

Guide on Staff iCON Login via MIMS Portal

V1.1 | 14 Feb 2024

Overview

- 1. [What do I need to do?](#)..... Page 3
- 2. [Overview of MIMS 2-Factor Authentication \(2FA\) Set-up & Staff iCON Login](#).....Page 4
- 3. [What is MIMS 2FA?](#).....Page 5
- 4. [Prior to MIMS 2FA set-up: Download & Install Authenticator App](#).....Page 6
- 5. [Section 1: MIMS 2FA set-up](#).....Page 7
- 6. [Section 2: Login to Staff iCON via MIMS Portal \(Recommended Method\)](#).....Page 20
- 7. [Section 3: Login to Staff iCON via Google Workspace \(Alternative Method\)](#)..... Page 25
- 8. [Section 4: Forgot MIMS Password?](#).....Page 32
- 9. [Frequently Asked Questions \(FAQs\)](#)..... Page 38
- 10. [Revision History](#).....Page 46

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

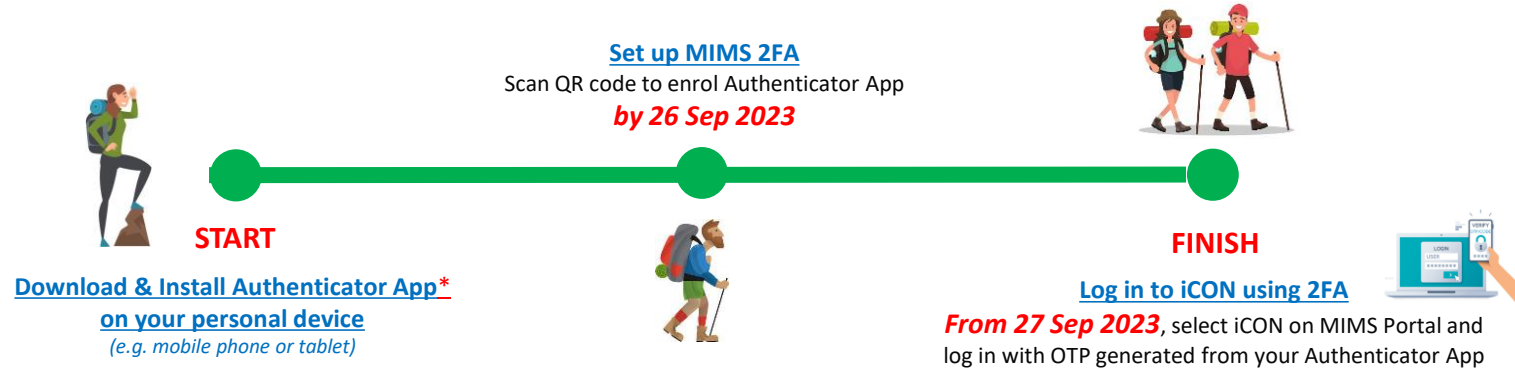
**Log in to Staff iCON
via MIMS with 2FA-enabled**

(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



*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

Pre-requisite:

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 ([Internet Link](#))



Microsoft Authenticator ([Internet Link](#))



NetIQ Authenticator ([Internet Link](#))



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.

Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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

Sign in

[Forgot Password?](#)

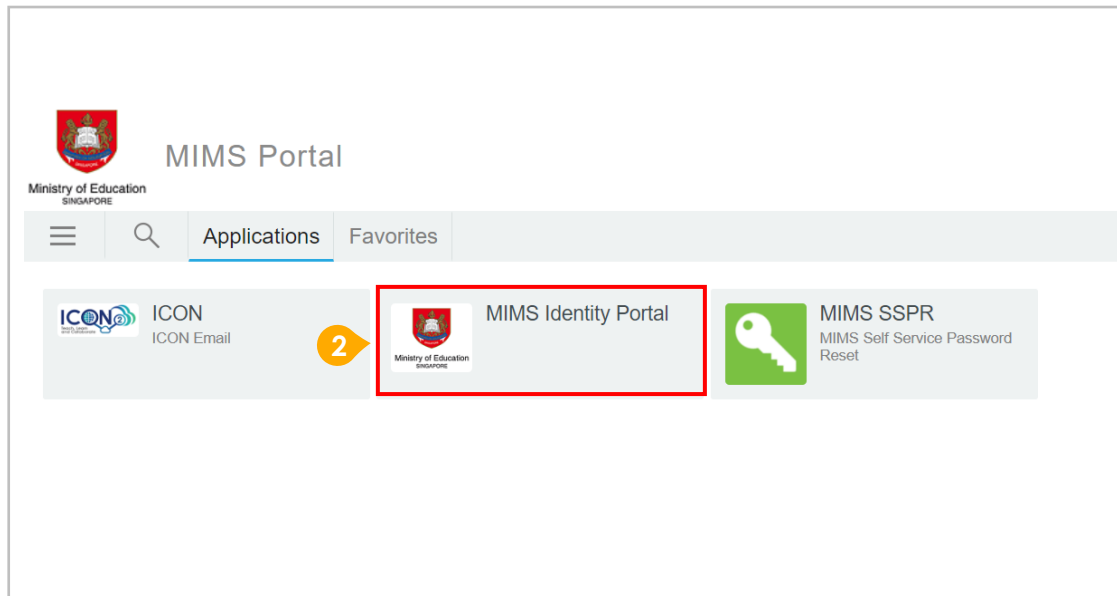
Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

Log on to MIMS Portal

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

- 2 Under the '**Applications**' tab,
Click on '**MIMS Identity Portal**'



