



**Onboarding Guide for Student iCON**  
v1.1 | 26 February 2021

# Onboarding Student iCON

Use your web browser\*(e.g., Chrome, Safari) to access Student iCON at:  
<https://workspace.google.com/dashboard>

1 Enter your **Student iCON email address**. Click **Next**.

2 You will be directed to the **Microsoft sign in** page to authenticate your credential.

Enter your **Student iCON email address** again and click **Next**.

3 Enter your **IAMS password** and click **Sign in**.

! If you encounter issues during login, please refer to Annex A for troubleshooting instructions.

\*Note that mobile apps such as Gmail app and Apple Mail app are not supported in the pilot phase.

Google  
Sign in  
Use your Google Account

1 Email or phone  
test\_studentB@students.edu.sg

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.  
[Learn more](#)

[Create account](#) [Next](#)

Microsoft  
Sign in

2 test\_studentB@students.edu.sg

[Can't access your account?](#)

[Sign-in options](#)

[Next](#)

Microsoft  
← test\_studentB@students.edu.sg

Enter password

3 .....

[Forgotten my password](#)

[Sign in](#)

If you have reset your IAMs password before, please continue to step 4. If you have not reset your password, please proceed to step 5.

4 You will be promoted to input your **current password** in the first field followed by your **new password in the second and third field.**

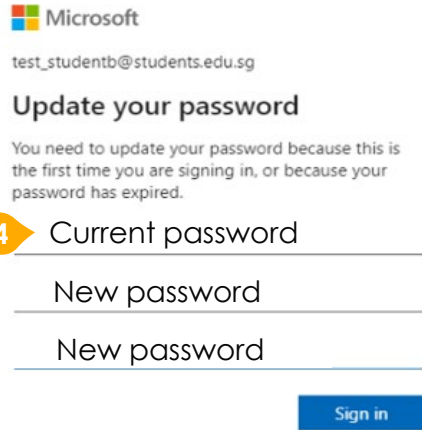
Click **Sign in** to proceed.

5 Click **Yes** to proceed.

6 To acknowledge the message, click **Accept**. Take note of the terms and conditions in the use of this email account.

7 You will be directed to **Google Workspace Dashboard page**. To ensure that the onboarding is complete, refer to page 4, 5, 6.

- Page 4: Primary 1 to 3
- Page 5: Primary 4 to 6
- Page 6: Secondary and JC/MI



Microsoft  
test\_studentb@students.edu.sg

### Update your password

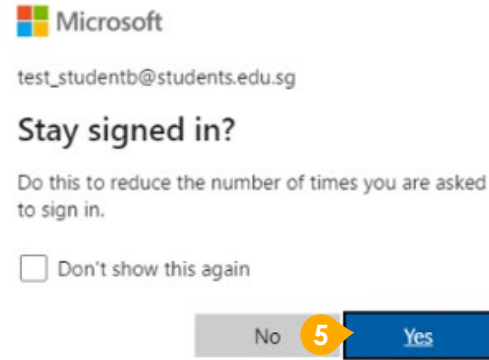
You need to update your password because this is the first time you are signing in, or because your password has expired.

4 Current password \_\_\_\_\_

New password \_\_\_\_\_

New password \_\_\_\_\_

Sign in



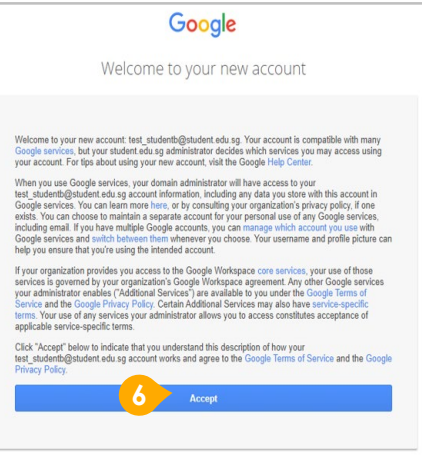
Microsoft  
test\_studentb@students.edu.sg

### Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No 5 Yes



Google

### Welcome to your new account

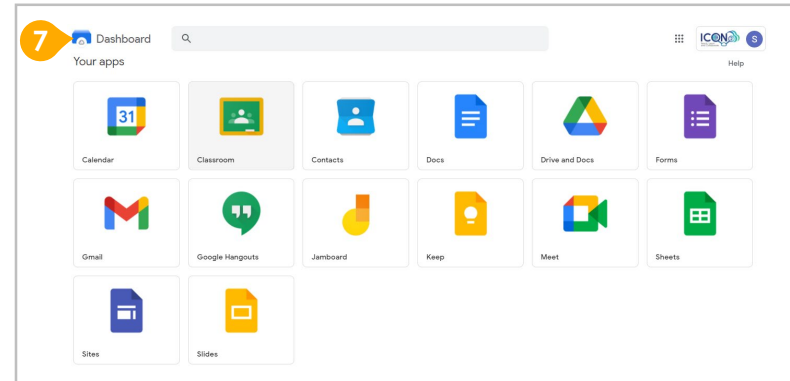
Welcome to your new account: test\_studentb@student.edu.sg. Your account is compatible with many Google services, but your student.edu.sg administrator decides which services you may access using your account. For tips about using your new account, visit the [Google Help Center](#).

When you use Google services, your domain administrator will have access to your test\_studentb@student.edu.sg account information, including any data you store with this account in Google services. You can learn more [here](#), or by consulting your organization's privacy policy, if one exists. You can choose to maintain a separate account for your personal use of any Google services, including email. If you have multiple Google accounts, you can [manage which account you use with Google services and switch between them whenever you choose](#). Your username and profile picture can help you ensure that you're using the intended account.

If your organization provides you access to the Google Workspace [core services](#), your use of those services is governed by your organization's Google Workspace agreement. Any other Google services your administrator enables ("Additional Services") are available to you under the [Google Terms of Service](#) and the [Google Privacy Policy](#). Certain Additional Services may also have service-specific terms. Your use of any services your administrator allows you to access constitutes acceptance of applicable service-specific terms.

Click "Accept" below to indicate that you understand this description of how your test\_studentb@student.edu.sg account works and agree to the [Google Terms of Service](#) and the [Google Privacy Policy](#).

6 Accept



7 Dashboard

Your apps

Calendar	Classroom	Contacts	Docs	Drive and Docs	Forms
Gmail	Google Hangouts	Jamboard	Keep	Meet	Sheets
Sites	Slides				

## Possible issues you may encounter when onboarding to Student iCON.

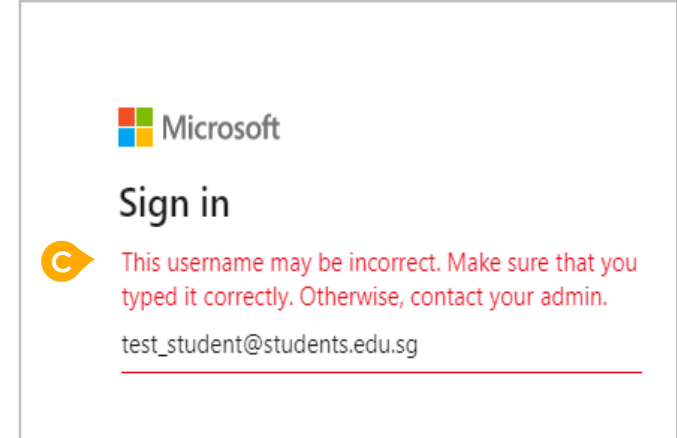
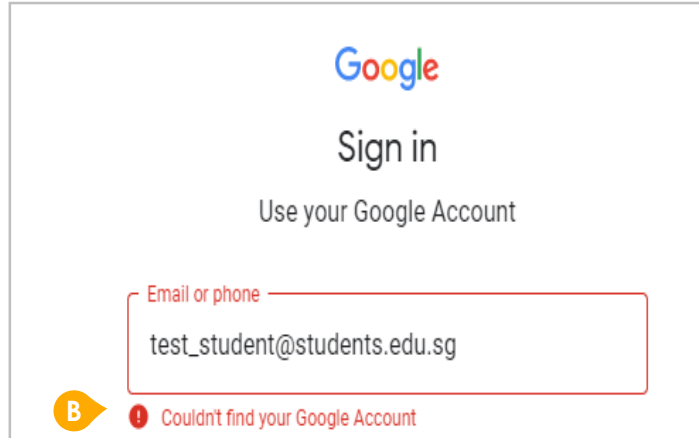
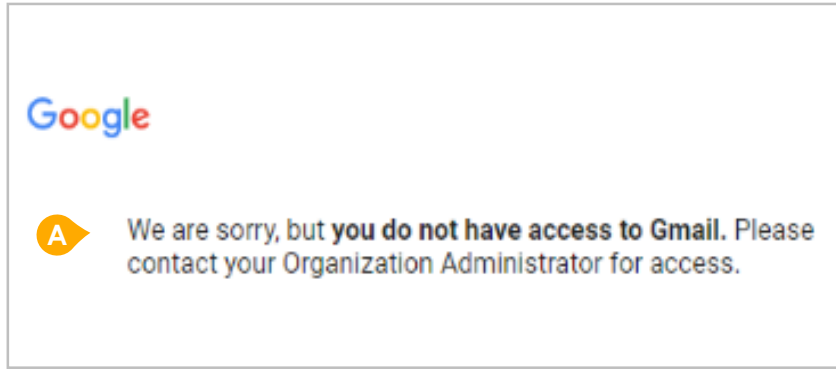
For issues A to C, please report it to your teacher who will log a case with SSOE Service Desk:

**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 Microsoft Sign In page cannot be found.

## ANNEX A1 – Troubleshooting instructions for potential onboarding issues

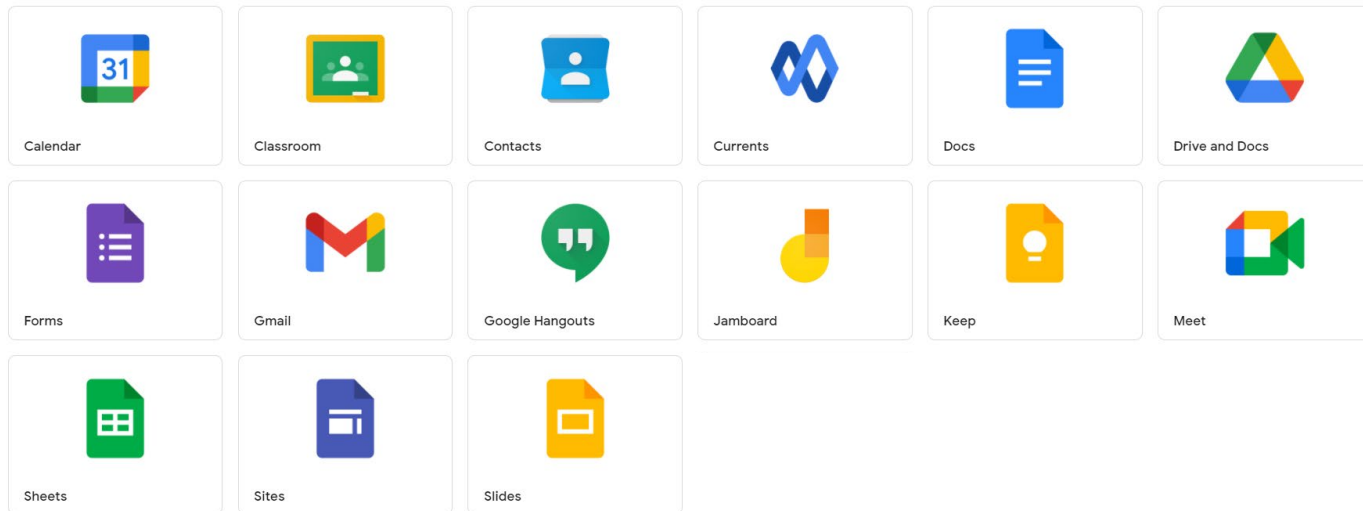


# Apps available for Secondary and Junior College/MI

1 Students in Secondary and JC should see these apps on the dashboard\*.

1 Your apps

Help



! 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.

\* The Google Workspace Dashboard Page shown on the right is correct as of 19 February 2021. The apps shown may vary from time to time by Google.

