



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 akademik melalui ekosistem digital berpacuan data





SERVICES

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

HOW TO GET YOUR ID/ OFFICIAL 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 yourutm@graduate.utm.my as your email user id.
- In case you need to reset your UTMID password, you can do it at <http://utm.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 **utm@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

**utm**

info

policy

network

software

system

email

ICT services

FOR STUDENT

UTMID & OFFICIAL EMAIL

**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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FOR STUDENT

UTMID AND OFFICIAL EMAIL INFO

UTMID & OFFICIAL 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: n [redacted]

Email: nadi [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://utmids.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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**WILL BE
EMAILED TO
YOUR
PERSONAL
EMAIL!**



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FOR STUDENT

UTMID & OFFICIAL EMAIL

HOW TO RESET YOUR UTMID

**UTM**
UNIVERSITI TEKNOLOGI MALAYSIA



**SELF RESET
PASSWORD**

**UTM**
UNIVERSITI TEKNOLOGI MALAYSIA



Password Reset

Enter your UTMID that you used to sign in. We'll send you an email with a link to reset your password.

Username

Continue

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**1 TYPE YOUR
USERNAME**
<https://utmids.utm.my>

**UTM**
UNIVERSITI TEKNOLOGI MALAYSIA



**2 CHECK
YOUR EMAIL
AND VERIFY**

Trouble signing in?

Hi ZURADA BT ABD. GHAN,

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 adu@utm.my.

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**UTM**
UNIVERSITI TEKNOLOGI MALAYSIA



UTMID | Set New Password

New Password

Confirm Password

Submit

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**3 ENTER NEW
PASSWORD
AND CONFIRM**



