

# Student ZOOM Account

Onboarding Guide  
v1.0 | 31 Aug 2021



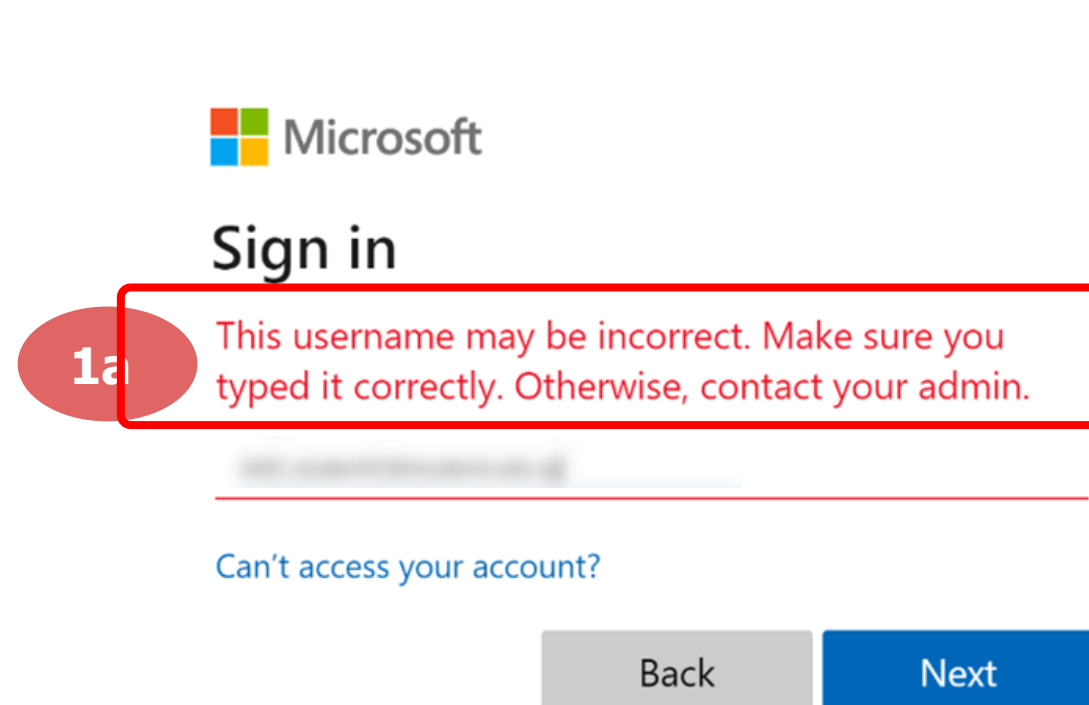
04

(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.



← [blurred text]

Enter password

1b

Your account or password is incorrect. If you don't remember your password, [reset it now](#).

Password

[Forgot my password](#)

Sign in



← [blurred text]

Enter password

1c

Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.

Password

[Forgot my password](#)

Sign in

# 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.**



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\*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.

The image shows a sign-in interface. On the left, there is a 'Sign In' section with a 'Sign Up Free' link. The 'Email' field and password field are highlighted with red boxes. Below the password field, a red error message reads 'Incorrect email or password'. There is a 'Keep me signed in' checkbox and a 'Sign In' button. On the right, there is a vertical line with 'or' in the middle, and three social sign-in buttons: 'Sign In with SSO', 'Sign In with Google', and 'Sign In with Facebook'.

**Sign In** [Sign Up Free](#)

Email

[Forgot?](#)

**Incorrect email or password**

Keep me signed in

or

# 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**.





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\*Applicable to Desktop App Only

## 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).



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 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 contact the following School-based Helpline.

Contact no. : 6385 0762

Online Form: [go.gov.sg/sls-pps](https://go.gov.sg/sls-pps)