

# 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**.

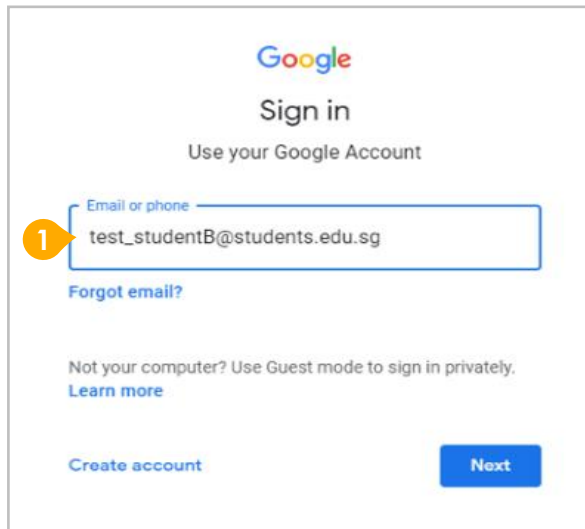
2 You will be directed to the **Microsoft sign in** page to authenticate your credential.

Enter your **Student iCON email address** again and click **Next**.

3 Enter your **IAMS password (Sch PC Login 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 as yet.



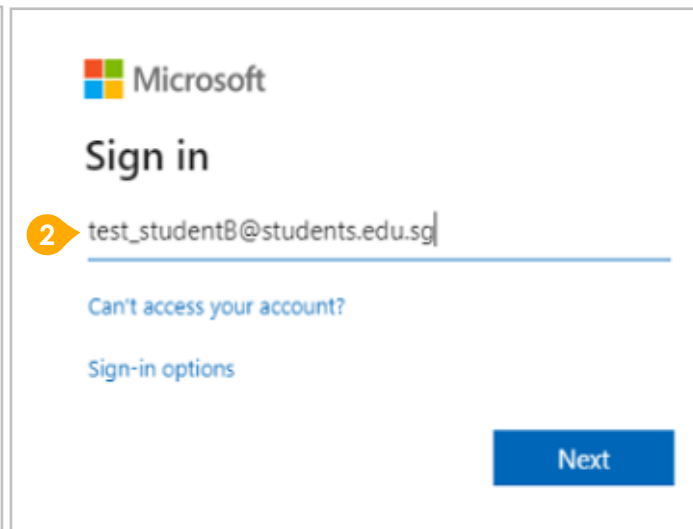
Google  
Sign in  
Use your Google Account

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](#)



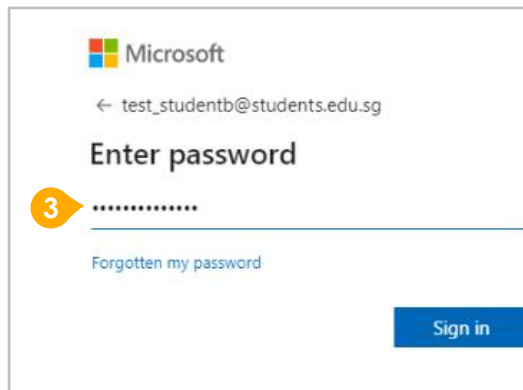
Microsoft  
Sign in

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](#)

