UTM
UNIVERSITI TEKNOLOGI MALAYSIA

UTM DIGITAL SERVICES

UTMDigital

VISION

Digital University Driver
Pemacu Universiti Digital

MISSION

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

SERVICES

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

UTMID & OFFICIAL EMAIL

info policy network software system email

HOW TO GET YOUR ID/ 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. At the moment, UTMID is only available for registered students and staff.

c. 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.

d. 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

UTMID & OFFICIAL EMAIL

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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.

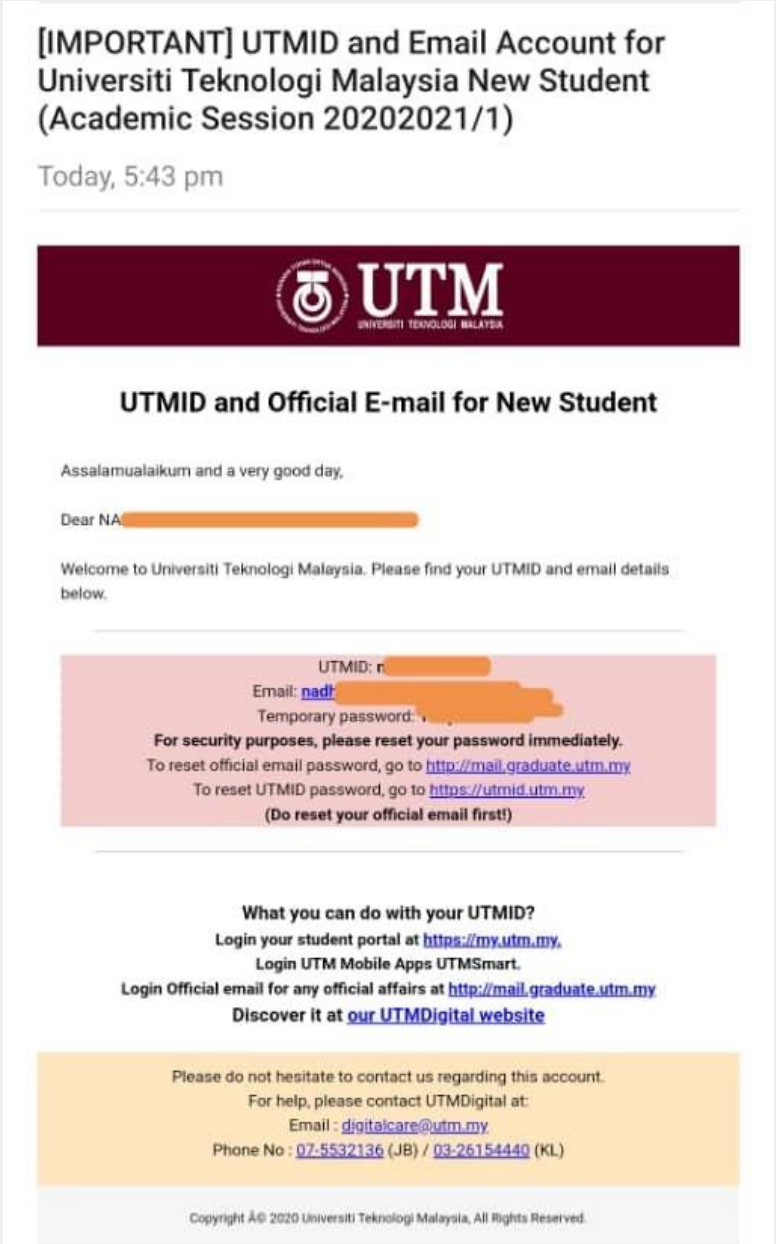
info
policy
network
software
system
email

ICT services

FOR STUDENT

UTMID & OFFICIAL EMAIL

UTMID AND OFFICIAL EMAIL INFO



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

Today, 5:43 pm

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

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: nadh[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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WILL BE EMAILED TO YOUR PERSONAL EMAIL!

