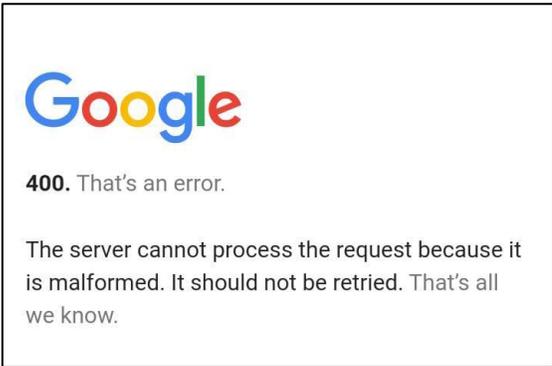


Bukit Batok Secondary School

FAQs on Student iCON – Onboarding

(Updated as of 07 May 2021)

S/N	Question	Answer
1	What is my Student iCON email address?	Please check with your Form Teacher or the school's ICT team (in library).
2	How do I log in to activate Student iCON?	<p>Log in via this link: https://workspace.google.com/dashboard</p> <p>Use the default browser (not Gmail app or any Mail app etc) on your device.</p> <p><i>*For Android devices, logging in via Microsoft Edge and Firefox browser is recommended.</i></p>
3	<p>I received this error message when trying to activate my Student iCON.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div>	<p>Please try the following options:</p> <ol style="list-style-type: none"> 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.

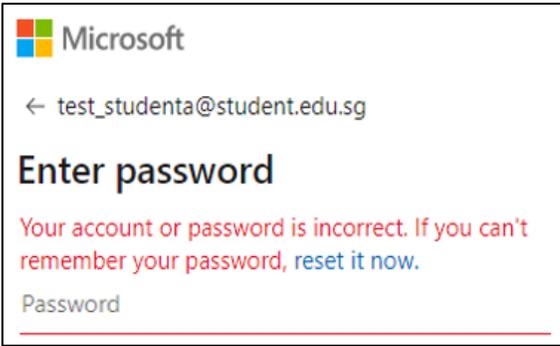
Browser & Operating System - Compatibility

		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

Bukit Batok Secondary School

FAQs on Student iCON – Onboarding

(Updated as of 07 May 2021)

S/N	Question	Answer
4	<p>I was prompted to change password after logging into Student iCON.</p>	<p>This happens when your IAMS password is newly reset. Please proceed to change password when prompted in Student iCON.</p> <p>Once the new password is set, this means that your IAMS password will reflect the same as your Student iCON password.</p> <p>Note: Student iCON is integrated with IAMS. Both accounts will use the same password. Any change in password will affect the other.</p>
5	<p>It says that my account/password is incorrect.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <p>The screenshot shows the Microsoft login interface for the email test_studenta@student.edu.sg. It displays the message: "Enter password. Your account or password is incorrect. If you can't remember your password, reset it now." Below the message is a password input field with a red underline.</p> </div>	<p>Either your email address or your password is typed incorrectly.</p> <p>Please try again by typing slowly and carefully, but not more than five (5) attempts – otherwise your account will be locked.</p>
6	<p>It says that my account is locked.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <p>The screenshot shows the Microsoft login interface for the email test_studenta@student.edu.sg. It displays the message: "Enter password. Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin." Below the message is a password input field with a red underline.</p> </div>	<p>Please submit password request via this link: https://go.gov.sg/bbsstudentpwreset</p> <p>OR scan the QR code below:</p> <div style="text-align: center;">  <p><small>https://go.gov.sg/bbsstudentpwreset</small></p> </div> <p>This QR code can be found pasted on the GO Frontdesk panel, and the school library's glass door entrance.</p> <p>Alternatively, please approach the ICT team (in the library) for assistance.</p>

Bukit Batok Secondary School
FAQs on Student iCON – Onboarding

(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?	<p>For changing of password:</p> <ol style="list-style-type: none">1) Student must login to a school SSOE device2) Press Ctrl+Alt+Del to change the password for their IAMS and Student iCON. <p>Password change cannot be done via the Student iCON alone as it is integrated with IAMS, which is the main account.</p>
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Bukit Batok Secondary School

FAQs on Student iCON – Onboarding

(Updated as of 07 May 2021)

**REMINDER
FOR STUDENTS**



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 [recommend to insert name of IAMS Student Account Coordinator (ISAC)] at [venue e.g. General Office] to **reset your password**.

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

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.