Action/Instruction		Expected Result	
Forgot Password 1. SSM4u Login a) Go to ssm4u.com.my		Home About Centact Help Knowledge 9 Janua	Hub Login v ary 2025   12 : 47: 3
<ul> <li>b) Go to tab Login</li> <li>c) Click Forgot Password</li> <li>d) User will be redirected to Forgot Password page</li> <li>e) Fill in mandatory fields (IdType, IdNo and Name)</li> <li>f) Click on Submit</li> <li>g) User will be notified "Kindly</li> </ul>	IdType* MyKad Submit	IdNo*     Name*       900422*****     NUR EFFA SYAERA BINTI HASBOLLAH	
	Our Address     SS       Menora SSM@Sertral No. 7 Jalan     B       Steens Bertral St. Jalan     B       Bedirect Joor     B	Style Contact Centre     Operation Hour     Mobile Apps MySSM       Wathware     Day, Mondary - Friday     Calc and Download now       203 77 271 4001     SSM General Line     Calc and Download now       Tomali : genuiny@daten.com.my     Calc and Download now     Calc and Download now	

No	Action/Instruction	Expected Result	
	<ul><li>2. Check email "SSM4U: Request forgot password".</li><li>a) Click on RESET PASSWORD link</li></ul>	KENTERSTANDED VIEW KING KANNEL	
		Forgot Password 9 January 2025   12: 09: 49	
		Kindly check your email eff*******@gmail.com to get your new password.	
		SSM4U : Request forgot password (NUR EFFA SYAERA BINTI HASBOLLAH) 🖨 🗹	
		SSM4U Administrator <adminssm4u@ssm.com.my> 12:09 PM (0 minutes ago) 🕁 😳 🕤 🗄</adminssm4u@ssm.com.my>	
		Hi Sir/Madam NUR EFFA SYAERA BINTI HASBOLLAH,	
		Forgot your password?	
		We received a request to reset the password for your account. To reset your password, click on the link below:	
		RESE I PASSWORU	
		Thank you for using our services.	
		[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL] Yours sincerely.	

No	Action/Instruction	Expected Result
	<ul><li>3. User will be redirected to Forgot Password page.</li><li>a) Fill in New Password and Retype</li></ul>	Home About Contact Help Knowledge Hub Legin ~ Forgot Password 3 January 2025 [13:28:22
	b) Click on Submit	Id Type     Id No       MYKAD     99C ···       Nome     NUR EFFA SYAERA BINTI HASBOLLAH       New Password*     Retype Password*
	4. User will be notified Password Change Success.	Home About Contact Help Knowledge Hub Legin ~ Forgot Password 9 January 2025 [12:11:07
		Password Change Success

No	Action/Instruction	Expected Result
	<ul> <li>5. User may login with new password.</li> <li>a) Click Login &gt; Login</li> <li>b) Fill in email address and new password</li> </ul>	KENER TERMENT REAL PROVIDENCE OF AN ADDRESS OF AD ADDRESS
	c) Click on Sign in	Forgot Password     Login     9 January 2025 [ 12 : 11: 48       Please enter your credentials     Please enter your credentials
		Password Change Success     effasyaera99@gmail.com
		Sign in Register a New Account Forgot Password
		Our Addrees SSM Con Mobile Anne MySSM
	<ol> <li>User will be redirected to SSM4U Main page.</li> </ol>	KENTER REAL PROVIDENCE OF A RE
		SSM4U Main Page 9 January 2025   12:12:13
		Main Services