

FAQ Academic

1. Q: Who can I contact if I have further questions?

A: Any inquiries can be emailed to the Diploma Program - Space UTM

In addition, you also know the latest information issued by UTM related to PDP through the link <https://www.utm.my/office-dvcai/pekeliling-akademik/>

2. Q: What is Academic Advising?

A: The Academic Advising System was established to guide students in planning studies, organizing learning structures, and activities towards improving the academic performance and potential of students. You can check the name of the academic advisor through the MyUTM portal <https://my.utm.my/> and click on the Academic Advisor link.

3. Q: If I do not want to continue my studies for Semester I Session 2022/2023, does the University allow me to postpone my studies?

A: Based on the UTM Academic Rules, you are allowed to postpone your studies due to personal problems. You must submit a formal application to the Diploma School no later than the ninth week of the current semester.

4. Q: Will I provide a timetable for classroom/lab/studio learning sessions?

A: Yes. You need to refer to the timetable at <http://jadualwaktu.utmspace.edu.my> and attend according to the schedule for the registered course. You are also responsible for informing the lecturer before the class starts if you are unable to attend due to unavoidable reasons.

5. Q: How is the implementation of teaching and learning activities (PDP) Semester I Session 2022/2023?

A: The implementation of all teaching and learning activities will be implemented face-to-face. This matter is subject to decisions and announcements by the government, especially the Ministry of Health and the Ministry of Higher Education which will be announced from time to time by UTM.

6. Q: Do I need to attend the UTM campus to continue studying Semester I Session 2021/2022?

A: Yes.

7. Q: I was unable to concentrate on some of the courses I was taking. Can I withdraw (TD) and when is the deadline for me to do so?

A: Yes, you can withdraw (TD) from the course you are taking according to the

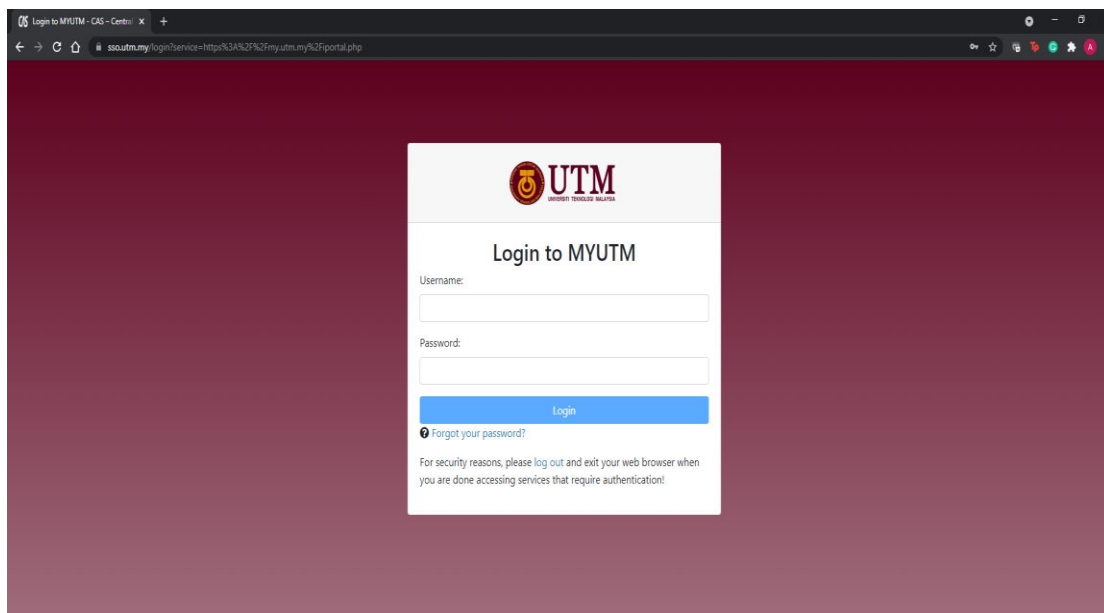
academic rules of UTM. You are requested to consult and seek advice from the Academic Advisor. The deadline for you to withdraw is no later than 2 weeks after the class starts. (2 August - 14 August)

DigitalCare

1. Q: What is UTMID ?

A: UTMID is an unique ID assigned to a user to authenticate a user before accessing the UTM network, ICT application and service including UTMWiFi, MyUTM portal and UTMSmart. UTMID is only available to registered students and stuffs.

