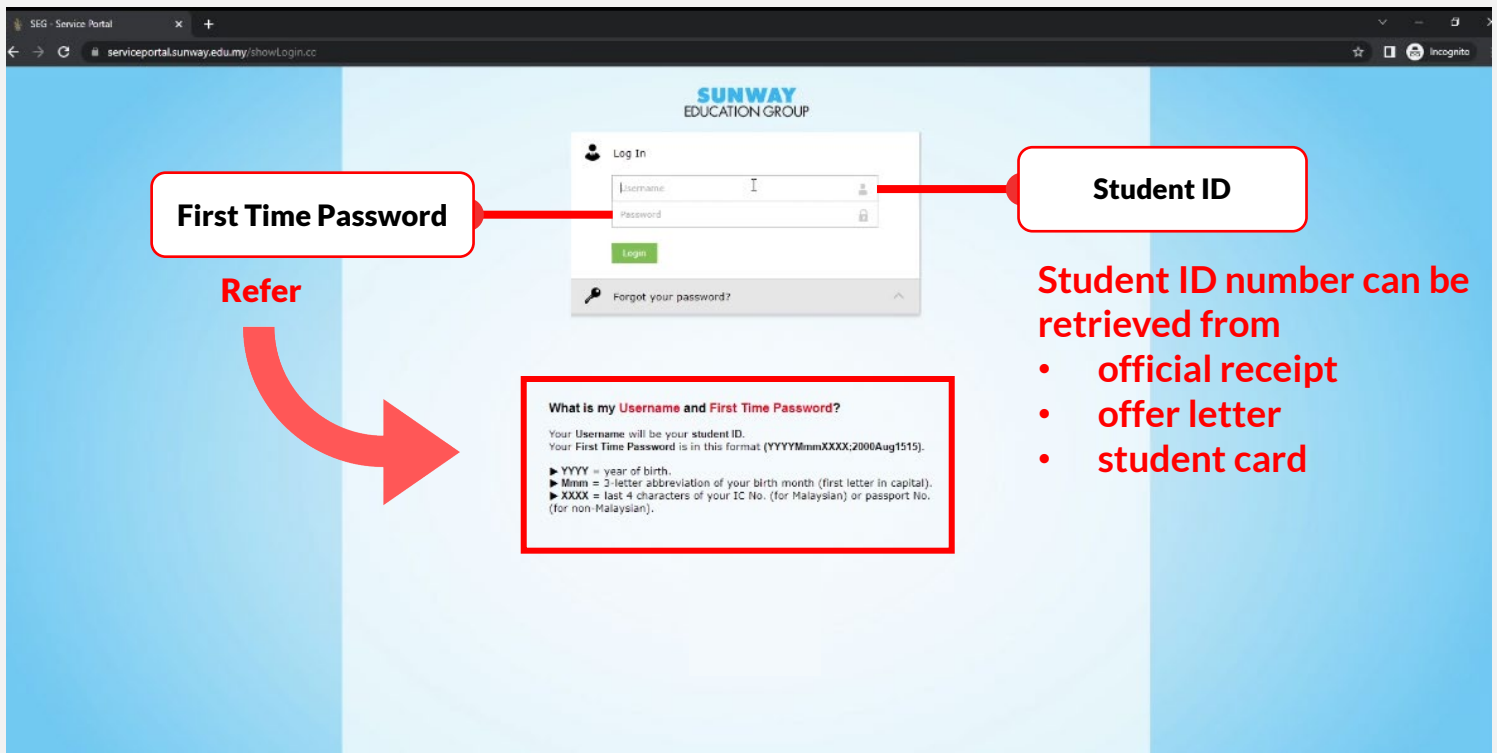


Simple guide on Student Account Activation

Notes

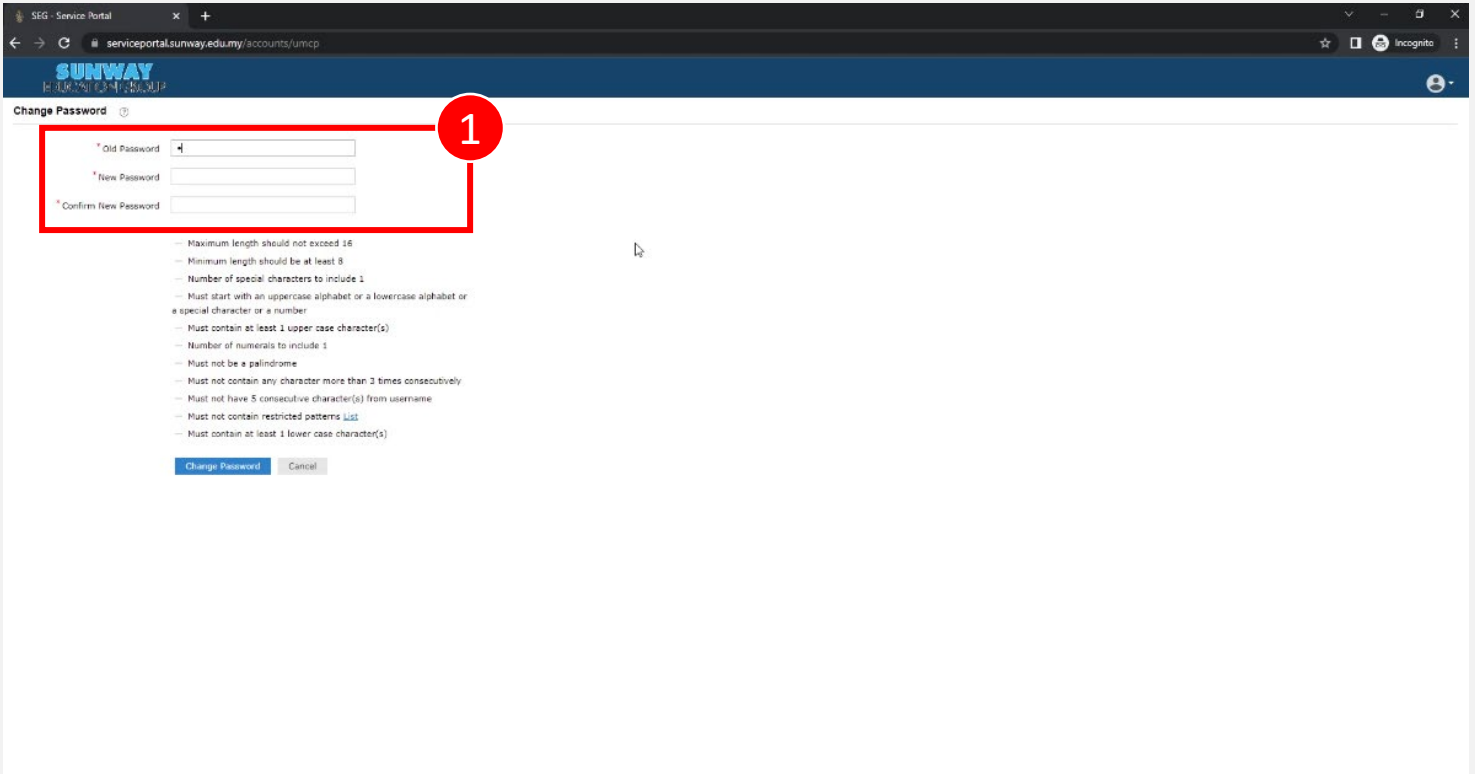
- ✔ Service Portal link: <https://serviceportal.sunway.edu.my>
- ✔ Activate your account via cell phone, laptop or PC
- ✔ FAQ for account activation available in this document
- ✔ Student ID number can be retrieved from official receipt, offer letter or student card

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

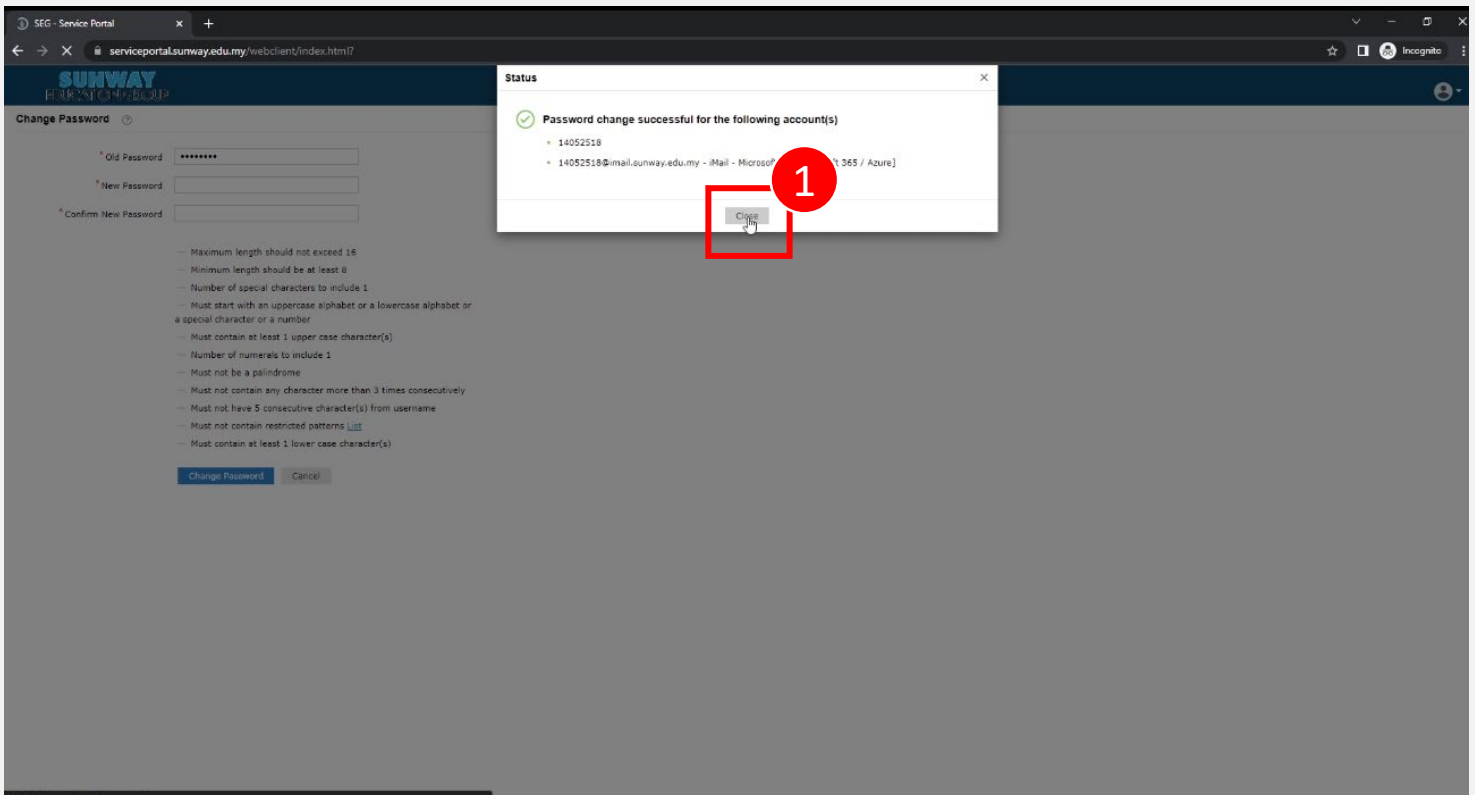


The screenshot shows the Sunway Education Group Service Portal login page. The page has a light blue background with the Sunway Education Group logo at the top. In the center, there is a 'Log In' form with fields for 'Username' and 'Password', a 'Login' button, and a 'Forgot your password?' link. A red 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 form, a red box titled 'What is my Username and First Time Password?' contains the following text: 'Your Username will be your student ID. Your First Time Password is in this format (YYYYMmmXXXX:Z000Aug1515). ► 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).' A red arrow labeled 'Refer' points from the 'First Time Password' box to the 'What is my Username and First Time Password?' box. To the right of the screenshot, a red box labeled 'Student ID' has a red arrow pointing to the 'Username' field. Below this box, a red box contains the text 'Student ID number can be retrieved from' followed by a bulleted list: 'official receipt', 'offer letter', and 'student card'.

