

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.**



Chrome



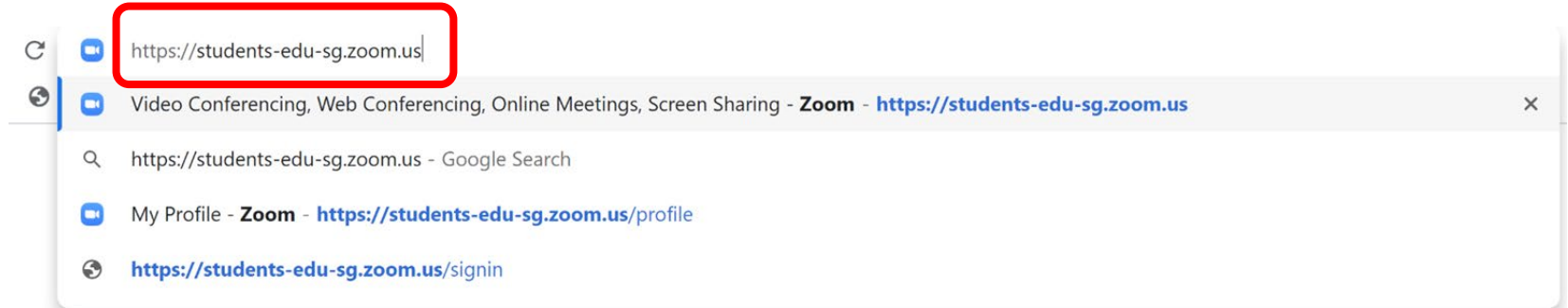
Microsoft
Edge



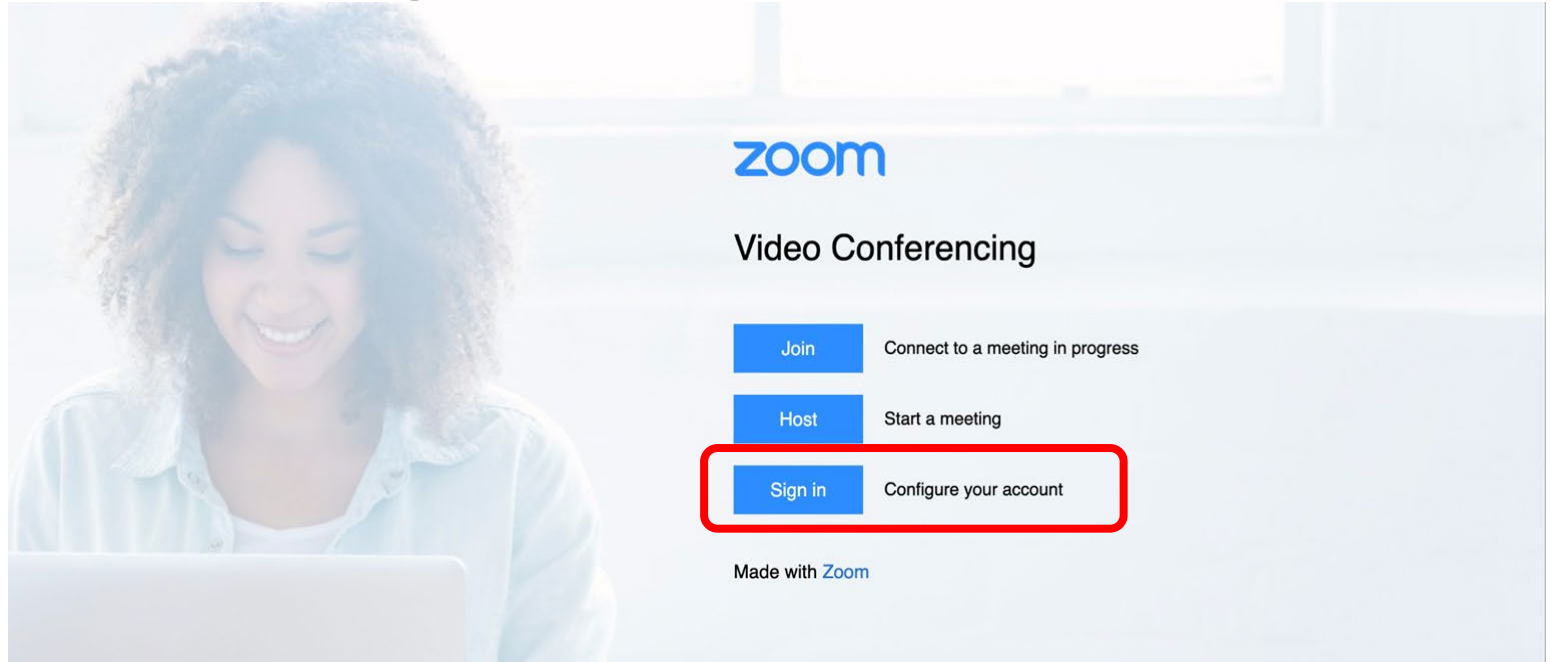
Safari

Step 2:

