

# Student ZOOM Account

Onboarding Guide  
v1.0 | 31 Aug 2021



# Note to Students:

Please proceed only if your **parents/guardians** have given their **consent** to your use of Zoom.



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**01**

# Accessing Zoom with Browser

Step 1:

**Click** on **any of the browsers using laptop or computer**



Chrome



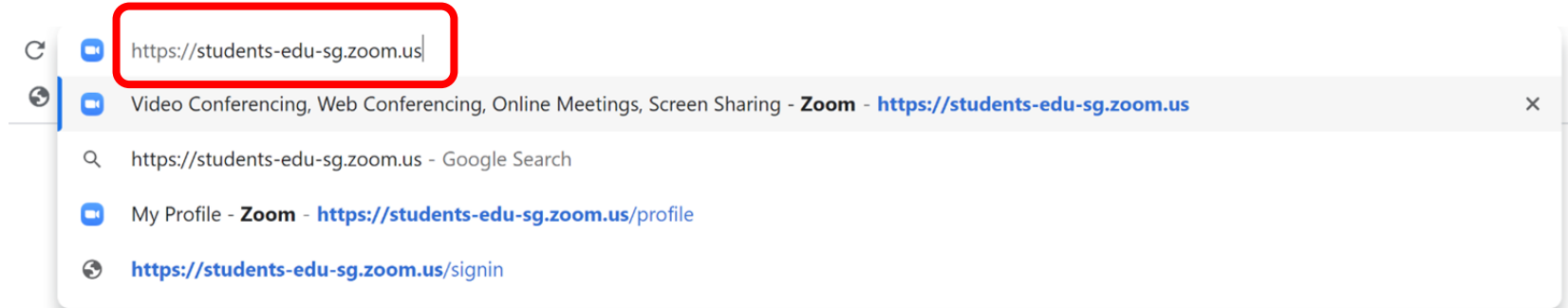
Microsoft  
Edge



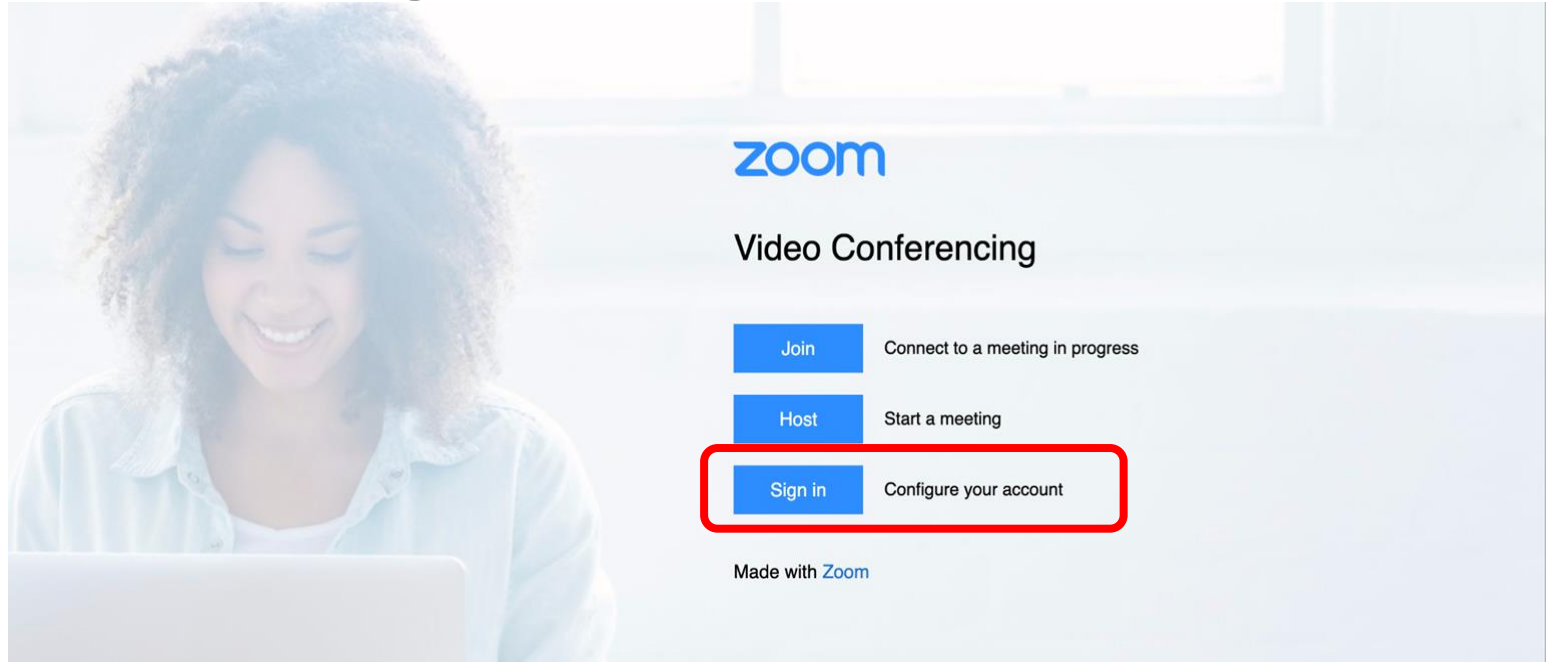
Safari

## Step 2:

**Type** `'https://students-edu-sg.zoom.us'`  
into the address bar.



Step 3:  
**Click** on 'Sign In'.



Step 4a:

**Type** in your **Student iCON email address** and **Click** on **'Next'**.

Student iCON email address and password can be found on **page 31 of student handbook.**



Sign in

**a**

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

Back

**b**



Step 4b:

**Type** in your **password** and **Click** on **'Sign in'**.



[Blurred text]

