

ACCESS TO UM SYSTEMS

SiswaMail FAQs

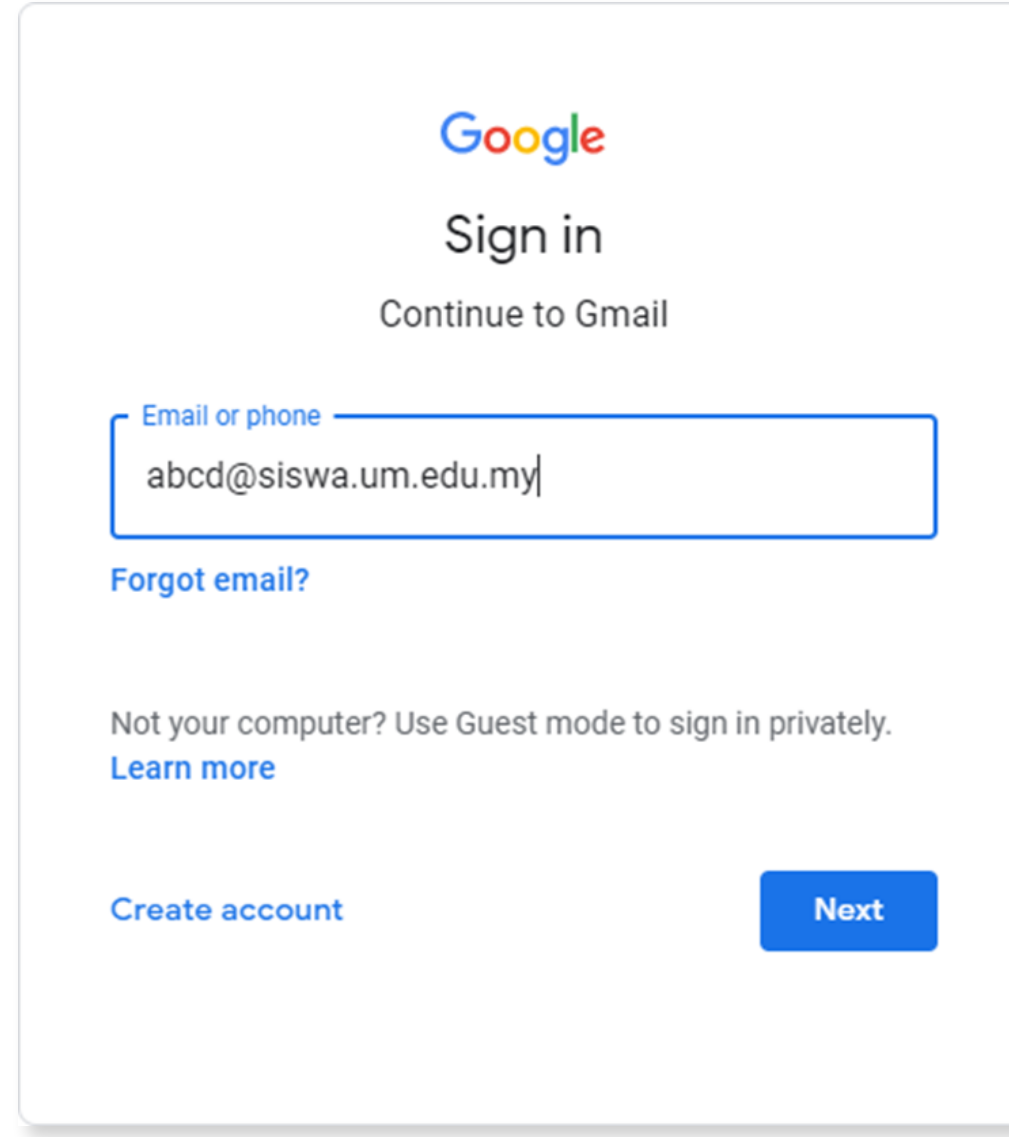
1 What is my student email address?

