

# Student ZOOM Account

Onboarding Guide  
v1.0 | 31 Aug 2021



# Note to Students:

Please proceed only if your  
**parents/guardians** have given  
their **consent** to your use of Zoom.



# Table of Content

This deck consist of:

**01** Accessing Zoom with Browser **04**

**02** Accessing Zoom through the Desktop App **12**

**03** Accessing Zoom through the Mobile/Tablet App **22**

**04** (Annex) Troubleshooting Instructions **32**

**01**

# Accessing Zoom with Browser

Step 1:

**Click** on **any of the browsers.**



Chrome



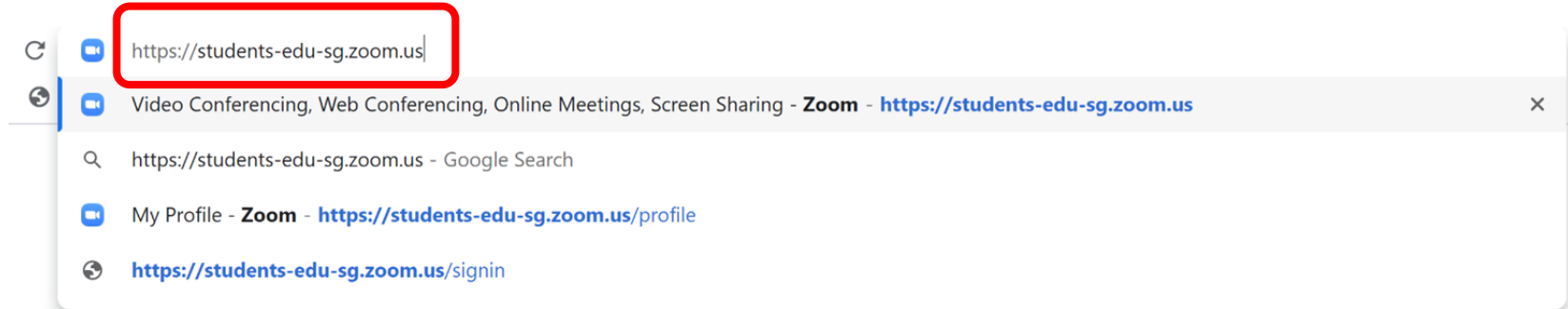
Microsoft  
Edge



Safari

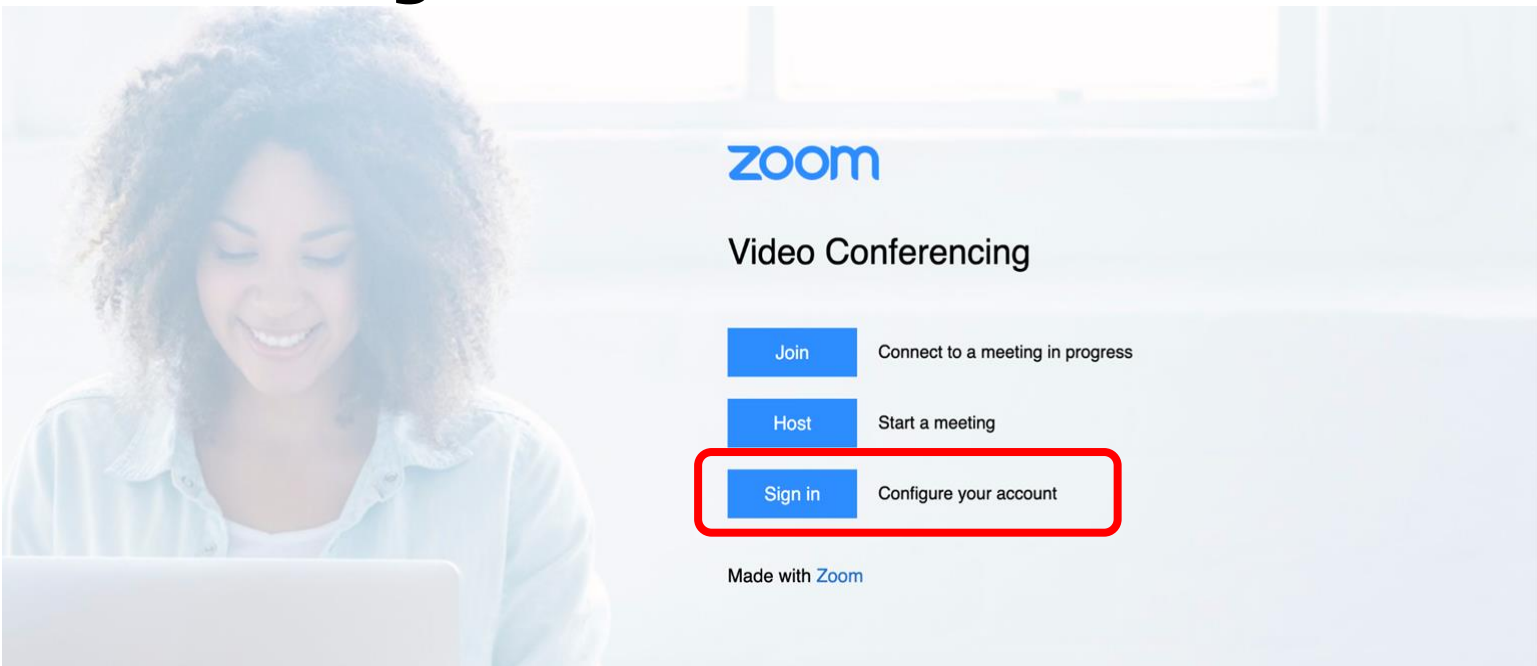
## Step 2:

