



UTM
UNIVERSITI TEKNOLOGI MALAYSIA



DIGITAL SERVICES UTM

EMPOWERING THE FUTURE

QUALITY & DIGITAL TRANSFORMATION OFFICE



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UNIVERSITI TEKNOLOGI MALAYSIA



UTM Johor Bahru Campus

Pejabat Kualiti & Transformasi Digital,
Blok D07, Lingkaran Ilmu,
Universiti Teknologi Malaysia (UTM)
81310 Skudai, Johor Bahru, Malaysia



UTM Kuala Lumpur Campus

Pejabat Kualiti & Transformasi Digital
UTM Kuala Lumpur, Universiti Teknologi Malaysia,
Jalan Sultan Yahya Petra,
54100 Kuala Lumpur, Malaysia

UTM DIGITAL LIFESTYLE



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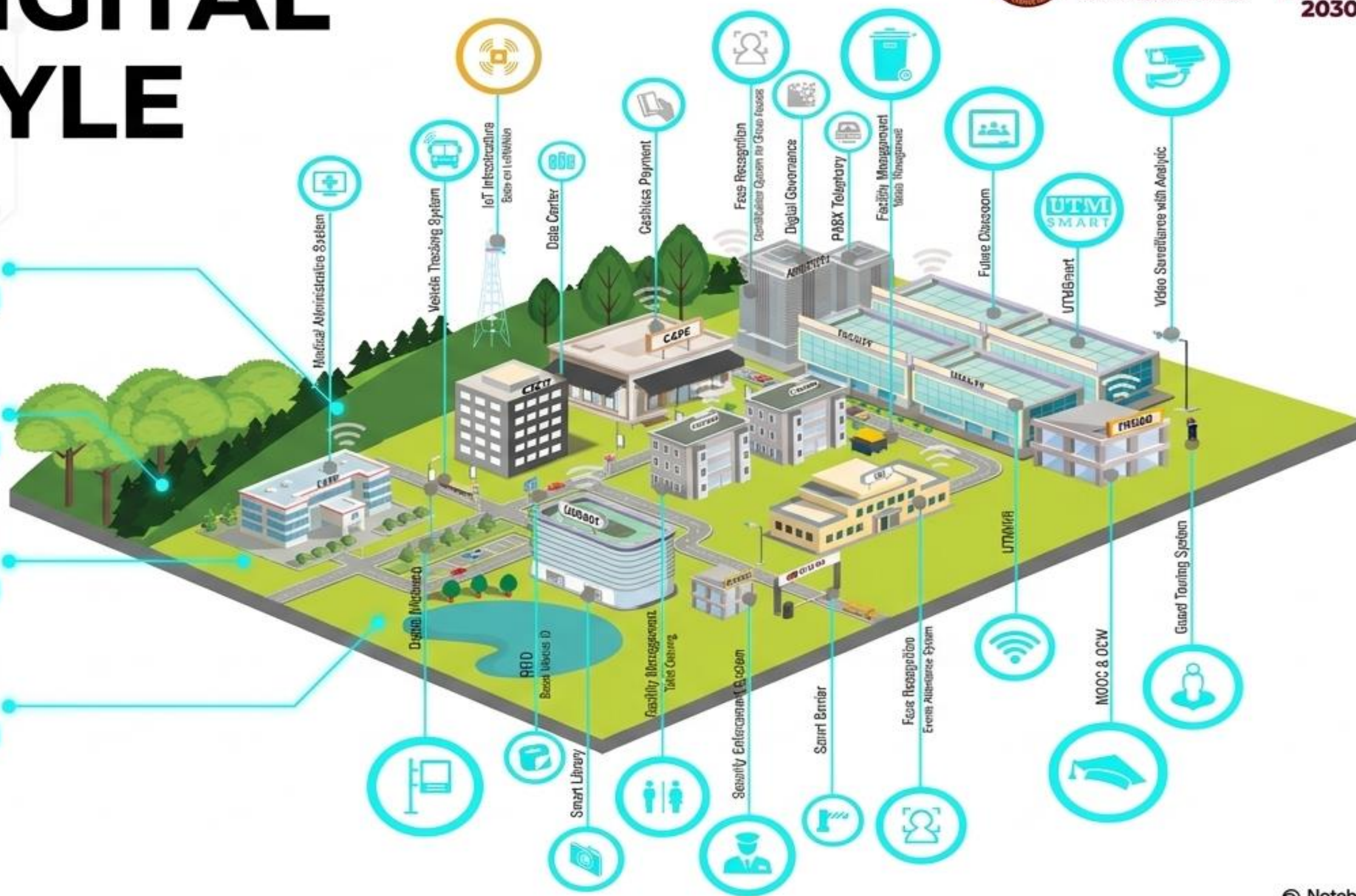


