

USER GUIDELINES – Auditor

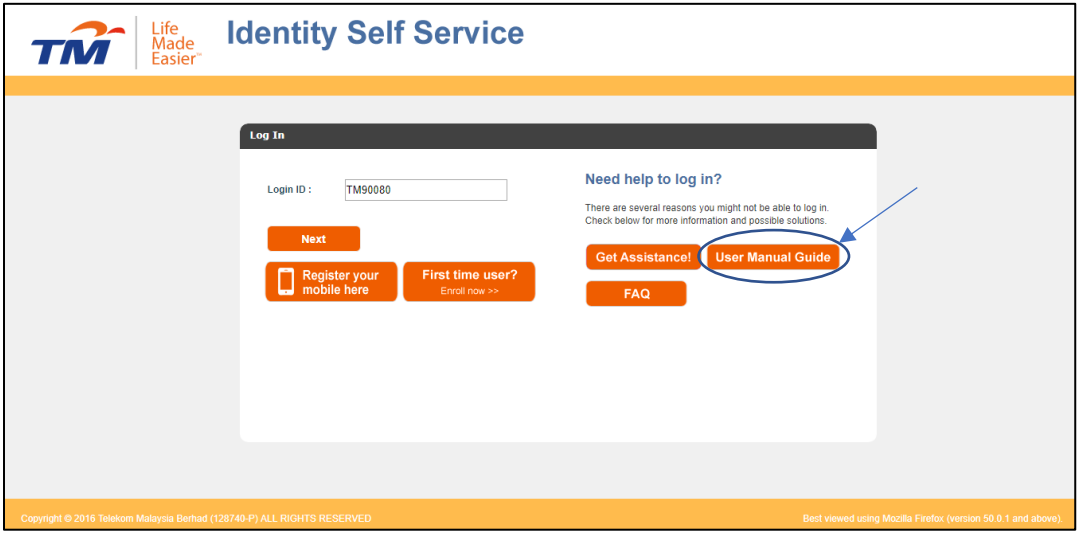
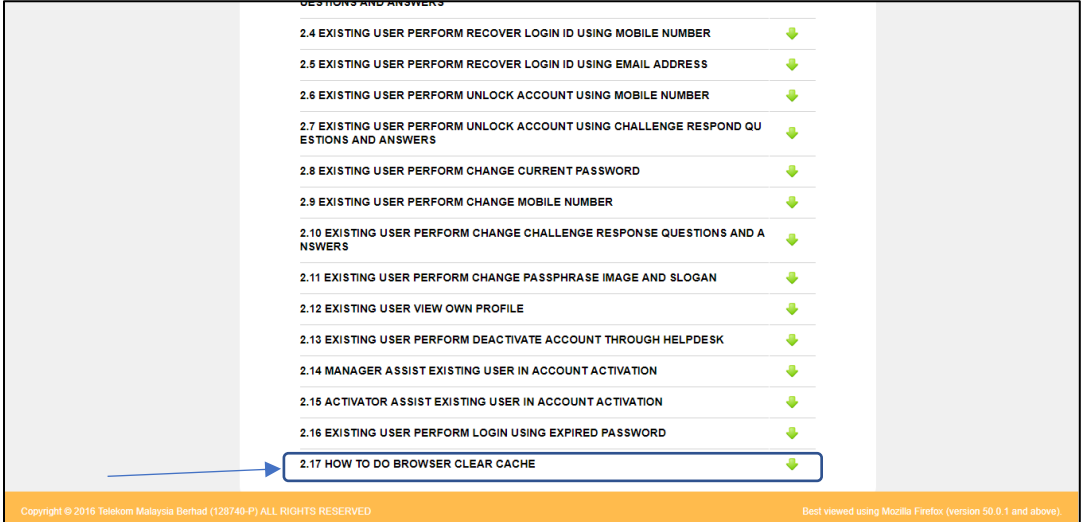
1.0 INTRODUCTION

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

2.0 IDENTITY SELF SERVICE

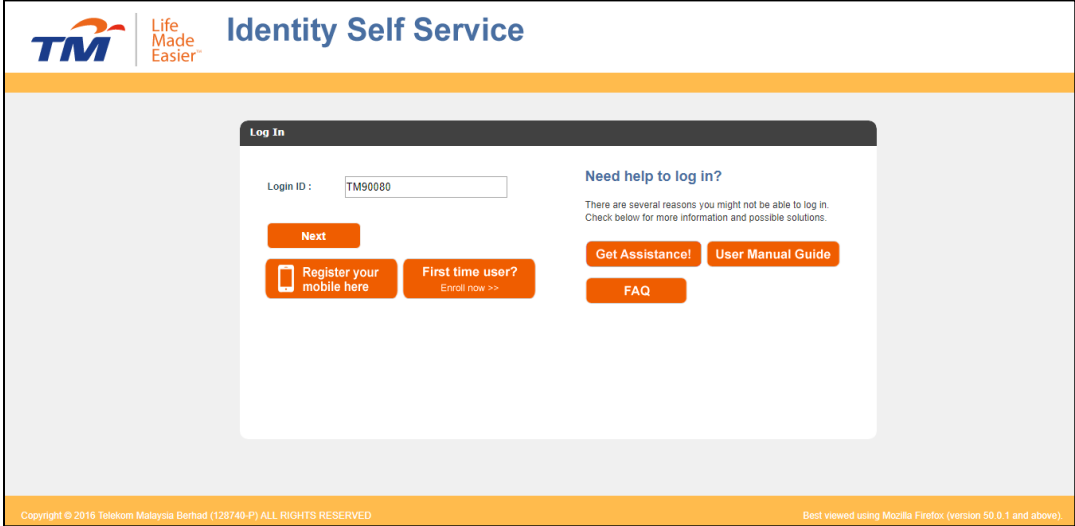
2.1.1 Auditor

2.1.1.1 First time login as Auditor

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, click on User Manual Guide.</p> 
2.	<p>Click on 2.17- How To Do Browser Clear Cache for first time login.</p> 

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2.1.1.2 Login into the systems

NO	STEPS
3.	<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="268 472 1347 996" style="border: 1px solid black; padding: 10px;"></div>

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

The screenshot shows the 'Identity Self Service' login page. At the top left is the TMS logo with the tagline 'Life Made Easier'. The main heading is 'Identity Self Service'. Below this is a 'Log In' section with the TMS logo and a note: 'If this is not your Personal Passphrase, do not login.' There are two input fields: 'Login ID : TM90080' and 'Password :'. Below the password field are 'Login' and 'Back' buttons. To the right, there is a 'Need help to log in?' section with a note: 'There are several reasons you might not be able to log in. Check below for more information and possible solutions.' Below this are three buttons: 'Get Assistance!', 'User Manual Guide', and 'FAQ'. At the bottom of the login section are two buttons: 'Register your mobile here' and 'First time user? Enrol now >>'. The footer contains copyright information: 'Copyright © 2016 Telekom Malaysia Berhad (129740-F) ALL RIGHTS RESERVED' and 'Best viewed using Mozilla Firefox (version 50.0.1 and above)'.

