

MIMS: MOE IDENTITY MANAGEMENT SYSTEM



User Login and Self-Service Password Reset Guide

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A PRESENTATION BY
MINISTRY OF EDUCATION, SINGAPORE



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1. About MIMS

ACCOUNTS TYPES IN MIMS

1. MIMS provides **STAFF accounts** to MOE HQ and School Users for the following purposes:
 - To allow Staff to access MOE-issued devices such as SSOE computers.
 - To allow Staff to access Confidential Email System (CES).
 - To allow Staff to access MOE Internet and Intranet applications such as School Cockpit (SC), Student Hub, Posting Systems, etc.
2. MIMS provide **STUDENT accounts** to all MOE Schools, SPED from Primary to JC for the following purposes:
 - To allow student access MOE Internet applications such as ICON, AllEar, SLS, MySF, Schol Library System and etc.

Difference Staff Account Types

1. MIMS differentiate **STAFF accounts by following User Types:**

- MOE HQ Staff & School Staff (HQ Staff and School Staff) – MOE Hired Staff. Source from HRPS System.
- HQ or School hired Staff / Patron (HQ Patron and School Patron) – HQ or School Hired Staff (not under MOE contract). Managed by respective HQ and School LA.
- Vendors, Temp Staff (OTHERS) – FAJT and other Temp Staff, External Vendors

MIMS LOGIN ID

Your login ID format depends on whether you are an HQ or School Staff or Student.

User Type	Login ID Format	Password
School Staff	Your CES email address, with schools.gov.sg domain e.g. If your CES email address is <u>John_Tan@schools.gov.sg</u> then your MIMS Login ID is also <u>John_Tan@schools.gov.sg</u>	School AD Password
HQ Staff	Your WOG email address, with an “ hq ” in the domain e.g. If your WOG email address is <u>John_Tan@moe.gov.sg</u> then your MIMS Login ID is <u>John_Tan@hq.moe.gov.sg</u>	School AD Password NOT your WOG password!
Students	Your ICON email address, with students.gov.sg domain e.g. If your ICON email address is <u>John_Junior@students.edu.sg</u> then your MIMS Login ID is <u>John_Junior@students.edu.sg</u>	School AD Password

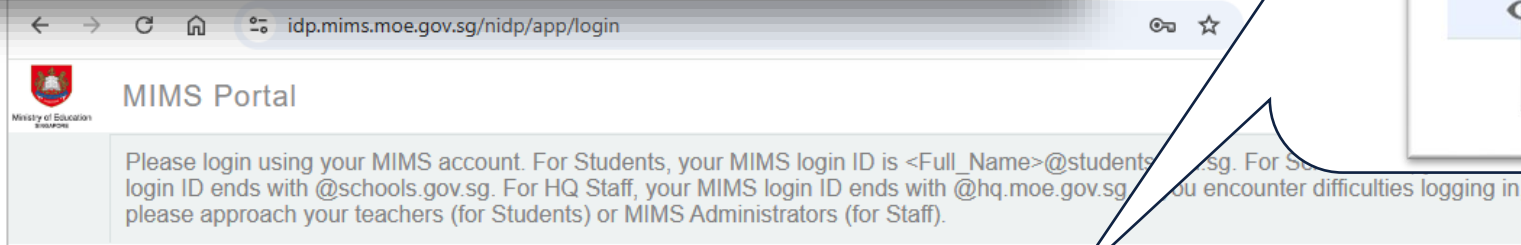
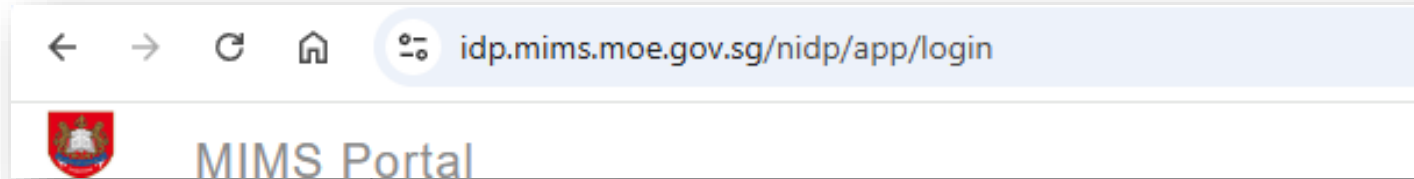
New user onboarding

If you are a **new MIMS user** logging on to MIMS for the first time please do the following:

1. Please obtain your MIMS password from your Local Administrator (LA) or Student Administrator (SA).
2. Upon your first login (with MIMS password given by LA/SA), you will be prompted to set your Challenge Questions. Setup the Challenge Questions allow you to perform self service password reset so that you not need to trouble your LA/SA.
3. Next, proceed to reset your account password with your own preferred password.
4. The password that you use to login into MIMS is the same password to login your MOE Issued Laptop, CES and all MIMS onboarded applications.

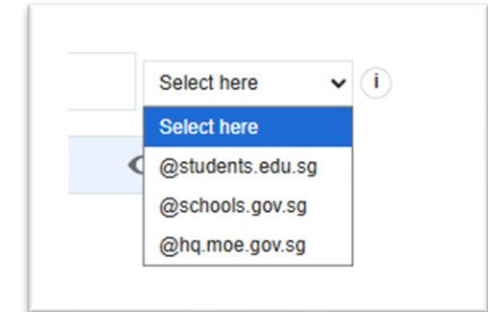
2. LOGIN MIMS SSO Page

MIMS Login Page

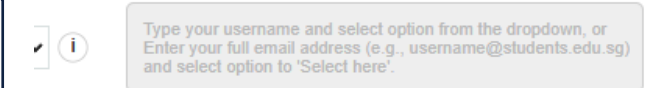


<https://idp.mims.moe.gov.sg/>

Dropdown option for login ID domain selection



Move your cursor to get some tips here.



Link to Self-Service Password Reset function when you forgot your password/account get blocked (Refer to Forgot Password Section)

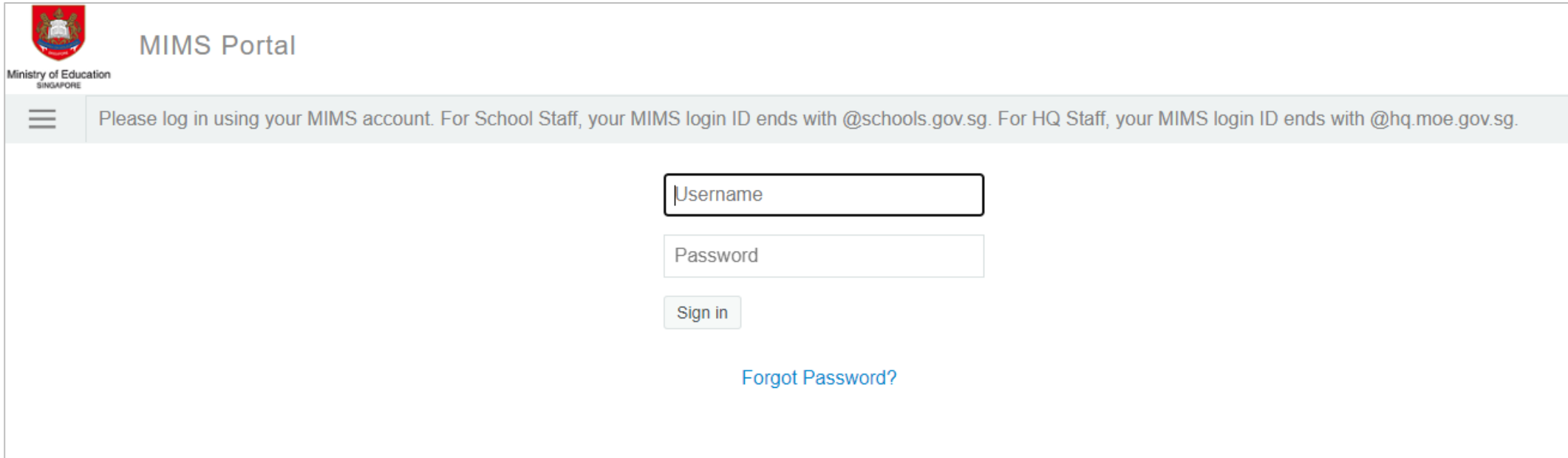
[Forgot Password?](#)

Need to see your password is correctly entered? Click here to show the password in plaintext.

LOGIN TO APPLICATION

Option 1: Login via Application URL (e.g. <https://vle.learning.moe.edu.sg/login>)

- Enter your application URL and click on login button (various for different application)
- User will be redirected to MIMS login (as shown below)
- Enter your MIMS Login ID and password to log in.
- Upon login successful, user will be redirected back to application interface.