Section 1: MIMS 2FA set-up

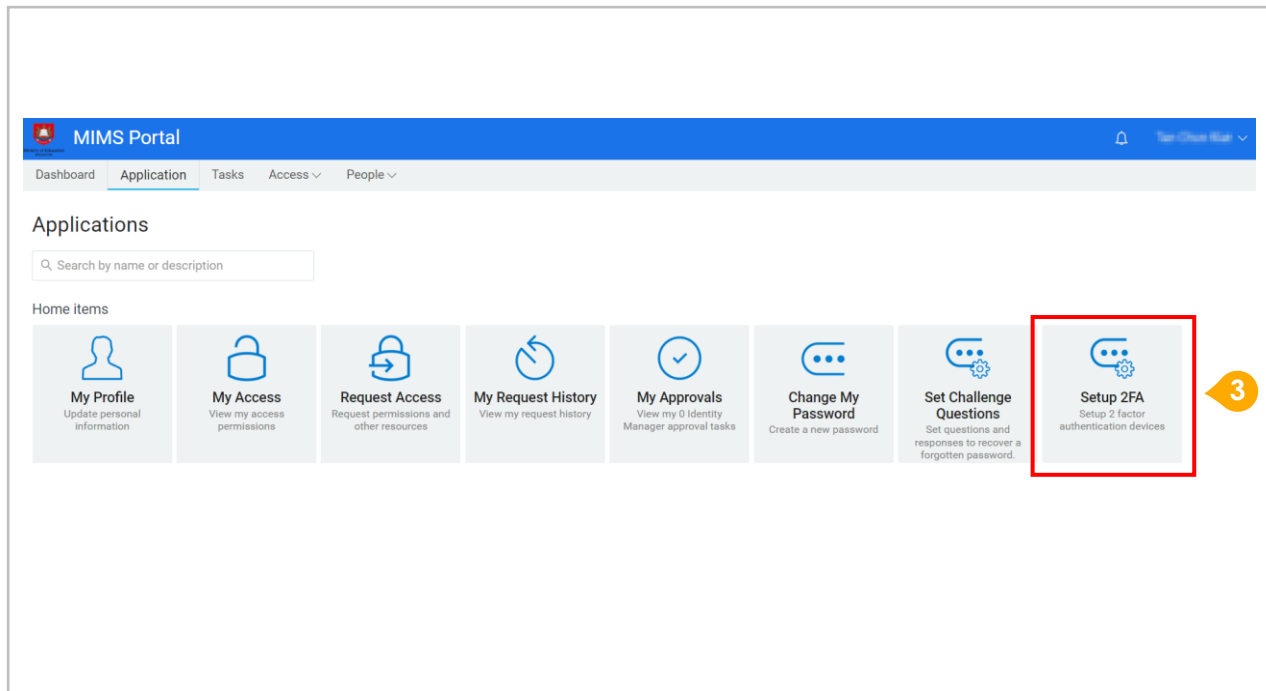
Staff to set up and test 2FA upon first login to MIMS Portal

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**'



Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

Enroll Authenticator App

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

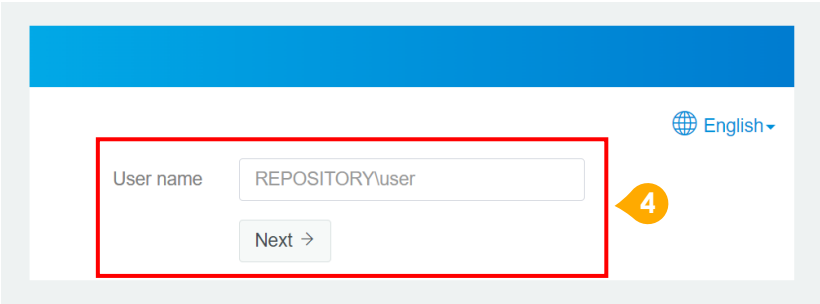
For School Staff:

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

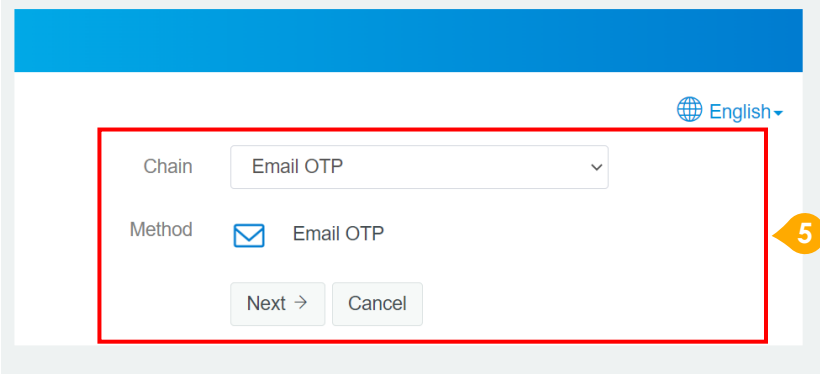
For HQ Staff:

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.)



The screenshot shows the MIMS login interface. At the top is a blue header bar. Below it, on the right, is a language selector showing 'English' with a globe icon and a dropdown arrow. The main content area contains a 'User name' label and a text input field containing 'REPOSITORYuser'. Below the input field is a 'Next >' button. A red rectangular box highlights the 'User name' label, the input field, and the 'Next >' button. A yellow callout bubble with the number '4' points to the right side of the red box.



The screenshot shows the MIMS 2FA setup interface. At the top is a blue header bar. Below it, on the right, is a language selector showing 'English' with a globe icon and a dropdown arrow. The main content area contains a 'Chain' label and a dropdown menu set to 'Email OTP'. Below this is a 'Method' label and a dropdown menu set to 'Email OTP' with an envelope icon. At the bottom are 'Next >' and 'Cancel' buttons. A red rectangular box highlights the 'Chain' dropdown, the 'Method' dropdown, and the buttons. A yellow callout bubble with the number '5' points to the right side of the red box.

Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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** of the **MIMS LA Guide** [here](#) to update the email address.

English

Method  Email OTP

OTP #8 sent to [redacted]

One Time Password

Next → Cancel

Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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)

Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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:

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

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:

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

OTP:



8

Save

Cancel

Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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

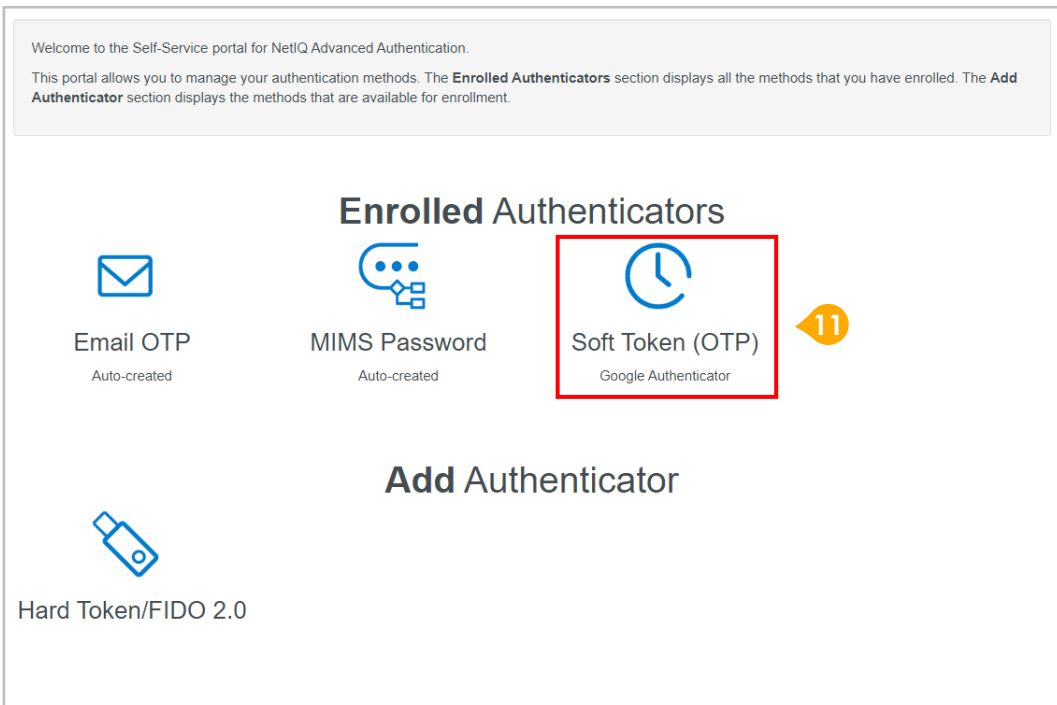
Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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)'

