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.

Table of Content

This deck consist of:

01

Accessing Zoom with Browser

Step 1:

Click on **any of the browsers.**
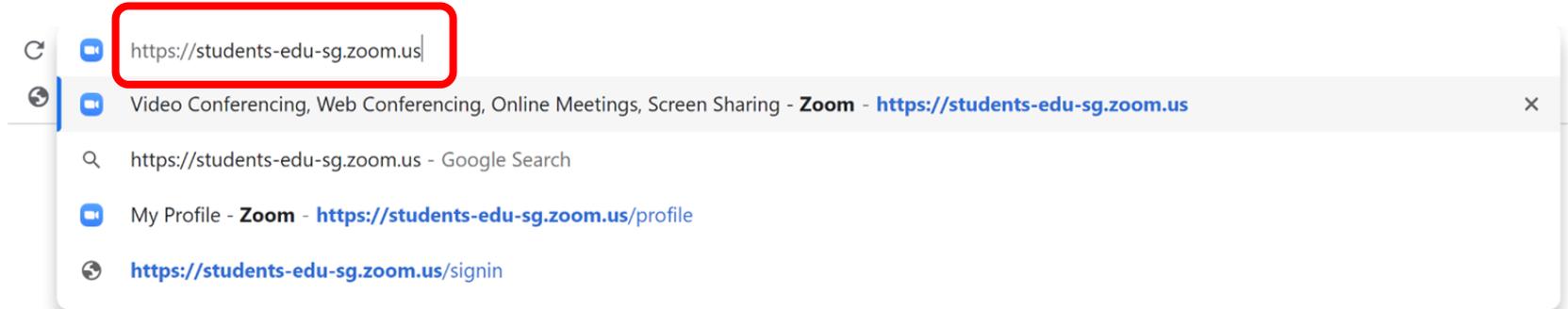
Chrome