Student iCON email address and password can be found on page 31 of student handbook.

Enter password

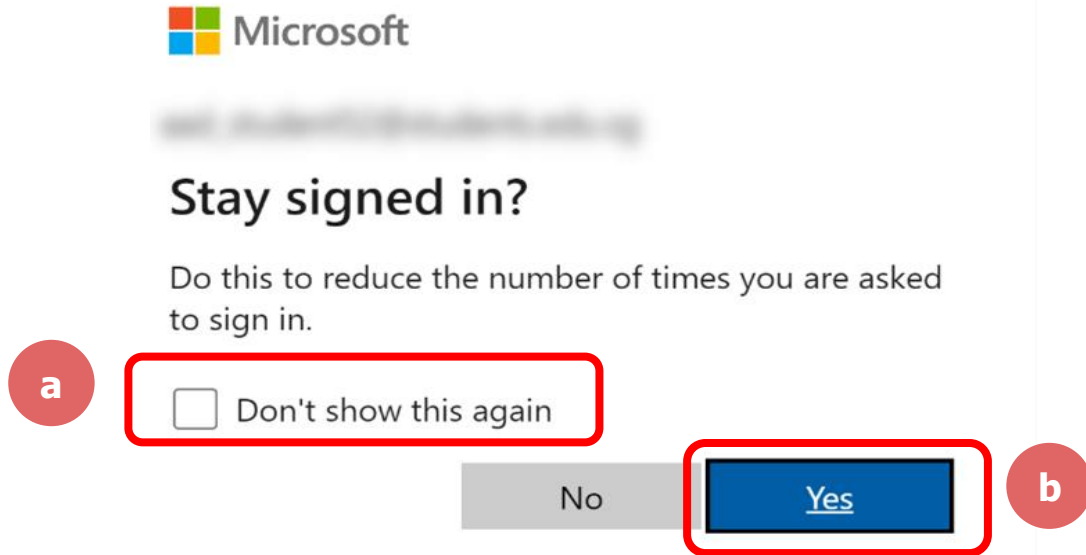
a

[Forgot my password](#)

b

Step 4c:

**Check** the box **'Don't show this again'** and **Click** on **'Yes'**.





## Once you have reached this screen, you are done!

← → ↻ 🔒 moe-singapore.zoom.us/profile 🔍 ☆ 🏠 ⚙️ 👤

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zoom SOLUTIONS PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING HOST A MEETING 👤

**Profile**

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- Recordings
- Settings
- Account Profile
- Reports


Attend Live Training  
Video Tutorials  
Knowledge Base

When you join meetings and webinars hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants. Your name and email address will also be visible to the [account owner](#) and host when you join meetings or webinars on their account while you're signed in. The account owner and others in the meeting can share this information with apps and others.

