



**Onboarding Guide for Student iCON**  
v1.1 | 29 April 2021

# MOE Centralised ICT Systems

- 1) How to onboard Student iCON
- 2) Apps you will see in your workspace
- 3) Troubleshooting

# 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 Email or phone  
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](#)

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.**

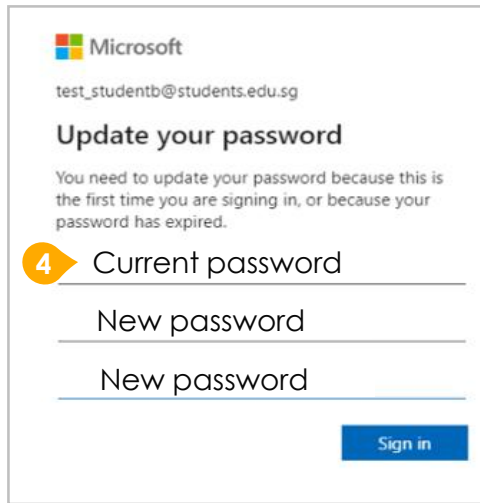
Click **Sign in** to proceed.

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

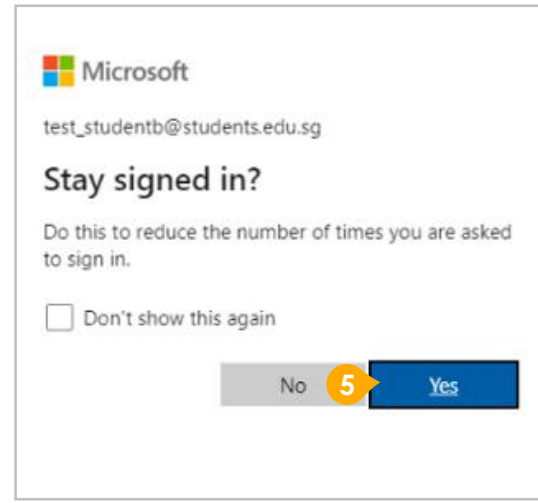
You need to update your password because this is the first time you are signing in, or because your password has expired.

4 Current password \_\_\_\_\_

New password \_\_\_\_\_

New password \_\_\_\_\_

Sign in



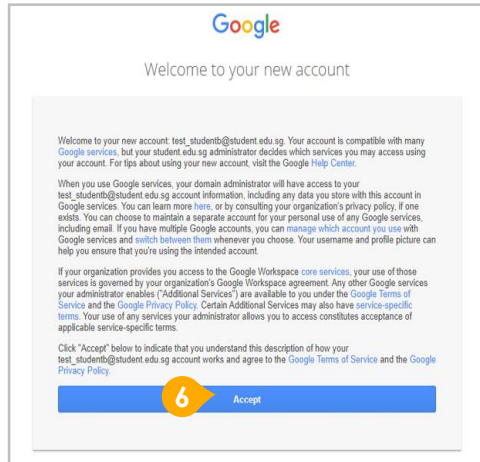
Microsoft  
test\_studentb@students.edu.sg

### 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

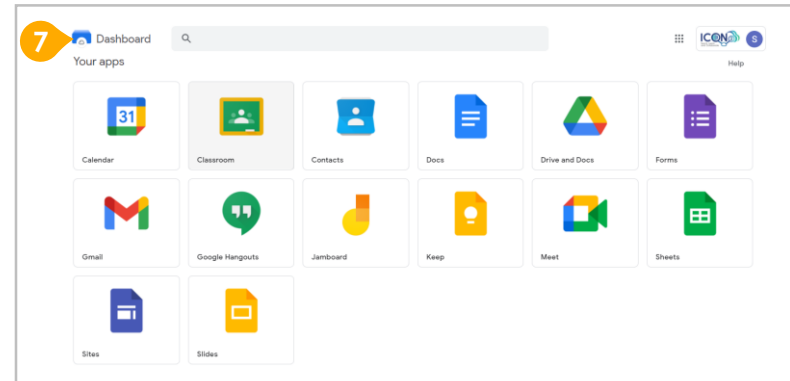
Welcome to your new account: test\_studentb@student.edu.sg. Your account is compatible with many Google services, but your student.edu.sg administrator decides which services you may access using your account. For tips about using your new account, visit the [Google Help Center](#).

