



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTM DIGITAL SERVICES



UTM Johor Bahru Campus

Department of Digital Services

Block D07,
Universiti Teknologi Malaysia,
81310 UTM Johor Bahru,
Johor Darul Takzim,
Malaysia.



UTM Kuala Lumpur Campus

Department of Digital Services

Universiti Teknologi Malaysia,
Jalan Sultan Yahya Petra,
54100 Kuala Lumpur,
Malaysia.



VISION

Pemacu Universiti Digital *(Digital University Driver)*

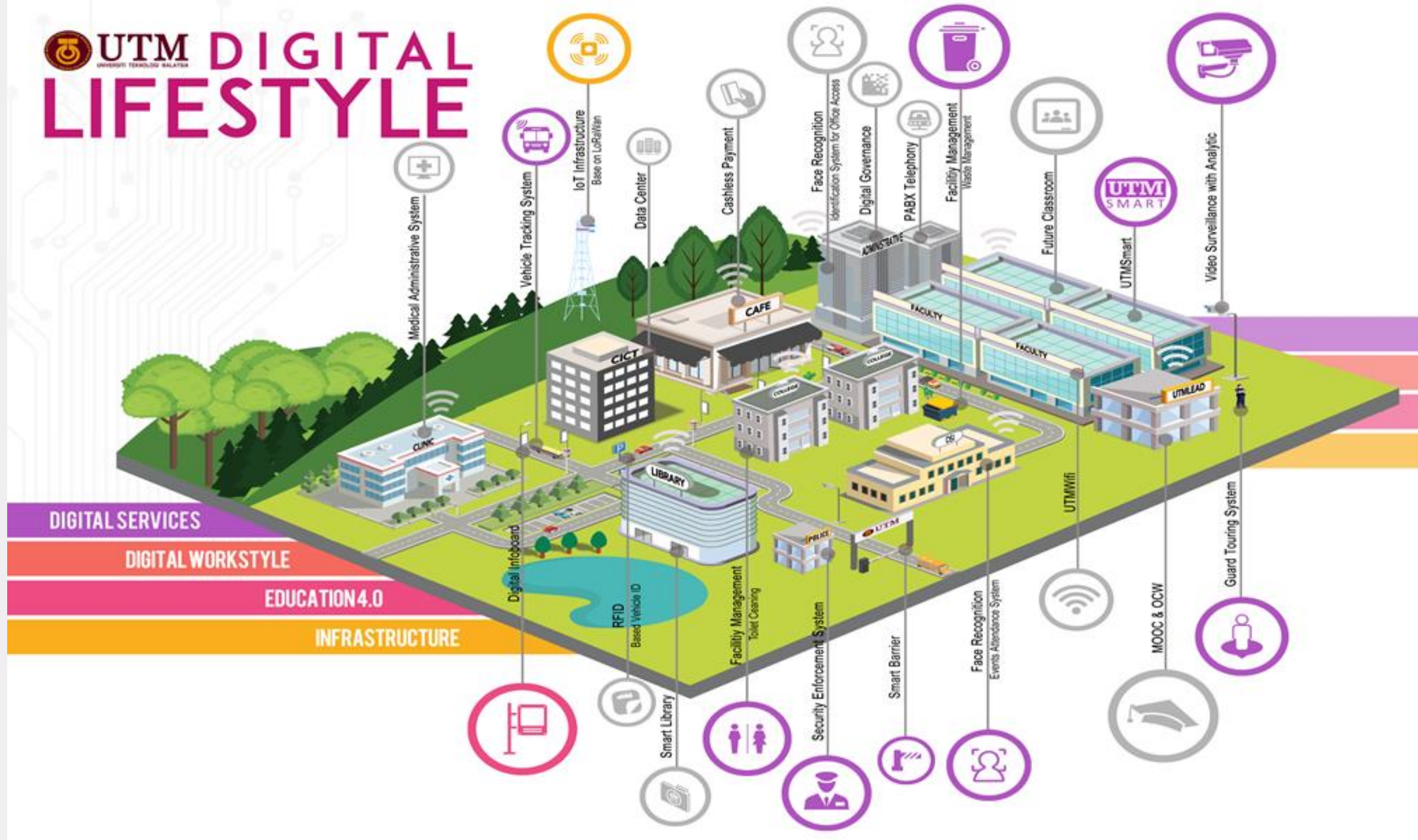
**Mengukuhkan penyampaian perkhidmatan berpaksikan
akademia melalui ekosistem digital berpacukan data**

