

HOUGANG
SECONDARY SCHOOL

Supporting your Learning

Full HBL@HS



Hougeans x GRIT

What Hougeans know	What is expected of Hougeans during FHBL?
<p>FHBL for all levels from 19 to 21 May, FHBL for Sec 1, 2, 3 and 4N on 24, 25 and 27 May. 4E and 5N students will have intensive MTL prog.</p> <p>Students are equipped with a device* and/or internet for FHBL.</p> <p>Students will use Student ICON*, SLS, Zoom and other web applications for FHBL.</p>	<ol style="list-style-type: none"> 1. Be responsible for your own learning. Adhere to the FHBL schedule and check the school website regularly for updates and instructions on FHBL. Log in promptly at 7.30 am. 2. Highlight to your CCs should you experience anxiety due to implications of the tightened Safe Management Measures on your academic and CCA progress. Do take care of your health and see a doctor if unwell. 3. Continue to be guided by cyber wellness principles of Sense, Think and Act. Highlight any cyber wellness concerns to the ICT, PM team, or your CCs.

Full HBL Schedule

SCHEDULE	
19, 20 and 21 May	24, 25, 27 May
FHBL for all levels	<ul style="list-style-type: none"> • FHBL for Sec 1, 2, 3 and 4N • 4E and 5N on Intensive MTL Prog

- Week 10 schedule will be updated on Friday (21 May) by 6 pm.
- Students need to ensure:
 - You have a **computing device** and **internet** for FHBL
 - Your **student ICON** and **SLS** accounts are active.

Accessing the Schedule

FHBL@HS



Demo

Student Learning Space

- You are reminded that your username is usually the first 5 characters of your full name and last 4 digits of birth cert or NRIC together with the alphabet, e.g. TANAH2345X
- You are to ensure that your email is updated in SLS so that you can perform a password self-reset should you need to.
- You are also to ensure that you have set-up your security questions for password self-reset.

Password Reset	
School days before 4 pm	Schools day (4 to 9 pm) Sat (9 to 3 pm)
<ul style="list-style-type: none"> • self-reset • approach CC • contact school help line at 63726668 ext 260 • access the online form here 	<ul style="list-style-type: none"> • Contact SLS helpdesk at 67026513

SLS Self-Help Tips for Students



HS ICT Helpdesk

The format of your user name is a combination of the first 5 characters of your Name, the last 4 digits and the letter of your NRIC/FIN/BC, e.g. (RACHE1234Z).

Scenario #1: I forgot my password

Click "**Forgot Password**" at the SLS login page.

Step 1: You can **self-reset password** using **Password Reset Link**

Preset "Password Reset Email Address" (under 'My Profile' page) for this to work. Remember to **click** on the password reset link sent to your email!

Step 2: You can **self-reset password** by **Answering Security Questions**

Preset answers to the "Security Questions" (under 'My Profile' page) for this to work

Step 3: Ask your **Form / Subject Teacher** to reset your password

Step 4: Contact **HS Helpdesk** to reset your password

Step 5: Contact SLS Helpdesk to reset your password

Scenario #2: I forgot my username

Step 1: Get help from the **SLS Login Troubleshooting** page

Step 2: Ask your **Form / Subject Teacher** for your username

Step 3: Contact HS Helpdesk for your username

Scenario #3: I am no longer able to login after many failed attempts

Step 1: Try **self-help** to reset your password first

Step 2: Ask your **Form/Subject Teacher** to reset your password

Step 3: Contact HS Helpdesk to reset your account

Hougang Secondary School
Helpdesk Information

Tel: 63851990 or

hougang_ss@moe.edu.sg

9am to 4pm

Mondays to Fridays (except
Public Holiday)

Go to **SLS Login Troubleshooting Page** for self-help tips!

If you can't find your answers there, you can contact SLS Helpdesk.
Please get ready answers to your Security Questions.



helpdesk@sls.ufinity.com



6702 6513

(Mon-Fri: 4pm-9pm, Sat: 9am-3pm)



SLS

Safety and Well-being

- Links for Zoom will be shared via student ICON. Unsecured links (e.g. forms, padlet links etc. will not be shared openly in the schedule. Students **should not forward or share the links** to others not from the same class or teaching group using the link.
- You should **not record, take photos** of the online sessions without the permission of the teacher.
- Be careful of phishing emails and suspicious links. If in doubt, please check with your CCs or subject teacher.