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FOR STUDENT

UTMID USAGE



MyUTM^{NEW}



<https://my.utm.my>

Wired & Wifi

**Student & Staf
Portal**

Network



**Virtual Private
Network (VPN)**

Mobile Apps

<https://vpn.utm.my>



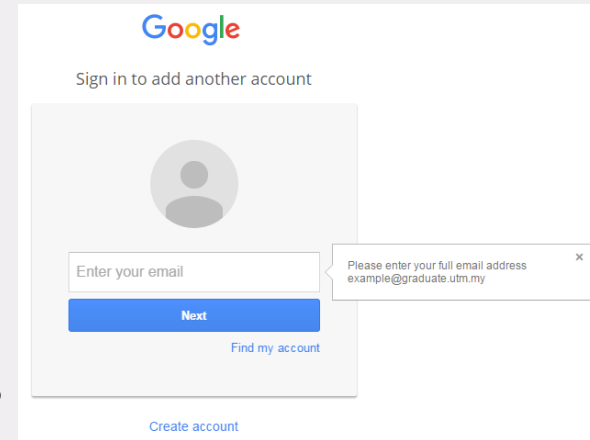
* Malaysia Store Only

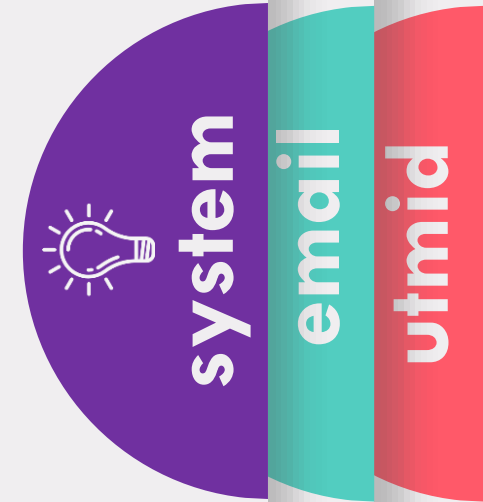
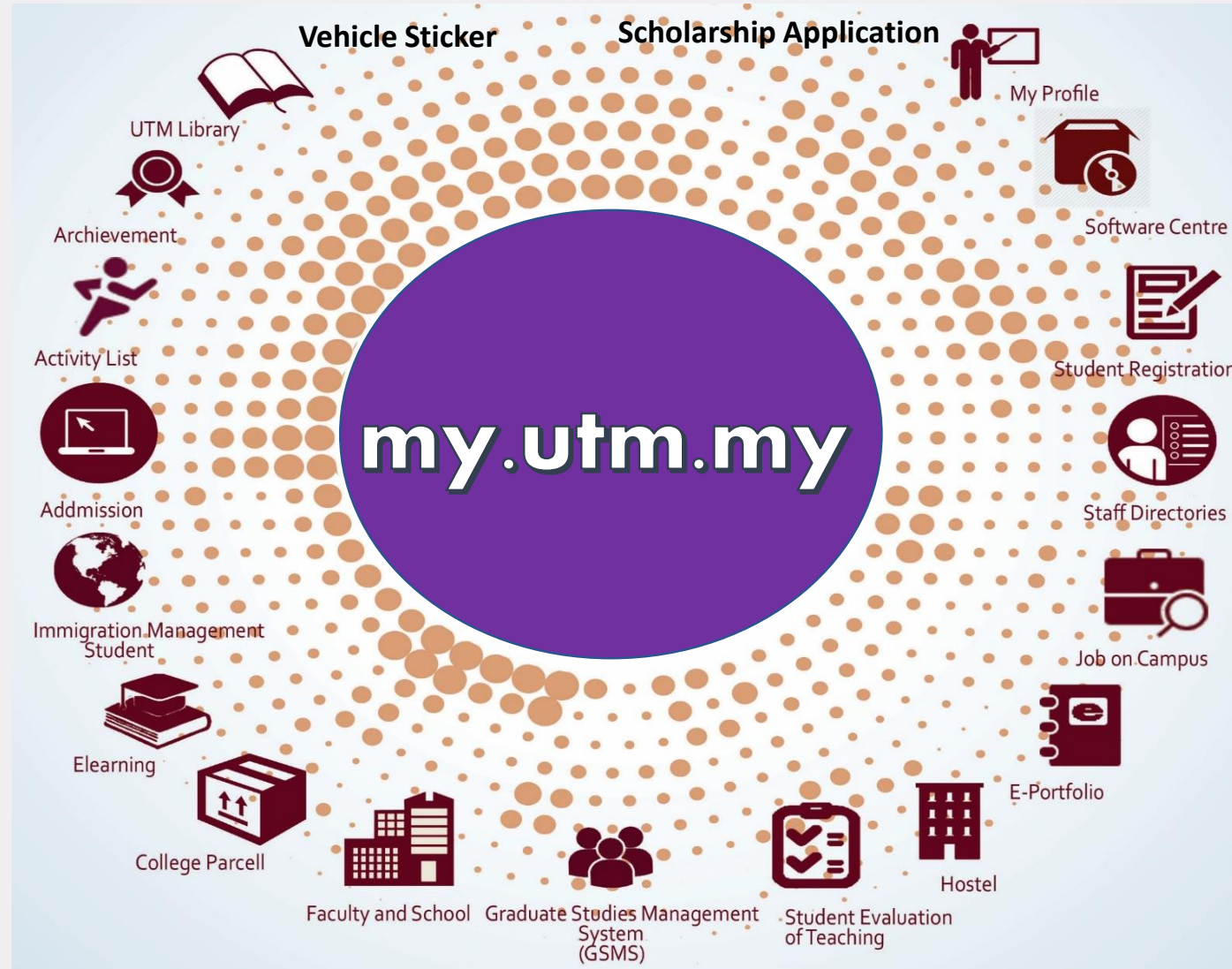
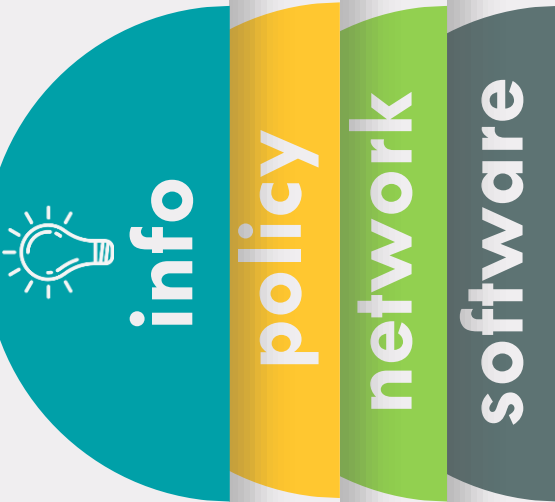


