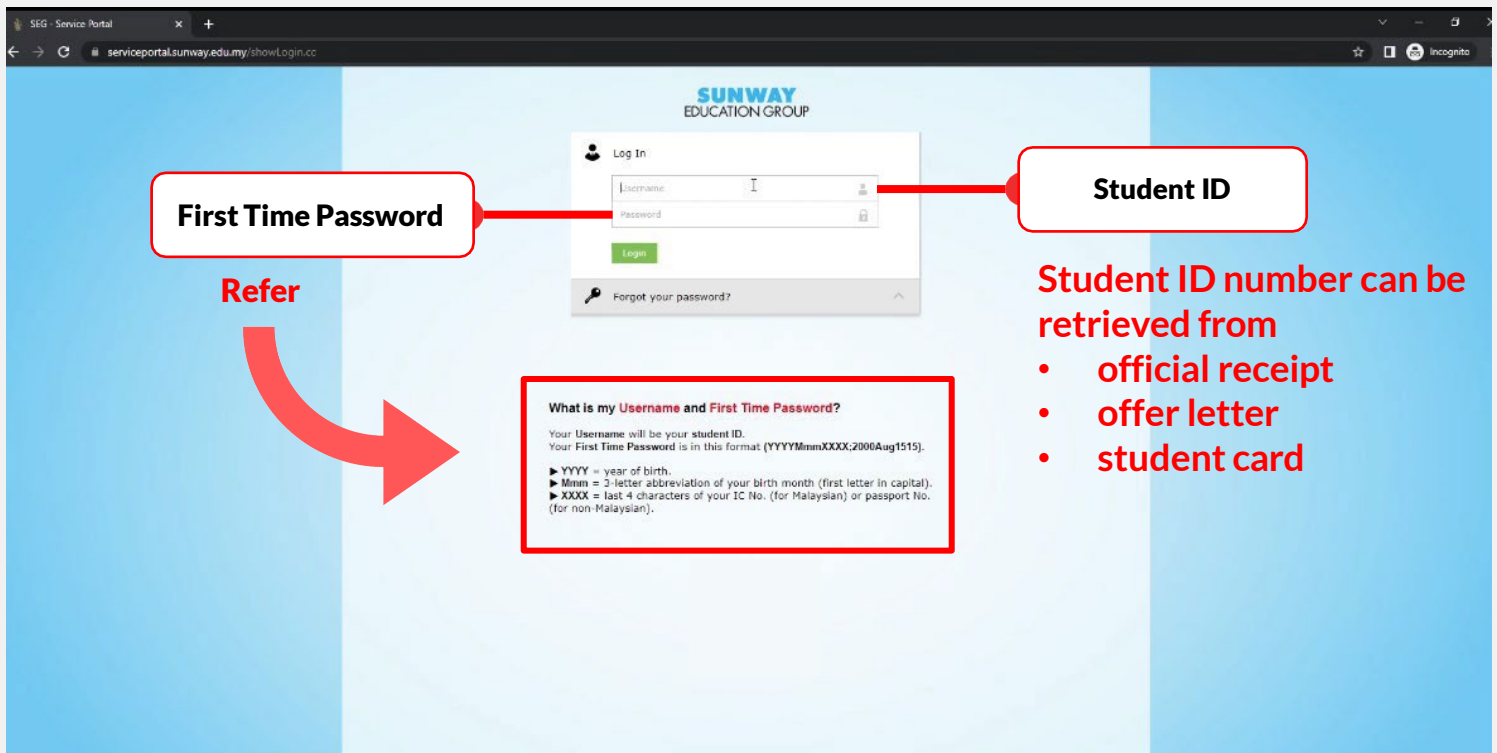


# Simple guide on Student Account Activation

## Notes

- ✔ Service Portal link: <https://serviceportal.sunway.edu.my>
- ✔ Activate your account via cell phone, laptop or PC
- ✔ FAQ for account activation available in this document
- ✔ Student ID number can be retrieved from official receipt, offer letter or student card