ICT Support

- You may reach us at

Contact Us	
Phone	Online Form
Contact school help line at 63726668 ext 260	Access the online form here

- If you have questions or concerns regarding FHBL, please highlight to your CCs.

Student ICON

Empowering You
Learning with You

Student ICON (Sec 4 and 5)

- You will be receiving your email address (*<name>@students.edu.sg*) from your CCs via a sticky label. This is your email address and also your login user ID for student ICON.

Before you begin

If you are already logged into a Gmail account in the computing device that you are using, please **log out** and relaunch the browser.

Instructions for Sec 4 and Sec 5

- Use a computing device, preferably a laptop (avoid your phone as you may already be logged into your personal gmail account.) Go to the following URL.

<https://workspace.google.com/dashboard>

- Log in using your student ICON email when prompted. Your password is reflected on the label given to you. Upon first log in, you will be prompted to **change your password**, please do so. Password requirements are:

Password Requirements

- Password must be 8-24 characters long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must contain at least 2 alphabetic character(s).
- Password must not be one of 3 previous passwords.
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not match or contain user ID.

NOTE

- **Your Password expires every 90. Users will be alerted via email 7 days before the expiry date.**
- **Maximum of 5 login attempts are allowed before the account is locked. Once locked, you will not be able to access your Student ICON.**

Your ICON password is also your IAMS
(windows) password

Before you begin

If you are already logged into a Gmail account in the computing device that you are using, please **log out** and relaunch the browser.

Onboarding Student iCON

Use your web browser*(e.g., Chrome, Safari) to access Student iCON at:
<https://workspace.google.com/dashboard>

1 Enter your **Student iCON email address**. Click **Next**.

2 You will be directed to the **Microsoft sign in** page to authenticate your credential.

Enter your **Student iCON email address** again and click **Next**.

3 Enter your **IAMS password** and click **Sign in**.

! If you encounter issues during login, please refer to Annex A for troubleshooting instructions.

*Note that mobile apps such as Gmail app and Apple Mail app are not supported in the pilot phase.

Google
Sign in
Use your Google Account

1 Email or phone
test_studentB@students.edu.sg

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)

Microsoft
Sign in

2 test_studentB@students.edu.sg

[Can't access your account?](#)

[Sign-in options](#)

[Next](#)

Microsoft
← test_studentB@students.edu.sg

Enter password

3

[Forgotten my password](#)

[Sign in](#)

If you have reset your IAMs password before, please continue to step 4. If you have not reset your password, please proceed to step 5.

4 You will be prompted to input your **current password** in the first field followed by your **new password in the second and third field.**

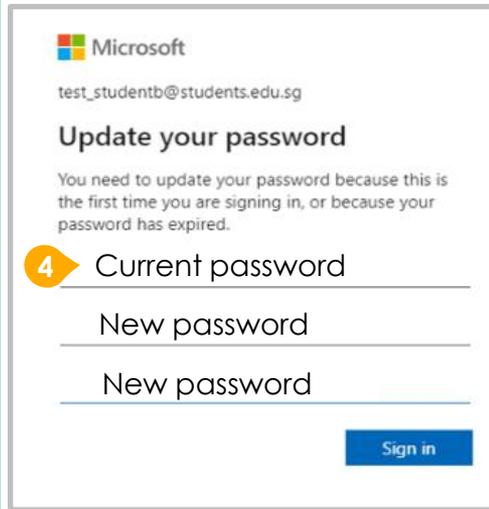
Click **Sign in** to proceed.

5 Click **Yes** to proceed.

6 To acknowledge the message, click **Accept**. Take note of the terms and conditions in the use of this email account.

7 You will be directed to **Google Workspace Dashboard page**. To ensure that the onboarding is complete, refer to page 4, 5, 6.

