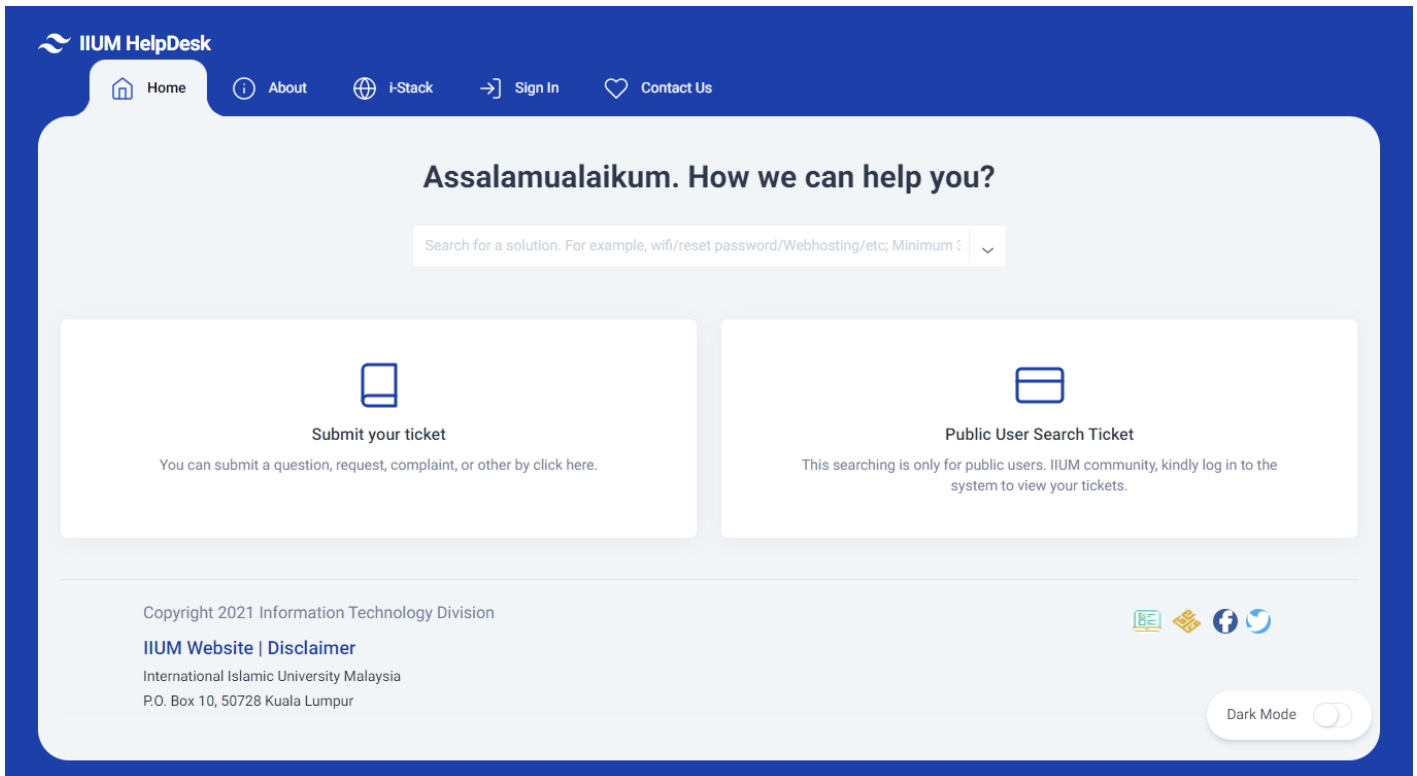
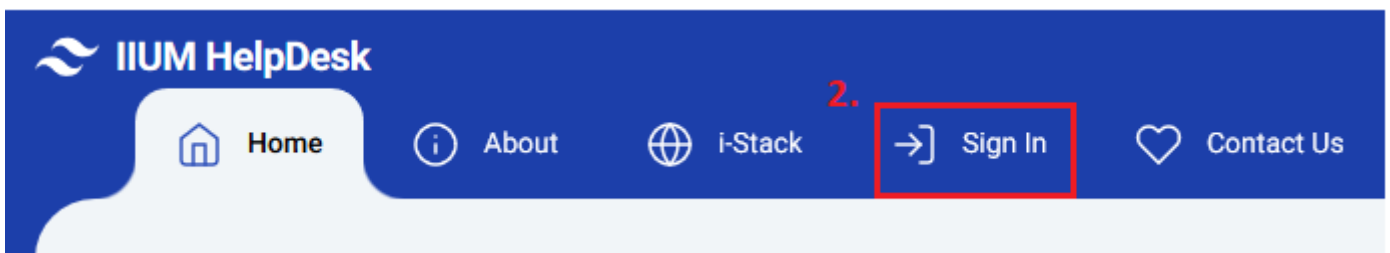


How do I sign in to the I-FIRST Portal?

