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.**

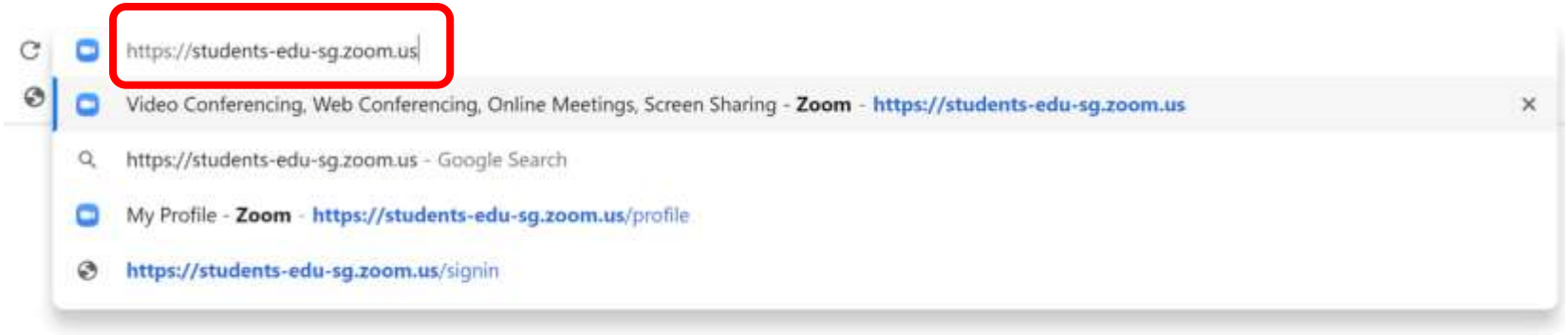
Chrome

Microsoft Edge

Safari

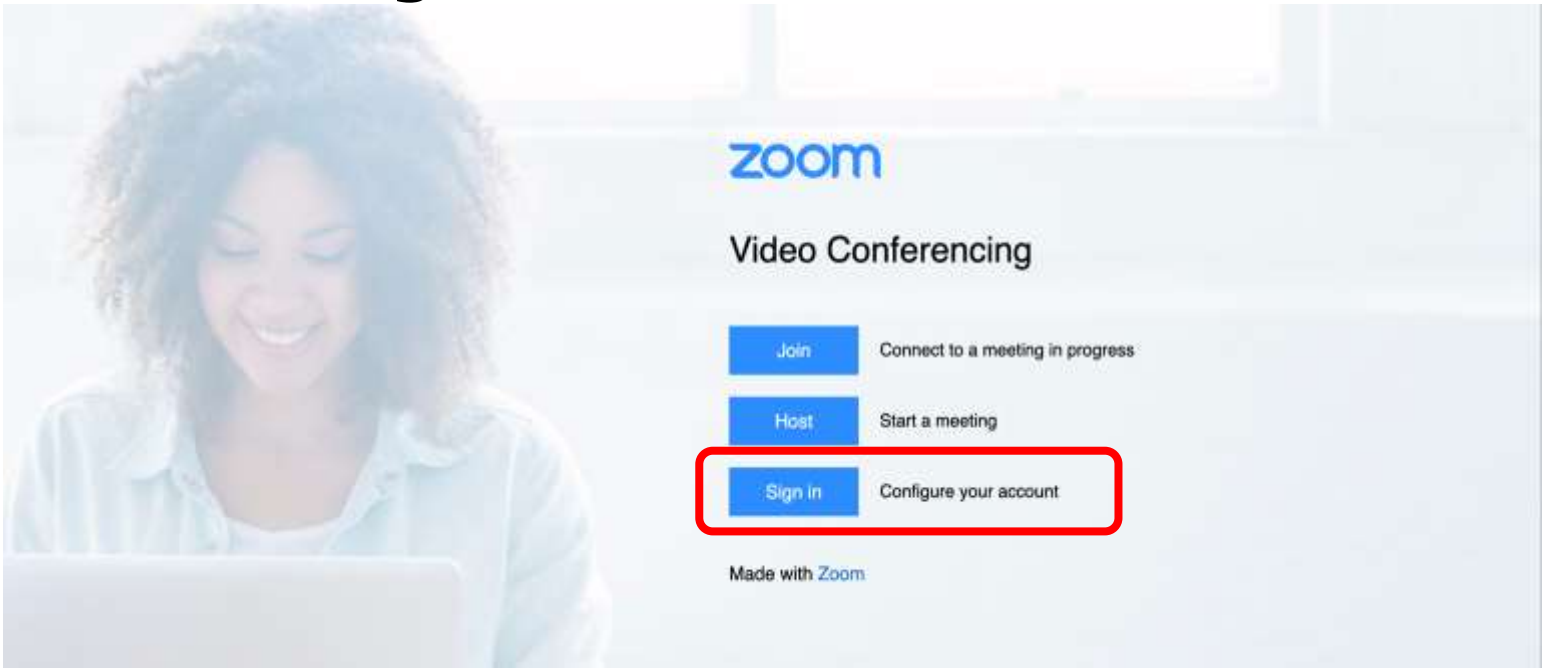
Step 2:

Type ‘https://students-edu-sg.zoom.us’ into the address bar.



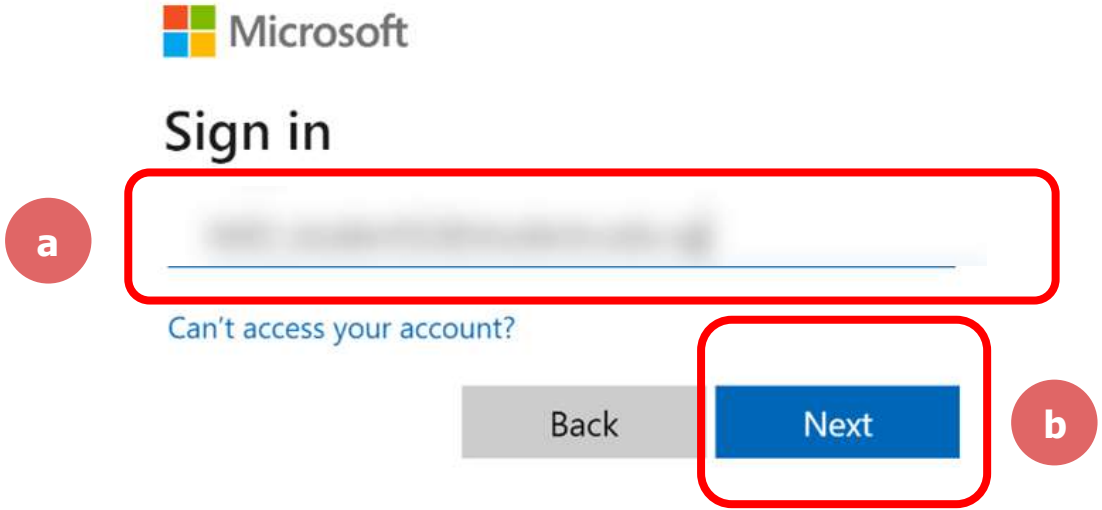
Step 3:

Click on ‘Sign In’.



