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

Step 1:

Click on **any of the browsers.**

Chrome

Microsoft
Edge
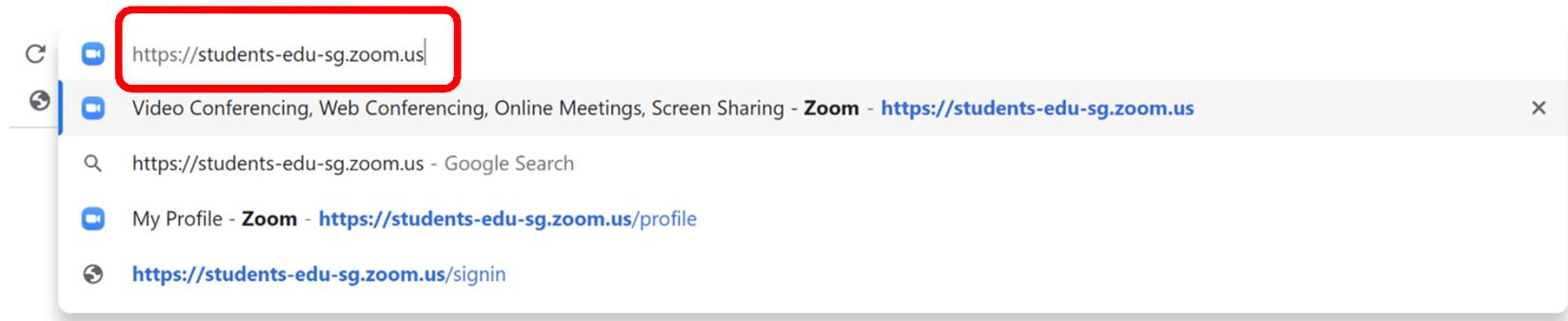
Safari

Step 2:
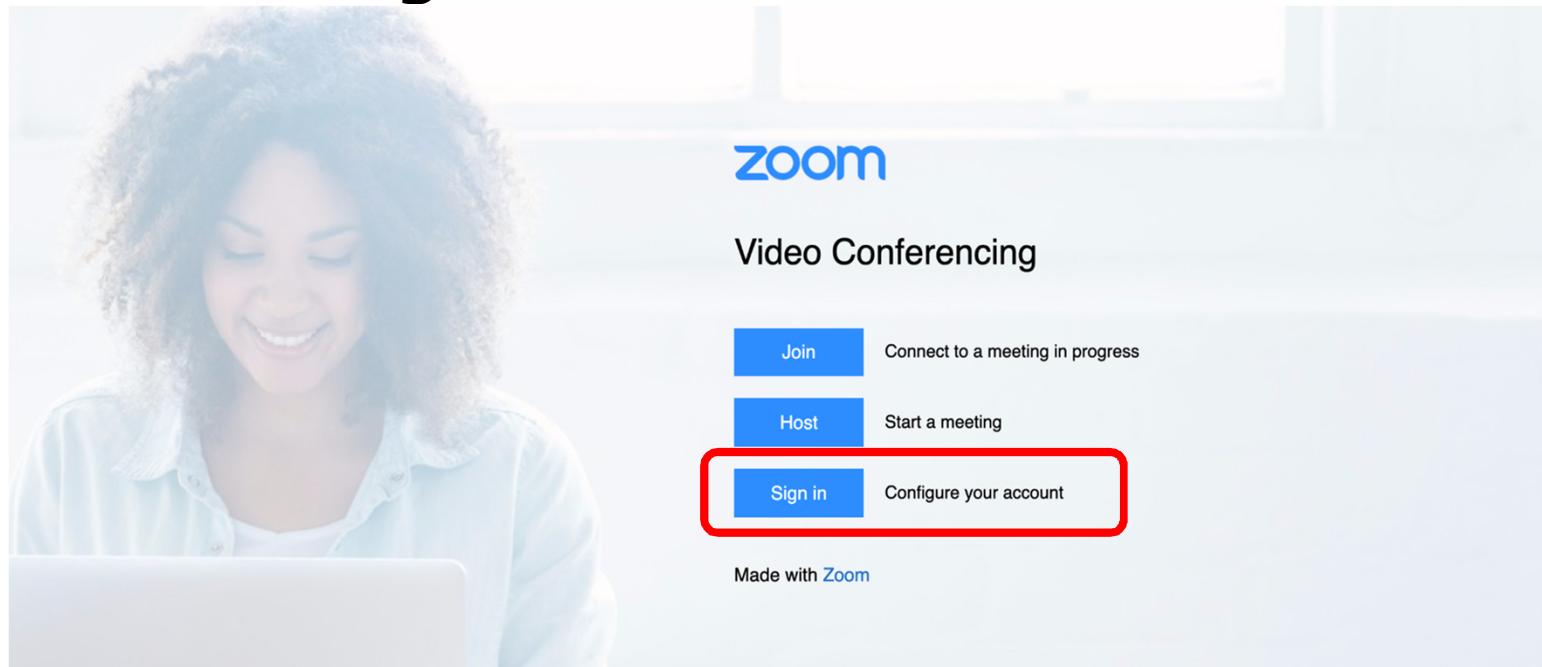
Type '**https://students-edu-sg.zoom.us**' into the address bar.

