Onboarding Guide for Student iCON
v1.1 | 26 February 2021

Onboarding Student iCON

Use your web browser*(e.g., Chrome, Safari) to access Student iCON at: https://workspace.google.com/dashboard

1. Enter your **Student iCON email address**. Click **Next**.

2. You will be directed to the **Microsoft sign in** page to authenticate your credential.

   Enter your **Student iCON email address** again and click **Next**.

3. Enter your **IAMS password** and click **Sign in**.

⚠ If you encounter issues during login, please refer to Annex A for troubleshooting instructions.

*Note that mobile apps such as Gmail app and Apple Mail app are not supported in the pilot phase.

Google
Sign in
Use your Google Account
1. test_studentB@students.edu.sg
Forgot email?
Not your computer? Use Guest mode to sign in privately. Learn more
Create account / Next

Microsoft
Sign in
2. test_studentB@students.edu.sg
Can't access your account?
Sign-in options
Next

Microsoft
← test_studentb@students.edu.sg
Enter password
3. ••••••••
Forgotten my password
Sign in

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Onboarding Student iCON

If you have reset your IAMS password before, please continue to step 4. If you have not reset your password, please proceed to step 5.

4. You will be prompted to input your **current password** in the first field followed by your **new password in the second and third field**.
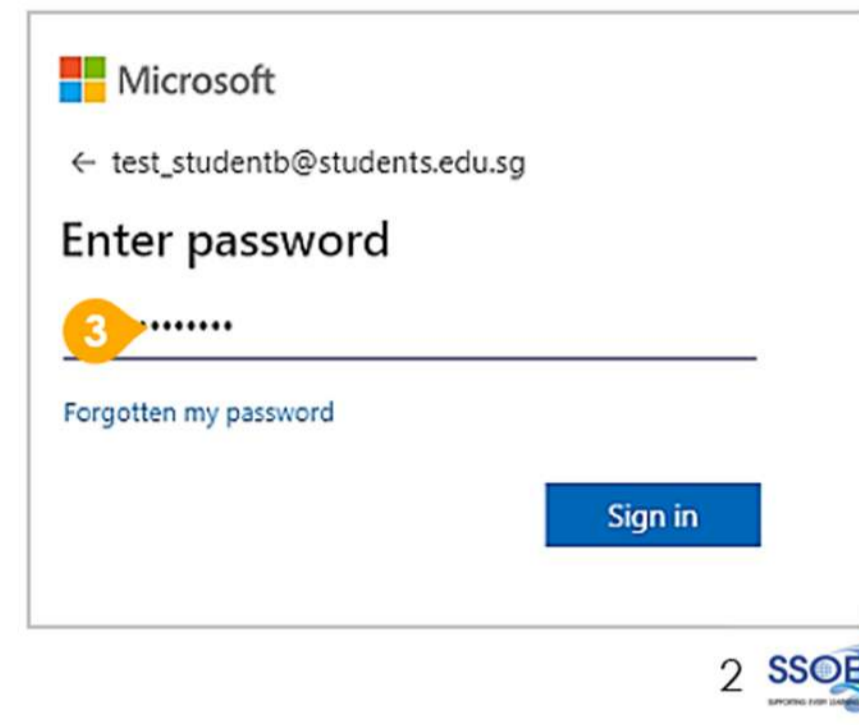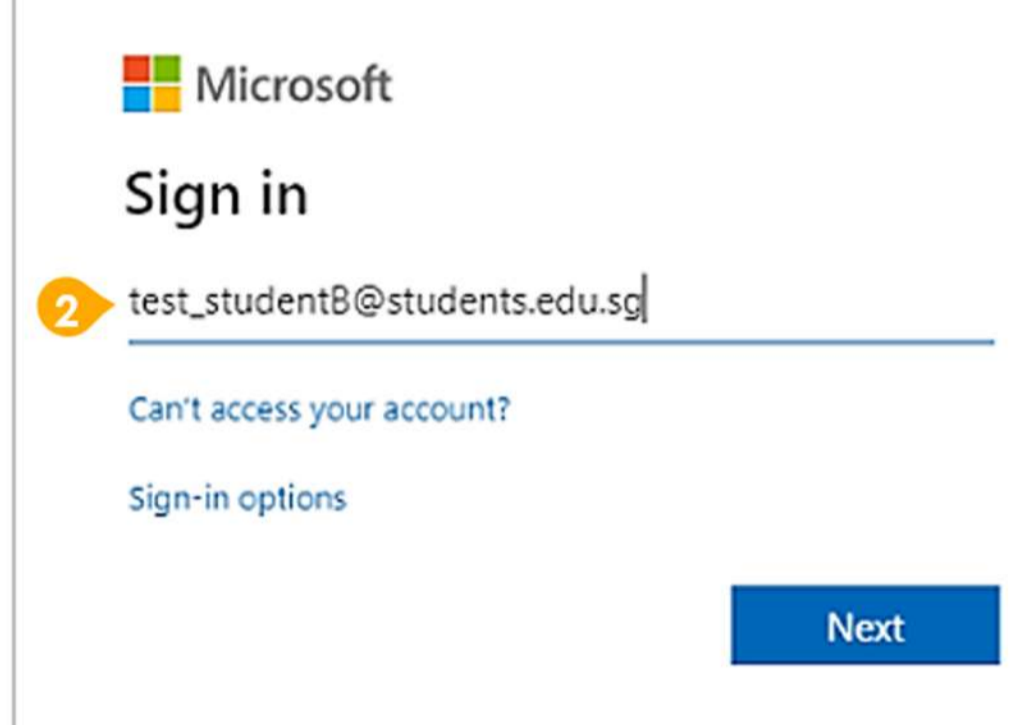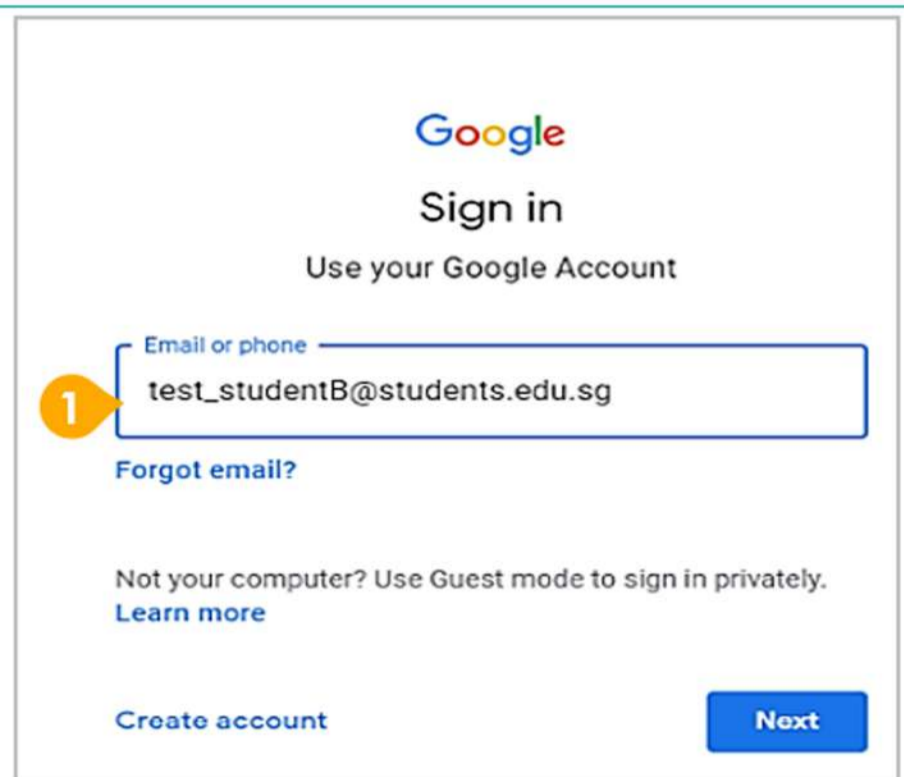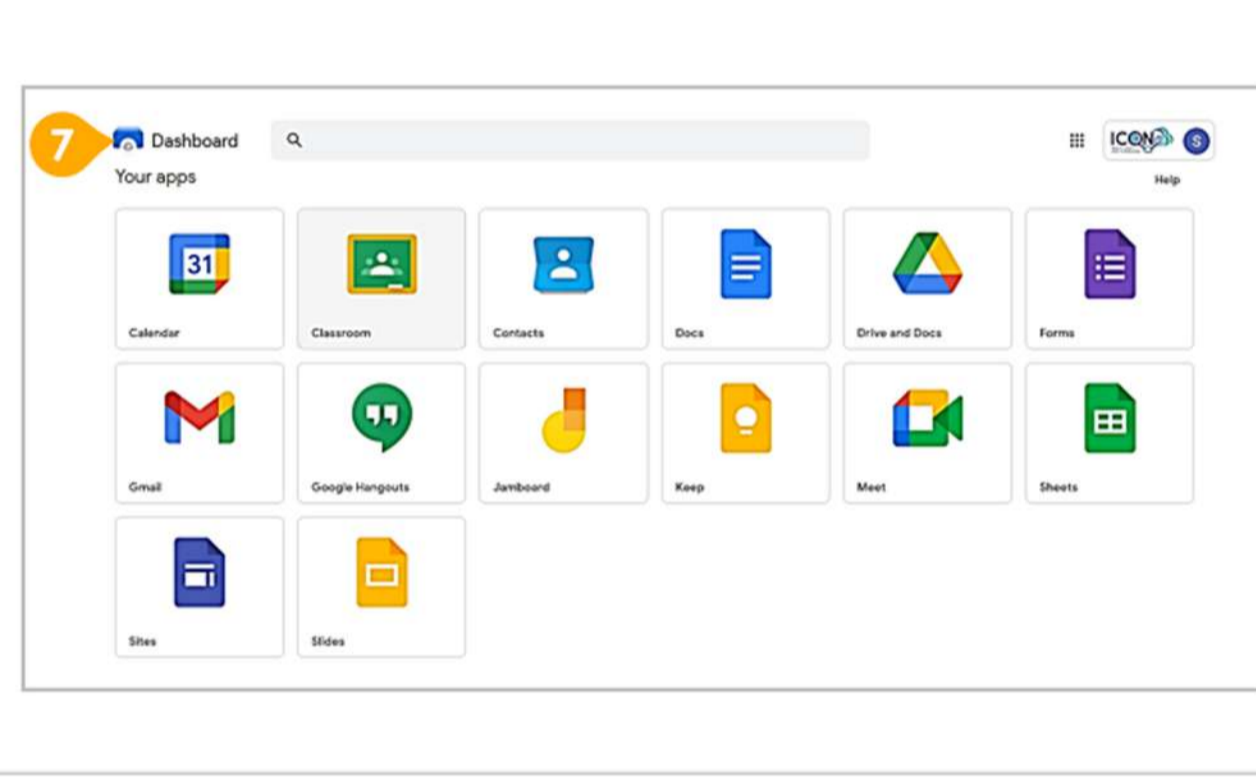
   Click **Sign in** to proceed.
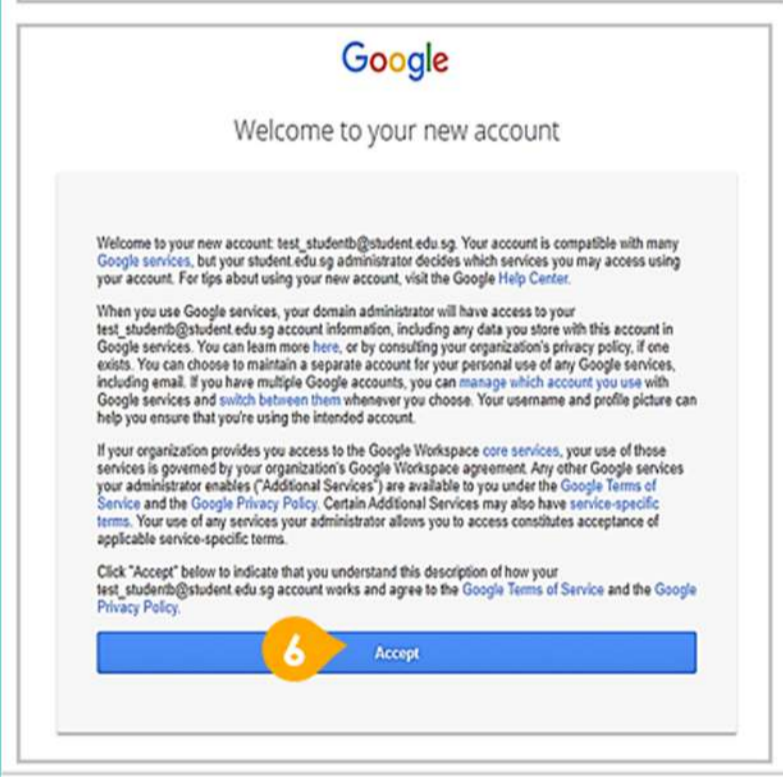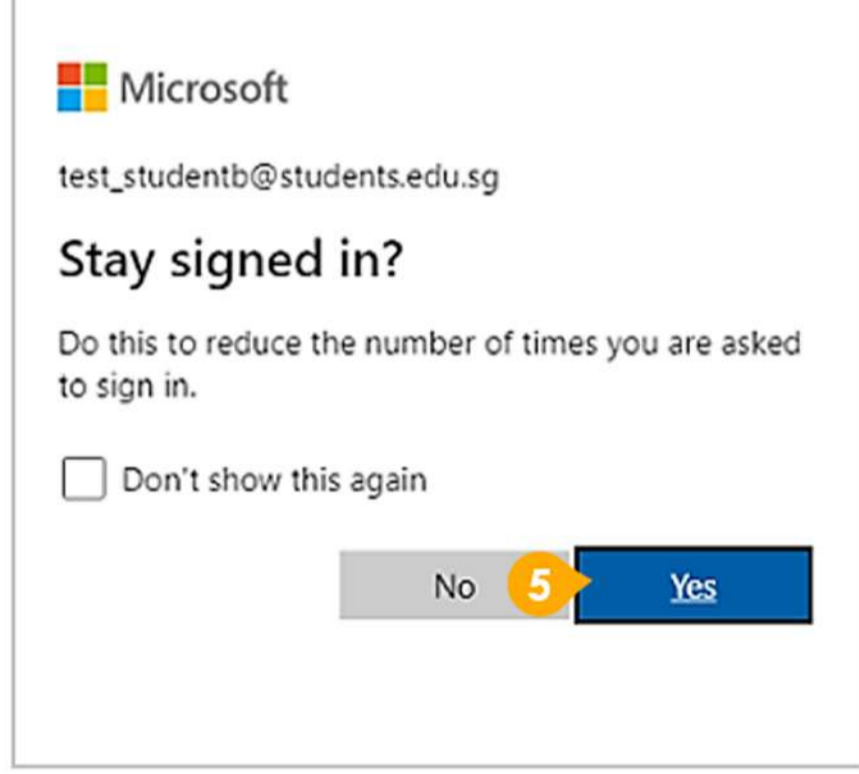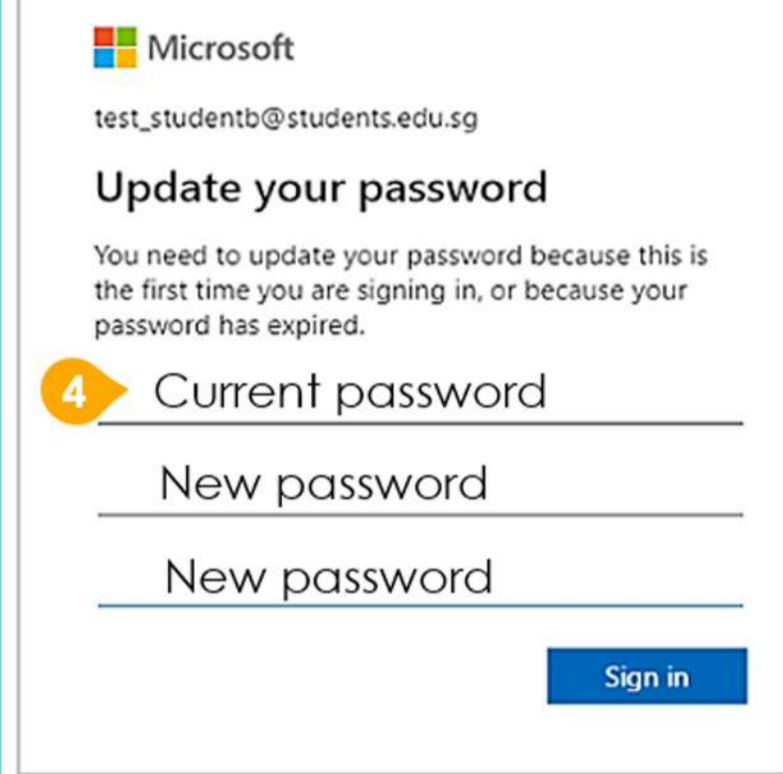
5. Click **Yes** to proceed.

