

[For student with existing MIMS password /
For student who resets password via Student's Self-Service Password Request (SSPR)]
Guide on Student iCON Login via MIMS
v1.1 | 28 February 2025

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Section 1: Login to Student iCON

Student with Existing MIMS password / Reset MIMS password via Student's Self-Service Password Reset (SSPR)

If you **know your MIMS password**, continue with step 1 below.

If you **forgot your MIMS password**, refer to **Section 2 on page 9** to self-reset password before continuing with step 1 below.

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

<https://workspace.google.com/dashboard>

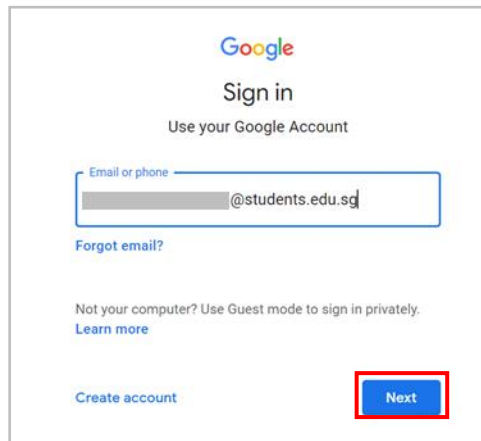
2 Enter your **Student iCON email address**. Click '**Next**'.

3 You will be directed to the **MIMS Portal** to authenticate your credentials.

Enter your **Student iCON email address** again, followed by your **MIMS password**.

Click '**Sign in**'.

! If you encounter issues during login, please refer to **Pages 15 to 17** for troubleshooting instructions.



Google

Sign in

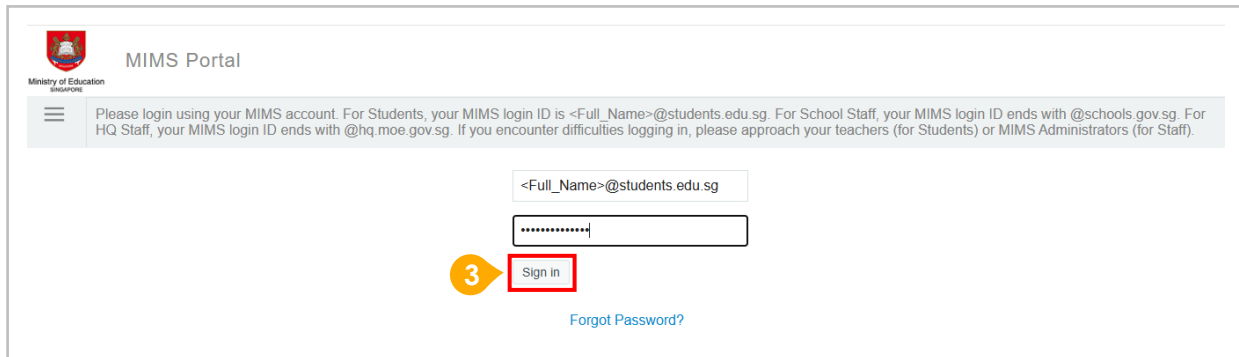
Use your Google Account

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)



MIMS Portal

Ministry of Education SINGAPORE

Please login using your MIMS account. For Students, your MIMS login ID is <Full_Name>@students.edu.sg. 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. If you encounter difficulties logging in, please approach your teachers (for Students) or MIMS Administrators (for Staff).

[Sign in](#) [Forgot Password?](#)

Section 1: Login to Student iCON

Student with Existing MIMS password / Reset MIMS password via Student's Self-Service Password Reset (SSPR)

If you have logged into your account before, you will **not** see this screen. Please proceed to **Step 5** on **Page 5**.

4 For newly onboarded students logging into your iCON accounts for the first time, please read and accept the terms & conditions in the use of this account by clicking '**I understand**'.



Google

Welcome to your new account

Welcome to your new Google Workspace for Education account:
@students.edu.sg.

Your school manages this account, which means that:

- Your school chooses which services you can access when using this account, like Gmail, Docs and Google Maps
- Your school manages [data saved in the account](#) and can choose if you can access that data
- Your school can see how you use the account, including the emails that you send and the Docs that you create
- Your school can also see and change your privacy settings and delete your account

The [Google Workspace for Education Privacy Notice](#) describes additional details about what information is collected and how it's used.

