ONLINE SERVICES

1.   NEWMYPRIDE

NewmyPride LOGIN-IN

Upon payment of your *Application Fees,* you will receive your new myPride login ID and password, emailed to your personal email account.
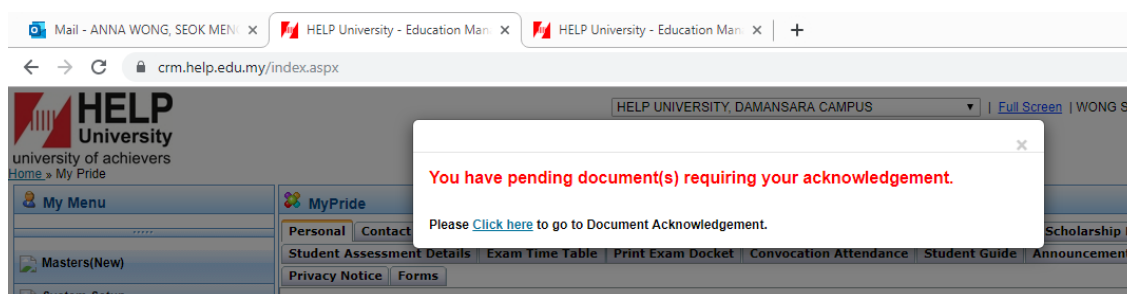
Your login details to the new myPride are as follows:

URL   : newmypride.help.edu.my
Login   : Student No
Password   :
Campus   : HELP University, Damansara Campus   or
                   HELP University, Subang 2 Campus

Please email helpdesk@helplive.edu.my   if you need further assistance on your new myPride account and password.

1.1 FUNCTIONS of new myPride

A. To accept your Offer acceptance in newmyPride.

Note: You do not need to return us a copy of the offer letter. All you need to do is to accept your offer in newmyPride after you have successfully logged in

B. To enrol/add/drop subjects online (refer point 1.1.1 below on how to enrol/add/drop your subjects online)

C. To view your results when they are released (refer to point 1.1.3)

D. To view the following particulars:

1. Personal Details
2. Contact Details
3. Financial Support Details
4. Enrolled Course
5. Subjects Enrolled
6. Invoice Details
7. Outstanding Details
8. Fee Waiver Details

1.1.1 HOW TO ENROL/ADD/DROP using new myPride

This option will be displayed on the left menu when the enrol/add/drop subject period is opened for online enrolment.

1. Click <Online Add/Drop Subjects>.
2. Click <Select> under Course Details to select your course.
3. Click <Select> under Semester Details to select your course's semester. Only the semester/semesters that is/are opened for online enrol/add/drop will be displayed.
4. To enrol/add a subject (s):

- Click the drop down at Subject to select the subject(s) that you wish to enrol/add.
- Continue to select other subject(s) that you wish to enroll/add.
- To confirm the subject(s) that you wish to enrol/add, click **<Submit>**.
- Once you click **<Submit>** an invoice on your subjects fee will be generated and sent to your personal email and HELPLIVE email for your reference/further action.

5. If you are unable to receive an invoice to your email or helplive email, remember "***to allow pop-ups, by unticking the box next to Pop-up blocker***"

6. Note that you do not need to show an Invoice to the Bursary before you pay. What you need to do is to:

   (i) Check that your subjects have been correctly enrolled/dropped in new mypride. Check under ***"Subjects Enrolled"***

   (ii) Check that the invoice amount in new myPride are correct. Check under ***"Outstanding Invoices"***. *You may print your outstanding invoices if your financial sponsors require them.*