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

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

# Apps available for Primary 1 to 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.

1

Your apps

Help



Calendar



Classroom



Contacts



Docs



Drive and Docs



Forms



Google Hangouts



Jamboard



Keep



Meet



Sheets



Sites



Slides

! 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.

# Apps available for Primary 4 to 6

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.

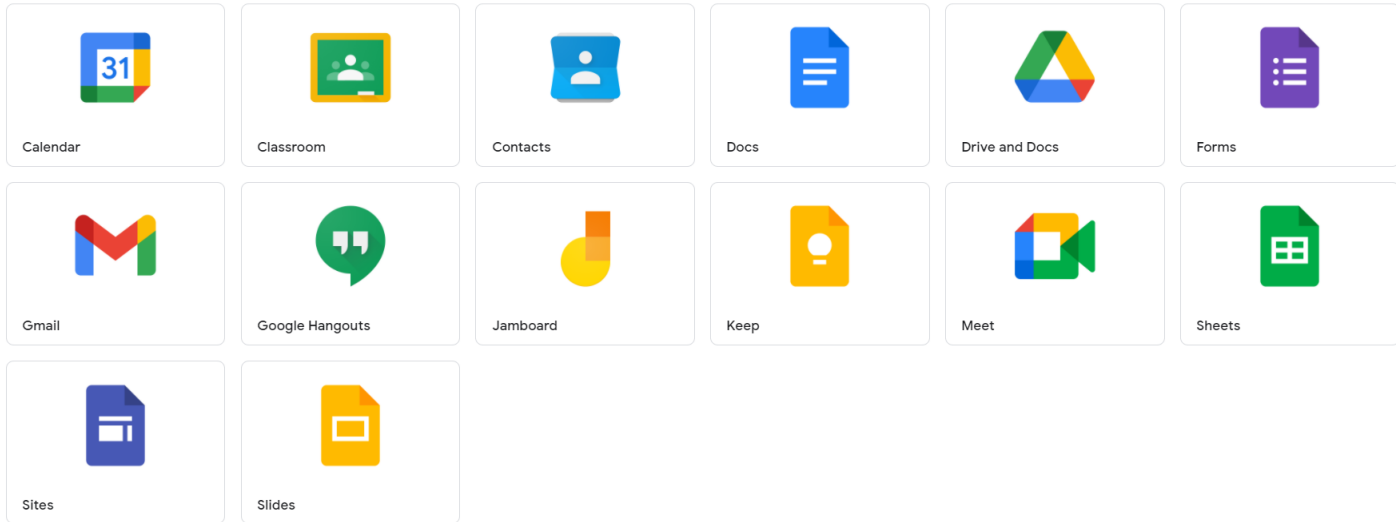
Primary 4 to 6 students can only send and receive emails to email address with

- @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.

1 Your apps

Help



\* 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.

