

How to Fix IIUM Wi-Fi Connection Problems (Students & Staff)

if you're unable to connect to **IIUM-Student** or **IIUM-Staff** Wi-Fi, follow these troubleshooting steps:

Step 1: Basic Checks

☑ **Ensure you're in range** of an IIUM Wi-Fi hotspot (Gombak/Kuantan/Gambang/Pagoh).

☑ **Restart your device** (phone/laptop) and try reconnecting.

☑ **Turn Wi-Fi off/on** or toggle **Airplane Mode** for 10 seconds.

Step 2: Correct Wi-Fi Network & Login

For Students

- **SSID:** `IIUM-Student`
- **Username:** Matric number (e.g., `G1234567`)
- **Password:** Same as **i-Ma'luum** password.

For Staff

- **SSID:** `IIUM-Staff`

- **Username:** Staff email (without @iium.edu.my)
- **Password:** Staff email password.

⚠ **If login fails:**

- Reset your password via:
 - Students: i-Ma'luum Password Reset
 - Staff: IIUM Staff Portal
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Step 3: Forget & Reconnect Network

1. Go to **Wi-Fi settings** → **Forget "IIUM-Student" or "IIUM-Staff"**.
 2. Reconnect and **re-enter credentials**.
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Step 4: Check for Blocked Devices

- If you see "**Access Denied**", your device may be **blocked** (e.g., due to multiple failed attempts).
 - **Wait 15 minutes** or contact **ICT Help Desk** (03-6421 6666).
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Step 5: Update Device Settings For Windows

1. Press **Win + R** → Type `ncpa.cpl` → Open **Network Connections**.
2. Right-click **Wi-Fi** → **Disable** → Wait 10 sec → **Enable**.

For Android/iOS

1. Go to **Settings** → **Wi-Fi** → **Advanced**.
2. Set **IP settings to DHCP** (not static).

For macOS

1. Go to **System Preferences** → **Network**.
2. Select **Wi-Fi** → **Advanced** → **TCP/IP** → **Renew DHCP Lease**.

Step 6: Report Persistent Issues

If Wi-Fi still doesn't work:

1. **Submit a ticket** via **i-FIRST**.
2. **Contact ICT Help Desk:**
 - 📞 **03-6421 6666** (Gombak)
 - 📱 **WhatsApp**: 016-983 2415
 - ✉️ **Email**: servicedesk@iium.edu.my

Common Wi-Fi Errors & Fixes

Error	Solution
"Can't connect to this network"	Forget network & reconnect
"Limited connection"	Renew IP (DHCP) or restart router
"Authentication failed"	Reset password & check credentials
"No internet access"	Wait 5 mins or report to ITD

Need Immediate Help?

- **Visit ITD Help Desk** (Level 1, ITD Building, Gombak).
- **Check ITD Website for updates.**

*Note: Using **personal routers/hotspots** is **prohibited** in IIUM—may disrupt campus Wi-Fi!* ☐

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