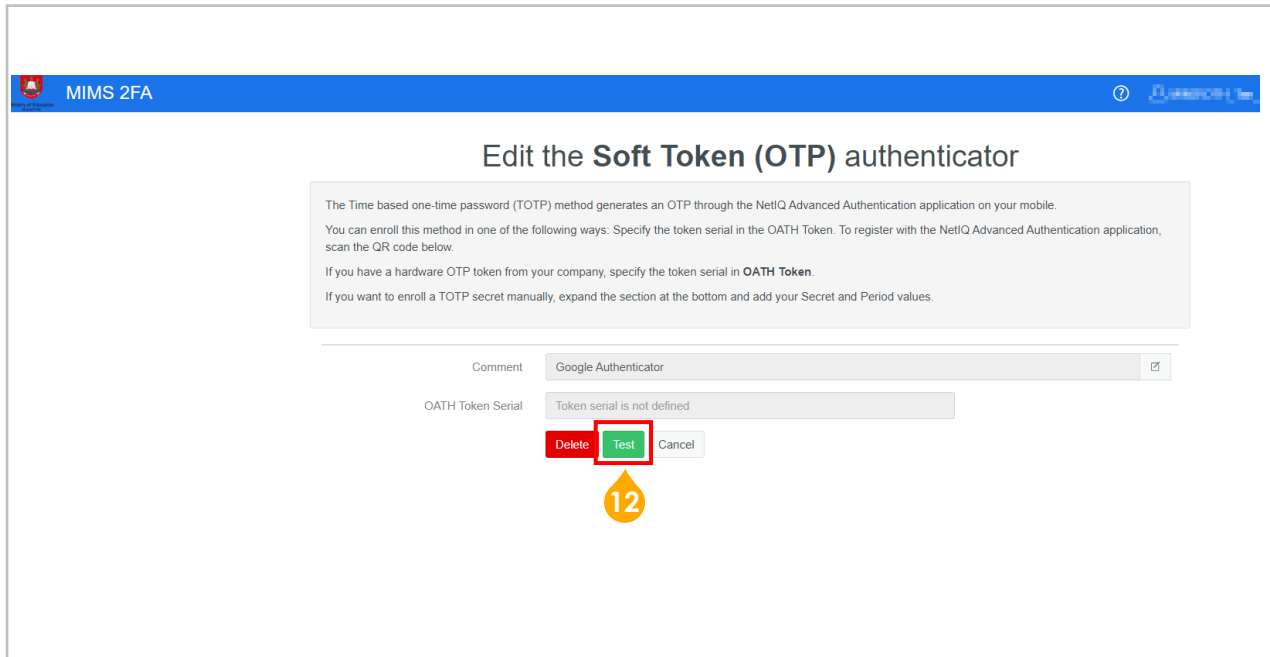


Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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


Section 1: MIMS 2FA set-up

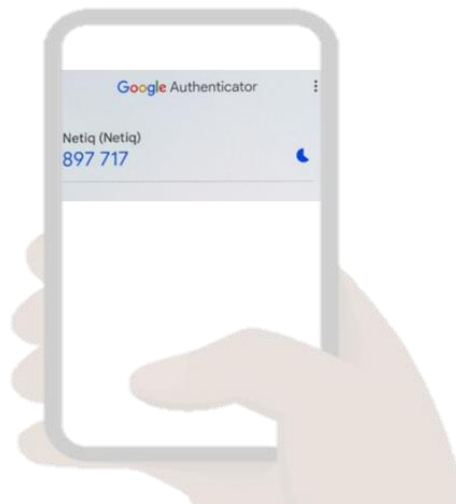
Staff to set up and test 2FA upon first login to MIMS Portal

Test Enrolled Authenticator App

- 13** Under '**Password**'
- Key in the OTP/Code from the Authenticator App
- Click '**Next**'

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

Password **13** 



Section 1: MIMS 2FA set-up


Staff to set up and test 2FA upon first login to MIMS Portal


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

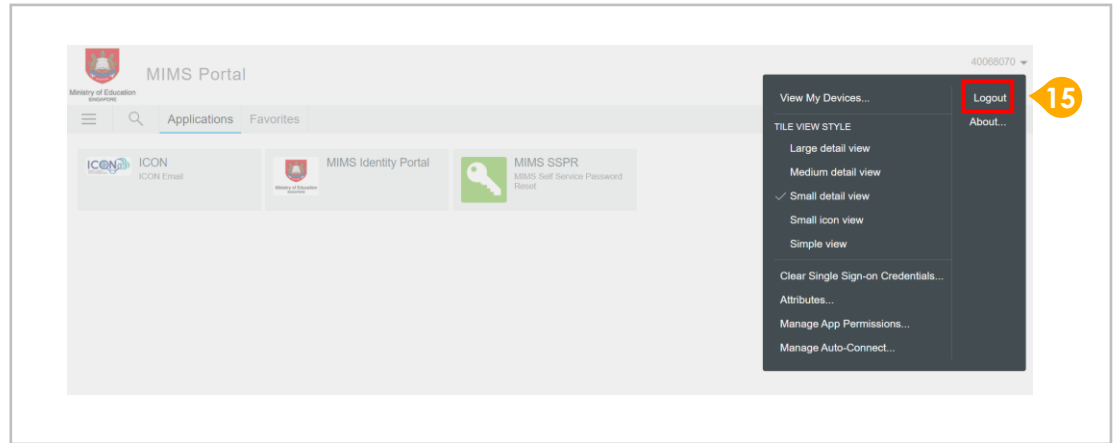
Section 1: MIMS 2FA set-up

Staff to set up and test 2FA upon first login to MIMS Portal

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

From the drop-down menu,

Click on '**Logout**'



Section 2: Login to Staff iCON via MIMS Portal (from 27 Sep 2023) (Recommended Method)

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**

MIMS Portal

Ministry of Education
Singapore

Please log in to your MIMS account. 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

