Onboarding Guide for Student iCON (for student briefing)

How do I login to Student ICON?

Use your web browser*(e.g., Chrome, Safari) to access Student iCON at:

https://workspace.google.com/dashboard

You can also use the QR code to access the above URL.

The next few slides will show you the steps to access 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

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

4

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**.
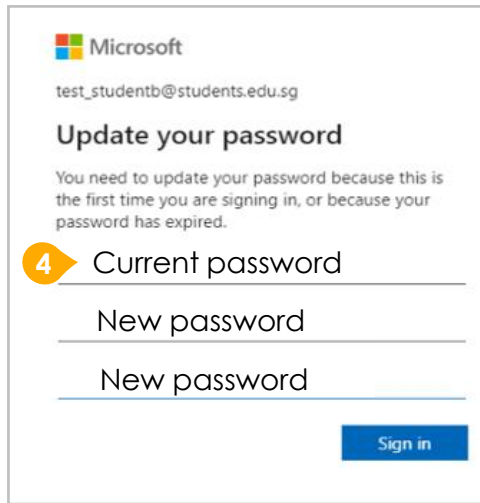
Click **Sign in** to proceed.

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, 5, 6.

- Page 4: Primary 1 to 3
- Page 5: Primary 4 to 6

■ Microsoft

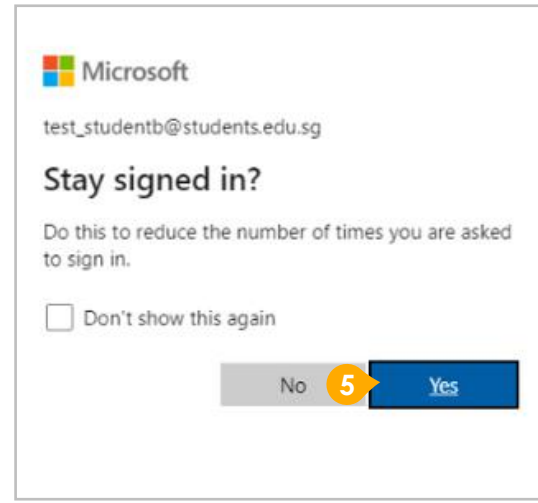test_studentb@students.edu.sg

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

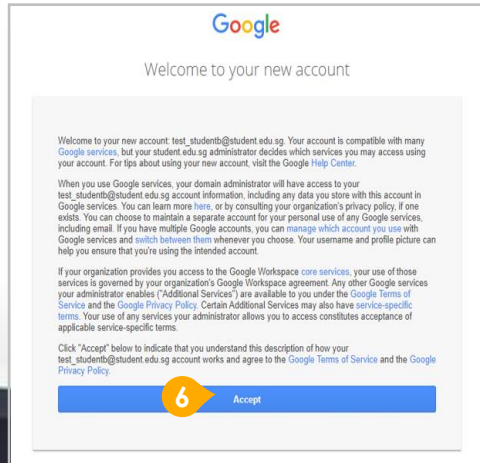New password

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

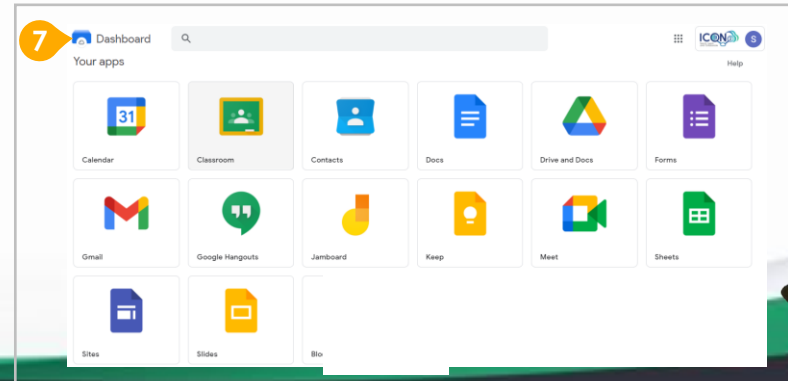No   **5** Yes

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

5

