

MAYA PORTAL

FREQUENTLY ASKED QUESTIONS (FAQ)

2025/2026
SEMESTER I

EARLY MODULE REGISTRATION
(UNDERGRADUATE)

Overview of Zero Defect Registration (ZDR) & Packaged Registration

1 What is the Zero Defect Registration (ZDR) initiative?

Zero Defect Registration (ZDR) is a new initiative by Universiti Malaya to improve the module registration process. It introduces packaged registration starting Semester I, Academic Session 2025/2026.

2 What is “Packaged Registration”?

Core modules will be automatically assigned to students based on their year and programme structure.

3 Why is Packaged Registration introduced?

To ensure students follow their academic study plan correctly and graduate on time.

4 When will Packaged Registration be implemented?

From Semester I, Academic Session 2025/2026.

5 Who will be involved in the Packaged Registration?

All undergraduate students, except for Bachelor of Jurisprudence, Clinical programmes, and Mobility programmes. These programs will continue using the existing module registration process.

Packaged Registration

6 What does “packaged” mean in this context?

A set of core modules pre-assigned to your module registration based on your academic year and study plan. These modules will appear under **“Package Module”** in **Step 2.1: Module Registration**.

7 Which courses are automatically packaged?

Only core courses are packaged and cannot be dropped. Elective courses, university courses and elective minor courses are not packaged hence, students are required to select manually during Step 2.1 using the Module Search or Module Selection function.

8 Can I add or drop a packaged core course?

Packaged modules are pre-defined according to your study plan and cannot be modified. However, students may still add or drop elective courses, university courses and minor electives during the Early Registration period.

9 Why can't I add or drop a packaged core course?

To help students stay on track and follow their study plan as structured, which helps support timely progression and graduation.

10 How can I check which modules have been packaged for me?

You may check your pre-defined packaged modules by clicking "**View Module Details**" button in MAYA portal > Enrolment menu

11 Why is my progressive module (e.g., P1, P2, P3) not in the package?

Progressive modules are part of the core courses but are not listed under the "Compulsory Module" hence, students are required to select manually during Step 2.1 using the Module Search or Module Selection function.

12 Module offerings capacity availability?

All your core courses are already packaged based on your study plan. For electives, minor courses and university courses, capacities are carefully planned and allocated. We ensure there are sufficient capacities across offerings so students can register fairly.

Module Registration Processes

13 What is Early Registration?

Early Registration refers to the module registration process for the upcoming semester, carried out while the current semester is still in progress. Students are expected to plan ahead and complete their registration for the next semester while still enrolled in the current one.

Early Registration includes Steps 1 to 3, which requires students to update personal details, review packaged modules, select elective courses and generate pre-invoice.

Step 1: Personal Details

Step 2: Module Registration

Step 3: Pre-invoice

14 What is Registration Confirmation?

This is Step 4, which requires students to settle all outstanding amounts and current tuition fees in order to activate their enrolment within stipulated timeframe.

Step 4: Enrolment Status Activation and Invoicing

15 Where do I complete all registration steps?

All steps are completed via <https://maya.um.edu.my> (MAYA portal > Enrolment menu).

16 Can I register during Early Registration if I have outstanding balance?

Yes. If you still have outstanding balance to date, you may still complete Early Registration. However, payment must be settled during Registration Confirmation.

Key Dates & Changes

17 Summarisation

Item	Before Packaged Registration	After Packaged Registration
Registration Period	Open based on level of study	Open to all Undergraduate students simultaneously
Enrolment Process	Single registration phase	Two phases: Early Registration & Registration Confirmation
Duration	7 days	<p>Early Registration: Refer to key registration date table</p> <p>Registration Confirmation: Refer to key registration date table</p>
Course Type	All courses manually selected	<p>Compulsory Module: Core courses according to study plan</p> <p>Selection Module: Electives, University and Minor courses</p>

Item	Before Packaged Registration	After Packaged Registration
Timetable Release	Teaching timetable & exam timetable are released during enrolment period begins	Exam timetable released on Lecture Week 4
Fees Payment	Within the registration period	Within the Registration Confirmation period
Not Registered (TM) Status	Lecture Week 7	Lecture Week 1
Spectrum Access by Ready to Enrol (RE) Status	Up to Lecture Week 3	Access cut off: Lecture Week 1

18 When can I apply for extra credit?

Before Early Registration begins.

