Student ZOOM Account

Onboarding Guide
v1.0 | 31 Aug 2021
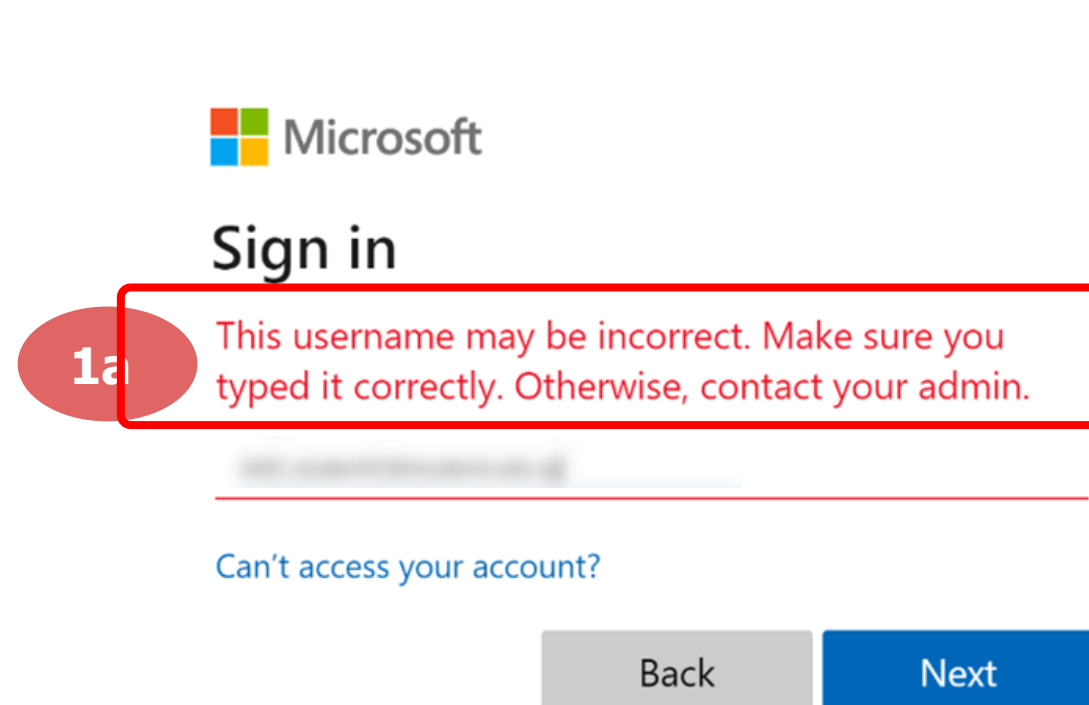
04

(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.

1b — Your account or password is incorrect. If you don't remember your password, reset it now.

1c — Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.

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.**

*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).

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 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**