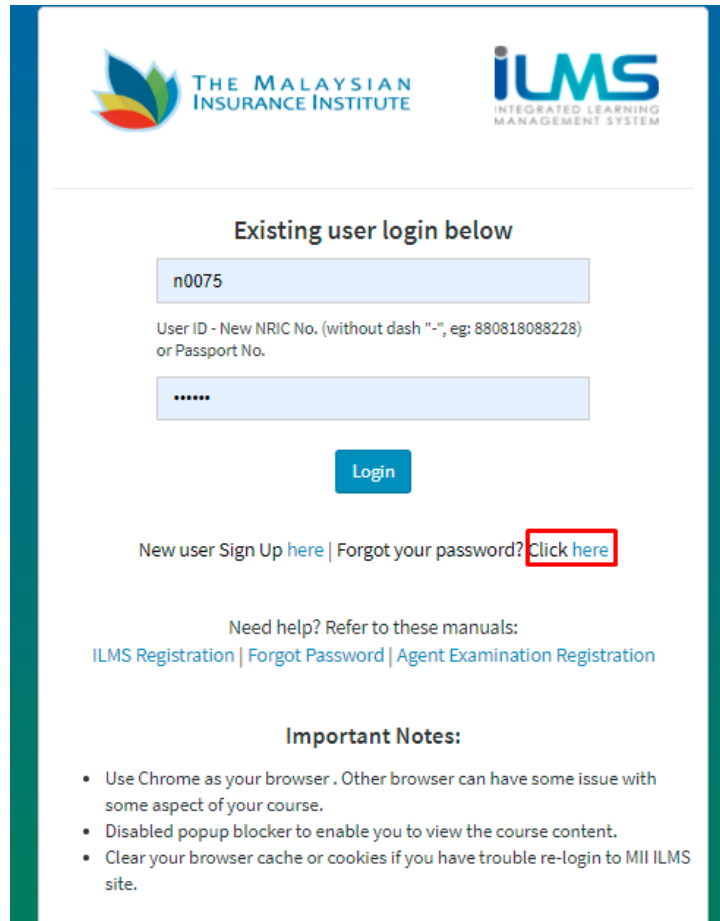


RESET PASSWORD

To access the system, user need to go to iLMS system, <https://www.mii4u.org>.

1. Click here if forgotten password.



Existing user login below

n0075

User ID - New NRIC No. (without dash "-", eg: 880818088228)
or Passport No.

Login

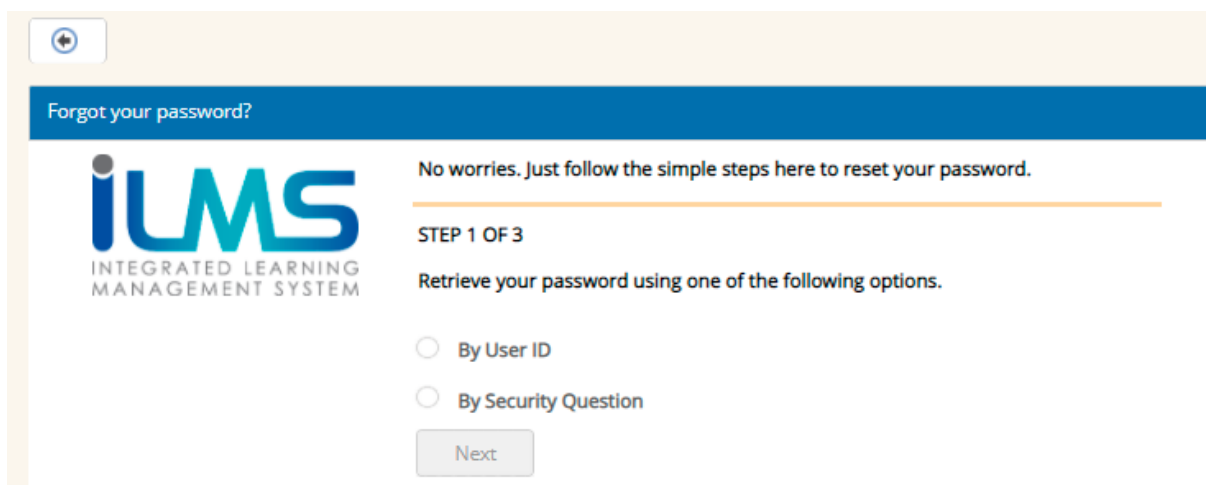
New user Sign Up [here](#) | Forgot your password? [Click here](#)

Need help? Refer to these manuals:
[ILMS Registration](#) | [Forgot Password](#) | [Agent Examination Registration](#)

Important Notes:

- Use Chrome as your browser . Other browser can have some issue with some aspect of your course.
- Disabled popup blocker to enable you to view the course content.
- Clear your browser cache or cookies if you have trouble re-login to MII ILMS site.

