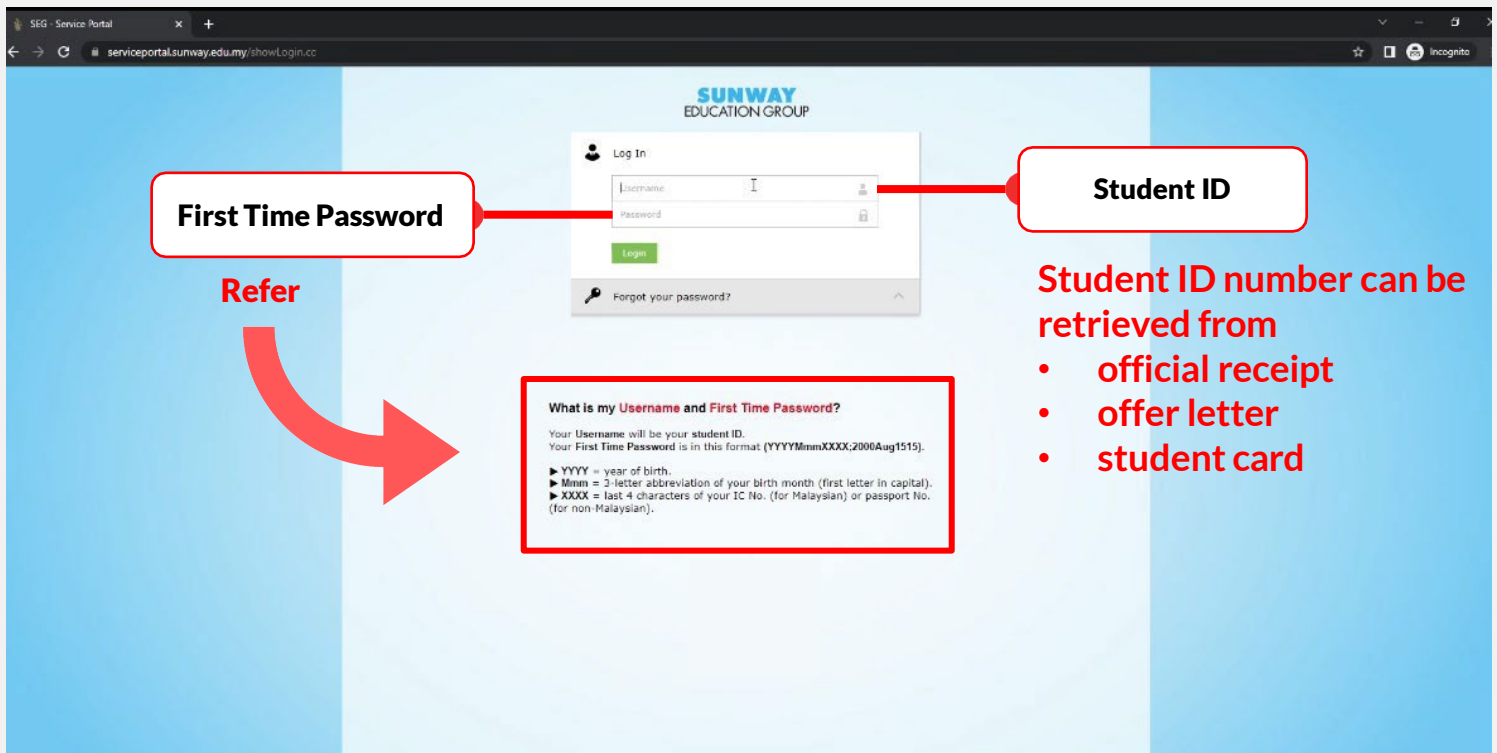


Simple guide on Student Account Activation

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 blue header with the Sunway Education Group logo. Below the header 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. A red arrow points from the 'Log In' form to a box labeled 'Student ID'. Another red arrow points from the 'Log In' form to a box labeled 'First Time Password'. A red arrow points from the 'First Time Password' box to a box labeled 'Refer'. A red box highlights the 'What is my Username and First Time Password?' section, which contains the following text:

What is my Username and First Time Password?
Your Username will be your student ID.
Your First Time Password is in this format (YYYYMmmXXXX: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).