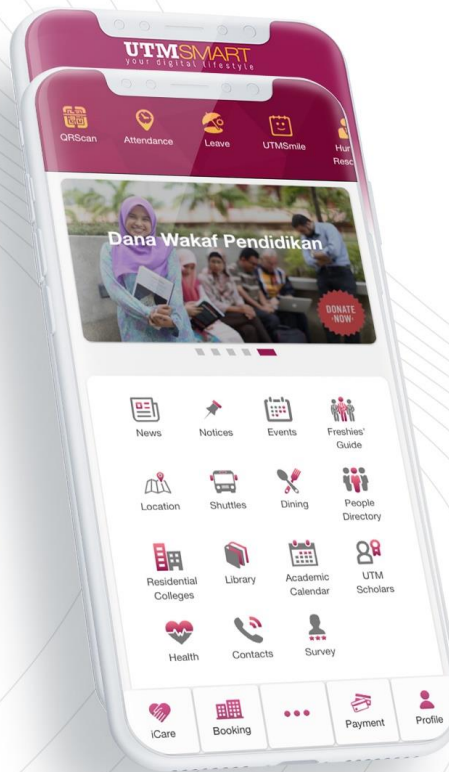
**utm
id**

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@gmail.com
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**





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



Download on the App Store



GET IT ON Google Play

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.



info

policy

network

software



system

email

utm id

WHAT'S NEW VERSION 4.29

Internet Usage
Know your UTM internet data usage
and quota

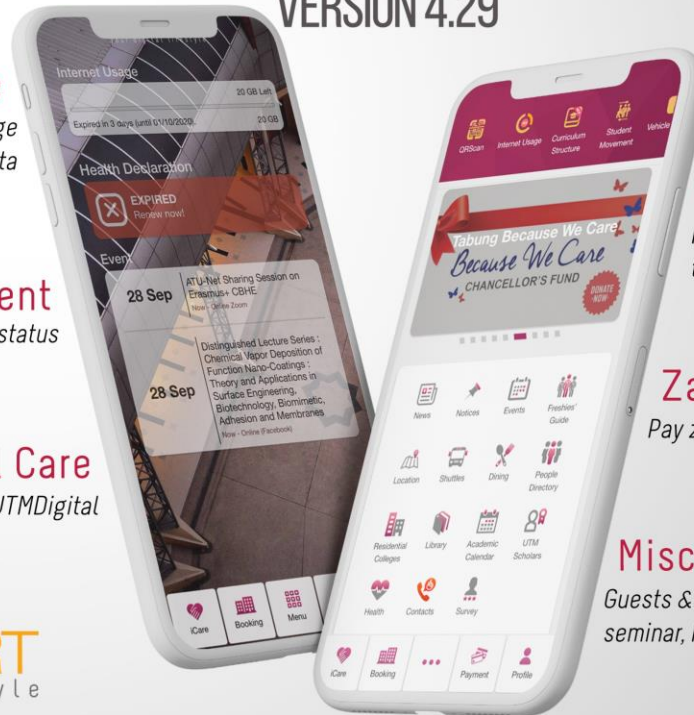
Student Movement
Renew your health declaration status

Digital Care
Rate ICT services provided by UTM Digital

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



UTM SMART
your digital lifestyle



AVAILABLE IN MALAYSIA STORE ONLY

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.

**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

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



info

policy



network

software

system

email

utm mid

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

 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.

<https://vpn.utm.my>

02 Choose OS Type for user install. You may choose either Window OS, Mac OS, Linux OS, Android or IOS



EASY CONNECT

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.

 Centre for Information & Communication Technology (CICT)
UTM VPN

Access SSL VPN
Please use UTMID account to Login

Username

Password

Login



**network****software****system****email****utmid**



- ❖ 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.



● Creative ● Innovative ● Cohesive ● Technopreneur

innovative • entrepreneurial • global