Step 3:
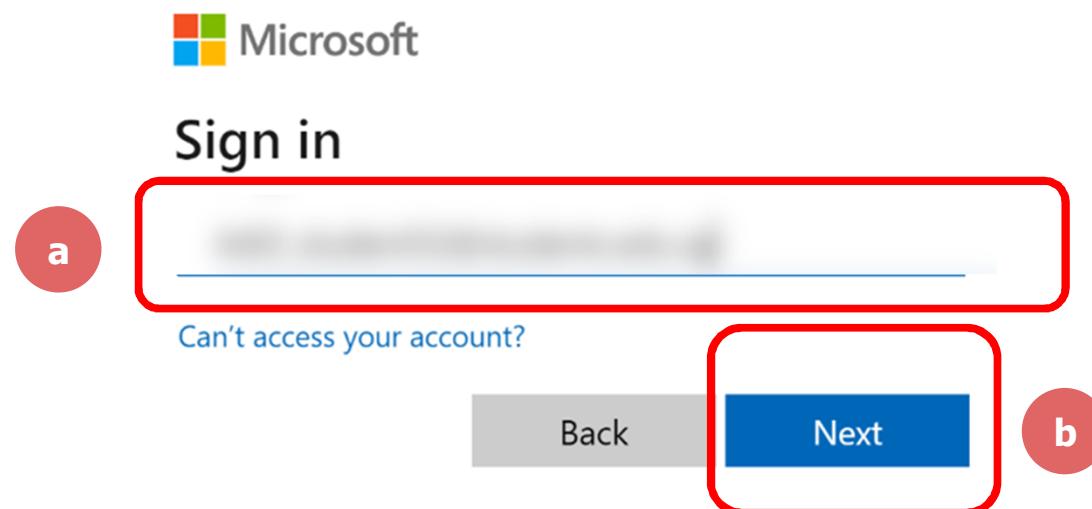
Click on 'Sign In'.

Step 4a:

Type in your **Student iCON email address** and **Click** on **'Next'.**
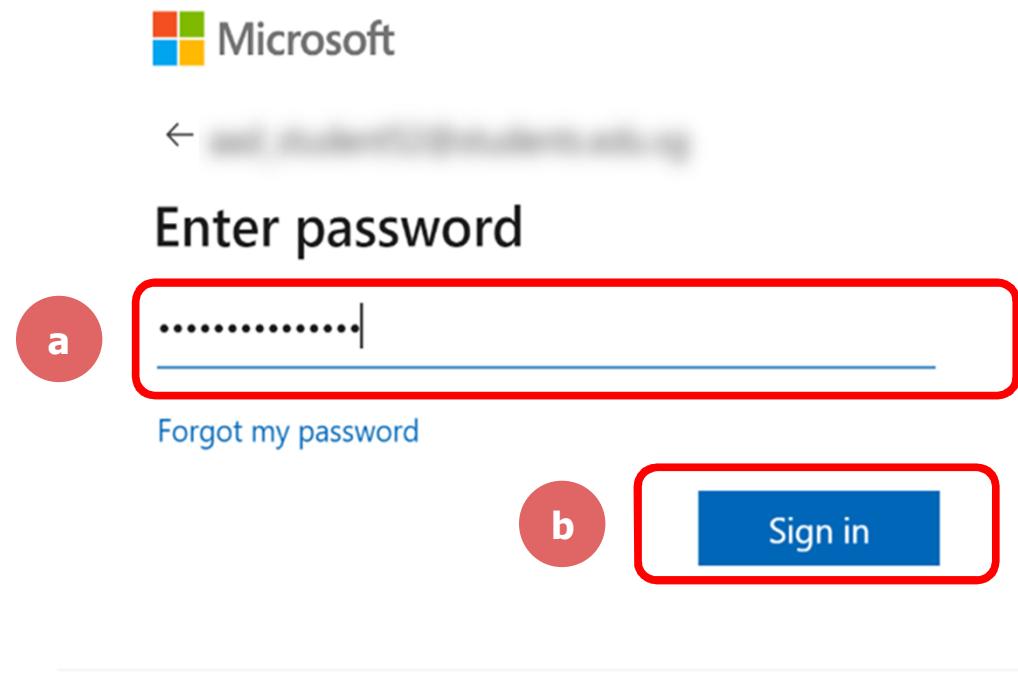
Step 4b:

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

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**

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

10

Once you have reached this screen, you are done!

02

Accessing Zoom through the Desktop App

Step 1:

Click on the **Zoom icon** at the **bottom** or **right hand corner** of your screen.
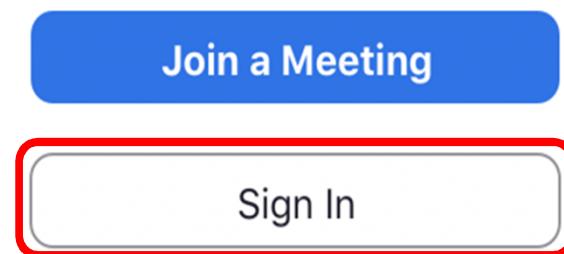
Step 2:

Click on **'Sign In'.**

Step 3:

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

Step 4:

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

Step 5a:

Type in your **Student iCON email address** and **Click** on '**Next**'.
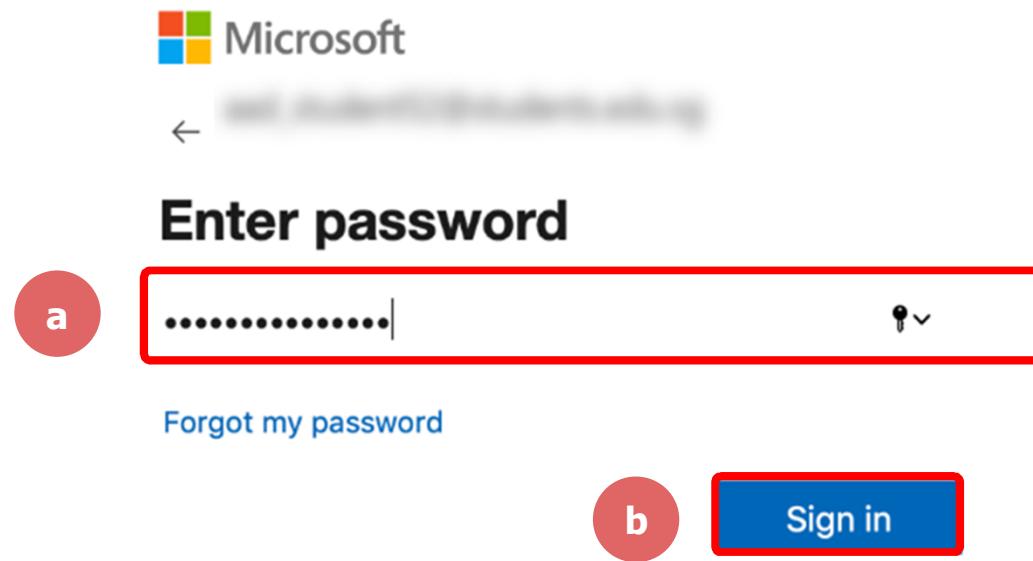
Step 5b:

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

Step 5c:

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

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**

Click Yes only if you are using your personal device. Otherwise, Click "No"
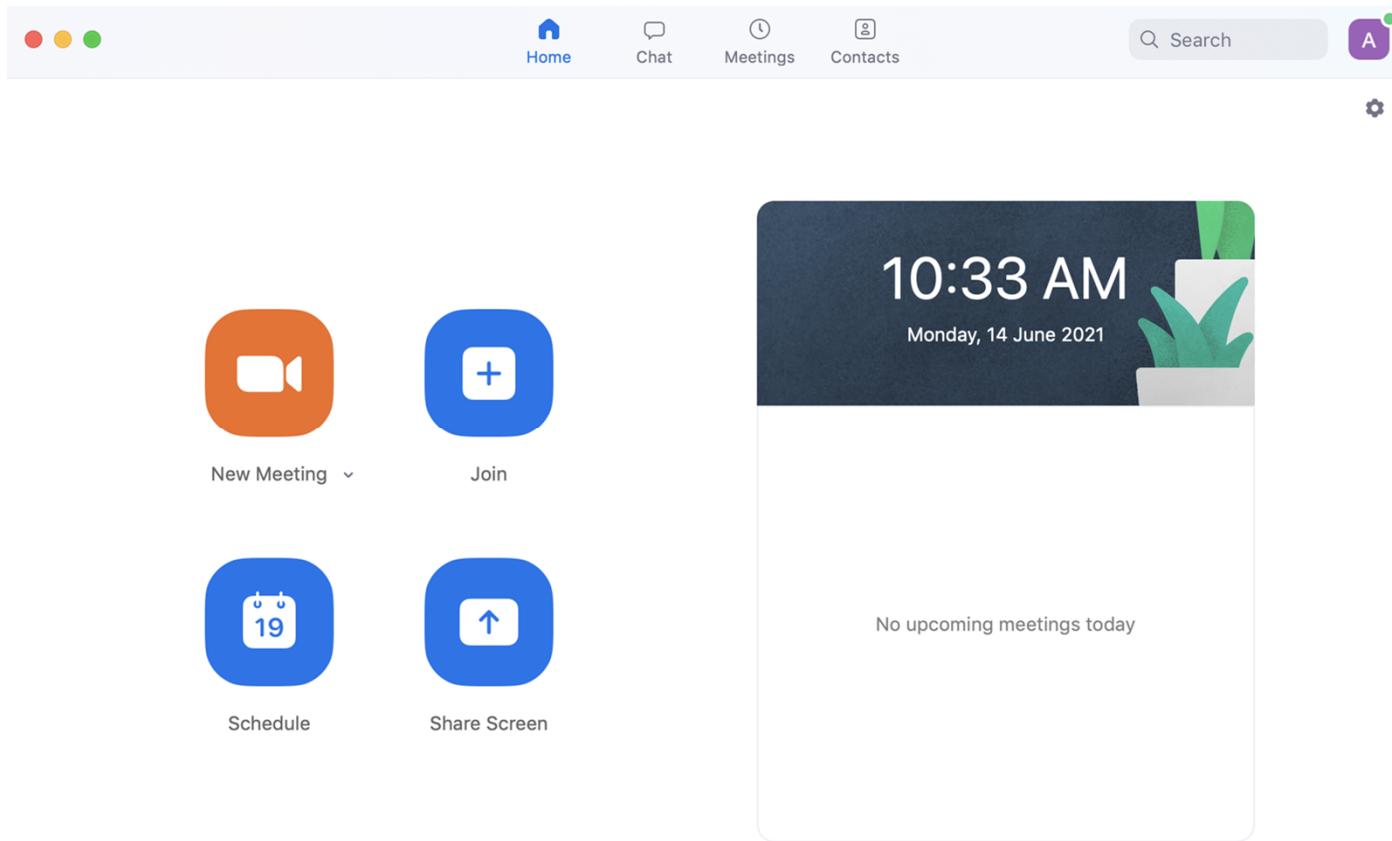
Step 6:

Click on 'Open zoom.us'.

Once you have reached this screen, you are done! <u>02</u>

03

Accessing Zoom through the Mobile/Tablet App

Step 1:

Tap on the **Zoom icon** on your screen.
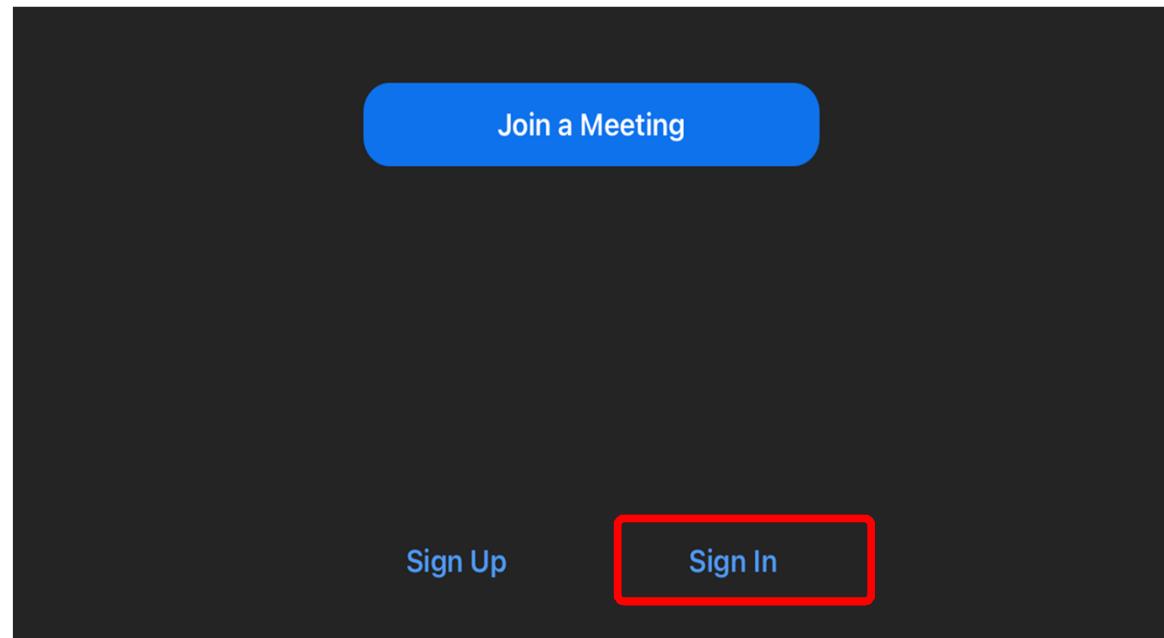
Step 2:

Tap on '**Sign in**' at the **bottom of your screen.**
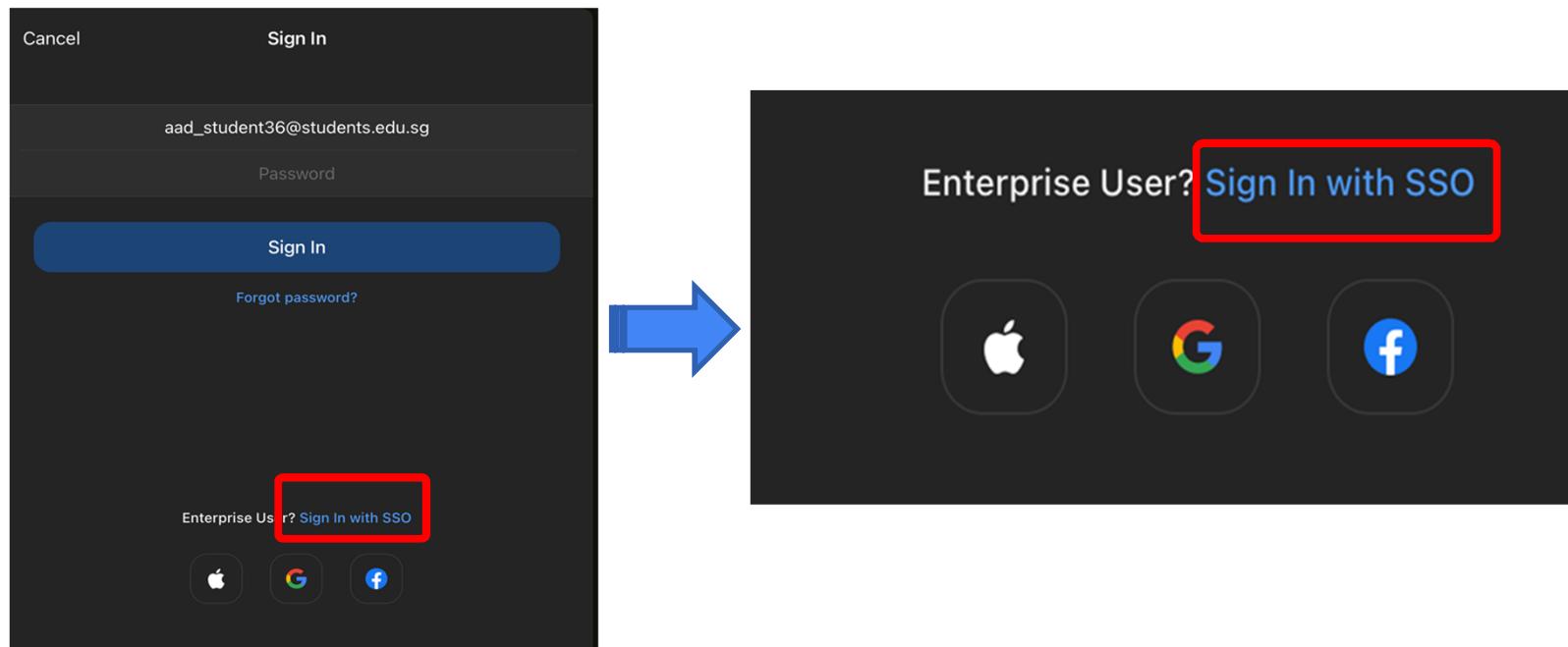
Step 3:

Tap on '**Sign in with SSO**'.
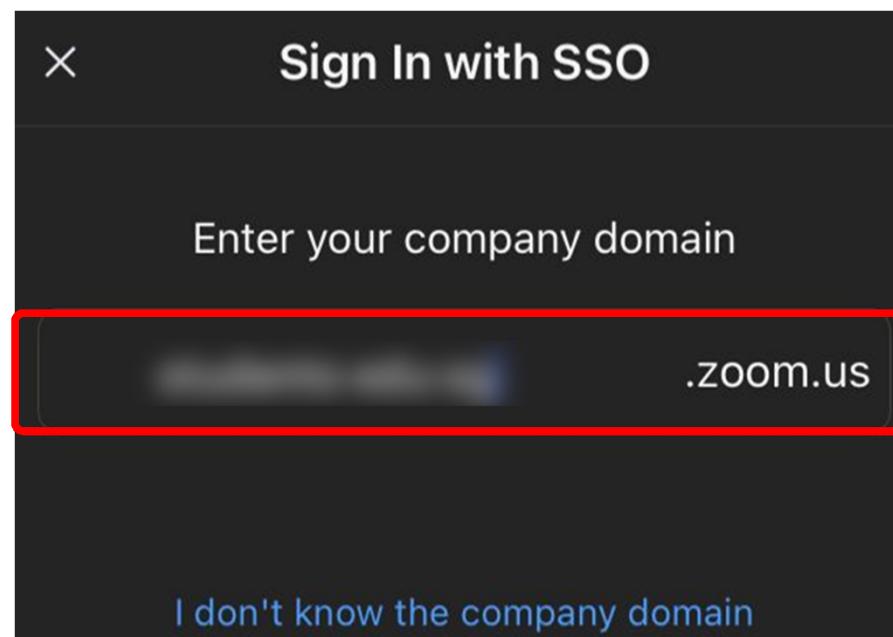
Step 4:

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

26

Step 5a:

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

Step 5b:
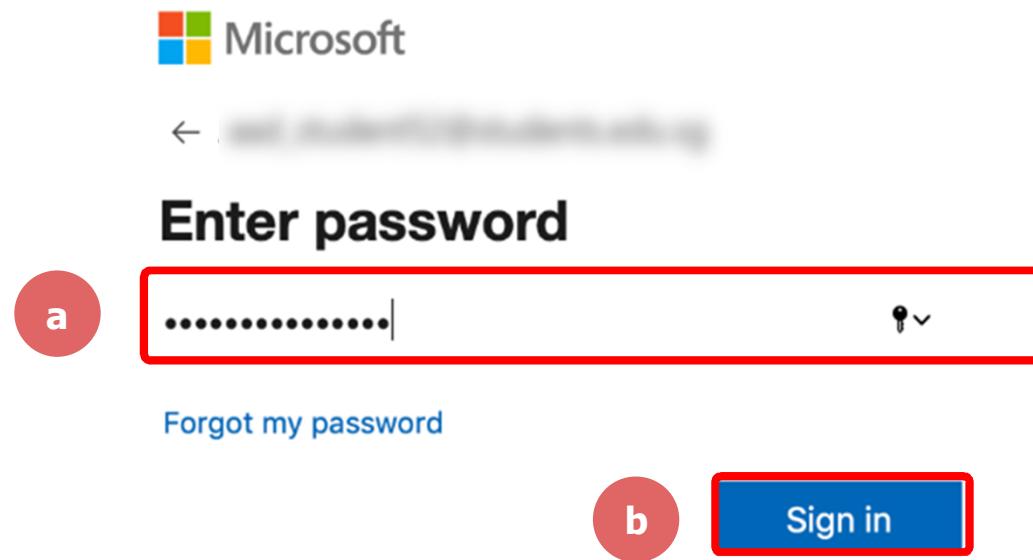
Type in your **password** and **Tap** on '**Sign in**'.

Step 5c:

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

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

Step 6:

Tap 'Open'.

Open this page in "Zoom"?