- Page 4: Primary 1 to 3
- Page 5: Primary 4 to 6
- Page 6: Secondary and JC/MI



Microsoft
test_studentb@students.edu.sg

Update your password

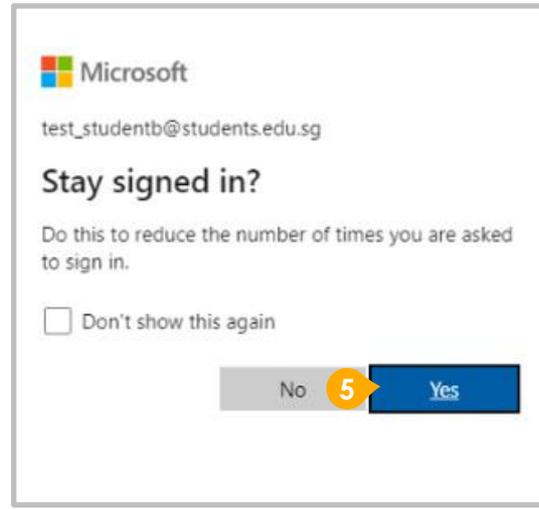
You need to update your password because this is the first time you are signing in, or because your password has expired.

4 Current password _____

New password _____

New password _____

Sign in



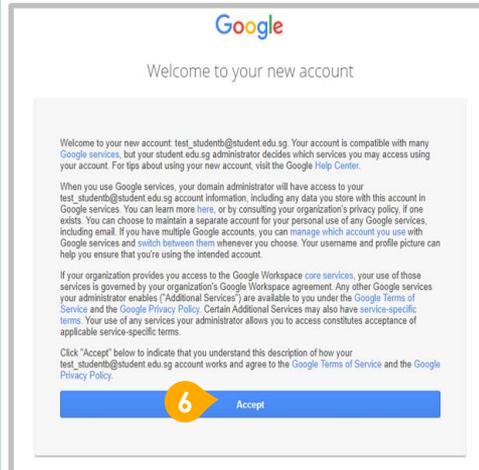
Microsoft
test_studentb@students.edu.sg

Stay signed in?

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

Don't show this again

No 5 Yes



Google

Welcome to your new account

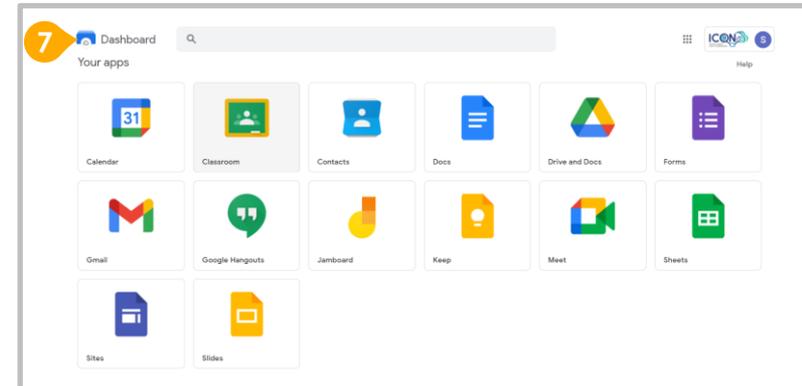
Welcome to your new account: test_studentb@student.edu.sg. Your account is compatible with many Google services, but your student.edu.sg administrator decides which services you may access using your account. For tips about using your new account, visit the [Google Help Center](#).

When you use Google services, your domain administrator will have access to your test_studentb@student.edu.sg account information, including any data you store with this account in Google services. You can learn more here, or by consulting your organization's privacy policy, if one exists. You can choose to maintain a separate account for your personal use of any Google services, including email. If you have multiple Google accounts, you can manage which account you use with Google services and switch between them whenever you choose. Your username and profile picture can help you ensure that you're using the intended account.

If your organization provides you access to the Google Workspace core services, your use of those services is governed by your organization's Google Workspace agreement. Any other Google services your administrator enables ("Additional Services") are available to you under the [Google Terms of Service](#) and the [Google Privacy Policy](#). Certain Additional Services may also have service-specific terms. Your use of any services your administrator allows you to access constitutes acceptance of applicable service-specific terms.

Click "Accept" below to indicate that you understand this description of how your test_studentb@student.edu.sg account works and agree to the [Google Terms of Service](#) and the [Google Privacy Policy](#).

