

ACCESSING UM SYSTEMS

Frequently Asked Questions

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

Please ensure that you verify access for each system related to student applications to ensure a smooth process. This includes confirming that your login credentials are working correctly and that you can access all necessary systems without any issues.

Please follow the sequence, from 1.1 to 1.6.

Application	URL / Username / Password	Assistance Hotline
1.1 MAYA	URL : maya.um.edu.my Applicant Username : Personal E-mail Password : Password use to create MAYA account Student Username : UserID@siswa.um.edu.my Password : SiswaMail Password	Lodge your report to UM Helpdesk Applicant Use personal e-mail to create account & log in Student Use SiswaMail to log in
1.2 SiswaMail	URL : gmail.com Username : UserID@siswa.um.edu.my Password : SiswaMail Password	Call 03-79675180/ 6726
1.3 UM Helpdesk	URL : helpdesk.um.edu.my Username : UserID Password : SiswaMail Password Status : Student	Call 03-79675180/ 6726
1.4 MYSIS	URL : mysis.um.edu.my Username : UserID Password : SiswaMail Password	Lodge your report to UM Helpdesk
1.5 Microsoft 365	URL : office.com Username : UserID@siswa365.um.edu.my Password : SiswaMail Password	Call 0379676720 / Lodge your report to UM Helpdesk
1.6 SPeCTRUM	URL : spectrum.um.edu.my Username : abcd@siswa365.um.edu.my Password : SiswaMail Password	Lodge your report to UM Helpdesk

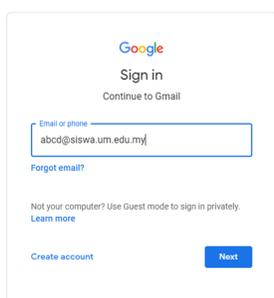
2 What is my student email address?

ID@siswa.um.edu.my

Example: S1900001@siswa.um.edu.my

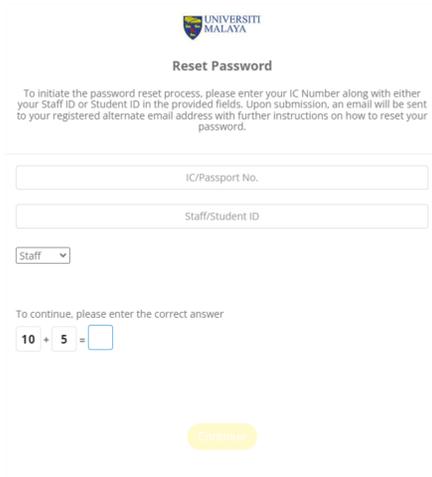
3 How to log in into SiswaMail?

SiswaMail is now accessible via Gmail (gmail.com)



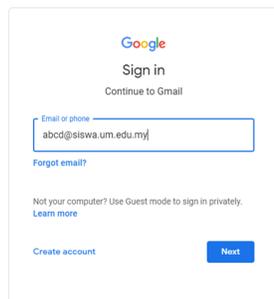
4 If I face an issue to log in into the system, what should I do?

4.1 Do a SiswaMail password recovery via [UMCAS](#)



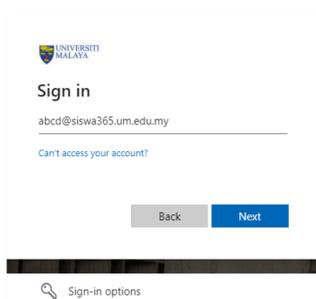
4.2 After updating the password, wait for 5 minutes before re-login to gmail.com with your SiswaMail username and the new password.

Example: abcd@siswa.um.edu.my / [new password]



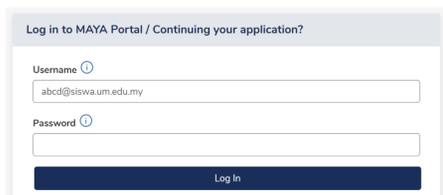
4.3 Then try to log in into spectrum.um.edu.my with your SiswaMail username, password and Status.

Example: abcd@siswa365.um.edu.my / [new password]



4.4 Finally, try to login to maya.um.edu.my with your SiswaMail username and password.

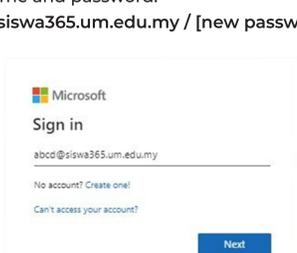
Example: abcd@siswa.um.edu.my / [new password]



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]



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