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

The screenshot shows the user profile page after a successful login. The page has a navigation menu on the left with 'Home', 'Maintenance', and 'Logout'. The main content area is titled 'Home' and has a sub-menu with 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. The 'View Profile' section displays the following user details:

- Your last logon IP address : 10.239.40.242
- Your last logon : 2017/08/04 16:35:52
- Your last password reset : 2017/08/19 18:01:51
- Your last password changed : 2017/05/24 10:40:39
- Your account has been activated since : 2017/05/24 10:40:39
- Your last challenge response answer changed : 2017/07/17 17:01:38
- Your last mobile number changed : 2017/07/25 16:41:03
- Your password will expire on : 2017/10/23 16:35:36

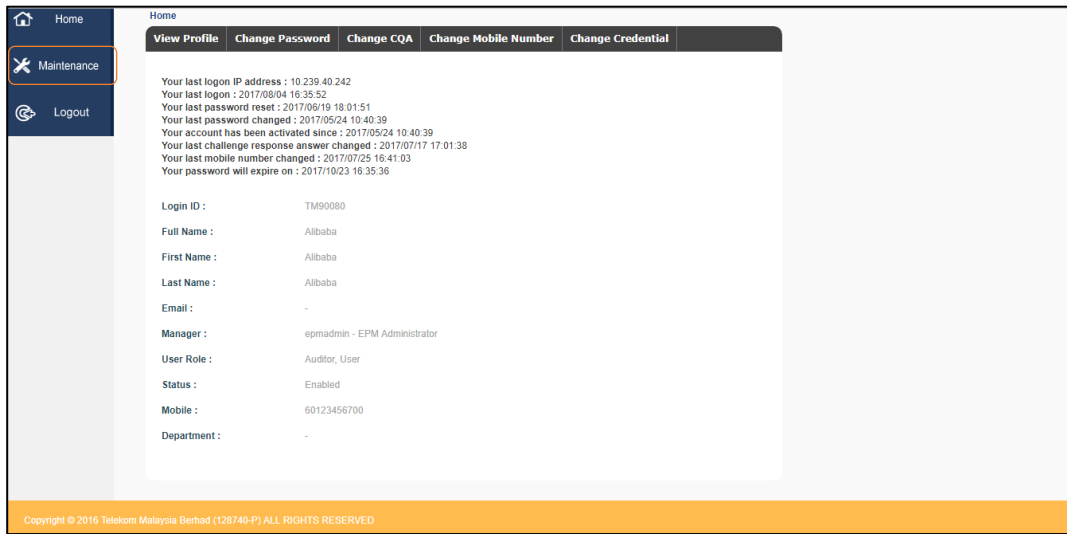
Below this list are the following user details:

- Login ID : TM90080
- Full Name : Alibaba
- First Name : Alibaba
- Last Name : Alibaba
- Email : -
- Manager : epmadmin - EPM Administrator
- User Role : Auditor, User
- Status : Enabled
- Mobile : 60123456700
- Department : -

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

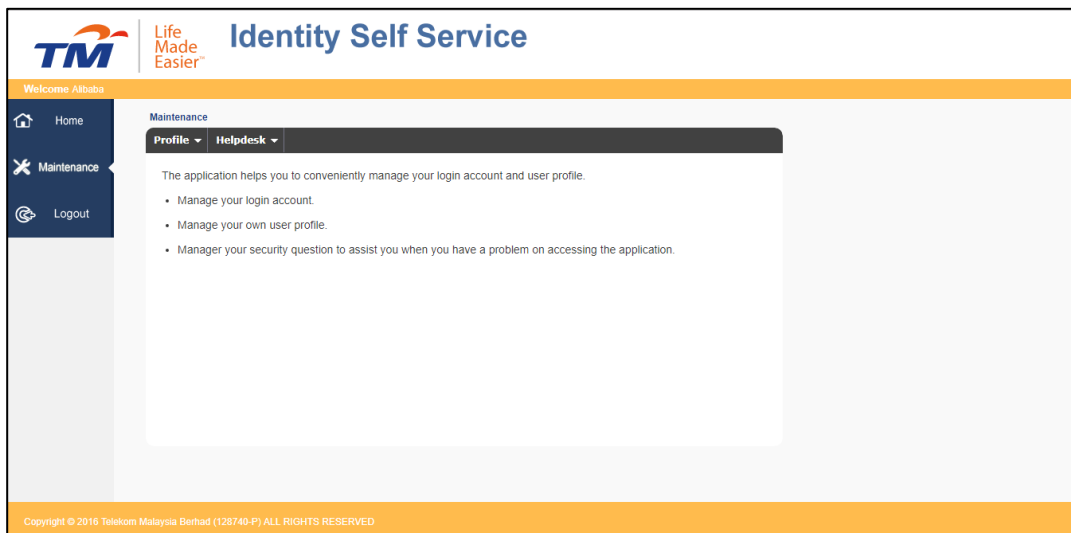


The screenshot shows a user profile page. On the left, there is a navigation menu with 'Home', 'Maintenance' (highlighted with a red box), and 'Logout'. The main content area has a header with 'Home' and a sub-header with 'View Profile', 'Change Password', 'Change CQA', 'Change Mobile Number', and 'Change Credential'. Below this, there is a list of account activity logs and a table of user details.

Login ID :	TM90080
Full Name :	Alibaba
First Name :	Alibaba
Last Name :	Alibaba
Email :	-
Manager :	epmadmin - EPM Administrator
User Role :	Auditor, User
Status :	Enabled
Mobile :	60123456700
Department :	-

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



The screenshot shows the main page for the 'Maintenance' section. It features the TM logo and 'Life Made Easier' tagline. The page title is 'Identity Self Service'. Below the header, there is a navigation menu with 'Home', 'Maintenance' (highlighted with a red box), and 'Logout'. The main content area has a sub-header with 'Maintenance' and a sub-sub-header with 'Profile' and 'Helpdesk'. Below this, there is a paragraph of text and a list of bullet points.

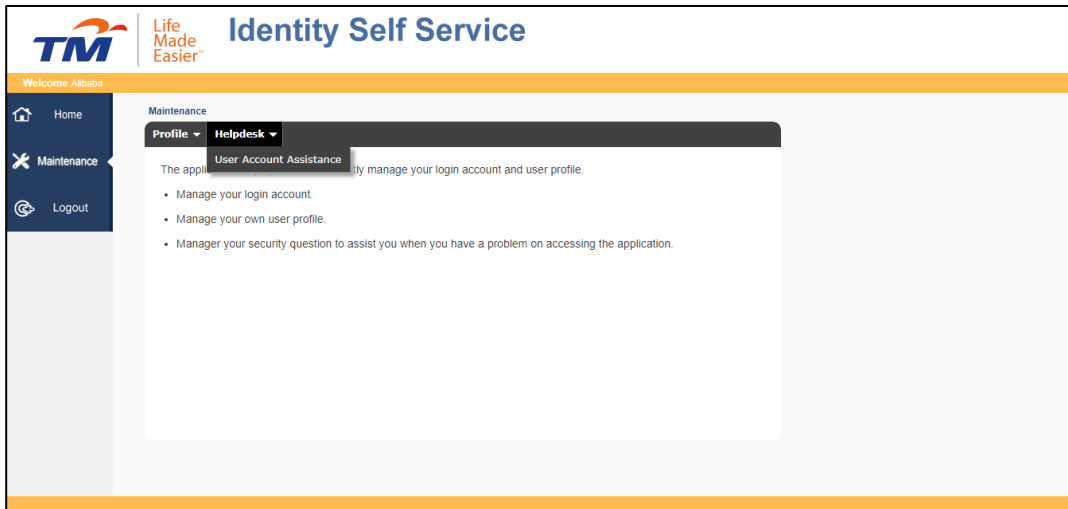
The application helps you to conveniently manage your login account and user profile.

