SOALAN – SOALAN LAZIM
(KAD MATRIK)

S1 : Berapakah tempoh masa yang diambil untuk semakan gambar kad matrik setelah saya memuat naik ke dalam sistem?

*J1 : Tempoh lazim bagi semakan gambar kad matrik adalah **3 hari waktu bekerja** selepas gambar dimuat naik. Anda akan menerima notifikasi samada lulus atau ditolak beserta alasan.*

S2 : Mengapa proses semakan kad matrik saya mengambil masa melebihi 3 hari?

J2 : Proses semakan gambar menjadi lebih lama sekiranya berlaku gangguan teknikal pada sistem. Walau bagaimanapun, gambar pelajar tetap akan disemak sebelum hadir ke UTM bagi proses pendaftaran.

S3 : Apakah panduan bagi memastikan gambar yang dimuat naik memenuhi kriteria yang ditetapkan oleh Universiti?

J3 : Sila rujuk Guidelines For UTM Matric Card Photo. (https://intake02.utm.my/semakan/docs/ePhoto/GUIDELINES%20FOR%20UTM%20MATRIC%20CARD%20PHOTO.pdf)

S4 : Adakah gambar swafoto (*selfie*) dan AI sesuai dijadikan gambar kad matrik?

J4 : Kad matrik merupakan kad identiti anda sebagai pelajar UTM. Gambar yang dipaparkan perlu menonjolkan kredibiliti anda sebagai pelajar Universiti berwibawa. Pelajar dinasihatkan memuatnaik gambar yang diambil dari jurufoto yang berkemahiran dan profesional.

S5 : Bagaimana jika saya tidak sempat memuat naik gambar kerana sistem telah ditutup?

J5 : Sila memaklumkan status anda kepada Pegawai Bertugas semasa hari pendaftaran. Kaunter kad matrik akan dibuka semasa sesi pendaftaran dan sila patuhi jadual yang ditetapkan. Kegagalan anda mematuhi jadual tersebut akan menyebabkan kad matrik lewat dikeluarkan dan anda perlu berurusan terus dengan pihak Bahagian Keselamatan, Jabatan Pendaftar.

S6 : Apakah yang perlu saya buat jika maklumat kad matrik yang dicetak tidak tepat?

J6 : Sila buat semakan semasa menerima kad matrik. Sila pastikan maklumat diri dan maklumat pengajian adalah tepat sepertimana di dalam surat tawaran. Sila maklumkan kepada Pegawai Bertugas sekiranya terdapat kesilapan maklumat bagi tujuan cetakan semula kad matrik.

S7 : Adakah saya perlu sentiasa memakai / membawa kad matrik sepanjang masa berada di dalam kampus?

J7 : Kad matrik merupakan kad identiti anda sebagai pelajar UTM. Ia wajib dipakai dan dibawa sepanjang masa semasa anda berada di dalam kampus. Kegagalan menunjukkan kad matrik sekiranya diminta oleh Pegawai Universiti boleh menyebabkan anda dikenakan tindakan.

S8 : Apa yang perlu saya buat jika kad matrik saya hilang atau rosak?

J8 : Denda yang dikenakan sebanyak RM30 (Hilang) dan RM20 (Rosak). Cetakan semula kad matrik boleh dilakukan di:

***UTM JOHOR BAHRU** – Kaunter Kad Matrik, Campus Connect Hub (CCH), Blok F54.*
***UTM KUALA LUMPUR** – Student Service Centre, Level 2, Menara Razak.*

S9 : Kenapa saya tidak menerima kad matrik semasa hari pendaftaran walaupun gambar saya telah berstatus ***APPROVED***?

J9 : Sila maklumkan status anda kepada Pegawai Bertugas semasa hari pendaftaran. Mohon memaklumkan juga status pembayaran yuran pengajian anda kepada Pegawai Bertugas untuk tindakan pihak kami selanjutnya.