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

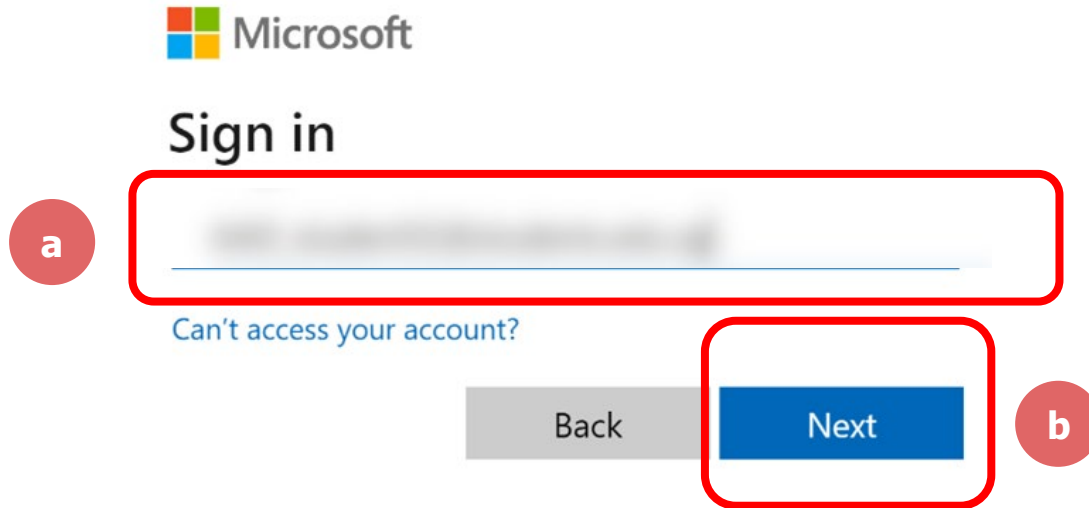


Step 3:
Click on 'Sign In'.



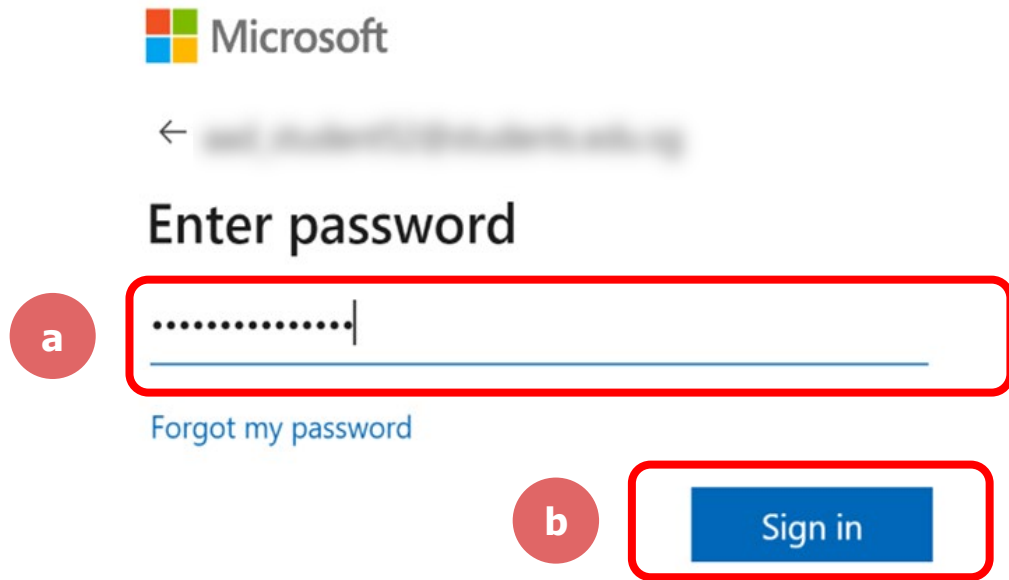
Step 4a:

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'**.



Stay signed in?