DIGITAL SERVICES

DIGITAL WORKSTYLE

EDUCATION 4.0

INFRASTRUCTURE



ICT services FOR STUDENT



UTM
UNIVERSITI TEKNOLOGI MALAYSIA



HOW TO GET YOUR UTMID/ OFFICIAL EMAIL

WHAT IS UTMID?

Access Authentication: A unique ID assigned to authenticate you before accessing the UTM network, UTMWiFi, MyUTM portal, and UTMSmart.

Eligibility: UTMID is exclusively available for registered students of UTM.

Official Email Account: Serves as your official email ID. For students, this will be: **yourutm@graduate.utm.my**

Password Management: If you need to reset your password, you can easily do so online at: **utmreset.utm.my**



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HOW TO GET YOURS?



New Student:

01. Your UTMID is generated automatically once your student status is activated by your faculty.
02. A credential notification from **utm@utm.my** will be sent directly to your registered personal email.
03. **Please check your SPAM folder.**



Former / Existing Student:

Simply continue using your existing UTMID credentials to access all current services.

UTMID

UTMID & OFFICIAL EMAIL



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UTMID

NEW STUDENT: You will get your UTMID and official email account once your student status has been activated by your faculty.
(Depending on the programme registration process by the faculty)

**** It will be emailed to your personal email**
(email from utmid@utm.my)

[IMPORTANT] UTMID and Email Account for Universiti Teknologi Malaysia New Student

Today, 5:43 pm



UTMID and Official E-mail for New Student

Assalamualaikum and a very good day.

Dear NA: [REDACTED]

Welcome to Universiti Teknologi Malaysia. Please find your UTMID and email details below.

UTMID: [REDACTED]

Email: [REDACTED]

Temporary password: [REDACTED]

For security purposes, please reset your password immediately.

To reset official email password, go to [https://portal.utm.my](#)

To reset UTMID password, go to [https://portal.utm.my](#)

(Do reset your official email first!)

What you can do with your UTMID?

Login your student portal at [Sape Oneidm.my](#)

Login UTM Mediis app at [UTM Mediis](#)

Login Official email for any official status at [http://portal.graduate.utm.my](#)

Discover it at our [UTM Digital website](#)

Please do not hesitate to contact us regarding this account.

For help, please contact UTM Digital at:

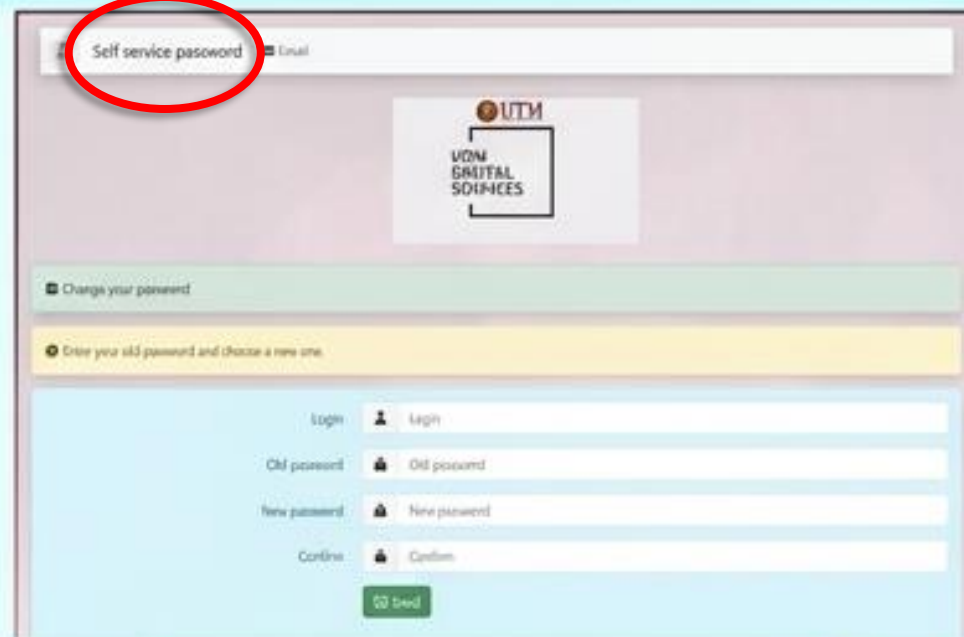
Email - [digital@utm.my](#)