 [Edit](#)

**Personal**

|             |                                      |                                  |
|-------------|--------------------------------------|----------------------------------|
| Phone       | Not set                              | <a href="#">Add Phone Number</a> |
| Language    | English                              | <a href="#">Edit</a>             |
| Time Zone   | (GMT+8:00) Singapore                 | <a href="#">Edit</a>             |
| Date Format | mm/dd/yyyy Example: 06/14/2021       | <a href="#">Edit</a>             |
| Time Format | Use 12-hour time (Example: 02:00 PM) |                                  |



**02**

**Accessing Zoom  
through the Desktop  
(laptop/computer) App**

Step 1:

**Click** on the **Zoom icon** on your screen to launch the Zoom app on your laptop/computer.





Step 2:

**Click** on **'Sign In'**.



Join a Meeting

Sign In

## Step 3:


**Click** on **'Sign In with SSO'**.


**Sign In** [Sign Up Free](#)

[Forgot?](#)

Keep me signed in

or

 Sign In with Google

 Sign In with Facebook

Step 4:

**Type** in 'students-edu-sg' and **Click** on 'Continue'.

Sign In with SSO

a

Your company domain  .zoom.us

[I don't know the company domain](#)

Continue

b



Step 5a:

**Type** in your **Student iCON email address** and **Click** on **'Next'**.

Student iCON email address and password can be found on **page 31 of student handbook.**



Sign in

a

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

Back

Next

b

Step 5b:

**Type** in your **password** and **Click** on **'Sign in'**.



Student iCON email address and password can be found on page 31 of student handbook.

Enter password

a

[Forgot my password](#)