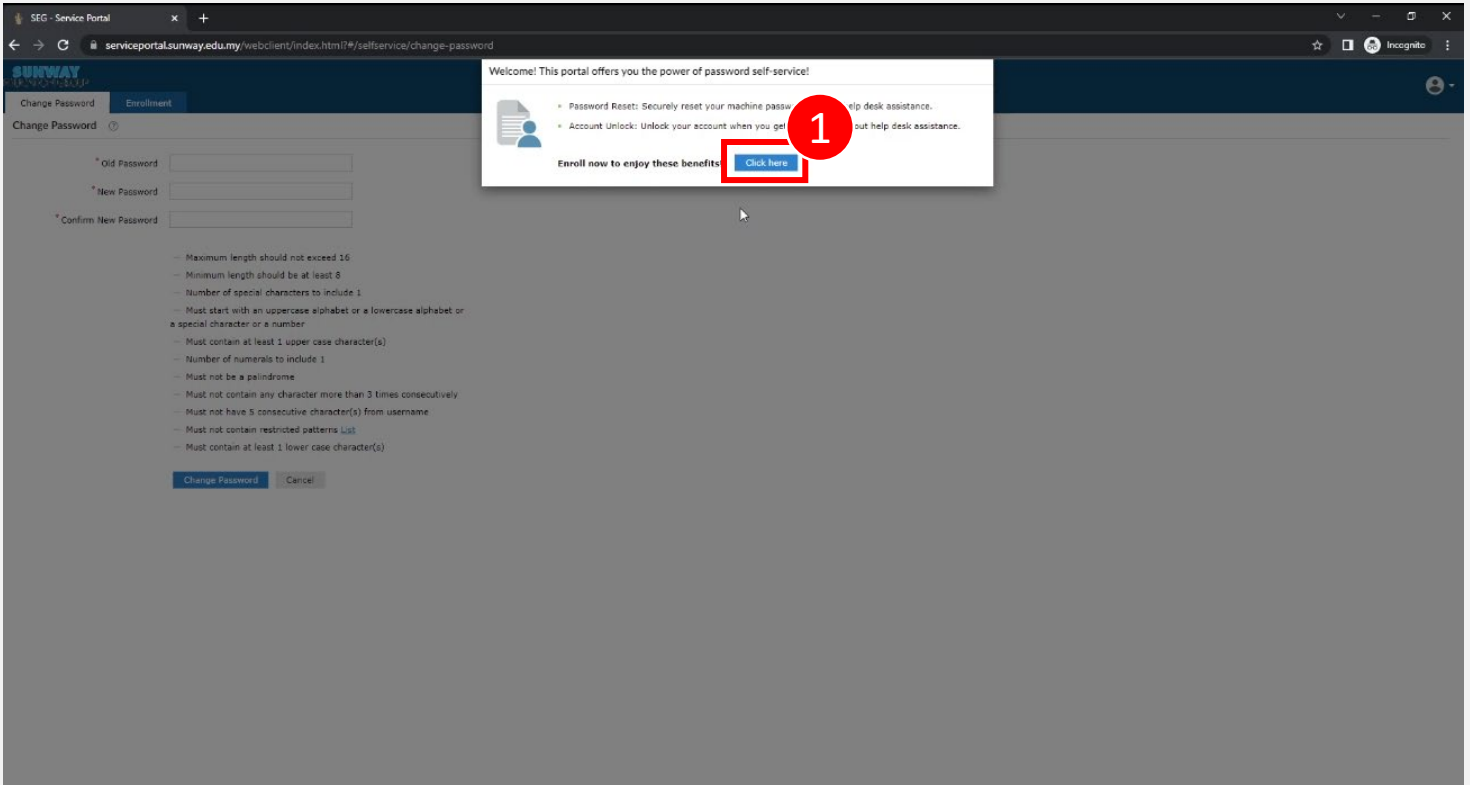
2 Key in your new password by following the policy stated below. Once done, click “Change Password”