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

a

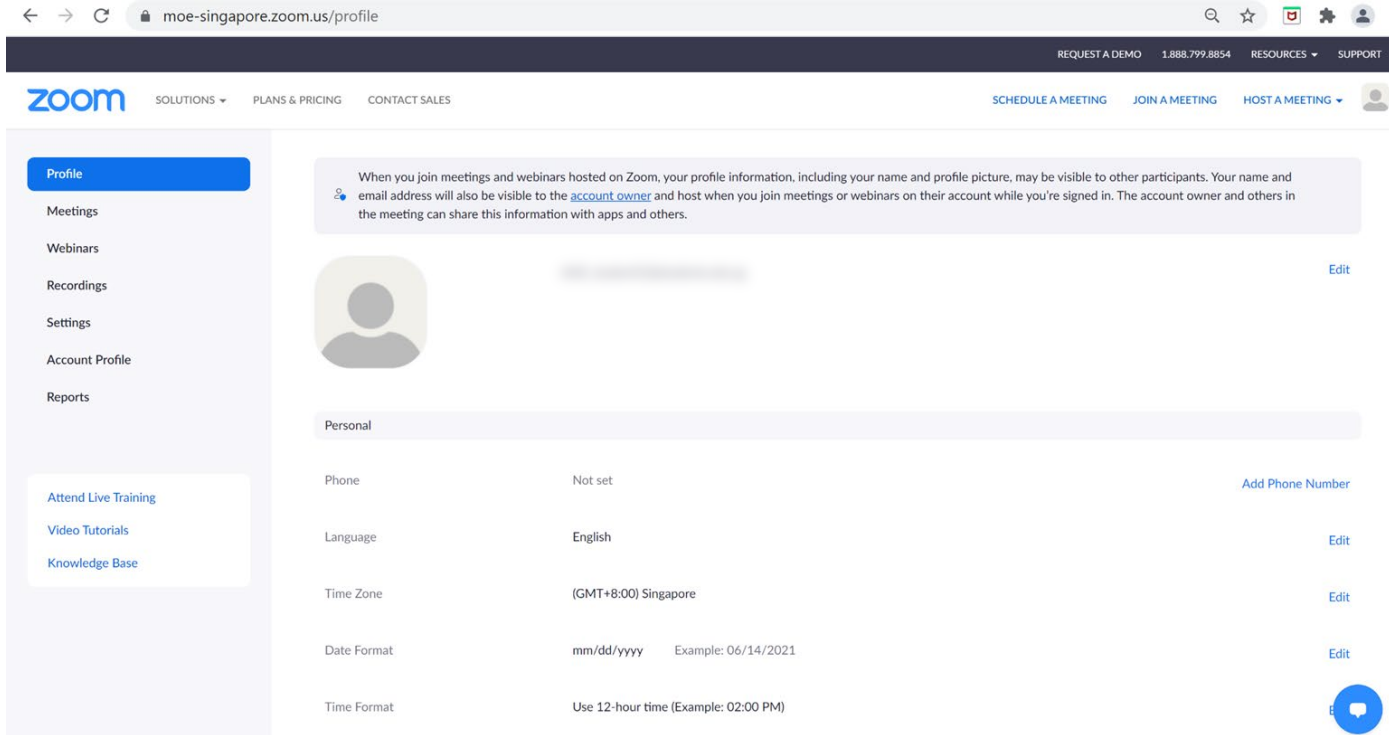
 Don't show this again

No

Yes

b

Once you have reached this screen, you are done!



The screenshot shows the Zoom profile page in a web browser. The address bar displays 'moe-singapore.zoom.us/profile'. The page header includes navigation links for 'REQUEST A DEMO', '1.888.799.8854', 'RESOURCES', and 'SUPPORT'. The Zoom logo and main navigation menu are visible, with options for 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING'. The left sidebar contains a menu with 'Profile' (highlighted), 'Meetings', 'Webinars', 'Recordings', 'Settings', 'Account Profile', and 'Reports'. Below the menu are links for 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area features a warning message about profile visibility, a profile picture placeholder with an 'Edit' link, and a 'Personal' section with the following details:

Field	Value	Action
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)	

A chat icon is located in the bottom right corner of the page.

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](#)

[Forgot?](#)

Keep me signed in

Sign In



Sign In with SSO



Sign In with Google



Sign In with Facebook

or

Step 4:

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

Sign In with SSO

a

Your company domain .zoom.us

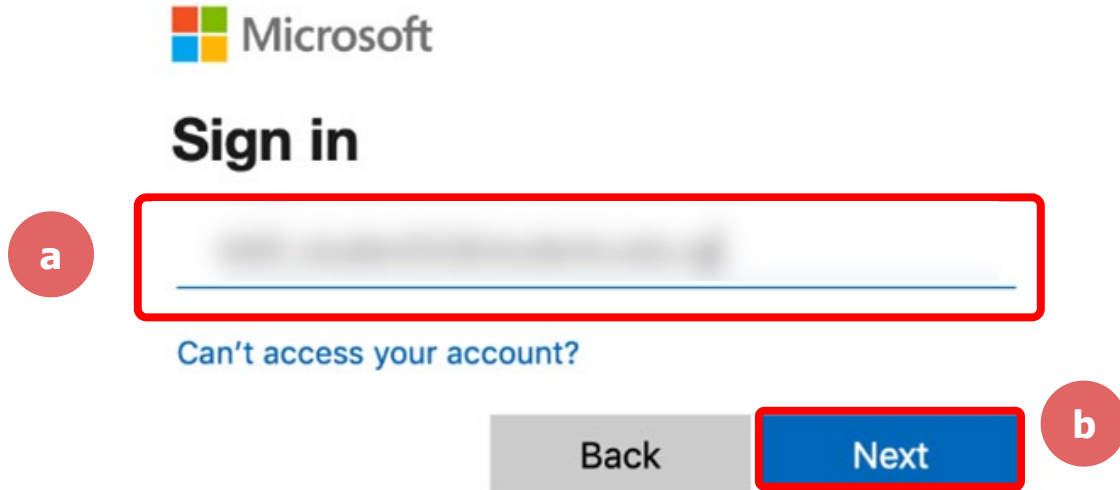
[I don't know the company domain](#)

Continue

b

Step 5a:

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



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 the link "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.

Microsoft

Sign in

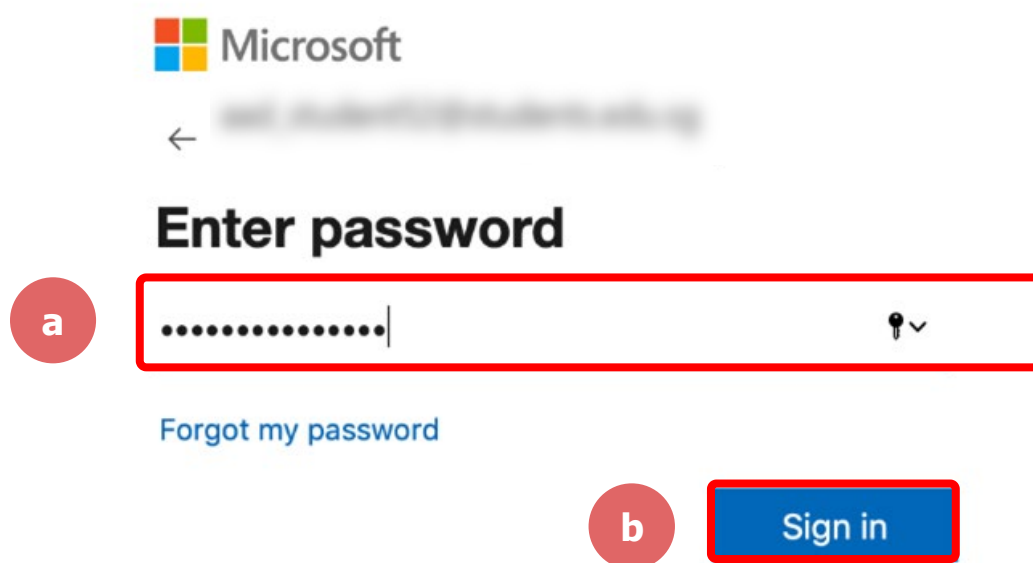
a

Can't access your account?

Back Next b

Step 5b:

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

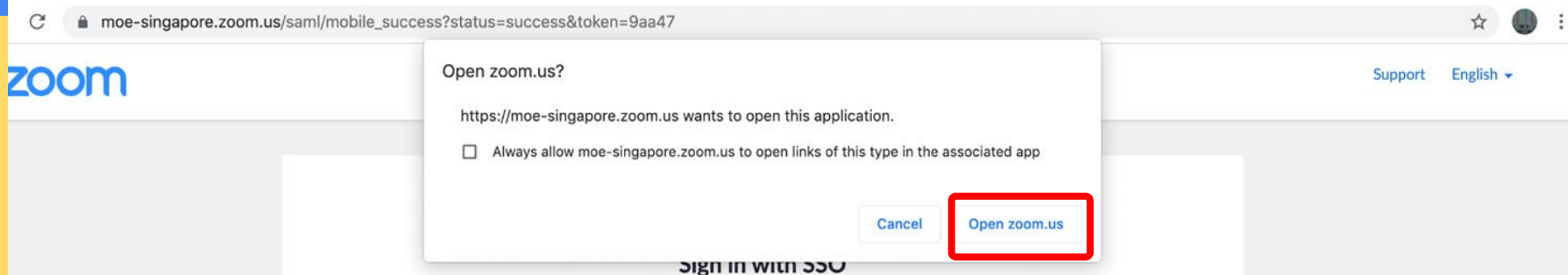
No

Yes

b

Step 6:

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

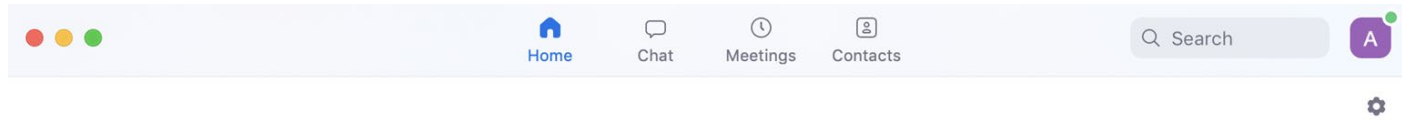


The screenshot shows a web browser window with the address bar displaying `moe-singapore.zoom.us/saml/mobile_success?status=success&token=9aa47`. The Zoom logo is visible in the top left. A dialog box titled "Open zoom.us?" is centered on the screen. The dialog contains the text "https://moe-singapore.zoom.us 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

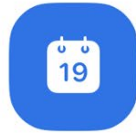
Once you have reached this screen, you are done!



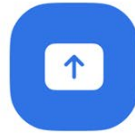
New Meeting ▾



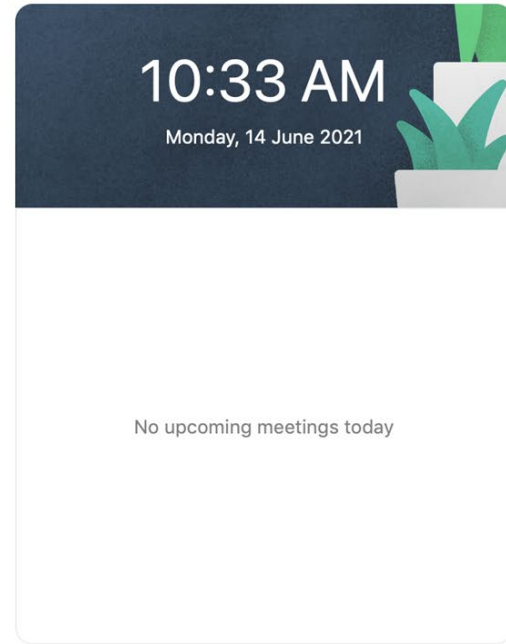
Join



Schedule



Share Screen



03

Accessing Zoom through the Mobile/Tablet App

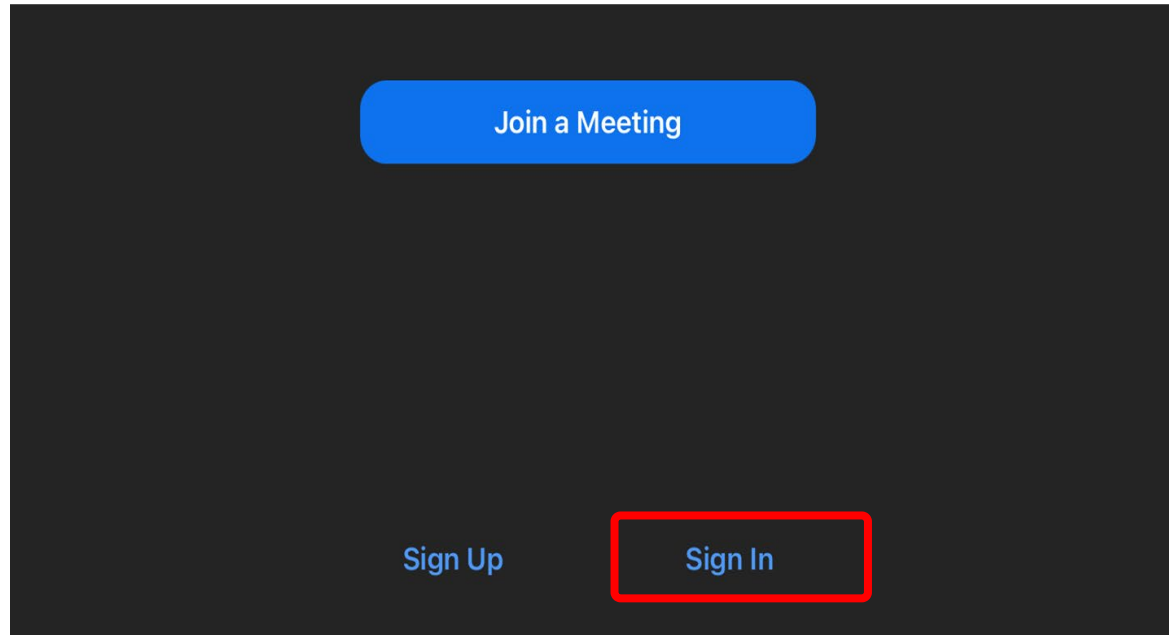
Step 1:

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



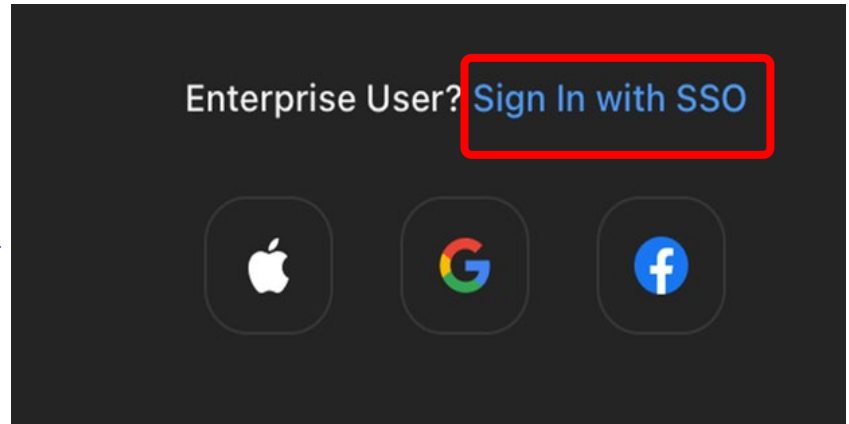
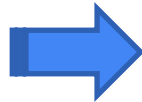
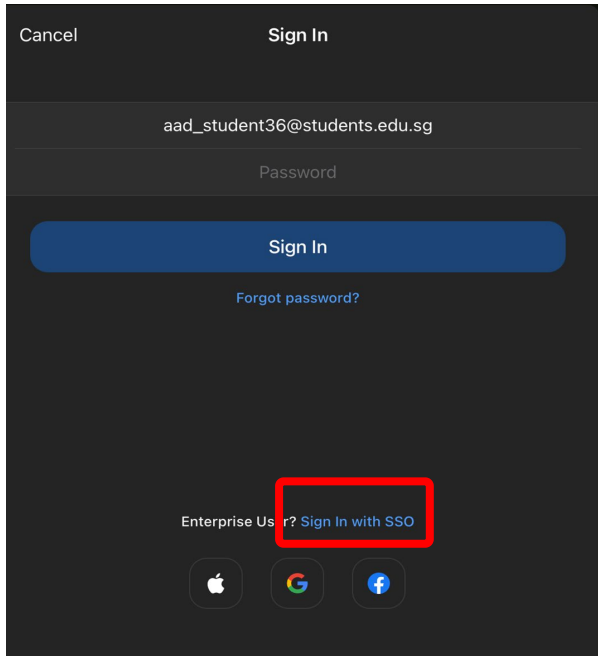
Step 2:

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.

