



The Institute of
Internal Auditors
Malaysia

THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA

Frequently Asked Questions (FAQ)

A. General

1. *What is the IIA Malaysia Membership Portal?*

The IIA Malaysia Membership Portal is an online platform that enables members, students, corporate organisations, and event participants to manage membership-related matters conveniently.

Members may:

- Apply for membership
- Renew or reinstate membership
- Upgrade membership category
- Register for events and training
- Track CPD/CPE records
- Download certificates and receipts
- Update profile information

2. *Who can access the portal?*

The portal is available for:

- Individual Members
- Student Members
- Corporate Members
- Non-members registering for events

3. *How do I access the portal?*

The portal may be accessed via: <https://member.iiam.com.my>

4. *Is the portal accessible on mobile devices?*

Yes. The portal is mobile-responsive and accessible via desktop, tablet, and mobile devices.

5. *Which browsers are recommended?*

For optimal performance, users are encouraged to use the latest version of:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari

B. Registration & Login

1. *How do I create a new account?*

Users may create an account by selecting the relevant membership category and clicking “Sign Up Now” on the portal login page.

A verification email will be sent upon successful registration.

2. *What are the password requirements?*

Passwords must:

- Contain at least eight (8) characters
- Include at least:
 - One uppercase letter
 - One lowercase letter
 - One number
 - One special character

3. *What is a Secure Phrase?*

The Secure Phrase is an additional security feature displayed during login verification to help users confirm the authenticity of the portal login page.

4. *I did not receive the verification email. What should I do?*

Users are advised to:

- Check the spam or junk folder
- Ensure the registered email address is correct
- Add IIA Malaysia email addresses to the safe sender list

If the issue persists, please contact MMS-Support@iiam.com.my.

5. *I forgot my password. How can I reset it?*

Users may click “Forgot Password” on the login page and follow the instructions provided.

A temporary password will be sent to the registered email address.

6. *Existing members cannot access the portal. What should I do?*

Existing members may email MMS-Support@iiam.com.my to request an account activation link.

C. Membership Application

1. How do I apply for membership?

Applicants may apply online through the Membership Portal by completing the required application details, uploading supporting documents, and making payment.

2. What documents are required for membership application?

Supporting documents vary according to membership category and may include:

- Identification document (IC/Passport)
- Academic certificates
- Employment letter
- Student verification documents
- Company registration documents

3. How long does membership approval take?

Approval timelines are subject to successful payment verification and submission of complete supporting documents.

4. Can promo codes be used during registration or renewal?

Yes. Promo codes may be applied during membership registration, renewal, or event registration where applicable.

D. Membership Renewal & Reinstatement

1. How do I renew my membership?

Members may renew their membership online through the portal before the membership expiry date.

2. How do I reinstate an expired membership?

Members with expired memberships may apply for reinstatement through the portal after requesting an activation link from IIA Malaysia.

Additional supporting documents may be required.

3. Can I upgrade my membership category?

Yes. Eligible members may upgrade their membership category by submitting the required supporting documents and payment.

4. Do student members need annual verification?

Yes. Student members are required to re-verify their student status annually to maintain eligibility.

E. Corporate Membership

1. *Can corporate members manage nominees and sponsored individuals?*

Yes. Corporate members may manage:

- Nominees
- Audit Committee Members
- Sponsored Individuals

Subject to IIA Malaysia's membership policies.

2. *Can sponsored individuals retain their membership after leaving the company?*

Yes. Sponsored individuals may retain their membership independently after leaving the sponsoring organisation.

3. *Can corporate members request quotations for training programmes?*

Yes. Corporate members may request quotations through the portal during the event registration process.

4. *Can nominees be changed anytime?*

Nominee replacement is subject to IIA Malaysia's corporate membership policies and renewal cycle requirements.

5. *Who is the Super Admin for Corporate Membership?*

The registered corporate representative during account registration will be designated as the Super Admin.

6. *Can sponsored individuals enjoy member rates for events?*

Yes. Sponsored individuals under approved corporate memberships are generally entitled to member rates.

F. Membership Status & Eligibility

1. What does “Pending Approval” mean?

This status indicates that the application or payment is currently under review by IIA Malaysia.

2. What does “Inactive” or “Expired” membership mean?

Inactive or expired memberships indicate that renewal or reinstatement is required before full member access can be restored.

3. What membership categories are available?

IIA Malaysia offers several membership categories, including:

- Student
- Associate
- Professional
- Corporate

Additional categories may be introduced from time to time.

4. Can non-Malaysians apply for membership?

Yes. International applicants may apply subject to eligibility requirements.

G. Certificates & Downloads

1. How do I download my membership certificate?

Membership certificates may be downloaded through the “My Profile” section.

2. Why is my attendance certificate unavailable?

Attendance certificates will only be available after attendance verification and programme completion.

3. Can certificates be reissued?

Certificate reissuance requests are subject to verification by IIA Malaysia.

H. Profile Management

1. Can members update their profile information?

Yes. Members may update selected personal, employment, education, and contact information through the portal.