2. There will be two options to retrieve password. By User ID and By Security Question.



Forgot your password?

iLMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

No worries. Just follow the simple steps here to reset your password.

STEP 1 OF 3

Retrieve your password using one of the following options.

By User ID

By Security Question

Next

2.1. By User ID



Forgot your password?

ILMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

No worries. Just follow the simple steps here to reset your password.

STEP 1 OF 3

Retrieve your password using one of the following options.

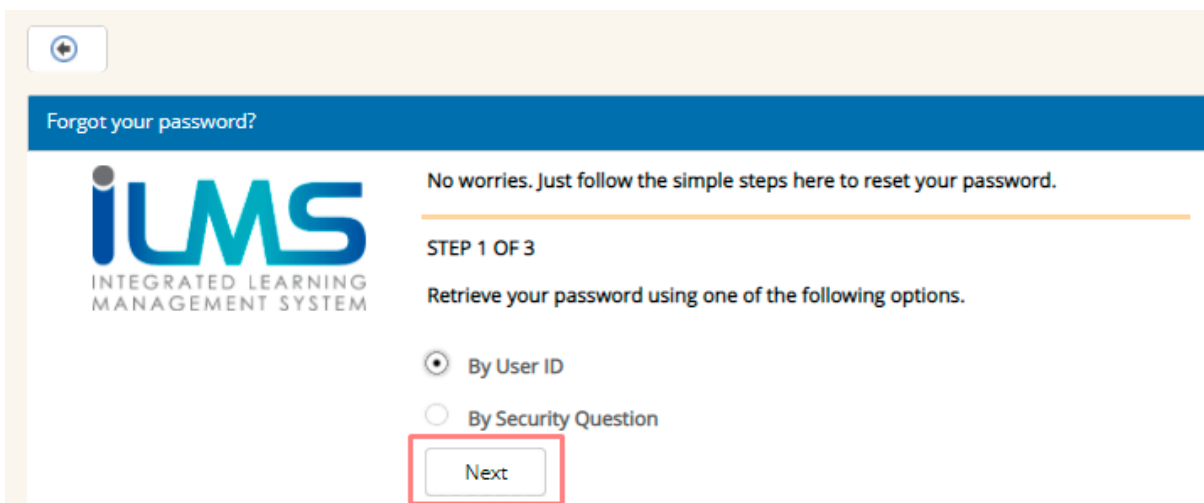
By User ID

By Security Question

Next

2.1.1. Tick radio button By User Id and click button

Next



Forgot your password?

ILMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

No worries. Just follow the simple steps here to reset your password.

STEP 1 OF 3

Retrieve your password using one of the following options.

