

ILMS RETRIEVE AND UPDATE PASSWORD

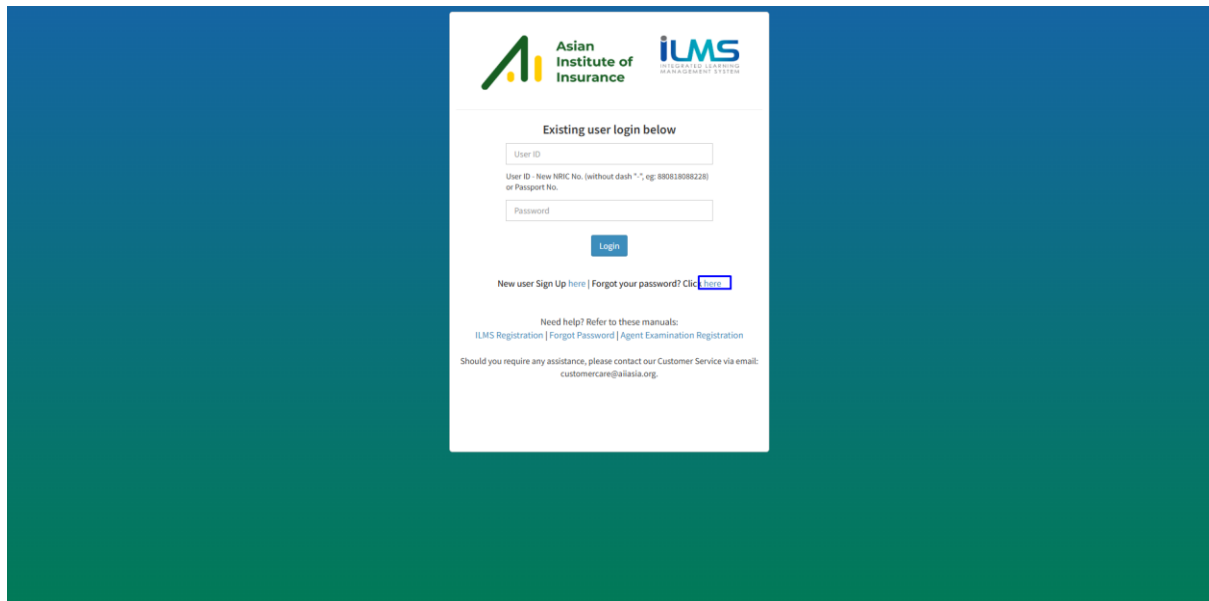
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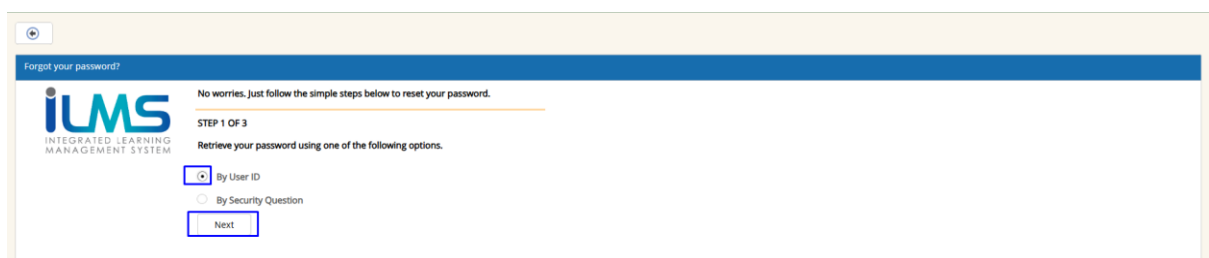
How to Retrieve and Update Password

Retrieve Password

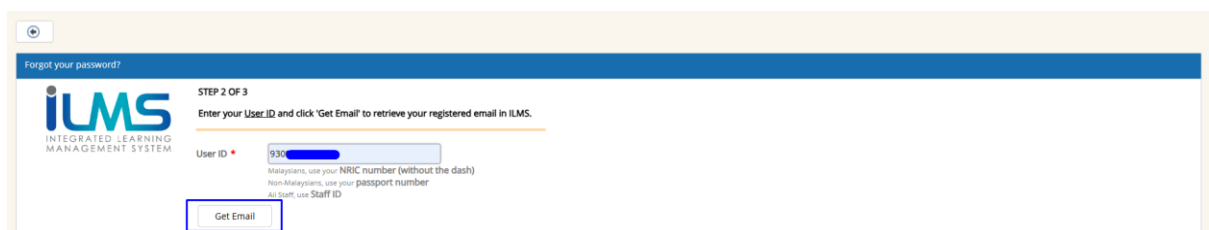
1. Click here hyperlink at Forgot your password? Click here at ILMS Login Page. System will redirect to Step 1 of 3 retrieve password page.