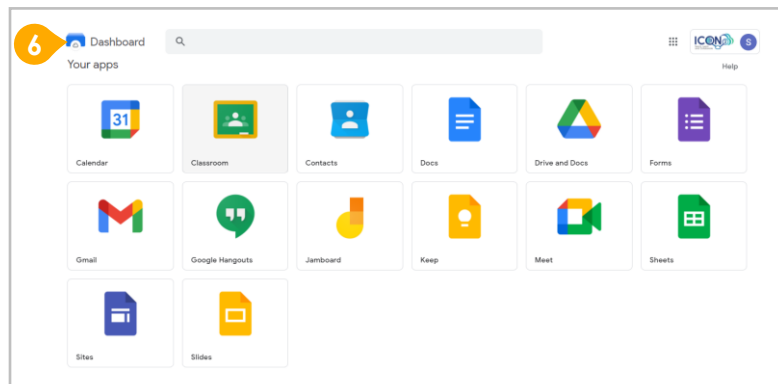
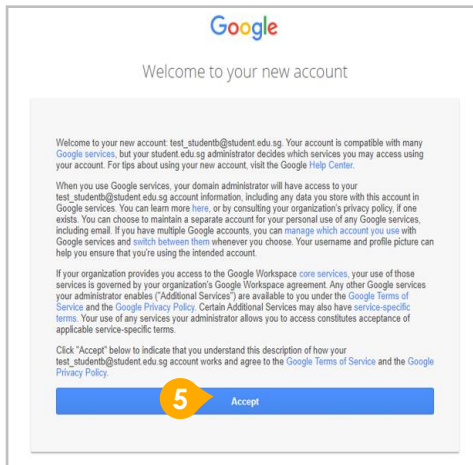
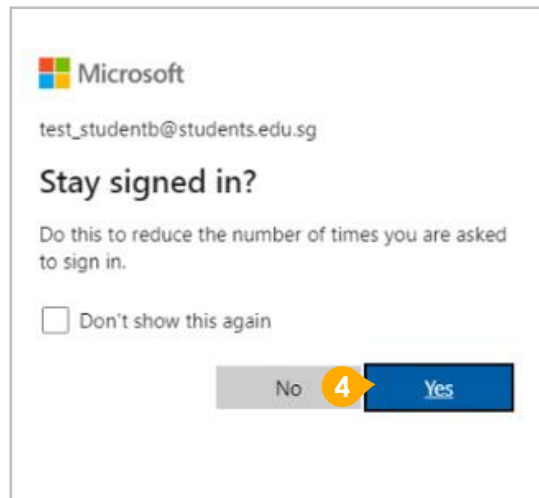
[Sign in](#)

4 Click **Yes** to proceed.

5 To acknowledge the message, click **Accept**. Take note of the terms and conditions in the use of this email account.

6 You will be directed to **Google Workspace Dashboard page**. To ensure that the onboarding is complete, refer to page 4, 5.