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HOW TO RESET YOUR UTMID

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FOR STUDENT

UTMID USAGE

UNIVERSITI TEKNOLOGI MALAYSIA
11 LICENSED SOFTWARES

MyUTM NEW

https://my.utm.my

Wired & Wifi

UTMWiFi

Student & Staf Portal

Network

UTM
UNIVERSITI TEKNOLOGI MALAYSIA
id

Virtual Private Network (VPN)

Mobile Apps

https://vpn.utm.my

UTM SMART

GET IT ON Google Play

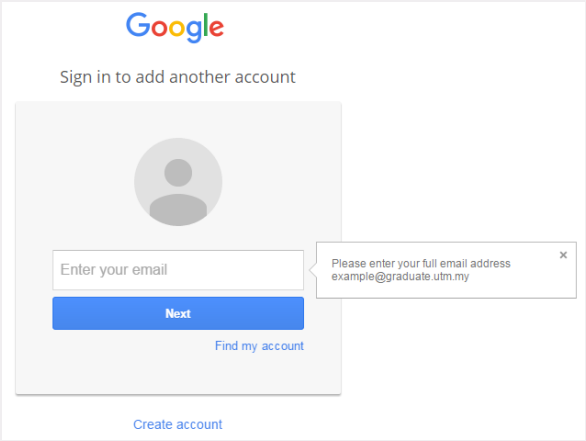
Download on the App Store

* Malaysia Store Only

utmid

UTMID & 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: **yourutmid@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**.

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email utmid

info
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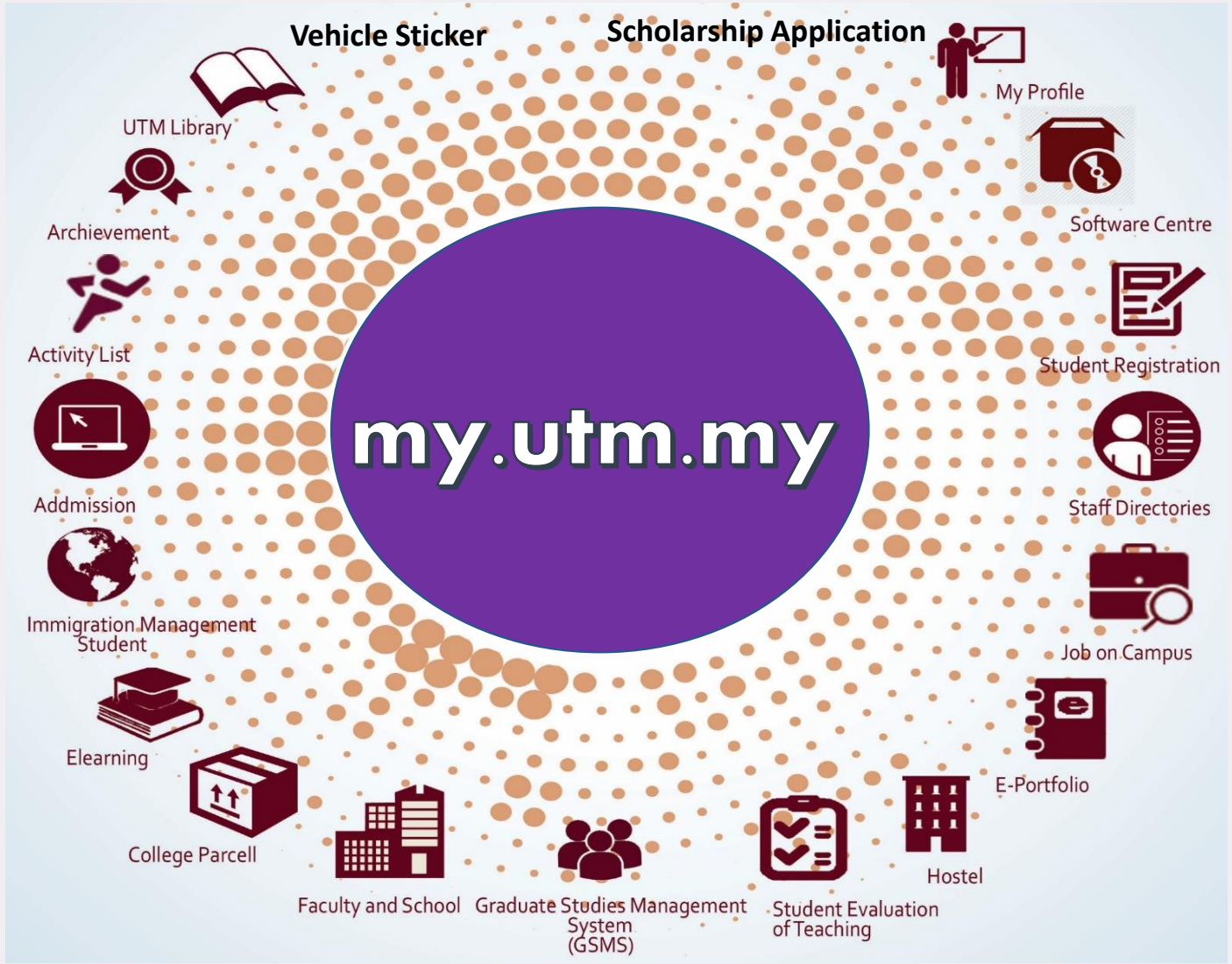
network
software

