

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 membuat deklarasi pengisian maklumat peribadi di Sistem eDaftar (sebelum sesi Pendaftaran Pelajar di kampus UTM)*
- *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 mengisi maklumat Surat Tawaran di Sistem eDaftar)*
 - *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 anda telah membuat deklarasi pengisian maklumat peribadi di Sistem eDaftar*
 - ✓ *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.id>*

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

- 1 TYPE YOUR USERNAME**: A screenshot of the 'Password Reset' page where the user enters their UTMID and receives a verification code via email. The URL <https://utm.id> is provided.
- 2 CHECK YOUR EMAIL AND VERIFY**: A screenshot of the 'Trouble signing in?' page where the user enters the verification code received in their email.
- 3 ENTER NEW PASSWORD AND CONFIRM**: A screenshot of the 'UTMID | Set New Password' page where the user enters and confirms a new password.

At the bottom, contact information for the Customer Relationship Management (CRM) is provided: <http://aduan.cict.utm.my>, aduan@utm.my, and phone numbers 07-5532136/31976/31977/019-7786131.

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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 declaring personal information on eDaftar System (before registration day at UTM Campus).*

➤ 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 via eDaftar System).

➤ UTMID is also used as an official email ID for students. You will have your utm@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. : yourutm@graduate.utm.my

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

A4 : *➤ If you do not receive a notification from utm@utm.my*

✓ Please make sure that you have made the declaration after filling in personal information in the eDaftar System

✓ 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://utm@utm.my>.*

The infographic illustrates the three-step process for resetting a UTMID password. It features the UTM logo and a padlock icon. The steps are: 1. TYPE YOUR USERNAME (with the URL <https://utm@utm.my>), 2. CHECK YOUR EMAIL AND VERIFY, and 3. ENTER NEW PASSWORD AND CONFIRM. Each step is accompanied by a screenshot of the corresponding web interface. At the bottom, contact information for the Customer Relationship Management (CRM) and Centre for Information and Communication Technology is provided.

UTM UNIVERSITI TEKNOLOGI MALAYSIA

SELF RESET PASSWORD

- 1 TYPE YOUR USERNAME**
<https://utm@utm.my>
- 2 CHECK YOUR EMAIL AND VERIFY**
- 3 ENTER NEW PASSWORD AND CONFIRM**

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 : 01-5532136/ 31976/ 31977/ 019-7780131

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