#	Perkara	Keterangan
00	**Maklumat Umum**	
00A	Bilakah tarikh pengesahan kehadiran MK67 dibuka? *When is the date of MK67 attendance confirmation will be open?*	Pengesahan kehadiran MK67 akan dibuka bermula 10 Oktober hingga 30 Oktober 2023. Sebarang pertanyaan email di konvo@utm.my *MK67 attendance confirmation will be open from 10th October to 30th October 2023. Any inquiries kindly email to konvo@utm.my*
01	**Pendaftaran Akaun Email**	
01A	Bagaimana ingin menggunakan Sistem iConvo untuk graduan? *How to use the i-Convo System for graduands?*	Graduan yang ingin menggunakan Sistem iConvo perlu membuat pendaftaran akaun di https://iconvo.utm.my/register Semasa pendaftaran pastikan anda a. Menggunakan No Matrik yang tepat 　Cth: 　Program Perdana: 　BE191234 BUKAN BE 191234 　MEA1234 BUKAN M MEA1234 　Program Kerjasama: 　PF121DW019TCS 　Program Eksekutif: 　PX123456HHEA68 atau 　FRSB123456-04A 　Nota: - 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
		b. Masukkan No KP tanpa (-) Cth 691023014444 BUKAN 691023-01-4444 c. Mendaftar alamat email yang tepat. Cth: abcd@gmail.com BUKAN Abcd@gmail.com d. Tidak digalakkan untuk menggunakan email UTM kerana ianya akan dibatalkan selepas pelajar bergraduan. Anda perlu melakukan verifikasi email selepas pendaftaran. Mohon semak di mel inbox atau SPAM. *Graduands who wants to use iCONVO System needs to register an account via* *https://iconvo.utm.my/register* *During registration make sure:* *a. Enter the correct Matriks No.* *Example:* *Full Time Students* *BE191234 NOT BE 191234 MEA1234 NOT M EA1234* *Joint Program PF121DW019TCS* *Executives Program PX123456HHEA68 or FRSB123456-04A* *Nota:* - *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.* - *For graduands of the UTMSPACE / FTIR Executive program, if you are not sure of the relevant matrix number, email at upex@utmspace.edu.my* *b. Enter IC number without (-)* *E.g: 691023014444 NOT 691023-01-4444*

#	Perkara	Keterangan
		c. Register a valid email address. Cth: abcd@gmail.com NOT Abcd@gmail.com d. It is not recommended to use the UTM email as the email will be canceled after the student graduates. You will need to verify the email after registration. Please check in the mail inbox or SPAM folder.
01B	Saya tidak menerima verifikasi email *I did not receive the email verification*	Sila semak di SPAM emel anda. Jika masih tiada, mohon email ke digitalcare@utm.my *Please check on your email SPAM folder.* *If still not available, please email to digitalcare@utm.my*
01C	Saya telah membuat verifikasi email, namun masih tidak boleh log masuk ke sistem *I've done email verification, but I still can't sign in*	Kemungkinan katalaluan yang dimasukkan adalah berbeza yang didaftarkan semasa pendaftaran Anda boleh memperbaharui katalaluan di https://iconvo.utm.my/password/reset/ *It is possible that the password entered is different from the one registered during registration.* *You can renew your password at https://iconvo.utm.my/password/reset*
01D	Bagaimana hendak menukar katalaluan saya? *How do I change my password?*	Anda boleh memperbaharui katalaluan di https://iconvo.utm.my/password/reset/ Anda boleh menukar kata laluan dalam Profile selepas log masuk ke dalam sistem. *You can renew your password at https://iconvo.utm.my/password/reset/* You can change the password in the Profile after logging into the system.
02	**Pengesahan Kehadiran / *Attendance Verification***	
02A	Bagaimana hendak melakukan pengesahan kehadiran? *How to confirm attendance?*	1. Log Masuk ke sistem menggunakan email dan katalaluan yang didaftarkan 2. Klik pada *Graduates Verification* pilih *Verify Now* dan ikuti arahan selanjutnya. *Log in to the system using your registered email and password* *Click on Graduates Verification select Verify Now and follow the next instructions.*

#	Perkara	Keterangan
02B	Saya masih mempunyai hutang tertunggak, bolehkah saya buat pengesahan kehadiran? *I still have outstanding debts, can I confirm attendance?*	Graduan perlu menyelesaikan hutang sebelum buat pengesahan kehadiran. a. Bagi graduan perdana bayaran melalui http://academic.utm.my/finance/ b. Bagi graduan IDP / graduan Separuh Masa UTMSPACE, sila buat bayaran di portal rasmi UTMSPACE. *Graduands need to settle debts before confirming attendance.* *a. For the mainstream graduand, kindly make your payment at http://academic.utm.my/finance/* *b. For IDP/ UTMSPACE Part-Time graduands, please make payment on the official UTMSPACE portal.*
02C	Saya telah selesai melakukan pengesahan kehadiran dan bayaran. Namun di status pembayaran masih belum dikemaskini. *I have confirmed my attendance and payment. However, the payment status has not been updated.*	1. Terdapat pelbagai kemungkinan jika pembayaran anda tidak dikemaskini. Mungkin disebabkan sambungan internet yang kurang baik ketika proses pembayaran dibuat. 2. Setelah berjaya membuat bayaran secara atas talian, mohon PASTIKAN anda klik 'Return' pada payment gateway UTM bagi memastikan bayaran dikemaskini ke dalam sistem i-Convo. 3. 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. 4. 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. 5. Mohon email ke konvo@utm.my beserta salinan resit rasmi daripada bank berkenaan. Jika tiada status pengesahan bayaran mohon semak dengan pihak bank. 6. Pastikan tajuk email bermula dengan :- [KONVO: BUKTI BAYARAN …] Nota: Pihak UTM akan membuat proses semakan bayaran secara automatik setiap hari jam 8.00 pagi & 5.00 petang.