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)

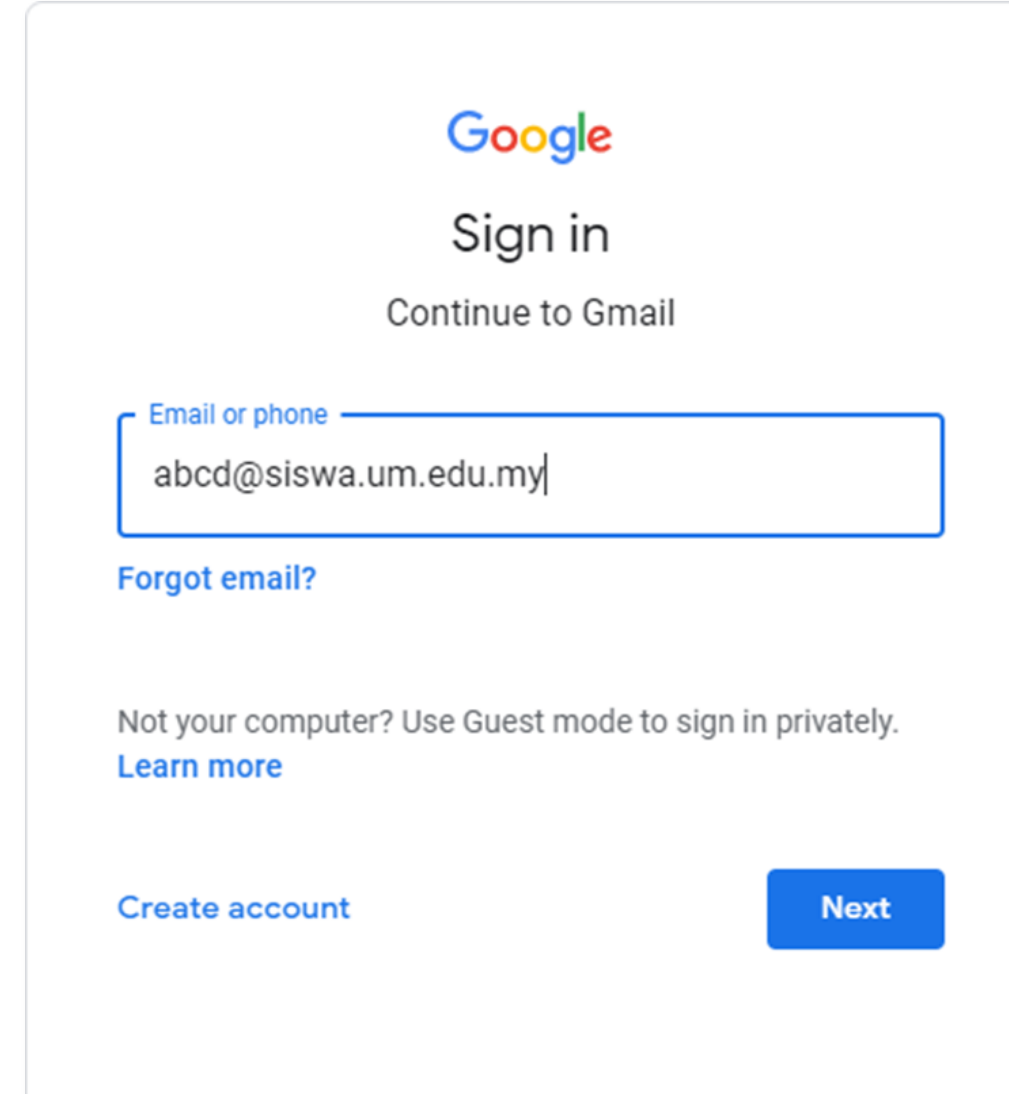


3 What is the credentials format used for student applications in Universiti Malaya?

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@siswa.um.edu.my	SiswaMail Password
Office.com	abcd@siswa365.um.edu.my	SiswaMail Password
UMCAS	abcd	SiswaMail Password

