Guide on Staff iCON Login via MIMS Portal
V1.0 | 29 Aug 2023

Overview

What do I need to do?

1 — By 26 Sep 2023

Set up MIMS 2-Factor Authentication (2FA)

*(Refer to **Pages 6 to 19** of this guide for instructions)*
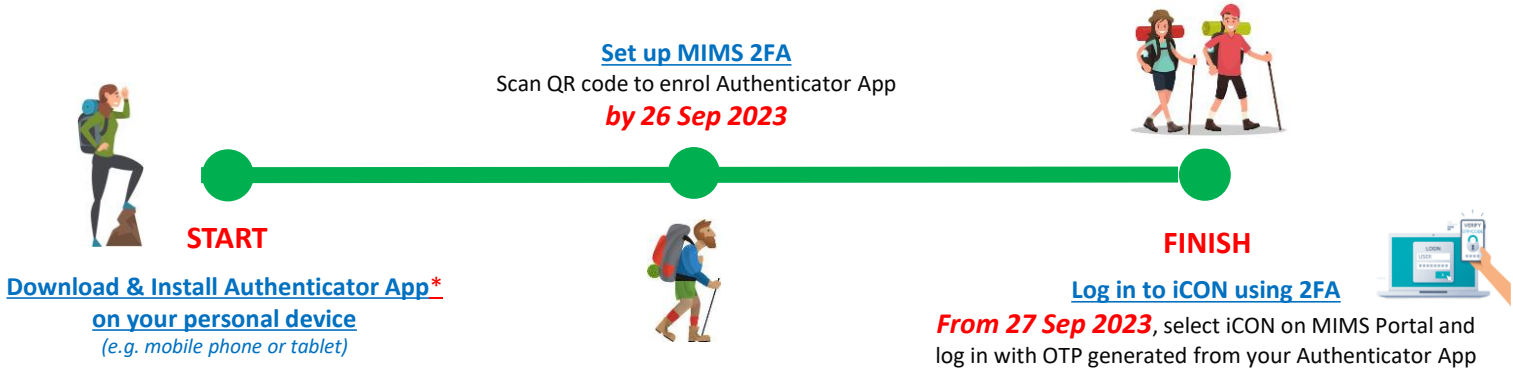
2 — From 27 Sep 2023

Log in to Staff iCON via MIMS with 2FA-enabled

*(Refer to **Pages 20 to 24** of this guide for instructions)*

Overview of MIMS 2-Factor Authentication (2FA) Set-up & Staff iCON Login

iCON is now accessible via:

1. **MIMS Portal** – Recommended Method

2. **Google Workspace** – Alternative Method

Set up MIMS 2FA
Scan QR code to enrol Authenticator App
by 26 Sep 2023

START

Download & Install Authenticator App*
on your personal device
(e.g. mobile phone or tablet)

FINISH

Log in to iCON using 2FA
From 27 Sep 2023, select iCON on MIMS Portal and
log in with OTP generated from your Authenticator App

*Please refer to Page 6 for details on downloading Authenticator App

What is MIMS 2FA?

MIMS 2-Factor Authentication (2FA), which replaces
Google 2-Step Verification (2SV), allows authentication to
MIMS with an additional layer of authentication aside
from your MIMS password when logging into iCON.

Your password
is what you
KNOW

Your mobile device
is what you
HAVE

Prior to MIMS 2FA Set-up: Download & Install Authenticator App

<u>Pre-requisite</u>:

Please ensure that you have **ONE** of the following authenticator applications installed in your personal device in order to proceed with the 2FA enrolment.

Google Authenticator (<u>Internet Link</u>)

Microsoft Authenticator (<u>Internet Link</u>)

NetIQ Authenticator (<u>Internet Link</u>)

⚠️ **<u>Note to Generic iCON account users</u>**:
When setting up 2FA for generic iCON account (e.g. *schoolname*@moe.edu.sg), **<u>all staff</u>** who require access to the account **<u>will need to individually download and install the Authenticator App on their personal devices and</u> scan the same QR code at the same time (refer pg. 13)** so as to receive the OTP/Code when logging in.

Log on to MIMS Portal

https://mims.moe.gov.sg/

1 Enter your **MIMS login ID** and **password**

For School Staff:

MIMS Login ID ends with **@schools.gov.sg**

For HQ Staff:

MIMS Login ID ends with **@hq.moe.gov.sg**

⚠️ **Note to Generic iCON account users**:
Refer to FAQ section pg. 43 & 44 for MIMS login credentials information.
Refer to pg. 42 to 44 for more FAQs.
When setting up 2FA for generic iCON account (e.g. *schoolname*@moe.edu.sg), **all staff** who require access to the account **will need to individually download and install the Authenticator App on their personal devices and scan the same QR code at the same time (refer pg. 13)** so as to receive the OTP/Code when logging in.

MIMS Portal

Please login using your MIMS account. For Students, your MIMS login ID is <Full_Name>@students.edu.sg. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg. If you encounter difficulties logging in, please approach your teachers (for Students) or MIMS Administrators (for Staff).
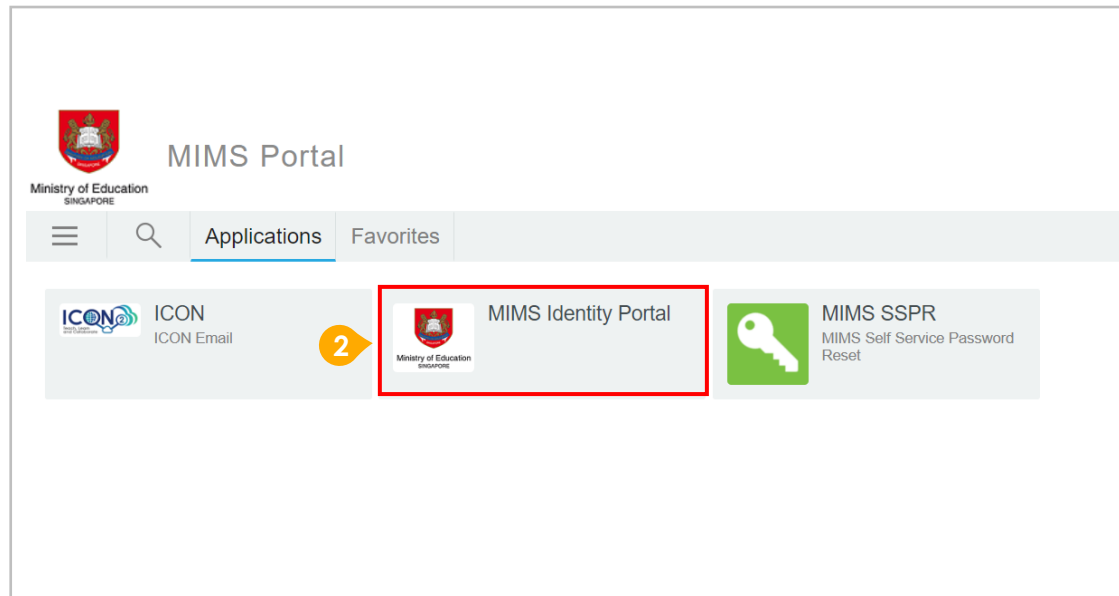
1

Username

Password

Sign in

Forgot Password?

7

Log on to MIMS Portal

https://mims.moe.gov.sg/

2 Under the '*Applications*' tab,

Click on '*MIMS Identity Portal*'

8

Enroll Authenticator App

3 Applications will be listed.

Staff will have to set up 2-Factor Authentication (2FA) upon first login.

