



# TM SUS PORTAL: CHANGE PASSWORD

Dear TM Valued Business Partner,

As part of our continuous commitment to ensuring your security and improving the privacy of your TM SUS Portal access, we strongly advise you to promptly and regularly change your password of the TM SUS Portal. Additionally, please ensure to update your email address and contact person details whenever necessary.

The password format should consist of a combination of alphanumeric characters and at least one special character, with a minimum length requirement of 6 to 8 characters. *E.g.: Abc123@*

Steps to change password:

1. Go to TM SUS Portal at <https://gems-srm.tm.com.my/irj/portal> and click '**Get Support**'
2. Enter your current Logon ID that begins with letter SRM or SLIMS, and email associated with the Logon ID
3. Click '**Submit**'
4. Please check your email for the recently generated password. Occasionally, it may be directed to the Spam/Junk folder, so kindly check there as well
5. Log in to SUS Portal at <https://gems-srm.tm.com.my/irj/portal> with current Logon ID and the newly generated password received in the email
6. When prompted with 'Password has Expired' message, key-in the old password similar with the newly generated password received, then, key in your new password and confirm your new password
7. Finally click '**Change**'

TM Business Partner is advised to take strict measures to ensure your password is protected at all times regardless of working locations, network access and who we are working with.

Please log the ticket via <https://iris2.tm.com.my/> and choose IRIS2 Self Service (SS) or contact [srm@tm.com.my](mailto:srm@tm.com.my) for further assistance.