

[For student who resets MIMS password via MIMS Student Administrator (SA)]
Guide on Student iCON Login via MIMS (For Sec/JC/MI levels)

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Overview

- [Section 1 – Login to Student iCON](#)..... Page 3
- [Section 2 – Forgot MIMS Password?](#)..... Page 15
- [Section 2a – Self-Service Password Reset \(SSPR\)](#) Page 15
- [Section 2b – Password Reset by MIMS Student Administrator \(SA\)](#)..... Page 20
- [Section 3 – Troubleshooting instructions for potential onboarding issues](#)..... Page 21

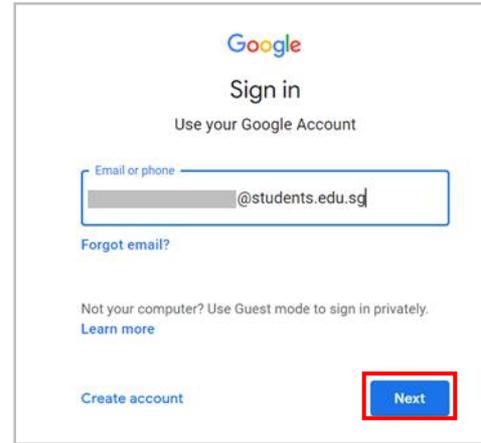
Section 1: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

If you forgot your MIMS password & answers to your MIMS challenge questions or have not set up your MIMS Challenge questions, approach your teachers or MIMS Student Administrator (SA) to reset password.

After your password has been reset, continue with the following steps.

Use your web browser* (e.g., Chrome, Safari) to access Student iCON at: <https://workspace.google.com/dashboard>

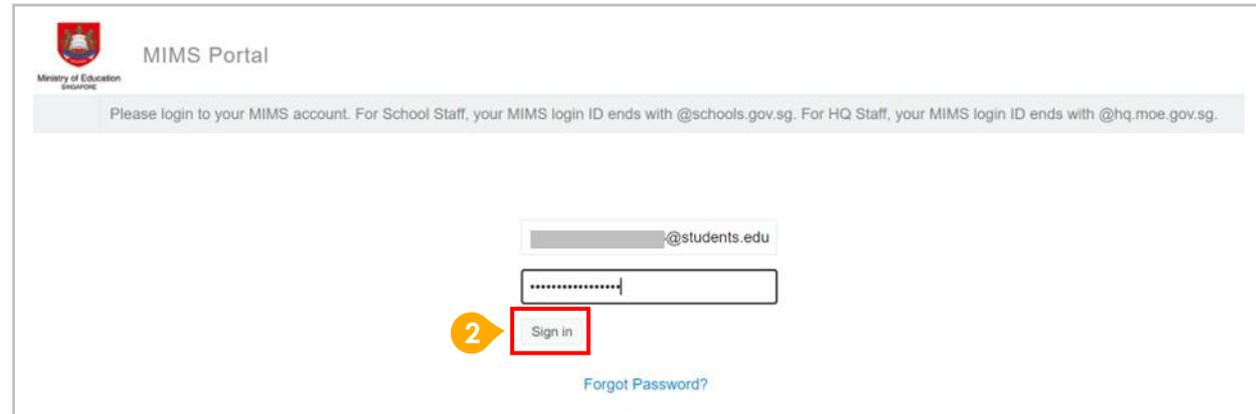


1 Enter your **Student iCON email address**. Click '**Next**'.

2 You will be directed to the **MIMS Portal** to authenticate your credentials.

Enter your **Student iCON email address** again, followed by your temporary **MIMS password**.

Click '**Sign in**'.



⚠ If you encounter issues during login, please refer to [Page 21 to 23](#) for troubleshooting instructions.

Section 1b: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

If you have **already set up your MIMS Challenge Questions**, skip to **Step 8** on **Page 7** to change your password.

If you have **not** set up your MIMS Challenge Questions, continue with **Step 3** below.

3 Enter your temporary **MIMS password** that your MIMS SA has provided after the password reset and click 'Sign in'.

MIMS Self Service Password Reset

Please Sign in

Please enter your password below. Your current password is required to access this application.

Password

3

Section 1b: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

- 4 Choose 3 of your preferred security questions and enter your answers.

Please note to enter short answers that are easy for you to remember.

- 5 When you are done, Click '**Save Answers**'.

Note: Please set up your MIMS Challenge Questions as it will enable you to reset your password using the Student Self-Service Password Reset (SSPR) in case you get locked out due to forgotten password in future.

MIMS Self Service Password Reset

Setup Security Questions

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

4

— Please select a question item from the list —

ⓘ

— Please select a question item from the list —

ⓘ

— Please select a question item from the list —

ⓘ

5 Save Answers

Section 1b: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

6 Check your selected security questions and answers.

To edit, select 'Go Back' to return to the previous step.

Once you have confirmed, Click '**Confirm Security Answers**'.

7 Success!

You have now successfully set up your MIMS Security Challenge Questions.

Click '**Continue**'.

Note: Please set up your MIMS Challenge Questions as it will enable you to reset your password using the Student Self-Service Password Reset (SSPR) in case you get locked out due to forgotten password in future.

