



# User Briefing

# UiTM Identity and Access

# Management Framework

Bahagian Keselamatan ICT

**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  
Above ???**





# Identity and Access Management

(IAM)



# What is Identity and Access Management?

Access  
Management



Identity  
Management



Enterprise  
Directory



Password  
Management





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# Password Management

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(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

Account  
Lockup



Alternate  
Method



Self Service



# 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

The screenshot displays the 'Reset Password' page for Universiti Teknologi MARA. The page is divided into two main sections. The top section, titled 'Reset Password Self Service Password Reset', contains instructions: 'If you have forgotten your password, follow the prompts to reset your password. If you have forgotten or lost access to your alternate email, please log a ticket at [Aduan ICT](#).' Below this, there are three input fields: 'Staff ID / Student ID / Registered ID\*', 'MyKad (xxxxxx-xx-xxxx) / Passport No.\*', and 'Alternate Email ( Same with record in STARS / SIMS )\*'. A reCAPTCHA challenge is present with the text 'I'm not a robot' and a grid of images for selection. The bottom section, also titled 'Reset Password Self Service Password Reset', shows a security code verification step. It states: 'To verify your identity, a security code has been f\*\*\*\*\*@t\*\*\*\*\*.my. Please click the link security code here. Your security code should arrive right away. If you received a code, click the resend code button to'. There is a 'Resend Code' button and a text box containing the code '040417'. At the bottom of this section are buttons for 'Check Code', 'Go Back', and 'Cancel'. On the right side of the page, there is a reCAPTCHA challenge titled 'Select all images with cars' with a grid of images. At the bottom right, there are icons for refresh, audio, and information, followed by a 'VERIFY' button.

**Reset Password**  
Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password. If you have forgotten or lost access to your alternate email, please log a ticket at [Aduan ICT](#).

Staff ID / Student ID / Registered ID\*

MyKad (xxxxxx-xx-xxxx) / Passport No.\*

Alternate Email ( Same with record in STARS / SIMS )\*

I'm not a robot

reCAPTCHA  
Privacy • Terms

**Reset Password**  
Self Service Password Reset

To verify your identity, a security code has been f\*\*\*\*\*@t\*\*\*\*\*.my. Please click the link security code here.

Your security code should arrive right away. If you received a code, click the resend code button to

Resend Code

Code

040417

Check Code Go Back Cancel

Select all images with cars

VERIFY



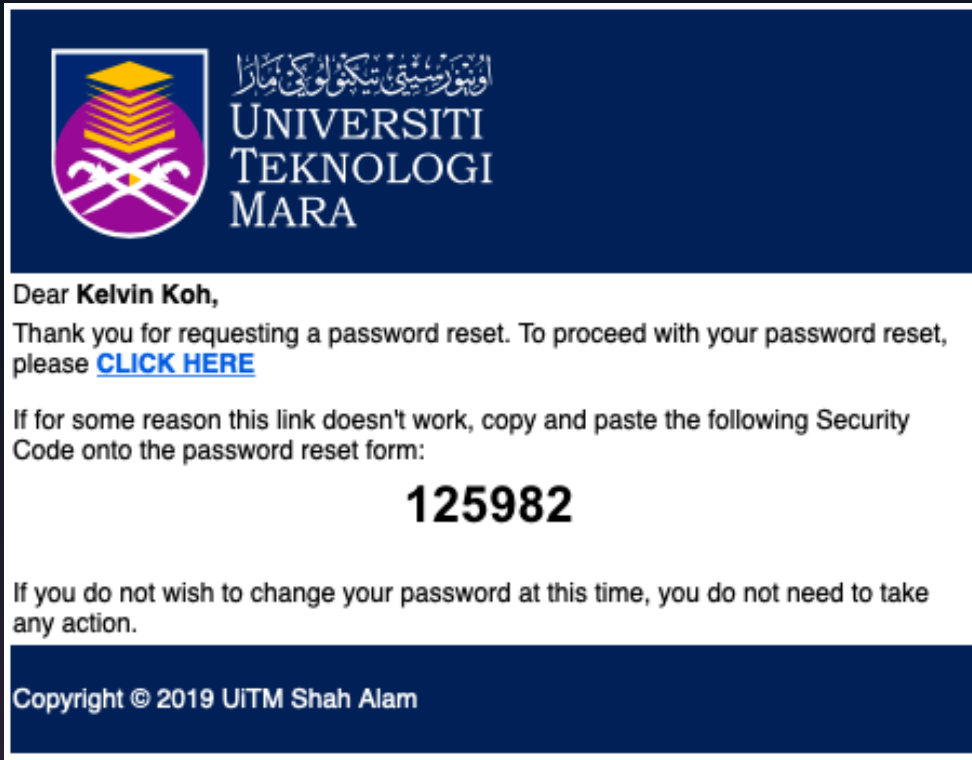
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# Activate Your Account Now

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(UiTM Staff Only)

# New Account Activation – Security Code



- Security Code sent to registered Alternate Email upon request



The image shows a screenshot of a web form titled 'Activate Account' with the subtitle 'Self Service Password Reset'. The form contains instructions to verify identity using a security code sent to the user's email. A text input field labeled 'Code' contains the value '125982'. At the bottom are three buttons: 'Check Code' (with a checkmark icon), 'Go Back' (with a left arrow icon), and 'Cancel' (with an 'x' icon).