- Manage your login account.
- Manage your own user profile.
- Manager your security question to assist you when you have a problem on accessing the application.

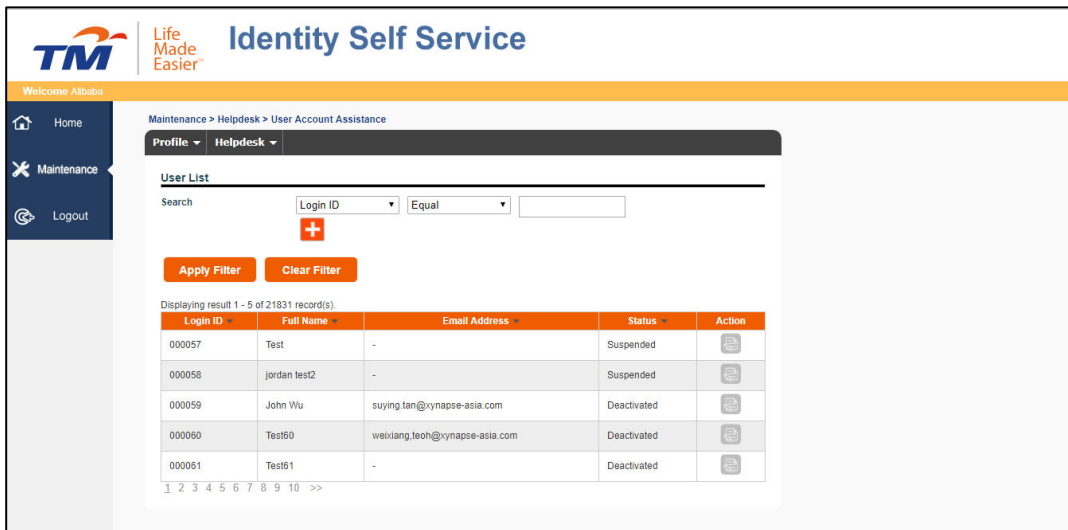
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7. In forth step 'Maintenance', bring cursor on 'Helpdesk' and the dropdown menu of 'User Account Assistant' will appear.



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



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9. 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 shows the 'Identity Self Service' interface. The page title is 'Identity Self Service' with the TMB logo and the tagline 'Life Made Easier'. The breadcrumb trail is 'Maintenance > Helpdesk > User Account Assistance'. The search criteria dropdown is open, showing options: Login ID, Staff ID, First Name, Last Name, Full Name, Email, and Status. The 'Login ID' option is highlighted. The 'Apply Filter' button is visible. Below the search criteria, a table displays user account information.

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	Test60	weixiang.teoh@xynapse-asia.com	Deactivated	
000061	Test61	-	Deactivated	

Displaying result 1 - 5 of 21831

1 2 3 4 5 6 7 8 9 10 >>

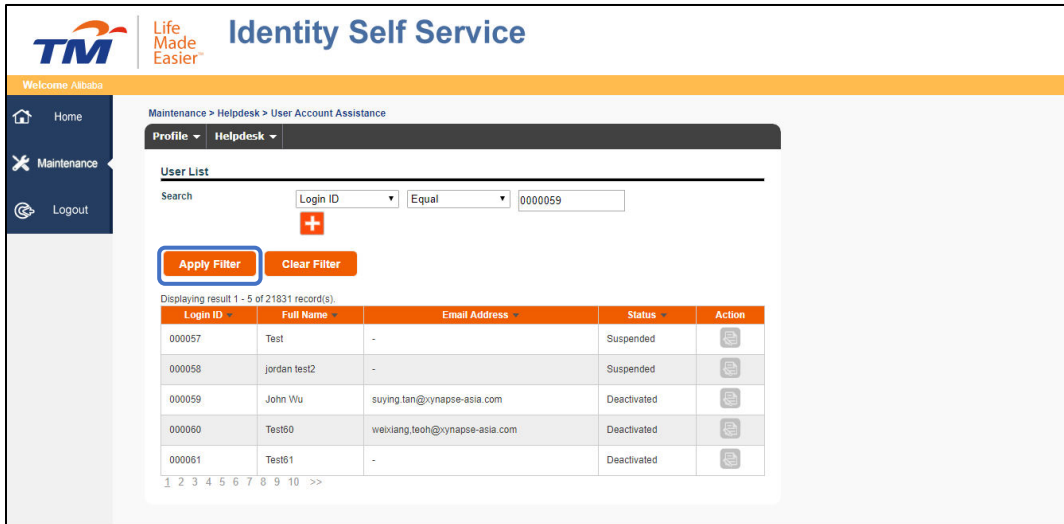
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2.1.1.3 Search User – Login ID.

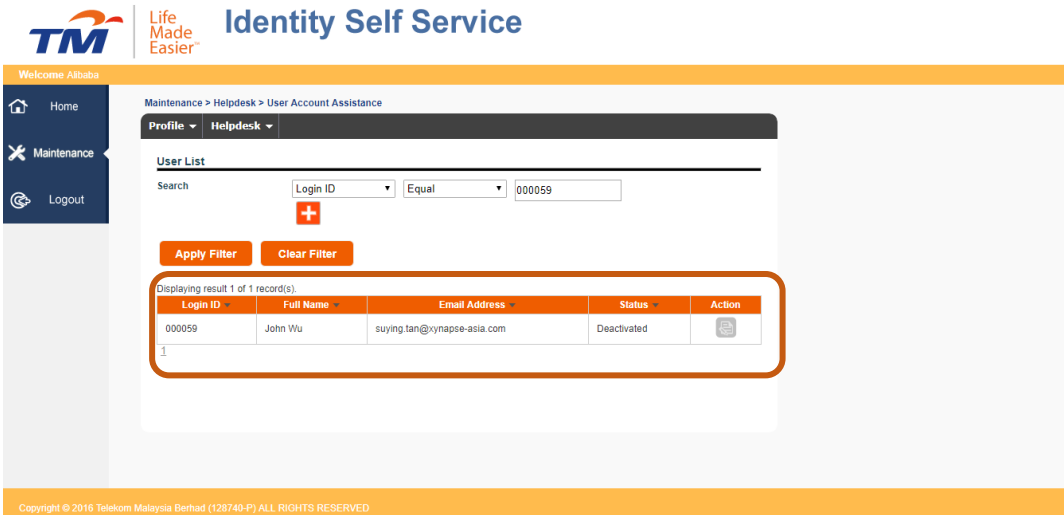
- NO** **STEPS**
1. Click 'Login ID' > 'Equal' > '<target user login ID>' > Click on 'apply filter' to apply filter on search tab.