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

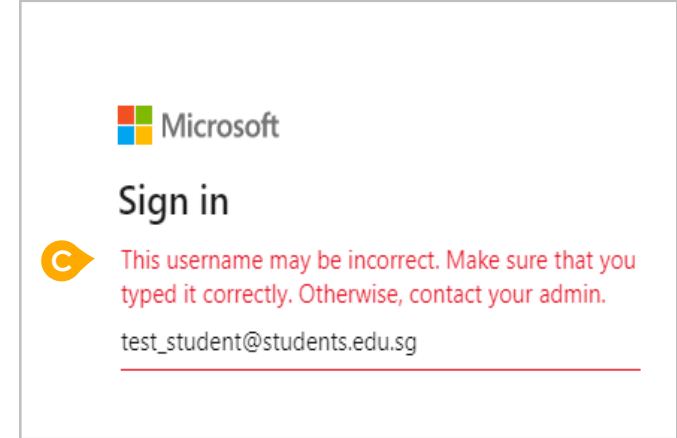
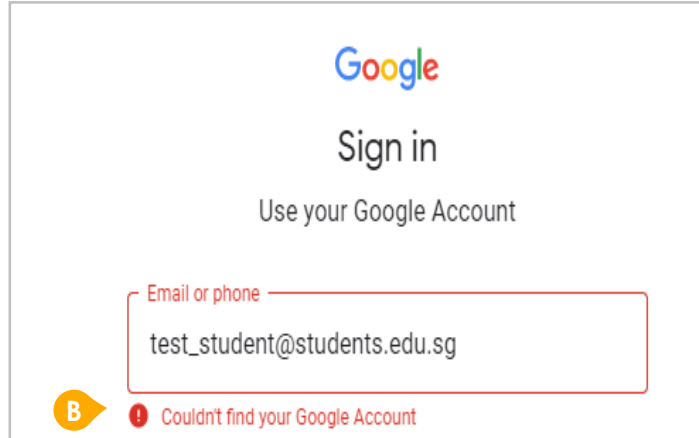
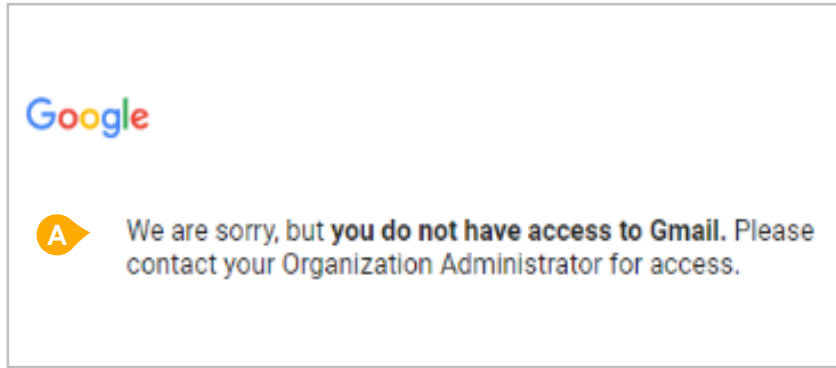
For issues A to C, please report it to your teacher who will log a case with SSOE Service Desk:

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

## ANNEX A1 – Troubleshooting instructions for potential onboarding issues



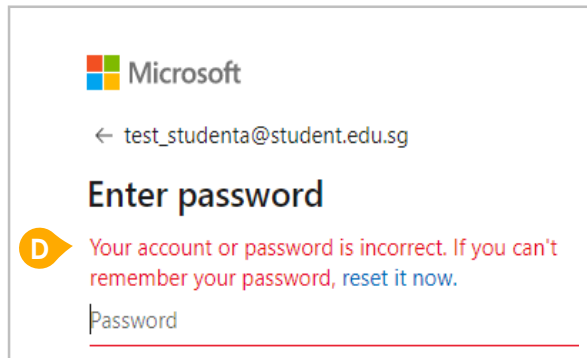
## ANNEX A2 – Troubleshooting instructions for potential onboarding issues

### 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 inform your Form teacher, who will approach **Mr Ravi**, the 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.



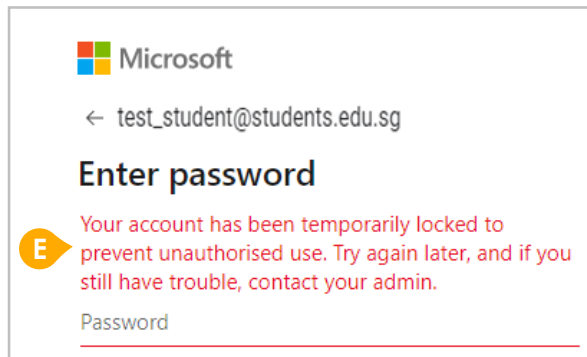
Microsoft

← 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