(<https://sso.utm.my/login?service=https%3A%2F%2Fmy.utm.my%2Fportal.php>)

A screenshot of a web browser displaying the login page for MYUTM. The browser's address bar shows the URL: sso.utm.my/login?service=https%3A%2F%2Fmy.utm.my%2Fportal.php. The page has a dark red background. In the center, there is a white login box. At the top of the box is the UTM logo (a yellow circle with a red 'U' and 'M' inside) and the text 'UTM UNIVERSITY TEKNIKAL MALAYSIA'. Below the logo, the text 'Login to MYUTM' is displayed. Underneath, there are two input fields: 'Username:' and 'Password:'. Below the password field is a blue 'Login' button. Below the button is a link that says 'Forgot your password?'. At the bottom of the login box, there is a security notice: 'For security reasons, please log out and exit your web browser when you are done accessing services that require authentication.'

2. Q: How do I get my UTMID & UTM Official Email ID?

A: Once your status has been activated by your faculty, your UTMID will be generated automatically. The notification from utmid@utm.my will be sent to your personal email address (Email that you have provided in your admission application)



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTMID and Official E-mail for New Student

Assalamualaikum and a very good day,

Dear [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 <http://mail.graduate.utm.my>

To reset UTMID password, go to <https://utmid.utm.my>

(Do reset your official email first!)

What you can do with your UTMID?

Login your student portal at <https://my.utm.my>.

Login UTM Mobile Apps UTMSmart.

Login Official email for any official affairs at <http://mail.graduate.utm.my>

Discover it at [our UTMDigital website](#)

Please do not hesitate to contact us regarding this account.

For help, please contact UTMDigital at:

Email : digitalcare@utm.my

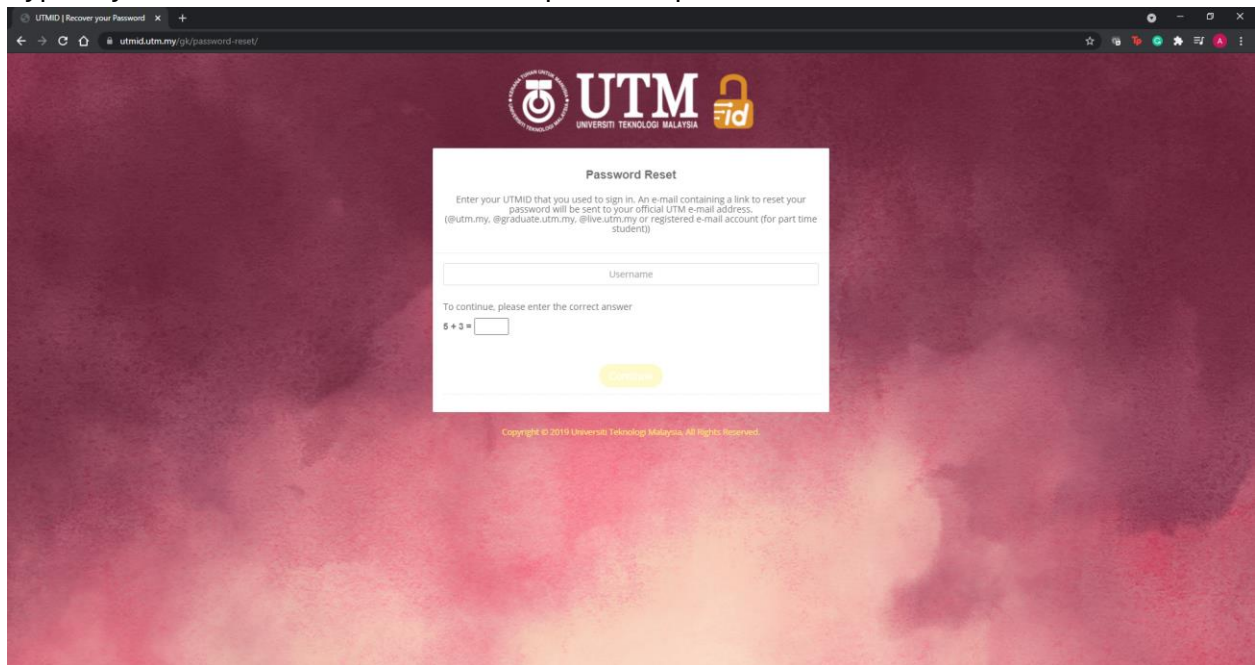
Phone No : 07-5532136 (JB) / 03-26154440 (KL)

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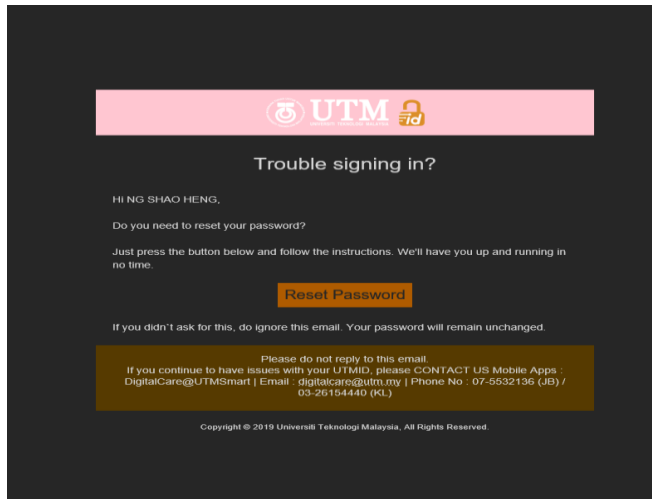
3. Q: How can I reset my UTMID?

