

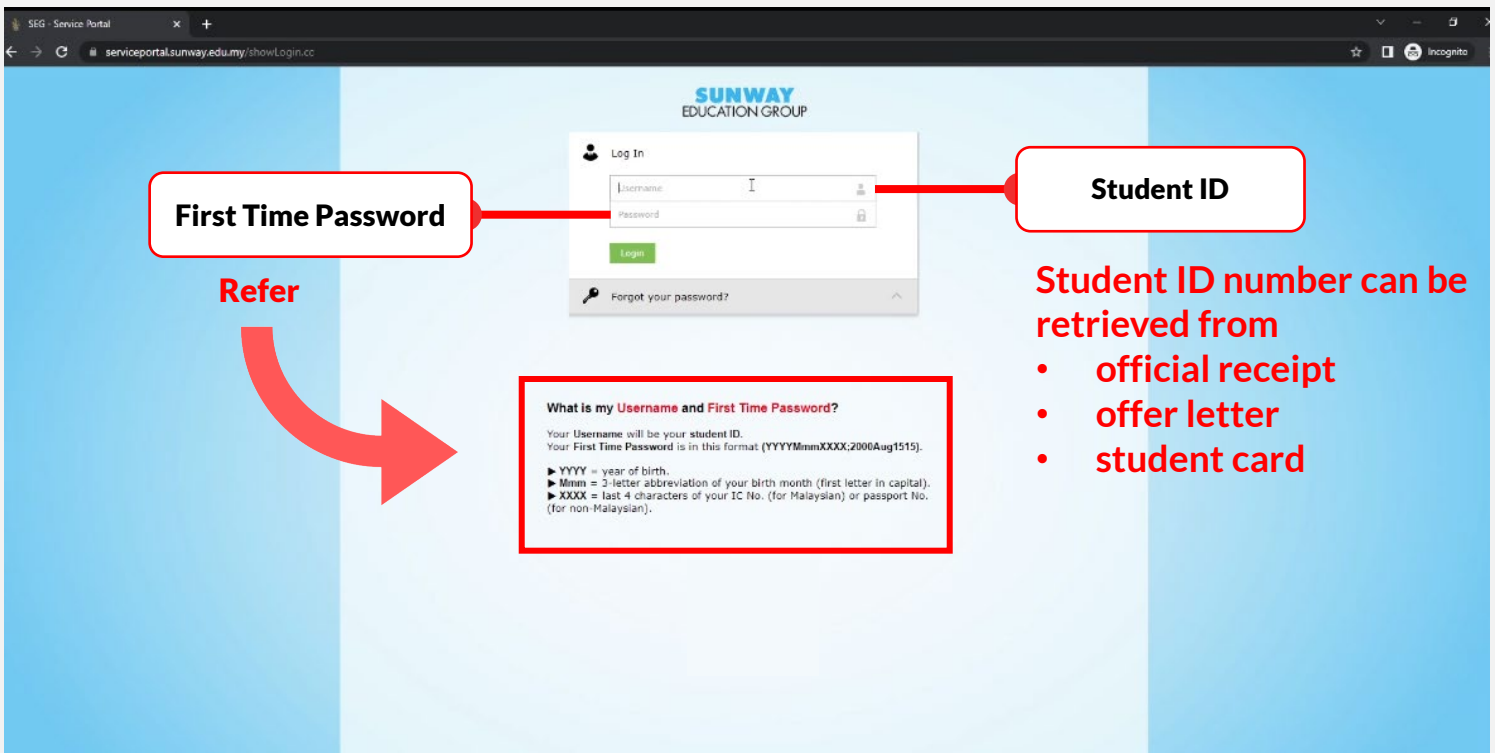
Simple guide on

Student Account Activation

Notes

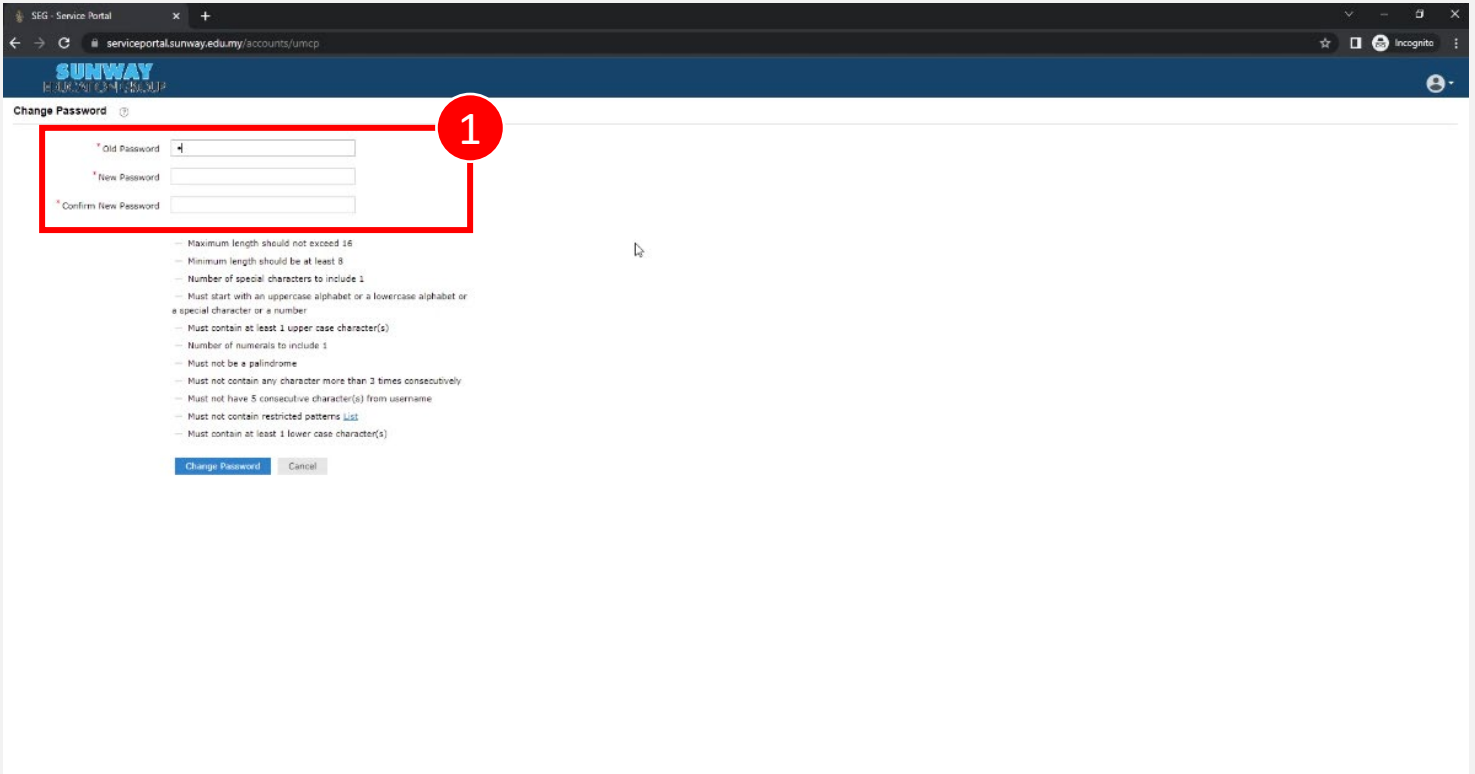
- ✔ Service Portal link: <https://serviceportal.sunway.edu.my>
- ✔ Activate your account via cell phone, laptop or PC
- ✔ FAQ for account activation available in this document
- ✔ Student ID number can be retrieved from official receipt, offer letter or student card

