

[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)**  
v1.0 | 25 July 2023

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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>

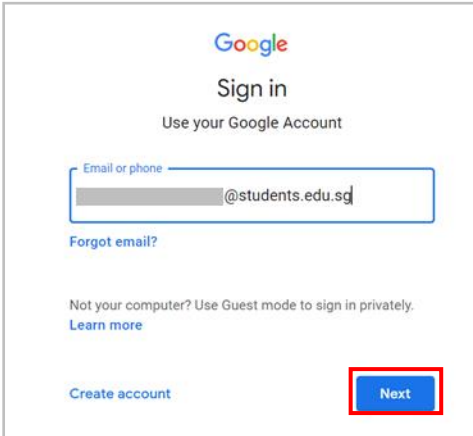
- 2 Enter your **Student iCON email address**. Click '**Next**'.

- 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

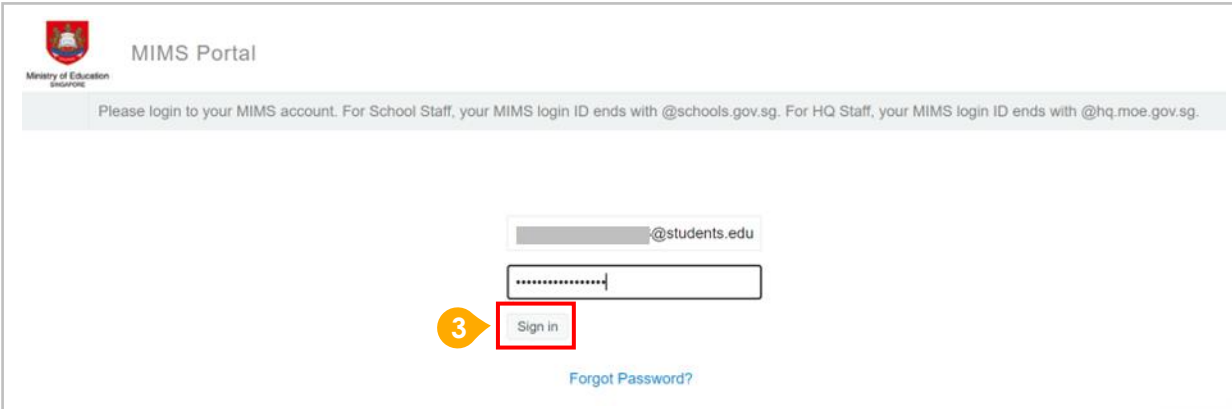
Use your Google Account


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 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.

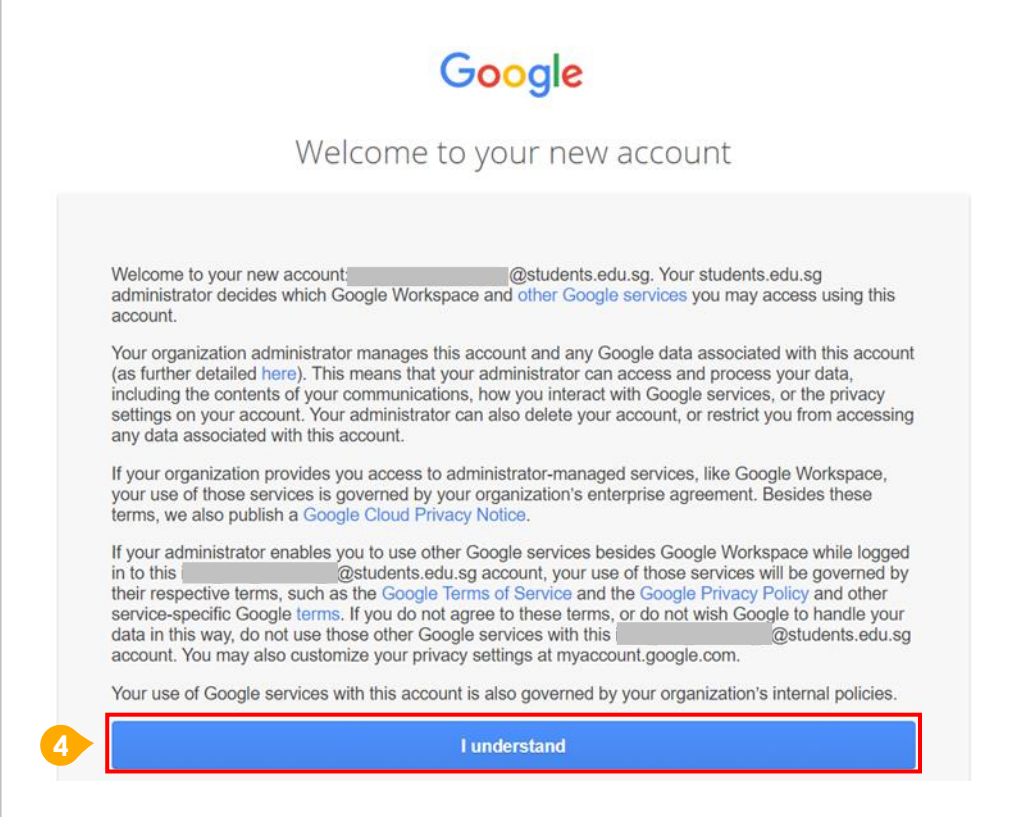
[Sign in](#) [Forgot Password?](#)

