

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.

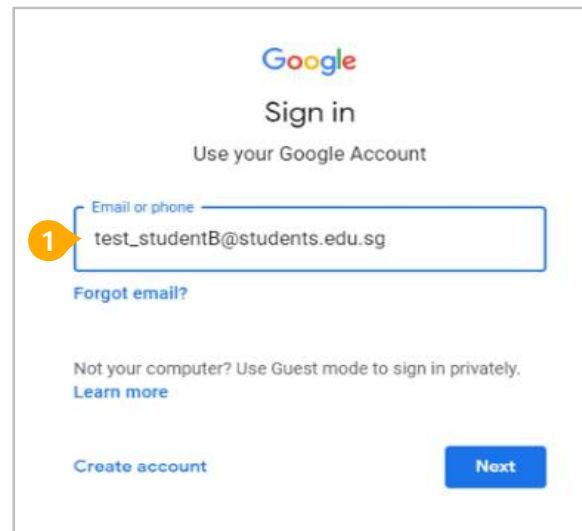
Enter your **Student iCON email address** again and click **Next**.

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.

Onboarding Student iCON



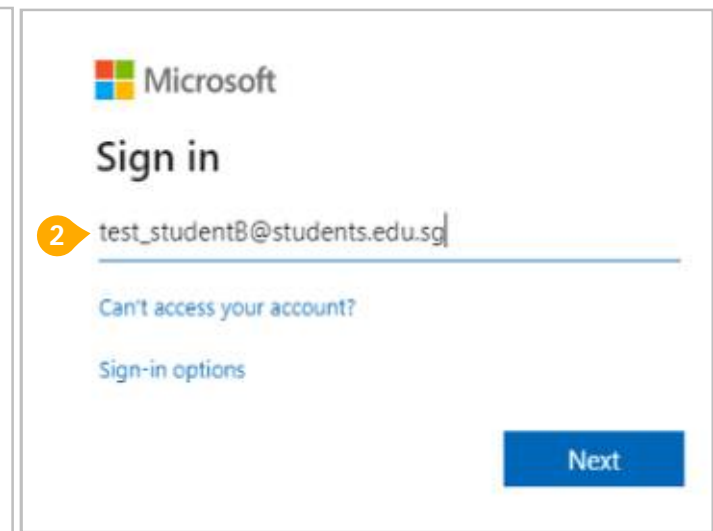
Google
Sign in
Use your Google Account

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



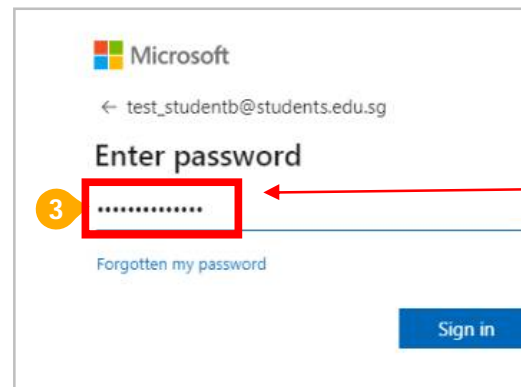
Microsoft
Sign in

2 test_studentB@students.edu.sg

Can't access your account?

Sign-in options

Next



Microsoft
← test_studentB@students.edu.sg

3 Enter password
.....

Forgotten my password

Sign in

For students whom have not change their default password through School Laptop, please use the default password.

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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**.

