

# Unable to Use i-Attend

**Q:** I cannot use i-Attend. What should I do?

**A:** Please follow these steps to resolve the issue:

- 1 ☐ **Report the problem** at the **ITD Help Desk counter** or contact us at **03-6421 6666**.
- 2 ☐ Our staff will assist you to:
  - ✓ **Verify your matric number**
  - ✓ **Check your IIUM Live email account** status
  - ✓ **Reset your Live account password** through **i-Ma'luum**: <https://imaluum.iium.edu.my/>
- 3 ☐ **Create a new password** and ensure the process is successful.
- 4 ☐ Once reset, **try logging in again** to i-Attend until access is restored.

## Useful Links:

- ☐ i-Ma'luum <https://imaluum.iium.edu.my/>
- ☐ i-Stack Guide <https://istack.iium.edu.my/link/630#bkmrk-https%3A%2F%2Fiattend.iium.edu.my>
- ☐ i-Attend Portal <https://iattend.iium.edu.my/>

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