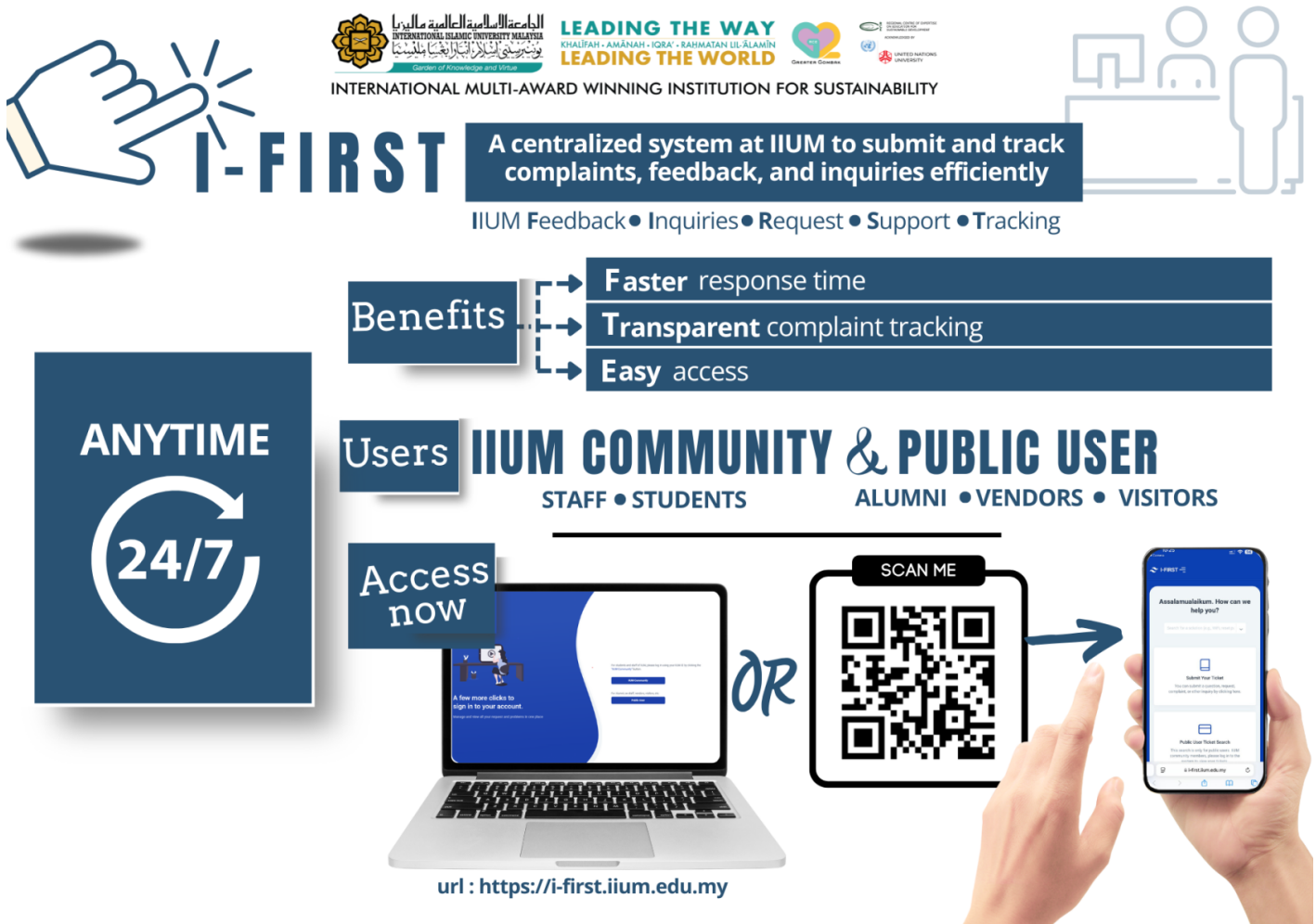


# What is i-FIRST?

## 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 a hand icon pointing to the 'i-FIRST' logo, which is accompanied by the International Islamic University Malaysia (IIUM) crest and various accreditation logos including LEADING THE WAY, LEADING THE WORLD, and the United Nations. The system is described as an 'INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY'. A central box states: 'A centralized system at IIUM to submit and track complaints, feedback, and inquiries efficiently'. Below this, the system's functions are listed: 'IIUM Feedback • Inquiries • Request • Support • Tracking'. The 'Benefits' section lists: 'Faster response time', 'Transparent complaint tracking', and 'Easy access'. The 'Users' section identifies the 'IIUM COMMUNITY & PUBLIC USER', including 'STAFF • STUDENTS' and 'ALUMNI • VENDORS • VISITORS'. A '24/7 ANYTIME' badge is shown. The 'Access now' section shows a laptop displaying the login page with the URL [url : https://i-first.iium.edu.my](https://i-first.iium.edu.my), and a QR code labeled 'SCAN ME' being scanned by a smartphone, which displays the i-FIRST mobile app interface.

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**i-FIRST**

INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY

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

IIUM Feedback • Inquiries • Request • Support • Tracking

**Benefits**

- Faster response time
- Transparent complaint tracking
- Easy access

**Users**

**IIUM COMMUNITY & PUBLIC USER**

STAFF • STUDENTS      ALUMNI • VENDORS • VISITORS

**Access now**

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

**SCAN ME**

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