Username

Password

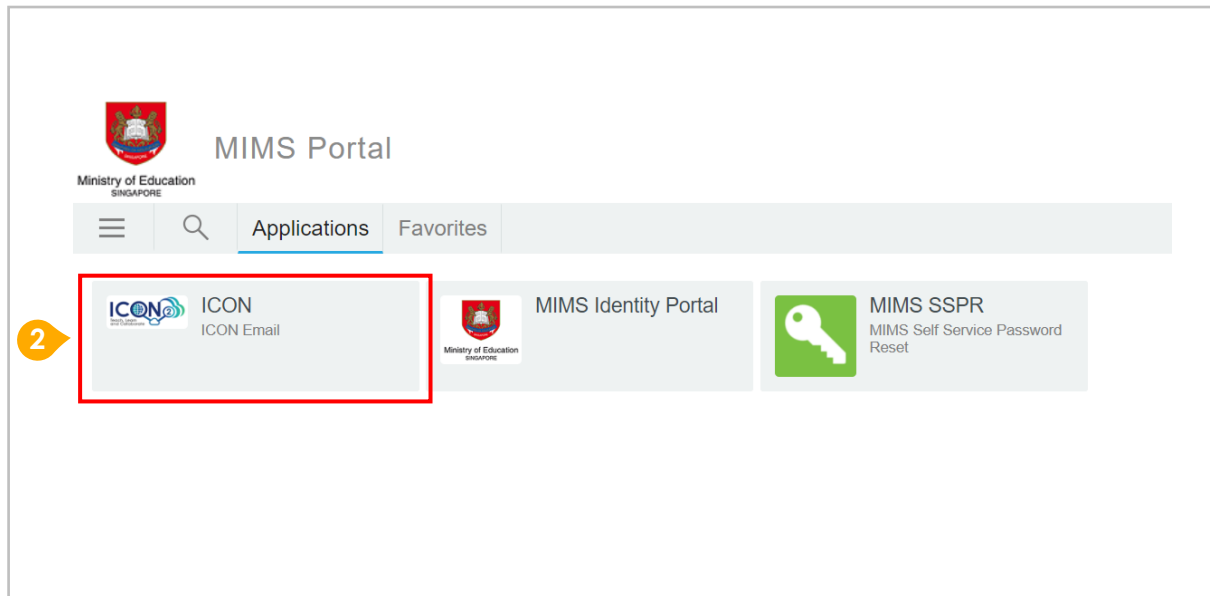
Sign in

[Forgot Password?](#)

Section 2: Login to Staff iCON via MIMS Portal (from 27 Sep 2023) (Recommended Method)

Login to iCON with 2FA-enabled

- 2 Under '**Applications**' tab,
Click on '**iCON**'



Section 2: Login to Staff iCON via MIMS Portal (from 27 Sep 2023) (Recommended Method)

Login to iCON with 2FA-enabled

3 Key in the OTP/Code from your Authenticator App

4 Click 'Next'

MIMS 2FA

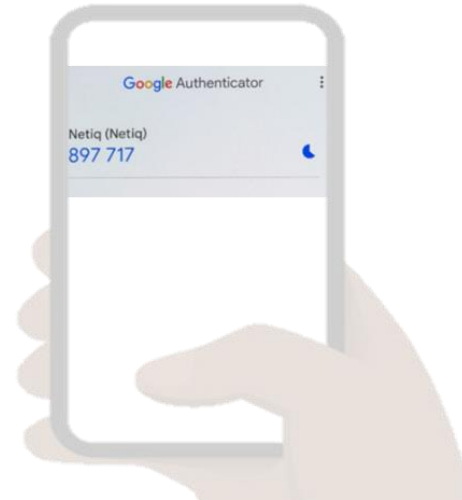
One-Time Authentication Code (TOTP)

Obtain device-generated TOTP

3 One Time Password (OTP) Hide

4 Next Cancel

Copyright © 2022 Micro Focus. All rights reserved.

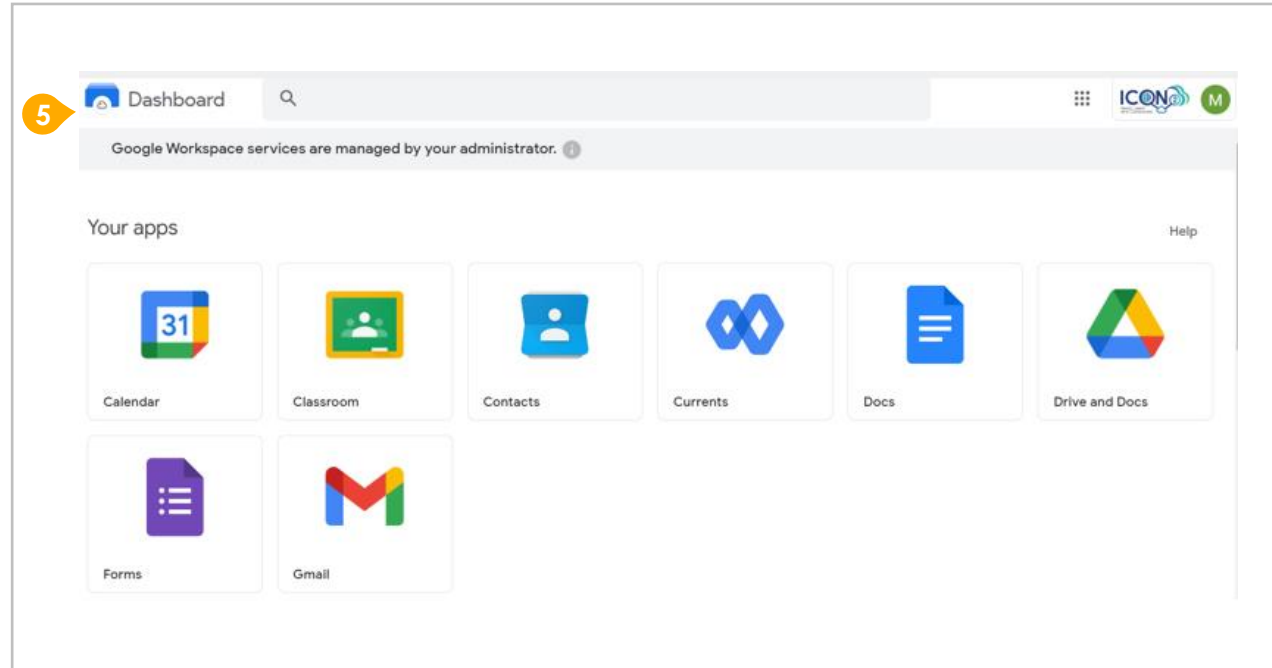


Section 2: Login to Staff iCON via MIMS Portal (from 27 Sep 2023) (Recommended Method)

Login to iCON with 2FA-enabled

5 Success!

Now you are able to access your Google Workspace Dashboard.



