# 500 Error

These are the manual guide if the student gets an error after login in to i-attend.

We advise the student to activate and reset both IIUM live email and i-Ma'luum account.

## **Activate/Reset IIUM Live Email**

- 1. Go to i-Ma'luum <click here>
- 2. On the landing page, click Microsoft Live Account Self Registration



3. Fill in the form and go through the process.

\* If the account is already registered, the student will view "Your Office365 account has already been provisioned!

If you have forgotten your password, please reset it here." go to step number 4 to reset.

# IIUM Office365 Account Registration (Students)

Portal/	'Email ID
2	4
Name	
	ABDULLAH
Please Importa	select your preferred Office365 Username from the list nt: Once registered, change of username is not allowed!
	live.iium.edu.my 🗸
Office	365 Temporary Password
A You If you ]	r Office365 account has already been provisioned! have forgotten your password, please reset it here.
Next	Cancel

4. Fill in the form and go through the process.



5. Remember to save your password.

### **Reset i-Ma'luum password**

The purpose is to synchronize your account and Live IIUM email updated.

- 1. Go to i-Ma'luum <click here>
- 2. On the landing page, click Forgot Password



3. Fill in the form and go through the process.

SSO Id Pass	word Reset for Student
Step 1 of 3 :	Verify Credentials
Matric No	
IC/Passport N	0
(eg: 75021314512	5 with no '-' or spaces)
Registered Mo	bile
(eg: 0192224234 Please register yo to register mobile	with no '-' or spaces) ur mobile through Imaluum Portal or click here if you are locked out from Imaluum portal
Next Clear	

4. Remember to save your password.

Anything regarding resetting the account, the student can refer to ICT Services Help Desk Whatsapp Hotline +6016 9832415

After the student does the above steps, kindly go to your i-attend.

#### Revision #1

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