× Sign In with SSO

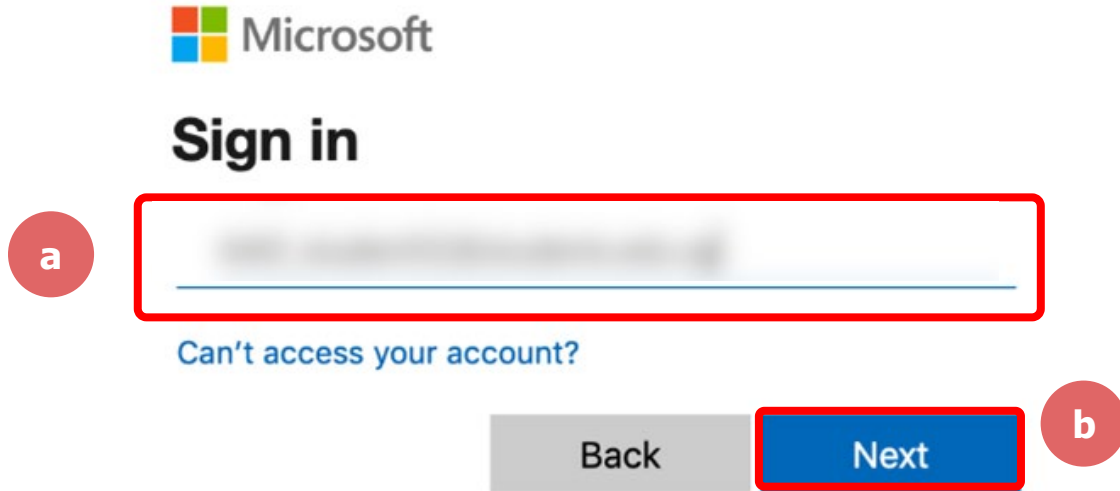
Enter your company domain

.zoom.us

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

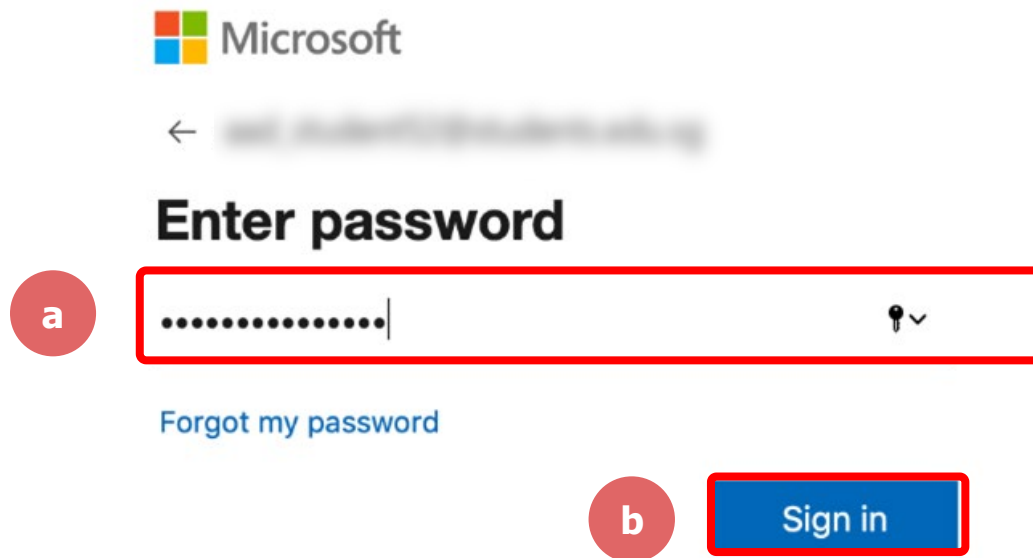
Step 5a:

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

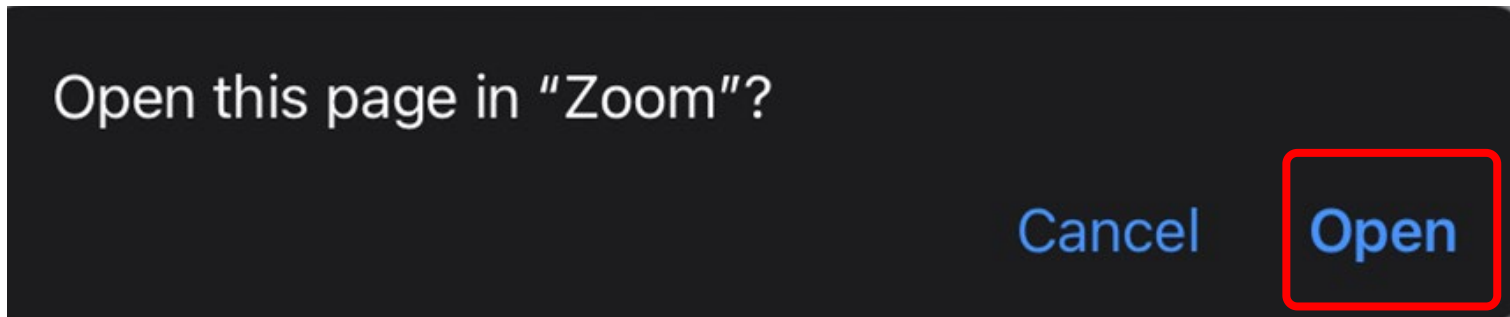
No

Yes

b

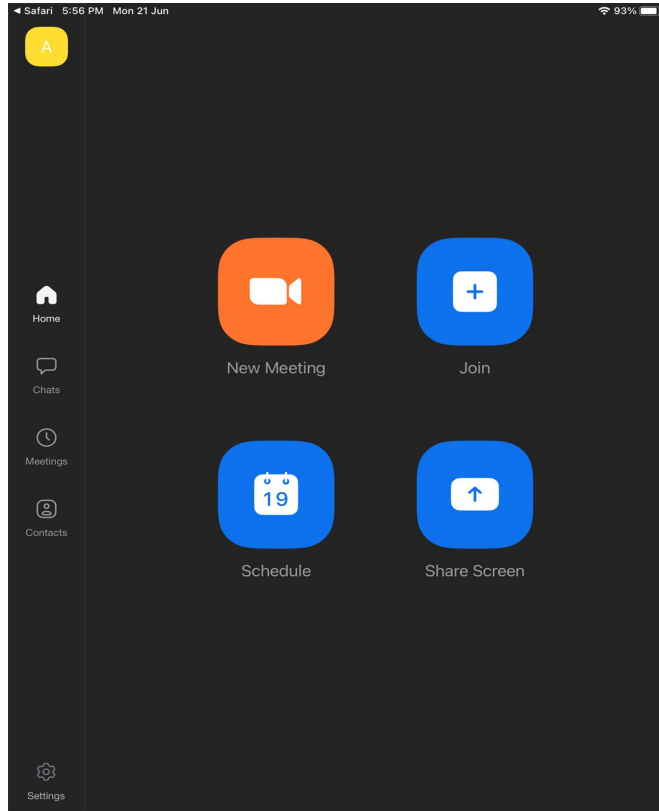
Step 6:

Tap 'Open'.