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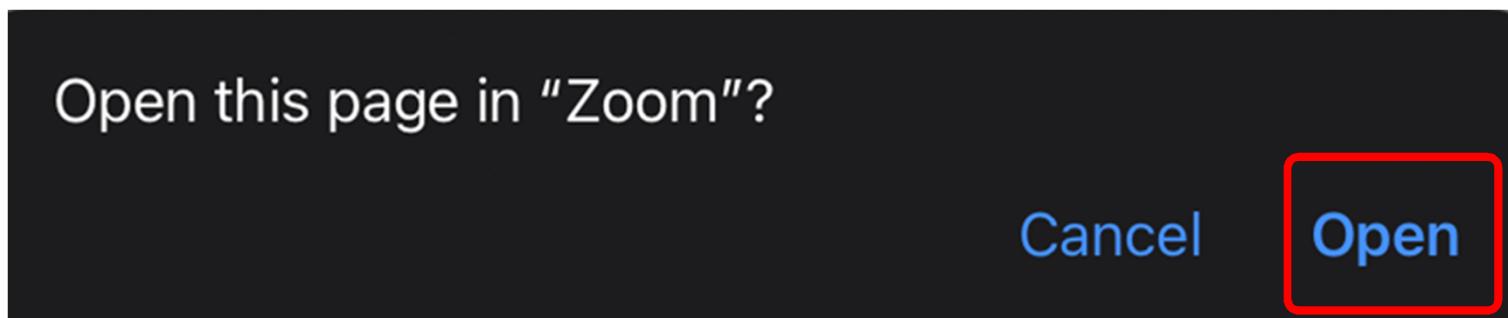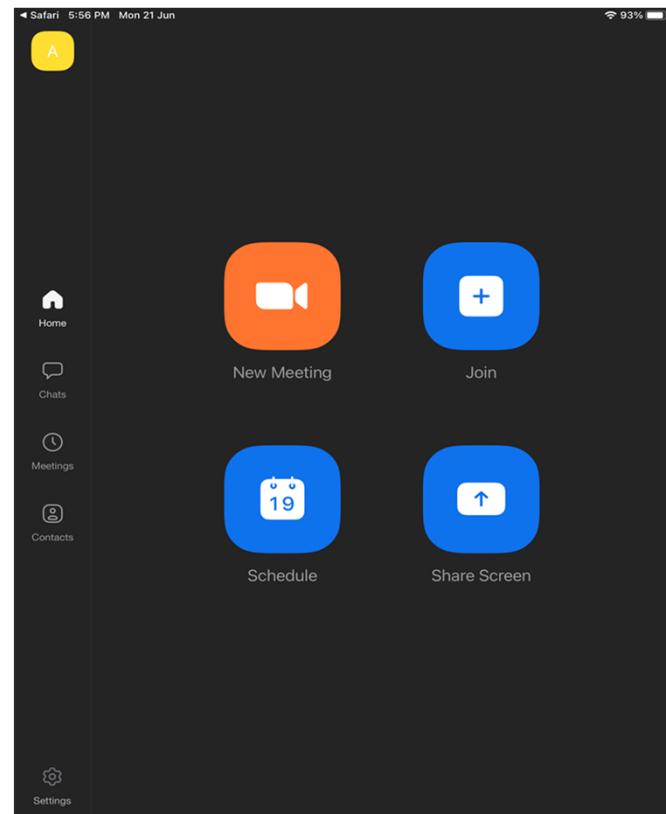
Once you have reached this screen, you are done!

04
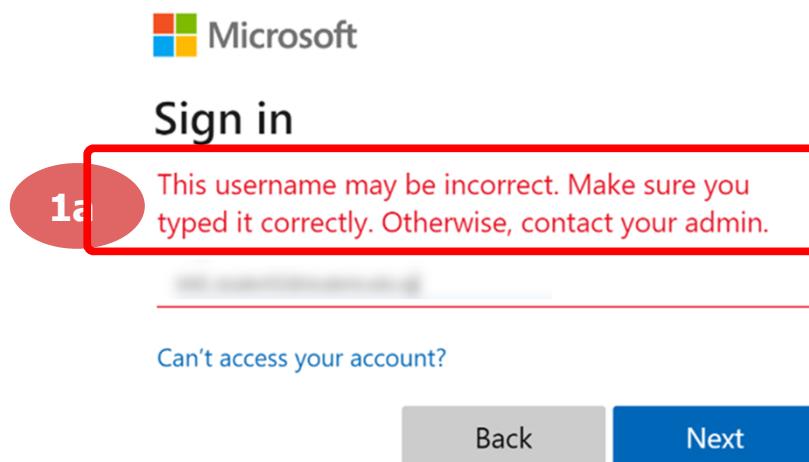
(Annex)
Troubleshooting
Instructions

*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.