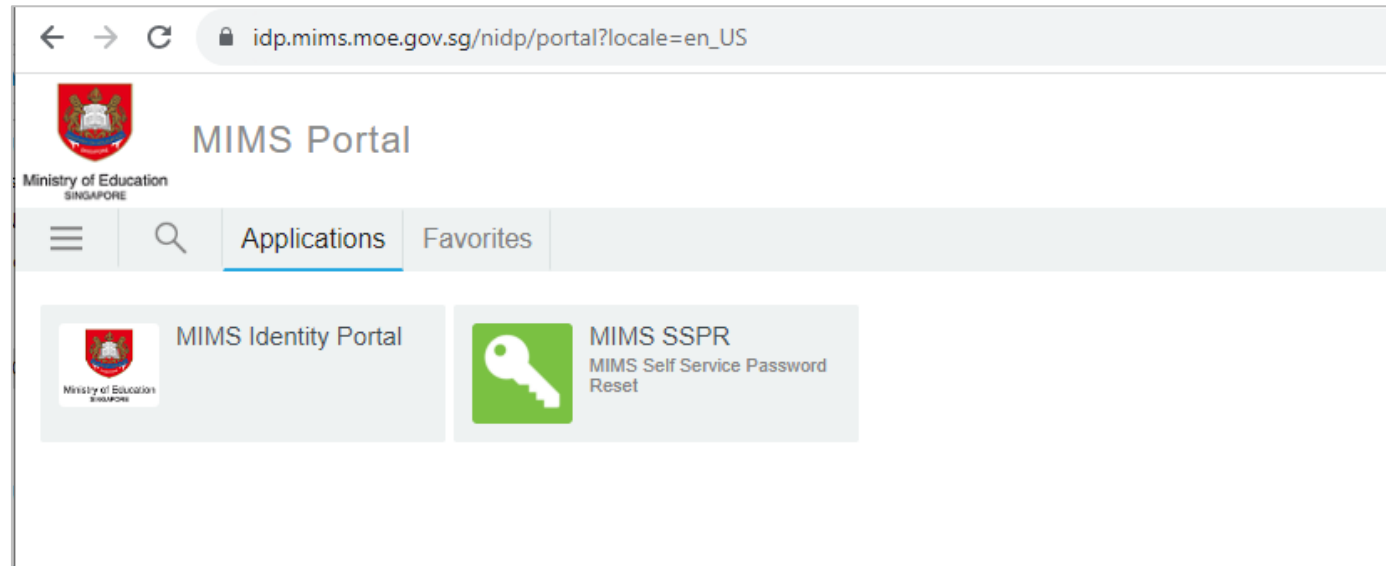
The screenshot shows the MIMS Portal login interface. At the top left is the Ministry of Education Singapore logo. The title 'MIMS Portal' is centered at the top. Below the title is a light blue banner with a hamburger menu icon on the left and the text: 'Please log in using your MIMS account. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg.' Below the banner, the login form consists of a 'Username' input field, a 'Password' input field, and a 'Sign in' button. A blue link 'Forgot Password?' is located below the 'Sign in' button.

LOGIN TO APPLICATION

Option 2: Login App via MIMS IDP Shortcuts

- Login to idp.mims.moe.gov.sg (for Internet Applications access) or idpiz.mims.moe.gov.sg (for Intranet Applications access) with MIMS Login ID
- User accessible shortcut will be displayed in IDP dashboard
- Click on the application that you want to access
- User will be redirected to application interface

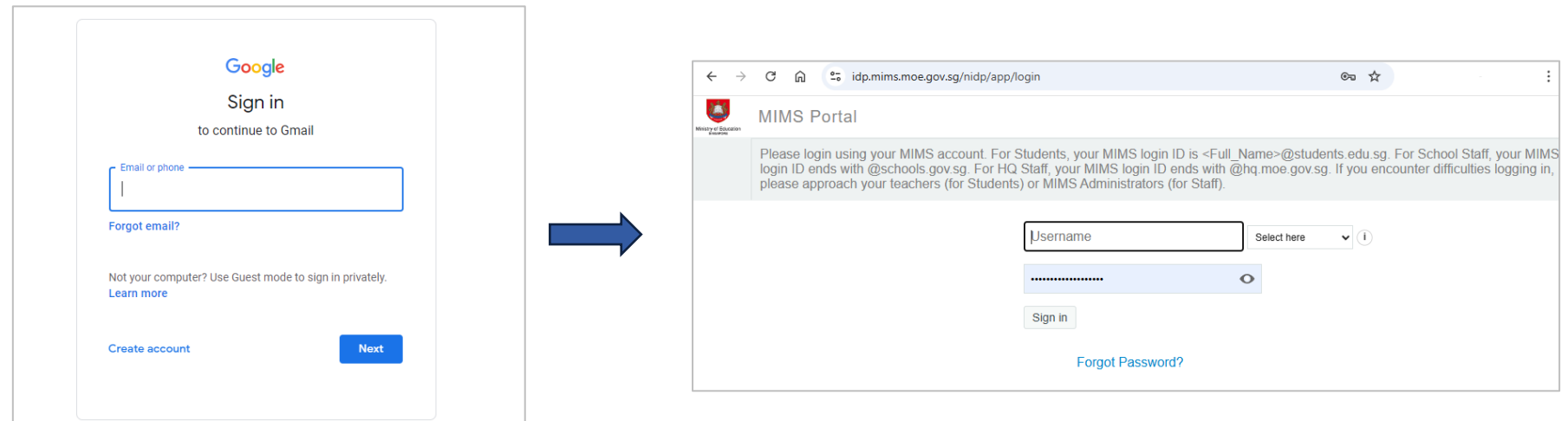
Note: if the application require 2FA, 2FA verification page will be prompted (Refer to slide “LOGIN with MFA” for more detail)



Example: ICON LOGIN

As mentioned earlier, there are 2 options to login to an Application. Below demonstrate the steps of login to ICON:

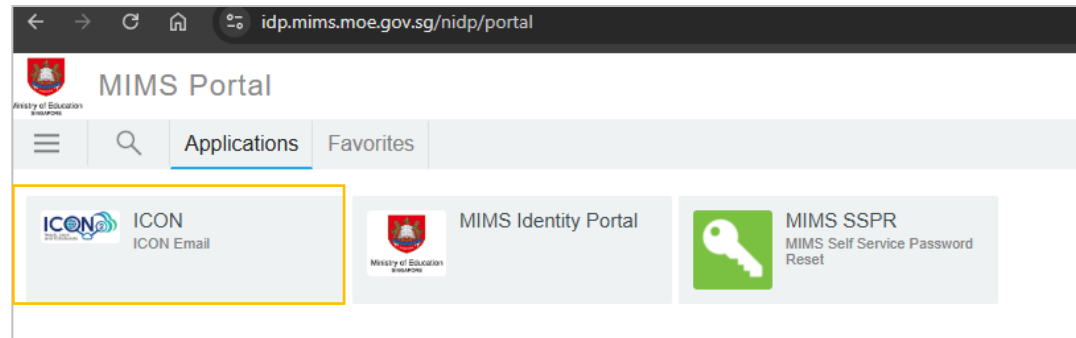
- Option 1: Login via Application URL
 - Visit to ICON/Google Suite login page (<https://workspace.google.com/dashboard>)
 - For STAFF: use ICON email address (e.g. John Tan@moe.edu.sg)
 - For STUDENT: use ICON email address (e.g. John Junior@students.edu.sg)
 - Click next.



- User will be redirected to MIMS for authentication. Key in MIMS Login ID and password to login.
- For STAFF, MFA is required. (Refer to slide “LOGIN with MFA” for more detail)
- For STUDENT, only password authentication needed.

Example: ICON LOGIN

- Option 2: Login App via MIMS IDP Shortcuts
 - Login to idp.mims.moe.gov.sg with MIMS Login ID and Password
 - User accessible shortcut will be displayed in IDP dashboard



- Click on the “ICON” shortcut from the dashboard
- User will be redirected to application interface
 - For STAFF, MFA will be prompted. (Refer to slide “LOGIN with MFA” for more detail)
 - For STUDENT, page will be redirected to ICON application interface.

3. LOGIN MIMS with MFA

When you require MFA Login?

