Onboarding Guide for Student iCON
v1.1 | 7 Apr 2021

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 (Sch PC Login 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 as yet.

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
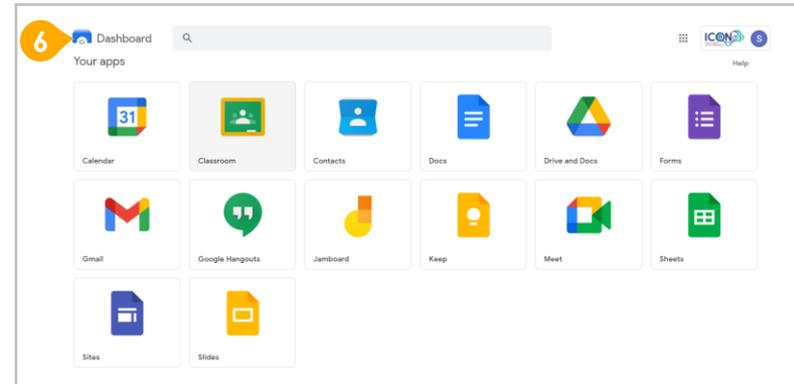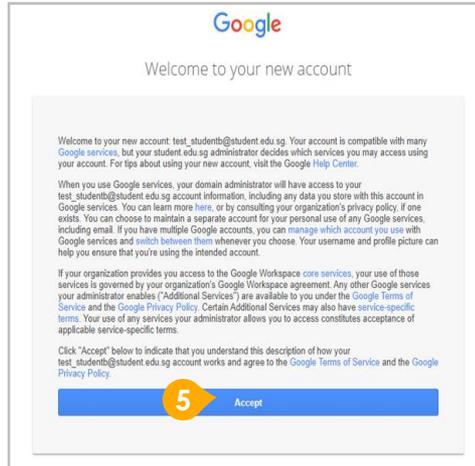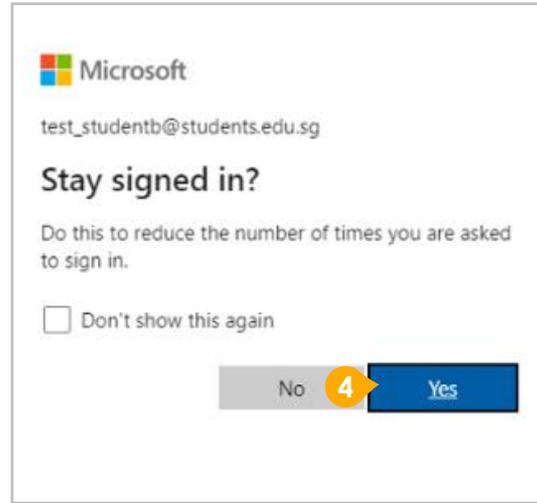
3 ....

Forgotten my password

Sign in

2 SSOE

4 Click **Yes** to proceed.

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

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

- Page 4: Primary 1 to 3
- Page 5: Primary 4 to 6

3

Apps available for Primary 1 to 3

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.

⚠️ 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.

1 Your apps

Help

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

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.