Phone No. - [37 5632755](#) (70) / [603 201 34440](#) (KL)

HOW TO RESET YOUR UTMID

utmidreset.utm.my

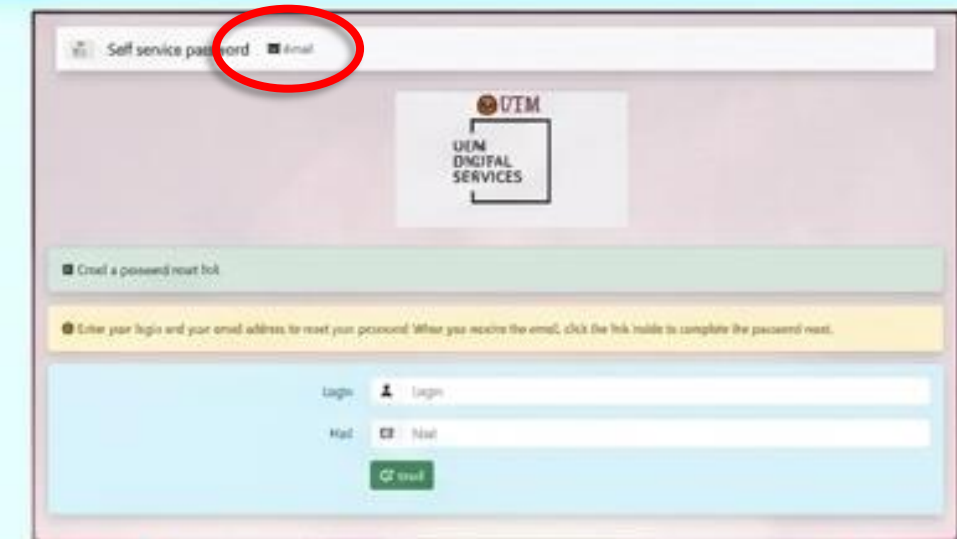
Click here if u know your old password



A

B

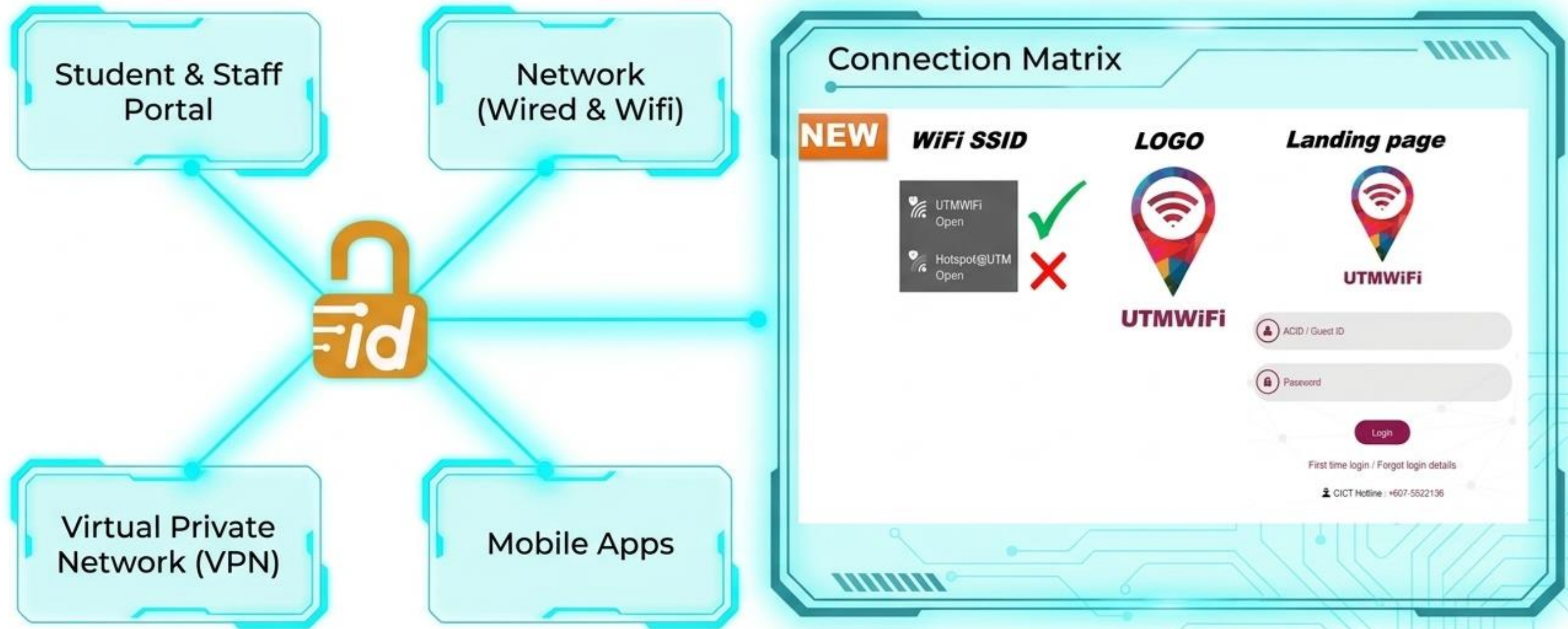
Click Email if u don't know your old password. Link for reset will be sent to your official email.



UTMID USAGE



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OFFICIAL EMAIL ACCOUNT

Access Official Email (@graduate.utm.my)
Workspace for Education Plus



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1. ACCESS & LOGIN

UTM email platform is Gmail by Google. It includes all google suite features.

Access URL:

<http://mail.graduate.utm.my> or
<http://gmail.com>

Email ID = UTMID

(e.g.) yourutm@gmail.com
(make sure to type your email id with the domain name)



15 GB

2. STORAGE LIMITS

Google storage capacity limit:

Student – 15 GB

Covers Gmail, Google Drive and Google Photos.

Perform housekeeping to meet the limit.

Check status at:

drive.google.com/settings/storage

If account still exceeds limit, you cannot send or receive any new emails with attachments.



3. POLICY & LIFECYCLE

Please use this email for any official affairs and all official announcements will be sent here.

Account Suspension:

Suspended if you never log in after 6 months.

Account Termination:

6 months after the convocation date.

MICROSOFT 365

MICROSOFT LIVE ACCOUNT (@live.utm.my)

How to Access Your Microsoft 365 Suite:
Using Your Microsoft Live Account (@live.utm.my)



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SUITE OVERVIEW

- 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.
- The Microsoft 365 suite can be accessed using the Microsoft live account via web, mobile app and local machine.



ACCESS & CREDENTIALS

- Access URL :
- <http://www.office.com>
- Email ID = UTMID
e.g: yourutmids@live.utm.my
- Your Microsoft live account and a temporary password will be sent to your official email.



ONEDRIVE STORAGE NOTICE

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

UNIVERSITI TEKNOLOGI MALAYSIA

6 LICENSED SOFTWARES GENERAL USE ENGINEERING

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



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For Computer
Lab Use Only



NVIVO (latest
2026)



Microsoft 365



IBM SPSS



Matlab - Campus
Wide License



EndNote



STEP 1

Login at
<https://my.utm.my>
using your ACID account

STEP 2
Click Software
Centre

Software



STEP 3
Search a software

STEP 4
Download
(Manual, Installer &
License Key)



