



The Institute of
Internal Auditors
Malaysia

THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA

USER MANUAL: INDIVIDUAL MEMBER PORTAL

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Member Portal: Individual

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Overview

The IIAM Member Portal is designed for individuals to manage memberships, register for events, track CPD points, and handle payments. This guide covers all features in detailed steps.

Contacting IIA Malaysia

Inquiry	Contact
General Matters	general@iiam.com.my
New Applications and Other Enquiries Related to Membership	membership@iiam.com.my
MMS Support (Member Portal)	MMS-Support@iiam.com.my
Renewal Matters	renewal@iiam.com.my
Certification And CPE Reporting	certification@iiam.com.my
Training-Related Matters	training@iiam.com.my
Conference	conference@iiam.com.my
Technical Guidance, Publication and Study Material	technical@iiam.com.my

Useful Links

Description	URL
IIA Malaysia Website	https://iiam.com.my/
IIA Malaysia Member Portal	https://member.iiam.com.my/
IIA Global Website	https://www.theiia.org/
Certification Candidate Management System (CCMS)	https://ccms.theiia.org/
IIA Global Internal Auditor Publication	https://internalauditor.theiia.org/
PDPA Disclaimer	https://iiam.com.my/wp-content/uploads/2024/10/PDPA-Disclaimer-003.pdf
Return and Policy Guideline	https://iiam.com.my/wp-content/uploads/2024/10/Return-and-Refund-Guideline-2-002.pdf
Terms and Conditions	https://iiam.com.my/wp-content/uploads/2024/10/Terms-and-Conditions-of-Use-002.pdf
Whistleblowing Policy	https://iiam.com.my/wp-content/uploads/2020/11/IIAM-Whistleblowing-Policy-approved-on-28.5.2020.pdf
Frequently Asked Questions (FAQ)	https://iiam.com.my/wp-content/uploads/2026/06/The-IIA-Malaysia-FAQ.pdf

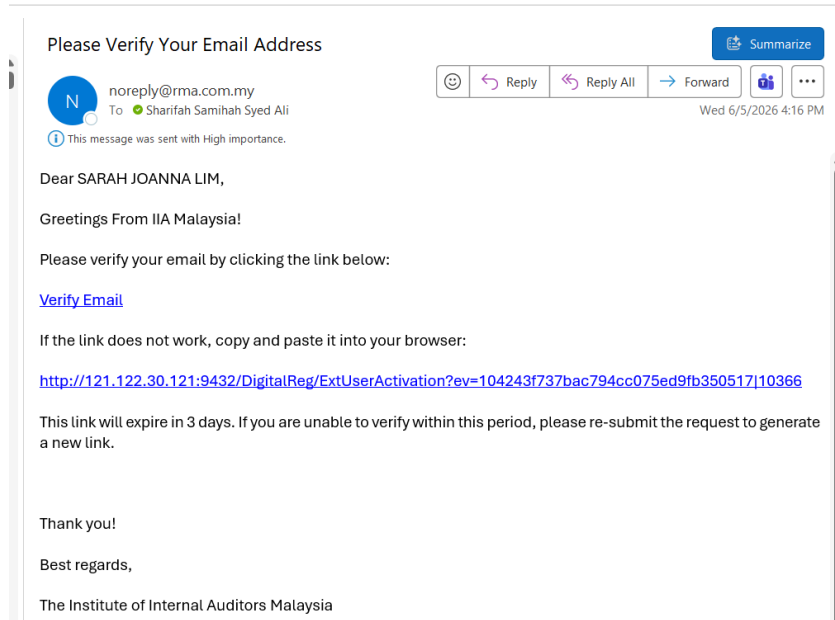
Section A - Membership

Access to Member Portal

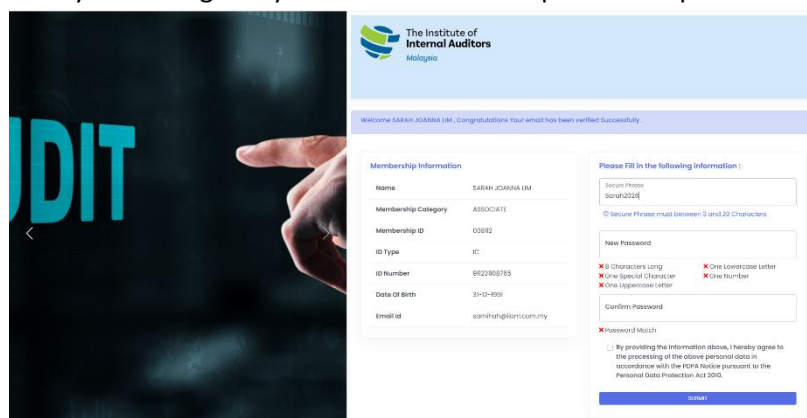
Go to <https://member.iiam.com.my/> and log in using your IIAM credentials.

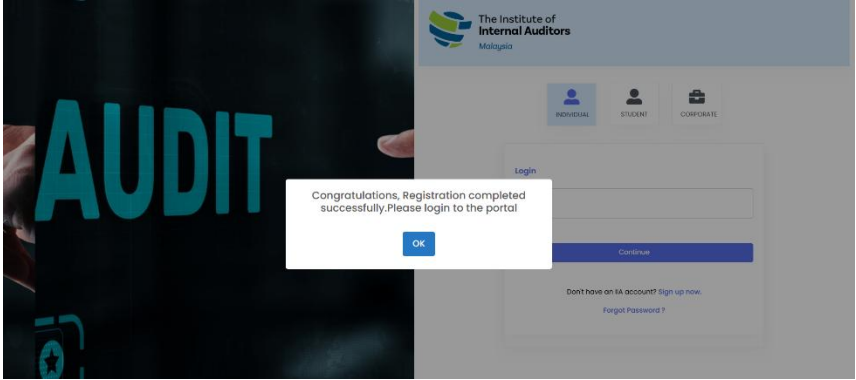
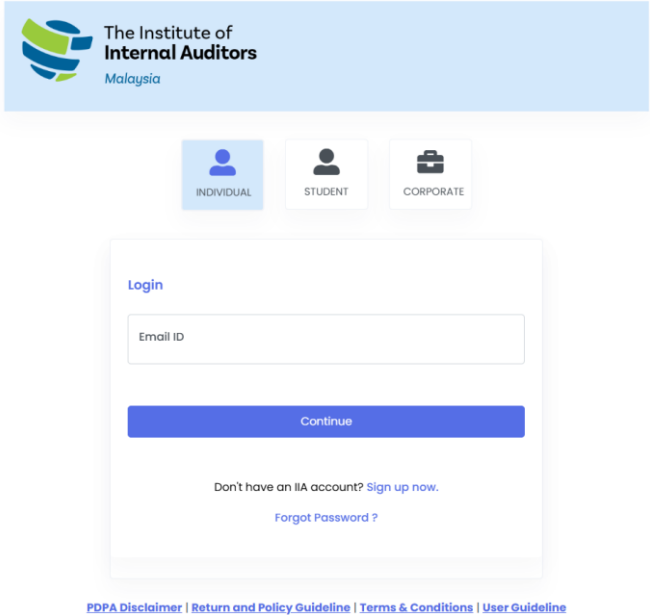
A. Existing Member

- Existing members who wish to activate their account may email MMS-Support@iiam.com.my to request an activation link.
- An activation link will be sent to your registered email address. Please check your inbox, including the spam or junk folder.
- Click the verification link in the email or copy and paste the link into your browser.