b

## Step 5c:

**Check** the box '**Don't show this again**' and **Click** on '**Yes**'.



### Stay signed in?

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

a

Don't show this again

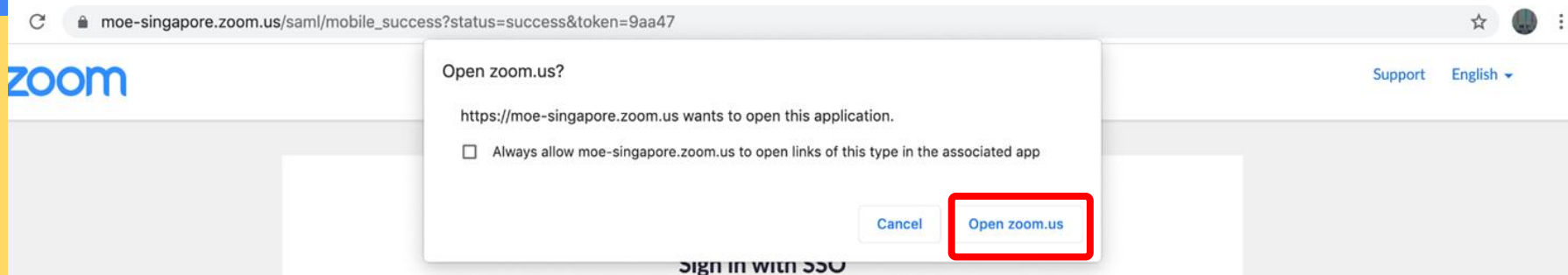
No

Yes

b

## Step 6:

**Click** on **'Open zoom.us'**.

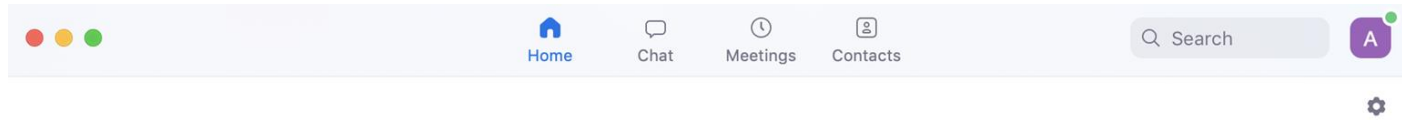


The screenshot shows a web browser window with the address bar displaying `moe-singapore.zoom.us/saml/mobile_success?status=success&token=9aa47`. The Zoom logo is visible in the top left, and 'Support English' is in the top right. A dialog box titled 'Open zoom.us?' is centered on the screen. The dialog contains the text 'https://moe-singapore.zoom.us wants to open this application.' and a checkbox labeled 'Always allow moe-singapore.zoom.us to open links of this type in the associated app'. At the bottom of the dialog are two buttons: 'Cancel' and 'Open zoom.us', with the latter highlighted by a red rectangular border.

Click **Open zoom.us** on the dialog shown by your browser. If you don't see a dialog, click **Launch Zoom** below.

Launch Zoom

Once you have reached this screen, you are done!



New Meeting ▾



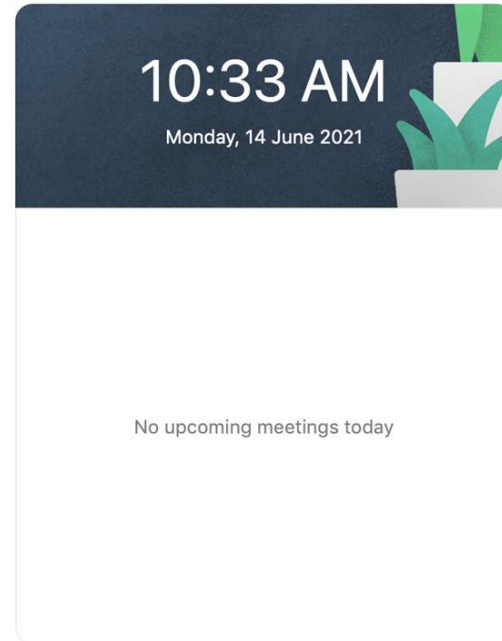
Join



Schedule



Share Screen



# 03

## Accessing Zoom through the Mobile/Tablet/iPad App

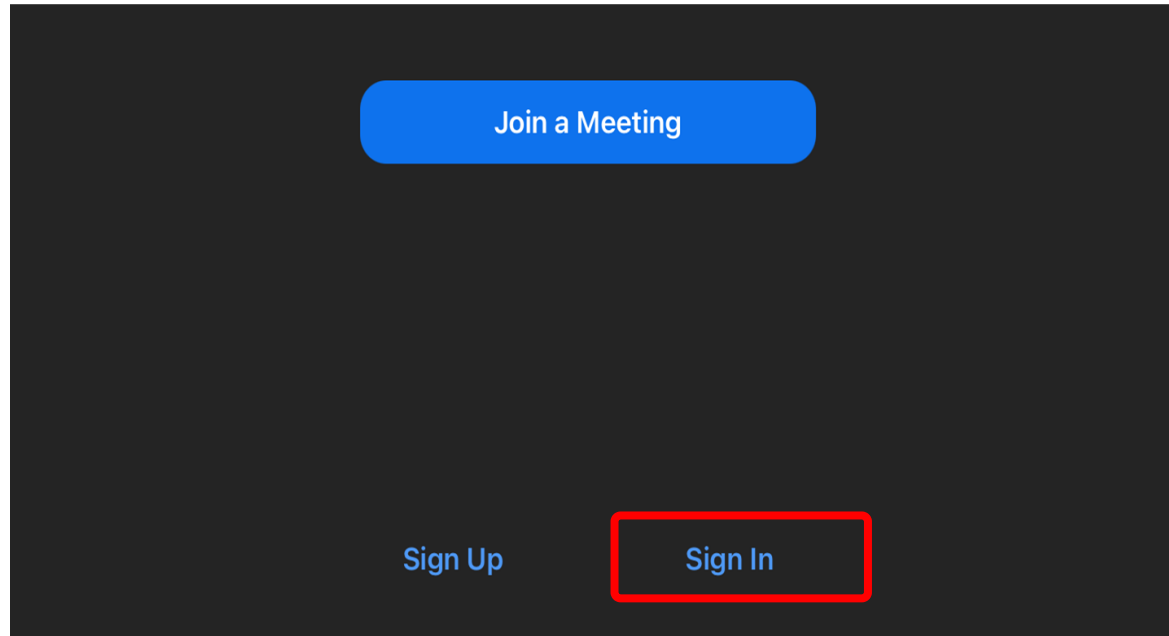
Step 1:

**Tap** on the **Zoom icon** on your screen.



Step 2:

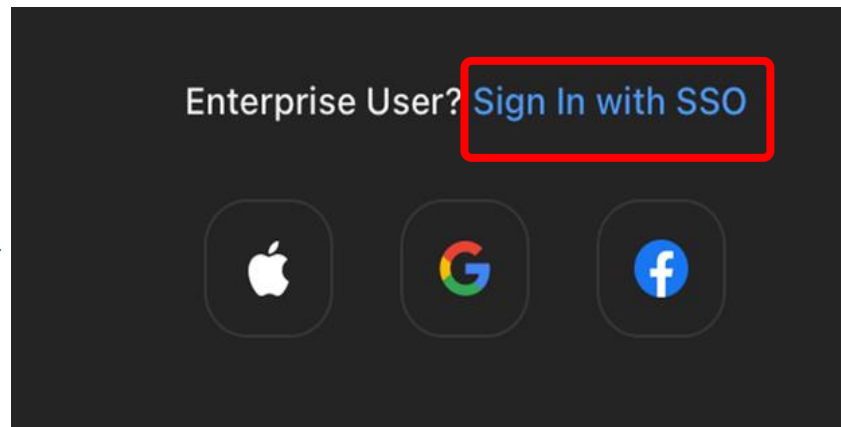
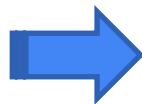
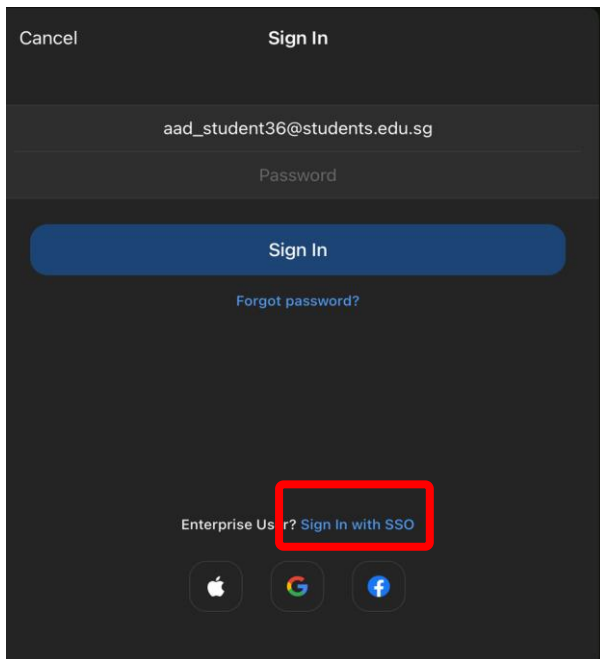
**Tap** on **'Sign in'** at the **bottom of your screen.**





