



THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA

USER MANUAL: STUDENT MEMBER PORTAL

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Member Portal: Student

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Overview

The IIAM Member Portal is designed for both student members 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

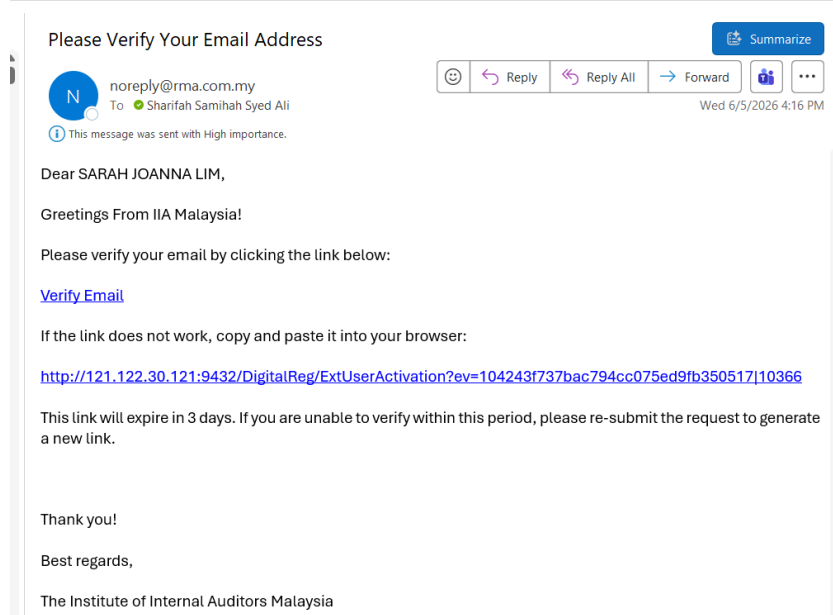
Description	URL
IIA Malaysia Website	https://iiam.com.my/
IIA Malaysia Member Portal	https://member.iiam.com.my/
IIA Global Website	https://www.theiia.org/
Certification Candidate Management System (CCMS)	https://ccms.theiia.org/
IIA Global Internal Auditor Publication	https://internalauditor.theiia.org/
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

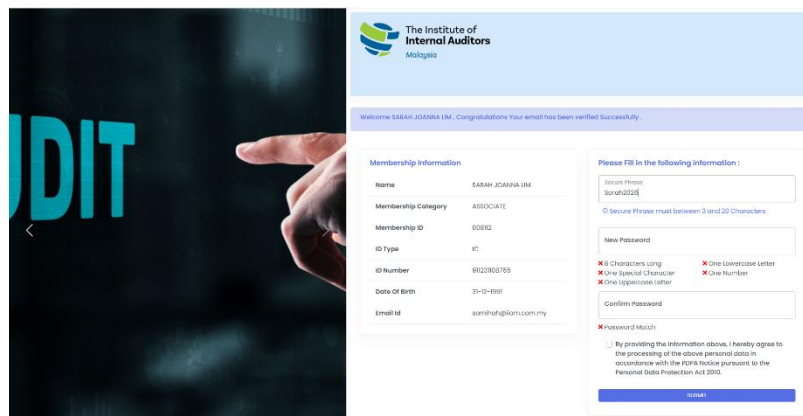
Access to Member Portal Go to <https://member.iiam.com.my/> and log in using your IIAM credentials.

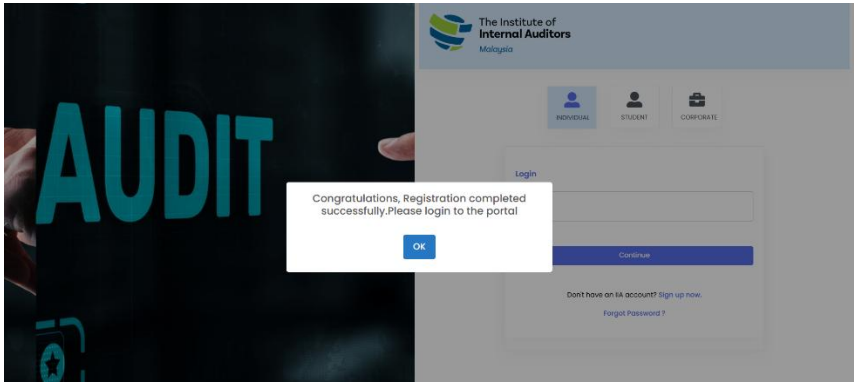
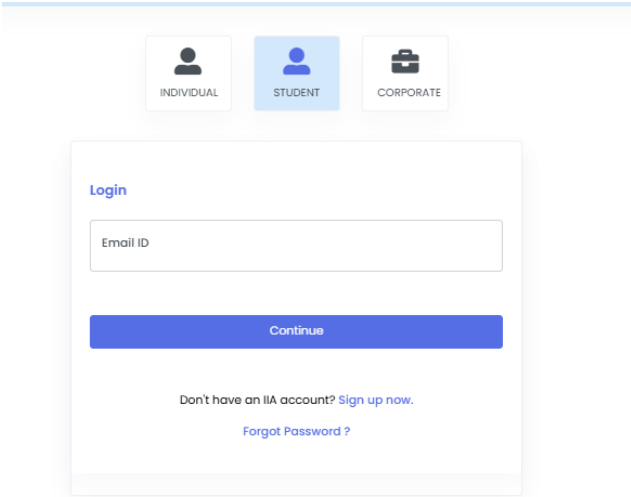
A. Existing Member

- 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.