**Activate Account**  
Self Service Password Reset

To verify your identity, a security code has been sent to you at f\*\*\*\*\*@t\*\*\*\*\*.my. Please click the link in the email or copy and paste the security code here.

**Code**

125982

- User verify themselves using Security Code (OTP)

# 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

Change Password

Self Service Password Reset

farahana

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 16 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.

New password accepted, please click change password

New Password

.....

Strength: **Strong**

Confirm Password

.....

Change Password

Cancel





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# Access Management

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(Web SSO)

# What is Single Sign-On?

Authentication service that allow user 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



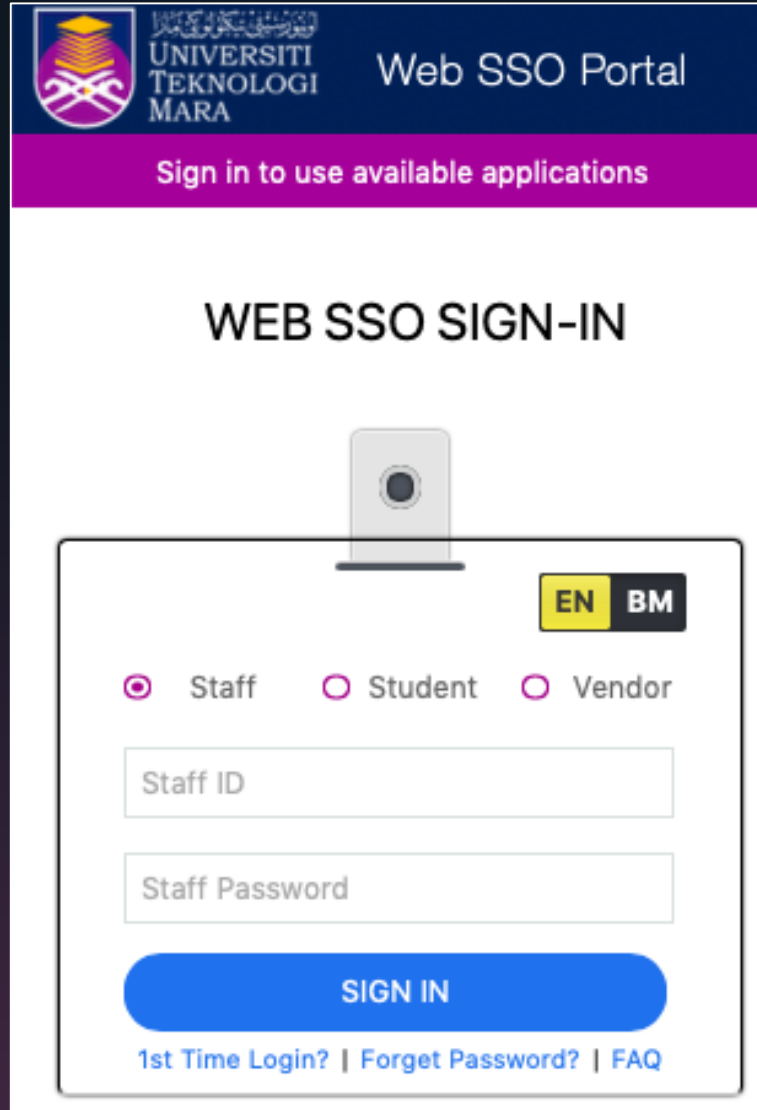
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# Accessing Single Sign-On

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(Access Web SSO)