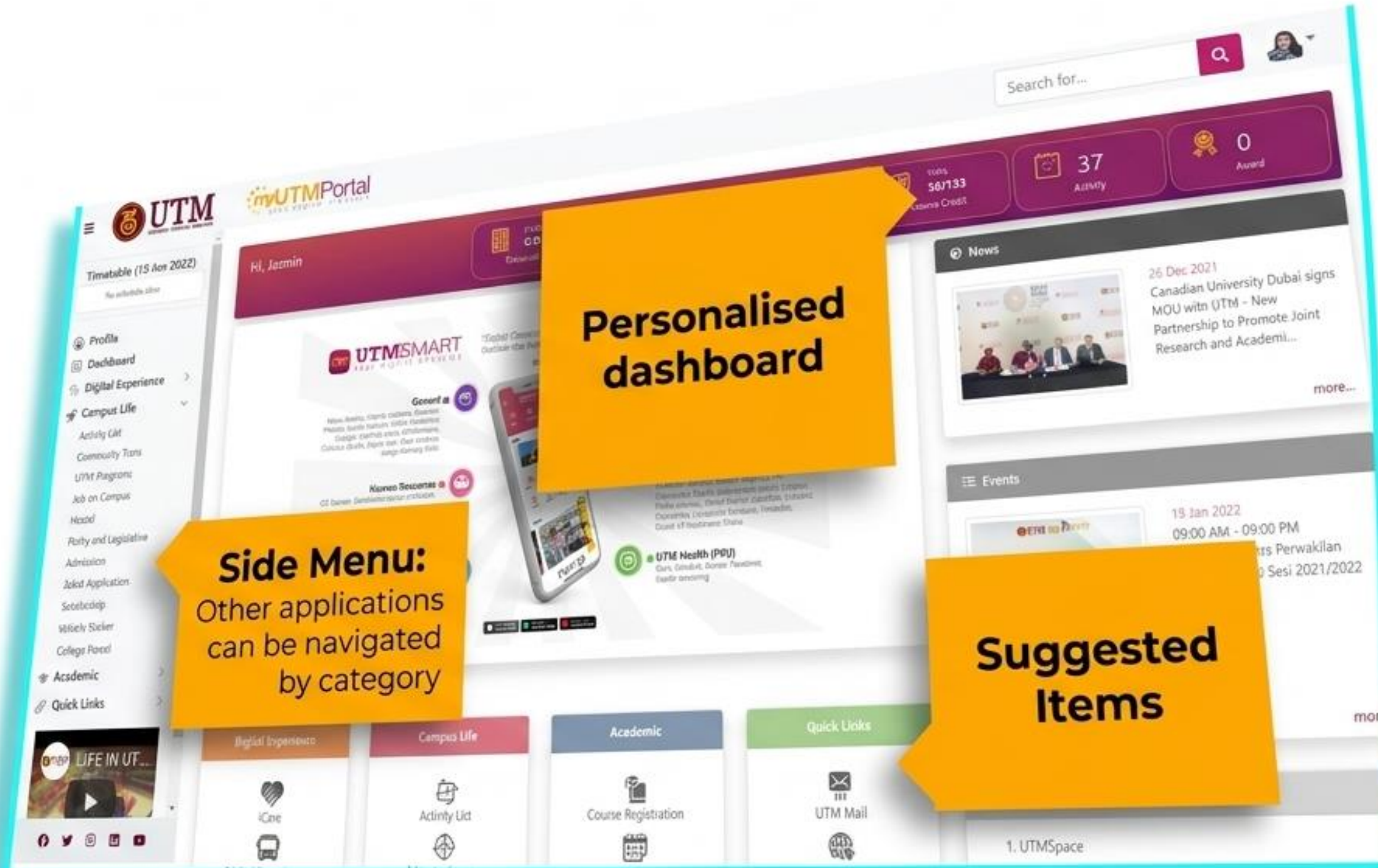
AVAILABLE VERSION:
WINDOWS (64/32 BIT) AND MAC

STUDENT PORTAL

Student Modules



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

 Web of Science

 ScienceDirect

 Scopus®

 IEEE Xplore®

 ProQuest

MOBILE APPLICATION v5.44 NEW RELEASE

Digital Campus Lifestyle initiative at UTM, to provide services which complement and facilitate the needs of students, staffs and even visitors



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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, Thes's Journey, Virtual Matric Card (ODL), Student Movement, Curriculum Structure, Timetable, Covid-19 Vaccination Status

UTM Health (PKU)

Clinic Schedule, Dental Treatment, Health Screening



Available on the
App Store



GET IT ON
Google Play



ANDROID IT ON
AppGallery

UTM NETWORK: UTMWiFi



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UTM NETWORK

UTM JB

UTM KL

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 NETWORK: VPN

<https://vpn.utm.my>

Virtual Private Network (VPN)

To access UTM intranet services from outside the UTM campus:



aTrust

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.