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

1

Please do not use your name as 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

3 Click “Close” to complete the configuration

Status

✓ Password change successful for the following account(s)

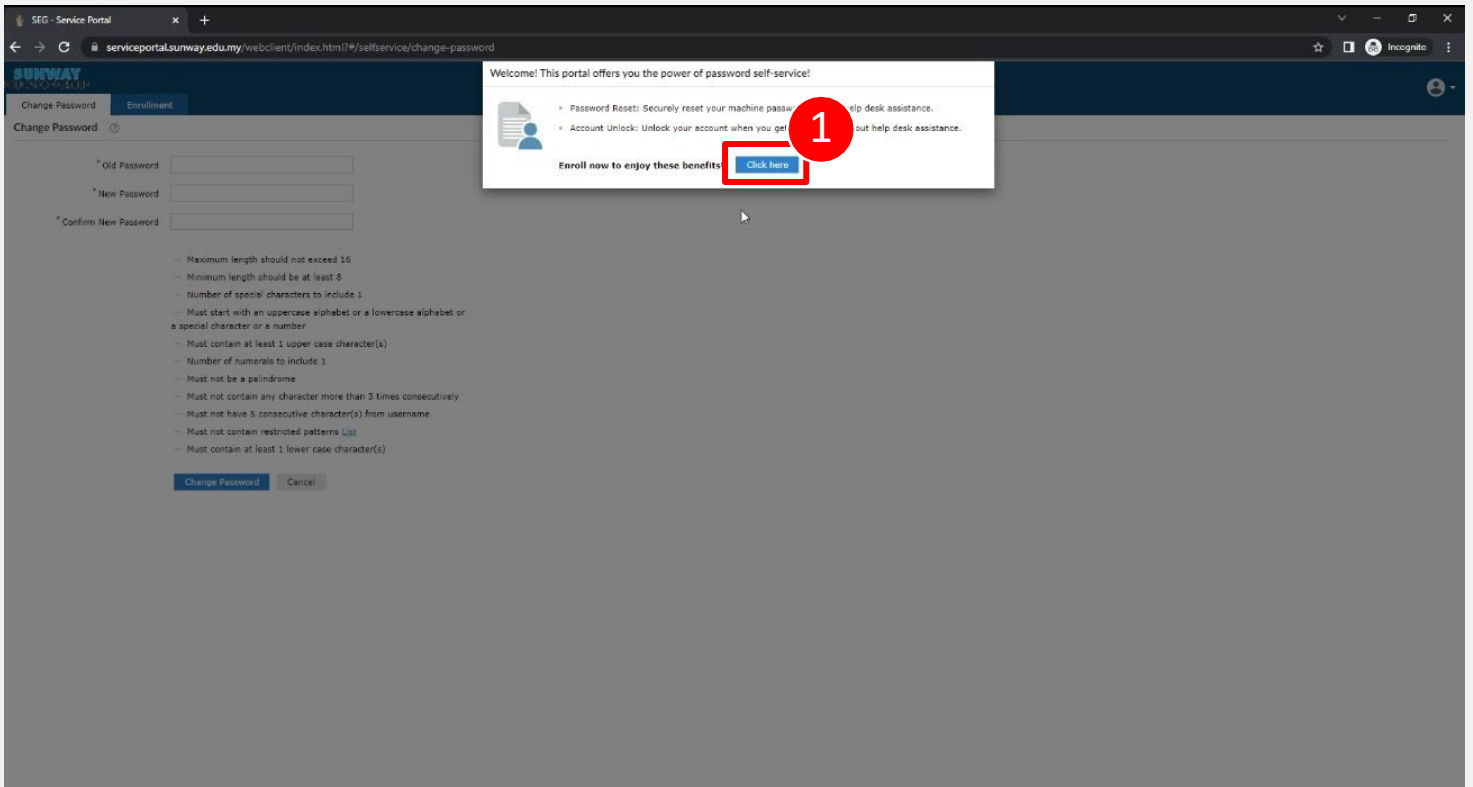
- 14052518
- 14052518@mail.sunway.edu.my - iMail - Microsoft 1.365 / Azure