# Web SSO Login Portal



UNIVERSITI TEKNOLOGI MARA Web SSO Portal

Sign in to use available applications

WEB SSO SIGN-IN

EN BM

☒ Staff ☐ Student ☐ Vendor

Staff ID

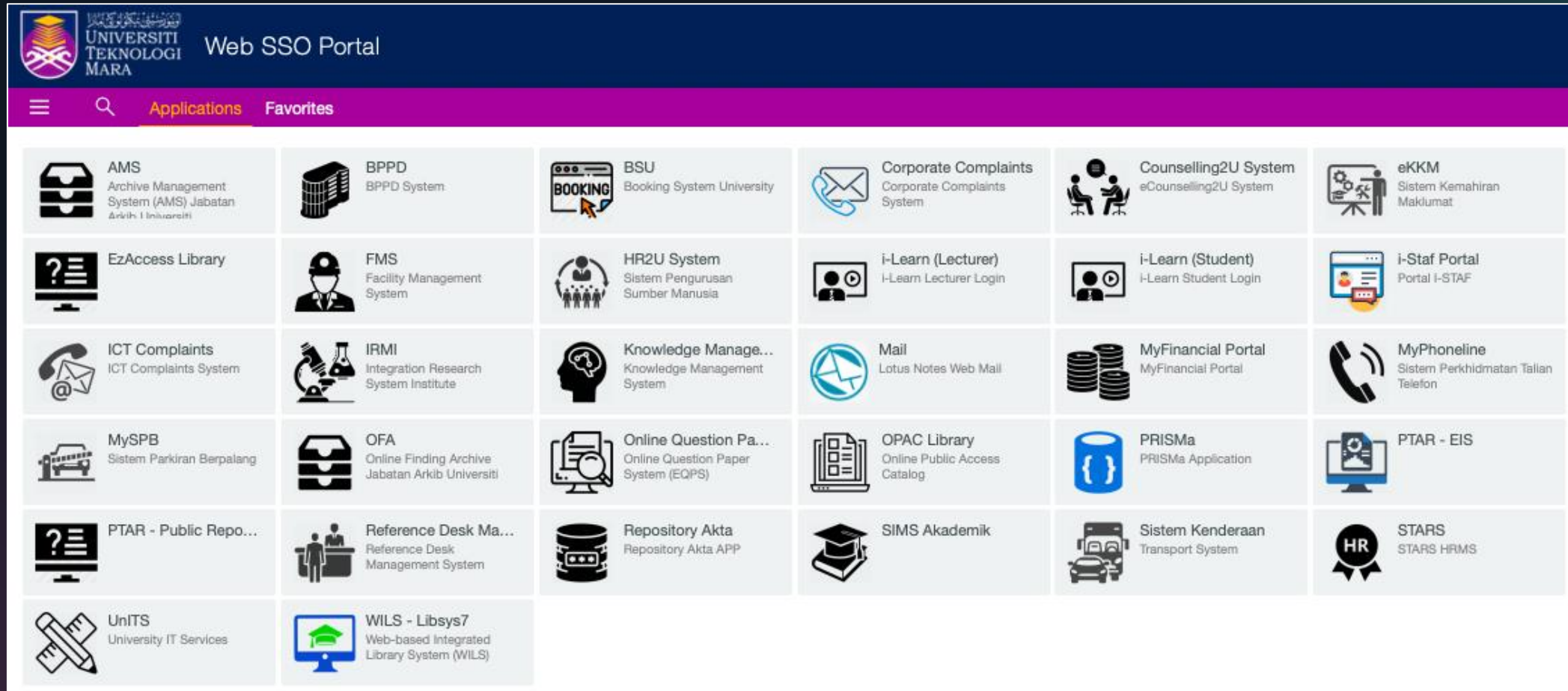
Staff Password

SIGN IN

[1st Time Login?](#) | [Forget Password?](#) | [FAQ](#)

- 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

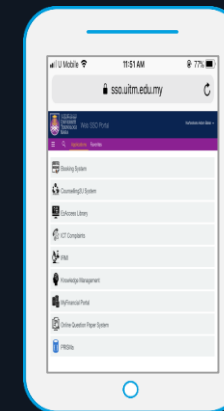
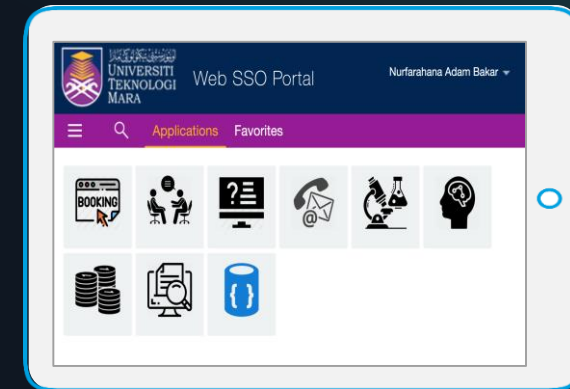
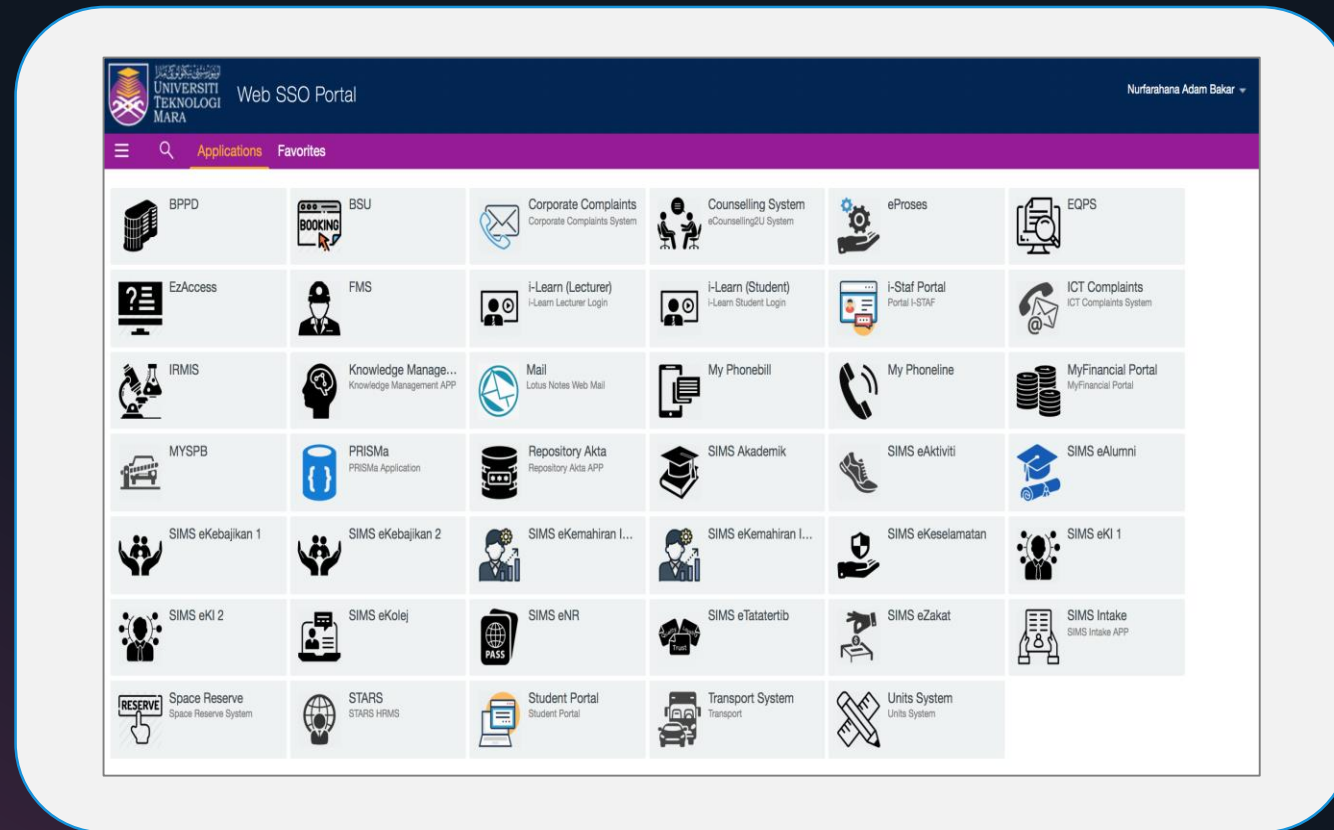
# Web SSO Landing Portal



