

UTM's OFFICIAL STUDENT EMAIL

1. What is my official student email account?

Your official student email will be generated automatically together with your UTMID account once your student status has been activated in the system. For students, your email address would be **yourutm**id@graduate.utm.my. A notification email will be sent to your personal email from our system.

2. What is the platform of UTM's official student email?

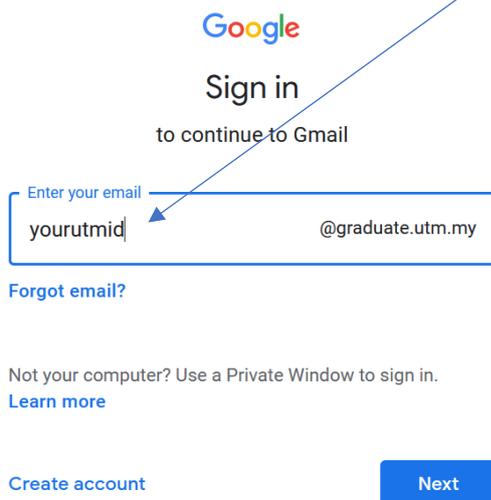
The UTM's official student email platform is **Gmail**. This account comes with suite features (please read detail of this package).

3. How to access UTM's official student email?

Please use either one of these addresses to access your email account:

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

Please make sure to key in your UTMID with domain name for login. Please refer to the image below:



4. What should I do upon receiving my official email account?

You are required to do these following steps:

- i. You will be given a temporary password. Please login to <http://mail.graduate.utm.my> with this password. In case the temporary password given is invalid, please contact us at digitalcare@utm.my for further assistance.

- ii. Accept the Google Terms of Service and the Google Privacy Policy.



Welcome to your new account

Welcome to your new account: lau.william@graduate.utm.my. Your account is compatible with many [Google services](#), but your graduate.utm.my administrator decides which services you may access using your account. For tips about using your new account, visit the [Google Help Center](#).

When you use Google services, your domain administrator will have access to your lau.william@graduate.utm.my account information, including any data you store with this account in Google services. You can learn more [here](#), or by consulting your organization's privacy policy, if one exists. You can choose to maintain a separate account for your personal use of any Google services, including email. If you have multiple Google accounts, you can [manage which account you use](#) with Google services and [switch between them](#) whenever you choose. Your username and profile picture can help you ensure that you're using the intended account.

If your organization provides you access to the G Suite [core services](#), your use of those services is governed by your organization's G Suite agreement. Any other Google services your administrator enables ("Additional Services") are available to you under the [Google Terms of Service](#) and the [Google Privacy Policy](#). Certain Additional Services may also have [service-specific terms](#). Your use of any services your administrator allows you to access constitutes acceptance of applicable service-specific terms.

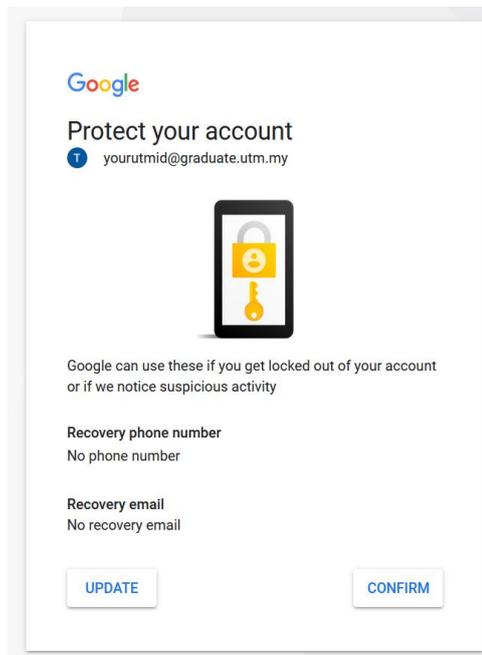
Click "Accept" below to indicate that you understand this description of how your lau.william@graduate.utm.my account works and agree to the [Google Terms of Service](#) and the [Google Privacy Policy](#).

Accept

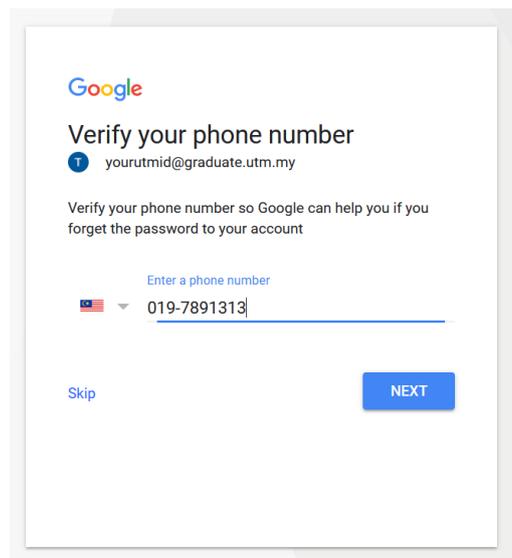
iii. In order to protect your account, please follow this 2-step verification process:

- a. **Update your recovery phone number, and**
- b. **Update your recovery email.**

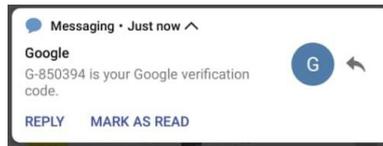
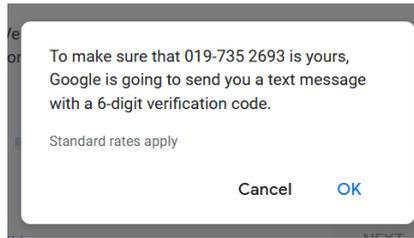
DO NOT SKIP THIS PROCESS. For more information, click this link
<https://support.google.com/accounts/answer/185839?hl=en>.



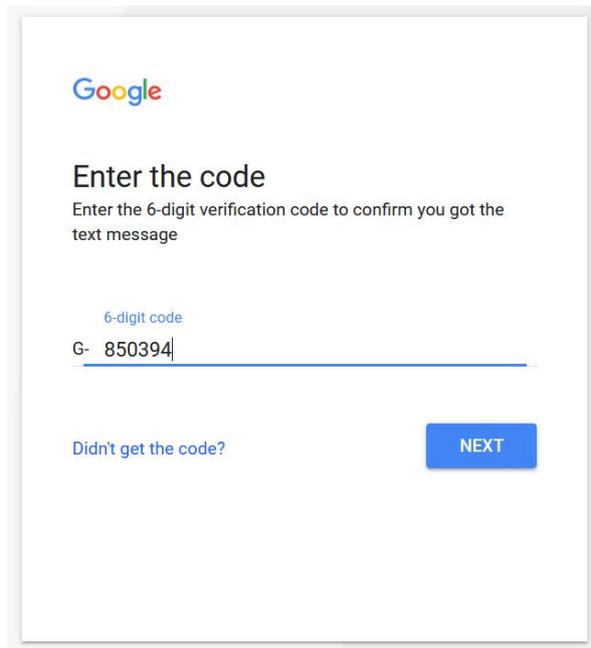
iv. Click Update and fill in your Phone Number and click Next.



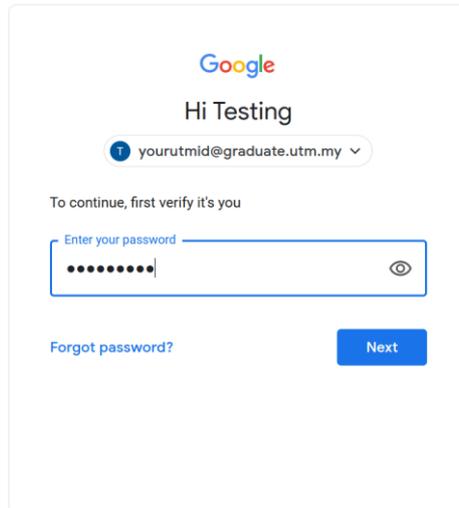
v. Click OK at the message prompted by Google.



- vi. Fill in the 6-digit verification code that is sent to your handphone and click Next.

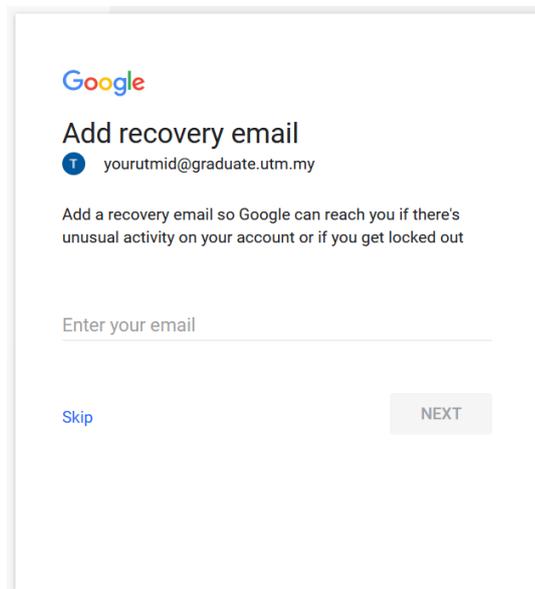


viii. Fill in your password as per request and click Next.