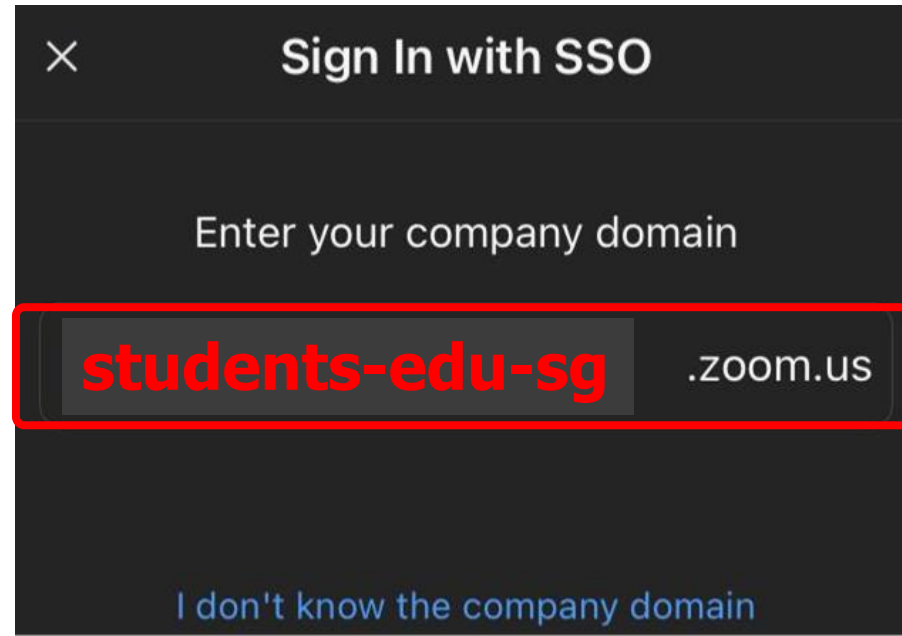
Step 3:

**Tap** on **'Sign in with SSO'**.



## Step 4:

**Type** in **'students-edu-sg'** and **Tap 'Go'** on your keyboard.



Step 5a:

**Type** in your **Student iCON email address** and **Tap** on **'Next'**.

Student iCON email address and password can be found on **page 31 of student handbook.**



Sign in

a

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

Back

Next

b

Step 5b:

Type in your password and Tap on 'Sign in'.



Enter password

a

[Forgot my password](#)

b

Student iCON email address and password can be found on page 31 of student handbook.

