How Many Username and Passwords Do You Have???

A. 1+
B. 5+
C. 10+
D. 20+
E. Tidak Pasti
How do you remember so many Passwords ???

A. Use Simple / Easy Password
B. Record in Paper / Phone
C. Repeat Same Password
D. Use One Password For Everything !!
Did you choose any of the options above??
Identity and Access Management (IAM)
What is Identity and Access Management?

Access Management

Identity Management

Enterprise Directory

Password Management
Password Management (SSPR)
What is Password Management?

Allows users who have forgotten their password or account lockout to use alternate method and resolve without calling the help desk.
Benefits of SSPR

- User self-service, less waiting, save time
- Increase security, no temporary password
- Centralized system to reset password
- Reduce helpdesk effort, focus on solving technical issue, not just reset password
Self Service Password Reset

• Identify yourself with your personal details, easier and secured

• Reset Password using same Alternate Email and Security Code Method

• Protected by Anti-robot
Activate Your Account Now

(UiTM Staff Only)
Dear Kelvin Koh,
Thank you for requesting a password reset. To proceed with your password reset, please CLICK HERE

If for some reason this link doesn't work, copy and paste the following Security Code onto the password reset form:

125982

If you do not wish to change your password at this time, you do not need to take any action.

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• User verify themselves using Security Code (OTP)

• Security Code sent to registered Alternate Email upon request
New Account Activation – Set Initial Password

- User set their own password based on defined password policy:
  - 8 to 16 characters long
  - Alphanumeric
  - Case sensitive
  - Cannot Contain Username
  - No Common Words
Access Management
(Web SSO)
What is Single Sign-On?

Authentication service that allows users to use one set of username to login. Then able to access multiple applications in single portal.
Needs and Benefits SSO

- Reduces risk by minimize bad password habits
- Increases productivity, access all in one place
- Only Authorized user can access UiTM Application
- Advertised newly launched or existing applications
Accessing Single Sign-On

(Access Web SSO)
Web SSO Login Portal

- All users (including non-UiTM Staff / Student) must have SSO ID before able to access applications
- Direct Link to Application login will be redirect to Web SSO Login
- Centralized Login for Staff, Student and Vendor
Web SSO Landing Portal

- Access multiple applications in SSO Portal
- All application access rights control by UiTM System Administrator
Mobile Device Support

Standardized Look and Feel in Desktop and Mobile Platform
Common Issue and Error Message (FAQ)
Common Error Message

• **Message:** “Unable to find user name. Please try again.”

• **Reason:** Unable to match Alternate Email record in STARS / SIMS

Please update your Alternate Email in STARS/SIMS if record outdated
Common Error Message

• Alternate Email information will be synchronized to Web SSO System every 2 HOURS
  • 8.00 am
  • 10.00 am
  • 12.00 pm
  • 2.00 pm
  • 4.00 pm
  • 6.00 pm

Why still Unable to find Username?

How soon can I activate my account or access Web SSO System after update alternate email at iStaf Portal?
Common Error Message

• What If I CANNOT access Staf Portal?
• Contract Staff must use UiTM Email to send update alternate email address request to:

   adminsso@uitm.edu.my

• Details Required:
  • Full Name (as per NRIC)
  • IC Number
  • Staff ID
  • Alternate Email
Common Error Message

- Message: “Your user account is not eligible for activation.”
- Reason: This account has been activated and does not need activation again
- If you have performed activation, proceed to reset password
Common Error Message

- **Message:** “*Your login has been disabled due to intruder detection.*”
- **Reason:** Your account login has been disabled for 15 minutes due to multiple failed login continuously (5 times)
- **You need to perform Forget Password to Reset Password and Unlock account **AFTER 15 minutes lock time**
Common Error Message

• Message: “Maximum login attempts for your userID have been exceeded. Try again later”

• Reason: Your account login has been disabled for 15 minutes due to multiple failed login (5 times)
What’s Next?

(Next Step)
What’s Next

• If you are ICT Staff / ICT Support
  • Transfer Knowledge to your team or user on alternate email update and account activation

• If you support UiTM Staff User
  • Be informed that there will be user experience changes

• If you support UiTM Student User
  • Be informed that student Web SSO access has not yet launch, it will come after staff launching
What’s Next

• If you support application that involved Non-UiTM Staff / Student

  • Please submit their access list details:
    • Full Name
    • IC Number
    • Phone Number
    • Company Name
    • Email Address (Non-UiTM)

  • Lodge ticket to request ID
  • Vendor need to perform account activation as staff after account creation
Question and Answer
Need more Information?

- Refer to our FAQ at https://faqsso.uitm.edu.my
- Web SSO Main URL https://sso.uitm.edu.my
- Need Help? Lodge Ticket at AduanICT
- Account Emergency: ssocert@uitm.edu.my
Need more Information?

- User Guide Available:
  - Account Activation
  - How to use Web SSO
  - How to Reset Password (Forget Password)

- Dual-Language
  - English
  - Bahasa Malaysia
THANK YOU