MIMS Self Service Password Reset

Confirm Security Questions

Be sure your answers and questions are correct. Check the spelling and punctuation. In you are unable to remember your password, you will be able to access your account by supplying the answers to these security questions.

What is your favourite colour?

yellow

What is your favourite animal?

hamster

What is your favourite book?

The Good Earth

6

MIMS Self Service Password Reset

Success

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

7

Section 1b: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

- 8 Enter and confirm your new password, following the password requirement guidelines on the screen.

Click '**Change Password**'.

MIMS Self Service Password Reset

Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 12 characters long.
- The first character can not be a symbol (non letter or number).
- Must not include part of your name or user name.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)

Please type your new password

8

New Password 

Confirm Password

Change Password

Cancel

Section 1: Login to Student iCON

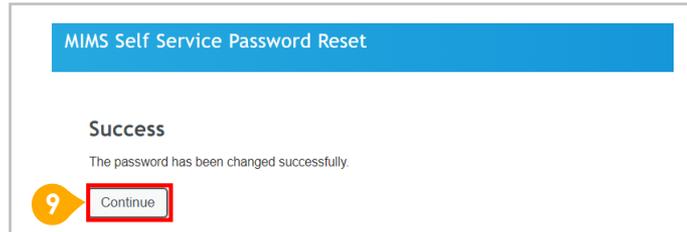
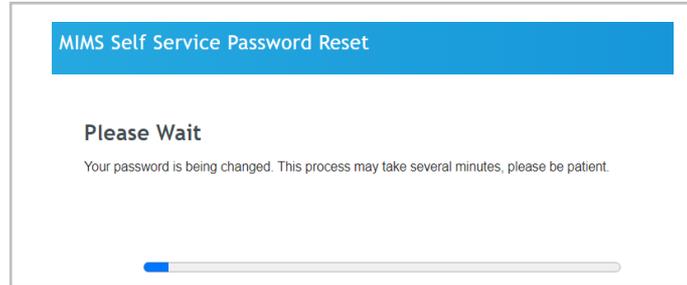
Student whose password reset by School's MIMS Student Administrator (SA)

9 Your password change will take some time to be completed.

Once password change is successful,

Click '**Continue**'.

You have successfully changed your password.

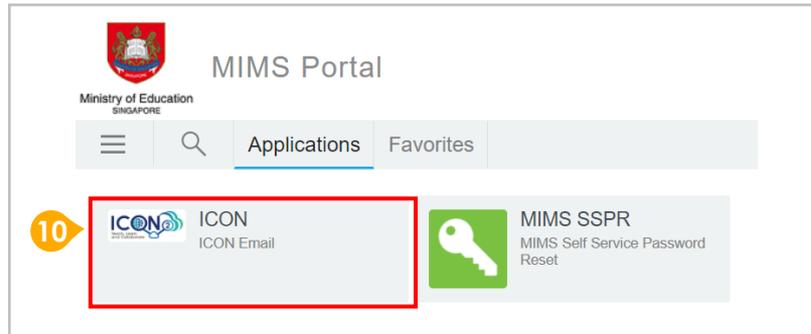


Section 1: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

10 You will be redirected to the MIMS Portal Applications page.

Click on '**ICON**'.