## Step 5c:

**Check** the box **'Don't show this again'** and **Tap** on **'Yes'**.



### Stay signed in?

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

a

Don't show this again

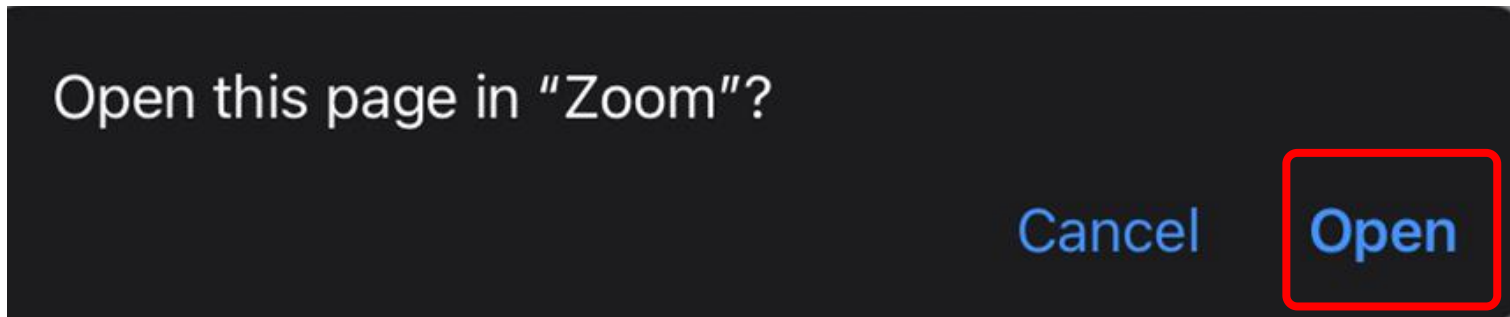
No

Yes

b

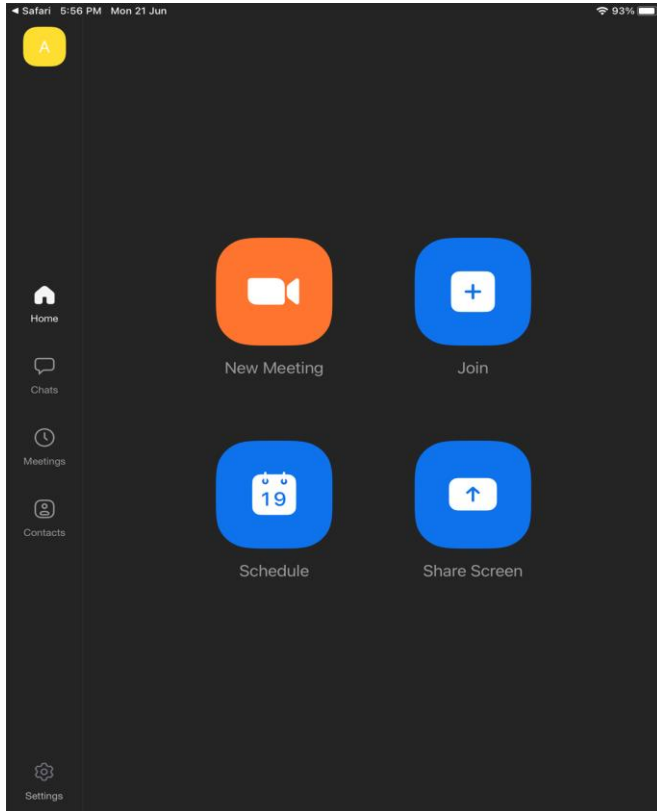
Step 6:

**Tap 'Open'.**





# 03



**Once you have reached this screen, you are done!**

**04**

**(Annex)**

**Troubleshooting**

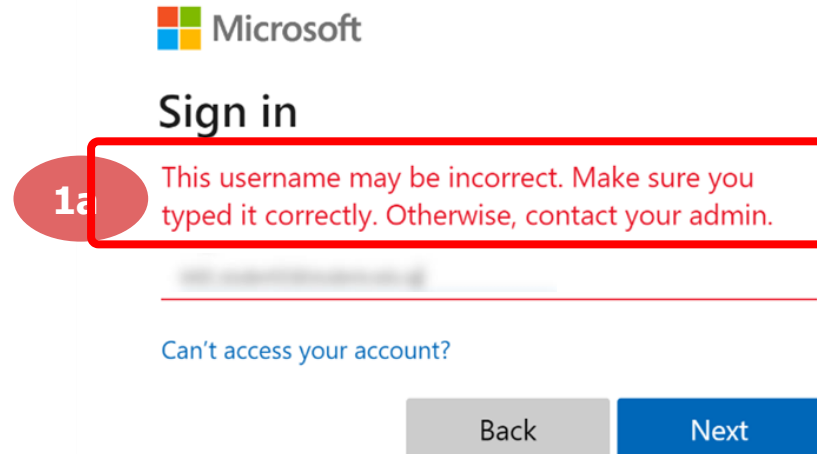
**Instructions**



\*Applicable to Browser, Desktop App and Mobile/Tablet App)

## Error 1(a) (During Microsoft Sign In):

An error message will be shown when you sign in with the wrong email address.



# Solution:

For **issue 1a**, please check that you have keyed in the correct email address without missing letters or numbers.

If the issue still occurs, please **report it to your teacher or school's MIMS Student Administrator (SA)** and they will **log a case with SSOE Service Desk** if necessary.



\*Applicable to Browser, Desktop App and Mobile/Tablet App)

## Error 1(b) & 1(c) (During Microsoft Sign In):

An error message will be shown when you sign in with the wrong password or key in the wrong password too many times.



### Enter password

**1b**

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

Password

---

[Forgot my password](#)

Sign in



### Enter password

**1c**

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

Password

---

[Forgot my password](#)

Sign in

# Solution:

For **issue 1b**, please check that you have entered the correct password without missing letters or numbers. If the issue still occurs, please approach **your teacher or school's MIMS Student Administrator (SA) to reset your password.**

For **issue 1c** and **other password-related issues like forgot password or inactive account**, please approach **your teacher or school's MIMS Student Administrator (SA) to reset your password.**



\*Applicable to Desktop App only

## Error 2(a) (During Sign In):

An error message will be shown when you log into your account using the usual sign in method shown below.