6 Accept



7 Dashboard

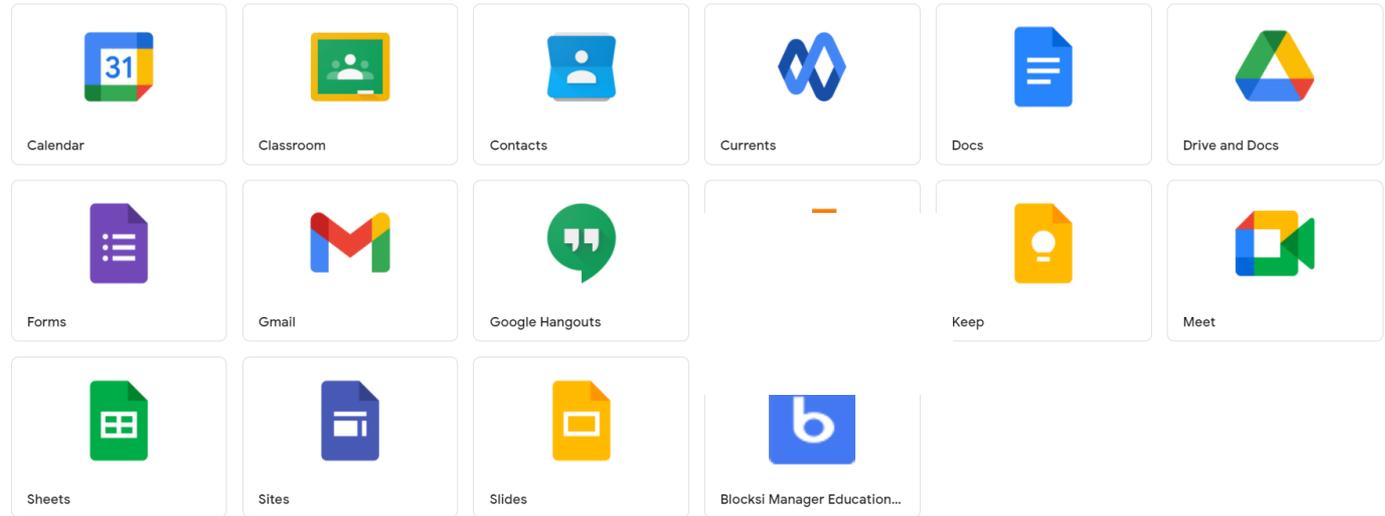
Your apps

Calendar	Classroom	Contacts	Docs	Drive and Docs	Forms
Gmail	Google Hangouts	Jamboard	Keep	Meet	Sheets
Sites	Slides				

GSuite – linked to Student ICON

1 Students in Secondary should see these apps on the dashboard.

1 Your apps



If you have apps shown on this slide that are missing from your account, please report it to your teacher. Your teacher will log a case with SSOE 2 Service Desk.

Offline Mode

Student iCON (Google) offline mode would be activated on 20 Apr 2021. It allows students to create, view and edit Docs, Sheets and Slides even when students are not connected to the Internet.

Maintaining your IAMS password

Students are expected to **maintain your own IAMS account** and perform a password change at the HS Library or SRC (Term 3 onwards).

If account is **locked** during HBL period, you may call the general office.

and look for either of the following ISAC.