## 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**'.



The screenshot shows the Google account welcome screen. At the top is the Google logo. Below it, the text "Welcome to your new account" is displayed. The main content area contains several paragraphs of text explaining the account setup and terms of service. At the bottom, there is a blue button labeled "I understand" which is highlighted with a red border. A yellow callout bubble with the number "4" is positioned to the left of this button.

Google

Welcome to your new account

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!

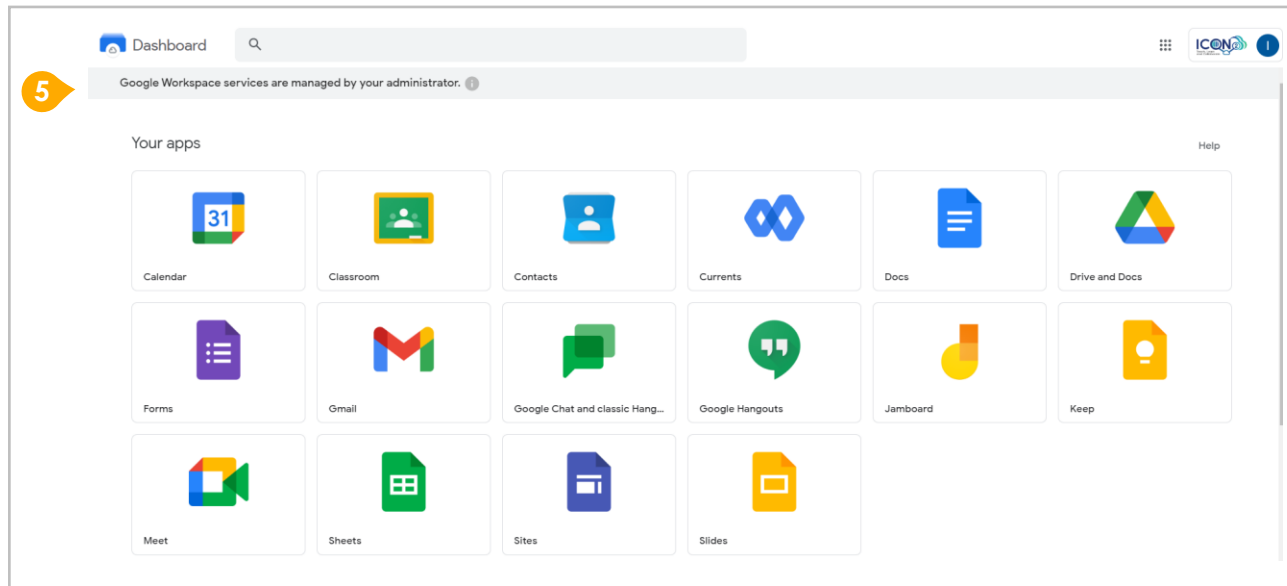
You have logged in to iCON workspace Dashboard.

You have completed the onboarding to MIMS.

