

# 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

01



Step 1:

**Click on any of the browsers.**



Chrome



Microsoft  
Edge



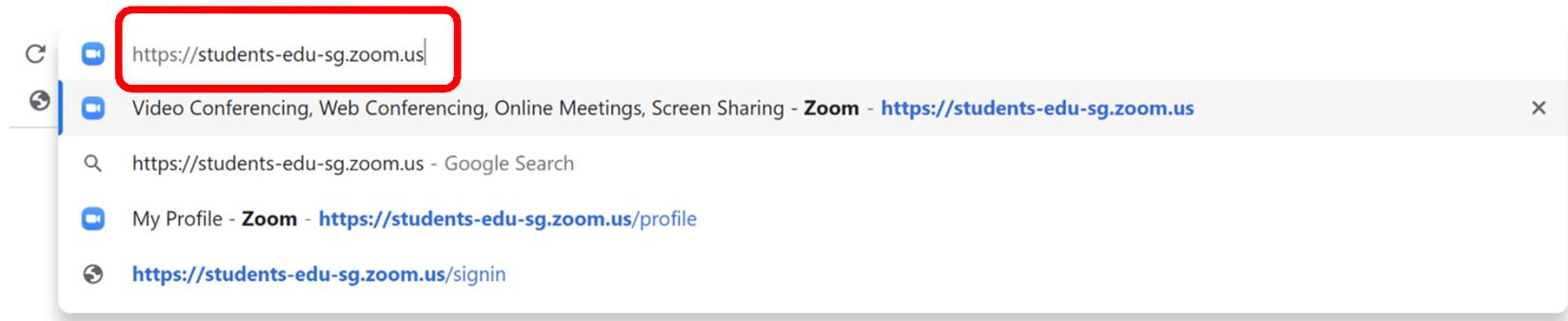
Safari

01



## Step 2:

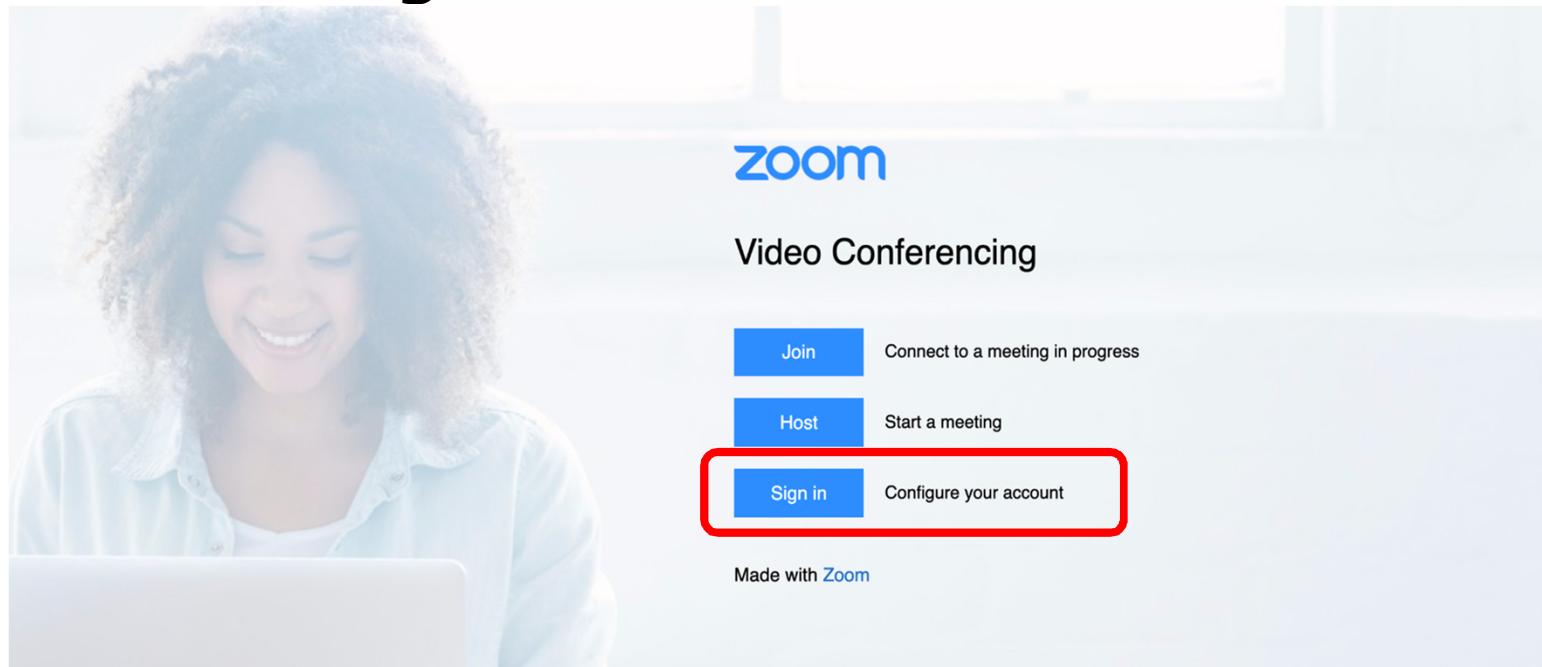
Type '**https://students-edu-sg.zoom.us**' into the address bar.



