

| # | Perkara | Keterangan |
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| 00 | Maklumat Umum | |
| 00A | <p>Bilakah tarikh pengesahan kehadiran MK66 dibuka?</p> <p><i>When is the date of MK66 attendance confirmation will be open?</i></p> | <p>Pengesahan kehadiran MK66 akan dibuka bermula 5 Oktober hingga 26 Oktober 2022. Sebarang pertanyaan email di konvo@utm.my</p> <p><i>MK66 attendance confirmation will be open from 5 October to 26 October 2022. Any inquiries kindly email to konvo@utm.my</i></p> |
| 01 | Pendaftaran Akaun Email | |
| 01A | <p>Bagaimana ingin menggunakan IConvo untuk graduan?</p> <p><i>How to use the i-Convo System for graduands?</i></p> | <p>Setiap graduan yang ingin menggunakan ICONVO perlu membuat pendaftaran akaun di https://ekonvo.utm.my/register</p> <p>Semasa pendaftaran pastikan saudara</p> <p>a. Menggunakan No Matrik yang tepat Cth:</p> <p>Program Perdana: BE191234 BUKAN BE 191234 MEA1234 BUKAN M MEA1234</p> <p>Program Kerjasama: PF121DW019TCS</p> <p>Program Eksekutif: PX123456HHEA68 atau FRSB123456-04A</p> <p>Nota:</p> <ul style="list-style-type: none"> - Bagi graduan program kerjasama UTM, No Matrik yang digunakan adalah no matrik yang didaftarkan di UTM BUKAN no matrik di kolej kerjasama. Jika tidak pasti no matrik yang berkaitan, email di furizan@utmSPACE.edu.my dengan butirann maklumat peribadi dan kolej yang berkaitan. - Bagi graduan program Eksekutif UTMSPACE / FTIR, jika tidak pasti no matrik yang berkaitan, email di upex@utmSPACE.edu.my |

| # | Perkara | Keterangan |
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| | | <p>b. Masukkan No KP tanpa (-) Cth 691023014444 BUKAN 691023-01-4444</p> <p>c. Mendaftar alamat email yang tepat. Cth: abcd@gmail.com BUKAN Abcd@gmail.com</p> <p>d. Tidak digalakkan untuk menggunakan email UTM kerana ianya akan dibatalkan selepas pelajar bergraduan.</p> <p>Saudara perlu melakukan verifikasi email selepas pendaftaran. Mohon semak di mel inbox atau SPAM.</p> <p><i>Graduands who wants to use ICONVO needs to register an account</i> https://ekonvo.utm.my/register <i>During registration make sure:</i></p> <p>a. <i>Enter the correct Matriks No.</i></p> <p><i>Example:</i> Full Time Students BE191234 NOT BE 191234 MEA1234 NOT M EA1234 Joint Program PF121DW019TCS Executives Program PX123456HHEA68 or FRSB123456-04A</p> <p>Nota:</p> <ul style="list-style-type: none"> - <i>For graduands of the UTM Joint Program, please use the Matriks No. registered at UTM. If you are not sure of the relevant Matriks No., please email to furizan@utmSPACE.edu.my with personal and college details.</i> - <i>For graduands of the UTMSPACE / FTIR Executive program, if you are not sure of the relevant matrix number, email at upex@utmSPACE.edu.my</i> <p>b. <i>Enter IC number without (-)</i> E.g: 691023014444 NOT 691023-01-4444</p> |