MFA is required depending on the Application that you are accessing or when you have the privileged roles for the logon Application:

1. MIMS Portal – If you have LA / SA roles, you will be required MFA while login to portal
2. Application that mandate MFA for ALL user login : NSG, TG&S, SYF, MySF, SLS, ICON and CPEP
3. User granted with Privileged Role on Application (e.g. System Administrator)

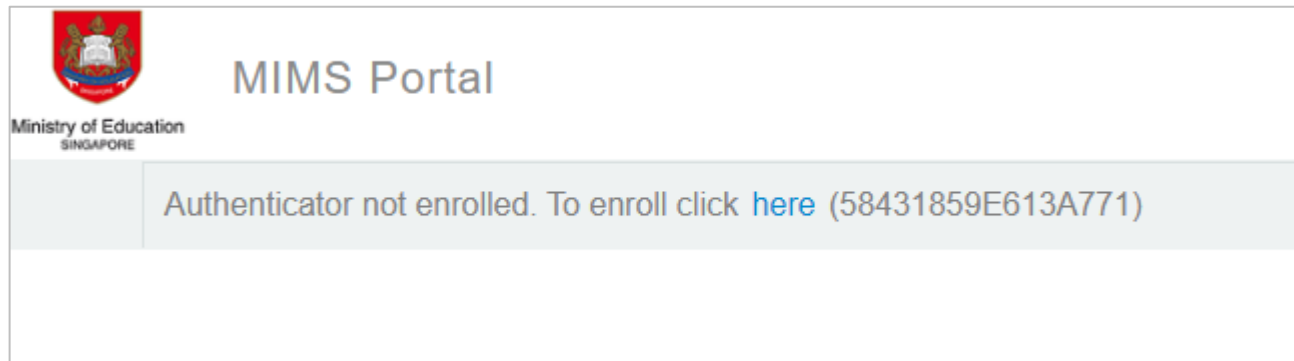
Important Notes:

1. There are 2 separated setup of MFA enrolment for Internet zone and Intranet zone
2. Authenticator enrolled on Internet **CANNOT** be use in Intranet, and vice versa. You will need to enrol 2 separate authenticators if you need 2FA in both Internet app and Intranet app.
3. Refer to below URL to enrol your MFA in different environment

Environment	Production/Live environment
Internet Zone (including School Intranet)	https://auth.mims.moe.gov.sg
Intranet Zone	https://authiz.mims.moe.gov.sg

LOGIN with MFA

- For the applications login that require MFA, after MIMS Login credential verification success, system will prompt MFA verification page
- If user do not have MFA enrolled at that moment, below message will be displayed
- User shall click on the link to enroll for MFA. Or visit auth.mims.moe.gov.sg (to enrol MFA for Internet accessible app) / authiz.mims.moe.gov.sg (to enrol MFA for Intranet accessible app)
- For more information, kindly refer to 2FA user guide on how to enroll 2FA

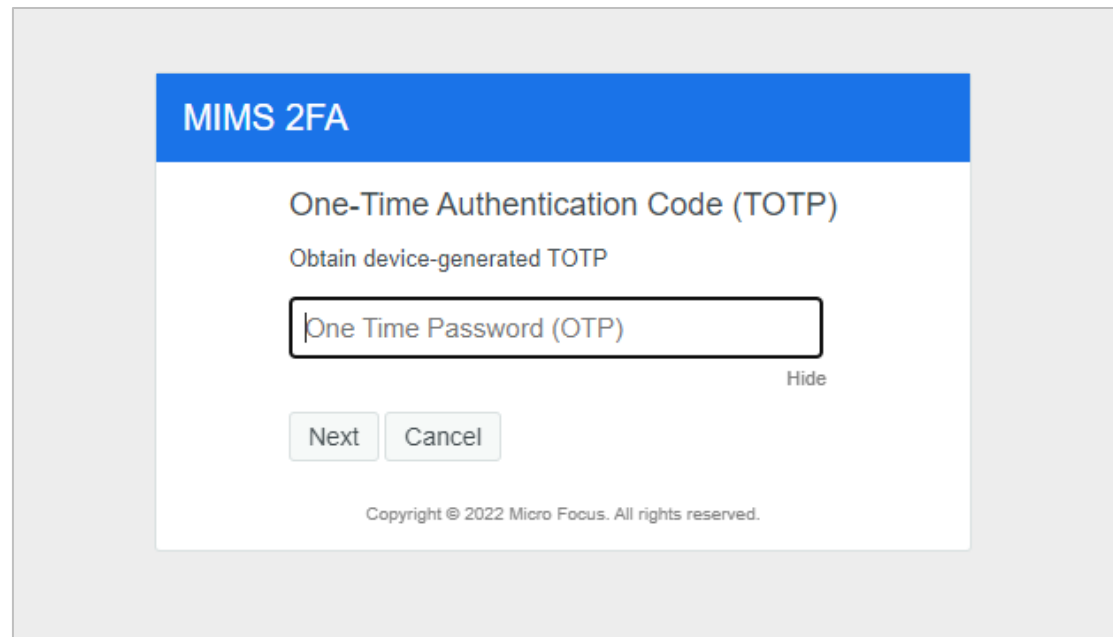


LOGIN with 2FA (Option 1:Soft OTP)

After MIMS Login credential verification success, system will prompt 2FA verification page

MIMS provide 2 options of 2FA:

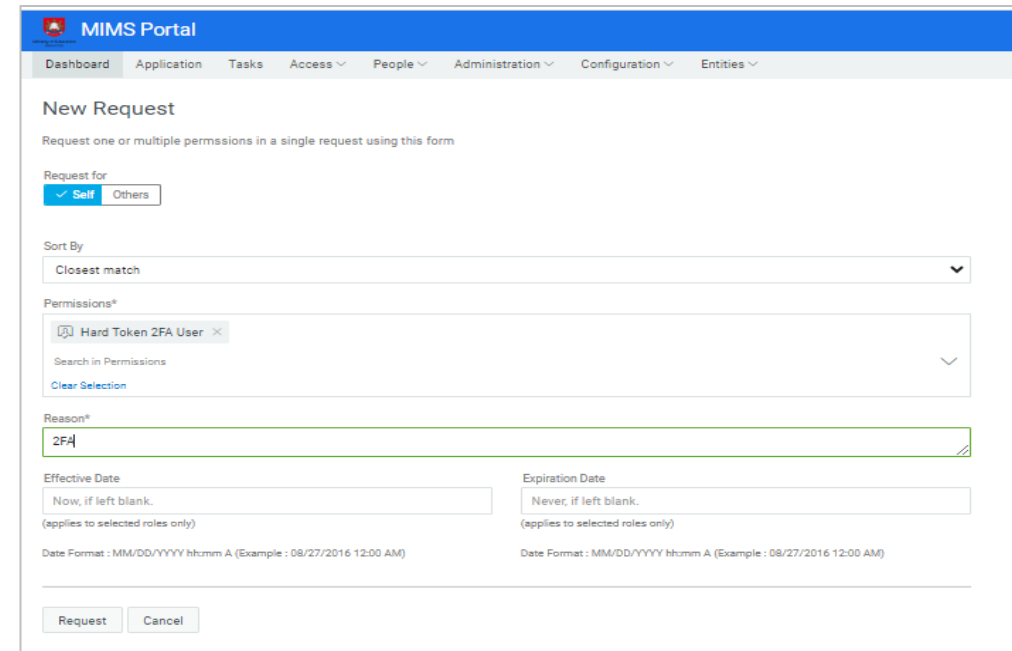
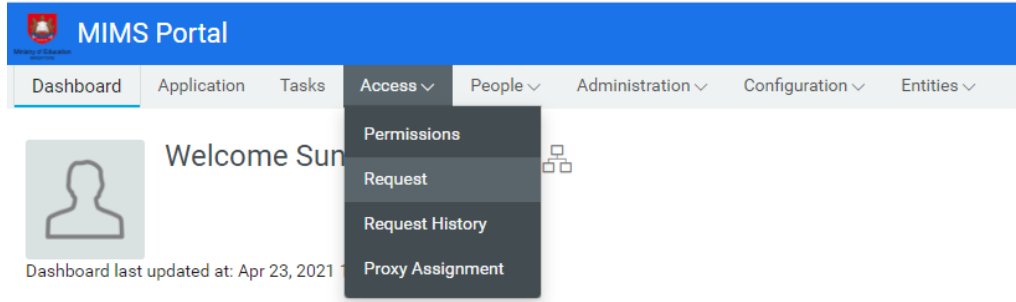
- Option 1: Soft OTP
 - Below TOTP verification page will be displayed
 - User get the 6 digits number from enrolled authenticator and input into this page and click Next
 - Upon successful 2FA verification, user will be redirected to application interface



The screenshot shows a web interface for MIMS 2FA verification. It features a blue header bar with the text "MIMS 2FA". Below the header, the text "One-Time Authentication Code (TOTP)" is displayed, followed by the instruction "Obtain device-generated TOTP". A text input field is present with the placeholder text "One Time Password (OTP)". To the right of the input field is a "Hide" link. Below the input field are two buttons: "Next" and "Cancel". At the bottom of the form, there is a copyright notice: "Copyright © 2022 Micro Focus. All rights reserved."