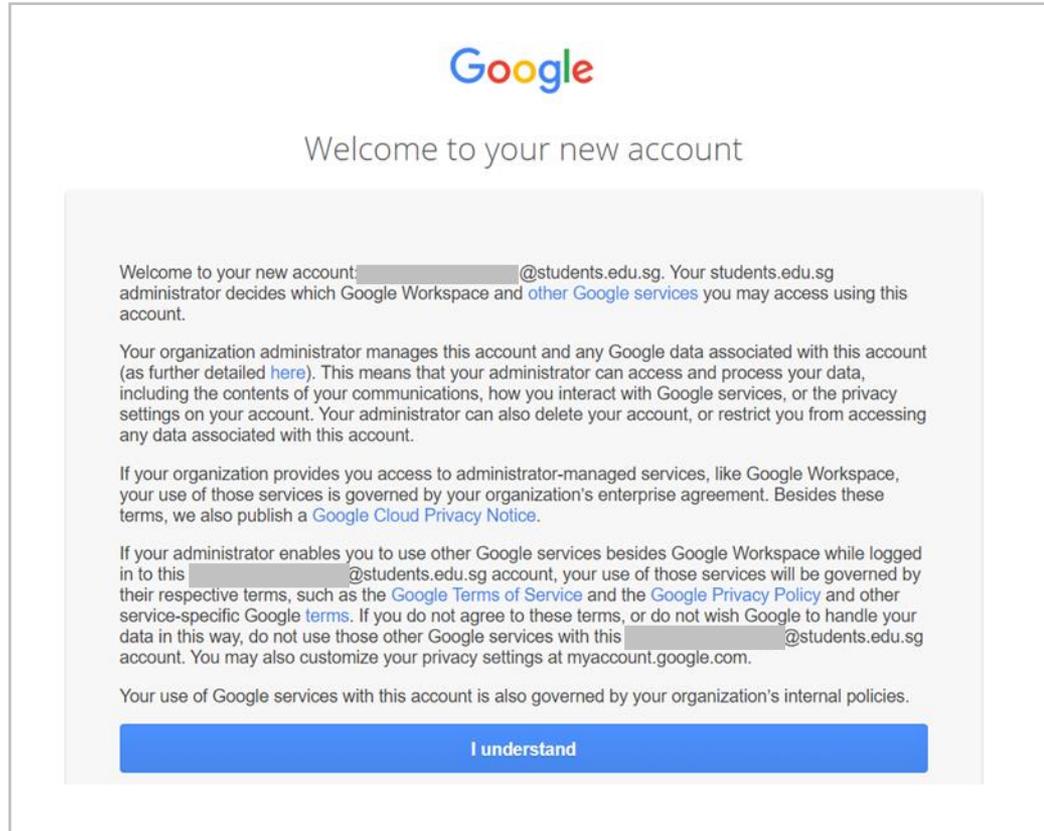


Section 1: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

If you have logged into your account before, you will not see this screen. Please proceed to **Step 12** on **Page 11**.

11 For newly onboarded students logging into your iCON accounts for the first time, please read and accept the terms & conditions in the use of this account by clicking '**I understand**'.





Welcome to your new account

Welcome to your new account: [redacted]@students.edu.sg. Your students.edu.sg administrator decides which Google Workspace and other Google services you may access using this account.

Your organization administrator manages this account and any Google data associated with this account (as further detailed [here](#)). This means that your administrator can access and process your data, including the contents of your communications, how you interact with Google services, or the privacy settings on your account. Your administrator can also delete your account, or restrict you from accessing any data associated with this account.

If your organization provides you access to administrator-managed services, like Google Workspace, your use of those services is governed by your organization's enterprise agreement. Besides these terms, we also publish a [Google Cloud Privacy Notice](#).

If your administrator enables you to use other Google services besides Google Workspace while logged in to this [redacted]@students.edu.sg account, your use of those services will be governed by their respective terms, such as the [Google Terms of Service](#) and the [Google Privacy Policy](#) and other service-specific Google terms. If you do not agree to these terms, or do not wish Google to handle your data in this way, do not use those other Google services with this [redacted]@students.edu.sg account. You may also customize your privacy settings at [myaccount.google.com](#).

Your use of Google services with this account is also governed by your organization's internal policies.

[I understand](#)

Section 1: Login to Student iCON

Student whose password reset by School's MIMS Student Administrator (SA)

12 Success!

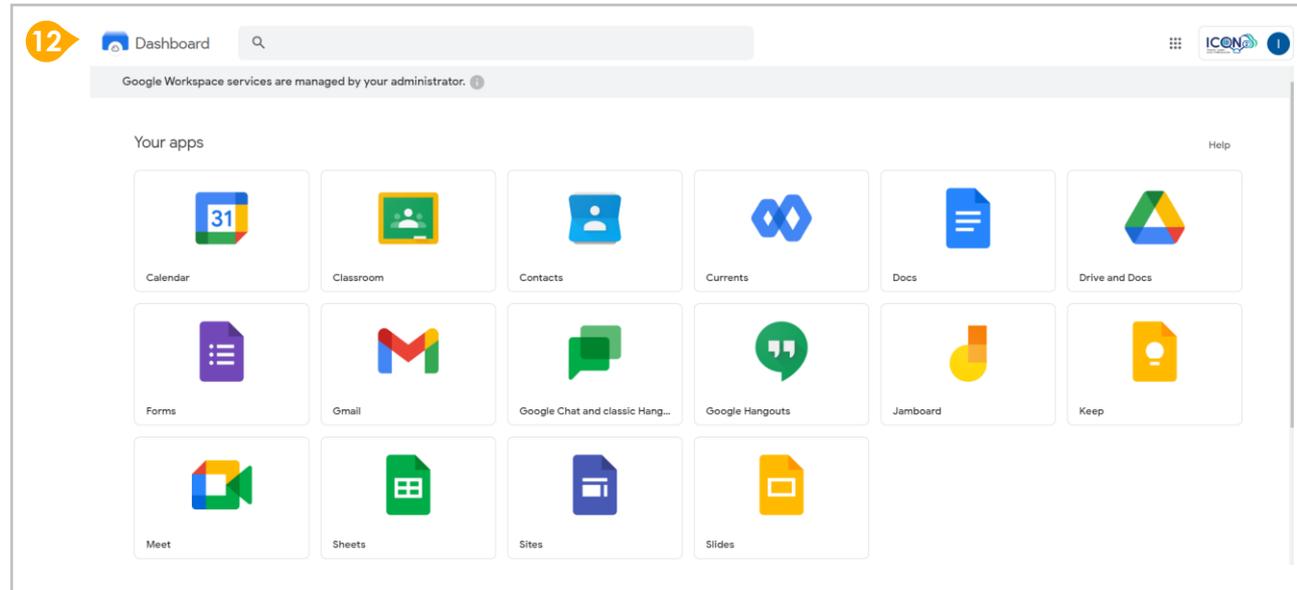
You have logged in to iCON workspace Dashboard.

