

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

01

Step 1:

Click on **any of the browsers.**



Chrome



Microsoft
Edge

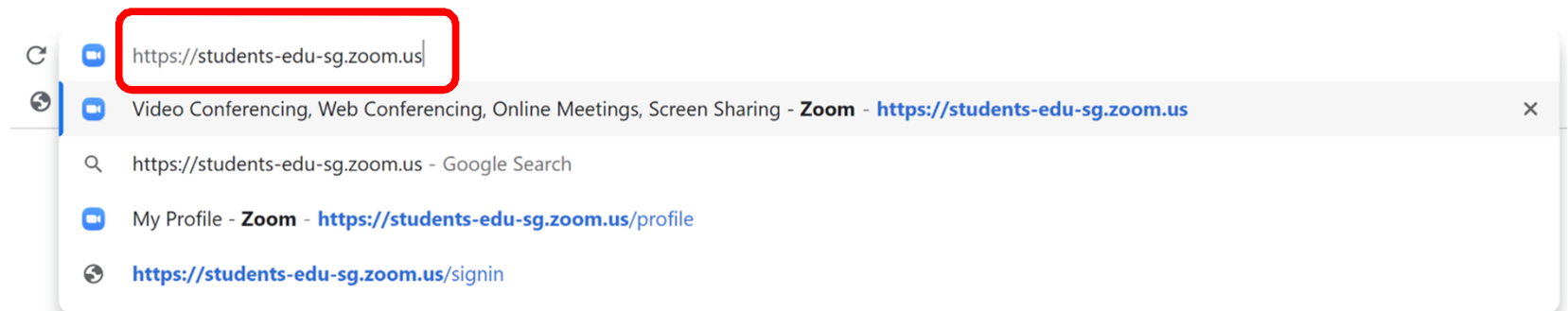


Safari



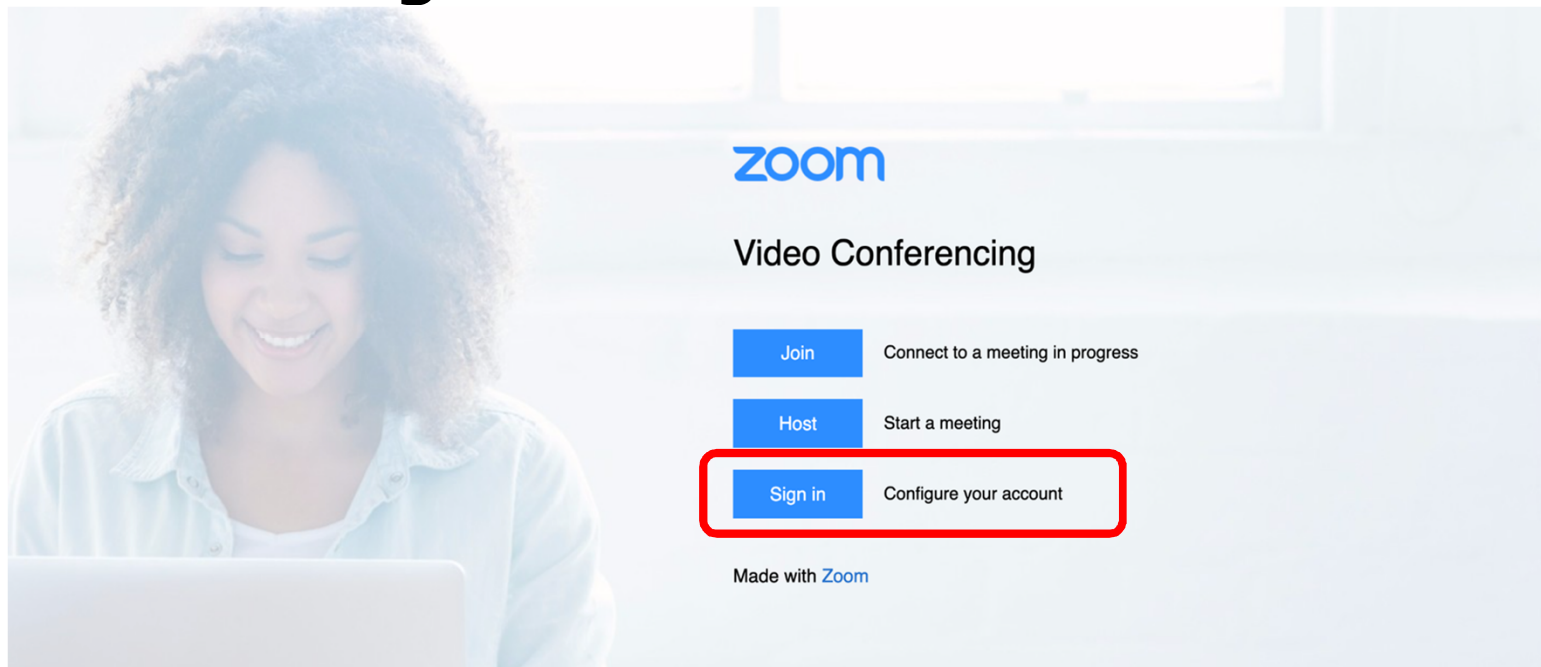
Step 2:

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'**.

The screenshot shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the text "Sign in". A red circle labeled 'a' points to a text input field containing a blurred email address. Below the input field is a link that says "Can't access your account?". At the bottom are two buttons: a grey "Back" button and a blue "Next" button. A red circle labeled 'b' points to the "Next" button.



Step 4b:

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

The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is a back arrow and a blurred URL. The main heading is "Enter password". A red circle labeled "a" points to a password input field containing ten dots and a cursor. Below the field is a link that says "Forgot my password". To the right, a red circle labeled "b" points to a blue "Sign in" button.

Step 4c:

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

The screenshot shows a Microsoft sign-in dialog box. At the top left is the Microsoft logo. Below it, the text "Stay signed in?" is displayed. Underneath, a smaller line of text reads "Do this to reduce the number of times you are asked to sign in." There are two buttons at the bottom: a grey "No" button and a blue "Yes" button. A red circle labeled "a" points to a checkbox labeled "Don't show this again", which is highlighted with a red rectangular box. A red circle labeled "b" points to the "Yes" button, which is also highlighted with a red rectangular box. A yellow callout box on the right contains the text: "Click Yes only if you are using your personal device. Otherwise, Click 'No'".

01

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

- Meetings
- Webinars
- 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	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)	Edit



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'**.

zoom

Join a Meeting

Sign In



Step 3:

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


Sign In [Sign Up Free](#)


Email


Password [Forgot?](#)

Keep me signed in

or

 Sign In with SSO

 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'**.



Sign in

a

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

Back

Next

b



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'**.

The screenshot shows a Microsoft sign-in prompt. At the top left is the Microsoft logo. Below it, the text "Stay signed in?" is displayed in bold. Underneath, a smaller line of text reads "Do this to reduce the number of times you are asked to sign in." There are two main options: a checkbox labeled "Don't show this again" and two buttons labeled "No" and "Yes". A red circle with the letter "a" is positioned to the left of the checkbox, and a red circle with the letter "b" is positioned to the right of the "Yes" button. A yellow callout box with a black border is located to the right of the "Yes" button, containing the text: "Click Yes only if you are using your personal device. Otherwise, Click 'No'".

Microsoft

Stay signed in?

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

a Don't show this again

No **b** Yes

Click Yes only if you are using your personal device. Otherwise, Click "No"



Step 6:

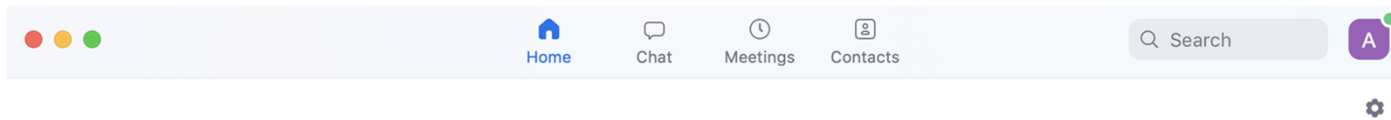
Click on **'Open zoom.us'**.

The screenshot shows a web browser window with the address bar containing the URL: `moe-singapore.zoom.us/saml/mobile_success?status=success&token=9aa47`. The page features the Zoom logo and navigation links for 'Support' and 'English'. A browser dialog box is open, asking 'Open zoom.us?' and displaying the message: 'https://moe-singapore.zoom.us wants to open this application.' Below this message is a checkbox labeled 'Always allow moe-singapore.zoom.us to open links of this type in the associated app', which is currently unchecked. At the bottom of the dialog are two buttons: 'Cancel' and 'Open zoom.us', with the latter highlighted by a red rectangular border. Below the dialog, the text 'sign in with SSO' is partially visible. Further down, there is a blue button labeled 'Launch Zoom' and a line of text: 'Click Open zoom.us on the dialog shown by your browser. If you don't see a dialog, click Launch Zoom below.'



