UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTMDIGITAL
Department of Digital Services

UTMDIGITAL SERVICES

Innovating Solutions

UTM Johor Bahru Campus

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

UTM Kuala Lumpur Campus

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

UTMDigital is a support department that offers and delivers ICT services for the university (staff and students), especially in ICT infrastructure, system development and academic/administrative activities.

VISION

Digital University Driver

MISSION

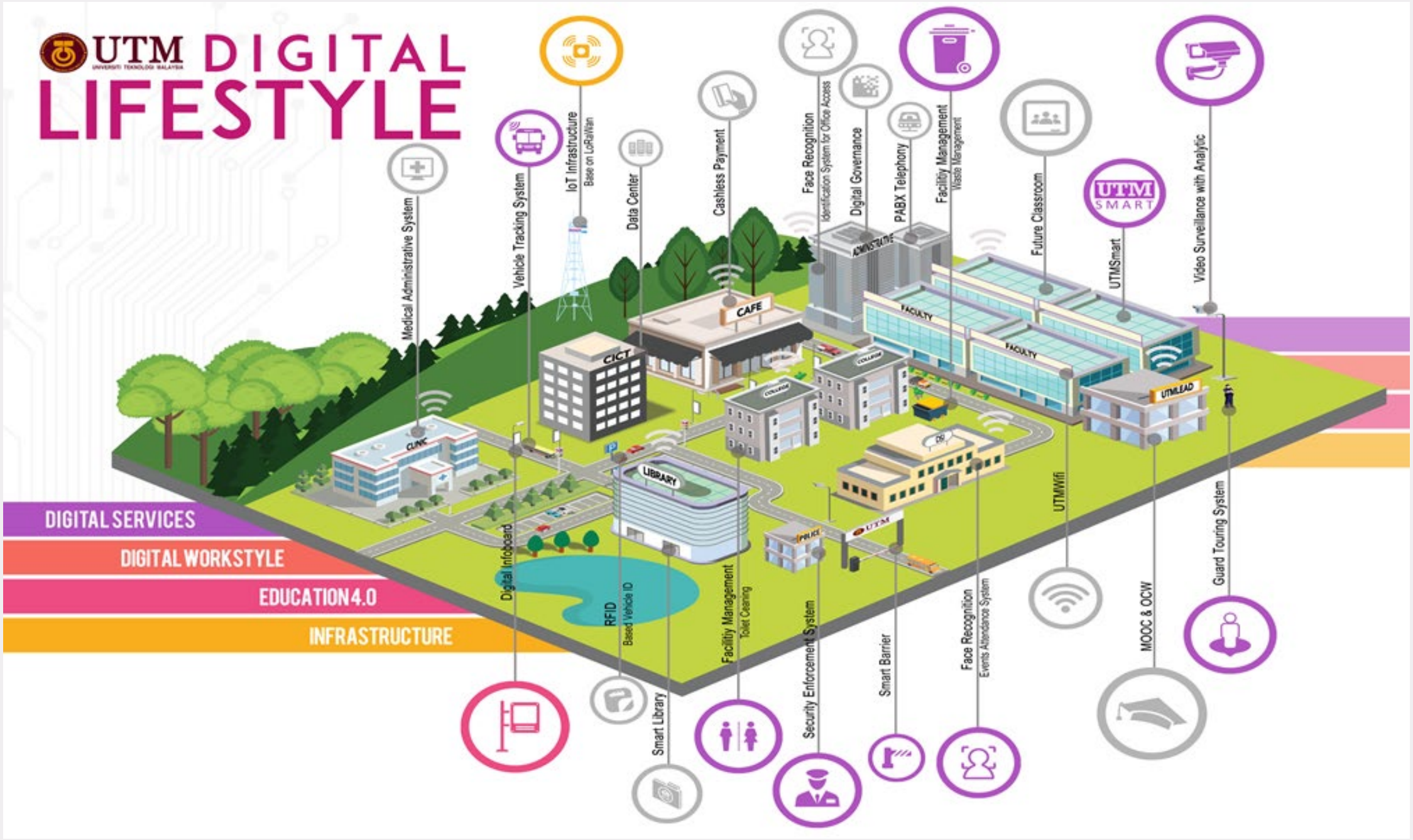
Strengthening academia-centric service delivery through data-driven digital ecosystem