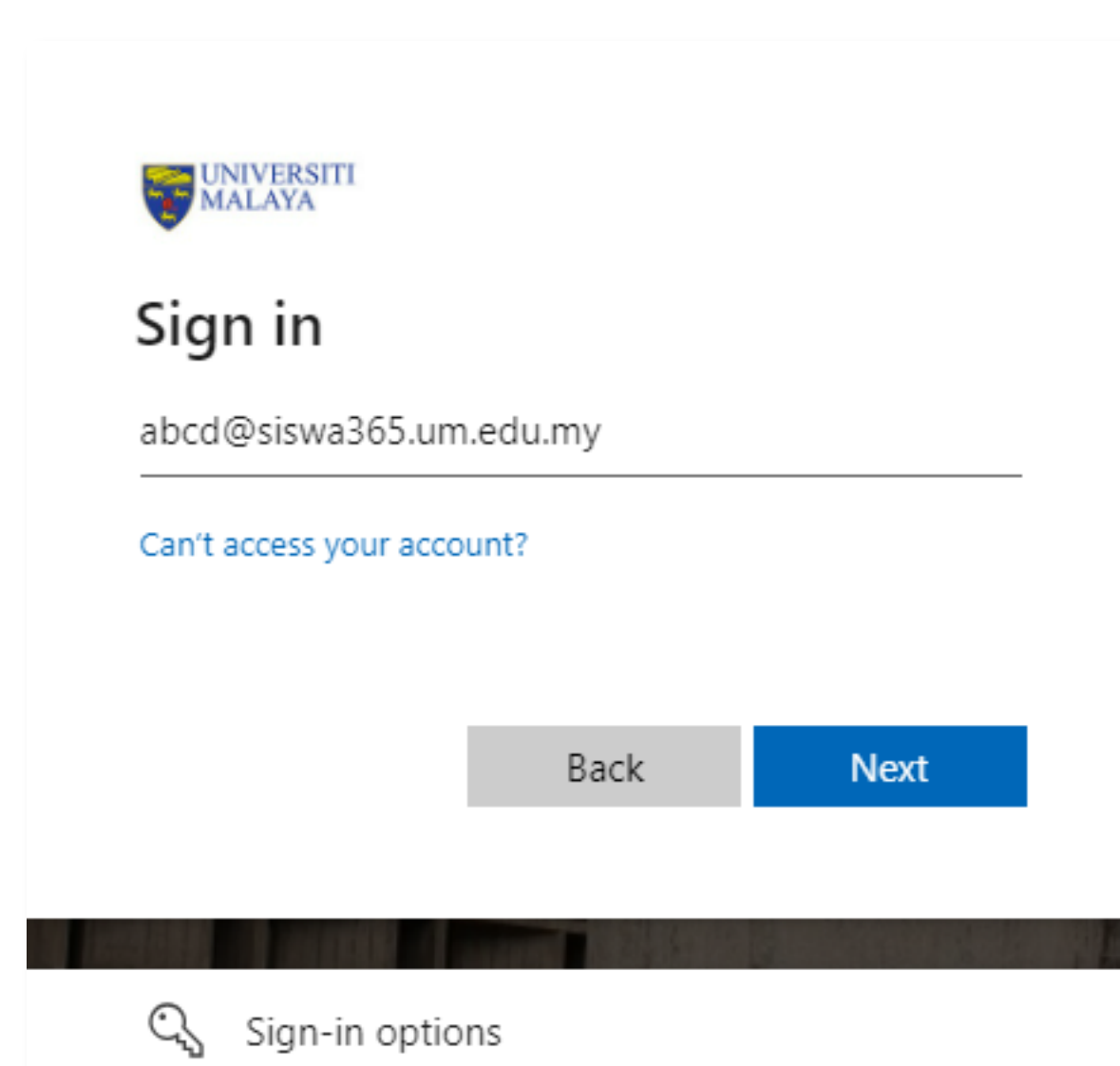
4 If I face an issue to log in into the system, what should I do?

