

Student ZOOM Account

Onboarding Guide
v1.0 | 31 Aug 2021



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01

Setting up Zoom with Browser

Step 1:

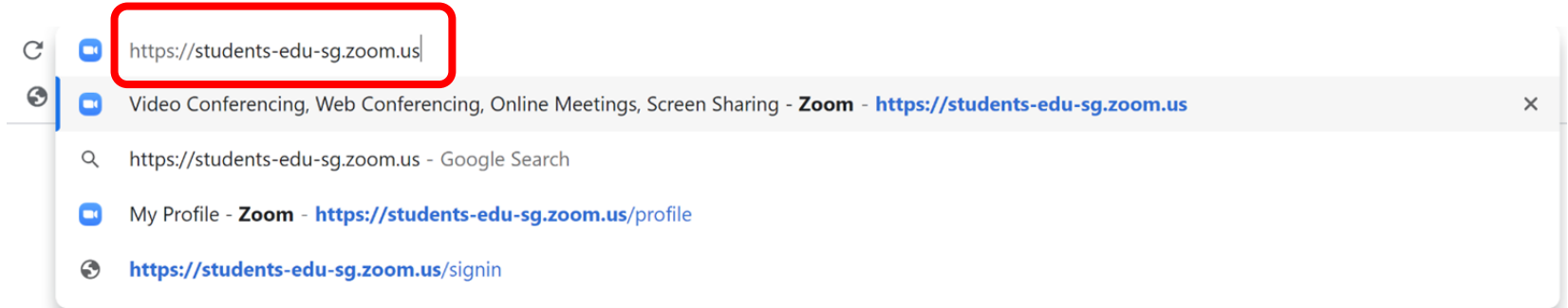
Click on the **Chrome** browser app.