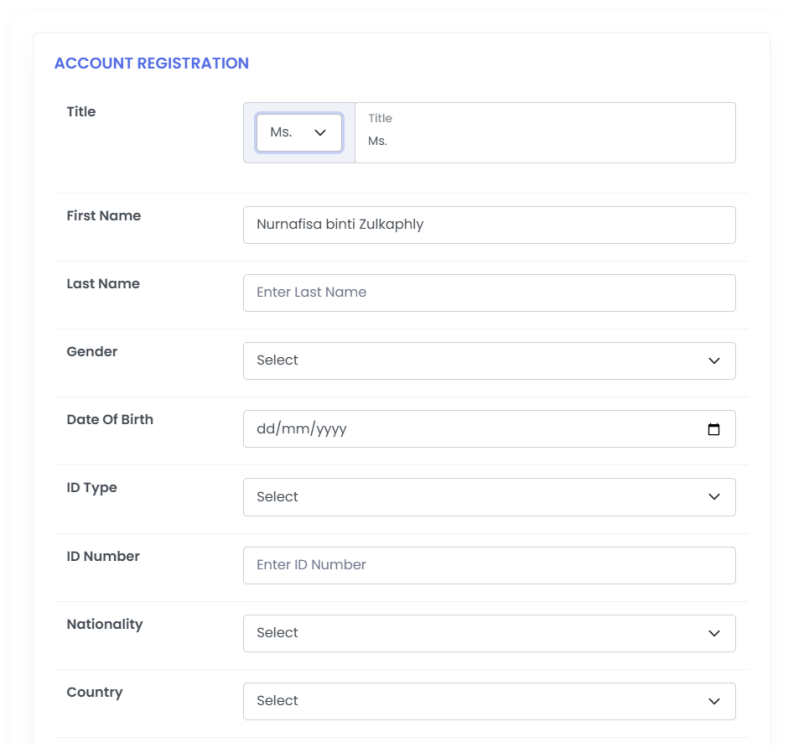


- The system will guide you to create a secure phrase and password.



	5. Once your email has been successfully verified, you may log in to the member portal using your registered email address and password. 
B. Registration Page	1. If you are a new user, select Individual Icon; 2. Then click "Sign up now".  3. You will be redirected to the Account Registration Page. 4. Fill in all mandatory fields, including: • Title: (Mr., Mrs., Ms., Other) • First Name (i.e: Michelle Lee) & Last Name (i.e: Poh San) • Gender: (Male / Female) • Date of Birth: Select from the calendar. • ID Type: (IC or Passport) & enter your ID Number. • Nationality & Country: Choose from the dropdown list.

- **Mobile Number:** Enter a valid contact number.
- **Email Address:** This will be your **Login ID**.
- **Password & Confirm Password:**
 - Must be at least **8 characters long**.
 - Must include **one uppercase letter, one lowercase letter, one number, and one special character**.
- **Secure Phrase:** Must be between **3 to 20 characters**.
- **Click PDPA Declaration**



ACCOUNT REGISTRATION

Title:

First Name:

Last Name:

Gender:

Date Of Birth:

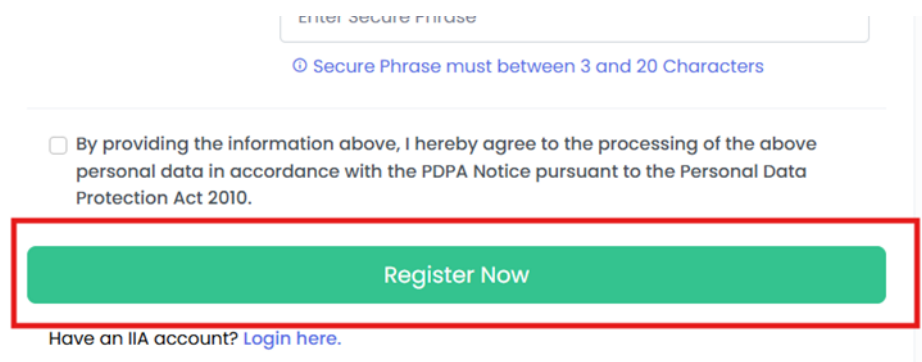
ID Type:

ID Number:

Nationality:

Country:

5. Click the **"Register"** button.

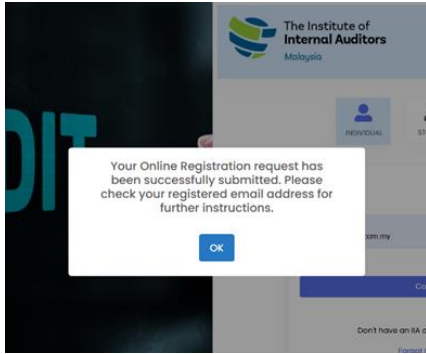
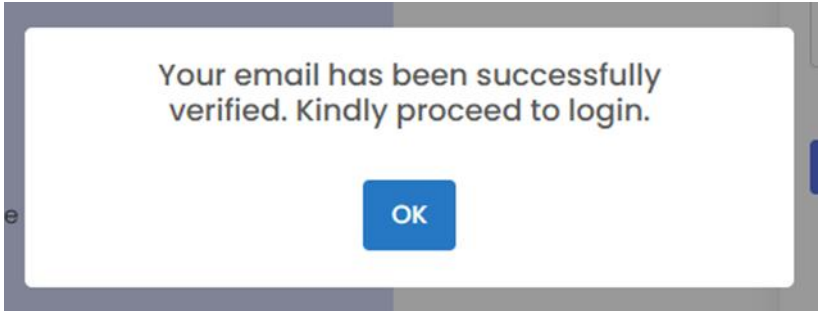


Secure Phrase must between 3 and 20 Characters

☐ By providing the information above, I hereby agree to the processing of the above personal data in accordance with the PDPA Notice pursuant to the Personal Data Protection Act 2010.

