



## **Guidelines to Access RoboCampus – UMS**

**Dear Students,**

**Please follow below guidelines for the better utilization of RoboCampus - UMS.**

1. Recommends to access **RoboCampus – UMS** only through the latest version of **Mozilla Firefox web browser** for better compatibility and usage.

Mozilla Firefox latest version can be downloaded from the

URL: <https://www.mozilla.org/en-US/firefox/new/&ViewMode=1>



2. Login credentials will be provided by the IT Department.
3. Change your default password during first logon.
4. Use minimum 8 Alphanumerical & special characters combination as password.
5. Do not use guessable and easy passwords.
6. Do not disclose your password to anyone.
7. Do not access **UMS** from public places.
8. Logout and close the window after usage.
9. Contact IT Department in Person along with the University ID card or request by your University E-Mail Account for UMS **password reset**, if required.
10. Password reset requests will not be accepted over the phone.
11. Contact IT Department for any support, if required by an E-Mail: [it.support@rakmhsu.ac.ae](mailto:it.support@rakmhsu.ac.ae).

**\*\*\*\*\* Wish you the very best in future endeavors \*\*\*\*\***

**IT Department.**