

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.



01

Accessing Zoom with Browser

Step 1:

Click on **any of the browsers.**



Chrome



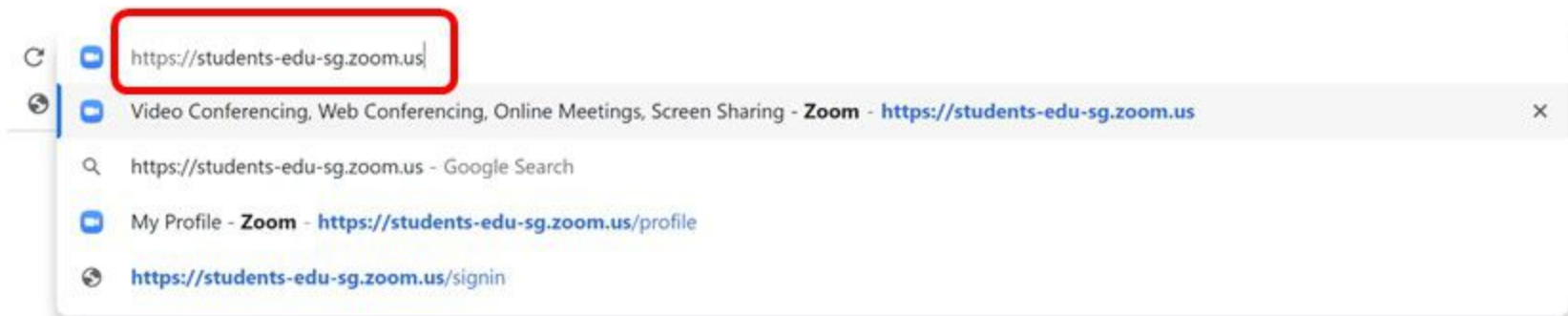
Microsoft
Edge



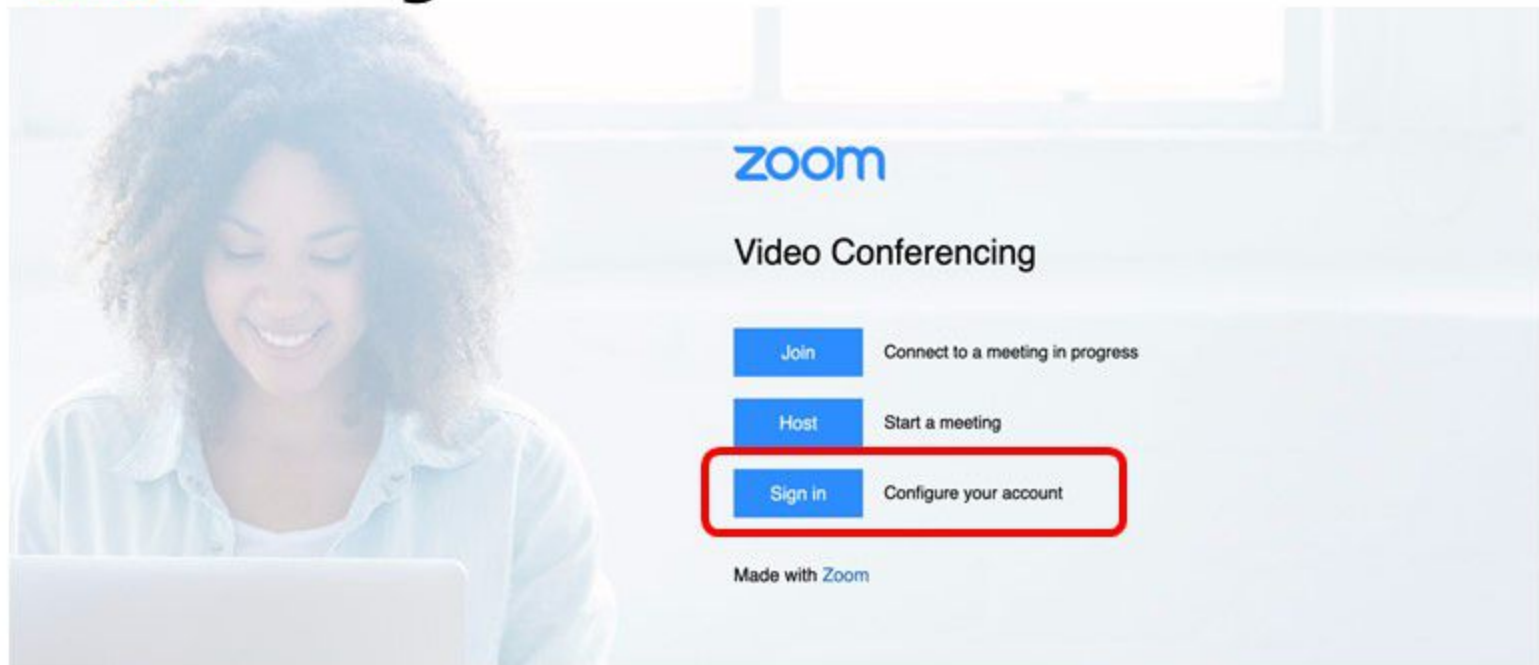
Safari

Step 2:

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

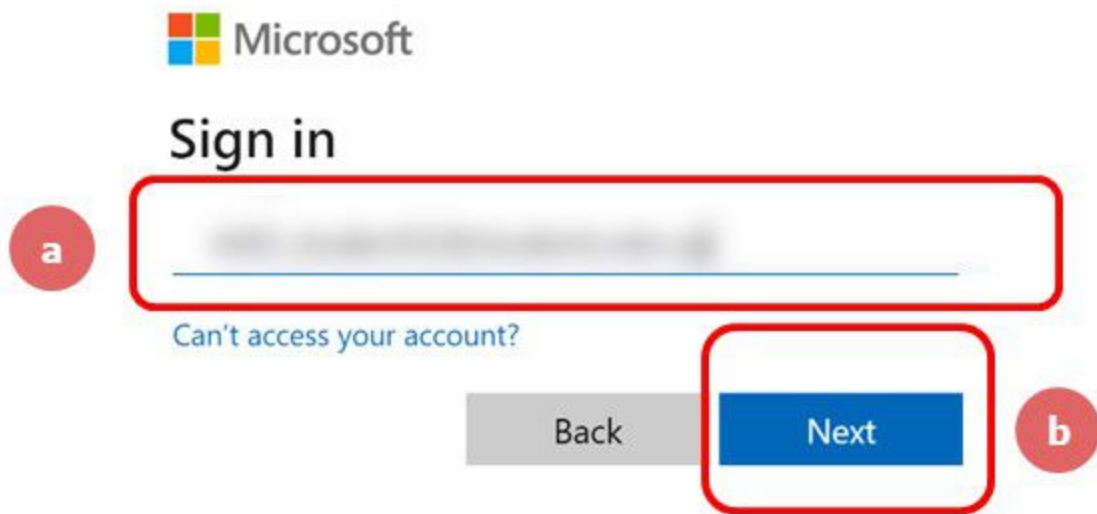


Step 3:
Click on 'Sign In'.



Step 4a:

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



The screenshot shows the 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 a Microsoft sign-in page. 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 a series of dots and a cursor. Below the input field is a link that says "Forgot my password". At the bottom 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**'.



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

Once you have reached this screen, you are done!

← → ↻ moe-singapore.zoom.us/profile

REQUEST A DEMO 1.888.799.8854 RESOURCES SUPPORT


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: 06/16/2021	Edit
Time Format	Use 12-hour time (Example: 02:00 PM)	



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'**.

The image shows a sign-in interface. On the left, there are two input fields: 'Email' and 'Password'. Below the password field is a 'Forgot?' link. At the bottom left, there is a checked checkbox labeled 'Keep me signed in' and a 'Sign In' button. On the right, there are three social sign-in options: 'Sign In with SSO' (highlighted with a red border), 'Sign In with Google', and 'Sign In with Facebook'. The word 'or' is positioned between the password field and the social sign-in options.