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| | | <p>c. Register a valid email address. Cth: abcd@gmail.com NOT Abcd@gmail.com</p> <p>d. It is not recommended to use the UTM email as the email will be canceled after the student graduates.</p> <p>You will need to verify the email after registration. Please check in the mail inbox or SPAM.</p> |
| 01B | <p>Saya tidak menerima verifikasi email</p> <p><i>I did not receive the email verification</i></p> | <p>Sila semak di SPAM emel saudara.</p> <p>Jika masih tiada, mohon email ke digitalcare@utm.my</p> <p><i>Please check on your email SPAM.</i></p> <p><i>If still not available, please email to digitalcare@utm.my</i></p> |
| 01C | <p>Saya telah membuat verifikasi email, namun masih tidak boleh log masuk ke sistem</p> <p><i>I've done email verification, but I still can't sign in</i></p> | <p>Kemungkinan katalaluan yang dimasukkan adalah berbeza yang didaftarkan semasa pendaftaran Anda boleh memperbaharui katalaluan di https://ekonvo.utm.my/password/reset/</p> <p><i>It is possible that the password entered is different from the one registered during registration.</i> <i>You can renew your password at https://ekonvo.utm.my/password/reset/</i></p> |
| 01D | <p>Bagaimana hendak menukar katalaluan saya?</p> <p><i>How do I change my password?</i></p> | <p>Anda boleh memperbaharui katalaluan di https://ekonvo.utm.my/password/reset/ Anda boleh menukar kata laluan dalam Profile selepas log masuk ke dalam sistem.</p> <p><i>You can renew your password at https://ekonvo.utm.my/password/reset/</i> <i>You can change the password in the Profile after logging into the system.</i></p> |
| 02 | <p>Pengesahan Kehadiran / Attendance Verification</p> | |
| 02A | <p>Bagaimana hendak melakukan pengesahan kehadiran?</p> <p><i>How to confirm attendance?</i></p> | <ol style="list-style-type: none"> 1. Log Masuk ke sistem menggunakan email dan katalaluan yang didaftarkan 2. Klik pada <i>Graduates Verification</i> pilih <i>Verify Now</i> dan ikuti arahan selanjutnya. <p><i>Log in to the system using your registered email and password</i> <i>Click on Graduates Verification select Verify Now and follow the next instructions.</i></p> |

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| 02B | <p>Saya masih mempunyai hutang tertunggak, bolehkah saya buat pengesahan kehadiran?</p> <p><i>I still have outstanding debts, can I confirm attendance?</i></p> | <p>Graduan perlu menyelesaikan hutang sebelum buat pengesahan kehadiran. Bagi bayaran melalui ecommerce atau JomPay, akan mengambil masa 1-3 hari bekerja untuk kemaskini status hutang.</p> <ol style="list-style-type: none"> Bagi graduan perdana bayaran melalui http://academic.utm.my/finance/ Bagi graduan IDP / graduan Separuh Masa UTMSPACE, sila buat bayaran di portal rasmi UTMSPACE. <p><i>Graduands need to settle debts before confirming attendance. For payments via ecommerce or JomPay, it will take 1-3 working days to update the debt status</i></p> <ol style="list-style-type: none"> <i>For the mainstream graduand, kindly make your payment at http://academic.utm.my/finance/</i> <i>For IDP/ UTMSPACE Part-Time graduands, please make payment on the official UTMSPACE portal.</i> |
| 02C | <p>Saya telah selesai melakukan pengesahan kehadiran dan bayaran. Namun di status pembayaran masih belum dikemaskini.</p> <p><i>I have confirmed my attendance and payment. However, the payment status has not been updated.</i></p> | <ol style="list-style-type: none"> Terdapat pelbagai kemungkinan jika pembayaran anda tidak dikemaskini. Mungkin disebabkan sambungan internet yang kurang baik ketika proses pembayaran dibuat. Setelah berjaya membuat bayaran secara atas talian, mohon PASTIKAN saudara klik 'Return' pada payment gateway UTM bagi memastikan bayaran dikemaskini ke dalam sistem i-Convo. Sekiranya anda telah menerima email resit rasmi pembayaran, namun pembayaran belum dikemaskini di sistem. Sila klik pada Self Update Payment yang terdapat pada Attendance Status >> Attendance Verification Status. Bayaran anda akan dikemaskini oleh sistem. Sekiranya bayaran telah berjaya dibuat, namun anda tidak menerima resit rasmi UTM, sila semak sama ada anda menerima email pengesahan bayaran daripada pihak FPX / Kad Kredit. Mohon email ke konvo@utm.my beserta salinan resit rasmi daripada bank berkenaan. Jika tiada status pengesahan bayaran mohon semak dengan pihak bank. Pastikan tajuk email bermula dengan :- [KONVO: BUKTI BAYARAN ...] <p>Nota: Pihak UTM akan membuat proses semakan bayaran secara automatik setiap hari jam 8.00 pagi & 5.00 petang.</p> |