1 Service Portal link: <https://serviceportal.sunway.edu.my> & key in your student ID & default password



The screenshot shows the Sunway Education Group Service Portal login page. The page has a light blue background with the Sunway Education Group logo at the top. In the center, there is a 'Log In' form with fields for 'Username' and 'Password', a 'Login' button, and a 'Forgot your password?' link. A red box highlights the 'Log In' form. To the left of the form, a red box labeled 'First Time Password' has a red arrow pointing to the 'Password' field. To the right of the form, a red box labeled 'Student ID' has a red arrow pointing to the 'Username' field. Below the 'Log In' form, there is a section titled 'What is my Username and First Time Password?' with the following text: 'Your Username will be your student ID. Your First Time Password is in this format (YYYYMmmXXXX:2000Aug1515).'. Below this text, there are three bullet points: '▶ YYYY = year of birth.', '▶ Mmm = 3-letter abbreviation of your birth month (first letter in capital).', and '▶ XXXX = last 4 characters of your IC No. (for Malaysian) or passport No. (for non-Malaysian)'. A red arrow points from the 'First Time Password' box to this section. On the right side of the page, there is a red box labeled 'Student ID' with a red arrow pointing to the 'Username' field. Below this box, there is a red box labeled 'Student ID number can be retrieved from' with a list of three items: 'official receipt', 'offer letter', and 'student card'.

**First Time Password**

**Refer**

**Student ID**

**Student ID number can be retrieved from**

- official receipt
- offer letter
- student card

2 Key in your new password by following the policy stated below. Once done, click “Change Password”

Change Password

Old Password  
New Password  
Confirm New Password

- Maximum length should not exceed 16
- Minimum length should be at least 8
- Number of special characters to include 1
- Must start with an uppercase alphabet or a lowercase alphabet or a special character or a number
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must not be a palindrome
- Must not contain any character more than 3 times consecutively
- Must not have 5 consecutive character(s) from username
- Must not contain restricted patterns [List](#)
- Must contain at least 1 lower case character(s)

Change Password Cancel

Please do not use your name as password

3 Click “Close” to complete the configuration

Status

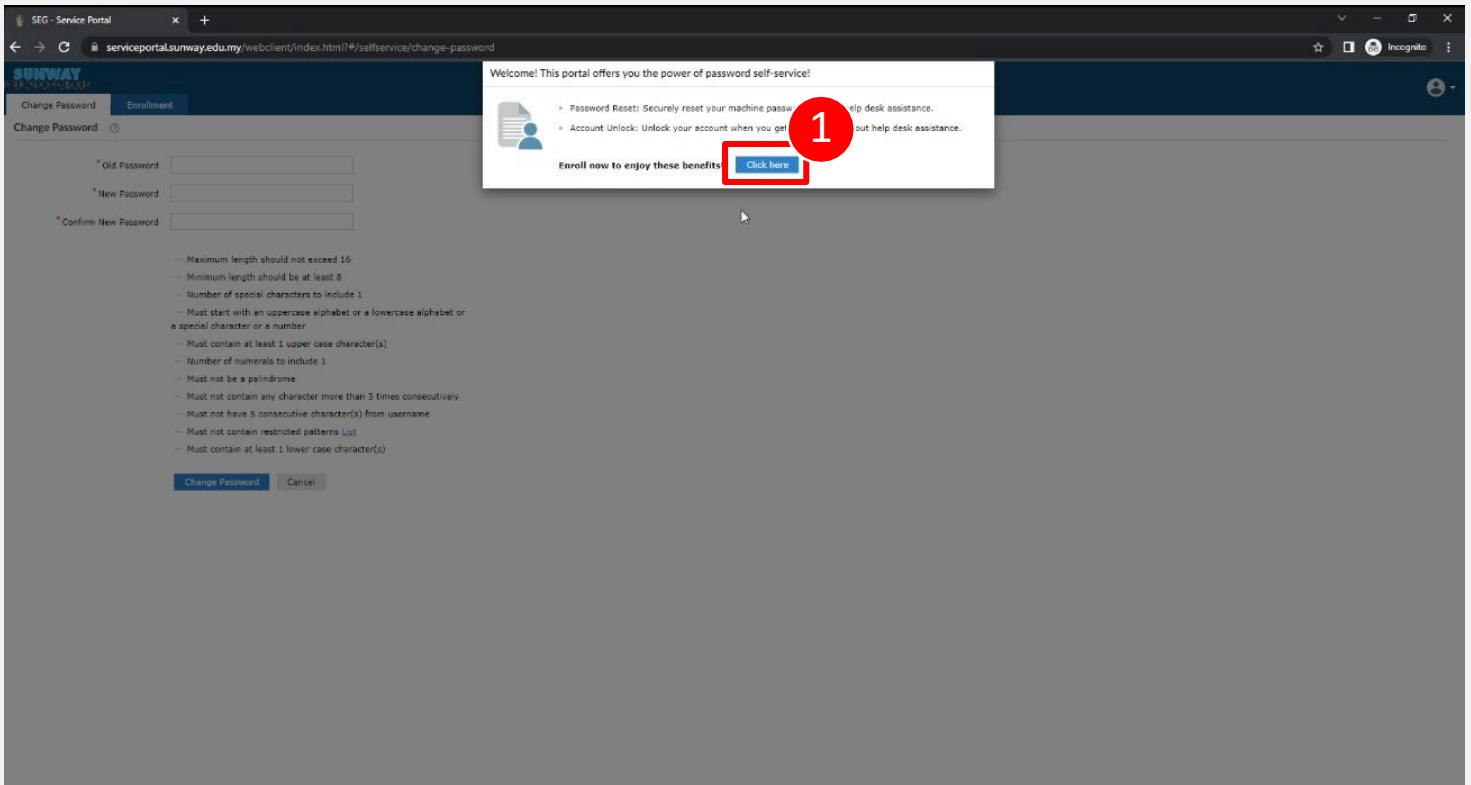
✓ Password change successful for the following account(s)