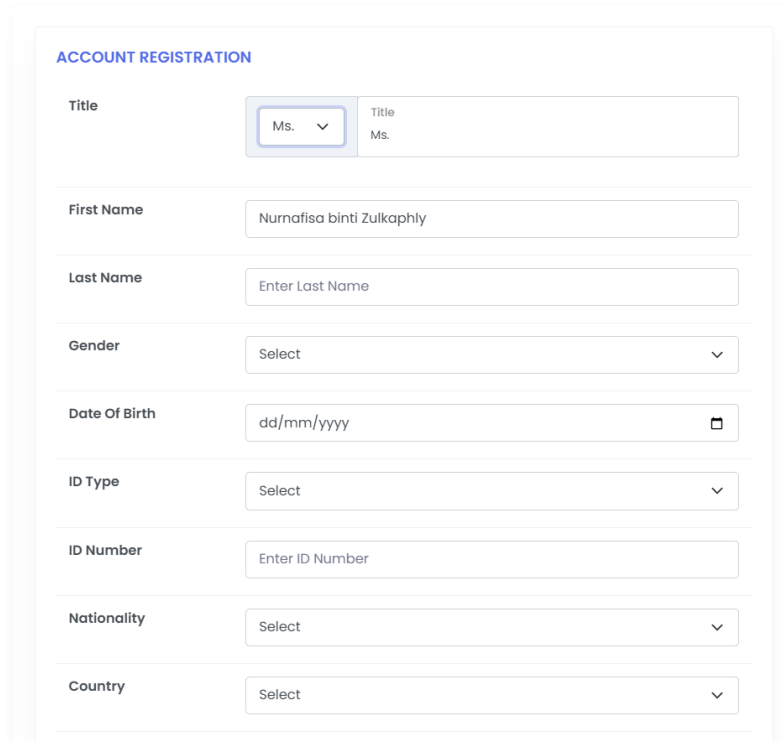


- The system will guide you to create a secure phrase and password.



	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 Student 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 & Last Name • 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: Ms. [v] Title: Ms.

First Name: Nurnafisa binti Zulkaphly

Last Name: Enter Last Name

Gender: Select [v]

Date Of Birth: dd/mm/yyyy [calendar icon]

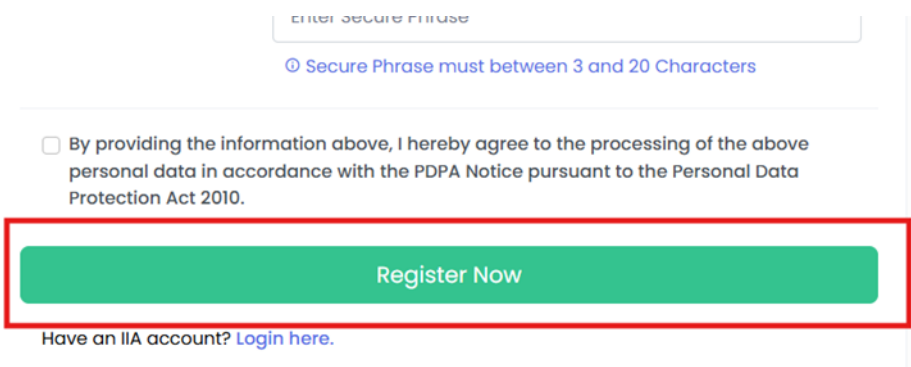
ID Type: Select [v]

ID Number: Enter ID Number

Nationality: Select [v]

Country: Select [v]

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



Enter Secure Phrase

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

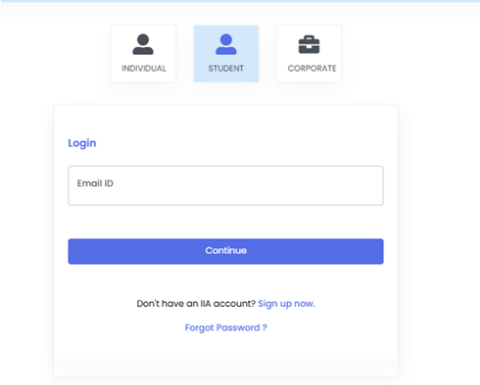
Have an IIA account? [Login here.](#)

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=60357a3430f4291b3f0a2302d492eea6 10120 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.
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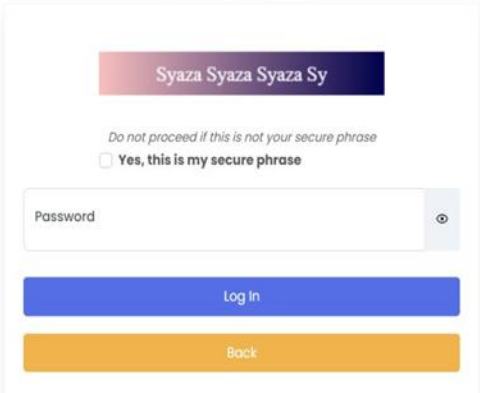
C. Login Process

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



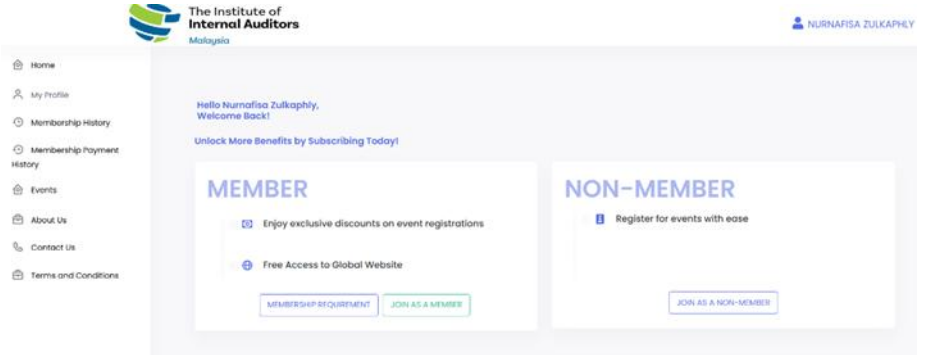
2. Check the **Secure Phrase** displayed:

- 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**.



