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

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

Email or phone
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

2 SSOE2

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 promoted 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, 5, 6.

- Page 4: Primary 1 to 3
- Page 5: Primary 4 to 6
- Page 6: Secondary and JC/MI
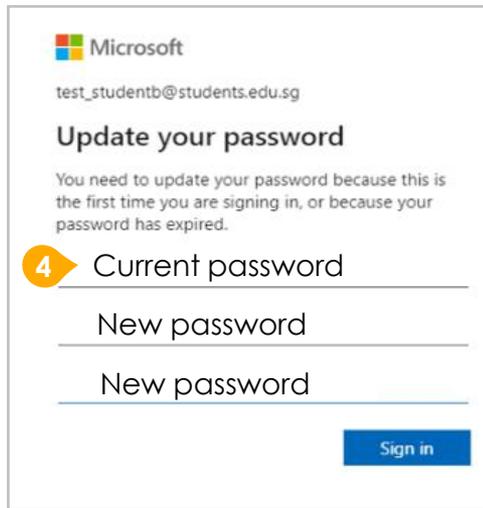
Microsoft

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
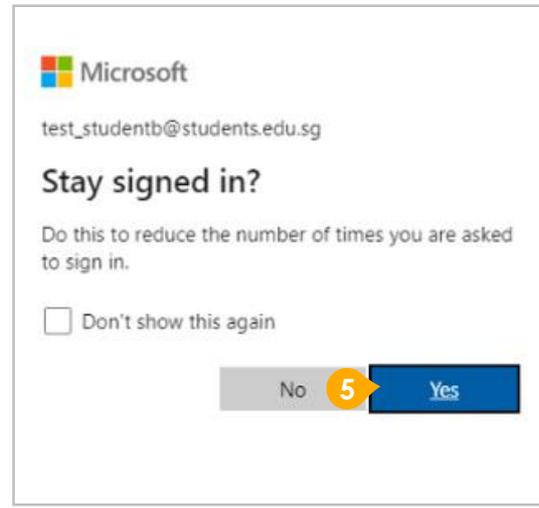
Microsoft

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
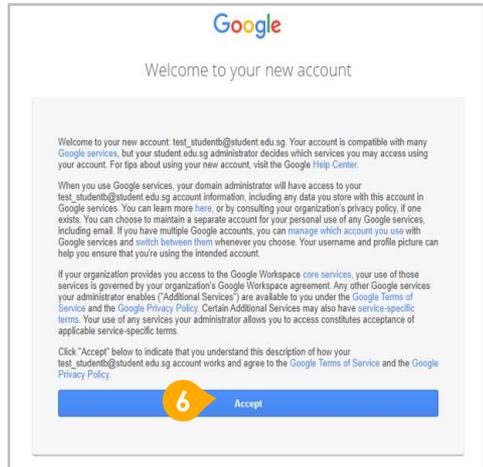
Google

Welcome to your new account

Welcome to your new account: test_studentb@student.edu.sg. Your account is compatible with many Google services, but your student.edu.sg administrator decides which services you may access using your account. For tips about using your new account, visit the Google Help Center.

When you use Google services, your domain administrator will have access to your test_studentb@student.edu.sg account information, including any data you store with this account in Google services. You can learn more here, or by consulting your organization's privacy policy, if one exists. You can choose to maintain a separate account for your personal use of any Google services, including email. If you have multiple Google accounts, you can manage which account you use with Google services and switch between them whenever you choose. Your username and profile picture can help you ensure that you're using the intended account.

If your organization provides you access to the Google Workspace core services, your use of those services is governed by your organization's Google Workspace agreement. Any other Google services your administrator enables ("Additional Services") are available to you under the Google Terms of Service and the Google Privacy Policy. Certain Additional Services may also have service-specific terms. Your use of any services your administrator allows you to access constitutes acceptance of applicable service-specific terms.

Click "Accept" below to indicate that you understand this description of how your test_studentb@student.edu.sg account works and agree to the Google Terms of Service and the Google Privacy Policy.

6 Accept
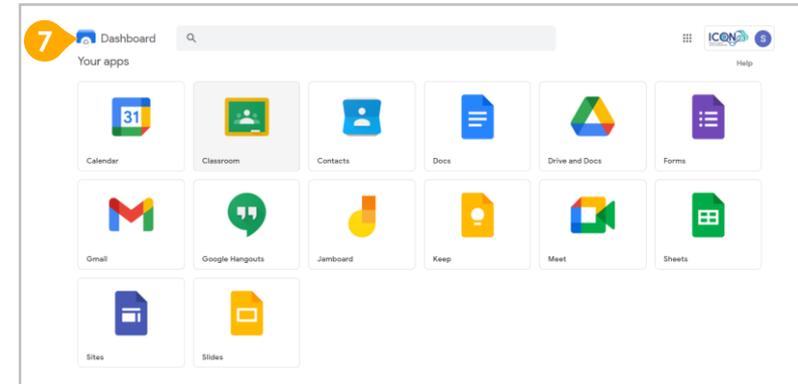
7 Dashboard

Your apps

Help

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

3

1 Students in Primary 1 to 3 should see these apps on the dashboard*.

Note: Certain apps such as Gmail and Google Currents are not available to the students.

⚠ 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.

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.

1 Your apps

Help

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

4

SSOE 2
SUPPORTING EVERY LEARNING MOMENT

1 Students in Primary 4 to 6 should see these apps on the dashboard*.

Note: Certain apps such as Google Currents are not available to the students.