Click on '*Setup 2FA*'

9

Enroll Authenticator App

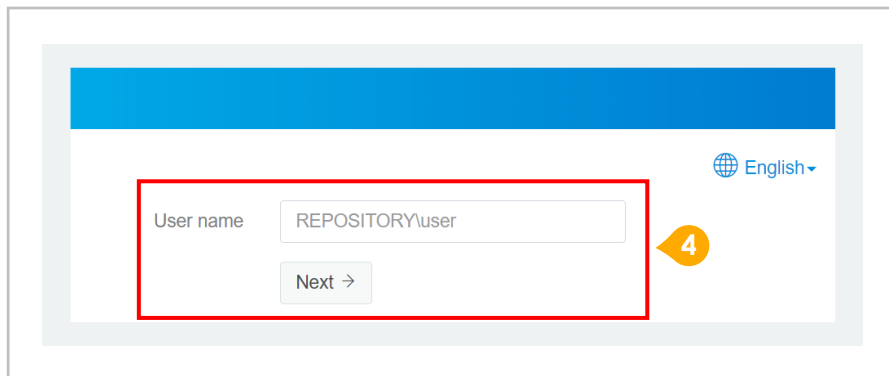**4** Enter your *MIMS Login ID* and click '*Next*'

For School Staff:

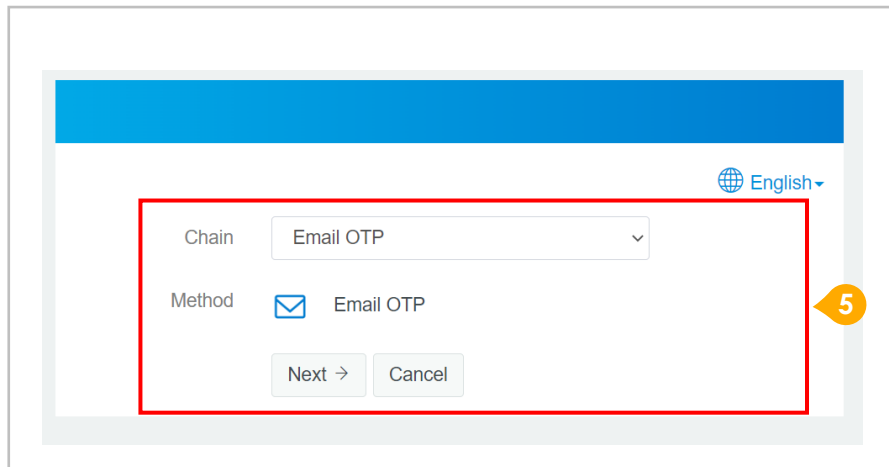MIMS Login ID ends with *@schools.gov.sg*

For HQ Staff:

MIMS Login ID ends with *@hq.moe.gov.sg*

5 Click '*Next*' to get the One-Time Password (OTP) via your work email (e.g. Classified Email System (CES), Singapore Government-Mail (SG-Mail), etc.)

User name	REPOSITORY\user

Next →

4

Chain	Email OTP
Method	✉ Email OTP

Next → Cancel

5

10

Enroll Authenticator App

6 Enter OTP which was sent to your work email (e.g. CES, SG-Mail, etc.)(*email address where OTP is sent is indicated**) and click '***Next***'.

⚠️ *** Note on Email OTP to iCON users & MIMS LAs:**

Should the email address indicated on the screen (*where the OTP is being sent to*) is **different from the intended email address** (e.g. CES or SG-Mail), you will need to seek assistance from your school's MIMS Local Administrator (LA) to update the email address that is tagged to the MIMS account that you are accessing.

Refer to **Intranet link here** for information on your school's MIMS LA.

MIMS LAs to refer to **Section 5 Pages 27 to 30** of the **MIMS LA Guide here** to update the email address.

🌐 English ▾

Method	✉️ Email OTP

OTP #8 sent to ▓▓▓▓▓▓▓

One Time Password	186634

6

Next →   Cancel

11

SSOE 2

Enroll Authenticator App

7 Click on '*Soft Token (OTP)*'

Welcome to the Self-Service portal for NetIQ Advanced Authentication.

This portal allows you to manage your authentication methods. The **Enrolled Authenticators** section displays all the methods that you have enrolled. The **Add Authenticator** section displays the methods that are available for enrollment.

Enrolled Authenticators

Email OTP
Auto-created

MIMS Password
Auto-created

Add Authenticator

Hard Token/FIDO 2.0

Soft Token (OTP)

7

Enroll Authenticator App

From **Page 6**, you should have downloaded and installed **one** of the three authenticator applications below on your personal device.

8 Launch the relevant Authenticator App installed in your personal device **to scan the QR code**.

Authenticator Apps:

Google Authenticator (Internet Link)

Microsoft Authenticator (Internet Link)

NetIQ Authenticator (Internet Link)

⚠ **Note to Generic iCON account users**:
When setting up 2FA for generic iCON account (e.g. *schoolname*@moe.edu.sg), **all staff** who require access to the account **will need to individually download and install the Authenticator App on their personal devices and scan the same QR code at the same time** so as to receive the OTP/Code when logging in.

Add **Soft Token (OTP)** authenticator

The Time based one-time password (TOTP) method generates an OTP through the NetIQ Advanced Authentication application on your mobile.

You can enroll this method in one of the following ways: Specify the token serial in the OATH Token. To register with the NetIQ Advanced Authentication application, scan the QR code below.

If you have a hardware OTP token from your company, specify the token serial in **OATH Token**.

If you want to enroll a TOTP secret manually, expand the section at the bottom and add your Secret and Period values.

| Comment | Comment |

If you have a token, specify the serial number and the OTP to verify the token. Otherwise, scan the QR code with the smartphone application.

| OATH Token Serial | Specify the token serial |
| OTP | Specify the password to verify token |

8

Save   Cancel

Enroll Authenticator App

9 Insert a comment in the '*Comment*' field

e.g. '*Google Authenticator*'

10 Click '*Save*'

Add **Soft Token (OTP)** authenticator

The Time based one-time password (TOTP) method generates an OTP through the NetIQ Advanced Authentication application on your mobile.

You can enroll this method in one of the following ways: Specify the token serial in the OATH Token. To register with the NetIQ Advanced Authentication application, scan the QR code below.

If you have a hardware OTP token from your company, specify the token serial in **OATH Token**.

If you want to enroll a TOTP secret manually, expand the section at the bottom and add your Secret and Period values.

Comment: Google Authenticator **9**

If you have a token, specify the serial number and the OTP to verify the token. Otherwise, scan the QR code with the smartphone application.

OATH Token Serial: Specify the token serial

OTP: ••••••

10 Save   Cancel

14

Test Enrolled Authenticator App

11 '*Soft token (OTP)*' will be added to the '*Enrolled Authenticators*'.

To test its functionality, click on the '*Soft Token (OTP)*'

Welcome to the Self-Service portal for NetIQ Advanced Authentication.

This portal allows you to manage your authentication methods. The **Enrolled Authenticators** section displays all the methods that you have enrolled. The **Add Authenticator** section displays the methods that are available for enrollment.

Enrolled Authenticators

Email OTP
Auto-created

MIMS Password
Auto-created

Soft Token (OTP)
Google Authenticator

11

Add Authenticator

Hard Token/FIDO 2.0

15

Test Enrolled Authenticator App

12 Click on the '***Test***' button

MIMS 2FA

Edit the **Soft Token (OTP)** authenticator

The Time based one-time password (TOTP) method generates an OTP through the NetIQ Advanced Authentication application on your mobile.

You can enroll this method in one of the following ways: Specify the token serial in the OATH Token. To register with the NetIQ Advanced Authentication application, scan the QR code below.

If you have a hardware OTP token from your company, specify the token serial in **OATH Token**.