CORE FUNCTION OF UTMDIGITAL

Develop and implement new applications and upgrade existing applications that cover the core business of the University

Ensure that ICT infrastructure is always available to support the application platform developed

Support the implementation of Digital Lifestyles through development of latest innovation technology


UTM DIGITAL LIFESTYLE
Medical Administrative System
Vehicle Tracking System
IoT Infrastructure
Base on LoRaWan
Data Center
Cashless Payment
Face Recognition
Identification System for Office Access
Digital Governance
PABX Telephony
Facilitiy Management
Waste Management
Future Classroom
UTMSmart
Video Surveillance with Analytic
CLINIC
CICT
CAFE
ADMINISTRATIVE
FACULTY
FACULTY
COLLEGE
COLLEGE
UTMLEAD
LIBRARY
POLICE
UTM
Digital Infoboard
RFID
Based Vehicle ID
Facilitiy Management
Toilet Cleaning
Security Enforcement System
Smart Barrier
Face Recognition
Events Attendance System
UTMWifi
MOOC & OCW
Guard Touring System
Smart Library
DIGITAL SERVICES
DIGITAL WORKSTYLE
EDUCATION 4.0
INFRASTRUCTURE

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

1. UTMID
2. OFFICIAL EMAIL ACCOUNT (@graduate.utm.my)
3. UTM SYSTEMS – STUDENT PORTAL & UTMSMART
4. UTM LICENSED SOFTWARE
5. MICROSOFT 365 (@live.utm.my)
6. NETWORK
7. ICT POLICY
8. 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 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 **http://utmid.utm.my**

HOW TO GET YOUR UTMID & UTM OFFICIAL EMAIL ACCOUNT?

NEW STUDENT

- Your UTMID will be generated automatically upon completing the UTM offer acceptance process.
- An email notification from **utmid@utm.my** will be sent to your **registered email account (the personal email account that you provided during the offer acceptance process).**