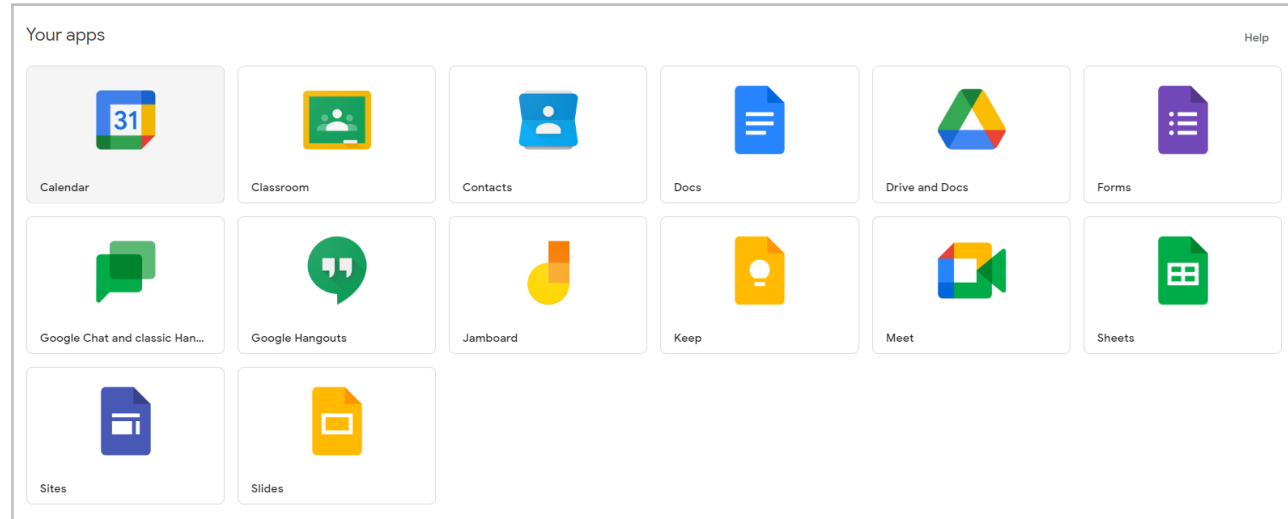
Please refer to following pages to verify the apps by school level:

- **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.




### 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 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.

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:

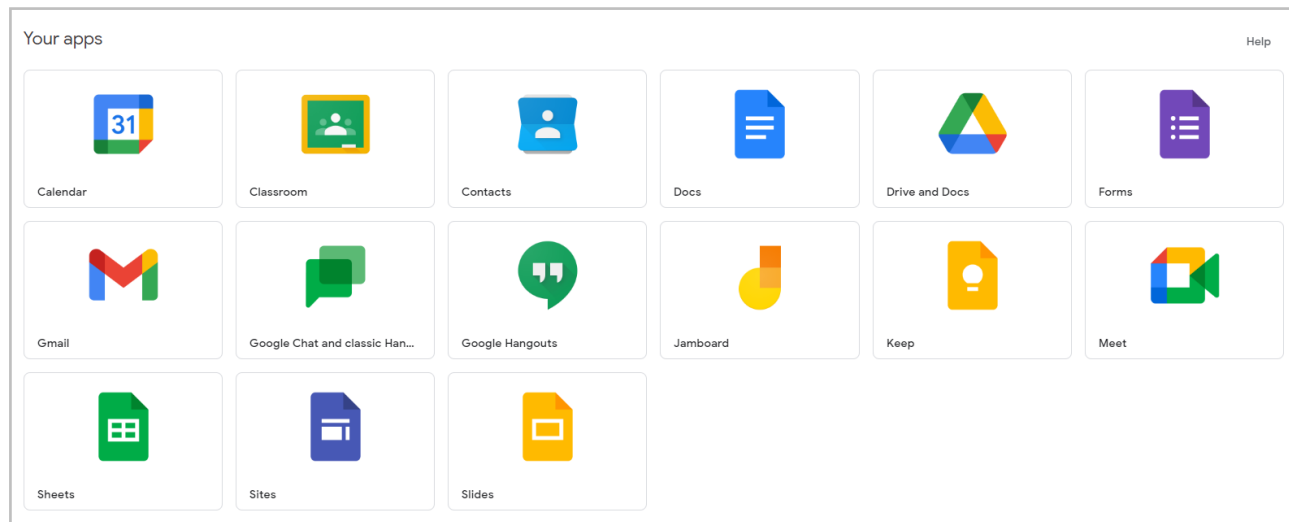
- @students.edu.sg
- @moe.gov.sg
- @moe.edu.sg
- @schools.gov.sg