19 When can I choose my specialisation of studies (if required)?

Before Early Registration begins.

Special Cases: Repeat, Credit Transfer, Exceptions & Troubleshooting

20 How do I repeat a course from any previous semester?

Yes, you may register for a repeat course—whether core courses, elective courses or university courses—in Step 2.1 using the Module Search or Module Selection function, provided the course is offered in the current semester.

21 Will there be timetable clashes if I repeat a core course?

Yes, potentially. Packaged timetables are designed for students taking core courses in their scheduled semester. Use the Check Clashing function in Step 2.1 or Step 2.2 to verify before confirming.

22 What if a course I want to repeat isn't offered this semester?

You will need to wait until it is offered again. Contact your faculty if any assistance is needed.

23 Can I register for future modules?

Not for core courses. They are packaged according to your program's structure. Please refer to your study plan or contact your faculty if any assistance is needed.

24 What should I do if the wrong courses appear in my package?

Refer to your program handbook and check your package in "View Module Details" button in MAYA portal > Enrolment menu.

25 What happens if my credit transfer is still pending?

If a core course is involved, it will remain in your package until the transfer is approved. Check your application status via PaCE and contact your faculty to request removal if necessary.

26 Why can't I find a course I need to take?

It may not be offered this semester or it may not be included in your program structure. Contact Admission and Registration Centre (ARC) or faculty for clarification.

27 Why do I have clashes between my elective and packaged courses?

You are responsible for selecting electives or any courses that do not clash with your packaged timetable. Use the "Check Clashing" button in Step 2.1 (Module Registration) or Step 2.2 (Module Selection Verification) before confirming your selection.

28 Why do I only see three core courses under the "Package Modules" when the study plan states there should be five?

The other two courses were either taken in a previous semester or are not offered this semester.

29 If my credits under the "Package Modules" are 18 and the registration limit is 22, does that mean I only have 4 credits left for electives and other courses?

Yes. Your total credit load per semester cannot exceed the maximum allowed (22 credits). If 18 credits are already allocated to Compulsory Module courses, you will only have 4 credits available for electives or other courses. However, you may apply for extra credit if you wish to take more than the standard limit.

30 I applied for a semester withdrawal for medical reasons for two consecutive semesters (Y2/S1 and Y2/S2). I will be a Y3/S1 student in the upcoming semester. Why are my Package Modules courses listed as Y3/S1? Shouldn't I be registering for Y2/S1 instead?

The system assigns courses based on your current year and semester status, not the semesters you missed. If you did not complete Y2/S1 and Y2/S2, you will need to manually add those courses (subject to prerequisite requirements) to your registration. Contact your faculty if any assistance is needed.

31 I failed a prerequisite, but my packaged module requires me to take the course that needs that prerequisite. What should I do?

Contact your faculty for assistance in adjusting your packaged module.

32 How do I know if a course capacity is full?

If you click "Add" for a course that is full, a message will appear saying: "Your selected module is full and can't accept any more students."

33 All my elective courses are clashing, and I can't pick any. What should I do?

Contact your faculty for assistance.

Manual Registration, Repeats & Exceptions

34 Do I still need to register for electives and university courses?

Yes. Elective, university courses, and special modules (such as minors or optional components) are not packaged and must be registered manually during Step 2.1 using the Module Search or Module Selection function.

35 How do I repeat a course from a previous semester?

You may register for a repeat course—whether core, elective, or university—using the Module Search or Module Selection function in Step 2.1, provided the course is offered in the current semester.

36 Can I register for repeat electives or university courses?

Yes, as long as the course is offered in the current semester. These must be manually selected in Step 2.1.

