UNIVERSITI TEKNOLOGI MALAYSIA

UTM
DIGITAL
SERVICES

UTM Johor Bahru Campus

Department of Digital Services
Block D07,
Universiti Teknologi Malaysia,
81310 UTM Johor Bahru,
Johor Darul Takzim,
Malaysia.

UTM Kuala Lumpur Campus

Department of Digital Services
Universiti Teknologi Malaysia,
Jalan Sultan Yahya Petra,
54100 Kuala Lumpur,
Malaysia.

VISION AND MISSION

VISION

Digital University Driver

MISSION

Strengthening academia-centric service delivery through data driven digital ecosystem

CORE FUNCTION OF UTMDIGITAL

Develop and implement new applications and upgrade existing applications that cover the core business of the University
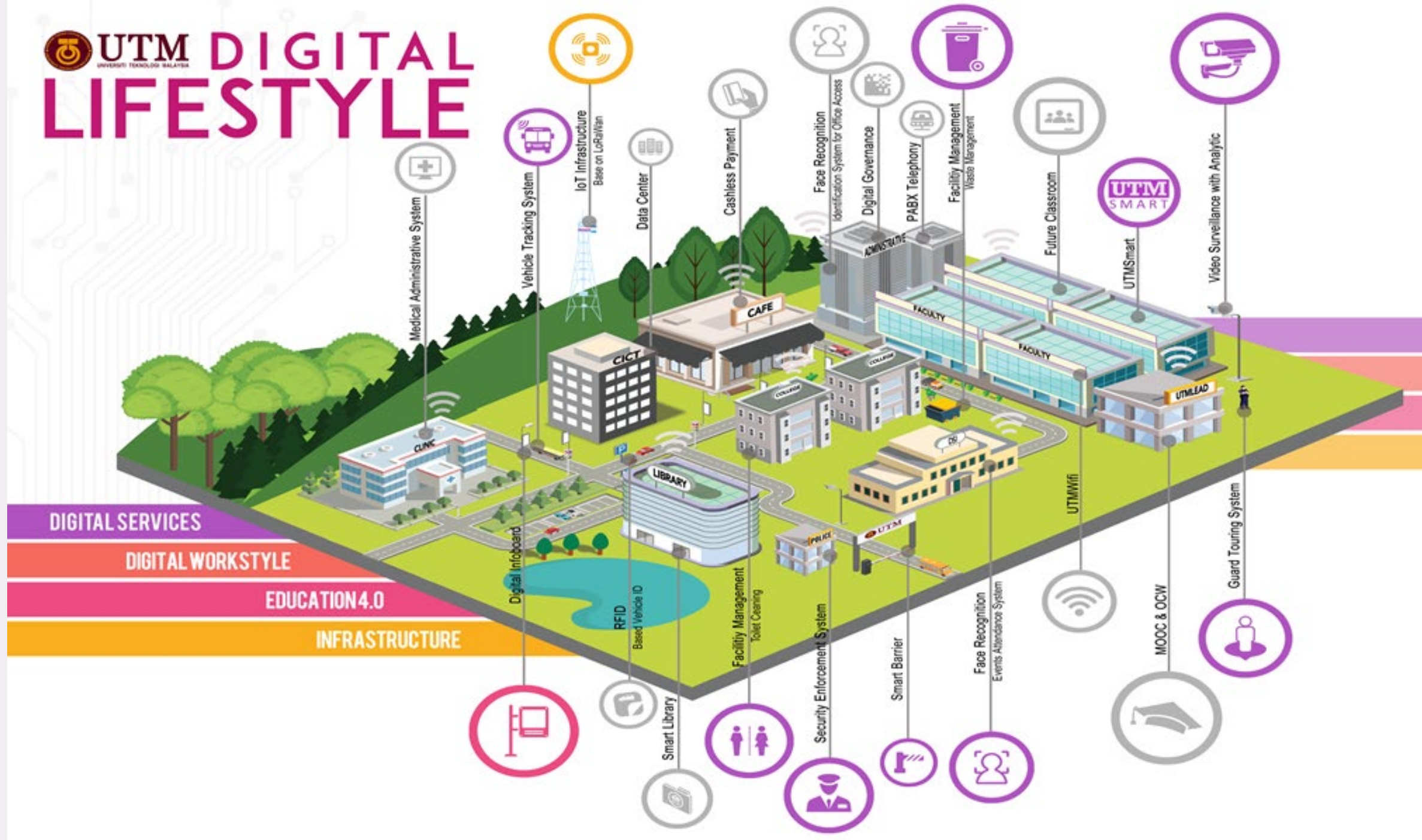
Ensure that ICT infrastructure is always available to support the application platform developed

