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

ICT services

FOR STAFF

UTMID & OFFICIAL EMAIL

info policy network software system 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 UTM students and staff.

c. UTMID is also used as an official email ID for staff and students. For staff, you will have yourutmid@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?

NEWLY APPOINTED STAFF

Start

Contact your department admin

Department admin insert/update your staff information and status at UTMHR system

Department admin apply for UTMID & Email, UTMHR and UTMFIN for New Appointed Staff through email to digitalcare@utm.my

Response from digitalcare regarding :
UTMID and UTMofficial email account
UTMHR (Human Resourse System)
UTMFIN (UTM Financial System)

Your department will notify you about your UTMID, email, UTMHR and UTMFIN account.

End

utmid

UTMID & OFFICIAL EMAIL

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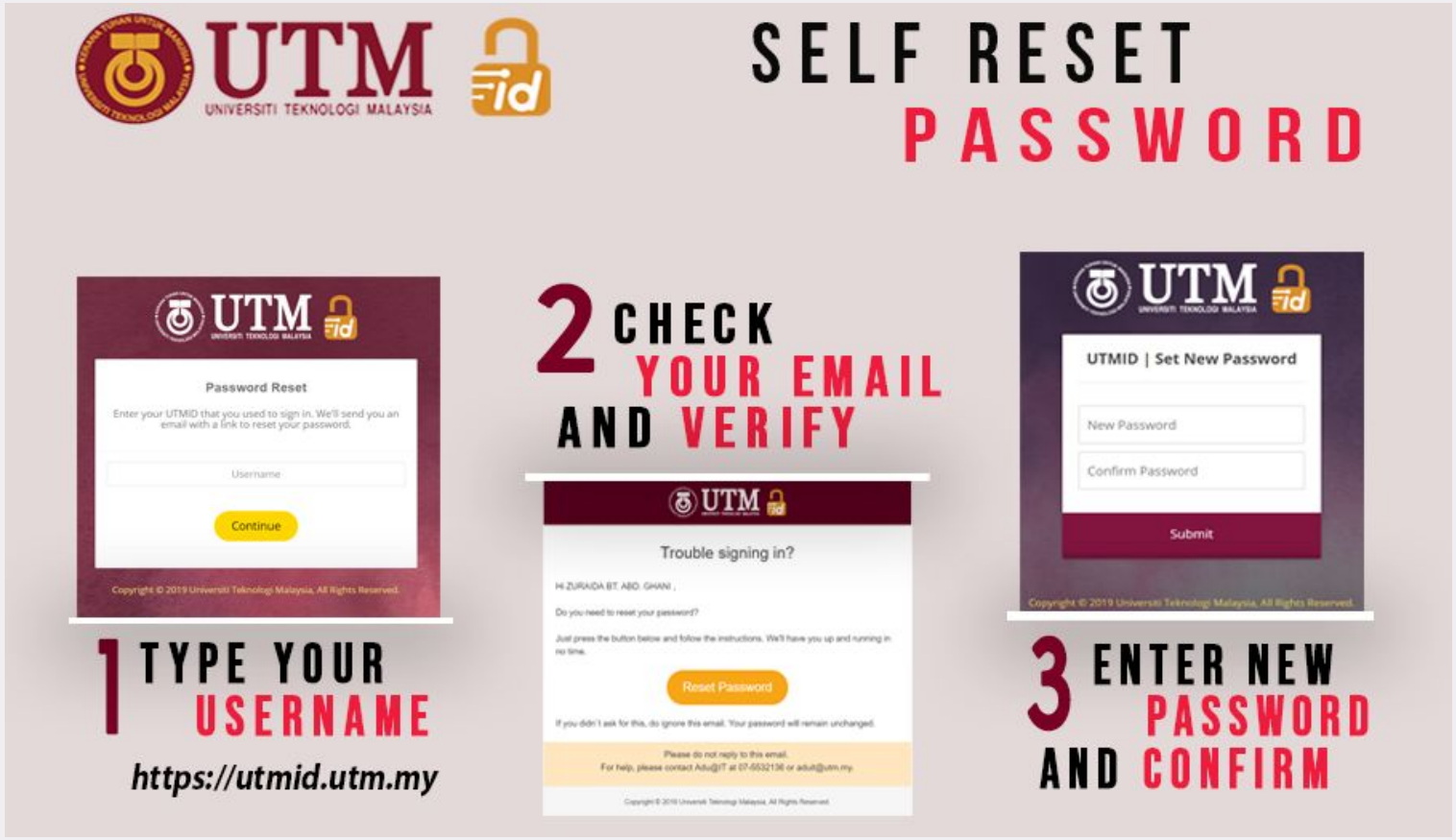
HOW TO RESET YOUR UTMID