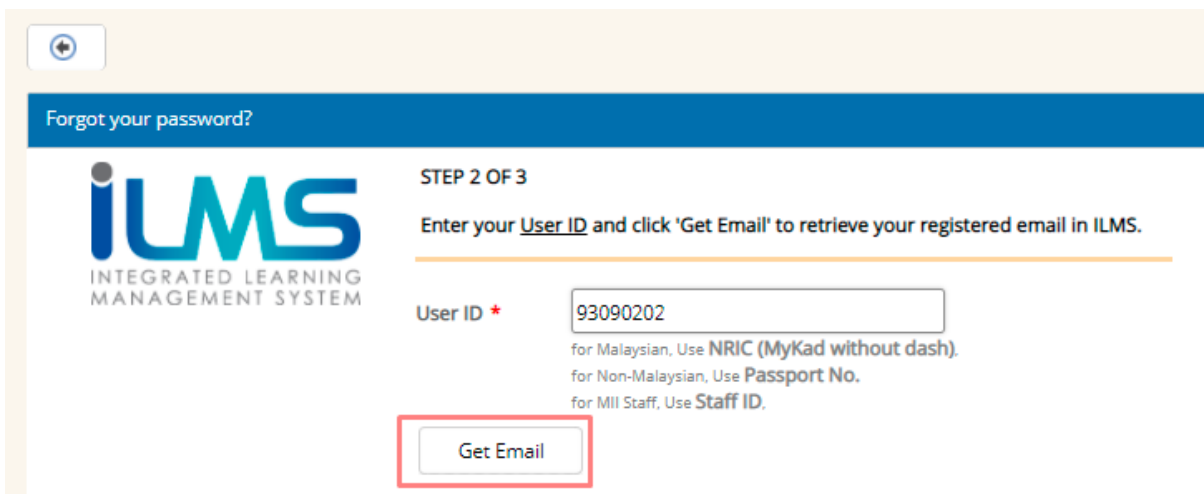
By User ID

By Security Question

Next

2.1.2. Key in user ID and click button

Get Email



Forgot your password?

ILMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

STEP 2 OF 3

Enter your User ID and click 'Get Email' to retrieve your registered email in ILMS.

User ID *

for Malaysian, Use **NRIC (MyKad without dash)**.
for Non-Malaysian, Use **Passport No.**
for MII Staff, Use **Staff ID.**

Get Email

2.1.3. System will display error message if User ID does not exist in ILMS. Click button

OK

to try again.

The screenshot shows the ILMS 'Forgot your password?' page at Step 2 of 3. The user ID '930900202090' is entered in the 'User ID *' field. Below the field, instructions specify: 'for Malaysian, Use NRIC (MyKad without dash), for Non-Malaysian, Use Passport No., for MII Staff, Use Staff ID.' A 'Get Email' button is visible. An error message box on the right states: 'ERROR Please try again. This account does not exist.' with an 'OK' button highlighted by a red box.

2.1.4. If User ID exist in ILMS, system will display your registered email in ILMS.

The screenshot shows the ILMS 'Forgot your password?' page at Step 3 of 3. The user ID '930902026084' is displayed. The registered email 'jan*****@gmail.com' is shown in a purple-bordered box. Below the email, there are two buttons: 'Yes, that's my email. Get my password.' and 'No, that's not my email. Update my new email.' An 'Important Note' section follows, providing instructions on email changes, spam folders, browser history, and a 'Contact Us' link.

2.1.5. If registered email display is true, click button

Yes, that's my email. Get my password.

Forgot your password?

ilms
INTEGRATED LEARNING
MANAGEMENT SYSTEM

STEP 3 OF 3

User ID: 9309020.

Your registered email in ILMS is: jan*****@gmail.com

Yes, that's my email. Get my password.

No, that's not my email. Update my new email.

Important Note:

Has your email 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 MII, 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](#)

2.1.6. System will prompt success message.

Forgot your password?

ilms
INTEGRATED LEARNING
MANAGEMENT SYSTEM

STEP 3 OF 3

User ID: 930902026084

Your registered email in ILMS is: jan*****@gmail.com

Yes, that's my email. Get my password.

No, that's not my email. Update my new email.

ALERT

A recovery email has been sent to your registered email in ILMS (jan*****@gmail.com).

Follow the instructions stated in the email to retrieve back your password.

OK

Important Note:

Has your email 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 MII, check your Junk or Spam folder.

