

# How to Create an IIUM Wi-Fi Guest Account

IIUM provides **temporary Wi-Fi access for visitors/guests** through the **IIUM-Guest** network. Here's how to get access:

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## Option 1: Self-Registration (For Short-Term Guests)

1. **Connect to "IIUM-Guest" Wi-Fi** (no password required).
2. Open a browser → You will be redirected to the **IIUM Guest Portal**.
3. **Register as a Guest:**
  - Fill in:
    - **Name**
    - **Mobile Number** (for OTP verification)
    - **Email**
    - **Purpose of Visit** (e.g., meeting, event)
  - Agree to the **terms & conditions**.
4. **Verify via OTP** (sent to your phone).
5. **Login** with the provided credentials.

☑ **Access granted for 24 hours** (renewable if needed).

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## Option 2: Sponsored Guest Account (For Long-Term Visitors)

If you're a **guest speaker, vendor, or visiting researcher**, an **IIUM staff member must sponsor your account**:

1. The staff submits a request via:
    - **i-FIRST** (Ticket category: **Wi-Fi Access Request**)
    - **Email ICT Help Desk** (servicedesk@iium.edu.my) with:
      - Guest's **full name, contact, and duration of stay**.
      - **Reason for access** (e.g., conference, collaboration).
  2. Once approved, the guest receives login details via email/SMS.
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## Important Notes

- **Guest accounts expire** after the approved duration.
  - **Speed may be limited** compared to student/staff Wi-Fi.
  - **Commercial use is prohibited** (only for official visits).
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## Troubleshooting

### ❑ Not redirected to the login page?

- Manually open: <http://captive.apple.com> (iOS) or any HTTP website.

### ❑ OTP not received?

- Check spam folder or request a resend.

### ❑ Account expired?

- Re-register or ask your IIUM sponsor to extend access.
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## Need Help?

- **ICT Help Desk:** ☎ 03-6421 6666 | ✉ [servicedesk@iium.edu.my](mailto:servicedesk@iium.edu.my)
- **Walk-in:** Level 1, ITD Building, Gombak Campus

*Note: Misuse of guest accounts may result in **access termination**. ❑*

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