INTERNATIONAL STUDENT'S GUIDEBOOK

Institut Teknologi Sepuluh Nopember

Directorate of Technology and Information System Development

2025

Foreword

Welcome to ITS Campus.

We at the Directorate of Technology and Information System Development (DPTSI) of ITS are committed to providing access to technology and information systems for the entire ITS academic community. DPTSI is responsible for IT operations and the development of information systems at ITS. To support digital transformation in the era of Industry 4.0, we offer intelligent IT services, reliable infrastructure and network services, application and digital platform services, as well as big data technology management services.

This Starter Guide Book is presented as an effort to provide essential information for users of our services, making it easier for everyone to access and utilize the systems available. We hope this guide helps users navigate and benefit from the digital services at ITS more efficiently.

We would like to express our sincere gratitude to all team members and contributors who have worked together to complete this book. May all the efforts made be considered good deeds and bring meaningful rewards. This book is by no means perfect, and with all humility, we welcome any feedback or suggestions from readers to help us improve.

Happy reading, and we hope you find it useful.
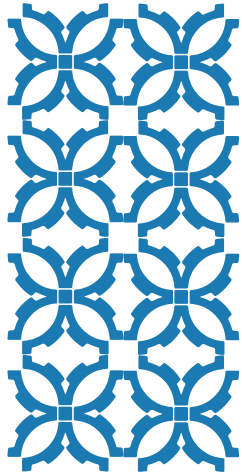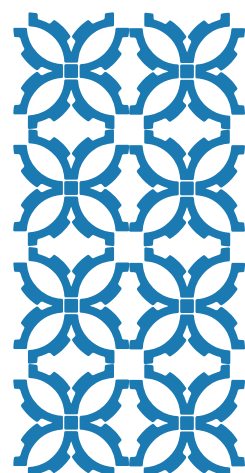
Surabaya, July 3, 2025

Table of Contents

MYITS PORTAL

myITS Portal is a Single Sign-On (SSO) portal used to access various ITS-owned applications and services. Accessing the myITS Portal is a **mandatory first step** for all new ITS students to take full advantage of the applications and services provided by the university.

Through the myITS Portal, students can access several essential applications such as the **Academic Information System (SIAKAD), myITS Classroom, myITS Attendance, myITS StudentConnect,** and many more.

Upon admission to ITS, each student is automatically provided with an official ITS email account in the format **nrp@student.its.ac.id.** This email is used to log in to the myITS Portal and also functions like a regular email account—for sending and receiving messages—using Microsoft Outlook.
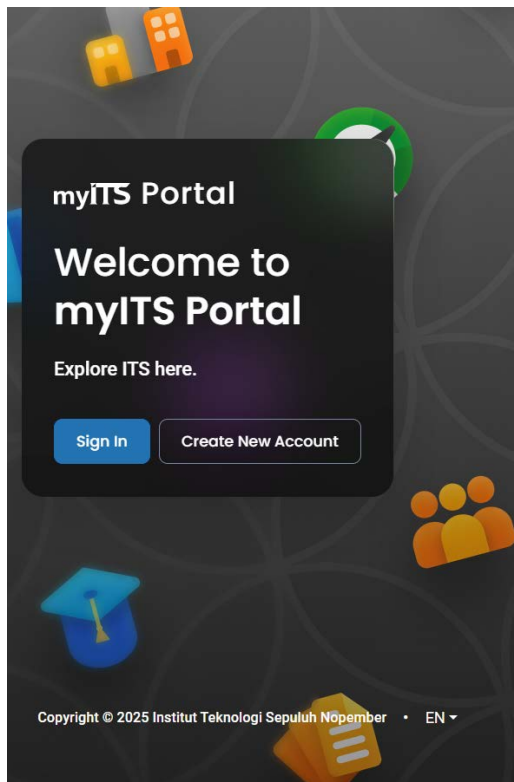
LOGIN MYITS PORTAL

The first step to accessing the myITS Portal is logging in by following these steps:
1. Visit the official portal at myITS Portal.
2. **Enter your ITS email** as listed on the SIPMABA page.
3. **Enter the default password** provided on the SIPMABA page. This password is only valid for your first login to the myITS Portal.
4. **Click "Sign In."**
5. **Activate Multi-Factor Authentication (MFA)** by following the instructions on page 5 of this guide or visiting **its.id/PanduanAktivasiMFA.**

