

STEP 1 - ACTIVATE THE UM IT ACCOUNT

The activation code which appears at the top right hand corner on your letter of acceptance is required to activate your UM IT Account. Following activation, you will be allocated a University email address and access to other IT facilities and services offered at the University.

You can activate your UM IT Account (or reset your password) from any computer connected to the Internet by following the instructions available at: www.um.edu.mt/itservices/activate.

STEP 2 – DOWNLOAD GOOGLE AUTHENTICATOR APPMY UM APP

You can find this app on Google Play (for Android devices) or on the App Store (for iOS devices). As part of the activation process, you will be requested to scan a QR Code through this app. After installing the Google Authenticator app, you can start the activation process from the same device by logging into the above webpage. You can then follow the instructions shown in the following screenshots.



University Mail: It is important that you start monitoring any emails sent to your UM email address. Any notices sent to you on your University email address are considered as official notices duly published. More information is available at: www.um.edu.mt/itservices/email.

eSIMS: The eSIMS portal allows you to view your personal details, registration for study-units, results and other course information.

For issues related to the activation of the UM IT Account, please contact IT Services either via email on reception.itservices@um.edu.mt, or phone on **00356 2340 4112**.

For issues related to VLE, please proceed in either submitting a request through the IT Services Self-Service Portal (https://www.um.edu.mt/itservices/help), or by calling on **00356 2340 4113**.

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IT Services	Activate UM IT Account		
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Info for Staff	The LIM IT Account activation process consists of the	following stops	
Research & Industry	The off Tr Account activation process consists of the	e following steps:	
Facilities & Services			
Projects	1 Accept UM IT	Account Agreement	
Location & Opening Hours			
Help	2 Confirm Perso	nal Details	
NEWSPOINT	3 Select Email A 4 Set Password	ddress	
	5 Set Primary C	ontact Number	
Follow us on:			
	6 Set up Two-Fa	ctor Authentication	
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NEWSPOINT



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UM IT Account Agreement for University Students

Before you click the **Accept** button and proceed to the next step, you are requested to read, understand and agree to the following:

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- I understand that my University of Malta email address and Google Apps for Education are being provided to me
 for the duration of my studies at the University of Malta and subject to the University of Malta IT Services
 Acceptable Use Policy. After I complete my studies at the University of Malta, I will be able to continue making use
 of my University of Malta email address and Google Apps for Education, subject to the clauses indicated further
 down.
- I understand that services and facilities other than those referred to in the previous paragraph (e.g. wireless
 access) are also being provided to me by the University of Malta IT Services (hereinafter referred to as 'IT
 Services') for the duration of my studies at the University of Malta and subject to the University of Malta IT
 Services Acceptable Use Policy. I am aware that such services and facilities are to be used by me exclusively for
 academic and University-related work.
- I am aware that the University of Malta or IT Services may send official notices to my University of Malta email address. Notice of termination of this account (when applicable) will be sent to me on this email address. Accordingly, I agree to regularly monitor messages sent to my University of Malta email address and will ensure that the allocated quota is not exceeded.
- I have read the University of Malta IT Services Acceptable Use Policy, and agree to subject myself to the
 terms and conditions of such policy. I am aware that failure to abide by the University of Malta IT Services
 Acceptable Use Policy may lead to termination of the account prior to the end of my course of studies at the
 University of Malta and will make me liable to disciplinary action in terms of the University of Malta Disciplinary
 Regulations.
- I understand that, after I complete my studies at the University of Malta and become a member of the University of Malta Alumni Community (refer to the criteria to become a University of Malta alumnus/alumna, available here), I will no longer be able to access the services and facilities available only to current students, with the exception of the University of Malta email address and Google Apps for Education, this being contingent upon the continuance and renewal of the current agreement between the University and Google. I also understand that I shall be granted access to Alumni Online. I am aware that my access to the mentioned facilities and services shall be subject to my acceptance of the University of Malta Alumni Acceptable Use Policy. I hereby agree that by using or accessing any of these services (University email address, Google Apps for Education and Alumni Online) at any time after I complete my studies at the University of Malta, I shall thereby be indicating my tacit acceptance of the terms and conditions of the University of Malta Alumni Acceptable Use Policy.
- I understand that the Google Apps for Education service is a privilege offered by the University of Malta to its students and its alumni. The continued provision of the Google Apps for Education service is contingent upon the continuance and renewal of the current agreement between the University of Malta and Google.
- I agree to indemnify the University of Malta and its staff against any claims arising out of my use of the UM IT Account. It is my responsibility to maintain my own backup copies of data stored on IT Services facilities.
- I understand that certain additional services available through Google Apps for Education may require my
 parent/legal guardian's consent for their use. A list of additional services, including links to their respective terms,
 is available here.

