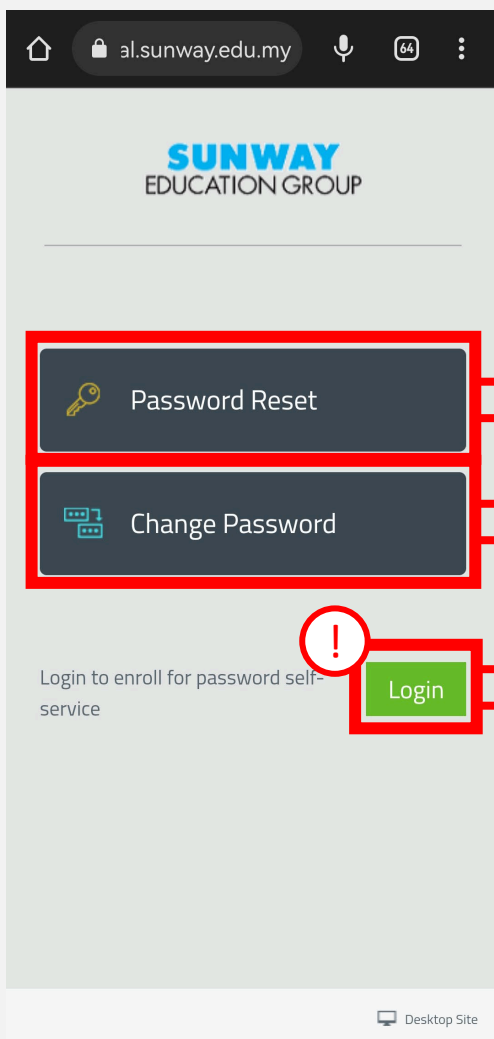


Simple guide on (mobile device)

Student Account Activation

Notes

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



1

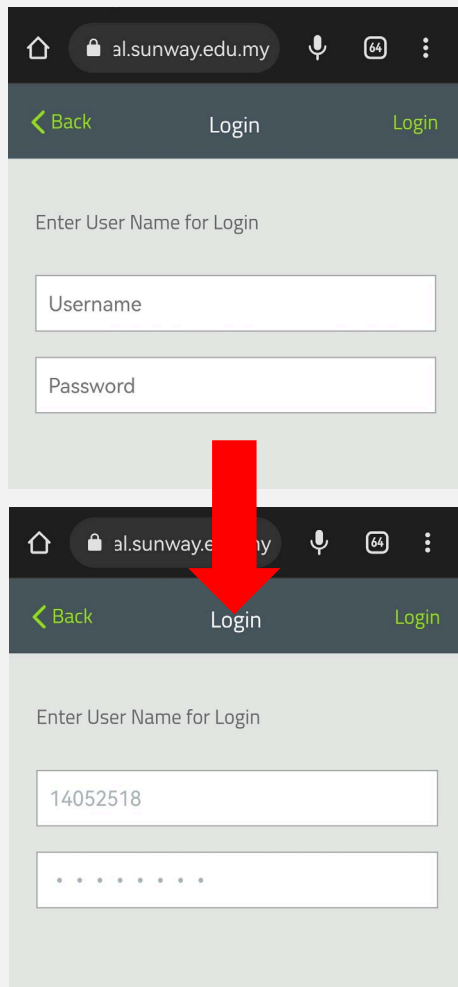
Mobile Device Service Portal for Student

Key in <https://serviceportal.sunway.edu.my> to any of the mobile device browser.

You may select password reset if you forgotten your password

“Change Password” for password replacement

First time *“Account Activation & Enrollment”* please click here



2 Key in your personal credential

Key in your student ID at the “Username” section, follow by default password.

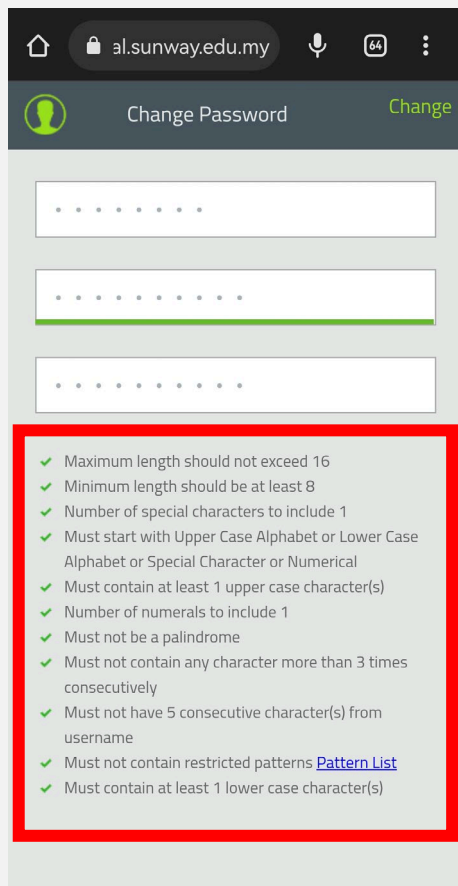
Student ID number can be retrieved from official receipt, offer letter or student card

Refer information below for first time password reset info.