1. Open IIUM HelpDesk through helpdesk.iium.edu.my. You will view the portal of IIUM HelpDesk.



2. On top of the portal, click the menu Sign In.



3. For students and staff of IIUM, please log in using IIUM ID by clicking the button IIUM community.

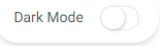


A few more clicks to sign in to your account.

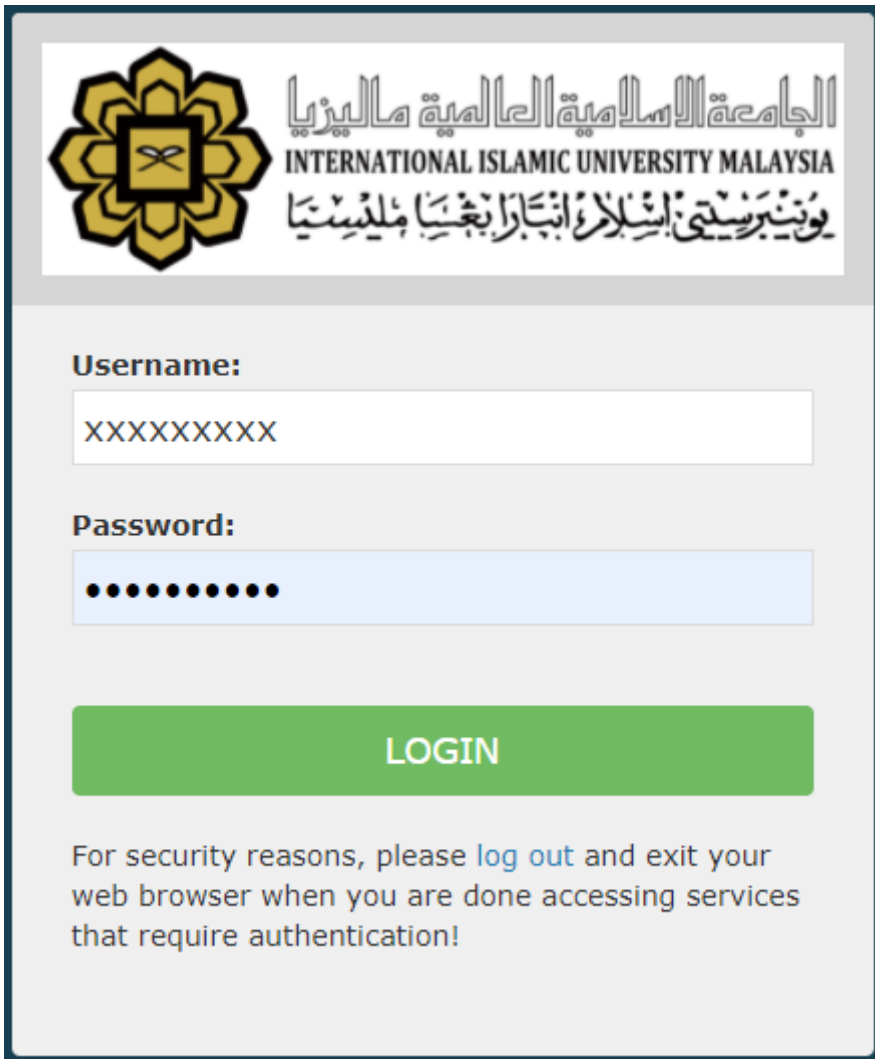
Manage and view all your request and problems in one place

For students and staff of IIUM, please log in using IIUM ID by clicking the button IIUM Community.

3.



4. Fill in your matric number or staff's email ID and password. Click button LOGIN.



The login form features the IIUM logo on the left, which is a stylized yellow flower with a square in the center. To the right of the logo, the university's name is written in Arabic, English, and Malay. Below the header, there are two input fields: 'Username:' with the placeholder text 'XXXXXXXXXX' and 'Password:' with a masked password represented by ten black dots. A green 'LOGIN' button is positioned below the password field. At the bottom of the form, there is a security notice: 'For security reasons, please log out and exit your web browser when you are done accessing services that require authentication!'.

5. After logging in to IIUM HelpDesk Portal, you will be viewing the request form.

IIUM Helpdesk

FULL NAME
Staff/Student
xxx@iium.edu.my/xxx@live.iium.edu.my
Logout

Submit Ticket

* Category

Click here to view the description of each categories

* Report To

* Campus

* Location

* Please Specified

Mahallah Name/Block/Room No/Cafe Name/Floor/Level/Others.

* Message

Your Message/Request/Complaint/Inquiry.

Attachment (.doc/.docx/.xls/.csv/.pdf/.jpeg/.png)

Click/Drop file(s) here

Video URL

Provide link for video. For example https://youtu.be/YftYwHSoLDs

Click here to for Video URL

Submit

Revision #5

Created Tue, Dec 28, 2021 9:44 AM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Tue, Sep 10, 2024 10:18 AM by FITRATUL NOVIDA BINTI DASRIZAL