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'



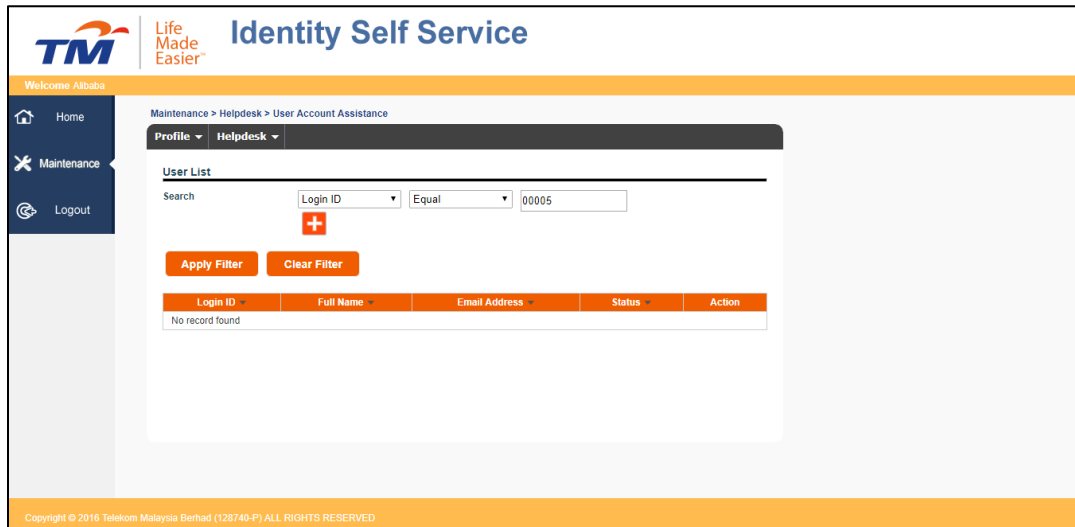
After filter is applied, the result will be shown as below:



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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'

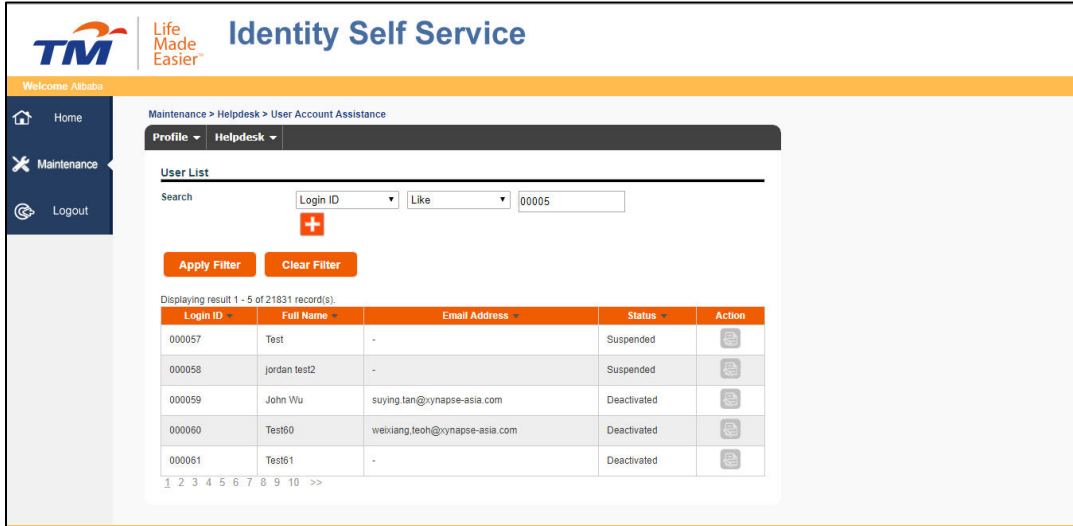


The screenshot displays the 'Identity Self Service' interface. At the top left is the TMI logo with the tagline 'Life Made Easier'. Below the logo is a navigation menu with 'Home', 'Maintenance', and 'Logout'. The main content area is titled 'User List' and features a search bar with the following configuration: 'Login ID' selected as the search field, 'Equal' as the operator, and '00005' as the search value. Below the search bar are 'Apply Filter' and 'Clear Filter' buttons. The search results are shown in a table with columns for 'Login ID', 'Full Name', 'Email Address', 'Status', and 'Action'. The table contains one row with the text 'No record found'. At the bottom of the page, there is a copyright notice: 'Copyright © 2016 Telekom Malaysia Berhad (128740-P) ALL RIGHTS RESERVED'.

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

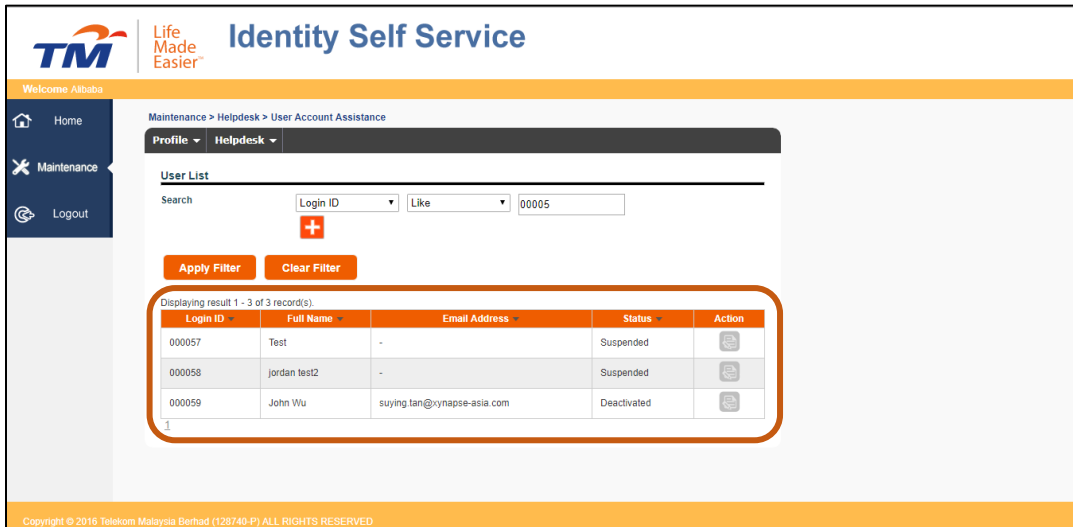
For 'Like' search filter, the filter's result will be apply on the exact 'Login ID' or part of 'Login ID' result as user needs.



