



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 Darul Takzim,

Malaysia.



UTM Kuala Lumpur Campus

Department of Digital Services

Universiti Teknologi Malaysia,

Jalan Sultan Yahya Petra,

54100 Kuala Lumpur,

Malaysia.

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.**



Visi Pendigitalan UTM

Pemacu Transformasi Pendigitalan dalam
Meningkatkan Penyelesaian



Misi Pendigitalan UTM

Merintis Transformasi Digital yang Dipacu Teknologi
Terkini dalam Pendidikan Tinggi bagi Memupuk
Ekosistem Digital yang Tangkas dan Membina
Profesional Digital yang Inovatif

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



- 1** **UTMID**
- 2** **OFFICIAL EMAIL ACCOUNT**
- 3** **UTM SYSTEMS – STUDENT PORTAL & UTMSMART**
- 4** **UTM LICENSED SOFTWARE**
- 5** **MICROSOFT 365**
- 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>



Self service password



Email

Click here if you forgot your UTMID password.
Please provide your UTM official email (@graduate.utm.my)



UTM
DIGITAL
SERVICES

☒ Change your password

Enter your old password and choose a new one.

Login



Login

Old password



Old password

New password



New password

Change your UTMID password



<https://my.utm.my>



UTMWiFi

**Online Databases
(UTM Library)**

<https://library.utm.my>



ScienceDirect®

Web of Science™

**Student & Staf
Portal**

**Network
(Wired & Wifi)**



**Virtual Private
Network (VPN)**

Mobile Apps

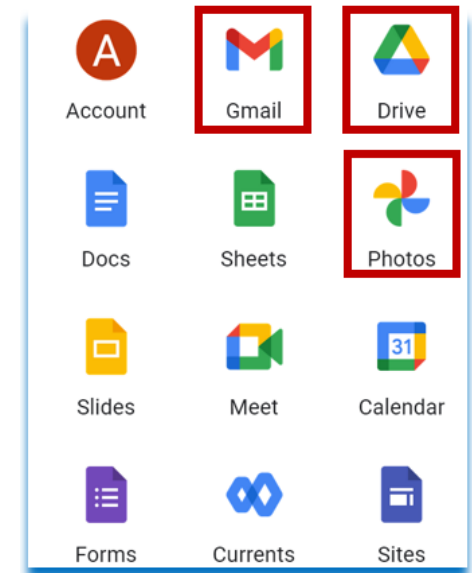
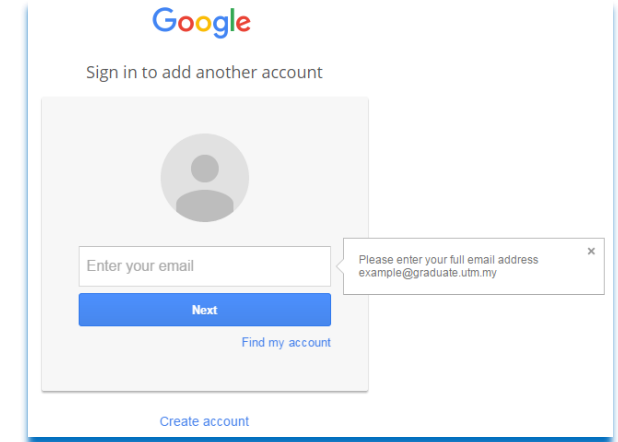
<https://vpn.utm.my>





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: **yourutm@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**.

