01

Accessing **Zoom** with **Browser**

Step 1:

Click on **any of the browsers.**

Chrome

Microsoft Edge

Safari

Step 2:

Paste the given zoom link by your teacher, **'https://moe-singapore.zoom.us/j/8xxxxxxxxx'** into the address bar.
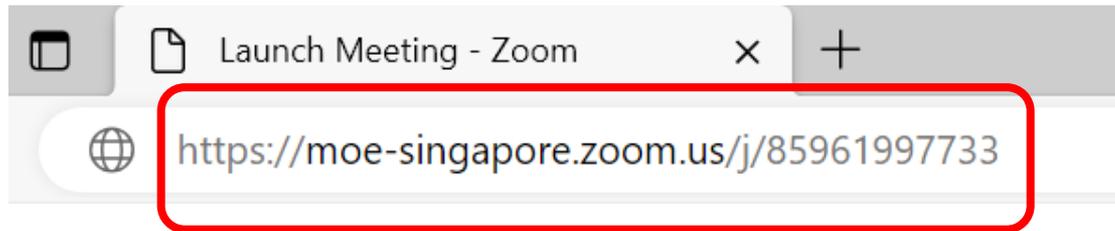
Step 3:

Click on 'Launch Meeting'.

By joining a meeting, you agree to our Terms of Service and Privacy Statement
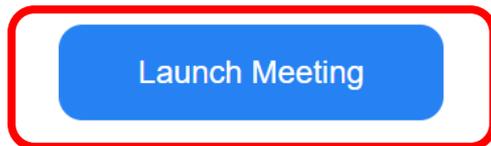
Launch Meeting

Don't have Zoom Client installed? Download Now

Step 4:

Click on 'Join from Your Browser'.

Step 5:

Click on 'sign in'.

Sign in to join this meeting

The host requires authentication on the commercial Zoom platform to join this meeting. Please sign in with a commercial Zoom account to join.

Step 6:

Click on 'Sign In with SSO'.

Step 7:

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 8:

Type in your **Student iCON email address** and **Click** on **'Next'.**
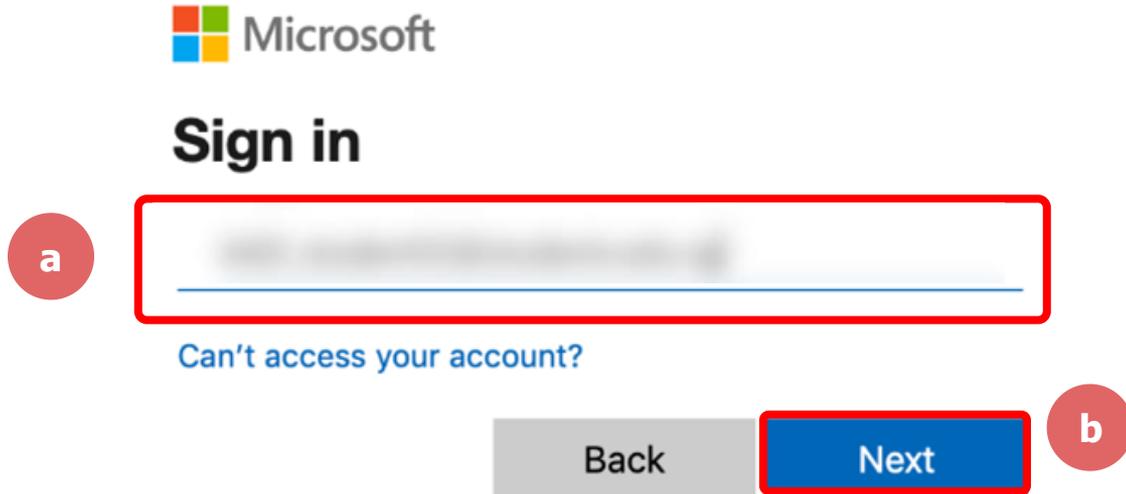
Step 9:

Type in your **password** and Click on 'Sign in'.
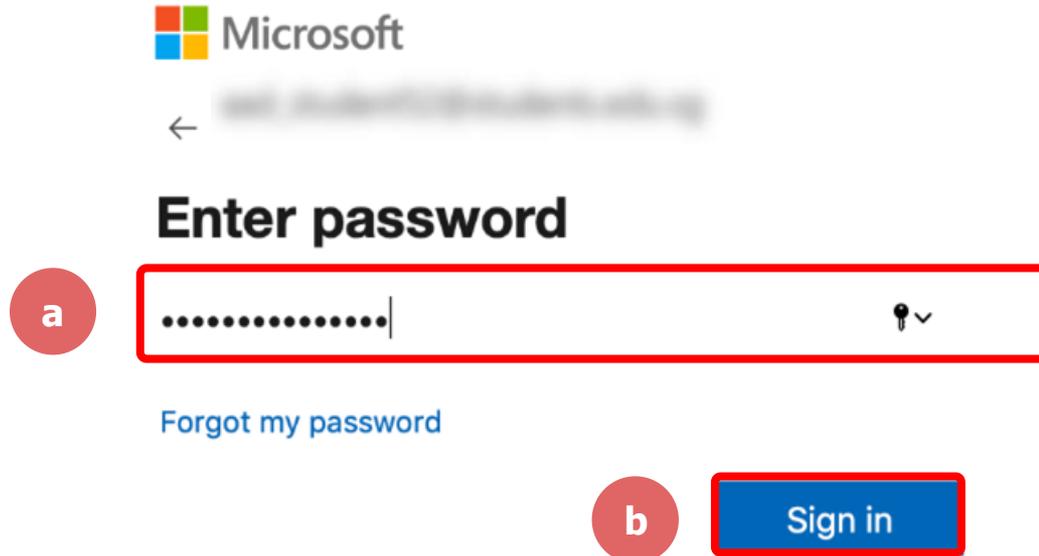
Step 10:

Check the box **'Don't show this again'** and **Click** on **'No'**.

Step 1:1
Type the passcode given by your teacher.
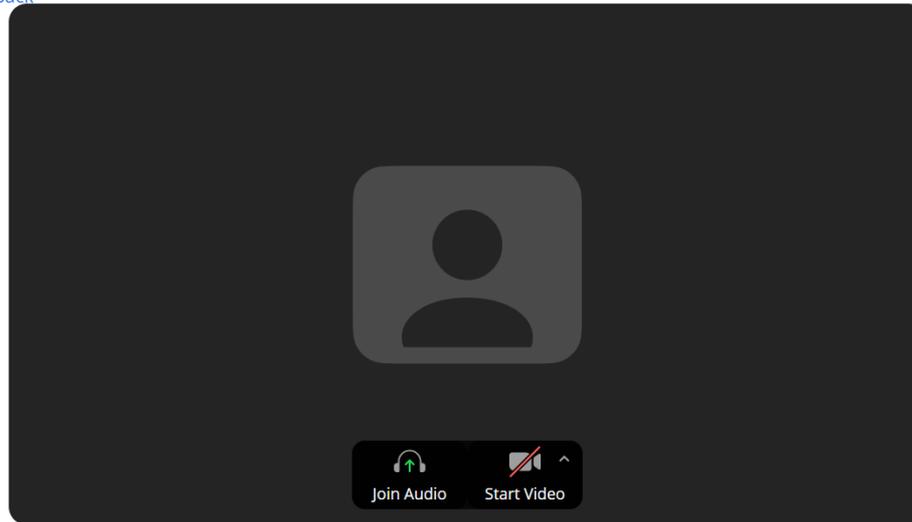
Once you have reached this screen, wait for your teacher to let you in!

Scheduled: 9:00 AM

Waiting for the host to start the meeting.

Exit →

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.
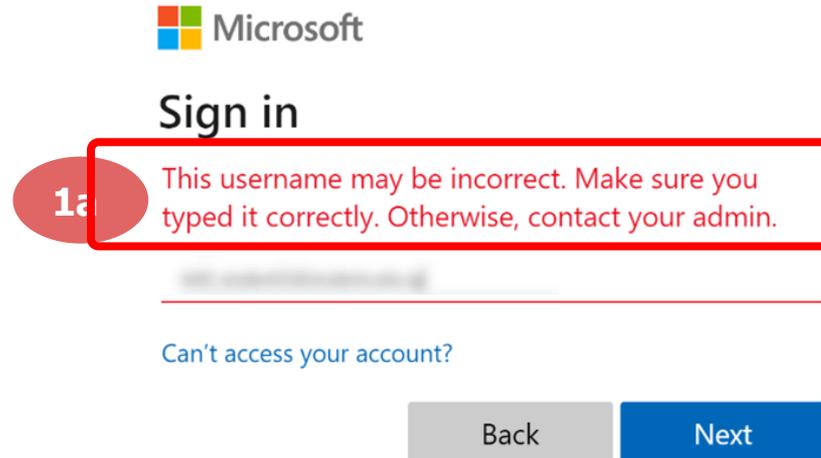
Solution:

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.

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.

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.**

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).

zoom   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 assistance?

Please contact the following school staff.

Name: Nur Aisha Idris

Email: nur_aisha_idris@schools.gov.sg