If you want to enroll a TOTP secret manually, expand the section at the bottom and add your Secret and Period values.

| Comment | Google Authenticator |
| OATH Token Serial | Token serial is not defined |

Delete   Test   Cancel

12

Test Enrolled Authenticator App

13 Under '*Password*'

Key in the OTP/Code from the Authenticator App

Click '*Next*'

17

Test Enrolled Authenticator App

14 If the enrolled Authenticator App is working successfully, you will receive this notification:

'*Authenticator "Soft Token (OTP)" passed the test*'

You have successfully completed the MIMS 2FA set-up.

MIMS 2FA

14 ✓ Authenticator "Soft Token (OTP)" passed the test

Edit the **Soft Token (OTP)** authenticator

The Time based one-time password (TOTP) method generates an OTP through the NetIQ Advanced Authentication application on your mobile.

You can enroll this method in one of the following ways: Specify the token serial in the OATH Token. To register with the NetIQ Advanced Authentication application, scan the QR code below.

If you have a hardware OTP token from your company, specify the token serial in **OATH Token**.

If you want to enroll a TOTP secret manually, expand the section at the bottom and add your Secret and Period values.

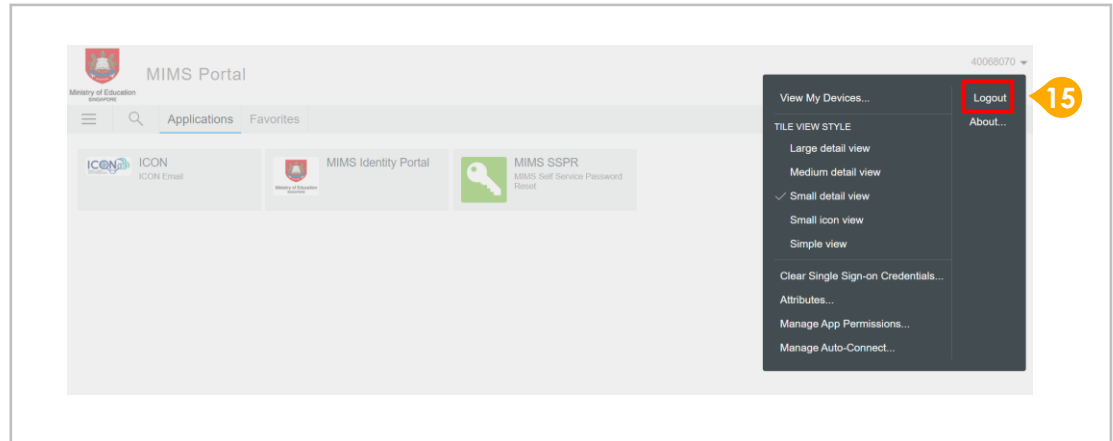| Comment | Google Authenticator |
| OATH Token Serial | Token serial is not defined |

Delete Test Cancel

18

15 Please log out of MIMS Portal as well by clicking on the arrow icon ▾

From the drop-down menu,

Click on '*Logout*'

Login to iCON with 2FA-enabled

Log on to MIMS Portal

https://mims.moe.gov.sg/

1 Enter your **MIMS login ID** and **password**

For School Staff:

MIMS Login ID ends with **@schools.gov.sg**

For HQ Staff:

MIMS Login ID ends with **@hq.moe.gov.sg**

Login to iCON with 2FA-enabled

2 Under '*Applications*' tab,

Click on '*iCON*'
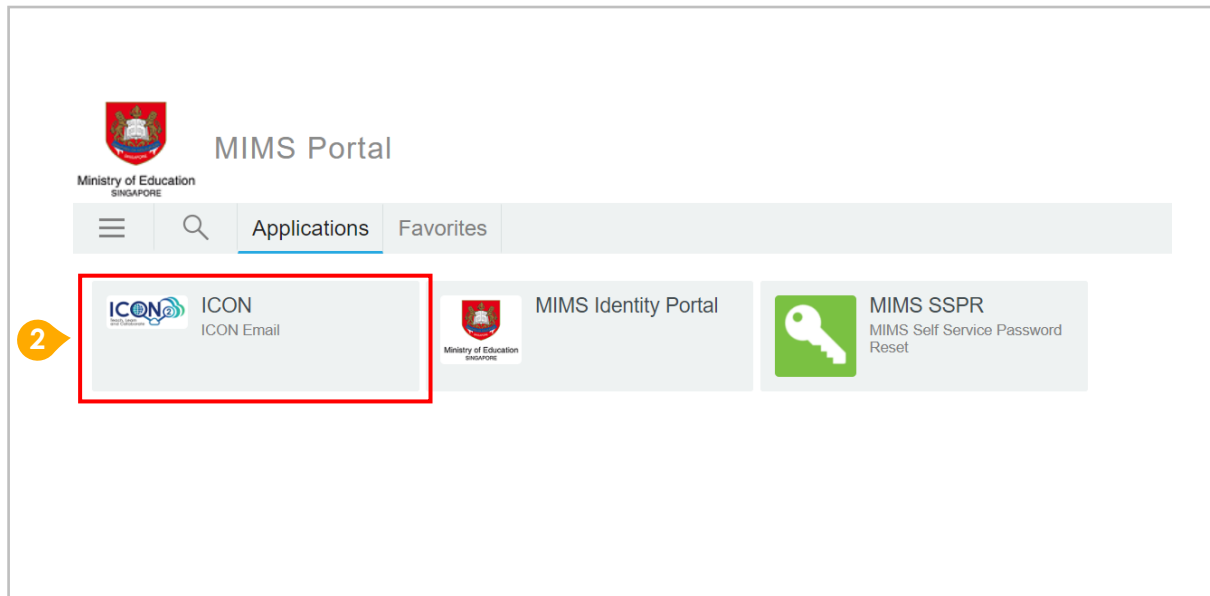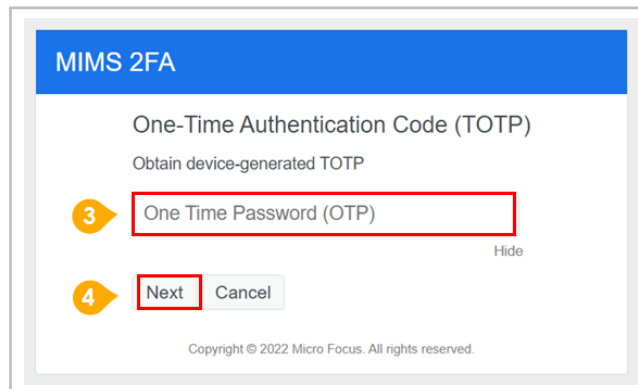
MIMS Portal

