



**[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 (For Sec & JC/MI levels)

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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.

2

The image shows a Google sign-in page. At the top, it says "Sign in" and "Use your Google Account". Below that is a text input field labeled "Email or phone" containing "@students.edu.sg". Underneath the input field is a "Forgot email?" link. Further down, there's a note "Not your computer? Use Guest mode to sign in privately." with a "Learn more" link. At the bottom left is a "Create account" link, and at the bottom right is a blue "Next" button, which is highlighted with a red box.

3

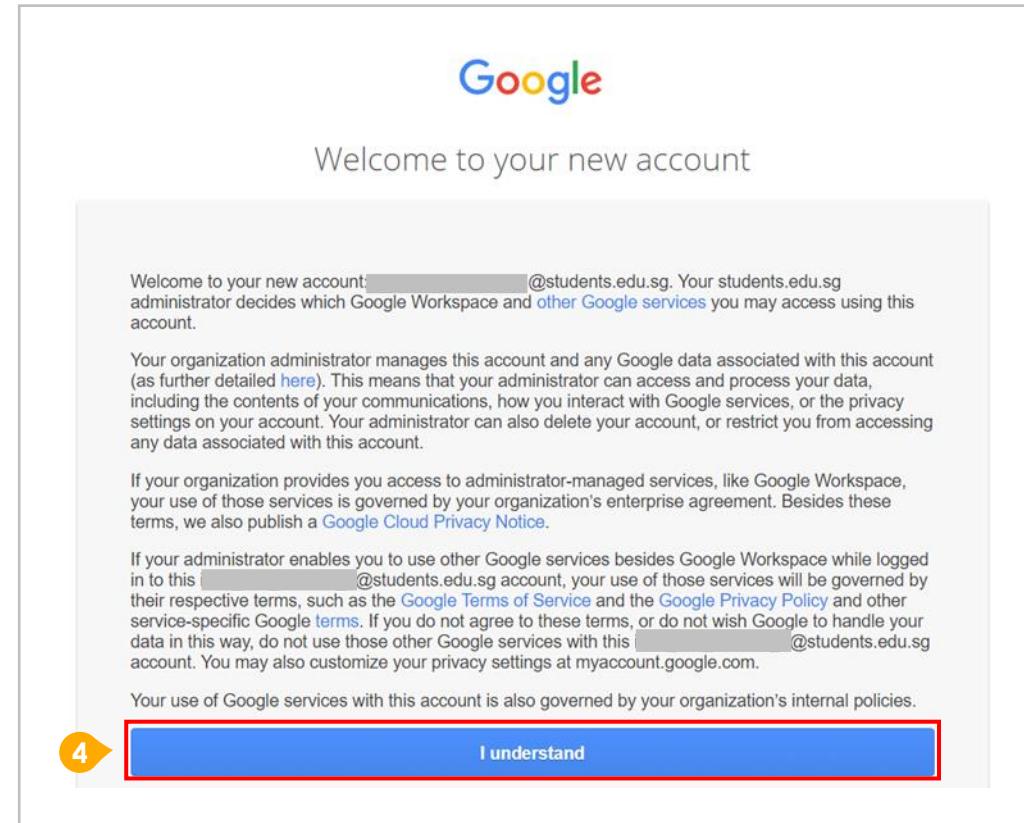
The image shows the MIMS Portal login screen. At the top, it features the Ministry of Education Singapore logo and the text "MIMS Portal". Below that is a instruction message: "Please login to your MIMS account. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg.". The main login area has two input fields: one for "Email" containing "@students.edu" and another for "Password" containing several dots. At the bottom is a blue "Sign in" button, which is highlighted with a red box. Below the "Sign in" button is a "Forgot Password?" link.

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**'.



The screenshot shows a Google account setup page. At the top is the Google logo. Below it, the text 'Welcome to your new account' is displayed. A red box highlights the 'I understand' button at the bottom of the page. To the left of the button, there is a large orange number '4' with a yellow arrow pointing towards the button.

Welcome to your new account: [REDACTED]@students.edu.sg. Your students.edu.sg administrator decides which Google Workspace and other Google services you may access using this account.