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

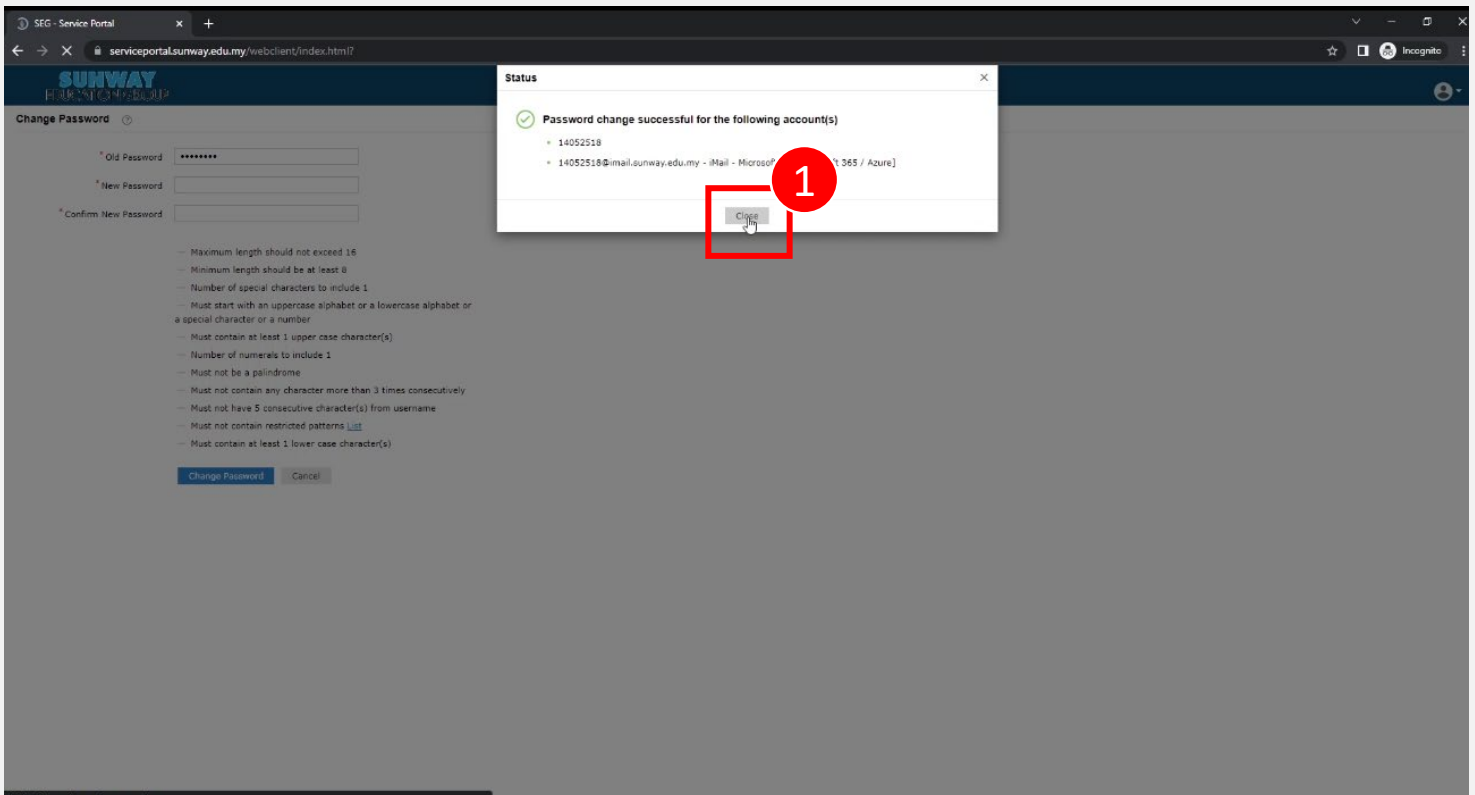


The screenshot shows the Sunway Education Group Service Portal login page. The page has a light blue background with the Sunway Education Group logo at the top. In the center, there is a 'Log In' form with fields for 'Username' and 'Password', a 'Login' button, and a 'Forgot your password?' link. A red 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, with the word 'Refer' written below it. 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:Z000Aug1515).'. Below this text 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 box highlights this section.