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

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



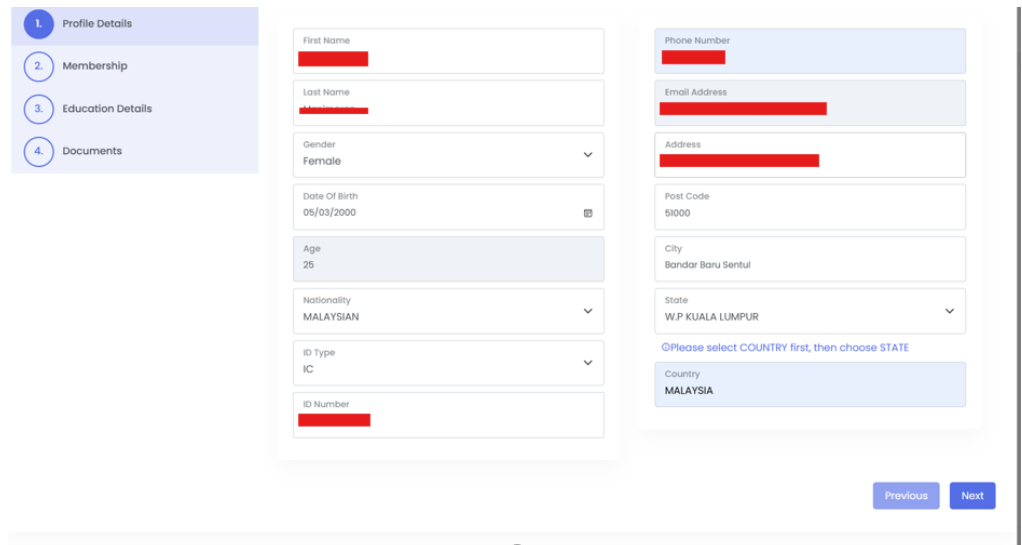
5. Currently, you will have view-only access.

- **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 Member' button. A pop-up form will appear, requiring you to enter the following details:

- Profile Details

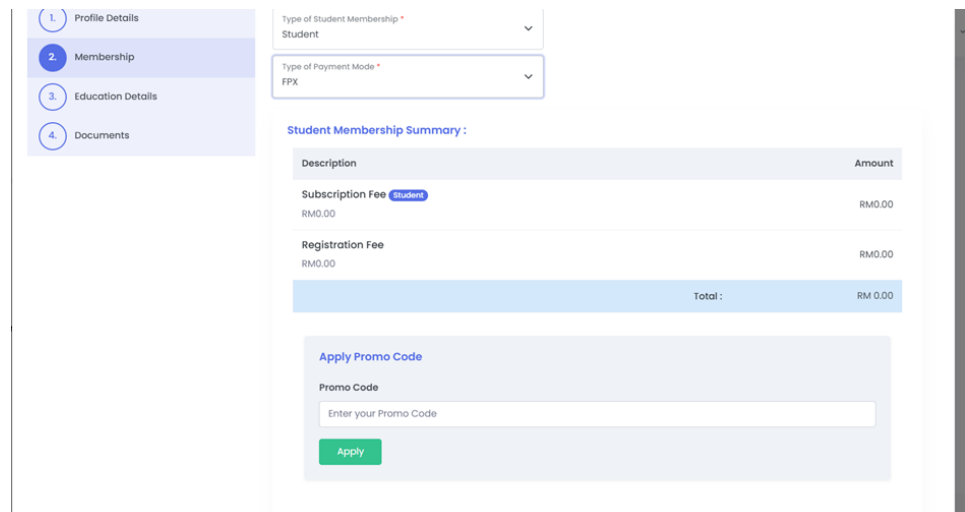


The screenshot shows a multi-step form for joining as a member. The first step, 'Profile Details', is highlighted in the left sidebar. The form fields are as follows:

Field	Value
First Name	[Redacted]
Last Name	[Redacted]
Gender	Female
Date Of Birth	05/03/2000
Age	25
Nationality	MALAYSIAN
ID Type	IC
ID Number	[Redacted]
Phone Number	[Redacted]
Email Address	[Redacted]
Address	[Redacted]
Post Code	51000
City	Bandar Baru Sentul
State	W.P. KUALA LUMPUR
Country	MALAYSIA

Navigation buttons: Previous, Next

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



The screenshot shows the second step of the form, 'Membership'. The left sidebar highlights this step. The form fields are as follows:

Field	Value
Type of Student Membership	Student
Type of Payment Mode	FPX

Student Membership Summary :

Description	Amount
Subscription Fee Student	RM0.00
Registration Fee	RM0.00
Total :	RM 0.00

Apply Promo Code

Promo Code

Enter your Promo Code

Apply

- Educations Details

Subscribe Membership

1 Profile Details

2 Membership

3 Education Details

4 Documents

College / University
Universiti Kebangsaan Malaysia (UKM)

Student ID
A71250

Qualification
Bachelor

Field of Study
Anthropology & Sociology

Current Year Level
3

Expected Graduation Year
2026

Expected Graduation Month
October

Address
Ungkungan Ilmu Bangi

Post Code
43600

City
Bangi

State
SELANGOR

Country
MALAYSIA

Update E-Invoicing Info

Verification / Reference (Lecturer/Faculty)

Name

Verification / Reference (Lecturer/Faculty)

Name
Dunatul

Position
Senior Executive, Membership

Faculty
Accounting

Mobile Number
023456789

Email Address
dunatul@iizam.com.my

Previous

Next

Education Details Successfully Updated

OK

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@iizam.com.my

Address
Menara Bangkok Bank

Postcode
58200

Update E-Invoicing Info

E-INVOICE INFORMATION

Full Name
Muhammad Amirul Afif Jamzaman

IC Number
90220900025

Address
MENARA BANGKOK BANK

City
MENARA BANGKOK BANK

State
W.P. KUALA LUMPUR

Postcode
58200

Country
MALAYSIA

Phone Number
98909882

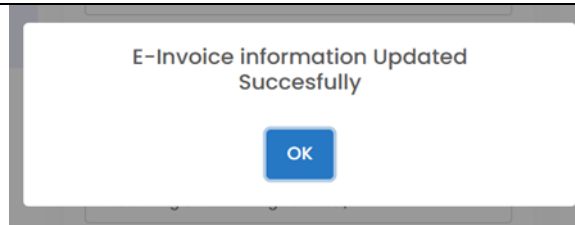
Email Address
aminul@iizam.com.my

Tax Identification Number (TIN No)
K96037249220

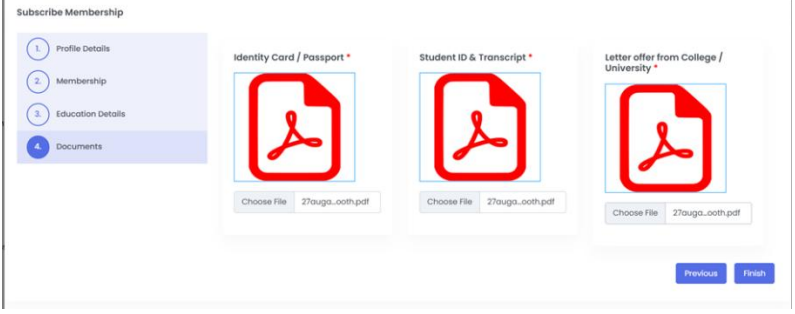
Note to request the e-invoice, kindly email iizam-einvoicing@iizam.com.my