1

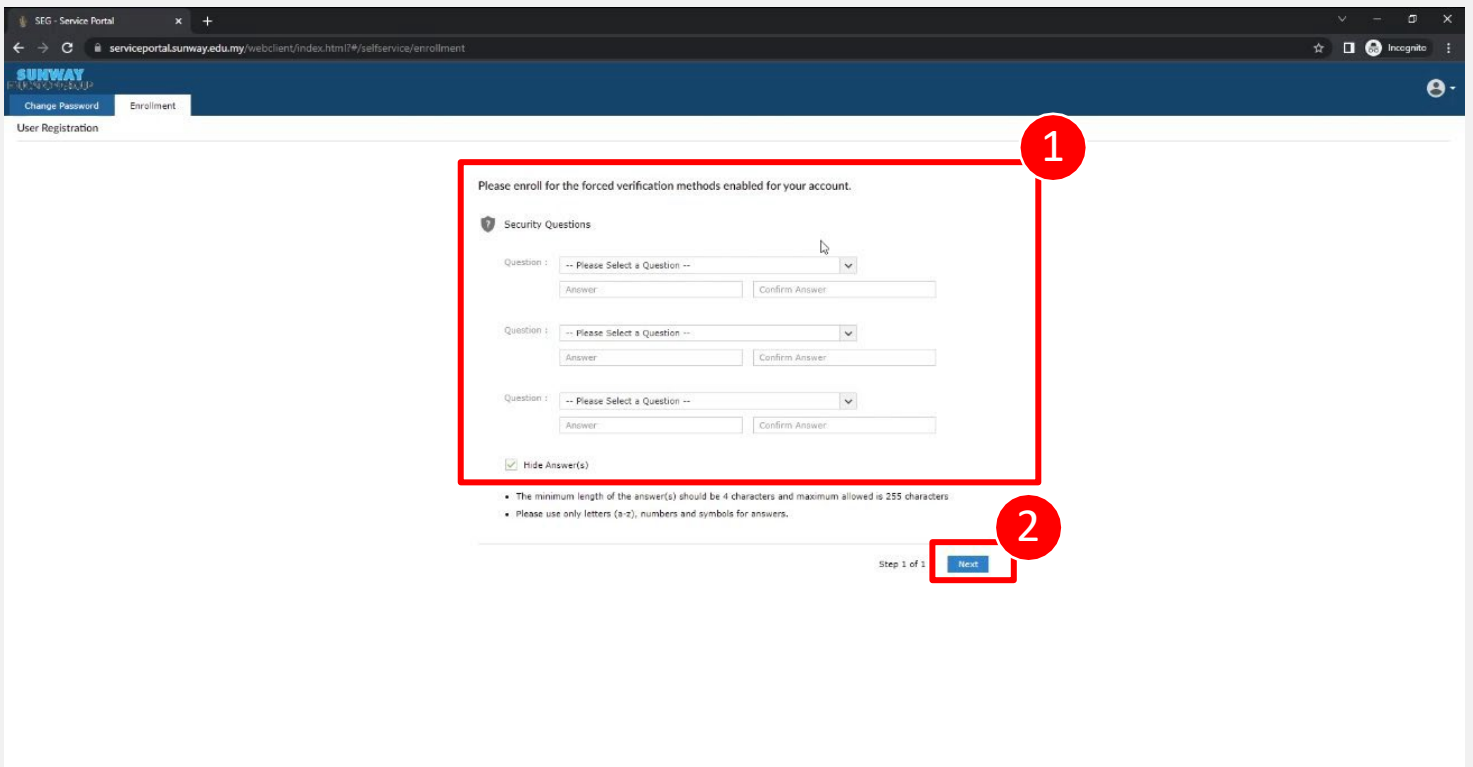
Close

Change Password Cancel

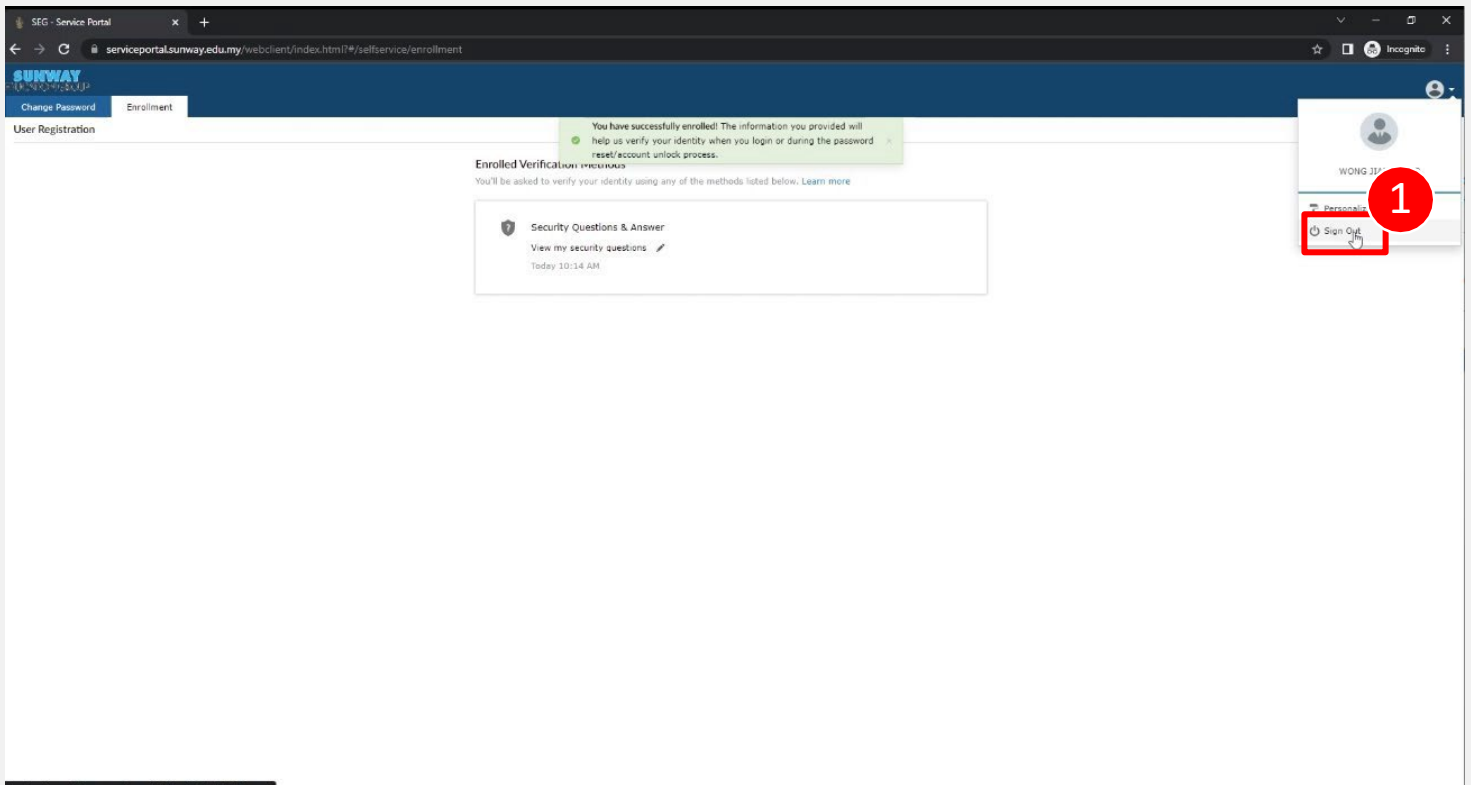
4 Please click on the “Click here” button to enable the self-password reset feature



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 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>)