

# Onboarding Guide for Student iCON

Primary 1-3

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**.

(Your IAMS password is: [REDACTED])

! 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 for P1-3

The image displays three screenshots of the onboarding process for Student iCON. The first screenshot shows the Google 'Sign in' page with the email 'test\_studentB@students.edu.sg' entered in the 'Email or phone' field. The second screenshot shows the Microsoft 'Sign in' page with the same email address entered. The third screenshot shows the Microsoft 'Enter password' page with a masked password field. Each step is numbered 1, 2, and 3 respectively, corresponding to the instructions in the yellow box on the left.

**Step 1: Google Sign in**

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

**Step 2: Microsoft Sign in**

Microsoft  
Sign in

2 test\_studentB@students.edu.sg

Can't access your account?

Sign-in options

Next

**Step 3: Microsoft Enter password**

Microsoft  
← test\_studentB@students.edu.sg

3 Enter password  
.....

Forgotten my password

Sign in

## Onboarding Student iCON for P1-3

4 If you're logging in on your own device, click **"Yes"**.

If you're logging in on a shared device, click **"No"**.

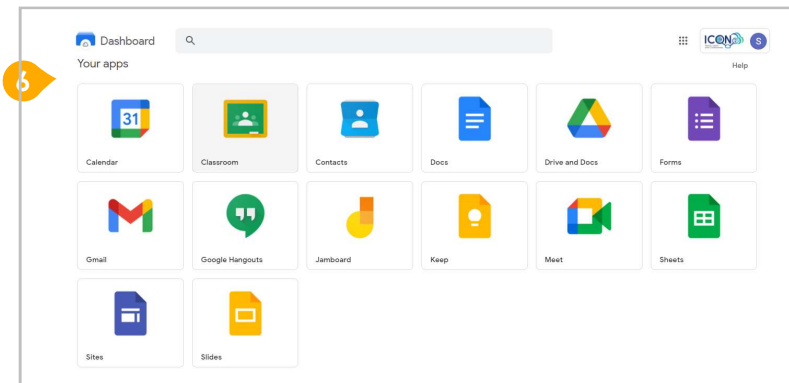
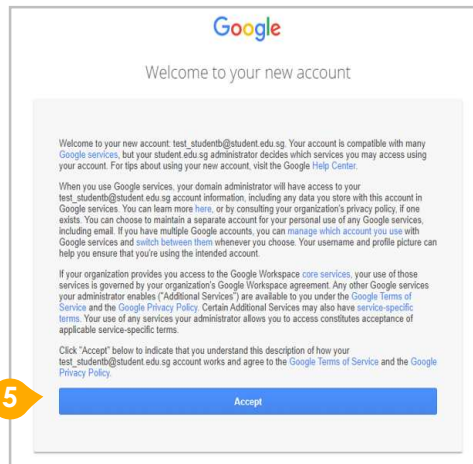
5 To acknowledge the message, click **Accept**. Take note of the terms and conditions in the use of this email account.

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



If you're logging in on your own device, click **"Yes"**.

If you're logging in on a shared device, for example, school or library laptop, click **"No"**



