



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTM DIGITAL SERVICES



UTM Digital

VISION

Digital University Driver
Pemacu Universiti Digital

MISSION

Strengthening academia-centric service delivery through data driven digital ecosystem
Mengukuhkan penyampaian perkhidmatan berpaksikan akademik melalui ekosistem digital berpaksikan data





SERVICES

- UTMID
- EMAIL
- SYSTEM
- SOFTWARE
- NETWORK
- POLICY
- OTHER INFO

info

policy

network

software

system

email

WHAT IS UTMID

- 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.
- At the moment, UTMID is only available for registered students and staff.
- UTMID is also used as an official email ID for staff and students. For students, you will have yourutmid@graduate.utm.my as your email user id.
- 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 ID?

NEW STUDENT

- Once your student status has been activated by your faculty, your utmid will be generated automatically
- Notification through **utmid@utm.my** will be sent to your registered email address (an email address that you have provided with your admission application) after registration.

FORMER STUDENT / EXISTING STUDENT / STAFF

- Use your existing UTMID



utmid

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**NEW UNDERGRADUATE STUDENT
(SESSION 20202021 SEM 1).**

**YOU WILL GET YOUR UTMID AND
OFFICIAL EMAIL STARTING FROM
12th OCTOBER 2020.**

**DEPENDING ON THE PROGRAMME
REGISTRATION PROCESS BY THE FACULTY.**



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ICT services

FOR STUDENT

UTMID & OFFICIAL EMAIL

UTMID AND OFFICIAL EMAIL INFO

WILL BE EMAILED TO YOUR PERSONAL EMAIL!

[IMPORTANT] UTMID and Email Account for Universiti Teknologi Malaysia New Student (Academic Session 20202021/1)

Today, 5:43 pm



UTMID and Official E-mail for New Student

Assalamualaikum and a very good day,

Dear NA [redacted]

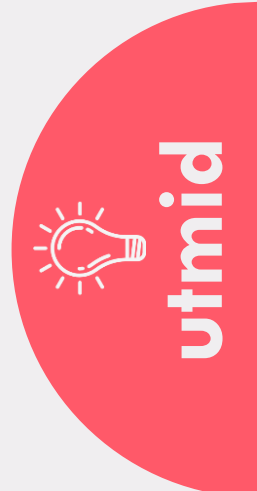
Welcome to Universiti Teknologi Malaysia. Please find your UTMID and email details below.

UTMID: r [redacted]
Email: nadf [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://utm.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](tel:07-5532136) (JB) / [03-26154440](tel:03-26154440) (KL)

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HOW TO RESET YOUR UTMID

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UTM
UNIVERSITI TEKNOLOGI MALAYSIA



SELF RESET PASSWORD

**1 TYPE YOUR
USERNAME**

<https://utmid.utm.my>

**2 CHECK
YOUR EMAIL
AND VERIFY**

**3 ENTER NEW
PASSWORD
AND CONFIRM**



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FOR STUDENT

UTMID USAGE



<https://my.utm.my>

Wired & Wifi

Student & Staf Portal

Network



Virtual Private Network (VPN)