Section 2: Login to Staff iCON via MIMS Portal (from 27 Sep 2023) (Recommended Method)

Login to iCON with 2FA-enabled

6 To log out of iCON,

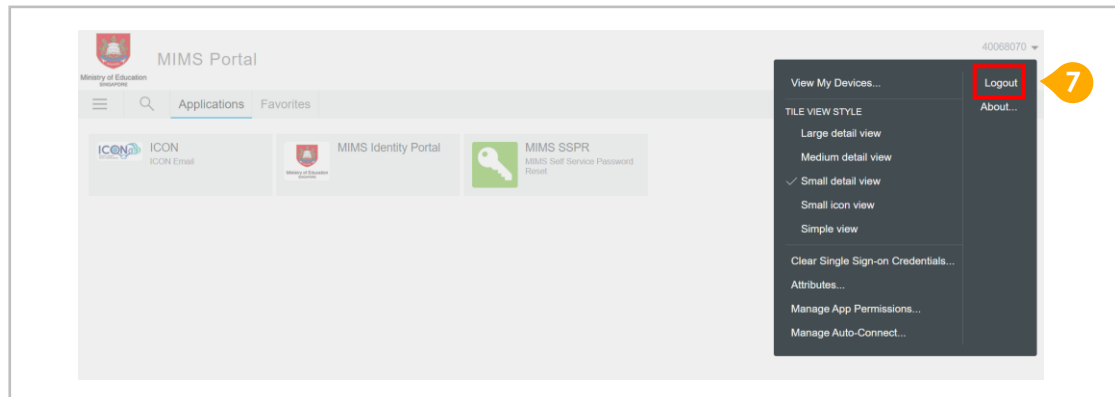
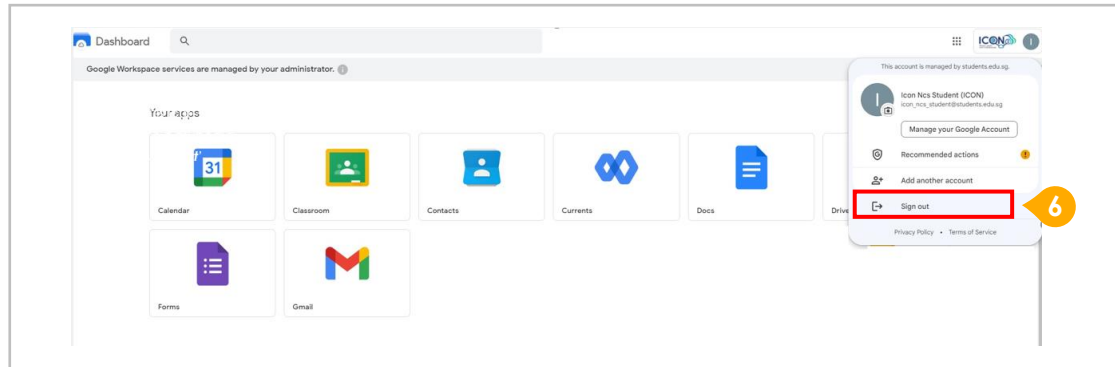
Click on this icon  on your Google Workspace Dashboard

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**'



Section 3: Login to Staff iCON via Google Workspace (from 27 Sep 2023) (Alternative Method)

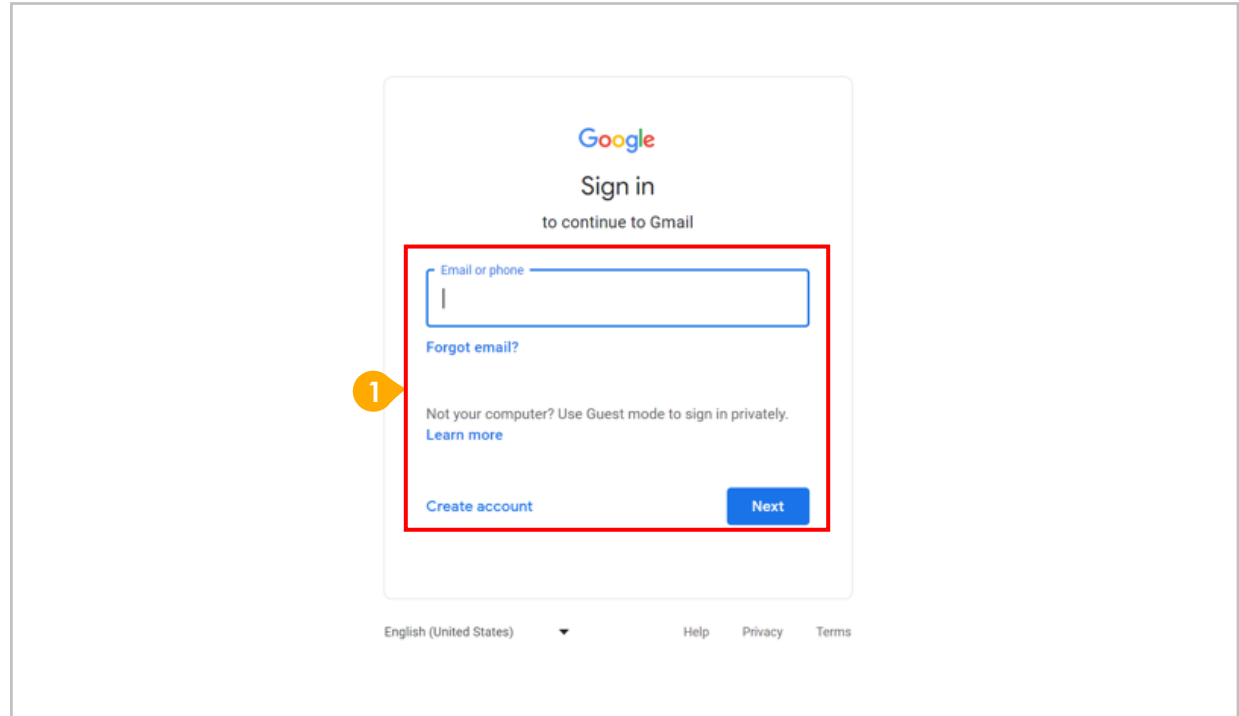
Login to iCON with 2FA-enabled

Navigate to Google Workspace
Dashboard URL:

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

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

Click 'Next'



The screenshot shows the Google Workspace sign-in interface. At the top, the Google logo is displayed above the text 'Sign in to continue to Gmail'. Below this is a sign-in form. A red rectangular box highlights the entire sign-in form area. An orange circle with the number '1' points to the 'Email or phone' input field within this form. The input field contains a single vertical line cursor. Below the input field are links for 'Forgot email?' and 'Not your computer? Use Guest mode to sign in privately. Learn more'. At the bottom of the form are links for 'Create account' and a blue 'Next' button. Below the form, there is a language selector showing 'English (United States)' with a dropdown arrow, and links for 'Help', 'Privacy', and 'Terms'.