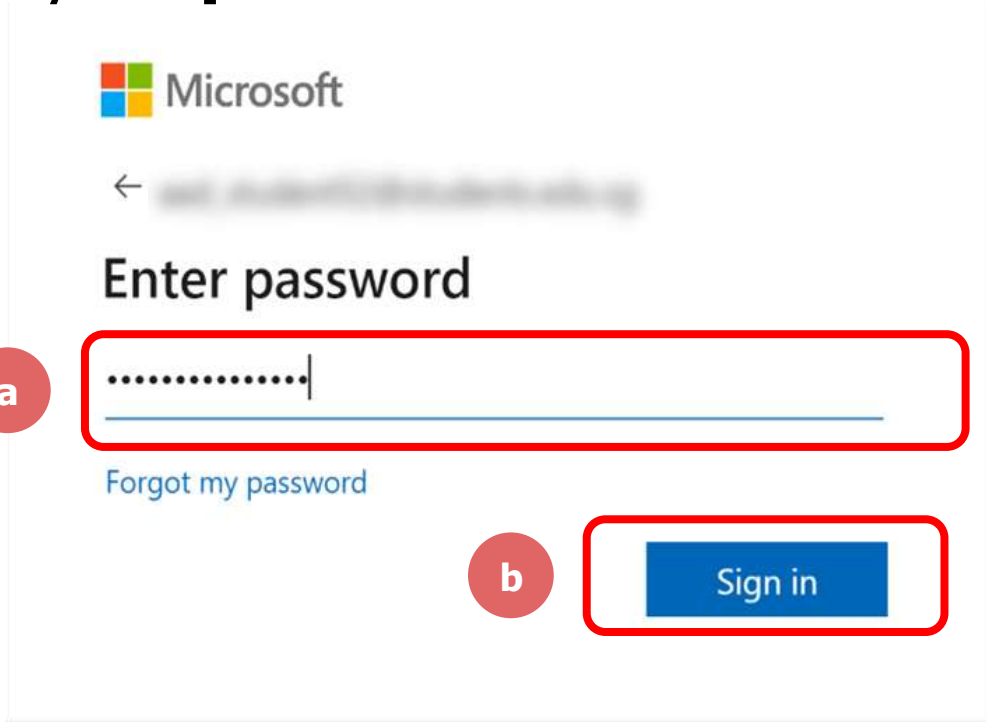
Step 4a:

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



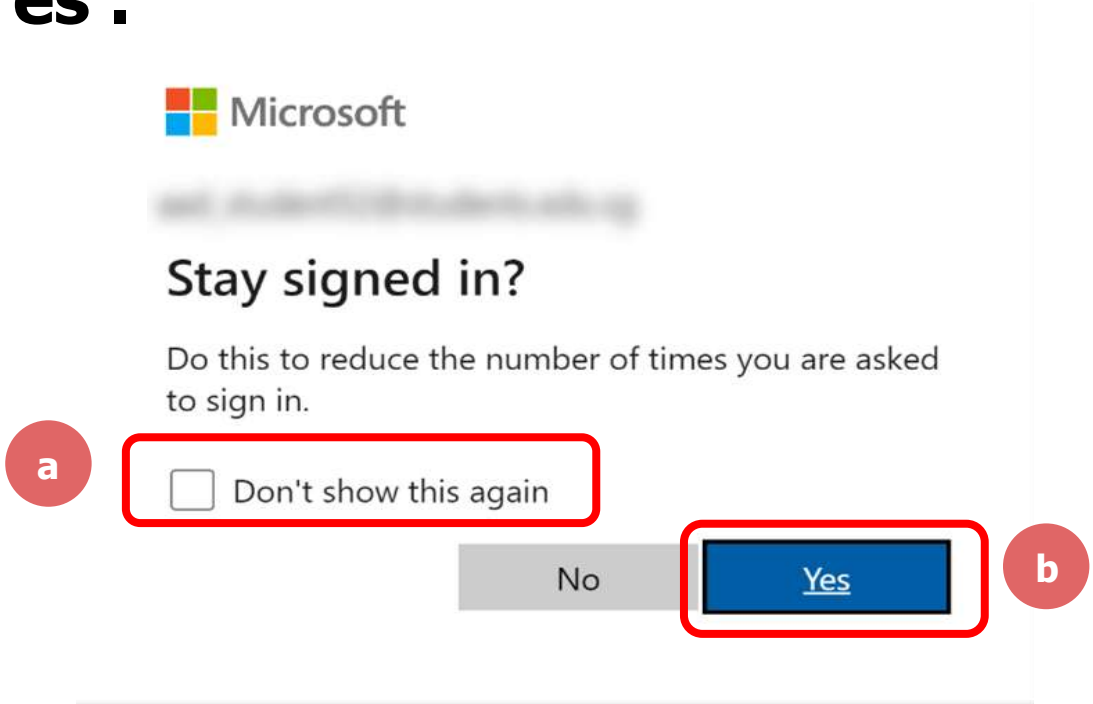
Step 4b:

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



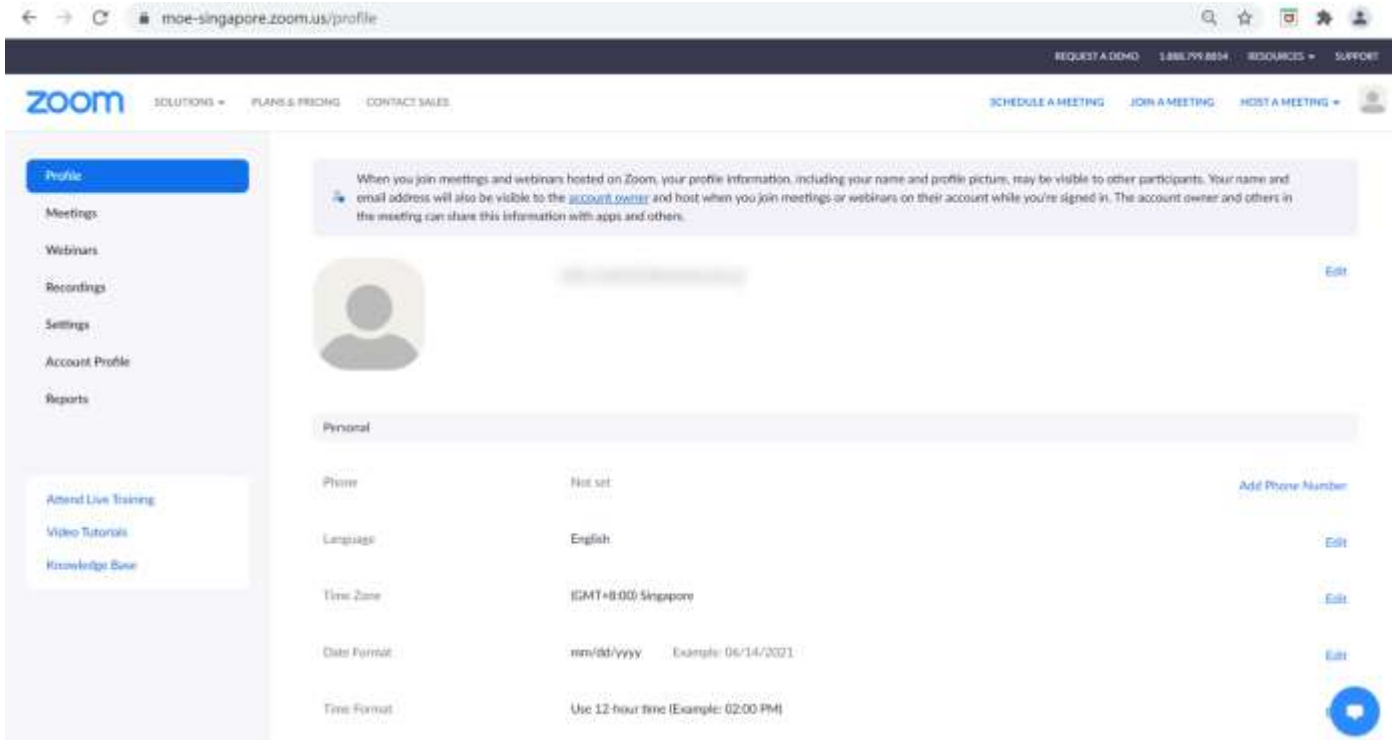
Step 4c:

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



01

Once you have reached this screen, you are done!