**Type** '<https://students-edu-sg.zoom.us>'  
into the address bar.



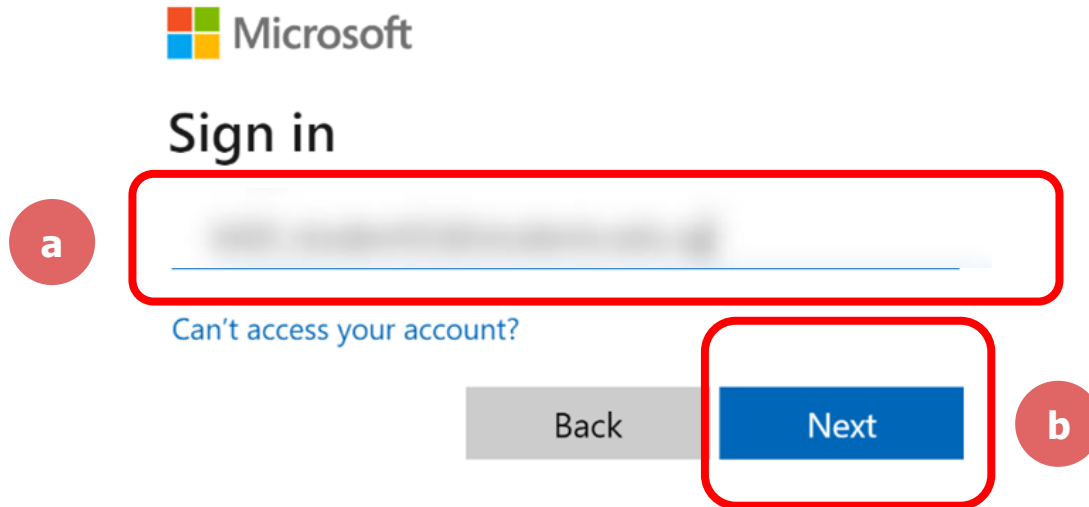
## Step 3:

**Click** on 'Sign In'.



## Step 4a:

**Type** in your **Student iCON email address** and **Click** on '**Next**'.

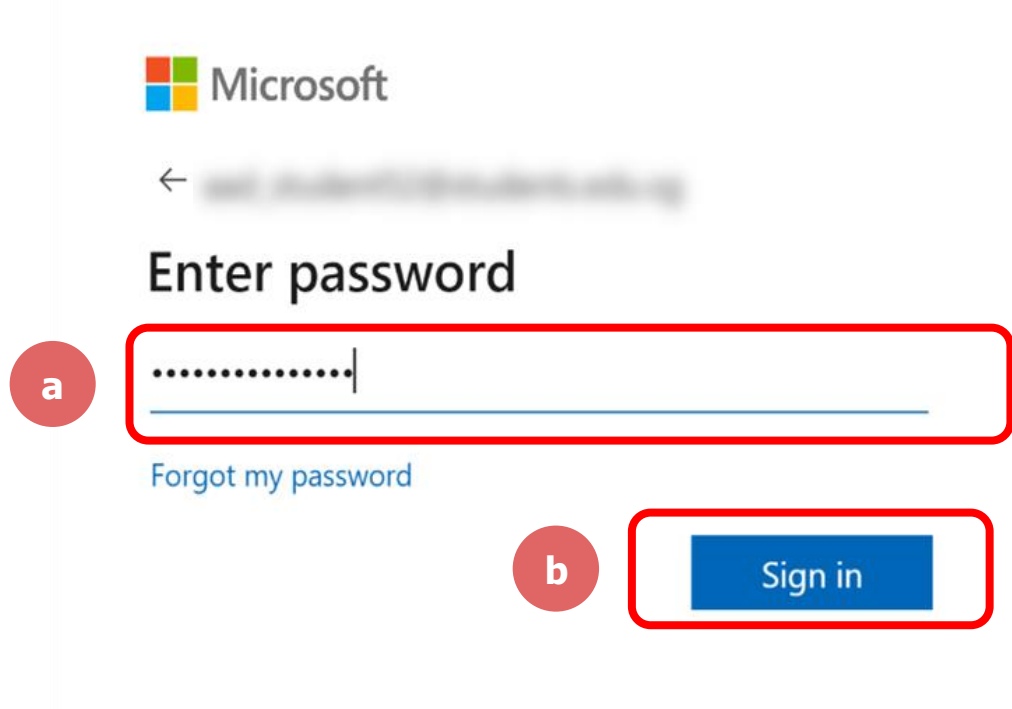


The image shows a Microsoft sign-in interface. At the top is the Microsoft logo. Below it is the text "Sign in". A red circle labeled 'a' points to a text input field containing a blurred email address. Below the input field is a link that says "Can't access your account?". At the bottom are two buttons: a grey "Back" button and a blue "Next" button. A red circle labeled 'b' points to the "Next" button. Both the input field and the "Next" button are enclosed in red rectangular boxes.



## Step 4b:

**Type** in your **password** and **Click** on '**Sign in**'.



The image shows a Microsoft sign-in page. At the top is the Microsoft logo. Below it is a back arrow and a blurred URL. The main heading is "Enter password". There is a password input field with a red box around it and a red circle labeled 'a' next to it. Below the input field is a link that says "Forgot my password". At the bottom right, there is a blue "Sign in" button with a red box around it and a red circle labeled 'b' next to it.

Microsoft

← [blurred URL]

Enter password

a [password input field]

[Forgot my password](#)

b [Sign in button]

## Step 4c:

**Check** the box '**Don't show this again**' and **Click** on '**Yes**'.



Microsoft

### Stay signed in?

Do this to reduce the number of times you are asked to sign in.