Here are the types of Google services that you may be able to access with your account:

- **Google Workspace services.** Core services include Gmail, Calendar, Contacts, Drive, Docs, Forms, Groups, Sheets, Sites, Slides, Chat, Meet, Vault and others.
You can learn more about these services in the [Services summary](#). You can learn more about your privacy while using these services in the [Google Cloud Privacy Notice](#). Your school's agreement with Google describes your use of these services.
There are no ads shown in Google Workspace for Education core services. Also, none of the personal information collected in the core services is used for advertising purposes. [Other services](#) may also be made available under your school's Workspace agreement.
- **Google Workspace additional services** include Google Search, Maps, YouTube and others.
Your school decides which additional services that you can use with your account. If you use this account to access additional services, your use of those services is explained by their terms, such as the [Google Terms of Service](#), the [Google Privacy Policy](#) and any [service-specific terms](#). If you access third-party services with your account, separate terms and policies set by those third parties will apply.
Some additional services show ads. But if you're using this new [account\(student_test_account@students.edu.sg\)](#) in primary and secondary schools (K-12), we don't show you personalised ads, which means that we don't use information from your account or past activity to target ads. However, we may show ads based on other things like your search query, the time of day or the content of a page you're reading.

Your use of Google services on this [@students.edu.sg](#) account is also limited by your school's internal policies.

You can review and change your privacy settings at [myaccount.google.com](#).

You should ask your school, parent or guardian for help understanding this notice or any of the information at the links shared above.

4 I understand

Section 1: Login to Student iCON

Student with Existing MIMS password / Reset MIMS password via Student's Self-Service Password Reset (SSPR)

5

Success!

You have logged in to iCON workspace Dashboard.

You have completed the onboarding to MIMS.

Please refer to following pages to verify the apps by school level:

- **Page 6 - Primary 1 to 3**
- **Page 7 - Primary 4 to 6**
- **Page 8 - Secondary and Junior College/MI**

Should you forget your MIMS password in future and need to self-reset it, please refer to **Section 2 on Page 9** in this guide.