1b — Your account or password is incorrect. If you don't remember your password, reset it now.

1c — Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.

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**.

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.

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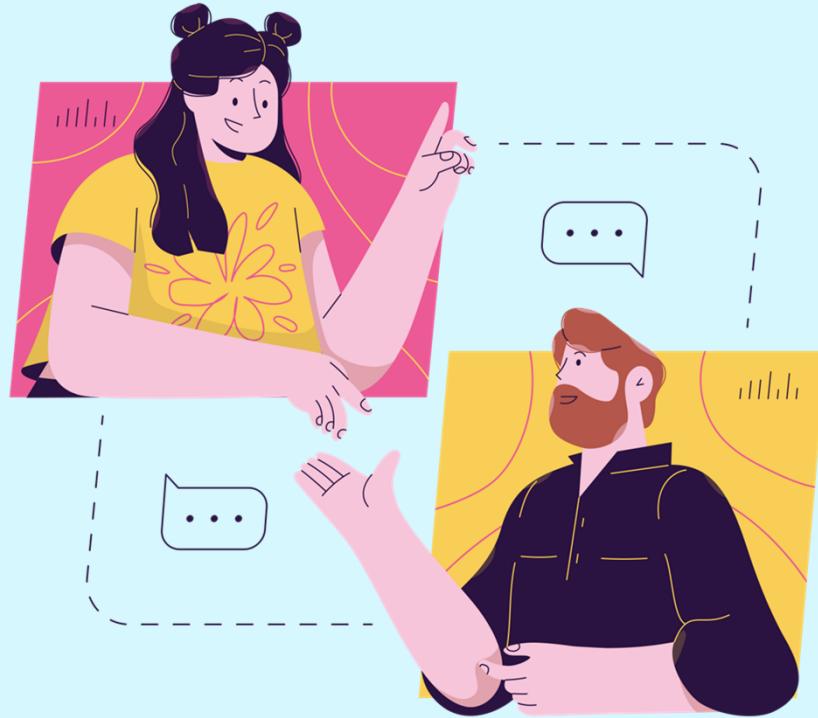
Because your email address ends with @students.edu.sg, you must contact your
organization's Zoom account admin to create a Zoom account or sign up with a different
email address.

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?
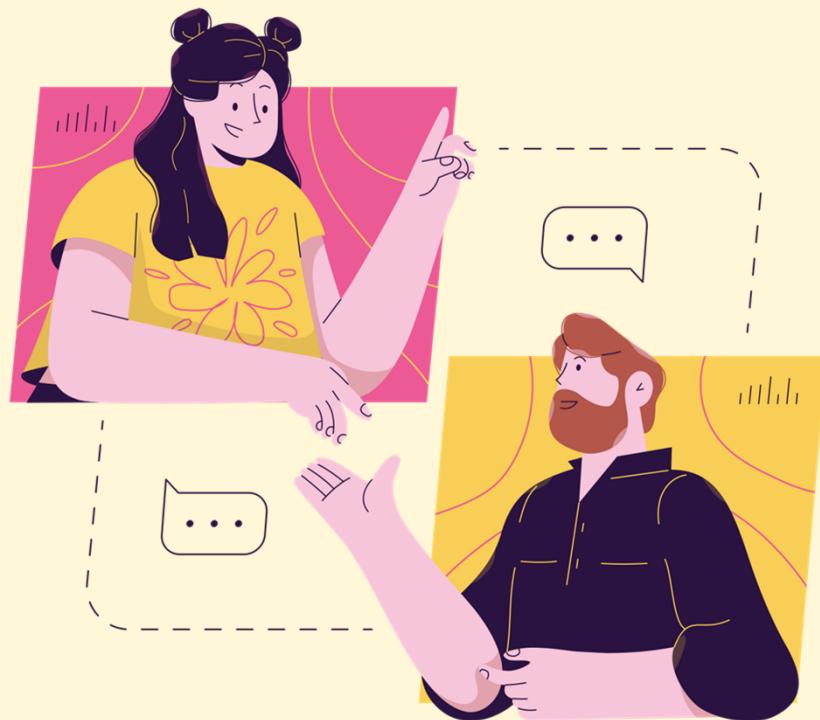
Please access the links below:

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

Contact no.: +65 68943371