Onboarding Guide for Student iCON
v1.0 | 15 January 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 Gmaill 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 SSOE 2

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
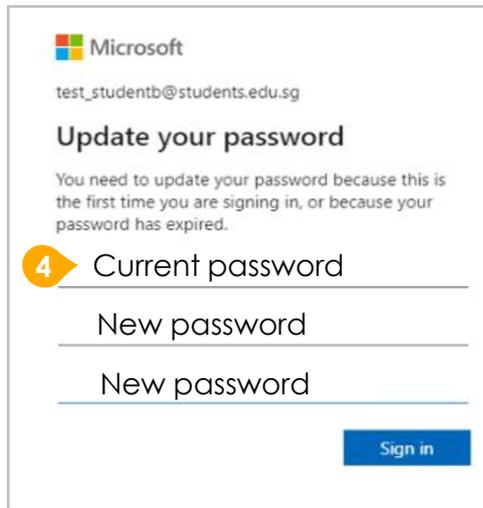
Microsoft

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
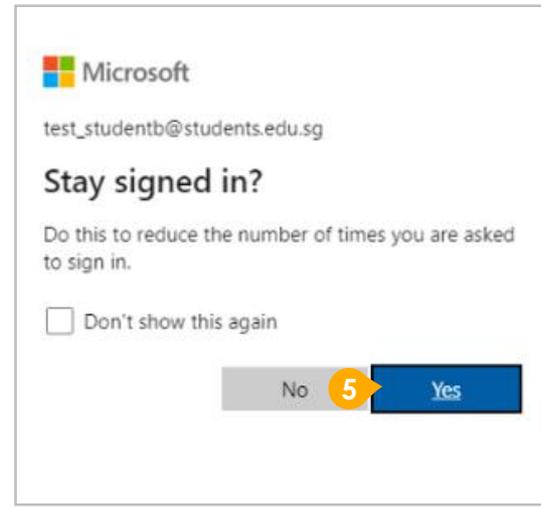
Microsoft

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
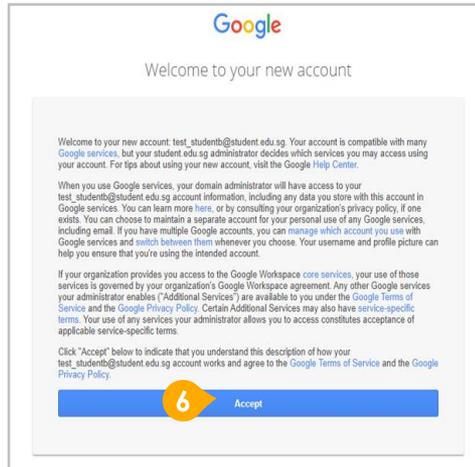
Google

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
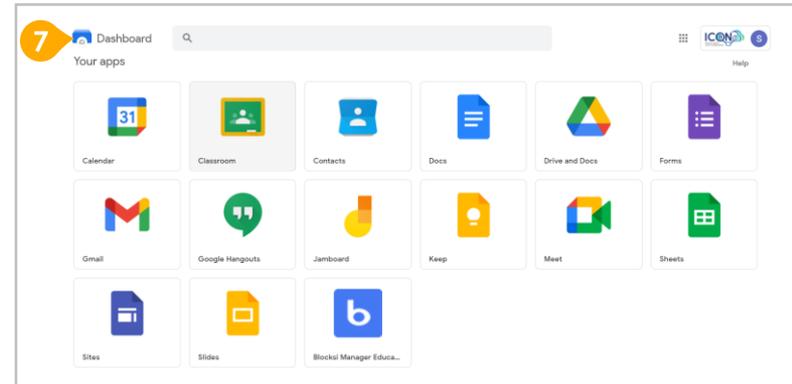
7 Dashboard

Your apps

Help

Calendar, Classroom, Contacts, Docs, Drive and Docs, Forms, Gmail, Google Hangouts, Jamboard, Keep, Meet, Sheets, Sites, Slides, Blocksi Manager Educa...