Once you have reached this screen, you are done!

02



New Meeting ▾



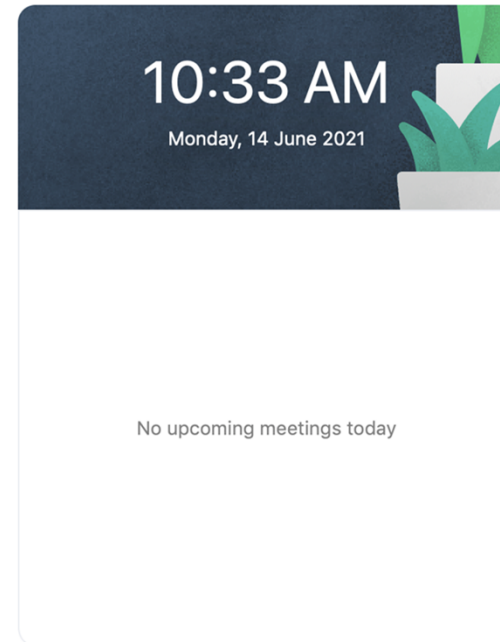
Join



Schedule



Share Screen



03

**Accessing Zoom
through the
Mobile/Tablet App**



Step 1:

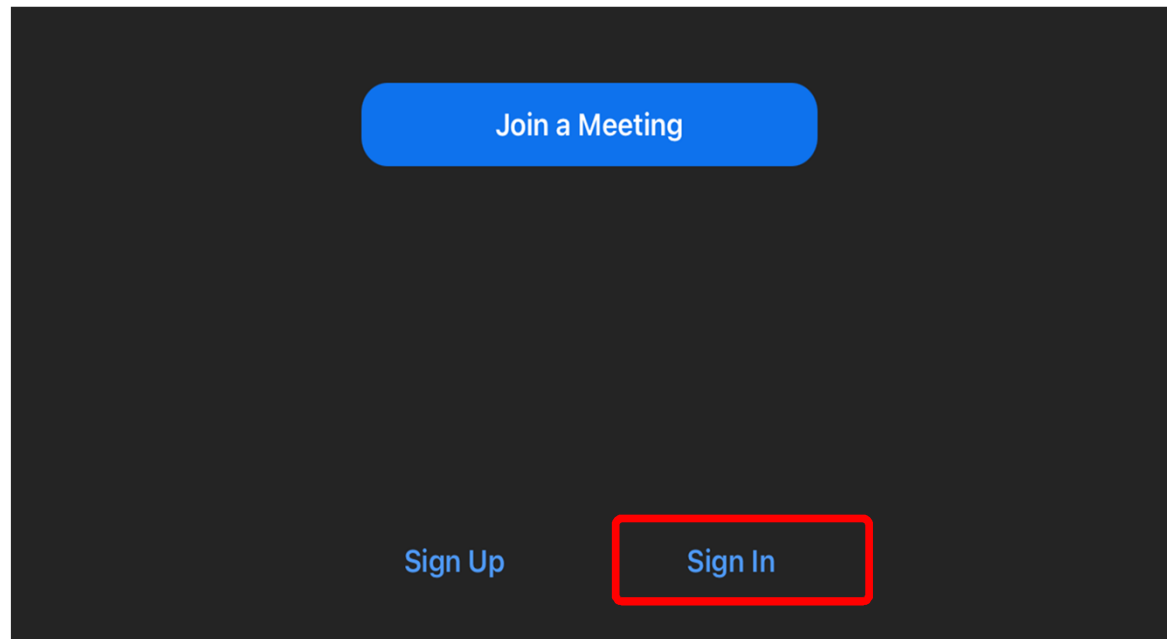
Tap on the **Zoom icon** on your screen.





