



# Accessing Zoom with Browser



- Selecting browser – page 3
- Use links to access – page 4
- Joining zoom from browser – page 6
- Signing in with SSO – page 8
- Typing in the meeting passcode – page 13
- Troubleshoot – page 15



## Step 1:

**Click** on **any of the browsers.**



**Chrome**



**Microsoft  
Edge**

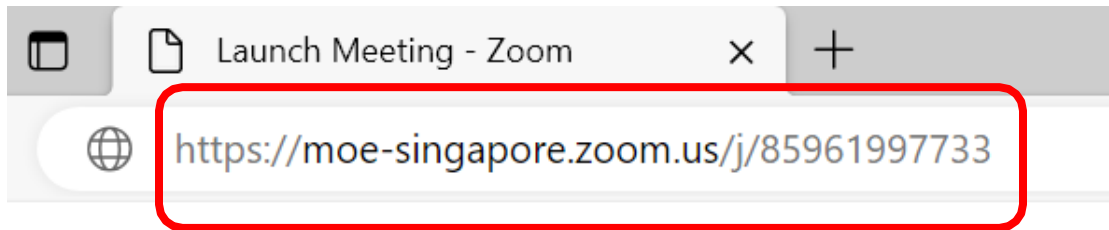


**Safari**



## Step 2:

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

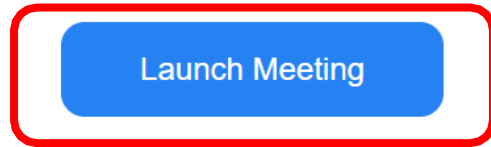




## Step 3:

# Click on 'Launch Meeting'.

By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)



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Don't have Zoom Client installed? [Download Now](#)



## Step 4:

**Click** on 'Join from Your Browser'.

Launch Meeting

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Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [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'**.

**Sign In**

[Sign Up Free](#)

Email

Password

[Forgot?](#)

Keep me signed in

Sign In

or



Sign In with SSO



Sign In with Google



Sign In with Facebook





## Step 7:

**Type** in 'students-edu-sg' and **Click** on 'Continue'.

### Sign In with SSO

a

Your company domain

students-edu-sg .zoom.us

[I don't know the company domain](#)

Continue

b



## Step 8:

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

The screenshot shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "AAD\_student52@students.edu.sg" and has a key icon with a dropdown arrow on the right. A red circle labeled "a" is positioned to the left of the input field. Below the input field is a link that says "Can't access your account?". At the bottom, there are two buttons: a grey "Back" button and a blue "Next" button. A red circle labeled "b" is positioned to the right of the "Next" button.



## Step 9:

**Type** in your **password** and **Click** on **'Sign in'**.

The screenshot shows the Microsoft sign-in interface for a student account. At the top, the Microsoft logo is displayed. Below it, the email address 'aad\_student52@students.edu.sg' is shown with a back arrow. The main heading is 'Enter password'. A red circle labeled 'a' points to a password input field containing ten dots and a key icon with a checkmark. Below the input field is a blue link for 'Forgot my password'. At the bottom, a red circle labeled 'b' points to a blue 'Sign in' button.



## Step 10:

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



aad\_student52@students.edu.sg

### Stay signed in?

Do this to reduce the number of times you are asked to sign in.

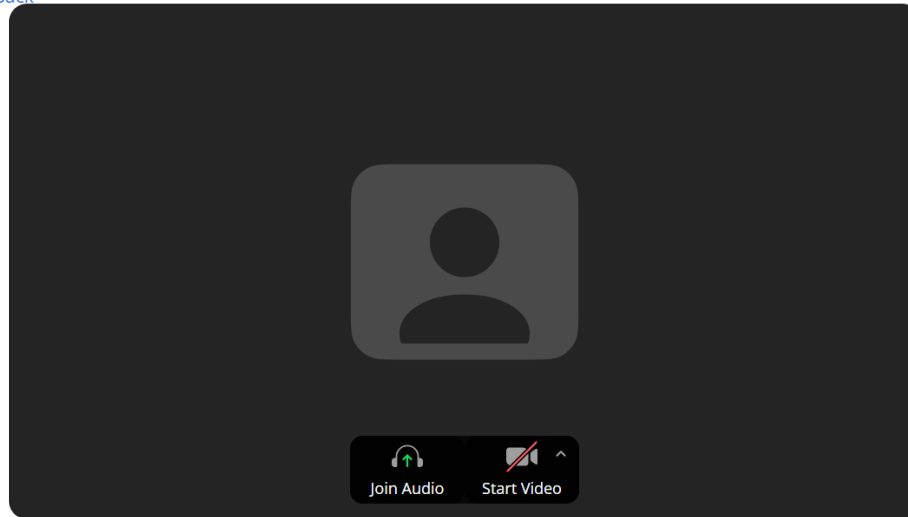
 Don't show this again



## Step 11:

**Type the passcode given by your teacher.**

[< Back](#)