Submit

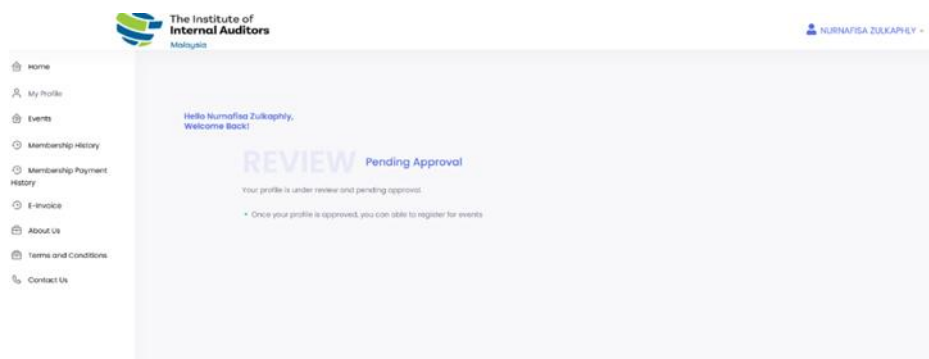
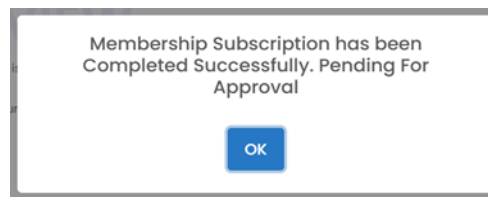
Cancel



- Upload Documents (Copy of IC, student ID & transcript and Letter offer from College or University)



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.



**E. Application
Approved/Active
member**

Upon approval of your application or if you are 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

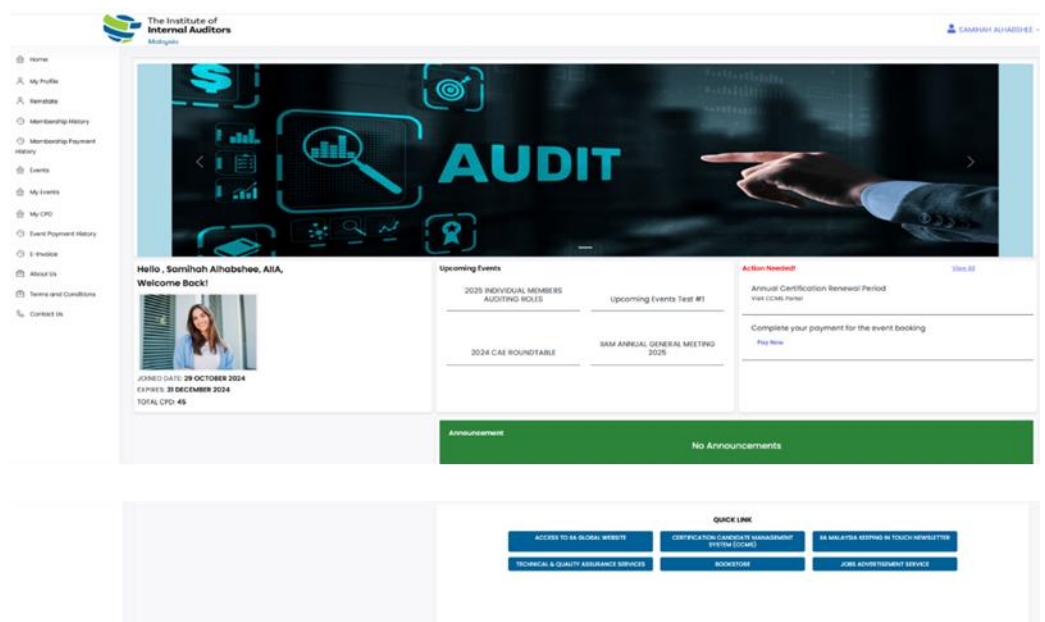
a. Home View.

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 they need to take.

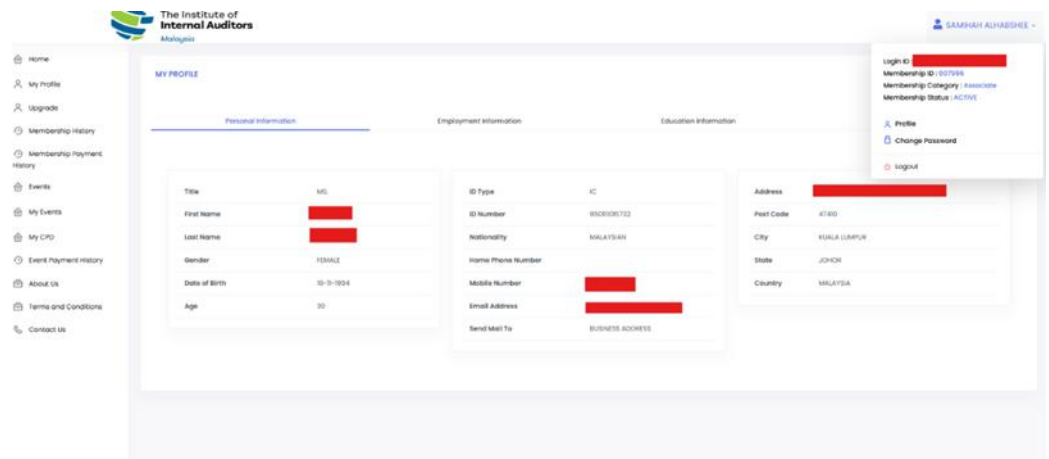
b. Welcome & Membership Summary (Left Panel)