The image shows a sign-in interface. On the left, there is a 'Sign In' section with a 'Sign Up Free' link. The 'Sign In' section contains an email input field, a password input field with a 'Forgot?' link, and a blue 'Sign In' button. A red box highlights the error message 'Incorrect email or password' below the password field. Below the error message is a checkbox for 'Keep me signed in'. On the right, there is an 'or' separator and three social sign-in buttons: 'Sign In with SSO', 'Sign In with Google', and 'Sign In with Facebook'.

**Sign In** [Sign Up Free](#)

Email

..... [Forgot?](#)

**Incorrect email or password**

Keep me signed in [Sign In](#)

or

Sign In with SSO

Sign In with Google

Sign In with Facebook

# Solution:

You will encounter the following error **shown in Error 2(a)** when you are not logged in using SSO.

Ensure you **sign in with SSO.**



● ● ●  
\*Applicable to Desktop App Only

## Error 2(b) (Using Sign in with Google)

An error message will be shown when you sign in via Google (with a valid Student iCON email address and correct password).



Support English ▾

### Unable to sign up with your email address

Because your email address ends with @students.edu.sg, you must contact your organization's Zoom account admin to create a Zoom account or [sign up](#) with a different email address.

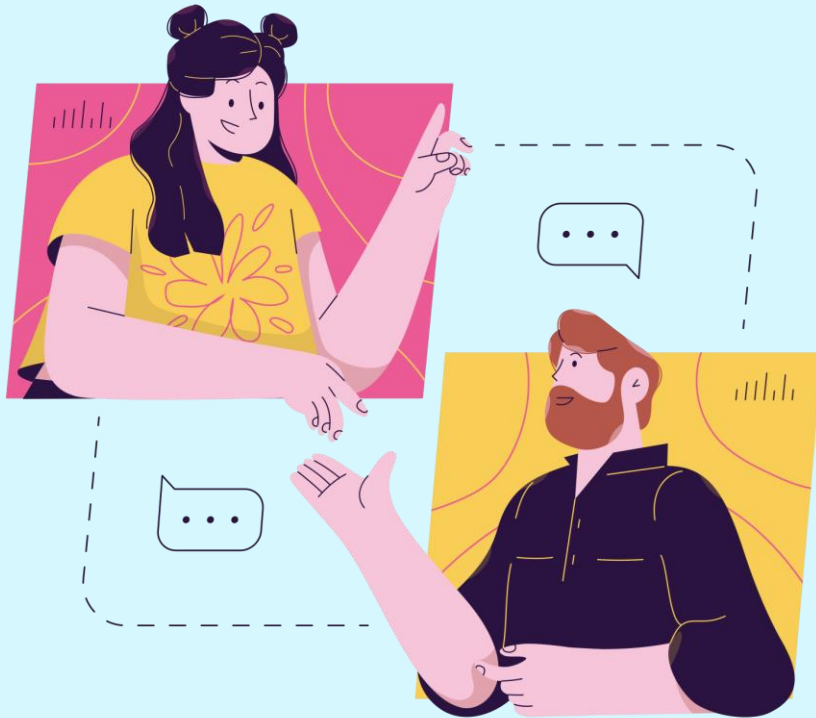
# Solution:

If you sign in via Google through the desktop app, you will encounter this error shown in **Error 2(b)**.

Please **go back to the main page** and **sign in using SSO**.







# Need further guidance on using Zoom?

**Please access the links below:**

Getting Started:

<https://support.zoom.us/hc/en-us/categories/200101697>

Meetings and Webinars:

<https://support.zoom.us/hc/en-us/categories/201146643>



# Need further assistance?

Please contact the following school staff.

Name: Mdm Bindu (ICT Associate)

Email: [thamineni\\_bindu\\_kalyani@moe.edu.sg](mailto:thamineni_bindu_kalyani@moe.edu.sg)

Contact no.: 6315 7600