 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:



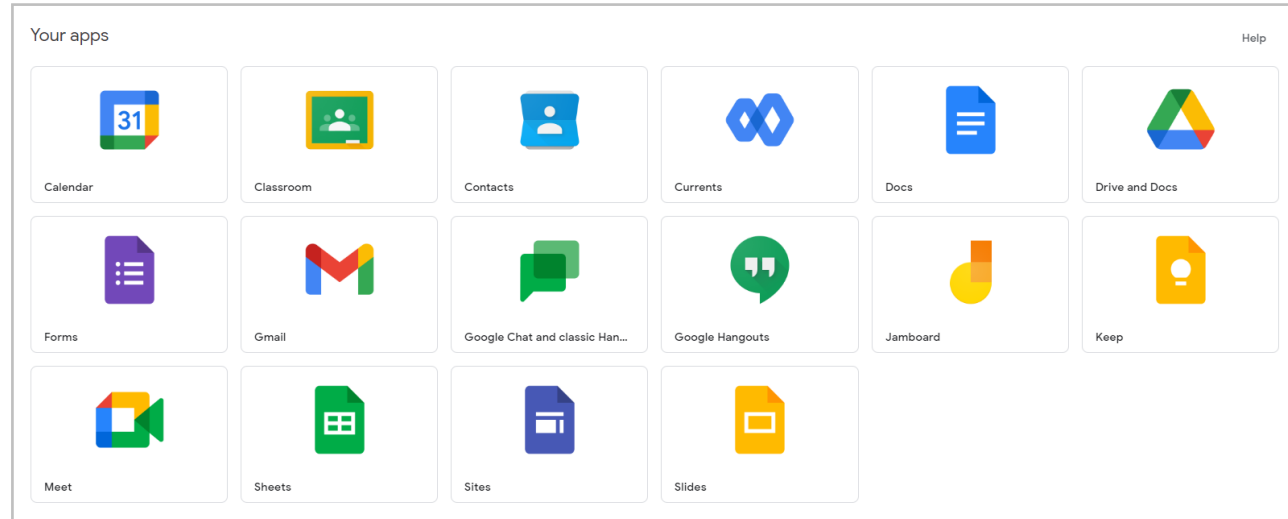
Students in Secondary and JC/MI should see these apps on the Google Workspace Dashboard\*.

 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:





## 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.*

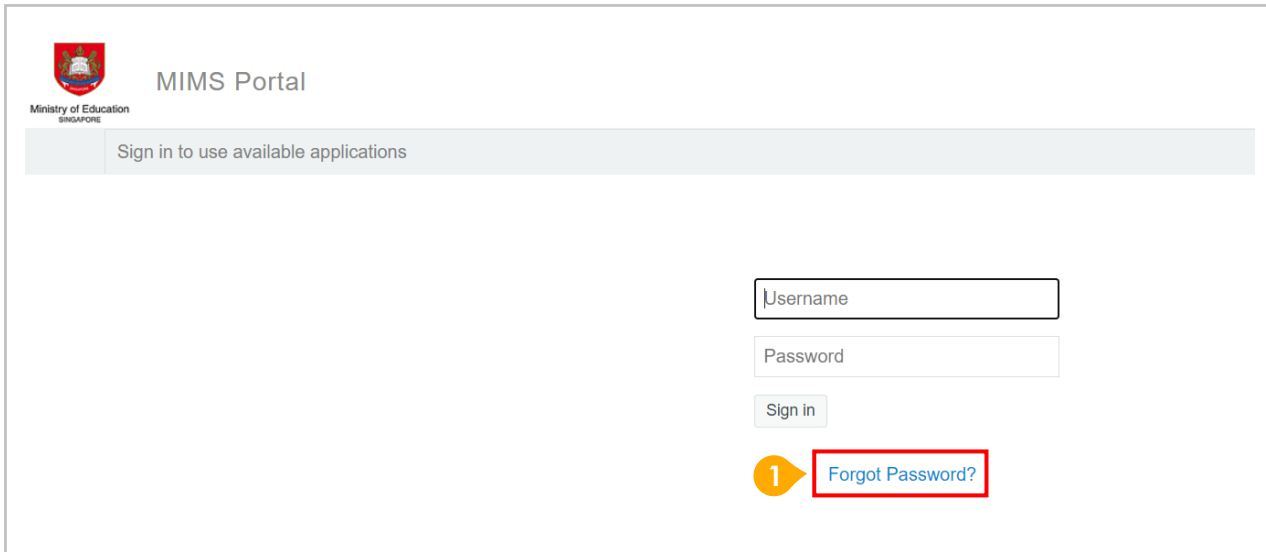
Use your web browser\* (e.g., Chrome, Safari) to access **MIMS Portal** at:  
<https://mims.moe.gov.sg/sspr>