a

☐

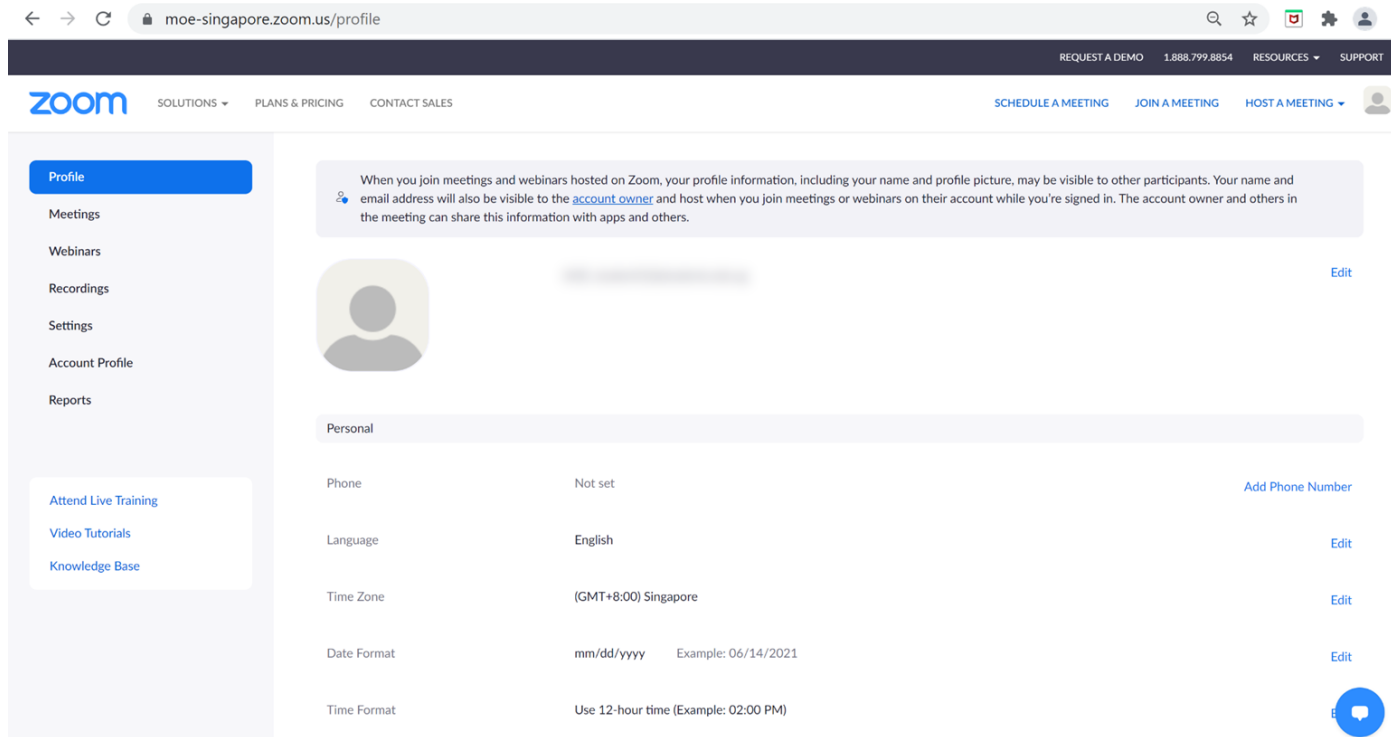
Don't show this again

No

Yes

b

# Once you have reached this screen, you are done!



The screenshot shows the Zoom profile page in a web browser. The address bar displays 'moe-singapore.zoom.us/profile'. The page header includes the Zoom logo, navigation links for SOLUTIONS, PLANS & PRICING, and CONTACT SALES, and action links for SCHEDULE A MEETING, JOIN A MEETING, and HOST A MEETING. A sidebar on the left contains links for Profile, Meetings, Webinars, Recordings, Settings, Account Profile, and Reports, along with a section for Attend Live Training, Video Tutorials, and Knowledge Base. The main content area features a profile picture placeholder and a 'Personal' section with fields for Phone, Language, Time Zone, Date Format, and Time Format, each with an 'Edit' link. A blue chat icon is visible in the bottom right corner.

← → ↺ 🔒 moe-singapore.zoom.us/profile 🔍 ☆ 🇸🇬 ⚙️ 👤

REQUEST A DEMO 1.888.799.8854 RESOURCES ▾ SUPPORT


**zoom** SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING HOST A MEETING ▾ 👤

**Profile**

- Meetings
- Webinars
- Recordings
- Settings
- Account Profile
- Reports


Attend Live Training  
Video Tutorials  
Knowledge Base

When you join meetings and webinars hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants. Your name and email address will also be visible to the [account owner](#) and host when you join meetings or webinars on their account while you're signed in. The account owner and others in the meeting can share this information with apps and others.

 [Edit](#)

**Personal**

Phone	Not set	<a href="#">Add Phone Number</a>
Language	English	<a href="#">Edit</a>
Time Zone	(GMT+8:00) Singapore	<a href="#">Edit</a>
Date Format	mm/dd/yyyy Example: 06/14/2021	<a href="#">Edit</a>
Time Format	Use 12-hour time (Example: 02:00 PM)	



**02**

# **Accessing Zoom through the Desktop App**

## Step 1:

**Click** on the **Zoom icon** at the **bottom** or **right hand corner** of your screen.



Step 2:

**Click** on '**Sign In**'.

zoom

Join a Meeting

Sign In

## Step 3:

**Click** on **'Sign In with SSO'**.

**Sign In**

[Sign Up Free](#)

[Forgot?](#)

☒ Keep me signed in

Sign In

or



Sign In with SSO



Sign In with Google



Sign In with Facebook

## Step 4:

**Type** in '**students-edu-sg**' and **Click** on '**Continue**'.

### Sign In with SSO

a

Your company domain  .zoom.us

[I don't know the company domain](#)

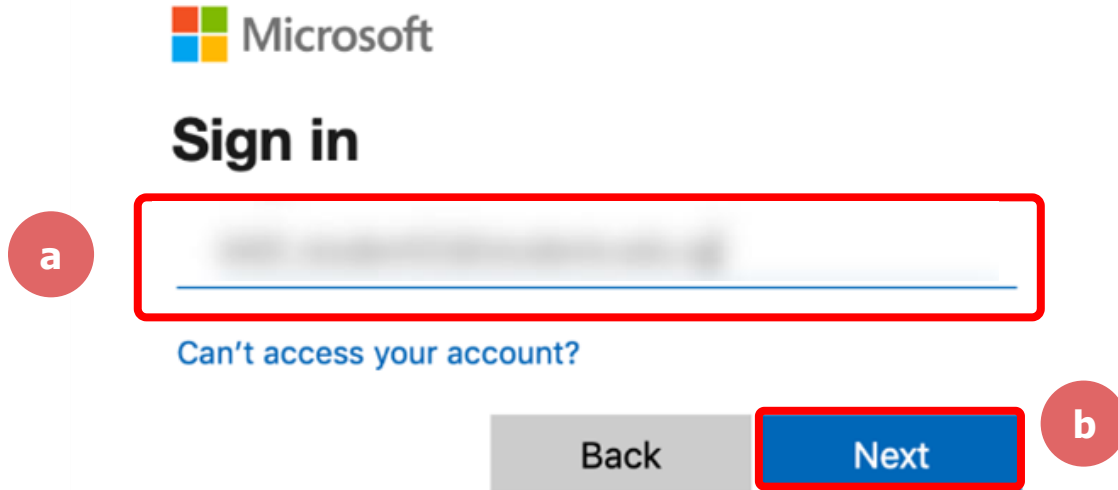
Continue

b



## Step 5a:

**Type** in your **Student iCON** email address  
and **Click** on '**Next**'.



The image shows a Microsoft sign-in interface. At the top is the Microsoft logo. Below it is the text "Sign in". A red circle labeled 'a' points to a text input field where the email address is entered. Below the input field is a link that says "Can't access your account?". At the bottom are two buttons: a grey "Back" button and a blue "Next" button. A red circle labeled 'b' points to the "Next" button.

