

# i-FIRST

- What is i-FIRST?

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## 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 diagram illustrates the i-FIRST system. At the top left, a hand icon points to the text 'i-FIRST'. To the right are logos for IUM (International Islamic University Malaysia), 'Leading the Way' (Khalifah - Amanah - Iqra' - Rahmatan ul-Alamin), 'Leading the World', 'Green Campus', and 'United Nations University'. Below these is the text 'INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY'. A central dark blue box contains the text: 'A centralized system at IUM to submit and track complaints, feedback, and inquiries efficiently'. Below this box is a list of services: 'IUM Feedback • Inquiries • Request • Support • Tracking'. To the right is an icon of a person at a computer. Below the central box is a 'Benefits' section with three items: 'Faster response time', 'Transparent complaint tracking', and 'Easy access'. To the left is a dark blue box with 'ANYTIME' and a circular arrow containing '24/7'. Below the benefits is a 'Users' section: 'IUM COMMUNITY & PUBLIC USER', with sub-groups 'STAFF • STUDENTS' and 'ALUMNI • VENDORS • VISITORS'. At the bottom, a laptop shows the website interface with the text 'Access now' and 'url : <https://i-first.iium.edu.my>'. To the right, a hand holds a smartphone displaying the app interface, with a 'SCAN ME' QR code and an arrow pointing to the phone.

**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

**ANYTIME**  
24/7

**Users** **IUM COMMUNITY & PUBLIC USER**  
STAFF • STUDENTS ALUMNI • VENDORS • VISITORS

Access now

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

SCAN ME