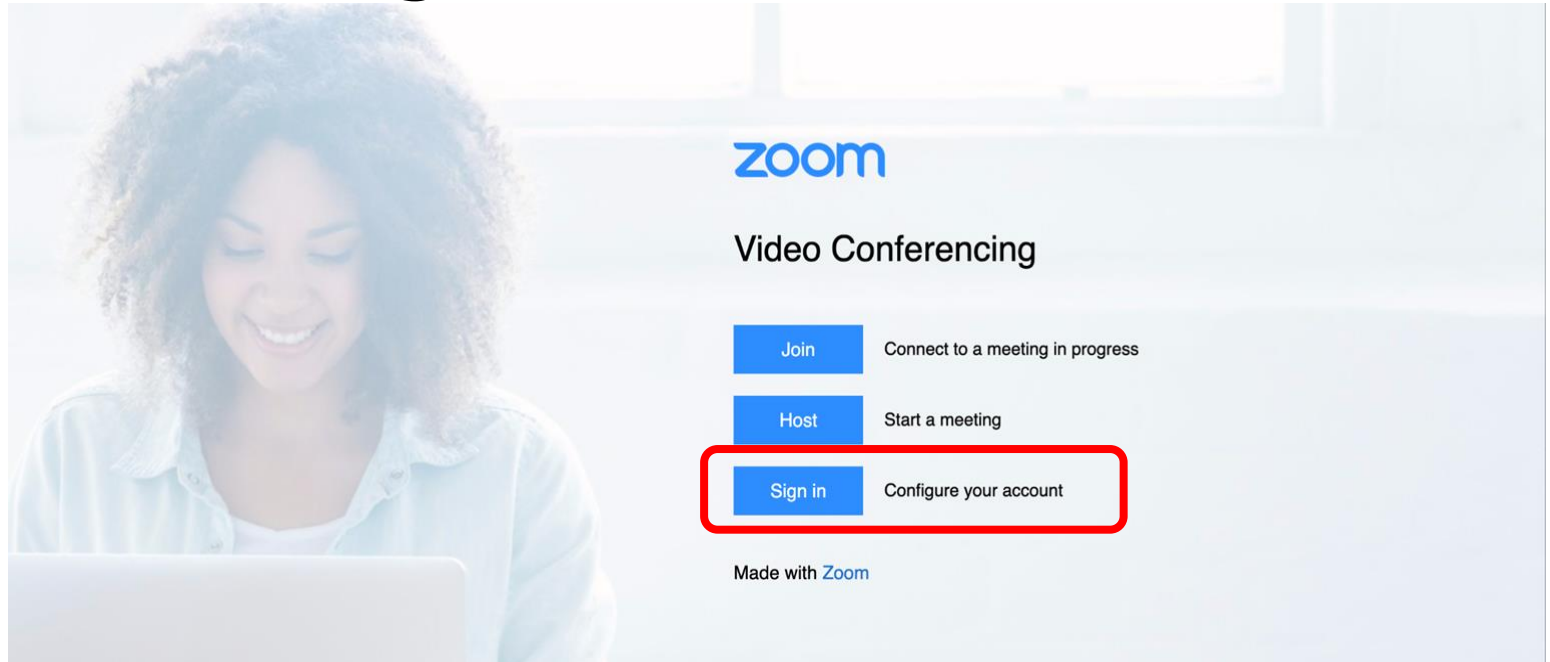
Chrome

Step 2:

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

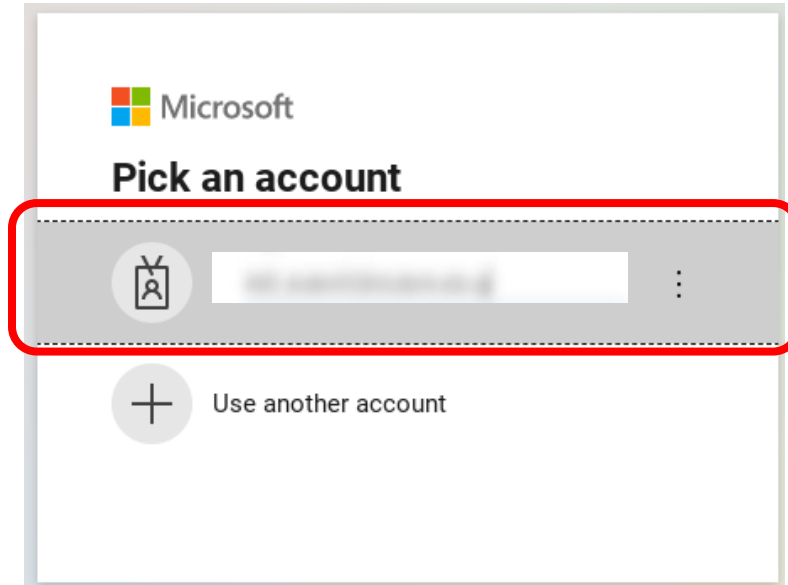


Step 3:
Click on 'Sign In'.



Step 4a:

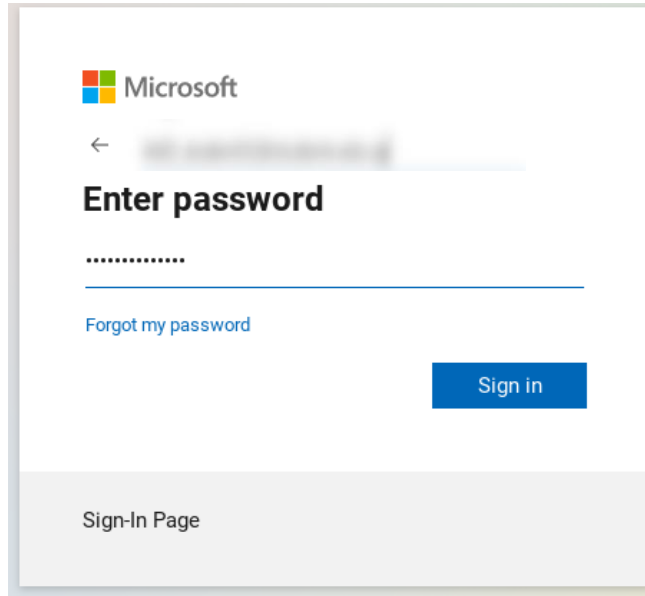
Select on your **Student iCON email address.**





