

ACCESS TO UM SYSTEMS

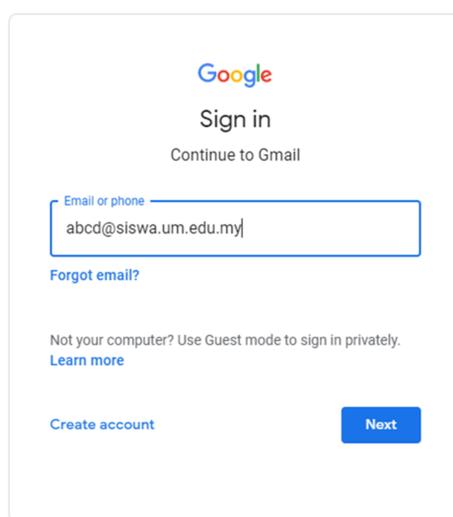
SiswaMail FAQs

1 What is my student email address?

ID@siswa.um.edu.my
Example: S1900001@siswa.um.edu.my

2 How to log in into SiswaMail?

SiswaMail is now accessible via Gmail ([gmail.com](https://www.gmail.com))



3 What is the credentials format used for student applications in Universiti Malaya?

Application Name	Username Format	Password
SiswaMail (gmail.com)	abcd@siswa.um.edu.my	SiswaMail Password
SPeCTRUM	abcd@siswa365.um.edu.my	SiswaMail Password
MAYA	abcd@perdana.um.edu.my	SiswaMail Password
Office.com	abcd@siswa365.um.edu.my	SiswaMail Password

4 If I face an issue to log in into the system, what should I do?

- Do a password recovery at Forgot Password link via siswa.um.edu.my





Powered by Google Apps



[QuickLinks to UM Sites](#)

Welcome to SISWA Mail

SISWAMail (siswa.um.edu.my) is the **NEW** student webmail powered by Google Apps. It is an official email application system provided to all students of University of Malaya.

Your use of **SISWAMail** web site application and services (referred to collectively as the "Services" in this document) is subject to the terms and conditions between you and Google Apps.

Please use your SiswaMail username and password to login



[Registration](#) | [Update Password](#)

ANNOUNCEMENT:

•Dear Campus Community, Kindly be informed, all future login to UMMail/SiswaMail is directly via google login. Please refer to guides given on howto access you UMMail/SiswaMail account.

!!Student System Access Guide!!

• [Siswamail FAQ.](#)

MESSAGE FROM SYSADMIN

ATTENTION ! [Forgot Password](#) [Mail Client Configuration](#) [Changes In Wireless SSID](#) [Disclaimer](#) [Contact Us](#)

To recover your SiswaMail password, please begin with these steps ..

1. Email to admin@siswa.um.edu.my with subject Password Recovery Assistance Needed.
2. Please provide your full name , student id and a snapshot of your student card.
3. Thank you.

IP:10.17.100.249
Last Updated :3rd October 2022

Data Centre Management Division, Centre for Information Technology, Universiti Malaya
Best viewed with Mozilla Firefox (with resolution 1024x768)
<https://is.um.edu.my/>

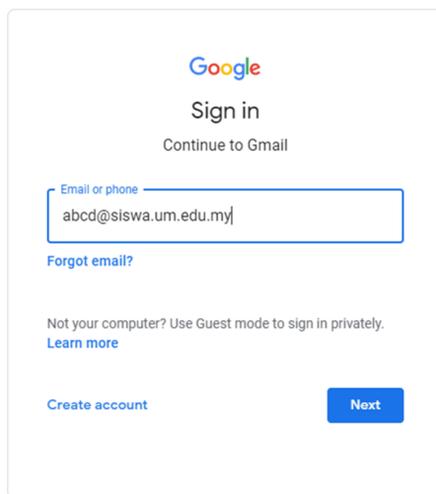
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siswa.um.edu.my

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SiswaMail FAQs

- ii. After updating the password, wait for 5 minutes before re-login to gmail.com with your SiswaMail username and the new password.
Example: `abcd@siswa.um.edu.my` / [new password]



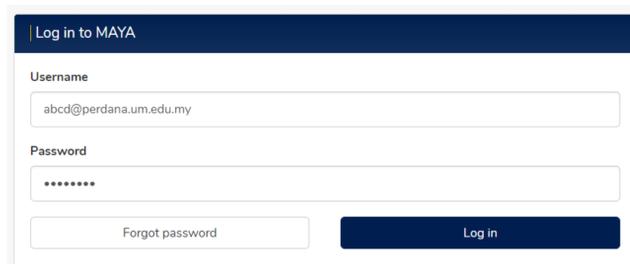
The screenshot shows the Google Sign in page. At the top, it says "Google Sign in Continue to Gmail". Below that is a text input field labeled "Email or phone" containing the email address "abcd@siswa.um.edu.my". There are links for "Forgot email?", "Not your computer? Use Guest mode to sign in privately. Learn more", "Create account", and a blue "Next" button.

- iii. Then try to log in into spectrum.um.edu.my with your SiswaMail username, password and Status.



The screenshot shows the UMCAS login page. It has the Universiti Malaya logo and "UMCAS" in large letters. Below is a form titled "Please Enter your UMMail account" with a search icon. The form contains a text input field with "abcd", a password input field with "*****", a "Status" dropdown menu set to "Student", and a green "Sign in" button.

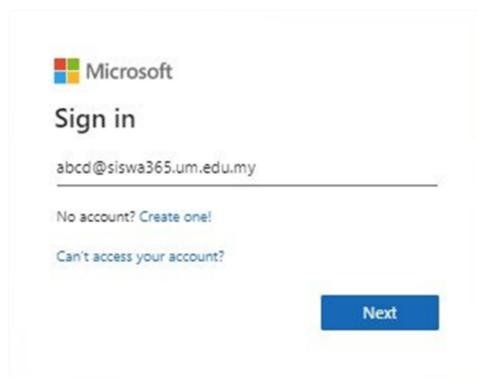
- iv. Finally, try to login to maya.um.edu.my with your SiswaMail username and password. Example: `abcd@perdana.um.edu.my` / [new password]



The screenshot shows the MAYA login page. It has a dark blue header with "Log in to MAYA". Below is a form with "Username" and "Password" labels. The username field contains "abcd@perdana.um.edu.my" and the password field contains "*****". There are links for "Forgot password" and a dark blue "Log in" button.

5 What if I can't login to Microsoft Teams?

Microsoft Teams credentials are synchronized every 30 minutes. Ensure you can log in into spectrum.um.edu.my with the new password and proceed to login to office.com with your SiswaMail username and password.
Example: `abcd@siswa365.um.edu.my` / [new password]



The screenshot shows the Microsoft Sign in page. It has the Microsoft logo and "Sign in" text. Below is a text input field containing the email address "abcd@siswa365.um.edu.my". There are links for "No account? Create one!" and "Can't access your account?", and a blue "Next" button.

6 What should I do if I did not find any solution in this guide?

Other accessibility issues which are not covered in this guide, please log a helpdesk support ticket at helpdesk.um.edu.my

SiswaMail Administrator
Centre for Information Technology (PTM)
Universiti Malaya