



**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

**ICT services**

FOR STUDENT

**UTMID & OFFICIAL 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

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

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

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



**utmid**

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# UTMID AND OFFICIAL EMAIL INFO

ICT services

FOR STUDENT

## 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: [nad\[redacted\]@utm.my](mailto:nad[redacted]@utm.my)  
 Temporary password: [redacted]

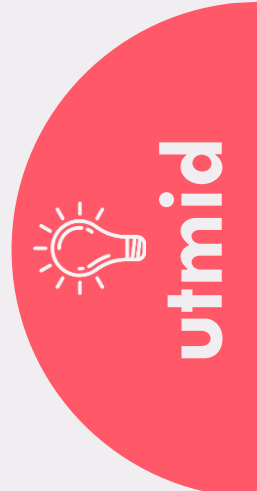
**For security purposes, please reset your password immediately.**  
 To reset official email password, go to <http://mail.graduate.utm.my>  
 To reset UTMID password, go to <https://utmid.utm.my>  
 (Do reset your official email first!)

**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](mailto: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!



## HOW TO RESET YOUR UTMID

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**UTM**  
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## SELF RESET PASSWORD

**1 TYPE YOUR  
USERNAME**

<https://utmids.utm.my>

**2 CHECK  
YOUR EMAIL  
AND VERIFY**

**3 ENTER NEW  
PASSWORD  
AND CONFIRM**



utmids

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# ICT services

FOR STUDENT

# UTMID USAGE



<https://my.utm.my>

**Wired & Wifi**

**Student & Staf Portal**

**Network**



**Virtual Private Network (VPN)**

**Mobile Apps**

<https://vpn.utm.my>



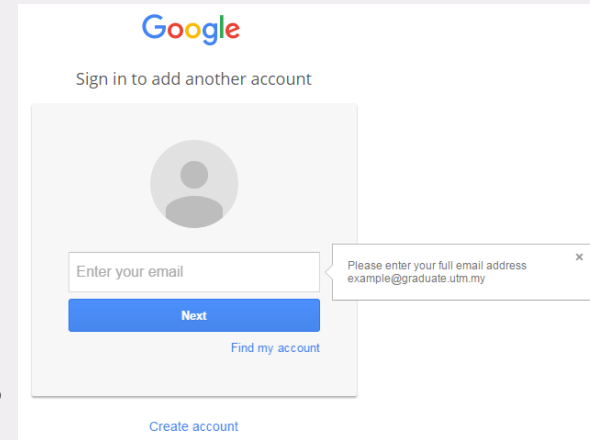
\* Malaysia Store Only



utmid



## 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

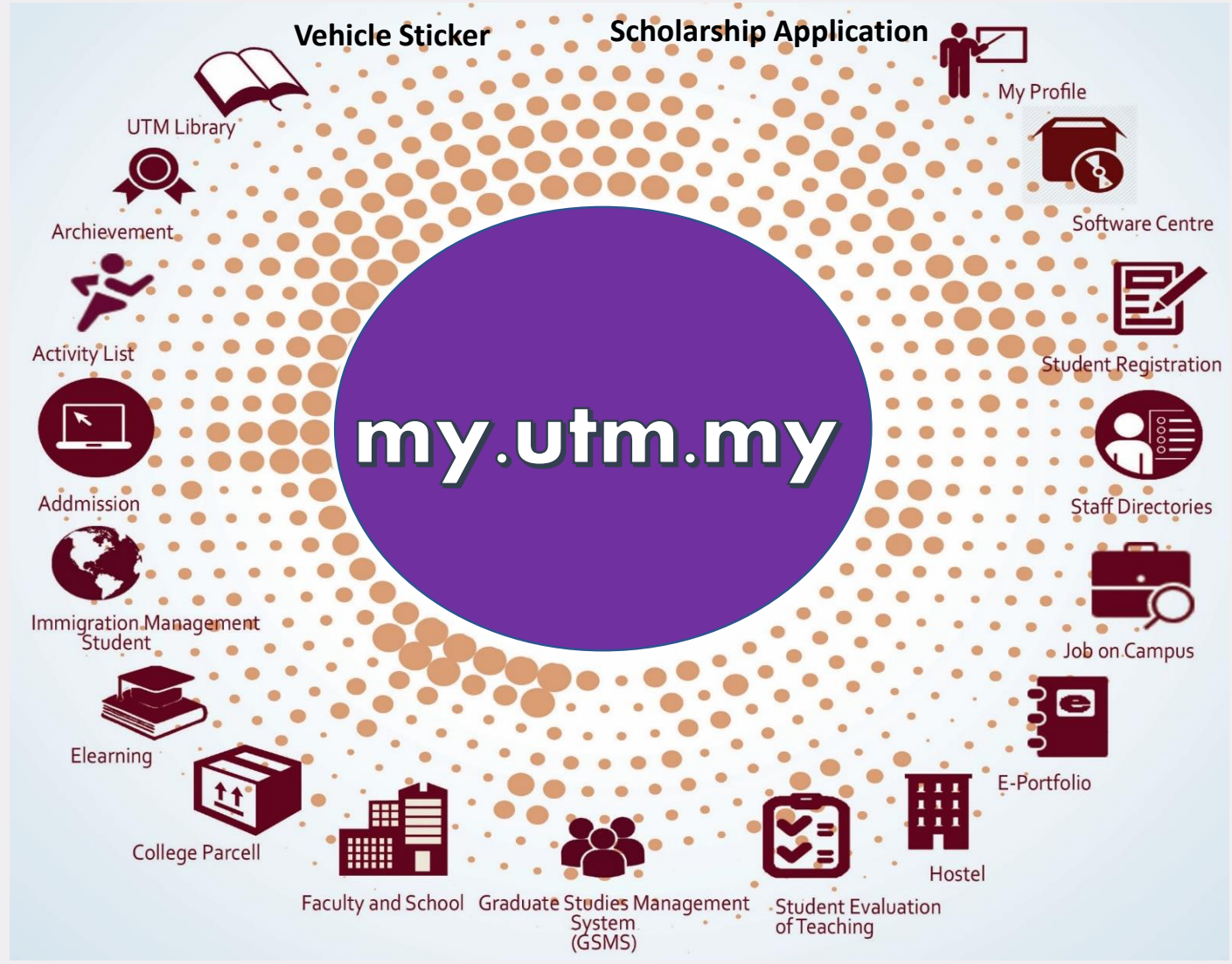
<http://gmail.com>

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