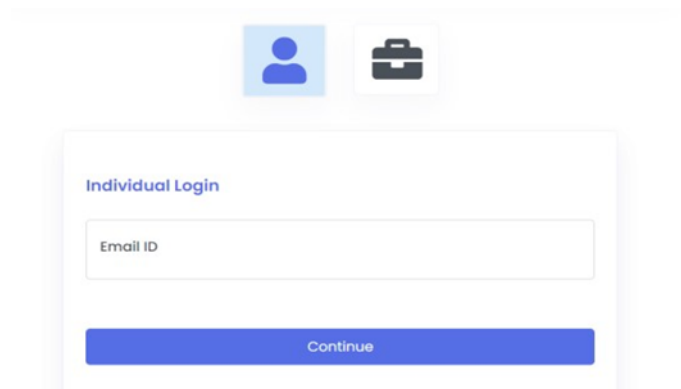
Register Now

Have an IIA account? [Login here.](#)

	6. A pop-up message will confirm your registration.  7. Check your email for a verification link and click on it. Greetings From IIA Malaysia! Please verify your email by clicking the link below: Verify Email If the link does not work, copy and paste it into your browser: http://121.122.30.121:9432/DigitalReg/NewUserActivation?ev=60357a3430f4291b3f0a2302d492eea610120 This link will expire in 3 days. Please resubmit the request if you fail to verify within this period. 8. Click on the Verify Link, and you will be redirected back to the website. A pop-up message will confirm that your email has been successfully verified. Once verified, you can log in to your account.  9. Upon successful email verification, you will be redirected to the Main Page, where you can proceed to log in to your account.
--	--

C. Login Process

1. On the login page, enter your **registered email** and click **Continue**.



The screenshot shows the 'Individual Login' form. At the top, there are two icons: a person icon and a briefcase icon. Below them is a text input field labeled 'Email ID'. At the bottom of the form is a blue button labeled 'Continue'.

2. Check the **Secure Phrase** displayed:

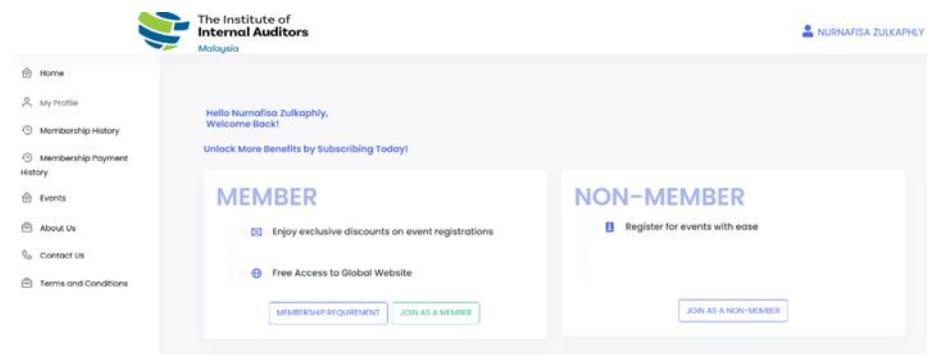
- If it is correct, **check the box** and enter your password.
- If incorrect, **do not proceed**.
- If you want to return to the previous page, click the **Back button**.



The screenshot shows the 'Secure Phrase' verification form. At the top, there is a red box displaying the secure phrase 'Syaza Syaza Syaza Sy'. Below this, there is a message: 'Do not proceed if this is not your secure phrase'. Underneath is a checkbox labeled 'Yes, this is my secure phrase'. Below the checkbox is a text input field labeled 'Password'. At the bottom of the form are two buttons: a blue 'Log In' button and an orange 'Back' button.

3. Then, click the **"Login"** button.

4. Upon successful login, you will be redirected to the **Homepage**.



The screenshot shows the homepage after a successful login. The user is logged in as 'NURNAFISA ZULKAPHELY'. The page features a sidebar with navigation links: Home, My Profile, Membership History, Membership Payment History, Events, About Us, Contact Us, and Terms and Conditions. The main content area displays a welcome message: 'Hello Nurnafisa Zulkaphely, Welcome Back!'. Below this, there is a section titled 'Unlock More Benefits by Subscribing Today!' which compares the benefits of being a 'MEMBER' (exclusive discounts, free access to global website) versus a 'NON-MEMBER' (register for events with ease). There are buttons for 'MEMBERSHIP REQUIREMENT', 'JOIN AS A MEMBER', and 'JOIN AS A NON-MEMBER'.

5. Currently, you will have view-only access.

- **View-Only Access:** You will have limited access to view content only.
- **Full Access:** Join as a **Member** to unlock all features.
- **Event Access Only:** Join as a **Non-Member** to access events.

D. Join as A Member Process

1. Click on the 'Join as Members' button. A pop-up form will appear, requiring you to enter the following details:

- Profile Details

Subscribe Membership

- 1 Profile Details
- 2 Employment Details
- 3 Membership
- 4 Education Details
- 5 Documents

Mr. Title

First Name

Last Name

Gender

Date of birth

City

Nationality

ID Type

ID Number

Home Phone Number

Mobile Number

Email Address

Employment Status

Address

Post Code

City

State

Country

Send Mail To

☐ Home Address ☐ Business Address

[Previous](#) [Next](#)

- Employment Details

Subscribe Membership

- 1 Profile Details
- 2 Employment Details
- 3 Membership
- 4 Education Details
- 5 Documents

Company

Company Registration No.

Job Title

Job Code

Industry Code

Company Size by number of employees

Head of Department's Name

Designation

Number of Years Experience as Internal Auditors

Number of Internal audit(s) in the company

Business Phone

Fax

Company Email Address

Address

Postcode

City

State

Country

Company HR / Training Person Incharge

Full Name

Designation

Email Address

Office Number

Mobile Number

[Update E-Invoicing Info](#)

[Previous](#) [Next](#)

Employment Details Successfully
Updated

OK

• E-invoice Details

Subscribe Membership

1. Profile Details
2. Employment Details
3. Membership
4. Education Details
5. Documents

Company
BA MALAYSIA

Company Registration No.
199401024059

Job Title
FINANCE EXECUTIVE

Company Email Address
aminul@liam.com.my

Address
Menara Bangkok Bank

Postcode
58200

Update E-Invoicing Info

E-INVOICE INFORMATION

As part of the Inland Revenue Board of Malaysia's (IRBM) digitalization efforts, e-invoicing has been implemented since 1 July 2025. To support this, we will be collecting the necessary additional information.