02

Accessing Zoom through the Desktop App

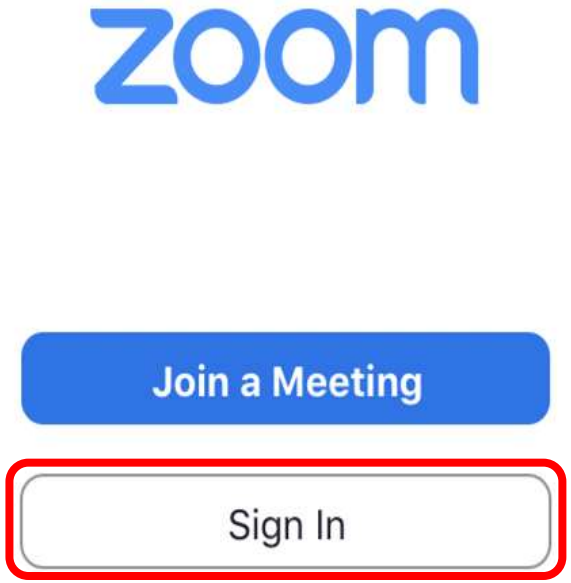
Step 1:

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

02

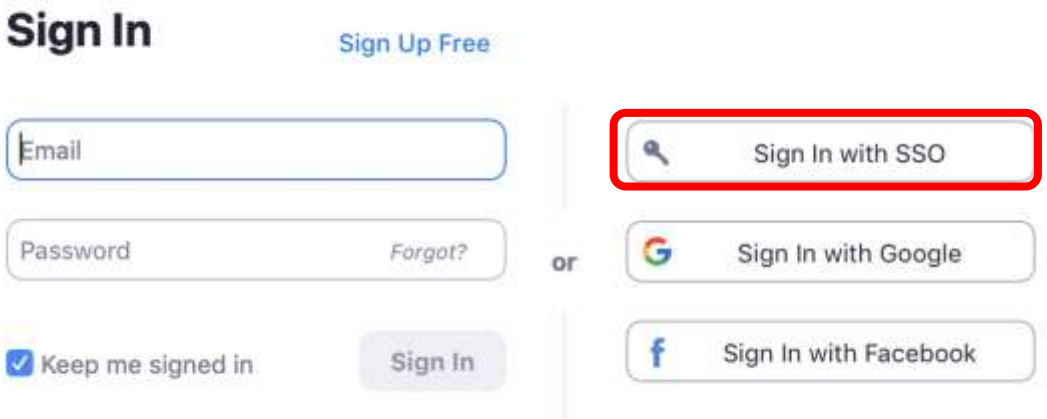
Step 2:

Click on **‘Sign In’.**



Step 3:

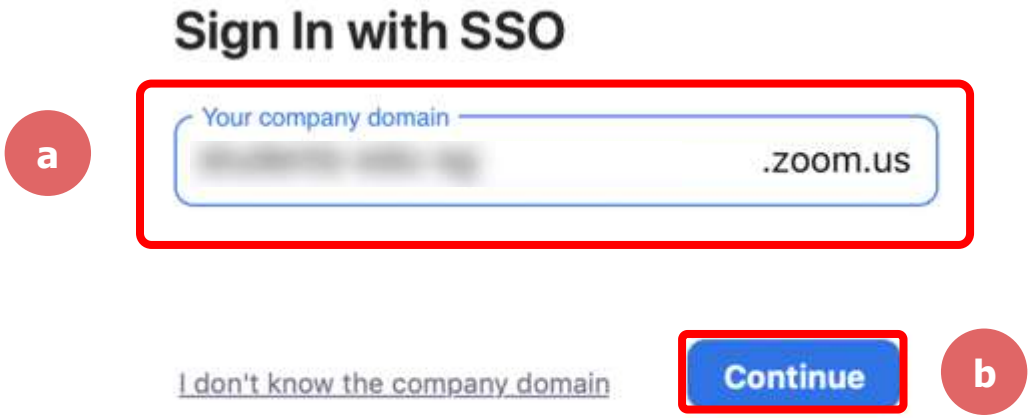
Click on **'Sign In with SSO'.**



02

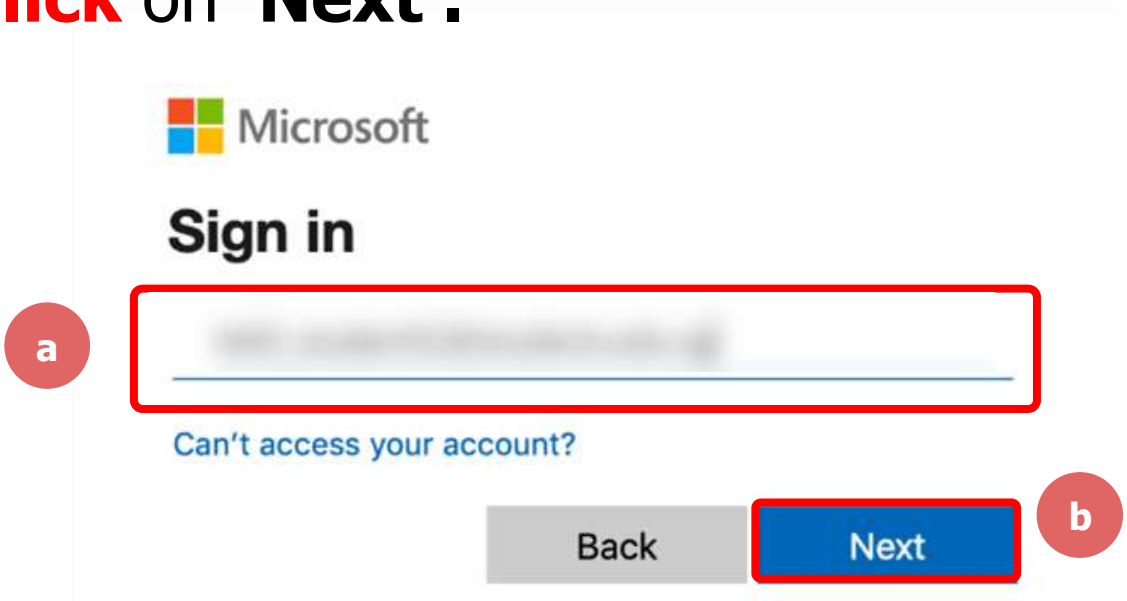
Step 4:

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



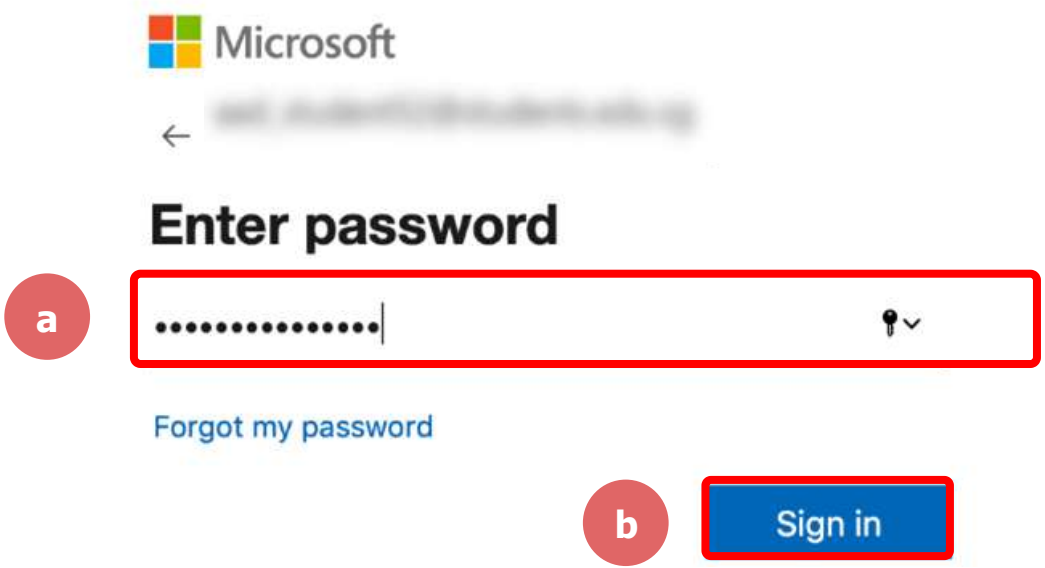
Step 5a:

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



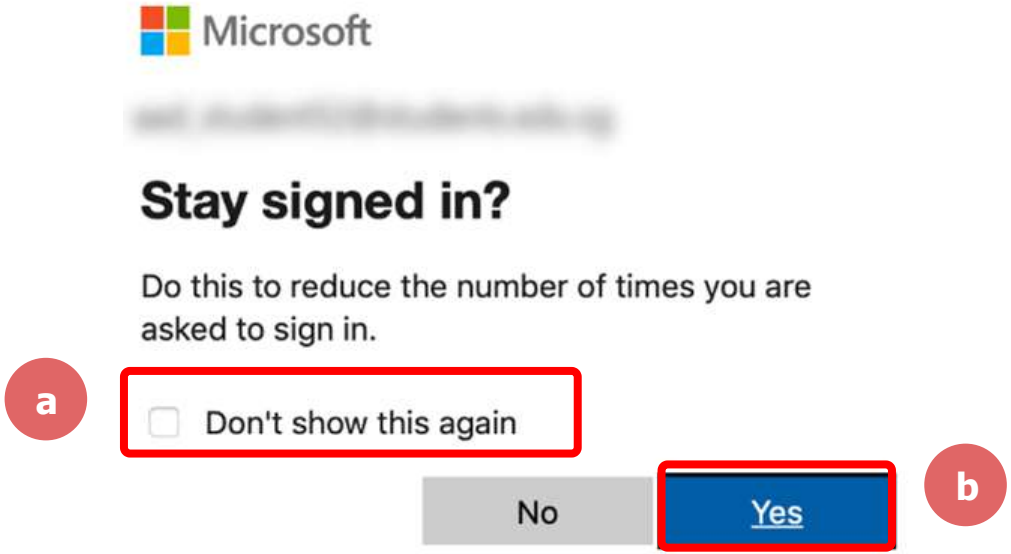
Step 5b:

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



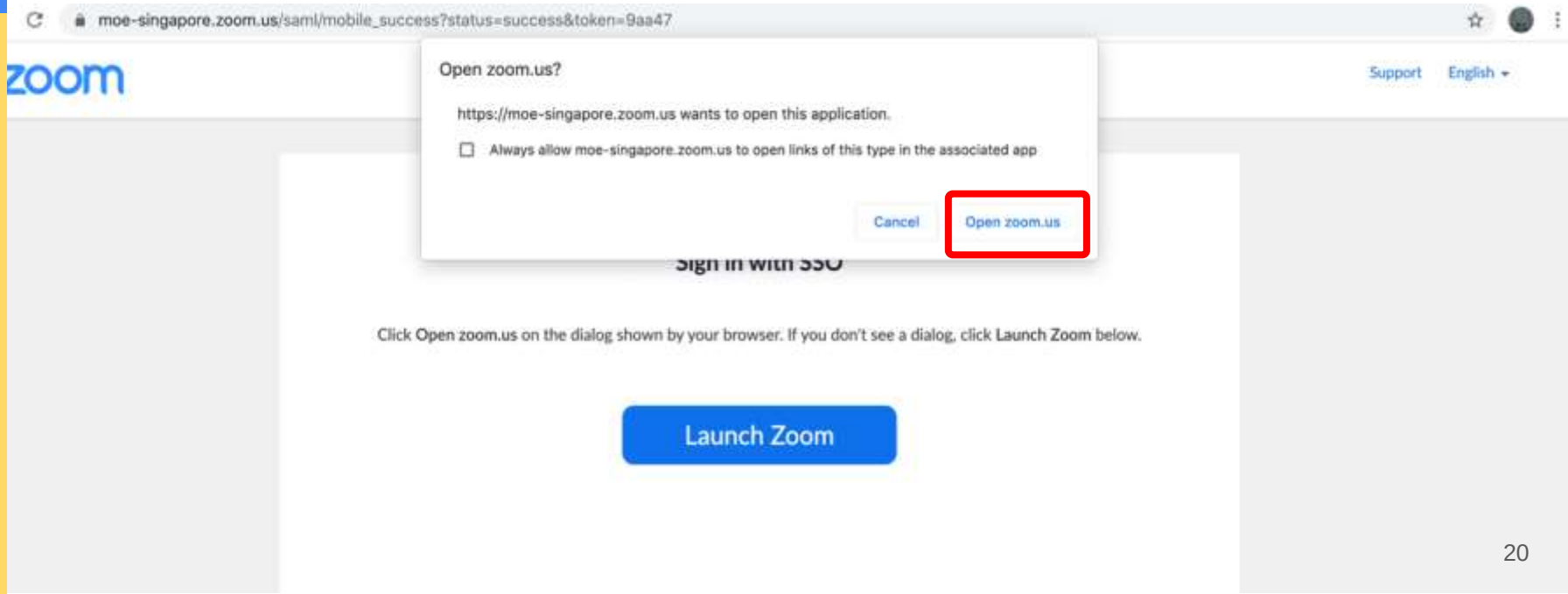
Step 5c:

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

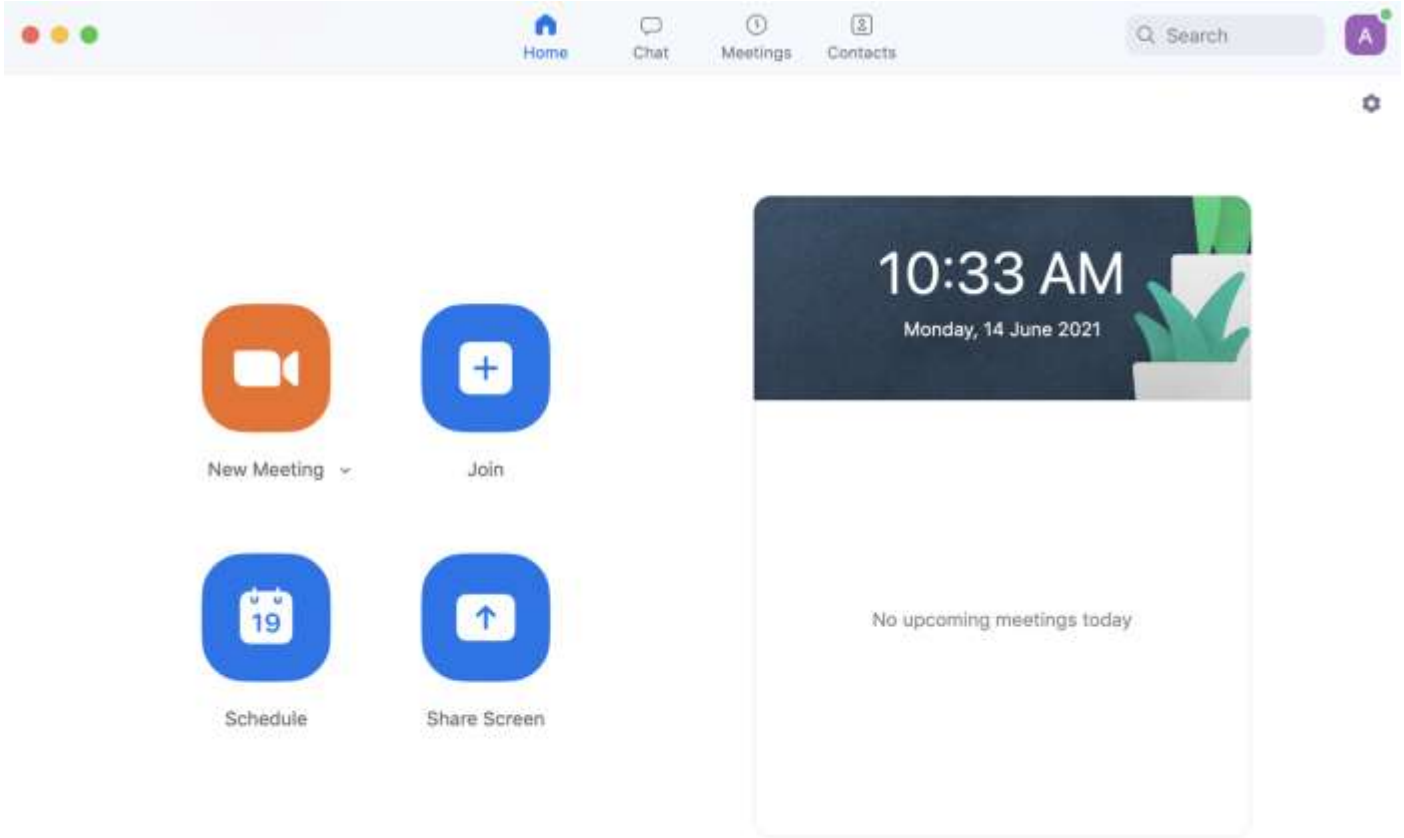


Step 6:

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



Once you have reached this screen, you are done! 02



03

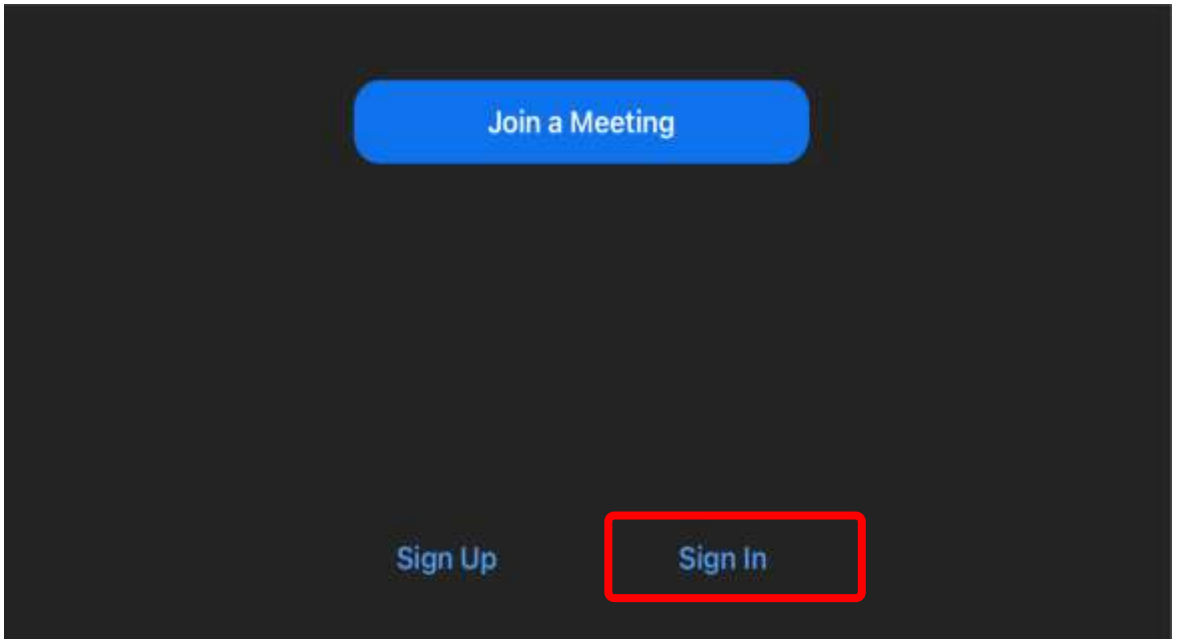
Accessing Zoom through the Mobile/Tablet App

Step 1:

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

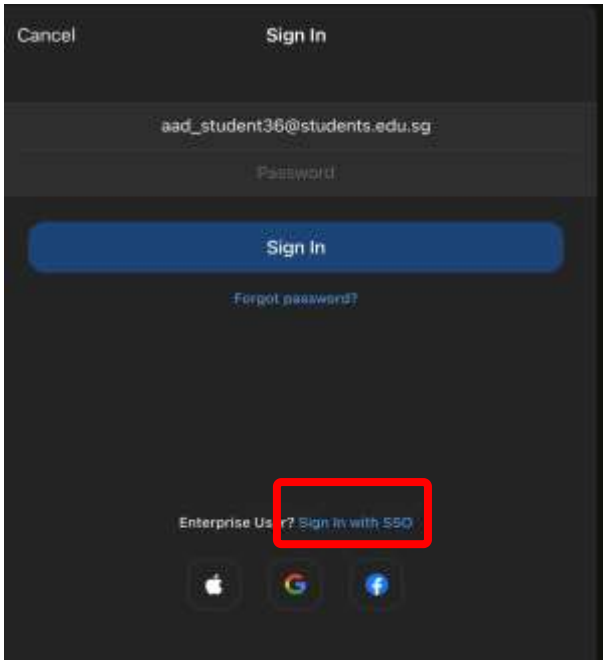
Step 2:

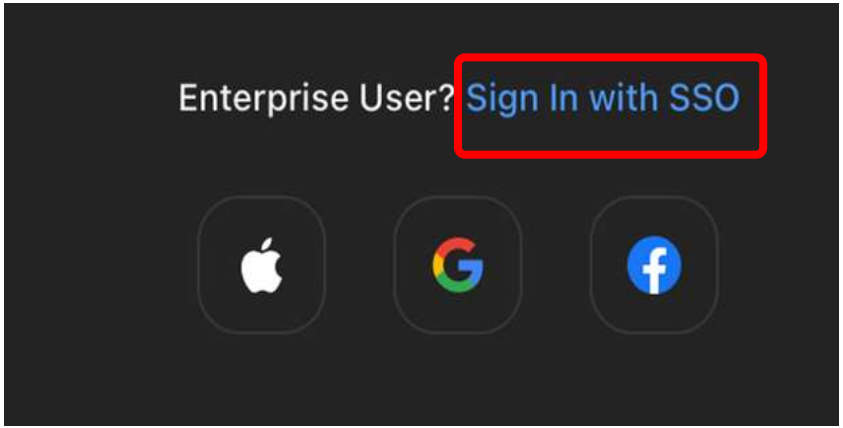
Tap on **‘Sign in’** at the **bottom of your screen.**



Step 3:

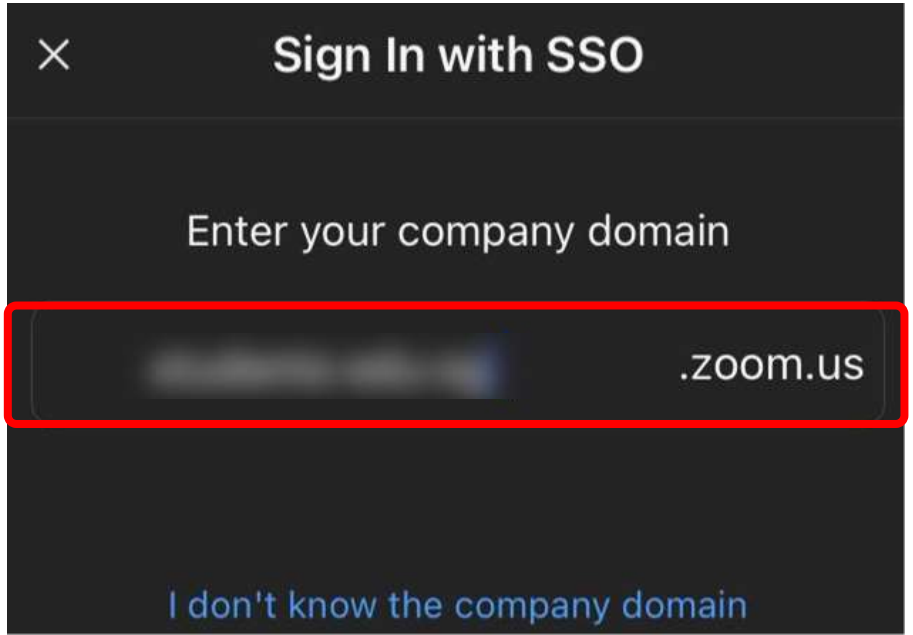
Tap on **‘Sign in with SSO’.**





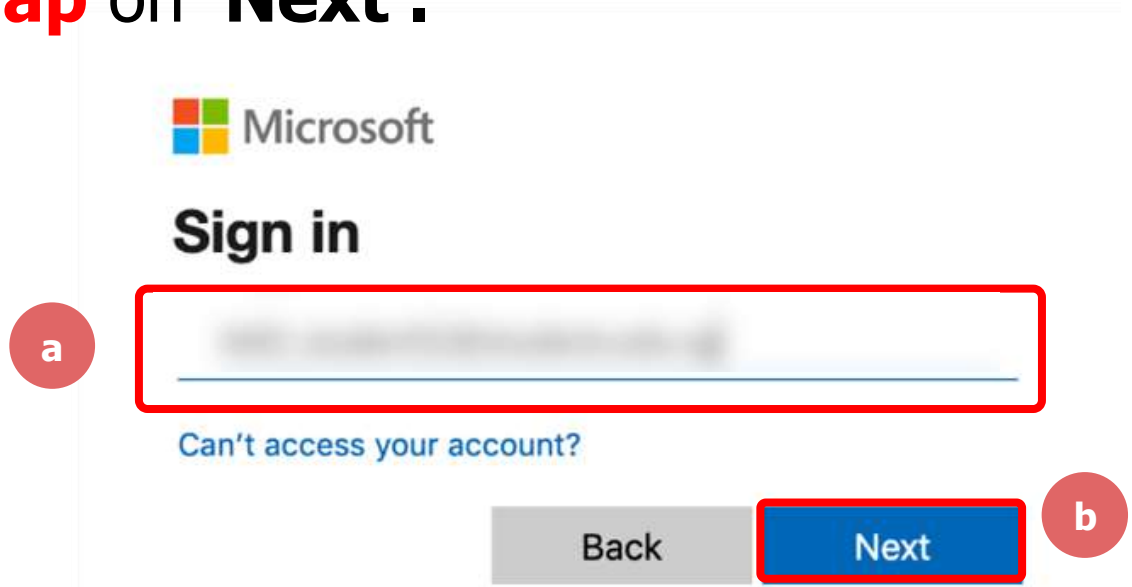
Step 4:

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



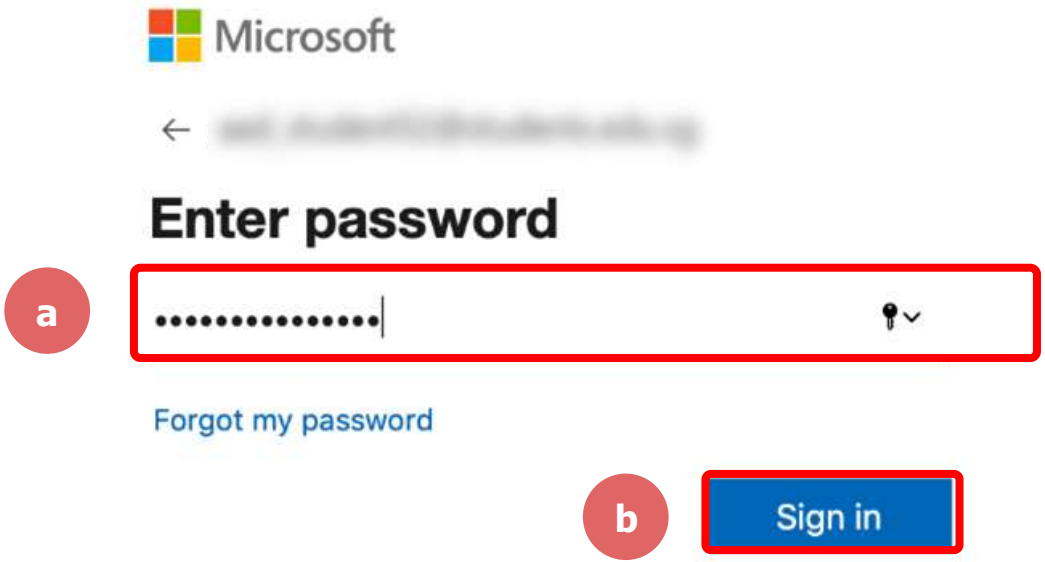
Step 5a:

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



Step 5b:

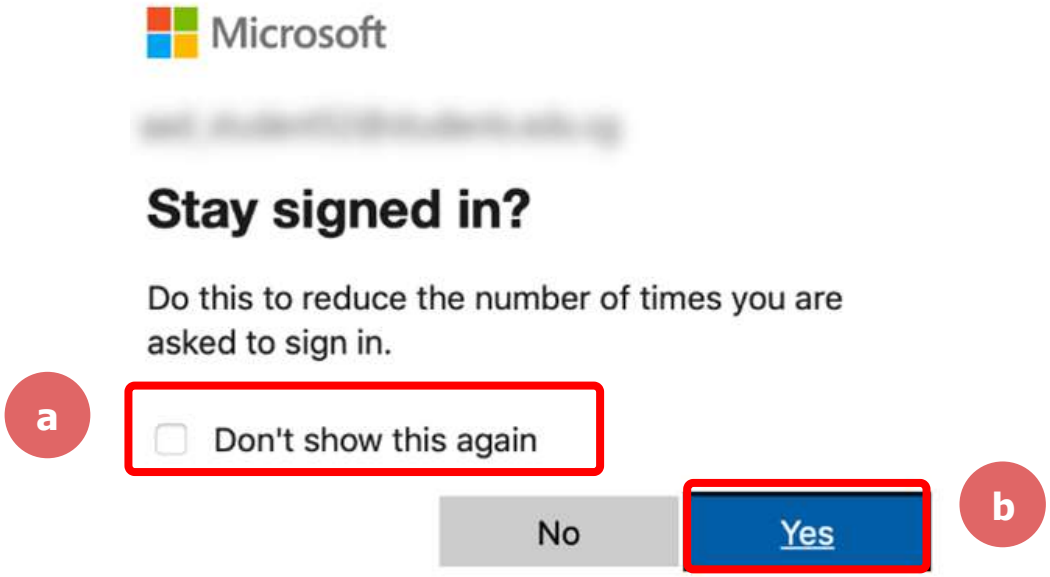
Type in your **password** and **Tap** on **'Sign in'.**



Step 5c:

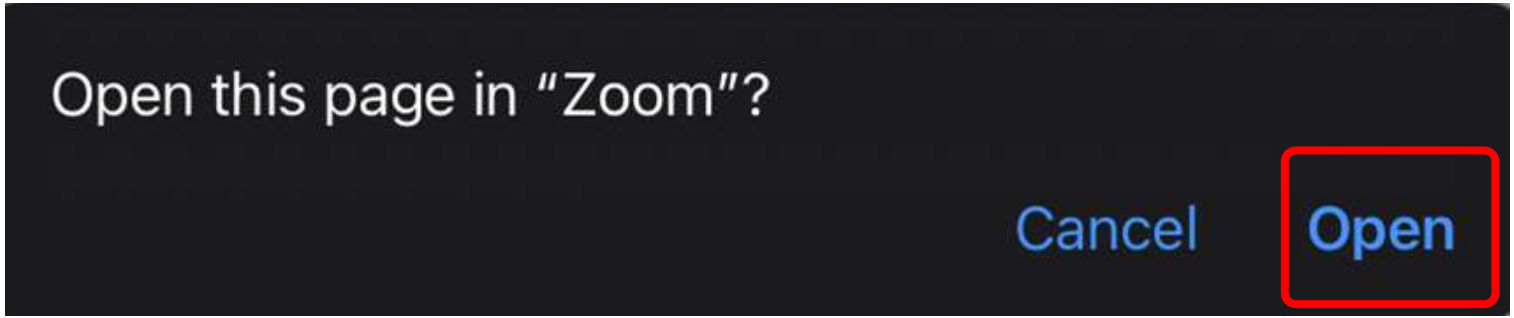
03

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

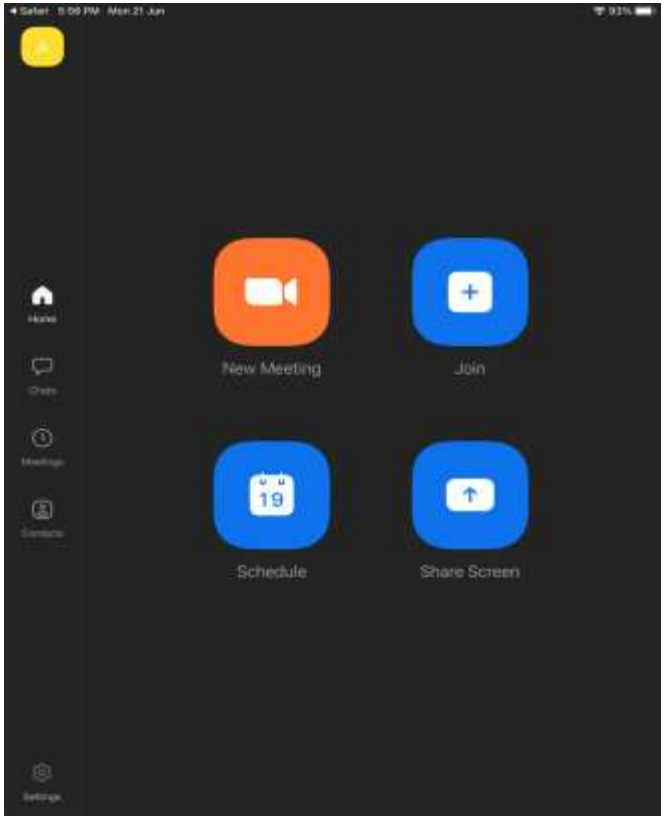


Step 6:

Tap ‘Open’.



03



Once you have reached this screen, you are done!

04

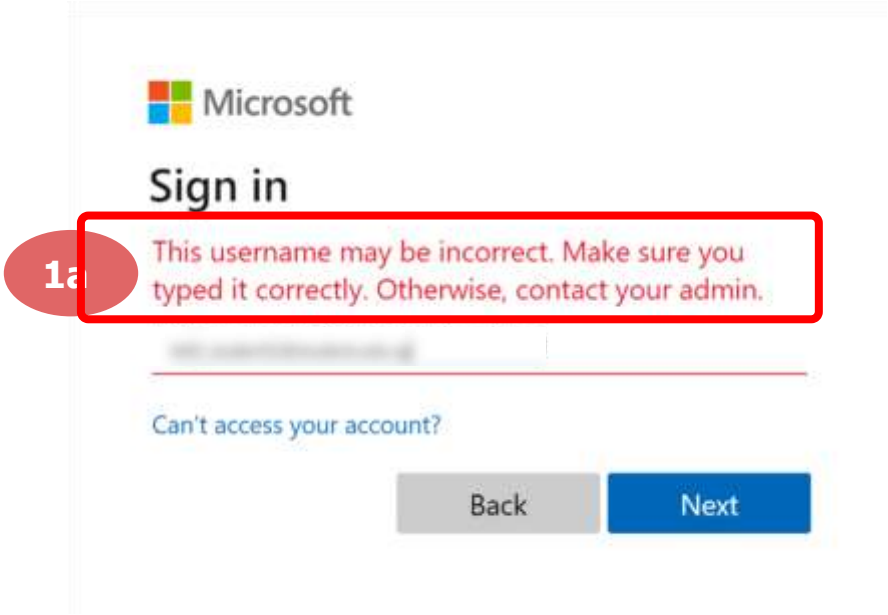
(Annex) Troubleshooting Instructions

*Applicable to Browser, Desktop App and Mobile/Tablet App)

04

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.