| # | Perkara | Keterangan |
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| | | <ol style="list-style-type: none"> 1. <i>There are various possibilities if your payment is not updated. Probably due to poor internet connection during the payment process.</i> 2. <i>After successfully making the payment online, please MAKE SURE you click 'Return' on the UTM payment gateway to ensure the payment is updated into the i-Convo system.</i> 3. <i>If you have received an official payment receipt email, but the payment has not been updated in the system. Please click on Self Update Payment available under Attendance Status >> Attendance Verification Status. Your payment will be updated by the system.</i> 4. <i>If the payment has been successfully made, but you have not received the official UTM receipt, please check whether you received the payment confirmation email from the FPX / Credit Card.</i> 5. <i>Please email to konvo@utm.my with a copy of the official receipt from the bank. If there is no payment confirmation status, please check with the bank.</i> 6. <i>Make sure the subject of the email starts with: [CONVO: PROOF OF PAYMENT...]</i> <p><i>Remarks: UTM will make the payment review process automatically every day at 8.00 am & 5.00 pm.</i></p> |
| 03 | Pengesahan Kehadiran & Pengambilan Jubah Melalui Wakil <i>Attendance Confirmation & Graduation Attire Collected by Appointed Representative</i> | |
| 03A | Saya ingin membuat pengesahan dan di skrin dipaparkan error 500 <i>I would like to make attendance confirmation but the screen turned "error 500"</i> | Mohon untuk patuhi perkara berikut:- <ol style="list-style-type: none"> 1. Muat naik fail bersaiz kurang 10MB 2. Fail PDF Sahaja 3. Masukkan No KP Tanpa (-) <p><i>Please follow below instructions:</i></p> <ol style="list-style-type: none"> 1. <i>File size must be less than 10MB</i> 2. <i>PDF format file only</i> 3. <i>IC number without (-)</i> |

| # | Perkara | Keterangan |
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| 04 | Pengesahan Kehadiran & Pilihan Pulang Sementara Sijil/Caj Deposit Jubah <i>Attendance Confirmation & Temporarily Return The Original Certificate / Graduation Attire Deposit Charge</i> | |
| 04A | Apa itu pilihan pulang sementara Sijil Asal atau caj deposit jubah? <i>What is Temporarily Return The Original Certificate / Graduation Attire Deposit Charge Why do I have to pay robe deposit?</i> | <p>Bagi graduan yang telah menerima Sijil Awal, saudara diberi pilihan :-</p> <ol style="list-style-type: none"> Memulangkan sementara sijil ORIGINAL semasa pengambilan jubah dan sijil akan dikembalikan semula kepada saudara setelah jubah konvokesyen dipulangkan dalam keadaan baik. (Saudara dinasihatkan untuk tidak melantik wakil bagi tujuan pengembalian sijil ORIGINAL). <p>ATAU</p> <ol style="list-style-type: none"> Saudara juga boleh buat bayaran deposit. Bayaran deposit akan dikembalikan dalam tempoh 21 hari bekerja daripada tarikh jubah konvokesyen dipulangkan dalam keadaan baik. Bayaran deposit hendaklah dibuat semasa Pengesahan Kehadiran dibuat melali sistem i-Convo. <p>Sebarang pertanyaan boleh email ke konvo@utm.my.</p> <p><i>To those graduand who have received an early certificate, you have to, either:</i></p> <ol style="list-style-type: none"> <i>Return the ORIGINAL certificate temporarily when taking the robe and take the certificate back once the robe is returned in good condition (You are strongly advised not to appoint a representative for the return of the original certificate),</i> <p>OR</p> <ol style="list-style-type: none"> <i>Pay deposit money. The deposit will be refunded within 21 working days from the date of the robe returned in good condition. Deposit must be paid during attendance confirmation via i-Convo System.</i> <p><i>Any inquiries, please email to konvo@utm.my</i></p> |
| | | <p>Bagi tujuan pemulangan deposit, maklumat terkini yang tepat diperlukan seperti berikut:</p> <ul style="list-style-type: none"> - No Akaun - Nama Bank - No Telefon - Email |