Full Name
Muhammad Aminul Afif Jamzaman

IC Number
001220060035

Address
MENARA BANGKOK BANK

City
MENARA BANGKOK BANK

State
W.P KUALA LUMPUR

PostCode
58200

Country
MALAYSIA

Phone Number
189069862

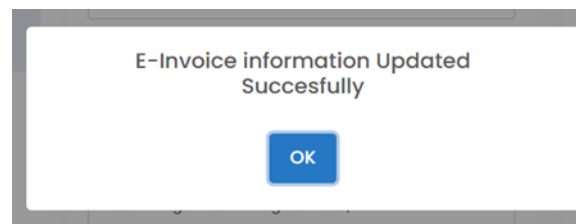
Email Address
aminul@liam.com.my

Tax Identification Number (TIN No)
IG50372149020

ⓘ A TIN number can be retrieved from mytax.hasil.gov.my

Note: To request the e-invoice, kindly email liam-einvoice@liam.com.my

Submit Cancel



• Choose Membership Category & Payment (Key in Promo code if any)

Subscribe Membership

1. Profile Details
2. Employment Details
3. Membership
4. Education Details
5. Documents

Type of Individual Membership *
Professional

Type of Payment Mode *
EPF

Individual Membership Summary :

Description	Amount
Registration Fee Professional	RM100.00
Subscription Fee	RM675.00
Discount	-RM275.00
Total :	RM 0.00

Apply Promo Code

Promo Code
100%discount

Clear

ⓘ Promo code applied successfully and you have get a discount of RM 275.00

Previous Next

- Educations Details

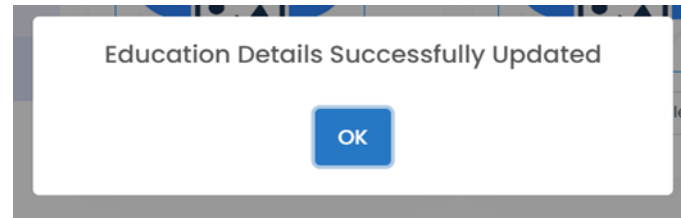
Subscribe Membership

1 Profile Details
2 Employment Details
3 Membership
4 Education Details
5 Documents

College / University
University of Cambridge
Qualification
Phd
Professional Qualification
Certified Public Accountant

Field of Study
Accounting and Corporate Finance
Year Obtained
5

Previous Next



- Upload Documents (Copy of IC, Copy of Certificate with CTC and Employment Letter with Company Letterhead)

Subscribe Membership

1 Profile Details
2 Employment Details
3 Membership
4 Education Details
5 Documents

Identity Card / Passport *

Choose File sign up profile.pdf

Educational Certificates *

Choose File sign up profile.pdf

Company Authorisation Letter *

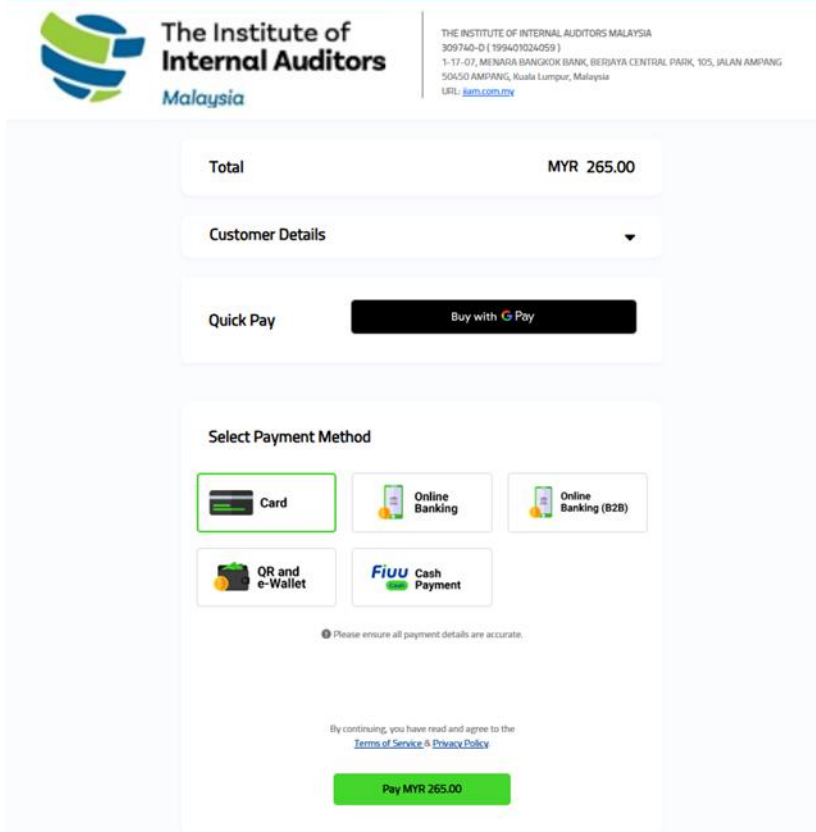
Choose File sign up profile.pdf

Previous Finish

2. Once you have filled in all the required fields, click the '**Finish**' button. If you need to make any updates before submitting, click the '**Previous**' button to return to the previous page.

Previous Finish

3. Once you click the '**Finish**' button, you will be redirected to the payment section to complete the payment.



The Institute of Internal Auditors Malaysia

THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA
309740-D (19940102A059)
1-17-07, MENARA BANGKOK BANK, BERJAYA CENTRAL PARK, 105, JALAN AMPANG
50450 AMPANG, Kuala Lumpur, Malaysia
URL: iam.com.my

Total MYR 265.00

Customer Details ▼

Quick Pay Buy with G Pay

Select Payment Method

Card Online Banking Online Banking (B2B)

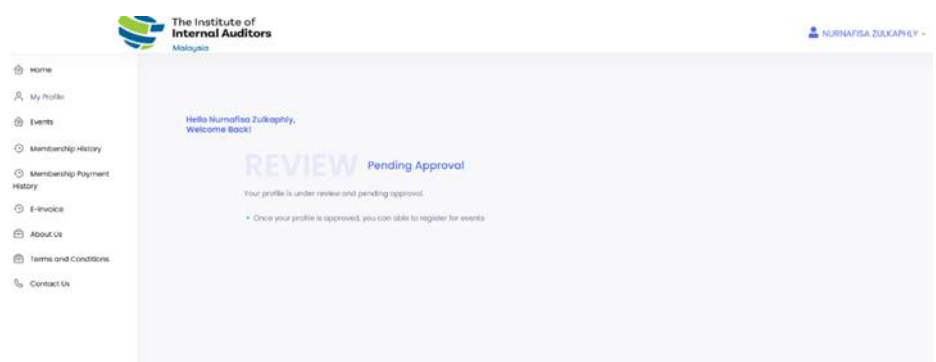
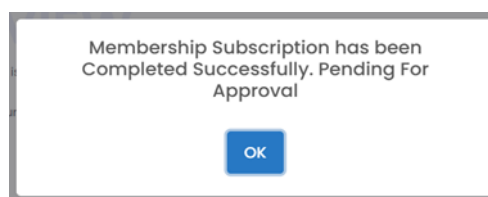
QR and e-Wallet Fiuu Cash Payment