5

Your apps ⓘ

Find an app



Calendar



Classroom



Docs



Drive and Docs



Forms



Google Contacts



Google Meet



Jamboard



Keep



Sheets



Sites

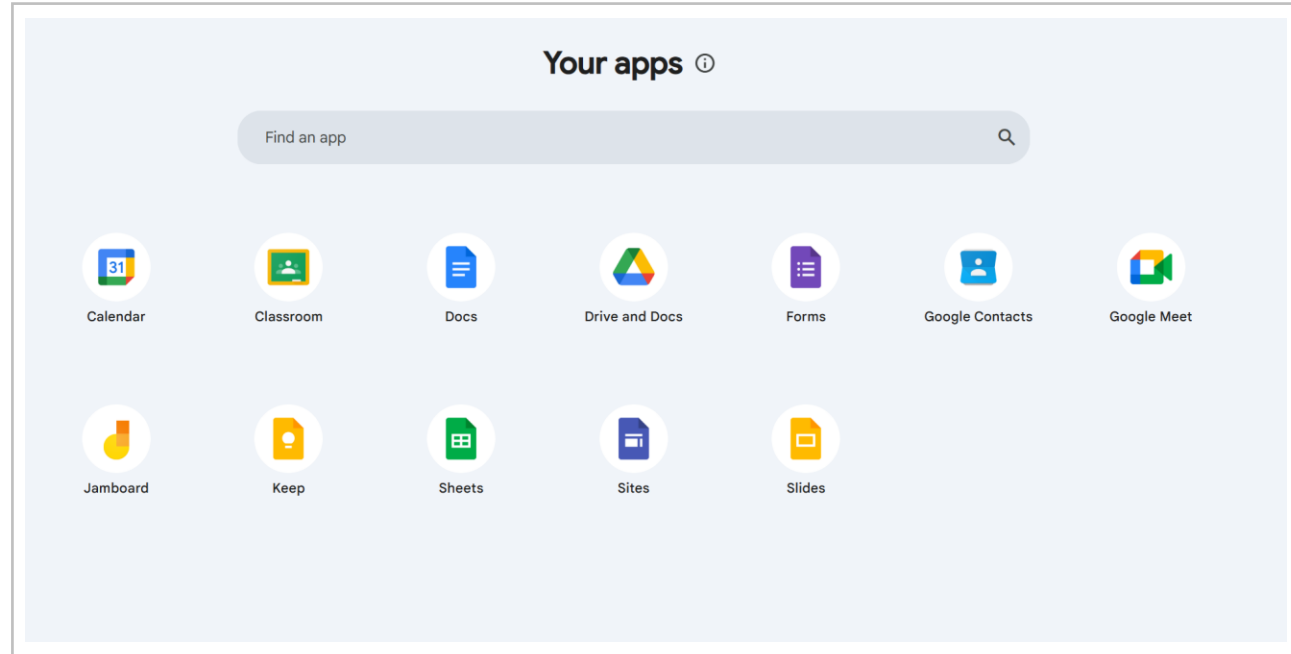


Slides

Apps available for Primary 1 to 3:

Students in Primary 1 to 3 should see these apps on the Google Workspace 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 10 February 2025. The apps shown may vary from time to time by Google.

Apps available for Primary 4 to 6:

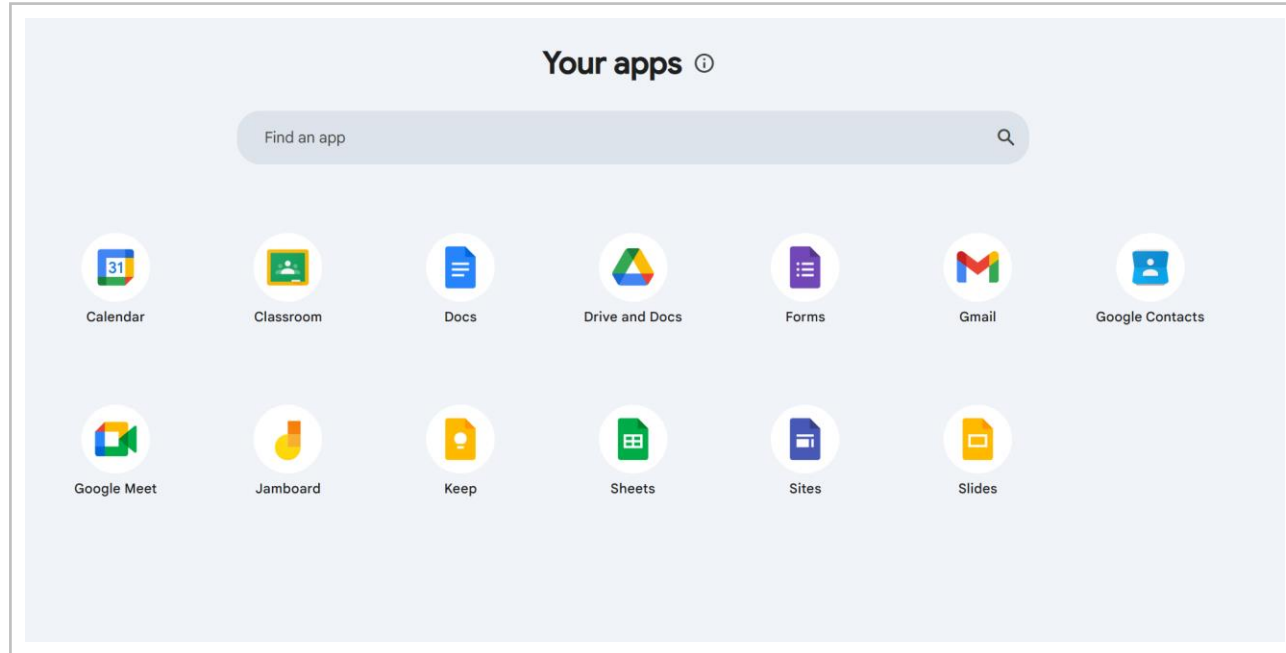
Students in Primary 4 to 6 should see these apps on the Google Workspace Dashboard*.

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 addresses 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 10 February 2025. The apps shown may vary from time to time by Google.

