HWU STUDENT ACCOUNT GUIDE

ESSENTIAL INFORMATION FOR NEW STUDENTS

Malaysia campus  www.hw.ac.uk
# Table of Contents

1. Activate your HWU IT account  
   2-4

2. Access your HWU emails  
   5-6

3. Frequently Asked Questions  
   7
Activate your HWU IT account

Step 1
At the end of your enrolment process, your will get your username and email address. Your username will be used to login to the IT facilities. At that page, there will be a UR link to reset your HWU password - https://idm.hw.ac.uk/sfpr/. Please be informed that this must be completed in order for you to start using your IT account.

Step 2
At the STUDENT Forgotten Password Reset page, enter your personal email that was used during admission.
Step 3

Please wait for few minutes for the password reset email to arrive at the email that you have provided above at Step 1.

Step 4

Go to the mailbox that you have provided at Step 1, look for the email from idm@hw.ac.uk. Open the mail and click the Reset your password (as shown below).
Step 5

Upon clicking the Reset your password, it will lead you to Reset your password page, follow the instructions carefully.

To ensure a secure password, your password must adhere to the following:

**8-character minimum**

- Contain characters from three of the four categories:
  - English uppercase characters (A-Z)
  - English lowercase characters (a-z)
  - Numbers (0-9)
  - Non-alphabetic characters (for example, !, $, #, %)
- Not contain your personal info such as your names, and date of birth, etc..

Step 6

Your password has been reset. Now, you can enjoy the IT facilities with your username and new password that you have created.

2. Click the Sign-in button to enter the login page.

3. At Microsoft login page, sign in using HWU user ID (e.g. abc1@hw.ac.uk) then click Next button
4. HWU login page will be pop up, please key in your HWU user ID (e.g. abc1@hw.ac.uk) and enter your password.

![HWU login page]

5. Once you logged on to Office 365, please look for **Outlook** app and click the icon to access your email.

![Outlook app]

6. After you clicked, you should be able to access your email similar as image shown below.

![Outlook inbox]

6
Frequently Asked Questions

a. I am unable to reset my HWU IT password

As stated in step 2.4 above, please follow the password prerequisites for the system to accept.

If you have set the password according to the criteria but still encounter error, please report the issue to ISHelp@hw.ac.uk.

b. How can I use other services such as Vision, student portal etc...

We know you are excited to use our services :) Please wait for the actual Welcome Week where we will present this to you.

c. What if I don’t get the enrolment confirmation page and I am not able to reset my password.

to HWUM-Welcome@hw.ac.uk.
Last updated: 14 Dec 2020

Editors:

- Farah Kayla - Foundation in Business
- Loo Ker Hui (Amy) - Foundation in Business
- Lee Ying Tong - BSc (Hons) Actuarial Science
- Jace Ang Khai Shuan - Foundation in Business
- Jessica Phoebe Tannery - Foundation in Business
- Ellyn Jocelin Susanto - MA (Hons) Accounting and Business Finance