Primary 4 to 6 students can only send and receive emails to email address with

- @students.edu.sg
- @moe.gov.sg
- @moe.edu.sg
- @schools.gov.sg

⚠️ 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.

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.

1 Your apps   Help

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

SSOE2
SUPPORTING EVERY LEARNING MOMENT

**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

C This username may be incorrect. Make sure that you typed it correctly. Otherwise, contact your admin.

test_student@students.edu.sg

6
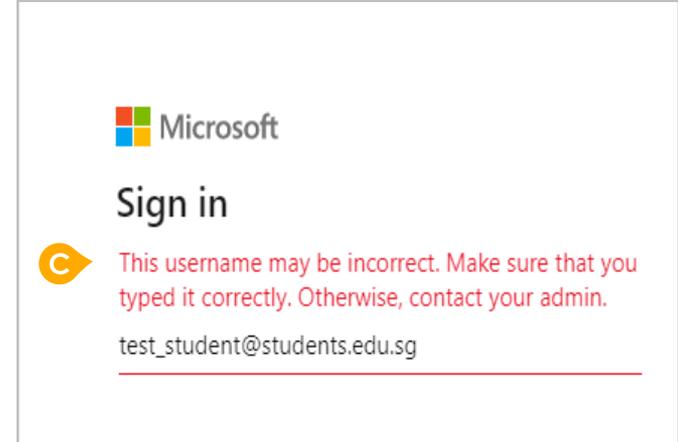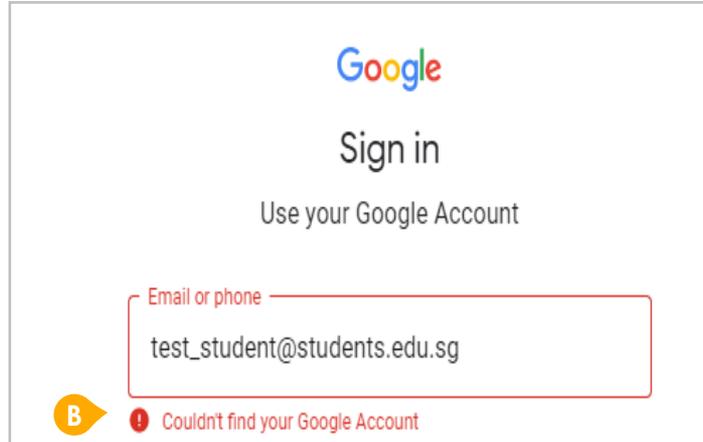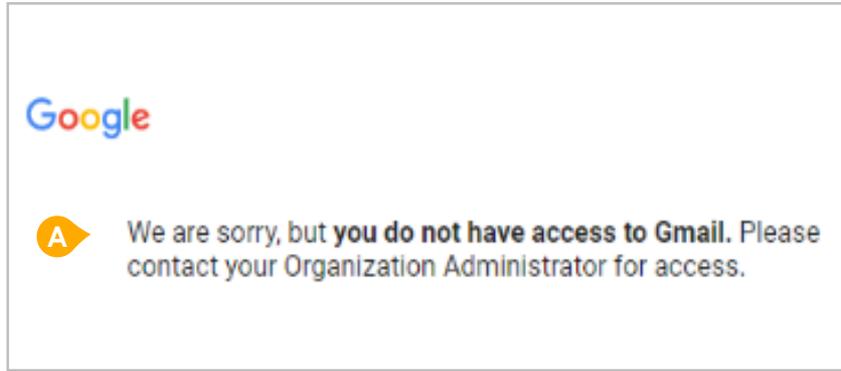
Possible issues you may encounter when onboarding to Student iCON.

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.
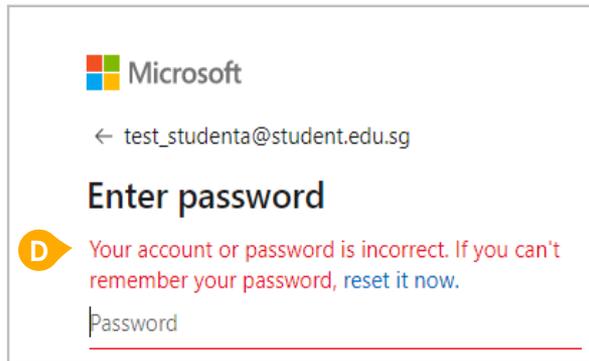
Microsoft

← test_studenta@student.edu.sg

Enter password

D Your account or password is incorrect. If you can't remember your password, reset it now.

Password
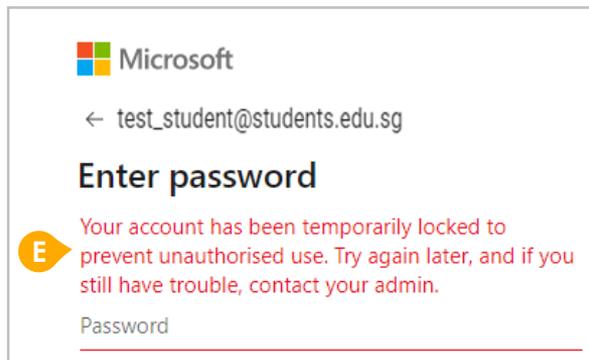
Microsoft

← 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