

## 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 [utmid@graduate.utm.my](mailto:utmid@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. : [yourutmid@graduate.utm.my](mailto:yourutmid@graduate.utm.my)*

S4 : Bagaimana jika saya tidak menerima akaun UTMID?

J4 : *➤ Jika anda tidak menerima pemberitahuan daripada [utmid@utm.my](mailto:utmid@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](mailto:digitalcare@utm.my) (Sila berikan butiran pertanyaan anda).*

S5 : Bagaimana untuk mereset semula kata laluan UTMID saya?

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

**UTM** **SELF RESET PASSWORD**

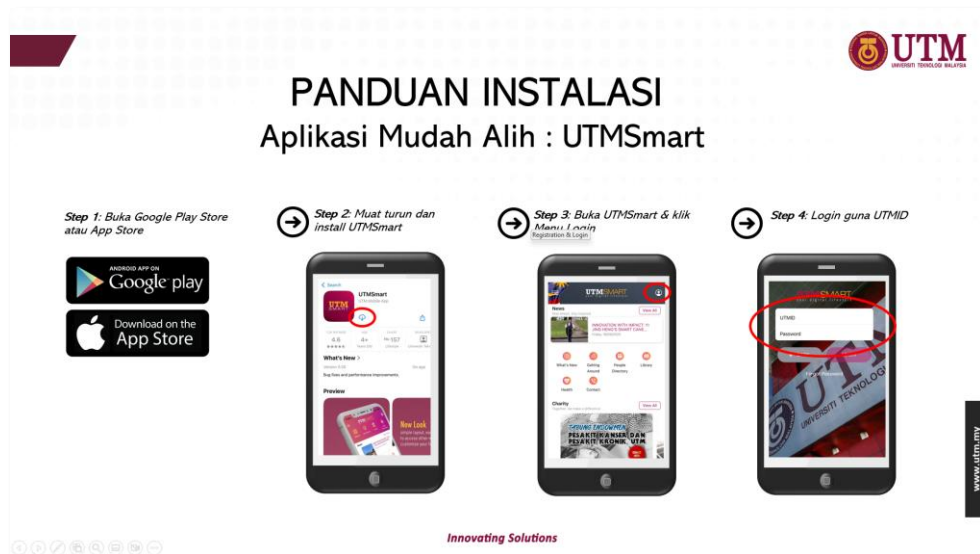
**1 TYPE YOUR USERNAME**  
<https://utmid.utm.my>