01



## Step 3: **Click on 'Sign In'.**

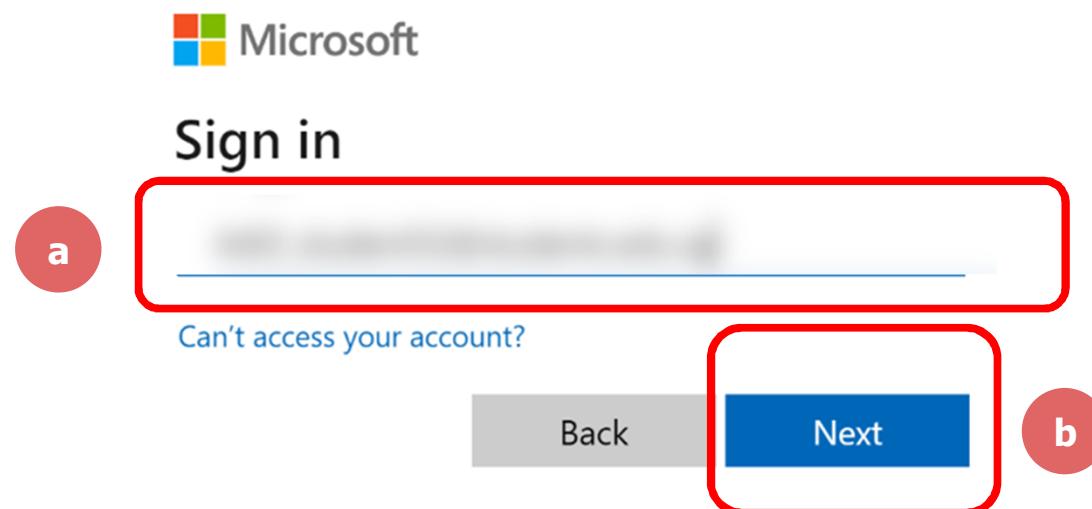


**01**



## Step 4a:

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

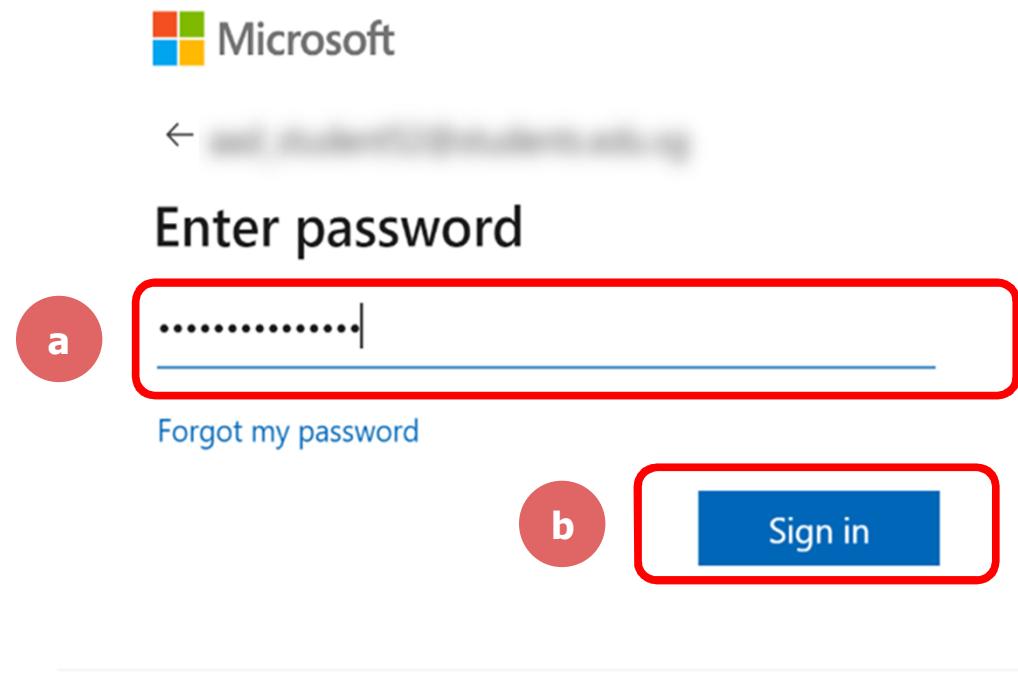


01



## Step 4b:

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



# 01



## Step 4c:

**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

**Click Yes only if you are using your personal device. Otherwise, Click "No"**

01



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

The screenshot shows the Zoom profile page for a user named "moe-singapore". The URL in the browser bar is [moe-singapore.zoom.us/profile](https://moe-singapore.zoom.us/profile). The page includes a sidebar with links for Profile, Meetings, Webinars, Recordings, Settings, Account Profile, and Reports. A "Personal" section displays basic information: Phone (Not set), Language (English), Time Zone ((GMT+8:00) Singapore), Date Format (mm/dd/yyyy, Example: 06/14/2021), and Time Format (Use 12-hour time (Example: 02:00 PM)). A note in the top right corner states: "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." There are "Edit" buttons next to each of these items. On the far right, there is a blue speech bubble icon with a white number "11".

