

How to Access the UM Network (For UM Staff & Students)

Welcome to UM Connect. UM Connect is your secure login credential that gains you access to the UM Network (Wired & Wireless) .

1. Get Started

Wired : <https://connect.um.edu.my/>

Wireless : Choose SSID (**UM-WiFi-Staff/UM-WiFi-Student/UM-WiFi-Guest**)

2. Confirm Your Identity

Click your category

- **Staff**
- **Student**
- **Guest**

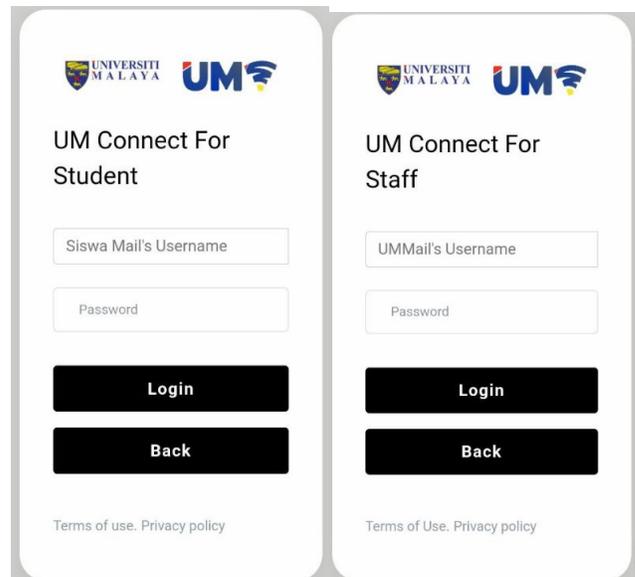


On the Login Page,

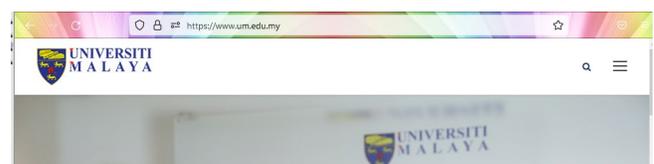
- Enter your **Username** and **Password**
- Then, click **Login**

Note :

- **UM-WiFi-Staff** :: for UM staff - use UMMail's username & Password
- **UM-WiFi-Student** :: for UM students - use Siswa Mail's username & Password



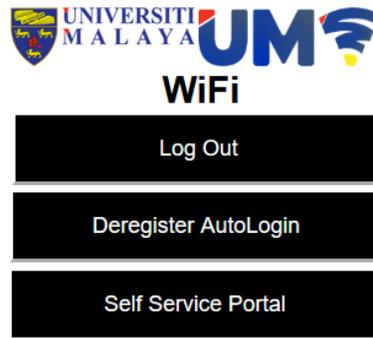
After successfully logging in, You'll be directed to UM's website and you can now access the internet.



3. UM Network Self Service Portal

<https://connect.um.edu.my>

- => Click **Logout** :
Logout current account
- => Click **Deregister Auto Login** :
Logout and inactivate auto login
- => Click **Self Service Portal** :
Manage your connected devices



On the Self Service Portal Login Page,

- Enter your **FULL email address** and **password**
Eg. aaa@um.edu.my (for Staff)
Eg. aaa@siswa.um.edu.my (for Students)
- Then, click **Login**



Manage connected devices using your user account.

- 1) To **remove** the selected device :
Click 
- 2) **Verify** that all the devices are authenticated by you.

The image shows a table titled 'Auto Login'. The table has six columns: 'No', 'Action', 'MAC Address', 'Last Auto Login', 'System', and 'Class'. There are two rows of data. The first row has '1' in the 'No' column, a red square button with a white 'X' in the 'Action' column, 'a1:4c1:14c1:ec' in the 'MAC Address' column, '2022-07-21 08:08:43' in the 'Last Auto Login' column, 'Windows' in the 'System' column, and a computer icon in the 'Class' column. The second row has '2' in the 'No' column, a red square button with a white 'X' in the 'Action' column, '7c:bb:1:927:1:94' in the 'MAC Address' column, '2022-07-15 11:39:49' in the 'Last Auto Login' column, 'Android' in the 'System' column, and a smartphone icon in the 'Class' column.

No	Action	MAC Address	Last Auto Login	System	Class
1		a1:4c1:14c1:ec	2022-07-21 08:08:43	Windows	
2		7c:bb:1:927:1:94	2022-07-15 11:39:49	Android	

Network support?

Use the helpdesk system to report any network-related issues.

<https://helpdesk.um.edu.my/>