FORMER STUDENT / EXISTING STUDENT

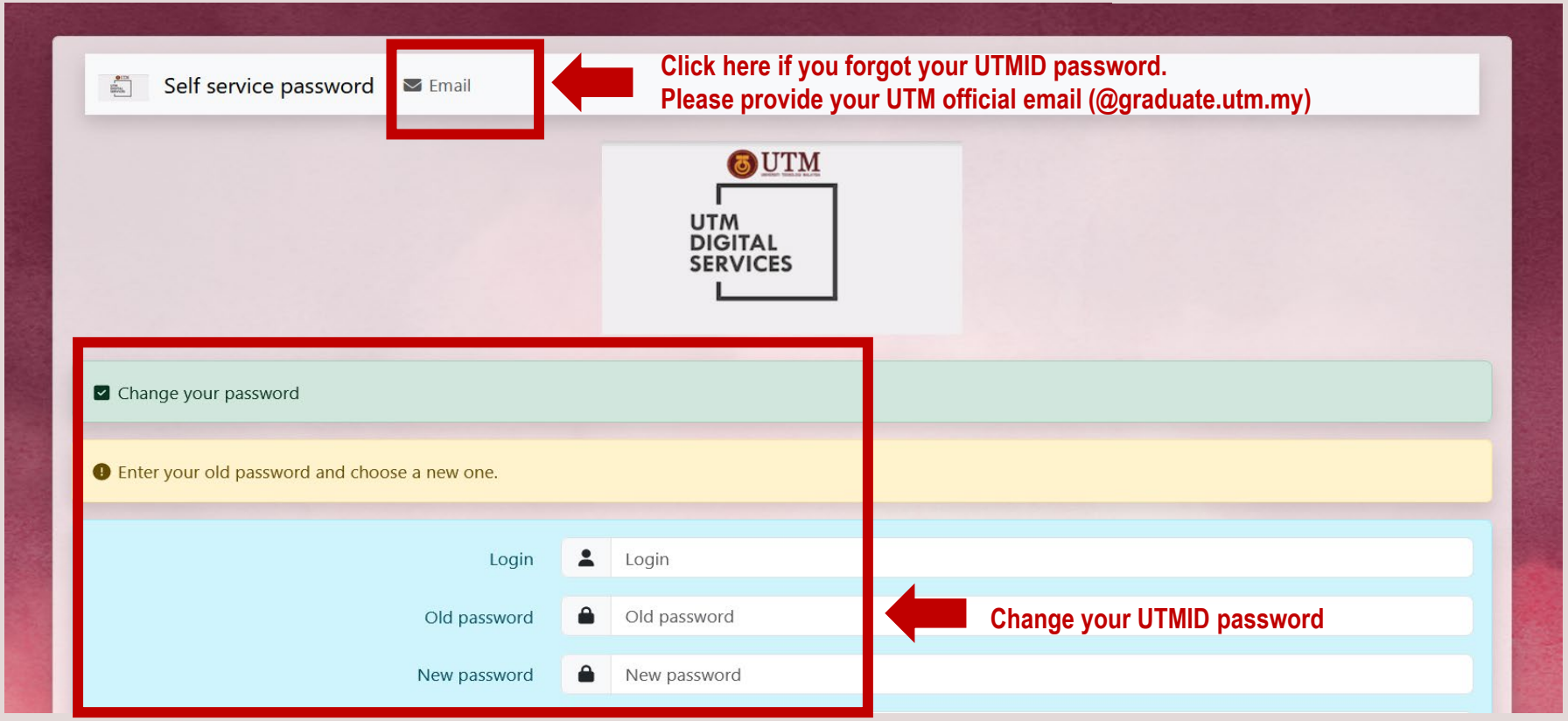
- Use your existing UTMID

HOW TO RESET YOUR UTMID PASSWORD ?

UTM UNIVERSITI TEKNOLOGI MALAYSIA

SELF-RESET PASSWORD

https://utmid.utm.my



UTMID USAGE

myUTMPortal
your digital lifestyle

11 UNIVERSITI TEKNOLOGI MALAYSIA LICENSED SOFTWARES

https://my.utm.my

UTMWiFi

Online Databases (UTM Library)
https://library.utm.my

ScienceDirect

Web of Science™

Student & Staf Portal

Network (Wired & Wifi)

UTM UNIVERSITI TEKNOLOGI MALAYSIA id

Virtual Private Network (VPN)

https://vpn.utm.my

Mobile Apps

UTM SMART UTMSMART
your digital lifestyle

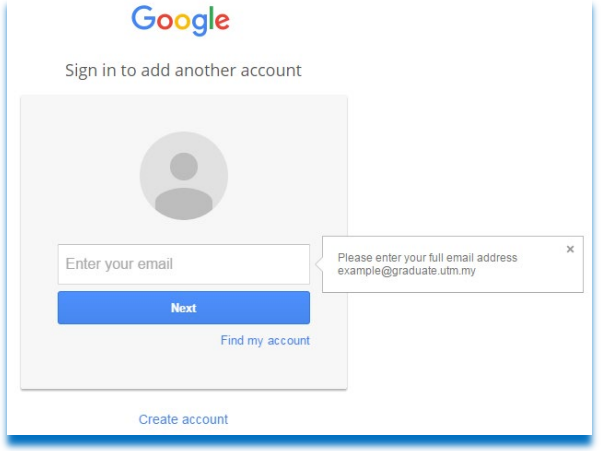
Available on the App Store | GET IT ON Google Play | EXPLORE IT ON AppGallery