**02**

# Accessing Zoom through the Desktop App

02



## Step 1:

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

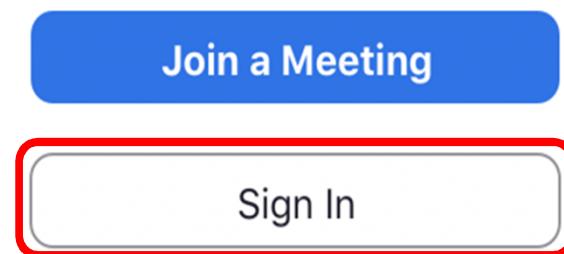


02



Step 2:  
**Click on 'Sign In'.**

zoom



02



### Step 3:

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

The image shows a sign-in interface with the following elements:

- Sign In** (left side)
- Sign Up Free** (top right)
- Email** (text input field)
- Sign In with SSO** (button with magnifying glass icon, highlighted with a red box)
- Password** (text input field)
- Forgot?** (link)
- or** (center, between the password field and the social media options)
- Sign In with Google** (button with G logo)
- Sign In with Facebook** (button with f logo)
- Keep me signed in** (checkbox)
- Sign In** (button)

02



## 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

02



## Step 5a:

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



Sign in

a

Can't access your account?

Back

Next

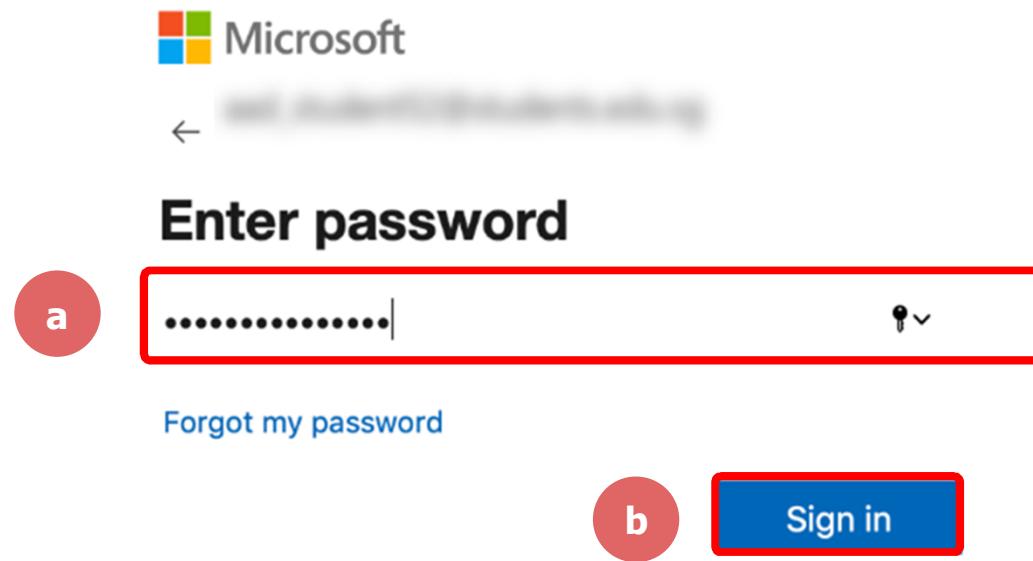
b

02



## Step 5b:

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





## 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

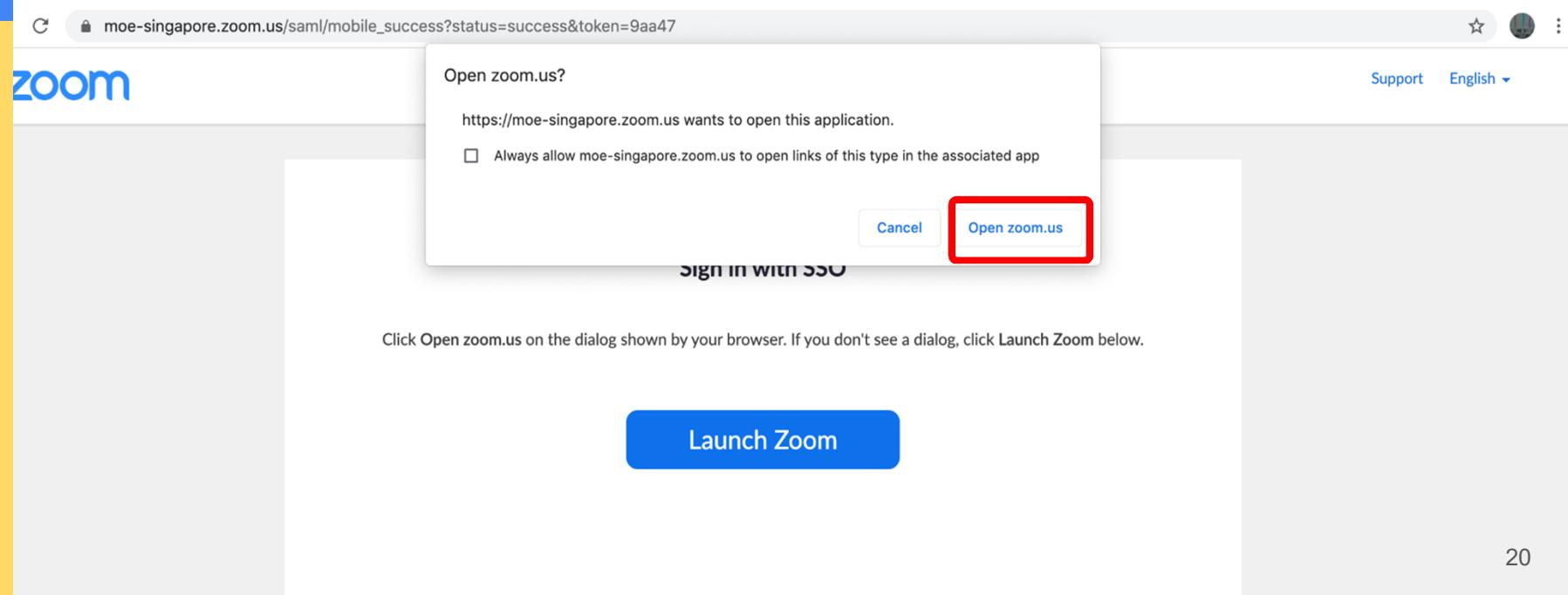
Click **Yes** only if you are using your personal device. Otherwise, Click "No"

b

02

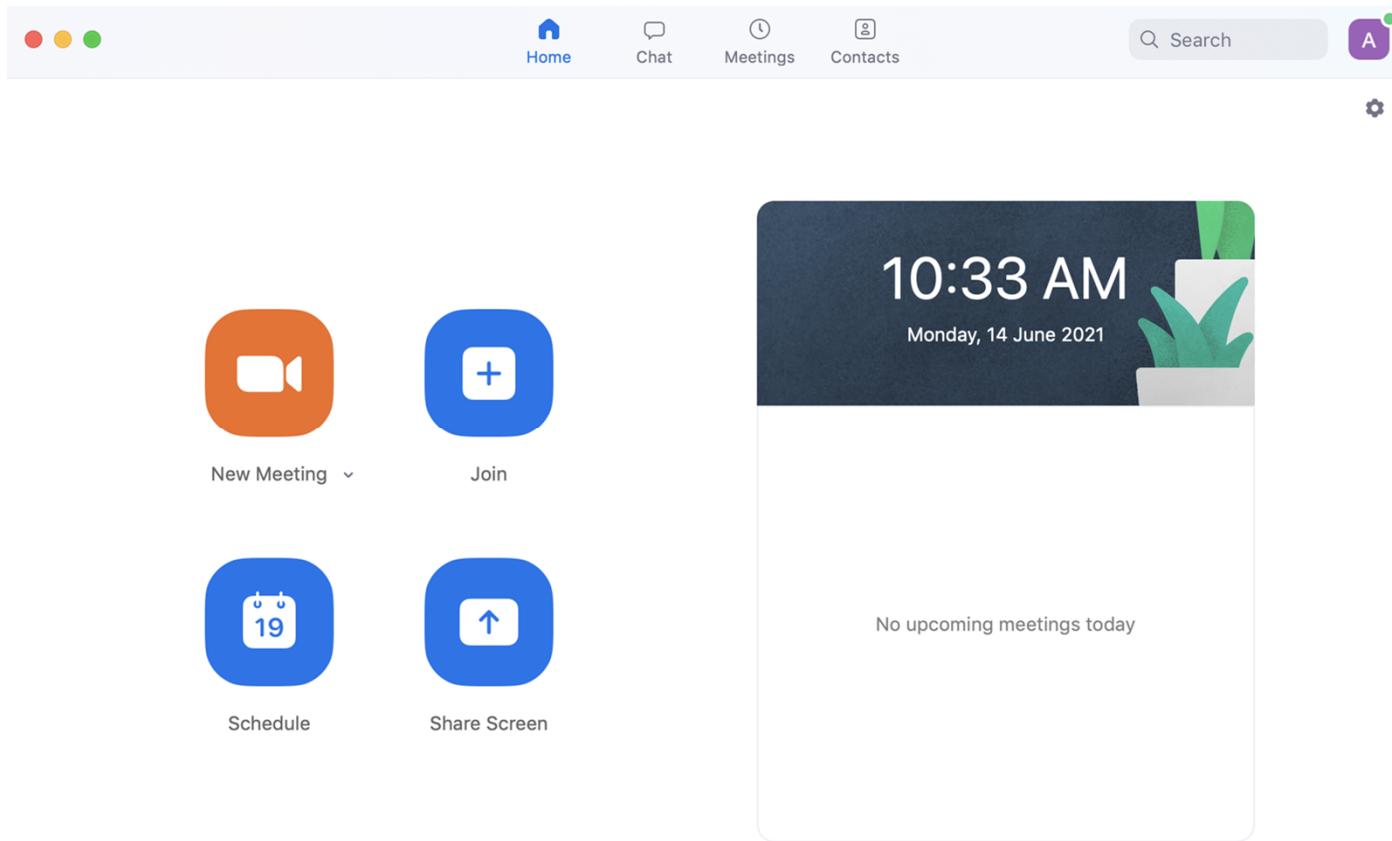
Step 6:

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





Once you have reached this screen, you are done! **02**



**03**

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

**03**



## Step 1:

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

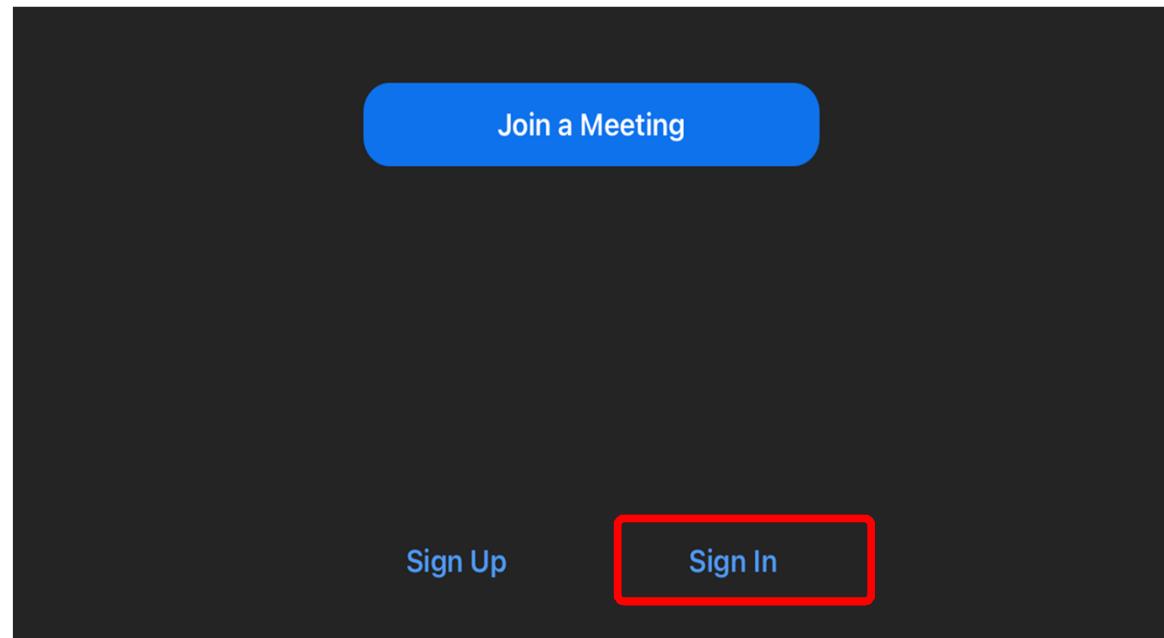


03



## Step 2:

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

