

What should I do if I cannot access the internet on my laptop using my IIUM student ID?

A: If your laptop is unable to connect to the internet using your IIUM student ID, please follow these steps to troubleshoot the issue:

☐ Step-by-Step Troubleshooting Guide:

1. Check for Antivirus Interference

Some antivirus or security software may block Wi-Fi access or interfere with network authentication.

- Temporarily **disable** your antivirus software and check if the connection works.
- If the issue is resolved, consider **removing** the antivirus via:

Control Panel > Programs > Programs and Features → Select antivirus program → Click **Uninstall**.

2. Check Wi-Fi Connection

- **Disconnect** from the Wi-Fi network and try to **reconnect**.
- Make sure you are connecting to the correct IIUM Wi-Fi (e.g., `IIUM_Student`).
- Enter your IIUM student ID and password correctly.

3. Restart Your Device

- Restart your laptop to refresh network configurations.

4. Try Another Device

- Test the Wi-Fi on another device (e.g., smartphone) using the same credentials to confirm the issue is with your laptop.

5. Still Having Issues?

- Visit the **ITD Service Desk** for hands-on assistance.
- ☐ Email servicedesk@iium.edu.my

- 📞 Call: **03-6421 6666 (ext. 6666)**

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