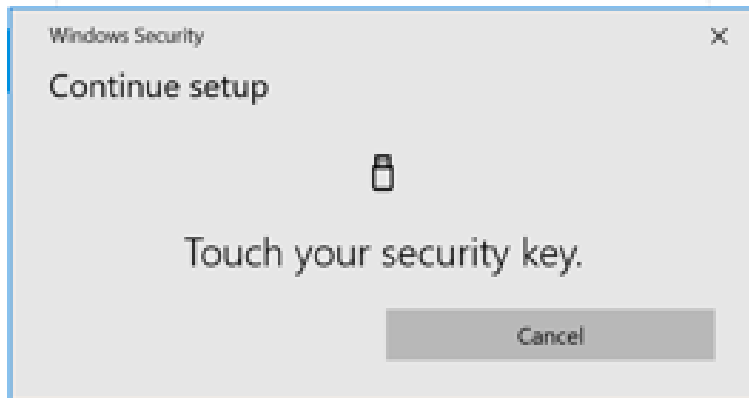
LOGIN with 2FA (Option 2:Hard token)

- Option 2: Hard token
 - Before user can use hard token, user need to granted with “Hard Token” role
 - To enroll hard token role, login to MIMS portal, under Access → Request, click New Request
 - Under permission, search for “Hard Token 2FA User” role
 - Click on Request
 - Alternatively, you also can get LA help to enroll this role on behalf of you

A screenshot of the 'New Request' form in the MIMS Portal. The form is titled 'New Request' and has a subtitle 'Request one or multiple permissions in a single request using this form'. It includes a 'Request for' section with a dropdown menu showing 'Self' (selected) and 'Others'. Below this is a 'Sort By' dropdown menu with 'Closest match' selected. The 'Permissions*' section features a search bar with 'Hard Token 2FA User' entered and a 'Clear Selection' link. The 'Reason*' section has a text area with '2FA' entered. There are two date pickers: 'Effective Date' (with a note 'Now, if left blank. (applies to selected roles only)') and 'Expiration Date' (with a note 'Never, if left blank. (applies to selected roles only)'). At the bottom, there are 'Request' and 'Cancel' buttons. The date format is specified as 'MM/DD/YYYY hh:mm A (Example : 08/27/2016 12:00 AM)'.

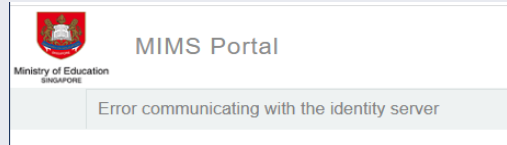
LOGIN with 2FA (Option 2:Hard token)

- Option 2: Hard token (cont.)
 - After MIMS Login credential verification success, if the user have “Hard Token 2FA User” role, system will prompt for hard token verification
 - User insert your hard token to a USB port on the same machine that user perform the login
 - Touch on the “key” logo on your hard token
 - Upon verification success, user will be redirected to application interface
 - This feature only available for ICON with MIMS login

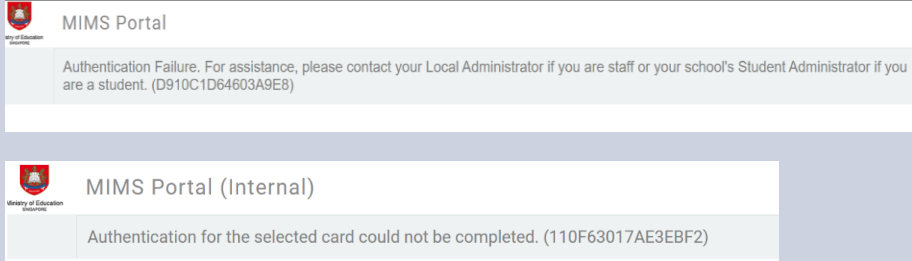
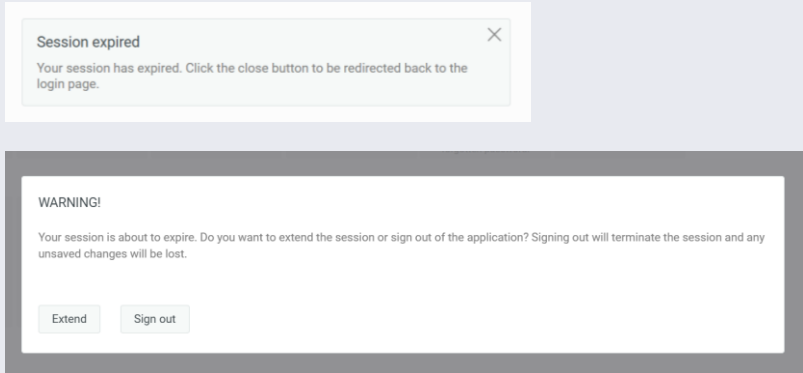


4. Typical Errors in MIMS Login

Errors Encountered in Login Page

	Questions	Resolution
1	Not sure your MIMS Login ID?	Check with your location LA/SA
2	Unable to login with error: "Your account is disabled" Note: This is because your account been disabled due to 90 days inactivity, or passed end date or disabled by LA/SA.	Get LA/SA to enable your account in MIMS
3	Unable to login with error : "Your MIMS Account has been locked." Note: This shows because your account has locked out in SSOE AD due to maximum wrong password attempts.	Option 1 (Recommended): Click on "Forget Password?" link at login page and perform self-service password reset (require Security Challenge Questions setup before hand.) Option 2: Get LA/SA help to reset your password
4	Unable to login with error : "Error communicating with the identity server" Note: Due to security reason, MIMS restriction of using html tag such as "<...>" in MIMS login for preventing Cross Site Scripting (XSS) as security measurement.	Get LA/SA reset your password and to not use password contenting tag syntax such as <text> 

Errors Encountered in Login Page

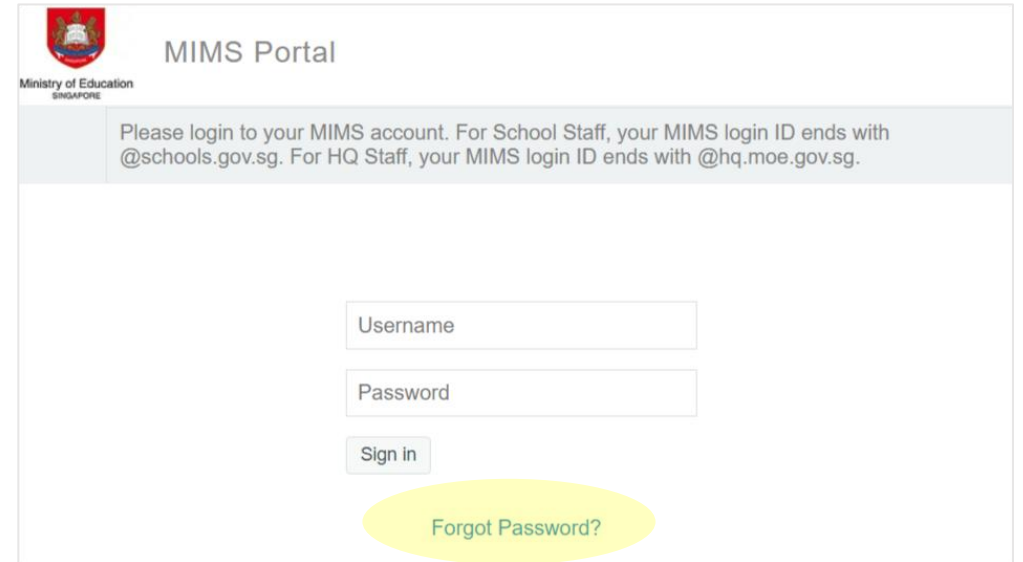
S/N	Questions	Answers
5	Unable to login with error: "Authentication Failure" or "Authentication for the selected card could not be completed." 	Please contact your LA if you are staff, or your school's SA if you are a student, for assistance. LA/SA will assist to check if your account is active and not locked. LA/SA shall further assist to reset your password. If issue persist, LA/SA to log case to SSOE Service Desk for more troubleshooting
6	The following error prompted 	The MIMS active session timeout is 15 minutes. If you are inactive on the MIMS IDP or MIMS portal for more than 15 minutes, you will be automatically logged out and will need to log in again.