What is my Username and First Time Password?

Your Username will be your student ID.
 Your First Time Password is in this format (YYYYMmmXXXX e.g.2000Aug1515).


- ▶ 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).



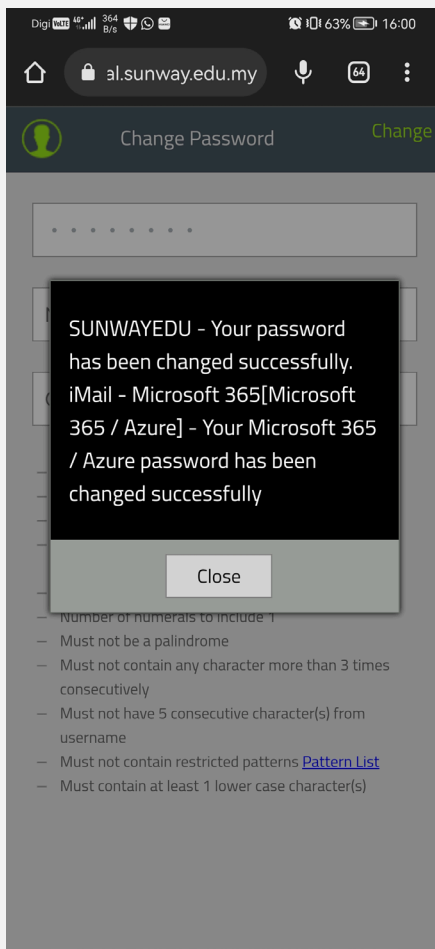
3 Change Password

Please refer the information below the password changing section for the full password policy.

**if you did not fulfill any of the password policy, you will not be able to proceed for a password change.



Please do not use your name as password



4

Password successfully changed

Once you had changed your password, all campus login will be reflected towards your newly reset password.

Please allow at least 20 – 30 minutes for the password reset completion.

Click “Close” to proceed for the “Password Self-Service” configuration.

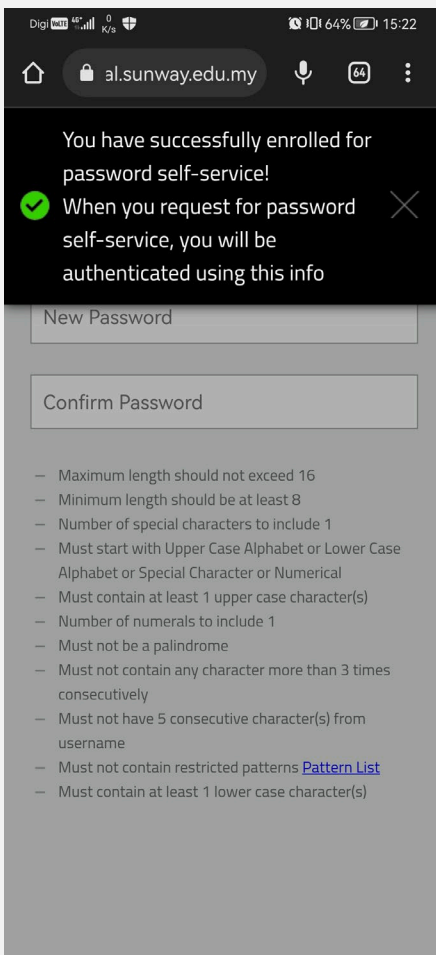


5

Password Self-Service Configuration

3 security answer will be required to key in and verify before the confirmation

****Avoid using any common words for the answer and avoid having less than 3-character answer.**

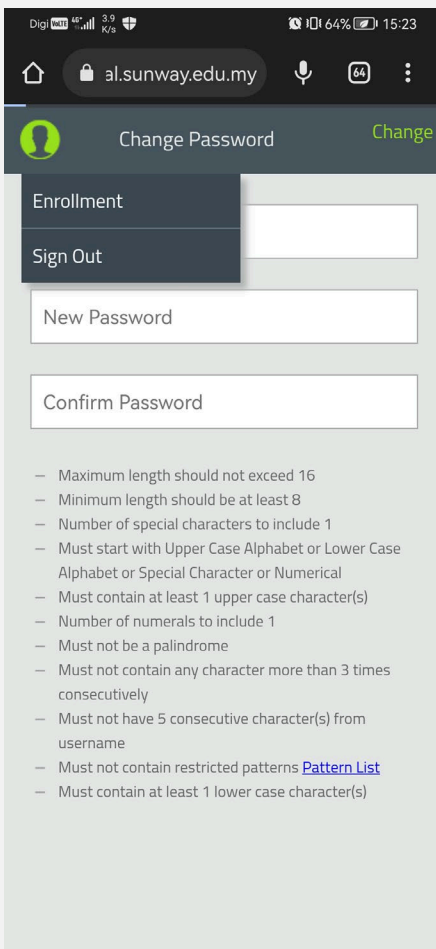


6

Save your short answer

Once complete, proceed for a save over the short answer.

****You will require to key in again for the short security answer for the next attempt on changing password.**



7

Log Out

You may log out after the successful configuration.

****System will auto sign out your log in after an hour.**