- 14052518
- 14052518@mail.sunway.edu.my - iMail - Microsoft [1,365 / Azure]

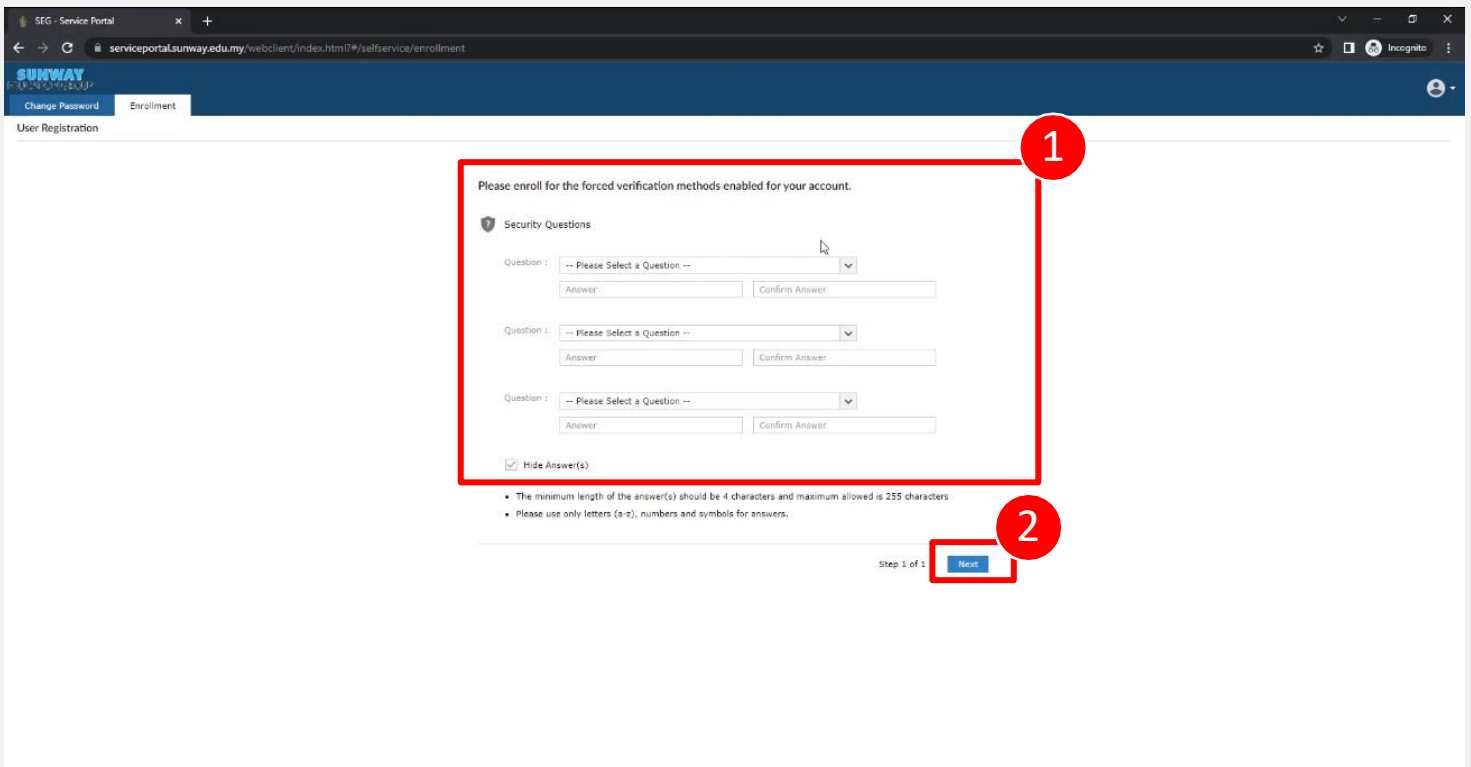
Close

Change Password Cancel