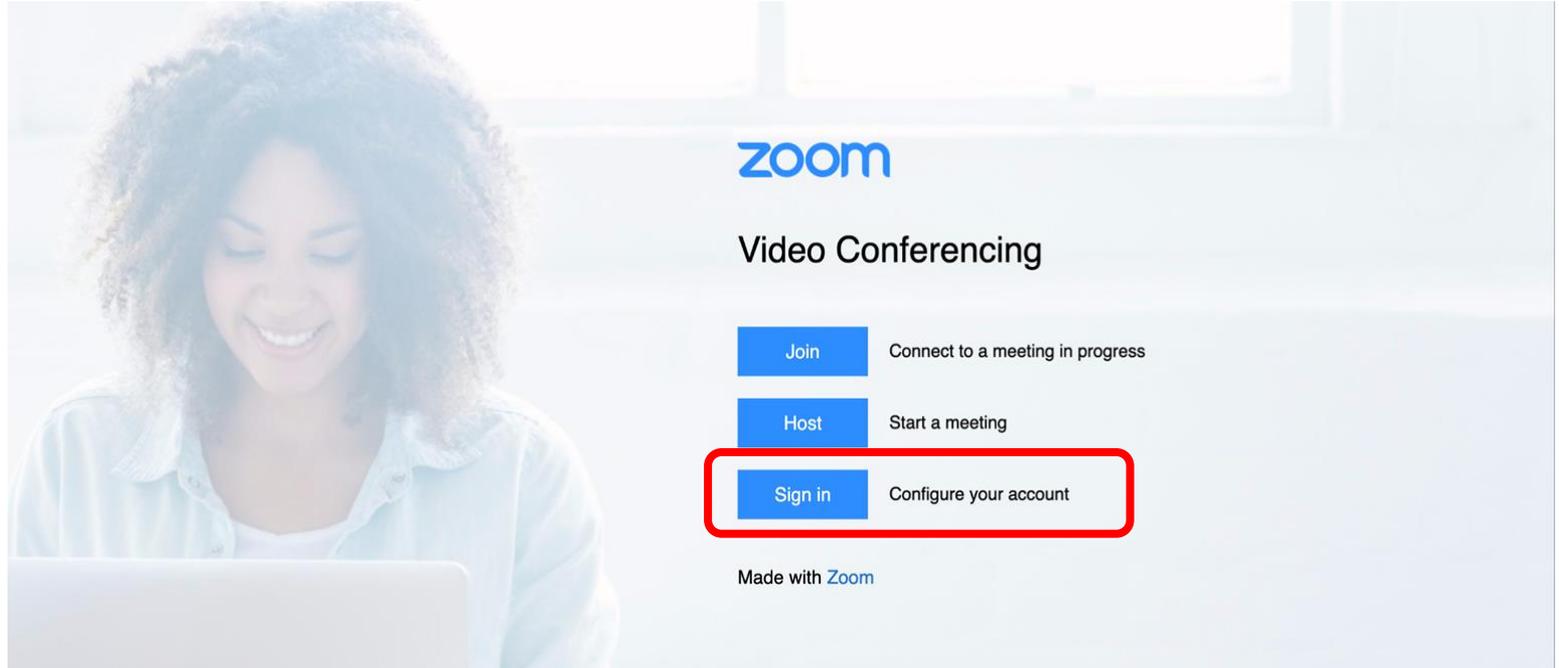**Microsoft Edge**

Safari

Step 2:

Type '**https://students-edu-sg.zoom.us**' into