Support the implementation of Digital Lifestyles through development of latest innovation technology

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTM DIGITAL LIFESTYLE

Universiti Teknologi Malaysia

DIGITAL SERVICES

DIGITAL WORKSTYLE

EDUCATION 4.0

INFRASTRUCTURE

Medical Administrative System

Vehicle Tracking System

IoT Infrastructure — Base on LoRaWan

Data Center

Cashless Payment

Face Recognition — Identification System for Office Access

Digital Governance

PABX Telephony

Facility Management — Waste Management

Future Classroom

UTMSmart

Video Surveillance with Analytic

Digital Infoboard

RFID — Based Vehicle ID

Facility Management — Toilet Cleaning

Security Enforcement System

Smart Barrier

Face Recognition — Events Attendance System

UTMWifi

MOOC & OCW

Guard Touring System

Smart Library

CLINIC

CICT

CAFE

ADMINISTRATIVE

FACULTY

FACULTY

UTMLEAD

LIBRARY

COLLEGE

POLICE

UTM

UTMID

OFFICIAL EMAIL ACCOUNT

UTM SYSTEMS

UTM LICENSED SOFTWARE

MICROSOFT 365

NETWORK

ICT POLICY

OTHER INFO

HOW TO GET YOUR UTMID/ OFFICIAL EMAIL

WHAT IS UTMID?

a. 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.**

b. UTMID is only available for **registered students and staff.**

c. UTMID is also used as an official email ID for students and staff. For students, you will have **yourutmid@graduate.utm.my as your email user id**.

d. In case you need to reset your UTMID password, you can do it at
https://utmid.utm.my

HOW TO GET YOUR UTMID & UTM OFFICIAL EMAIL ACCOUNT?

NEW STUDENT

- Once your student status has been activated by your faculty, your UTMID will be generated automatically.

- An email notification from **utmid@utm.my** will be sent to your **registered email account (personal email account that you provided during your admission application).**

FORMER STUDENT / EXISTING STUDENT

- Use your existing UTMID

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTMID AND OFFICIAL EMAIL INFO

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)

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

Today, 5:43 pm

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTMID and Official E-mail for New Student

Assalamualaikum and a very good day,

Dear NA_____

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

UTMID: r_____
Email: nadh_____
Temporary password: _____
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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It will be emailed to your personal email!

HOW TO RESET YOUR UTMID

SELF-RESET PASSWORD

Password Reset

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))

Username

To continue, please enter the correct answer

7 + 10 =

Continue

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1 TYPE YOUR USERNAME

https://utmid.utm.my

2 CHECK YOUR EMAIL AND VERIFY

Trouble signing in?

HI ZURAIDA BT. ABD. GHANI ,

Do you need to reset your password?

Just press the button below and follow the instructions. We'll have you up and running in no time.

Reset Password

If you didn't ask for this, do ignore this email. Your password will remain unchanged.

Please do not reply to this email.
For help, please contact Adu@IT at 07-5532136 or adult@utm.my.

Copyright © 2019 Universiti Teknologi Malaysia, All Rights Reserved.

UTMID | Set New Password

New Password

Confirm Password

Submit

Copyright © 2019 Universiti Teknologi Malaysia, All Rights Reserved.

3 ENTER NEW PASSWORD AND CONFIRM

UTM
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https://my.utm.my

UTMWiFi

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

ScienceDirect

Web of Science™

**Student & Staf
Portal**

**Network
(Wired & Wifi)**

UTM
UNIVERSITI TEKNOLOGI MALAYSIA
id

**Virtual Private
Network (VPN)**

Mobile Apps

https://vpn.utm.my

UTM SMART   **UTMSMART**
your digital lifestyle

Available on the
App Store   GET IT ON
Google Play   EXPLORE IT ON
HUAWEI **AppGallery**

Google **Workspace for Education Plus**

HOW TO ACCESS YOUR OFFICIAL EMAIL ACCOUNT
(@graduate.utm.my)

- UTM email platform is **Gmail by Google.**

  It Includes all **google suite features - Gmail, Drive, Photos, Calendar, Meet and more.**

- Access URL - **http://mail.graduate.utm.my** or **http://gmail.com**

- Email ID = UTMID e.g: **yourutmid@graduate.utm.my**

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

- **Please use this email for any official affairs and all official announcements will be sent to this email account.**

- Google storage capacity limit: **Student – 15 GB**

- Google storage space covers **Gmail, Google Drive and Google Photos.**

- **Perform housekeeping** for your emails, files and photos in your **Google storage**

  to **ensure that it meets below the given storage limit.**

- Check your current Google storage status at **drive.google.com/settings/storage**

- If your account **still exceeds its storage limit,** you **cannot send or receive any new emails with attachments**.