4. Email ID = UTMID e.g: [yourutm@graduate.utm.my](mailto: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**


info  
policy  
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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**

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utmid





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.

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# WHAT'S NEW VERSION 4.29

**Internet Usage**  
Know your UTM internet data usage and quota

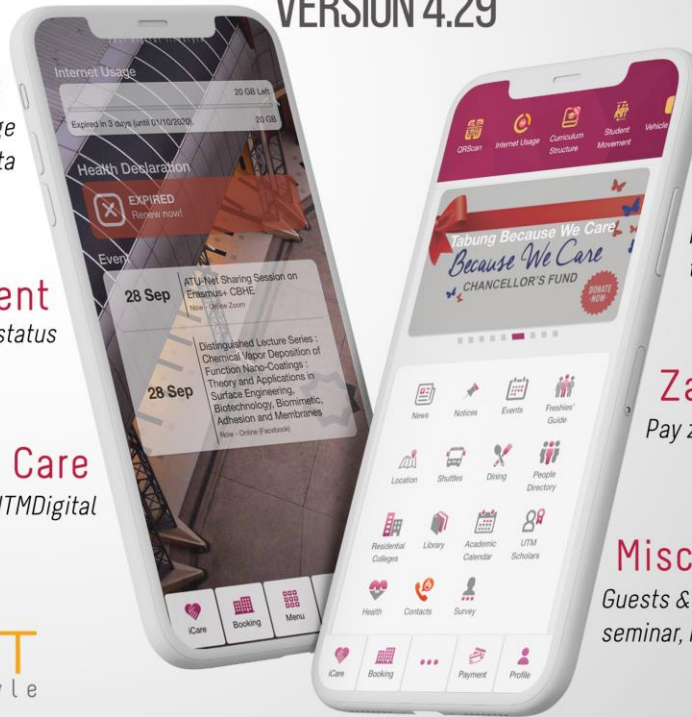
**Student Movement**  
Renew your health declaration status

**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



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.



# 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 are arranged in a circular path around a central login form. The form includes the UTM logo, a 'Please use UTMID account to login' instruction, 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](http://login.utm.my) at your browser

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

**04** You have successfully connected.

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UNIVERSITI TEKNOLOGI MALAYSIA

Please use UTMID account to login

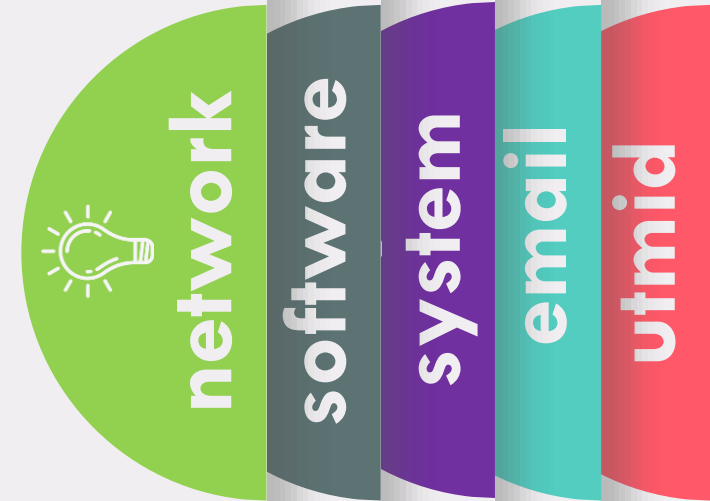
UTMID

Password

Remember me

Log In

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



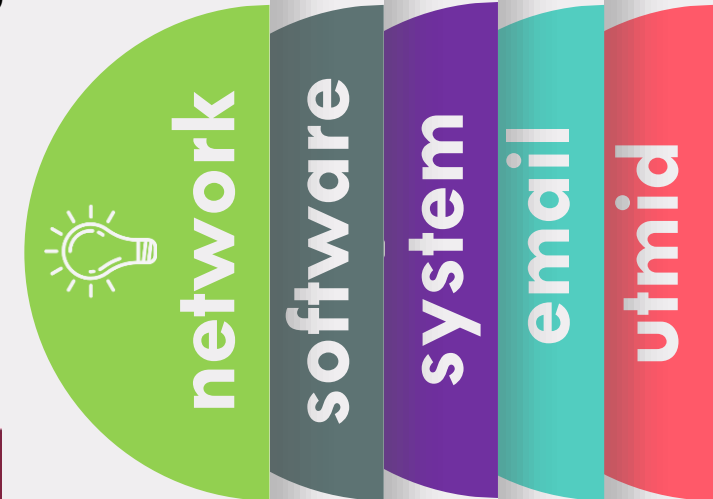
## UTMWiFi

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

<b>Email:</b> utmwifi@utm.my	<b>Web:</b> utmwifi.utm.my	<b>Phone:</b> 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)  
UTM VPN

**Access SSL VPN**  
Please use UTMID account to Login

Username   
Password   
**Login**

 info  
policy

 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