Mobile Apps

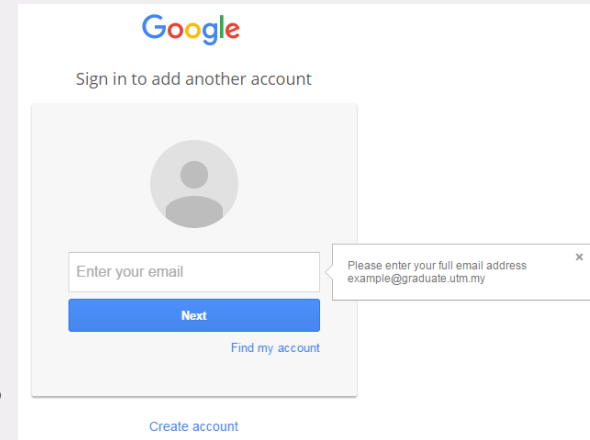
<https://vpn.utm.my>



* Malaysia Store Only



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

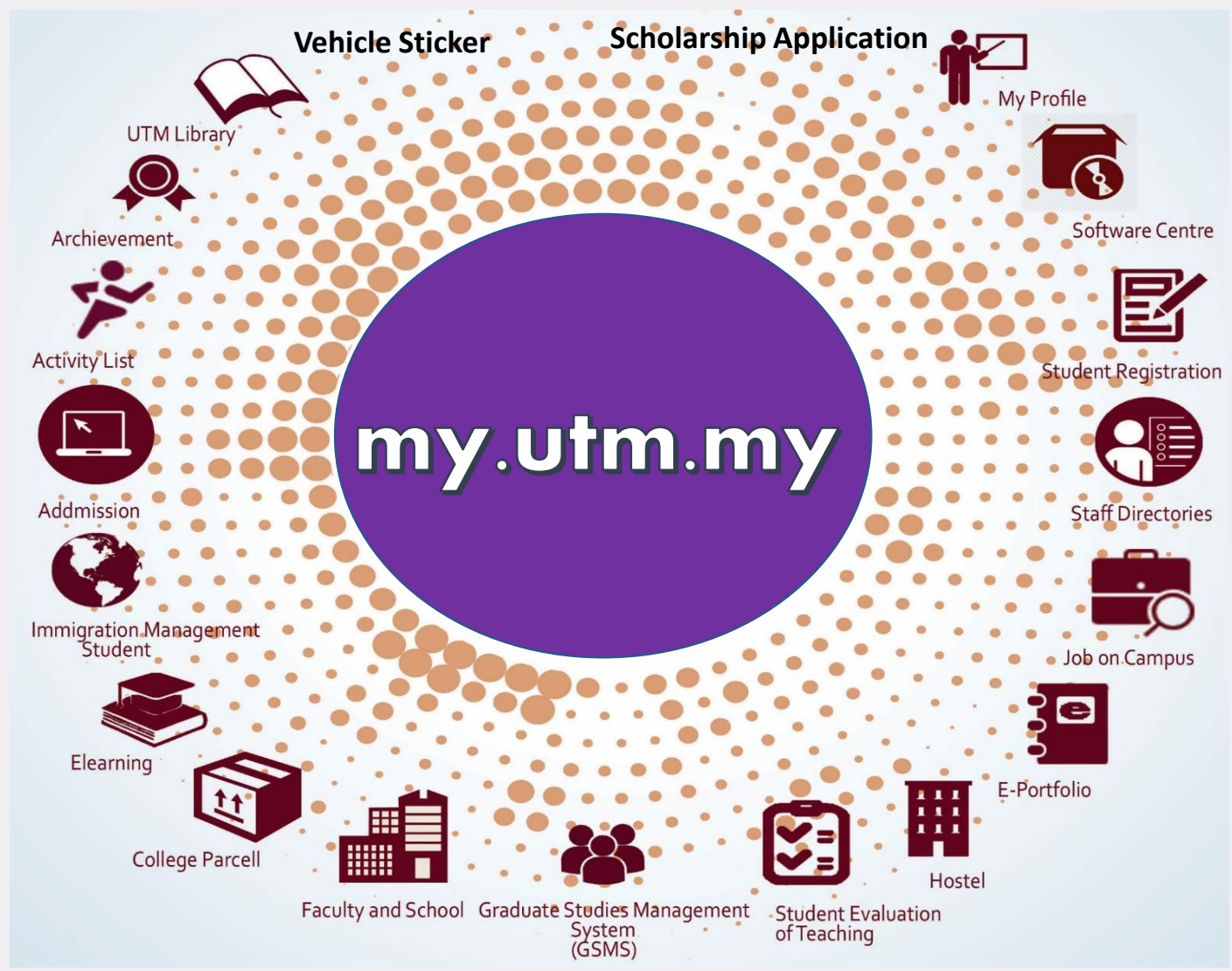
<http://gmail.com>

(make sure to type your email id with domain name)

