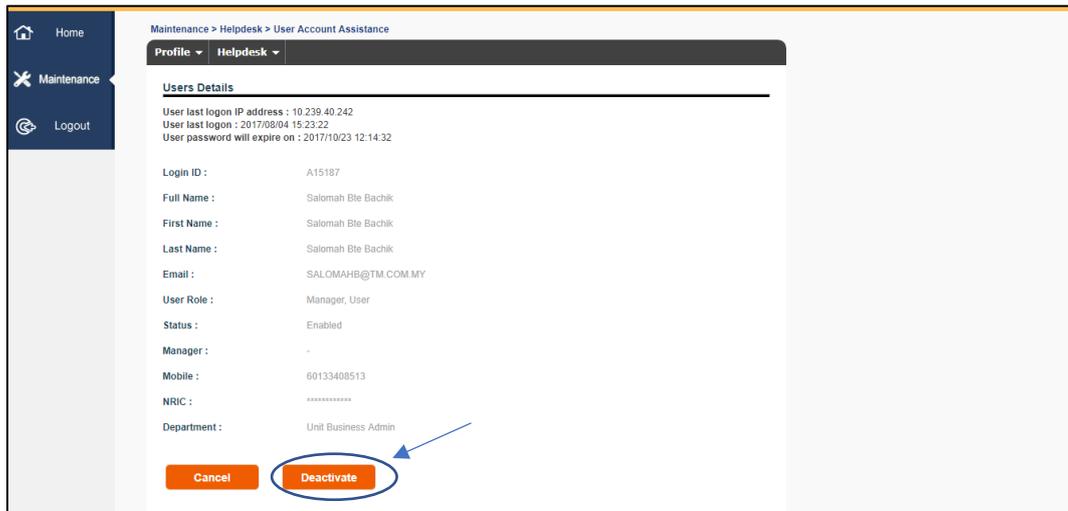


After action icon is clicked, the result will be shown as below:



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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.