Section 3: Login to Staff iCON via Google Workspace (from 27 Sep 2023) (Alternative Method)

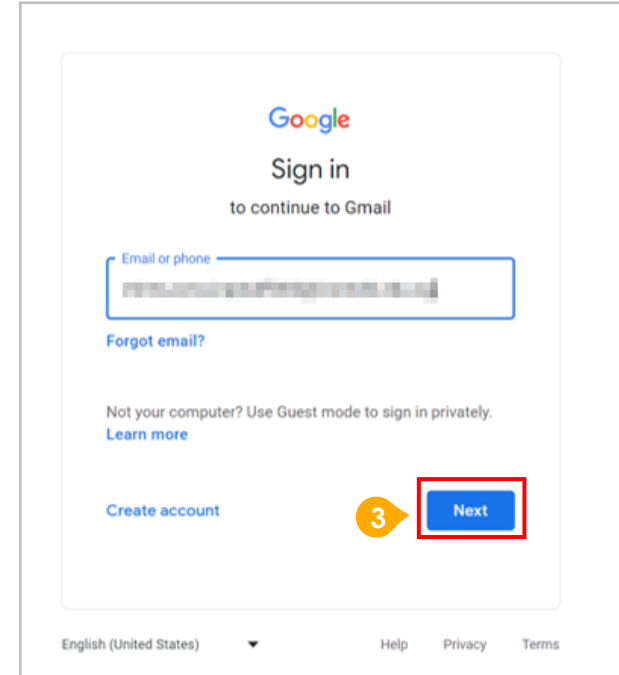
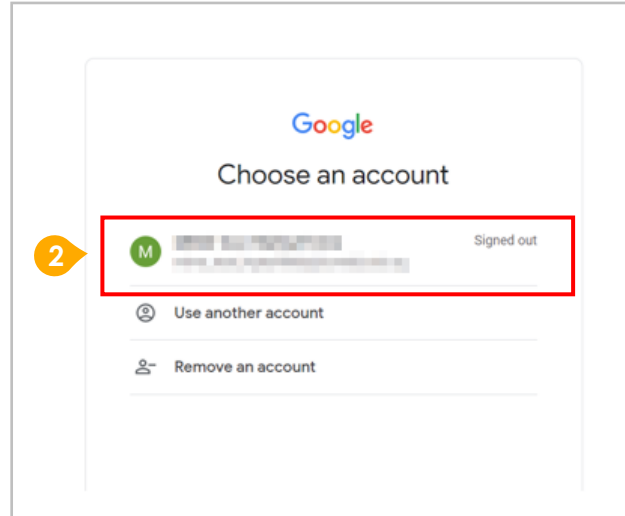
Login to iCON with 2FA-enabled

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.

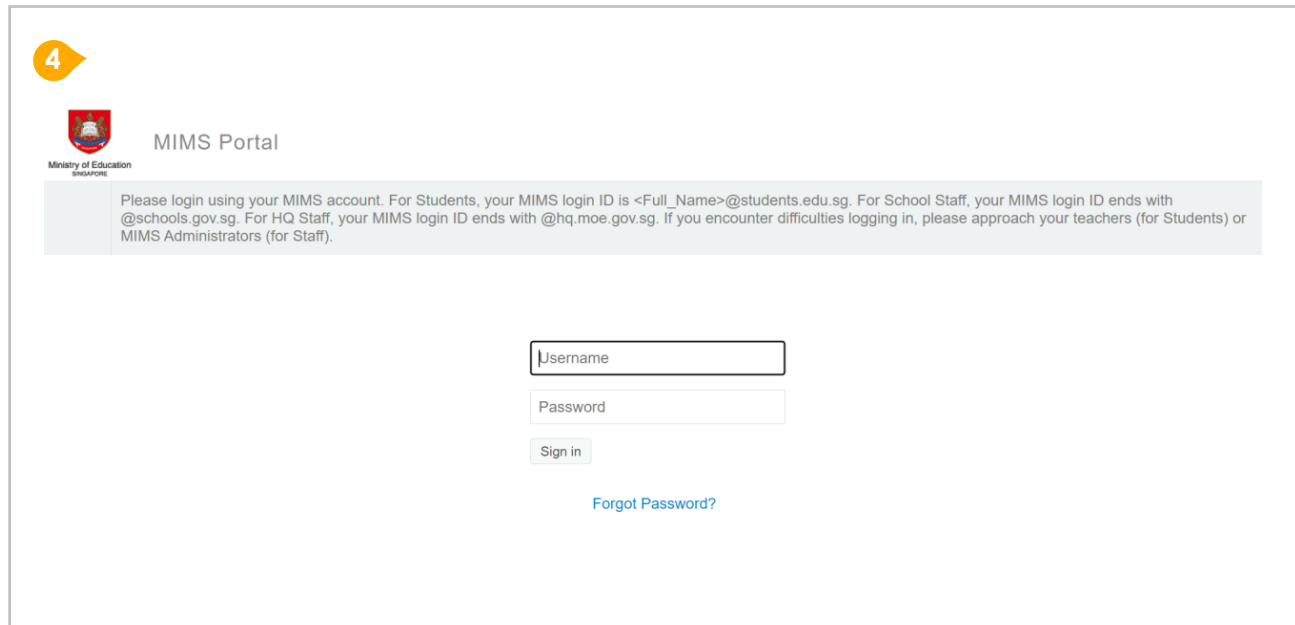
3 Click 'Next'




Section 3: Login to Staff iCON via Google Workspace (from 27 Sep 2023) (Alternative Method)

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?](#)

Section 3: Login to Staff iCON via Google Workspace (from 27 Sep 2023) (Alternative Method)

Login to iCON with 2FA-enabled

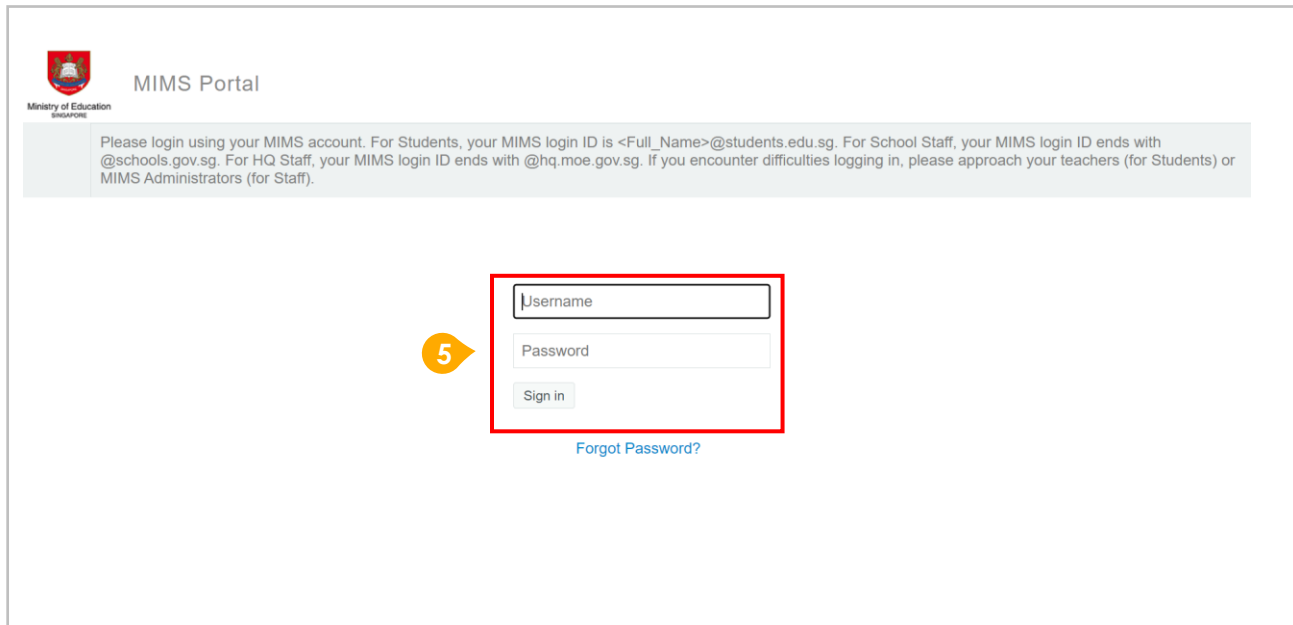
5 Enter your **MIMS Login ID** and **password**


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

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).