5. FORGOT MIMS PASSWORD or Password Expired.

What to do?

FORGOT PASSWORD?

- “The Forgot Password?” Is **Self-Service Password Reset function** that allow user perform password reset by themselves
- When you need this?
 - When your account get locked after many wrong password attempts.
 - When you don't know / forgot your password
 - When you login failed due to password expired
- It will **NOT** work if you are logging in to MIMS for the first time or you haven't setup the answer to the Security Challenge Question in MIMS
- User who has genuinely forgotten his/her password and not able to do Self-Service Password Reset will need to get LA/SA help to reset their passwords (refer to Slide 27)



MIMS Portal

Ministry of Education
SINGAPORE

Please login to your MIMS account. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg.

Username

Password

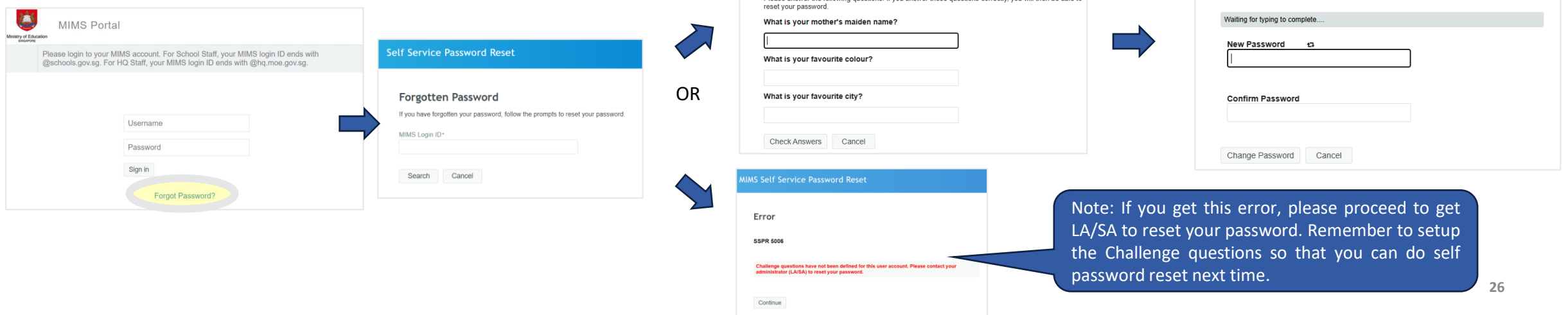
Sign in

[Forgot Password?](#)

FORGOT PASSWORD?

Steps for Self-Service Password Reset:

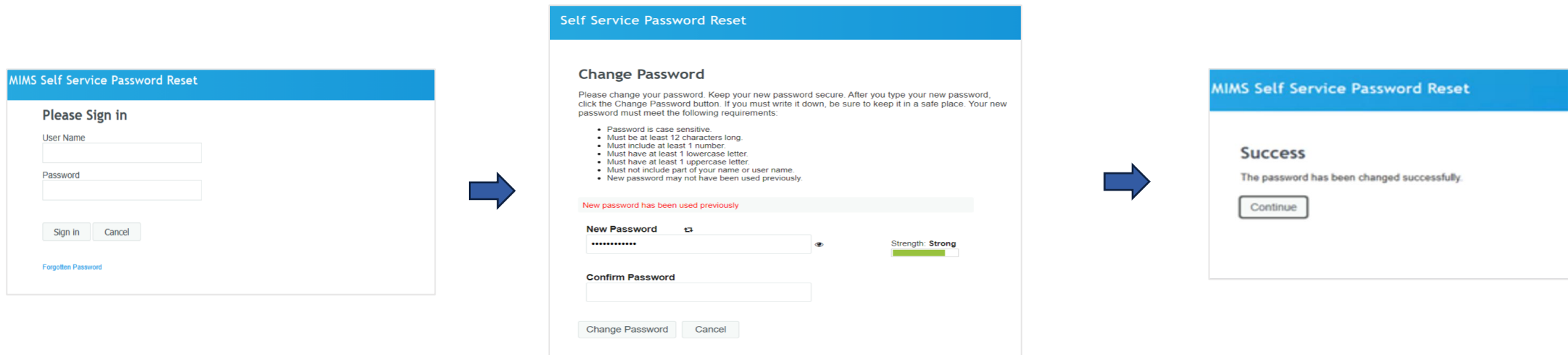
1. Click on the **Forgot Password?** Link found in MIMS Login Page
2. You will be redirected to Self Service Password Reset – Forgotten Password Page. Enter your MIMS Login ID and click search button
3. You will be prompted with the Security Challenge Questions you have set earlier.
4. Answer ALL the Security Challenge Questions correctly will allow you to perform self password reset.



Password Reset by LA/SA

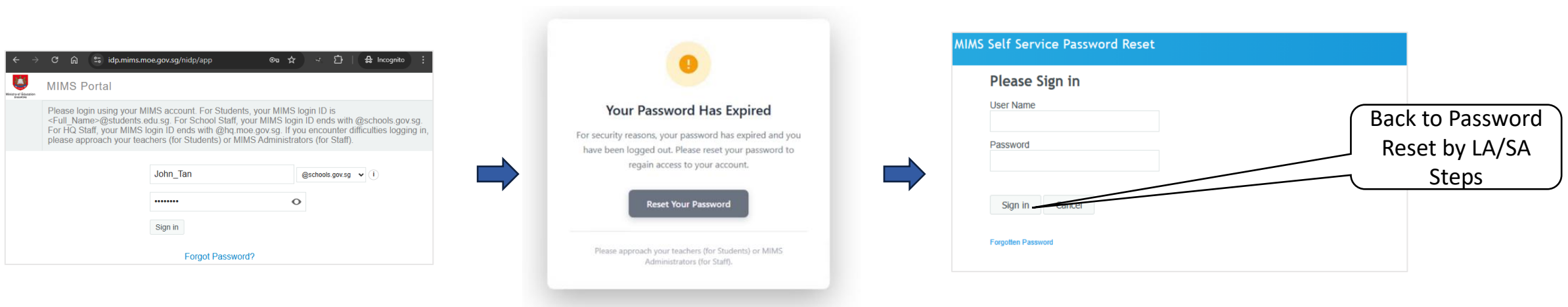
Steps of LA/SA assist on password reset:

1. LA/SA do a password reset in MIMS Portal
2. LA/SA pass the temp password to you.
3. You login to MIMS SSPR Page (<https://portal.mims.moe.gov.sg/sspr>) with the **temp password**.
4. You provide the new password and confirm password and click “Change Password” to complete the password reset



Important Notes:

For security reason, MIMS enforce user to change password after LA/SA reset the password. If you login to the MIMS Portal or any other MIMS integrated Application with temporary password provided by the LA/SA, you will be prompt with “Your Password Has Expired” message and force to redirect to SSPR for password reset.

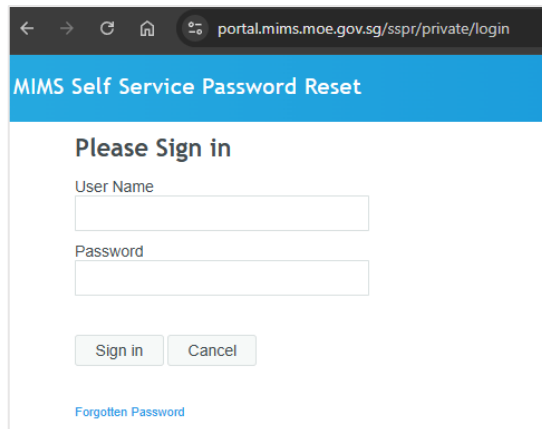


6. SSPR - SET SECURITY QUESTIONS

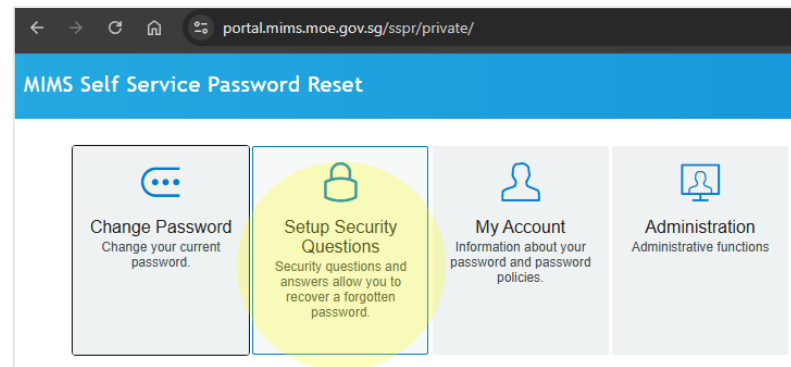
Security Questions

When you get a MIMS account, first thing you need to do is set your answer to the Security Challenge Questions. Steps to setup a Security Challenge Questions as below:

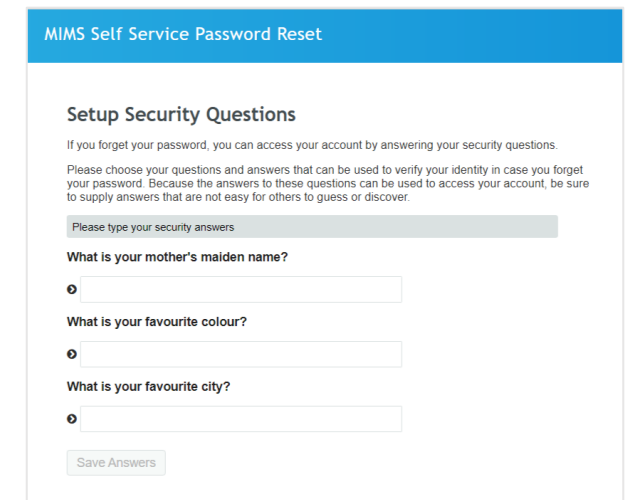
1. Login to MIMS SSPR Page (<https://portal.mims.moe.gov.sg/sspr/>)
2. Click **Setup Security Questions**
3. Provide answers of the questions and click **“Save Answers”**



A screenshot of the MIMS Self Service Password Reset login page. The page has a blue header with the text "MIMS Self Service Password Reset". Below the header, there is a "Please Sign in" section with two input fields: "User Name" and "Password". Below these fields are two buttons: "Sign in" and "Cancel". At the bottom left, there is a link for "Forgotten Password".



A screenshot of the MIMS Self Service Password Reset main menu. The page has a blue header with the text "MIMS Self Service Password Reset". Below the header, there are four menu items: "Change Password" (Change your current password), "Setup Security Questions" (Security questions and answers allow you to recover a forgotten password), "My Account" (Information about your password and password policies), and "Administration" (Administrative functions). The "Setup Security Questions" item is highlighted with a yellow circle.

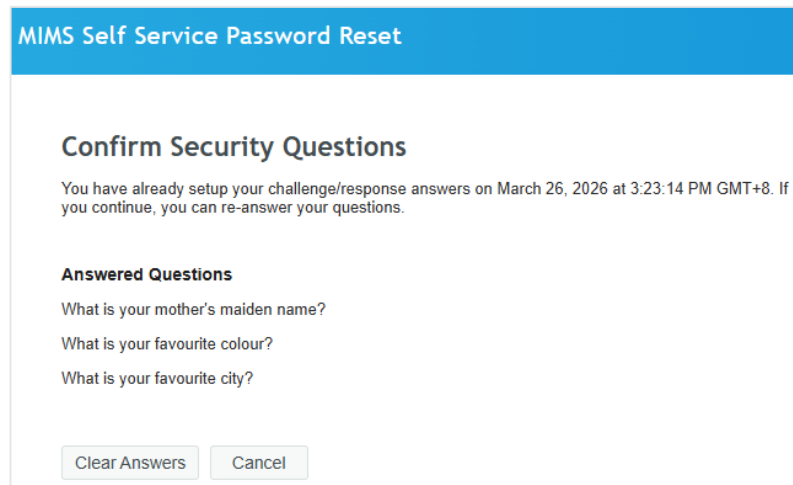


A screenshot of the MIMS Self Service Password Reset Setup Security Questions page. The page has a blue header with the text "MIMS Self Service Password Reset". Below the header, there is a section titled "Setup Security Questions" with a sub-header "If you forget your password, you can access your account by answering your security questions." and a paragraph "Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover." Below this is a text input field for "Please type your security answers". There are three questions: "What is your mother's maiden name?", "What is your favourite colour?", and "What is your favourite city?". Each question has a radio button and a text input field. At the bottom right, there is a "Save Answers" button.

Security Questions

You can reset your Security Questions anytime or whenever you forgot your previous Security Questions.

1. Login to MIMS SSPR Page (<https://portal.mims.moe.gov.sg/sspr>)
2. Click **Setup Security Questions**. If you have Security Questions setup before, you will see the below message.
3. Click on “Clear Answers” button. It will followed by an alert to ask Confirmation to proceed. Click “OK” to proceed.
4. System will clear your previous setting and allow you to setup a new set of Security Questions and Answers.



MIMS Self Service Password Reset

Confirm Security Questions

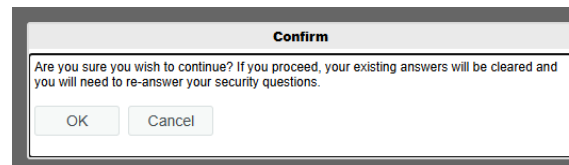
You have already setup your challenge/response answers on March 26, 2026 at 3:23:14 PM GMT+8. If you continue, you can re-answer your questions.

Answered Questions

What is your mother's maiden name?

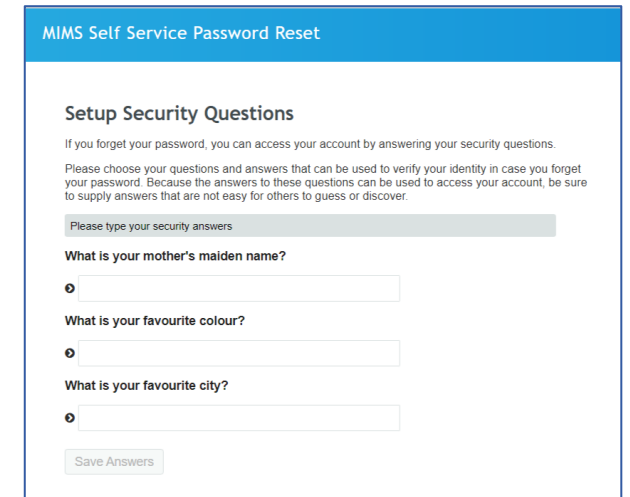
What is your favourite colour?

What is your favourite city?



Confirm

Are you sure you wish to continue? If you proceed, your existing answers will be cleared and you will need to re-answer your security questions.



MIMS Self Service Password Reset

Setup Security Questions

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

What is your mother's maiden name?

What is your favourite colour?

What is your favourite city?

Important Notes:

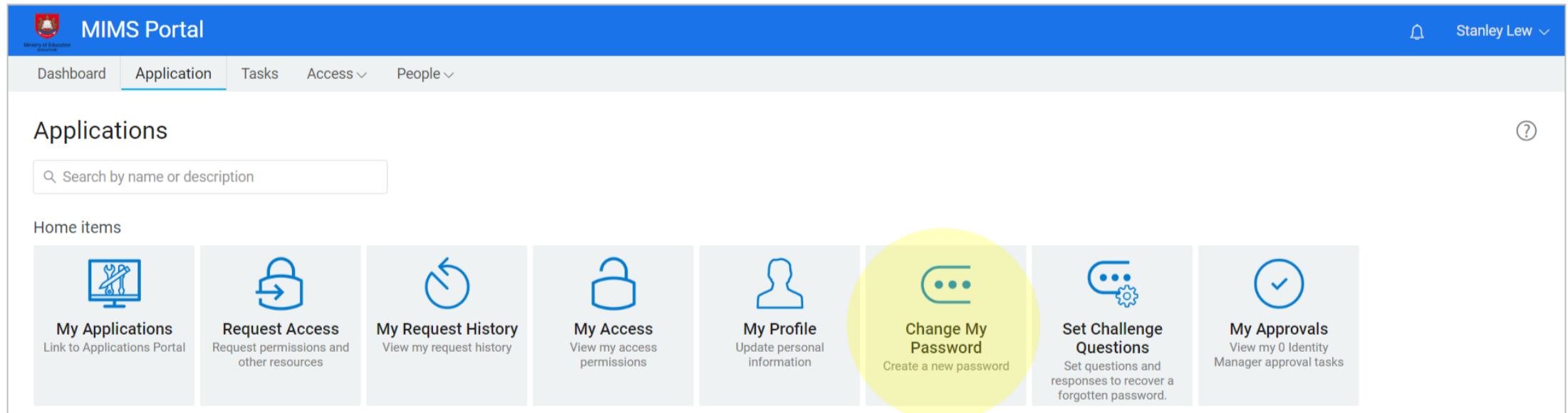
#	QUESTION
1	What is your mother's maiden name?
2	What is your favourite colour?
3	What is your favourite city?