Ministry of Education
SINGAPORE

Applications   Favorites

ICON
ICON Email

MIMS Identity Portal

Ministry of Education
SINGAPORE

MIMS SSPR
MIMS Self Service Password Reset

Login to iCON with 2FA-enabled

3 Key in the OTP/Code from your Authenticator App

4 Click '*Next*'

22
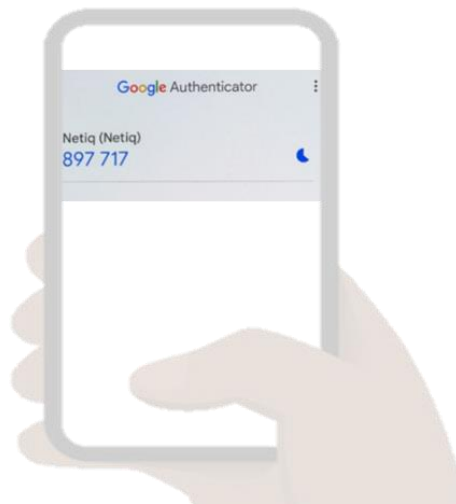
Login to iCON with 2FA-enabled

5 Success!

Now you are able to access your Google Workspace Dashboard.
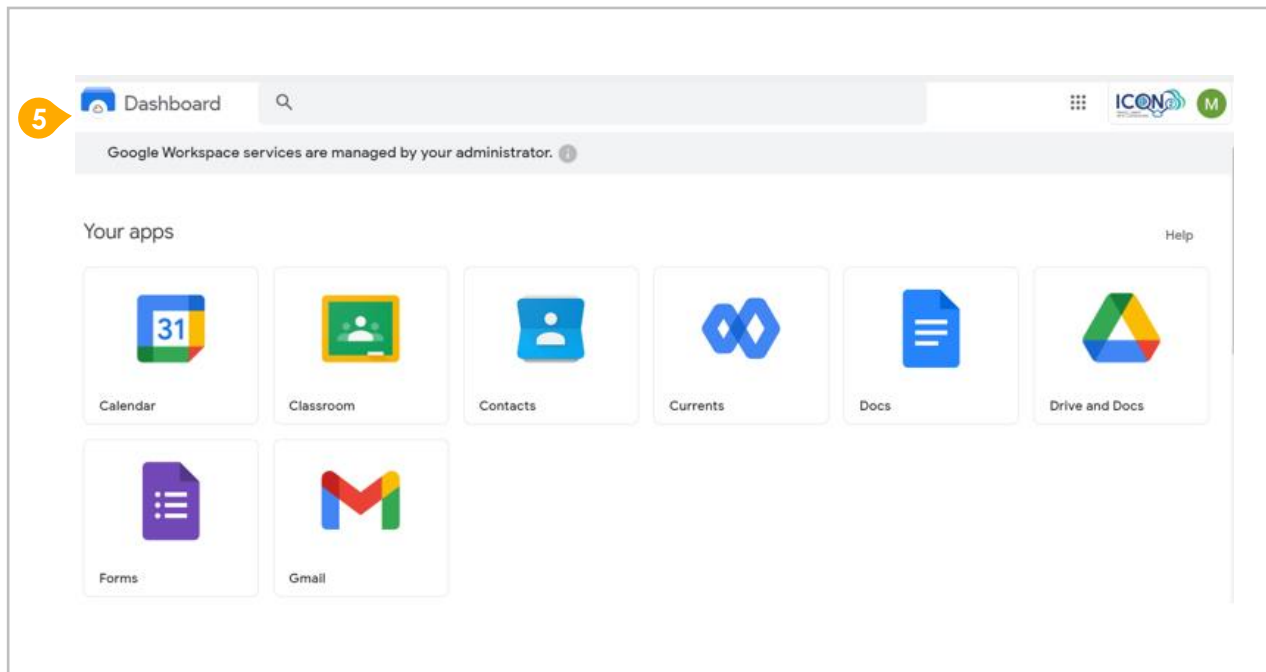
Login to iCON with 2FA-enabled

6 To log out of iCON,

Click on this icon [ICON] on your Google Workspace Dashboard

Click on '*Sign out*'

7 Please log out of MIMS Portal as well by clicking on the arrow icon

From the drop-down menu,

Click on '*Logout*'
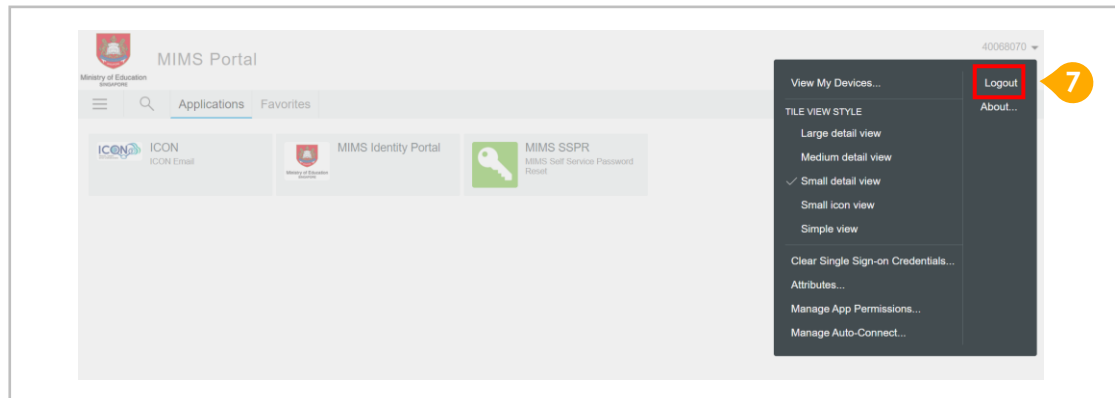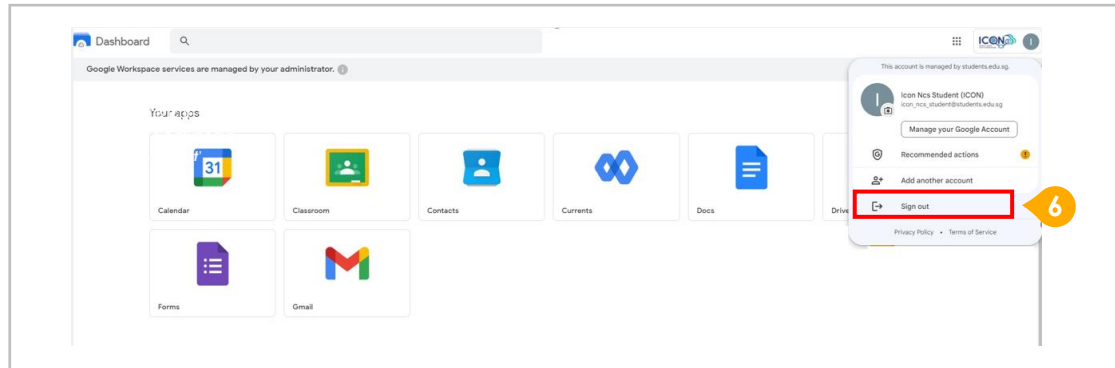
Login to iCON with 2FA-enabled

Navigate to Google Workspace Dashboard URL:

https://workspace.google.com/dashboard

1 Enter your *iCON email address* ending with *@moe.edu.sg*

Click *'Next'*

25

Login to iCON with 2FA-enabled

If you have not logged in before with your device, please proceed to **Step 4**.

If have logged in before with your device, continue with **Step 2**.