- Do a SiswaMail password recovery by emailing to admin@siswa.um.edu.my with subject **Password Recovery Assistance Needed** and provide your full name, student id and a snapshot of your student card.
- 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]



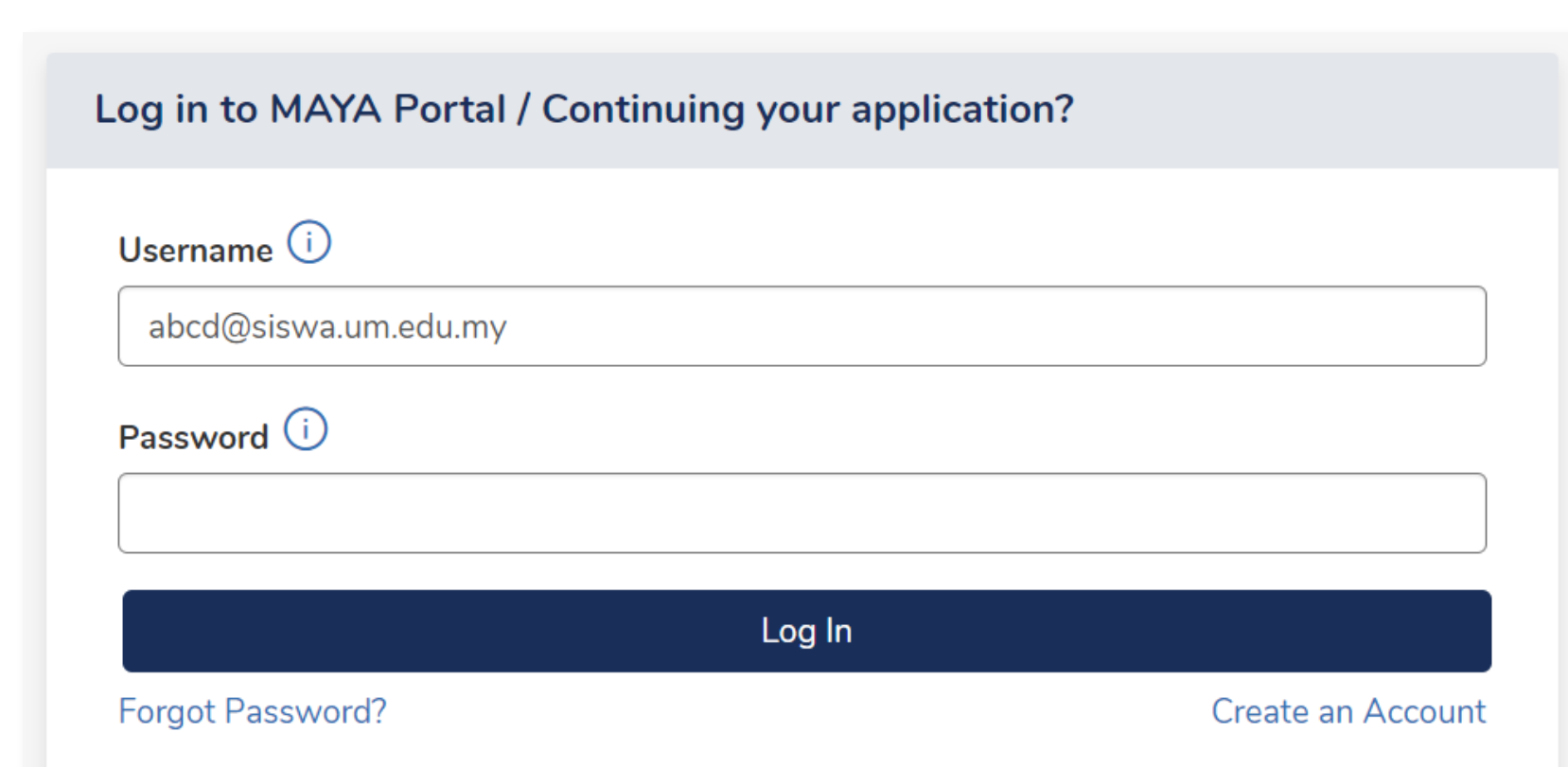
- Then try to log in into spectrum.um.edu.my with your SiswaMail username, password and Status.