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

Note: Prior to using this '***Forgot Password?***' feature, you should have already set up your MIMS Challenge Questions. *If you have not done so, please approach your teachers for help.*

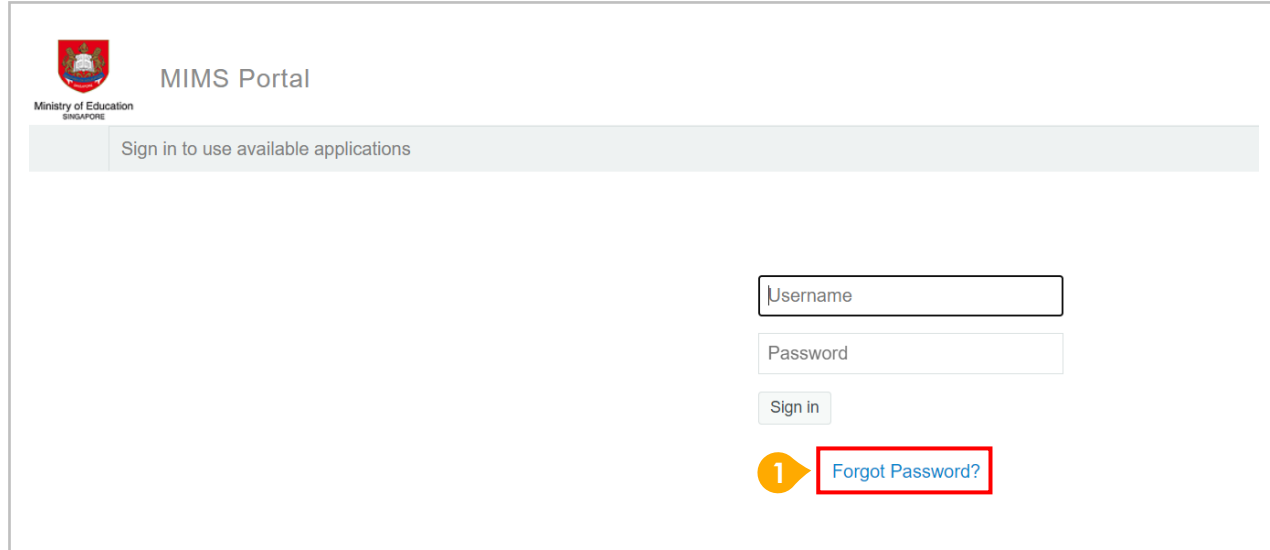
Use your web browser* (e.g., Chrome, Safari) to access **MIMS Portal** at:
<https://mims.moe.gov.sg/sspr>

1 You will be directed to the **MIMS Portal**.

If you have forgotten your password,

Click '***Forgot Password?***' to perform Self-Service Password Reset (SSPR)

If your account has been locked due to too many failed login attempts due to incorrect password, refer to **Page 13** after clicking '***Forgot Password?***'.



 MIMS Portal
Ministry of Education
SINGAPORE

Sign in to use available applications

Username

Password

Sign in

1 [Forgot Password?](#)