the address bar.
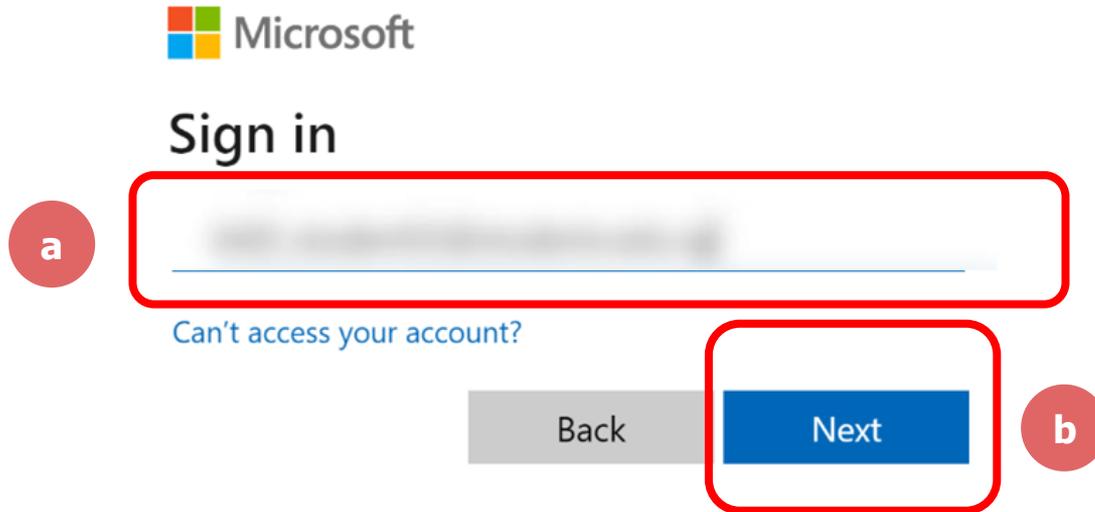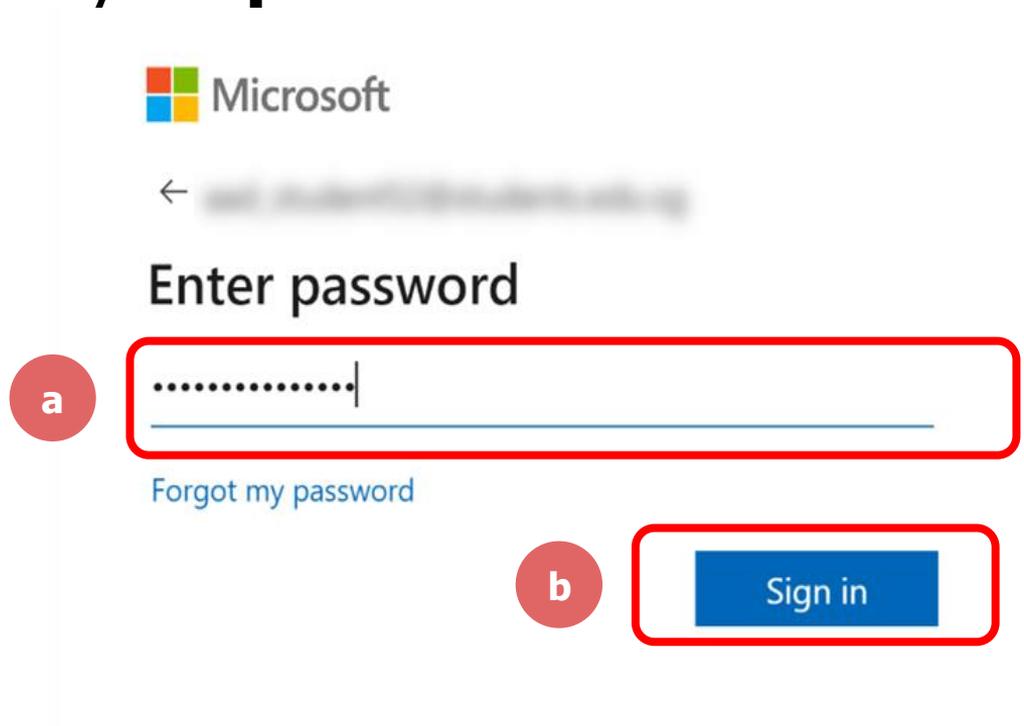
Step 3:

Click on 'Sign In'.

Step 4a:

Type in your **Student iCON email address** and **Click** on **'Next'.**
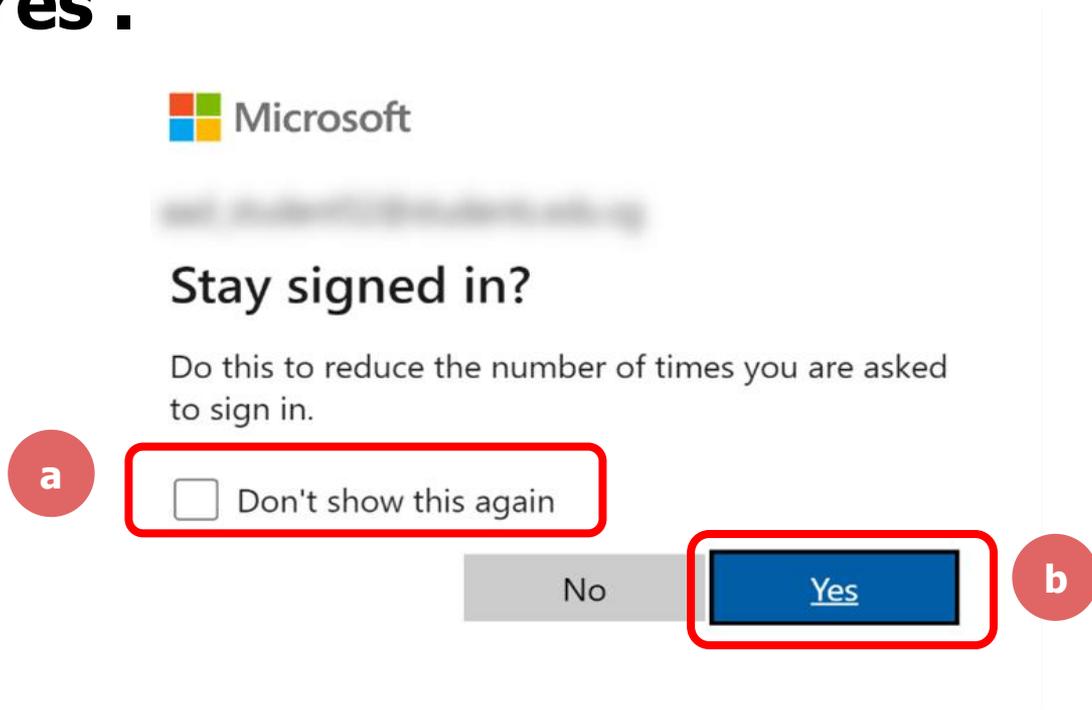
Step 4b:

Type in your **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!

02

Accessing Zoom through the Desktop App

Step 1:

Click on the **Zoom icon** at the **bottom** or **right hand corner** of your screen.

Step 2:

Click on **'Sign In'.**

Step 3:

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

Sign In   Sign Up Free

Email

Password   Forgot?

☑ Keep me signed in   Sign In

or

🔑   Sign In with SSO

G   Sign In with Google

f   Sign In with Facebook

Step 4:

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

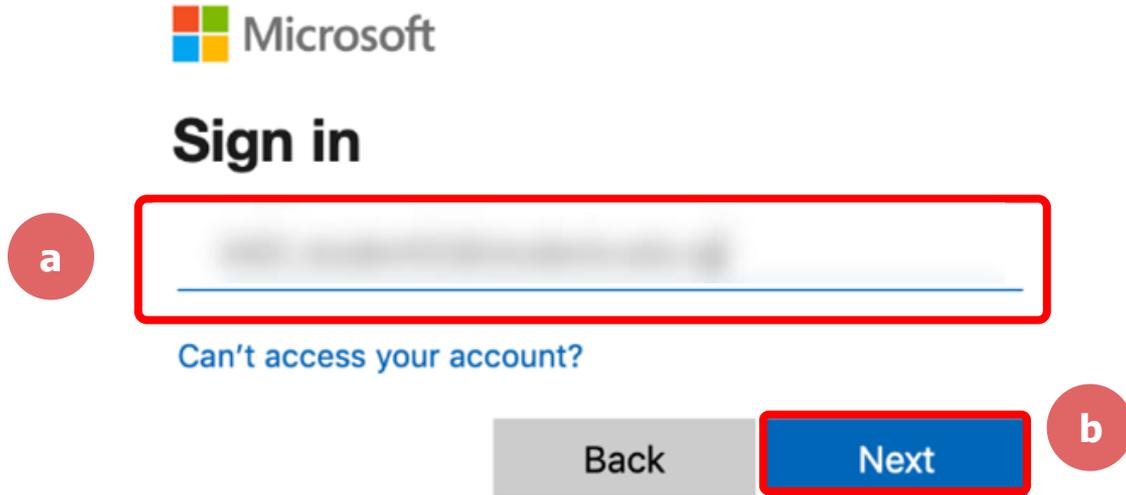### Sign In with SSO

a

Your company domain

.zoom.us

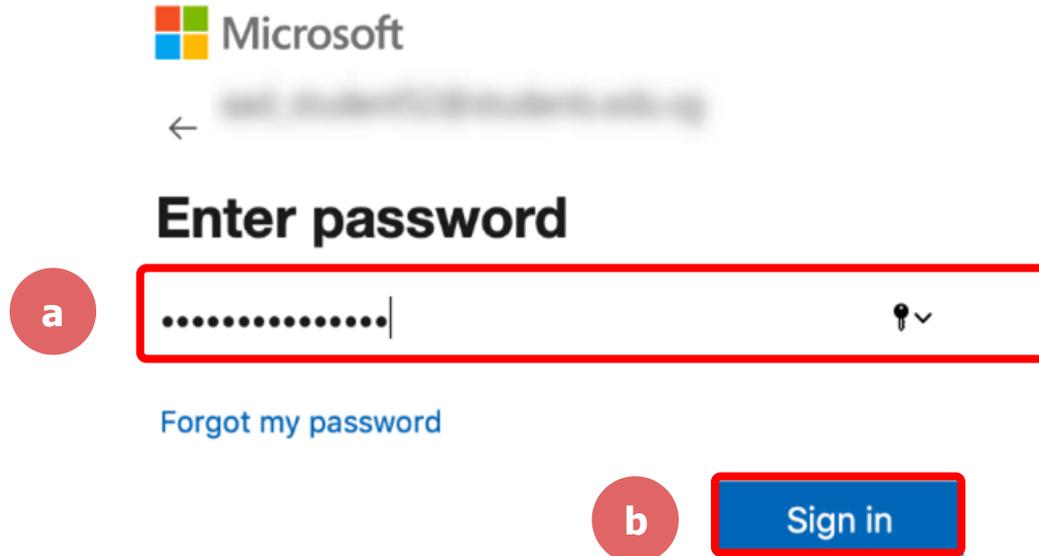I don't know the company domain

Continue

b

Step 5a:

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

Step 5b:

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

Microsoft

←

Enter password

a

••••••••••••

Forgot my password

b | **Sign in**

Step 5c:

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

Step 6:

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

Once you have reached this screen, you are done!

03

Accessing Zoom through the Mobile/Tablet App

Step 1:

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

Step 2:

Tap on **'Sign in'** at the **bottom of your screen.**
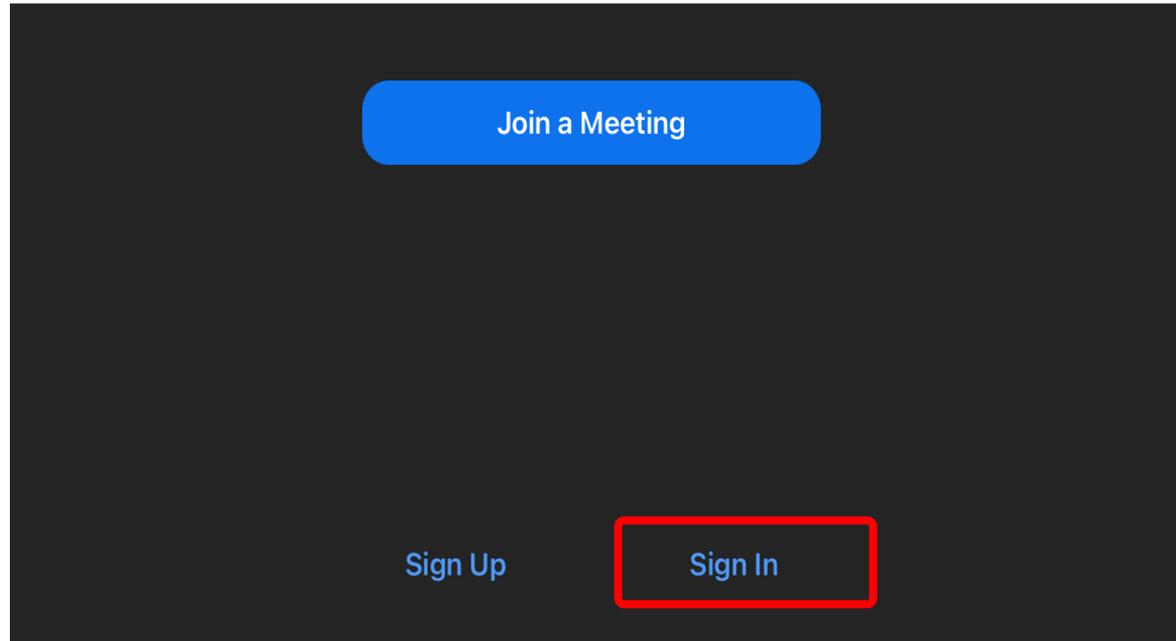
Step 3:

Tap on 'Sign in with SSO'.
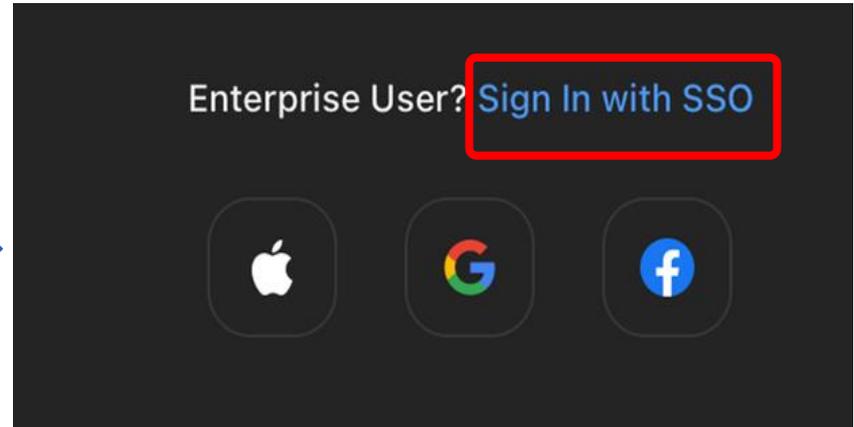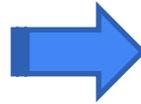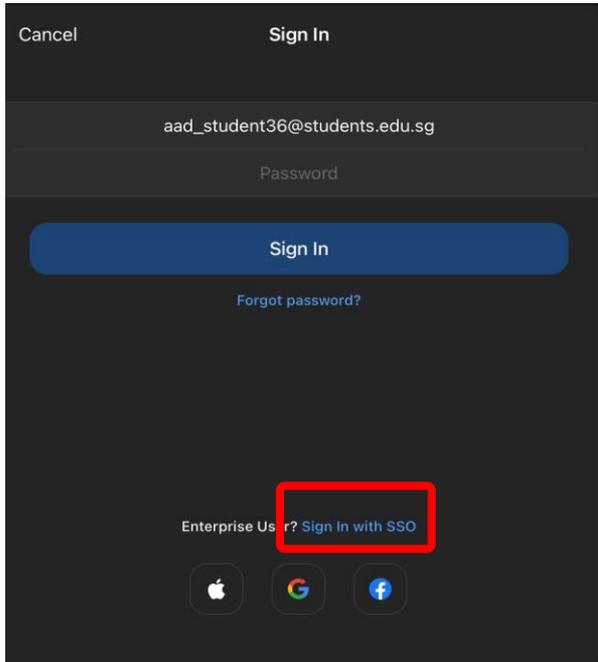
Step 4:

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

Step 5a:

Type in your **Student iCON email address** and **Tap** on **'Next'.**
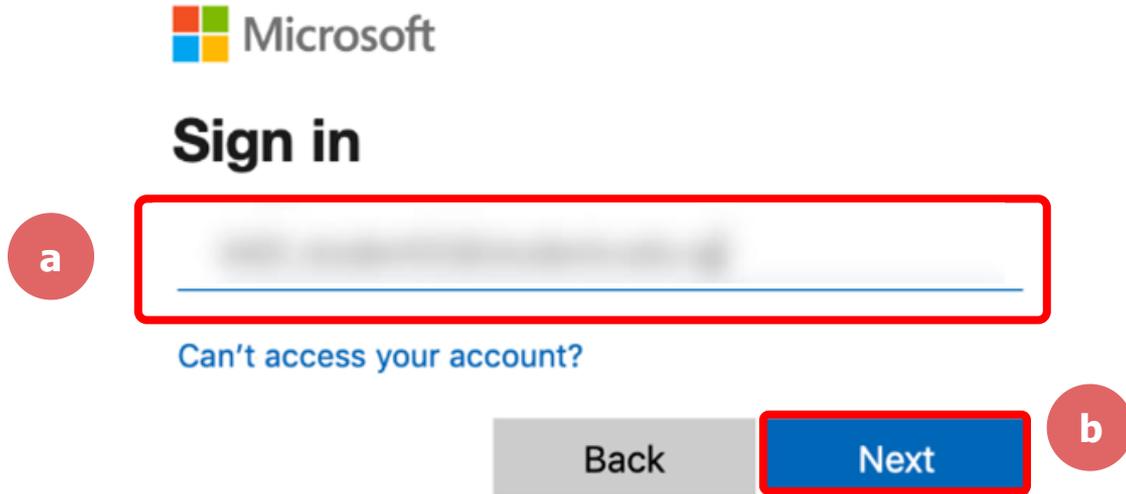
Step 5b:

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

Microsoft

Enter password

a ••••••••••••••

Forgot my password
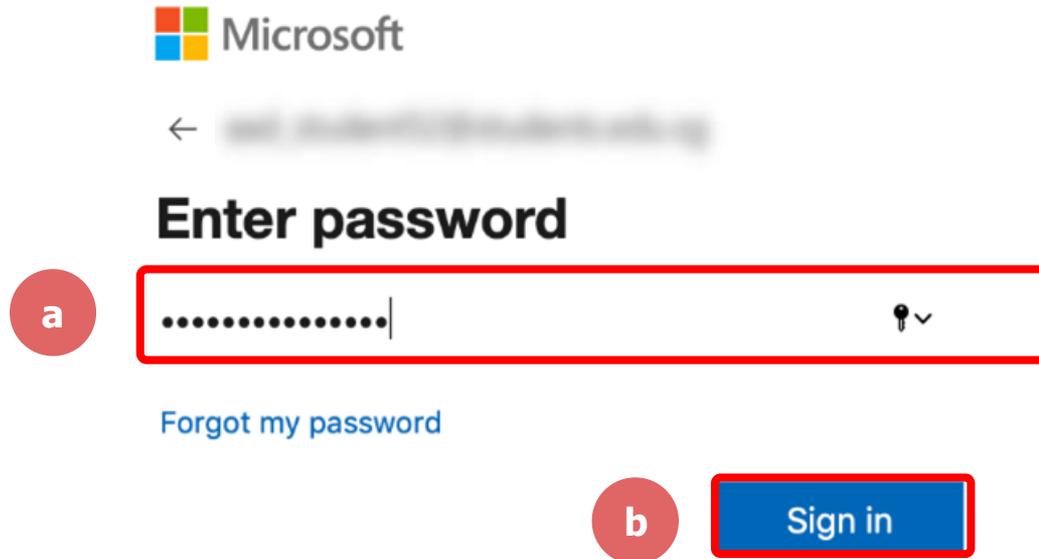
b Sign in

Step 5c:

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

Step 6:

Tap 'Open'.

Open this page in "Zoom"?