Changing Your myITS Portal Password

After successfully logging in to myITS Portal, new students are required to change their password to ensure the security of their account and personal data.
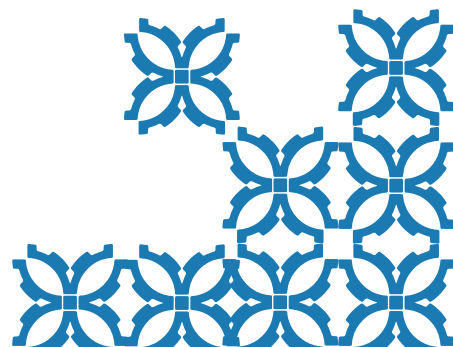
There are several rules for creating a new password to prevent unauthorized access:

- **Must not be the same as your previous password.**
- **Minimum of 8 characters.**
- Use a **combination of uppercase letters, lowercase letters, and numbers.** Symbols (such as !@#&$%^&*) are optional but strongly recommended for added security.
- Must not contain your username/myITS ID or any part of your full name.
- Avoid common passwords such as: 12345, admin123, semangat, abcde.
- Do not include your date of birth or student identity in the password.
- Passwords must not contain spaces.
- Example of a strong password: 4Nt4its!

You can easily change your password through the Change Password menu in the myITS Account application. Here are the steps:

1. Enter your new password.
2. Confirm your new password.
3. Once saved successfully, please wait approximately 5 minutes before logging back in to the myITS Portal to allow the system to complete synchronization.

Verifying Alternate Email and Mobile

The next step for new students is to verify their alternate email and mobile number through the Account menu.

1. Open the Account or Manage Account menu.
2. To verify your alternate email, select the Email section.
3. Click the pencil icon next to "Alternate Email," then enter your personal email address (an active email from Gmail, Yahoo, or other providers).
4. Check your inbox for a verification message, then click Verify Email in the message.
5. To verify your mobile number, go to the Phone Number section.
6. Enter an active mobile number using any provider except XL, Tri (3), Smartfren, or Indosat, then click Save.
7. Wait for an SMS from the system sent to your registered number.
8. Enter the OTP code provided in the message.
9. If the status changes to "Verified", your alternate email and mobile number have been successfully verified.

Academic Information System (SIAKAD)

The Academic Information System (SIAKAD) is an application within myITS Portal that provides academic services and information. It includes features such as student biodata, academic transcripts, course registration (FRS), academic advising, and the submission of various academic requests.

When accessing SIAKAD for the first time, new ITS students are required to verify their personal and parental/guardian data by entering their personal email, mobile number, and the mobile number of their parent or guardian. This parental data verification is necessary to enable access to the myITS Wali application.

Verification Steps:

1. Log in to the myITS Portal, then search for and open SIAKAD.
2. To verify your email and phone number, go to Data > Biodata > Verify Biodata.
3. .Fill in the student personal data form, then click Save.
4. Open the Parent/Guardian tab, complete the required information, then click Save.
5. Ensure that the parent's/guardian's mobile number and date of birth are correct so they can successfully log in to the myITS Wali application.

SI Akademik
FRS, perwalian, SKEM (lama)

MYITS CLASSROOM

myITS Classroom is the learning management system (LMS) used for lectures at ITS. It utilizes internet-based learning tools that can be accessed by students anytime and anywhere.

You can access myITS Classroom through the myITS Portal or directly by visiting **https://classroom.its.ac.id**.

For more detailed guidance on using myITS Classroom, please visit: **https://its.id/myITS_Classroom**

myITS Classroom
Materi dan tugas kuliah

MYITS PRESENSI

myITS Presensi is an information system that manages student attendance in lectures. It ensures that attendance is recorded accurately and efficiently for academic purposes.

You can access myITS Presensi via the myITS Portal or directly at **https://presensi.its.ac.id.**

For further guidance on how to use myITS Presensi, please visit: **https://its.id/myITS_Presensi**

myITS Presensi
Kehadiran di kelas

INTERNET ACCESS

ITS provides two internet services that students can use on campus: myITS-WiFi and Eduroam. Connecting to these campus internet networks is simple:
1. Search for and select the desired network.
2. Enter your official ITS student email address.
3. Enter the password associated with your ITS email account.Click Connect.