- Your **account will be suspended** if you **never log in after 6 months**.

- Termination of student official email: **6 months after the convocation date.**
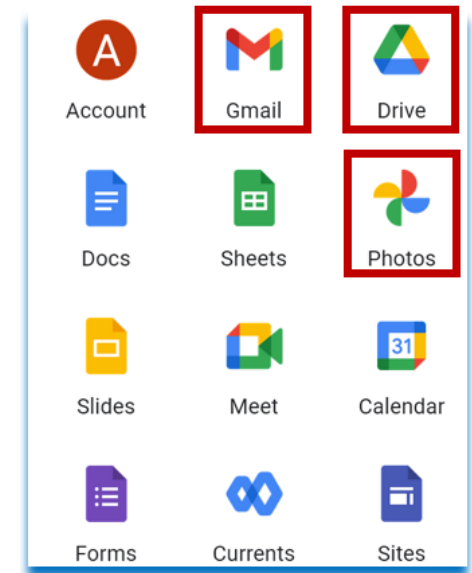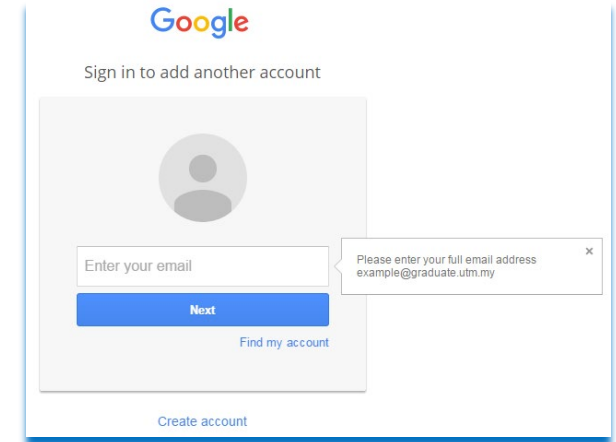
UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTMSMART
your digital lifestyle

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

General
News, Notices, Events, Academic Calendar, Freshies' Guide, Location, Dining, Residential Colleges, Staff Directory, UTMScholars, Contacts, Survey, Digital Care, iCare, Internet Usage, Birthday Wish
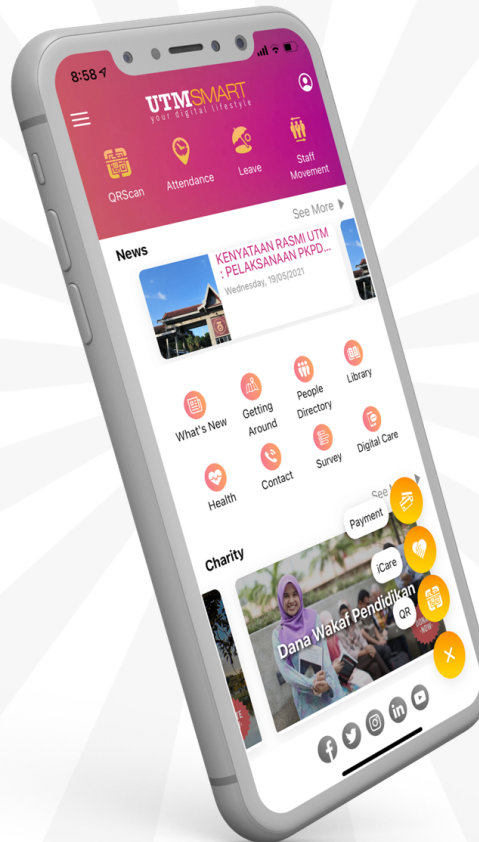
Human Resources
QR Scanner, Attendance, Leave, UTMSmile, Human Resource, Performance, GCR, Debt Status, Asset Declaration, eBoarding, EC Form, Payslip, Staff Movement, UTMPaytrack, Deduction, UniShare, Vehicle Sticker, Survey, Digital Care, Covid-19 Vaccination Status