*(Strengthening academia-centric service delivery through data
driven digital ecosystem)*



MISSION

UTM DIGITAL LIFESTYLE



- **UTMID**
- **OFFICIAL EMAIL ACCOUNT**
- **UTM SYSTEMS**
- **UTM LICENSED SOFTWARE**
- **MICROSOFT 365**
- **NETWORK**
- **ICT POLICY**
- **OTHER INFO**

HOW TO GET YOUR UTMID/ OFFICIAL EMAIL

WHAT IS UTMID?

- a. UTMID is a **unique identification (ID)** assigned to a user to authenticate a user before accessing UTM network, ICT applications and services including UTMWiFi, MyUTM portal and UTMSmart.
- b. UTMID is only available for **registered students**.
- c. UTMID is also used as an official email ID for staff and students. For students, you will have **yourutmid@graduate.utm.my** as your email user id.
- d. In case you need to reset your UTMID password, you can do it at <https://utmid.utm.my>

HOW TO GET YOUR UTMID & UTM OFFICIAL EMAIL ACCOUNT?

NEW STUDENT

- Once your student status has been activated during hostel registration, your UTMID will be generated automatically after a few hours.
- An email notification from **utmid@utm.my** will be sent to your **registered email account (personal email account that you provided during your admission application)**.

FORMER STUDENT / EXISTING STUDENT

- Use your existing UTMID

UTMID AND OFFICIAL EMAIL INFO

NEW STUDENT:

**You will get your UTMID and
official email account a few
hours after your hostel
registration.**

[IMPORTANT] UTMID and Email Account for Universiti Teknologi Malaysia New Student

Today, 5:43 pm



UTMID and Official E-mail for New Student

Assalamualaikum and a very good day,

Dear NA: [REDACTED]

Welcome to Universiti Teknologi Malaysia. Please find your UTMID and email details below.

UTMID: r [REDACTED]

Email: nadi [REDACTED]

Temporary password: [REDACTED]

For security purposes, please reset your password immediately.

To reset official email password, go to <http://mail.graduate.utm.my>

To reset UTMID password, go to <https://utm.id.utm.my>

(Do reset your official email first!)

What you can do with your UTMID?

Login your student portal at <https://my.utm.my>.

Login UTM Mobile Apps UTMSmart.

Login Official email for any official affairs at <http://mail.graduate.utm.my>

Discover it at [our UTMDigital website](#)

Please do not hesitate to contact us regarding this account.

For help, please contact UTMDigital at:

Email : digitalcare@utm.my

Phone No : [07-5532136](tel:07-5532136) (JB) / [03-26154440](tel:03-26154440) (KL)


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It will be emailed to your personal email!

HOW TO RESET YOUR UTMID



SELF-RESET PASSWORD



Password Reset

Enter your UTMID that you used to sign in. An e-mail containing a link to reset your password will be sent to your official UTM e-mail address.
(@utm.my, @graduate.utm.my, @live.utm.my or registered e-mail account (for part time student))

To continue, please enter the correct answer

7 + 10 =


[Continue](#)

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**1 TYPE YOUR
USERNAME**

<https://utmids.utm.my>

**2 CHECK
YOUR EMAIL
AND VERIFY**



Trouble signing in?

Hi ZURAIDA BT. ABD. GHANI ,

Do you need to reset your password?

Just press the button below and follow the instructions. We'll have you up and running in no time.

[Reset Password](#)

If you didn't ask for this, do ignore this email. Your password will remain unchanged.

Please do not reply to this email.
For help, please contact Adu@IT at 07-5532136 or adu@utm.my.