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



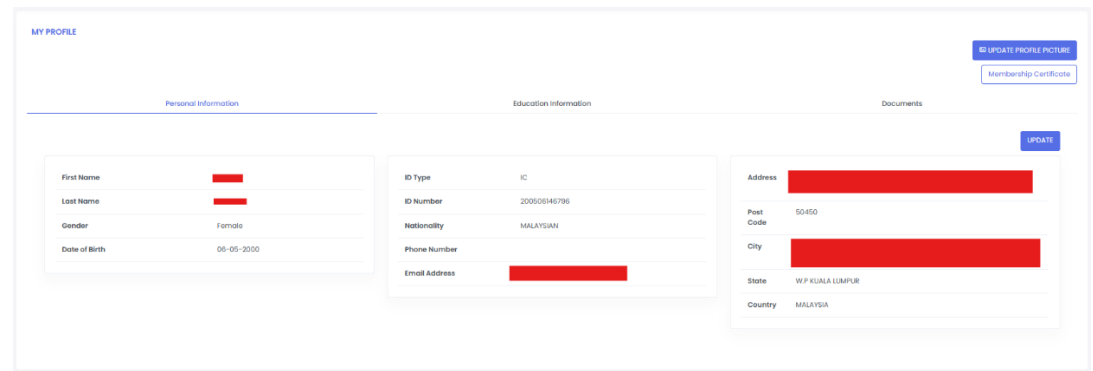
- c. On the top right, the user can see their **name/profile menu** (with a small user icon). If they click their name they will see their login ID, Membership No, Membership Category, Global Account Number (GAN) and Membership Status.



The screenshot shows the 'MY PROFILE' page with three tabs: Personal Information, Employment Information, and Education Information. The Personal Information tab is active, displaying fields for Title (MS), First Name, Last Name, Gender (FEMALE), Date of Birth (10-10-1994), and Age (30). The Employment Information tab shows ID Type (IC), ID Number (9508108722), Nationality (MALAYSIAN), Home Phone Number, Mobile Number, Email Address, and Send Mail To (BUSINESS ADDRESS). The Education Information tab shows Address, Post Code (47400), City (KUALA LUMPUR), State (JOHOR), and Country (MALAYSIA). A dropdown menu is open for the user 'SAMAH ALHABIBEE' showing options like Profile, Change Password, and Logout.

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**.



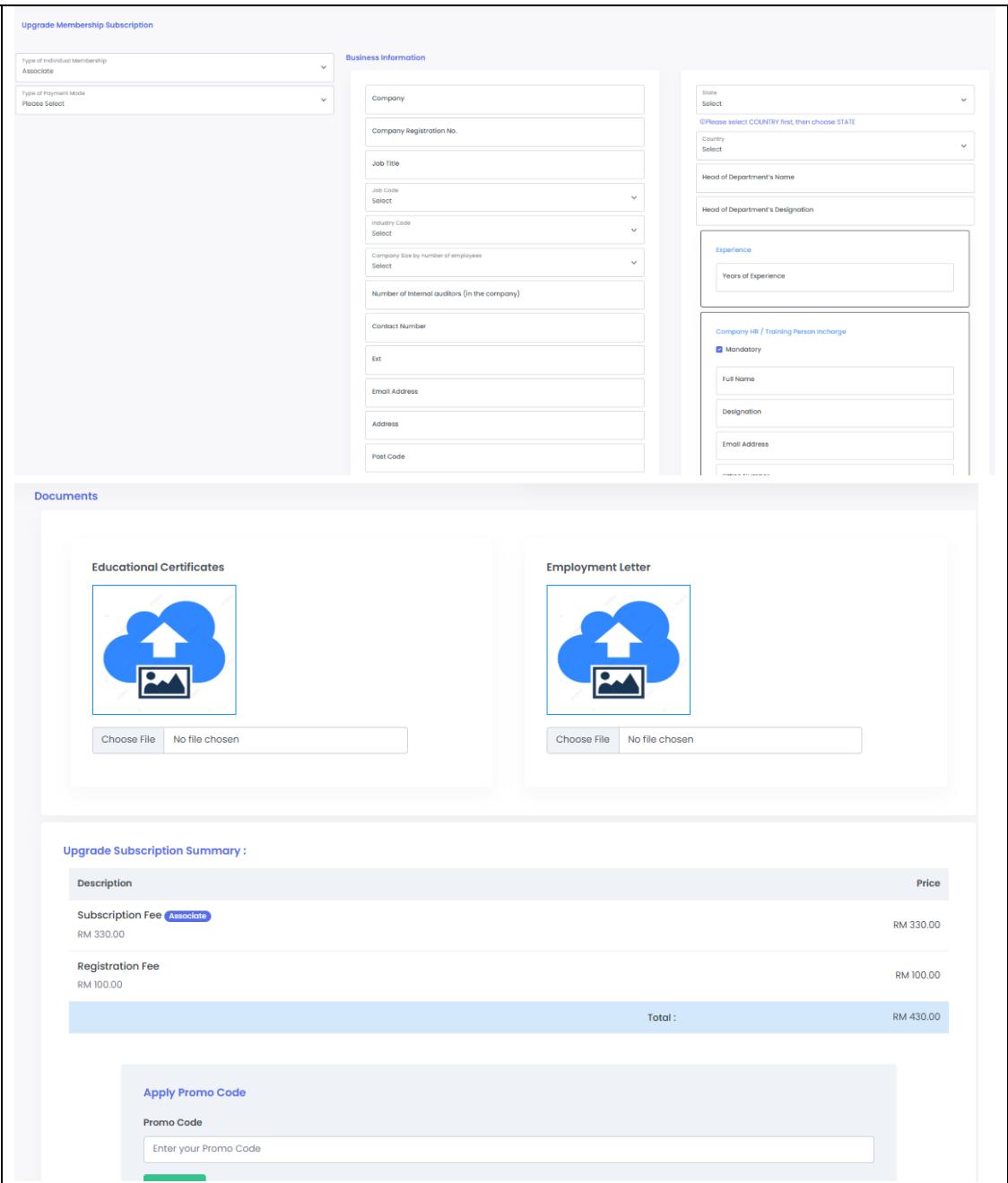
The screenshot shows the 'MY PROFILE' page with three tabs: Personal Information, Education Information, and Documents. The Personal Information tab is active, displaying fields for First Name, Last Name, Gender (Female), and Date of Birth (06-05-2000). The Education Information tab shows ID Type (IC), ID Number (200600146796), Nationality (MALAYSIAN), Phone Number, and Email Address. The Documents tab shows Address, Post Code (50450), City, State (WP KUALA LUMPUR), and Country (MALAYSIA). A button labeled 'UPDATE PROFILE PICTURE' is visible in the top right corner.

