XMUM ePayments Password Reset Guide

Updated on 16th June 2025

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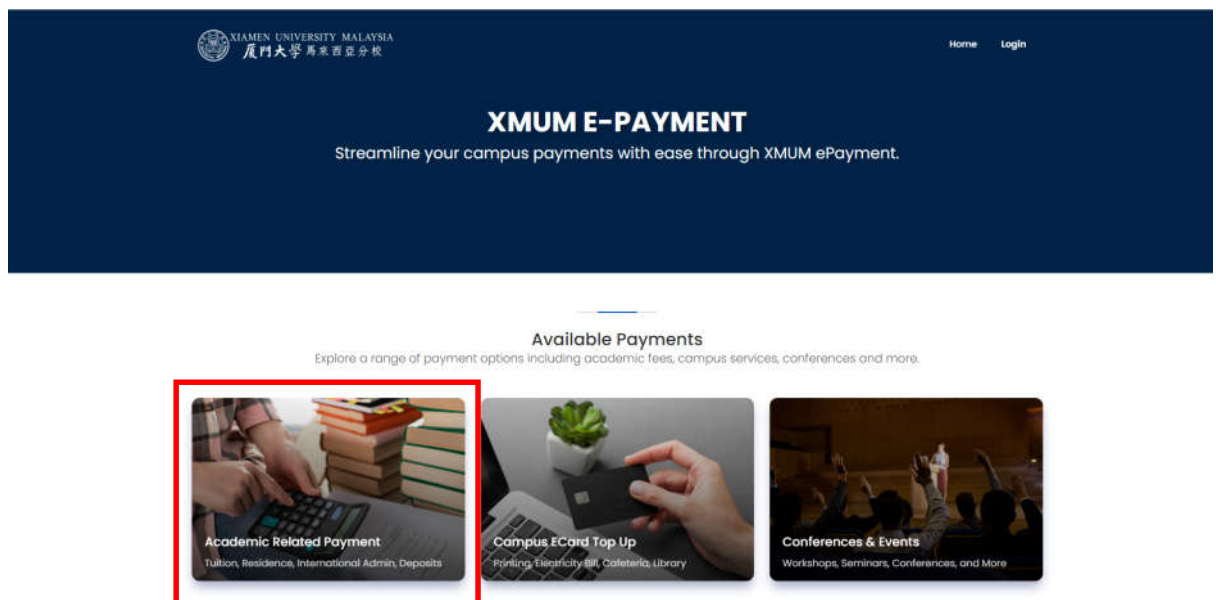
1. Academic Related Payment

1.1 Reset ePayment Password

a. In campus

Visit IT Department and bring along campus ID card or Identity Card or Passport copy for user verification.

b. Out of Campus

Email **"it@xmu.edu.my"** or raise an AskA feedback **(https://app.xmu.edu.my/AskA)** with attached a copy of your campus ID card or Identity Card or passport, for verification purpose, in order to further assist on password, reset request.
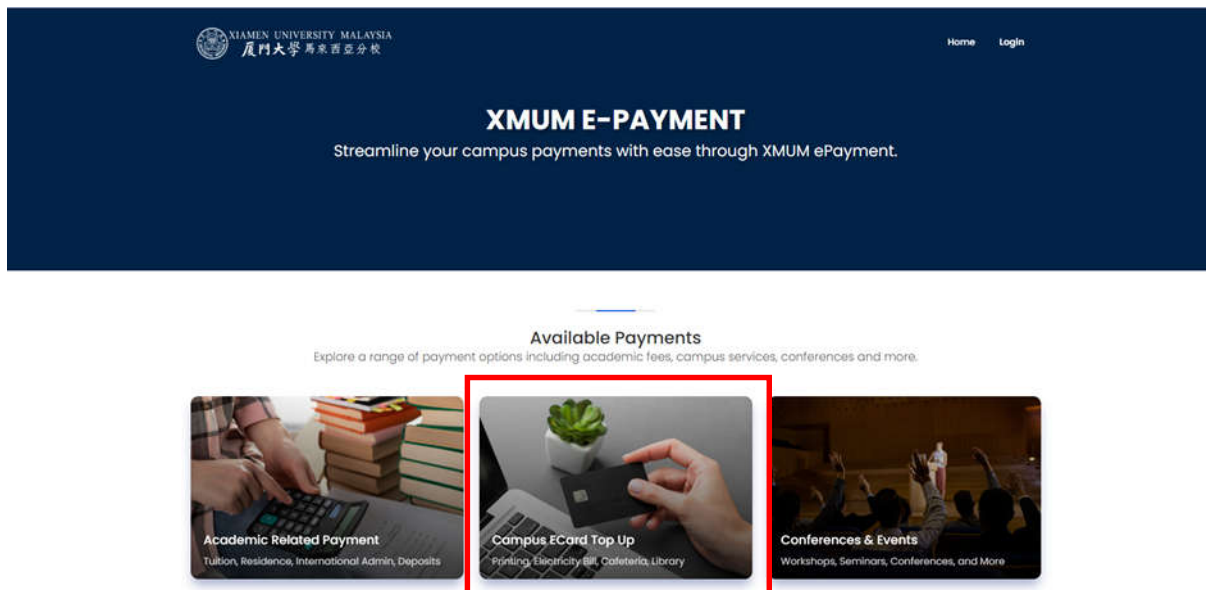
2. Non-Academic Related Payment (Campus Ecard Top Up)