Your organization administrator manages this account and any Google data associated with this account (as further detailed [here](#)). This means that your administrator can access and process your data, including the contents of your communications, how you interact with Google services, or the privacy settings on your account. Your administrator can also delete your account, or restrict you from accessing any data associated with this account.

If your organization provides you access to administrator-managed services, like Google Workspace, your use of those services is governed by your organization's enterprise agreement. Besides these terms, we also publish a [Google Cloud Privacy Notice](#).

If your administrator enables you to use other Google services besides Google Workspace while logged in to this [REDACTED]@students.edu.sg account, your use of those services will be governed by their respective terms, such as the [Google Terms of Service](#) and the [Google Privacy Policy](#) and other service-specific Google terms. If you do not agree to these terms, or do not wish Google to handle your data in this way, do not use those other Google services with this [REDACTED]@students.edu.sg account. You may also customize your privacy settings at [myaccount.google.com](#).

Your use of Google services with this account is also governed by your organization's internal policies.

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!

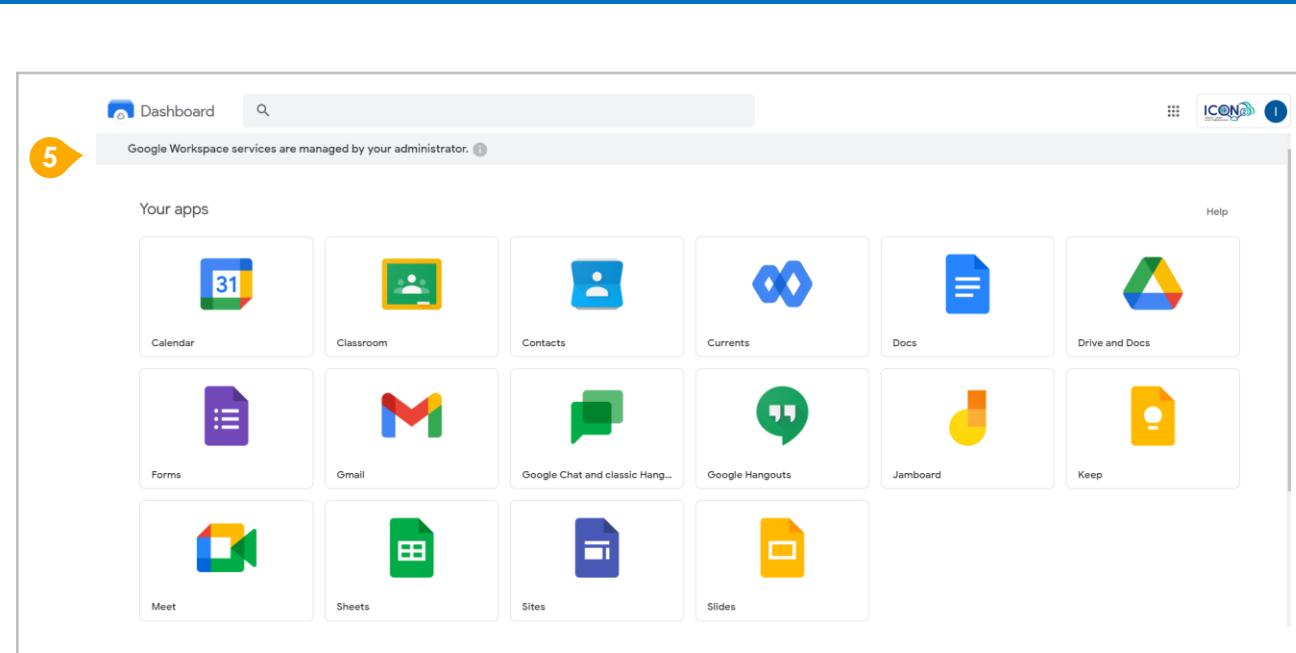
You have logged in to iCON workspace Dashboard.

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.



Google Apps Availability by School Level/Type

Students in Primary 1 to 3 should see these apps on the Google Workspace Dashboard*.

Note: Certain apps such as Gmail 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 on your behalf.

* The Google Workspace Dashboard Page shown on the right is correct as of 15 May 2023. The apps shown may vary from time to time by Google.