- Upon first login to MIMS Portal, you will be prompted to setup the password reset prompts.
- The user will be asked to set **3** available questions.
- During password reset, MIMS will challenge the user to answer the questions – **3 out of 3** need to be answered correctly. For Student MIMS account, user to answer the questions – **2 out of 2** need to be answered correctly.

7. SSPR - CHANGE PASSWORD

SELF SERVICE PASSWORD RESET

It is recommended to change your password from time to time, even if it has not expired. To do so, click on Application on the main menu and click **Change My Password**.

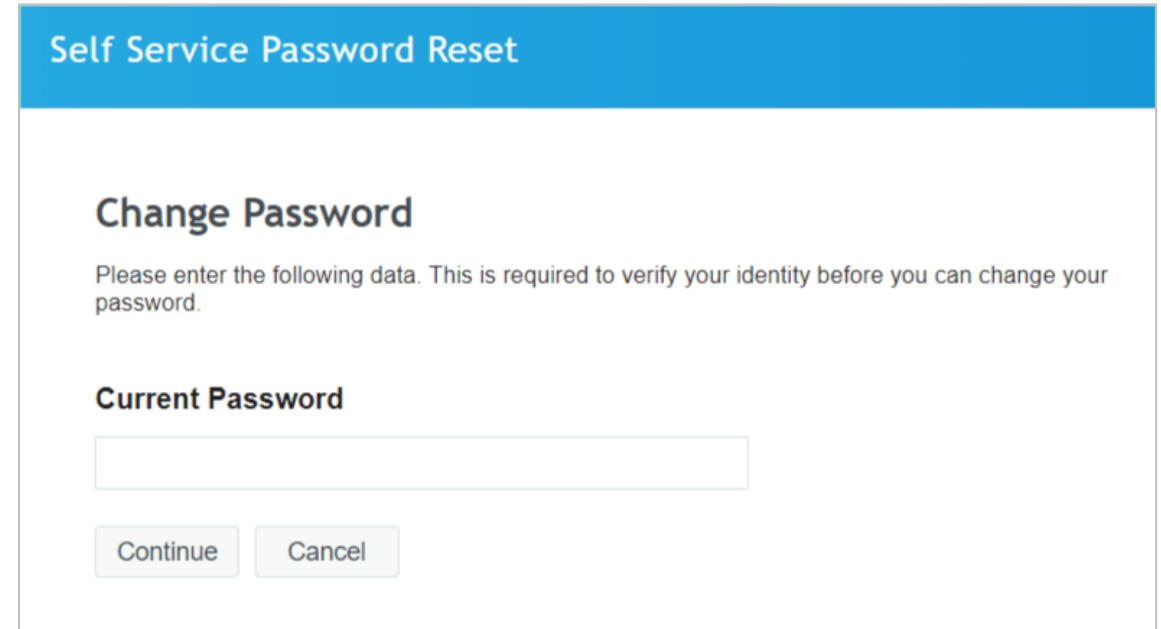


The screenshot displays the MIMS Portal interface. At the top, a blue header bar contains the MIMS Portal logo and the user's name, Stanley Lew. Below the header, a navigation bar shows tabs for Dashboard, Application, Tasks, Access, and People. The 'Application' tab is selected. The main content area is titled 'Applications' and includes a search bar. Below the search bar, a section titled 'Home items' displays a row of eight tiles. The 'Change My Password' tile is highlighted with a yellow circle. The tiles are as follows:

- My Applications**: Link to Applications Portal
- Request Access**: Request permissions and other resources
- My Request History**: View my request history
- My Access**: View my access permissions
- My Profile**: Update personal information
- Change My Password**: Create a new password
- Set Challenge Questions**: Set questions and responses to recover a forgotten password.
- My Approvals**: View my 0 Identity Manager approval tasks

SELF SERVICE PASSWORD RESET

You will be prompted with your Current Password. Enter your Current Password in the textbox and click Continue.



The image shows a 'Self Service Password Reset' dialog box. It has a blue header bar with the title 'Self Service Password Reset'. Below the header, the main content area is white. It starts with the heading 'Change Password' in bold. Underneath is a line of text: 'Please enter the following data. This is required to verify your identity before you can change your password.' Below this text is the label 'Current Password' in bold. Underneath the label is a single-line text input field. At the bottom of the dialog box are two buttons: 'Continue' and 'Cancel'.

Self Service Password Reset

Change Password

Please enter the following data. This is required to verify your identity before you can change your password.

Current Password

Continue Cancel

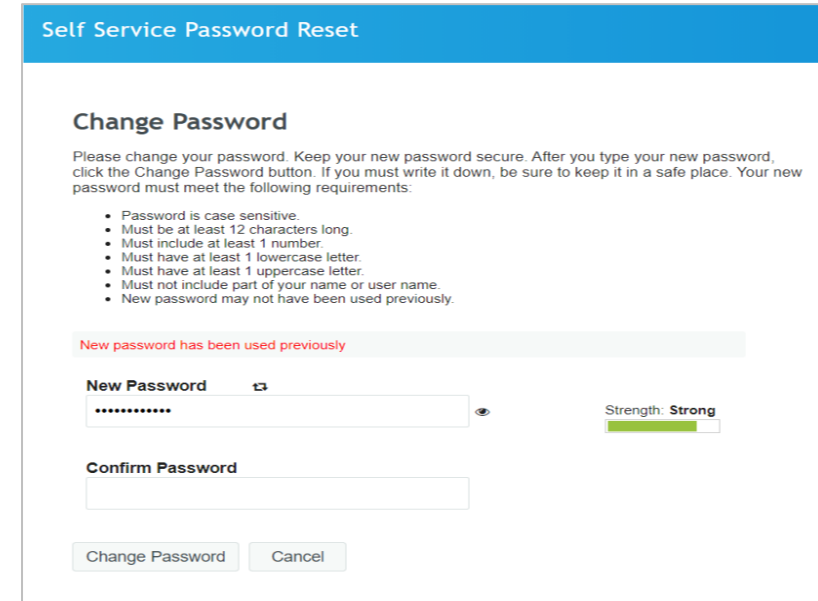
SELF SERVICE PASSWORD RESET

Set a new password by typing into the **New Password** textbox.

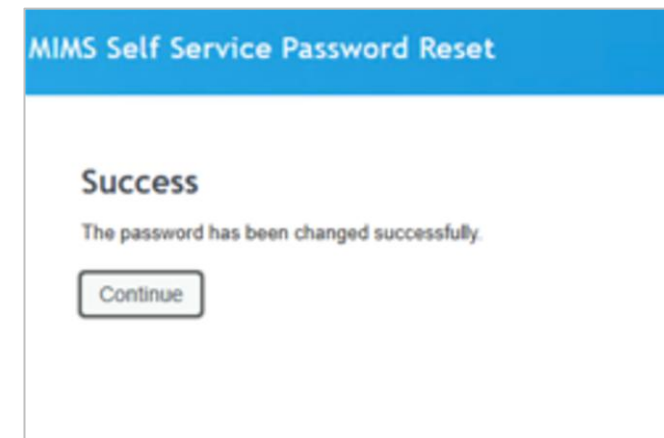
Your password must meet the requirement stated in the system. (different user type will have different password policy, please refer to “Password Policy” section.

As you type in your new password, MIMS will determine if the password is secure enough to meet the password requirements.

Once the password is accepted, type it in again in the **Confirm Password** textbox. Click **Change Password**.



The screenshot shows a web form titled "Self Service Password Reset". Below the title is a section "Change Password". It contains a paragraph of instructions: "Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:". Below this is a bulleted list of requirements: "Password is case sensitive.", "Must be at least 12 characters long.", "Must include at least 1 number.", "Must have at least 1 lowercase letter.", "Must have at least 1 uppercase letter.", "Must not include part of your name or user name.", and "New password may not have been used previously.". Below the list is a red error message: "New password has been used previously". Below that is a "New Password" input field with a strength indicator showing "Strength: Strong" with a green bar. Below the "New Password" field is a "Confirm Password" input field. At the bottom are two buttons: "Change Password" and "Cancel".



The screenshot shows a web form titled "MIMS Self Service Password Reset". Below the title is a section "Success". It contains a paragraph of text: "The password has been changed successfully.". Below the text is a "Continue" button.

8. Password Policies

Staff Password Policy

1. Password must be minimally **12 characters** long.
2. Password complexity is enforced and it must contain at least 3 out of 4 of the following:
 - ✓ 1 lowercase letter(s) and/or
 - ✓ 1 uppercase letter(s) and/or
 - ✓ 1 numeric character(s) and/or
 - ✓ special characters.
3. Password must **not have one of the 3 previous used passwords**.
4. Password must **not match or contain the user first name and/or last name**.
5. Password must **not match or contain user ID**.
6. Password expires every **365** days. User will be alerted via email 7 days before the expiry date.
7. Maximum of **10** login attempts are allowed.
8. The password has to be changed after Local Administrator (LA) perform the password resets.