37 I plan to graduate early. Can I register for future modules?

Not for core courses. They are packaged according to your programme structure.

Common Issues & Troubleshooting

38 What should I do if the wrong course appears in my package?

Refer to your programme handbook and check your package in View Module Details via MAYA > Enrolment. If related to a pending transfer credit, check the PaCE status and contact your faculty.

39 What happens if my credit transfer is still pending?

If a core course is involved, it will remain in your package until the transfer is approved. Check your application status via PaCE and contact your faculty to request removal if necessary.

40 Why can't I find a course I need to take?

It may not be offered this semester. Only currently offered courses will appear.

Support & Resources

41 Who do I contact if I face issues with MAYA during module registration?

You may contact your Faculty's Academic Office or lodge a complaint via UMHelpDesk. Refer to the [Helpdesk Guide](#) for guidance.

42 Is there a full guide to the new registration process?

Yes. You may refer to:

- a. The [UMSITS Guide](#) for system tutorials
- b. The [Academic Services Department \(ASD\)](#) website:

43 How will I know if my registration is complete?

Once you have completed all four steps, including payment in Step 4, your enrolment status in MAYA will appear as “Activated.”

44 Why can't I see the “Enrolment” tab in the system?

The “Enrolment” tab may not appear if you are not logged in using your SiswaMail account or if your student status is not active for enrolment (your status must be RE or AK). Please ensure that you log in using your SiswaMail account. If the tab still does not appear, contact your Faculty Academic Office or the Academic Registration Centre (ARC) to verify your student status.

45 Why is there no “Enrol” button and I can't register?

The “Enrol” button will not appear if the enrolment period has not yet begun for your level, if you have outstanding fees, or (for postgraduate students) if you have not submitted your progress report. Please check the official registration schedule, settle any outstanding payments at the Bursary counter or helpdesk, and if you are a postgraduate student, confirm with your faculty that your progress report has been submitted.

46 Why can't I proceed with enrolment because of incorrect study records?

You may be unable to proceed if your current semester or session has not been updated or if your level of study in the system is incorrect. Please contact ARC or your faculty to update your enrolment records and confirm your total registered credits.

47 Why are no modules displayed after I click "Enrol"?

If no modules appear, it may be due to a missing or incomplete Student Structure Number (SSN) in the system. Please contact ARC, your faculty or JTM immediately to regenerate your module data.

48 Why doesn't the module I searched for appear?

The module may not be displayed because it is not offered this semester or it is not included in your program structure. Check your program diet in the system. If you believe this is an error, contact ARC or your faculty for clarification.

49 Why can't I drop a module? There is no dustbin icon.

This usually happens when the module is in "Added" status instead of "Temporary Add." Please contact ARC or your faculty to change the module status so you can drop it.

50 Why doesn't my module appear in the class timetable?

If your module does not appear, it may be because the timetable has not been scheduled yet. Contact ARC or your faculty and provide the module code for them to check the schedule.

51 What should I do if my classes clash or the system says the module is full?

If you experience timetable clashes or the system states the module is full, try to find another time slot or select a different module. You can also contact your faculty to help adjust your schedule or check if more seats will be made available.

52 What does "Invalid Route" mean when I try to register for a module?

This message means the module is not available for your programme, and you are not allowed to register for it.

53 What should I do if the system says the module is full and I can't enrol?

If the module is full, it means it has reached its maximum capacity. Try choosing another module or ask your faculty whether additional seats will be opened.

54 Why can't I register for extra credits even though I want to?

You need to apply and receive approval before registering for extra credit hours. If you already have approval but still cannot register, contact ARC to check your record for the current semester.

55 How can I find out when my enrolment period starts?

Enrolment dates depend on your year or level of study (e.g., Year 1, Year 2, etc.). Please refer to announcements from your faculty or check the "Course Block Occurrence" section in the system.

56 How can I check how many credits I have registered for?

You can check the number of credits you have taken by going to the SPI screen and viewing the "Credits Taken" section. If you are unsure, feel free to ask ARC or your faculty for assistance.