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| | | <p>Sebarang kesilapan akan melewatkan proses bayaran pemulangan deposit.</p> <p><i>Latest information is required for the refund proses:</i></p> <ul style="list-style-type: none"> - Bank account number - Bank name - Telephone number - Email address <p><i>Any inaccurate information will delay the deposit refund payment process.</i></p> |
| 04B | <p>Paparan error selepas mengisi maklumat pulangan deposit.</p> <p><i>Error displayed after filling in deposit return information.</i></p> | <p>Mohon untuk patuhi perkara berikut:-</p> <ol style="list-style-type: none"> 1. Muat naik fail bersaiz kurang 10MB 2. Fail PDF Sahaja 3. Masukkan No KP Tanpa (-) <p><i>Please follow below instructions:</i></p> <ol style="list-style-type: none"> 1. File size must be less than 10MB 2. PDF format file only 3. IC number without (-) |
| 04C | <p>Saya telah bayar deposit jubah sebelum ini bukan melalui sistem i-Convo</p> <p><i>I have paid a robe deposit before not through i-Convo System</i></p> | <p>Anda dinasihatkan untuk memuat proses berikut.</p> <ol style="list-style-type: none"> 1. Buat pilihan saiz jubah 2. Masukkan maklumat pulangan deposit dan muat naik dokumen yang berkaitan. <p>Selepas proses tersebut, saudara tidak perlu membuat bayaran. Emailkan ke digitalcare@utm.my / konvo@utm.my beserta bukti bayaran deposit untuk dikemaskini.</p> <p>Jika anda telah terlepas dan membuat bayaran juga mohon email ke amd@utm.my untuk urusan pulangan deposit beserta bukti bayaran.</p> <p><i>Kindly proceed to the next steps:</i></p> <ol style="list-style-type: none"> 1. Choose the robe size 2. Enter deposit refund information and upload the related documents. |

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| | | <p>3. You do not make have to make a payment. Email your previous payment receipt to digitalcare@utm.my / konvo@utm.my to be updated.</p> <p>If you have missed and made the payment, please email your official payment receipt to amd@utm.my for deposit refund.</p> |
| 04D | <p>Saya graduan Program Pusat Kerjasama dan telah buat bayaran kepada pihak Kolej.</p> <p><i>I am a Joint Program Graduand and have made payments to the College.</i></p> | <p>Bagi program kerjasama & Eksekutif bayaran adalah melalui Kolej masing-masing. Paparan maklumat pada slip adalah sebagai rujukan sahaja.</p> <p><i>For Joint Programs & Executive Programs the payment is through the respective Colleges. The display of information on the slip is for reference only</i></p> |
| 04E | <p>Saya mahu buat pengesahan kehadiran namun telah ditutup.</p> <p><i>I would like to confirm my attendance but the system has been closed.</i></p> | <p>Anda tidak dibenarkan untuk membuat pengesahan kehadiran kerana sistem telah ditutup. Anda dinasihatkan untuk memohon untuk menyertai Majlis Konvokesyen akan datang.</p> <p><i>You are not allowed to confirm the attendance as the system has been closed. Therefore, you are advised to apply to join the next Convocation Ceremony.</i></p> |
| 05 | <p>Perubahan Pilihan Saiz Dan Kaedah Ambil Jubah <i>Change of the robe size and mode of robe collection</i></p> | |
| 05A | <p>Saya ingin membuat perubahan berikut:-</p> <ol style="list-style-type: none"> 1. Saiz jubah 2. Kaedah ambil jubah <p><i>I would like to change my:</i></p> <ol style="list-style-type: none"> 1. Robe size 2. Mode of robe collection | <p>Anda boleh mengubah perkara perkara berikut dengan klik pada <i>Attendance Status >> Update</i></p> <p><i>You can change it by click on Attendance Status >> Update</i></p> |
| 06 | <p>UTMSMART</p> | |
| 06A | <p>Kenapa saya perlu muat turun iConvo@UTMSMART?</p> <p><i>Why do I need to download iConvo@UTMSMART?</i></p> | <p>Aplikasi ini diperlukan bagi proses pengambilan jubah dan kehadiran konvokesyen.</p> <p><i>This application is required for the robe collection process and convocation attendance.</i></p> |