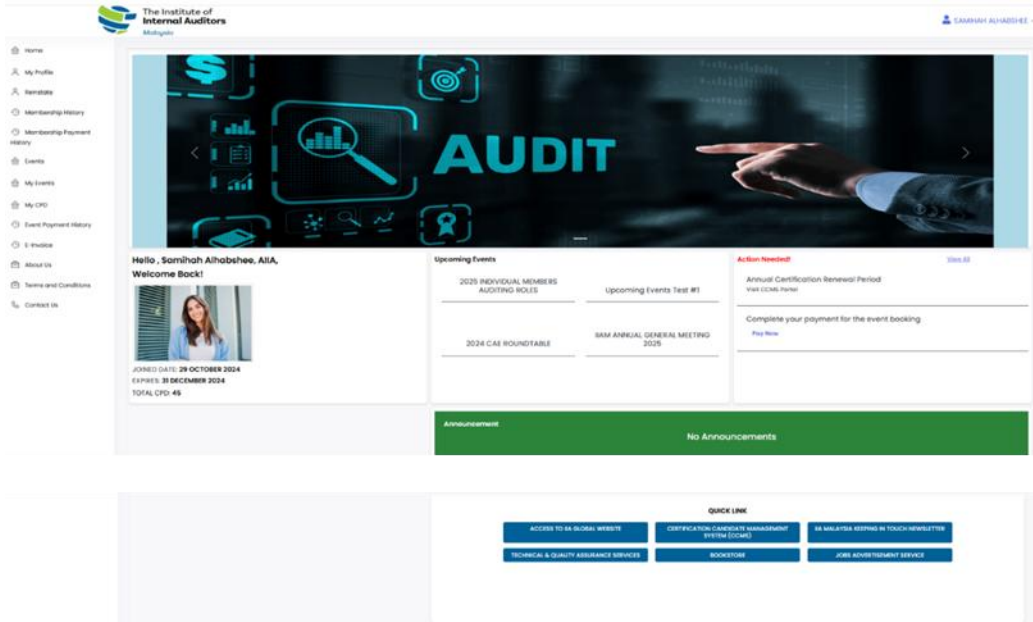
Please ensure all payment details are accurate.

By continuing, you have read and agree to the [Terms of Service & Privacy Policy](#)

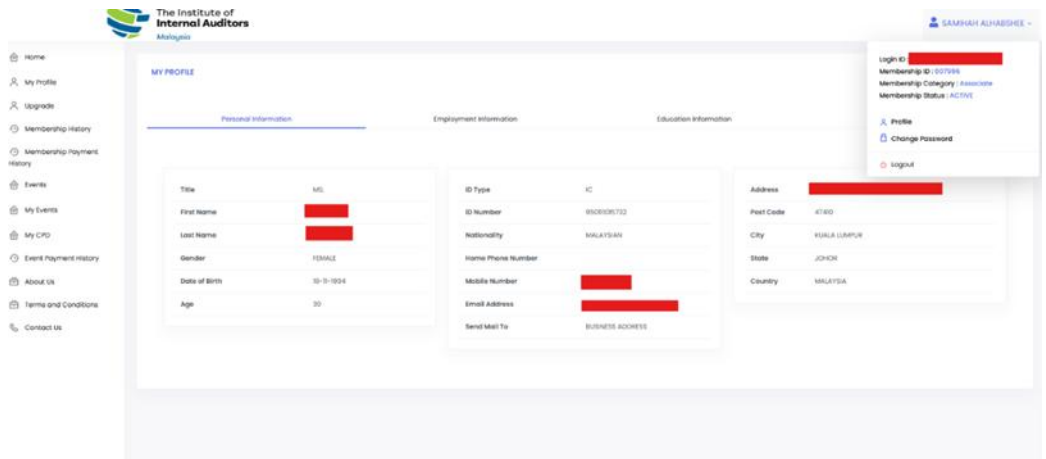
Pay MYR 265.00

- After successfully completing the payment, your application will be marked as pending approval.



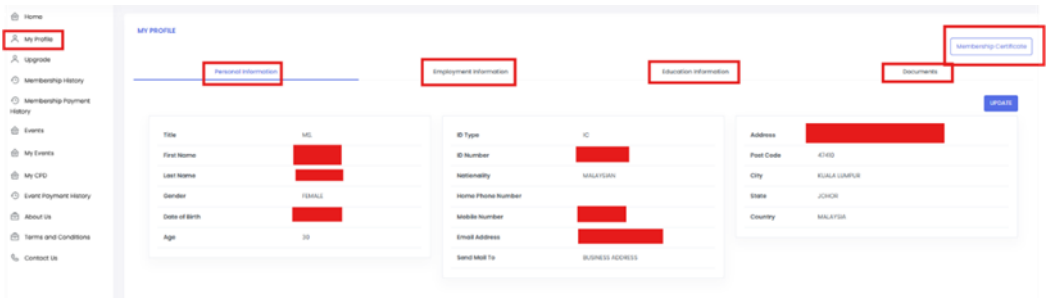
E. Application Approved/Active member	Upon approval of your application or if you are an active member, you will gain full access to all features. • Home • My Profile • Upgrade/Renew • Membership History • Membership Payment History • Events • My Events • My CPD • Events Payment History • Download Membership and Event E-Certificate a. Home View. After logging in, the user lands on the Home page. This page works as a dashboard that summarises the user's membership status, upcoming activities, and any actions you need to take. b. Welcome & Membership Summary (Left Panel) Below the banner, on the left side, a welcome box shows: • A greeting like "Hello, [User Name], Welcome Back!" • The user's profile photo • Membership details such as: ○ Joined date ○ Expiry date ○ Total CPD hours recorded 
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- c. On the top right, you can see **name/profile menu** (with a small user icon). If you click your name, you will see your login ID, Membership No, Membership Category, Global Account Number (GAN) and Membership Status.



