

SOALAN - SOALAN LAZIM (UTMID)

S1 : Apa itu UTMID?

J1 : *UTMID ialah ID pengenalan unik yang diberikan kepada pengguna (pelajar / kakitangan / tetamu) untuk tujuan pengesahan sebelum mengakses rangkaian UTM, aplikasi dan perkhidmatan ICT.*

S2 : Bagaimana untuk mendapatkan UTMID dan ID bagi E-mel Rasmi UTM?

- J2 :
- *Anda akan mempunyai UTMID sendiri selepas mendaftar program melalui fakulti masing-masing*
 - *Bagi pelajar baharu yang telah mendaftar semasa minggu orientasi:*
 - *UTMID telah ditetapkan secara sistem kepada anda.*
 - *Anda akan dimaklumkan melalui e-mel yang dihantar ke alamat e-mel berdaftar anda (alamat e-mel yang telah anda berikan semasa permohonan kemasukan ke UTM)*
 - *UTMID turut digunakan sebagai ID e-mel rasmi untuk pelajar. Anda akan menggunakan utm@graduate.utm.my sebagai ID pengguna bagi e-mel anda.*

S3 : Bagaimana untuk mengakses e-mel rasmi saya?

- J3 :
- *Gmail merupakan platform e-mel yang kami gunakan dan ianya boleh diakses di <http://mail.graduate.utm.my>*
 - *Gunakan UTMID anda untuk log masuk. Cth. : yourutm@graduate.utm.my*

S4 : Bagaimana jika saya tidak menerima akaun UTMID?

- J4 :
- *Jika anda tidak menerima pemberitahuan daripada utm@utm.my;*
 - ✓ *Sila pastikan status pelajar anda telah diaktifkan oleh jabatan masing-masing :*
 - *Fakulti (UG)*
 - *SRAD (PG&UG Pelajar Antarabangsa)*
 - *UTMSPACE (IDP, Pelajar PUPW)*
 - *Sekiranya anda masih tidak menerima sebarang pemberitahuan melalui e-mel, sila hubungi pihak Digital Care UTM di digitalcare@utm.my (Sila berikan butiran pertanyaan anda).*

S5 : Bagaimana untuk meriset semula kata laluan UTMID saya?

J5 : *Sekiranya anda perlu menetapkan semula kata laluan UTMID anda, anda boleh melakukannya sendiri di <http://utm@utm.my>*

The infographic illustrates the 'SELF RESET PASSWORD' process in three steps:

- 1 TYPE YOUR USERNAME**: Shows a 'Password Reset' form with a 'Continue' button. URL: <https://utm@utm.my>
- 2 CHECK YOUR EMAIL AND VERIFY**: Shows a 'Trouble signing in?' form with a 'Send Password' button.
- 3 ENTER NEW PASSWORD AND CONFIRM**: Shows a 'UTM | Set New Password' form with 'New Password' and 'Confirm Password' fields, and a 'Submit' button.

Footer text: Customer Relationship Management (CRM), Centre for Information and Communication Technology, Universiti Teknologi Malaysia. CONTACT US Sistem Aduan : <http://aduan.cict.utm.my> | Email : aduan@utm.my | Phone No : 07-5532130/ 31976/ 31977/ 019-786131

KEMAS KINI 13 JULAI 2023

FREQUENTLY ASKED QUESTION (UTMID)

Q1 : What is UTMID?

A1 : *UTMID is a unique identification ID assigned to a user (student/staff/guest) for authenticating a user before accessing UTM network, ICT applications and services.*

Q2 : How do I get my UTMID and UTM Official Email ID?

- A2 :
- *You will have your own UTMID after registering the program through your respective faculties.*
 - *For a new student who will register during the orientation week:*
 - *UTMID is pre-assigned to you by system.*
 - *You will be notified through an email sent to your registered email address (an email address that you have provided with your admission application).*
 - *UTMID is also used as an official email ID for students. You will have your utmid@graduate.utm.my as your email user id.*

Q3 : How do I access my official email?

- A3 :
- *Our email platform is Gmail and can be accessed at <http://mail.graduate.utm.my>*
 - *Use your UTMID to login. E.g. : yourutmid@graduate.utm.my*

Q4 : What if I do not receive the UTMID account?

- A4 :
- *If you do not receive a notification from utmid@utm.my*
 - ✓ *Please make sure your student status has been activated by the respective departments:*
 - *Faculty (UG)*
 - *SRAD (PG&UG International students)*
 - *UTMSPACE (IDP, PUPW students)*
 - *Check and revise your personal email registered at student System (AIMS).*
 - *If you still do not receive the email notification, please contact Digital Care at digitalcare@utm.my (kindly provide your enquiry details).*

Q5 : How to reset my UTMID password?

A5 : *In case you need to reset your UTMID password, you can do it yourself at <http://utmid.utm.my>.*

The infographic illustrates the 'SELF RESET PASSWORD' process in three steps:

- 1 TYPE YOUR USERNAME**: A screenshot of the 'Password Reset' form with the 'Username' field highlighted. Below it is the URL <https://utmid.utm.my>.
- 2 CHECK YOUR EMAIL AND VERIFY**: A screenshot of the 'Trouble signing in?' page with the 'Send Password' button highlighted.
- 3 ENTER NEW PASSWORD AND CONFIRM**: A screenshot of the 'UTMID | Set New Password' form with the 'New Password' and 'Confirm Password' fields highlighted.

At the bottom, contact information is provided: Customer Relationship Management (CRM), Centre for Information and Communication Technology, Universiti Teknologi Malaysia. CONTACT US Sistem Aduan: <http://aduan.cict.utm.my> | Email: aduan@utm.my | Phone No: 07-5532136/ 31976/ 31977/ 019-786131. The UTM logo is also present.

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