2 Select your iCON account.
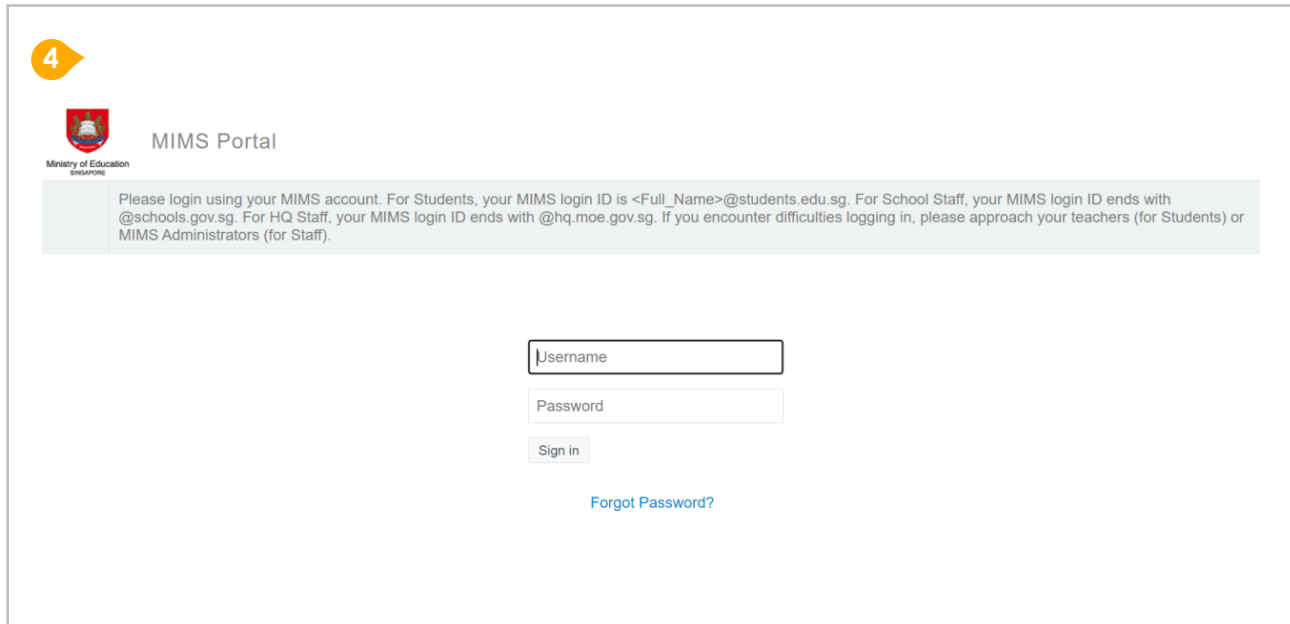
3 Click '*Next*'
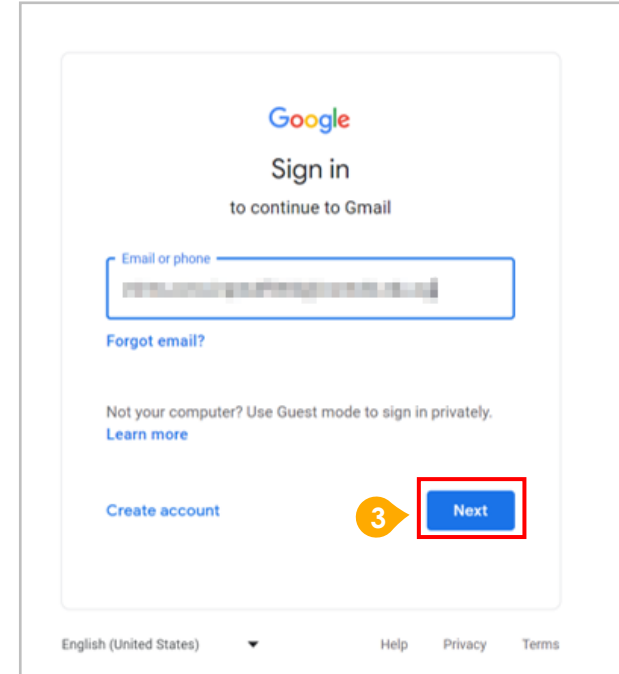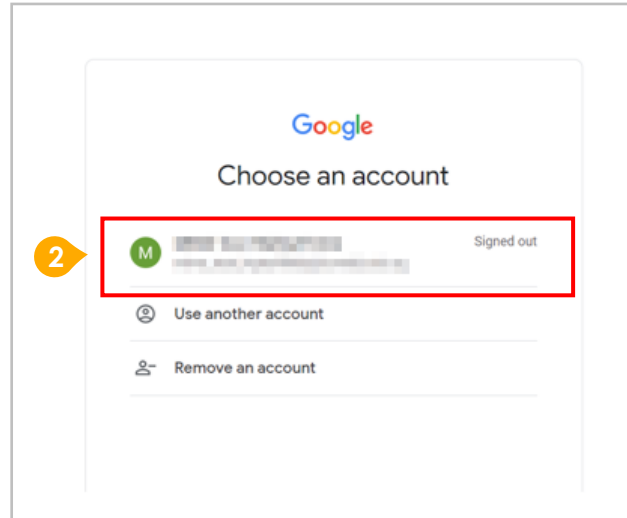
Login to iCON with 2FA-enabled

4 You will be redirected to MIMS Portal sign in page

4

MIMS Portal

Please login using your MIMS account. For Students, your MIMS login ID is <Full_Name>@students.edu.sg. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg. If you encounter difficulties logging in, please approach your teachers (for Students) or MIMS Administrators (for Staff).

Username

Password

Sign in

Forgot Password?

27

Login to iCON with 2FA-enabled

5 Enter your **MIMS Login ID** and **password**

For School Staff:

MIMS Login ID ends with **@schools.gov.sg**

For HQ Staff:

MIMS Login ID ends with **@hq.moe.gov.sg**

MIMS Portal

Please login using your MIMS account. For Students, your MIMS login ID is <Full_Name>@students.edu.sg. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg. If you encounter difficulties logging in, please approach your teachers (for Students) or MIMS Administrators (for Staff).

Username

Password

Sign in

Forgot Password?

Login to iCON with 2FA-enabled

6 Key in the OTP/Code from your Authenticator App

7 Click '*Next*'
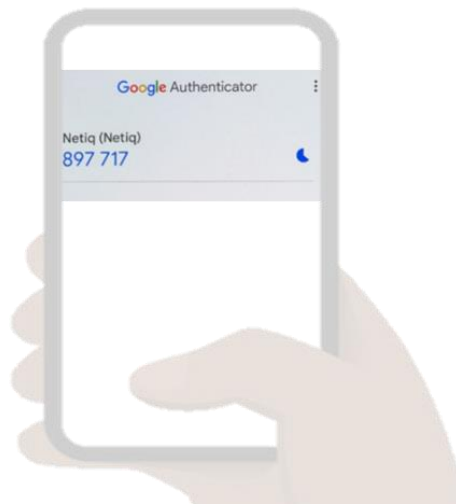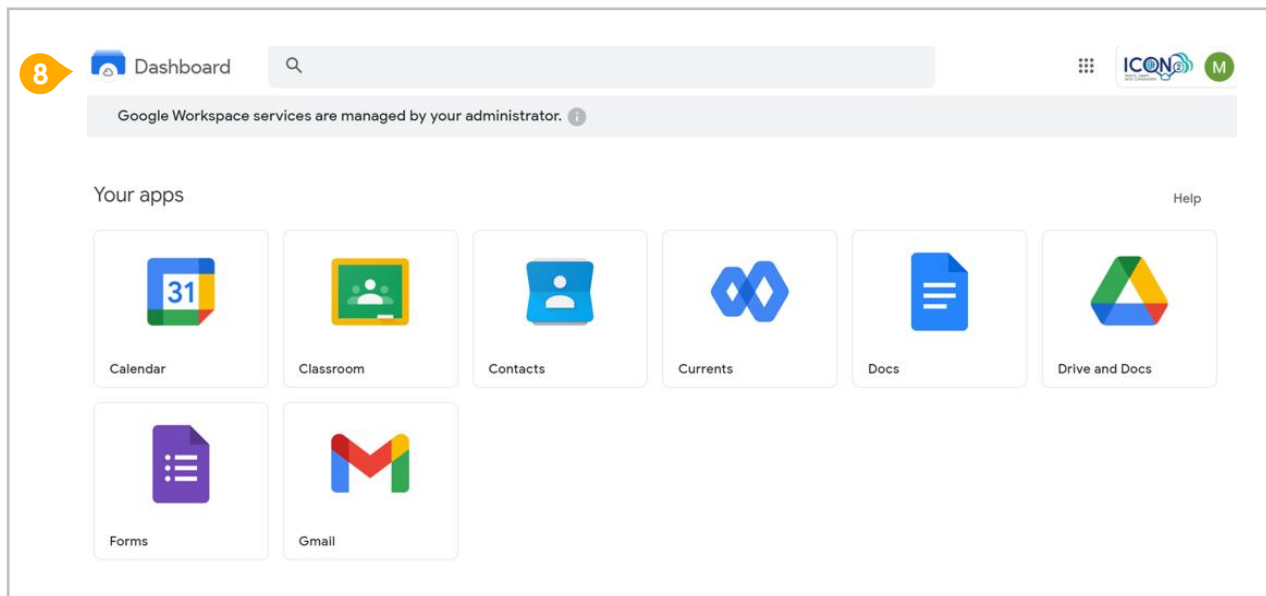
Login to iCON with 2FA-enabled

8 Success!

Now you are able to access your Google Workspace Dashboard.