| # | Perkara | Keterangan |
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| 06B | Daftar Masuk <i>Log in</i> | Daftar Masuk adalah sama dengan ID dan katalaluan yang digunakan pada versi Web iConvo. <i>Please use the same ID and Password as the iConvo web version.</i> |
| 06C | Saya graduan UTM dan telah menyambung pengajian tetapi saya tidak nampak ikon iConvo di UTMSMART <i>I am a UTM graduated and have continued my studies but I do not see the iConvo icon in UTMSMART</i> <i>I am a UTM graduated and have continued my studies but I do not see the iConvo icon in UTMSMART</i> | Kemungkinan saudara telah login di UTMSMART menggunakan UTMID. Sila <i>log out</i> , dan ikon iConvo akan dipaparkan selepas saudara logout. Untuk makluman ID & kata laluan bagi graduan adalah berbeza dengan UTMID. Graduan perlu log masuk menggunakan ID & kata laluan yang sama dengan sistem iConvo (semasa membuat pengesahan kehadiran). <i>You might have logged in to UTMSMART using UTMID. Please log out, and the iConvo icon will be displayed.</i> <i>For your information, the ID & password for graduand is different from UTMID. Kindly log in to iConvo in UTMSMART using the same ID & Password as the iConvo system.</i> |
| 07 | Temujanji / Appointment | |
| 07A | Pembayaran saya telah berjaya, namun saya tidak boleh klik <i>button</i> Temujanji <i>My payment was successful, but I can't click the appointment button</i> | Bagi yang pertama kali ingin membuat temujanji, mohon ikuti arahan ini. 1. Log masuk ke iConvo. 2. Klik pada <i>Attendance Status</i> >> klik <i>Appointment</i> <i>For those who want to make an appointment for the first time, please follow these instructions.</i> 1. Log in to iConvo. 2. Click on <i>Attendance Status</i> >> click <i>Appointment</i> |
| 08 | SKPG | |
| | Saya telah muat naik pengesahan SKPG. Namun belum disahkan <i>I have uploaded the SKPG confirmation. But not yet verified.</i> | Bagi graduan Program Perdana dan Pengajian Separuh Masa, sila email ke mahfuzahraaini@utm.my <i>Please email to mahfuzahraaini@utm.my for full time and part time students.</i> Bagi graduan Program Pusat Kerjasama sila email ke furizan@utmpace.edu.my <i>Please email to furizan@utmpace.edu.my for Joint Program students.</i> |

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| 09 | Pengambilan Sijil Selepas Majlis Konvokesyen | |
| | <p>Saya belum mengambil sijil & tidak pernah buat permohonan Sijil Awal. Bagaimana saya boleh mengambil sijil?</p> <p><i>I'm not yet received my certificate and did not apply for an early certificate. How can I get my certificate?</i></p> | <p>Semasa buat pengesahan kehadiran, saudara diberi pilihan kaedah mengambil sijil sama ada mengambil sendiri, melalui wakil yang dilantik ATAU melalui kurier.</p> <p>Sijil hanya diberikan / dipos selepas jubah dipulangkan dengan sempurna selepas majlis konvokesyen.</p> <p><i>When confirming your attendance, you are given the option of collecting the certificate either by yourself, representative appointed OR by courier.</i></p> <p><i>The certificate is only given / posted after the robe is returned perfectly after the convocation ceremony.</i></p> |

Email (jika perlu) / Emails (if any);

| # | Perkara/Item | Email |
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| 01 | Pulangan Deposit / <i>Deposit Return</i> | amd@utm.my |
| 02 | Kemaskini Bayaran / <i>Payment updates</i> Dengan Bukti Bayaran Resit Rasmi UTM / <i>With UTM Official Payment Receipt</i> Nota: Bayaran akan dikemaskini secara automatik setiap hari jam 8.00 pagi dan 5.00 petang. <i>Note: Payment will be updated automatically at 8.00 a.m and 5.00 p.m everyday.</i> | amd@utm.my |
| 03 | Kemaskini Bayaran tanpa resit rasmi UTM <i>Payment updates without UTM Official Payment Receipt</i> | digitalcare@utm.my |
| 04 | Kemaskini maklumat bayaran deposit / <i>Deposit payment information update</i> | amd@utm.my |