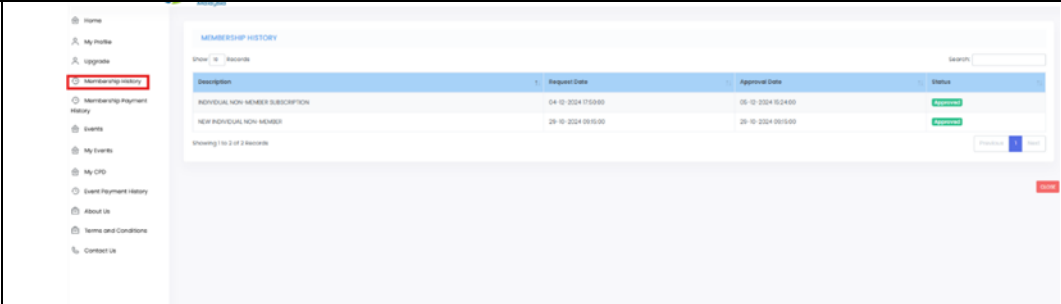
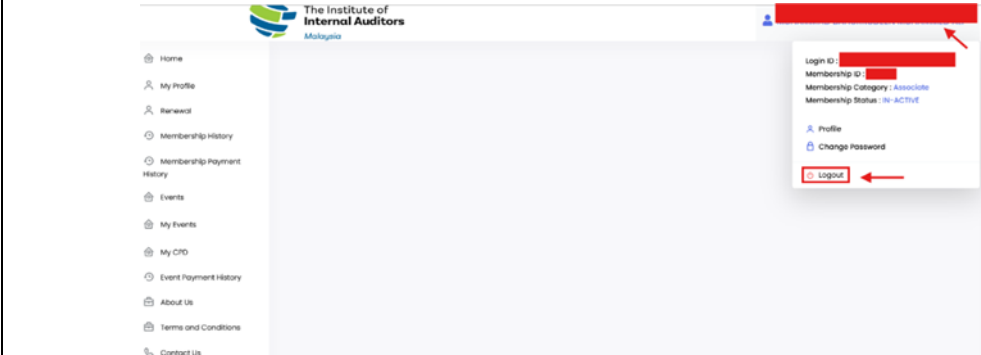
F. Upgrading Membership from Student to Associate

Student member should upgrade your membership to Associate member once you graduate and not allowed to use Student membership.

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

- Key in Business Information
- Upload **company letter** and **educational certificates** are required.
- Select **payment method** and submit.
- You will be redirect to the payment section to complete the payment.

	 Upgrade Membership Subscription Type of Individual Membership: Associate Type of Payment Mode: Please Select Business Information Company: Company Registration No.: Job Title: Job Code: Industry Code: Company Size (by number of employees): Number of Internal auditors (in the company): Contact Number: Ext: Email Address: Address: Post Code: State: Country: Head of Department's Name: Head of Department's Designation: Experience: Years of Experience: Documents Educational Certificates Choose File No file chosen Employment Letter Choose File No file chosen Upgrade Subscription Summary : <table border="1"> <thead> <tr> <th>Description</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>Subscription Fee Associate</td> <td>RM 330.00</td> </tr> <tr> <td>Registration Fee</td> <td>RM 100.00</td> </tr> <tr> <td>Total :</td> <td>RM 430.00</td> </tr> </tbody> </table> Apply Promo Code Promo Code: Enter your Promo Code	Description	Price	Subscription Fee Associate	RM 330.00	Registration Fee	RM 100.00	Total :	RM 430.00
Description	Price								
Subscription Fee Associate	RM 330.00								
Registration Fee	RM 100.00								
Total :	RM 430.00								
G. Renewal Process	- Active student members must re-verify their eligibility every year with the Institute to maintain their student's membership status. - Membership department will email to re-verify your student status. - Upon verification, IIA Malaysia admin will activate your membership.								
H. Re-Instatement Process	Kindly email to MMS-Support@iiam.com.my to request the activation link.								
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.								

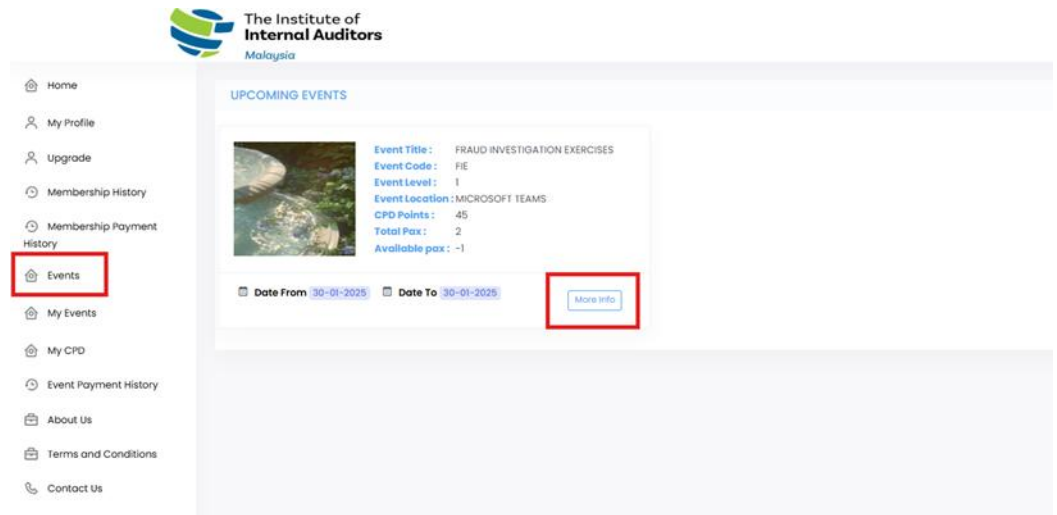
	
J. Membership Payment History	This section displays all membership-related payments, including subscriptions, upgrades, pending payments, and other transactions. 
K. Logout Button	Click "Logout" in the top-right corner. 

