

# 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](mailto: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.