Step 2:

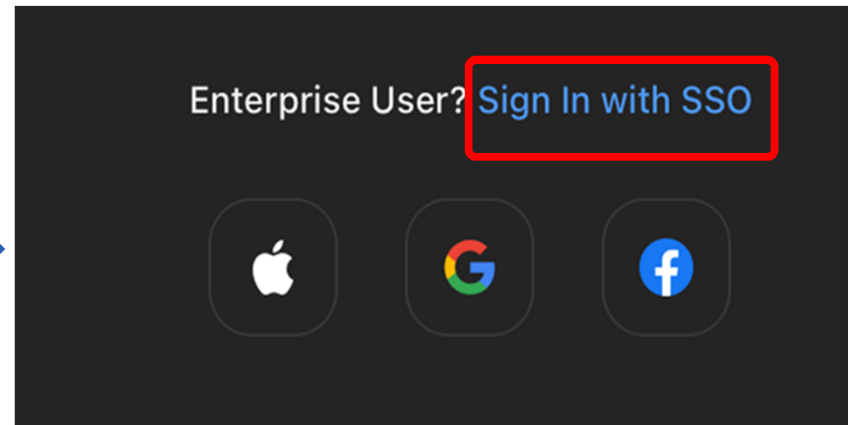
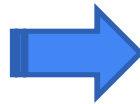
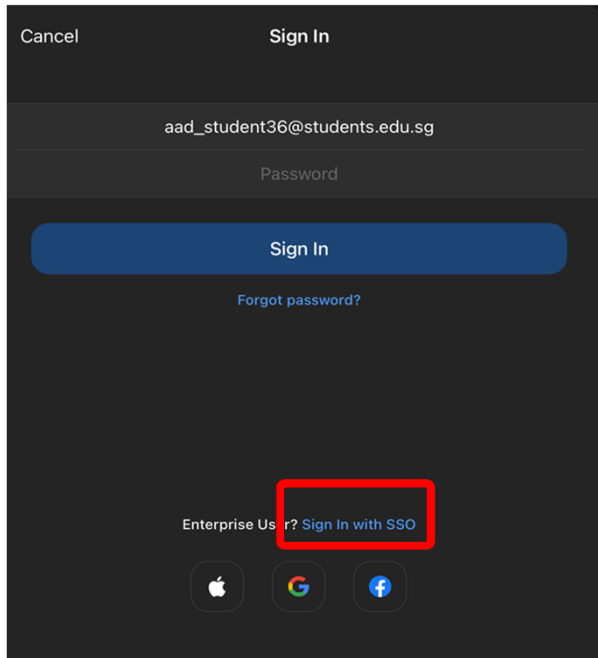
Tap on **'Sign in'** at the **bottom of your screen.**





Step 3:

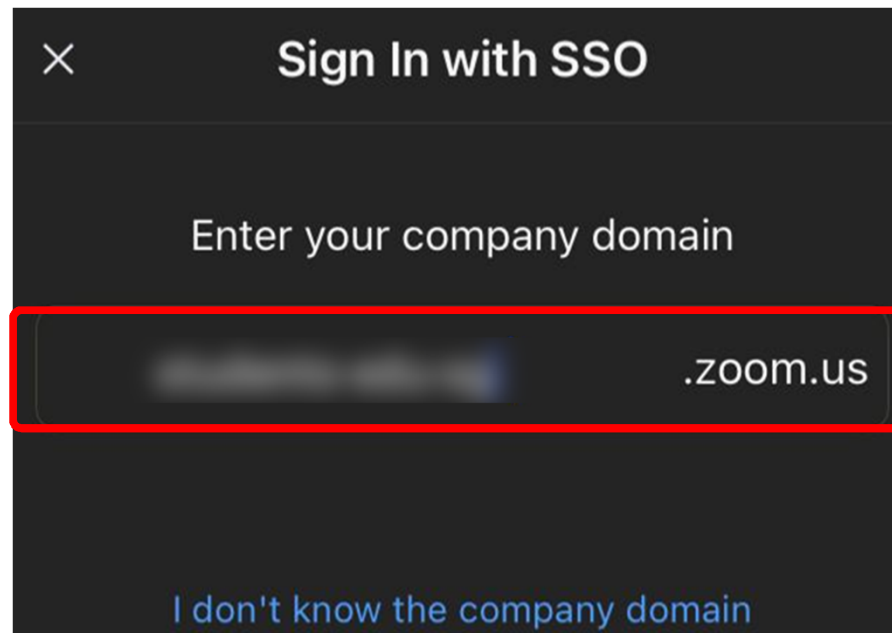
Tap on **'Sign in with SSO'**.