For more detailed guidance on accessing ITS Internet services, please visit:

https://its.ac.id/dptsi/akses-internet-kampus-mahasiswa/

https://its.id/PanduanKoneksiEduroam

Akses Internet
ITS WIFIx, jaringan kabel

MULTI-FACTOR AUTHENTICATION (MFA)

Multi-Factor Authentication (MFA) is a login process that requires users to provide additional verification beyond just a password. This could include using a fingerprint or entering a code sent to a registered phone number.

MFA activation is mandatory for all ITS members, including students. It helps protect user data and enhance account security against cyber threats.

MFA is usually activated during the first login to the myITS Portal. However, if it was not activated at that time, students can follow the steps below to activate it:

1. Before starting the activation, download the Microsoft Authenticator app from the Play Store or App Store on your mobile phone.
2. Open myITS Portal using a laptop.
3. Go to the Account menu, then select Multi-Factor Authentication. You will be redirected to the myITS Single Sign-On page.
4. Click "Add sign-in method", then select Microsoft Authenticator.
5. Click "I want to use a different authenticator app", then click Next.
6. Scan the QR code displayed on the laptop screen using the Microsoft Authenticator app on your phone.
7. Enter the code shown on the laptop screen into the app, then click Next.
8. If prompted to enter a code from the Microsoft Authenticator app, input the 6-digit code displayed under your account details in the app into the provided field on the laptop.
9. Click "Yes" on the Stay signed in dialog box to avoid repeated login verifications.

For more detailed guidance, please visit:
http://its.id/PanduanAktivasiMFA

The Microsoft Authenticator app must not be uninstalled, as it will be continuously required to access the Office 365 portal.

Aplikasi

Copilot M365 Copilot App	Outlook	Word	Excel	PowerPoint
	OneDrive	Teams	SharePoint	

Semua aplikasi →

Gunakan di seluruh Teams, Outlook, dan Microsoft 365 Copilot

Copilot	Org Explorer

Selesaikan pekerjaan   ...

Aplikasi Lainnya

Adobe Identity...	Adobe Identity...	Cak Seno	Cak Seno -...
Zoom			

Jelajahi berdasarkan kategori

Produktivitas | Utilitas | Pendidikan | Komunikasi | Manajemen konten | Manajemen proyek | 2 lainnya ⌄

|			
Add-In Add-In	**Bookings** Sederhanakan penjadwalan dan pengelolaan janji temu di dalam...	**Connections** Akses alat, berita, dan sumber daya yang dipersonalisasi.	**Engage** Terhubung dengan rekan kerja dan teman sekelas, berbagi informasi, dan...
Forms Sesuaikan survei dan kuis, dapatkan hasil real-time.	**Insights** Tingkatkan produktivitas dan kebugaran Anda dengan Microsoft Viva Insights.	**Kalender** Kelola dan bagikan jadwal Anda.	**Lists** Memungkinkan pengguna untuk membuat, berbagi, dan melacak data ...
Loop Memungkinkan tim untuk berpikir, merencanakan, dan membuat bersama.	**OneNote** Buat buku catatan digital.	**Planner** Buat rencana, atur dan tetapkan tugas, bagikan file, dan dapatkan informasi...	**Power Automate** Sinkronkan file dan lainnya untuk menyederhanakan pekerjaan Anda.
Power BI Buat dasbor data yang dapat ditindaklanjuti, dinamis, dan menarik...	**Power Pages** Buka kecanggihan Copilot untuk menciptakan situs web bisnis low-cod...	**Project** Kembangkan rencana proyek, tetapkan tugas, pantau kemajuan, dan kelola...	**Reading Coach** Praktik kefasihan membaca yang dipersonalisasi dan didukung AI.
Reflect Aplikasi kebugaran untuk mendukung koneksi, ekspresi, dan pembelajaran.	**Stream** Berbagi video kelas, rapat, presentasi, dan sesi pelatihan.	**Sway** Buat laporan dan presentasi interaktif.	**To Do** Cantumkan dan kelola tugas Anda.
Visio Sederhanakan dan bagikan informasi yang rumit secara visual.	**Whiteboard** Kembangkan ide dan berkolaborasi pada kanvas bentuk bebas yang...		