Cancel   Open
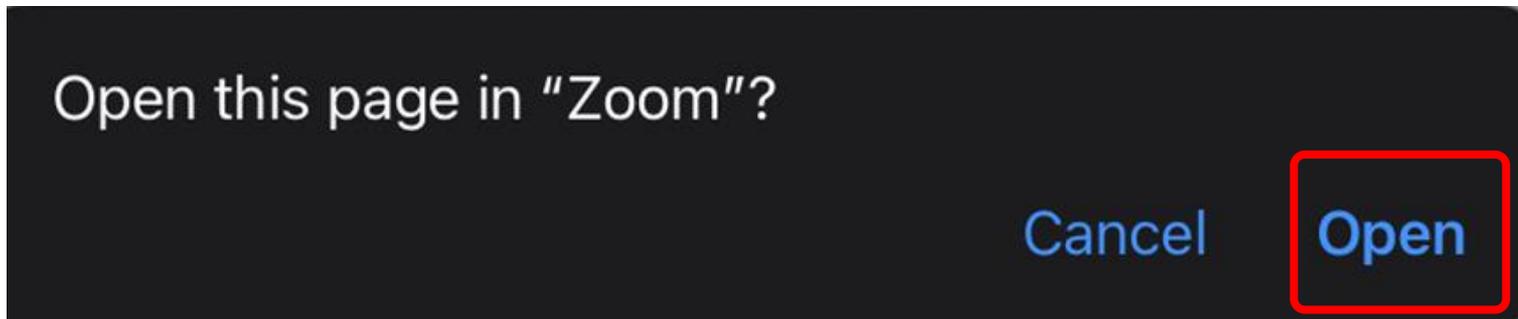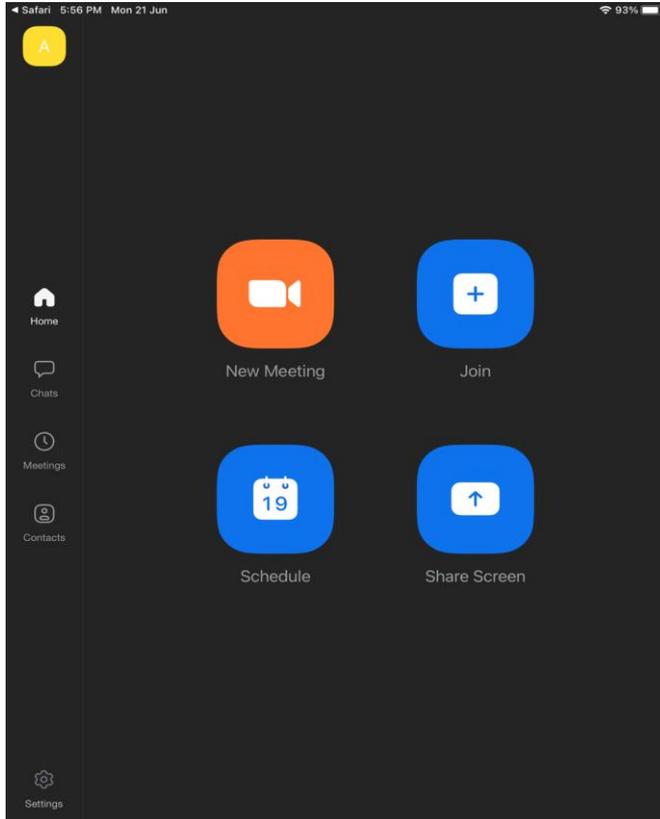
Once you have reached this screen, you are done!

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.
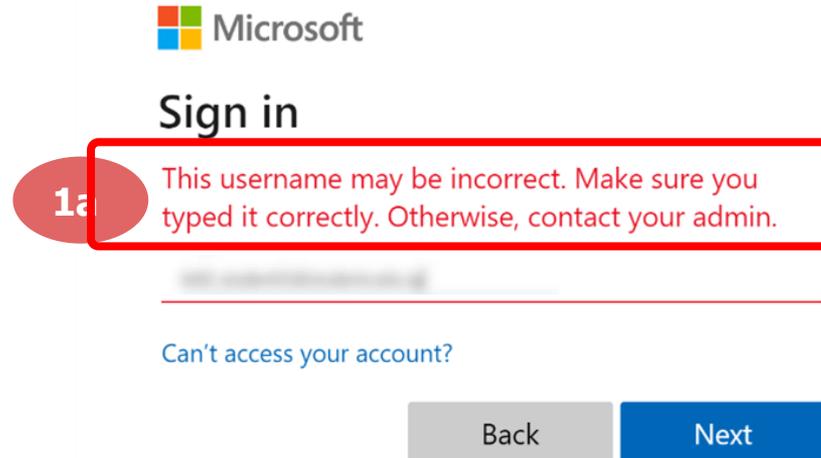
Solution:

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.

1b — Your account or password is incorrect. If you don't remember your password, reset it now.

1c — Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.

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.

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.**

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).

zoom   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?

Contact the School's General Office @ 6482 4650