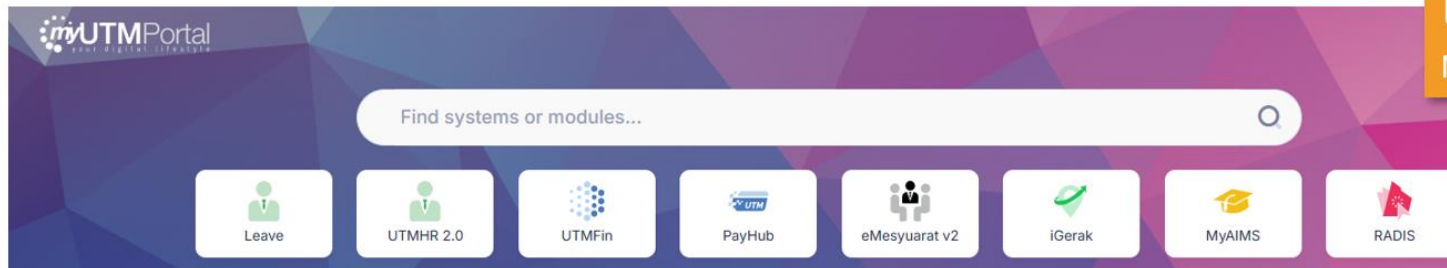




Easy use

New arrangement

Suggested Items



Daily Attendance

Quick Access Panel

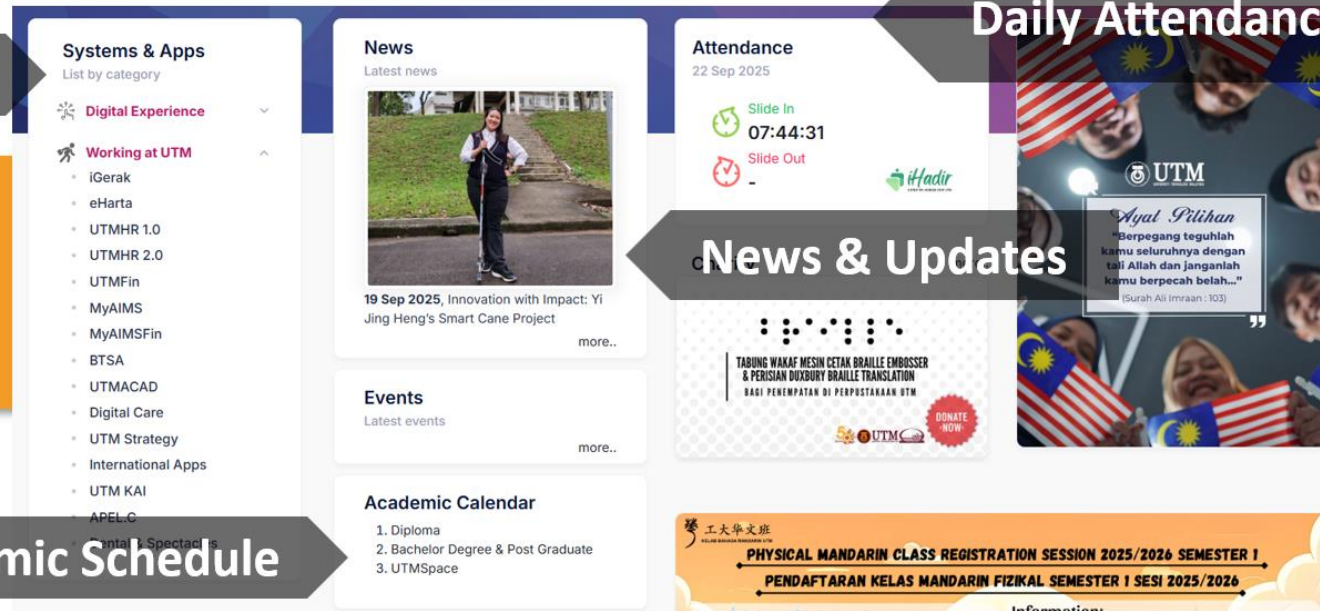
Personalized application
for staff and students