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

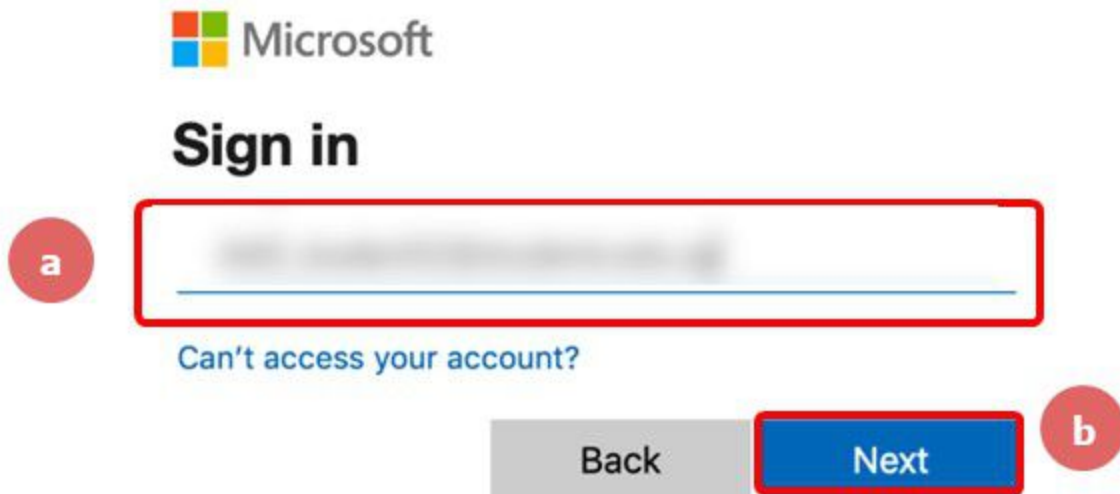
[I don't know the company domain](#)

Continue

b

Step 5a:

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



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

Microsoft

Sign in

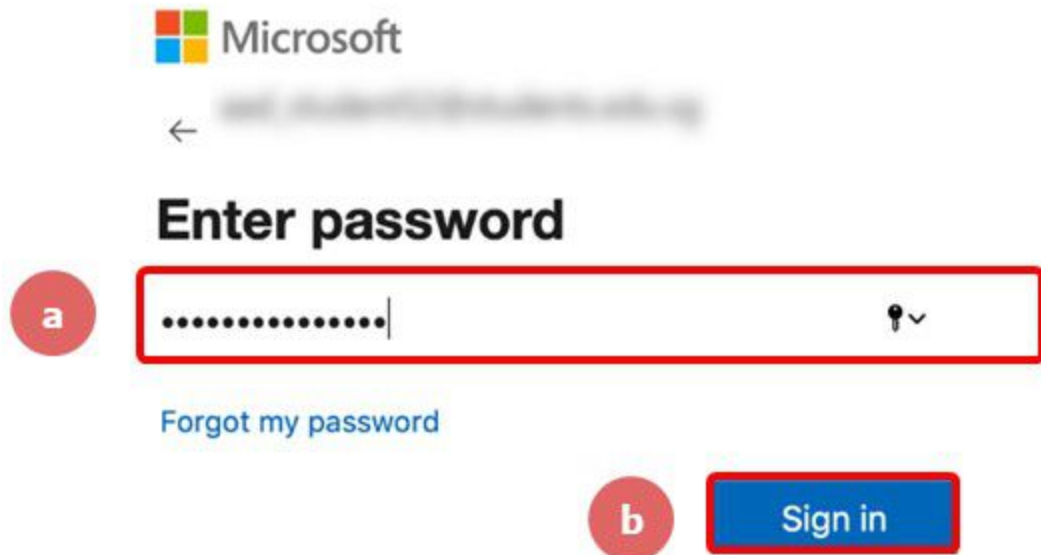
a

Can't access your account?

Back Next b

Step 5b:

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



The screenshot shows the Microsoft sign-in interface. At the top, the Microsoft logo and name are visible. Below that is a back arrow and a blurred address bar. The main heading is "Enter password". A red circle labeled "a" points to a password input field containing ten dots and a key icon with a dropdown arrow. Below the input field is a blue link that says "Forgot my password". At the bottom, a red circle labeled "b" points to a blue "Sign in" button.