Important Notes:

i. The online enrolment of subjects is opened during the specified start and end dates of the Enrolment Period only.
ii. Your online enrolment will not be successful if you have the following situations:
   a) You have an *overdue* outstanding fee owing to HELP (e.g resource fee, course fee, insurance fee, visa renewal, visa processing fee, etc). ***Email registry.fees@help.edu.my***
   b) You have not submitted a copy of your important document/certificate to the Registry (e.g a copy of your signed offer letter, a copy of SPM, O Level, STPM, A Level, UEC or Diploma results and certificate). ***Email   registry.admission@help.edu.my***
   c) If the pre-requisite(s) to the subject(s) you wish to enrol has/have not been met. ***Refer to your academic department***
   d) If you have not completed a certain level of study to enable you to enrol in those subjects. ***Refer to your academic department***
   e) For International Students :
      - If your visa has expired (***Refer to the International Students Department-ISSD).***
      - If you have not submitted your medical report to the ISSD ***(Refer to ISSD).***
      Email   issd@help.edu.my

1.1.2   HOW TO CANCEL/DROP A SUBJECT (S) using new myPride
   1. Click <Select> under Course Details to select your course.
   2. Click <Select> under Semester Details to select your course's semester. Only the semester/semesters that is/are opened for online cancel/drop will be displayed.
   3. Tick on the subject(s) you wish to cancel/drop.
   4. Click <Drop Subject>.
   5. To confirm the subject(s) that you wish you to cancelled/dropped, click <**Submit**>.

 Note :
i. The online Cancel/Drop subjects will be successful only if you have fulfilled all the conditions as prescribed by Registry and/your Department.
ii. The online Cancel/Drop subjects is opened during the specified start and end dates of the Enrolment Period only.

1.1.3   HOW TO VIEW RESULTS using new myPride
To view your results, click on <Subjects Enrolled>.

Note: You <u>will not</u> be able to view your results in the new myPride if you have an OVERDUE outstanding fees. Please refer to Registry for your outstanding fees. *Email   registry.fees@help.edu.my*

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2. PAYMENT   For enquiries on payment, email   bursarycashier@help.edu.my

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Online payment gateway via :

1. **FPX (Internet Banking)** - This is valid only if you have an internet banking account with a local Malaysian bank. You can also pay via the credit/debit card that you have with the bank.

2. **MPGS (Visa/Mastercard)** – This is valid for various local and international credit and debit cards.

Steps for online payment gateway

1. Log in to "My Pride".
2. Click the **Outstanding Invoices** tab. You will see your outstanding invoices here.
3. Select the invoice(s) that you wish to pay for by 'ticking' the box for the invoice. You can select multiple invoices to pay or change the amount to pay on the invoice.
4. After the selection, please click on "Preview amount to pay" to confirm.
5. Click 'Confirm' if you wish to proceed with your payment.
6. Select your preferred payment method, i.e. FPX or MPGS and enter your payment details.
7. A receipt will be auto-generated once the payment is successful.

For International students in their home country – payment via telegraphic transfer

Name of Bank   : HSBC BANK MALAYSIA BHD
Account Name   : HELP UNIVERSITY SDN BHD
Account Number : 359-010303-101
Bank Address   : LEVEL 1, ANNEXE MILENNIUM, JALAN DAMANLELA
                          PUSAT BANDAR DAMANSARA, 50490 KUALA LUMPUR, MALAYSIA
Swift Code   : HBMBMYKL

Please scan a copy of your bank deposit slip with your Full Name, Student ID and Contact No. and email to
bursarycashier@help.edu.my

To print your receipt, *Log in to newmypride > click on Payment Receipt and view/print*

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3.   HELPLIVE (your official HELP email address)

Your HELPLIVE email login ID and password will be sent to your personal email account. To activate your HELPLIVE email, please log in to:

URL   : outlook.help.edu.my
Login   : Student ID number@helplive.edu.my
Password :
Email helpdesk@helplive.edu.my if you need further assistance on your HELPLIVE email account and password

4.   HELP Learning Resource Centre

A collection of good quality and peer reviewed academic journals and articles to assist you with your coursework/assignment are accessible using the link below.

URL: http://ezproxy.help.edu.my/login

5.   HELP e-Learning

URL : https://hlms.help.edu.my/login/index.php

If you need further assistance, please email lms.support@help.edu.my