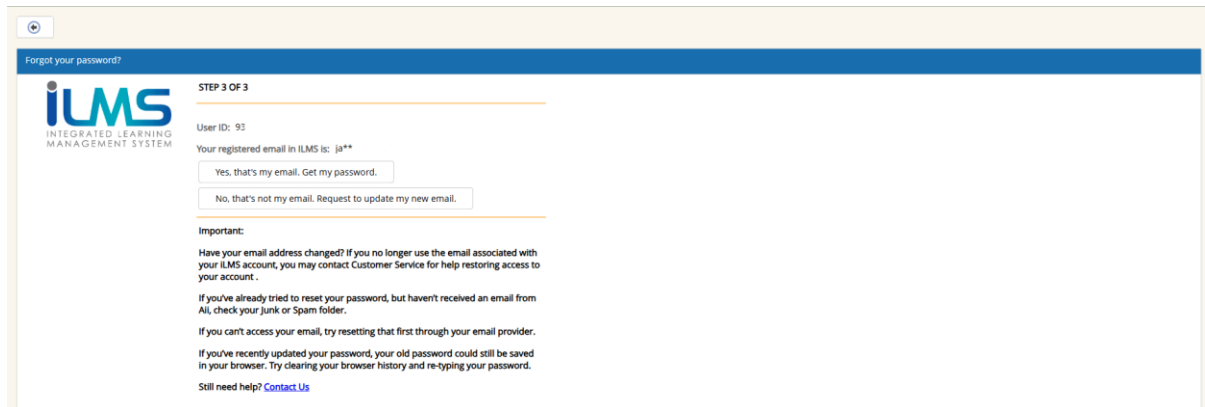
2. You can retrieve your password by using two options, By User ID or By Security Question.
 - a. By User ID function:
 - i. Tick the radio button and click Next button.



- ii. System redirects to Step 2 of 3 retrieve password page. Key in your User ID (NRIC/Passport) and click Get Email button.



- iii. System redirects to Step 3 of 3 retrieve password page. Check email displayed. Click Yes button if the email is correct and No button if the email does not belong to you and you will be redirects to request update email page.



Forgot your password?

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STEP 3 OF 3

User ID: 93

Your registered email in iLMS is: ja**

Important:

Have your email address changed? If you no longer use the email associated with your iLMS account, you may contact Customer Service for help restoring access to your account.

If you've already tried to reset your password, but haven't received an email from Aii, check your Junk or Spam folder.

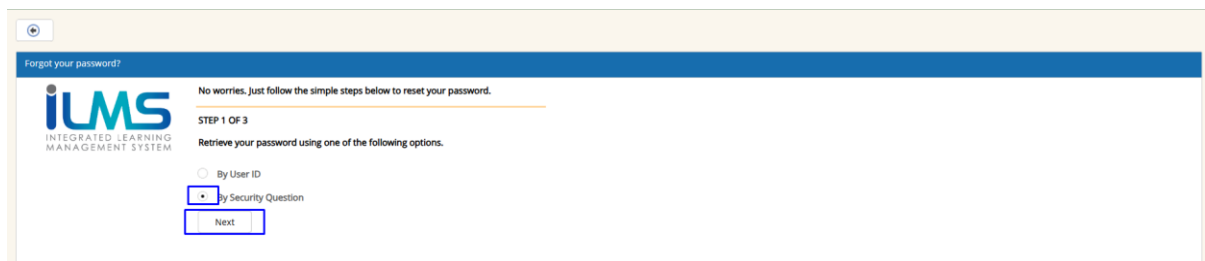
If you can't access your email, try resetting that first through your email provider.

If you've recently updated your password, your old password could still be saved in your browser. Try clearing your browser history and re-typing your password.

Still need help? [Contact Us](#)

- iv. Check your email if you choose Yes, your password details will be given in the email.

- b. By Security Question:
 - i. Tick the radio button and click Next button



Forgot your password?