A: In case you have to reset your UTMID password, you can do it at <https://utmid.utm.my/gk/password-reset/>

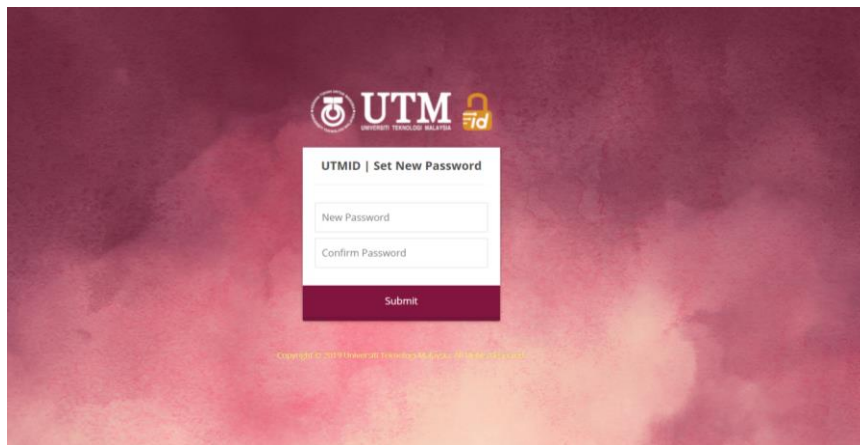
- a) First click the link
- b) Type in your username and answer a simple math question.

A screenshot of a web browser displaying the UTM Password Reset page. The browser's address bar shows the URL "utmidutm.my/gk/password-reset/". The page has a dark red background with a white central form. At the top of the form, the UTM logo and "UTM UNIVERSITI TEKNOLOGI MALAYSIA" are displayed. Below the logo, the text "Password Reset" is centered. A paragraph of instructions follows: "Enter your UTMID that you used to sign in. An e-mail containing a link to reset your password will be sent to your official UTM e-mail address. (@utm.my, @graduate.utm.my, @live.utm.my or registered e-mail account (for part time student))". There is a text input field labeled "Username". Below this, a math question "5 + 3 =" is shown with a small input box for the answer. A yellow "Continue" button is at the bottom of the form. At the very bottom of the page, a small copyright notice reads "Copyright © 2019 Universiti Teknologi Malaysia. All Rights Reserved."

- c) You will receive an email in your UTM Email. Click the reset password.

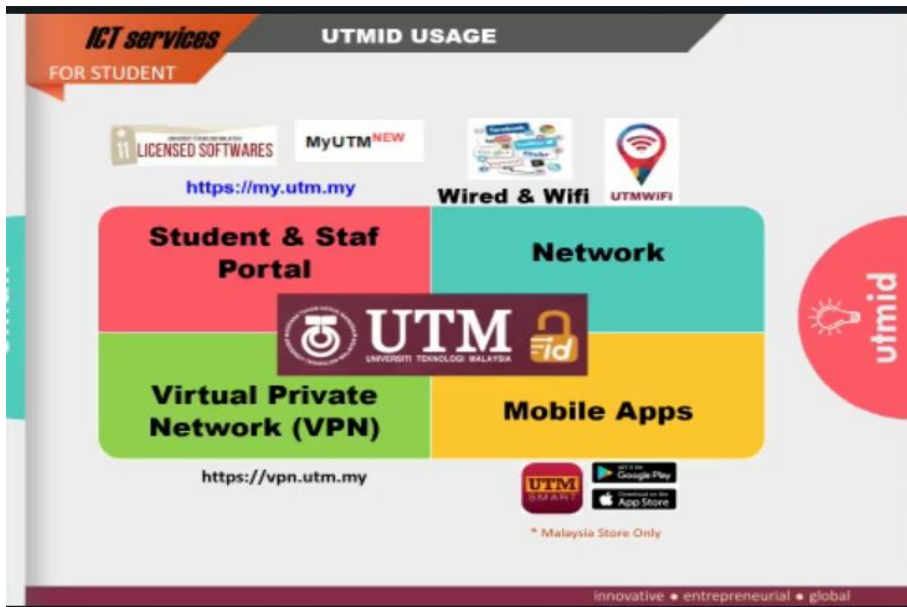


d) Type in your new Password. The password changing is successfully done.



4) Q: What I can do with my UTMID?

A:



5) Q: How to access my official email?

