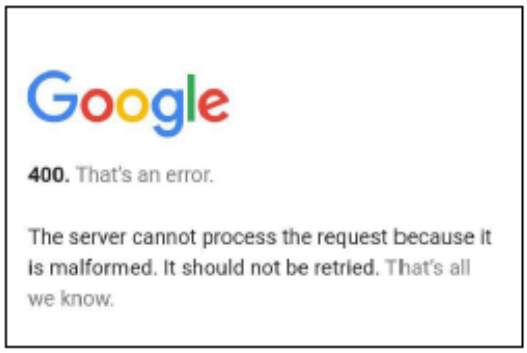
FAQs on MIMS/Student iCON – Onboarding

S/N	Question	Answer
1	**What is my Student iCON email address?**	Please check with your Form Teacher a. Your email address will be based on <Full Name>@students.edu.sg. b. Any space in the full name will be replaced with an underscore.
2	**How do I log in to activate Student iCON?**	Log in via this link: https://workspace.google.com/dashboard
3	**I received this error message when trying to activate my Student iCON.** 	Please try the following options: 1) Check that your email address and the website link is correct. 2) Check that you are currently not logged into any other Gmail account. If yes, please log out first before attempting again. 3) Clear cache and cookies on your device. 4) Try a different browser (refer to the compatibility table below). 5) Try using incognito mode.

Browser & Operating System - Compatibility

		Operating System (OS)					
		Windows 10	**Chrome OS**	**Mac OS**	**iPhone OS**	**iPad OS**	**Android**
Browser	**Chrome**	Yes	Yes	Yes	Yes	Yes	Not supported yet
	Firefox	Yes	Yes	Yes	Yes	Yes	Yes
	Microsoft Edge	Yes	Not supported yet	Yes	Yes	Not supported yet	Yes
	Safari	Not supported yet	Not supported yet	Yes	Yes	Yes	Not supported yet

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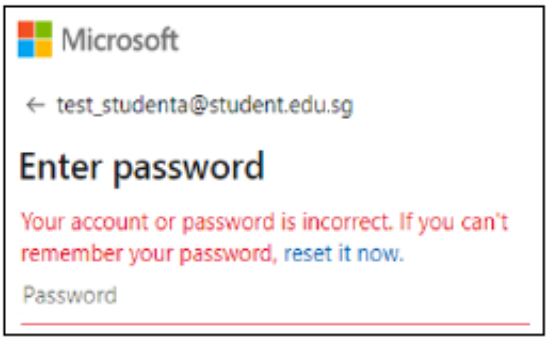
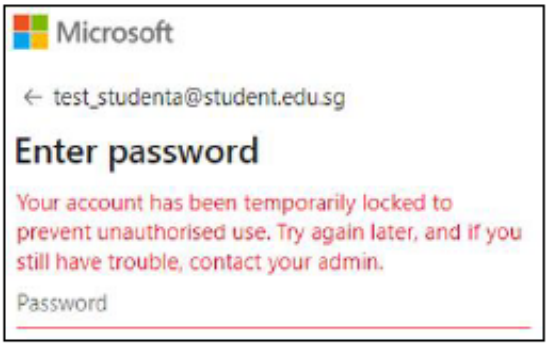
S/N	Question	Answer
4	**I was prompted to change password after logging into Student iCON.**	This happens when your MIMS password is newly reset. Please proceed to change password when prompted in Student iCON. Once the new password is set, this means that your MIMS password will reflect the same as your Student iCON password. **Note**: Student iCON is integrated with MIMS. Both accounts will use the same password. Any change in password will affect the other.
5	**It says that my account/password is incorrect.** 	Either your email address or your password is typed incorrectly. a. The student's email address will be based on <Full Name>@students.edu.sg. b. b. Any space in the full name will be replaced with an underscore. Please try again by typing slowly and carefully, but not more than five (5) attempts – otherwise your account will be locked.
6	**It says that my account is locked.** 	Please call General Office (GO) stating your child's/ward's class and name ALPS-General Office Tel: 6248-5400 (Mon-Fri 8am-4pm)

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(Updated as of 07 May 2021)

7	**I would like to change my password via Student iCON, but I am unable to do so. How do I change my password?**	For changing of password: 1) Student must login to a school SSOE device 2) Press **Ctrl+Alt+Del** to change the password for their IAMS and Student iCON. Password change cannot be done via the Student iCON alone as it is integrated with MIMS, which is the main account.

REMINDER FOR STUDENTS

Need to *change* or *reset* your MIMS 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 Eugene Lim or Syahmul at General Office to ***reset your password***.

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

MIMS 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 MIMS password is also your Student iCON password.

Brought to you by SSOE2 Communications & Change Management Team