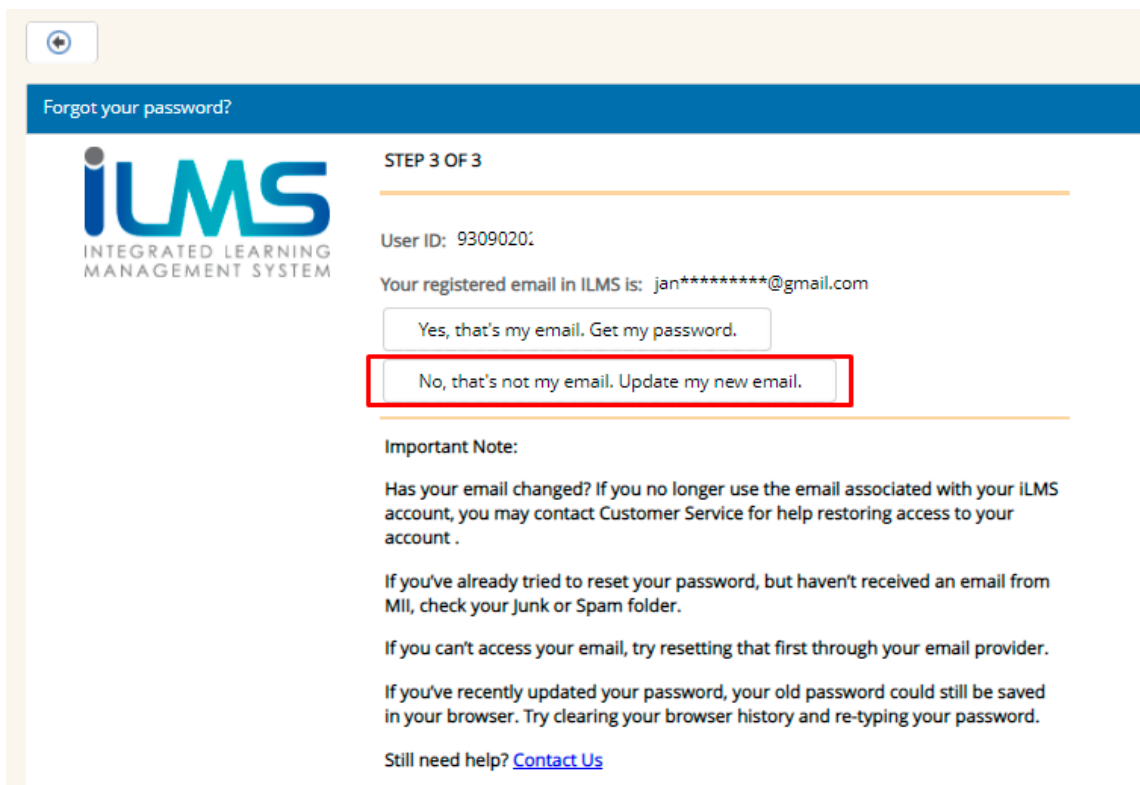
If you can't access your email, try resetting that first through your email provider.

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](#)

2.1.7. If registered email in system is not your current email. Click button

No, that's not my email. Update my new email.



Forgot your password?

iLMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

STEP 3 OF 3

User ID: 9309020:

Your registered email in iLMS is: jan*****@gmail.com

Yes, that's my email. Get my password.

No, that's not my email. Update my new email.

Important Note:

Has your email 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 MII, 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](#)

2.1.8. System will redirect to MII Self Service Request Form. Please complete the form and submit. Your application will be process within one working day.



SELF SERVICE REQUEST FORM

Customer Details

Name *

Phone Number *

If you have any inquiries regarding Forgotten Password function you can click button [Contact Us](#) and you will be redirected to email sender to customercare@mii.org.my.

Forgot your password?

STEP 3 OF 3

ILMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

User ID: 930902026084

Your registered email in ILMS is: jan*****@gmail.com

Yes, that's my email. Get my password.

No, that's not my email. Update my new email.

Important Note:

Has your email 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 MII, check your Junk or Spam folder.