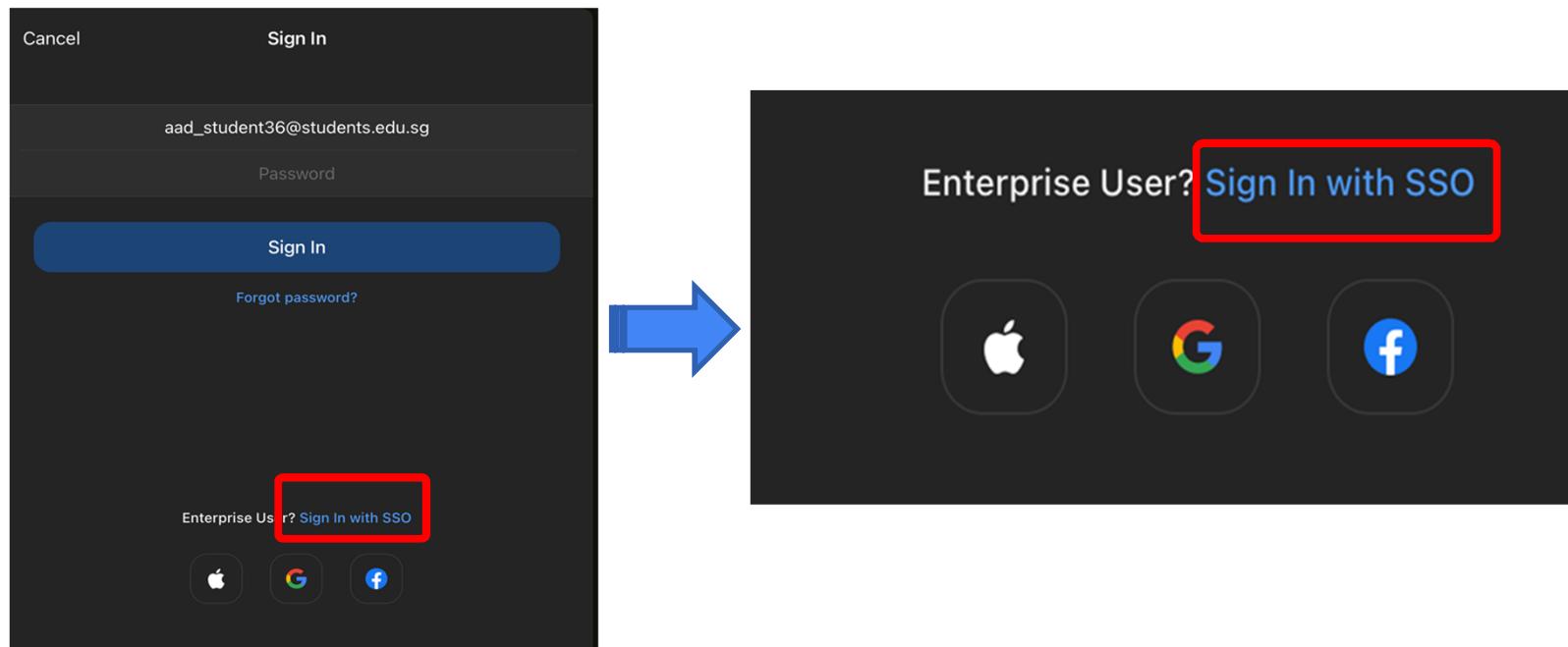


03



## Step 3:

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

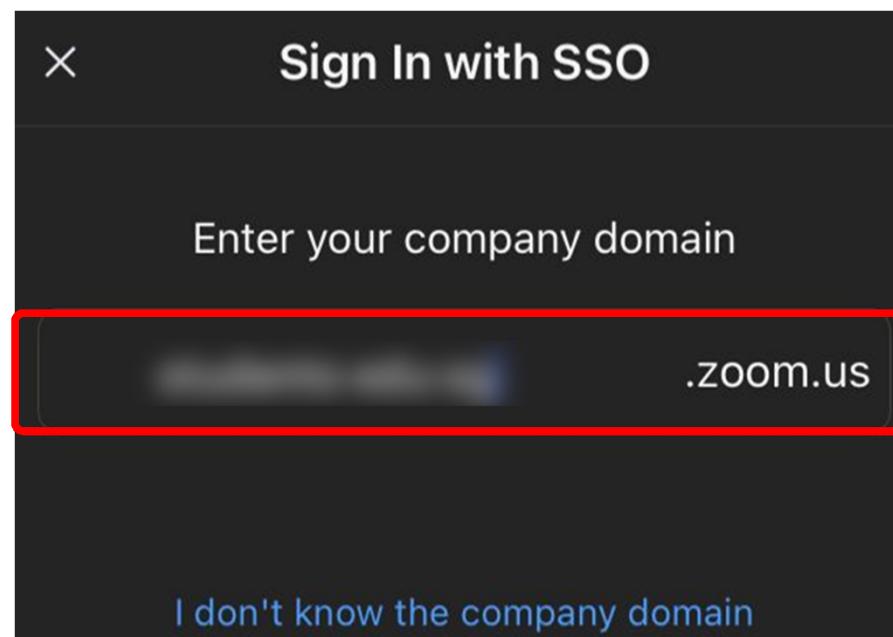


03



## Step 4:

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



03



## Step 5a:

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



Sign in

a

Can't access your account?