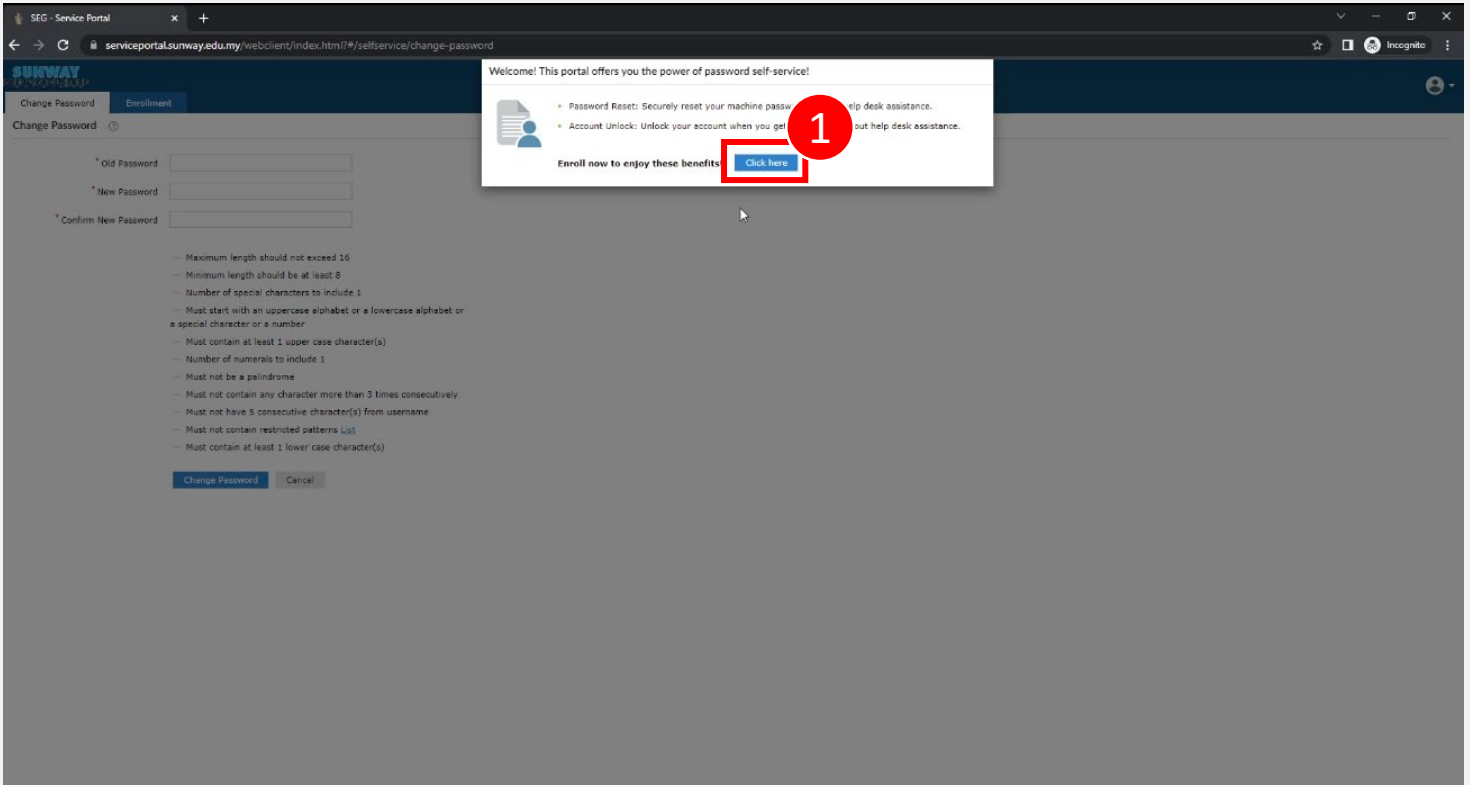
2 Key in your new password by following the policy stated below. Once done, click “Change Password”