- 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



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# Common Issue and Error Message

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(FAQ)

# Common Error Message

**Activate Account**  
Self Service Password Reset

To confirm your identity, please enter the following information. Your information will be used to locate and activate your user account.

Be sure to complete the process, or your account will not be activated properly.

Unable to find user name. Please try again.

Staff ID / Student ID\*

Alternate Email ( Same with record in STARS / SIMS )\*

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

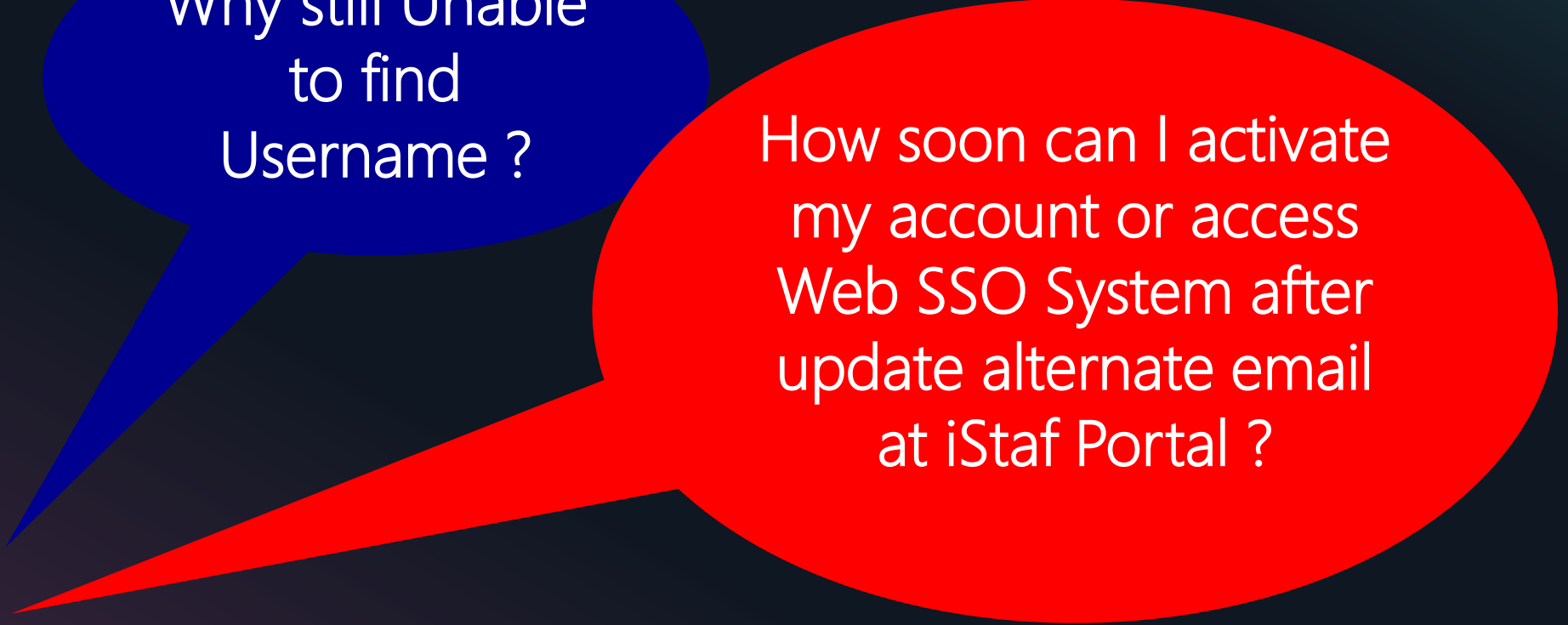
- Message: *"Unable to find user name. Please try again."*
- Reason: Unable to match Alternate Email record in STARS / SIMS