The screenshot shows the 'Identity Self Service' interface. The breadcrumb trail is 'Maintenance > Helpdesk > User Account Assistance'. The search section has 'Login ID' selected as the filter type, 'Like' as the operator, and '00005' as the search term. The 'Apply Filter' button is highlighted. Below the search, it says 'Displaying result 1 - 5 of 21831 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
000057	Test	-	Suspended	[Action Icon]
000058	Jordan test2	-	Suspended	[Action Icon]
000059	John Wu	suying.lan@ynapse-asia.com	Deactivated	[Action Icon]
000060	Test60	weixiang.teoh@ynapse-asia.com	Deactivated	[Action Icon]
000061	Test61	-	Deactivated	[Action Icon]

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

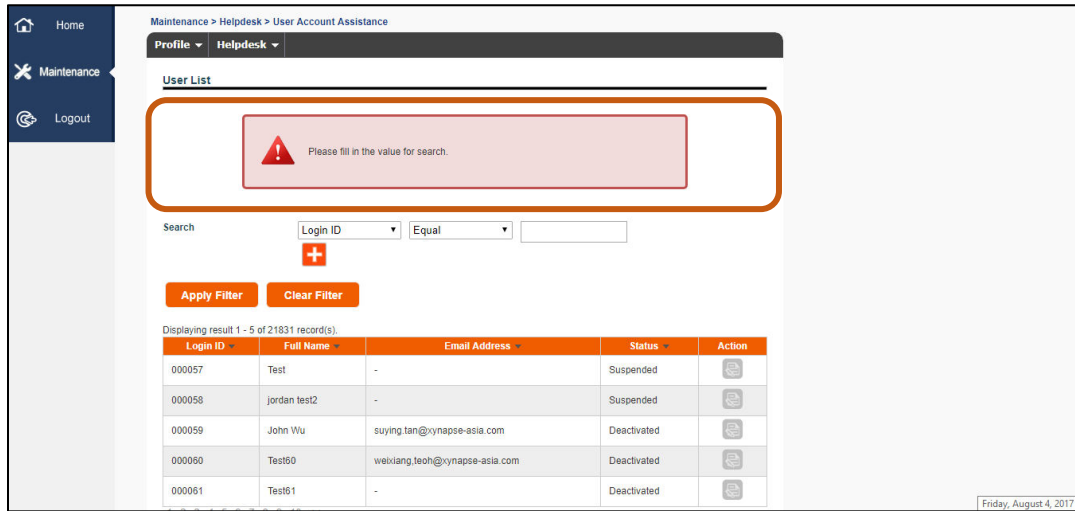


The screenshot shows the same 'Identity Self Service' interface, but the search results are filtered. It says 'Displaying result 1 - 3 of 3 record(s)'. The table now only shows three records, which are highlighted with a red box. The 'Apply Filter' button is still highlighted.

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

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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 displays a web application interface for user management. A navigation sidebar on the left includes 'Home', 'Maintenance', and 'Logout'. The main content area shows a breadcrumb trail: 'Maintenance > Helpdesk > User Account Assistance'. Below this, there are dropdown menus for 'Profile' and 'Helpdesk'. The title 'User List' is centered above a search area. A red error message box with a warning icon states 'Please fill in the value for search.' Below the error message is a search form with a 'Search' label, a dropdown menu set to 'Login ID', a comparison operator dropdown set to 'Equal', and an empty input field. A red '+' icon is positioned below the input field. Two buttons, 'Apply Filter' and 'Clear Filter', are located below the search form. Below the buttons, the text 'Displaying result 1 - 5 of 21831 record(s)' is shown. A table with five columns: 'Login ID', 'Full Name', 'Email Address', 'Status', and 'Action' is displayed. The table contains five rows of user data. A footer in the bottom right corner shows 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@xynapse-asia.com	Deactivated	
000060	Test60	weixiang.teoh@xynapse-asia.com	Deactivated	
000061	Test61	-	Deactivated	

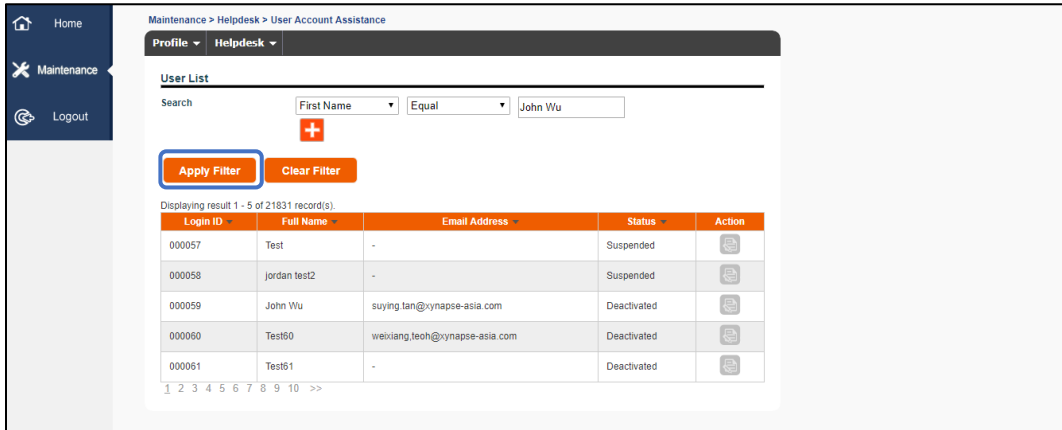
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2.1.1.4 Search User – First Name / Last Name/ Full Name

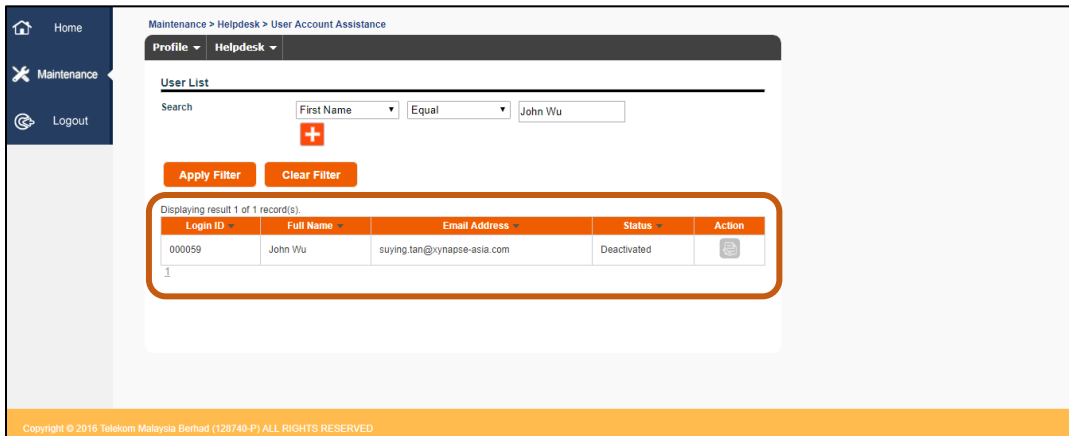
- NO** **STEPS**
1. Click 'First Name'/'Last Name'/'Full Name' > 'Equal' > '<target user name>' > Click on 'apply filter' to apply filter on search tab.