✓ I hereby confirm to the University of Malta that I have obtained my parent/legal guardian's consent for the use of these services.



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IT Services	Activate UM IT Account
▶ About Us	
 Info for Students 	Confirm Personal Details
 Info for Staff 	Your dehile arou
Research & Industry	tour details are:
Facilities & Services	Name: Name
 Projects 	Surname: Surname
 Location & Opening Hours 	Username: bstu0001
 Help 	
NEWSPOINT	I confirm that the above details are correct. If your name and/or surname are incorrect, you are kindly requested to contact the relevant Admissions Office to have your details amended. Do not proceed with activating your UM IT Account unless your name and surname are correct. Proceed
Follow us on:	
University of Malta, Msida MSD 2080, Tel: +356 2340 2340 - Fax: +356 234	Malta 0 2342 Privacy Policy Disclaimer Accessibility Policy © University of Malta, All Rights Reserved Reproduction/Copying in whole or part is strictly prohibited.



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Uom Homepage

Activate UM IT Account

 About Us 	
 Info for Students 	Select Email Address
▶ Info for Staff	
 Research & Industry 	University students are allocated a University email address that will be retained after they complete their course of studies at the University.
 Facilities & Services 	To avoid conflicts with other email addresses, you may enter an initial or letter to be included between your name and
 Projects 	surname in your email address (e.g. john.a.borg.XX@um.edu.mt). This initial/letter will only be displayed in your email address, not on your official personal details.
 Location & Opening Hours 	
* Help	Enter Initial/Letter:
NEWSPOINT	I do not wish to include an initial/letter
IT Services Student Guide	
Follow us on:	
University of Malta, Msida MSD 2080, Tel: +356 2340 2340 - Fax: +356 23	Malta Al 2342 Privacy Policy Disclaimer Accessibility Policy © University of Malta, All Rights Reserved Reproduction/Copying in whole or part is strictly prohibited.



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IT Services	Activate UM IT Account
 About Us 	
 Info for Students 	Confirm Email Address
 Info for Staff 	
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Jniversity of Malta, Msida MSD 2080, Fel: +356 2340 2340 - Fax: +356 234	Malta Malta Privacy Policy Disclaimer Accessibility Policy © University of Malta, All Rights Reserved Reproduction/Copying in whole or part is strictly prohibited.



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University of Malta, Msida MSD 2080, Malta Tel: +356 2340 2340 - Fax: +356 2340 2342

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Student Guide Image: Construction Code will help avoid unauthorised use of your UM IT Account even if anyone manages to get hold of your use on: Follow us on: Proceed to the next screen to set up TFA for your UM IT Account. Image: Proceed Proceed	About Us About Us About Us Info for Students Info for Students Info for Staff Research & Industry Facilities & Services Projects Location & Opening Hours Help NEWSPOINT	Activate UM IT Account Set up Two-Factor Authentication Two-Factor Authentication (TFA) adds an effactor, based on something that you have (such sign in to access a University of Malta online service when you sign in to access a UM online service enabled, you will be required to enter: 1. UM IT username 2. password (first factor - something you know 3. a verification code (second factor - based of The verification code consists of a number of of on your smartphone or sent to you via SMS or verification code consists of a number of the second seco	Quicklinks A-Z INDEX SITEMAP t Index extra layer of protection to your UM is a mobile phone) with TFA enable rvice. This helps prevent unauthorised ce (email, eSIMS, VLE etc.) with TFA only on something you have). ow) on something you have). digits that is generated automatically voice call. The verification code is only	IT Account by introducing a seed, to verify your identity where d use of your UM IT Account.
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Proceed to the next screen to set up TFA for your UM IT Account. Proceed Proceed Proceed	L-Unive ta' Malt II Services About Us Info for Students Info for Students Info for Staff Research & Industry Research & Industry Facilities & Services Projects Location & Opening Hours Help NEWSPOINT IT Services Student Guide	Activate UM IT Account Set up Two-Factor Authentication Two-Factor Authentication (TFA) adds an e factor, based on something that you have (such sign in to access a University of Malta online service when you sign in to access a UM online service enabled, you will be required to enter: 1. UM IT username 2. password (first factor - something you kno 3. a verification code (second factor - based The verification code consists of a number of a on your smartphone or sent to you via SMS or or requested periodically.	Quicklinks A-2 INDEX SITEMAP t Interview extra layer of protection to your UM is a mobile phone) with TFA enable rvice. This helps prevent unauthorised ce (email, eSIMS, VLE etc.) with TFA ow) on something you have). digits that is generated automatically voice call. The verification code is only et use of your UM IT Account even if a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your UM IT Account even if your a set of your a set of your UM IT Account even if your a set of your a se	IT Account by introducing a set d, to verify your identity whe d use of your UM IT Account. Password TFA Verification Code USUMS VLE WE anyone manages to get hold of
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Smartphone with Authenticator (Recommended) – You can set up an Authenticator application on your smartphone (Android, iPhone etc.) that will generate the verification code (even if you do not have an Internet connection or mobile coverage).