Note: Google Chat app has been disabled till further notice. Therefore, you would not see it on your dashboard. Your teachers will update you when Google Chat has been enabled back.

Apps available for Primary 1 to 3:

The screenshot shows the Google Workspace Dashboard with a grid of 14 app icons. The grid is organized into three rows: Row 1 contains Calendar, Classroom, Contacts, Docs, Drive and Docs, and Forms; Row 2 contains Google Chat and classic Han..., Google Hangouts, Jamboard, Keep, Meet, and Sheets; Row 3 contains Sites and Slides. Each icon has a small preview image and the app's name below it. The top right corner of the dashboard has a 'Help' link.

Your apps					
Calendar	Classroom	Contacts	Docs	Drive and Docs	Forms
Google Chat and classic Han...	Google Hangouts	Jamboard	Keep	Meet	Sheets
Sites	Slides				

Google Apps Availability by School Level/Type

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:

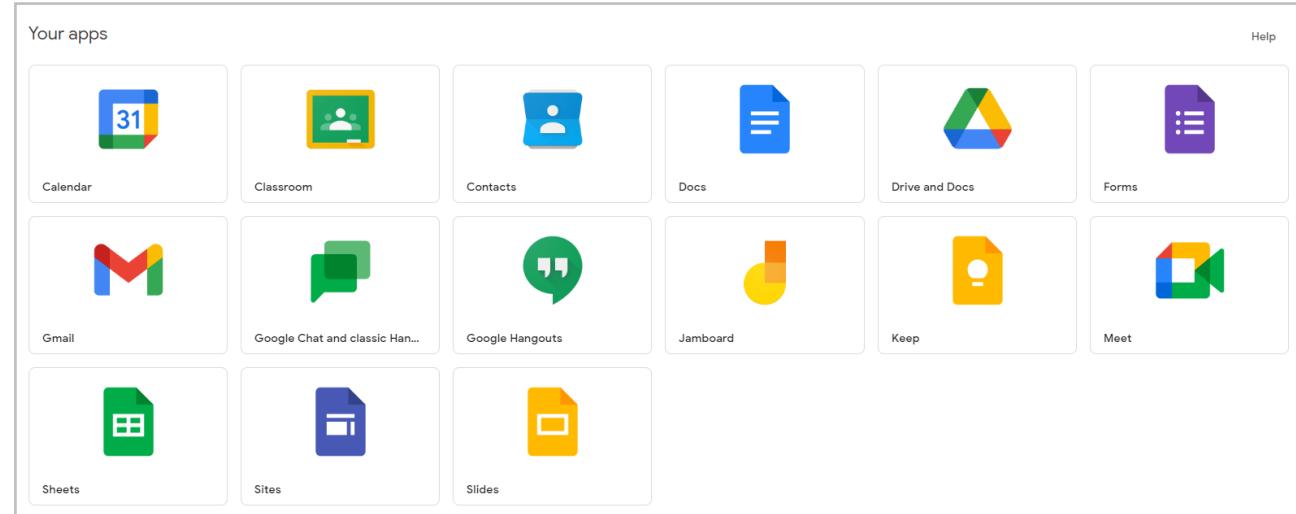
- @students.edu.sg
- @moe.gov.sg
- @moe.edu.sg
- @schools.gov.sg

⚠ 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 on your behalf.

* The Google Workspace Dashboard Page shown on the right is correct as of 15 May 2023. The apps shown may vary from time to time by Google.

Note: Google Chat app has been disabled till further notice. Therefore, you would not see it on your dashboard. Your teachers will update you when Google Chat has been enabled back.

Apps available for Primary 4 to 6:



Google Apps Availability by School Level/Type

Students in Secondary and JC/MI should see these apps on the Google Workspace Dashboard*.



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 on your behalf.

* The Google Workspace Dashboard Page shown on the right is correct as of 15 May 2023. The apps shown may vary from time to time by Google.

Note: Google Chat app has been disabled till further notice. Therefore, you would not see it on your dashboard. Your teachers will update you when Google Chat has been enabled back.