S10 : Dengan siapakah saya boleh berhubung sekiranya ingin bertanyakan tentang status gambar atau masalah semasa hendak memuat naik gambar kad matrik?

J10 : Sila emel ke ugrad@utm.my dan sebarang pertanyaan hendaklah disertakan dengan nombor kad pengenalan bagi memudahkan semakan dilakukan.

S11 : Dengan siapakah saya boleh berhubung sekiranya ingin menukar gambar kad matrik yang telah dimuatnaik di dalam sistem?

J11 : Sila emel ke identitycard@utm.my bagi sebarang pertukaran gambar kad matrik baharu. Namun begitu, pertukaran gambar hanya akan dibuat sekiranya gambar pada kad matrik sedia ada tidak memenuhi spesifikasi yang telah ditetapkan.

Kemas kini 1 Oktober 2026

FREQUENTLY ASKED QUESTION
MATRIC CARD

Q1 : How long does it take for the matric card photo to be reviewed after I upload it into the system?

A1 : The usual period for the matric card photo to be reviewed is within three (3) working days after the photo is uploaded. Students will receive a notification whether the matric card photo passes or is rejected with a reason.

Q2 : Why does it take more than *three (3)* days for my matric card photo to be reviewed?

A2 : The image review process becomes longer in the event of a technical disruption to the system. However, student photos will still be checked before attending UTM for the registration process.

Q3 : What are the guidelines to ensure that the uploaded photo meets the criteria set by the University?

A3 : Please refer Guidelines For UTM Matric Card Photo. (https://intake02.utm.my/semakan/docs/ePhoto/GUIDELINES%20FOR%20UTM%20MATRIC%20CARD%20PHOTO.pdf)

Q4 : Is a selfie acceptable as a matric card photo?

A4 : The matric card is your identity card as a UTM student. The picture displayed should highlight your credibility as a reputable university student. Students are advised to upload photos taken from a skilled and professional photographer.

Q5 : What if I can't upload a picture because the system has shut down?

A5 : Please inform the Officer on Duty of your status during the day of registration. The matric card counter will be open during the registration session and please adhere to the set schedule. Your failure to comply with the schedule will cause a delay for the matric card to be issued and you will have to deal directly with the Security Division, Registrar Department.

Q6 : What should I do if the information printed on the matric card is incorrect?

A6 : Please check when receiving the matric card. Please make sure your personal information and academic details are accurate as in the offer letter. Please inform the Officer on Duty if there is an information error so that the reprinting the matric card can be done.

Q7 : Do I need to wear / bring the matric card at all times when on campus?

A7 : Yes. The matric card is your identity card as a UTM student. It must be worn and kept at all times while you are on campus. Failure to show the matric card when requested by the University Officer may cause you to be subject to action.

Q8 : What should I do if my matric card is loss or damaged?

A8 : The fine imposed is RM30 (Loss) and RM20 (Damaged). Matric card reprinting can be done at:

***UTM JOHOR BAHRU** – Matric Card Counter, Campus Connect Hub (CCH), Blok F54.*
***UTM KUALA LUMPUR** – Student Service Centre, Level 2, Menara Razak.*

Q9 : What should I do if I do not receive the matric card during the registration day even though my photo has been approved?

A9 : *Please inform the Officer* on *Duty of your status on the day of registration. Please also kindly inform the Officer* on *Duty of your tuition fee payment status for further action on our part.*

Q10 : Who can I contact if I have enquiries about the status of the photo or problems when uploading the photo of the matric card?

A10 : *Please email ugrad@utm.my and please ensure your identification card number is mentioned to ease the checking process.*

Q11 : Who should I contact if I wish to change the matriculation card photo uploaded in the system?

A11 : *Please email **identitycard@utm.my** for any request to change the matriculation card photo. However, photo changes will only be made if the existing photo on the matriculation card does not meet the specified requirements.*

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