ICT services

FOR STUDENT

STUDENT PORTAL



system
email
utmid

ICT services

MOBILE APPLICATION

FOR STUDENT

info policy network software

system email utmid

MOBILE APPLICATION

UTM SOFTWARES

UTM UNIVERSITI TEKNOLOGI MALAYSIA

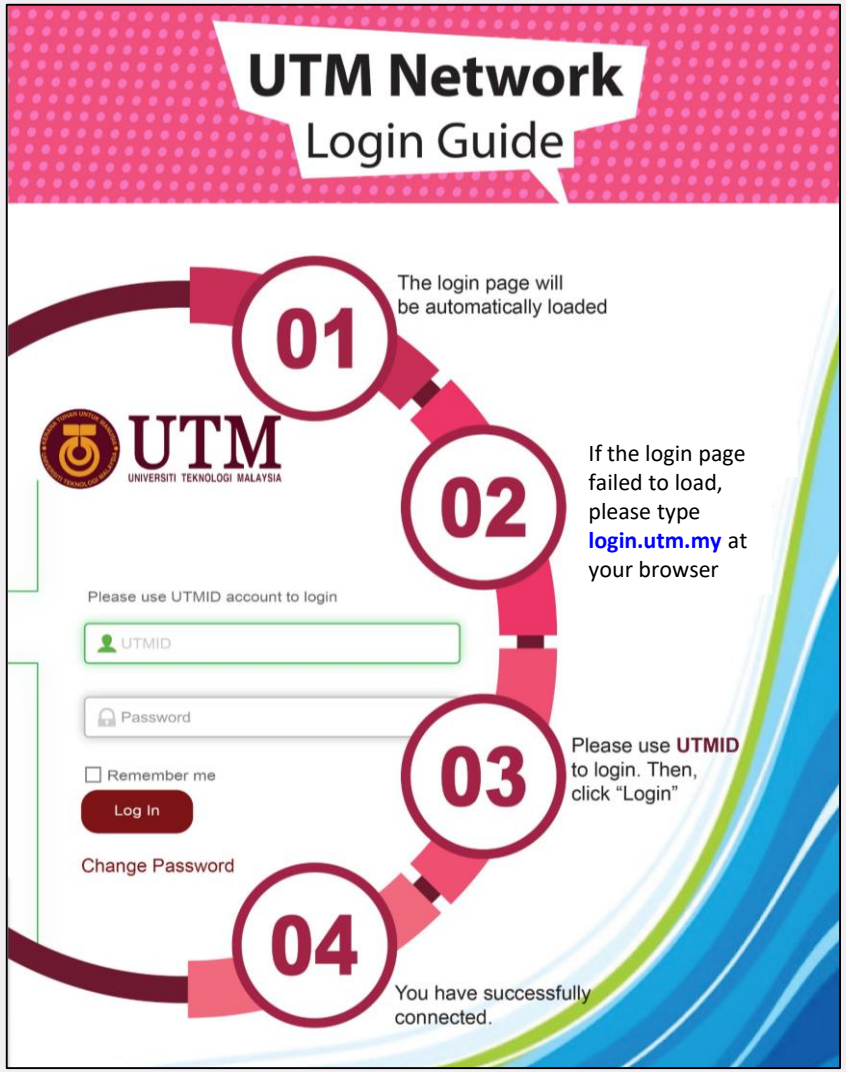
SOFTWARE CENTRE BY UTMDigital

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

UTM NETWORK


UTM Network
Login Guide
01
The login page will be automatically loaded
UTM
UNIVERSITI TEKNOLOGI MALAYSIA
02
If the login page failed to load, please type login.utm.my at your browser
Please use UTMID account to login
UTMID
Password
Remember me
Log In
Change Password
03
Please use UTMID to login. Then, click "Login"
04
You have successfully connected.

ICT services

FOR STUDENT

UTM NETWORK

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:	Web:	Phone:
utmwifi@utm.my	utmwifi.utm.my	1-700-81-7822

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

ICT POLICY

- 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. Like 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. You are needed to attach snapshot of your matric card/ offer letter.

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