# 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.



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

First Time L	ogin
Login to your	e-mail using the following e-mail address and password:
E-Mail Password	testing@s.unikl.edu.my password2015
NESS POSSI	Login Email Close

### 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.

Send New Password to Alternative E-Mail		
Send your new pass	word to testing@gmail.com	
	Send 🖂 Close	

- 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.

	Wew Request Form	ka da serie de la companya de la com	
? ServiceDesk Guideline	Service Provider : * Request Type : *	· ·	Online Service Des
	Subject : * Description of Problem : *		Please choose one of the options below to create online service request. Types of request available this online form are: • Complaints
	Attachment :	4000 Characters Remaining Browse No file selected.	Enquiries General Service Request Please be informed that current available active online service provider is only ICT Services Office Other services with a SCPUL Avardemic Enance
	Phone No :	Please enter numeric only	Facility and the activity of the second seco

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

#### How to Access E-Mail 4

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

- 1. Access through browser by accessing Office 365 (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).



## E UniKL PORTAL