- Page 4: Primary 1 to 3
- Page 5: Primary 4 to 6

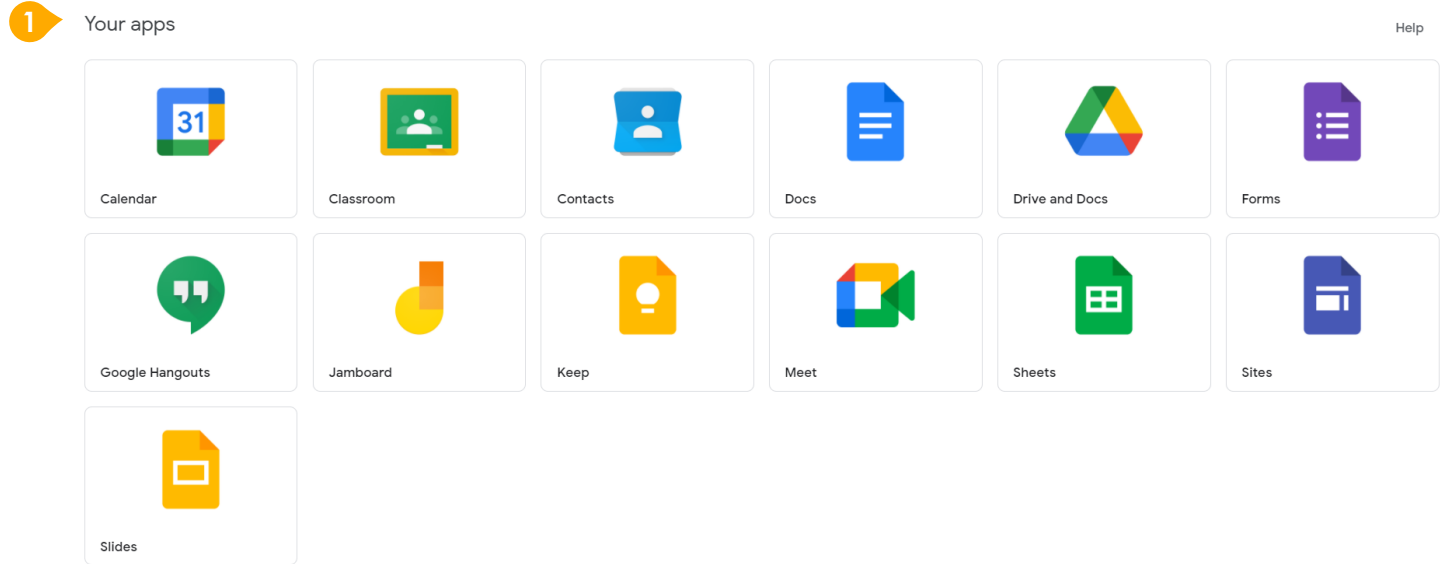


# Apps available for Primary 1 to 3

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.

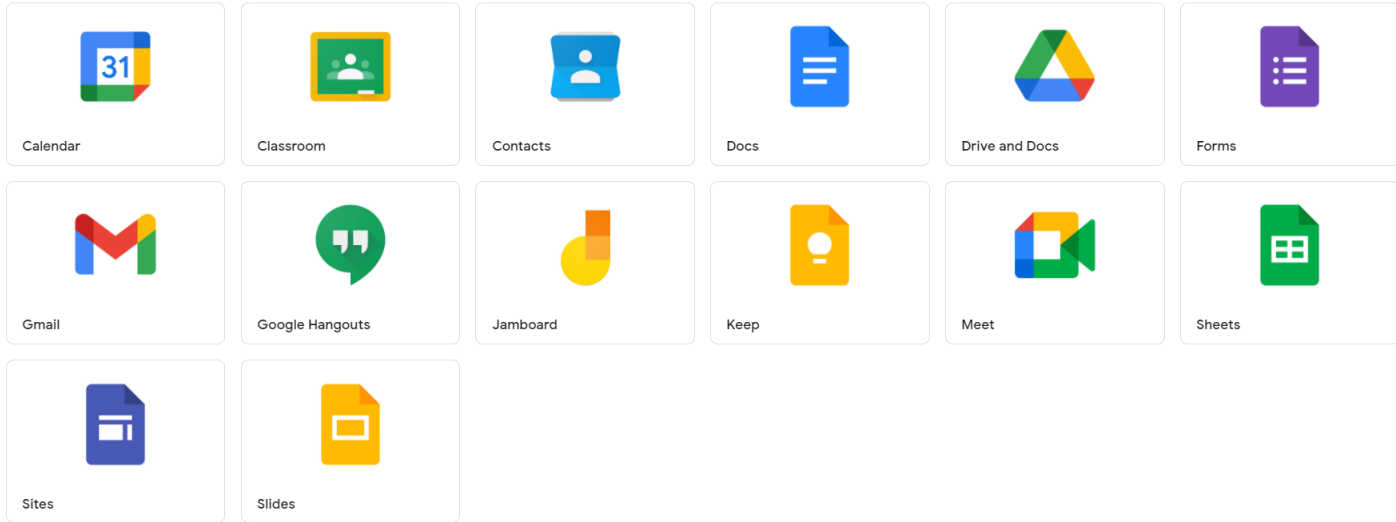
Primary 4 to 6 students can only send and receive emails to email address with

- @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.

## Possible issues you may encounter when onboarding to Student iCON.

For issues A to C, please report it to your child/ ward's 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