



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

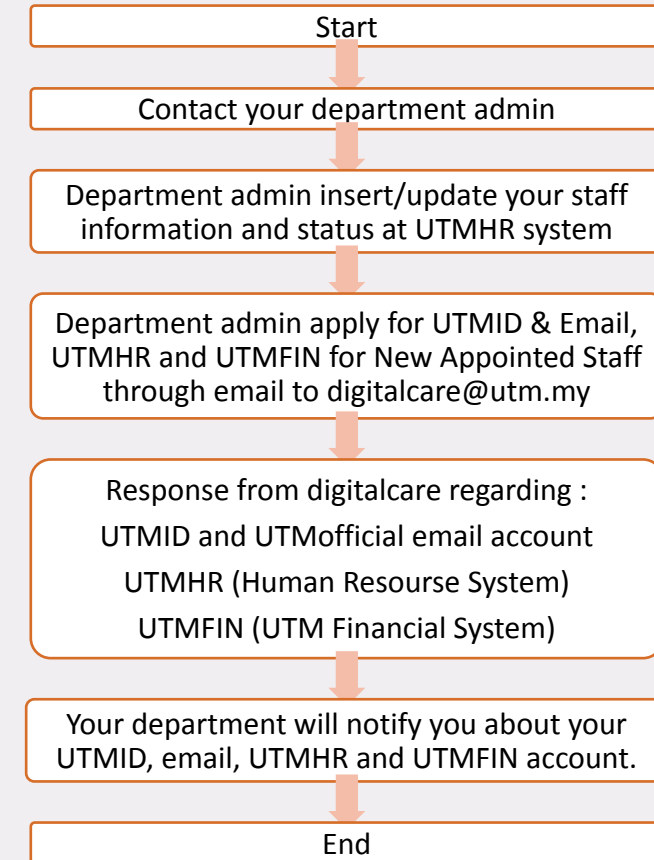
-  **UTMID**
-  **EMAIL**
-  **SYSTEM**
-  **SOFTWARE**
-  **NETWORK**
-  **POLICY**
-  **OTHER INFO**

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.
- UTMID is only available for UTM students and staff.
- UTMID is also used as an official email ID for staff and students. For staff, you will have yourutm@utm.my as your email user id.
- In case you need to reset your UTMID password, you can do it at <http://utm.utmid.utm.my>

HOW TO GET YOUR UTMID & UTM OFFICIAL EMAIL ID?

NEWLY APPOINTED STAFF



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network

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ICT services

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://utmid.utm.my>

**2 CHECK
YOUR EMAIL
AND VERIFY**

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

Trouble signing in?

HIZURADA 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@utm.my or adu@utm.my.

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UTM
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UTMID | Set New Password

New Password

Confirm Password

Submit

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**3 ENTER NEW
PASSWORD
AND CONFIRM**



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UTMID USAGE



<https://my.utm.my>

Wired & Wifi

Staf Portal

Network



Virtual Private Network (VPN)

Mobile Apps

<https://vpn.utm.my>



* Malaysia Store Only



HOW TO ACCESS YOUR OFFICIAL EMAIL

1. Our email platform is **Gmail**
2. Included with all **google suite features**
3. Access URL
<http://gmail.com>
(make sure to type your emel id with domain name)
4. Emel ID = UTMID e.g: yourutm@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



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MOBILE APPLICATION

FOR STAFF services

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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, Charity, Zakat Harta, Miscellaneous, Event
Thesis Journey
Virtual Matric Card (ODL)
Student Movement
Curriculum Structure

STUDENT



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
Digital Care
Health
Dental Treatment, Health Screening
Library
Book Search, Book on Loan, Fees
Payment
Charity, Zakat Harta, Miscellaneous, Event, Bills, Disposed Asset
Course List
Academic Advising
Student Approval
PG Supervision

STAFF

LECTURER

UTMSMART
your digital lifestyle






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.

AVAILABLE IN MALAYSIA STORE ONLY

Customer Relationship Management (CRM), Digital Services Department (UTMDigital), Universiti Teknologi Malaysia
CONTACT US : Website : <http://aduan.cict.utm.my> | Email : aduit@utm.my | Phone : 07-5532136 / 018-2773001



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utm

ICT

MOBILE APPLICATION

FOR STAFF services



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WHAT'S NEW

Internet Usage

Know your UTM internet data usage and quota

Staff 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



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.

AVAILABLE IN MALAYSIA STORE ONLY



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utm id



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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network

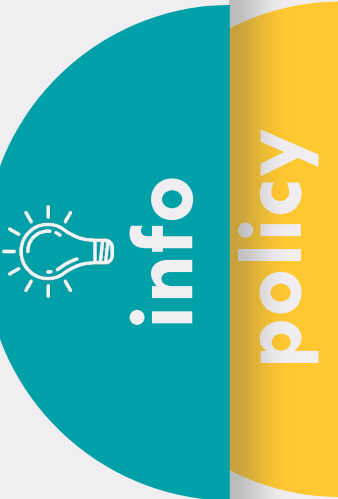


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UTM Network Login Guide

01 The login page will be automatically loaded

02 If the login page failed to load, please type login.utm.my at your browser

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

04 You have successfully connected.

UTM UNIVERSITI TEKNOLOGI MALAYSIA

Please use UTMID account to login

UTMID

Password

Remember me

Log In

Change Password

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



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)
UNIVERSITI TEKNOLOGI MALAYSIA UTM VPN

Access SSL VPN
Please use UTMID account to Login

Username

Password

Login



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- ❖ 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. Follow UTM and UTMDigital Facebook.
4. Join UTM's staff telegram group at <https://t.me/universititeknologimalaysia>.



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.

Your email format should be as follows :

- Subject : your main problem/ application
- Content should have your staff details (name, IC/ ISID No, Staff No), details of your problem together with the error snapshot.
- In case of email problem using your personal email, snapshot of your matric card/ offer letter is a must for verification purpose.



●Creative●Innovative●Cohesive●Technopreneur

innovative • entrepreneurial • global