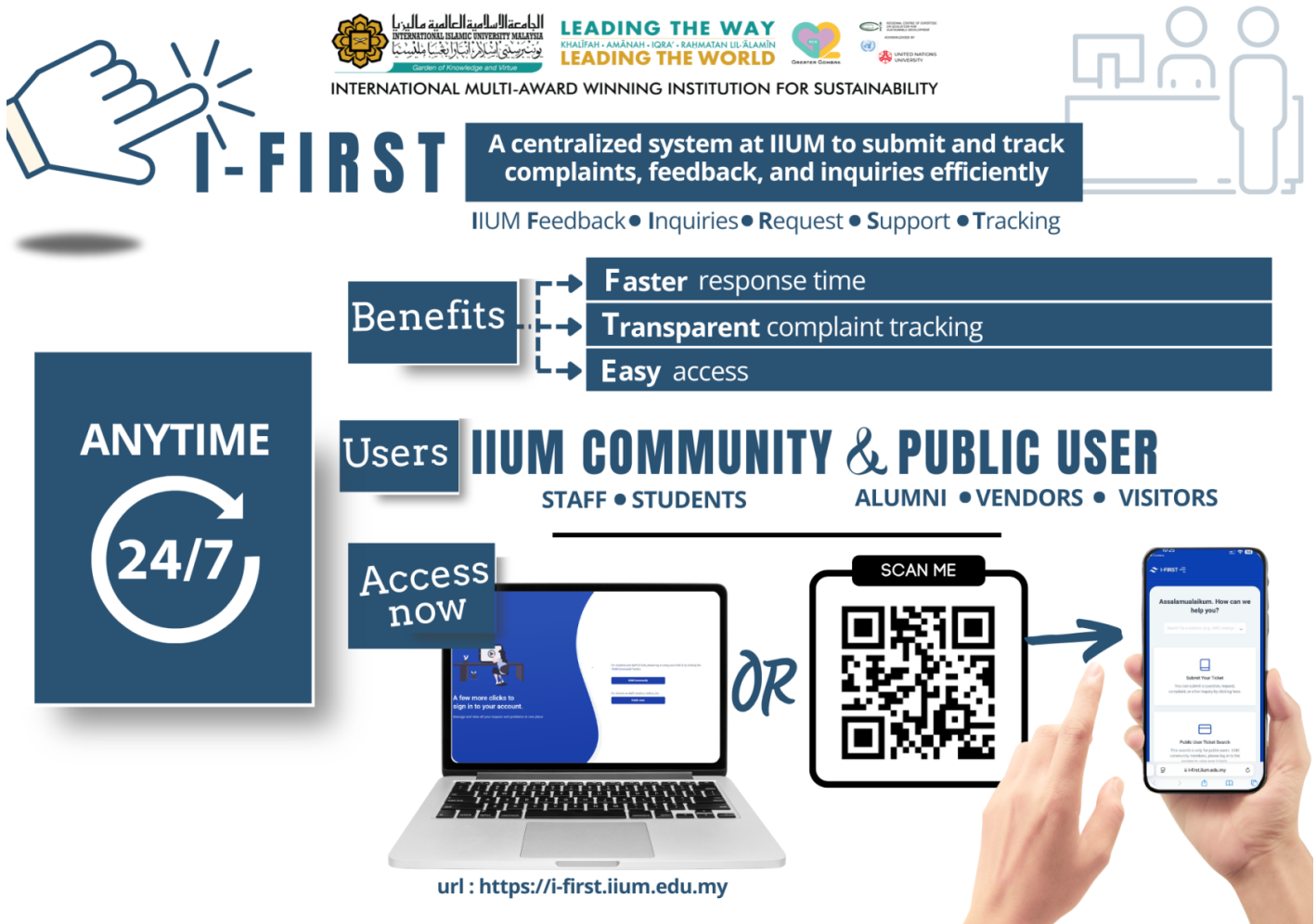


# What is i-FIRST?

## 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' text, which is part of a larger banner. The banner includes the IUM logo, the text 'LEADING THE WAY' and 'LEADING THE WORLD', and the tagline 'INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY'. Below the banner, 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' as the target audience, including 'STAFF • STUDENTS' and 'ALUMNI • VENDORS • VISITORS'. A '24/7' icon indicates availability. The bottom section shows a laptop displaying the i-FIRST website with the URL 'url : https://i-first.iium.edu.my' and a QR code labeled 'SCAN ME' that can be accessed via a smartphone.

**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**

**SCAN ME**

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

Revision #1

Created Thu, Apr 10, 2025 8:30 AM by FAZILAH BT. BASARUDDIN

Updated Thu, Apr 10, 2025 8:31 AM by FAZILAH BT. BASARUDDIN