**Enter Meeting Info**

Meeting Passcode

Your Name


**Join**

**Remember to type in your class & full name!**



**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 

**(Annex)**

**Troubleshooting**

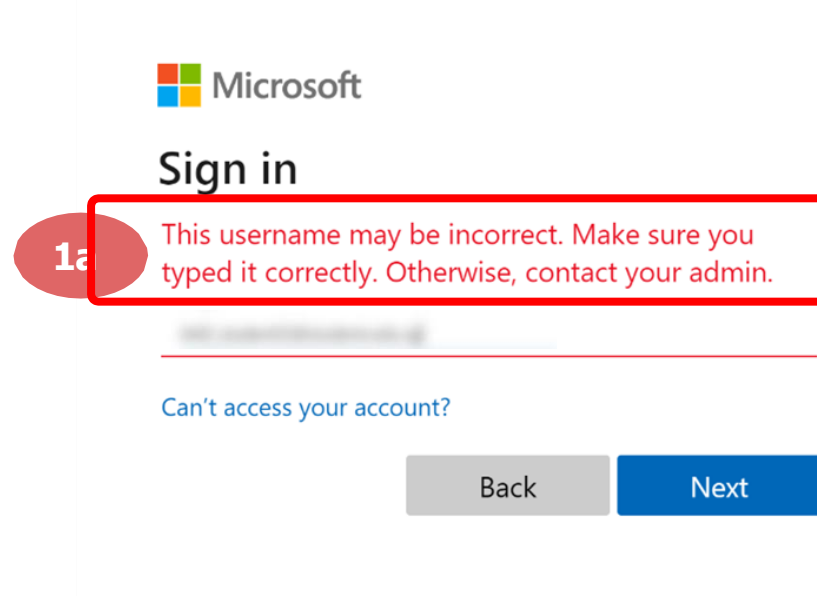
**Instructions**



\*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.



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\*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.



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



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/unlock your account.**





\*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. It contains an email input field, a password input field with a 'Forgot?' link, and a 'Sign In' button. A red box highlights the error message 'Incorrect email or password' below the password field. Below the error message is a checkbox for 'Keep me signed in'. On the right, there is an 'or' separator 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

Sign In with SSO

Sign In with Google

Sign In with Facebook

# 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"** first – see Step 6





**\*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**

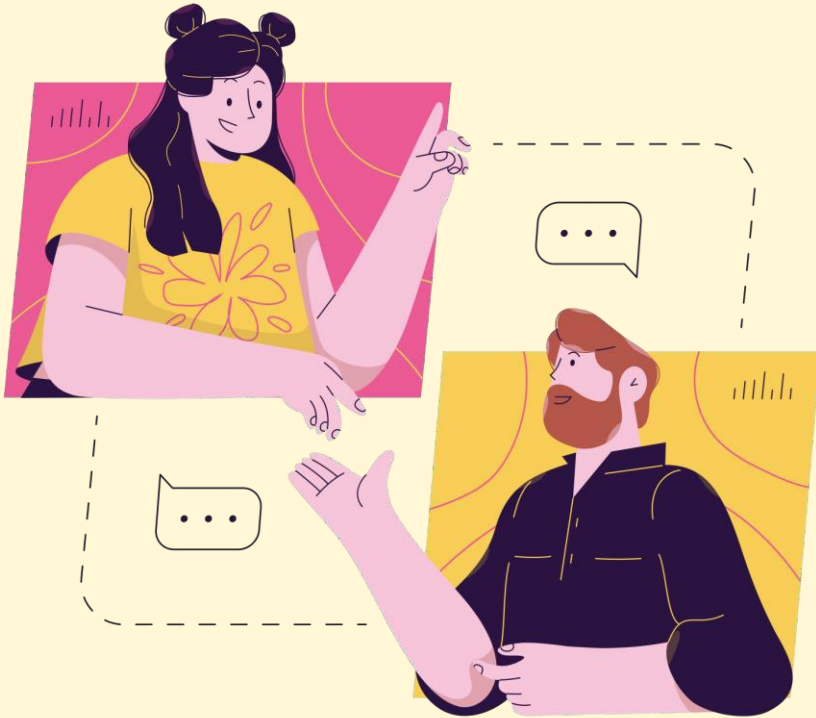
Because your email address ends with @students.edu.sg, you must contact your organization's Zoom account admin to create a Zoom account or [sign up](#) with a different email address.

# 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 click on:  
**"Sign in with SSO" first – see Step 6**





# Need further assistance?

Please contact the following school staff.

Name: **Nur Aisha Idris**

Email: [nur\\_aisha\\_idris@schools.gov.sg](mailto:nur_aisha_idris@schools.gov.sg)