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UTMID | Set New Password

[Submit](#)

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**3 ENTER NEW
PASSWORD
AND CONFIRM**



<https://my.utm.my>

**Student & Staf
Portal**

**Network
(Wired & Wifi)**

**Virtual Private
Network (VPN)**

Mobile Apps



<https://vpn.utm.my>



**Online Databases
(UTM Library)**

<https://library.utm.my>



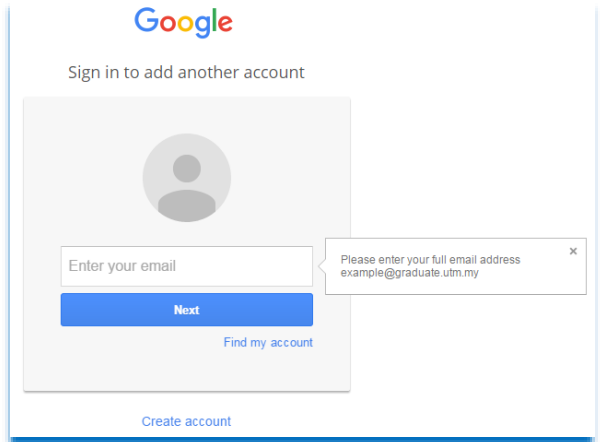
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HOW TO ACCESS YOUR OFFICIAL EMAIL ACCOUNT (@graduate.utm.my)

- UTM email platform is **Gmail by Google**.
It Includes all **google suite features** - **Gmail, Drive, Photos, Calendar, Meet** and more.
- Access URL - **<http://mail.graduate.utm.my>** or **<http://gmail.com>**
- Email ID = UTMID e.g: **yourutmid@graduate.utm.my**
(make sure to type your email id with the domain name)
- **Please use this email for any official affairs and all official announcements will be sent to this email account.**
- Google storage capacity limit: **Student – 15 GB**
- Google storage space covers **Gmail, Google Drive and Google Photos**.
- **Perform housekeeping** for your emails, files and photos in your **Google storage** to **ensure that it meets below the given storage limit**.
- Check your current Google storage status at **drive.google.com/settings/storage**
- If your account **still exceeds its storage limit**, you **cannot send or receive any new emails with attachments**.
- Your **account will be suspended** if you **never log in after 6 months**.
- Termination of student official email: **6 months after the convocation date**.



Google

Sign in to add another account



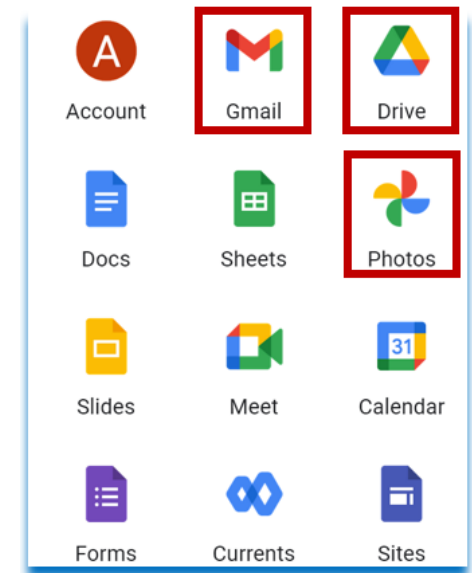
Enter your email

Next

Find my account

Create account

Please enter your full email address
example@graduate.utm.my



Student Modules

Personalised dashboard

Financial Status
Library Fees
Semester
Course Credit
Activity
Awards

Side Menu

Other applications
can be navigated
by category

Digital Experience
Campus Life
Academic
Quick Links

Suggested Items

Fresh new look
simplified layout and navigation

Single Sign On
simply log in once and use all applications



"Digital Campus Lifestyle initiative at UTM, to provide services which complement and facilitate the needs of students, staffs and even visitors"

General +



News, Notices, Events, Academic Calendar, Freshies' Guide, Location, Dining, Residential Colleges, Staff Directory, UTMScholars, Contacts, Survey, Digital Care, iCare, Internet Usage, Birthday Wish

