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

Step 3: Forget & Reconnect Network

1. Go to **Wi-Fi settings** → **Forget "IIUM-Student" or "IIUM-Staff"**.
2. Reconnect and **re-enter credentials**.

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).

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!* 🚫