

Facilities

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How do I book the ITD Smart Multipurpose Room?

Q: How do I book the ITD Smart Multipurpose Room?

A: Contact ICT Help Desk (Tel: 03-6421 6666) at least **3 working days** in advance.

- **Capacity:** 20 pax | **Equipment:** Smartboard, 4K camera, microphones.

What are the operational hours for the BYOD Lab?

Q. Where is BYOD Lab (Gombak) located and Operating Hours?

A.

BYOD Lab (Gombak): Level 1, ITD | Hours: Mon-Fri, 9:00 AM – 4:30 PM

What is the ITD Training Lab?

Q: What is the ITD Training Lab?

A: The ITD Training Lab is a dedicated facility for staff training sessions, workshops, and software demonstrations. It is equipped with up-to-date technology to support academic and administrative functions.

Where is the ITD Training Lab located?

Q: Where is the ITD Training Lab located?

A:

- **Location:** Level 1, Information Technology Division (ITD), IIUM Gombak Campus.

How can I book the ITD Training Lab?

Q: How can I book the ITD Training Lab?

A:

1. **Contact ICT Help Desk:**
 - **Phone:** 03-6421 6666
 - **WhatsApp:** 016-983 2415
 - **Email:** servicedesk@iium.edu.my
2. Provide details:
 - Date and time of training.
 - Software requirements (if any).
 - Expected number of participants.
- 3.

Is there a deadline for booking the Training Lab?

Q: Is there a deadline for booking the lab?

A: Yes! You must **verify software setup at least 3 working days before** your training session.

Q: Can I walk in and use the lab without booking?

A: No. The lab is **only available by prior reservation** to ensure resources are prepared for your session.

What equipment is available in the Training Lab?

Q: What equipment is available in the Training Lab?

A:

- **Computers:** Pre-installed with standard and specialized software.
- **Projector/Smartboard:** For presentations and interactive sessions.
- **Internet Access:** High-speed Wi-Fi (IIUM-Staff network).

Q: Can I request specific software for my training?

A: Yes! Inform the ICT Help Desk during booking. ITD will verify software compatibility and install if feasible.

What are the ITD lab's operating hours?

Q: What are the lab's operating hours?

A:

- **Monday-Friday:** 8:00 AM – 5:00 PM
- **Weekends/Public Holidays:** Closed

Q: Can I use the lab outside operating hours?

A: No. All sessions must align with the lab's official hours.

Are there rules for using the ITD Training lab?

A: Yes:

- **No food/drinks** near computers.
- **Report issues immediately** to ITD staff.
- **Restore the lab** to its original condition after use.

Q: Who can use the lab?

A: Primarily for **IIUM staff conducting official training**. Student sessions may be allowed if sponsored by a department.

What if I face technical issues during my session?

Q: What if I face technical issues during my session?

A:

- Contact the ICT Help Desk (**Ext. 6666**) for immediate assistance.
- For pre-session concerns, email servicedesk@iium.edu.my.

What is the BYOD Lab?

Q: What is the BYOD Lab?

A: The **Bring Your Own Device (BYOD) Lab** is a flexible workspace where IIUM students and staff can use their personal devices (laptops, tablets) with access to **IIUM Wi-Fi, power outlets, and IT support.**

Who can use the BYOD Lab?

Q: Who can use the BYOD Lab?

A: Open to **all IIUM students and staff** with a valid IIUM account.

Do I need to book the BYOD Lab?

Q: Do I need to book the BYOD Lab?

A: **No**, it operates on a **first-come, first-served basis** (no reservations required).

How do I connect to Wi-Fi in the BYOD Lab?

Q: How do I connect to Wi-Fi in the BYOD Lab?

A:

1. Select "**IIUM-Student**" (students) or "**IIUM-Staff**" (staff).
2. Log in with your **matric number (students) or staff email (staff)** and password.

Q: What if I can't connect to Wi-Fi?

A:

- Visit the **ICT Help Desk** (Level 1, ITD) for assistance.
- Submit a ticket via **i-FIRST**.

Rules & Policies in the BYOD lab

Q: Are there restrictions on device usage?

A:

☑ **Allowed:** Laptops, tablets, smartphones (for academic/administrative work).

☑ **Not Allowed:**

- Gaming, torrenting, or illegal downloads.
- Connecting unauthorized routers/hotspots (violates IIUM's ICT Security Policy).

Q: Can I eat or drink in the lab?

A: **No**, to prevent damage to devices and facilities.