6. To acknowledge the message, click **Accept**. Take note of the terms and conditions in the use of this email account.

7. You will be directed to **Google Workspace Dashboard page**. To ensure that the onboarding is complete, refer to page 4

Microsoft
test_studentb@students.edu.sg
Update your password
You need to update your password because this is the first time you are signing in, or because your password has expired.
4. Current password
New password
New password
Sign in

Microsoft
test_studentb@students.edu.sg
Stay signed in?
Do this to reduce the number of times you are asked to sign in.
☐ Don't show this again
No / 5. Yes

Google
Welcome to your new account
6. Accept

7. Dashboard — Your apps

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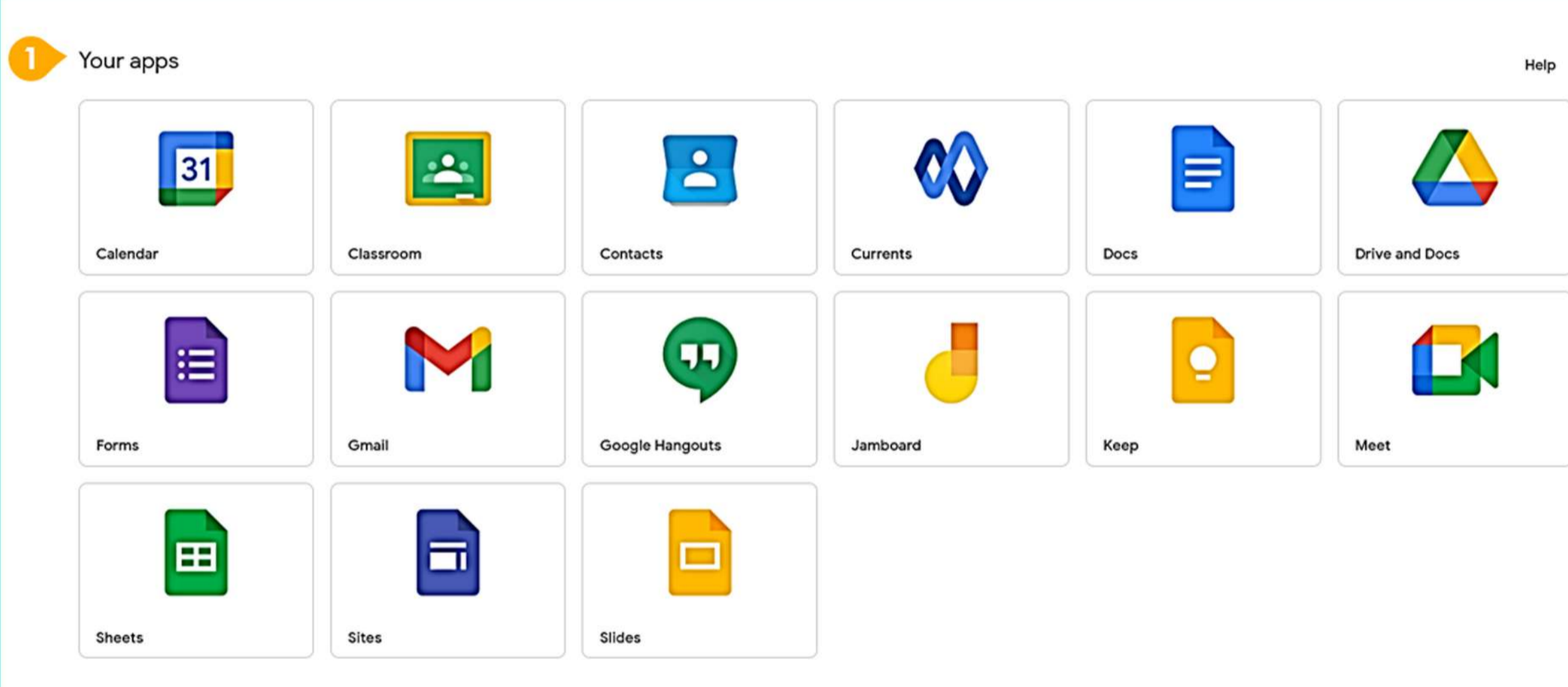## Apps available for Secondary and Junior College/MI