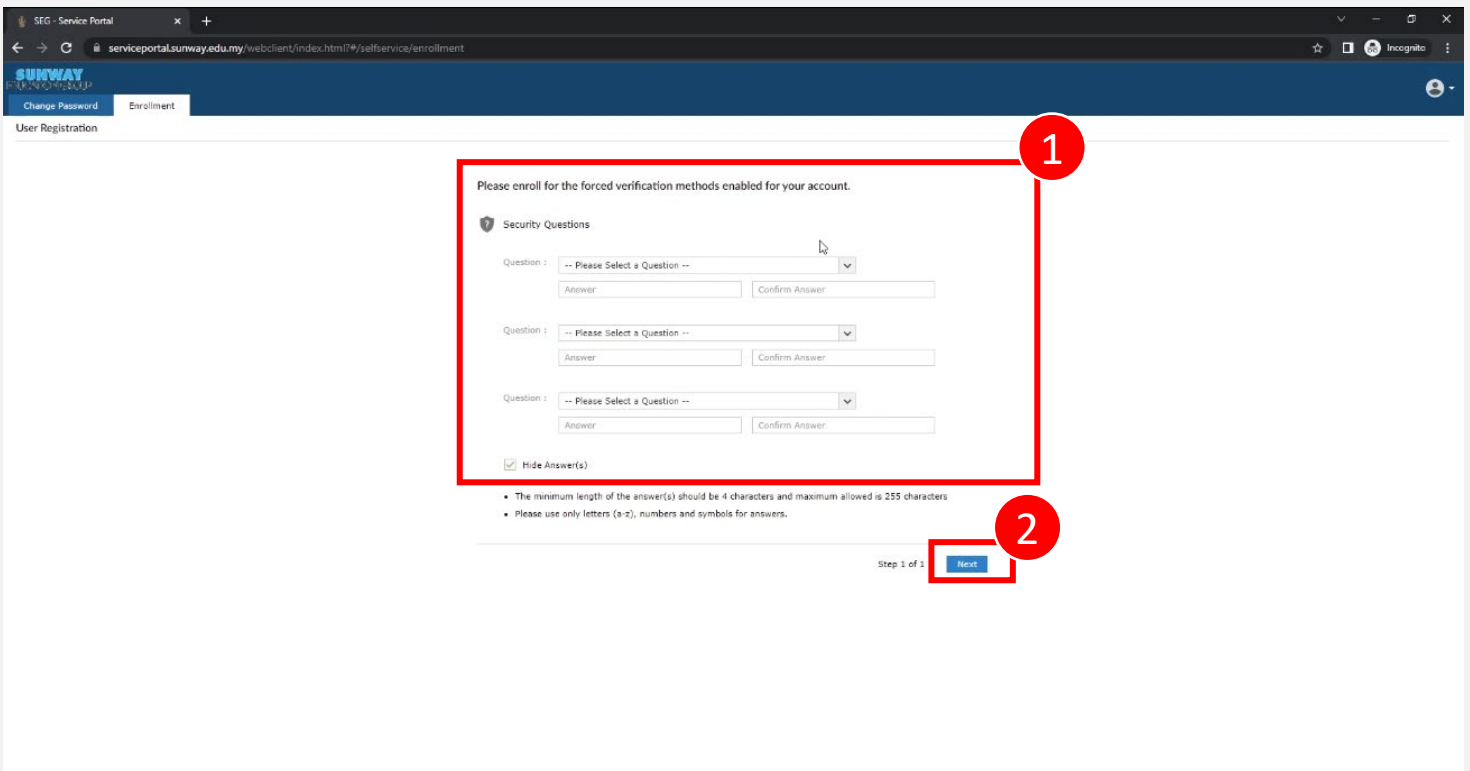
3 Click “Close” to complete the configuration



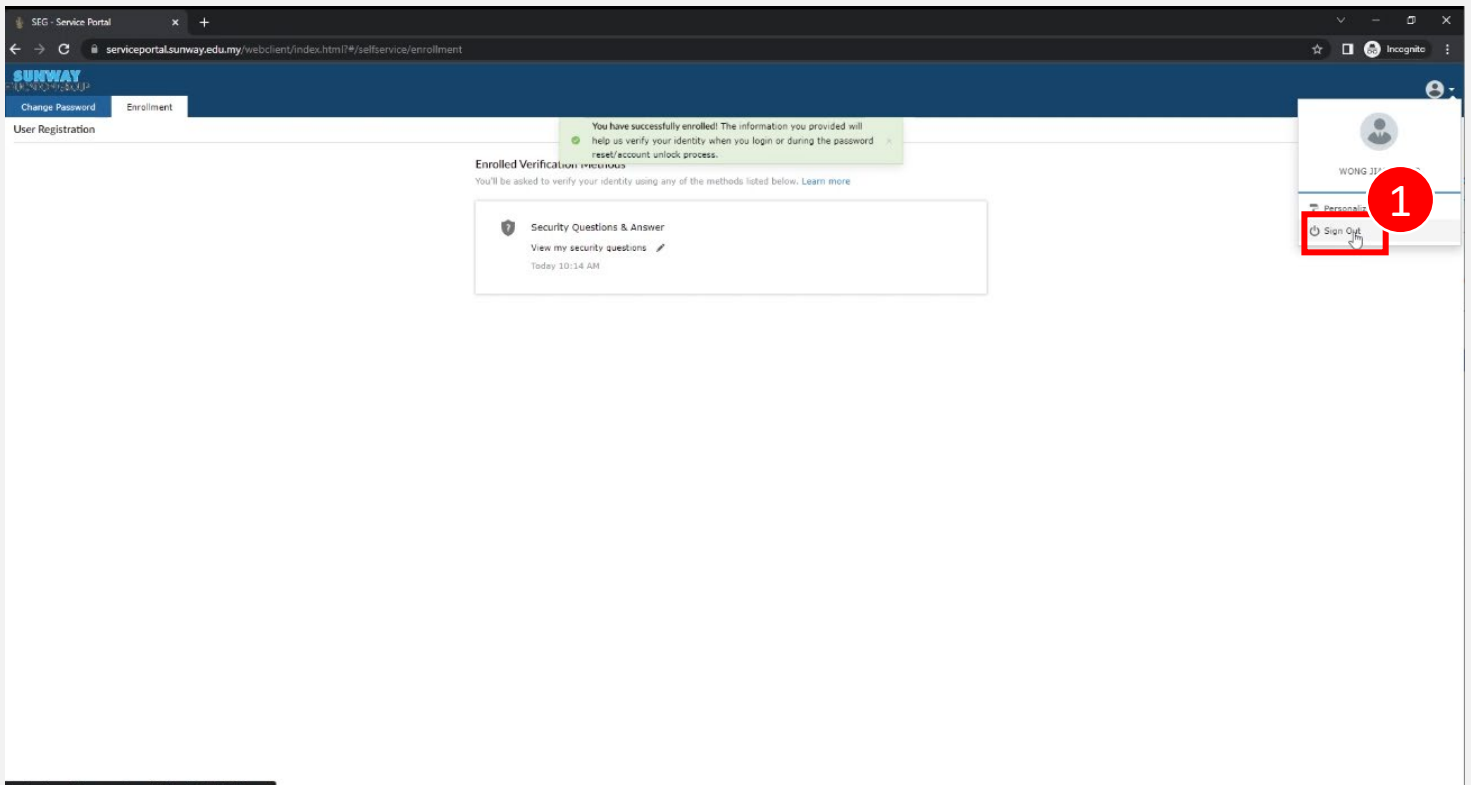
4 Please click on the “Click here” button to enable the self-password reset feature



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>)