2.1 Reset Login Password (Campus ID password)

2.1.1   User to perform self-service Campus ID password reset through URL: [id.xmu.edu.my](id.xmu.edu.my)

2.1.2   User to select Reset Password option and provide the Campus ID.

2.1.3   User receives an email with a link to set the Campus ID password in the campus email mailbox.

2.1.4   User to enter the new password accordingly.
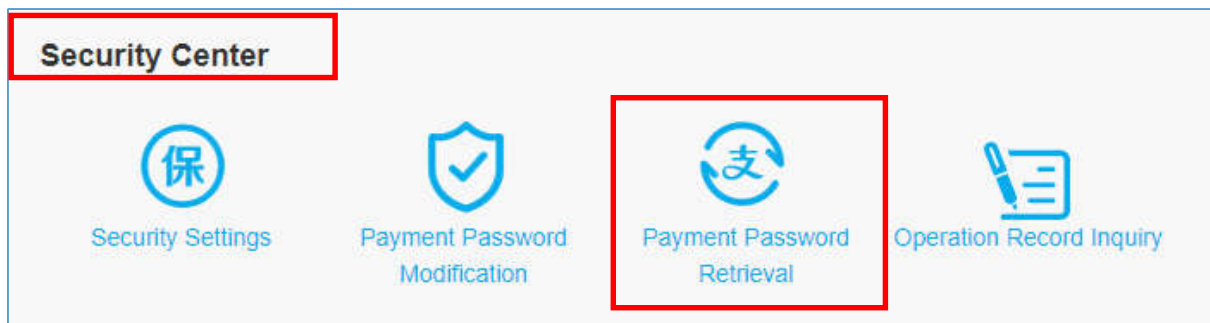
2.2 Reset Payment PIN Password

If user still remember the security question and answer, then proceed with below steps:

2.2.1 Select Campus Ecard Top Up
2.2.2 Go to Security Center
2.2.3 Click Payment Password Retrieval

2.2.4 Select security question
2.2.5 Enter security question answer
2.2.6 Click Next Step

2.2.7 Enter new 6-digit number
2.2.8 Confirm new 6-digit number
2.2.9 Click Next Step

Security Center > Forget Password

1.Identity Authentication → 2.Reset Payment Password → 3.Reset Successfully

ℹ Payment The password must be a 6-digit number and cannot be the same or continuous numbers.

Account Name : Pr

New Password : [Please enter new Payment Pa]

Confirm New Password : [Please enter new Payment Pa]

[Next Step]

2.2.10 Payment password reset successful

Security Center > Forget Password

1.Identity Authentication → 2.Reset Payment Password → 3.Reset Successfully

✓ Congratulations Payment Password Reset Successful

If user does not remember the security question and answer, visit **IT Department(B1-G09)** during working hour and bring along Campus ID card or Identity card or Passport copy for user verification.

END