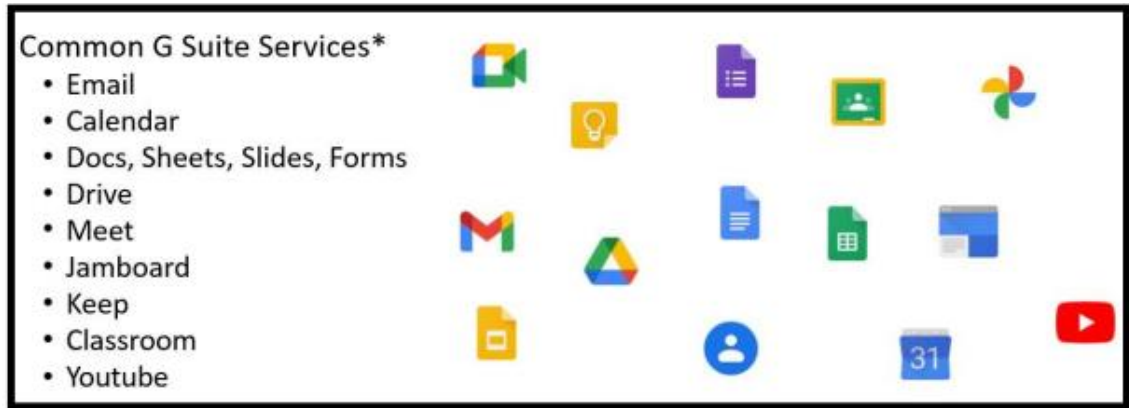


FAQs on Student iCON for Parents

1. What is Student iCON?

Student iCON is a suite of Google applications including email and other services such as Google Classroom and Google Docs.



2. What are the benefits of my child using this platform?

Parents are strongly encouraged to help their children get onboard Student iCON as this will be a common communication platform used by students from primary schools to junior colleges and Millennia Institute.

In addition, with the planned rollout of Microsoft Office ProPlus and Zoom to students later this year, students will be required to use their Student iCON email addresses to access these apps for learning.

MOE Microsoft Office ProPlus and Zoom for students

- Free Zoom account (40 min limit when hosting) using Student iCON
 - MOE central management of video conferencing settings
 - Allows schools to authenticate the students for zoom meeting
- Microsoft products available under the package
 - Word
 - Excel
 - Powerpoint
 - OneNote
 - Publisher

Students can install and activate Microsoft Office ProPlus on up to 5 desktops/ laptops, 5 tablets and 5 mobile devices.

3. How can my child access his Student iCON account?

Student iCON is a web-based platform. To access Student iCON, students will need to use their web browser in their internet-enabled computing devices to visit

<http://workspace.google.com/dashboard>.



You can also use the QR code to access the above URL.

4. Which Operating System or browser should we use?

You can refer to the following table for guidance on the Operating Systems/ browsers which students can use to log in.

		Operating System					
		Windows 10	Chrome OS	Mac OS	iOS	iPadOS	Andriod
Browser	Chrome	Yes	Yes	Yes	Yes	Yes	To be available at a later date
	Firefox	Yes	Yes	Yes	Yes	Yes	Yes
	Microsoft Edge	Yes	Not supported	Yes	Yes	Not supported	Yes
	Safari	Not supported	Not supported	Yes	Yes	Yes	Not supported

5. It is mentioned that a basic Zoom account will be provided progressively to students. Why are we providing only a basic Zoom account (with a 40-minute license) to students?

As Zoom allows users with an email address to register for a basic Zoom account, we will be working with Zoom to consolidate these accounts so that they can be managed with the same settings under MOE Central Management of Video Conferencing Tools. This is to safeguard our students from registering for the account on their own, as they may not be familiar with the meeting settings.

The settings will be similar to MOE Zoom licenses for teachers and will be valid until the end of MOE's Zoom contract which is 2 Oct 2021.

6. How can my child reset their Student iCON password?

Parents can submit requests to reset the password via the Google Form “SASS ICT Request for Reset of Password”, accessible via the link below:

<https://forms.gle/W33ot6pZMS5b1Mdx9>



You can also use the QR code to access the above URL.

The same link will also be uploaded on our school website under the ‘For Students’ tab.

Alternative:

Need to *change* or *reset* your IAMS password?

To **change your password** on a school computer, press CTRL+ALT+DELETE in Windows and then click “Change a password”.

If you have forgotten your password, approach **Mr Lee Yuh Hong** at **Comp Lab** to **reset your password**.

When you change or reset your IAMS password, follow the IAMS password policy below:

7. What is the password policy when my child reset his password?

IAMS Password Policy

1. Password must be **8-24 characters** long.
2. Password must contain **at least 1 lowercase letter(s)**.
3. Password must contain **at least 1 numeric character(s)**.
4. Password must contain **at least 1 uppercase letter(s)**.
5. Password must contain **at least 2 alphabetic character(s)**.
6. Password **must not be one of 3 previous passwords**.
7. Password **must not match or contain first name**.
8. Password **must not match or contain last name**.
9. Password **must not match or contain user ID**.
10. Password expires every 90 (Sec/JC)/360 (Pri) days. Users will be alerted via email 7 days before the expiry date.
11. Maximum of 5 login attempts are allowed.
12. The password has to be changed after subsequent password resets.

Your IAMS password is also your Student iCON password.

8. What is the naming convention for Student iCON email address?

- a. The student's email address will be based on <Full Name>@students.edu.sg.
- b. Any space in the full name will be replaced with an underscore.
- c. Should the student's full name have words such as "Bte" and "s/o", they will not appear in the email address.
- d. The full name is limited to the first 4 words as given in their NRIC/FIN to keep the length of the email address manageable.
- e. For cases where students share the same full name, we have added a numerical number (e.g. Jon_Tan_1, Jon_Tan_2) to differentiate their email addresses.