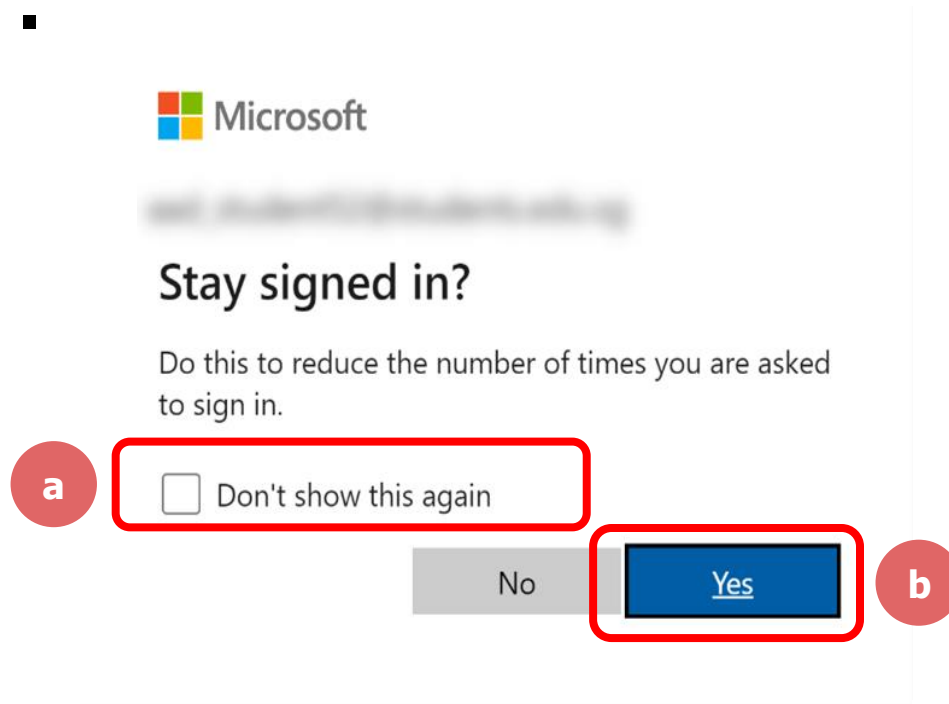
Step 4b:

Type in your **Student iCON account password** and **Click** on '**Sign in**'.



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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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	Add Phone Number
Language	English	Edit
Time Zone	(GMT+8:00) Singapore	Edit
Date Format	mm/dd/yyyy Example: 06/14/2021	Edit
Time Format	Use 12-hour time (Example: 02:00 PM)	