You have completed the onboarding to MIMS.

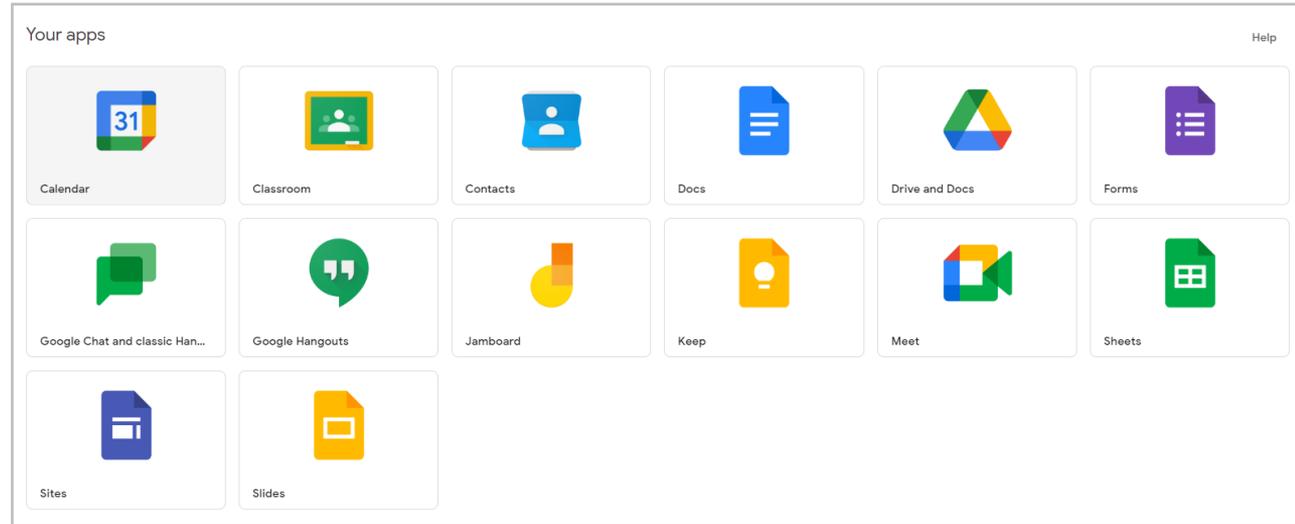
Please refer to following pages to verify the apps by school level:

- **Page 12 - Primary 1 to 3**
- **Page 13 - Primary 4 to 6**
- **Page 14 - Secondary and Junior College/MI**

Should you forget your MIMS password in future and need to reset it, please refer to **Section 2 on Page 15** in this guide.



Apps available for Primary 1 to 3:



Students in Primary 1 to 3 should see these apps on the Google Workspace Dashboard*.

Note: Certain apps such as Gmail are not available to the students.

 If you have apps shown on this slide that are missing from your account, please report it to your teacher. Your teacher will log a case with SSOE 2 Service Desk on your behalf.

* The Google Workspace Dashboard Page shown on the right is correct as of 15 May 2023. The apps shown may vary from time to time by Google.

Note: Google Chat app has been disabled till further notice. Therefore, you would not see it on your dashboard. Your teachers will update you when Google Chat has been enabled back.

Students in Primary 4 to 6 should see these apps on the Google Workspace Dashboard*.

Note: Certain apps such as Google Currents are not available to the students.

Primary 4 to 6 students can only send and receive emails to email addresses with:

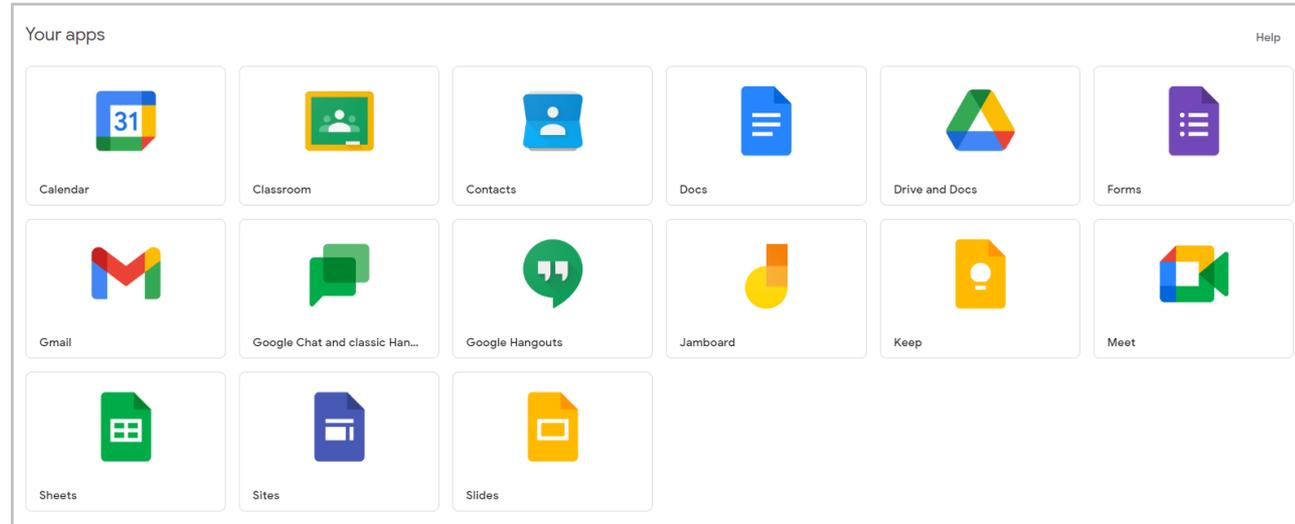
- @students.edu.sg
- @moe.gov.sg
- @moe.edu.sg
- @schools.gov.sg

 If you have apps shown on this slide that are missing from your account, please report it to your teacher. Your teacher will log a case with SSOE 2 Service Desk on your behalf.