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, Thesis Journey, Virtual Matric Card (ODL), Stude 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**
EXPLORE IT ON **AppGallery**

v5.10 NEW RELEASE

NVIVO (latest 2022)

Microsoft 365
MICROSOFT LIVE ACCOUNT
(@live.utm.my)

Antivirus

IBM SPSS

Matlab - Campus Wide License

EndNote

LOGIN TO MyUTM PORTAL (https://my.utm.my)
CLICK → SOFTWARE CENTRE

HOW TO ACCESS YOUR MICROSOFT 365 SUITE
USING YOUR MICROSOFT LIVE ACCOUNT (@live.utm.my)

- 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**.
- Access URL : - https://www.office.com
- Email ID = UTMID   e.g: **yourutmid@live.utm.my**
- Your Microsoft live account and a temporary password will be sent to your official email.
- The Microsoft 365 suite can be accessed using the Microsoft live account via web, mobile app and local machine.
- OneDrive storage capacity limit: **Student – 1 TB**
- Perform housekeeping for your emails, files and documents in your OneDrive storage to ensure that it meets below the given storage limit.

Microsoft 365

Apps

Outlook   OneDrive

Word   Excel

PowerPoint   OneNote

SharePoint   Teams

How to Get M365 User Manual

1 Search https://my.utm.my/ and click "Software Centre"

2 Click Microsoft 365

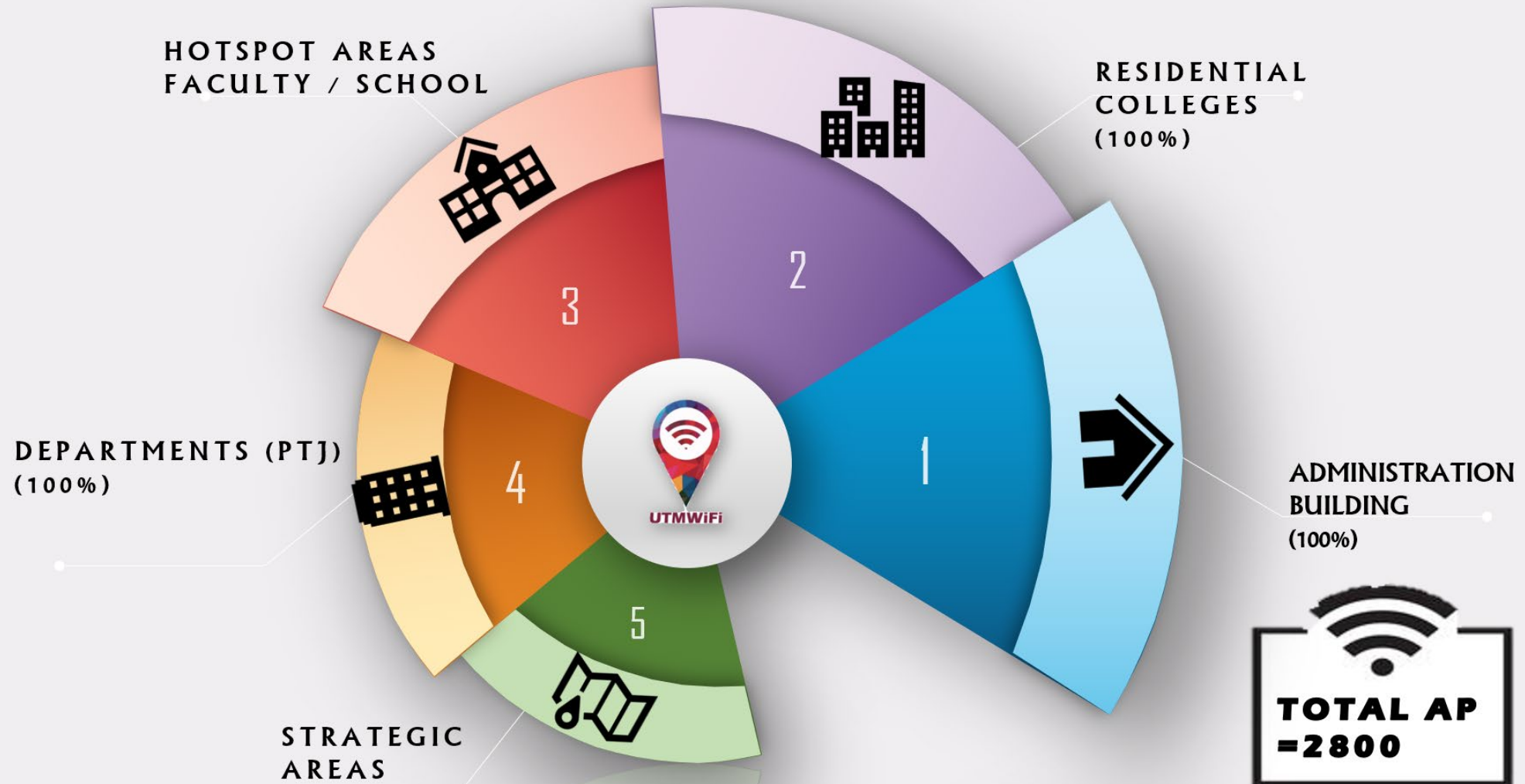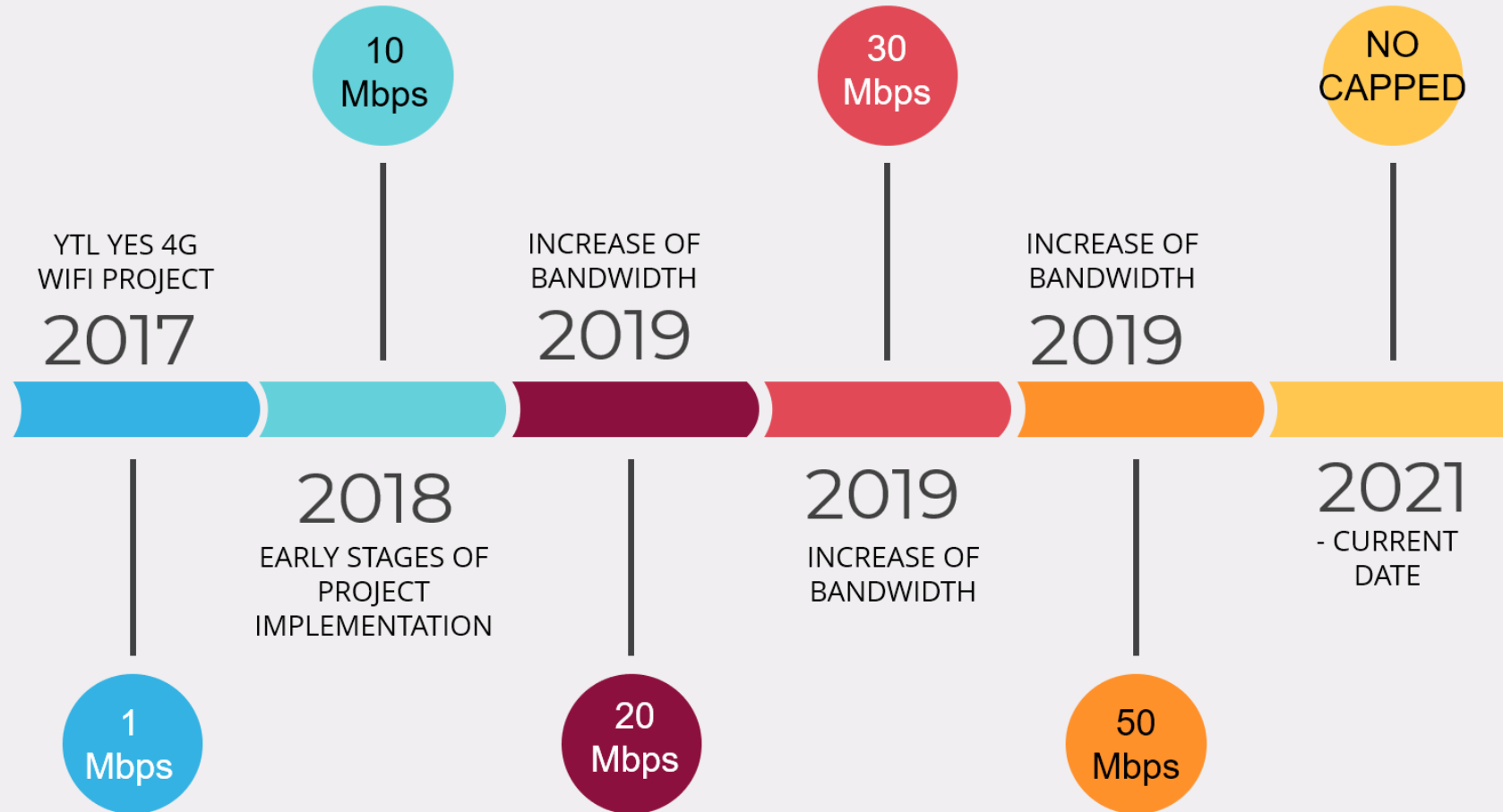3 Click the "SOFTWARE" link and click "DOWNLOAD"

UTM NETWORK

- 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.