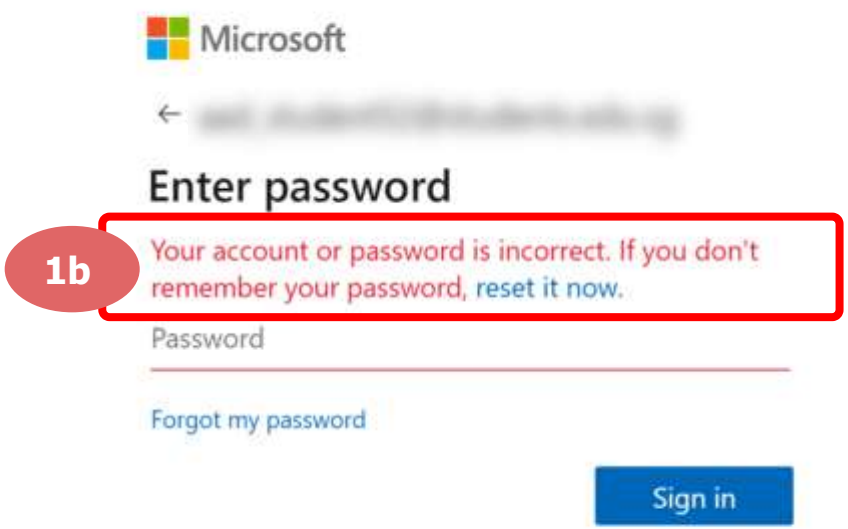
If the issue still occurs, please **report it to your teacher** and your school will **log a case with SSOE Service Desk** if necessary.

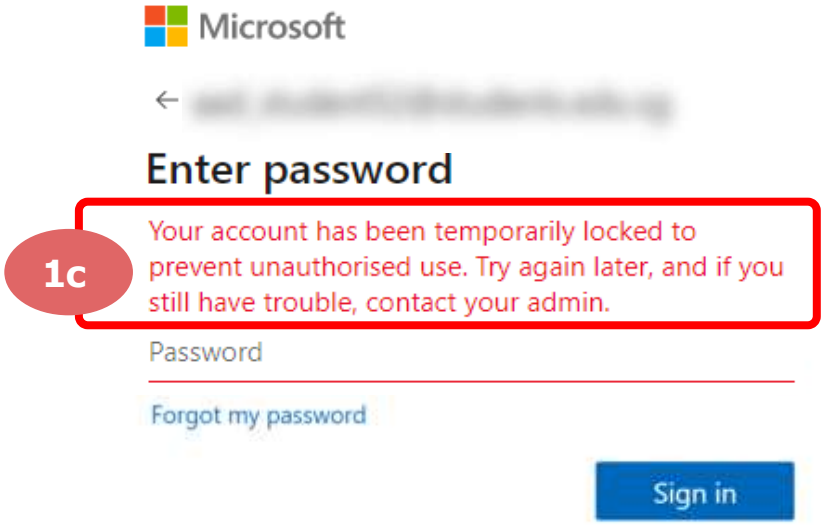
*Applicable to Browser, Desktop App and Mobile/Tablet App)

04

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.





Solution:

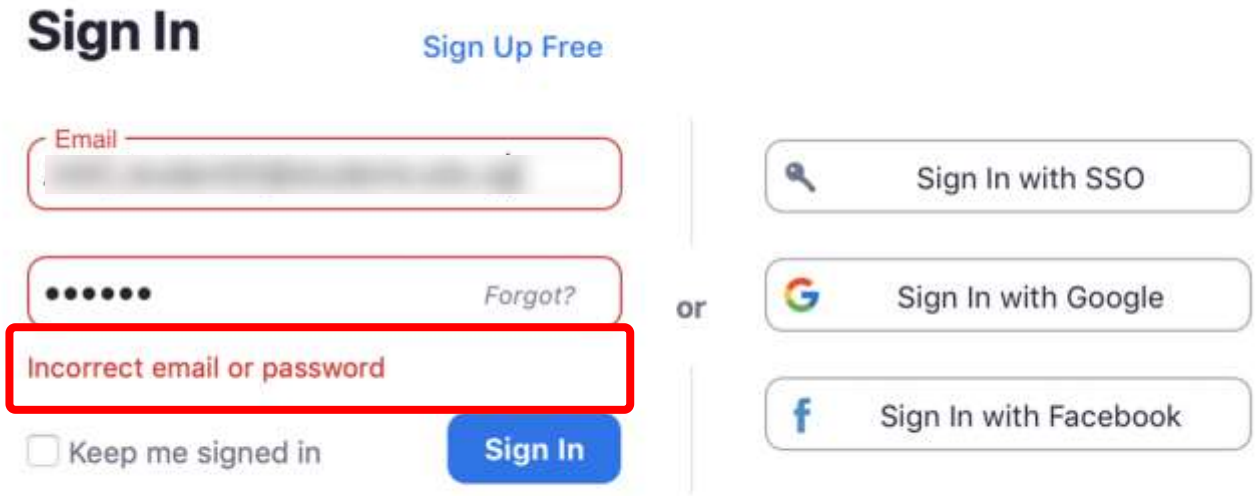
For **issue 1b**, please check that you have entered the correct password without missing letters or numbers. If the issue still occurs, please approach **your teacher or submit a form via the school website (https://chijourladyofthenativity.moe.edu.sg/contact-us/password-reset-request)**

For **issue 1c** and **other password-related issues like forgot password or inactive account**, please approach **your teacher or submit a form via the school website (https://chijourladyofthenativity.moe.edu.sg/contact-us/password-reset-request)**

*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.

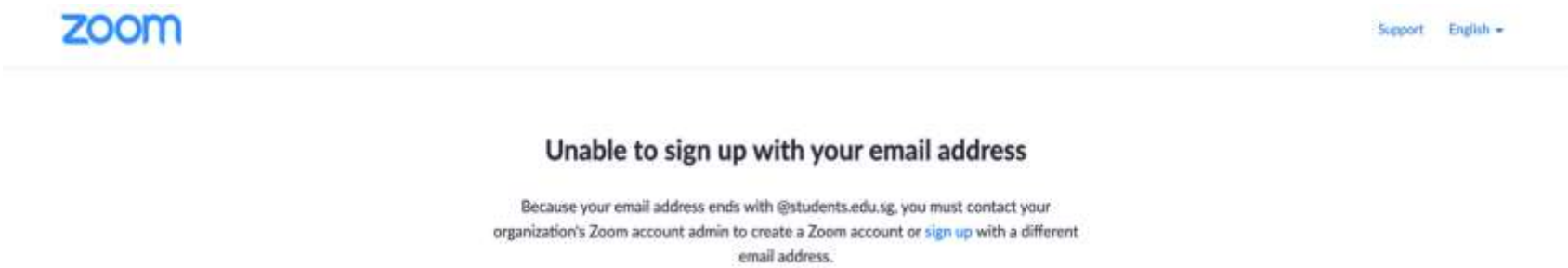
Ensure you **sign in with SSO.**

*Applicable to Desktop App Only

04

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).



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 write in to ICT Support Team at chijoln@moe.edu.sg