4. Email 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**.

**info****policy****network****software****system****email****utm**

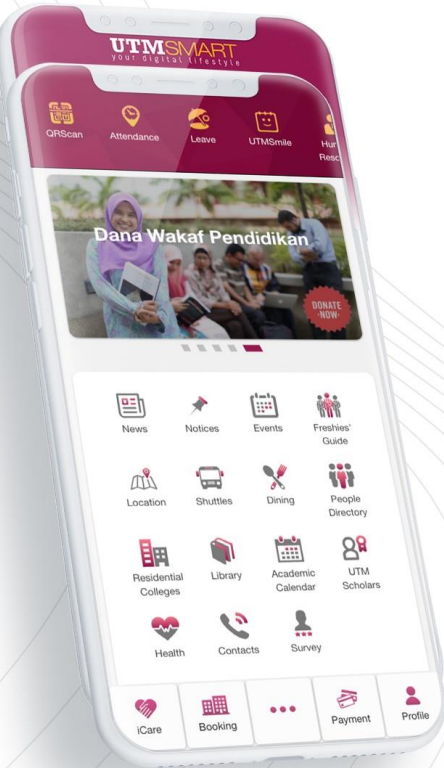
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FOR STUDENT

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UTMSMART
your digital lifestyle

STUDENT

- QR Scanner
- Attendance
- Course Registration
- Result
- Financial Status
Status, Payment
- Scholarships
- Job on Campus
- Vehicle Sticker
- Parcel
- Survey
- Library
Book Search, Book on Loan, Fees
- Health
Health Screening
- Payment
Charity, Event
- Thesis Journey
- Virtual Matric Card (ODL)
- Student Movement

STAFF

- QR Scanner
- Attendance
- Leave
- UTMSmile
- Human Resource
Performance, GCR, Debt Status, Asset Declaration, eBoarding
- EC Form
- Payslip
- Staff Movement
- UTMPaytrack
- Deduction
- UniShare
- Vehicle Sticker
- Parcel
- Survey
- Payment
- Health
Dental Treatment, Health Screening
- Library
Book Search, Book on Loan, Fees
- Payment
Charity, Event, Bills, Disposed Asset
- Course List
- Academic Advising
- Student Approval
- PG Supervision

LECTURER

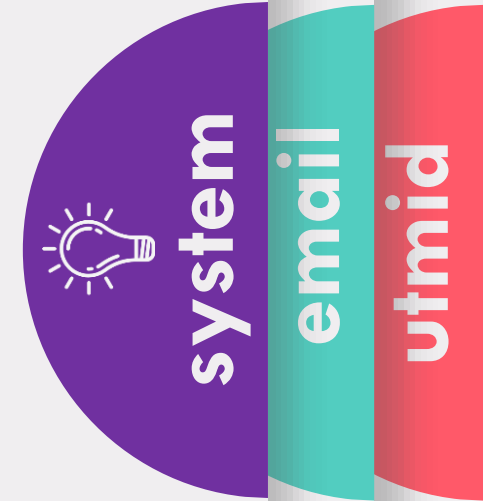
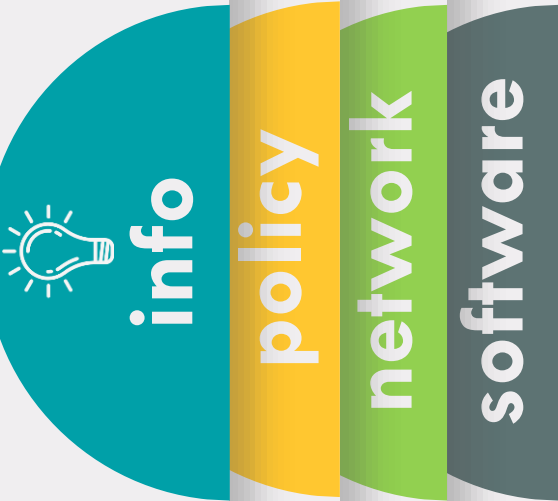
system
email
utm id





AVAILABLE IN MALAYSIA STORE ONLY

THIS APPLICATION IS DEVELOPED AS AN INITIATIVE OF DIGITAL CAMPUS LIFESTYLE AT UTM, PROVIDING SERVICES WHICH COMPLEMENT AND FACILITATE THE NEEDS OF STUDENTS, STAFF AND VISITORS.