Human Resources +

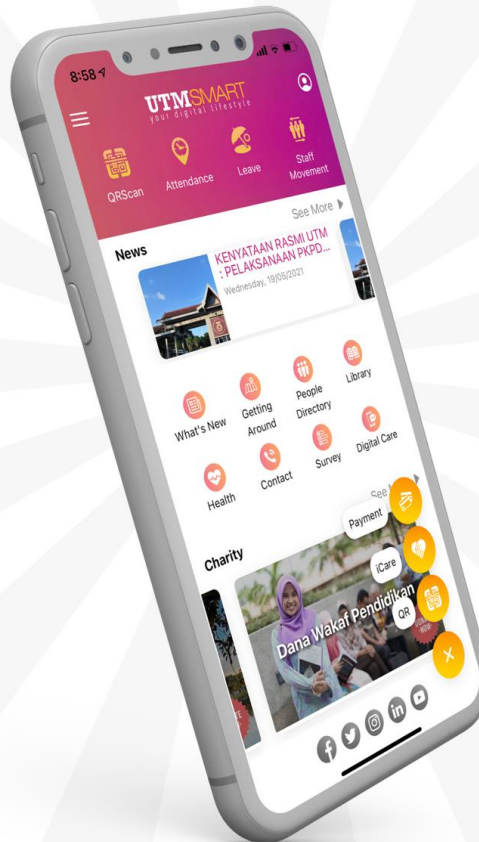


QR Scanner, Attendance, Leave, UTMSmile, Human Resource, Performance, GCR, Debt Status, Asset Declaration, eBoarding, EC Form, Payslip, Staff Movement, UTMPaytrack, Deduction, UniShare, Vehicle Sticker, Survey, Digital Care, Covid-19 Vaccination Status

UTM Library +



Opening Hours, Items on Loan, Fines & Charges, OCEAN, Terms & Conditions



Financial +

Student Financial, Charity, Zakat Harta, Miscellaneous Payment, Event Payment, Bill Payment, Disposed Asset



Academic +

QR Scanner, Student Attendance, Course List, Academic Advising, Student Approval, PG Supervision, Result, Scholarships, Job on Campus Thesis Journey, Virtual Matric Card (ODL), Student Movement, Curriculum Structure, Timetable, Covid-19 Vaccination Status



UTM Health (PKU) +

Clinic Schedule, Dental Treatment, Health Screening



NVIVO (latest 2022)



Microsoft 365
MICROSOFT LIVE ACCOUNT
(@live.utm.my)



Antivirus



IBM SPSS



**Matlab -
Campus Wide
License**



EndNote

LOGIN TO MyUTM PORTAL (<https://my.utm.my>)
CLICK → SOFTWARE CENTRE

HOW TO ACCESS YOUR MICROSOFT 365 SUITE USING YOUR MICROSOFT LIVE ACCOUNT (@live.utm.my)

- Latest version of Microsoft office M365 for students.
- The **Microsoft 365 suite consists of Word, PowerPoint, Excel, OneDrive, Teams** etc including the **Microsoft Windows operating system**.
- Access URL : - <https://www.office.com>
- Email ID = UTMID e.g: yourutm@live.utm.my
- Your Microsoft live account and a temporary password will be sent to your official email.
- The Microsoft 365 suite can be accessed using the Microsoft live account via web, mobile app and local machine.
- OneDrive storage capacity limit: **Student – 1 TB**
- Perform housekeeping for your emails, files and documents in your OneDrive storage to ensure that it meets below the given storage limit.