ISAC	
Ms. Jolin Chang	Mr Ben Oh

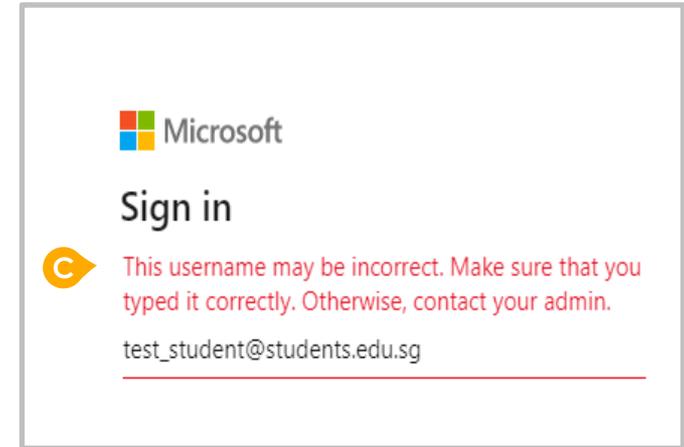
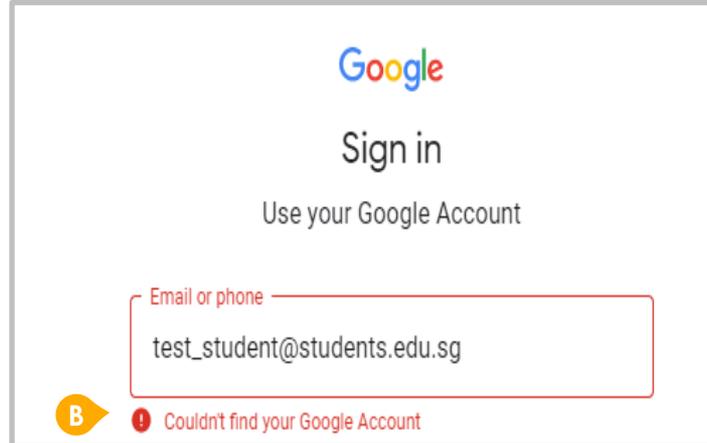
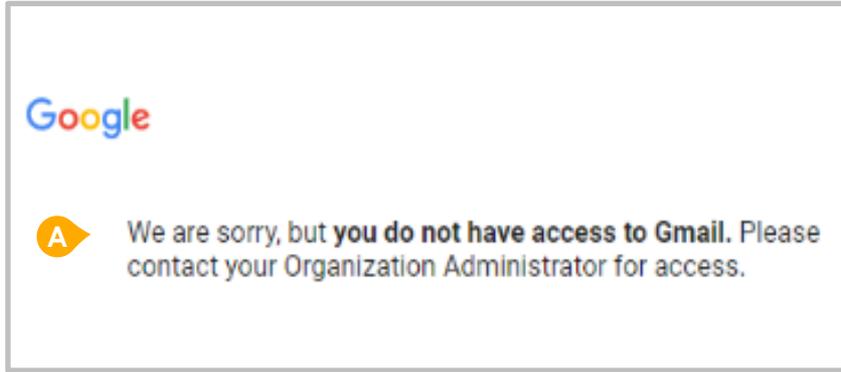
Possible issues you may encounter when onboarding to Student iCON.

For issues A to C, please report it to your CC who will log a case with SSOE Service Desk:

A When you use a web browser to visit a Google app on your dashboard and see this error message.

B The email address you have provided for the Google or Microsoft Sign In page cannot be found.

ANNEX A1 – Troubleshooting instructions for potential onboarding issues



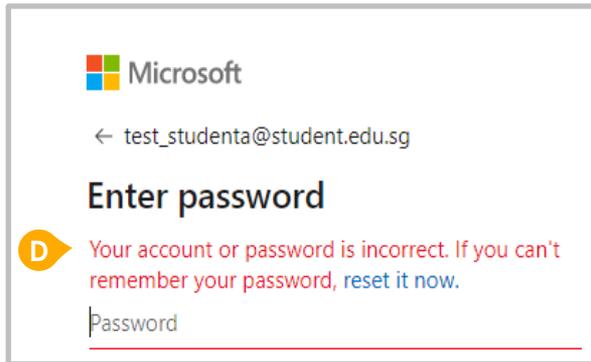
ANNEX A2 – Troubleshooting instructions for potential onboarding issues

Possible issues you may encounter when onboarding to Student iCON.

For issue D, E or other IAMS password-related issues, e.g. forgotten password or inactive account, please approach your school's IAMS Student Account Coordinator (ISAC) to reset your password.

D The password you have provided is incorrect.

E Your account has been locked out due to keying in the incorrect password too many times.



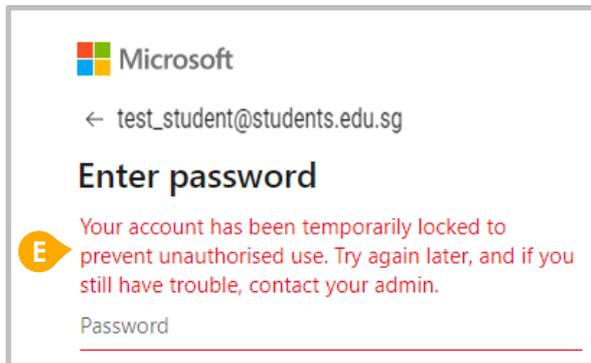
Microsoft

← test_studenta@student.edu.sg

Enter password

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

Password



Microsoft

← test_student@students.edu.sg

Enter password

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

Password