WHAT'S NEW

VERSION 4.29

Internet Usage
Know your UTM internet data usage and quota

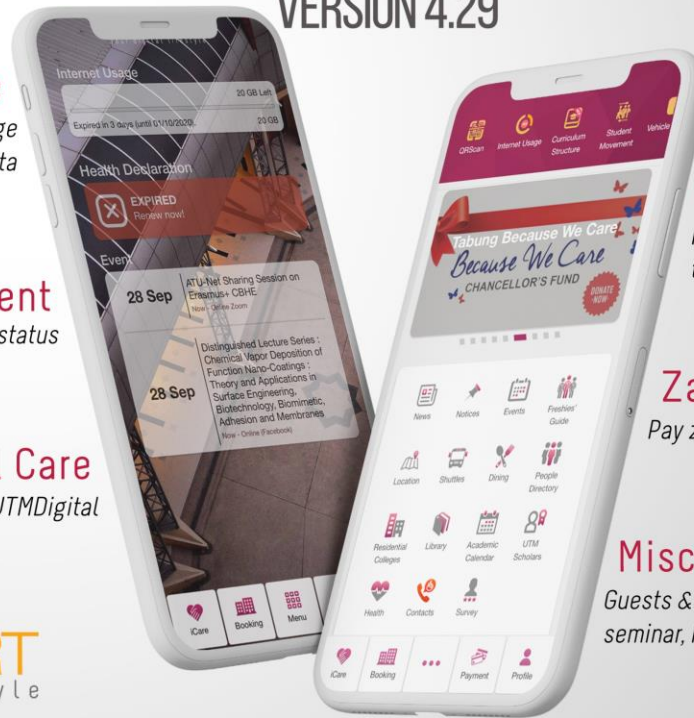
Student Movement
Renew your health declaration status

Digital Care
Rate ICT services provided by UTMDigital

Curriculum Structure
Plan better by checking courses types and credits

Zakat Harta
Pay zakat harta easily

Miscellaneous Payment
Guests & UTM users can now pay for hostel, seminar, kindergarten, etc



UTMSMART
your digital lifestyle



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THIS APPLICATION HAS BEEN DEVELOPED AS AN INITIATIVE OF DIGITAL CAMPUS LIFESTYLE AT UTM, PROVIDING SERVICES WHICH COMPLEMENT AND FACILITATE THE NEEDS OF STUDENTS, STAFF AND VISITORS.



SOFTWARE CENTRE BY UTMDigital

This software catalog is provided by Universiti Teknologi Malaysia for installation on Staff or Student personal devices.



EasyConnect



NVIVO 12



Microsoft 365



Antivirus



IBM SPSS



Matlab



Simul8



Ansys Fluent



EndNote

**LOGIN TO PORTAL MY.UTM.MY
CLICK MENU PUSAT PERISIAN**



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An infographic titled 'UTM Network Login Guide' showing a four-step process for logging in. The steps are numbered 01 to 04 and arranged in a circular path around a central login form. Step 01: 'The login page will be automatically loaded'. Step 02: 'If the login page failed to load, please type login.utm.my at your browser'. Step 03: 'Please use UTMID to login. Then, click "Login"'. Step 04: 'You have successfully connected.' The central login form includes the UTM logo, the text 'Please use UTMID account to login', a 'UTMID' input field, a 'Password' input field, a 'Remember me' checkbox, a 'Log In' button, and a 'Change Password' link.

UTM Network
Login Guide

01 The login page will be automatically loaded

02 If the login page failed to load, please type login.utm.my at your browser

03 Please use **UTMID** to login. Then, click "Login"

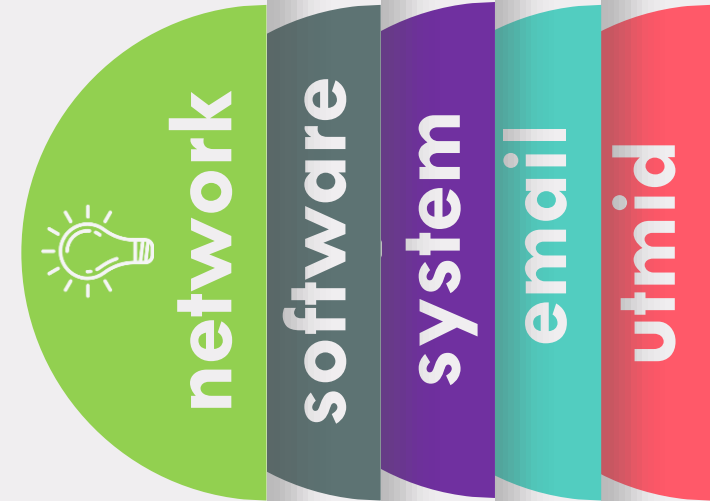
04 You have successfully connected.