d. My Profile

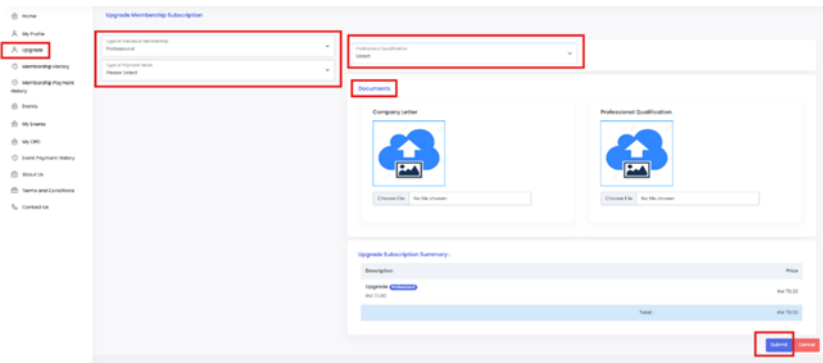
- All the details entered by the Member will be displayed.
- Under this section, you can update your Personal, Business, Education Information download membership certificate and upload profile photo, **except for your Name, Identification Number, Email Address, and Date of Birth.**

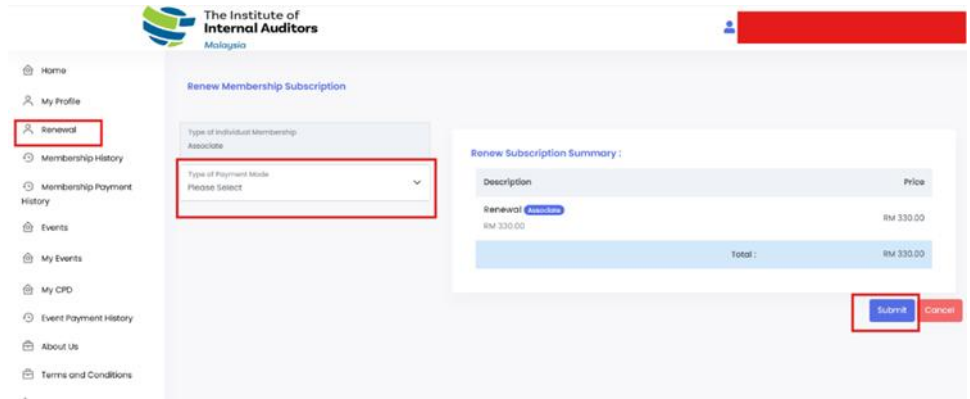
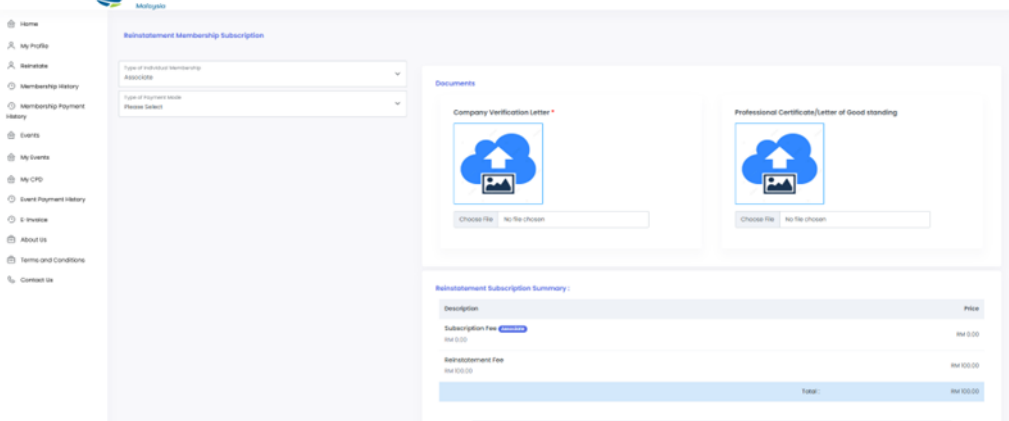
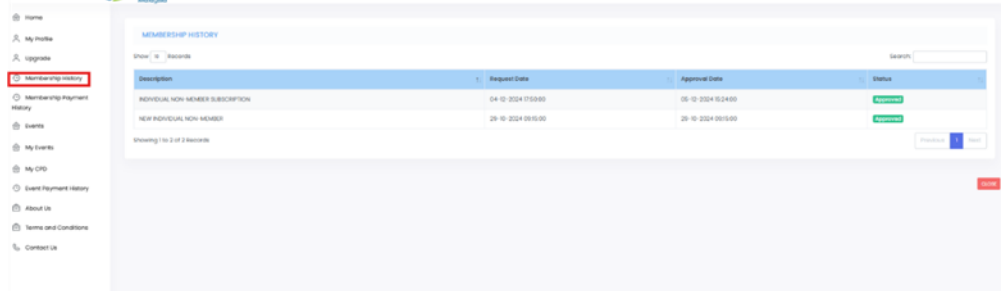


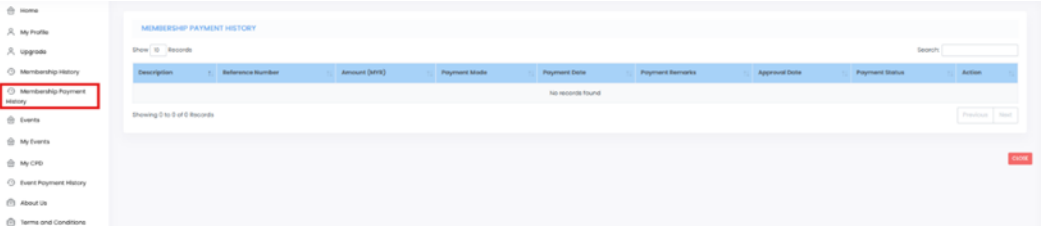
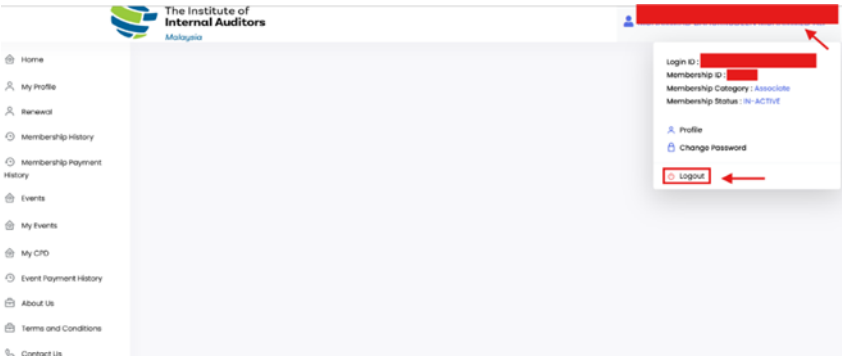
F. Upgrading Membership from Associate to Professional

Click Upgrade button and you will redirect to the Upgrade Membership Page.

- Upload **company letter** and **certification** (required).
- Select **payment method** and submit.
- You will be redirected to the payment section to complete the payment.



