

**01**

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

Step 1:

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



Chrome



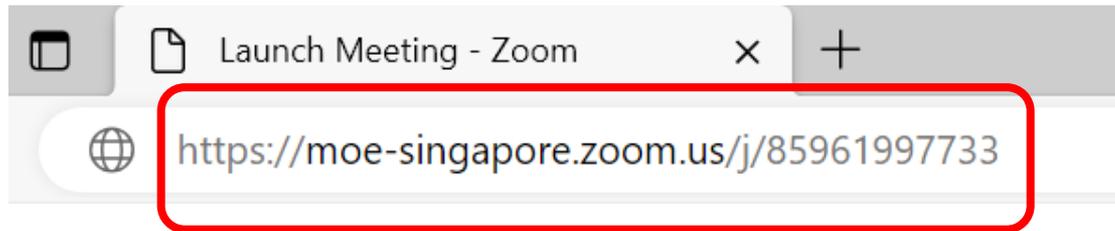
Microsoft  
Edge



Safari

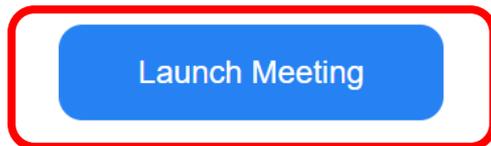
## Step 2:

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



Step 3:  
**Click on 'Launch Meeting'.**

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



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

Step 4:

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

Launch Meeting

---

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'**.

The image shows a sign-in interface. On the left, there is a 'Sign In' section with a 'Sign Up Free' link. It includes an email input field, a password input field with a 'Forgot?' link, a 'Keep me signed in' checkbox, and a 'Sign In' button. On the right, there is an 'or' separator followed by three social sign-in options: 'Sign In with SSO' (highlighted with a red box), 'Sign In with Google', and 'Sign In with Facebook'.

**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  .zoom.us

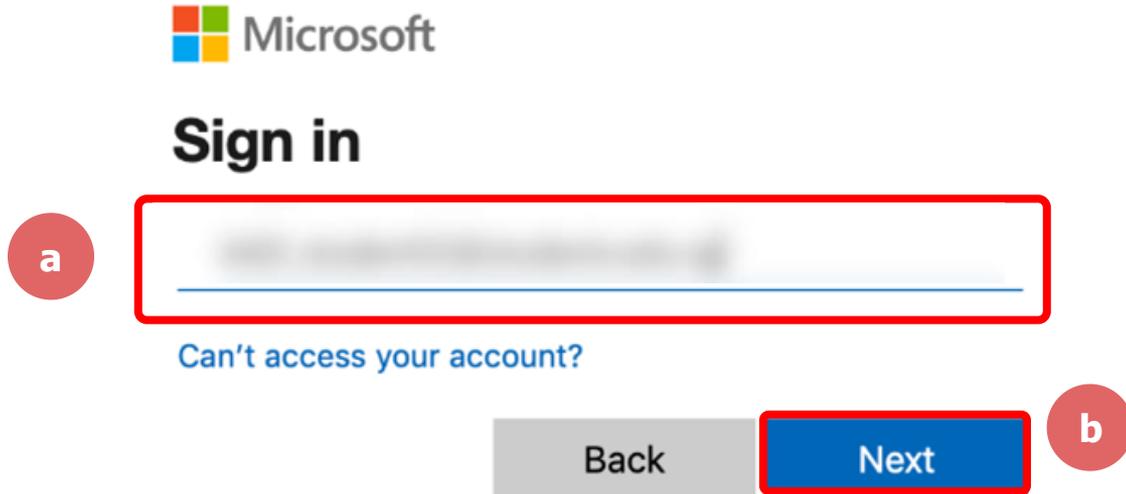
[I don't know the company domain](#)

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 red circle labeled "a" points to a text input field containing a blurred email address. Below the input field is the link "Can't access your account?". At the bottom are two buttons: a grey "Back" button and a blue "Next" button. A red circle labeled "b" points to the "Next" button.

