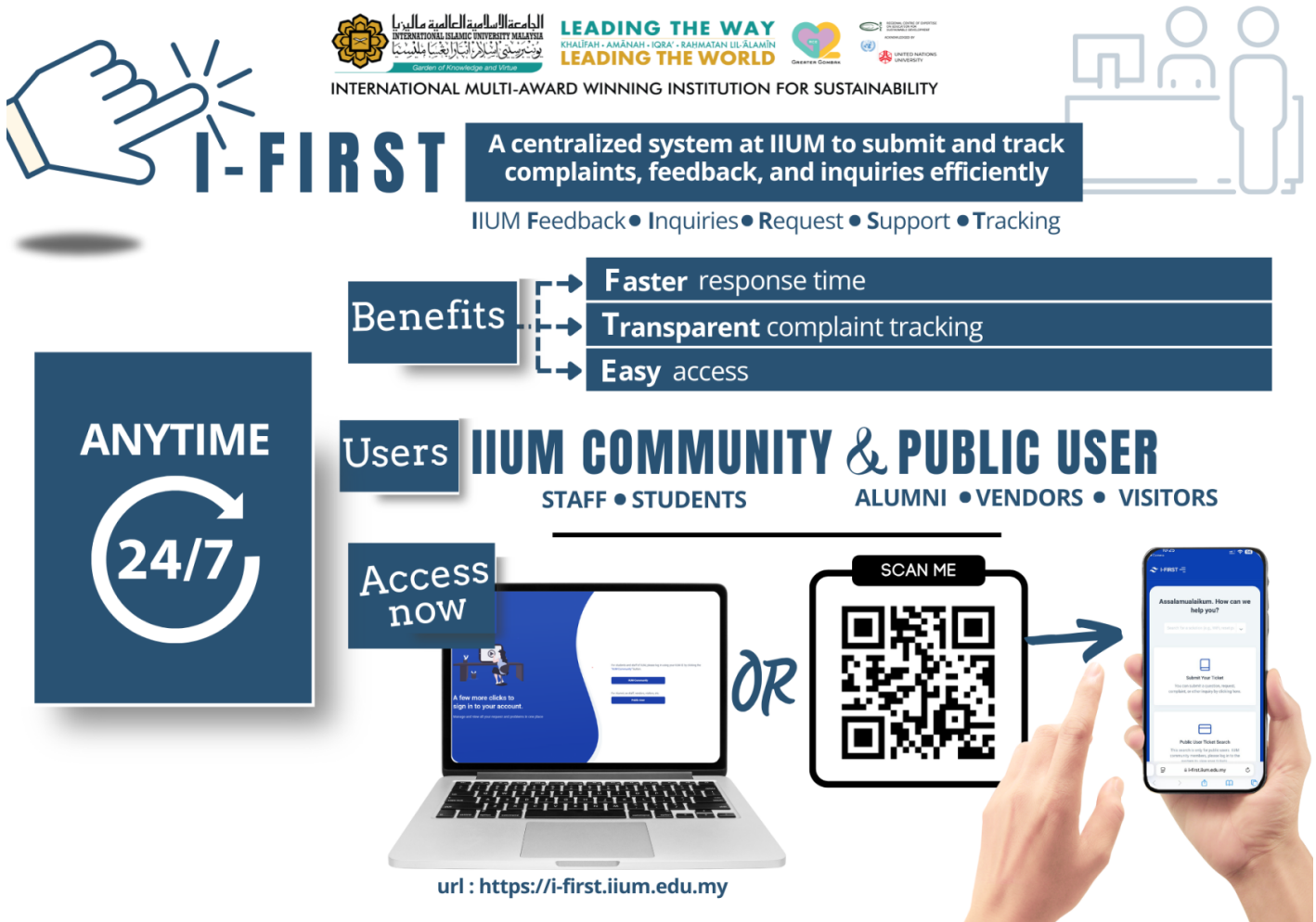


# What is i-FIRST?

## 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 the IUM logo and various award logos, including 'LEADING THE WAY' and 'GARDEN OF KNOWLEDGE AND VIRTUE'. A hand icon points to the 'i-FIRST' text, which is part of a larger graphic. Below this, a dark blue box contains the text 'A centralized system at IUM to submit and track complaints, feedback, and inquiries efficiently'. To the right, a list of features is shown: 'IUM Feedback • Inquiries • Request • Support • Tracking'. A 'Benefits' section lists 'Faster response time', 'Transparent complaint tracking', and 'Easy access'. A 'Users' section identifies 'IUM COMMUNITY & PUBLIC USER', including 'STAFF • STUDENTS' and 'ALUMNI • VENDORS • VISITORS'. A '24/7' badge indicates 'ANYTIME' access. The 'Access now' section shows a laptop displaying the website and a QR code labeled 'SCAN ME' being scanned by a smartphone. The URL [url : https://i-first.iium.edu.my](https://i-first.iium.edu.my) is provided at the bottom.

**INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY**

**i-FIRST**

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

IUM Feedback • Inquiries • Request • Support • Tracking

**Benefits**

- Faster response time
- Transparent complaint tracking
- Easy access

**Users**

**IUM COMMUNITY & PUBLIC USER**

STAFF • STUDENTS      ALUMNI • VENDORS • VISITORS

**Access now**

**24/7**

**SCAN ME**

[url : https://i-first.iium.edu.my](https://i-first.iium.edu.my)

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