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

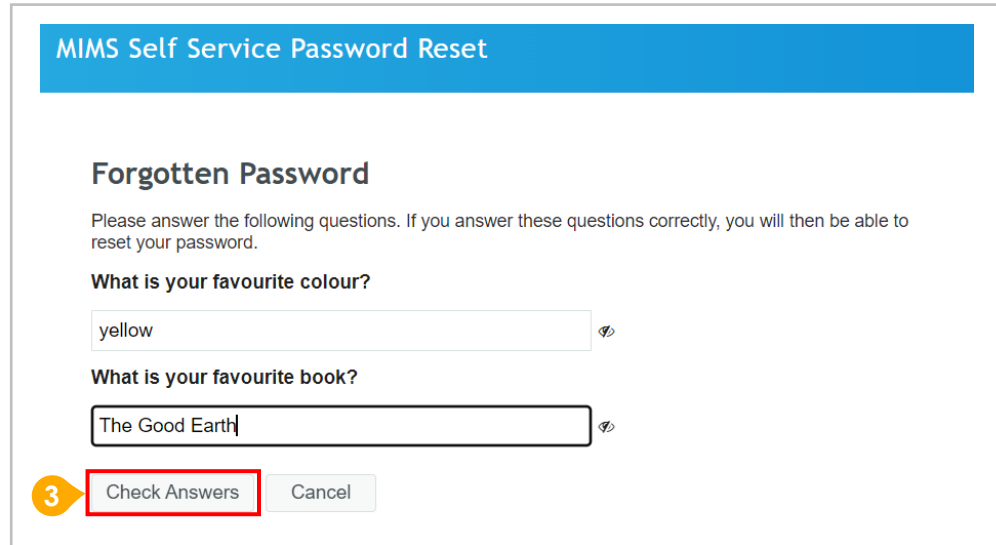
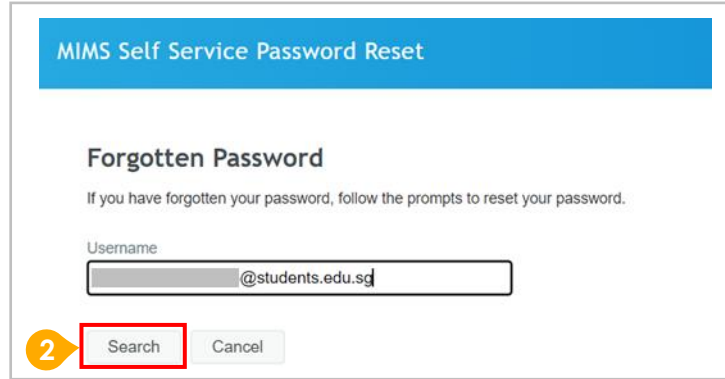
2 Enter your **Student iCON email address**. Click '**Search**'.

3 You will be prompted to answer two security questions that you have set earlier in order to perform a self-service password reset.

Enter your answers to the questions correctly and click '**Check Answers**'.

If your account has been locked due to too many failed login attempts due to incorrect password, refer to [Page 13](#) after clicking '**Check Answers**'.

However, if you are unable to perform self-service password reset as you have forgotten the answers to your MIMS challenge questions or encounter error screenshot on [Page 14](#), please approach your teachers or MIMS Student Administrator (SA) to reset your password.



Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

- 4 You will then be prompted to change your password.

Enter and confirm your new password, following the password requirement guidelines on the screen.

Click '**Change Password**'.

Great!

You have changed your password successfully.

For Primary Schools:

MIMS Self Service Password Reset

Change Password

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:

- Password is case sensitive
- Must be at least 8 characters long
- The first character cannot be a symbol (non letter or number)
- Must not include part of your name or user name
- Must have at least TWO types of the following characters:
 - a. Uppercase (A-Z)
 - b. Lowercase (a-z)
 - c. Number (0-9)
 - d. Symbol (!, #, \$, etc.)

Please type your new password

New Password

Think of a new password

Confirm Password

Retype your new password

Change Password

Cancel



For Secondary Schools, Junior College/MI:

MIMS Self Service Password Reset

Change Password

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:

- Password is case sensitive
- Must be at least 12 characters long
- The first character can not be a symbol (non letter or number)
- Must not include part of your name or user name
- Must have at least three types of the following characters:
 - o Uppercase (A-Z)
 - o Lowercase (a-z)
 - o Number (0-9)
 - o Symbol (!, #, \$, etc.)

Please type your new password

New Password

Think of a new password

Confirm Password

Retype your new password

Change Password

Cancel



Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

- 5 Your password change will take some time to be completed.

Once password change is successful,
Click '**Continue**'.

Great!

You have changed your password
successfully.

The image displays two sequential screenshots of the MIMS Self Service Password Reset (SSPR) interface.

Top Screenshot: Please Wait

- Header:** MIMS Self Service Password Reset
- Section:** Please Wait
- Text:** Your password is being changed. This process may take several minutes, please be patient.
- Progress Bar:** A horizontal progress bar is shown, with a small blue segment on the left indicating the progress.

Bottom Screenshot: Success

- Header:** MIMS Self Service Password Reset
- Section:** Success
- Text:** The password has been changed successfully.
- Action:** A button labeled 'Continue' is visible, highlighted with a red rectangular box. To the left of the button is a yellow circle containing the number '5'.

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

For Account Lockout (due to multiple incorrect password entries)

- 6 If you have too many failed login attempts due to incorrect password, your account will be locked.

If you click on the '**Forgot Password?**' feature and have answered your MIMS challenge questions correctly, you will see this screen.