Back

Next

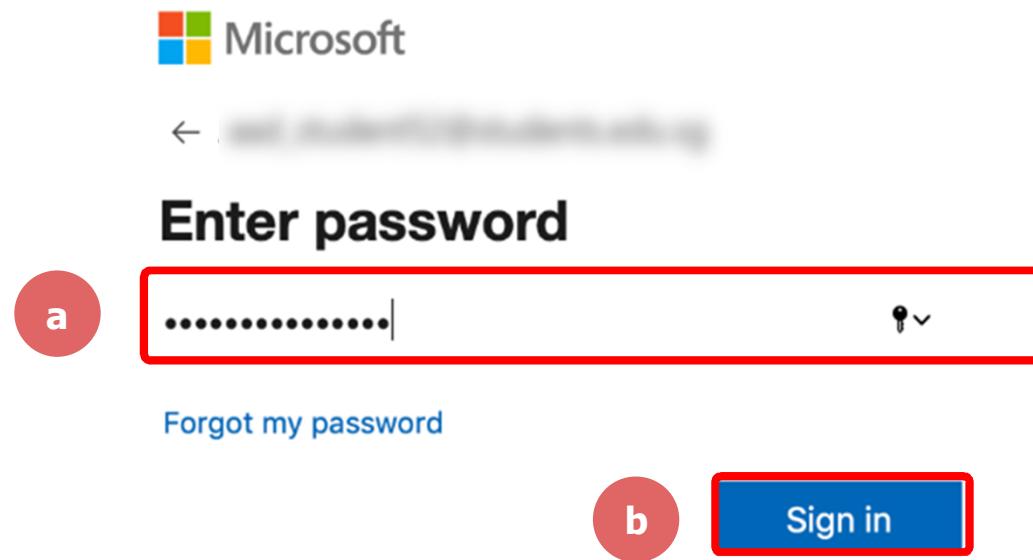
b

03



## Step 5b:

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



**03**



## 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

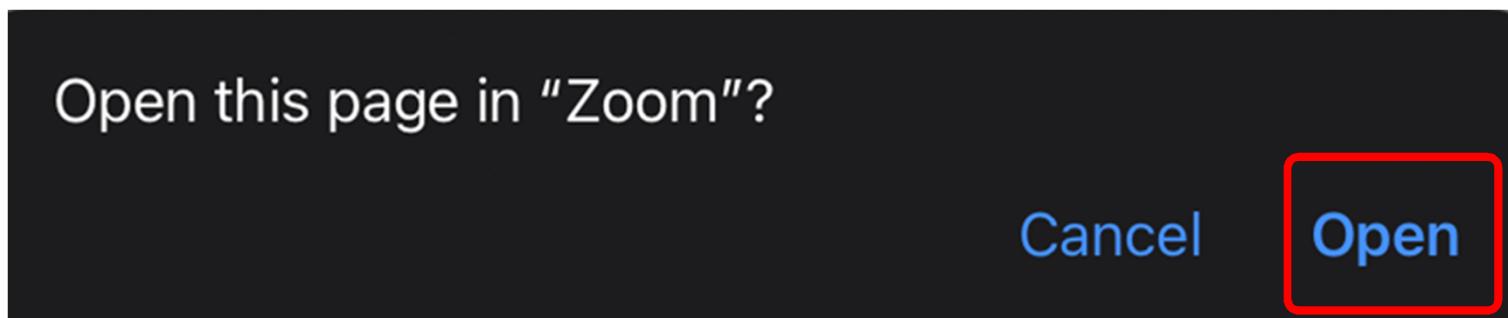
Click “Yes” only if you are using your personal device. Otherwise, Click “No”

b

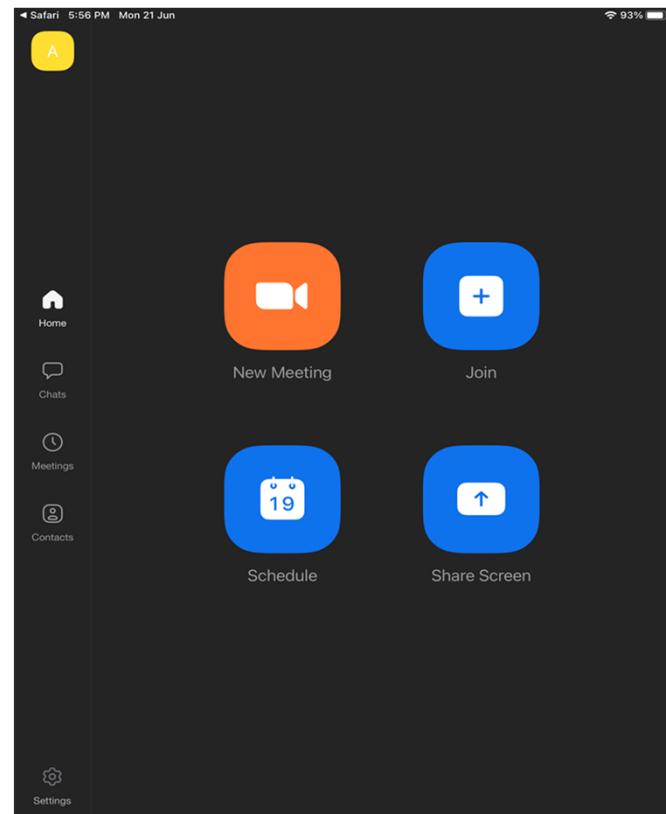
**03**



**Step 6:**  
**Tap 'Open'.**



# 03



Once you have reached this screen, you are done!

**04**

**(Annex)**

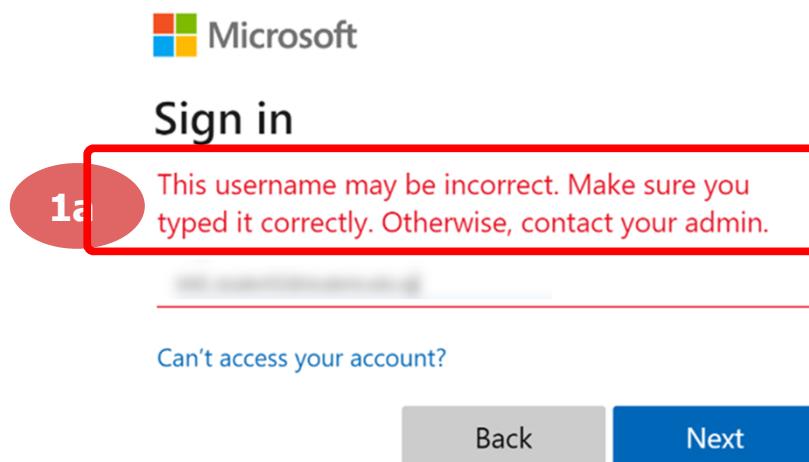
# **Troubleshooting Instructions**



\*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.



