

STAFF FAQ

I am a new staff. How do I login into the DRB-HICOM University Moodle?

Login in using your account on:

Office365 Login

What can I do if I forgot my password?

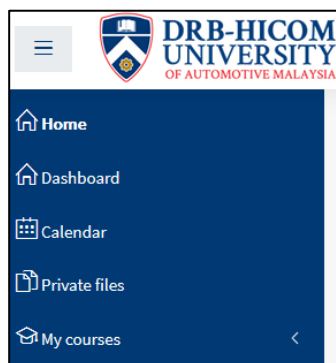
Please contact administrator via email moodle@dhu.edu.my or via telephone 094242449 to reset the password.

My password does not working even I am sure that I have entered the right password?

Your account will be suspended after 3 login attempts. You have to contact the administrator for further assistance. Attempt to login could be done by irresponsible trying to access into your account. Administrator suspended the user account for security purpose.

How can I access my course in DRB-HICOM University Moodle?

Login to <https://lms.dhu.edu.my> . Your courses will be listed under 'My Course' block on your top-left. Click the respective course to enter.



Can I access/enroll myself to course?

Yes, you can access/enroll follow what the subject your register for current semester.

Why I cannot open file on certain computer or laptop, is the file causes the problem?

No, it depends on the computer compatibility. The computer must have the installed program to open the file.

Example: To open .doc file, the computer must have Microsoft Office or etc.

How do I add and edit my course content?

1. Go into your course
2. Click 'Turn Editing On' button in the top right corner (the button now is on Turn Editing Off mode)
3. Click on Add a resource @ activity
4. Fill in the required field
5. Click save and return to course
6. Make sure your activities appear on the course page

What browser should I use?

Google Chrome is the best recommended browsers.

STUDENT FAQ

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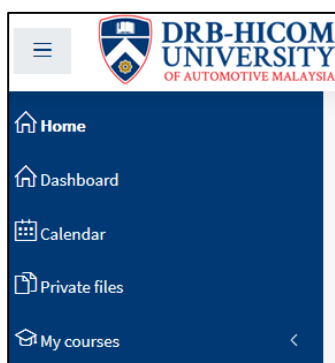
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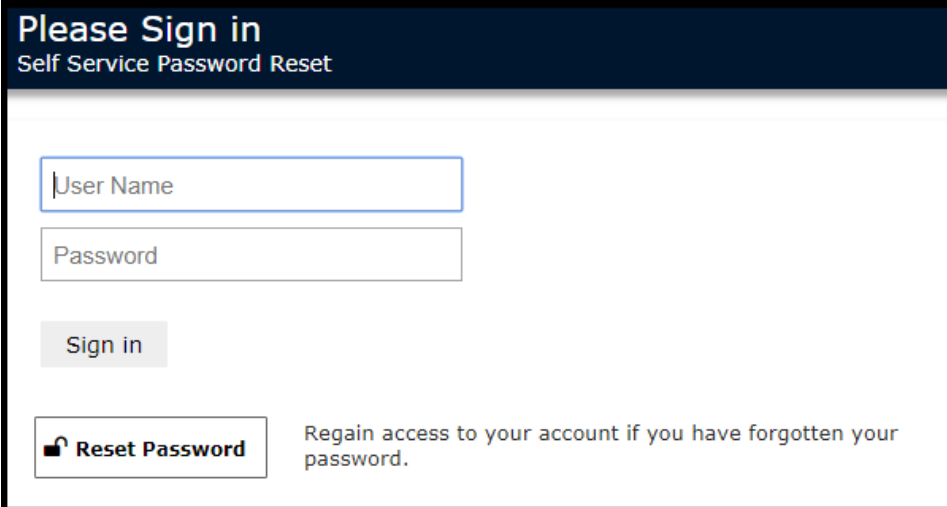
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SSPR (SELF SERVICE PASSWORD RESET)

Set a new password, kindly follow the below step

1. Go to SSPR portal <https://selfservice.dhu.edu.my>
2. Type Student ID and **your current password** just like you access Internet through DRB-HICOM University Identity Authentication System portal
3. Type the new password. The new password must comply with the policy as stated in the page
**** Password MUST consist Uppercase, Lowercase, Number and Special Character (e.g. #@%&);**
Example - Un1v3r\$ity!
4. Password will be changed and click **Continue** and session will be forced to signed out
5. Login back to SSPR portal as step no.1 with the new password Once new password has been set, student will be able to access Internet and email using a single login ID. Student also will be able to unlock their own account if it is locked without need to consult to ITD staff as all can be self-managed through SSPR's portal.
****Please change your password to make sure you can connect to WiFi**

Step 1 - Insert your Student ID and Default Password

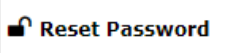


Please Sign in
Self Service Password Reset

User Name

Password

Sign in

 **Reset Password**

Regain access to your account if you have forgotten your password.

Step 2 - Insert your new password

0061701

Change Password

Self Service Password Reset

Your password has expired. You must set a new password now.

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must have at least 4 types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above

Please type your new password

New Password

Step 3 - Success change the password message

Success

Self Service Password Reset

The password has been changed successfully.





▶▶ Continue

Step 4 - Click Setup Security Questions

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Main Menu

Self Service Password Reset

 <p>Change Password Change your current password.</p>	 <p>Setup Security Questions Security questions and answers allow you to recover a forgotten password.</p>	 <p>My Account Information about your password and password policies.</p>
 <p>Help Desk Help Desk tools</p>		

Step 5 - Setup Security Questions (It can be used if you want to reset your password)

Setup Security Questions
Self Service Password Reset


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If you forget your password, you can access your account by answering your security questions.


Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers


— Please select a question item from the list —




— Please select a question item from the list —

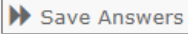
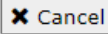


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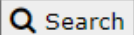

 

Step 6 - If you want Reset the Password, insert your Student ID

Reset Password
Self Service Password Reset

If you have forgotten your password, follow the prompts to reset your password.

Username*

Step 7 - Need to answer the question but please remember your Setup Security Question

Forgotten Password
Self Service Password Reset

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What city / town were you born in?

What food do you dislike the most?

Reset password, kindly follow the below step

1. Go to SSPR portal <https://selfservice.dhu.edu.my>
2. Try to login into SSPR. If "**Error 5069: Maximum login attempts for your userID have been exceeded. Try again later**" is displayed, it means that account has been locked.
3. Click **Reset Password**. In the **Username** field, type Student ID and click Search button or Enter
4. Answer all the **Security Questions**. Once done, click **Check Answers** button or Enter
5. Click on **Unlock Password**
6. "**Your account has been unlocked**" message will be displayed. Click Continue to re-login into SSPR portal