2. OFFICIAL EMAIL ACCOUNT

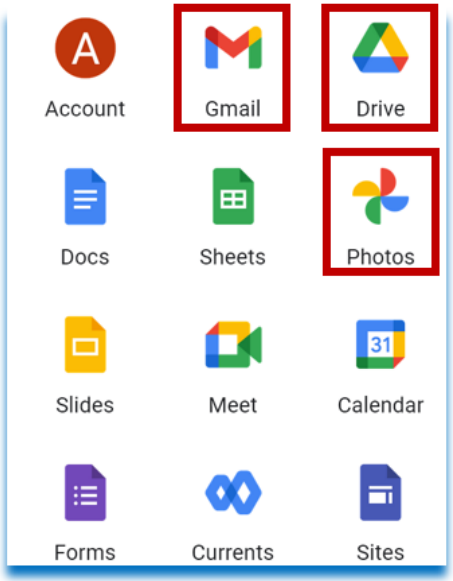
Google Workspace for Education Plus

UTM UNIVERSITI TEKNOLOGI MALAYSIA

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 account for any official affairs - 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.**



3. UTM SYSTEMS: PORTAL

myUTMPortal
your digital lifestyle
https://my.utm.my

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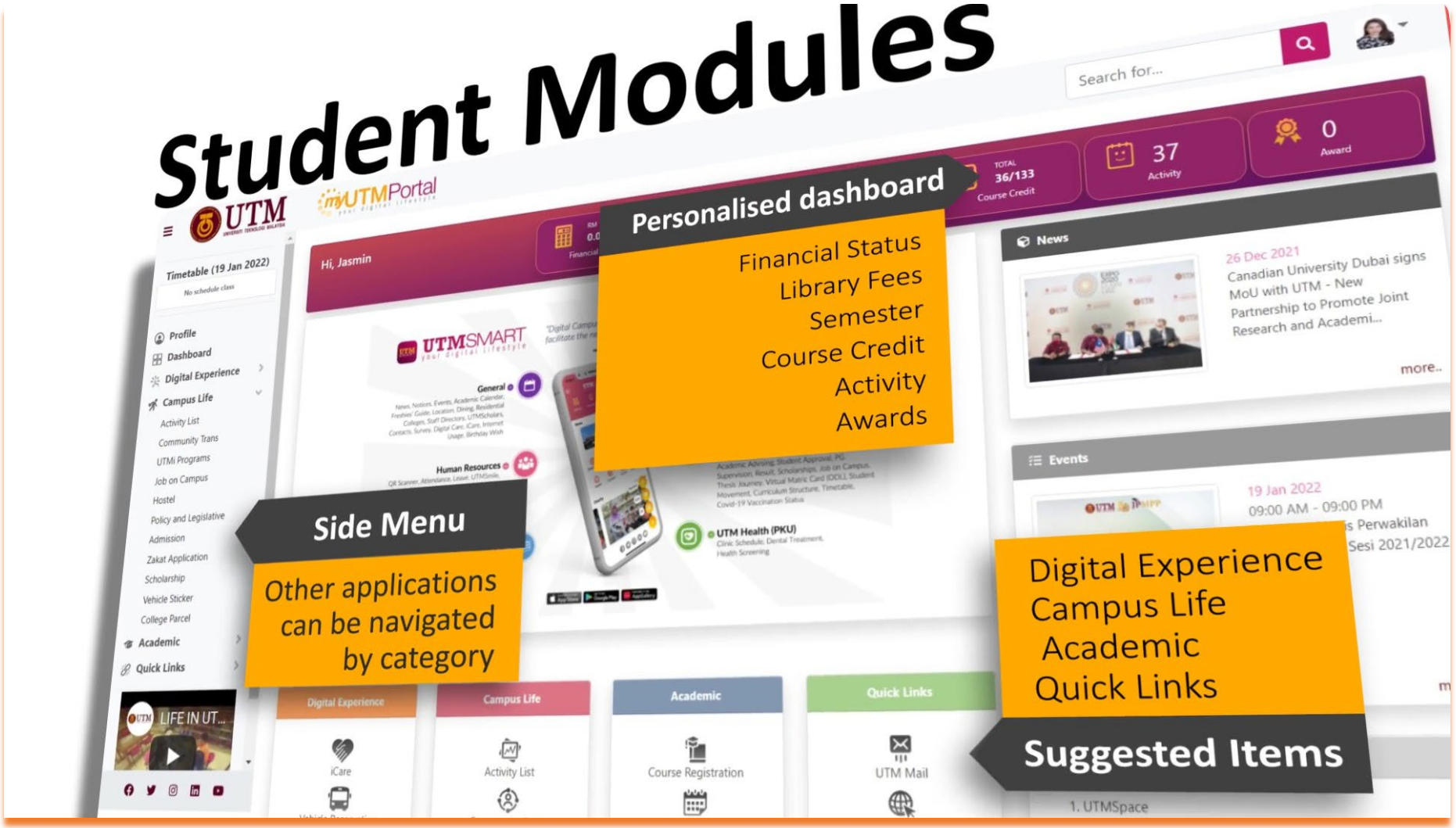
Student Modules