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The Verification Code

it is requested by the system.

The verification codes will be available as follows:

To access your UM IT Account, you will enter a verification code consisting of a number of digits, in addition to your username and password.

you are using the same web browser on the same device (computer, laptop, tablet or smartphone). A different verification code will be required every time

SMS Text Messaging - If you do not have a smartphone, you will receive the verification code via SMS to your mobile phone.

You will also be able to use other methods (backup phone numbers and backup codes) when your mobile device is not available.

Select Type of Mobile Device

You will now set up the mechanism by which you will receive the verification codes. Select the type of mobile device that you own:

> () iPhone O BlackBerry **Windows** Mobile O None of the above

Proceed

Help and support



Sign In

✓ GO

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IT Services Student Guide





Download & Install the Authenticator Application for Android

You require an Internet connection on your mobile device in order to download and install the authenticator application. If you cannot install the authenticator at this time, click here to set up later.

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If you already have the Google Authenticator application installed on your device, skip these steps and

proceed to Configure the Authenticator.

- 1. On your phone, go to Play Store
- 2. Search for Google Authenticator. (Download from the Google Play Store)
- 3. Download and install the application.

Configure the Authenticator

You will now configure the Authenticator to be used with your UM IT Account:

- 1. Open the Google Authenticator application.
- 2. Tap Begin setup. If the application is already configured with a different account, tap Menu and select Set up account.
- 3. Tap Scan a barcode. You should not tap on any accounts listed under 'Available Google Accounts'. Note: You may be prompted to install a barcode scanner. If so, install the Barcode Scanner application, and repeat the above steps.
- 4. Use your phone's camera to scan this barcode:



Can't scan above barcode?

Once you have configured the authenticator, enter the 6-digit verification code generated by the authenticator application:



Back Verify & Proceed

Help and support



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Send code via: 🗹 SMS 🗹 Voice Call

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Activate UM IT Account

About Us Set a Backup Phone Number (Optional) Info for Students Info for Staff Your primary contact number is: " Research & Industry If you lose your phone or you cannot receive verification codes via SMS or the authenticator application, you will require a different way of receiving the verification code in order to sign in. Facilities & Services For this reason, you should provide a list of backup phone numbers (mobile or landline) where the verification code can Projects be sent via SMS or voice call. For example, you may add your home landline number, or your parent's mobile number. Location & Opening Hours Please note that no automated messages will be sent to the phone numbers you enter in this screen. The backup phone numbers will ONLY be used to send you the verification code whenever you specifically choose to do so.

Help

IT Service

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2. In the Phone Number field, type the mobile or landline numb
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- 3. Click Save.
- 4. To add another backup phone number, repeat steps 1 to 3.
- 5. Click Proceed button once you have entered all backup phone numbers.

1. In the Description field, type a description for the backup phone number e.g. Home phone.

Note that:

If you want to update or delete a number from the list, click Remove.

Enter backup phone numbers:

Description: Phone Number:

No backup phones have been set up yet.

Proceed

Help and support



Save



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Activate UM IT Account

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▶ Info for Staff	If you cannot receive verification codes on both your primary phone and your backup phone/s, you will
Research & Industry	have to use a backup verification code in order to sign in. It is therefore important that you print a list of verification codes and keep this somewhere safe but convenient, such as in your wallet. You will be
 Facilities & Services 	able to generate more backup codes from the Manage UM IT Account screen.
 Projects 	Each backup code can only be used once.
 Location & Opening Hours 	Display your backup codes
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