Student Password Policy

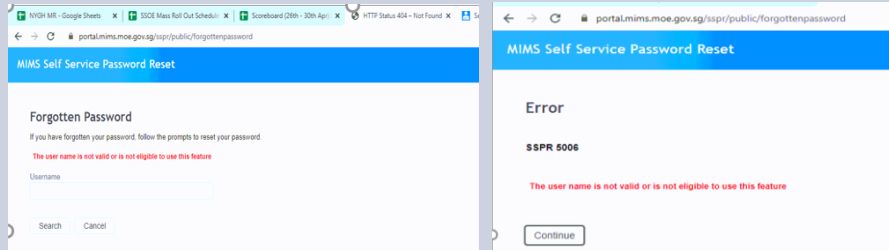
1. Password must be **8 characters** (Pri) / **12 characters** (Sec/JC) long.
2. Password complexity is mandatory for Sec/JC MIMS accounts (3 out of 4 combination). For Primary schools, we encourage adopting this practice especially for upper Primary students, to help them build familiarity with password requirements.
3. Password must contain
 - ✓ **1 lowercase letter(s)** and/or
 - ✓ **1 uppercase letter(s)** and/or
 - ✓ **1 numeric character(s)** and/or
 - ✓ **special characters.**
4. Password must **not have one of the 3 previous used passwords.**
5. Password must **not match or contain the user first name and/or last name.**
6. Password must **not match or contain user ID.**
7. Password expires every **360** (Pri) / **365** (Sec/JC) days. User will be alerted via email 7 days before the expiry date.
8. A maximum of **5** (Pri) / **10** (Sec/JC) login attempts are allowed.
9. The password must be changed after Student Administrator (SA) password resets.
10. The Primary password policy also applicable to SPED Primary/Secondary School.

9. FAQ

MIMS Login FAQ

S/N	Questions	Answers
1	User experience their account lockout even they have their password reset. User seek LA/SA reset password again and it is successfully performed by LA/SA however, the account get locked again the same behavior. Login MIMS get Intrusion Detected error.	If the password reset by LA/SA was successful, then the account locked issue is not in MIMS. User might have old password saved/cache on multiple place/devices. When password changed, those app is still retrieving the old password to authentication and caused the wrong password attempts. User are advice to remove all the old password saved in all devices before performing a new password changed.

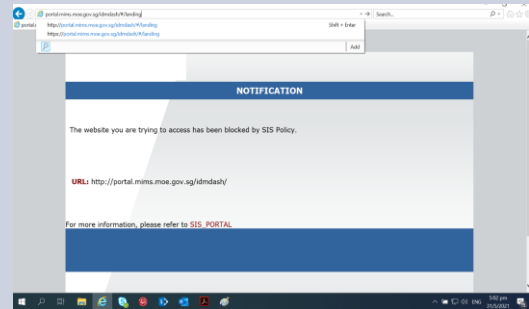
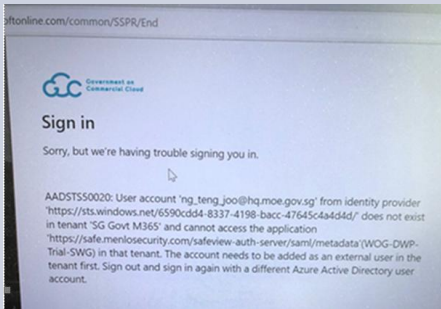
Reset Password FAQ

S/N	Questions	Answers
1	LA/SA reset password for me but I still getting this error when login to MIMS 	After LA reset password, user mistakenly use the "Forgot Password?" link to login. Forgot password link is for user to perform self password reset when user have the security questions configured. DO NOT click on the "Forgot password?" link and you are require to LOGIN as usual into MIMS with the temporary password that given by LA/SA. Upon successful login, user should proceed to change the password and setup security question.
2	I want to reset my password but my LA or SA not available.	Log a ticket with SSOE SD and they will route to MIMS SD/Support to reset password. Password will be sent to user via registered Primary Email Address in MIMS.
3	SSPR 5019 	Click continue or close the browser tab and login again to SSPR. Ensure caches are cleared for All Time or use an Incognito/InPrivate mode to login.

Other FAQ (Infra Related)

S/N	Questions	Answers
1	ICT manager checked the User's email address, UPN, mobile info in MIMS portal are different from SSOE AD. Email attributes not sync to AD causing user having issue access OPAL/CES. Mobile attributes not sync to AD causing user having issue accessing RAS VPN	Advise the LA to do Account Enable to force a re-sync to the AD. Note: Please allow 30min lead time for user profile change in MIMS to sync to AD. If issue persist, log a ticket with SSOE/EUSS SD to perform a manual updates to SSOE AD.
2	User is having issue accessing school resources such as download WiFi cert, shared drive, printer, etc. ICT checked in SSOE AD and the staff account is under Student OU.	Check with school ICT for detail member group in AD Log a ticket with SSOE/EUSS SD for case escalation to MIMS SD. Note: this happen when a student join MOE as staff after school.
3	ICT manager feedback that user is not able to login into Windows.	Refer to data sync up lead time.
4	ICT manager reported that user not able to login from his/her SSOE device or can't get SSOE Wifi due to certificate didn't push down.	Requirements for getting cert 1) Connected to ssoe2 network 2) User have email field populated 3) User is part of any orgcode_staff 4) User is NOT part of any orgcode_student
5	ICT manager reported that user is not able to access shared drive and printer drive from SSOE device.	Requirements for user file service to work 1) Connected to ssoe2 network 2) Security posture passed clearpass requirement 3) User have the internet cert on the laptop 3) User account in same OU as his rightful school 4) User account in correct AD group as his rightful school

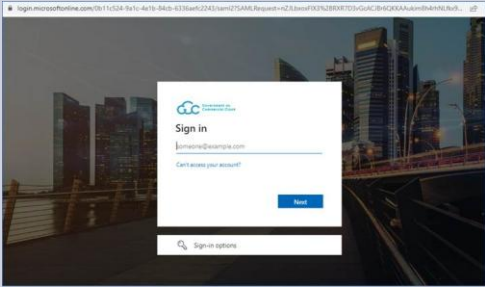
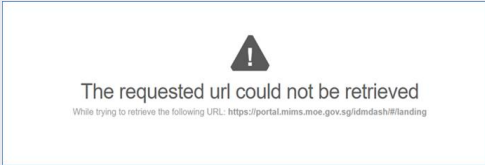
Other FAQ (Infra Related)

S/N	Questions	Answers
6	When login MIMS through INTRANET, only Error Message appeared - "The Requested URL could not be retrieved"  	You might have this issue if you are WOG user with secure email who are blocked by SIS policy to access internet sites Please use SSOE device or Internet enabled device to access MIMS.

Other FAQ (MOE Application Related)

S/N	Questions	Answers
1	The request of CES & ICON mailbox were approved but still haven't received user account creation for the CES & ICON mailbox.	Please allow min 2 days lead time to provision CES & ICON account upon approval on MIMS portal. Note: Refer to data sync up lead time for detail.
2	Email Attribute suddenly changed to CES or ICON, even LA never perform the update. Resulting OPAL's trigger email change notification.	This is due to the new CES or ICON email account is added to the user. The CES or ICON email is identified as the new primary email address and will be updated as mail attribute value (or 3 rd email attribute in the MIMS interface file).
3	Unable to access to SC or SC Mobile, it redirect page to MIMS portal after login.	Please access to SC using the SC or SC Mobile full URL. https://scmobile.moe.edu.sg/login https://schoolcockpit.moe.gov.sg After logout, you will need to close the browser tab. Do not use the browser tab that previously login to SC as that will shows the redirected MIMS IDP URL.

Other FAQ (MOE Application Related)

S/N	Questions	Answers
1	The following login prompt to user after user clear browser cookies. 	As the caches and cookies is cleared, WOG/COMET laptop will require to authenticate your login again. User is requiring to login using their WOG Azure AD account (email address as the login ID) to access internet. Please ensure user is properly login with Menlo. Refer to Menlo guide for more detail.
2	The following error prompted 	This is due to some of the WOG/COMET laptop with Menlo been restricted to access MIMS portal. Please ensure user is properly login with Menlo in the browser. Try to change to a different browser on the same machine to perform login. If issue persist, alternatively, use other internet enabled machine / mobile to access MIMS.

Thank you