Microsoft

Sign in

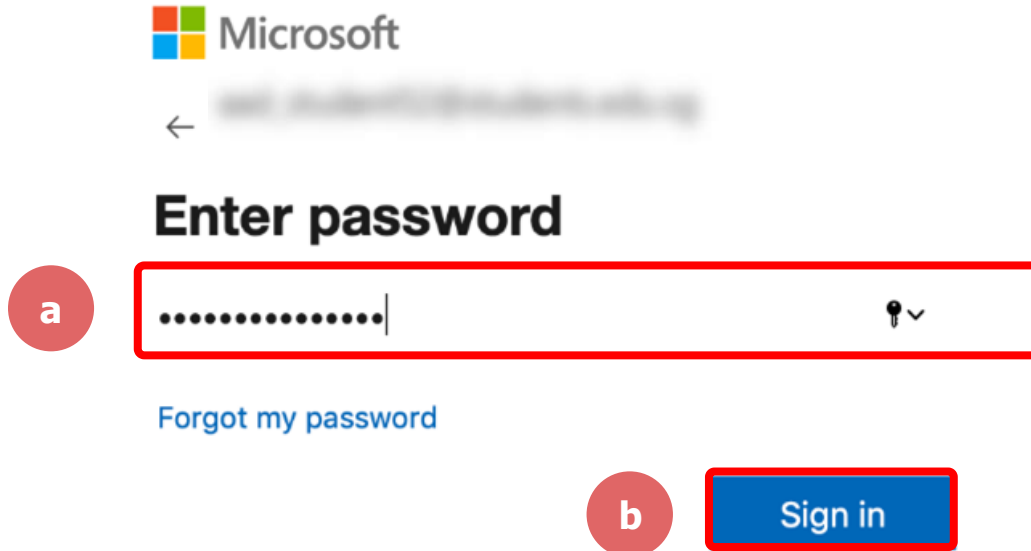
a

Can't access your account?

Back Next b

## Step 5b:

**Type** in your **password** and **Click** on '**Sign in**'.



The image shows a Microsoft login interface. At the top is the Microsoft logo. Below it is a blurred email address field with a back arrow. The main heading is "Enter password". A red circle with the letter "a" points to a password input field, which is highlighted with a red rectangle and contains masked dots. To the right of the input field is a key icon and a checkmark. Below the input field is a blue link that says "Forgot my password". At the bottom, a red circle with the letter "b" points to a blue "Sign in" button, which is also highlighted with a red rectangle.

## Step 5c:

**Check** the box '**Don't show this again**' and **Click** on '**Yes**'.



### Stay signed in?

Do this to reduce the number of times you are asked to sign in.

a

☐

Don't show this again

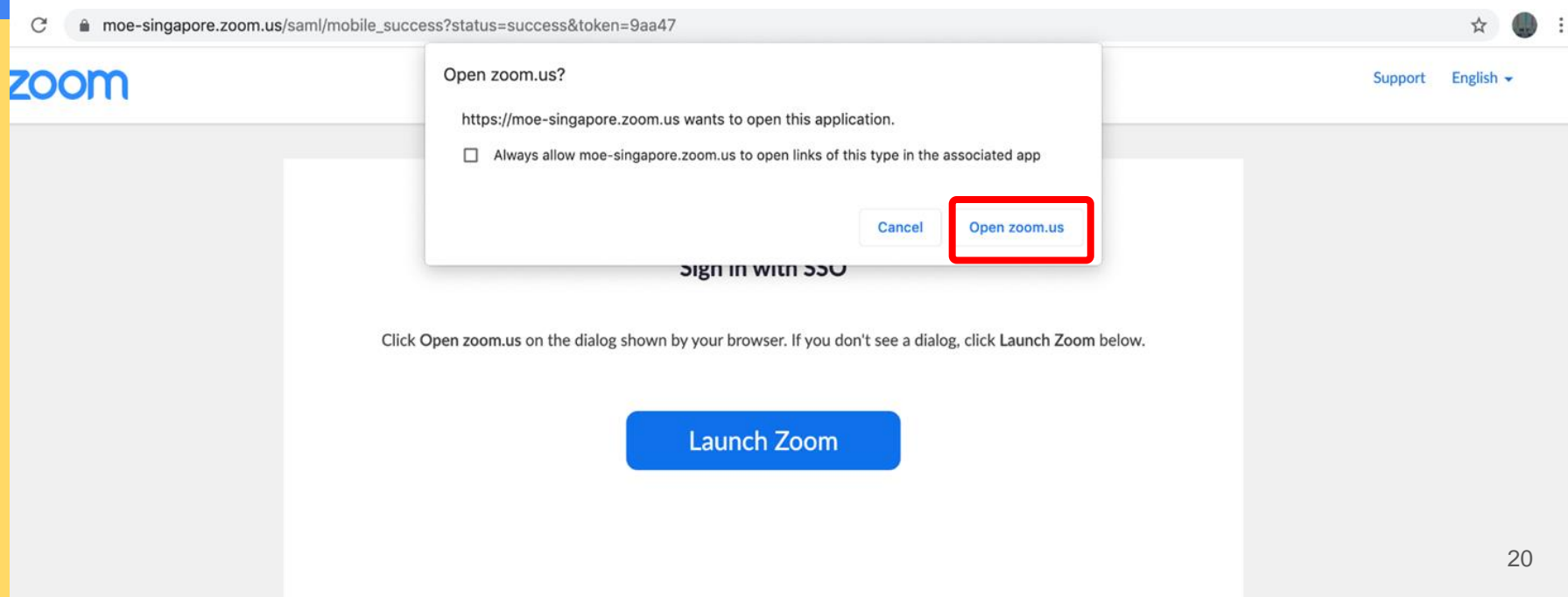
No

Yes

b

## Step 6:

**Click** on '**Open zoom.us**'.



The screenshot shows a web browser window with the address bar displaying `moe-singapore.zoom.us/saml/mobile_success?status=success&token=9aa47`. The Zoom logo is visible in the top left. A modal dialog box titled "Open zoom.us?" is centered on the screen. The dialog contains the text "https://moe-singapore.zoom.us wants to open this application." and a checkbox labeled "Always allow moe-singapore.zoom.us to open links of this type in the associated app". At the bottom of the dialog are two buttons: "Cancel" and "Open zoom.us", with the latter highlighted by a red rectangular border. Below the dialog, the text "sign in with SSO" is partially visible. Further down, there is a blue button labeled "Launch Zoom".

