

Onboarding Guide for Student iCON
v1.1 |

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**.

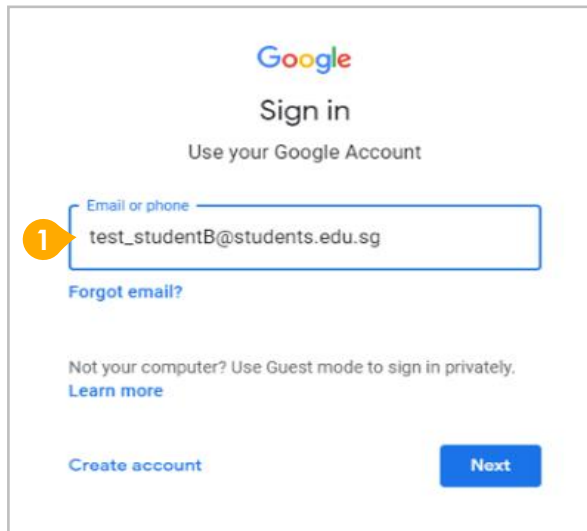
2 You will be directed to the **Microsoft sign in** page to authenticate your credential.

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.



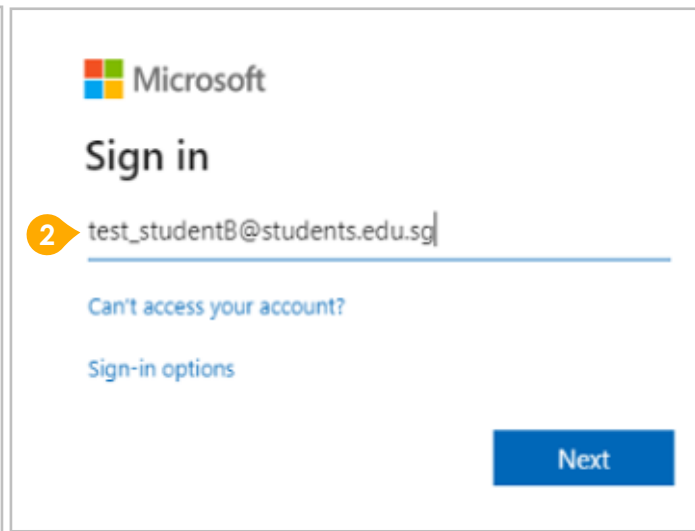
Google
Sign in
Use your Google Account

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](#)



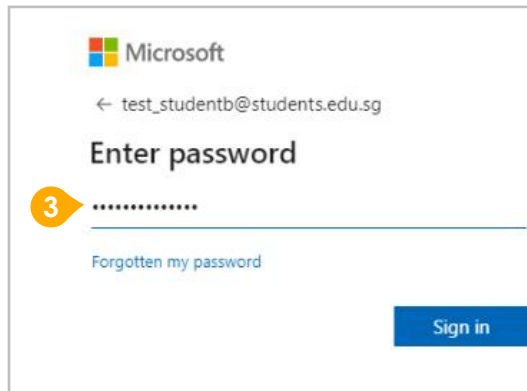
Microsoft
Sign in

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](#)

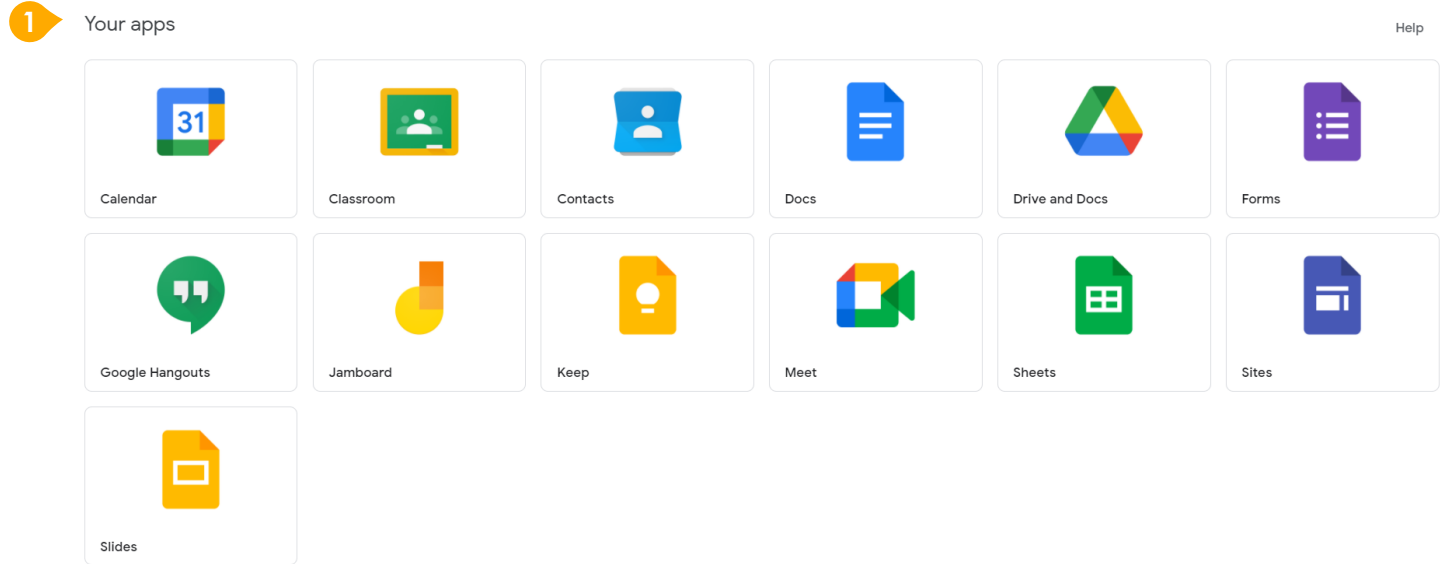
[Sign in](#)

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.