5

Username

Password

Sign in

[Forgot Password?](#)

Section 3: Login to Staff iCON via Google Workspace (from 27 Sep 2023) (Alternative Method)

Login to iCON with 2FA-enabled

6 Key in the OTP/Code from your Authenticator App

7 Click 'Next'

MIMS 2FA

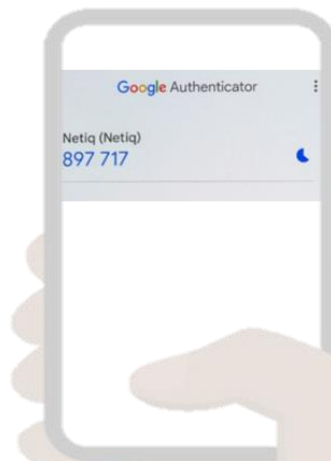
One-Time Authentication Code (TOTP)

Obtain device-generated TOTP

6 One Time Password (OTP) Hide

7 Next Cancel

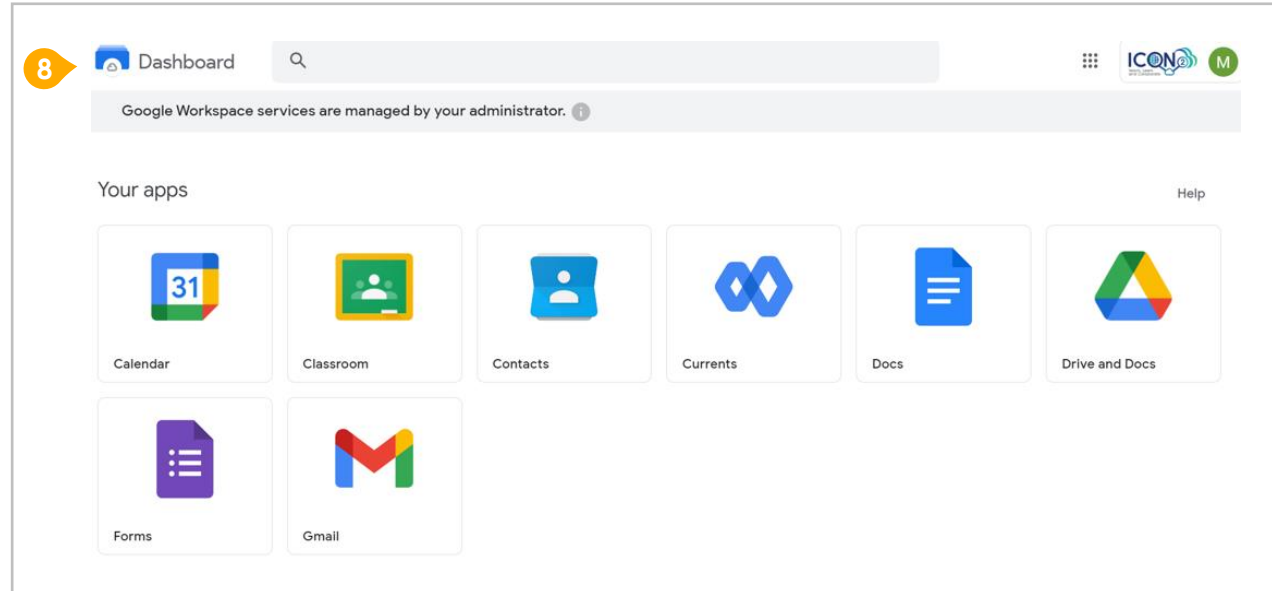
Copyright © 2022 Micro Focus. All rights reserved.



Section 3: Login to Staff iCON via Google Workspace (from 27 Sep 2023) (Alternative Method)

Login to iCON with 2FA-enabled

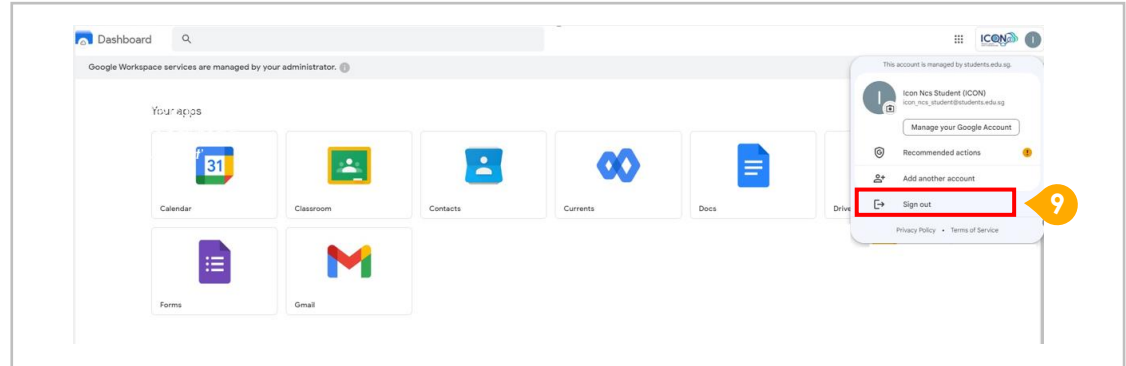
- 8 Success!
Now you are able to access your Google Workspace Dashboard.




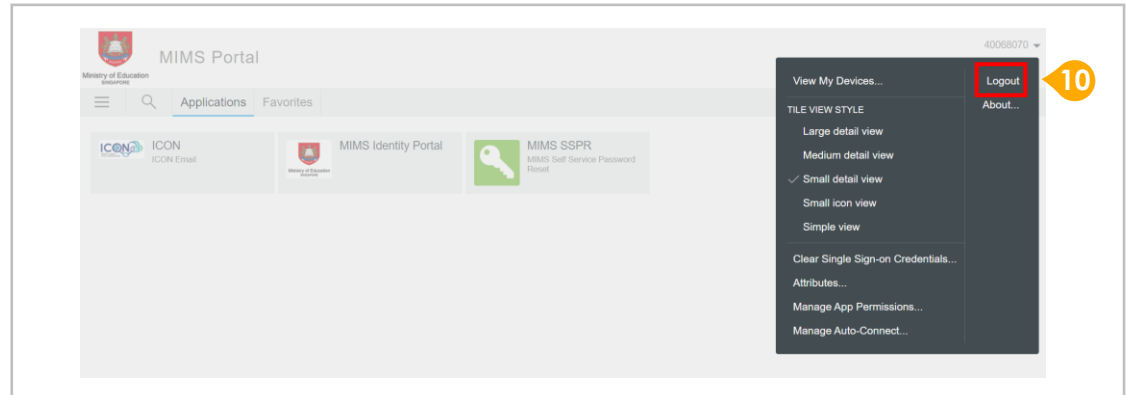
Section 3: Login to Staff iCON via Google Workspace (from 27 Sep 2023) (Alternative Method)