Open zoom.us?

https://moe-singapore.zoom.us wants to open this application.

☐ Always allow moe-singapore.zoom.us to open links of this type in the associated app

Cancel Open zoom.us

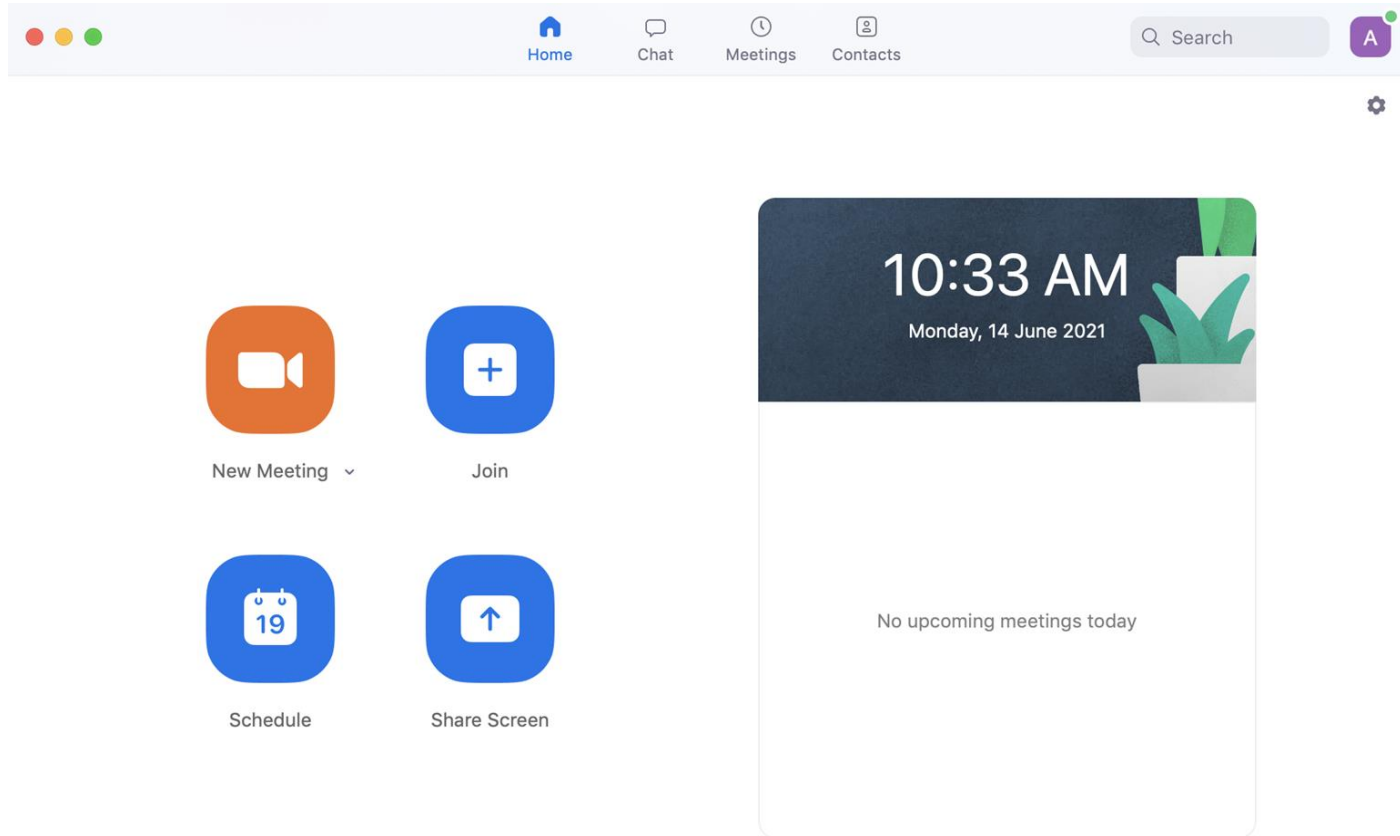
sign in with SSO

Click Open zoom.us on the dialog shown by your browser. If you don't see a dialog, click Launch Zoom below.

Launch Zoom

Once you have reached this screen, you are done!