Click on '**Unlock Password**' to access your account with your existing password.

- 7 If you are unable to remember your password, you may set a new password by clicking on '**Change Password**'

MIMS Self Service Password Reset

Forgotten Password

Your account has been locked due to excessive incorrect login attempts. You may continue by unlocking your account or by changing your password.

6

Unlock Password

Unlock your account. If you remember your password, you can unlock your account by selecting this option. Your password will not be changed.

7

Change Password

Set a new password. If you have forgotten your password and would like to set a new one, click here. Your account will also be unlocked when you set a new password.

Cancel

Section 2b: Forgot MIMS Password?

Password Reset by School's MIMS Student Administrator (SA)

1 If you are unable to perform Self-Service Password Reset (SSPR) as you have forgotten the answers to your MIMS security challenge questions or other reasons, your password reset must be performed by the **MIMS Student Administrator (SA)**.

Please approach your teachers or MIMS SA for assistance.

After your password has been reset, approach your teachers or MIMS SA for the guide *"(For student whose MIMS password reset by MIMS Student Administrator (SA))"* to login Student iCON via MIMS.

MIMS Self Service Password Reset

Forgotten Password

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

1

One or more responses are not correct. Please try again.

What is your favourite sport or hobby?

What is your favourite animal?

Check Answers

Cancel

Section 3: 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:

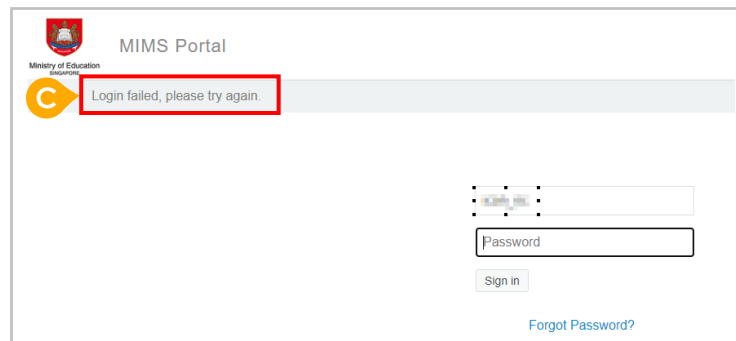
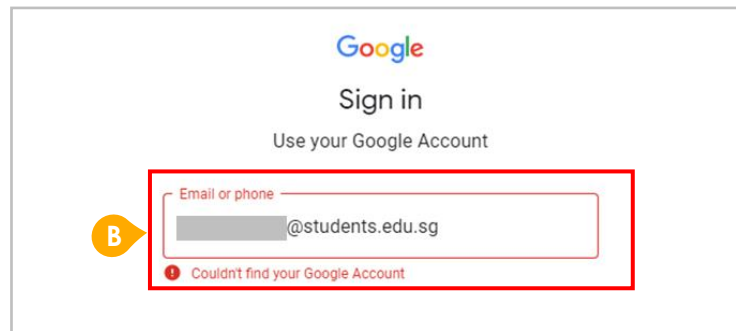
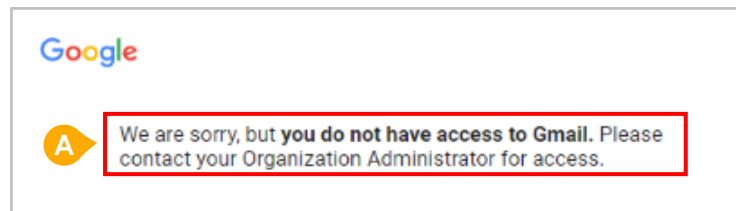
- A** When you use a web browser to visit a Google app on your dashboard and see this error message.

Note: Certain apps are disabled. For example, Gmail app is disabled for primary 1 to 3

- B** The email address you have provided for the Google or MIMS Portal Sign In page cannot be found.
- C**

Note for Issue B & C:

Please ensure that you have typed in your Student iCON email address correctly. Please check with your teachers if you are unsure about your Student iCON email address (ending with @students.edu.sg).



Section 3: Troubleshooting instructions for potential onboarding issues

Possible issues you may encounter when onboarding to Student iCON:

For issue D, E, F or other MIMS password-related issues, e.g. forgotten password or inactive account, please approach your teachers/school's MIMS Student Administrator (SA) to reset your password.

