

FAQs

STUDENT UPM-ID (GOOGLE APPS)

What is UPM-ID?

UPM-ID is the university's ID and password management system.

What is the UPM-ID Function?

This UPM-ID will be the only userID of the UPM staff or students used to access the network or other systems in UPM. Staff or student must enroll in User Portal to activate account and password which according to standard determined by IDEC. Once active, staff or students can log in directly to UPM systems using UPM-ID and password.

How Do I Access UPM-ID?

All UPM-ID directory users need to be *authenticated* first with server UPM-ID. Anyone with UPM-ID accounts, can authenticate and use the UPM-ID directory service

What is the Student Portal UPM-ID URL?

- <https://upm-id.upm.edu.my/student>

Why I need to enroll / enable UPM-ID

- To ensure that the ID and Password are protected and kept in accordance with predetermined standards.
- Enhanced security capabilities to UPM systems with strict password policies

If I faced a problem during UPM-ID registration, who should contact me

- Please contact Helpdesk IDEC, 03 8947 1990

What is a Security email?

- Security Email is a private (personal) email that works for the purpose of forgetting passwords.

Is that an *Aliases* email?

- The student will use the matrix number as the UPM-ID id and then as the student email address, example 123456@student.upm.edu.my , *alises was* introduced as an alternative email address in addition to matric numbers. Use of numbers a fairly lacking matrix of user-friendly, students will register email *aliases* during registration of UPM-ID, example *aliases* are ali.bakar@student.upm.edu.my .
- The use of email *aliases* can be used in full after less than 24 Hours after UPM-ID registration,

After registering UPM-ID, can I continue to use my id and password on UPM student email?

- Yes

If UPM-ID registration is incomplete?

- If the Activation code does not reach the security email, please re-register UPM-ID and check the email security by ensuring that the registered security email is correct. If the security email is correct, please check the email activation code on SPAM or TRASH email folders. If it does not, please use a different security email address.
- If the *browser* or Computer server is '*HANG*' , please *restart* the *browser* and retry UPM-ID registration from scratch.

If Forgot password?

- If you have registered, but can not *login* , students can click on the `Forgot Password` button to *reset* the password

What is UPM's student email address?

- <http://mail.student.upm.edu.my>
- Students are required to enter **UPM-ID (no student matric)** and registered password during registration UPM-ID

What is my email address (student)?

-
- matric_number@student.upm.edu.my , example gs12345@student.upm.edu.my
- Aliases registered nama_ aliases, for example ali.bakar@student.upm.edu.my @ gs12345@student.upm.edu.my

Can I register more than one *alias* ?

- No, the policy only sets only one alias at a time.

Can I change the alias that has been registered?

- Can be on request, please contact the Application Operations Section (0389471219 / idea_soa@upm.edu.my)

Can I (old student) still be able to access my old email address @ mutiara.upm.edu.my

- Yes, students can still access old email @ mutiara.upm.edu.my for a set period of time. Students are required Transfer your email from @mutiara.upm.edu.my to @ student.upm.edu.my manually.

Is my old email @mutiara will be `re-forward` to my new email address @ student.upm.edu.my by automatic?

- No,

I am a part-time student / PJJ, can I use this email?

- Yes

I want to use my email with Microsoft Outlook Express Software?

- Google Apps configuration guide with Microsoft Outlook Express <https://tools.google.com/dlpage/gappsync>

I want to use my handset to reach my email using client software, how?

- Please go to the following URL address for configuration guide <https://support.google.com/a/users/answer/1738362?hl=en>