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ICT
FOR STAFF
services

UTMID USAGE

UNIVERSITI TEKNOLOGI MALAYSIA
11 LICENSED SOFTWARES

MyUTM NEW

https://my.utm.my

Wired & Wifi

UTMWiFi

Staf Portal

Network

UTM
UNIVERSITI TEKNOLOGI MALAYSIA
id

Virtual Private Network (VPN)

https://vpn.utm.my

Mobile Apps

UTM SMART

GET IT ON Google Play

Download on the App Store

* Malaysia Store Only

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email utmid

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: **yourutmid@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

ICT services

FOR STAFF

MOBILE APPLICATION

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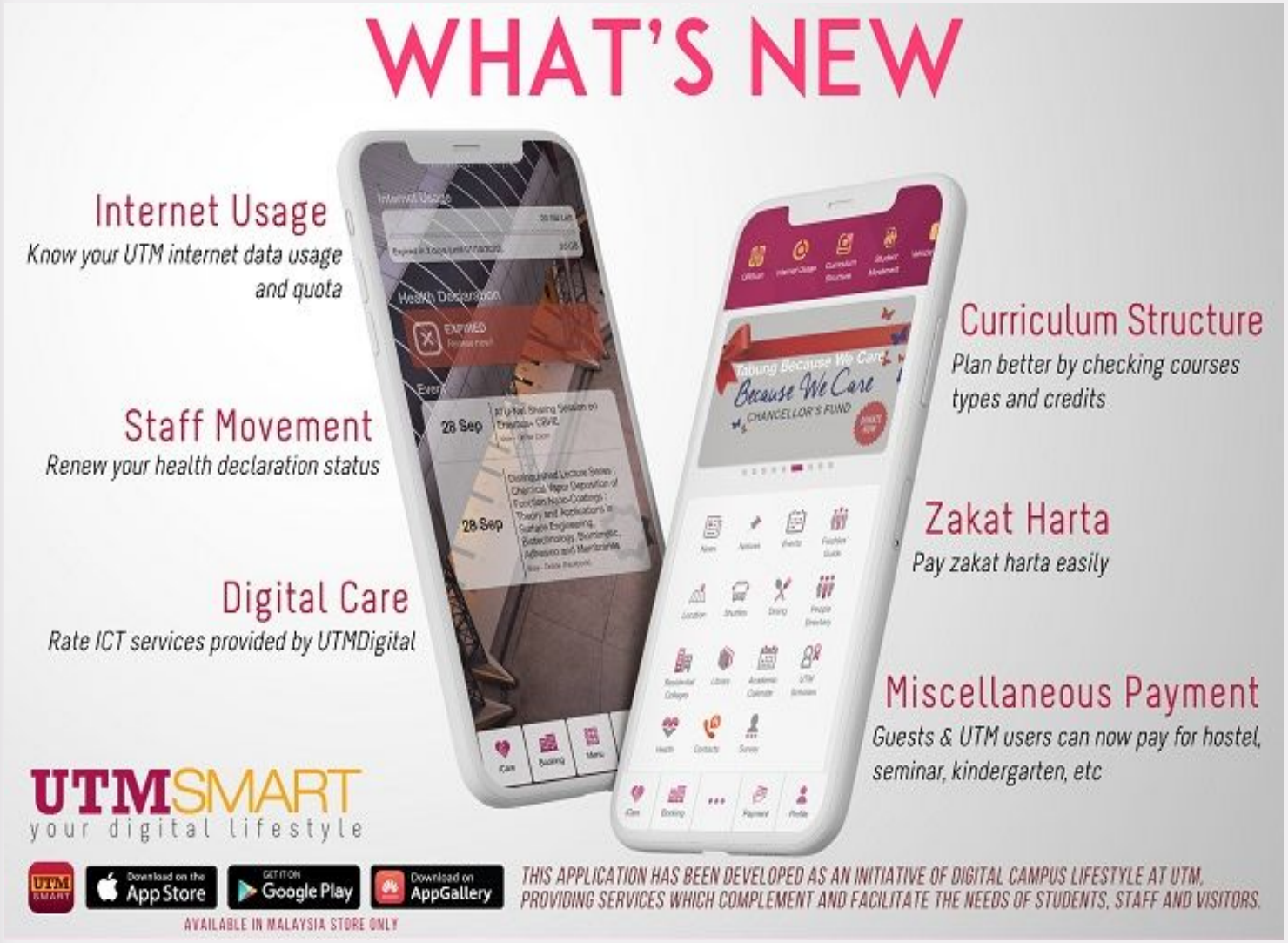
MOBILE APPLICATION