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

@students.edu.sg

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?

yellow

What is your favourite book?

The Good Earth

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.

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

**Top Screenshot: Please Wait**

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

**Bottom Screenshot: Success**

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

#### 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

**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:

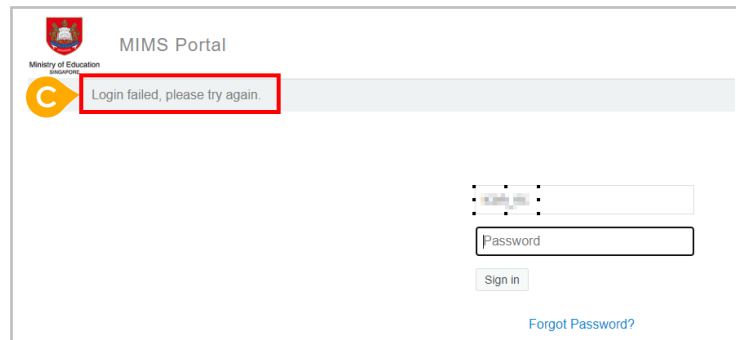
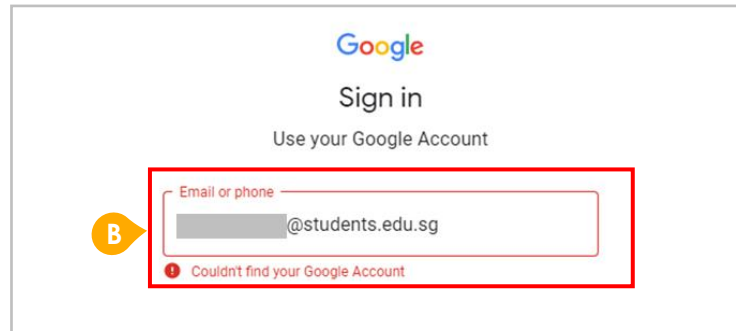
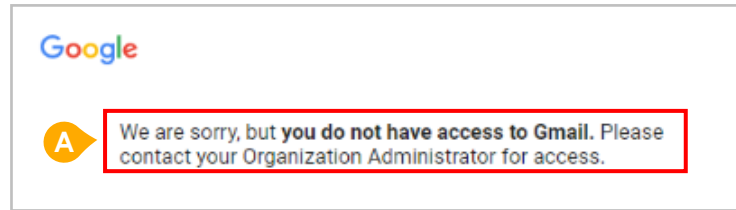
- A** When you use a web browser to visit a Google app on your dashboard and see this error message.

**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.

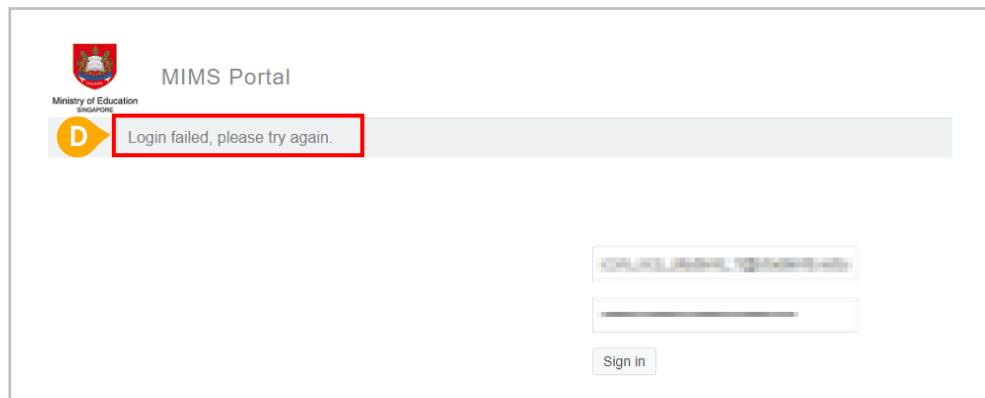
**D** The password you have provided is incorrect.