 **UTM**
UNIVERSITI TEKNOLOGI MALAYSIA

Please use UTMID account to login

Remember me

[Change Password](#)



FOR STUDENT

100% access coverage @UTM Residential College

Student Internet Quota

STUDENT TYPE	KUOTA
Undergrad	15GB
PostGrad	20GB

Internet Usage Policy
dated 6th January 2019



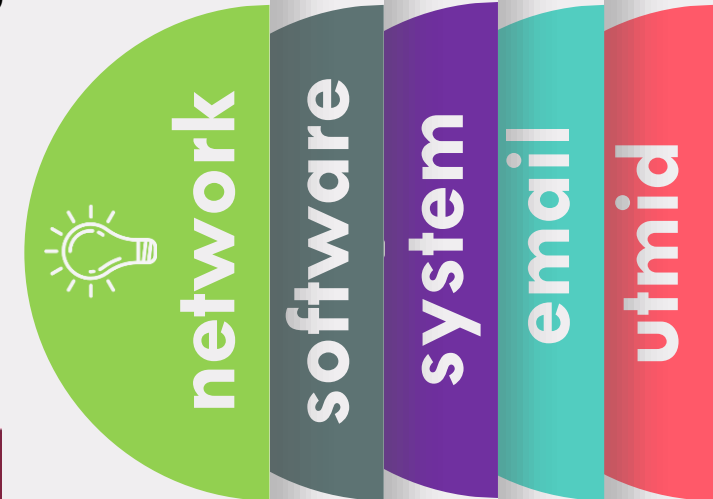
UTMWiFi

UTMWiFi Helpdesk Centre,
Ground Floor Block D07, CICT, UTM

Email: utmwifi@utm.my	Web: utmwifi.utm.my	Phone: 1-700-81-7822
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Mobile APP:
UTMSmart or UTMWiFi
(Available in Google Play and APP Store)

Operation Hours:
Sunday to Thursday
Working Hours : 09.00 AM to 06.00 PM
Break Hours : 01.00 PM to 02.00 PM



**VPN
Virtual Private
Network**

To access
UTM intranet
services
from outside of
UTM campus

VPN SSL SOFTWARE INSTALL FOR WINDOWS/MAC AND ANDROID 

- 01** Type URL as shown and the browser will redirect to the download software EasyConnect page if haven't installed. 
- 02** Choose OS Type for user install. You may choose either Window OS, Mac OS, Linux OS, Android or IOS. 
- 03** Installer EasyConnect Software or APP will start download. Run the installer. 
- 04** Open the Software or APP. Insert URL as mention in Step 1. Login using UTMID and click Login. 

 **UTM** Centre for Information & Communication Technology (CICT)
UNIVERSITI TEKNOLOGI MALAYSIA UTM VPN

Access SSL VPN
Please use UTMID account to Login

Username
Password
Login

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- ❖ Your ID and password (UTMID/email/others) is your responsibility.
- ❖ Make sure your PC/devices must be free of spywares, adwares, 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 softwares,
 - Use of gambling apps, gator, hotbar, searchbar, and cracked games,
 - Any unethical affairs.



What WE DO

We do assist with issues pertaining to :

- UTMID, email and software (live) account,
- 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 do help you to connect your device to the University's wireless network. Do contact UTMWifi HELPDESK regarding this service.



What WE DON'T

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



What you should do

1. Upon getting your UTMID and Official email, for security purpose, do :
 1. Reset your email password
 2. Reset your UTMID password
2. Install UTMSmart.
3. Follow UTM and UTMDigital Facebook.
4. Join UTM's student telegram group at <https://t.me/UTMstudents>.



CONTACT US



digitalcare@utm.my
07-5532136 (UTMJB)
03-26154440 (UTMKL)



UTMDigital



<http://digital.utm.my>

Some services or problems are best answered by email, so you do not need to come physically to DigitalCare, UTMDigital as a walk-in customer.

Do communicate with us using your **UTM official email** only, except for email issues. Your email format should be as follows :

- Subject : your main problem/ application
- Content should have your student details (name, IC/ ISID No, Matric Card No), details of your problem together with the error snapshot.
- In case of email problem using your personal email, snapshot of your matric card/ offer letter is a must for verification purpose.



● Creative ● Innovative ● Cohesive ● Technopreneur

innovative ● entrepreneurial ● global