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No worries, just follow the simple steps below to reset your password.

STEP 1 OF 3

Retrieve your password using one of the following options.

☐ By User ID

☒ By Security Question

- ii. System redirects to Step 2 of 3 retrieve password page. Key in your User ID



Forgot your password?

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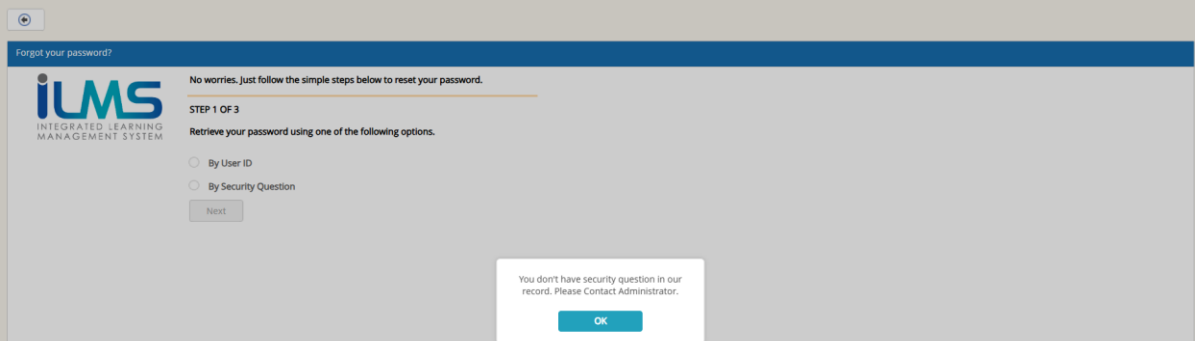
STEP 2 OF 3

Enter your User ID and Security Question and we'll help you get your password.

User ID

Malaysians, use your NRIC number (without the dash) (MyKad).
For Non-Malaysians, Use Passport No.
For Aii Staff, Use Staff ID.

- iii. If you don't have security questions, system will prompt error message.



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No worries, just follow the simple steps below to reset your password.

STEP 1 OF 3

Retrieve your password using one of the following options.

☐ By User ID

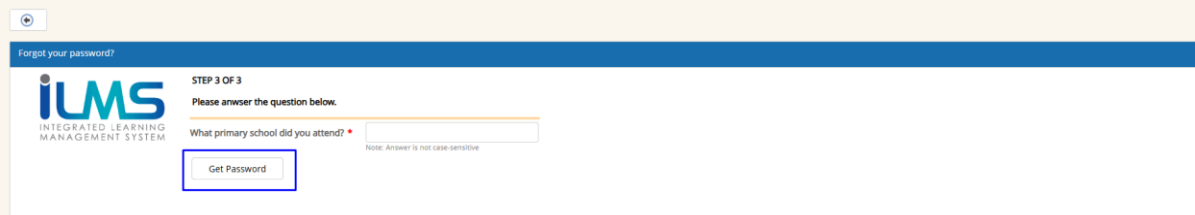
☐ By Security Question

Next

You don't have security question in our record. Please Contact Administrator.

OK

- iv. System redirects to Step 3 of 3 retrieve password function. Key in your answer and click Get Password button.



Forgot your password?

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STEP 3 OF 3

Please answer the question below.

