

STUDENT E-MAIL USER GUIDE FOR STUDENT

Prepared for:



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1 Introduction

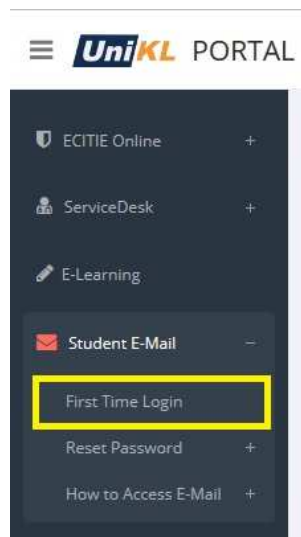
Students at UniKL are provided with university e-mail (Office365 account) with the following format:

xxxxxxx@s.unikl.edu.my

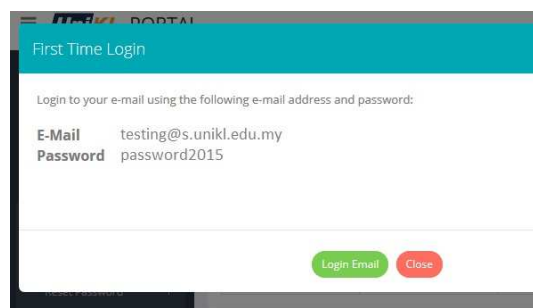
This user guide explains how students can retrieve their e-mail address and password (for first time login), reset password and guideline to access their Office365 accounts.

2 First Time Login

1. Login to Student Portal.
2. Click *Student E-mail* > *First Time Login* on Student Portal menu.



3. The system will display student's e-mail address and password. Clicking 'Login Email' button will take you to Office365 login page.



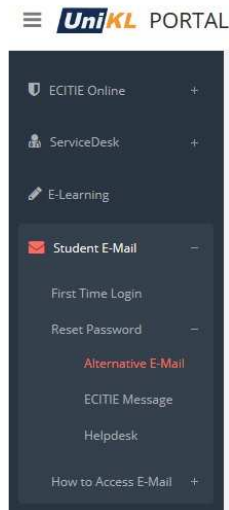
3 Reset Password

There are 3 options for resetting password:

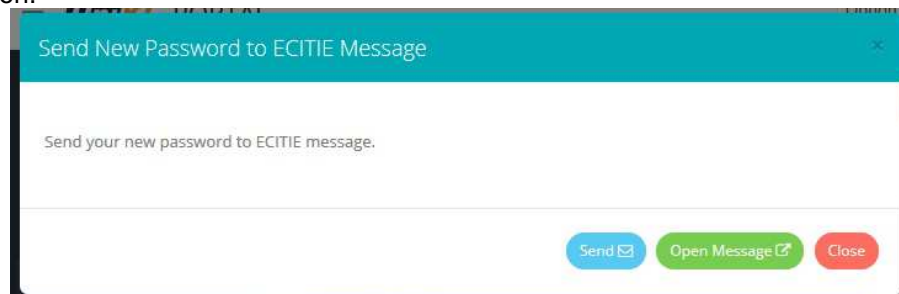
1. Reset and send new password to ECITIE message.
2. Reset and send new password to alternative e-mail (personal e-mail).
3. Create ticket in ServiceDesk for password reset (only if option 1 and 2 are unsuccessful).

3.1 Reset and Send New Password to ECITIE message

1. Login to Student Portal.
2. Click Student E-mail > Reset Password > ECITIE Message on the menu.



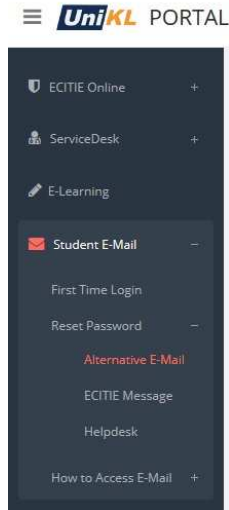
3. The system will prompt to send the new password to ECITIE message. Click Send button.



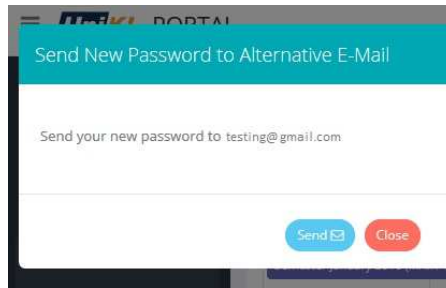
4. The new password will be sent to ECITIE message. To access ECITIE message, click Open Message button.

3.2 Reset and Send New Password to Alternative E-Mail (Personal E-Mail)

1. Login to Student Portal.
2. Click Student E-mail > Reset Password > Alternative E-mail on the menu.



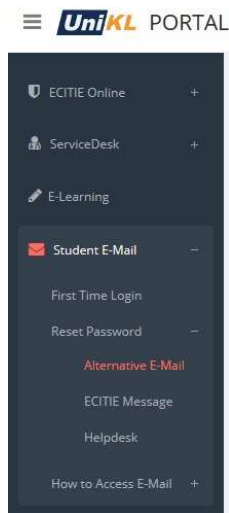
3. The system will prompt to send the new password to alternative e-mail (personal e-mail). Click Send button.



4. New password will be sent to alternative e-mail (personal e-mail).

3.3 Create ticket in ServiceDesk for Password Reset (Only if Option 1 and 2 are unsuccessful)

1. Login to Student Portal.
2. Click Student E-mail > Reset Password > Helpdesk on the menu.



3. The browser will be redirected to ServiceDesk form. Fill in your problem and contact information and click Submit.

4. The status of the ticket can be checked by clicking My Request.

4 How to Access E-Mail

There are 2 ways on how to access e-mail:

1. Access through browser by accessing [Office 365](http://portal.microsoftonline.com) (<http://portal.microsoftonline.com>).
2. Setup e-mail account on phone (by Android / IOS device). The user guide on setting up e-mail account on phone can be referred by clicking Student E-Mail > How to Access E-Mail > Phone Setup Instruction > Android (or) IOS (Iphone).

