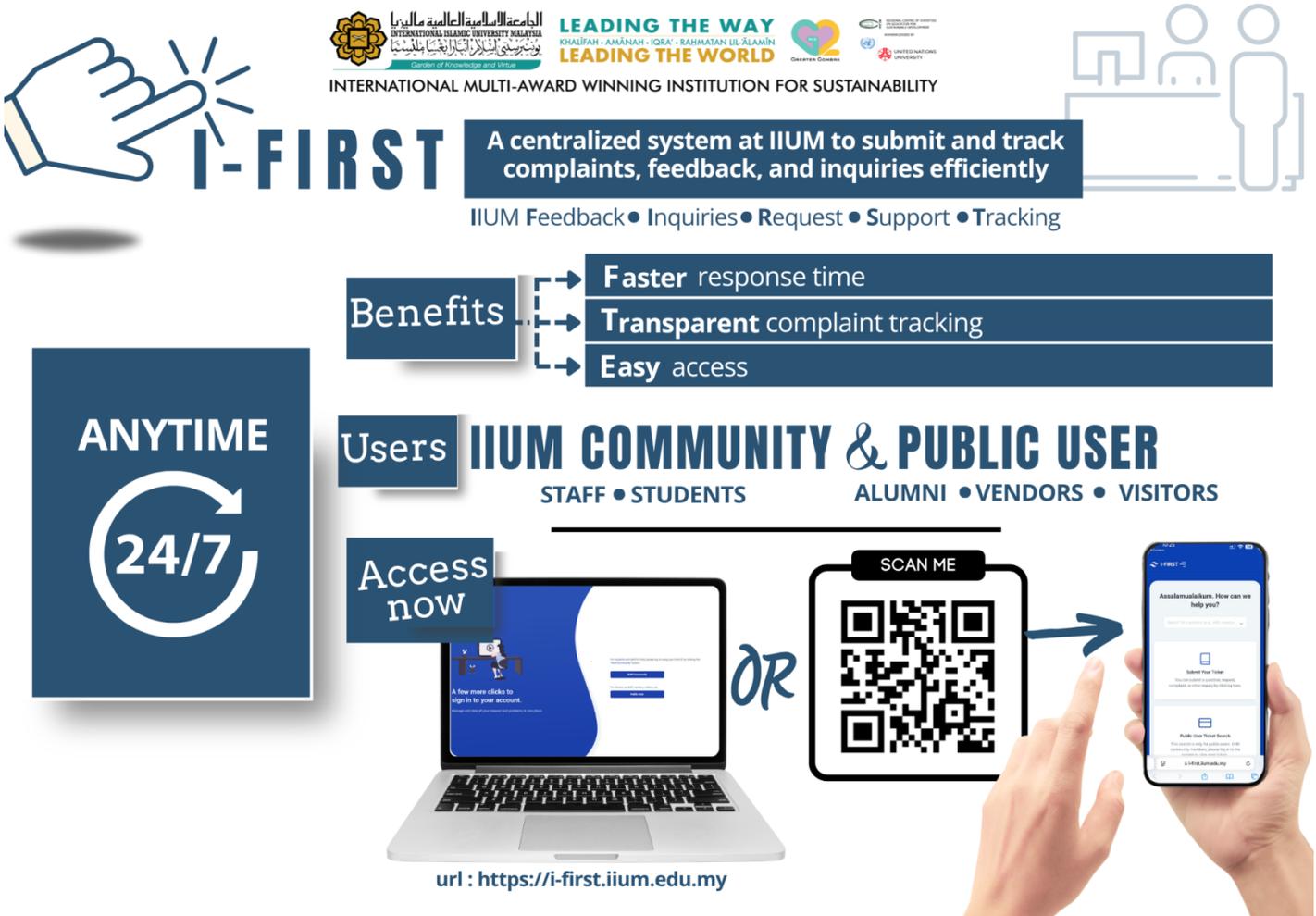


# What is i-FIRST?

## 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 graphic features a hand icon pointing to the 'i-FIRST' logo. Above the logo are the logos of the International Islamic University Malaysia (IIUM) and the United Nations University (UNU), along with the motto 'LEADING THE WAY KHALIFAH - AMANAH - IGBRA' - RAHMATAN UL-ALAMIN LEADING THE WORLD'. Below the logo is the text 'INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY'. A central dark blue box contains the text 'A centralized system at IIUM to submit and track complaints, feedback, and inquiries efficiently'. Below this box is a list of features: 'IIUM Feedback • Inquiries • Request • Support • Tracking'. To the right, there is an illustration of people at a computer workstation. Below the main text, there are three dark blue boxes: 'Benefits' with arrows pointing to 'Faster response time', 'Transparent complaint tracking', and 'Easy access'. To the left, a dark blue box with a circular arrow icon contains the text 'ANYTIME 24/7'. Below this, a dark blue box with the text 'Access now' is positioned above a laptop displaying the i-FIRST website. To the right of the laptop is a QR code with the text 'SCAN ME' above it, and an arrow points from the QR code to a smartphone displaying the i-FIRST mobile app interface. Below the laptop is the URL: 'url : <https://i-first.iium.edu.my>'. The word 'OR' is written between the laptop and the QR code.

**i-FIRST**  
A centralized system at IIUM to submit and track complaints, feedback, and inquiries efficiently

IIUM Feedback • Inquiries • Request • Support • Tracking

**Benefits**

- Faster response time
- Transparent complaint tracking
- Easy access

**Users** **IIUM COMMUNITY & PUBLIC USER**

STAFF • STUDENTS      ALUMNI • VENDORS • VISITORS

**Access now**

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

**SCAN ME**

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