#	Perkara	Keterangan
		1. There are various possibilities if your payment is not updated. Probably due to poor internet connection during the payment process. 2. 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. 3. 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. 4. 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. 5. 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. 6. Make sure the subject of the email starts with: [CONVO: PROOF OF PAYMENT…] *Remarks: UTM will make the payment review process automatically every day at 8.00 am & 5.00 pm.*
03	**Pengesahan Kehadiran & Pengambilan Jubah Melalui Wakil** *Attendance Confirmation & Graduation Attire Collected by Appointed Representative*	
03A	Saya ingin membuat pengesahan dan di skrin dipaparkan error 500 *I would like to make attendance confirmation but the screen turned "error 500"*	Mohon untuk patuhi perkara berikut:- 1. Muat naik fail bersaiz kurang 10MB 2. Fail PDF Sahaja 3. Masukkan No KP Tanpa (-) *Please follow below instructions:* 1. *File size must be less than 10MB* 2. *PDF format file only* 3. *IC number without (-)*

#	Perkara	Keterangan
04	Pengesahan Kehadiran & Pulang Sementara Sijil *Attendance Confirmation & Temporarily Return The Original Certificate*	
04A	Siapa yang perlu pulang sementara Sijil Asal sebagai deposit pengambilan jubah? *Who is required to temporarily hand over the Original Certificate as a deposit for renting convocation attire?*	Bagi graduan yang telah menerima Sijil Awal, anda dikehendaki :- a. Memulangkan sementara sijil ORIGINAL semasa pengambilan jubah dan sijil akan dikembalikan semula kepada anda setelah jubah konvokesyen dipulangkan dalam keadaan baik. (Anda dinasihatkan untuk tidak melantik wakil bagi tujuan pengembalian sijil ORIGINAL). Sebarang pertanyaan boleh email ke konvo@utm.my. *To those graduand who have received an early certificate, you have to:* a. *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),* *Any inquiries, please email to konvo@utm.my*

#	Perkara	Keterangan
04B	Saya graduan Program Pusat Kerjasama dan telah buat bayaran kepada pihak Kolej. *I am a Joint Program Graduand and have made payments to the College.*	Bagi program kerjasama & Eksekutif bayaran adalah melalui Kolej masing-masing. Paparan maklumat pada slip adalah sebagai rujukan sahaja. *For Joint Programs & Executive Programs the payment is through the respective Colleges. The display of information on the slip is for reference only*
04C	Saya mahu buat pengesahan kehadiran namun telah ditutup. *I would like to confirm my attendance but the system has been closed.*	Anda tidak dibenarkan untuk membuat pengesahan kehadiran kerana sistem telah ditutup. Anda dinasihatkan untuk memohon untuk menyertai Majlis Konvokesyen akan datang. *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.*
05	**Perubahan Pilihan Saiz Dan Kaedah Ambil Jubah** *Change of the robe size and mode of robe collection*	
05A	Saya ingin membuat perubahan berikut:- 1. Saiz jubah 2. Kaedah ambil jubah *I would like to change my:* 1. *Robe size* 2. *Mode of robe collection*	Anda boleh mengubah perkara perkara berikut dengan klik pada *Attendance Status >> Update* *You can change it by click on Attendance Status >> Update*
06	**Aplikasi iConvo / iConvo Apps**	
06A	Kenapa saya perlu muat turun iConvo Apps? *Why do i need to download iConvo Apps?*	Aplikasi ini diperlukan bagi proses pengambilan jubah dan kehadiran konvokesyen. *This application is required for the robe collection process and convocation attendance.*

#	Perkara	Keterangan
06B	Daftar Masuk *Log in*	Daftar Masuk adalah sama dengan ID dan katalaluan yang digunakan pada versi Web iConvo. *Please use the same ID and Password as the iConvo web version.*
07	**Temujanji / *Appointment***	
07A	Pembayaran saya telah berjaya, namun saya tidak boleh klik *button* Temujanji *My payment was successful, but I can't click the appointment button*	Bagi yang pertama kali ingin membuat temujanji, mohon ikuti arahan ini. 1. Log masuk ke iConvo. *2.* Klik pada *Attendance Status* >> klik *Appointment* *For those who want to make an appointment for the first time, please follow these instructions.* *1. Log in to iConvo.* *2. Click on Attendance Status >> click Appointment*
08	**SKPG**	
	Saya telah muat naik pengesahan SKPG. Namun belum disahkan *I have uploaded the SKPG confirmation. But not yet verified.*	Bagi graduan Program Perdana dan Pengajian Separuh Masa, sila email ke konvo@utm.my *Please email to konvo@utm.my for full time and part time students.* Bagi graduan Program Pusat Kerjasama sila email ke furizan@utmspace.edu.my *Please email to furizan@utmspace.edu.my for Joint Program students.*

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

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

#	Perkara/Item	Email
01	Kemaskini Bayaran / *Payment updates* Dengan Bukti Bayaran Resit Rasmi UTM / *With UTM Official Payment Receipt* Nota: Bayaran akan dikemaskini secara automatik setiap hari jam 8.00 pagi dan 5.00 petang. *Note: Payment will be updated automatically at 8.00 a.m and 5.00 p.m everyday.*	konvo@utm.my
02	Kemaskini Bayaran tanpa resit rasmi UTM *Payment updates without UTM Official Payment Receipt*	digitalcare@utm.my