



Onboarding Guide for Student iCON  
v1.1 |

# 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](#)

# 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.

1 Your apps

Help



Calendar



Classroom



Contacts



Docs



Drive and Docs



Forms



Google Hangouts



Jamboard



Keep



Meet



Sheets



Sites



Slides

! 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.

# 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.

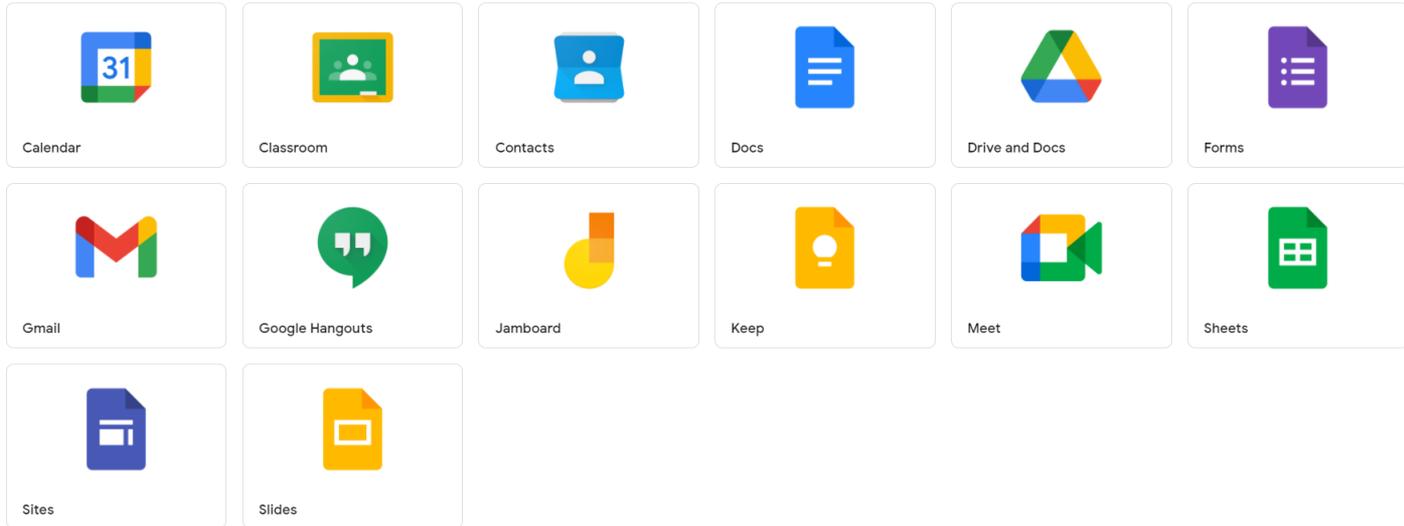
Primary 4 to 6 students can only send and receive emails to email address with

- @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.

1 Your apps

Help



\* 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.

# 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

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

! 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.

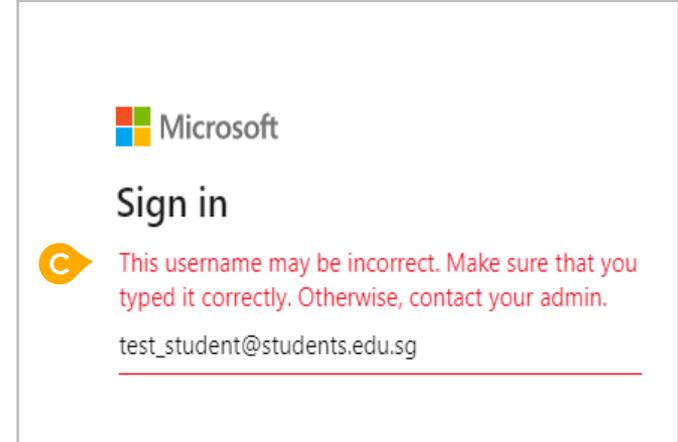
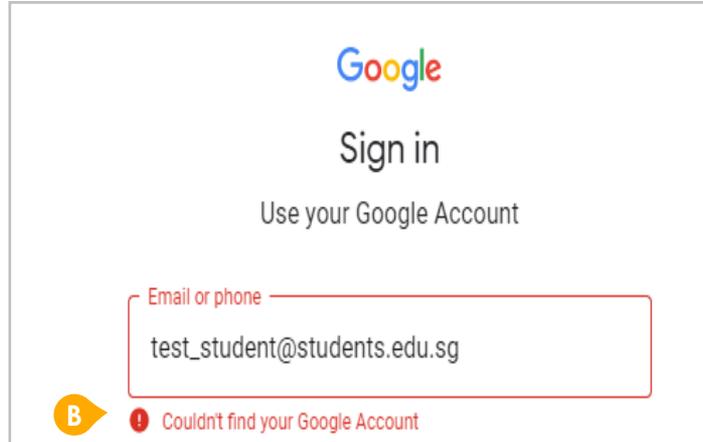
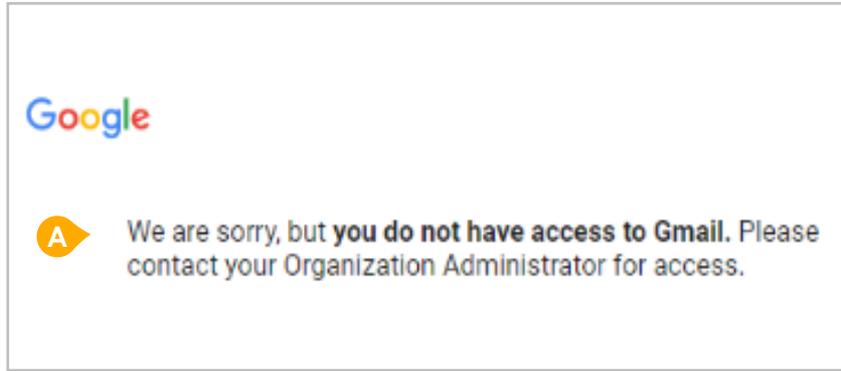
For issues A to C, please report it to your teacher who will log a case with SSOE Service Desk:

**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



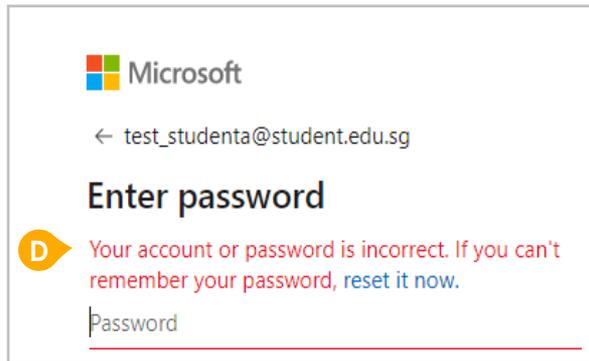
## ANNEX A2 – Troubleshooting instructions for potential onboarding issues

### 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.



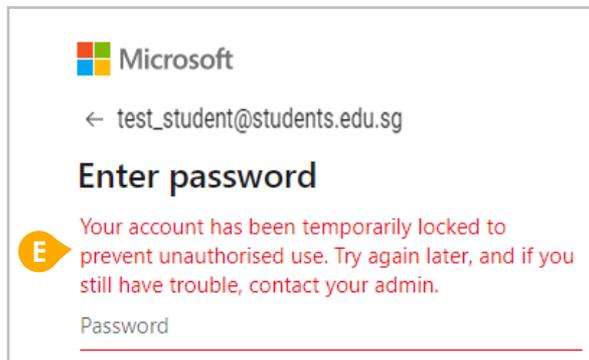
Microsoft

← 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