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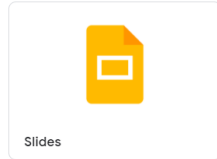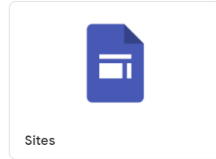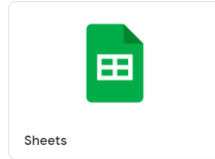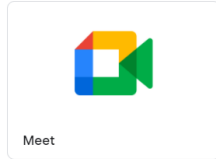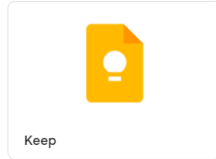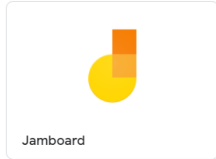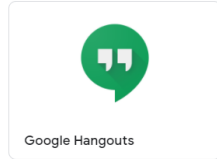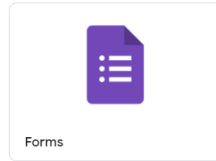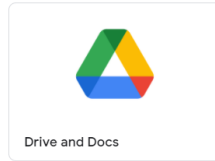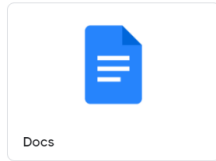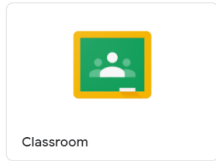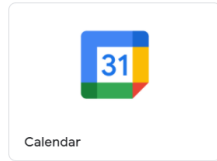
⚠ If you have apps shown on this slide that are missing from your account, please report it to your teacher. Your teacher will log a case with SSOE 2 Service Desk.

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

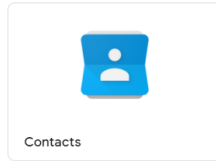|					
Calendar	Classroom	Contacts	Docs	Drive and Docs	Forms
Google Hangouts	Jamboard	Keep	Meet	Sheets	Sites
Slides					

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

7

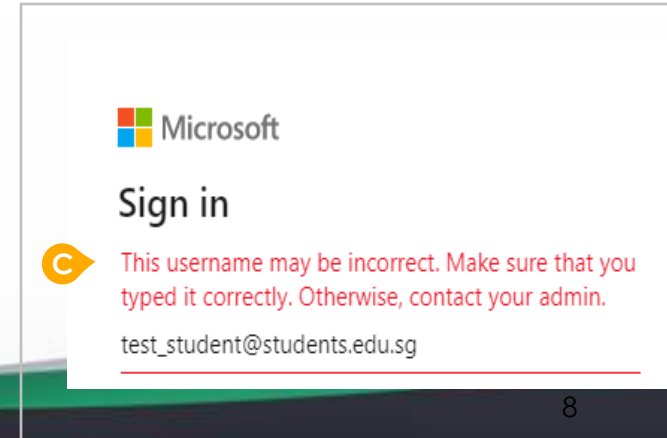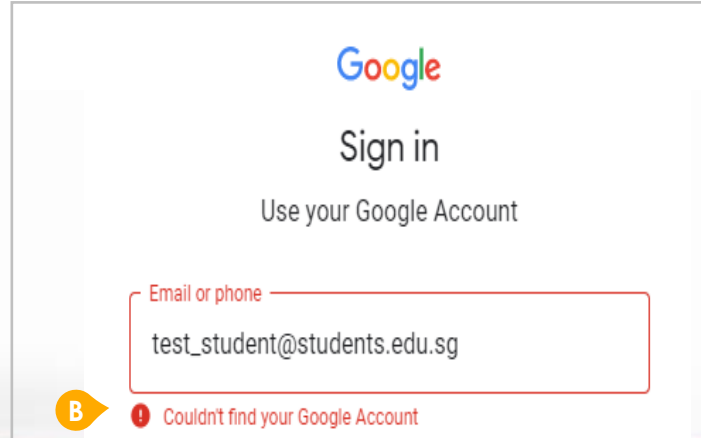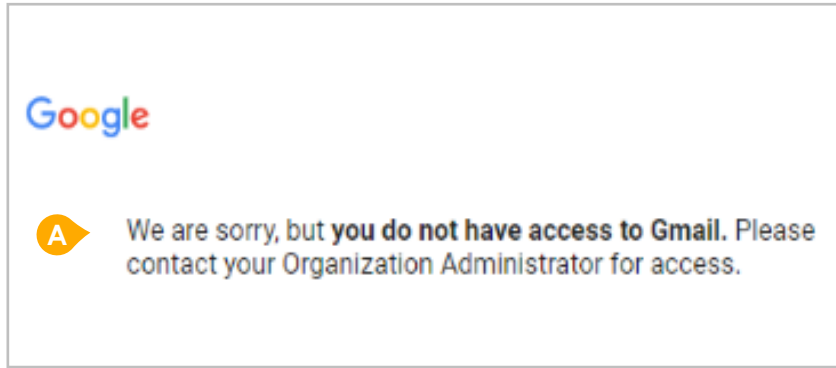**Possible issues you may encounter when onboarding to Student iCON.**

