

ACCESSING UM SYSTEMS

Frequently Asked Questions

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 / User	name / Password	Assistance Hotline
1.1	MAYA	URL	: maya.um.edu.my	Lodge your report to UM Helpdesk
		Applicant Username Password	: Personal E-mail : Password use to create MAYA account	Applicant Use personal e-mail to create accou & log in
		Student Username Password	: UserID@siswa.um.edu.my : SiswaMail Password	Student Use SiswaMail to log in
1.2	SiswaMail	URL Username Password	: gmail.com : UserID@siswa.um.edu.my : SiswaMail Password	Call 03-79675180/ 6726
1.3	UM Helpdesk	URL Username Password Status	: helpdesk.um.edu.my : UserID : SiswaMail Password : Student	Call 03-79675180/ 6726
1.4	MYSIS	URL Username Password	: mysis.um.edu.my : UserID : SiswaMail Password	Lodge your report to UM Helpdesk

1.5 Microsoft 365	URL Username Password	: office.com : UserID@siswa365.um.edu.my : SiswaMail Password	Call 0379676720 / Lodge your report to UM Helpdesk
1.6 SPeCTRUM	URL Username Password	: spectrum.um.edu.my : abcd@siswa365.um.edu.my : 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)

	Google
	Sign in
	Continue to Gmail
- Email or pho	one
abcd@si	swa.um.edu.my
Forgot emai	?
Not your cor	nputer? Use Guest mode to sign in privately.
Not your cor L <mark>earn more</mark>	nputer? Use Guest mode to sign in privately.
Not your cor .earn more Create acco	nputer? Use Guest mode to sign in privately.

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



IC/Deceport No
IC/Passport No.
Staff/Student ID
Stall/Studelit ID
Ctoff N
Stall 👻
To continue, please enter the correct answer
To continue, please enter the correct answer
10 + 5 =

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]

Sign in Continue to Gmail	
Continue to Gmail	
Email or phone abcd@siswa.um.edu.my	
roigot email?	
Not your computer? Use Guest mode to sign in priv Learn more	ately.
Create account	Next

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]

UNIVERSITI MALAYA			
Sign in			
abcd@siswa365.um.ec	du.my		_
Can't access your account	1?		
	Back	Next	
Reference and the second second	12, 50		
Q Sign-in options			

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]

Sign in	
abcd@siswa365.um.edu.my	
No account? Create one!	
Can't access your account?	
	Next

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

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