UTMWiFi COVERAGE @UTM JOHOR BAHRU

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

HOTSPOT AREAS FACULTY / SCHOOL

RESIDENTIAL COLLEGES (100%)

DEPARTMENTS (PTJ) (100%)

UTMWiFi

ADMINISTRATION BUILDING (100%)

STRATEGIC AREAS

TOTAL AP =2800

3

2

1

4

5

ICT services
FOR STUDENT

SUPPORT CHANNEL OPERATION SCHEDULE

(Working Days, Weekends and Public Holidays)

HELPDESK

Operation Hour
9:00 a.m to 10:00 p.m

Respond Time
Immediate

TICKETING SYSTEM

Operation Hour
9:00 a.m to 10:00 p.m

Respond Time
30 Minutes

LIVE Chat

Operation Hour
9:00 a.m to 6:00p.m

Respond Time
30 Minutes

Email

Operation Hour
24 x 7 x 365 days

Respond Time
1 Hour

Hotline

Operation Hour
24 x 7 x 365 days

Respond Time
Immediate

If you have any issues, problems or further questions, please do not hesitate to let us know.

TROUBLE WITH UTMWIFI ?
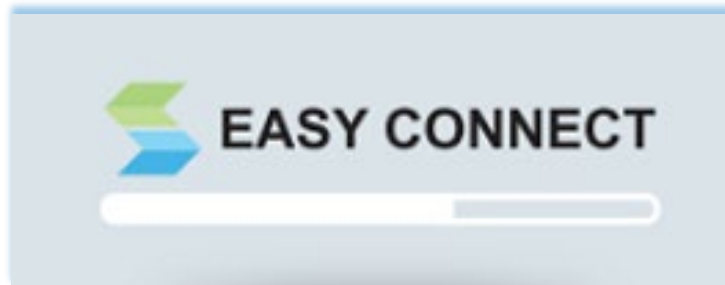
CALL US :

012 302 7900

utmwifi@utm.my

utmwifi.utm.my

Walk in, Level 1
D07, UTMDigital

ICT services
FOR STUDENT

Virtual Private Network (VPN)

- To access UTM intranet services from outside the UTM campus:

❖ 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…

We **will assist** with issues pertaining to :

- UTMID and email accounts (@graduate.utm.my & @live.utm.my)
- 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 **will help** you **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 by using the UTMID self-reset password facility – https://utmid.utm.my.

What should you do ….

1. Upon getting your UTMID and Official email, for security purposes, do:
   - **Reset your email password**
   - **Reset your UTMID password**

2. **Install UTMSmart** (Mobile Apps)

3. **Log in to your Student Portal** - **https://my.utm.my**

4. Upon getting your Microsoft Live Account, for security purposes, do **reset your Microsoft live password & log in to your Microsoft 365 account** - **https://www.office.com**

5. **Follow UTM and UTMDigital Facebook.**

6. **Join UTM's student telegram group** at **https://t.me/UTMstudents.**

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTMDigital JB

Block D07
Department of Digital Services
Universiti Teknologi Malaysia
81310 UTM Johor Bahru
Johor Darul Takzim, Malaysia

Hours

Sun – Wed: 8.30am – 4.30pm
Thursday: 8.30am – 3.00pm
Friday – Saturday: Closed

Call (Digital Care)

(6) 07 553 2136

Email (Digital Care)

digitalcare@utm.my

UTMDigital KL

Department of Digital Services
Universiti Teknologi Malaysia
Jalan Sultan Yahya Petra
54100 Kuala Lumpur
Malaysia

Hours

Mon – Fri: 8.30am – 4.30pm
Sat – Sun: Closed

Call (Digital Care KL)

(6) 03 2615 4440

www http://digital.utm.my

f UTMDigital

Some services or **problems are best answered by email**, so you do not need to come physically to DigitalCare UTMDigital as a walk-in user. Do communicate with us using your **UTM official email** only, except for email issues (Please attach the snapshot of your matric card/offer letter).