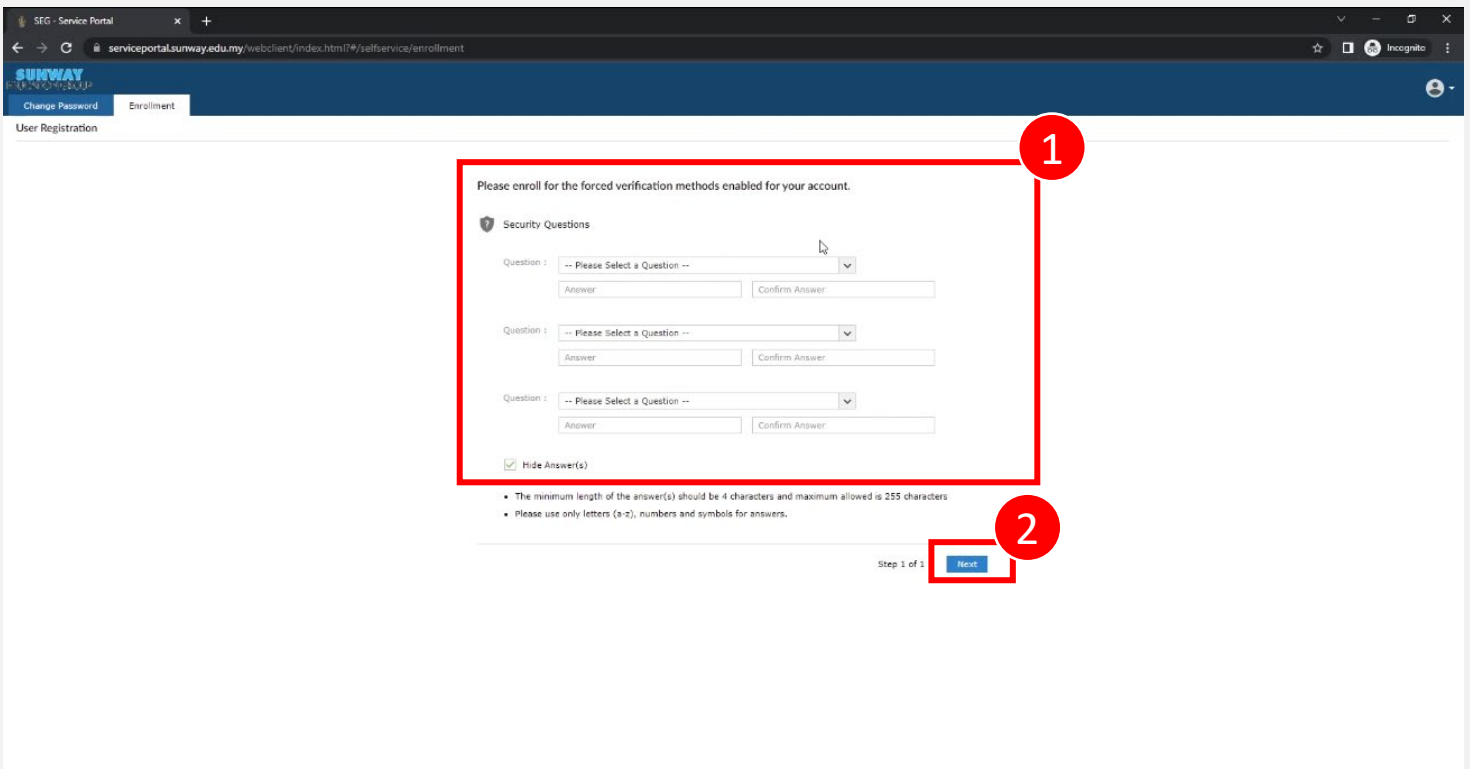
3 Click “Close” to complete the configuration