Microsoft

Sign in

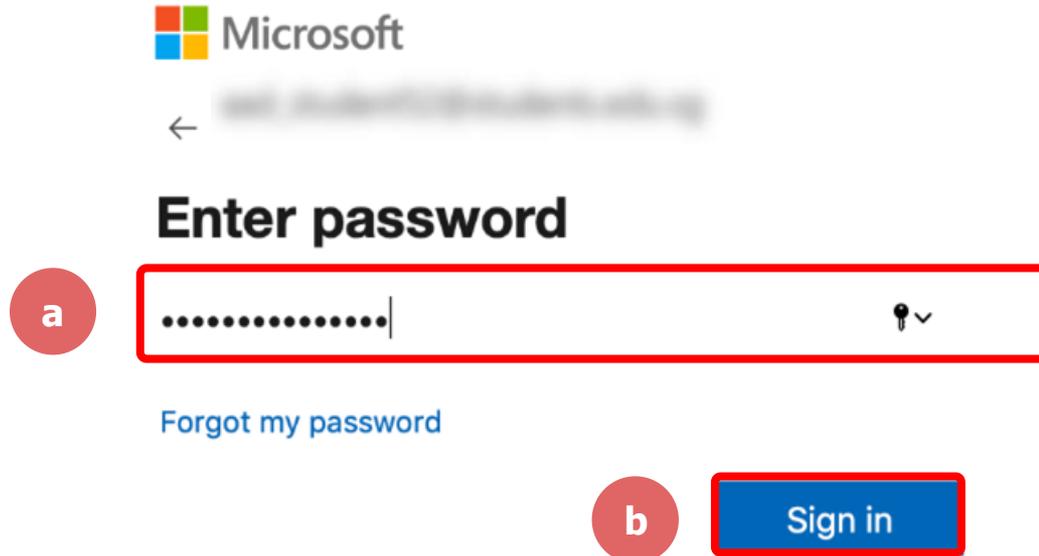
a

Can't access your account?

Back Next b

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**'.



### Stay signed in?

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

a

Don't show this again

No

Yes

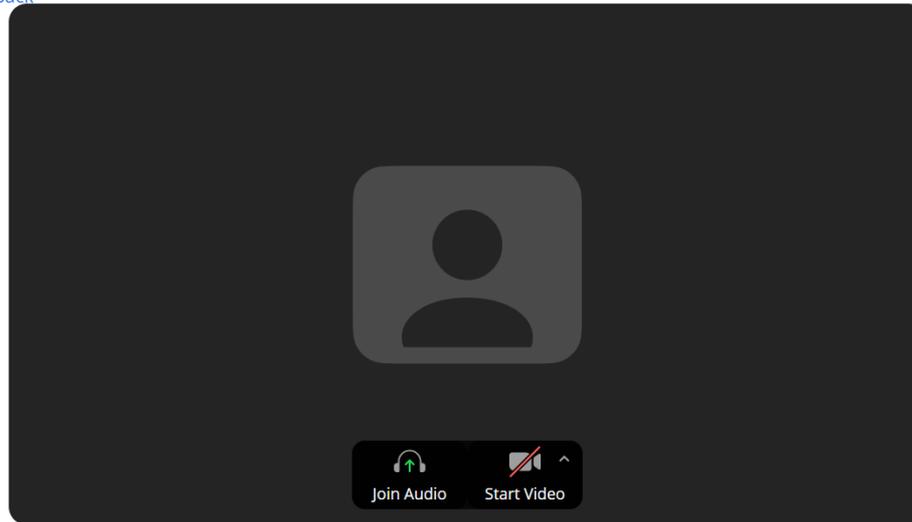
b



## Step 1:1

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

[< Back](#)



### Enter Meeting Info

Meeting Passcode

.....|

Your Name

xxx@students.edu.sg

Join

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)**

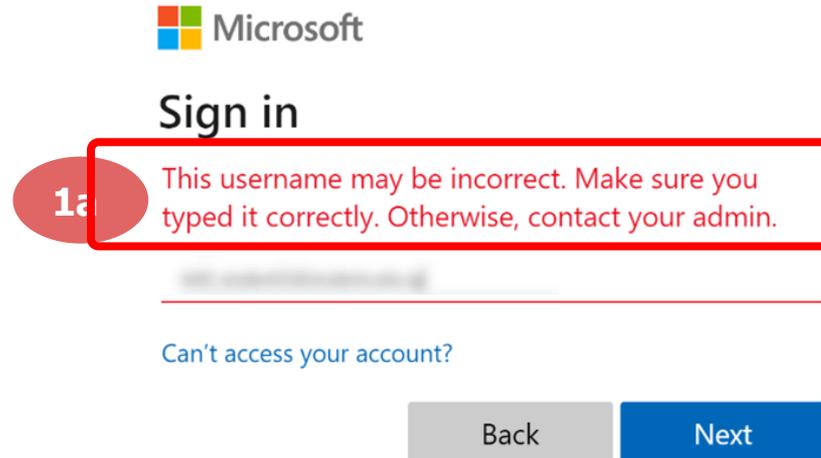
**Troubleshooting**

**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.



### 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 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.

The image shows a sign-in interface. On the left, there is a 'Sign In' section with a 'Sign Up Free' link. The 'Sign In' section contains an email input field, a password input field with a 'Forgot?' link, and a blue 'Sign In' button. A red error message box is displayed below the password field, containing the text 'Incorrect email or password'. 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 options: 'Sign In with SSO', 'Sign In with Google', and 'Sign In with Facebook'. The error message box is highlighted with a red border.

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

Email

••••• [Forgot?](#)

**Incorrect email or password**

Keep me signed in [Sign 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.**



● ● ●  
\*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 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)