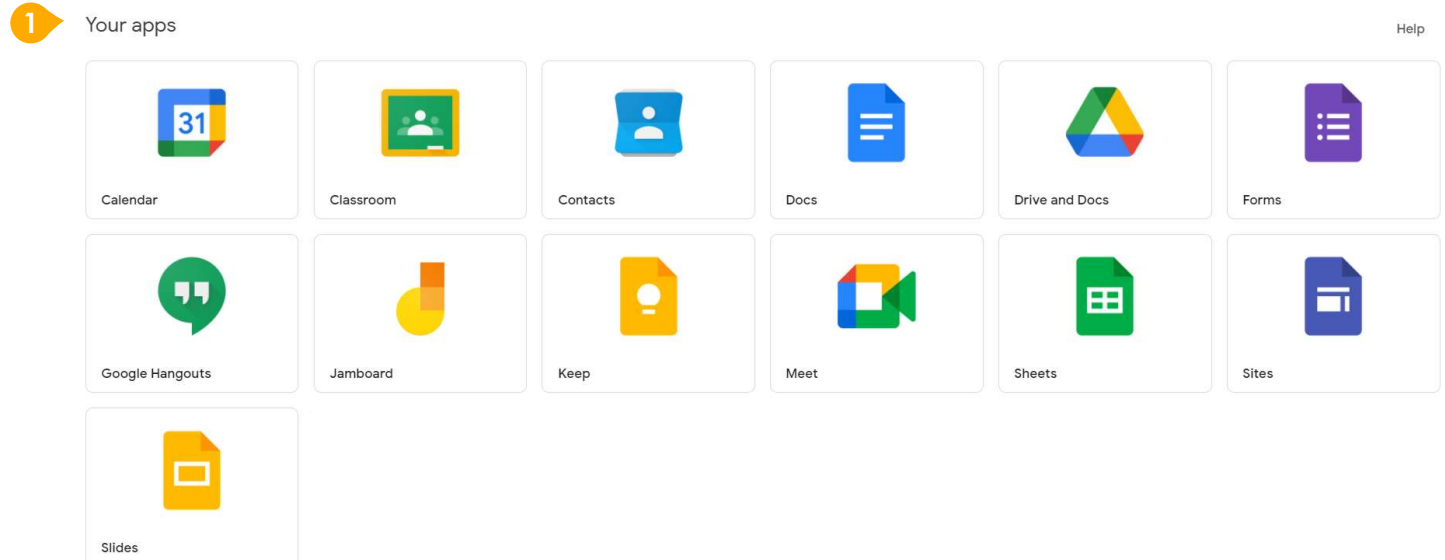
## Apps available for Primary 1 to 3

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.



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

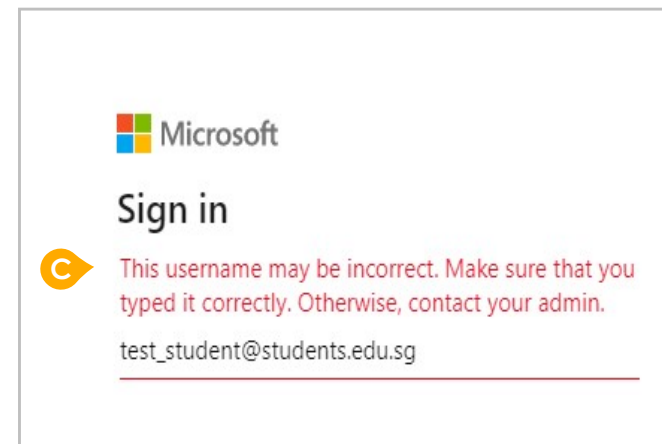
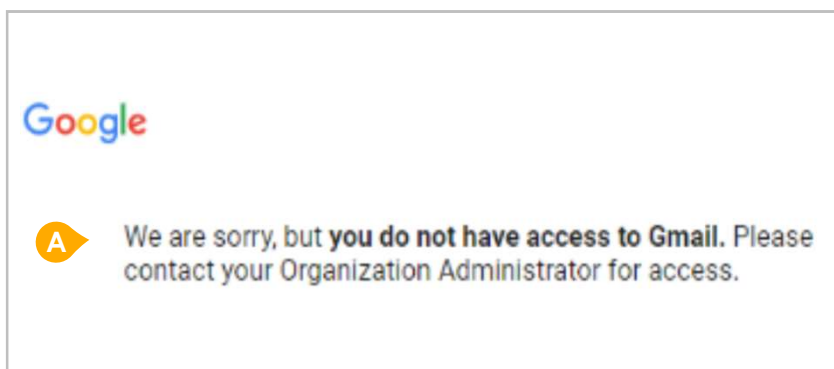
For issues A to C, please report it to your teacher who will log a case with SSOE Service Desk:

- 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.
- C**

## ANNEX A1 – Troubleshooting instructions for potential onboarding issues





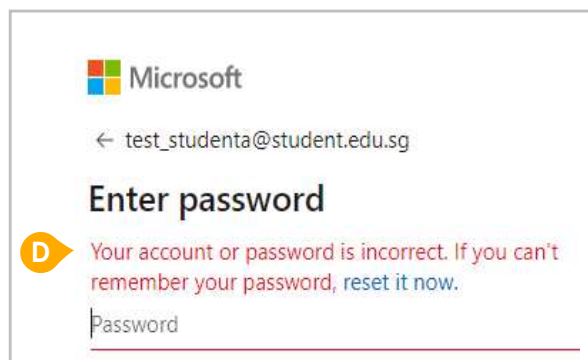
### Possible issues you may encounter when onboarding to Student iCON.

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.

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

## ANNEX A2 – Troubleshooting instructions for potential onboarding issues



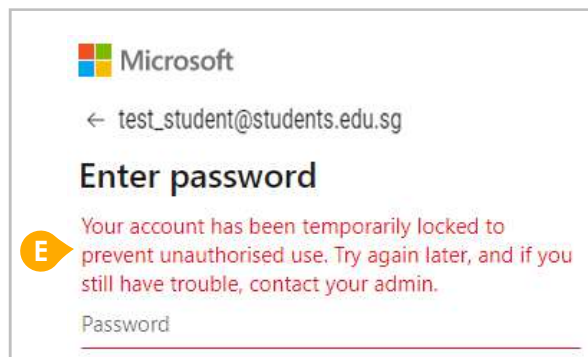
Microsoft

← 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