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



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

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



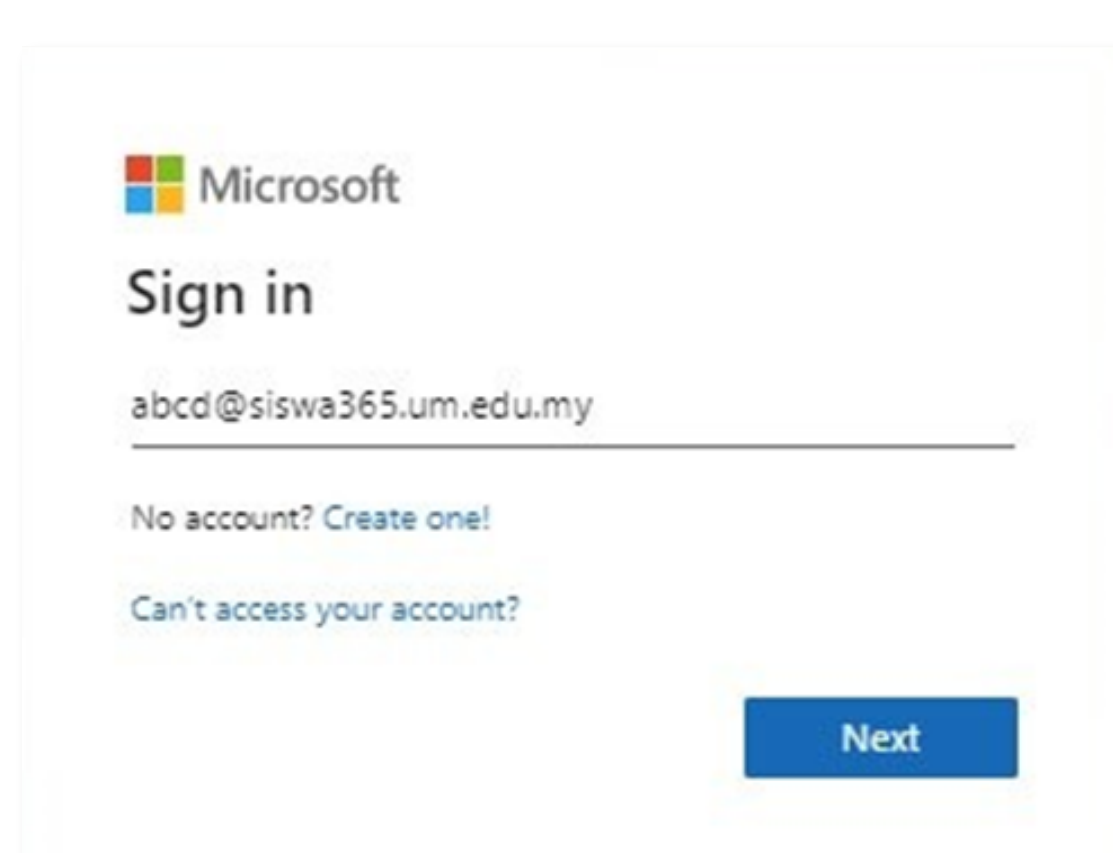
5 What if I can't login to Microsoft Teams?

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

SiswaMail Administrator
Centre for Information Technology (PTM)
Universiti Malaya