

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

- Enter your **Student iCON email address.** Click **Next.**
- You will be directed to the <u>Microsoft sign in</u> page to authenticate your credential.

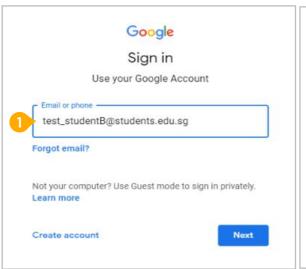
Enter your **Student iCON email address** again and click **Next.**

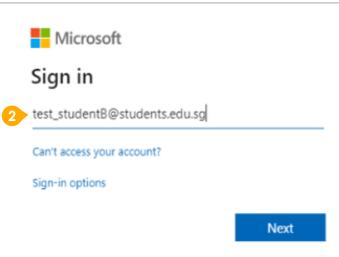
3 Enter your <u>IAMS password</u> and click **Sign in**.

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.

Onboarding Student iCON







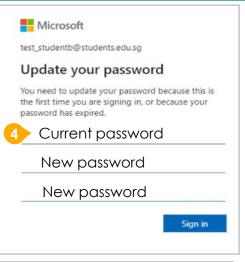
If you have reset your IAMS password before, please continue to step 4. If you have not reset your password, please proceed to step 5.

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

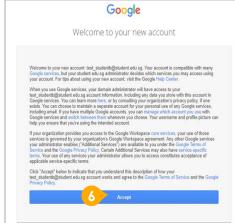
Click **Sign in** to proceed.

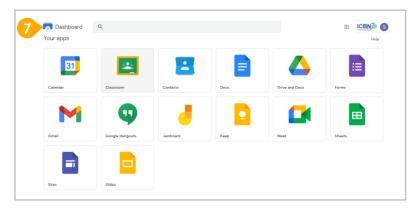
- Click Yes to proceed.
- To acknowledge the message, click Accept. Take note of the terms and conditions in the use of this email account.
- You will be directed to Google Workspace Dashboard page. To ensure that the onboarding is complete, refer to page 4,
 - Page 4: Primary 1 to 3
 - Page 5: Primary 4 to 6
 - Page 6: Secondary and JC/MI

Onboarding Student iCON











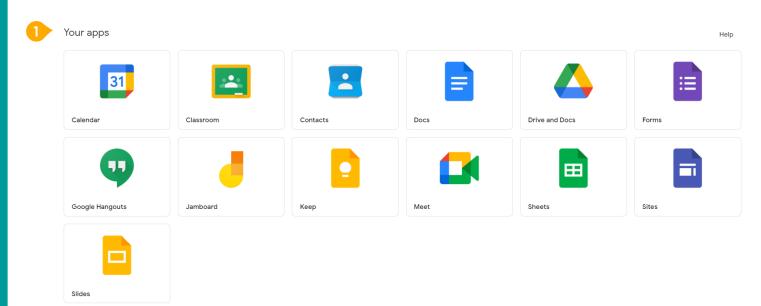
1 Students in Primary 1 to 3 should see these apps on the dashboard*.

Note: Certain apps such as **Gmail and Google Currents** are not available to the students.

A 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.

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.

Apps available for Primary 1 to 3



Apps available for Primary 4 to 6

1 Students in Primary 4 to 6 should see these apps on the dashboard*.

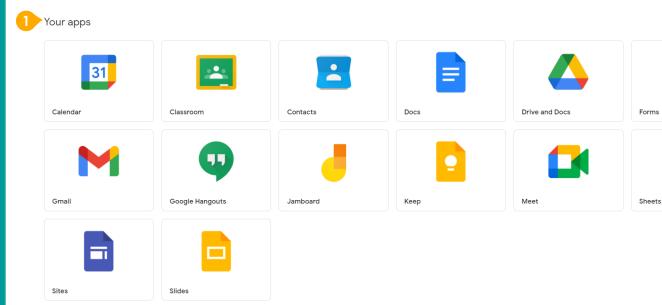
Note: Certain apps such as Google Currents are not available to the students.

Primary 4 to 6 students can only send and receive emails to email address 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.

* 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.

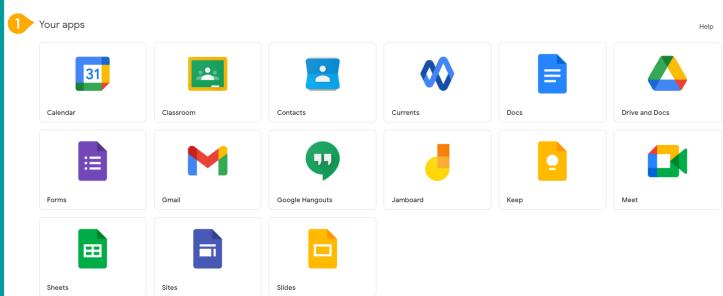


Help

Apps available for Secondary and Junior College/MI

Students in Secondary and JC should see these apps on the 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.



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.

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

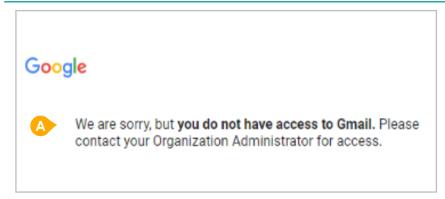
A When you use a web browser to visit a Google app on your dashboard and see this error message.

(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







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.

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

ANNEX A2 – Troubleshooting instructions for potential onboarding issues



← test_studenta@student.edu.sg

Enter password

Your account or password is incorrect. If you can't remember your password, reset it now.

Password



← test_student@students.edu.sq

Enter password

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

Password