HOW TO ACCESS YOUR OFFICIAL EMAIL

1. Our email platform is **Gmail**
2. Included with all **google suite features**
3. Access URL
<http://mail.graduate.utm.my> or
<http://gmail.com>
 (make sure to type your emel id with domain name)
4. Emel ID = UTMID e.g: yourutm@graduate.utm.my
5. Protect your account with **2-Step Verification**.
6. Please use this email for any official affairs and all official announcements will be sent to this email
7. Your **account will be deleted** if you **never login after 6 months**.

A:

FAQ WEBSITE

1. Q: How can I get into the 3M website?

A: <https://kl.utm.my/3m/>

2. Q: How can I check for my payment?

- A: <https://pupw.utmspace.edu.my/dipacc/login?returnUrl=/dipacc/main>
3. Q: How can I get into the UTM website?
A: <https://www.utm.my/>
4. Q: Where can I search/get my offer letter?
A: <https://intake.utmspace.edu.my/login>
5. Q: Where can I get the information about PTPTN?
A: <https://www.ptptn.gov.my/perkhidmatan-menu/perkhidmatan-pinjaman-menu>
6. Q: How can I check my academic calendar?
A: <http://www.space.utm.my/studentdiploma>
7. Q: How can I check my timetable?
A: [SISTEM JADUAL WAKTU PUSAT PENGAJIAN DIPLOMA UTMSPACE](#)
8. Q: Where can I get the information regarding UTMKL?
A: <https://sso.utm.my/login>

FAQ MULTIMEDIA

1. Q: What is the Instagram of HEP UTMKL?
A: <https://www.instagram.com/heputmkl/>
2. Q: What is the Facebook page of UTMKL ?
A: <https://web.facebook.com/utmklofficial>
3. Q: Youtube UTMKL

A: <https://www.youtube.com/channel/UCcoEkXlveiUmvD5qfoevUnA>

4. Q: Facebook HEP

A: <https://www.facebook.com/hema.utmkl/>

5. Q: Youtube HEP

A: <https://www.youtube.com/channel/UCcoEkXlveiUmvD5qfoevUnA>

6. Q : Telegram MPP UTMKL

A : <https://t.me/MppUTMKL>

7. Q : Instagram MPP UTMKL

A : <https://instagram.com/mpputmkl?igshid=YmMyMTA2M2Y=>

1. Q: What is global talent ?

A: Global Talent is one of the events hosted by 3M and provided by HEPUTMKL, which provides young people with opportunities to cultivate and demonstrate talent development, while experiencing cultural diversity.

2. Q: What is the Instagram of global talent?

A: https://instagram.com/heputmkl?utm_medium=copy_link

3. Q: What is the detail of global talent?

A. Global Talent is one of the main event in 3M programe, which will be conducted in every year for the new in diploma student and Foundation Programme. Students will make videos and compile it by group to showcase their talents regarding the global talent theme this year "50 Years of UTM"

4. Q: Who is the person in charge of Global Talent and what is her/his contact?

- NICK - 01110753808
- SOFIA - 01114452861

5. How can I pass up the video?

A: The completed video must be submitted by the team leader in the google drive given by the facilitator. These videos will be uploaded by HEPUTMKL official instagram with hashtag

6. Q: Does it have a tutorial video?

A: Yes, refer the link below

Link Youtube HEPUTMKL :

<https://www.youtube.com/channel/UCcoEkXlveiUmvD5qfoevUnA>

Link Instagram HEPUTMKL :

https://instagram.com/heputmkl?utm_medium=copy_link

FAQ SUKAN

1. Q:I am interested in sport activities and how can I register?

Virtual Run

<https://forms.gle/4Ppgk6dvNGzbtsqs9>

Sports Talent

<https://forms.gle/wmLfsKGa6buKxHtNA>

90sec Fitness Challenge

<https://forms.gle/kL7p6PQyDQUEV2wT7>

E - Sport Night

<https://forms.gle/Xxoo4iQhvX5xxsw1A>

Athlete Data Collection

<https://forms.gle/BWzhXjpMfh2kQgon9>

2. Q:How many sports can I participate in when 3M ?

- I. Virtual Run
- II. Senamrobik
- III. Sports Talent
- IV. 90sec Fitness Challenge
- V. E - Sport Night

3. Q: Who is the person in charge of Sports and what is her/his contact?

Virtual Run

Ahza - 0175397275

Syazwan - 0197853235

Senamrobik

Daniel - 0183866491

Syazwan - 0197853235

Sports Talent

Hazeem - 0139435773

Syazwan - 0197853235

90sec Fitness Challenge

Ikmal - 01162077552

Syazwan - 0197853235

E - Sport Night

Ezzat - 0165588803

Syazwan - 0197853235

Athlete Data Collection

Alif - 01119978009

Syazwan - 0197853235