

How to Create an IIUM Wi-Fi Guest Account

IIUM provides **temporary Wi-Fi access for visitors/guests** through the **IIUM-Guest** network. Here's how to get access:

Option 1: Self-Registration (For Short-Term Guests)

1. **Connect to "IIUM-Guest" Wi-Fi** (no password required).
2. Open a browser → You will be redirected to the **IIUM Guest Portal**.
3. **Register as a Guest:**
 - Fill in:
 - **Name**
 - **Mobile Number** (for OTP verification)
 - **Email**
 - **Purpose of Visit** (e.g., meeting, event)
 - Agree to the **terms & conditions**.
4. **Verify via OTP** (sent to your phone).
5. **Login** with the provided credentials.

☑ **Access granted for 24 hours** (renewable if needed).

Option 2: Sponsored Guest Account (For Long-Term Visitors)

If you're a **guest speaker, vendor, or visiting researcher**, an **IIUM staff member must sponsor your account**:

1. The staff submits a request via:
 - **i-FIRST** (Ticket category: **Wi-Fi Access Request**)
 - **Email ICT Help Desk** (servicedesk@iium.edu.my) with:
 - Guest's **full name, contact, and duration of stay**.
 - **Reason for access** (e.g., conference, collaboration).
 2. Once approved, the guest receives login details via email/SMS.
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Important Notes

- **Guest accounts expire** after the approved duration.
 - **Speed may be limited** compared to student/staff Wi-Fi.
 - **Commercial use is prohibited** (only for official visits).
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Troubleshooting

☐ Not redirected to the login page?

- Manually open: <http://captive.apple.com> (iOS) or any HTTP website.

☐ OTP not received?

- Check spam folder or request a resend.

☐ Account expired?

- Re-register or ask your IIUM sponsor to extend access.
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Need Help?

- **ICT Help Desk:** ☎ 03-6421 6666 | ✉ servicedesk@iium.edu.my
- **Walk-in:** Level 1, ITD Building, Gombak Campus

*Note: Misuse of guest accounts may result in **access termination**.* ☐

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Created Tue, Oct 31, 2023 10:23 AM by FAZILAH BT. BASARUDDIN

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