Microsoft

←

Enter password

a

.....|

Forgot my password

b

Sign in

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

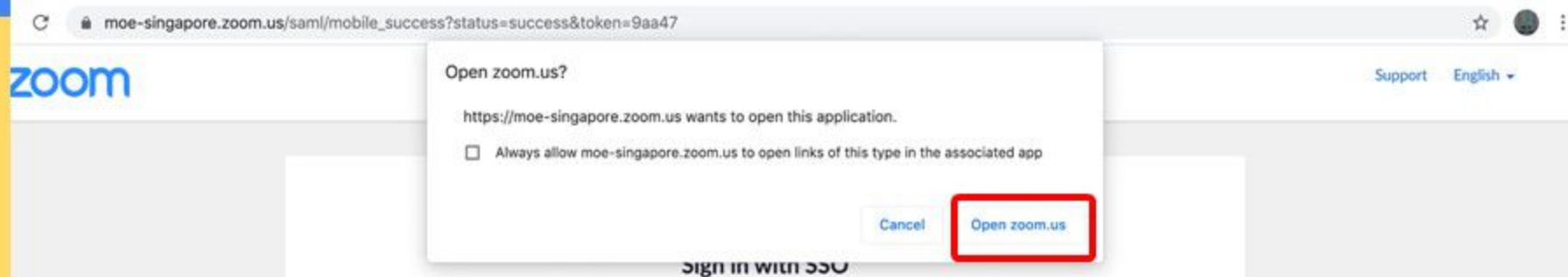
No

Yes

b

Step 6:

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

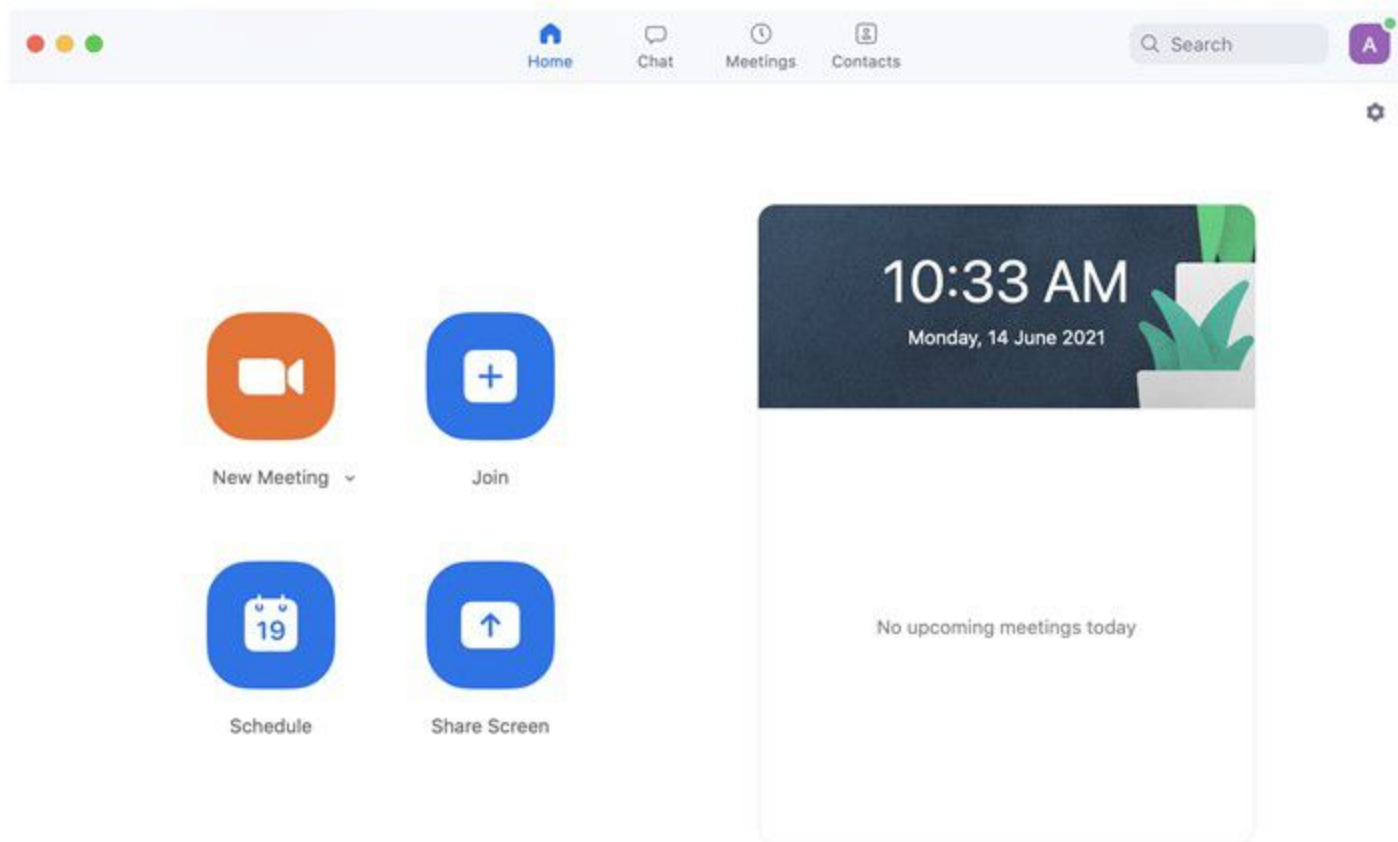


The screenshot shows a web browser window with the address bar containing the URL `moe-singapore.zoom.us/saml/mobile_success?status=success&token=9aa47`. The Zoom logo is visible in the top left corner. A dialog box titled "Open zoom.us?" is centered on the screen. The dialog contains the text "https://moe-singapore.zoom.us 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, there are two buttons: "Cancel" and "Open zoom.us". The "Open zoom.us" button is highlighted with a red rectangular border. Below the dialog, the text "sign in with SSO" is partially visible.

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!



03

Accessing Zoom through the Mobile/Tablet App

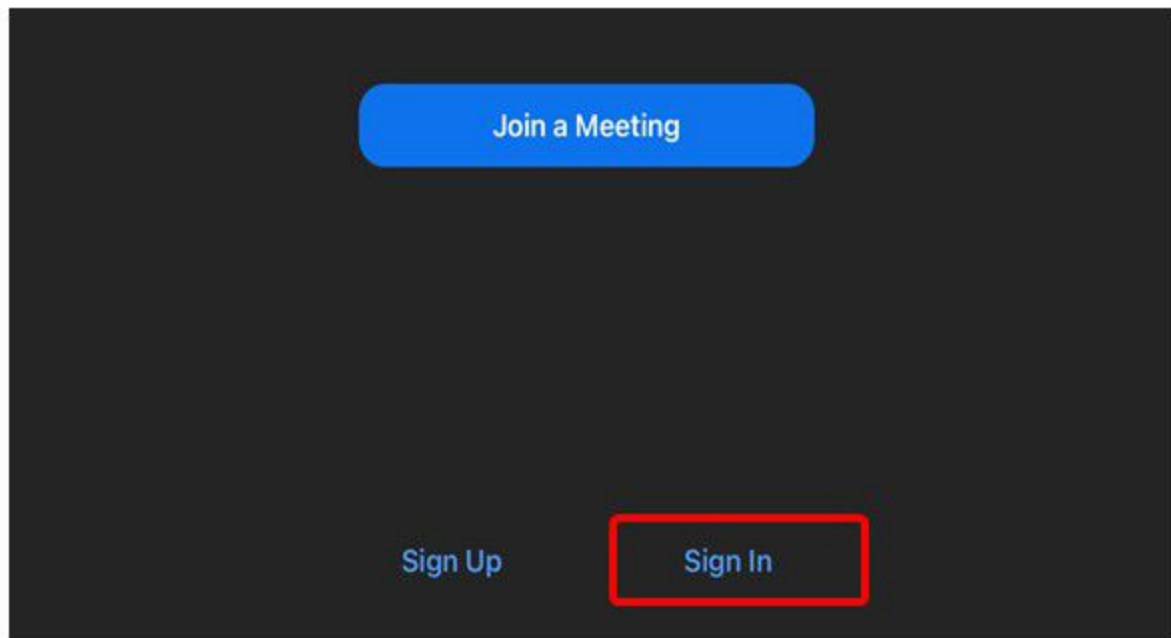
Step 1:

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



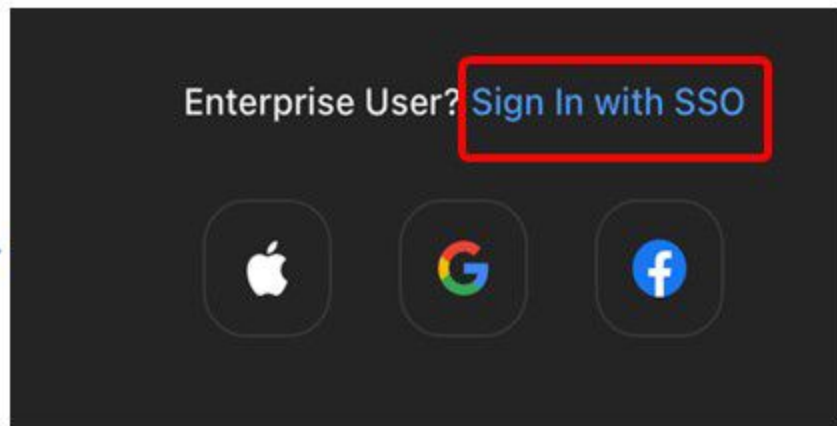
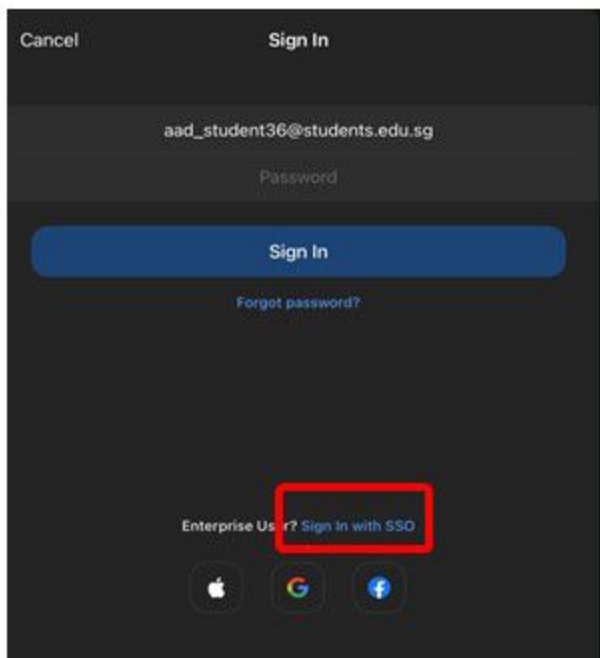
Step 2:

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



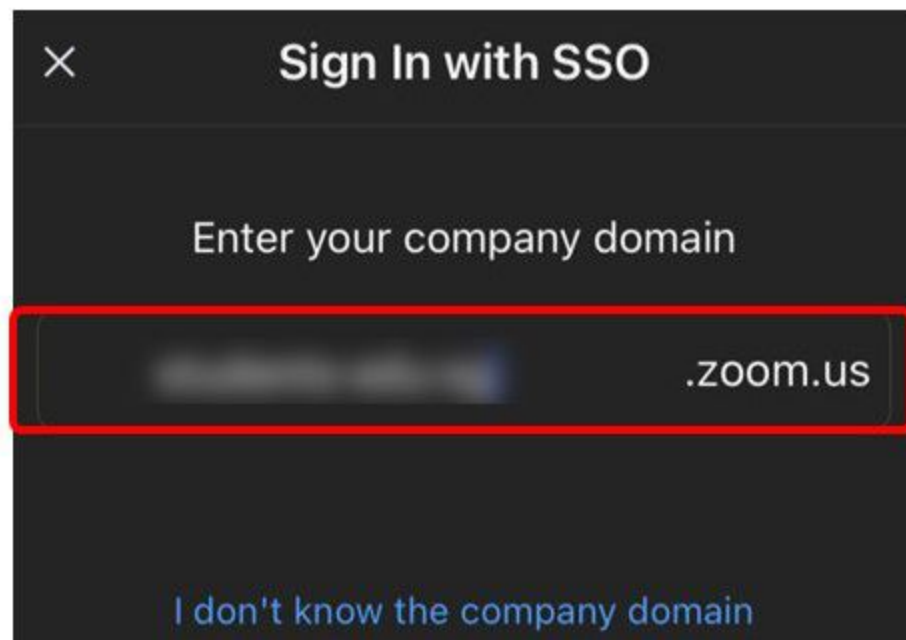
Step 3:

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'**.