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"

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You may use 'Like' if user need to search part of 'First Name'/'Last Name'/'Full Name'

The screenshot displays a web application interface for user management. On the left is a dark blue sidebar with navigation links: Home (house icon), Maintenance (wrench icon), and Logout (logout icon). The main content area is titled 'Maintenance > Helpdesk > User Account Assistance'. Below the title are two dropdown menus: 'Profile' and 'Helpdesk'. The main section is titled 'User List'. It features a search bar with a 'Search' label, a dropdown menu set to 'First Name', an operator dropdown set to 'Equal', and a text input field containing 'John'. Below the search bar is a red '+' icon. Two orange buttons, 'Apply Filter' and 'Clear Filter', are positioned below the search bar. Below these buttons is a table with the following structure:

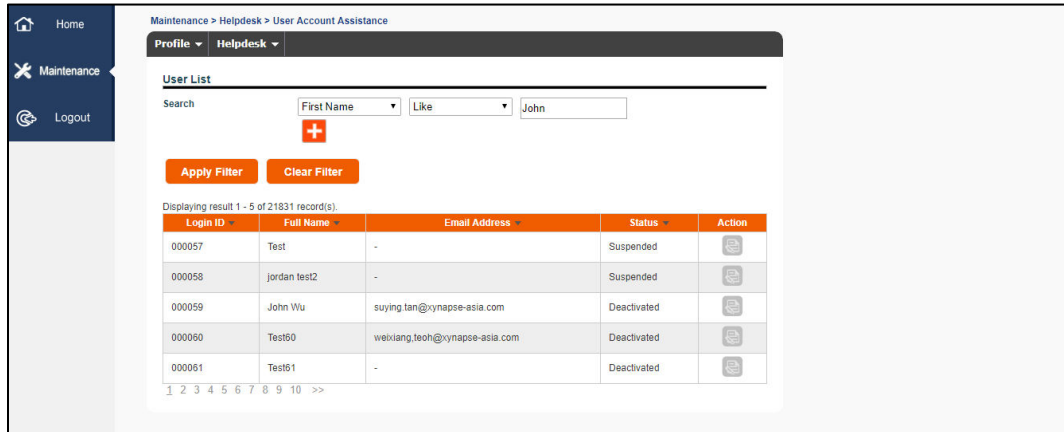
Login ID	Full Name	Email Address	Status	Action
No record found				

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

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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.

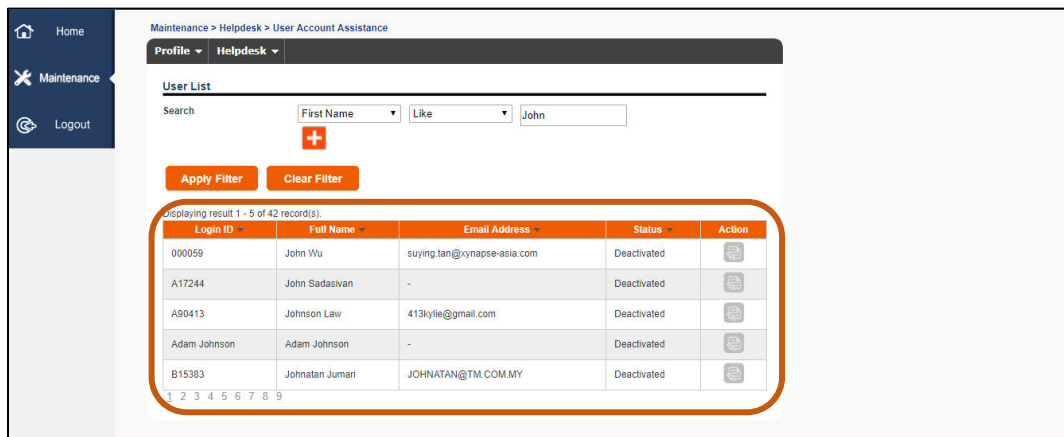
For 'Like' search filter, the filter's result will be apply on the exact 'First Name'/'Last Name'/'Full Name' or part of 'First Name'/'Last Name'/'Full Name' result as user needs.



The screenshot shows the 'User List' interface. The search bar is set to 'First Name' with a 'Like' filter and the search term 'John'. Below the search bar are 'Apply Filter' and 'Clear Filter' buttons. The table below shows 5 records out of 21831 total 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]
000060	Test60	weixiang.teoh@ynapse-asia.com	Deactivated	[Action]
000061	Test61	-	Deactivated	[Action]

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

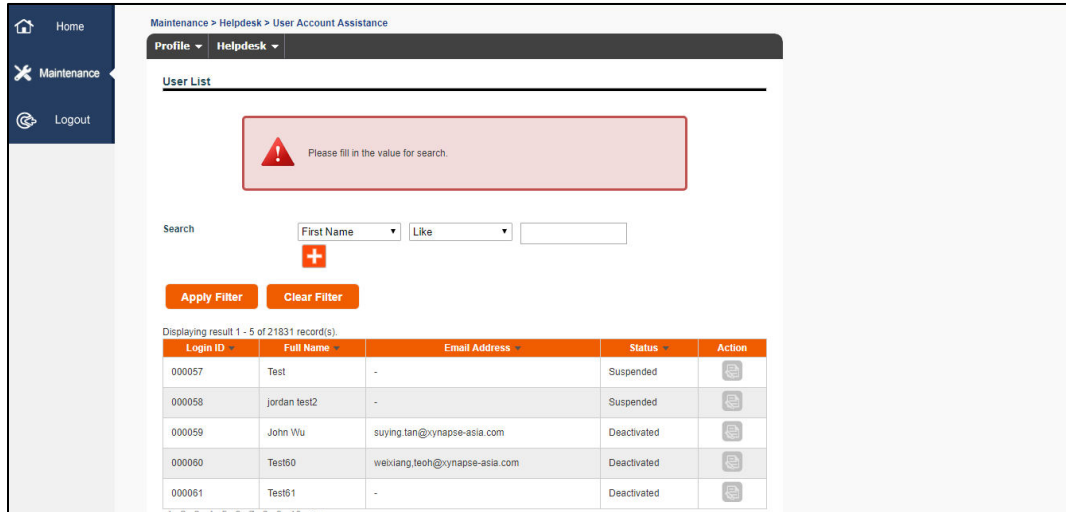


The screenshot shows the 'User List' interface after the filter is applied. The search bar is set to 'First Name' with a 'Like' filter and the search term 'John'. Below the search bar are 'Apply Filter' and 'Clear Filter' buttons. The table below shows 5 records out of 42 total records. The first row is highlighted with an orange border.

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

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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 a web application interface for user management. A navigation sidebar on the left includes 'Home', 'Maintenance', and 'Logout'. The main content area is titled 'User List' and features a search bar with a dropdown menu set to 'First Name' and a 'Like' operator. Below the search bar are 'Apply Filter' and 'Clear Filter' buttons. A red error message box with a warning icon states 'Please fill in the value for search.' Below the error message, a table displays user records. The table has columns for 'Login ID', 'Full Name', 'Email Address', 'Status', and 'Action'. The data rows show five records with various login IDs, names, email addresses, and statuses (Suspended or Deactivated).