! 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.

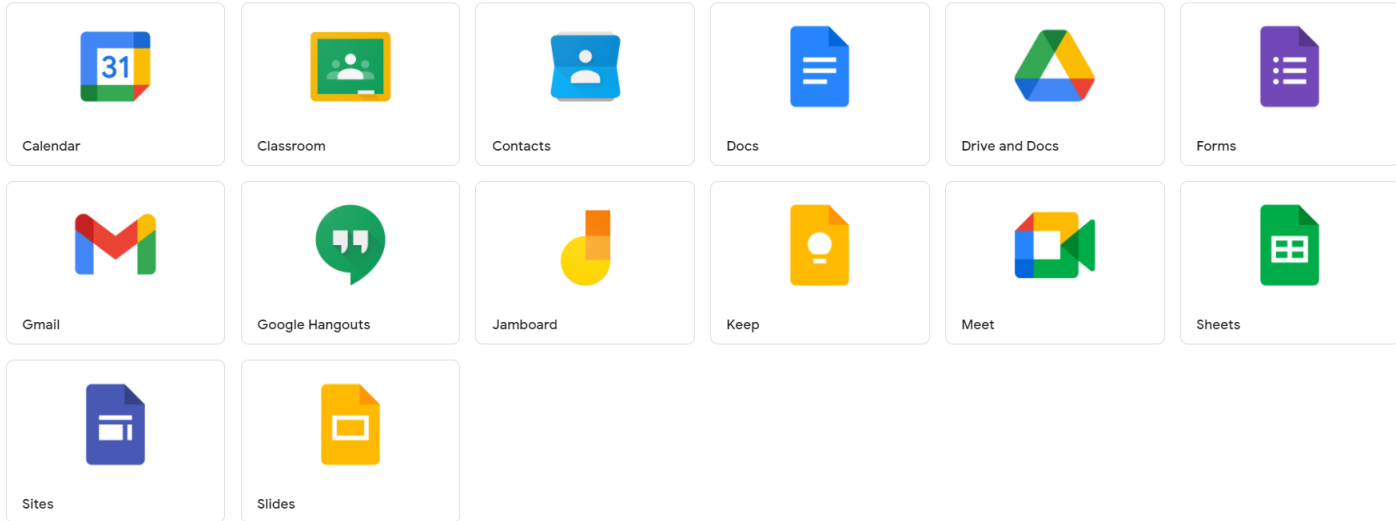
Primary 4 to 6 students can only send and receive emails to email address with

- @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



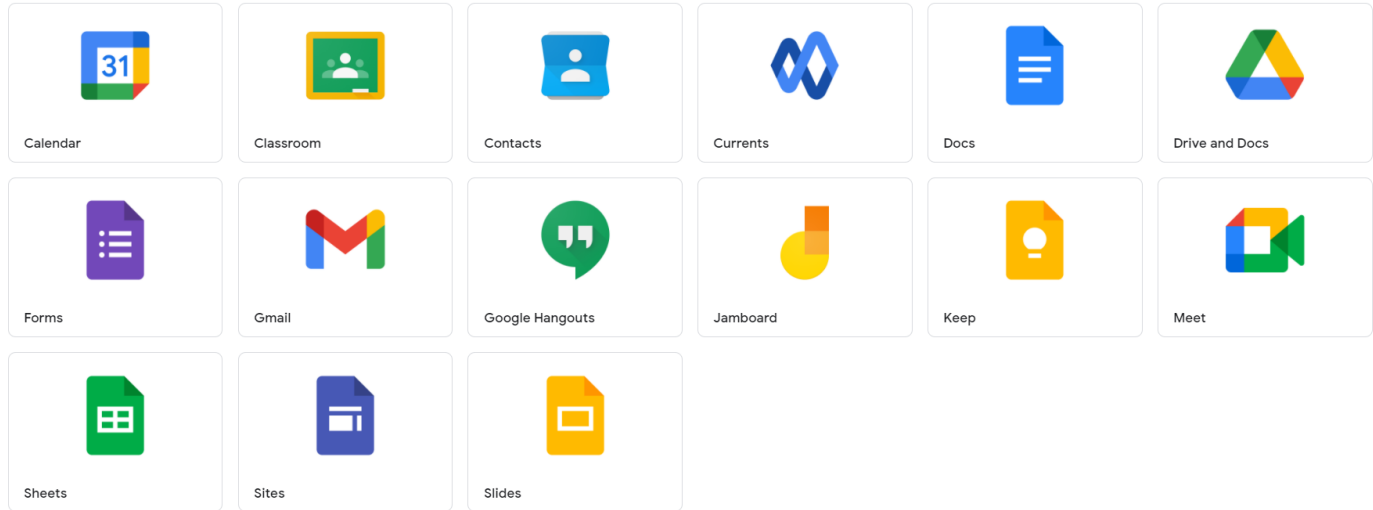
* The Google Workspace Dashboard Page shown on the right is correct as of 19 February 2021. The apps shown may vary from time to time by Google.

Apps available for Secondary and Junior College/MI

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

1 Your apps

Help



! 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.

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



We are sorry, but **you do not have access to Gmail**. Please contact your Organization Administrator for access.



Sign in

Use your Google Account

Email or phone

test_student@students.edu.sg



! Couldn't find your Google Account



Sign in



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.

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