Apps available for Secondary and Junior College/MI:

The screenshot shows the 'Your apps' section of the Google Workspace Dashboard. It displays a grid of 16 app icons, each with its name below it. The apps are arranged in four rows of four. The visible apps are: Calendar, Classroom, Contacts, Currents, Docs, Drive and Docs, Forms, Gmail, Google Chat and classic Hangouts, Google Hangouts, Jamboard, Keep, Meet, Sheets, Sites, and Slides. A 'Help' link is located in the top right corner of the dashboard area.

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.

MIMS Self Service Password Reset

Forgotten Password

If you have forgotten your password, follow the prompts to reset your password.

Username

2

Search

Cancel

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.

What is your favourite colour?

 ⚙

What is your favourite book?

 ⚙

3

Check Answers

Cancel

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.

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:

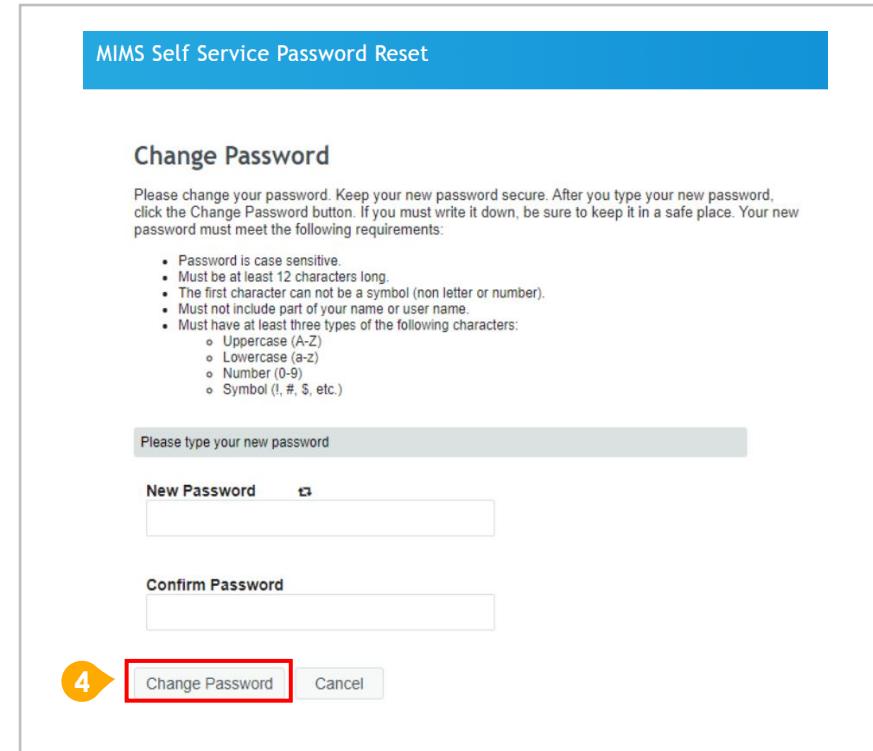
- Password is case sensitive.
- Must be at least 12 characters long.
- The first character can not be a symbol (non letter or number).
- Must not include part of your name or user name.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)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

Please type your new password

New Password

Confirm Password

4 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.

MIMS Self Service Password Reset

Please Wait

Your password is being changed. This process may take several minutes, please be patient.



MIMS Self Service Password Reset

Success

The password has been changed successfully.