# 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

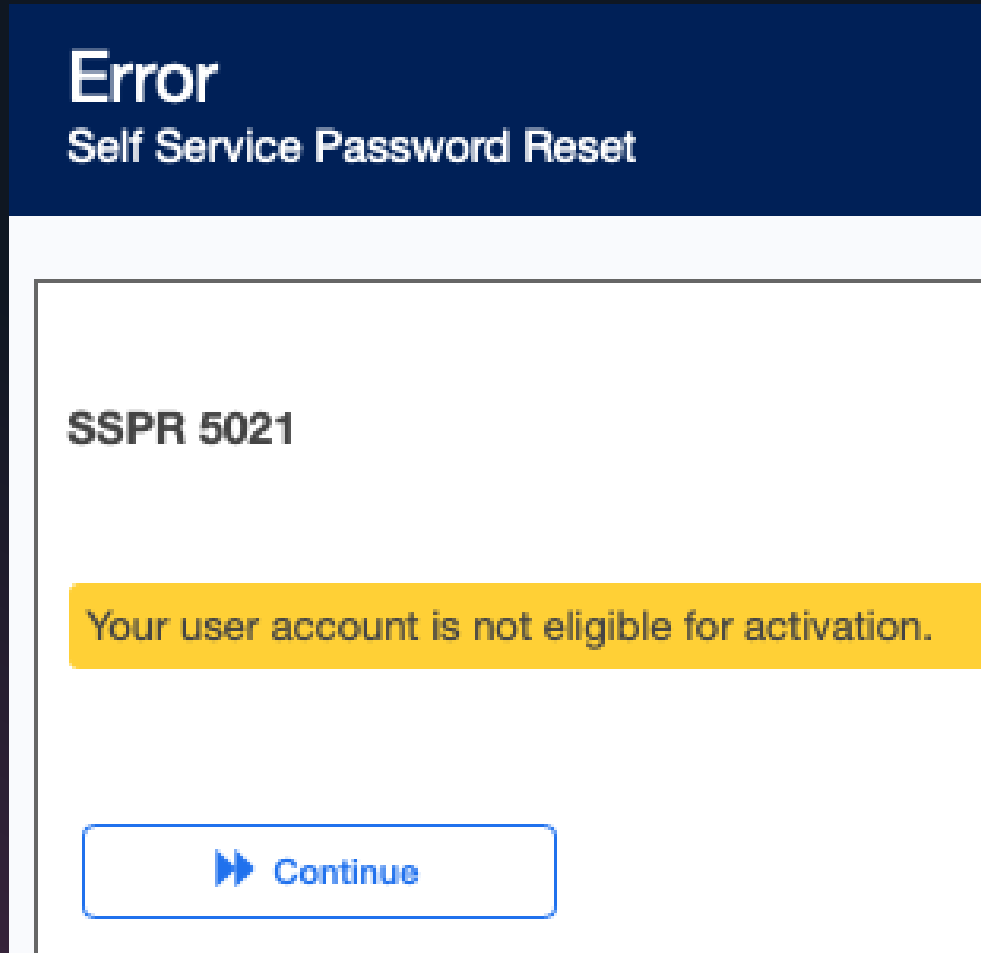
- What If I CANNOT access Staf Portal ?
- Contract Staff must use UiTM Email to send update alternate email address request to:

adminso@uitm.edu.my

- Details Required:
  - Full Name (as per NRIC)
  - IC Number
  - Staff ID
  - Alternate Email