1b

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

 Password[Forgot my password](#)[Sign in](#)

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).

zoom

Support English ▾

### Unable to sign up with your email address

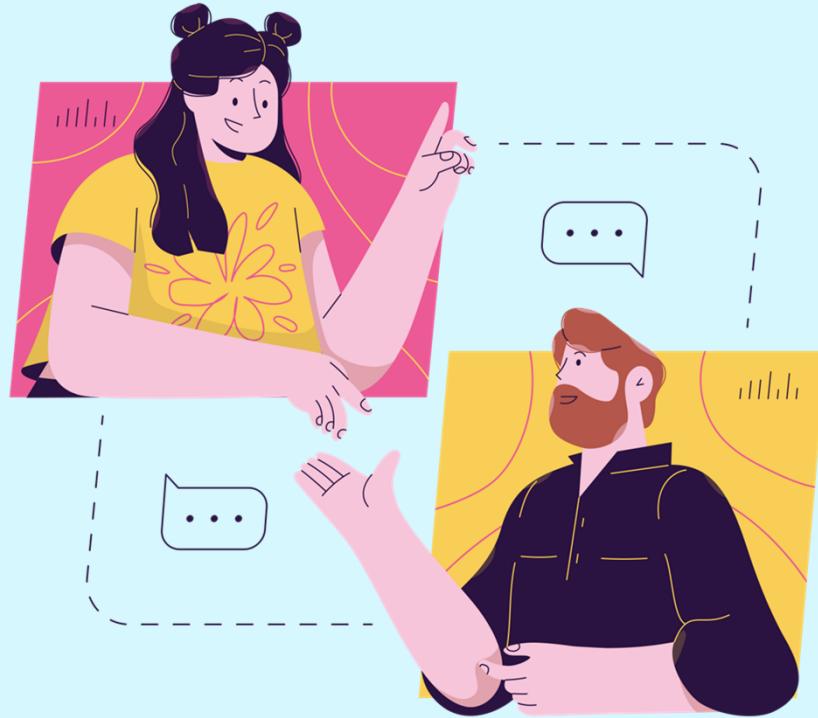
Because your email address ends with @students.edu.sg, you must contact your organization's Zoom account admin to create a Zoom account or [sign up](#) with a different email address.

# 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?

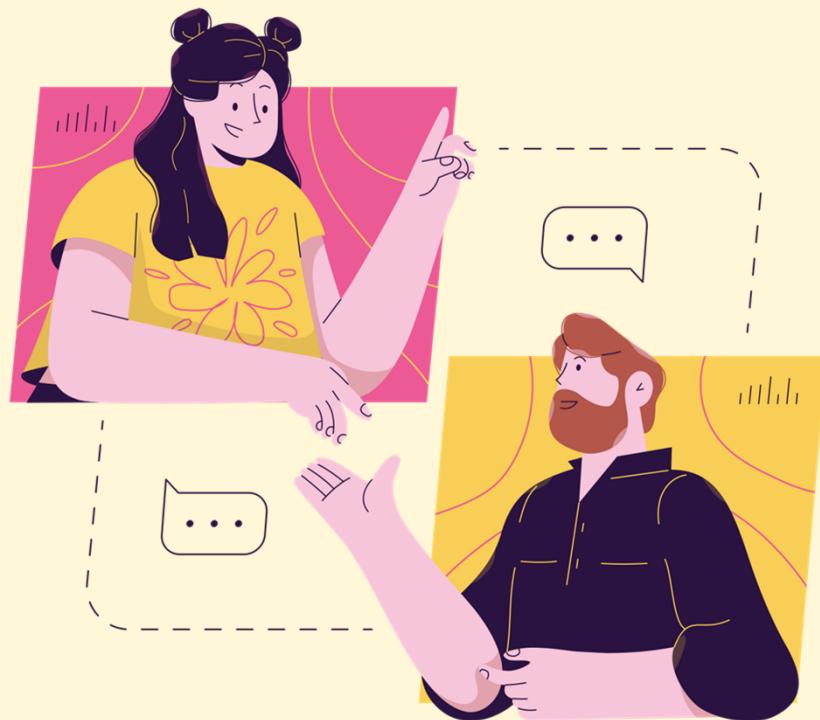
Please access the links below:

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: Woodgrove Primary School

Email: [woodgrove\\_ps@moe.edu.sg](mailto:woodgrove_ps@moe.edu.sg)

Contact no.: +65 68943371