02

Accessing **Zoom**
through the **App** via
your Apps drawer

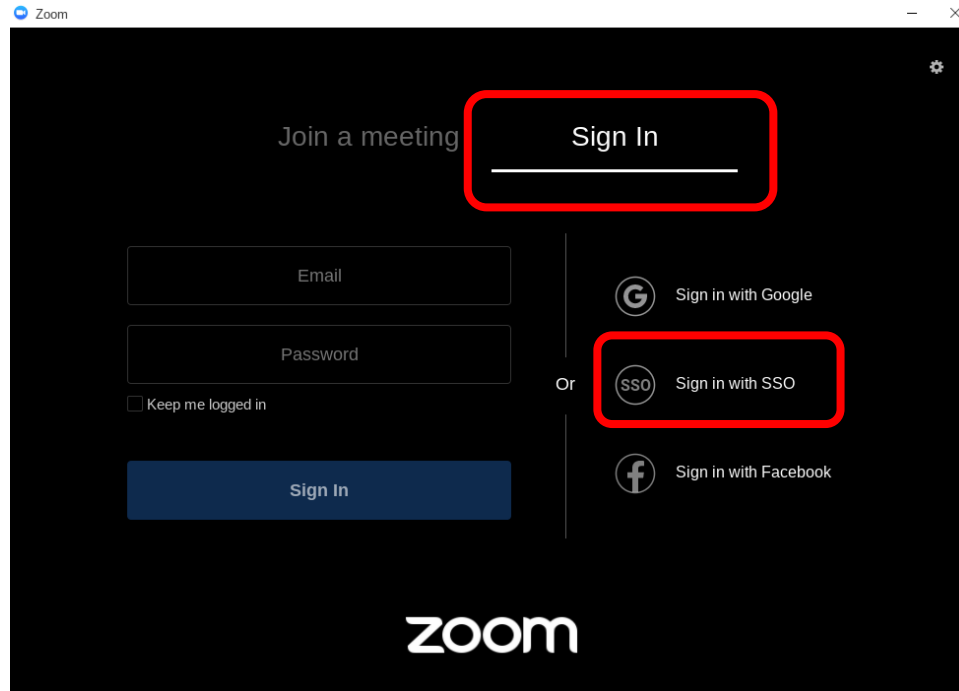
Step 1:

Click on the **Zoom icon** in your Apps drawer.



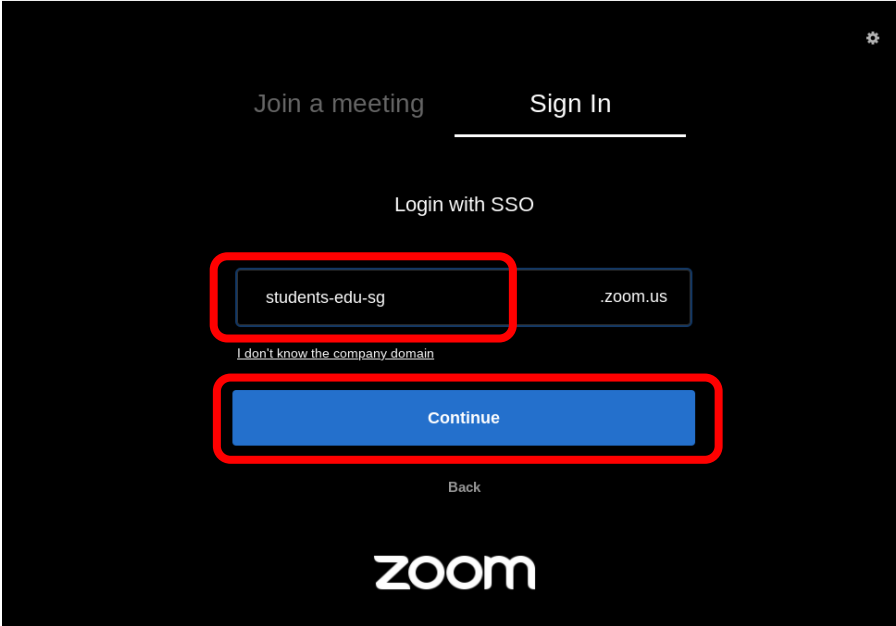
Step 2:

Select **'Sign In'** and click on **'Sign in with SSO'**.