Office 365 provides access to the latest version of Microsoft Office (both online and offline), OneDrive, and various other collaboration tools. Students can access these services through the **myITS Portal** by searching for and selecting **Office 365 Portal**, which will redirect them to the **Microsoft 365 homepage.**

Benefits of Using Office 365 for Students:

- Always have access to the latest online version of Office apps such as Word, Excel, and PowerPoint.
- Download the latest offline version of Office from the Office portal.
- Download other Office 365 products such as Skype for Business, OneDrive for Business, and more via the portal.
- Simplifies collaboration among the academic community at ITS.
- Use official and licensed Office products through proper activation.

INSTALLING OFFICE 365

Students who wish to install the desktop version of Office 365 can do so from the "Install and more" section in the Office 365 Portal.

For detailed installation instructions, please visit:
https://its.id/InstalasiAplikasiMicrosoft365
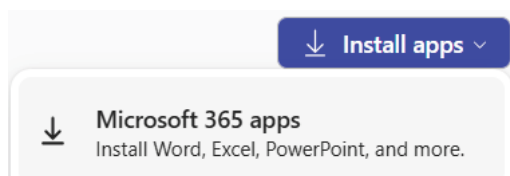
ACTIVATING OFFICE 365

After completing the installation, students must activate Office 365 before using the applications. Follow these steps:

1. Open any Office 365 application on your desktop (such as Microsoft Word, Excel, etc.).
2. Go to the File menu, then select Account.
3. Click Sign In and log in using your ITS email and email account password.
4. Complete the authentication by entering the code through the Microsoft Authenticator app.

For detailed instructions, please visit:
https://its.id/InstalasiAplikasiMicrosoft365

ACCESSING APPLICATIONS

In addition to using the desktop (offline) version, students can also access Office applications online through the Office 365 Portal.

For example, to access their ITS email, students can use Microsoft Outlook, which can be found by using the Search feature on the Home menu, or by navigating to the Apps menu and selecting Outlook.
The same steps apply when accessing other Office applications online.

ITS VPN ACCESS

ITS VPN is a service available to all members of the ITS community, including students. It allows users to securely access the campus network and internal resources from outside the ITS campus environment.
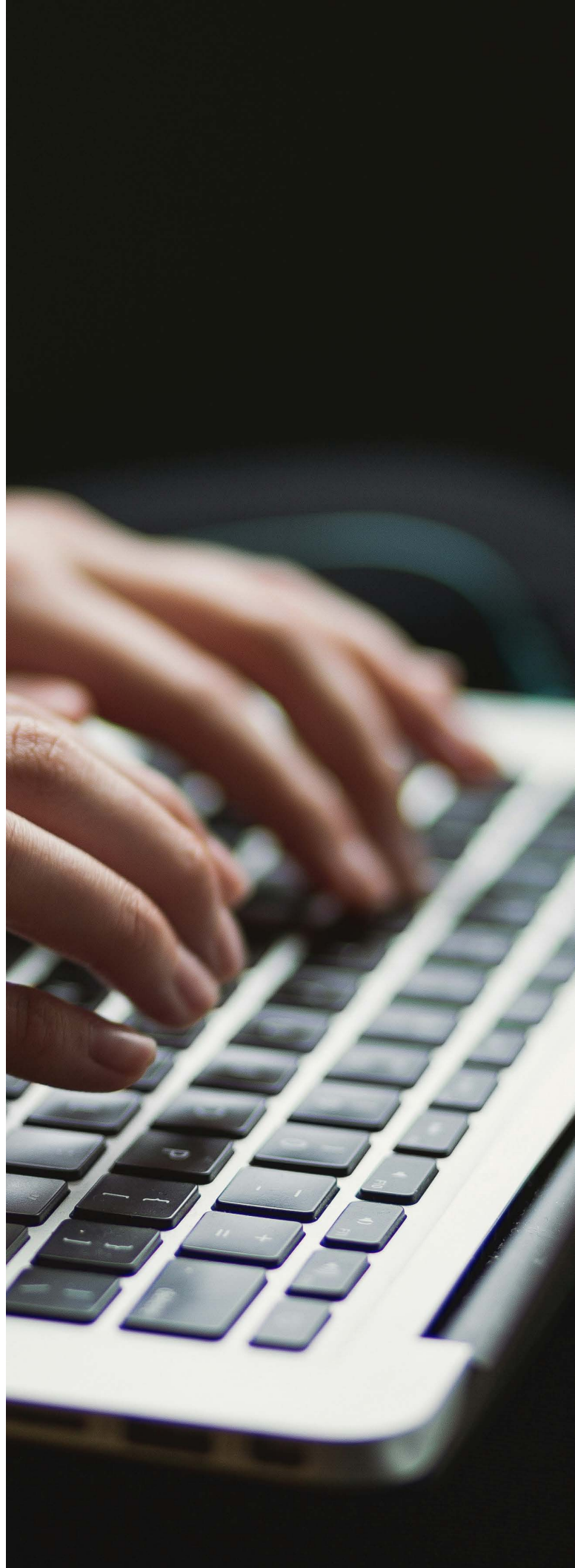To use the ITS VPN service, follow these steps:

myITS VPN
Virtual Private Networ...

ZOOM ACCESS

ITS provides licensed Zoom accounts for all members of the ITS community, including students. With a licensed Zoom account, users can host online meetings without time limits and with a larger participant capacity.
To activate your licensed Zoom account, follow these steps:
1. Open the myITS Portal.
2. Search for and select the Zoom service.
3. Choose Sign in with myITS SSO.
4. Enter your ITS email address and email password.
5. Complete the authentication process using the Microsoft Authenticator app.
6. Click your profile photo at the top-right corner of the Zoom homepage.

If the word LICENSED appears, your account is now fully licensed and ready for unlimited use.

For detailed guidance, please visit:
https://its.id/AksesZoom

Zoom

Webinar Booking
Pesan jadwal Zoom...

MYITS WALI

myITS Wali is an application that allows parents or guardians to digitally monitor their child's academic progress, providing real-time access to academic records, course schedules, and important notifications.

myITS Wali can be accessed at:
https://wali.its.ac.id

For detailed guidance, please visit:
https://its.id/PanduanmyITSWali

myITS Wali
Monitoring mahasisw...

STUDY AND RESEARCH

ITS provides strong academic support through various facilities designed to enhance students' study and research activities, including the ITS Library and the Directorate of Research and Community Service (DRPM).

The ITS Library offers a wide range of services, facilities, and physical and digital resources that are both modern and comprehensive. Students can access books, journals, theses, and other resources either in person or online, using services such as:
• OBOR (Online Book Order) – for requesting and borrowing books online.
• E-Resources Delivery – for requesting journal articles and books without having to visit the library in person.
• Other support services are also available.

The library is equipped with facilities that support a comfortable and productive study environment, including:

- Public computers
- Laptop lending services for students who need extra devices
- Printing services
- Reading rooms with various concepts, such as the Silent Study Room for quiet individual study, and Group Discussion Rooms equipped with whiteboards and projectors
- Relaxation areas and a café where students can take short breaks between study sessions

For more information, students can access the Ask A Librarian online service or visit:
https://its.ac.id/perpustakaan

Meanwhile, students interested in conducting research or community service projects can contact DRPM, which acts as a facilitator providing:
- Research funding and guidance
- Support for research commercialization and community application
- Opportunities for collaboration with external institutions
- Assistance with scientific publications such as journals and conference proceedings

All research activities are managed through SIMPel ITS (ITS Research Information System), covering every stage from proposal submission and selection announcements to progress reporting and research outputs.

For more details, students can visit the DRPM website at:
https://its.ac.id/drpm/id/direktorat-ris et-dan-pengabdian-kepada-masyarak at-its/

FACILITIES AND SERVICES FOR STUDENTS WITH SPECIAL NEEDS

ITS is committed to creating an inclusive and supportive learning environment for all students, including those with special needs. To support this commitment, ITS provides various facilities and services specifically designed to accommodate students with disabilities.

For more information, please visit:
https://its.id/PanduanLayananMahasis waDisabilitas

CONTACT US

ONLINE
https://servicedesk.its.ac.id/

EMAIL
humas@its.ac.id

INSTAGRAM
@its_campus
@itsdptsi

PHONE
031-5994251-54
031-5947274
031-5945472

FAX
031-5923465
031-5947845