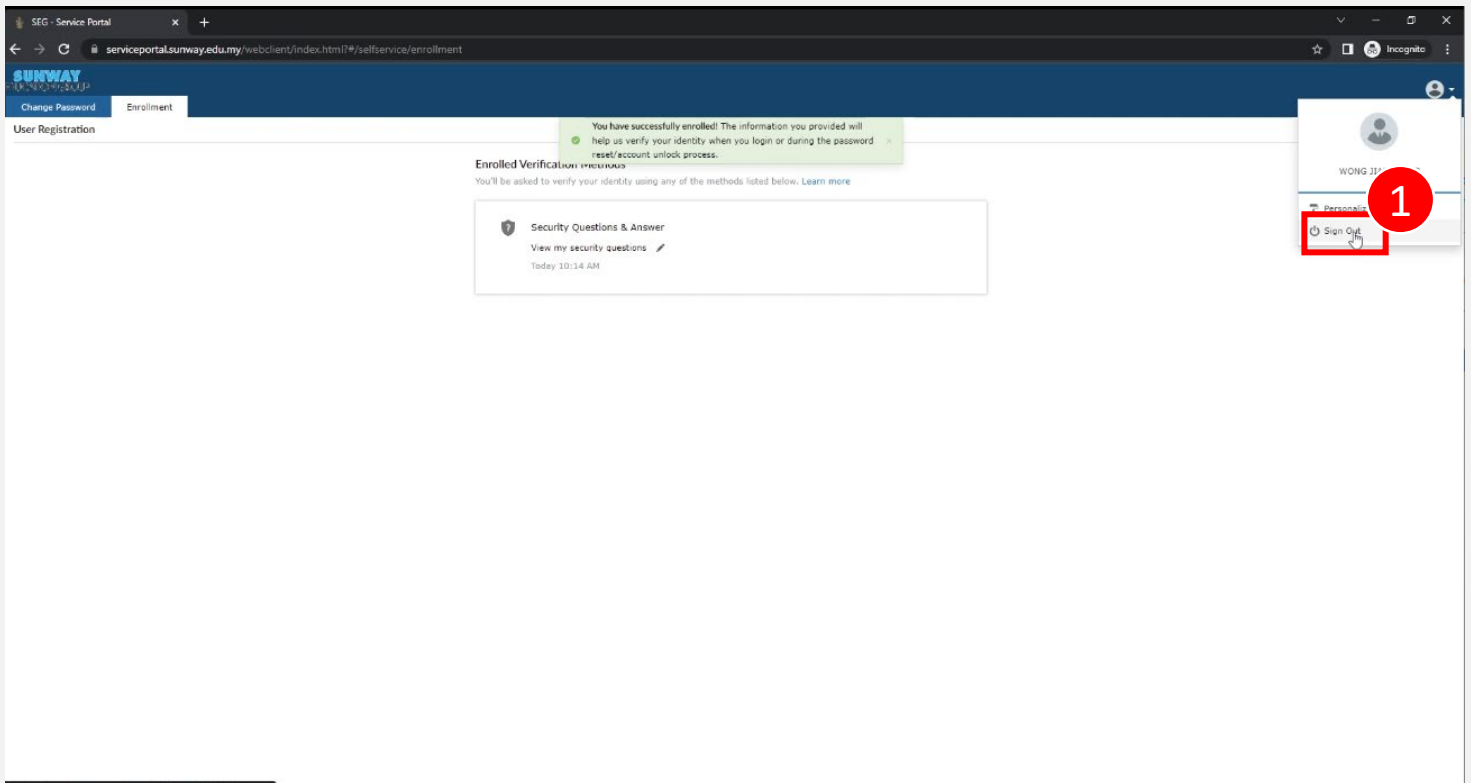
4 Please click on the “Click here” button to enable the self-password reset feature



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)

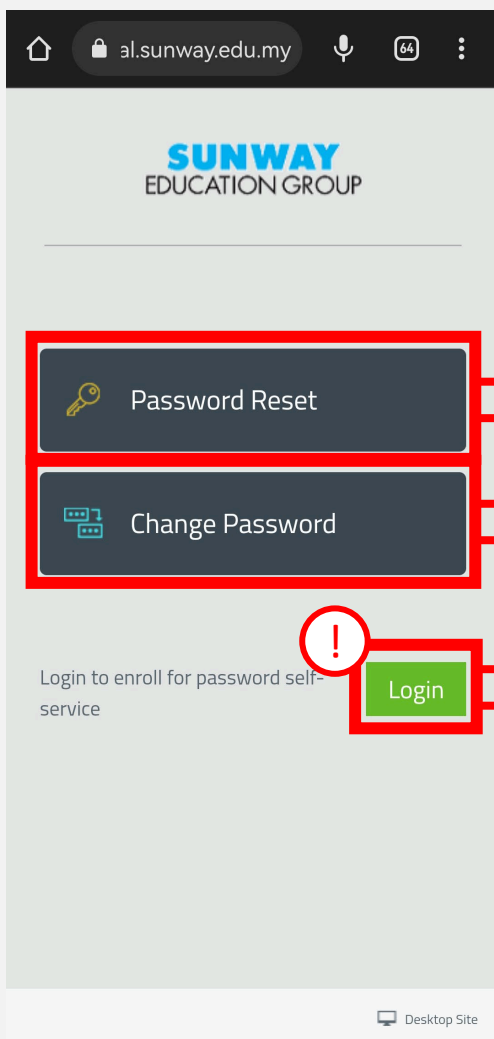
- **Who do I call if I have issue logging in?**
We encourage you to email us at helpdesk@sunway.edu.my and indicate your student's name, student ID as well contact number. Alternatively, you may also call ITS hotline @ 03-2022 5898 (*hotline service is available from Mon-Fri, 8.30am - 5.30pm).
- **After 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