Section B - Event

A. Viewing Upcoming Events

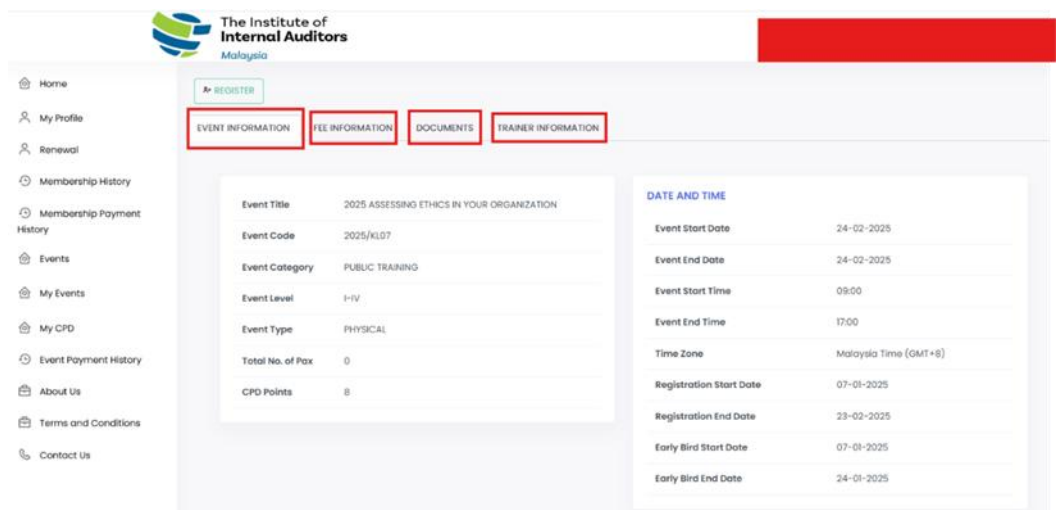
This section displays all the upcoming events organised by IIA Malaysia.

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



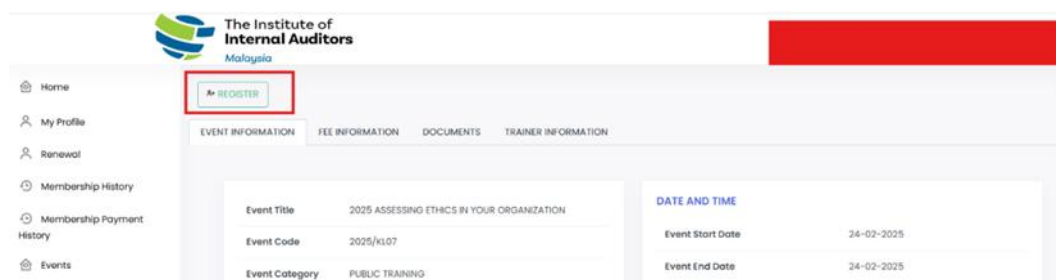
2. Click "**More Info**" to view:

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



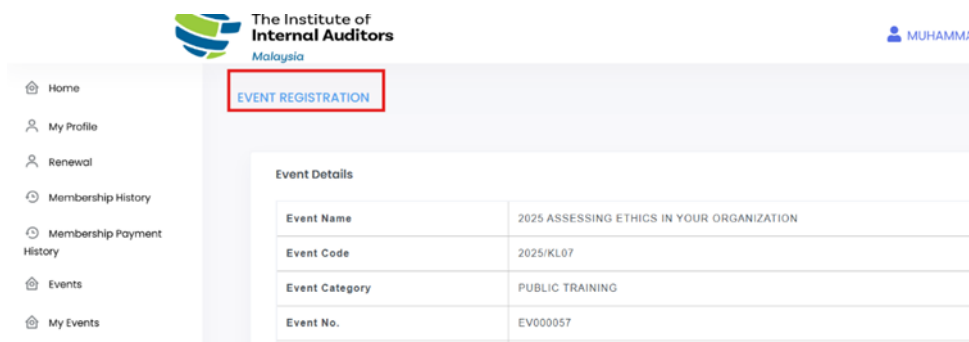
B. Register Event

1. Click the "Register" button



The screenshot shows the Student Member Portal interface. The 'REGISTER' button is highlighted with a red box. The page displays event information for '2025 ASSESSING ETHICS IN YOUR ORGANIZATION' with event code '2025/KL07' and category 'PUBLIC TRAINING'. The event dates are 24-02-2025.

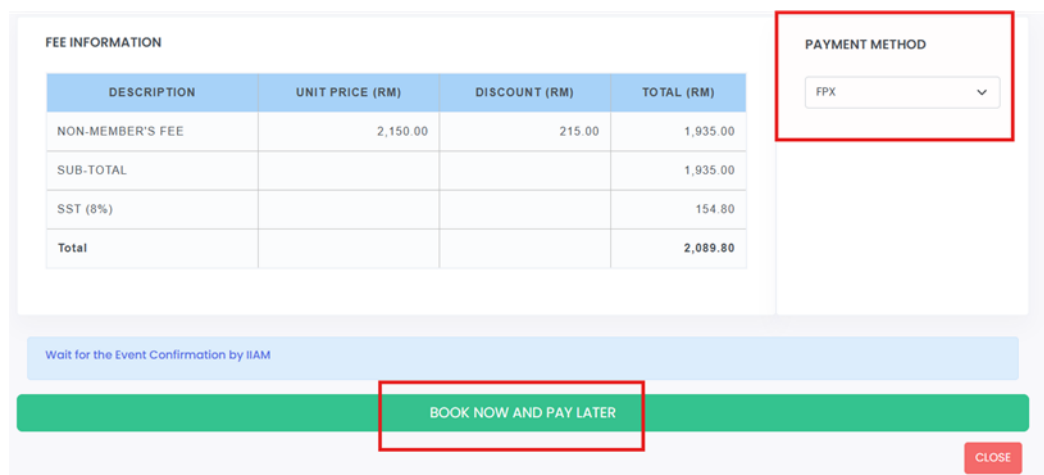
2. You will be redirected to the Event Registration page.



The screenshot shows the Event Registration page. The 'EVENT REGISTRATION' button is highlighted with a red box. The page displays event details for '2025 ASSESSING ETHICS IN YOUR ORGANIZATION' with event code '2025/KL07' and category 'PUBLIC TRAINING'. The event number is 'EV000057'.

3. Select your preferred payment method.

4. Click "Book Now & Pay Later."



The screenshot shows the Fee Information and Payment Method section. The 'BOOK NOW AND PAY LATER' button is highlighted with a red box. The page displays a table of fees and a payment method dropdown menu.

