

Step 1 - Sunway Student Account Activation Guide

Ver: 1.2

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FAQ:

- QUESTION:** Where do I get my Student ID to start the registration process?
ANSWER: You can retrieve it from your payment receipt. If you have misplaced your receipt, kindly email to your school program coordinator to obtain the student ID.
- QUESTION:** What is my Student ID / Username?
ANSWER: Your student ID (in numeric format) is your user login to access iZone, iMail, eLearn and WiFi. Example of username/student ID: 12008999
- QUESTION:** I don't understand the instructions of default password - YYYYMmmXXXX
ANSWER: Student A's date of birth is 12th September 2002 with IC number 020912-10-1234. The default password would be 2002Sep1234.
- QUESTION:** Who do I call if I have issue logging in?
ANSWER: We encourage you to email us at helpdesk@sunway.edu.my and indicate your student name, student ID as well contact number. Alternatively, you may also call ITS hotline @ 03-7491 8766 (*hotline service is available from Mon-Fri, 8.30am - 5.30pm).
- QUESTION:** How do I change the default password?
ANSWER: Go to URL <https://sspr.sunway.edu.my> and follow the given instructions.
- QUESTION:** Can I access <https://sspr.sunway.edu.my> from my SmartPhone?
ANSWER: For better user experience, it is recommended to use desktop PC or laptop browser such as Mozilla FireFox or Google Chrome.
- QUESTION:** After successful change of password, what should I do next?
ANSWER: Please wait for 5 - 10 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>).
- QUESTION:** When I try to login to iMail, it prompts an error message that says ***"12xxxxxx isn't in our system. Make sure you typed it correctly."***
ANSWER: Student must enter full email address in the format of student_ID@imail.sunway.edu.my, and key in password to sign in. Example: 12008999@imail.sunway.edu.my