What WE DO...

INFO: WHAT WE DO...



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We will assist with issues pertaining to:



1. UTMID and email accounts (@graduate.utm.my & @live.utm.my)
2. login and access problems to university systems
3. systems technical problems
4. questions about UTM ICT services & features
5. We do provide software user manual on how to install University licensed software. Please follow the user guides and install it yourself.
6. We will help you connect your device to the University's wireless network. Do contact UTMWifi HELPDESK regarding this service.

What WE DO NOT...

INFO: WHAT WE DON'T...



1. We do not install the licensed software for you.
2. We do not troubleshoot any problems encountered with UTM licensed software. Users will have to contact the authorized companies to seek help with the problem.
3. We do not provide hardware, operating system (OS) and software support for personal devices such as computers , laptops or smartphones.
4. We do not assist with issues associated with system flow or data. You may contact directly to your faculty or owner of the systems.
5. We do not reset UTMID password. You may reset it yourself by using the UTMID self-reset password facility – <https://utmid.utm.my>.

TIPS... What should you do

<https://my.utm.my>



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To-Do List



Upon getting your UTMID and Official email, for security purposes, do:
Reset your email password.
Reset your UTMID password.
Install UTMSmart (Mobile Apps) – Refer to the Freshies' Guide module.
Log in to your Student Portal –



Upon getting your Microsoft Live Account, for security purposes, do reset your Microsoft live password & log in to your Microsoft 365 account –



Follow UTM and UTMDigital Facebook.
Join UTM's student telegram group at <https://t.me/UTMstudents>.

SISPAA UTM

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>

CONTACT US

<https://digital.utm.my> UTMDigital

UTMKL DIGITALCARE LOCATION

DigitalCare JB

Quality & Digital Transformation Office,
Block D07, Lingkaran Ilmu, Universiti Teknologi Malaysia (UTM),
81310 Skudai, Johor Bahru, Malaysia.
Tel: 07-53 33136

Quality & Digital Transformation Office UTM Kuala Lumpur,
Block PA6, Universiti Teknologi Malaysia,
Jalan Sultan Yahya Petra,
Jalan Sultan Yahya Petra,
54100 Kuala Lumpur, Malaysia.
Tel: 03-4819 9090

DigitalCare Counter is ready to assist you with any inquiries and support related to ICT services.

 **COUNTER LOCATION**
Block AB 2, UTM Kuala Lumpur

WE ARE READY TO ASSIST

-  Account & Access
-  System & Application
-  Network
-  Software
-  ICT Peripherals
-  Other ICT Related Services

Operating Hours

Mon – Fri:
8.30am – 4:30pm

Break Hours:
1:00pm – 2:00pm (Mon – Thurs)
12:15pm – 2:45pm (Friday)

Sat – Sun:
Closed



OPERATING HOURS

Isnin – Jumais 1.00 ptg - 2.00 ptg
Jumaat 12.15 tgh - 2.45 ptg



BREAK HOURS

Monday - Thursday 1:00 pm - 2:00 pm
Friday 12:15 pm - 2:45 pm



SCAN QR FOR COUNTER LOCATION

or use the link below

<https://maps.app.goo.gl/rmrQdt9cJjqGgURQA>

Mudah, Cepat, Tepat!



NEED HELP?

We are ready to assist you.



<https://digital.utm.my/>
<https://support.utm.my>



034819 9090

NotebookLM



UTM
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Johor Bahru Campus.
Block D07,
Lingkaran Ilmu.
Tel: 07-53 33136.



Kuala Lumpur Campus.
Block PA6, Jalan Sultan
Yahya Petra.
Tel: 03-4819 9090.



Hours: Mon-Fri 8:30am - 4:30pm.

(Closed for breaks Mon-Thu 1:00-2:00pm, Fri 12:15-2:45pm. Closed Weekends).

DIGITAL PORTAL: All ICT requests (complaints, apps, inquiries) must go through the SISPAA portal at support.utm.my.