

# What services does the ICT Helpdesk provide?

- **Wi-Fi Configuration Assistance**

We assist staff and students in logging into IIUM Wi-Fi and other official applications.

- **Basic Software Troubleshooting**

We help diagnose simple software issues and direct users to official IIUM resources when needed.

- **Escalation of Technical Issues**

Complex or advanced technical problems will be forwarded to ITD technical teams for further action.

- **IIUM Email Support**

We assist users in creating, accessing, or troubleshooting their IIUM email accounts.

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