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	Test60	weixiang.teoh@xynapse-asia.com	Deactivated	
000061	Test61	-	Deactivated	

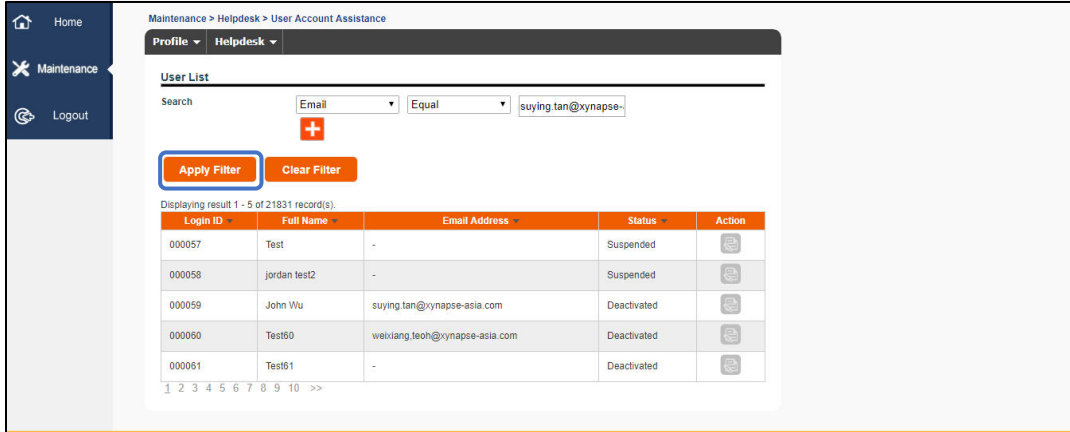
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2.1.1.5 Search User – Email

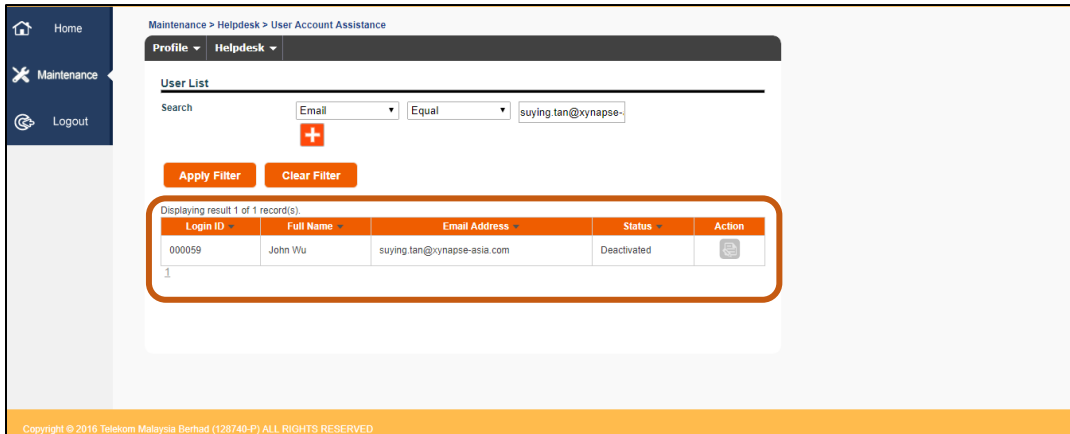
- NO** **STEPS**
1. Click 'Email' > 'Equal' > '<target user email>' > Click on 'apply filter' to apply filter on search tab.

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"

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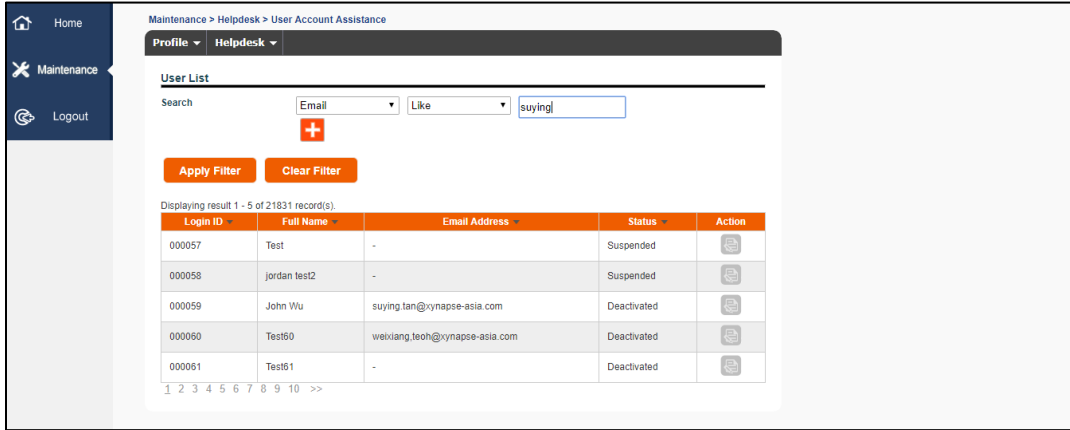
You may use 'Like' if user need to search part of 'Email'

The screenshot shows a web application interface with a sidebar on the left containing 'Home', 'Maintenance', and 'Logout' options. The main content area is titled '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', a comparison operator dropdown set to 'Equal', and a text input field containing 'suying'. Below the search bar is a red '+' icon, and two orange buttons labeled 'Apply Filter' and 'Clear Filter'. At the bottom, a table header is visible with columns: 'Login ID', 'Full Name', 'Email Address', 'Status', and 'Action'. The table body currently displays 'No record found'.

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

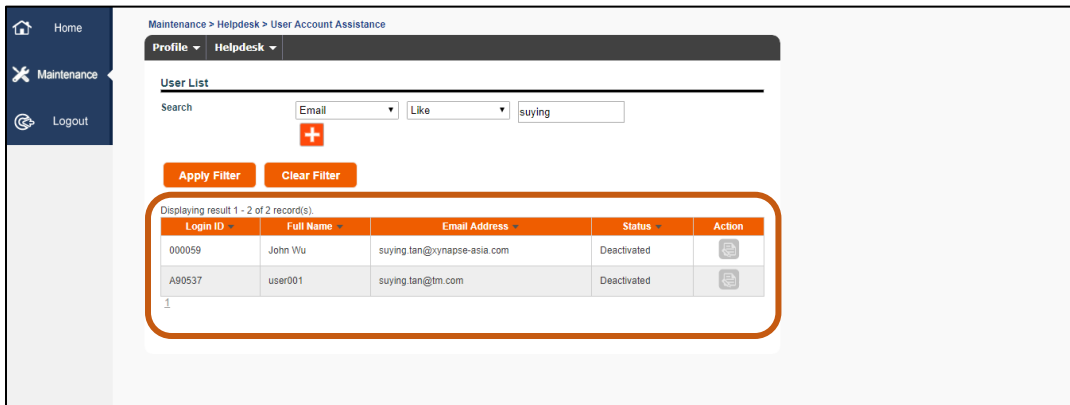
For 'Like' search filter, the filter's result will be apply on the exact 'Email' or part of 'Email' result as user needs.