1. Students in Secondary and JC should see these apps on the dashboard*.

⚠ If you have apps shown on this slide that are missing from your account, please report it to your teacher. Your teacher will log a case with SSOE 2 Service Desk.

1. Your apps

Calendar	Classroom	Contacts	Currents	Docs	Drive and Docs
Forms	Gmail	Google Hangouts	Jamboard	Keep	Meet
Sheets	Sites	Slides			

* The Google Workspace Dashboard Page shown on the right is correct as of 19 February 2021. The apps shown may vary from time to time by Google.

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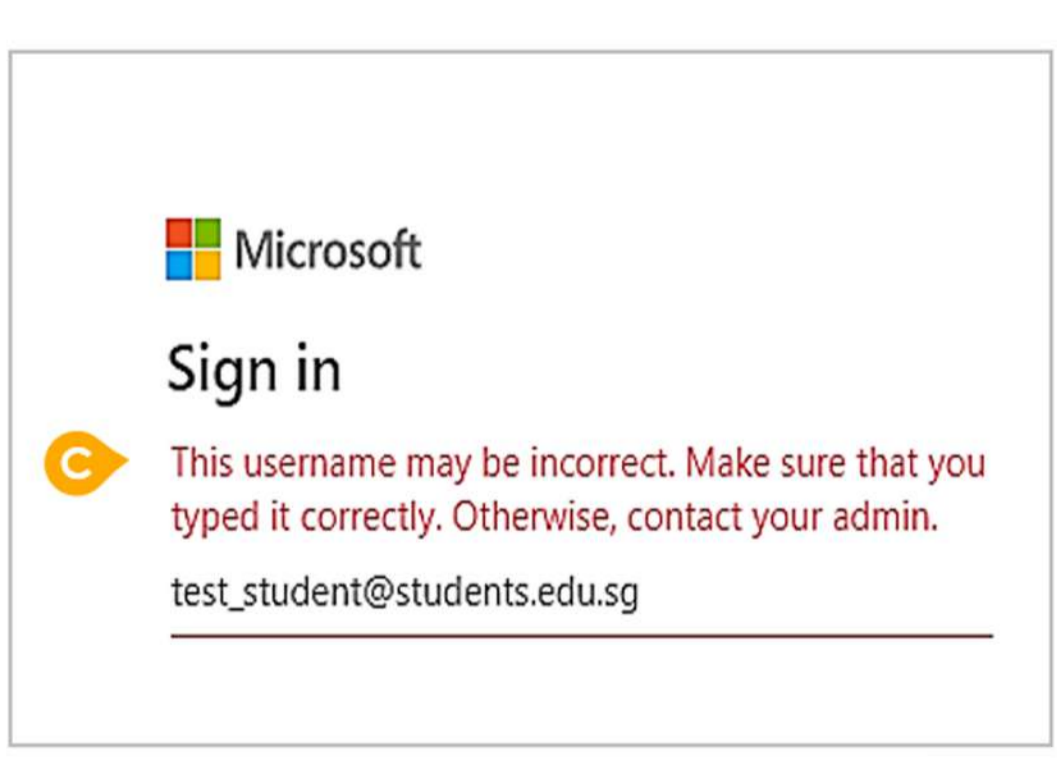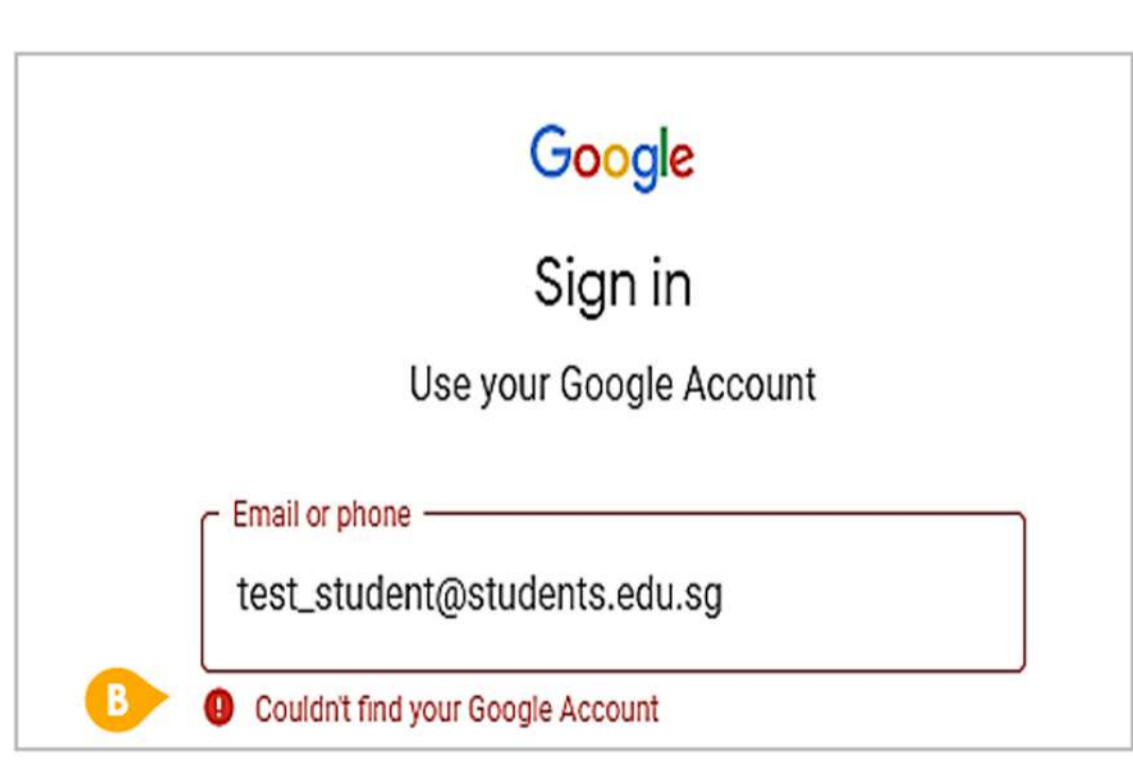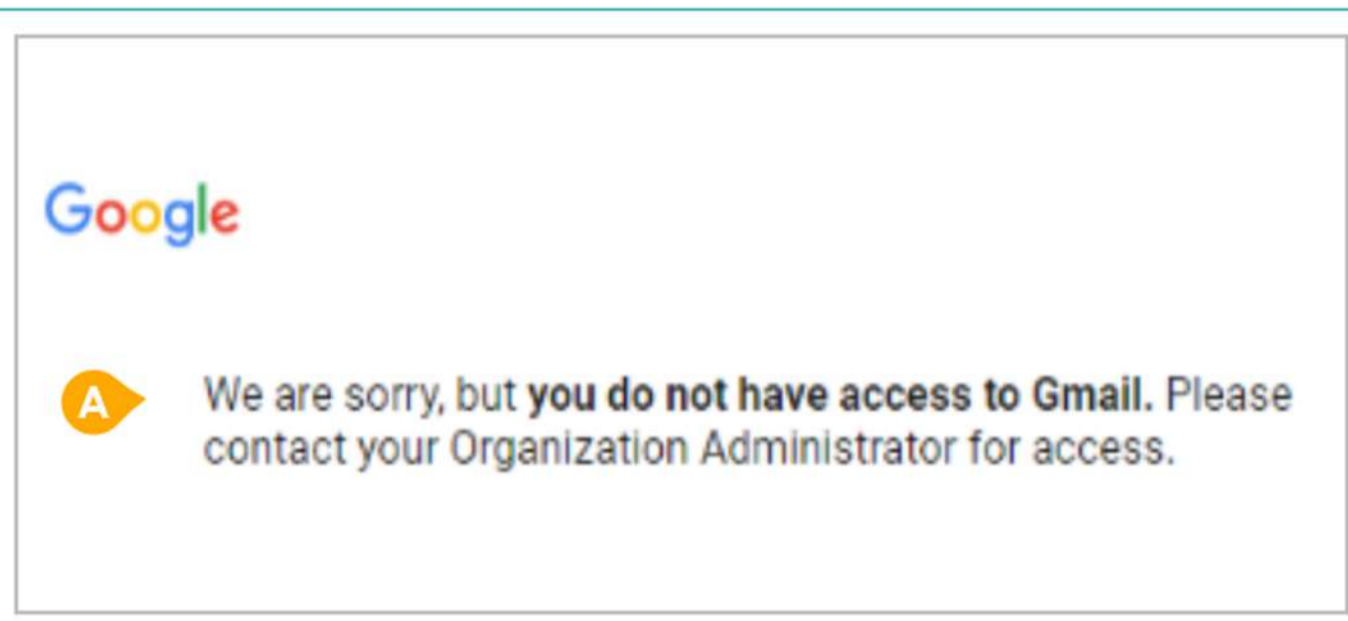Possible issues you may encounter when onboarding to Student iCON.

For issues A to C, please report it to your teacher who will log a case with SSOE Service Desk:

A. When you use a web browser to visit a Google app on your dashboard and see this error message.

(Note: Certain apps are disabled. For example, Gmail app is disabled for primary 1 to 3).

B. The email address you have provided for the

C. Google or Microsoft Sign In page cannot be found.

Google
A. We are sorry, but **you do not have access to Gmail.** Please contact your Organization Administrator for access.

Google
Sign in
Use your Google Account
Email or phone
test_student@students.edu.sg
B. Couldn't find your Google Account

Microsoft
Sign in
test_student@students.edu.sg
C. This username may be incorrect. Make sure that you typed it correctly. Otherwise, contact your admin.

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Possible issues you may encounter when onboarding to Student iCON.

For issue D, E or other IAMS password-related issues, e.g. forgotten password or inactive account, please approach your school's IAMS Student Account Coordinator (ISAC) to reset your password.

D. The password you have provided is incorrect.

E. Your account has been locked out due to keying in the incorrect password too many times.

Microsoft
← test_student@students.edu.sg
Enter password
D. Your account or password is incorrect. If you can't remember your password, reset it now.
Password

Microsoft
← test_student@students.edu.sg
Enter password
E. Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.
Password

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