Step 4:

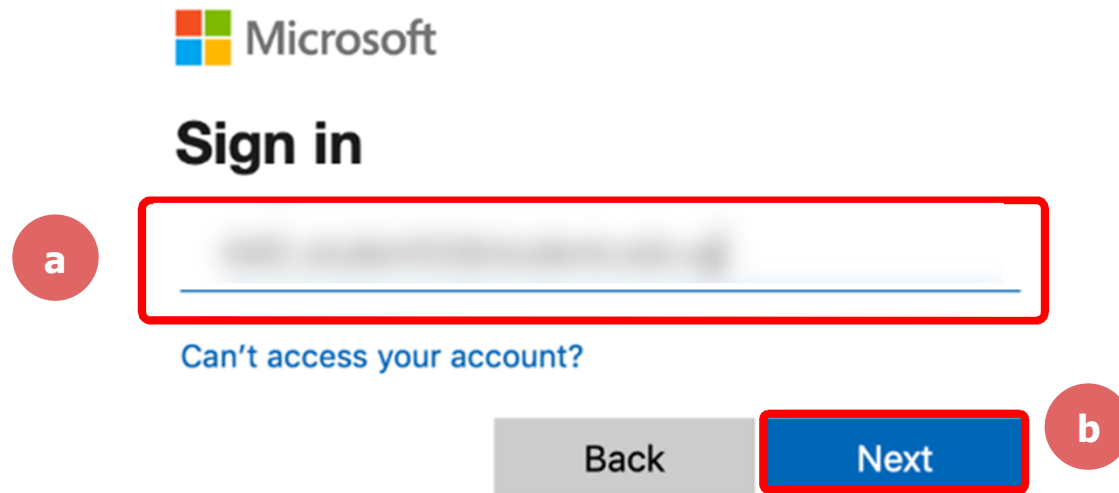
Type in **'students-edu-sg'** and **Tap 'Go'** on your keyboard.





Step 5a:

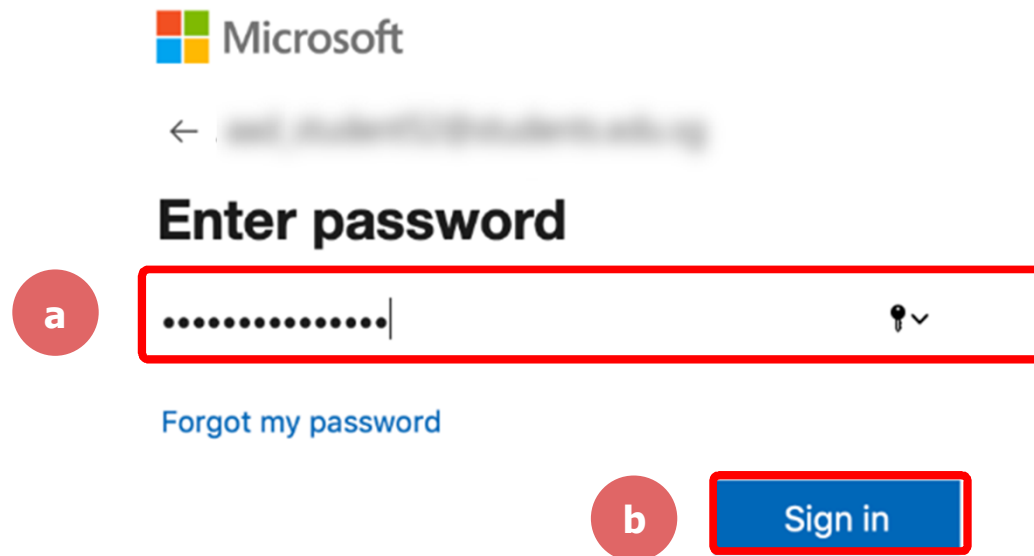
Type in your **Student iCON email address** and **Tap** on **'Next'**.





Step 5b:

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





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

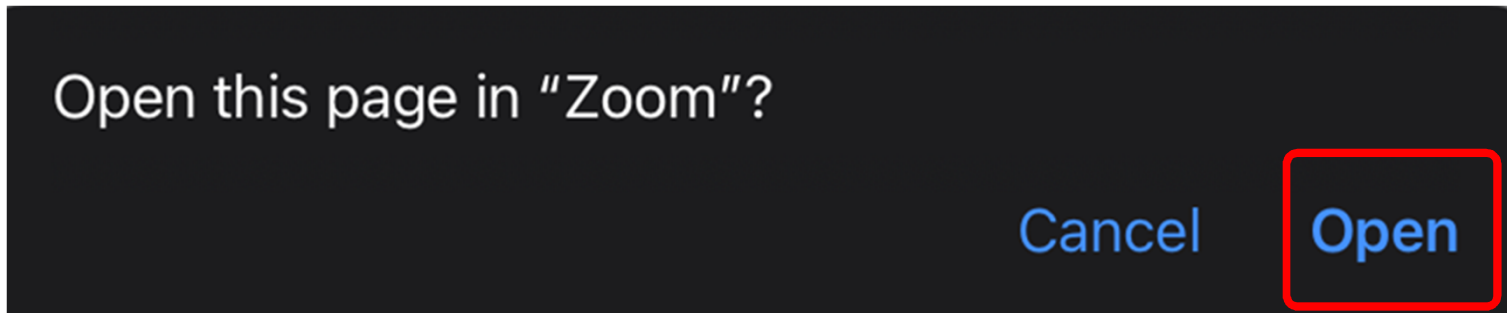
b

Click "Yes" only if you are using your personal device. Otherwise, Click "No"

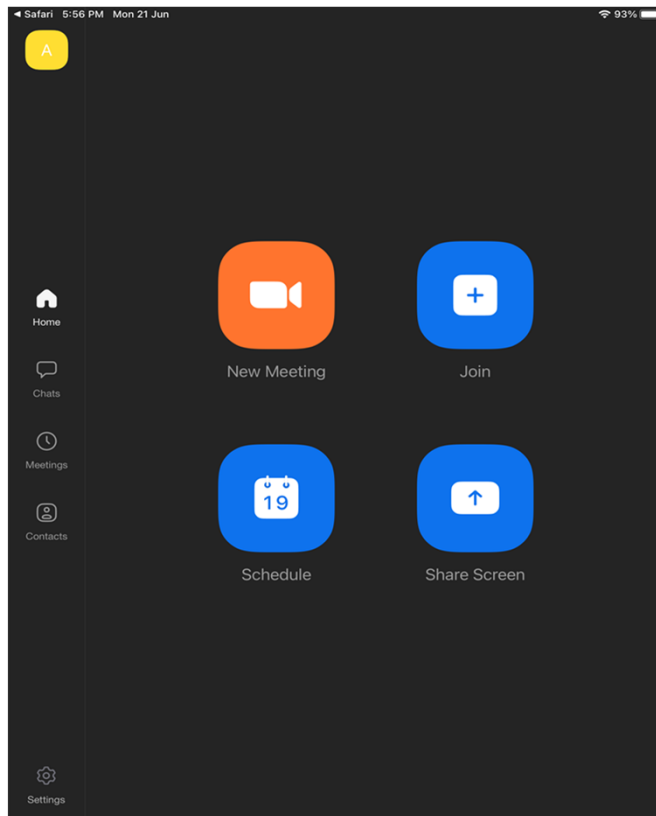


Step 6:

Tap 'Open'.



03



Once you have reached this screen, you are done!

04

(Annex)

Troubleshooting

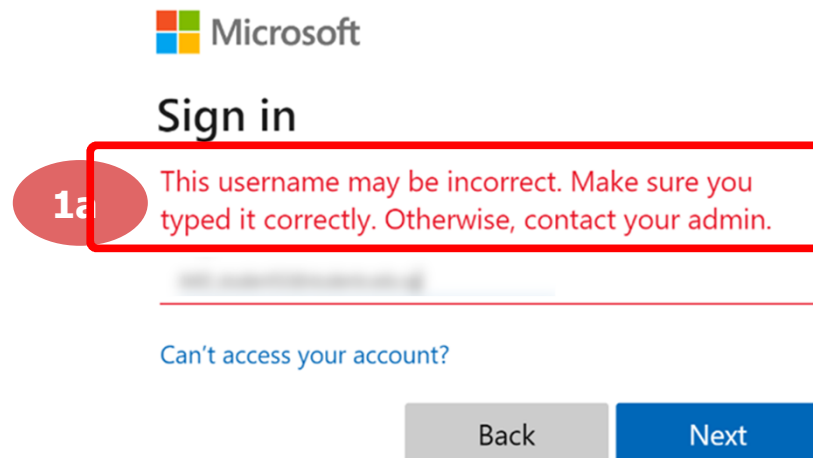
Instructions



*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.

Microsoft

← [blurred]

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

Microsoft

← [blurred]

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.

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).

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?

Please contact the following school staff.

Name: Woodgrove Primary School

Email: woodgrove_ps@moe.edu.sg

Contact no.: +65 68943371