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

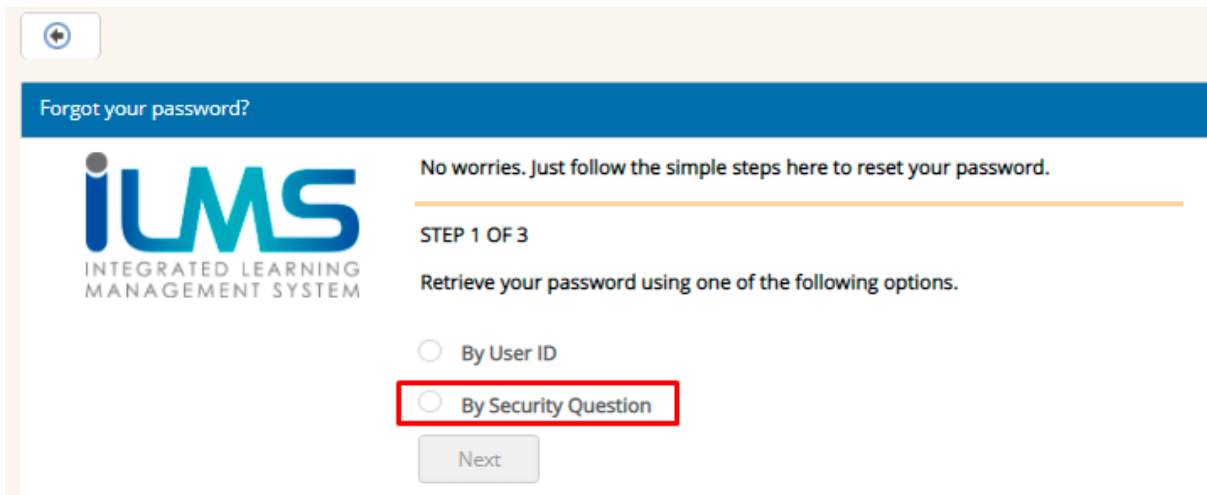
If you've recently updated your password, your old password could still be saved in your browser. Try clearing your browser history and re-typing your password.

Still need help? [Contact Us](#)

Send	To	customercare@mii.org.my
	Cc	
Subject		Reset Password

Thank you.
Regards,
Jannah Zawani Ahmad
Information Technology
The Malaysian Insurance Institute (MII)

2.2. By Security Question



Forgot your password?

ILMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

No worries. Just follow the simple steps here to reset your password.

STEP 1 OF 3

Retrieve your password using one of the following options.

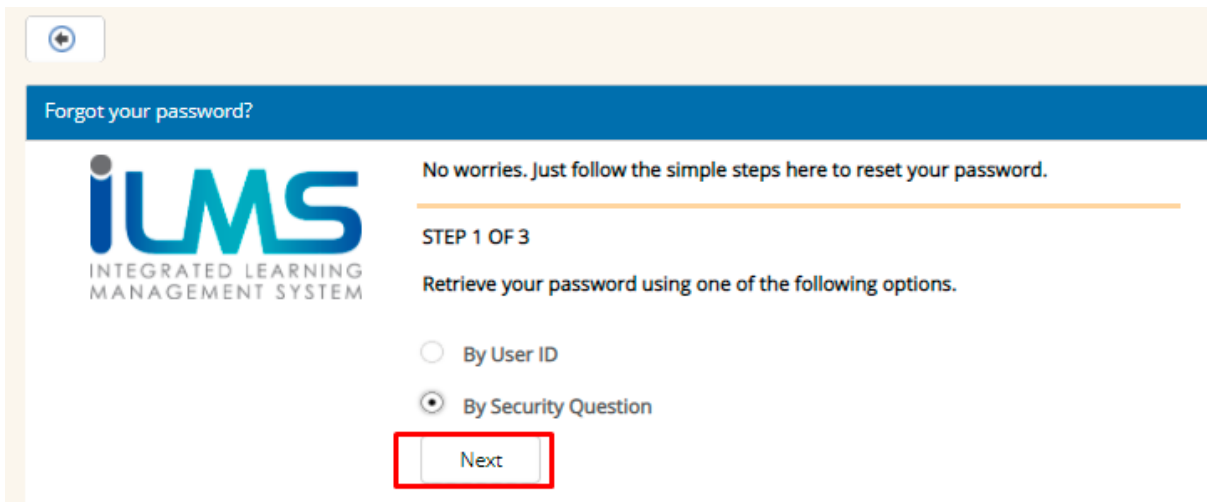
By User ID

By Security Question

Next

2.2.1. Tick radio button By Security Question and click

Next



Forgot your password?

ILMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

No worries. Just follow the simple steps here to reset your password.

STEP 1 OF 3

Retrieve your password using one of the following options.