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

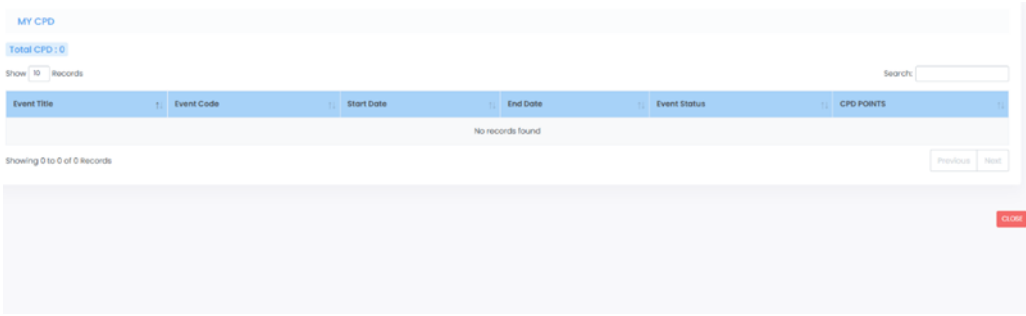
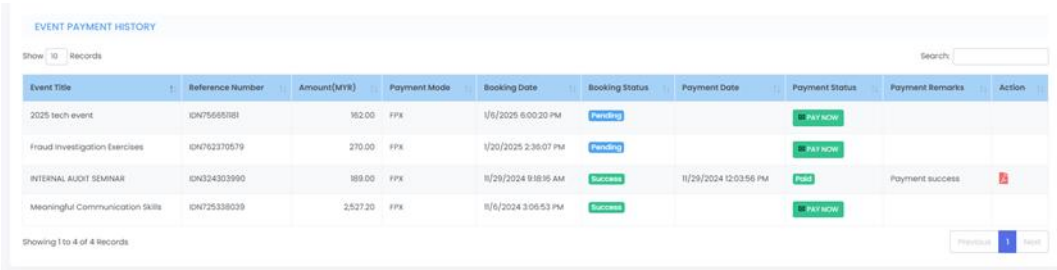
The Payment Method dropdown menu is set to 'FPX'.

Wait for the Event Confirmation by IIAAM

BOOK NOW AND PAY LATER

CLOSE

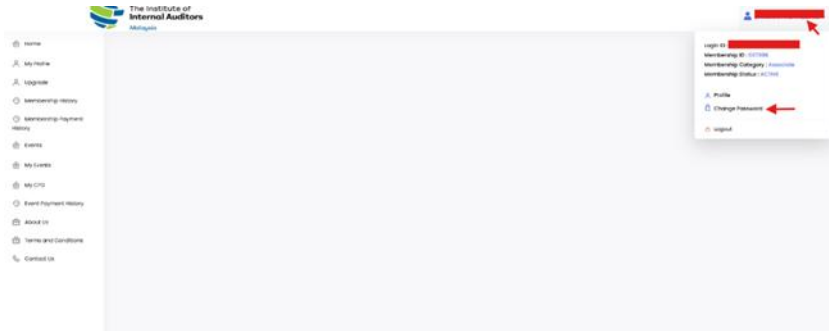
Payment can only be made after the event has been confirmed. An automated confirmation email will be sent to the registered member with instructions to proceed with the payment.

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. 
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. 

Section C – Password

A. Change Password

1. Click on your name at the top right corner.
2. Select **"Change Password."**



3. You will be redirected to the **Change Password** page.

CHANGE PASSWORD

LOGIN ID: XXXXXXXXXX

✖ 8 Characters Long
✖ One Lowercase Letter

✖ One Special Character
✖ One Number

✖ One Uppercase Letter

✖ Password Match

SUBMIT

4. Enter your **new password** and confirm it. *Your new password cannot be the same as any of your last five passwords.*
5. Click Submit.

B. Forgot Password

If you forget your password:

1. Click Individual Icon and **"Forgot Password"** on the login page.

INDIVIDUAL

STUDENT

CORPORATE

Login

Continue

Don't have an IIA account? [Sign up now.](#)

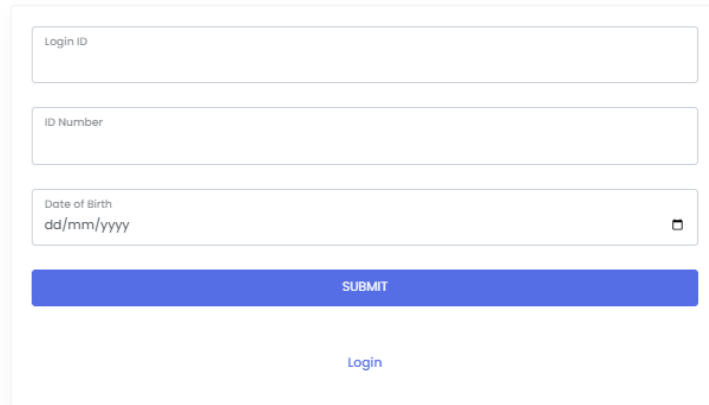
Forgot Password ?

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



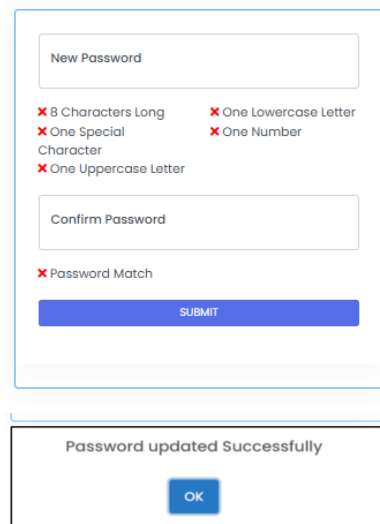
The screenshot shows a 'Reset Password' form with three input fields: 'Login ID', 'ID Number', and 'Date of Birth' (with a date picker icon). Below the fields is a blue 'SUBMIT' button and a 'Login' link.

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 screenshot shows a 'New Password' form with two input fields: 'New Password' and 'Confirm Password'. Below the fields are validation messages: '8 Characters Long', 'One Special Character', 'One Uppercase Letter', 'One Lowercase Letter', and 'One Number'. A blue 'SUBMIT' button is at the bottom. Below the form is a success message: 'Password updated Successfully' with an 'OK' button.