02



**03**

# **Accessing Zoom through the Mobile/Tablet App**

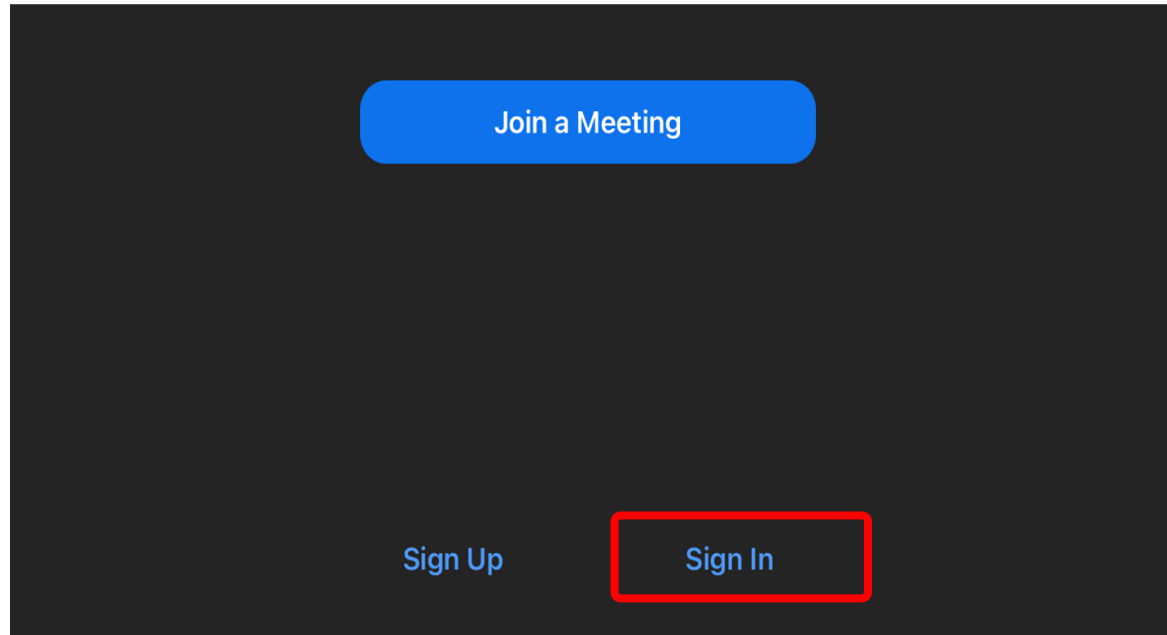
## Step 1:

**Tap** on the **Zoom icon** on your screen.



Step 2:

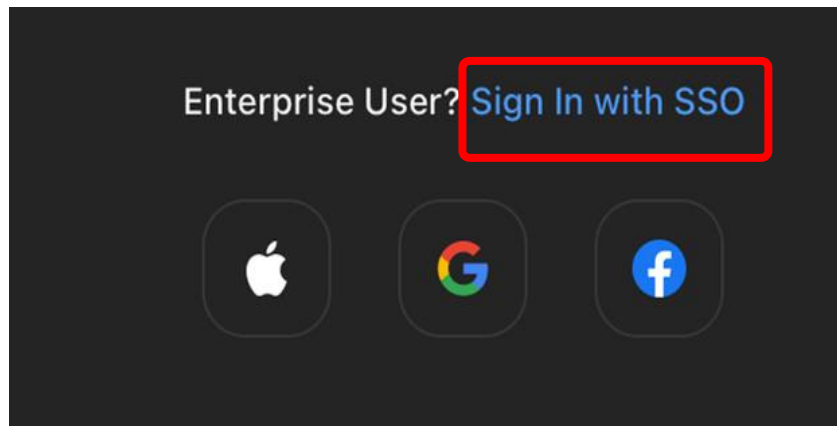
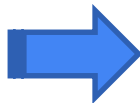
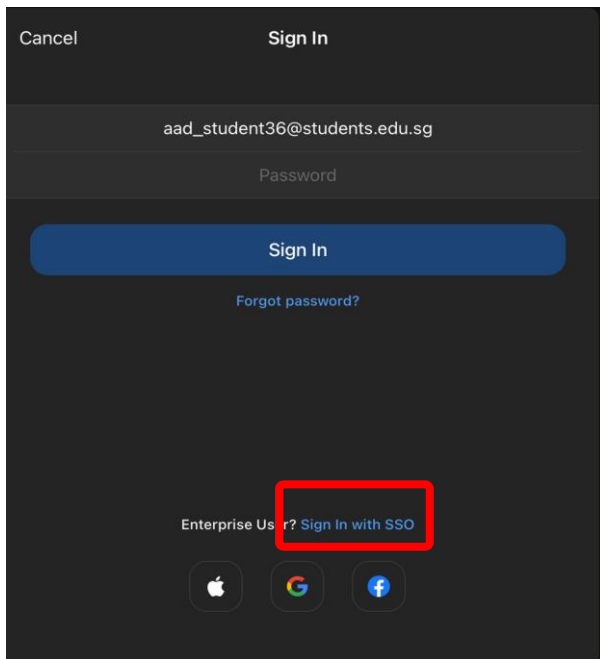
**Tap** on '**Sign in**' at the **bottom of your screen**.





## Step 3:

**Tap** on '**Sign in with SSO**'.



## Step 4:

**Type** in '**students-edu-sg**' and **Tap** '**Go**' on your keyboard.

×

Sign In with SSO

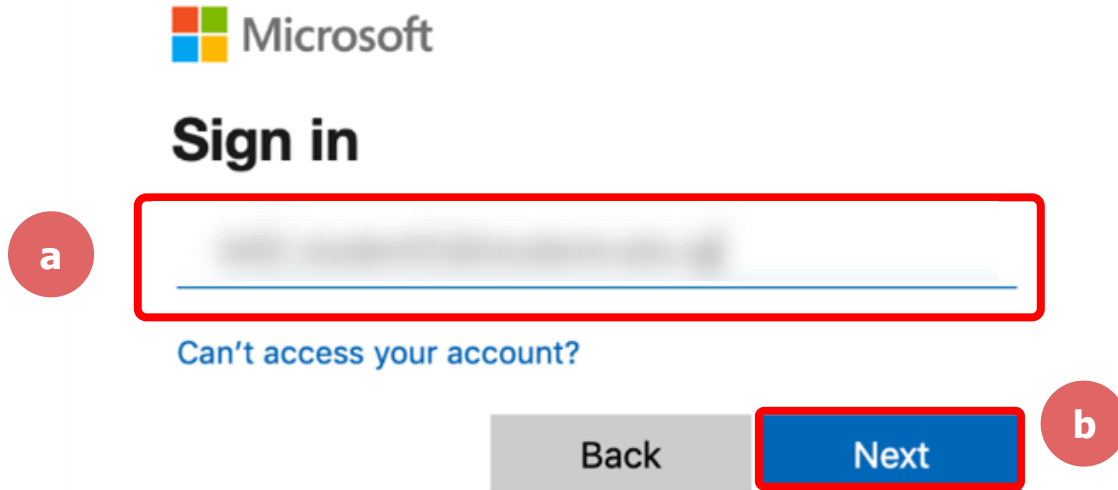
Enter your company domain

students-edu-sg .zoom.us

[I don't know the company domain](#)

## Step 5a:

**Type** in your **Student iCON** email address  
and **Tap** on '**Next**'.



The image shows a Microsoft sign-in interface. At the top is the Microsoft logo. Below it is the text "Sign in". A red circle labeled 'a' points to a text input field, which is highlighted with a red rectangular border. Below the input field is a link that says "Can't access your account?". At the bottom are two buttons: a grey "Back" button and a blue "Next" button. A red circle labeled 'b' points to the "Next" button.

