Error 500 : Email Not Found

These are the manual guide if the student gets an error after clicking the button appeal through i-Ma'luum.

500

EMAIL NOT FOUND!

Kindly reset your account through i-Ma'luum or Click Here.

| Go to i-Ma'luum |

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

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 select your preferred Office365 Username from the list
Important: Once registered, change of username is not allowed!

████████████@live.iium.edu.my ⌄

Office365 Temporary Password

⚠ Your Office365 account has already been provisioned!
If you have forgotten your password, please reset it here.

Next Cancel

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

IIUM Office365 Account Password Reset

Portal/Email ID

[redacted]

Name

[redacted]H

Office365 Username

[redacted]h@live.iium.edu.my

Office365 Temporary Password

[redacted]

✅ Your Office365 account is valid.
Press 'Next' to reset your password to the displayed temporary password! You will be prompted to change your password during your sign-in to Office 365.

[Next] [Cancel]

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

Forgot Password

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

SSO Id Password Reset for Student

Step 1 of 3 : Verify Credentials

Matric No

IC/Passport No

(eg: 750213145125 with no '-' or spaces)

Registered Mobile

(eg: 0192224234 with no '-' or spaces)
Please register your mobile through Imaluum Portal or click here
to register mobile 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-Maluum and do the process for appeal.

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