Fresh new look
simplified layout and navigation

Single Sign On
simply log in once and use all applications

3. UTM SYSTEMS: UTMSMART

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UTMSMART
your digital lifestyle

"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

Available on the App Store | GET IT ON Google Play | EXPLORE IT ON AppGallery

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), Stude Movement, Curriculum Structure, Timetable, Covid-19 Vaccination Status

UTM Health (PKU)
Clinic Schedule, Dental Treatment, Health Screening

v5.25.2 NEW RELEASE

4. UTM LICENSED SOFTWARE

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

Microsoft 365

MICROSOFT LIVE ACCOUNT
(@live.utm.my)

NVIVO

IBM SPSS

Matlab - Campus Wide License

Clarivate
EndNote™

Mathematica - Campus Wide License

TREND MICRO™

Adobe® Creative Cloud™

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)

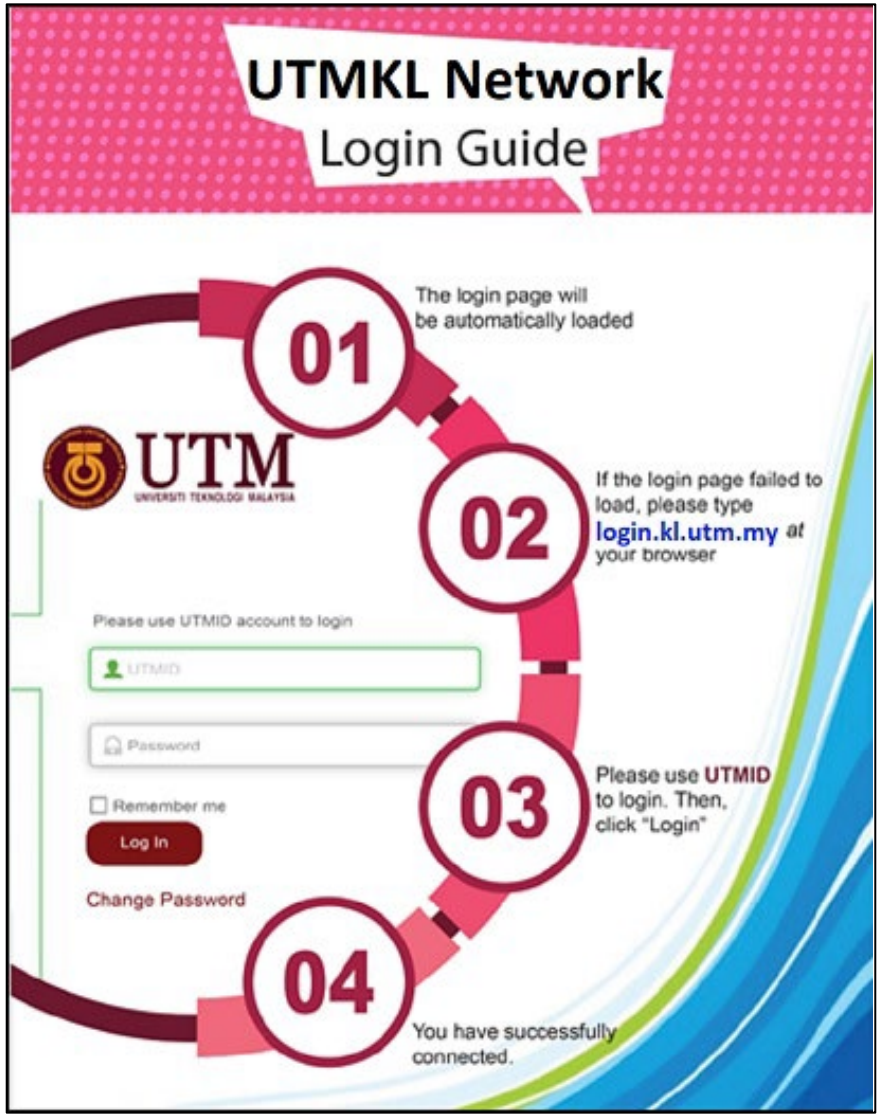
- Latest version of Microsoft office M365 for students.
- The **Microsoft 365 suite consists of Word, PowerPoint, Excel, OneDrive, Teams** etc including the **Microsoft Windows operating system**.
- Access URL : - https://www.office.com
- Email ID = UTMID e.g: **yourutmid@live.utm.my**
- Your **Microsoft live account and a temporary password will be sent to your official email two (2) weeks after course registration at the faculty.**
- The Microsoft 365 suite can be accessed using the Microsoft live account via web, mobile app and local machine.
- Perform housekeeping for your emails, files and documents in your OneDrive storage to ensure that it meets below the given storage limit.