* The Google Workspace Dashboard Page shown on the right is correct as of 15 May 2023. The apps shown may vary from time to time by Google.

Note: Google Chat app has been disabled till further notice. Therefore, you would not see it on your dashboard. Your teachers will update you when Google Chat has been enabled back.

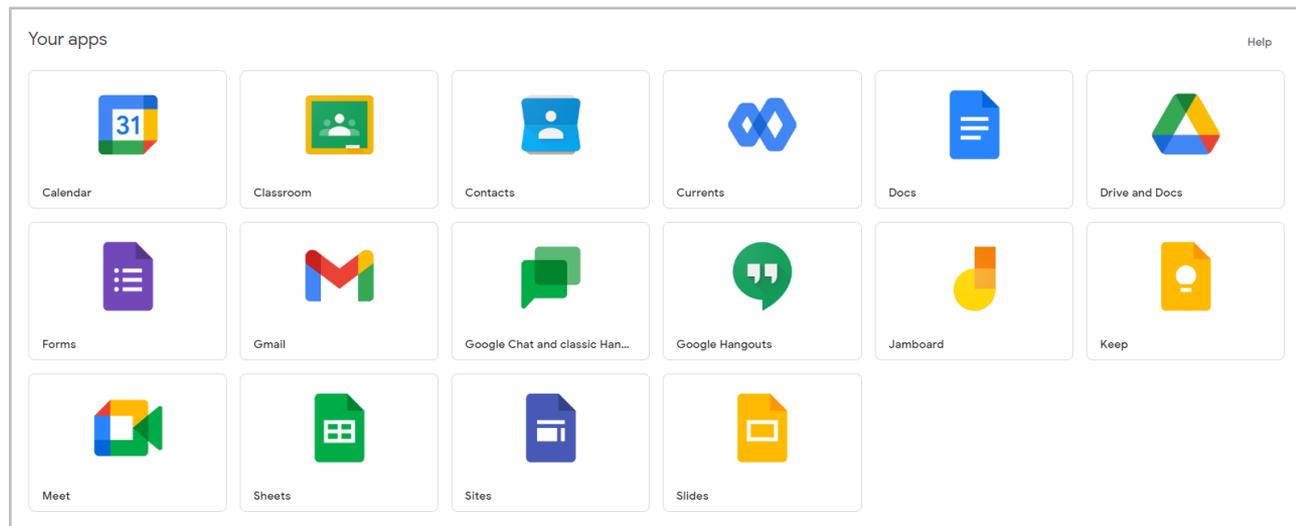
Apps available for Primary 4 to 6:



Students in Secondary and JC/MI should see these apps on the Google Workspace Dashboard*.

 If you have apps shown on this slide that are missing from your account, please report it to your teacher. Your teacher will log a case with SSOE 2 Service Desk on your behalf.

Apps available for Secondary and Junior College/MI:



* The Google Workspace Dashboard Page shown on the right is correct as of 15 May 2023. The apps shown may vary from time to time by Google.

Note: Google Chat app has been disabled till further notice. Therefore, you would not see it on your dashboard. Your teachers will update you when Google Chat has been enabled back.

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

Note: Prior to using this '**Forgot Password?**' feature, you should have already set up your MIMS Security Challenge Questions. *If you have not done so, please approach your teachers for help.*