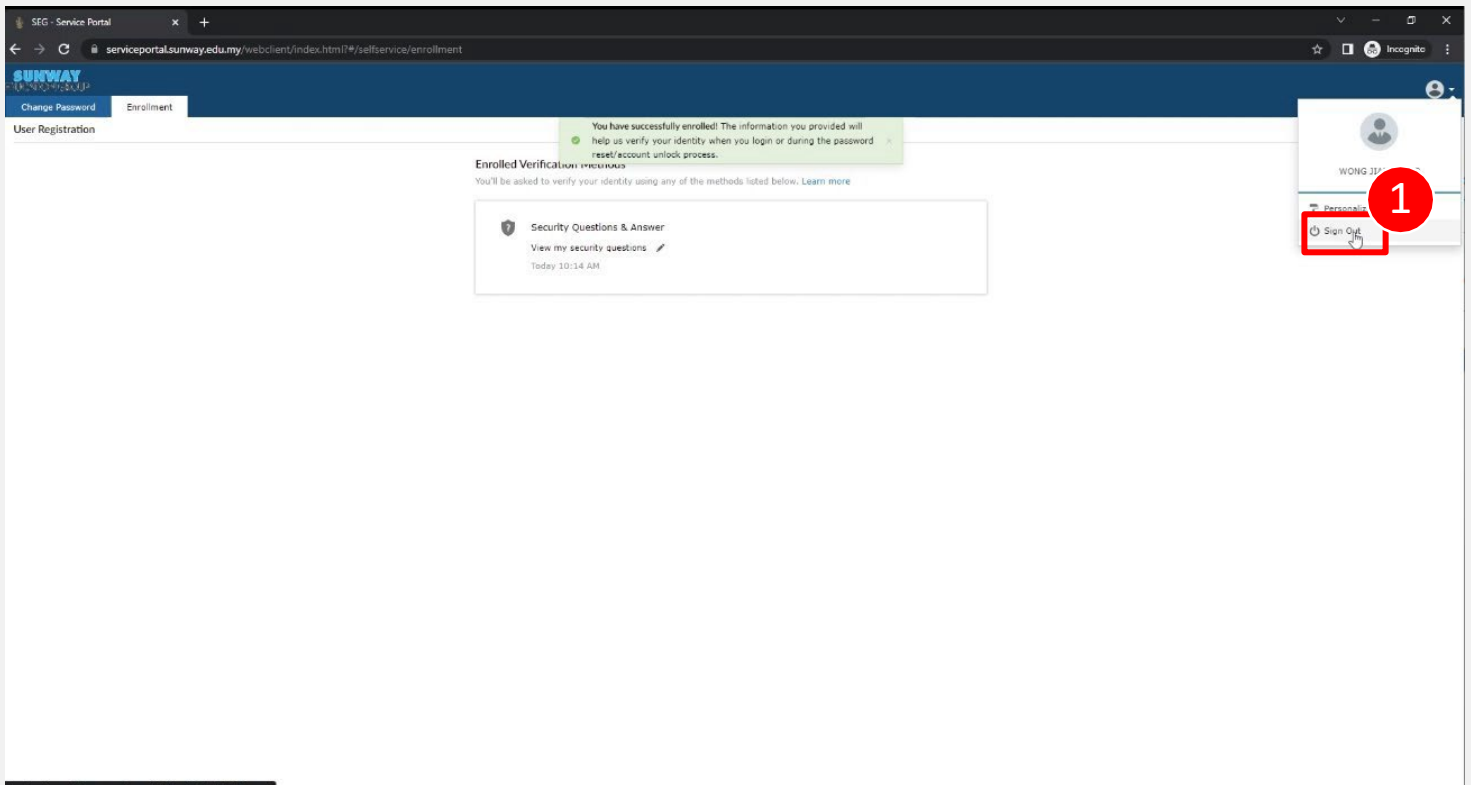
## 4 Please click on the “Click here” button to enable the self-password reset feature