CONTRACT STAFF  
ONLY

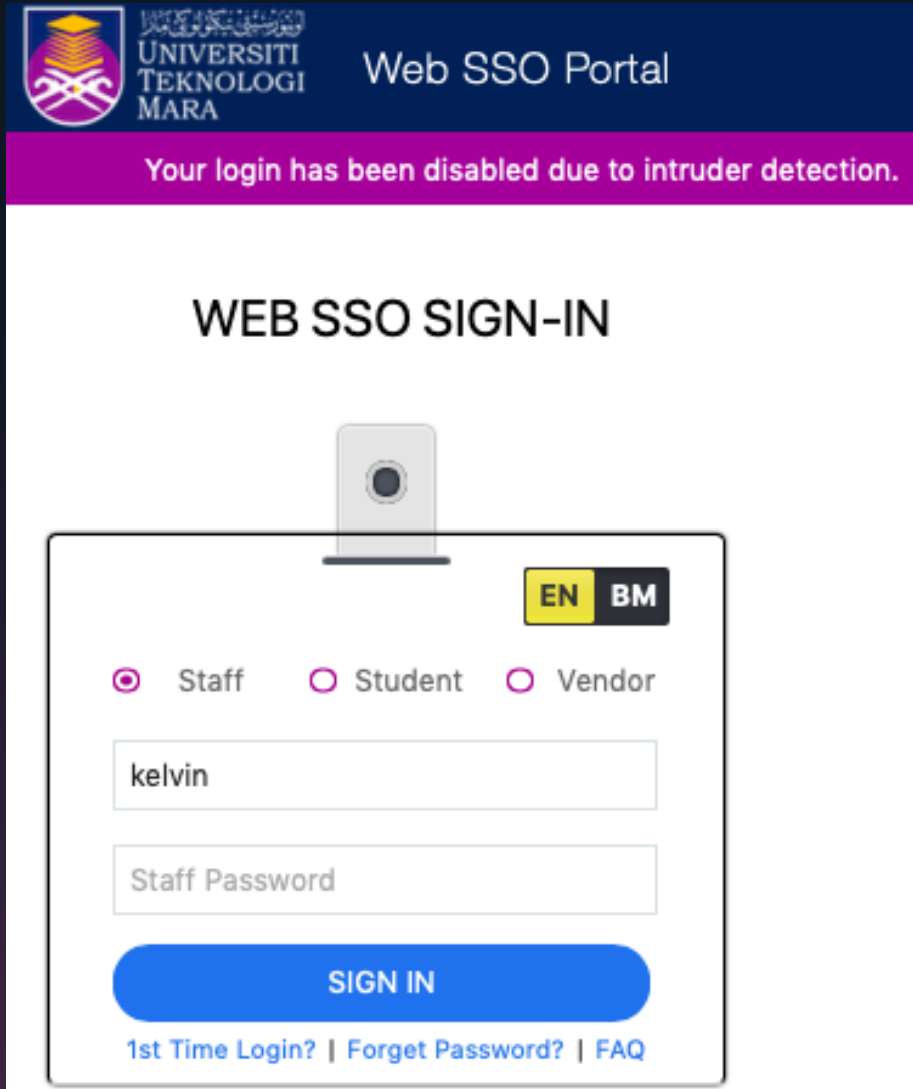
# Common Error Message



- 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



The screenshot shows the Web SSO Portal of Universiti Teknologi MARA. At the top, there is a blue header with the university logo and name. Below the header, a pink banner displays the error message: "Your login has been disabled due to intruder detection." The main content area is white and titled "WEB SSO SIGN-IN". It features a login form with a camera icon at the top, a language selector (EN/BM), and radio buttons for Staff, Student, and Vendor. The Staff login fields are filled with "kelvin" and "Staff Password". A blue "SIGN IN" button is at the bottom of the form. Below the button are links for "1st Time Login?", "Forget Password?", and "FAQ".

UNIVERSITI TEKNOLOGI MARA Web SSO Portal

Your login has been disabled due to intruder detection.

WEB SSO SIGN-IN

EN BM

☒ Staff ☐ Student ☐ Vendor

kelvin

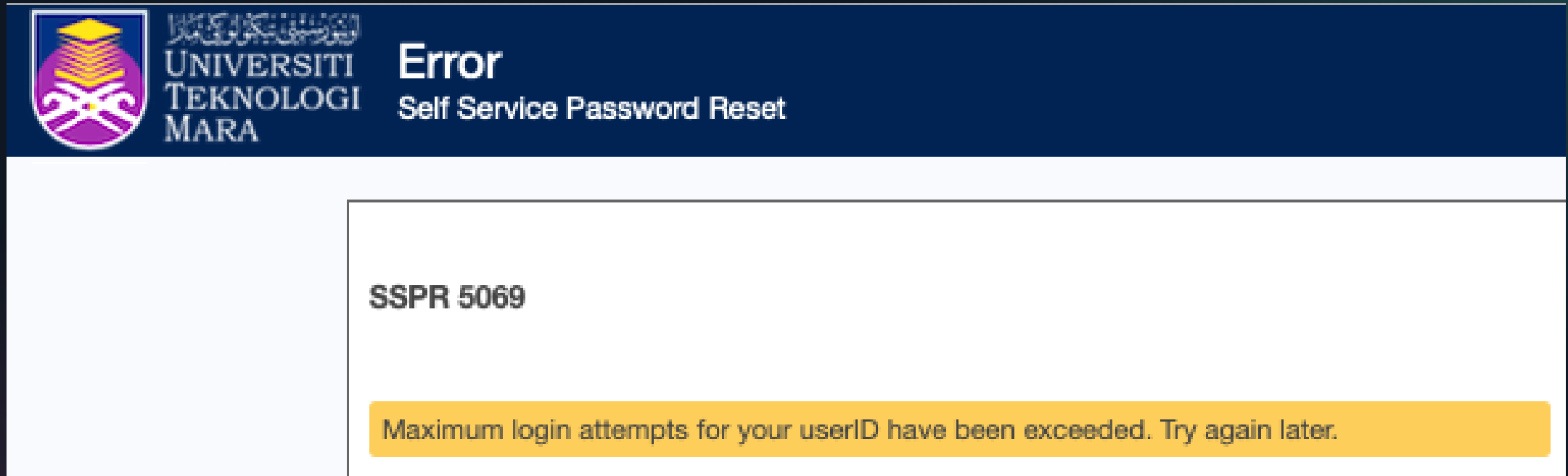
Staff Password

SIGN IN

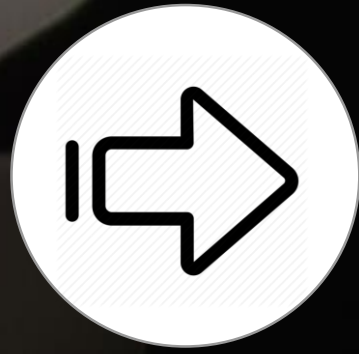
[1st Time Login?](#) | [Forget Password?](#) | [FAQ](#)

- 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 15minutes 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)



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# What's Next ?