Microsoft

Sign in

a

Can't access your account?

Back Next b

Step 5b:

Type in your **password** and **Tap** 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 address bar. The main heading is "Enter password". A red circle labeled "a" points to a password input field containing ten dots and a key icon with a dropdown arrow. Below the input field is a blue link that says "Forgot my password". At the bottom right, a red circle labeled "b" points to a blue "Sign in" button.

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**

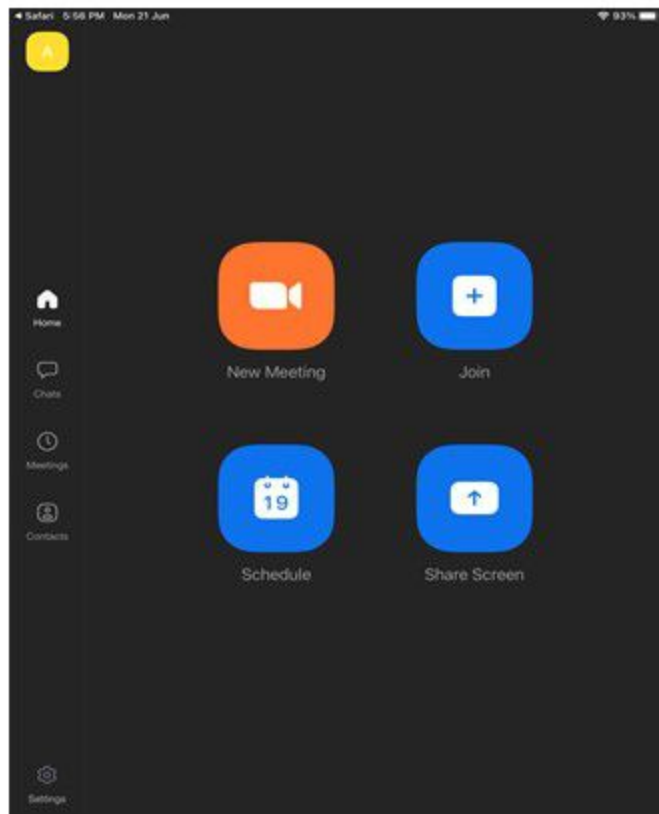
Step 6:

Tap 'Open'.

Open this page in "Zoom"?

Cancel

Open



Once you have reached this screen, you are done!

04

(Annex)

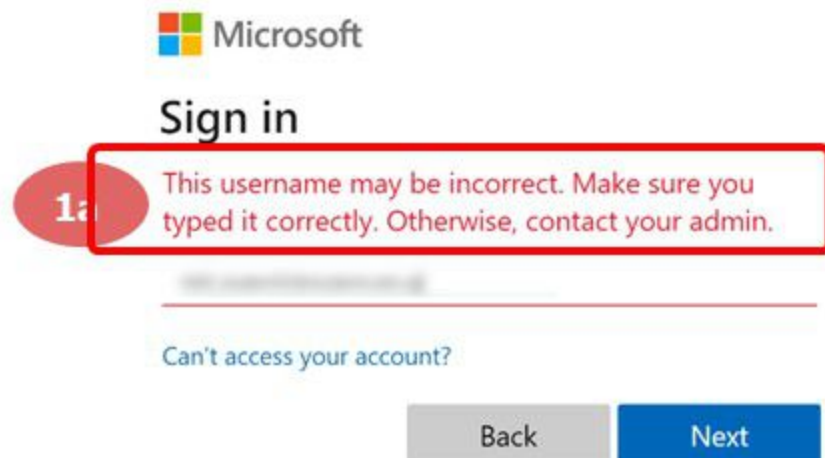
Troubleshooting

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.



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. It 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

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>