G. Renewal Process	Click Renewal button and you will redirect to the Renew Membership Page. - Select payment method and submit. - You will be redirected to the payment section to complete the payment. 
H. Re-Instatement Process	- Kindly email to MMS-Support@iiam.com.my to request the activation link. - Click Re-instatement button and you will redirected to the Re-instatement Membership Page. - Upload company letter and certification (<i>certification is optional for Associate</i>) (required). - Select payment method and submit. - You will be redirected to the payment section to complete the payment. - Once your re-instatement application is approved, you will have full access to member portal (<i>refer Section A, item D</i>). 
I. Membership History	This section displays a log of all membership actions performed on this profile, including the Description, Request Date, Approval Date, and Status of each request. 

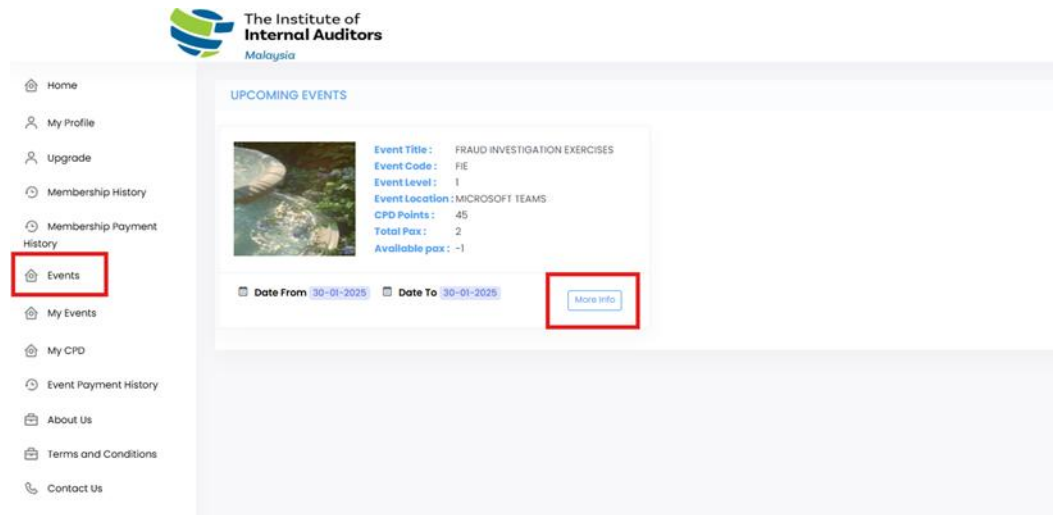
J. Membership Payment History	This section displays all membership-related payments, including subscriptions, upgrades, pending payments, and other transactions. 
K. Logout Button	Click "Logout" in the top-right corner. 

Section B - Event

A. Viewing Upcoming Events

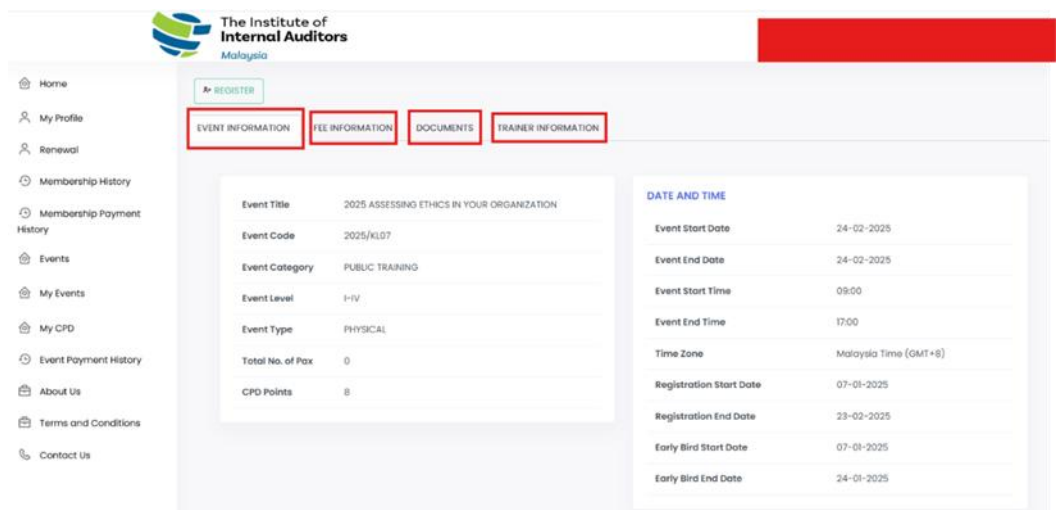
This section displays all the upcoming events organised by IIA Malaysia.

1. Click "**Events**" in the menu.



2. Click "**More Info**" to view:

- Event information
- Fee information
- Documents: Event Brochure
- Trainer information



B. Register Event

1. Click the "Register" button

The screenshot shows the user portal interface. On the left is a sidebar menu with options: Home, My Profile, Renewal, Membership History, Membership Payment History, and Events. The main content area has a header with the Institute of Internal Auditors Malaysia logo and a red 'REGISTER' button highlighted with a red box. Below the header, there are tabs for EVENT INFORMATION, FEE INFORMATION, DOCUMENTS, and TRAINER INFORMATION. The EVENT INFORMATION tab is active, showing details for the event '2025 ASSESSING ETHICS IN YOUR ORGANIZATION' with Event Code '2025/KL07' and Event Category 'PUBLIC TRAINING'. To the right, under 'DATE AND TIME', the Event Start Date and Event End Date are both '24-02-2025'.

2. You will be redirected to the Event Registration page.

The screenshot shows the 'EVENT REGISTRATION' page. The sidebar menu is the same as in the previous screenshot. The main content area has a header with the Institute of Internal Auditors Malaysia logo and a user profile icon labeled 'MUHAMMA'. Below the header, there is a red box around the 'EVENT REGISTRATION' link. The main content area displays 'Event Details' in a table:

Event Name	2025 ASSESSING ETHICS IN YOUR ORGANIZATION
Event Code	2025/KL07
Event Category	PUBLIC TRAINING
Event No.	EV000057

3. Select your preferred payment method.

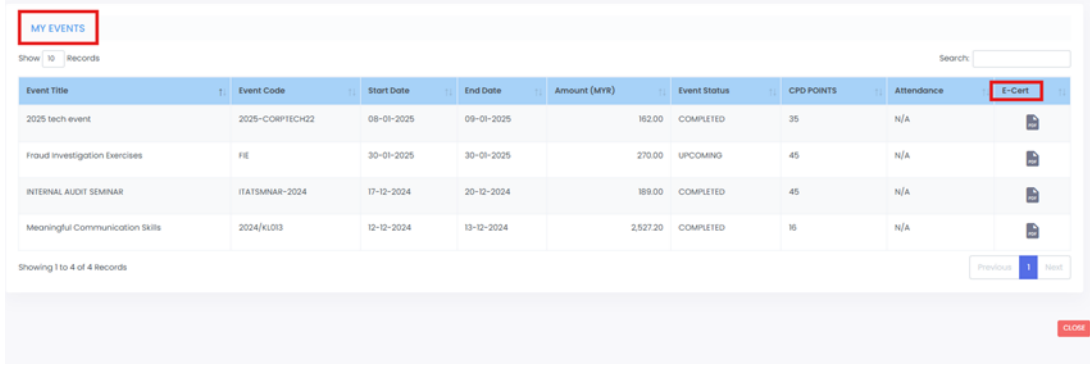
4. Click "Book Now & Pay Later."