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(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



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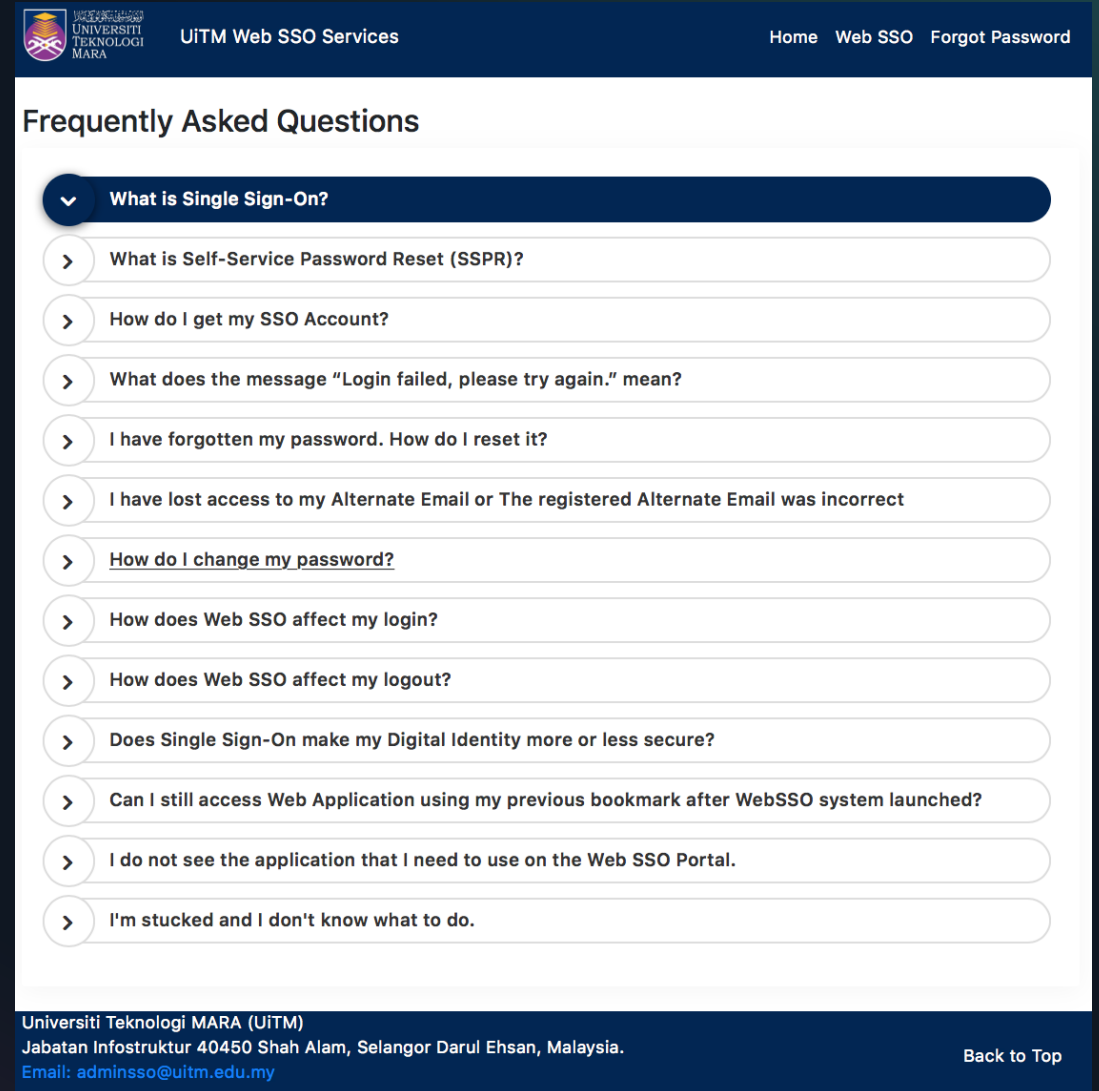
# Question and Answer

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# Need more Information ?

- Refer to our FAQ at <https://faqssso.uitm.edu.my>
- Web SSO Main URL <https://sso.uitm.edu.my>
- Need Help ?  
Lodge Ticket at AduanICT
- Account Emergency:  
[ssocert@uitm.edu.my](mailto:ssocert@uitm.edu.my)



The screenshot shows the 'UiTM Web SSO Services' page. The header includes the UiTM logo, the title 'UiTM Web SSO Services', and navigation links for 'Home', 'Web SSO', and 'Forgot Password'. The main content area is titled 'Frequently Asked Questions' and features a list of questions, each with a right-pointing arrow icon. The first question, 'What is Single Sign-On?', is highlighted with a dark blue background. The footer contains contact information for Universiti Teknologi MARA (UiTM), including the address 'Jabatan Infostruktur 40450 Shah Alam, Selangor Darul Ehsan, Malaysia.' and the email 'Email: adminssso@uitm.edu.my', along with a 'Back to Top' link.