Step 3:

Enter '**students-edu-sg**' in the field, then click 'Continue'



Zoom

Join a meeting Sign In

Login with SSO

students-edu-sg .zoom.us

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

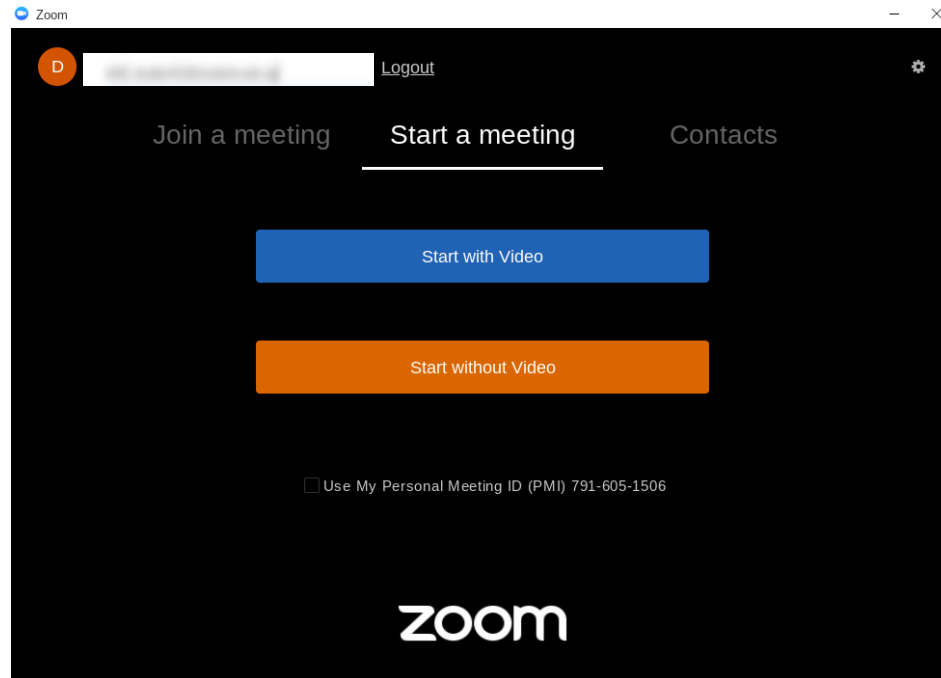
Continue

Back

zoom

Step 4:

Congratulation! You can start "Zooming" now.



03

(Annex)

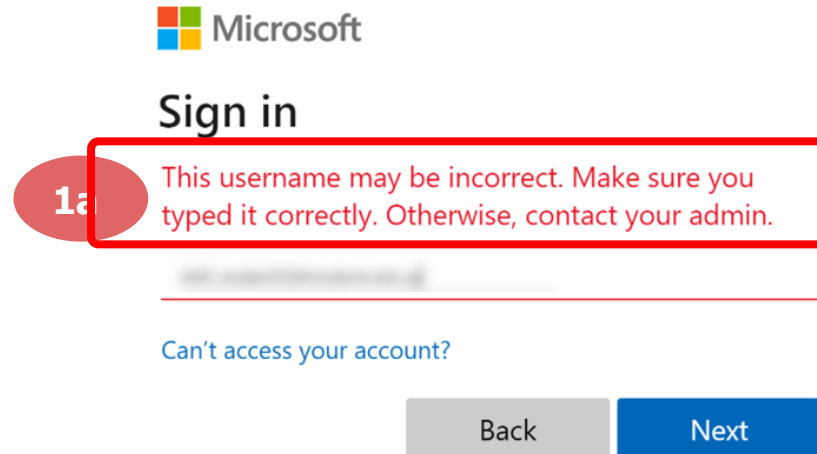
Troubleshooting

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 are three social sign-in options: 'Sign In with SSO', 'Sign In with Google', and 'Sign In with Facebook'. The word 'or' is placed between the left and right sections.