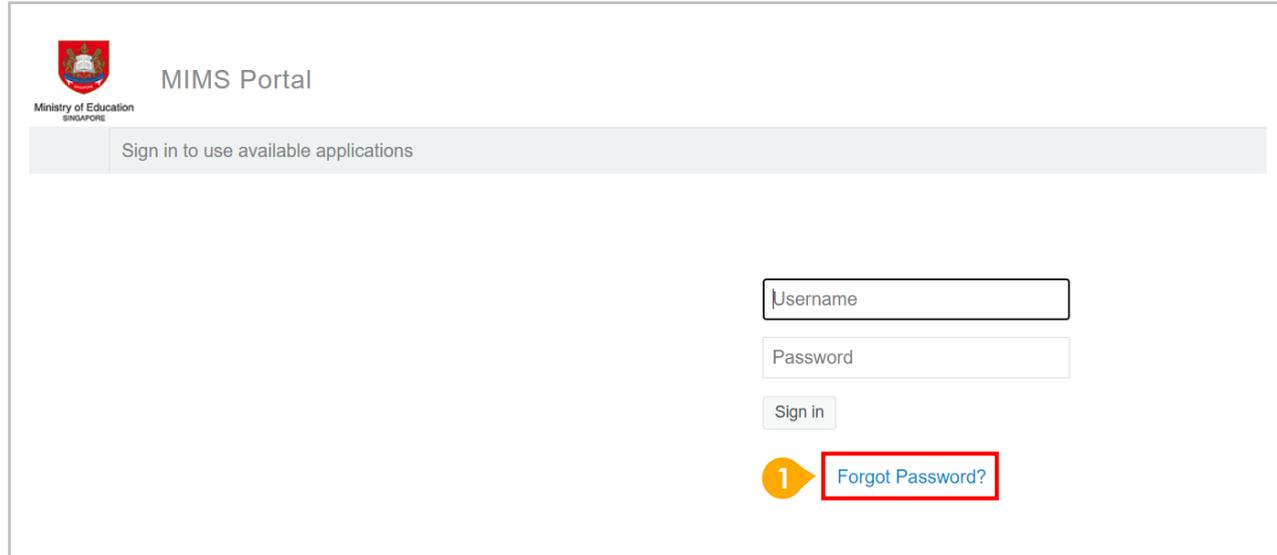
Use your web browser* (e.g., Chrome, Safari) to access **MIMS Portal** at:
<https://mims.moe.gov.sg/sspr>

1 You will be directed to the **MIMS Portal**.

If you have forgotten your password,

Click '**Forgot Password?**' to perform Self-Service Password Reset (SSPR)

If your account has been locked due to too many failed login attempts due to incorrect password, refer to **Page 19** after clicking '**Forgot Password?**'.



MIMS Portal

Ministry of Education
SINGAPORE

Sign in to use available applications

Username

Password

Sign in

1 **Forgot Password?**

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

2 Enter your **Student iCON email address**. Click '**Search**'.

3 You will be prompted to answer two security questions that you have set earlier in order to perform a self-service password reset.

Enter your answers to the questions correctly and click '**Check Answers**'

However, if you are unable to perform self-service password reset as you have forgotten the answers to your security challenge questions or encounter error screenshot on [page 20](#), please approach your teachers or MIMS Student Administrator (SA) to reset your password.

MIMS Self Service Password Reset

Forgotten Password

If you have forgotten your password, follow the prompts to reset your password.

Username

2 Search Cancel

MIMS Self Service Password Reset

Forgotten Password

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is your favourite colour?

What is your favourite book?

3 Check Answers Cancel

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

4 You will then be prompted to change your password.

Enter and confirm your new password, following the password requirement guidelines on the screen.

Click '**Change Password**'.

Great!

You have changed your password successfully.

MIMS Self Service Password Reset

Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 12 characters long.
- The first character can not be a symbol (non letter or number).
- Must not include part of your name or user name.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)

Please type your new password

New Password

Confirm Password

4

Section 2a: Forgot MIMS Password?

Self-Service Password Reset (SSPR)

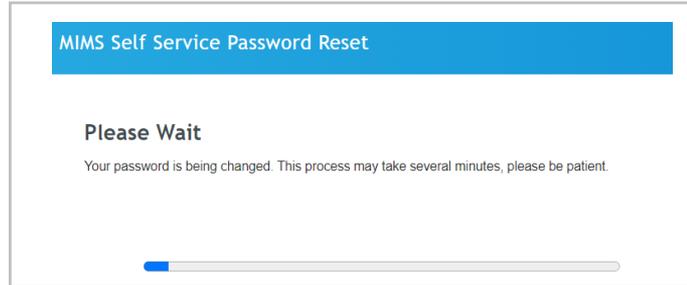
5 Your password change will take some time to be completed.

Once password change is successful,

Click '**Continue**'.

Great!

You have changed your password successfully.

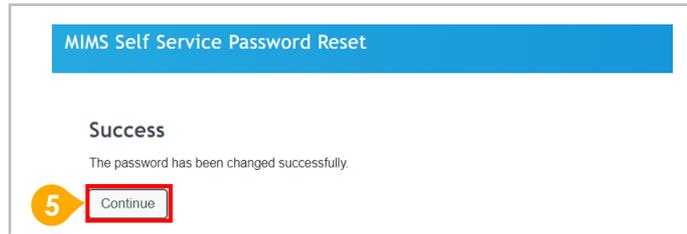


MIMS Self Service Password Reset

Please Wait

Your password is being changed. This process may take several minutes, please be patient.

A progress bar is shown at the bottom of the screen, with a small blue segment on the left side.



MIMS Self Service Password Reset

Success

The password has been changed successfully.

5

For Account Lockout (due to multiple incorrect password entries)

- 6 If you have too many failed login attempts due to incorrect password, your account will be locked.

If you click on the '**Forgot Password?**' feature and have answered your MIMS security challenge questions correctly, you will see this screen.

Click on '**Unlock Password**' to access your account with your existing password.

- 7 If you are unable to remember your password, you may set a new password by clicking on '**Change Password**'

MIMS Self Service Password Reset

Forgotten Password

Your account has been locked due to excessive incorrect login attempts. You may continue by unlocking your account or by changing your password.