UiTM Web SSO Services

Home Web SSO Forgot Password

### Frequently Asked Questions

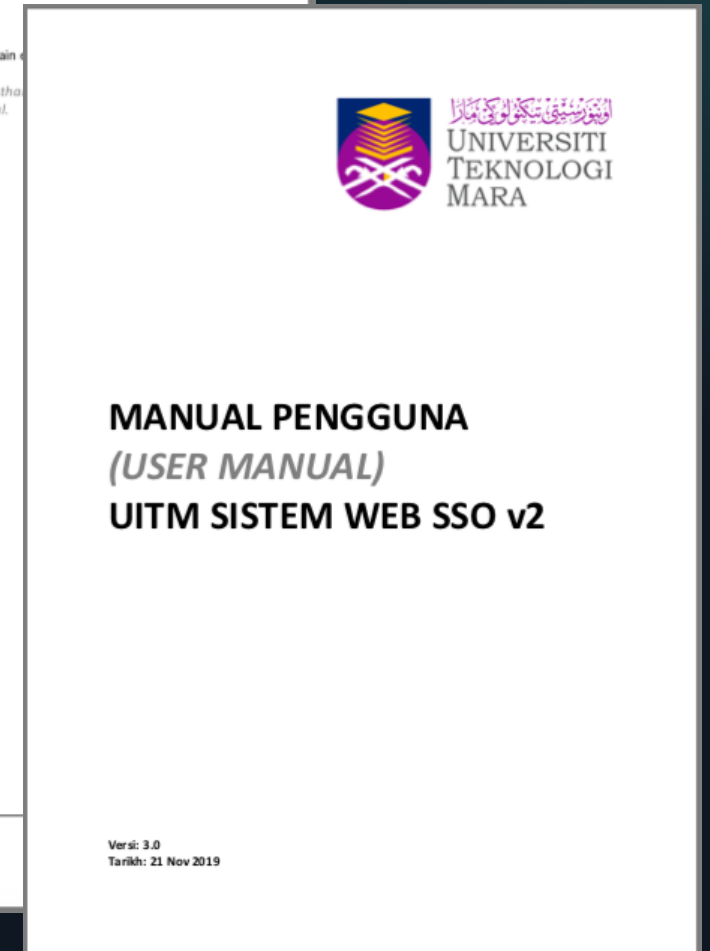
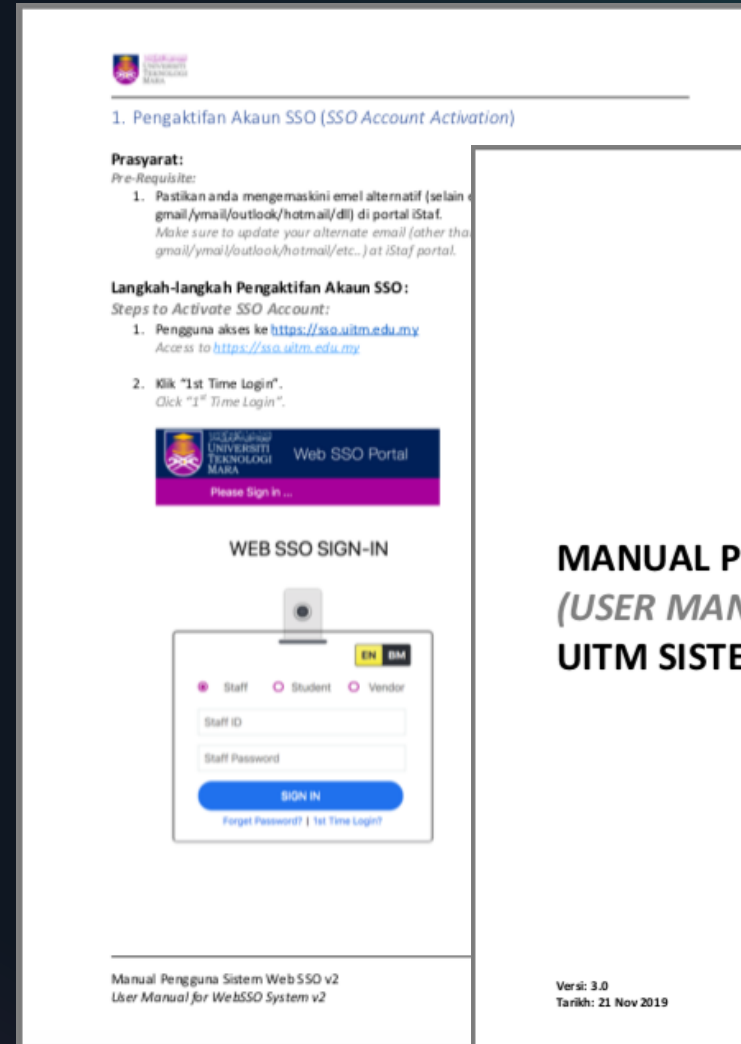
- ▼ What is Single Sign-On?
- > What is Self-Service Password Reset (SSPR)?
- > How do I get my SSO Account?
- > What does the message "Login failed, please try again." mean?
- > I have forgotten my password. How do I reset it?
- > I have lost access to my Alternate Email or The registered Alternate Email was incorrect
- > How do I change my password?
- > How does Web SSO affect my login?
- > How does Web SSO affect my logout?
- > Does Single Sign-On make my Digital Identity more or less secure?
- > Can I still access Web Application using my previous bookmark after WebSSO system launched?
- > I do not see the application that I need to use on the Web SSO Portal.
- > I'm stucked and I don't know what to do.

Universiti Teknologi MARA (UiTM)  
Jabatan Infostruktur 40450 Shah Alam, Selangor Darul Ehsan, Malaysia.  
Email: [adminssso@uitm.edu.my](mailto:adminssso@uitm.edu.my)

[Back to Top](#)

# 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**