Login to iCON with 2FA-enabled

9 To log out of iCON,

Click on this icon [ICON] on your Google Workspace Dashboard

Click on '*Sign out*'
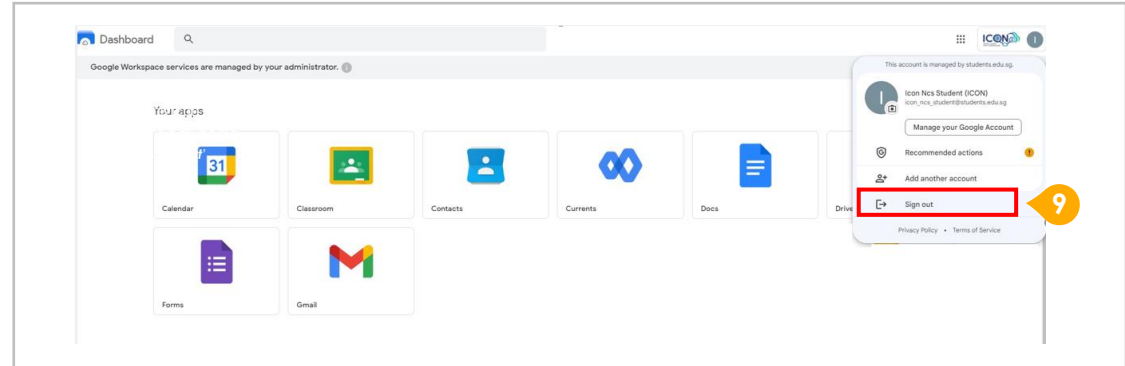
10 Please log out of MIMS Portal as well by clicking on the arrow icon ▼

From the drop-down menu,

Click on '*Logout*'
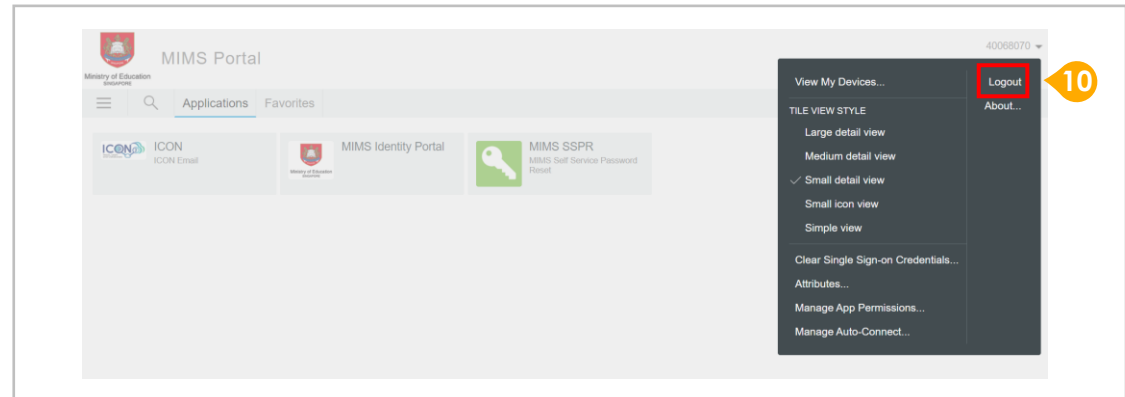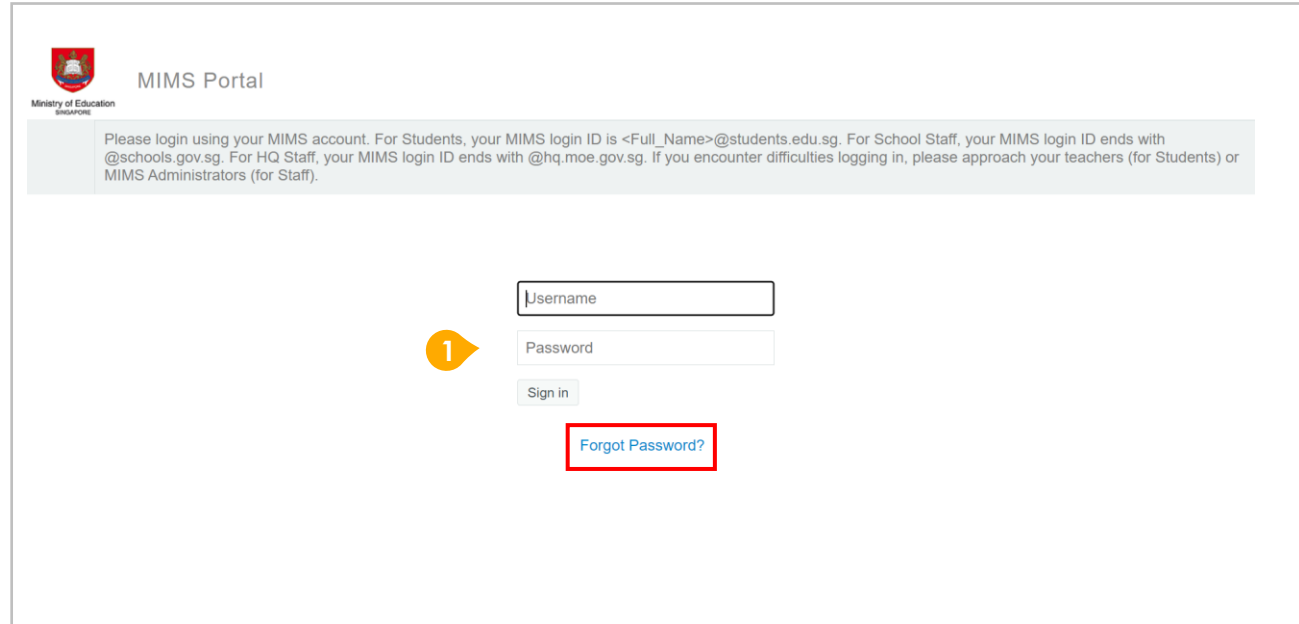
Access MIMS Portal at:

https://mims.moe.gov.sg/

1 *If you have forgotten your password,*

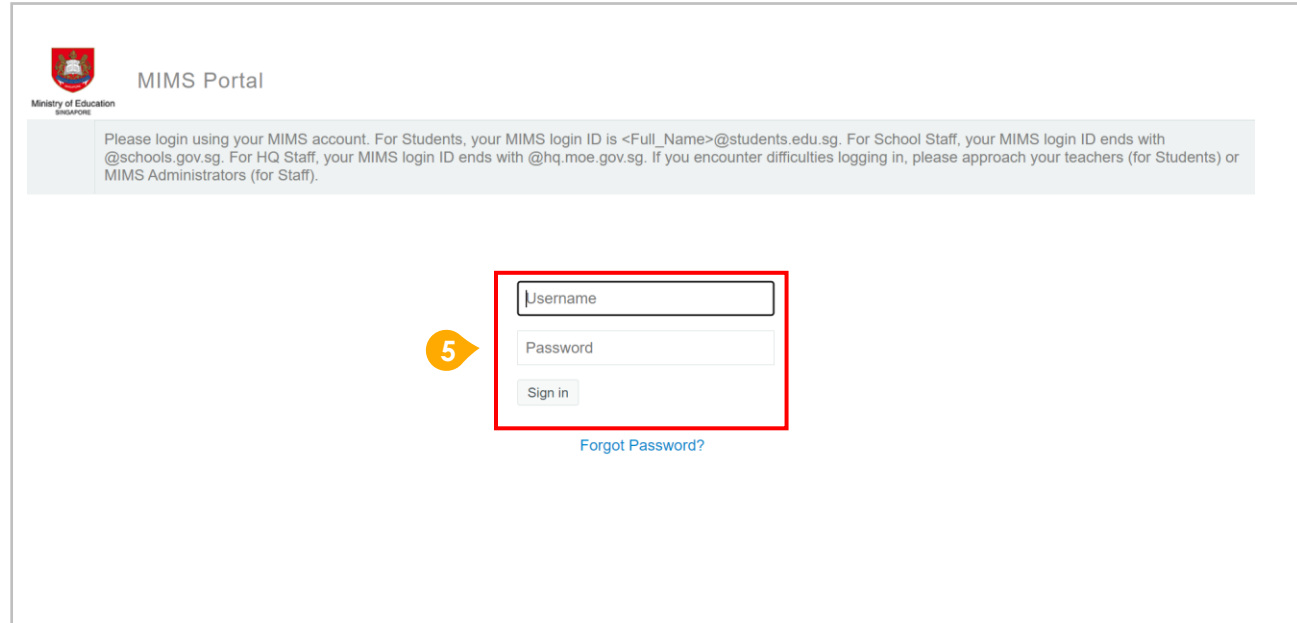*Click '**Forgot Password?**'.*

2 Enter your **MIMS Login ID.**

Click '**Search**'.

For School Staff:

MIMS Login ID ends with **@schools.gov.sg**

For HQ Staff:

MIMS Login ID ends with **@hq.moe.gov.sg**

3 You will be prompted to answer three security questions that you have set earlier in order to perform a self-service password reset.

Enter your answers to the questions correctly and click '**Check Answers**'

⚠️ **Note**: If you are unable to perform self-service password reset as you have forgotten the answers to your MIMS Security Challenge Questions, please refer to **Step 8** of this section on **Page 37**.

MIMS Self Service Password Reset

Forgotten Password

If you have forgotten your password, follow the prompts to reset your password.

2

Username

[   ]

Search   Cancel

MIMS Self Service Password Reset

Forgotten Password

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is your mother's maiden name?

[   ]

What is your favourite colour?

[   ]

What is your favourite city?

[   ]

3 Check Answers   Cancel

4 You will then be prompted to change your password.

Enter and confirm your new password, following the password requirement guidelines on the screen.

Click '*Change Password*'.

34

5 Your password change will take some time to be completed.

Once password change is successful,

Click '***Continue***'.
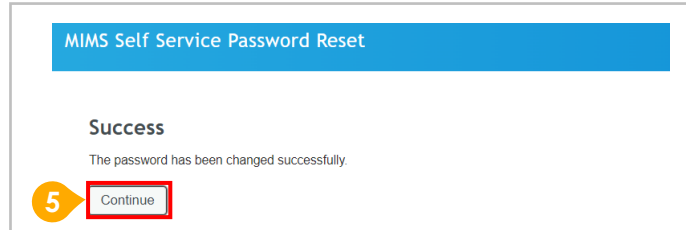
MIMS Self Service Password Reset

Please Wait

Your password is being changed. This process may take several minutes, please be patient.

MIMS Self Service Password Reset

Success

The password has been changed successfully.

5 Continue

35

6 Upon successful password reset, please attempt to login again by entering your *MIMS login ID* and *new password.*

*Click '**Sign in**'.*

For School Staff:

MIMS Login ID ends with **@schools.gov.sg**

For HQ Staff:

MIMS Login ID ends with **@hq.moe.gov.sg**

7 Success!

You will arrive at this MIMS Portal Applications page upon successful login.

Select '**ICON**' to access your Google Workspace Dashboard.

MIMS Portal

Ministry of Education
SINGAPORE

Please login using your MIMS account. For Students, your MIMS login ID is <Full_Name>@students.edu.sg. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg. If you encounter difficulties logging in, please approach your teachers (for Students) or MIMS Administrators (for Staff).

6 Username

Password

Sign in

Forgot Password?

MIMS Portal

Ministry of Education
SINGAPORE

Applications   Favorites

7 ICON
ICON Email

MIMS Identity Portal

Ministry of Education
SINGAPORE

MIMS SSPR
MIMS Self Service Password Reset

8 If you are unable to perform self-service password reset as you have forgotten the answers to your MIMS Security Challenge Questions, your password reset must be performed by your school's **MIMS Local Administrator (LA).**

Refer to **Intranet link here** for information on your school's MIMS LA.

Frequently Asked Questions (FAQs)

MIMS 2FA & General iCON Matters

1. **What is MIMS 2-Factor Authentication (2FA)?**
   MIMS 2FA, which replaces the Google 2-Step Verification (2SV), allows authentication to MIMS with an additional layer of authentication required aside from your MIMS password. This provides an **extra layer of security** when logging in iCON via MIMS.

2. **Since MIMS 2FA replaces Google 2SV, can I remove my mobile/phone number which I have provided during the setting up of Google 2SV?**
   You are advised to maintain your mobile/phone number (*which you had provided during the 2SV set-up*) in the event that 2SV may be required.

3. **Where can I download the Authenticator App (e.g. Google or Microsoft Authenticator)?**
   Authenticator apps can only be downloaded on personal devices such as mobile phones or tablets. Refer to Page 6 of this guide for more details.

4. **When will I need to set up MIMS 2FA?**
   You are advised to **set up your MIMS 2FA _by 26 Sep 2023_**.
   From 27 Sep 2023, you will need to login to iCON via MIMS Portal with your MIMS 2FA enabled.

5. **Will I be prompted to set up MIMS 2FA?**
   No. You will be required to follow Section 1 in this guide to set up your MIMS 2FA by 26 Sep 2023.
   From 27 Sep 2023, you will need to login to iCON via MIMS with your MIMS 2FA-enabled.

Frequently Asked Questions (FAQs)

6. **Will I still be able to access my iCON account from 27 Sep 2023 if I have not set up my MIMS 2FA?**
   No. You will not be able to access your account and will be prompted with the error screenshot below. You will need to follow Section 1 in this guide to set up your MIMS 2FA before you can login iCON.
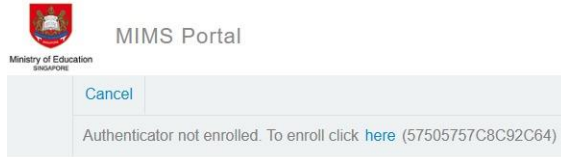
7. **What will happen to my existing iCON emails & documents?**
   Existing iCON emails and documents uploaded to the various Google apps (Drive, Classroom, etc.) will **not be affected**.

8. **Will MIMS 2FA be required for Student iCON as well?**
   No. MIMS 2FA is not required for Student iCON.

9. **Prior to Staff iCON onboarding MIMS _before 27 Sep 2023_, what should I do if I am not able to receive the MIMS email OTP when attempting to set-up MIMS 2FA (or enrol Authenticator app)?**
   Refer to Page 11 of this guide for more information. _Should staff have verified that the email address in MIMS Portal is correct and have still not received the email OTP, please email **SSOE 2 Service Desk** at **1800 7663 663** or email **help@schools.gov.sg** for assistance._

Frequently Asked Questions (FAQs)

10. **After Staff iCON onboard MIMS _from 27 Sep 2023_, what should I do if I am not able to receive the MIMS email OTP when attempting to set-up MIMS 2FA (or enrol Authenticator app)?**

    Note that with Staff iCON onboarding MIMS from 27 Sep 2023, MIMS 2FA will be required for login to Staff iCON via MIMS Portal. As such, staff would not be able to receive the MIMS email OTP should the email address indicated in MIMS Portal is their Staff iCON email address (ending with @moe.edu.sg). Staff will also need to update their email address in MIMS Portal if they no longer have access to the email address or if their Staff iCON email address is indicated in MIMS Portal.

