

UNIVERSITI KEBANGSAAN MALAYSIA

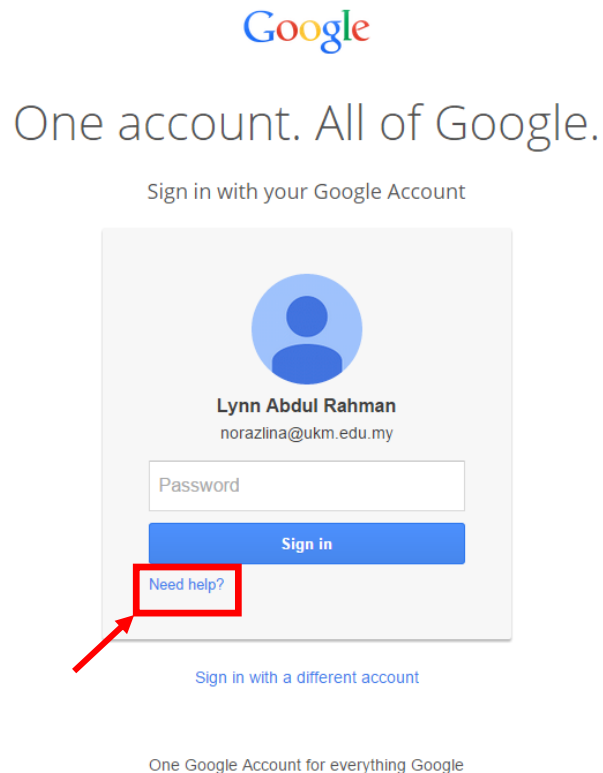
Manual Lupa Katalaluan Emel

ukm.edu.my

Pusat Teknologi Maklumat

Manual Lupa Katalaluan Emel

1. Akses <http://mail.ukm.edu.my>
2. Klik url “Need help?”



3. Tandakan pada “I don’t know my password” jika anda lupa katalaluan. Masukkan alamat emel penuh anda **@ukm.edu.my** di kotak kosong seperti dibawah.

Having trouble signing in?

I don't know my password
To reset your password, enter the email address you use to sign in to Google. This can be your Gmail address, your Google Apps email address, or another email address associated with your account.
Email address

I don't know my username

I'm having other problems signing in

4. Klik butang **Continue**.

Manual Lupa Katalaluan Emel

5. Skrin captcha seperti dibawah akan dipaparkan. Masukkan aksara seperti yang dipaparkan ke dalam kotak kosong dan klik **Continue**.

Account help for norazlina@ukm.edu.my

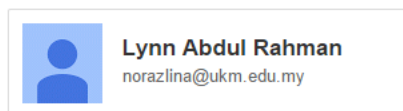
Type the characters you see in the picture below.

Continue

6. Masukkan katalaluan terakhir yang anda ingat. Jika tidak pasti klik butang **I don't know**

Account Help



Enter the last password you remember

Continue

I don't know

[That's not my account](#)

7. Skrin seperti dibawah akan dipaparkan jika anda ada menggunakan aplikasi google/gmail di smartphone. Jika tidak, terus ke langkah 10.

Account help



Confirm password reset on my Android Samsung GT-N7100 phone

A notification will appear on your phone. Make sure your phone is near you.

Send notification

I can't access my device

8. Jika anda ingin menerima notifikasi melalui smartphone, klik butang **Send notification**. Terus ikuti langkah 12. Pastikan smartphone tersebut berada berdekatan dengan anda.
9. Jika anda tidak dapat akses ke smartphone yang dinyatakan, klik butang **I can't access my device** dan ikut langkah 10 dan seterusnya.

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10. Kod pengesahan akan dihantar ke telefon yang telah didaftarkan sebelum ini. Pilih/tanda a **text message (SMS)** untuk menerima kod pengesahan melalui SMS. Klik butang Continue.

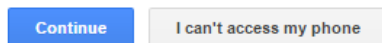
Account help



Get a verification code on my phone: *****922

Receive via:

- a text message (SMS)
 an automated phone call



11. Selepas menerima kod pengesahan di telefon anda, masukkan kod yang terdiri dari nombor 6 digit ke dalam ruang kosong seperti dibawah dan klik **Continue**. Terus ke langkah 16.

Account help



Google just sent a verification code via text message (SMS) to *****922.

Enter that code here

The verification code is a 6-digit number. Make sure you don't enter your mobile number or the phone number that you received the text message from.



Didn't get the text message? Sometimes it can take up to 15 minutes. If it's been longer than that, [try again](#) or try a [different way](#) of resetting your password.

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12. Jika anda memilih untuk menghantar notifikasi ke smartphone, skrin seperti dibawah akan dipaparkan. Ikut langkah yang seterusnya.

Account help



Confirm password reset on my Android phone

A notification will appear on your phone. Make sure your phone is near you.



1. Turn on your phone (Unlock your phone)



2. Read the notification and select "Yes"



3. Return to your computer to reset your password

Send another notification

Having trouble? try a [different way](#) of resetting your password.

13. Semak notifikasi di smartphone anda. Skrin seperti dibawah akan dipaparkan di telefon anda. Klik **Yes** jika anda pasti ingin reset katalaluan.



Tried to reset your password?

Did you request to reset your password?

NO

YES



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14. Klik **ALLOW PASSWORD RESET** jika ingin membenarkan katalaluan di set semula.



We need your confirmation

*Allow the password reset from Bangi,
Selangor, Malaysia?*

ALLOW PASSWORD RESET

NEVER MIND



15. Kembali ke komputer anda.

16. Skrin **Reset your password** akan dipaparkan. Masukkan katalaluan baru sebanyak 2 kali. Klik **Change password**.



Reset your password

Please choose a new password to finish signing in.

Read some tips on [creating a secure password](#).

17. Katalaluan baru sedia digunakan.

Success - you've reset your password

Now, review your account recovery information - including mobile phone number - to make sure it's up-to-date.

[Review my recovery info](#)