Microsoft

Sign in

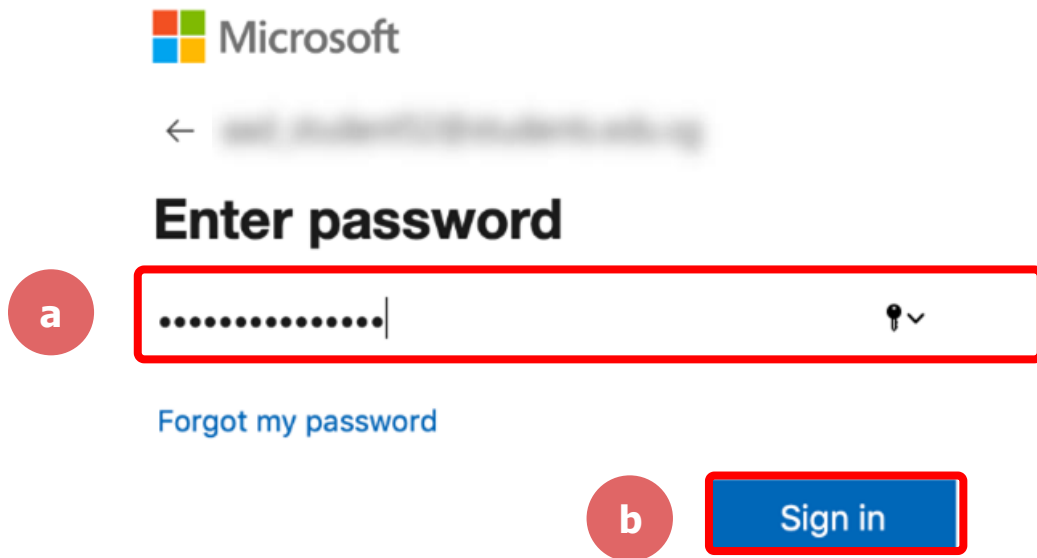
a

Can't access your account?

Back Next b

## Step 5b:

**Type** in your **password** and **Tap** on '**Sign in**'.



The image shows a Microsoft login interface. At the top is the Microsoft logo. Below it is a back arrow and a blurred text field. The main heading is "Enter password". Below this is a password input field with a red border, containing a series of dots and a key icon with a checkmark. To the left of this field is a red circle with the letter "a". Below the password field is a link that says "Forgot my password". At the bottom right is a blue "Sign in" button with a red border, and to its left is a red circle with the letter "b".

Microsoft

←

Enter password

a

.....|

Forgot my password

b

Sign in

## Step 5c:

**Check** the box '**Don't show this again**' and **Tap** on '**Yes**'.



### Stay signed in?

Do this to reduce the number of times you are asked to sign in.

a

☐ Don't show this again

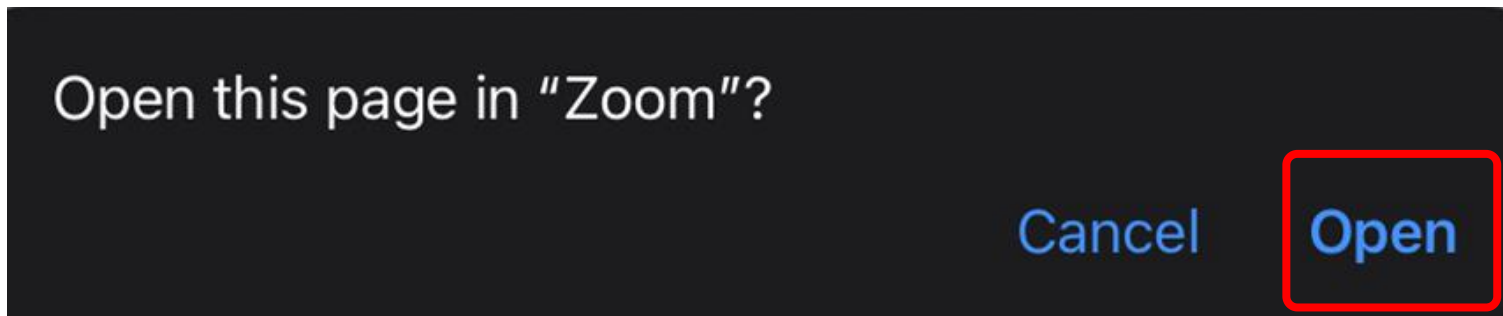
No

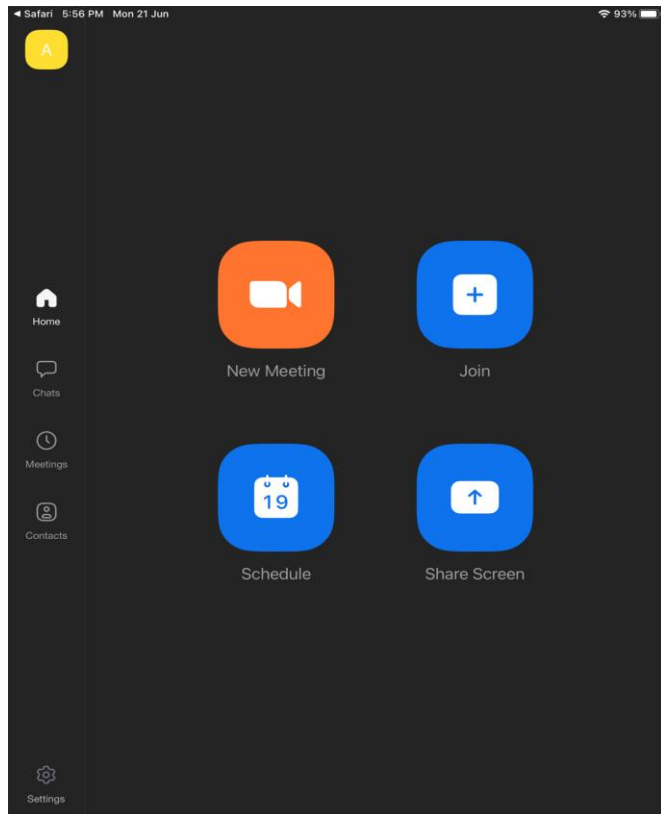
Yes

b

Step 6:

**Tap 'Open'.**





**Once you have reached this screen, you are done!**

**04**

**(Annex)**

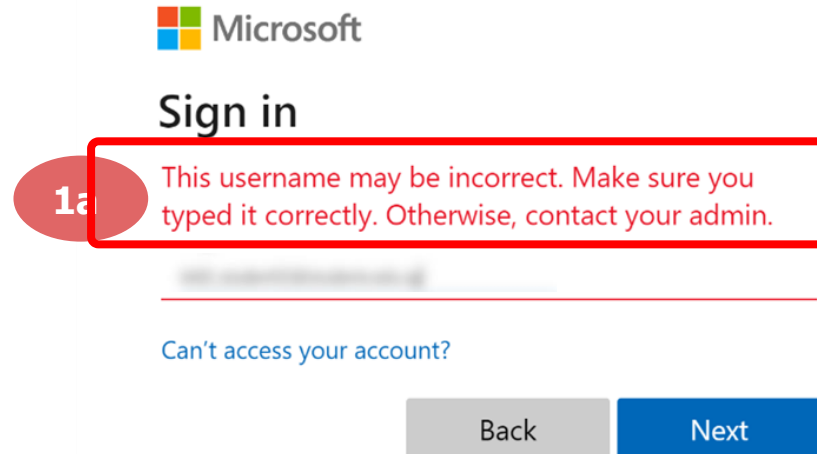
# **Troubleshooting Instructions**



\*Applicable to Browser, Desktop App and Mobile/Tablet App)

## Error 1(a) (During Microsoft Sign In):

An error message will be shown when you sign in with the wrong email address.



# Solution:

For **issue 1a**, please check that you have keyed in the correct email address without missing letters or numbers.

If the issue still occurs, please **report it to your teacher or school's MIMS Student Administrator (SA)** and they will **log a case with SSOE Service Desk** if necessary.



\*Applicable to Browser, Desktop App and Mobile/Tablet App)

## Error 1(b) & 1(c) (During Microsoft Sign In):

An error message will be shown when you sign in with the wrong password or key in the wrong password too many times.



Enter password

1b

Your account or password is incorrect. If you don't remember your password, [reset it now](#).

Password

[Forgot my password](#)

Sign in



Enter password

1c

Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.

Password

[Forgot my password](#)

Sign in

# Solution:

For **issue 1b**, please check that you have entered the correct password without missing letters or numbers. If the issue still occurs, please approach **your teacher or school's MIMS Student Administrator (SA) to reset your password.**

For **issue 1c** and **other password-related issues like forgot password or inactive account**, please approach **your teacher or school's MIMS Student Administrator (SA) to reset your password.**



\*Applicable to Desktop App only

## Error 2(a) (During Sign In):

An error message will be shown when you log into your account using the usual sign in method shown below.

**Sign In** [Sign Up Free](#)

Email

••••• [Forgot?](#)

**Incorrect email or password**

☐ Keep me signed in [Sign In](#)

or

Sign In with SSO

Sign In with Google

Sign In with Facebook

# Solution:

You will encounter the following error **shown in Error 2(a)** when you are not logged in using SSO.

Ensure you **sign in with SSO.**



● ● ●  
\*Applicable to Desktop App Only

## Error 2(b) (Using Sign in with Google)

An error message will be shown when you sign in via Google (with a valid Student iCON email address and correct password).



Support English ▼

### Unable to sign up with your email address

Because your email address ends with @students.edu.sg, you must contact your organization's Zoom account admin to create a Zoom account or [sign up](#) with a different email address.

# Solution:

If you sign in via Google through the desktop app, you will encounter this error shown in **Error 2(b)**.

Please **go back to the main page** and **sign in using SSO**.







# Need further guidance on using Zoom?

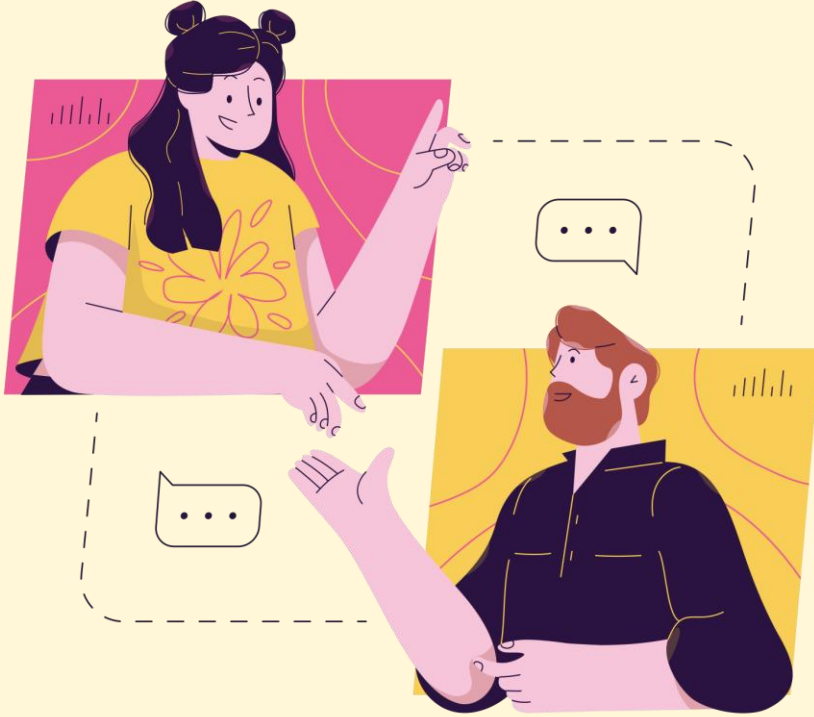
**Please access the links below:**

Getting Started:

<https://support.zoom.us/hc/en-us/categories/200101697>

Meetings and Webinars:

<https://support.zoom.us/hc/en-us/categories/201146643>



# Need further assistance?

Please contact the following school staff.

Name: Ms Min Li

Location: Comp Lab 3/4

Time: After 230pm