What primary school did you attend? *

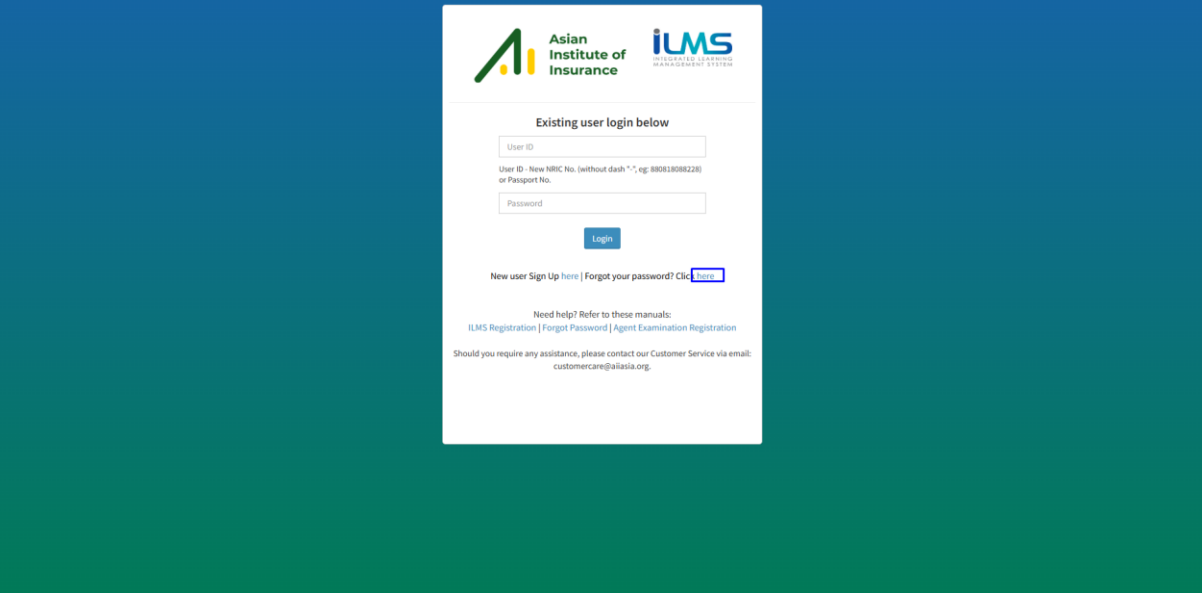
Note: Answer is not case-sensitive

Get Password

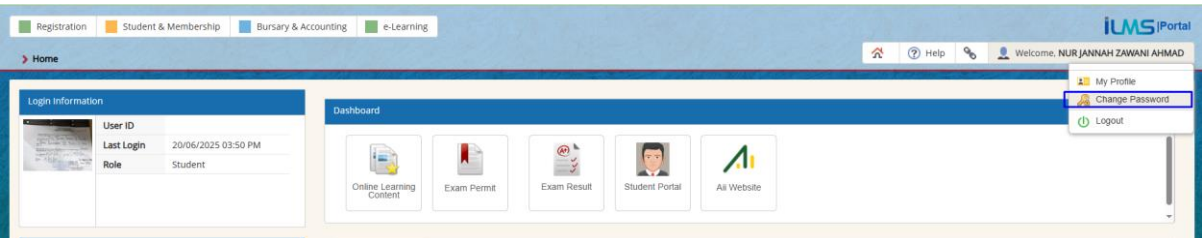
- v. Check your email for your password details.

Update Password

1. Login into ILMS (mii4u.org) using your User ID (NRIC or Passport No).



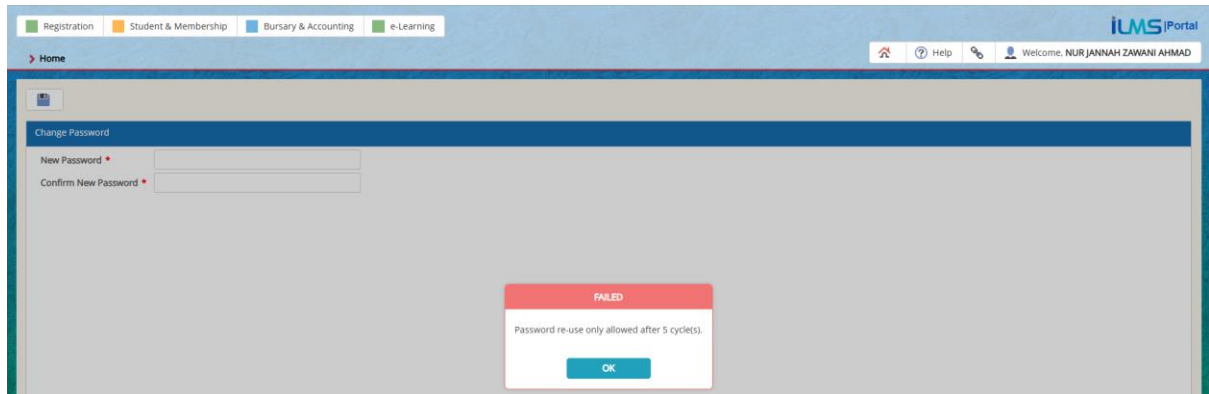
2. System redirects to ILMS Landing page. Hover to your name at top right corner and click Change Password button.



3. System redirects to Change Password page. Key in new password and confirm new password then click Save button.



- System will prompt error message if same password is input as new password. You need to choose different password.



- System will prompt success message once updated.