6 **Unlock Password** Unlock your account. If you remember your password, you can unlock your account by selecting this option. Your password will not be changed.

7 **Change Password** Set a new password. If you have forgotten your password and would like to set a new one, click here. Your account will also be unlocked when you set a new password.

Cancel

Section 2b: Forgot MIMS Password?

Password Reset by School's MIMS Student Administrator (SA)

1 If you are unable to perform Self-Service Password Reset (SSPR) as you have forgotten the answers to your MIMS security challenge questions (*shown in screenshot on the right*) or other reasons, your password reset must be performed by the **MIMS Student Administrator (SA)**.

Please approach your teachers or MIMS SA for assistance.

After your password has been reset, refer to [page 3 to 14 of this guide](#) to login Student iCON.

MIMS Self Service Password Reset

Forgotten Password

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

1 One or more responses are not correct. Please try again.

What is your favourite sport or hobby?

What is your favourite animal?

Check Answers Cancel

Section 3: Troubleshooting instructions for potential onboarding issues

Possible issues you may encounter when onboarding to Student iCON:

For issues A to C, please report it to your teacher who will log a case with SSOE Service Desk:

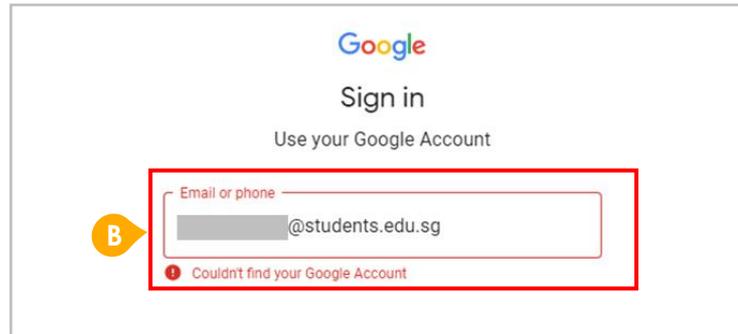
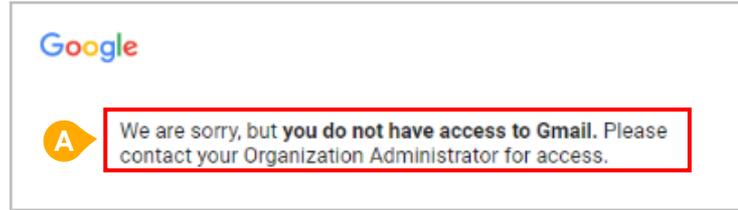
- A** When you use a web browser to visit a Google app on your dashboard and see this error message.

Note: Certain apps are disabled. For example, Gmail app is disabled for primary 1 to 3

- B** The email address you have provided for the Google or MIMS Portal Sign In page cannot be found.
- C**

Note for Issue B & C:

Please ensure that you have typed in your Student iCON email address correctly. Please check with your teachers if you are unsure about your Student iCON email address (ending with @students.edu.sg).



Section 3: Troubleshooting instructions for potential onboarding issues

Possible issues you may encounter when onboarding to Student iCON:

For issue D, E, F or other MIMS password-related issues, e.g. forgotten password or inactive account, please approach your school's MIMS Student Administrator (SA) to reset your password.

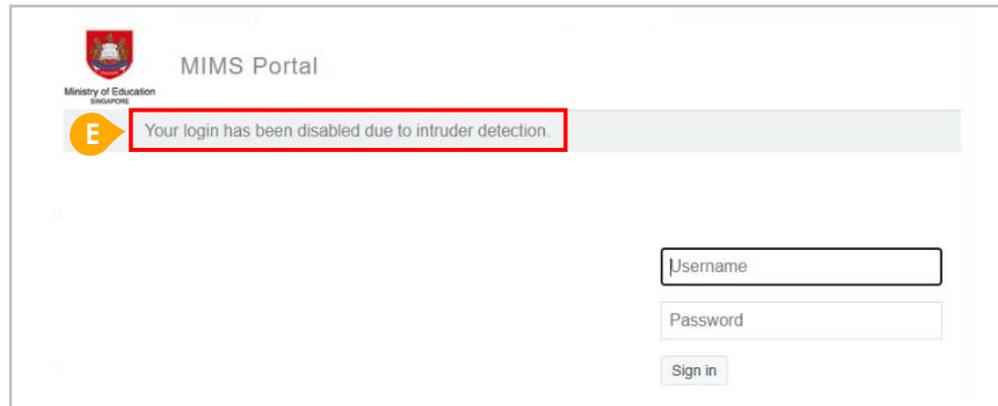
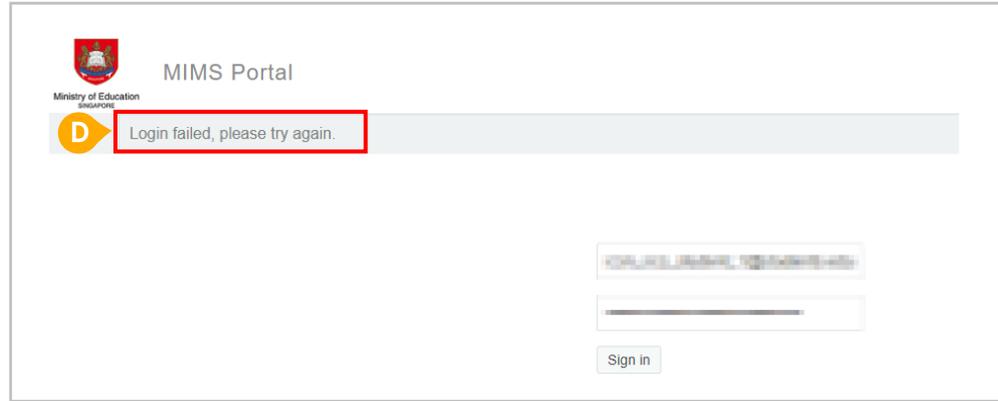
D The password you have provided is incorrect.