How to Get M365 User Manual

1 Search <https://my.utm.my/>
and click "Software Centre"

2 Click Microsoft 365

3 Click the "SOFTWARE" link
and click "DOWNLOAD"



UTM NETWORK

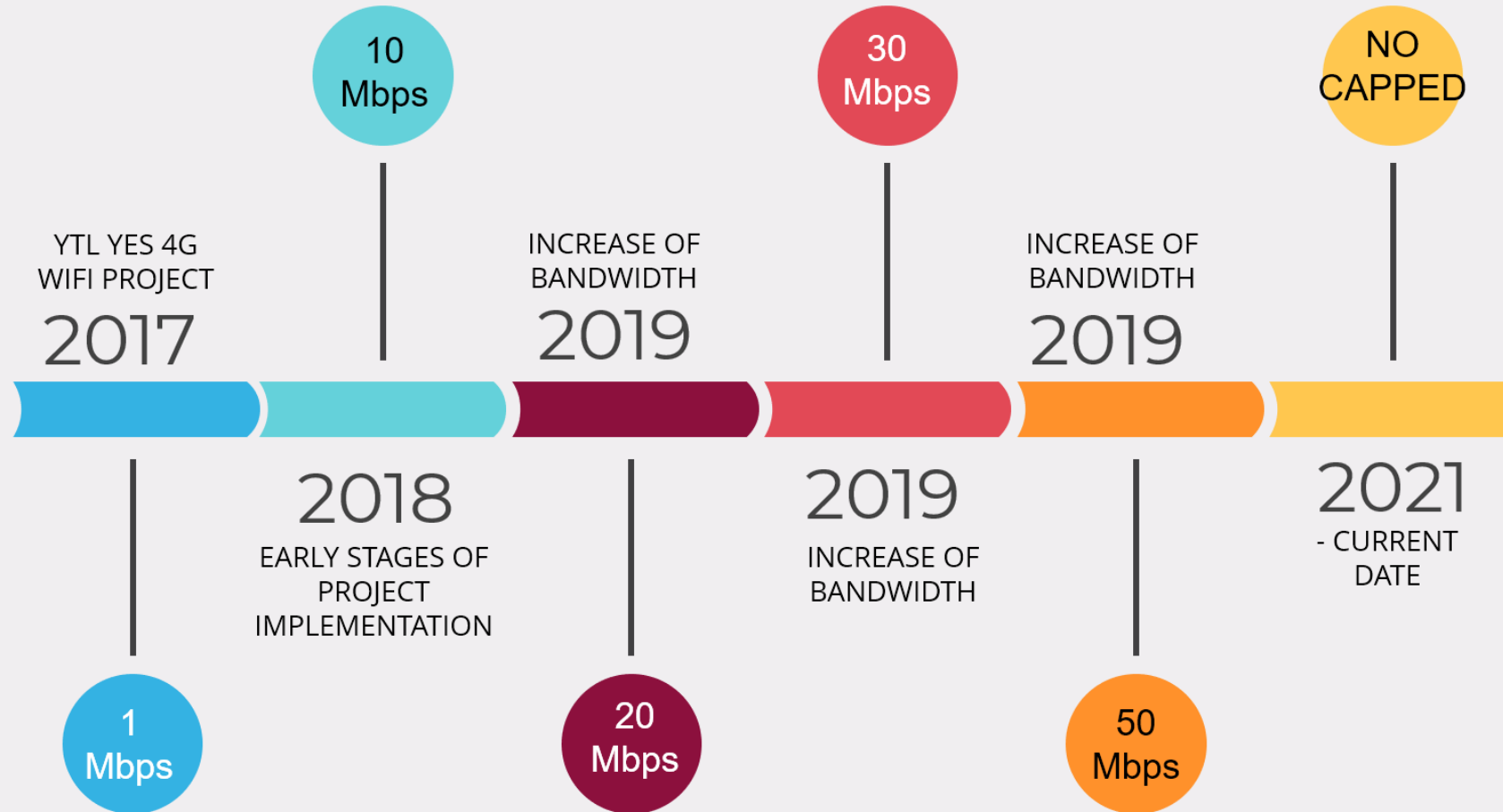
- Once you are connected to UTM Network (via Wired or UTMWiFi), a login page will be loaded automatically before you are allowed to access the Internet within the UTM campuses.
- Please use your UTMID to log in.



UTMWiFi COVERAGE @UTM JOHOR BAHRU




UTMWiFi INTERNET SPEED




SUPPORT CHANNEL OPERATION SCHEDULE

(Working Days, Weekends and Public Holidays)




Operation Hour
9:00 a.m to 10:00 p.m
Respond Time
Immediate

HELPDESK




Operation Hour
9:00 a.m to 10:00 p.m
Respond Time
30 Minutes

TICKETING SYSTEM




Operation Hour
9:00 a.m to 6:00p.m
Respond Time
30 Minutes

LIVE Chat



Operation Hour
24 x 7 x 365 days
Respond Time
1 Hour

Email



Operation Hour
24 x 7 x 365 days
Respond Time
Immediate

Hotline

If you have any issues, problems or further questions, please do not hesitate to let us know.