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1

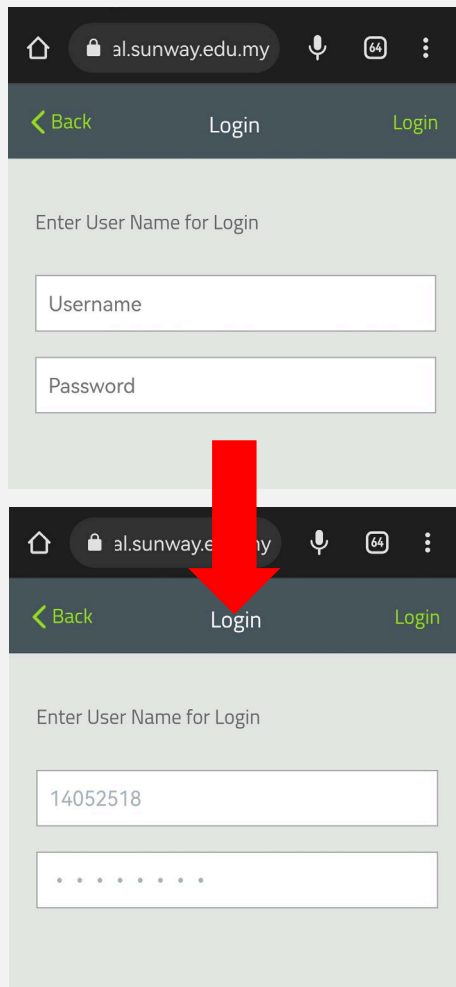
Mobile Device Service Portal for Student

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.

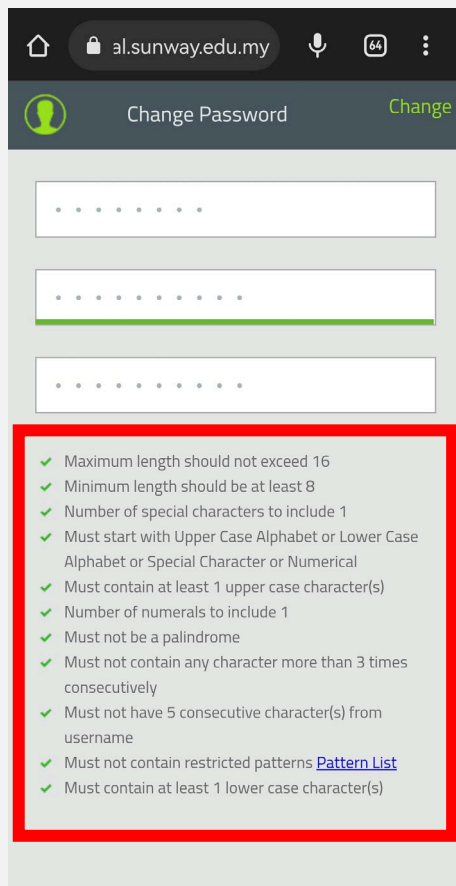
Student ID number can be retrieved from official receipt, offer letter or student card

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).

