



**L-Università
ta' Malta**

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.



Google Authenticator



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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UM IT Account Activation Process

The UM IT Account activation process consists of the following steps:

- 1 Accept UM IT Account Agreement**
- 2 Confirm Personal Details**
- 3 Select Email Address**
- 4 Set Password**
- 5 Set Primary Contact Number**
- 6 Set up Two-Factor Authentication**
Configure Authenticator (if applicable)
Set SMS Verification
Add Backup Phones
Print Backup Codes

It is recommended that you dedicate some time to read the instructions in each screen carefully. This may take around 20 mins to complete.

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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:

- 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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Confirm Personal Details

Your details are:

Name: **Name**

Surname: **Surname**

Username: **bstu0001**

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.

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Select Email Address

University students are allocated a University email address that will be retained after they complete their course of studies at the University.

To avoid conflicts with other email addresses, you may enter an initial or letter to be included between your name and 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.*

Enter Initial/Letter:

I do not wish to include an initial/letter



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Confirm Email Address

Email Address to be allocated: **name.surname.20@um.edu.mt**

It will not be possible to change the email address once it has been confirmed.



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Email Address Confirmation

You have been allocated the following email address:

Name: **Name**
Surname: **Surname**
Username: **bstu0001**
Email Address: **name.surname.20@um.edu.mt**

Continue

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Set Password

Please choose a password for your UM IT Account.

- The password must be at least 8 characters long, and may not be longer than 14 characters.
- You are required to use a combination of alphabetic and numeric characters in your password.
- It is also advisable to include characters in uppercase and lowercase, and to include special characters from this list: ~!\$%()_+=#/?/.,:[]{}|. This will increase the strength of your password significantly.
- You are responsible for maintaining the confidentiality of the password.** Access to your password makes it easier for anyone to view your personal data (such as emails, calendar etc.) and any resources allocated to you. Change your password immediately if you suspect that anyone knows your password.

Password:
Confirm:

Set Password

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Set Primary Contact Number

The UM IT Account Primary Contact Number is your primary contact phone number in University records. The University may use this phone number to contact or send you important alerts concerning University related matters.

Your primary contact number will not be supplied to any third party, and will only be used for University related communication and services you have subscribed to. In submitting your primary contact number, you agree that University staff may use your details in accordance with the **University of Malta Privacy Policy**.

Note that your Two-Factor Authentication verification code will be sent to your new primary contact number when you request it to be sent via SMS.



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1. Enter Primary Contact Number (mobile) 356
2. Receive Verification Code via
3. Enter the Verification Code received via SMS

I agree that the University will use my contact number in accordance with the **UM Privacy Policy**.

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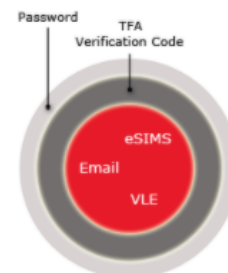
Set up Two-Factor Authentication

Two-Factor Authentication (TFA) adds an extra layer of protection to your UM IT Account by introducing a second factor, based on something that you have (such as a mobile phone) with TFA enabled, to verify your identity when you sign in to access a University of Malta online service. This helps prevent unauthorised use of your UM IT Account.

When you sign in to access a UM online service (email, eSIMS, VLE etc.) with TFA 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 on something you have).

The verification code consists of a number of digits that is generated automatically on your smartphone or sent to you via SMS or voice call. The verification code is only requested periodically.



The verification code will help avoid unauthorised use of your UM IT Account even if anyone manages to get hold of your password, for example through a phishing attack.

Proceed to the next screen to set up TFA for your UM IT Account.



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The Verification Code

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.

The verification code will normally need to be entered ONCE every month if 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 it is requested by the system.



The verification codes will be available as follows:



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).



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:

- Android
- iPhone
- BlackBerry
- Windows Mobile
- None of the above

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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.



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:

Verification code:

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Your Google Authenticator app has been correctly configured.

Set SMS Verification

Your primary contact number is:

If the above primary contact number is correct, click **Confirm** to set up SMS verification. Each time you require the verification code, you may choose to receive it via SMS to the above mobile number rather than using the authenticator application.



If you want to change your UM IT Account Primary Contact Number click [here](#).

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Set a Backup Phone Number (Optional)



Your primary contact number is:

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.

For this reason, you should provide a list of backup phone numbers (mobile or landline) where the verification code can be sent via SMS or voice call. For example, you may add your home landline number, or your parent's mobile number.

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.

1. In the *Description* field, type a description for the backup phone number e.g. Home phone.
2. In the *Phone Number* field, type the **mobile** or **landline** number.
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.

Note that:

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

Enter backup phone numbers:

| | | | |
|-----------------------------------|------------------------------------|---|-------------------------------------|
| Description: <input type="text"/> | Phone Number: <input type="text"/> | Send code via: <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Voice Call | <input type="button" value="Save"/> |
|-----------------------------------|------------------------------------|---|-------------------------------------|

No backup phones have been set up yet.

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Generate & Print Backup Codes

If you cannot receive verification codes on both your primary phone and your backup phone/s, you will 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 able to generate more backup codes from the *Manage UM IT Account* screen.



Each backup code can only be used once.

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Each backup code can only be used once.

Created on: 24 Sep 2020

| | |
|---------------|----------------|
| 1. XXX XX XXX | 2. XXX XX XXX |
| 3. XXX XX XXX | 4. XXX XX XXX |
| 5. XXX XX XXX | 6. XXX XX XXX |
| 7. XXX XX XXX | 8. XXX XX XXX |
| 9. XXX XX XXX | 10. XXX XX XXX |

Keep these codes somewhere safe and accessible like your wallet. You can only use each code once.

[Print above codes](#)

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 I confirm that I have printed my backup codes (if not, I will be reminded later)[Finish Setup](#)[Help and support](#)