## 5 Fill in your details accordingly & click on the “Next” button to complete the setup



## 6 On the top right corner, click the “people” icon and select “Sign Out” to log out



## Frequently Asked Question (FAQ)

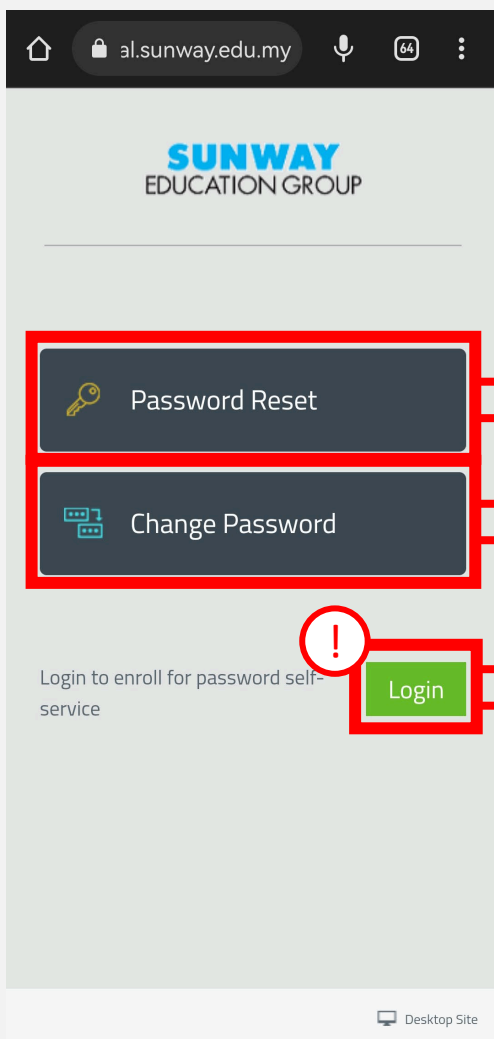
- **Who do I call if I have issue logging in?**  
We encourage you to email us at [helpdesk@sunway.edu.my](mailto:helpdesk@sunway.edu.my) and indicate your student's name, student ID as well contact number. Alternatively, you may also call ITS hotline @ 03-2022 5898 (\*hotline service is available from Mon-Fri, 8.30am - 5.30pm).
- **After successful change of password, what should I do next?**  
Please wait for 10 – 20 minutes after password change. The new password will be reflected in all services such as iZone (<https://izone.sunway.edu.my>), eLearn (<https://elearn.sunway.edu.my>) as well as iMail (<http://www.imail.sunway.edu.my>)

# Simple guide on (mobile device)

# Student Account Activation

## Notes

- ✔ Service Portal link: <https://serviceportal.sunway.edu.my>
- ✔ FAQ for account activation available in this document
- ✔ Student ID number can be retrieved from official receipt, offer letter or student card



1

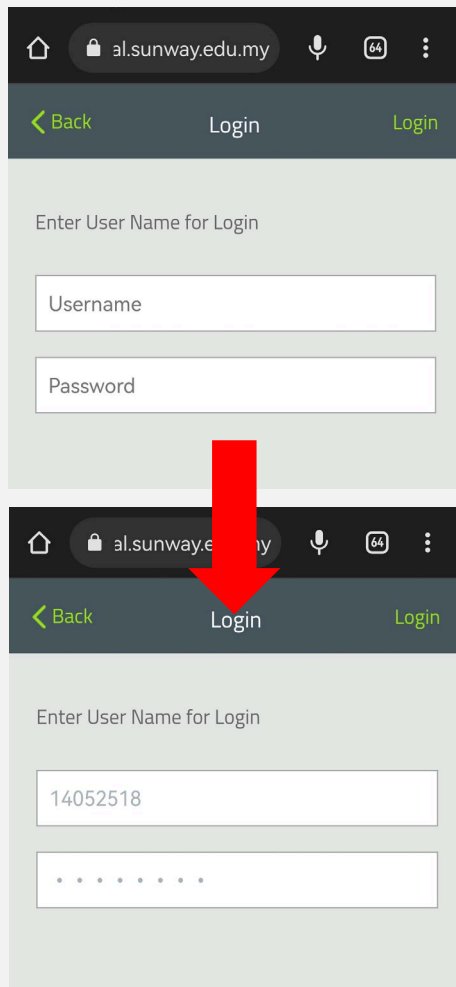
## Mobile Device Service Portal for Student

Key in <https://serviceportal.sunway.edu.my> to any of the mobile device browser.