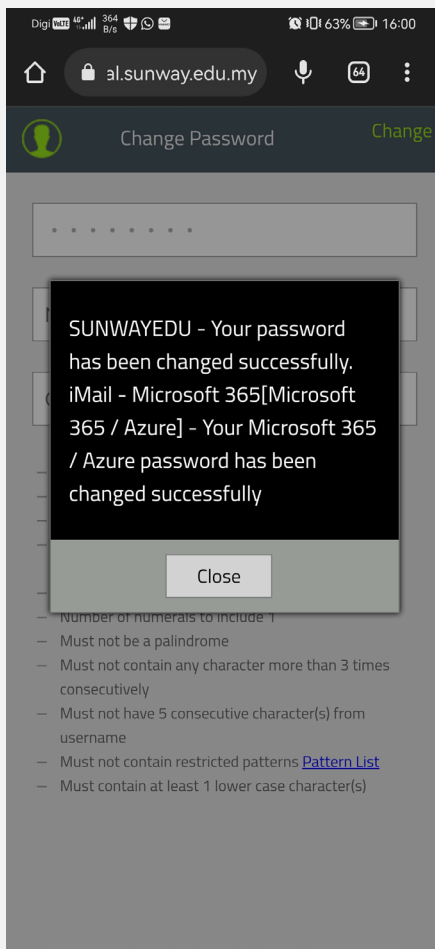
- ▶ YYYY = year of birth.
- ▶ Mmm = 3-letter abbreviation of your birth month (first letter in capital).
- ▶ XXXX = last 4 characters of your IC No. (for Malaysian) or passport No. (for non-Malaysian).



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.



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.

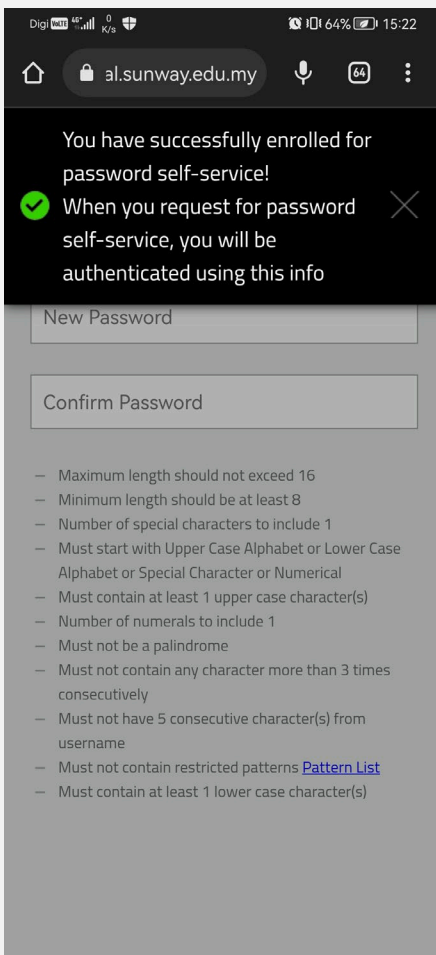


5

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.**

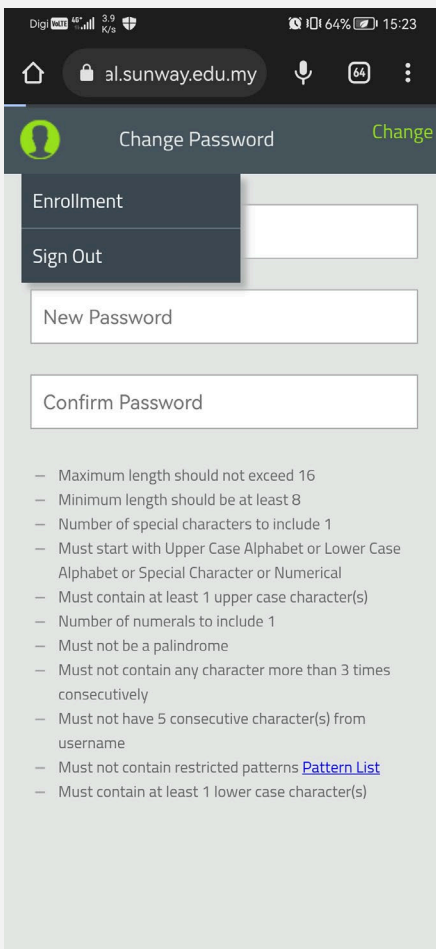


6

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.**