5 Continue

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

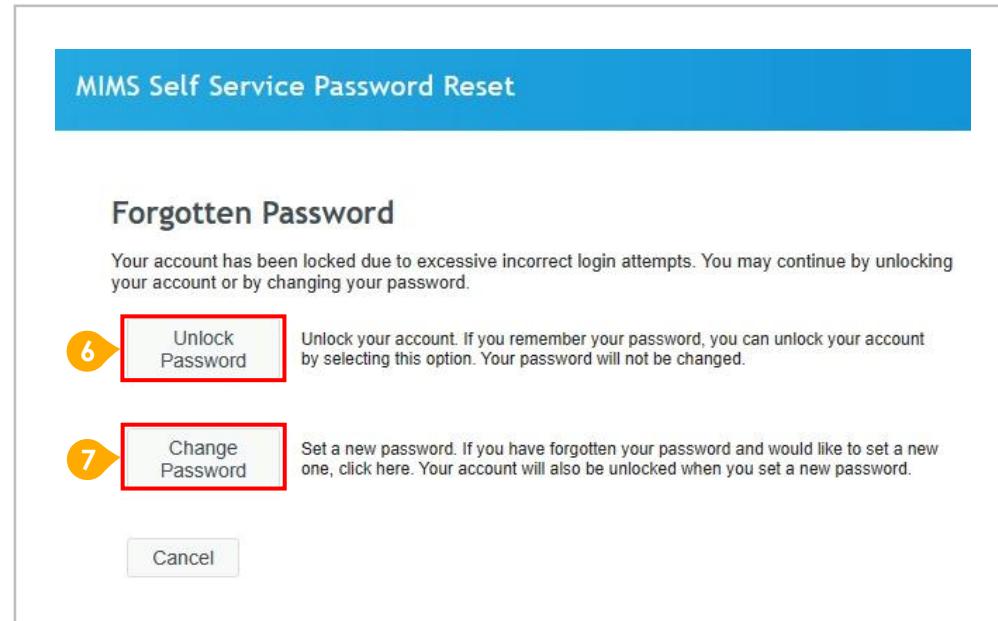
For Account Lockout (due to multiple incorrect password entries)

- 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**'



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?

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:

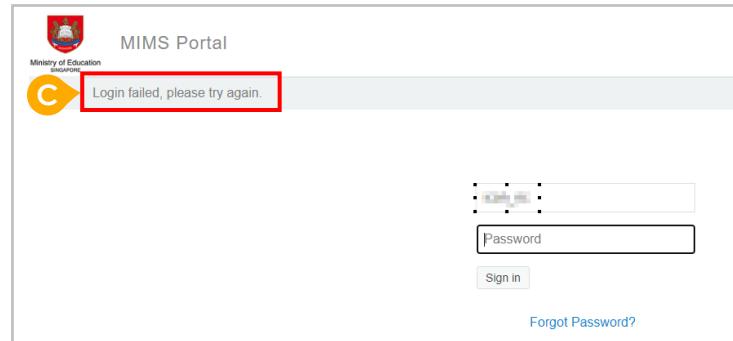
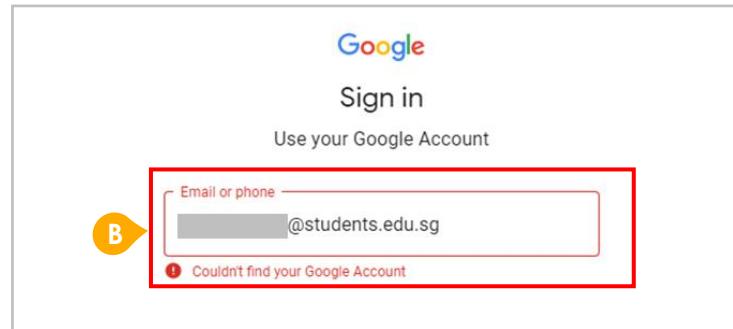
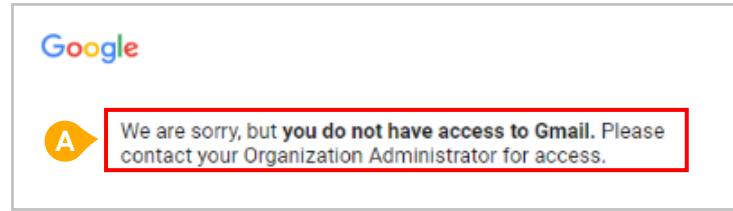
- A** When you use a web browser to visit a Google app on your dashboard and see this error message.

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 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. Next to it, the text "MIMS Portal" is displayed. Below the logo, there is a large orange arrow pointing right with the letter "D". To the right of the arrow, the text "Login failed, please try again." is shown in a red-bordered box. Below this message are two input fields for "Username" and "Password", and a "Sign in" button at the bottom right.

The screenshot shows the MIMS Portal login interface. At the top left is the Ministry of Education Singapore logo. Next to it, the text "MIMS Portal" is displayed. Below the logo, there is a large orange arrow pointing right with the letter "E". To the right of the arrow, the text "Your login has been disabled due to intruder detection." is shown in a red-bordered box. Below this message are two input fields for "Username" and "Password", and a "Sign in" button at the bottom right.

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 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.

