

# How to Connect to IIUM-Student Wi-Fi

To access **IIUM-Student Wi-Fi**, follow these steps on your device (laptop, smartphone, or tablet):

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## Step 1: Select the Correct Wi-Fi Network

1. Go to your device's **Wi-Fi settings**.
  2. Look for the network:
    - **SSID (Network Name):** IIUM-Student
    - **Security Type:** Open (no password initially).
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## Step 2: Log In with Your IIUM Credentials

1. After connecting, open a **web browser** (Chrome, Safari, Edge, etc.).
2. You will be **automatically redirected** to the **IIUM Wi-Fi login page**.
  - If not, manually visit: <http://captive.apple.com> (for iOS) or any non-HTTPS site (e.g., <http://example.com> ).
3. Enter your login details:
  - **Username:** Your **matric number** (e.g., [G1234567](#) ).
  - **Password:** Same as your **i-Ma'luum password**.
4. Click "**Login**" or "**Connect**".

☑ **You should now be connected!**

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# Step 3: Troubleshooting (If Connection Fails)

## ❑ No login page appears?

- Disable **mobile data/VPN**.
- Clear browser cache or try a different browser.

## ❑ "Authentication failed"?

- Reset your **i-Ma'luum password** at:  
<https://passwordreset.iium.edu.my>
- Contact **ICT Help Desk** if locked out.

## ❑ Limited/No Internet?

- **Forget the network** → Reconnect.
- Restart your device.

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## Important Notes

❑ **Valid only for IIUM students** (staff must use `IIUM-Staff`).

❑ **Do not share your credentials** – misuse may lead to **account suspension**.

❑ **Report dead zones** via i-FIRST.

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## Need Help?

- **ICT Help Desk** (Gombak): ☎ **03-6421 6666**
- **Email:** [servicedesk@iium.edu.my](mailto:servicedesk@iium.edu.my)
- **Walk-in:** Level 1, ITD Building

*Enjoy seamless internet access across IIUM campuses!* ☑

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