

Frequently Asked Questions

Q1. What is the naming convention for Student iCON email address?

- The student's email address will be based on <Full Name>@students.edu.sg.
- Any space in the full name will be replaced with an underscore.
- Should the student's full name have words such as "Bte" and "s/o", they will not appear in the email address.
- The full name is limited to the first 4 words as given in their NRIC/FIN to keep the length of the email address manageable.
- For cases where students share the same full name, we have added a numerical number (e.g. Jon_Tan_1, Jon_Tan_2) to differentiate their email addresses.

Q2. How can students log in to Student iCON?

Student iCON is web-based. Students can use their web browser in their internet-enabled computing or mobile devices to visit <https://workspace.google.com/dashboard> to access Student iCON.

Q3. Which Operating System or browser should students use?

You can refer to the following table for guidance on the Operating System/browser which students can use to log in.

		Operating System					
		Windows 10	Chrome OS	Mac OS	iOS	iPadOS	Android
Browser	Chrome	Yes	Yes	Yes	Yes	Yes	Not available until after mass rollout
	Firefox	Yes	Yes	Yes	Yes	Yes	Yes
	Microsoft Edge	Yes	Not supported	Yes	Yes	Not supported	Yes
	Safari	Not supported	Not supported	Yes	Yes	Yes	Not supported

Q4. What are the default Google services for each level? Who can I write to request for the activation of additional service(s)?

Please refer to the attached Student iCON Onboarding Guide (page 4 to 6) for the default services. Schools can write in to MOE ITD Comms at MOE_ITD_COMMS@moe.gov.sg, including their school leader(s) in the cc. and indicate the service(s) they intend to activate.

Q5. What is the password requirement?

Please follow the password requirements below:

- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must contain at least 2 alphabetic character(s).
- Password must not be longer than 24 character(s).
- Password must not be one of 3 previous passwords.
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not match or contain user ID.

Q6. I have encountered one of the following problems:

1. **Error AADSTS900561 given by the Google website.**
2. **Website does not load.**
3. **Website keeps refreshing between two sites without loading any page.**
4. **Website keeps refreshing itself without loading the page.**

What should I do?

- a. Check that the browser is supported by Student iCON by referring to the Operating System / Browser table above. Close the browser and reopen it. Navigate to <https://workspace.google.com/dashboard> and repeat the logging in procedure.

- b. If the above does not work, use Incognito mode on your browser to login. Upon activating Incognito mode, proceed to <https://workspace.google.com/dashboard> and repeat the logging in procedure.
- c. Students can approach any of the following personnel:
1. HOD ICT – Mr Lim Jun Sheng @Staff Room 1
 2. ICT Manager - Mr Razak @MMR
 3. TAs - Mr Jan / Ms Naziela @Comp Lab 1/2

Q7. I receive the following message: Your account is temporarily locked to prevent unauthorized use. What should I do?

Students can approach any of the following personnel:

1. HOD ICT – Mr Lim Jun Sheng @Staff Room 1
2. ICT Manager - Mr Razak @MMR
3. TAs - Mr Jan / Ms Naziela @Comp Lab 1/2