Sign In [Sign Up Free](#)

Email

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

Incorrect email or password

Keep me signed 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

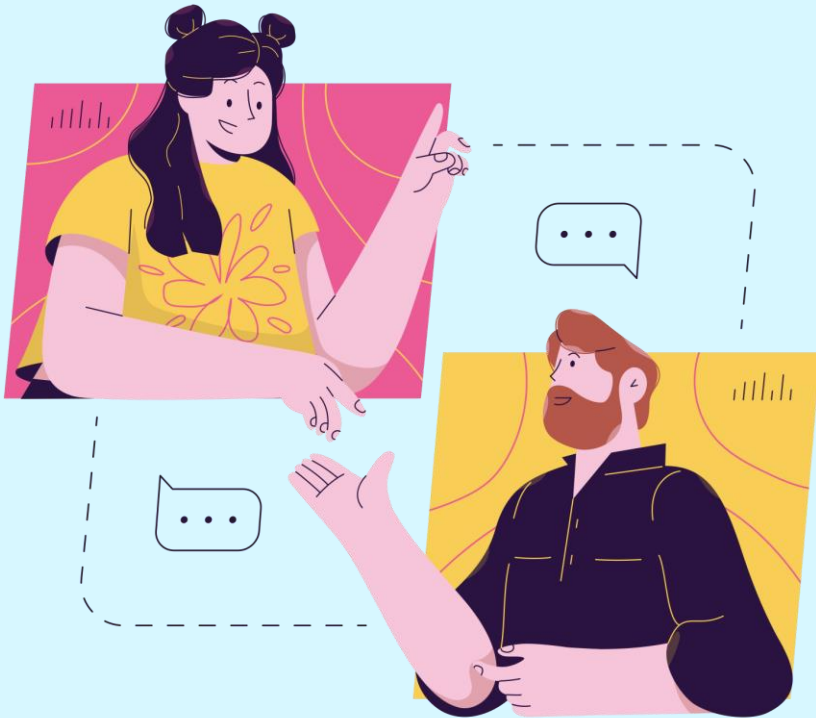
Because your email address ends with @students.edu.sg, you must contact your organization's Zoom account admin to create a Zoom account or [sign up](#) with a different email address.

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?

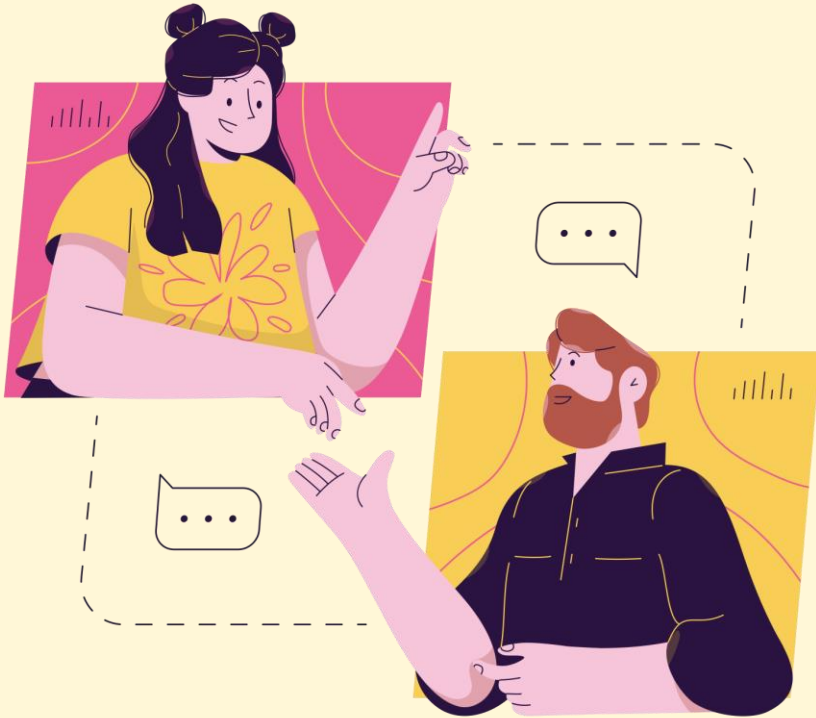
Please access the links below:

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 log a Service Desk Request.

https://bit.ly/ICT_SD