**You may select password reset if you forgotten your password**

**“Change Password” for password replacement**

**First time *“Account Activation & Enrollment”* please click here**



## 2 Key in your personal credential

Key in your student ID at the “Username” section, follow by default password.

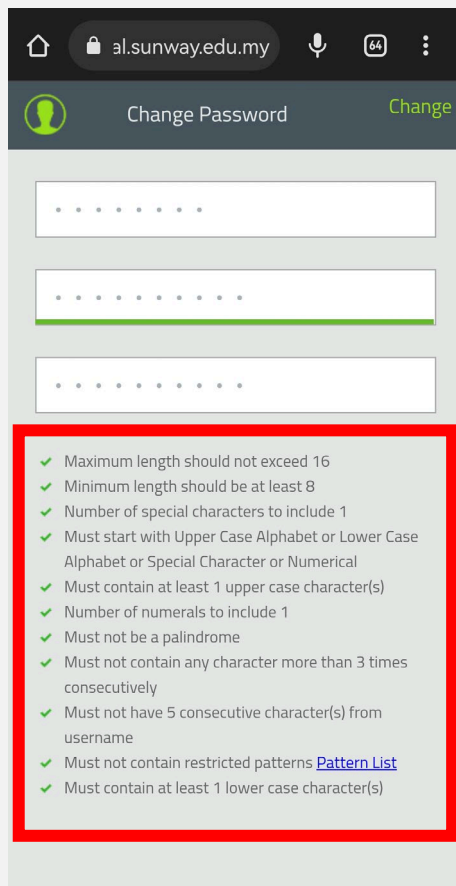
Student ID number can be retrieved from official receipt, offer letter or student card

Refer information below for first time password reset info.

**What is my Username and First Time Password?**

Your Username will be your student ID.  
 Your First Time Password is in this format (YYYYMmmXXXX e.g.2000Aug1515).


- ▶ YYYY = year of birth.
- ▶ Mmm = 3-letter abbreviation of your birth month (first letter in capital).
- ▶ XXXX = last 4 characters of your IC No. (for Malaysian) or passport No. (for non-Malaysian).



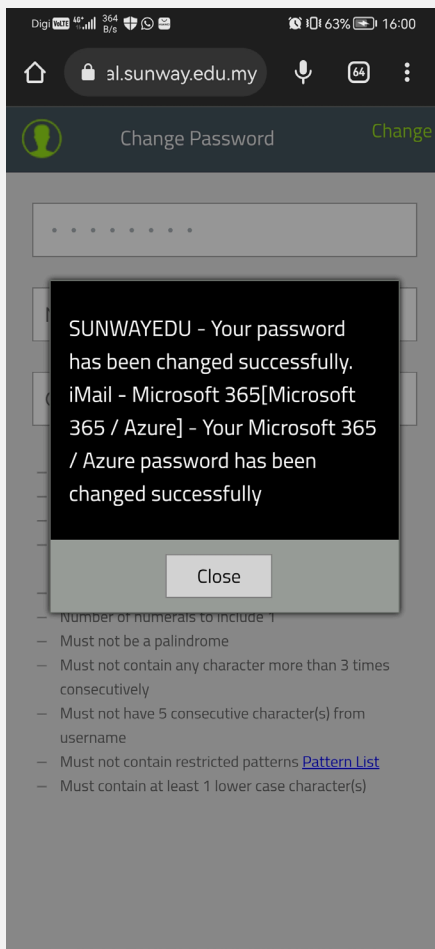
## 3 Change Password

Please refer the information below the password changing section for the full password policy.

\*\*if you did not fulfill any of the password policy, you will not be able to proceed for a password change.