**2 CHECK YOUR EMAIL AND VERIFY**

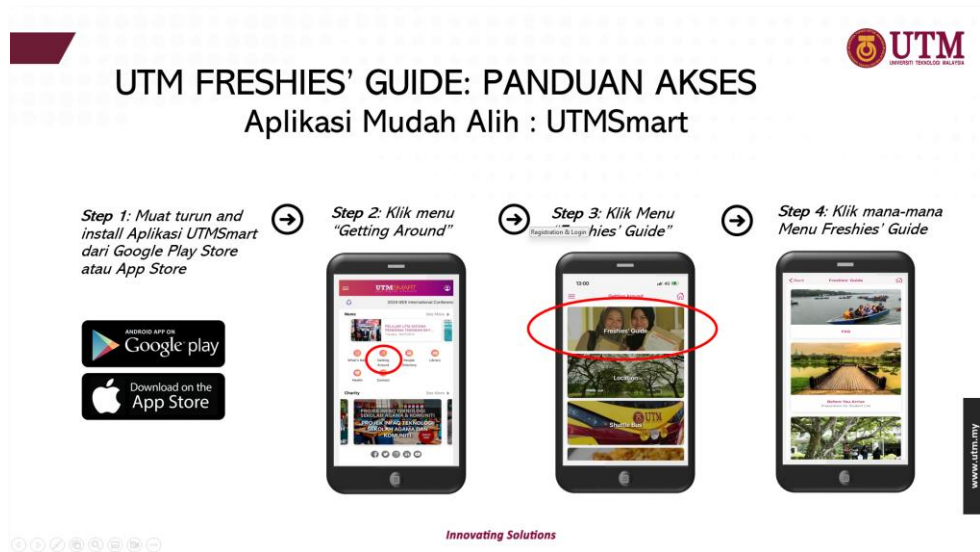
**3 ENTER NEW PASSWORD AND CONFIRM**

Customer Relationship Management (CRM), Centre for Information and Communication Technology, Universiti Teknologi Malaysia  
 CONTACT US Sistem Aduan : <http://aduan.cict.utm.my> | Email : [aduit@utm.my](mailto:aduit@utm.my) | Phone No : 07-5532136/ 31976/ 31977/ 019-7786131

- S6 : Bagaimanakah cara untuk membuat instalasi UTMSmart?
- J6 : *Berikut adalah tatacara untuk membuat instalasi UTMSmart :*



- S7 : Bagaimanakah cara untuk melihat Freshies' Guide melalui UTMSmart?
- J7 : *Berikut adalah tatacara untuk melihat Freshies' Guide melalui UTMSmart :*



# 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 [utmid@graduate.utm.my](mailto: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](mailto: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](mailto:utmid@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](mailto: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>.*

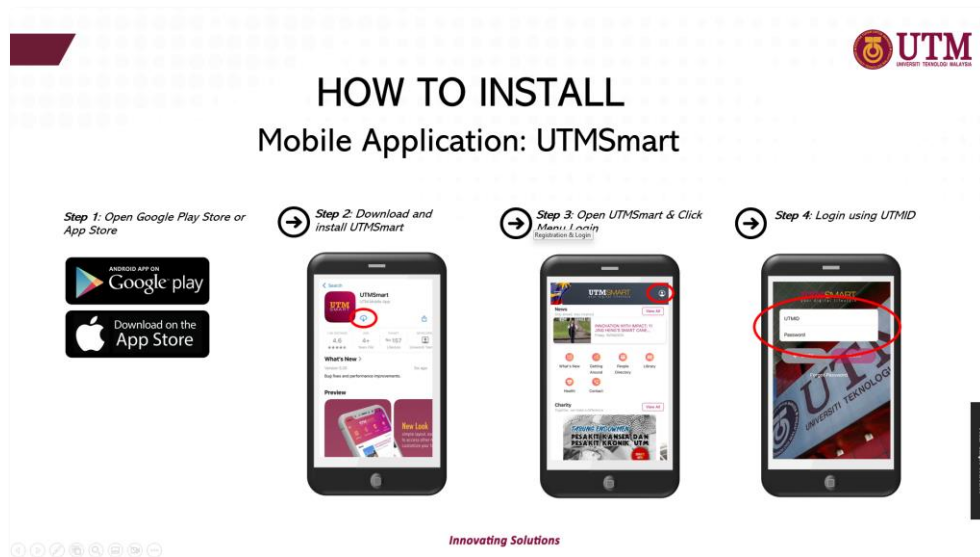
The infographic illustrates the 'SELF RESET PASSWORD' process for UTMID. It features the UTM logo and a padlock icon. The process is divided into three main steps:

- 1 TYPE YOUR USERNAME**: A screenshot of the 'Password Reset' form where the user enters their username. The URL <https://utmid.utm.my> is provided.
- 2 CHECK YOUR EMAIL AND VERIFY**: A screenshot of the 'Trouble signing in?' page, which instructs the user to check their email for a verification link.
- 3 ENTER NEW PASSWORD AND CONFIRM**: A screenshot of the 'UTMID | Set New Password' form, where the user enters a new password and confirms it.

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

Q6 : How to install UTMSmart?

J6 : [Here's how to UTMSmart :](#)



Q7 : How to access Freshie's Guide using UTMSmart?

J6 : [Here's how to access Freshies' Guide using UTMSmart :](#)

