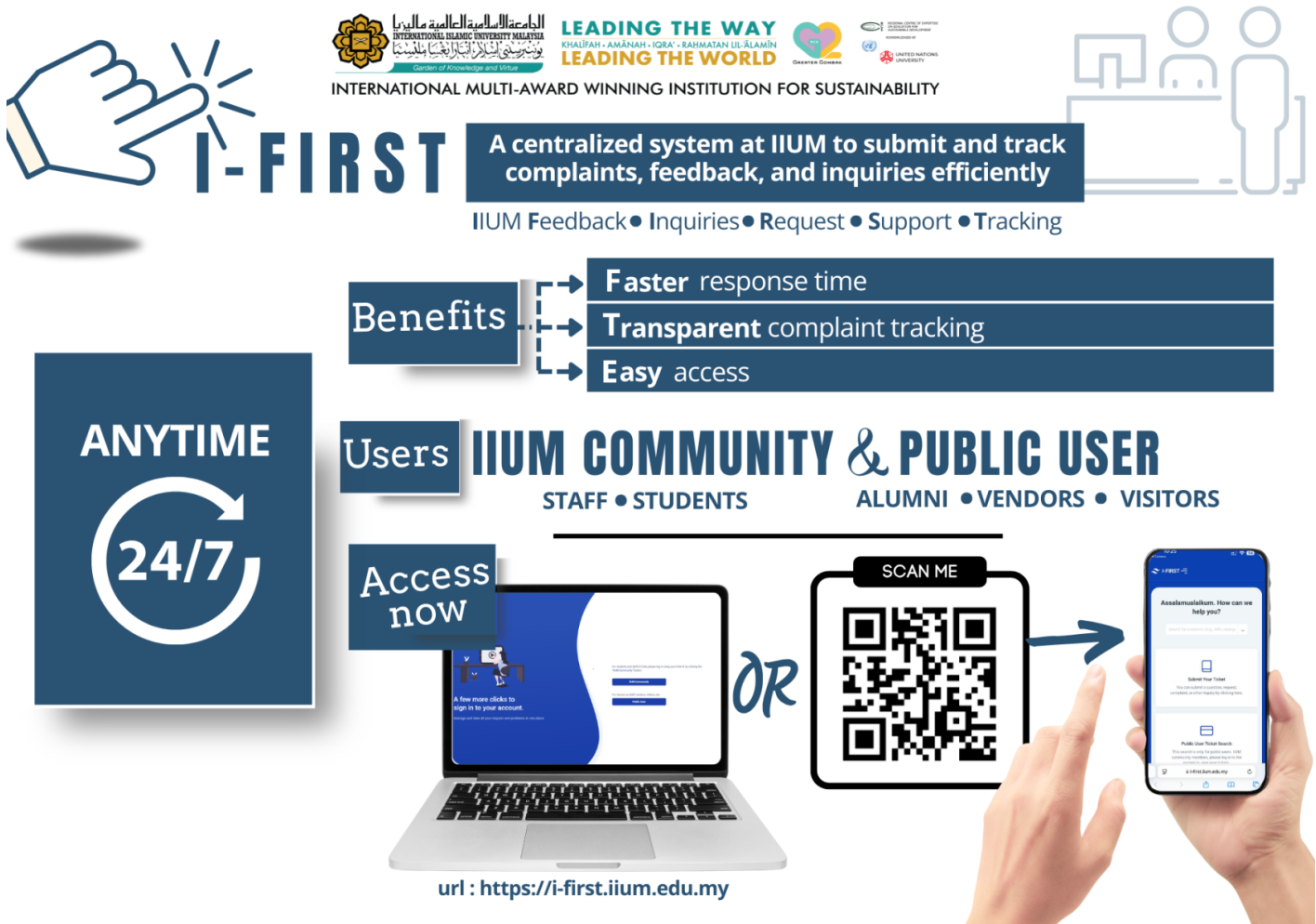


What is i-FIRST?

Q: What is i-FIRST?

A: A centralized system to submit/track complaints, feedback, or inquiries. Access via <https://i-first.iium.edu.my>.



The graphic illustrates the i-FIRST system as a centralized platform for submitting and tracking complaints, feedback, and inquiries. It features the IUM logo and various award logos, including 'LEADING THE WAY' and 'GARDEN OF KNOWLEDGE AND VIRTUE'. A hand icon points to the 'i-FIRST' text, which is part of a larger graphic. Below this, a box states: 'A centralized system at IUM to submit and track complaints, feedback, and inquiries efficiently'. Further down, a list of functions is provided: 'IUM Feedback • Inquiries • Request • Support • Tracking'. A 'Benefits' section lists: 'Faster response time', 'Transparent complaint tracking', and 'Easy access'. A 'Users' section identifies the 'IUM COMMUNITY & PUBLIC USER' as 'STAFF • STUDENTS' and 'ALUMNI • VENDORS • VISITORS'. A '24/7' badge indicates 'ANYTIME' access. The 'Access now' section shows a laptop displaying the website and a QR code labeled 'SCAN ME' being scanned by a smartphone. The URL [url : https://i-first.iium.edu.my](https://i-first.iium.edu.my) is provided at the bottom.

INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY

i-FIRST

A centralized system at IUM to submit and track complaints, feedback, and inquiries efficiently

IUM Feedback • Inquiries • Request • Support • Tracking

Benefits

- Faster response time
- Transparent complaint tracking
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Users

IUM COMMUNITY & PUBLIC USER

STAFF • STUDENTS ALUMNI • VENDORS • VISITORS

Access now

SCAN ME

24/7

ANYTIME

url : <https://i-first.iium.edu.my>

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