    Staff should approach their school MIMS Local Administrator to update their email address to another work/personal email address (e.g. CES) to receive this one-time MIMS email OTP during the setting up of MIMS 2FA and reverting back to the previous work email address if necessary. Refer to Page 11 of this guide for more information.

    Should staff have verified that the email address in MIMS Portal is correct and have still not received the email OTP, please email **SSOE 2 Service Desk** at **1800 7663 663** or email **help@schools.gov.sg** for assistance.

11. **What should I do if I do not have a mobile phone or tablet to download the authenticator app for the setting up of MIMS 2FA?**

    Refer to the following MIMS Intranet link and follow the **Step A** & **Step B** below for the request and enrollment of hard token respectively:
    https://intranet.moe.gov.sg/itd/Pages/mims/MIMS_2FA_Guide.pdf

    - **Step A** – Refer to **Section 4 (pg. 20 to 26)** of the **above Intranet link** (Hard Token Registration) to **request/register for hard token**

    - **Step B** – For the **enrollment of hard token**, refer to the process below.
        i. Refer to **this guide** (pg. 7 to 11; Step 1 to 6) to <u>start enrolling</u> hard token (**"Hard Token/FIDO 2.0"**) and;
        ii. <u>Continue with</u> **Section 5 (pg. 27 to 35)** of the **above Intranet link** to complete the enrollment of hard token.

    Should you require further assistance, please email:
    - **MOE_OPA@moe.gov.sg** for issues on request of hard token and;
    - **MOE_ITD_MIMS@moe.gov.sg** for issues on enrollment of hard token.

Frequently Asked Questions (FAQs)

12. What should I do if I encounter an error message when setting up MIMS 2FA and my 2FA set-up is unsuccessful?
Please proceed to logout of MIMS Portal and try logging in again to restart the process of setting up MIMS 2FA.

13. How do I perform MIMS password change or password reset?
For password change, please refer to Page 20 to 24 in MIMS End User Intranet Guide here.

For password reset, please refer to Page 32 in this guide for self-service password reset.

Note that you should have set up MIMS Challenge Security Questions previously to be able to use the self-service password reset feature. Refer to Page 16 to 18 in MIMS End User Intranet Guide here for the setting up of challenge security questions. Should you be unable to remember the answers to your challenge security questions, please contact your school's MIMS Local Administrator (LA) for password reset. Refer to Intranet link here for information on your school's MIMS LA.

14. If I have technical issues or other queries, where can I seek assistance?
You can reach out to your school's Desktop Engineer (DE) or log a case with **SSOE 2 Service Desk** at **1800 7663 663** or email **help@schools.gov.sg** for assistance.

Frequently Asked Questions (FAQs)

Generic iCON accounts

1. **For <u>generic iCON accounts</u>, how should users of the generic iCON account set up MIMS 2FA?**
   All the users who require access to the same generic iCON account will need to **scan the QR code at the same time for MIMS 2FA set-up** when enrolling their Authenticator apps. Refer to Page 13 of this guide for more details.

2. **For <u>generic iCON accounts</u>, what do existing users need to do should they no longer require access to the account? How about new users who require access to the account?**
   Existing users who do not need to access the generic account would need to delete their previously enrolled mobile token on MIMS Portal and perform removal of the profile from their authenticator app. Refer to Page 19 of the MIMS 2FA Intranet guide here for the deletion of **_mobile token_** process. For **_hard token_** users, refer to Page 36 of the MIMS 2FA Intranet guide here.

   For **new users** who would like to access the generic account, all existing users would need to delete their previously enrolled mobile token on MIMS Portal and remove their respective profiles from their authenticator apps and repeat the whole process of setting up MIMS 2FA (*in Section 1 of this guide*) for the generic iCON account as described in above FAQ #1.

SSOE 2

Frequently Asked Questions (FAQs)

3. **For existing <u>school generic iCON accounts</u>, where can school users obtain MIMS login credentials to access iCON via MIMS Portal?**

Users should check in with school's HOD ICT or ICT Manager/Associate for the MIMS login credentials, which is available via the <u>ITD iCollaborate folder Intranet link here</u> under the iCON sub-folder (accessible only by HOD ICT or ICT Manager/Associate).

HOD ICT or ICT Manager/Associate can refer to <u>Intranet guide here</u> on how to access the MIMS login credentials for the generic iCON accounts.

School's MIMS Local Administrator (LA) (<u>Intranet link</u>) will need to request via MIMS Portal to transfer the location of the MIMS account (*tagged to the generic iCON account*) from "ICON" to school location (*refer screenshot from MIMS Portal below*). MIMS LA can refer to <u>Section 8 of the MIMS LA Intranet guide here</u> for the   process. After the approval of the transfer request   by MIMS Approving Officer (AO), MIMS LA can proceed to reset the password of account.

For password reset of MIMS account, approach your school's <u>MIMS Local Administrator (LA)</u>. Refer to Intranet link <u>here</u> for information on your school's MIMS LAs.

Note that account login credentials will no longer be sent to the generic school's Messaging SPOC iCON mailbox (admin_school <u>name@moe.edu.sg</u>) created previously for schools. These generic mailboxes will be disabled from <u>18 Oct 2023</u> (about 2 weeks after Staff iCON onboard MIMS).

Frequently Asked Questions (FAQs)

4. **For existing <u>MOE HQ generic iCON accounts</u>, where can HQ users obtain MIMS login credentials to access iCON via MIMS Portal?**
    An email will be sent to the generic iCON email address containing MIMS login credentials and other information. Please refer to the email sent for details.

    The relevant HQ division/branch MIMS Local Administrator (LA) ([Intranet link](#)) will need to request via MIMS Portal to transfer the location of the MIMS account (*tagged to the generic iCON account*) from "ICON" to school location (*refer screenshot from MIMS Portal below*). MIMS LA can refer to [Section 8 of the MIMS LA Intranet guide here](#) for the process. After the approval of the transfer request by MIMS Approving Officer (AO), MIMS LA can proceed to reset the password of account.

Transfer From: *		
User: *	Search object list: (Example: A*, Lar*, *r)	
Transfer To: *	Description ▼ icon 🔍 Search	Rows: 10 ▼
	Description **Org Number** **Location** **Level** **Organization**	
	ICON Generic Accounts ICONGENE ICON 600 NON-SC-SCHOOL	

    For password reset of MIMS account, approach your [MIMS Local Administrator (LA)](#) . Refer to Intranet link [here](#) for information on your MIMS LAs.

5. **For newly-created <u>school & HQ generic iCON accounts</u>, how will users obtain the account login credentials?**
    The account login credentials will be sent to the requestor/custodian's work email address indicated in the application form for the generic iCON account (refer [Intranet link here](#) for the application form).

    Note that new account login credentials will no longer be sent to the generic school/HQ's Messaging SPOC iCON mailbox (admin_school name@moe.edu.sg) created previously for schools. These generic mailboxes will be disabled from <u>18 Oct 2023</u> (about 2 weeks after Staff iCON onboard MIMS).

Frequently Asked Questions (FAQs)

Newly-created Staff iCON accounts

1. **For newly-created <u>Staff iCON accounts</u>, how will users obtain the account login credentials?**
   For *school staff*, the account login credentials will be sent to the **school's Primary & Secondary Messaging Single Point of Contact (SPOC)'s registered work email address** (refer to iCON Google link <u>here</u> for schools' Messaging SPOCs information).

   For *MOE HQ staff*, the new account login credentials will be sent to MOE OPA who will share with the relevant staff user. You can contact MOE OPA at <u>MOE_OPA@moe.gov.sg</u> if necessary.

   Note that new account login credentials will no longer be sent to the generic school/HQ's Messaging SPOC iCON mailbox (admin_school <u>name@moe.edu.sg</u>) created previously for schools. These generic mailboxes will be disabled from <u>18 Oct 2023</u> (about 2 weeks after Staff iCON onboard MIMS).