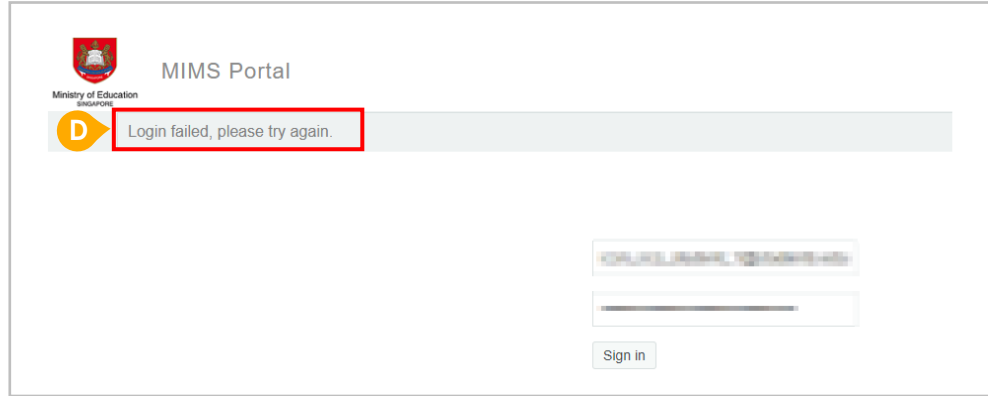
D The password you have provided is incorrect.

Please ensure that you have typed in your MIMS password correctly. Avoid keying in your password repeatedly after being prompted "Login failed." as this will cause your account to be locked out.

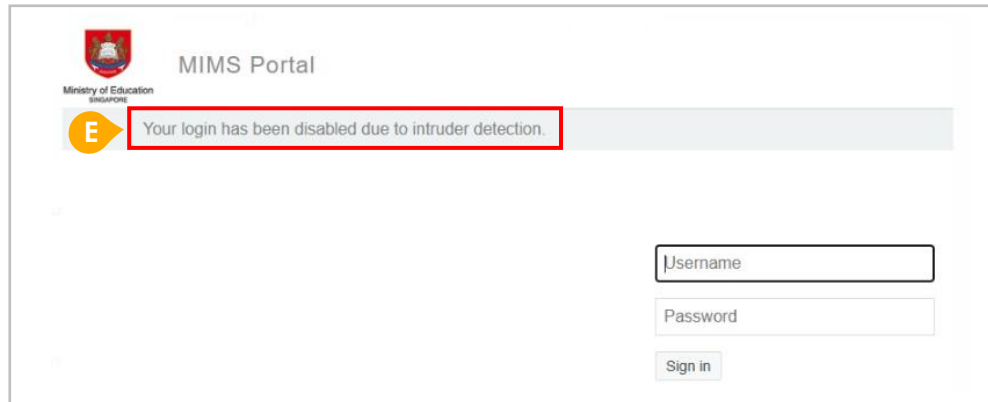
if you have earlier set up the Self-Service Password Reset (SSPR) feature, you may use this to reset your password. Please refer to Section 2 in the guide on [Page 9](#).

E Your account has been locked out due to multiple incorrect password attempts.

if you have earlier set up the Self-service Password Reset (SSPR) feature, you may use this to reset your password. Please refer to Section 2 in the guide on [Page 13](#).



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. A red-bordered box highlights a yellow circular icon with a 'D' and the message 'Login failed, please try again.' Below this, there are input fields for 'Username' and 'Password', and a 'Sign in' button.



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. A red-bordered box highlights a yellow circular icon with an 'E' and the message 'Your login has been disabled due to intruder detection.' Below this, there are input fields for 'Username' and 'Password', and a 'Sign in' button.

Section 3: Troubleshooting instructions for potential onboarding issues

Possible issues you may encounter when onboarding to Student iCON:

For issue D, E, F or other MIMS password-related issues, e.g. forgotten password or inactive account, please approach your teachers/school's MIMS Student Administrator (SA) to reset your password.

F This screen will be encountered when you select '**Forgot Password?**' but MIMS Security Challenge Questions have not been set up.

Please approach your teachers or MIMS SA for help to set up your MIMS Security Challenge Questions and reset your password.