UTM SOFTWARES

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

SOFTWARE CENTRE BY UTMDigital

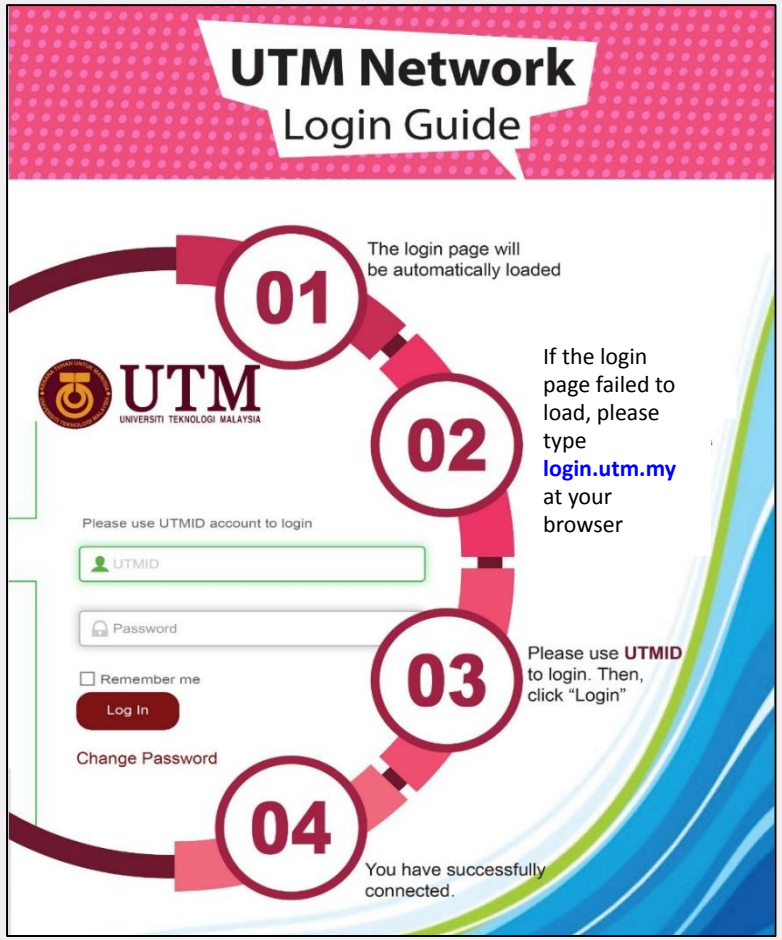
This software catalog is provided by Universiti Teknologi Malaysia for installation on Staff or Student personal devices.

- EasyConnect
- NVIVO 12
- Microsoft 365
- Antivirus
- IBM SPSS
- Matlab
- Simul8
- Ansys Fluent
- EndNote

LOGIN TO PORTAL MY.UTM.MY
CLICK MENU PUSAT PERISIAN

ICT services FOR STAFF

UTM NETWORK



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

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UTM NETWORK

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. 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.

Policy

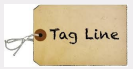
software

system

network

email

utmid



●Creative●Innovative●Cohesive●Technopreneur