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.

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.
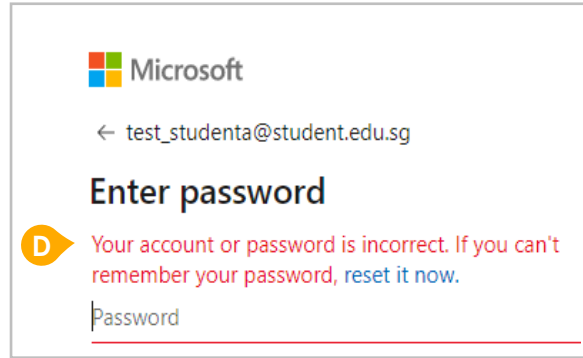
test_student@students.edu.sg

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.
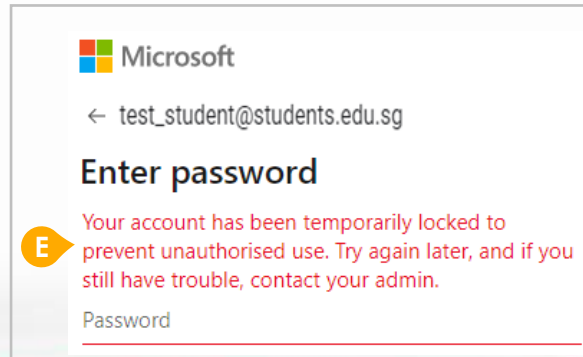

■ Microsoft

← 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

What is my email address and password?

You will receive a personalised letter with your email address.

You need to use the IAMS password issued to you in Term 1 to login.

The naming convention for your email address follows the rules below:

a. Your email address will be based on <Full Name>@students.edu.sg.
b. Any space in the full name will be replaced with an underscore.
c. If your full name contains words such as "Bte" and "s/o", they will not appear in the email address.
d. The full name is limited to the first 4 words as given in your NRIC/FIN to keep the length of the email address manageable.
e. Some of you may share the same full name, a numerical number is added (e.g. Jon_Tan_1, Jon_Tan_2) to differentiate your email addresses. Your teacher will inform you.

IAMS Password Policy

1. Password must be **8-24 characters** long.
2. Password must contain **at least 1 lowercase letter**(s).
3. Password must contain **at least 1 numeric character**(s).
4. Password must contain **at least 1 uppercase letter**(s).
5. Password must contain **at least 2 alphabetic character**(s).
6. Password **must not be one of 3 previous passwords**.
7. Password **must not match or contain first name**.
8. Password **must not match or contain last name**.
9. Password **must not match or contain user ID**.
10. Password expires every 90 (Sec/JC)/360 (Pri) days. Users will be alerted via email 7 days before the expiry date.
11. Maximum of 5 login attempts are allowed.
12. The password has to be changed after subsequent password resets.

When can I start to login?

You can start to login from 5 April (Monday).

How do I reset my password?

You need to submit the **Google Form: Request for reset of password for Student ICON** to the school to request for the password reset.

The link to the form will be posted on the school website.