The screenshot shows the 'User List' interface. The search filters are set to 'Email' and 'Like' with the search term 'suying'. 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	Test60	weixiang.teoh@ynapse-asia.com	Deactivated	[Action]
000061	Test61	-	Deactivated	[Action]

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

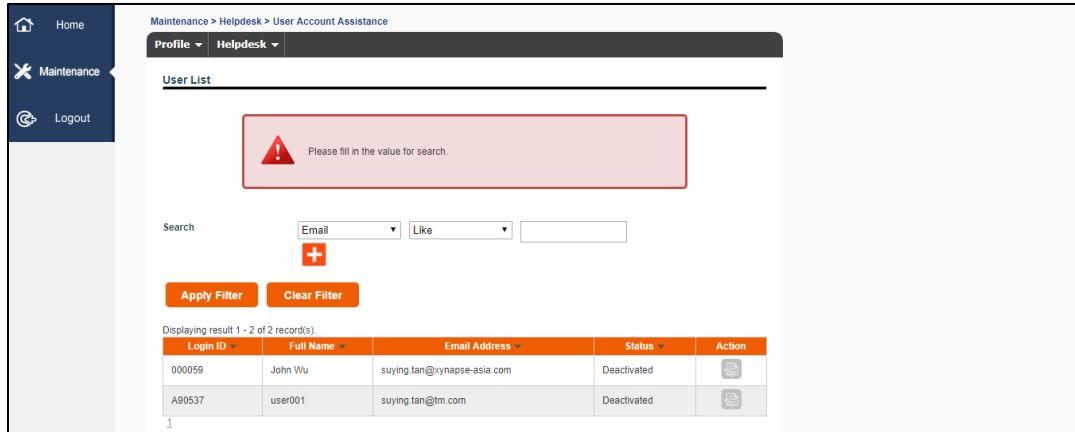


The screenshot shows the 'User List' interface after the filter is applied. The search filters are still 'Email' and 'Like' with the search term 'suying'. The 'Apply Filter' button is highlighted. The table below shows the filtered results, which are highlighted with a red box.



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

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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 a web application interface for user management. On the left, a dark blue sidebar contains navigation links: Home, Maintenance, and Logout. The main content area is titled 'Maintenance > Helpdesk > User Account Assistance' and 'User List'. A red error message box with a warning icon states 'Please fill in the value for search.' Below this, a search section includes a dropdown menu set to 'Email', a 'Like' dropdown, and an empty search input field. There are 'Apply Filter' and 'Clear Filter' buttons. Below the search area, a table displays user records. The table has columns for Login ID, Full Name, Email Address, Status, and Action. Two records are shown, both with a status of 'Deactivated'.

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

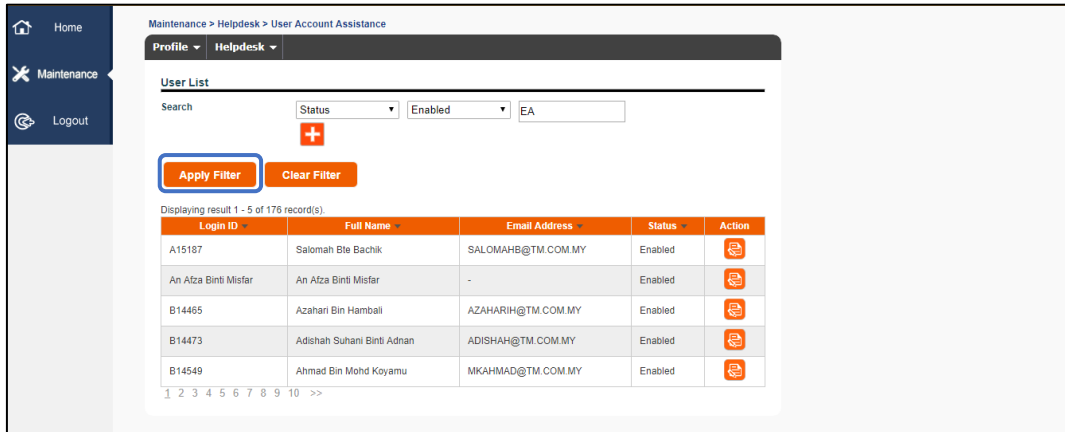
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2.1.1.6 Search User – Status

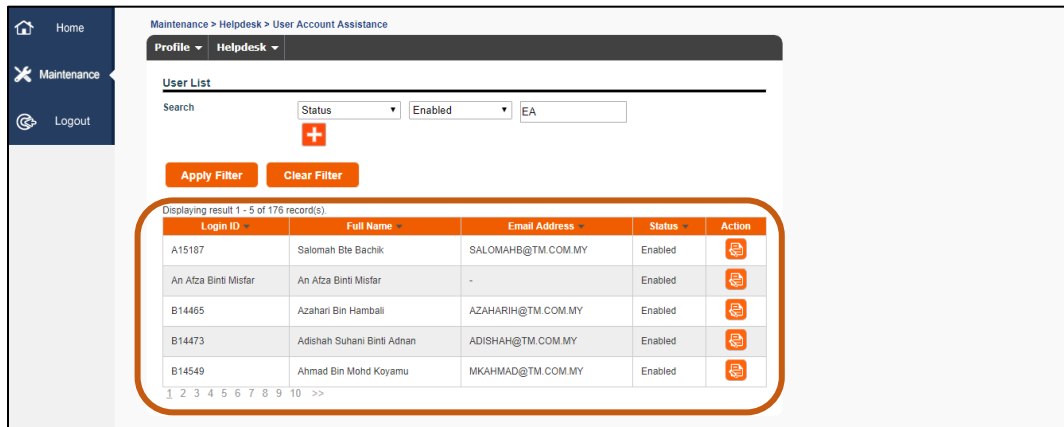
NO STEPS

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'.

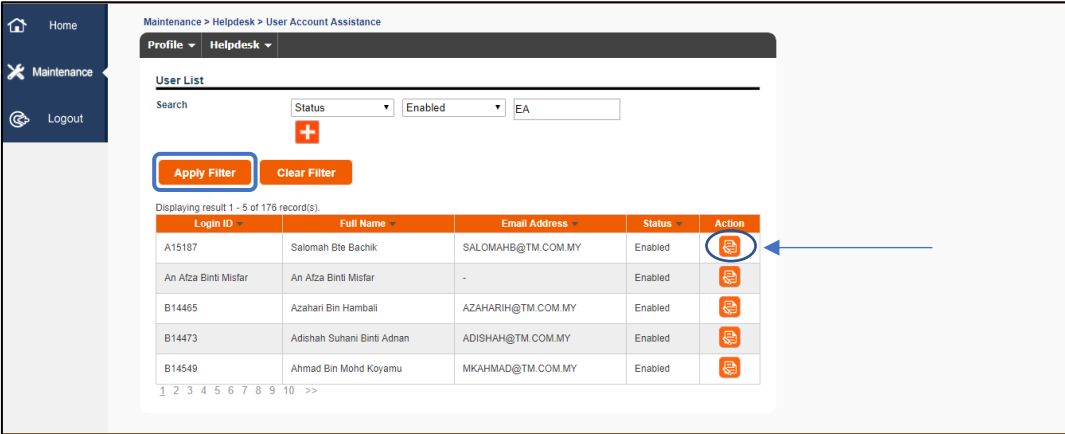


After filter is applied, the result will be shown as below:



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2.1.1.7 Deactivate Account

NO	STEPS
4.	<p>Deactivate account is only applicable for the status = “Enable” and only applicable for helpdesk</p> <p>For auditor, the deactivate button are not shown in the user’s profile</p> <p>User can search for status as in the 2.1.1.5 section.</p> <p>First step, user need to click in the action icon in the action tab in the table.</p>  <p>After action button is clicked, the result will show as below.</p> 