03



Once you have reached this screen, you are done!

04

(Annex)

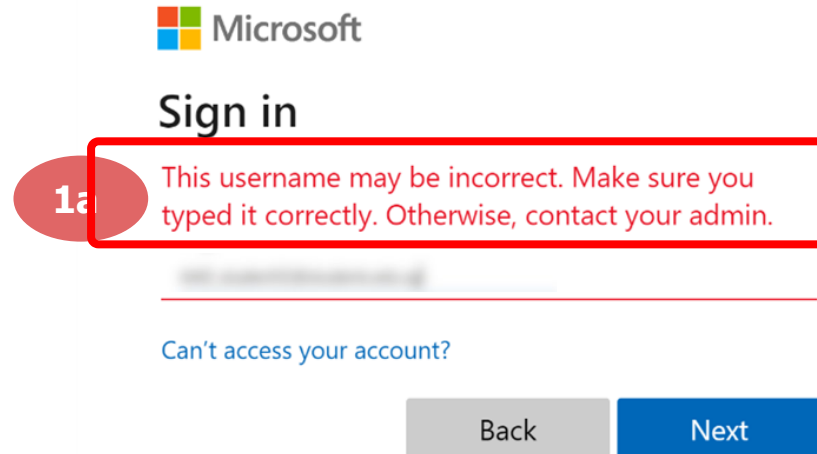
Troubleshooting

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.**

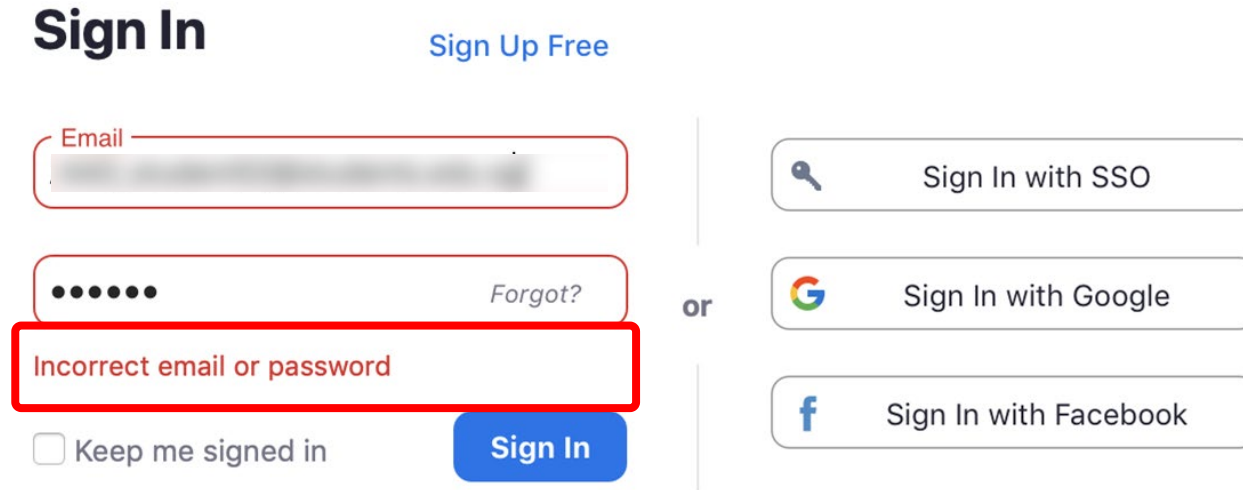
For **issue 1c** and **other password-related issues like forgot password or inactive account**, please approach **your teacher or school's MIMS Student Administrator (SA) to reset your password.**



*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 with the following elements:

- Sign In** (bold black text) and **Sign Up Free** (blue text) at the top.
- An **Email** input field with a red border, containing a blurred email address.
- A password input field with a red border, containing six dots and a **Forgot?** link.
- A red-bordered box containing the error message: **Incorrect email or password**.
- A checkbox labeled **Keep me signed in** and a blue **Sign In** button.
- An **or** separator between the form and the social login options.
- Three social login buttons: **Sign In with SSO** (with a key icon), **Sign In with Google** (with the Google logo), and **Sign In with Facebook** (with the Facebook logo).

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>

MJR Helpdesk

School Library, Level 4



For further enquiries, please contact:

Contact 1: DMA Administrator – Mr Winston Kok

Contact 2: Desktop Engineer – Ms Zawani

Opening hours: 7:30 – 9:00 a.m. and 2:30 – 4:00 p.m.