## Possible issues you may encounter when onboarding to Student iCON.

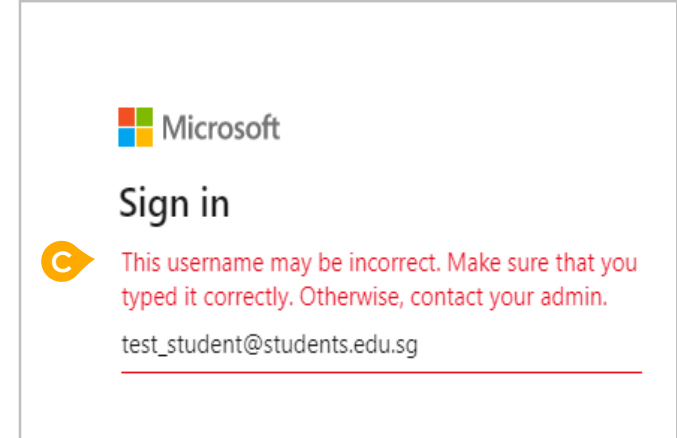
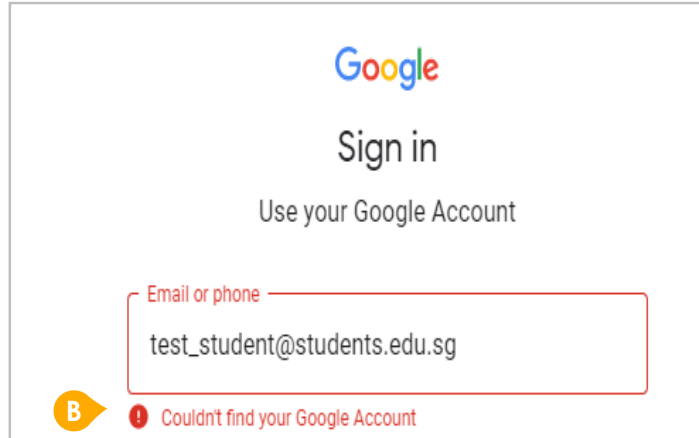
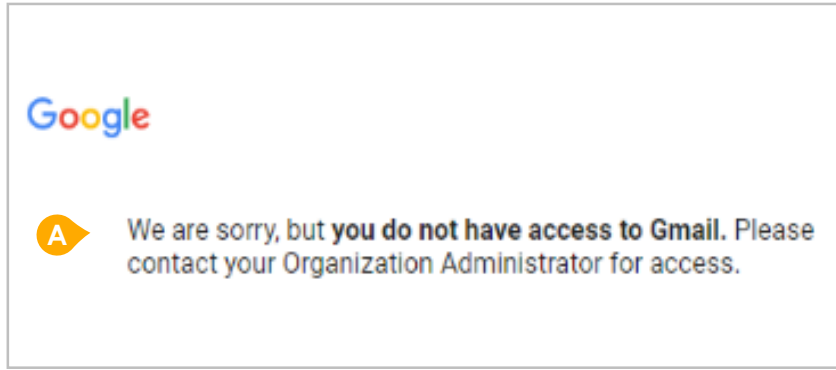
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## ANNEX A1 – Troubleshooting instructions for potential onboarding issues



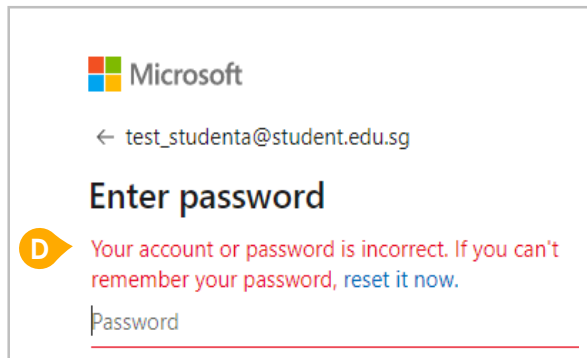
## ANNEX A2 – Troubleshooting instructions for potential onboarding issues

### Possible issues you may encounter when onboarding to Student iCON.

For issue D, E or other IAMS password-related issues, e.g. forgotten password or inactive account, please approach your school's IAMS Student Account Coordinator (ISAC) to reset your password.

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

**E** Your account has been locked out due to keying in the incorrect password too many times.



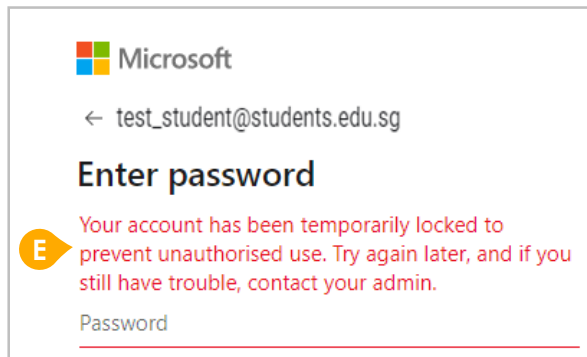
Microsoft

← test\_studenta@student.edu.sg

### Enter password

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

Password



Microsoft

← test\_student@students.edu.sg

### Enter password

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

Password