

### 1. What is UiTM Isiswa Email?

UiTM Isiswa Email email system is a shared technology from Microsoft that provides UiTM students email accounts with 10GB email storage. Email sent to your UiTM email address (e.g. 1031124425@isiswa.uitm.edu.my) will be delivered to your UiTM Isiswa Email.

### 2. Why should I use UiTM Isiswa Email?

Isiswa Email offers significant advantages over many email services for students:



- You'll have 10GB of storage space available for email – Outlook Live.
- 25 GB Online storage for each account (Skydrive). – equals to approximately 6,200 MP3.
- Office Web App – Read and edit Microsoft Word, PowerPoint, Excel and OneNote in web browser.
- Dreamspark – Access selected powerful Microsoft software for free.
- Use built-in calendar to manage your daily appointment and meetings, complete with reminder.
- Store all your friends contact and sync with smartphones. So, you will be connected even you become Alumni.
- Chat and have video conversation using Live Messenger.

### 3. Who is eligible for Isiswa Email?

Isiswa Email is available only to students. Staffs are not eligible for Isiswa Email.

#### **4. Is Isiswa Email required?**

Yes. Isiswa Email is required for all UiTM students, and an Isiswa Email account will be created for you automatically.

#### **5. How for current UiTM student will be accessing Isiswa Email?**

All current students will have 4 ways to accessing the Isiswa Email:

- a. Using Student Portal – easiest way.
- b. Using Microsoft Web Based interface.
- c. Using Email Client, such as Outlook 2010.
- d. Using smartphone/tablet that supports Microsoft ActiveSync.

#### **6. If I accessing it using all the ways above will my email, calendars (appointment, meeting) and contacts sync on the all devices?**

Yes, all of them will sync with each other automatically.

#### **7. How to login using Student Portal?**

- a. Go to Student Portal.
- b. Key in your Student Portal username and password.
- c. Once login, click Isiswa Email hyperlink.
- d. You will login to your email automatically.

#### **8. How to login using Microsoft Web Based interface?**

- a. Go to [www.outlook.com/edu](http://www.outlook.com/edu)
- b. Key in your username as <Your Student ID>@isiswa.uitm.edu.my
- c. Password is your IC number (without '-').
- d. Click Sign In
- e. You will see your email

### **9. How to check email using Email Client, such as Outlook 2010?**

The step by step manual to use Outlook 2010 to connect to Isiswa Email is available here: <http://help.outlook.com/en-us/140/dd253202.aspx>

Note:

- a. Key in your username as <Your Student ID>@isiswa.uitm.edu.my
- b. Password is your IC number (without '-').

### **10. How to check Isiswa Email using smartphone/tablet that supports Microsoft ActiveSync?**

Microsoft has designed step by step guide for almost all smartphones/tablet in market. Check the steps here: <http://help.outlook.com/en-us/140/dd936215.aspx>

Note:

- a. Key in your username as <Your Student ID>@isiswa.uitm.edu.my
- b. Password is your IC number (without '-').

### **11. How for UiTM student that have completed studies (Alumni) accessing Isiswa Email?**

You can check email using the same method as current student accept using Student Portal.

### **12. What happens when I graduate?**

One advantage of Isiswa Email is that it is available for life when you graduate from UiTM.

### **13. Do I need to use a Windows PC or Microsoft Internet Explorer?**

No. All the Web-based services included in the Isiswa Email suite can be accessed from Windows, Mac, or Linux using latest version of Internet Explorer, Firefox, Safari and Chrome.

### **14. What is the limit of attachment?**

The size limit for a single attachment in Isiswa Email is 10 MB. The size limit for an entire message including all attachments is 25 MB.

**15. Does changing my Student Portal password will also change my Isiswa Email password?**

No.

**16. How to change my Isiswa Email password?**

- a. Make sure you already login to Isiswa Email (using Portal or Microsoft Web Based Interface).
- b. Click Options > Change Your Password.
- c. New tab/window will open.
- d. Under Account security, you will see Password.
- e. Click "Change" option at the right of Password.
- f. Type your old password (maybe your IC number).
- g. Type your new password (please make sure use a strong password).
- h. Retype your password.
- i. Uncheck the "Make my password expire every 72 days" option.
- j. Click Save and you are done.

**17. If I have issue with my Isiswa Email, who should I reach out?**

Email Helpdesk: [emelpelajar@salam.uitm.edu.my](mailto:emelpelajar@salam.uitm.edu.my)

**18. I have personal email like Hotmail and Gmail. Can I access it using Isiswa Email?**

Yes, you can. See the manual here: <http://help.outlook.com/en-us/140/cc511377.aspx>

**19. How to download software in Dreamspark?**

Before you can download the Microsoft software in DreamSpark, you will need to complete these steps:

1. Go to Dreamspark.com
2. Click Sign In
3. Choose Create Account
4. Type Isiswa Email Address (<Your Student ID>@isiswa.uitm.edu.my)
5. Re-type again the IsiswaEmail address.
6. At "Institution/School" search for your institution.
7. If no result is returned, you will see "Don't see your school?".
8. Click "Don't see your school?"
9. Select Country as Malaysia
10. Select Institute as "UniversitiTeknologi Mara" from the list.

11. Click "find institution".
12. Leave the Activation Code and ISIS card to blank. Retain Language as English.
13. Type Password (so later you can use this password to access the Dreamspark Portal)
14. Retype your password.
15. Click "continue to verify".
16. On next screen, re-enter again your Isiswa Email Address (<Your Student ID>@isiswa.uitm.edu.my)
17. Click Verify and you will see "An activation e-mail has been mailed to you. Please follow the instructions in the e-mail to get your account verified".
18. Login to your Isiswa Email.
19. You will see email with subject "[Microsoft Academic Verification] Confirming Your Academic Status"
20. Click the activation link in that email to activate your Dreamspark.
21. You will be re-directed to Dreamspark Portal to download the software.

## **20. How to use Calendar function?**

Microsoft has designed a video that will help you to use Calendar function. See here:  
<http://help.outlook.com/en-us/140/bb899488.aspx>

## **21. I would like to learn more, but where should I go?**

Visit <http://help.outlook.com> for more information and guides about the services.