TROUBLE WITH UTMWIFI ?

CALL US:

012 302 7900



utmwifi@utm.my



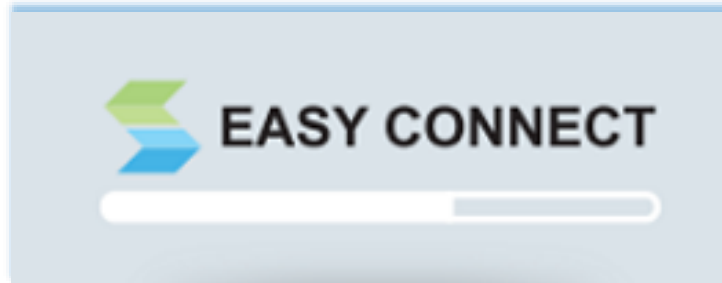
utmwifi.utm.my



Walk in, Level 1
D07, UTMDigital

Virtual Private Network (VPN)

- To access UTM intranet services from outside the UTM campus:



- ❖ Your **ID and password (UTMID/email/others)** are your responsibility.
- ❖ Your **PC/devices must be free of spyware, adware, viruses and worms** before connecting to the UTM networks.
- ❖ **Prohibited to use our UTM computer /network/ ICT services for any;**
 - **Personal Commercial use;**
 - **Dissemination and access to pornographic and political materials;**
 - **Hacking, network scanning, phishing and data decrypting;**
 - **Use of pirated software;**
 - **Use of gambling apps, gator, hotbar, searchbar, cracked games etc;**
 - **Any unethical affairs.**



What WE DO...



We **will assist** with issues pertaining to :

- UTMID and email accounts (@graduate.utm.my & @live.utm.my)
- login and access problems to university systems
- systems technical problems
- questions about UTM ICT services & features

We **do provide software user manual** on how to install University licensed software. Please follow the user guides and install it yourself.

We **will help** you **connect your device** to the University's wireless network. Do contact **UTMWifi HELPDESK** regarding this service.

What WE DON'T...



We don't install the licensed software for you.

We don't troubleshoot any problems encountered with UTM licensed software. Users will have to contact the authorized companies to seek help with the problem.

We don't provide hardware, operating system (OS) and software support for personal devices such as computers , laptops or smartphones.

We don't assist with issues associated with system flow or data. You may contact directly to your faculty or owner of the systems.

We don't reset UTMID password. You may reset it yourself by using the UTMID self-reset password facility – <https://utmid.utm.my>.

What should you do

1. Upon getting your UTMID and Official email, for security purposes, do:
 - **Reset your email password**
 - **Reset your UTMID password**
2. **Install UTMSmart (Mobile Apps)**
3. **Log in to your Student Portal - <https://my.utm.my>**
4. Upon getting your Microsoft Live Account, for security purposes, do **reset your Microsoft live password & log in to your Microsoft 365 account - <https://www.office.com>**
5. **Follow UTM and UTMDigital Facebook.**
6. **Join UTM's student telegram group at <https://t.me/UTMstudents>.**



UTMDigital JB

Block D07
Department of Digital Services
Universiti Teknologi Malaysia
81310 UTM Johor Bahru
Johor Darul Takzim, Malaysia



Hours

Sun – Wed: 8.30am – 4.30pm
Thursday: 8.30am – 3.00pm
Friday – Saturday: Closed



Call (Digital Care)

(6) 07 553 2136



Email (Digital Care)

digitalcare@utm.my



UTMDigital KL

Department of Digital Services
Universiti Teknologi Malaysia
Jalan Sultan Yahya Petra
54100 Kuala Lumpur
Malaysia



Hours

Mon – Fri: 8.30am – 4.30pm
Sat – Sun: Closed



Call (Digital Care KL)

(6) 03 2615 4440



<http://digital.utm.my>



UTMDigital

Some services or **problems are best answered by email**, so you do not need to come physically to DigitalCare UTMDigital as a walk-in user. Do communicate with us using your **UTM official email** only, except for email issues (Please attach the snapshot of your matric card/offer letter).