News & Updates

Fresh new look
simplified layout and navigation

Single Sign On
simply log in once and use all applications

Academic Schedule





"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

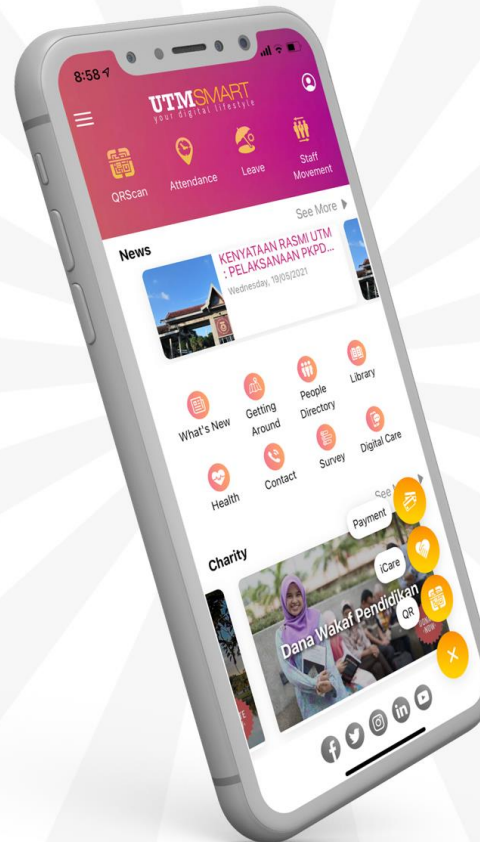


QR Scanner, Attendance, Leave, UTMSmile, Human Resource, Performance, GCR, Debt Status, Asset Declaration, eBoarding, EC Form, Payslip, Staff Movement, UTMPaytrack, Deduction, UniShare, Vehicle Sticker, Survey, Digital Care, Covid-19 Vaccination Status

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



v5.36 NEW RELEASE



Microsoft 365

MICROSOFT LIVE ACCOUNT
(@live.utm.my)



IBM SPSS



**Matlab - Campus
Wide License**



EndNote™

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

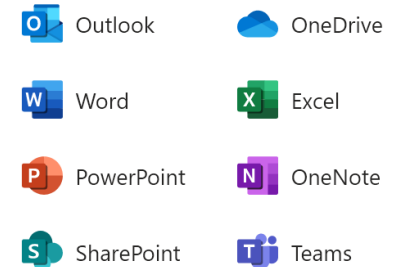
HOW TO ACCESS YOUR MICROSOFT 365 SUITE USING YOUR MICROSOFT LIVE ACCOUNT (@live.utm.my)

- 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.
- Perform housekeeping for your emails, files and documents in your OneDrive storage to ensure that it meets below the given storage limit.



Microsoft 365

Apps



How to Get M365 User Guide

- 1 Search <https://my.utm.my/> and click "Software Centre"
- 2 Click Microsoft 365 User Guide

UTM JB



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 KL



UTMWiFi COVERAGE @UTM



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

UTM JB



**TROUBLE WITH
UTMWIFI ?**

CALL US :

012 302 7900

-  utmwifi@utm.my
-  utmwifi.utm.my
-  Walk in, Level 1
D07, UTMDigital

UTM KL



**TROUBLE WITH
UTMWIFI ?**

CALL US :

03-2615 4440

-  digitalcare@utm.my
- 
-  Walk in
Digitalcare (Block AB3)

- ❖ 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.**



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.



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>**

UTMDigital JB

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

Call (Digital Care)

(6) 07 533 2136

UTMDigital KL

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

Call (Digital Care KL)

(6) 03 4819 9990

Sistem Pengurusan Aduan Awam (SISPAA) UTM

All ICT-related requests (complaints, applications, inquiries, suggestions, and appreciations) must be submitted through the UTM Customer Support Portal

<https://support.utm.my>



Counter Operating Hours

Mon – Fri: 8:30am – 4:30pm

Break Hours : 1:00pm – 2:00pm (Mon – Thurs)

12:15pm – 2:45pm (Friday)

Sat – Sun: Closed



CERTIFIED TO ISO 9001:2015
CERT.NO.: QMS 03435



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CERT.NO.: QMS 03435



CERTIFIED TO ISO 9001:2015
CERT.NO.: QMS 03435



<http://digital.utm.my>



UTMDigital



VOIP PHONE NO

DigitalCare UTMJB : [07 5332136](tel:075332136)

DigitalCare UTMKL : [03 4819 9990](tel:0348199990)