**Please do not use your name as password**



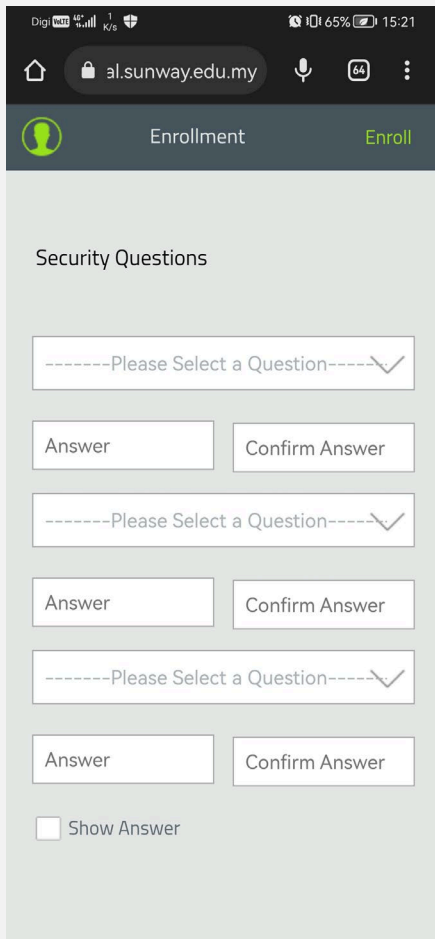
4

## Password successfully changed

Once you had changed your password, all campus login will be reflected towards your newly reset password.

Please allow at least 20 – 30 minutes for the password reset completion.

Click “Close” to proceed for the “Password Self-Service” configuration.

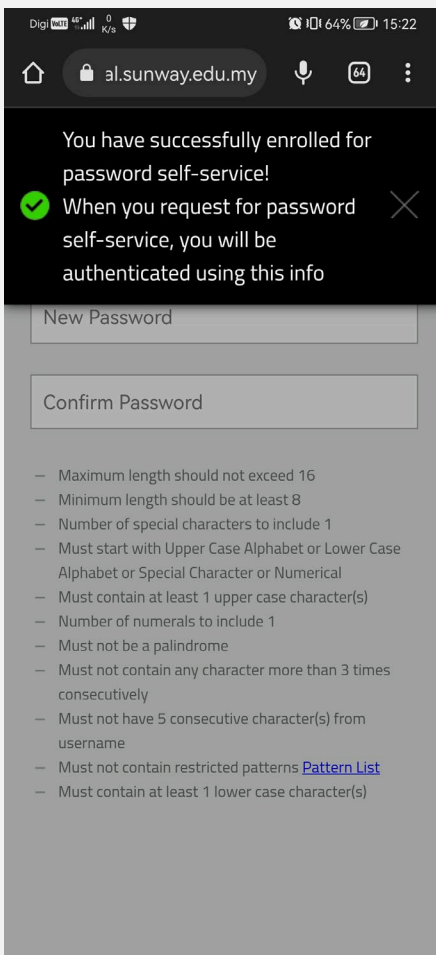


5

## Password Self-Service Configuration

3 security answer will be required to key in and verify before the confirmation

**\*\*Avoid using any common words for the answer and avoid having less than 3-character answer.**

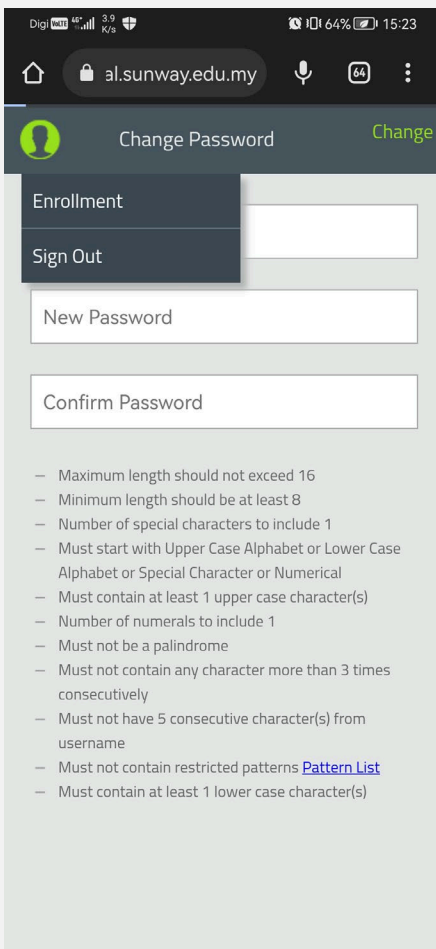


## 6

### Save your short answer

Once complete, proceed for a save over the short answer.

**\*\*You will require to key in again for the short security answer for the next attempt on changing password.**



## 7

### Log Out

You may log out after the successful configuration.

**\*\*System will auto sign out your log in after an hour.**