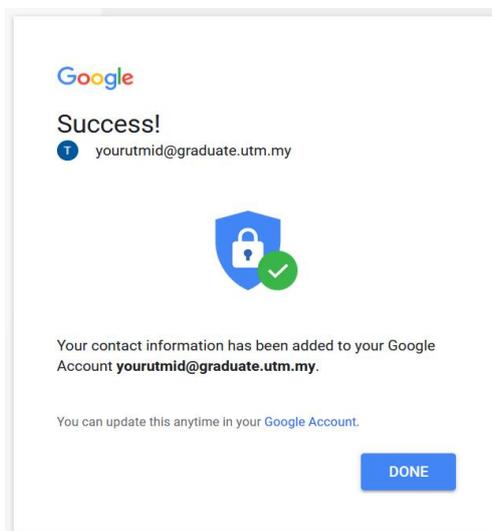
The screenshot shows a Google account verification screen. At the top is the Google logo, followed by the text "Hi Testing". Below this is a dropdown menu showing the email address "yourutmid@graduate.utm.my". The instruction "To continue, first verify it's you" is displayed. A password input field is shown with the placeholder text "Enter your password" and a series of dots representing the password. To the right of the password field is an eye icon for toggling visibility. At the bottom left is a link for "Forgot password?" and at the bottom right is a blue "Next" button.

ix. After that you are required to add a recovery email. Fill in your active email account and then click Next.

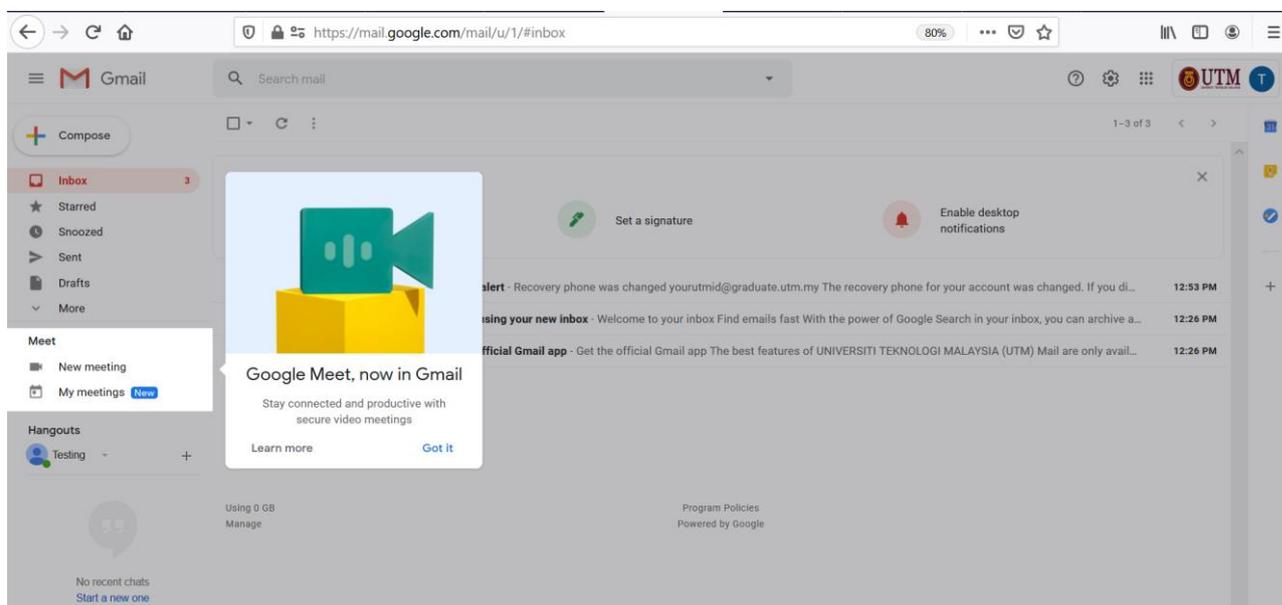


The screenshot shows a Google account recovery email screen. At the top is the Google logo, followed by the text "Add recovery email". Below this is a dropdown menu showing the email address "yourutmid@graduate.utm.my". The instruction "Add a recovery email so Google can reach you if there's unusual activity on your account or if you get locked out" is displayed. A text input field is shown with the placeholder text "Enter your email". At the bottom left is a link for "Skip" and at the bottom right is a grey "NEXT" button.

xi. Congratulations! You have completed the 2-step verification process.



xii. Finally, you can start to use your email for any academic affairs. For your information, all the university's announcements will be sent to this official email account.



- xiv. For security purpose, please reset your password (the temporary password given earlier) to your own new password. Click this link to know more on how to reset the Gmail account
<https://support.google.com/mail/answer/41078?co=GENIE.Platform%3DAndroid&hl=en>

5. Do I need to complete the email account protection process?

YES. DO NOT SKIP THIS PROCESS. This is to make sure that you can log in to your account quickly, easily and safely in the future (in case you forgot your password). This will also add the account recovery options as a security measure?

6. What is the use of this email account?

All official announcements will be sent to this email. Please use this email for any official university affairs. Failure to do so may result in your questions/ reports/ applications not being entertained.

7. What will happen if I did not use this email account?

Gmail account is one of the facilities given to UTM students. If you are not using this account let alone never login to this email account for at least six months, your account could be deleted.

CONTACT US

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