Please ensure that you have typed in your MIMS password correctly. Avoid keying in your password repeatedly after being prompted "Login failed..." as this will cause your account to be locked out.

if you have earlier set up the Self-Service Password Reset (SSPR) feature, you may use this to reset your password. Please refer to Section 2 in this guide on [Page 15](#).

E Your account has been locked out due to multiple incorrect password attempts.

if you have earlier set up the Self-service Password Reset (SSPR) feature, you may use this to reset your password. Please refer to Section 2 in the guide on [Page 19](#).



Section 3: Troubleshooting instructions for potential onboarding issues

Possible issues you may encounter when onboarding to Student iCON:

For issue D, E, F or other MIMS password-related issues, e.g. forgotten password or inactive account, please approach your school's MIMS Student Administrator (SA) to reset your password.

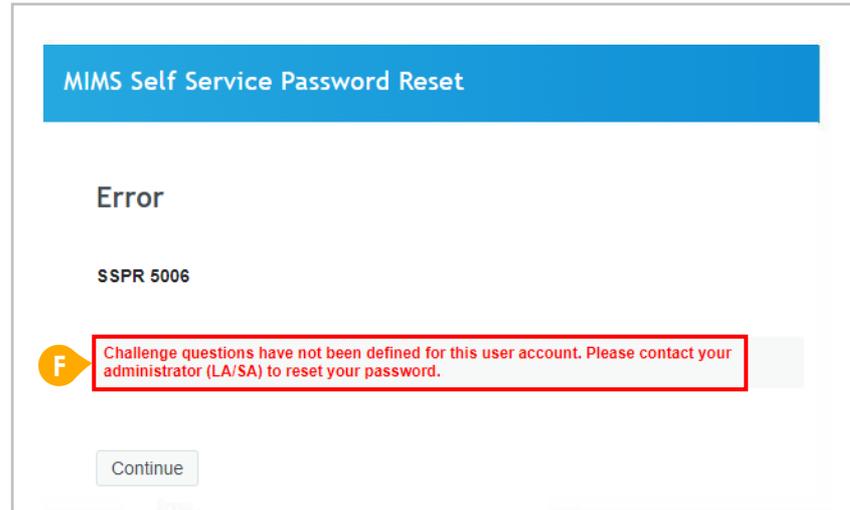
F This screen will be encountered when you select '**Forgot Password?**' but MIMS Security Challenge Questions have not been set up.

Please approach your teachers or MIMS SA for help to set up your MIMS Security Challenge Questions and reset your password.

G You may see this screenshot after keying your temporary MIMS password (after MIMS SA/teacher resets your password) when logging in.

Click "**Continue**" to proceed.

Please also report it to your teacher who will log a case with SSOE Service Desk on this error message.



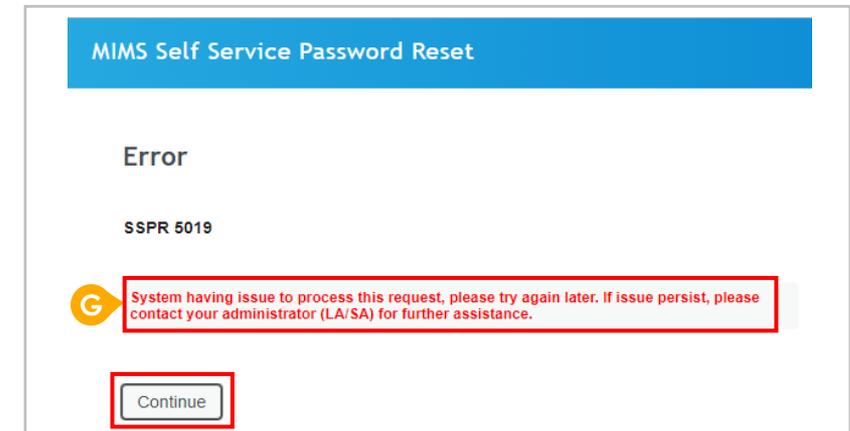
MIMS Self Service Password Reset

Error

SSPR 5006

F Challenge questions have not been defined for this user account. Please contact your administrator (LA/SA) to reset your password.

Continue



MIMS Self Service Password Reset

Error

SSPR 5019

G System having issue to process this request, please try again later. If issue persist, please contact your administrator (LA/SA) for further assistance.

Continue