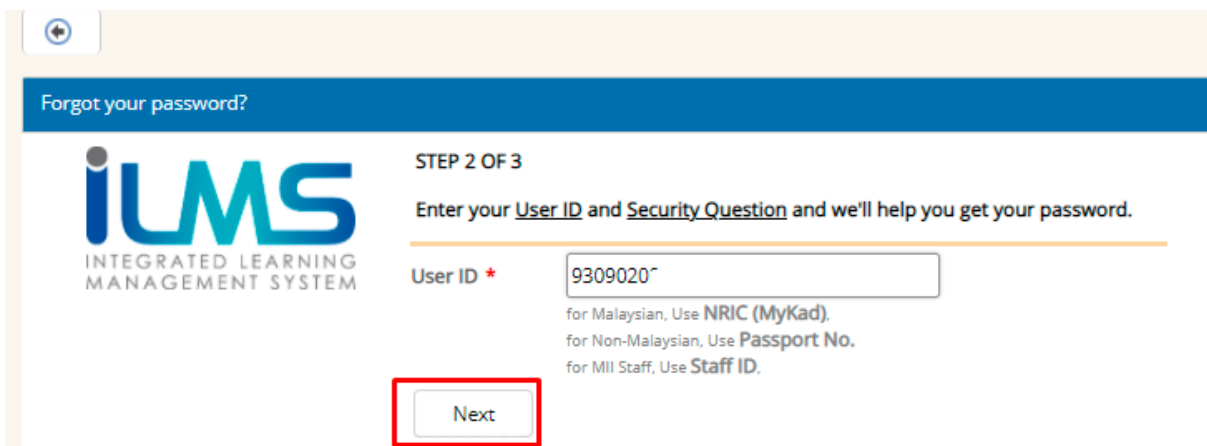
By User ID

By Security Question

Next

2.2.2. Key in User ID and click button

Next



Forgot your password?

ILMS
INTEGRATED LEARNING
MANAGEMENT SYSTEM

STEP 2 OF 3

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

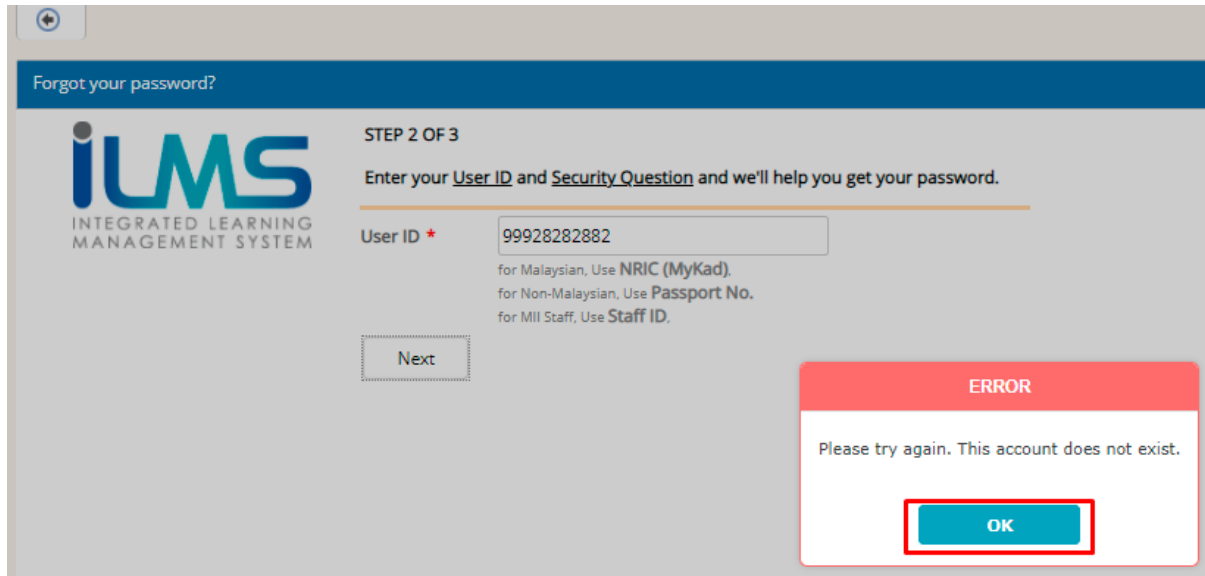
User ID *

for Malaysian, Use **NRIC (MyKad)**.
for Non-Malaysian, Use **Passport No.**
for MII Staff, Use **Staff ID**.