UTM NETWORK

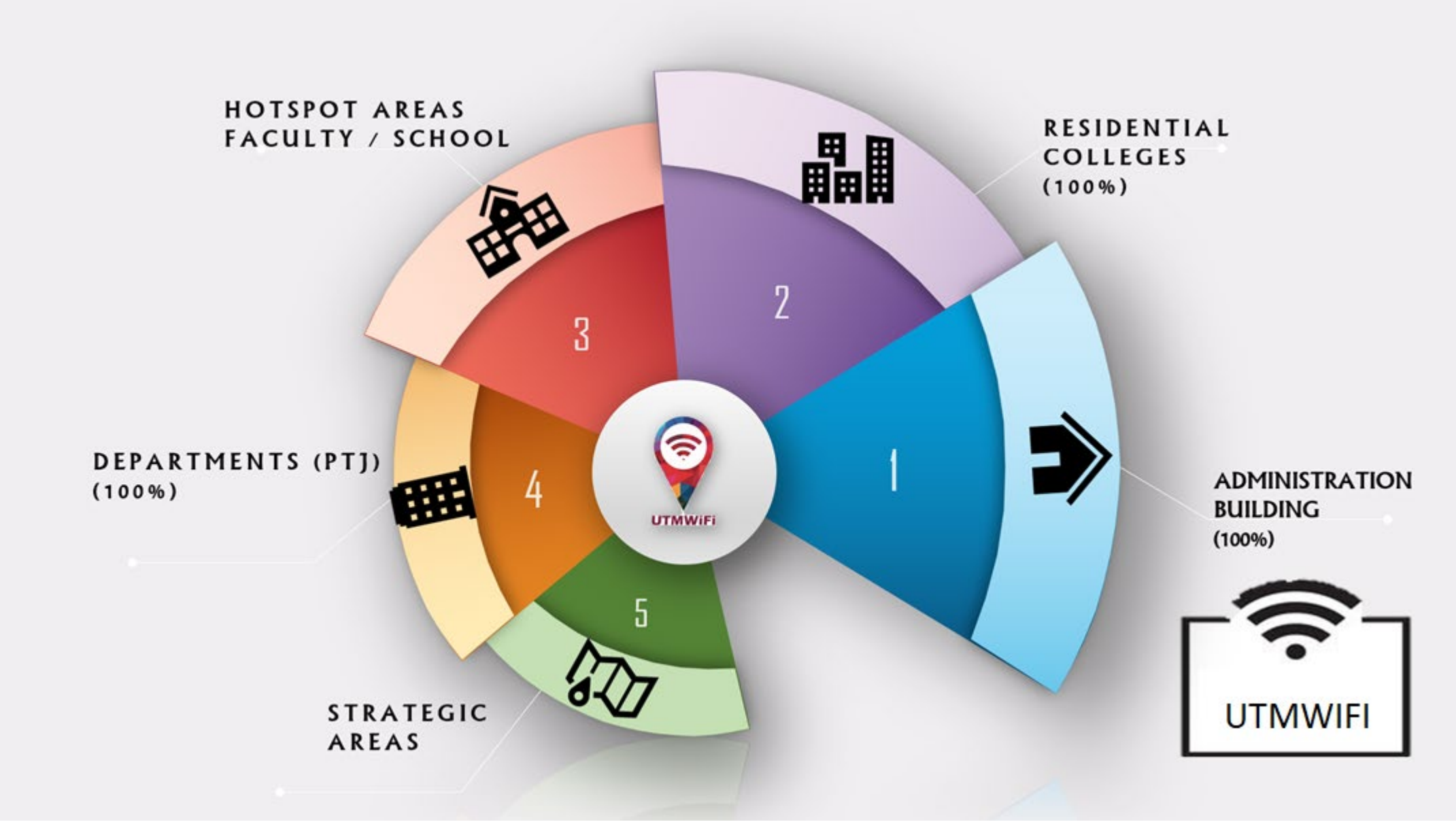
- Once you are connected to UTM Network (via Wired or UTMWiFi), a login page will be loaded automatically before you are allowed to access the Internet within the UTM campuses.
- Please use your UTMID to log in.