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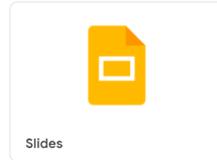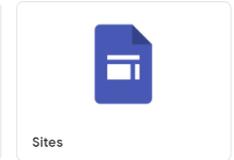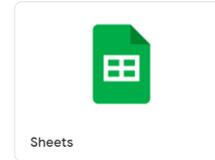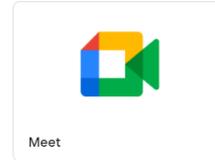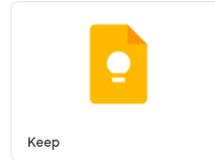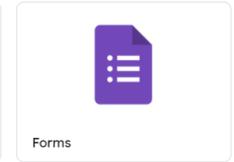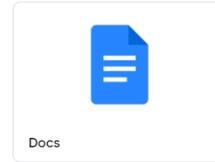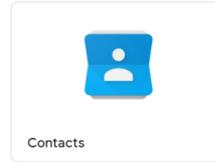
⚠ If you have apps shown on this slide that are missing from your account, please report it to your teacher. Your teacher will log a case with SSOE 2 Service Desk.

1 Your apps

Help

Calendar	Classroom	Contacts	Docs	Drive and Docs	Forms
Google Hangouts	Jamboard	Keep	Meet	Sheets	Sites
Slides	Blocksi Manager Education…				

SSOE 2

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 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

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

5

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

Note: Certain apps such as 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.

1 Your apps

Help

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

6

ANNEX A – Troubleshooting instructions for potential onboarding issues

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 disable for primary 1 to 3).

B The password you have provided is incorrect.

*For issue B 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.

C The email address you
D have provided for the 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.
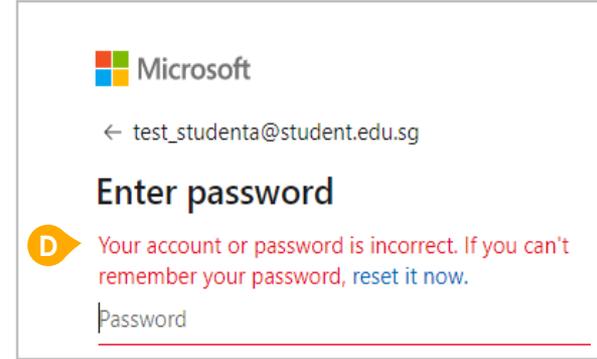
D test_studenta@student.edu.sg

Enter password

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

Password

Google

Sign in

Use your Google Account

Email or phone
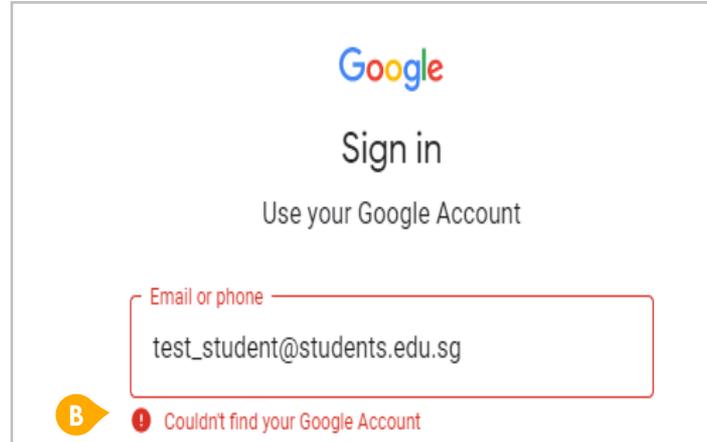
test_student@students.edu.sg

B ⊗ Couldn't find your Google Account
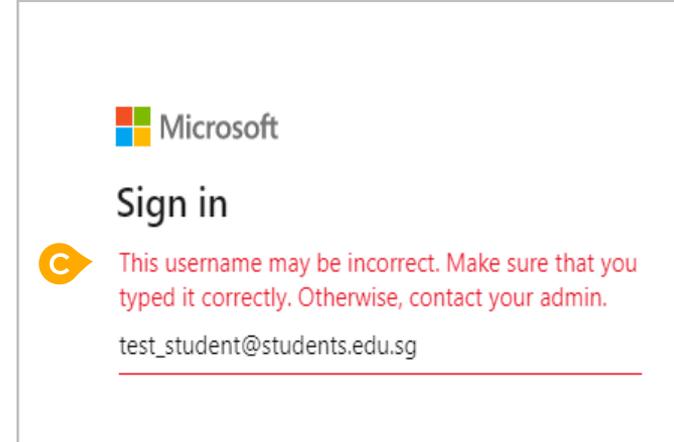
Microsoft

Sign in

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

test_student@students.edu.sg

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