2. Which information cannot be updated online?

The following information cannot be updated directly through the portal:

- Name

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- Identification Number
- Date of Birth
- Registered Email Address

I. Events & Training

1. *Can I register for events through the portal?*

Yes. Members and non-members may register for training programmes, conferences, seminars, and webinars through the portal.

2. *How do I make payment for events?*

Payment may only be made after the event registration has been confirmed by IIA Malaysia.

3. *Where can I view my registered events?*

Registered events may be viewed under the “My Events” section in the portal.

4. *How do I access my CPD/CPE records?*

CPD/CPE records are available under the “My CPD” section in the portal.

5. *When can attendance certificates be downloaded?*

Attendance certificates will only be available after:

- Completion of the event; and
- Attendance verification by IIA Malaysia.

6. *Can event registrations be cancelled?*

Cancellation requests are subject to IIA Malaysia’s cancellation and refund policies.

7. *Can participants be replaced for events?*

Participant replacement requests may be considered subject to programme terms and approval.

8. *What happens if an event is postponed or cancelled?*

Registered participants will be notified via email regarding any changes to the programme schedule.

9. *Can non-members attend IIA Malaysia events?*

Yes. Selected programmes may be open to non-members at applicable rates.

J. CPD/CPE

1. *How are CPD/CPE hours recorded?*

CPD/CPE hours earned through IIA Malaysia events will generally be reflected in the portal after attendance verification.

2. *Can external CPD/CPE activities be recorded?*

External CPD/CPE submissions are subject to IIA Malaysia's certification and CPD policies.

3. *What should I do if my CPD/CPE hours are missing?*

Please contact certification@iiam.com.my with the relevant supporting details.

4. *Can CPD/CPE certificates be re-downloaded?*

Yes. Certificates may be downloaded again through the portal, subject to availability.

K. IIA Global & CCMS

1. *What is a Global Account Number (GAN)?*

The Global Account Number (GAN) is a unique identification number assigned by IIA Global.

2. *What is CCMS?*

CCMS refers to the Certification Candidate Management System managed by IIA Global.

3. *Is the Member Portal linked to CCMS?*

The IIA Malaysia Member Portal and CCMS are separate systems with different functions.

4. *Why are my certification records different from CCMS?*

Certification records maintained in CCMS are managed separately by IIA Global.

L. Payments & Receipts

1. What payment methods are available?

Available payment methods may include:

- FPX Online Banking
- Credit/Debit Card
- Bank Transfer
- Corporate payment arrangements

2. How do I upload payment proof?

Payment proof may be uploaded via:

- Membership Payment History; or
- Event Payment History

3. Can invoices and receipts be downloaded?

Yes. Invoices and receipts may be downloaded from the relevant payment history section.

M. E-Invoice & Tax Invoice

1. Where can I request an e-invoice?

You may request an e-invoice by emailing iiam-einvoice@iiam.com.my.

2. Is e-Invoice available for membership and event payments?

Yes. E-Invoice information may be submitted during membership registration, renewal, and event registration processes.

3. Can I update my e-Invoice details?

Yes. Users are encouraged to ensure all e-Invoice information is accurate before submitting payment.

4. What should I do if my Tax Identification Number (TIN) is incorrect?

Please contact the relevant department immediately for assistance before invoice processing.

5. Can I request amendments to an invoice after payment?

Requests for amendments are subject to IIA Malaysia's finance and taxation policies.

N. Refund & Cancellation

1. *Are membership or event fees refundable?*

Refunds are subject to IIA Malaysia's Return and Refund Policy.

2. *How long does refund processing take?*

Refund timelines may vary depending on payment verification and internal processing requirements.

3. *Are administrative charges applicable for refunds?*

Administrative or processing charges may apply where applicable.

O. Governance & Compliance

1. *Is my personal information protected?*

Yes. IIA Malaysia adopts PDPA compliance and appropriate security measures to safeguard user information.

2. *Where can I find the Terms & Conditions and PDPA Notice?*

These documents are available on the IIA Malaysia website and Member Portal.

3. *How can misconduct or unethical behaviour be reported?*

Reports may be submitted in accordance with IIA Malaysia's Whistleblowing Policy.

P. Technical Support

1. *The portal is not functioning properly. What should I do?*

Users are advised to:

- Refresh the browser
- Clear browser cache
- Use another supported browser
- Check internet connectivity

2. *How do I change my registered email address?*

Please contact MMS-Support@iiam.com.my for assistance.

3. *Why was my account locked?*

Accounts may be temporarily locked after multiple unsuccessful login attempts.

4. *Can multiple users share one account?*

No. Each account is intended for use only by the registered user.

5. *Why are document uploads failing?*

Please ensure the document format and file size comply with portal requirements.

6. *Why is payment not reflecting in the portal?*

Payment verification may require processing time.

If the issue persists, please contact the relevant department with payment details.

7. *Who should I contact for assistance?*

Inquiry	Contact
General Matters	general@iiam.com.my
Membership	membership@iiam.com.my
Renewal	renewal@iiam.com.my
Certification & CPE	certification@iiam.com.my
Training	training@iiam.com.my
Conference	conference@iiam.com.my
Technical Guidance	technical@iiam.com.my
MMS Support (Member Portal)	MMS-Support@iiam.com.my

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Q. Important Links

Description	Link
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