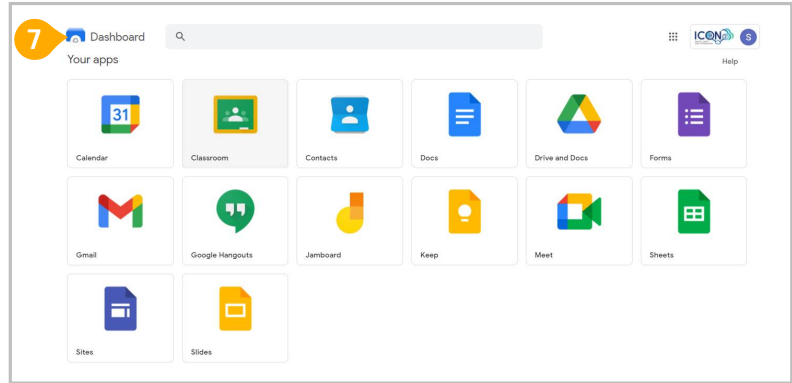
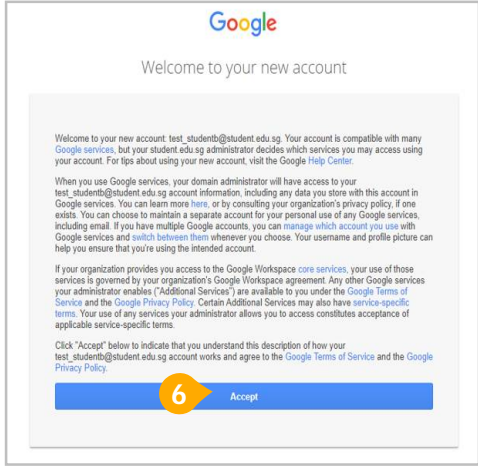
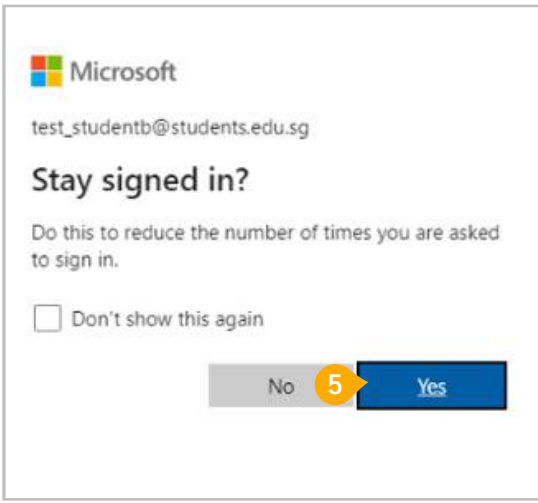
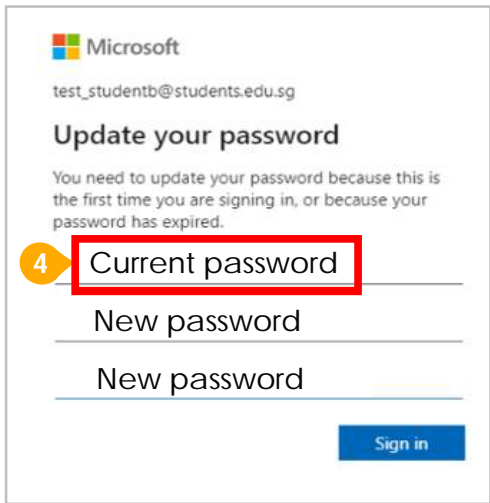
Click **Sign in** to proceed.

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



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

The screenshot displays a grid of application icons for Google Workspace. The apps shown are: Calendar, Classroom, Contacts, Currents, Docs, Drive and Docs, Forms, Gmail, Google Hangouts, Jamboard, Keep, Meet, Sheets, Sites, and Slides. A 'Help' link is visible in the top right corner of the dashboard area.

* 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.