UTM JB

UTM KL



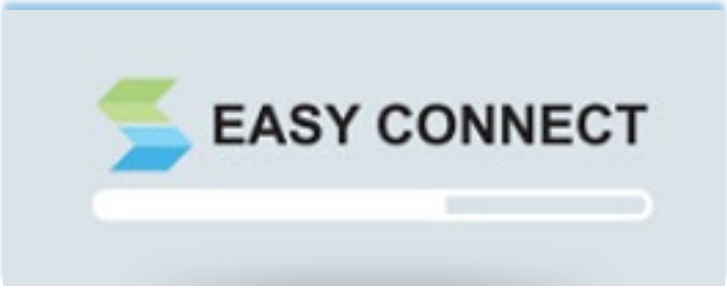
UTMWiFi COVERAGE @UTM



If you have any issues, problems or questions, please contact:

Virtual Private Network (VPN)

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



7. INFO: ICT POLICY

- 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**.

UTM UNIVERSITI TEKNOLOGI MALAYSIA

UTMDIGITALCARE

What we do support:

We will assist with issues on:

- 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 or you can contact **UTMWifi HELPDESK** regarding this service.

UTM UNIVERSITI TEKNOLOGI MALAYSIA

UTMDIGITALCARE

What we don't support:

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) – Refer to the **Freshies' Guide** module.

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

CONTACT US

UTMDigital JB

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

Counter Operating Hours

Sun – Wed: 8.30am – 4.30pm
Thurs: 8.30am – 3.00pm
Break Hours : 1.00pm – 2.00pm
Fri – Sat: Closed

Call (Digital Care)

(6) 07 533 2136

Email (Digital Care)

digitalcare@utm.my

UTMDigital KL

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

Counter Operating Hours

Mon – Fri: 8.30am – 4.30pm
Break Hours : 1.00pm – 2.00pm
(Mon – Thurs)
12.15pm – 2.45pm (Fri)
Sat – Sun: Closed

Call (Digital Care KL)

(6) 03 2615 4440

digitalcare@utm.my

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).