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| SCPID#6407 | |  | | |
| Test Title: | | **System to disable to send Temporary Password if the answer is wrong** | | |
| Test Description: | | New enhancement for incorrect security question answer.  If user insert more than 3 invalid security answer, user account will be locked. Have to call CA/email to BSNeBiz support to unlock user. | | |
| Test Functionality: | | To test on new enhancement for incorrect security question answer. | | |
| Test Procedure: | | **Test steps**:  Step I   1. Click on user forgot password. 2. Insert invalid security answer more than 3 times. 3. System will display error message and user has been locked.   Step II   1. Click on user forgot password. 2. Insert invalid security answer less than 3 times. 3. System will display error message. 4. Insert valid security answer and able to go to the next page.   Step III   1. Unlock user (CA/IBAM user). 2. Insert temporary password and set new password and confirm password. 3. Make sure user successfully can login to CDB. | | |
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| **Response Message:**  Step I:System displayed error message and locked user.  Step II:System displayed error message and user directed to the next page.  Step III:User successfully logged in to CDB. | | | | |
| Test Result: | Pass:  Fail: | | **Tested by:** | Nor Athirah Umairah (17/10/2022) |
| Reason for Failure: | |  | | |
| Remarks: | | **Step I**   1. Click on user forgot password.     Figure 1: Reset Password (Username)   1. Insert invalid security answer more than 3 times.     Figure 2: Reset Password (Security Question – First time)    Figure 3: Reset Password (Security Question – Second time)   1. System will display error message and user has been locked.     Figure 4: Reset Password (Security Question – Third time)      Figure 5: IBAM>Organization Setup>User Maintenance  **Step II**   1. Click on user forgot password.     Figure 6: Reset Password (Username)   1. Insert invalid security answer less than 3 times. 2. System will display error message.     Figure 7: Reset Password (Security Question – First time)   1. Insert valid security answer and able to go to the next page.     Figure 8: Reset Password (Password)  **Step III**   1. Unlock user (CA/IBAM user).     Figure 9: CA>User Maintenance    Figure 10: Unlock (Confirmation)    Figure 11: Unlock (Result)   1. Insert temporary password and set new password and confirm password.     Figure 12: Force Change Password    Figure 13: Result   1. Make sure user successfully can login to CDB.     Figure 14: Homepage (Success Login) | | |