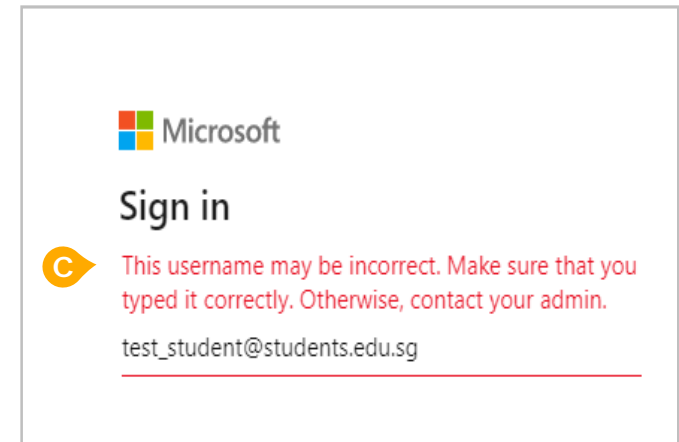
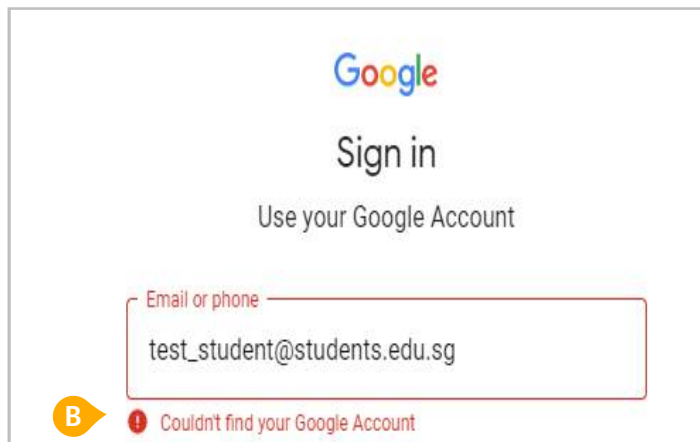
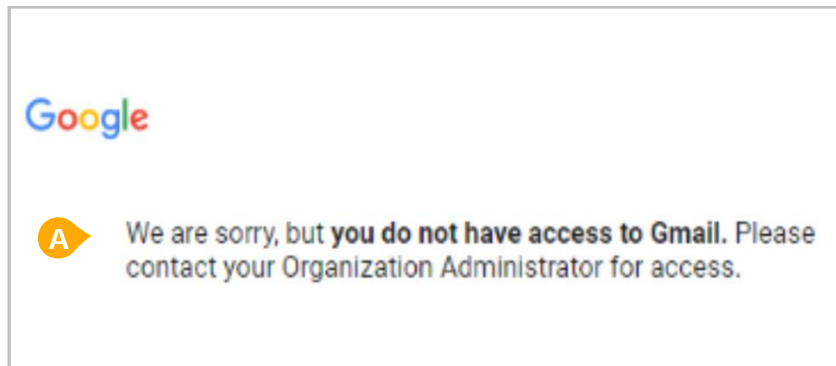
Possible issues you may encounter when onboarding to Student iCON.

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.

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



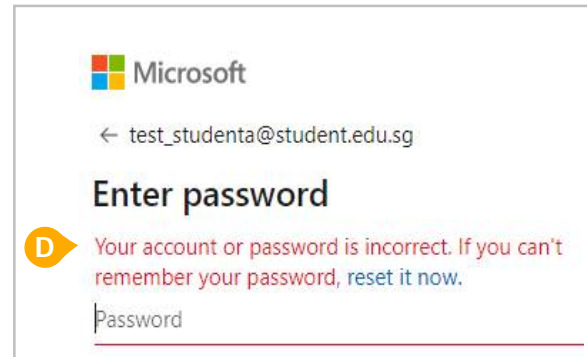
Possible issues you may encounter when onboarding to Student iCON.

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.

ANNEX A2 – Troubleshooting instructions for potential onboarding issues



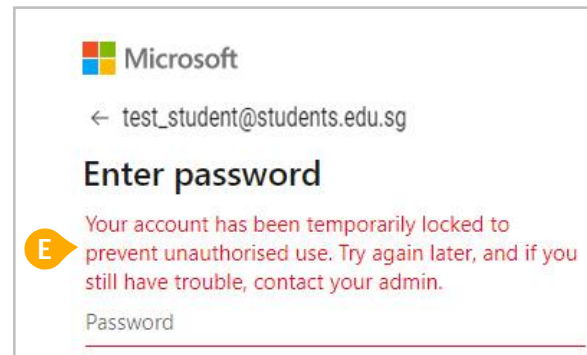
Microsoft

← 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