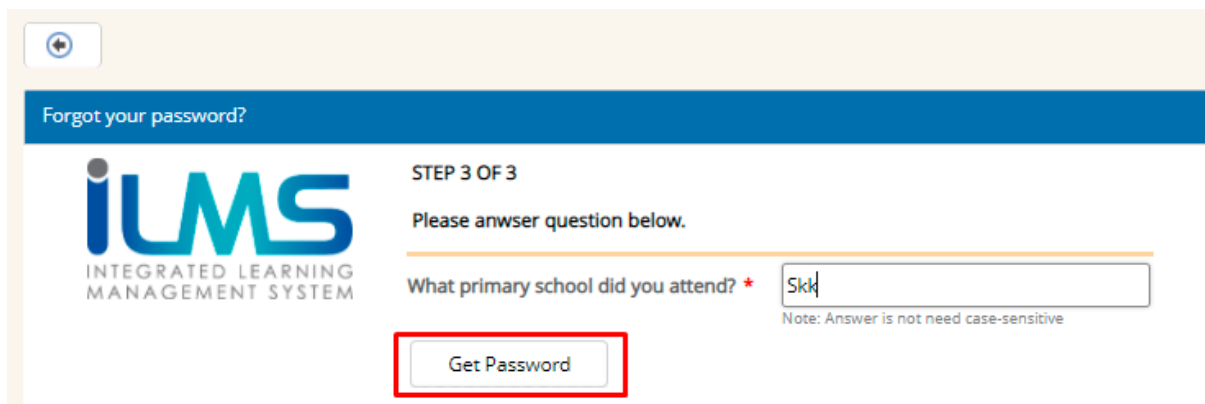
Next

2.2.3. System will prompt error message if User ID does not exist in ILMS. Click button

OK to retry.

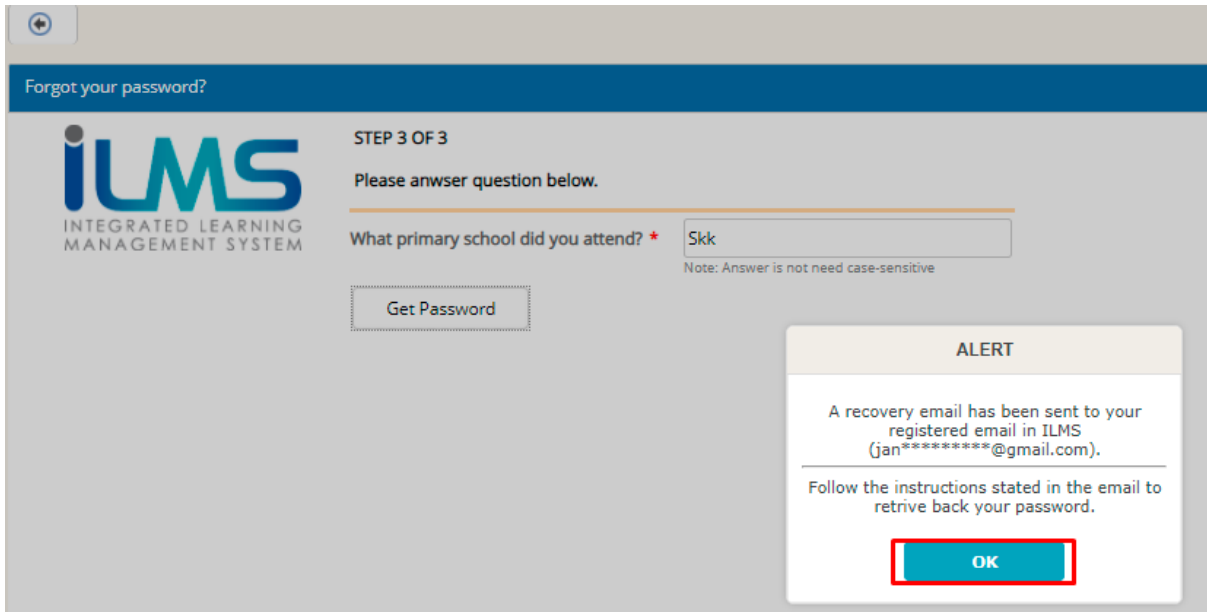


2.2.4. System will display step 3 of 3 if User ID exist. Key in answer for security question and click button **Get Password**.



2.2.5. System will prompt success message if answer given match with system data.

Click button  to proceed.



2.2.6. System will prompt error message if answer mismatch with system data. Click

button  to retry.