1 Your apps   Help

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

5

ANNEX A1 – Troubleshooting instructions for potential onboarding issues

Possible issues you may encounter when onboarding to Student iCON.
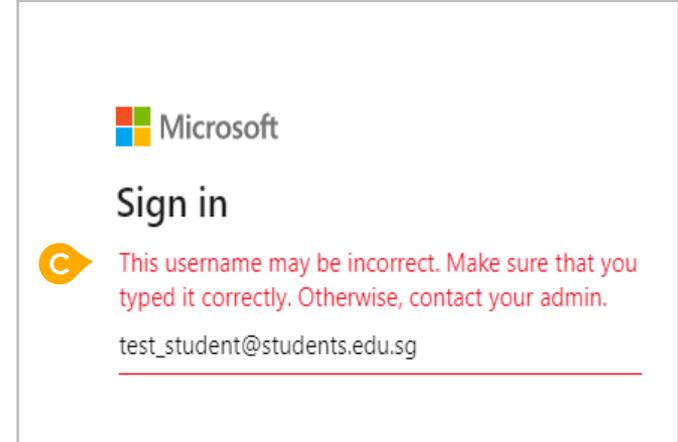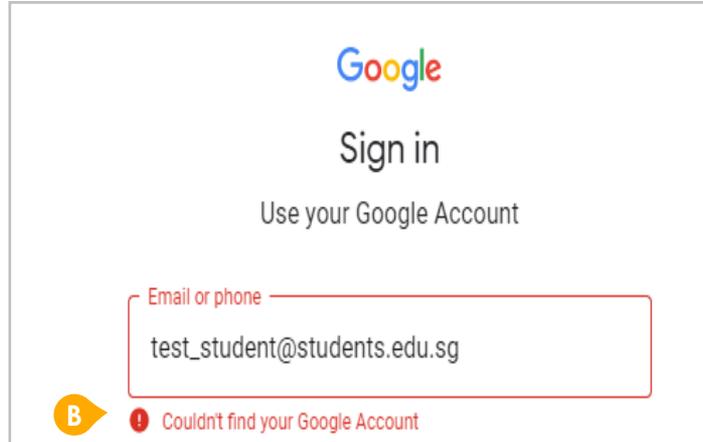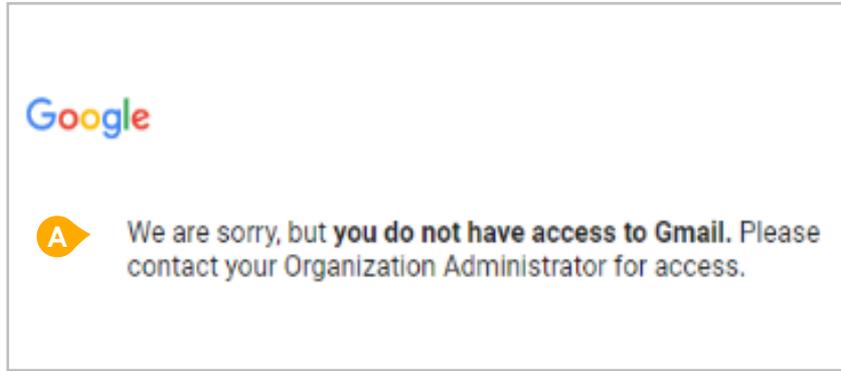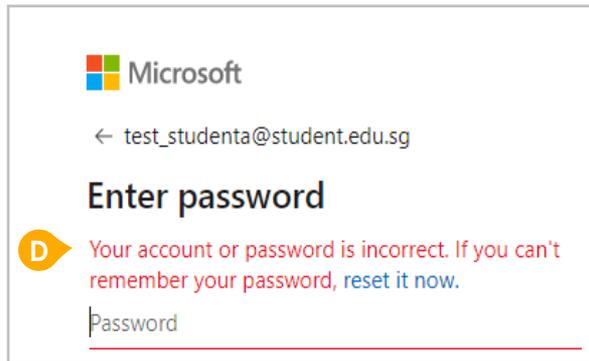
For issues A to C, please report it to your child/ ward's teacher who will log a case with SSOE Service Desk:

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.

C

A Google

A We are sorry, but **you do not have access to Gmail.** Please contact your Organization Administrator for access.

Google

Sign in

Use your Google Account

Email or phone

test_student@students.edu.sg

B ⚠ Couldn't find your Google Account

Microsoft

Sign in

C This username may be incorrect. Make sure that you typed it correctly. Otherwise, contact your admin.

test_student@students.edu.sg

6

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.

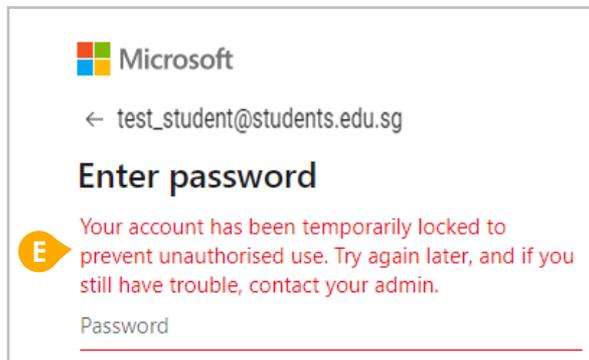**E** Your account has been locked out due to keying in the incorrect password too many times.