The screenshot shows the 'FEE INFORMATION' and 'PAYMENT METHOD' section. The 'FEE INFORMATION' table is as follows:

DESCRIPTION	UNIT PRICE (RM)	DISCOUNT (RM)	TOTAL (RM)
NON-MEMBER'S FEE	2,150.00	215.00	1,935.00
SUB-TOTAL			1,935.00
SST (8%)			154.80
Total			2,089.80

To the right of the table is a 'PAYMENT METHOD' dropdown menu with 'FPX' selected, highlighted by a red box. Below the table, there is a blue bar with the text 'Wait for the Event Confirmation by IIAAM'. At the bottom, there is a green bar with a red box around the 'BOOK NOW AND PAY LATER' button. A 'CLOSE' button is visible in the bottom right corner.

Payment can only be made after the event has been confirmed. An automated confirmation email will be sent to the registered member with instructions to proceed with the payment.

	Your Registration for LET'S LEARN ABC is Confirmed!  noreply@web.iam.com.my To: Membership  This message was sent with High importance.  11:30 AM Dear [REDACTED], Your registration for [LET'S LEARN ABC has been confirmed. For more details, please visit the event page. Thank you. ACTION REQUIRED! Payment Needed for Confirmed Event – LET'S LEARN ABC  noreply@web.iam.com.my To: Membership  This message was sent with High importance.  11:30 AM Dear [REDACTED], Your registration for LET'S LEARN ABC is currently being processed, and you may now proceed with the payment. Please visit the Event Payment History section to complete your payment. Thank you. 5. After the event is confirmed, click on “Event Payment History” to proceed with the payment.
C. My Events	This section displays a list of all training sessions or events that you have attended. You can review past events, access event details, check attendance records and download certificate of attendance. 
D. My CPD	This section tracks your Continuing Professional Development (CPD) activities. It records CPD points earned from attended events or training and helps monitor your progress in fulfilling professional development requirements.

MY CPD

Total CPD : 0

Show 10 Records

Search

Event Title	Event Code	Start Date	End Date	Event Status	CPD POINTS
No records found					

Showing 0 to 0 of 0 Records

PreviousNext

Close

E. Event Payment History

This section provides a record of all payments related to events you have registered for. You can view payment statuses, transaction details, and outstanding payments, if any.

EVENT PAYMENT HISTORY

Show 10 Records

Search

Event Title	Reference Number	Amount(MYR)	Payment Mode	Booking Date	Booking Status	Payment Date	Payment Status	Payment Remarks	Action
2025 tech event	GN75565788	162.00	FPK	1/6/2025 6:00:20 PM	Pending		PAY NOW		
Fraud Investigation Exercises	GN762370579	270.00	FPK	1/20/2025 2:36:07 PM	Pending		PAY NOW		
INTERNAL AUDIT SEMINAR	GN324303990	889.00	FPK	11/29/2024 9:18:16 AM	Success	11/29/2024 12:03:56 PM	Paid	Payment success	
Meaningful Communication Skills	GN725338039	2,527.20	FPK	11/6/2024 3:06:53 PM	Success		PAY NOW		

Showing 1 to 4 of 4 Records

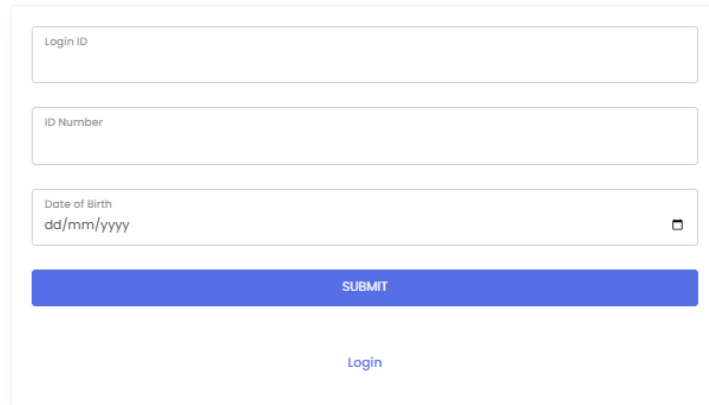
Previous1Next

2. You will be redirected to the **Reset Password** page.

Enter the following details:

- **Login ID (your registered email)** – if you forgot your login ID, kindly contact MMS-Support@iiam.com.my
- **ID Number**
- **Date of Birth**

Reset Password



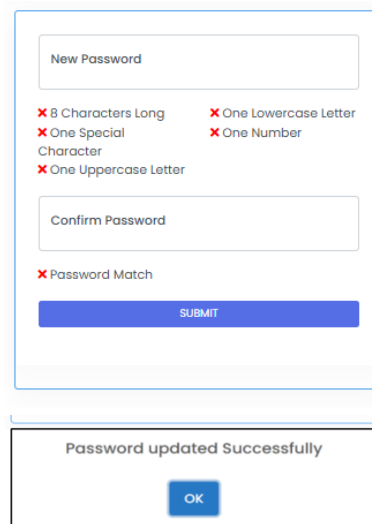
The form contains three input fields: 'Login ID', 'ID Number', and 'Date of Birth' (with a date picker icon). Below the fields is a blue 'SUBMIT' button and a 'Login' link.

3. Click **Submit**.

4. A **temporary password** will be sent to your email.

We have received a request to reset your password. If you did not make this request, please disregard this email. Otherwise, you can reset your password using the following temporary password: **383373**. If you require further assistance, please contact our customer support team. Thank You.

5. Use the temporary password to log in and then set a **new password** and submit. *Your new password cannot be the same as any of your last five passwords.*



The form has two input fields: 'New Password' and 'Confirm Password'. Between them are password requirements: 8 Characters Long, One Special Character, One Uppercase Letter, One Lowercase Letter, and One Number. Below the fields is a 'SUBMIT' button. A success message 'Password updated Successfully' with an 'OK' button is shown below the form.