



XIAMEN UNIVERSITY MALAYSIA

廈門大學 馬來西亞分校

ePayments Password Reset Guide

Updated on 06 Dec 2022



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1. Academic Related Payment

Reset ePayment Password

In campus

Visit IT Department and bring along Campus Ecard for user verification.

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.

The screenshot displays the Xiamen University Malaysia ePayment portal. At the top, there is a navigation bar with links for Home, About, Admissions, Academics, Research, Campus Life, International Affairs, Library, and ePayment. Below the navigation bar, the page title is 'ePayment'. The main content area is titled 'ePayment' and includes a 'Select Payment' section. Under 'Select Payment', there is a prompt: 'Please select the type of payment you would like to proceed with the payment transaction.' Below this, there is a 'Type of Payment' section with a link to a user guide and a note about pop-up blockers. Two payment options are listed in a table:

Academic Related Payment	Campus ECard Top Up
For payments such as: Tuition Fee Residence Fee International Admin Fee Deposits Other Fees	For payments such as: Printing Electricity Bill New Cafeteria [Future Plan] Library, etc. [Future Plan]
Applies to Undergraduate Student Foundation Student	Applies to Undergraduate Student Foundation Student



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
- 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.

The screenshot shows the Xiamen University Malaysia ePayment portal. The header includes the university logo and name in English and Chinese, along with a 'Contact Us' link. A navigation menu contains 'Home', 'About', 'Admissions', 'Academics', 'Research', 'Campus Life', 'International Affairs', 'Library', and 'ePayment'. The main content area is titled 'ePayment' and includes a 'Select Payment' section with instructions to choose a payment type. Below this, there are links for a user guide and a pop-up blocker tutorial. At the bottom, two payment options are presented in a table:

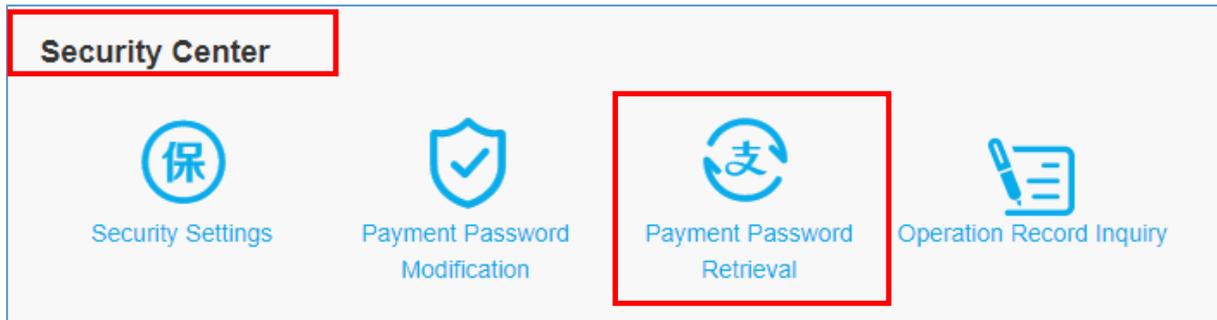
Academic Related Payment	Campus ECard Top Up
<p>For payments such as:</p> <ul style="list-style-type: none"> Tuition Fee Residence Fee International Admin Fee Deposits Other Fees <p>Applies to</p> <ul style="list-style-type: none"> Undergraduate Student Foundation Student 	<p>For payments such as:</p> <ul style="list-style-type: none"> Printing Electricity Bill New Cafeteria [Future Plan] Library, etc. [Future Plan] <p>Applies to</p> <ul style="list-style-type: none"> Undergraduate Student Foundation Student



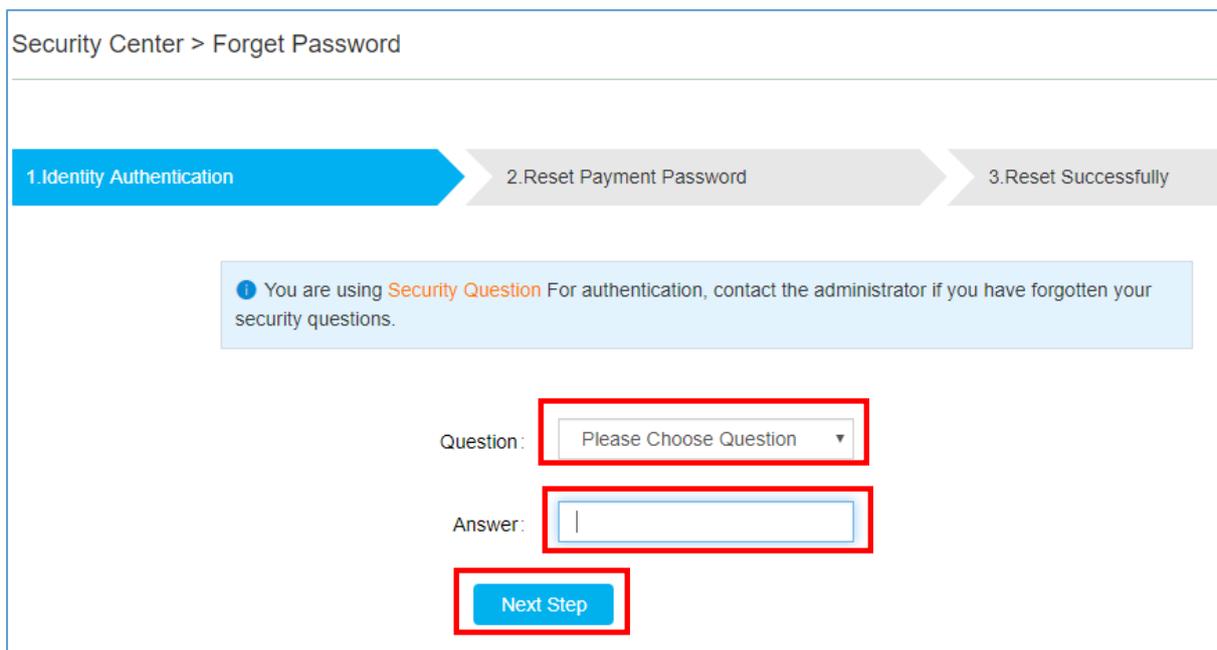
2.2 Reset Payment PIN Password

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:

Confirm New Password:

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 and bring along Campus Ecard for user verification.

END