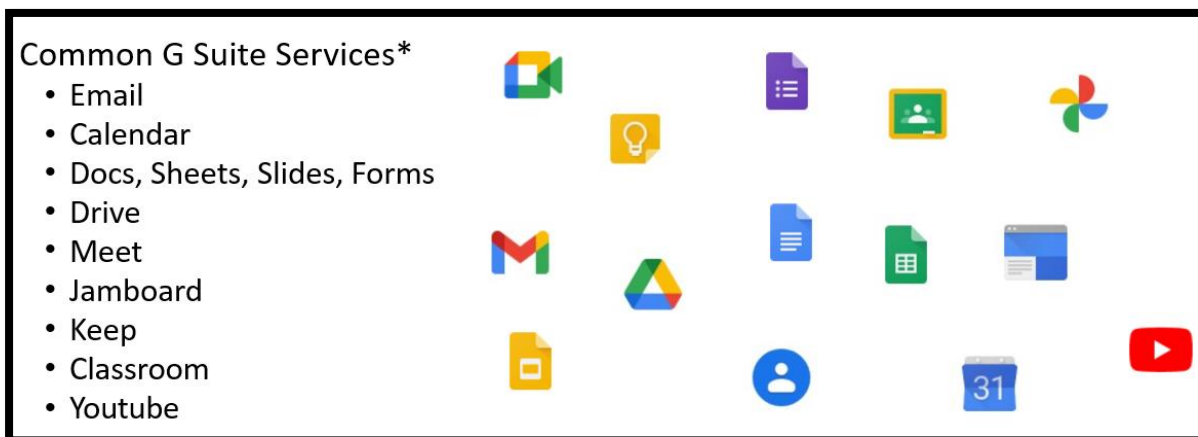## FAQs on Student ICON for Parents

1. **What is Student ICON?**
   Student ICON is a suite of Google apps including email (for P4-P6 students **ONLY**) and other app services such as Google Classroom and Docs.

Common G Suite Services*
- Email
- Calendar
- Docs, Sheets, Slides, Forms
- Drive
- Meet
- Jamboard
- Keep
- Classroom
- Youtube

2. **Must I onboard my child?**
   Parents are strongly encouraged to onboard their children to Student iCON as this will be the common student identity for all MOE Central systems and utilised by students from primary schools to junior colleges / Millennia Institute.

   In addition, with the planned rollout of Microsoft Office ProPlus and Zoom to students later this year, students will be required to use their Student iCON email addresses to access these apps for learning.

MOE Microsoft Office ProPlus and Zoom for students

- Free Zoom account (40 min limit when hosting) using Student iCON
    - MOE central management of video conferencing settings
    - Allows schools to authenticate the students for zoom meeting

- Microsoft products available under the package
    - Word
    - Excel
    - Powerpoint
    - OneNote
    - Publisher

Students can install and activate Microsoft Office ProPlus on up to 5 desktops/laptops, 5 tablets and 5 mobile devices.

3. **How can my child log in to Student iCON?**
   Student iCON is web-based. To access Student iCON, students can use their web browser in their internet- enabled computing or mobile devices to visit https://workspace.google.com/dashboard

   Once parental consent is given, the school will release the user ID to the students through the Form Teachers.

4. **Which Operating System or browser should we use?**

   You can refer to the following table for guidance on the Operating System/browser which students can use to log in.

		Operating System					
		Windows 10	Chrome OS	Mac OS	iOS	iPadOS	Andriod
Browser	Chrome	Yes	Yes	Yes	Yes	Yes	To be available at a later date
	Firefox	Yes	Yes	Yes	Yes	Yes	Yes
	Microsoft Edge	Yes	Not supported	Yes	Yes	Not supported	Yes
	Safari	Not supported	Not supported	Yes	Yes	Yes	Not supported

5. **Will email accounts be provisioned for all students?**

   No. To ensure students are adequately protected from cyber threats such as engagements from strangers and cyber bullying, the email account will **NOT** be provisioned for P1, P2 and P3 students.

   Email accounts for P4, P5 and P6 will be provisioned but they can only send or receive emails internally within all MOE domains such as moe.edu.sg, students.edu.sg, schools.gov.sg and moe.gov.sg. This is to limit the cyber wellness exposure such as strangers writing to the students.

6. **Can my child in P4, P5 or P6 use this email to sign up or install any web-based or mobile applications?**

   No. Students will **NOT** be able to use this email to sign up or install any web-based or mobile applications as they won't be able to receive emails outside MOE domains as stated in the point above.

   As a good practice, students should always consult their parents or teachers before installing any applications or games on their devices.