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.

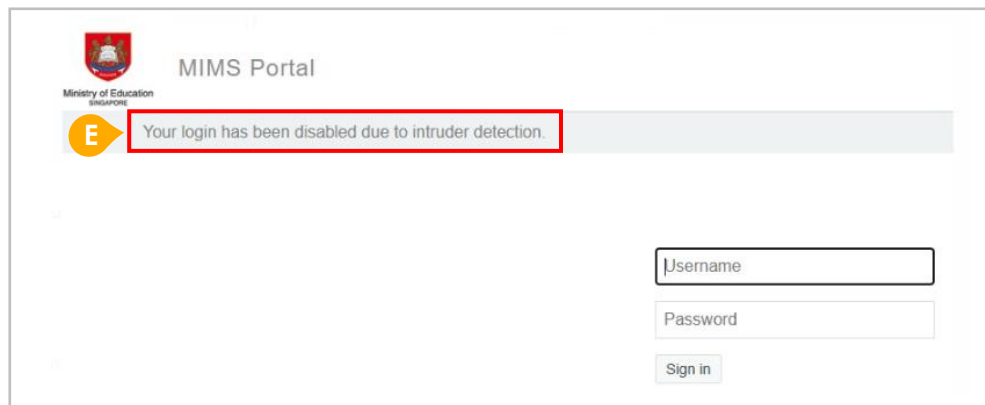
if you have earlier set up the Self-Service Password Reset (SSPR) feature, you may use this to reset your password. Please refer to Section 2 in the guide on [Page 9](#).

**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. The title 'MIMS Portal' is centered. Below the logo, a yellow circle with a white 'D' is next to a red-bordered box containing the text '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. Below the logo, a yellow circle with a white 'E' is next to a red-bordered box containing the text 'Your login has been disabled due to intruder detection.' Below this, there are input fields for 'Username' and 'Password', and a 'Sign in' button.



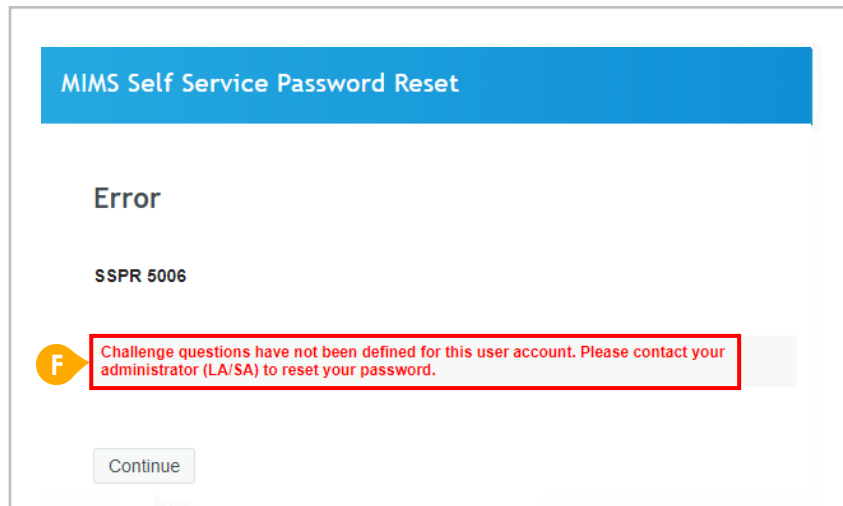
### Section 3: Troubleshooting instructions for potential onboarding issues

#### 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 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.



The screenshot shows a web interface for 'MIMS Self Service Password Reset'. At the top is a blue header with the title. Below it, the word 'Error' is displayed in a large, bold font. Underneath 'Error' is the code 'SSPR 5006'. A red-bordered box contains an orange circle with the letter 'F' and the text: 'Challenge questions have not been defined for this user account. Please contact your administrator (LA/SA) to reset your password.' At the bottom of the screen is a 'Continue' button.