

Student Email Services

FAQs regarding email services.

- [How do I activate my IIUM Google email?](#)
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How do I activate my IIUM Google email?

Q: How do I activate my IIUM Google email?

A:

- Username: `matricno@student.iium.edu.my`
- Default password: `Uia_IC/PassportNo` (e.g., `Uia_890102201234`).
- Log in and change your password.

How do I activate my IIUM Live email (for Microsoft 365)?

Q: How do I activate my IIUM Live email (for Microsoft 365)?

A:

1. Log in to i-Ma'luum (<https://imaluum.iium.edu.my>).
2. Under **My Services**, click **Office 365 - Self Register**.
3. Note your Live email (format: `username@live.iium.edu.my`).

IIUM e-mail address

Registered students will get an IIUM e-mail address. All students will be assigned an IIUM Live e-mail address in the following format:

username@live.iium.edu.my

To check your IIUM e-mail address, login into i-Maluum (<http://imaluum.iium.edu.my>), then click on your photo at the top right corner, and then click on the “Profile” button. Here you will see your live IIUM e-mail address.

IIUM Live Email Guidelines

- HOW TO CREATE IIUM LIVE EMAIL TO ACCESS MICROSOFT

Microsoft LIVE IIUM email Info

ITD TECH TIP – STUDENT LIVE IIUM E-MAIL ACCOUNT

LIVE IIUM MICROSOFT ACCOUNT

WHAT IS LIVE IIUM ACCOUNT?

A Microsoft Office 365 Education account for IIUM students and staff, which provides user with an email account that enables user to download Word, Excel, PowerPoint, OneNote, and now Microsoft Teams, plus additional classroom tools.

WHO IS ELIGIBLE?

Active student and staff of IIUM. Graduated students or resigned staff will be ineligible for this account.

WHAT ARE THE BENEFITS?

Student and staff will get an email account and will be eligible to download Microsoft Office 365, use online services and other Microsoft products for free.



LIVE IIUM EMAIL SELF REGISTRATION

Kindly go to iMaluum>MyServices>Office 365 Self Registration to register.

LIVE IIUM EMAIL PASSWORD RESET

Kindly go to iMaluum>MyServices>Office 365 Self Reset Password to reset your password.

MICROSOFT OFFICE 365 INSTALLATION

Login with your LIVE IIUM email at www.office.com and click "Install Office".

ACCESS MICROSOFT AZURE TO DOWNLOAD SOFTWARE(WINDOWS 10 etc.)

Kindly go to iMaluum>MyServices>Software and use LIVE IIUM email to login.



03-6421 6666



016-983 2415



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How to Fix Gmail Not Showing All Emails

If your **IIUM Gmail (Google Workspace)** is missing emails, follow these troubleshooting steps:

1. Check the "All Mail" & Other Tabs

Gmail filters emails into categories.

- **Click "All Mail"** (left sidebar) – Shows every email, including archived ones.
 - Check **Promotions, Social, Updates, Spam** tabs.
 - **Search for missing emails** (use keywords/sender name).
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2. Disable Gmail Filters

Filters may auto-archive or delete emails.

1. Go to ⚙ **Settings** → **See all settings** → **Filters and Blocked Addresses**.
 2. **Delete/disable** any suspicious filters.
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3. Check "Trash" & "Spam" Folders

- **Trash:** Emails deleted in the last 30 days.
 - **Spam:** False positives may hide here.
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4. Increase Gmail Storage

- IUUM provides **15GB** for Google Drive + Gmail.
 - If full, delete old emails or **empty "Trash" & "Spam"** permanently.
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5. Sync Issues? Refresh or Reconnect

- **Browser:** Clear cache (Ctrl+Shift+Del) or try incognito mode.
 - **Mobile App:**
 - Pull down to **force sync**.
 - Go to **Settings** → [Your Account] → **Sync Gmail**.
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6. Check Forwarding & POP/IMAP Settings

1. Go to ⚙️ **Settings** → **Forwarding and POP/IMAP**.
 2. Ensure emails aren't being **auto-forwarded** or deleted.
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7. Try a Different Device or Browser

- Test on **Chrome/Firefox** or the **Gmail mobile app**.
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8. Contact IIUM IT Help Desk

If emails are still missing:

- **Call:** 03-6421 6666
 - **Email:** servicedesk@iium.edu.my
 - **Walk-in:** ITD Building, Gombak Campus
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Prevent Future Issues

☑️ **Avoid overusing filters/labels.**

☑️ **Regularly clean up storage.**

☑️ **Check "Spam" weekly.**

*Note: IIUM staff/students use **Google Workspace**, so some features may differ from personal Gmail. ☐☐*