Login to iCON with 2FA-enabled

- 9 To log out of iCON,
Click on this 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**'

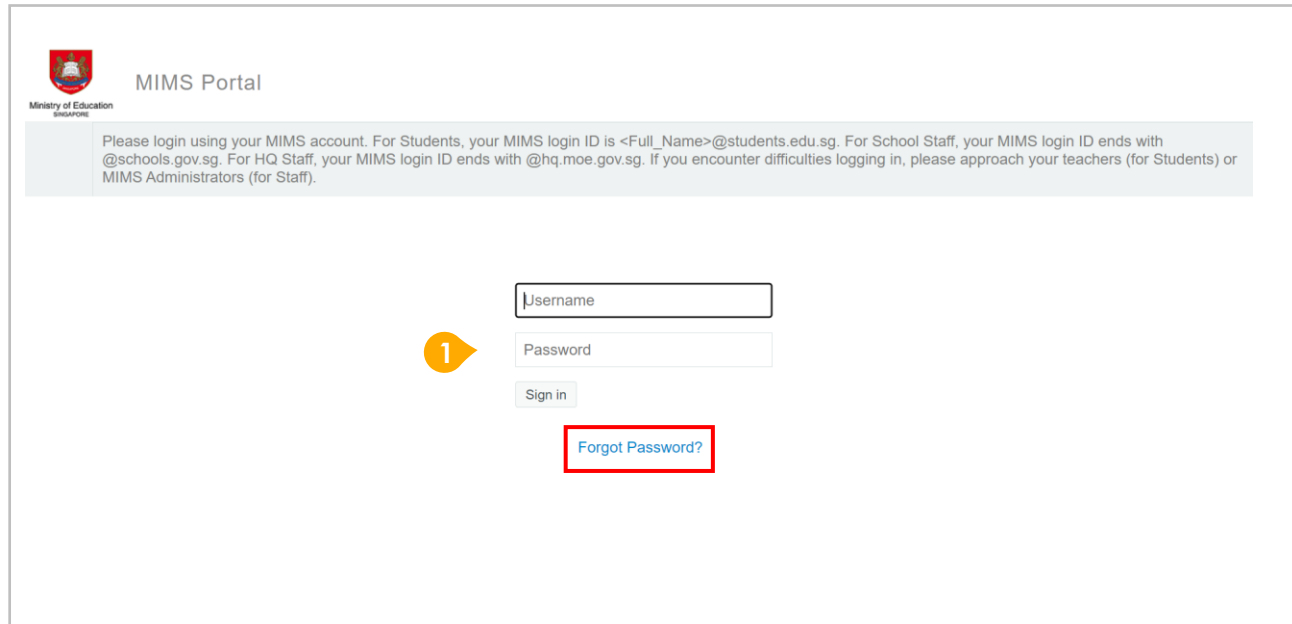



Section 4: Forgot MIMS Password?

Access MIMS Portal at:

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

1 If you have forgotten your password,
Click '**Forgot Password?**'.



 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).

Username

Password

Sign in

Forgot Password?

Section 4: Forgot MIMS 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

Section 4: Forgot MIMS Password?

- 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**'.


MIMS Self Service Password Reset

Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 12 characters long.
- The first character can not be a symbol (non letter or number).
- Must not include part of your name or user name.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)

Please type your new password

New Password 

Confirm Password

4 **Change Password** Cancel

Section 4: Forgot MIMS Password?

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

Section 4: Forgot MIMS Password?

- 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

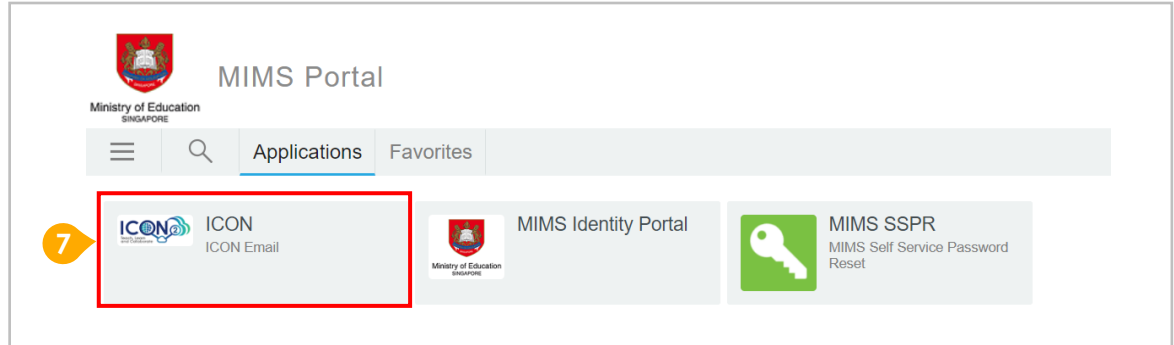
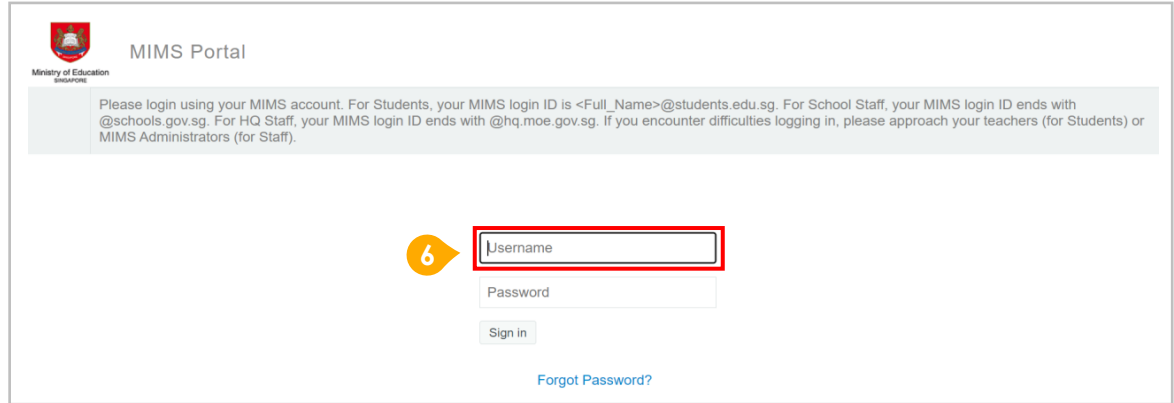
For HQ Staff:

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.



Section 4: Forgot MIMS Password?

- 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.

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.

8 One or more responses are not correct. Please try again.

What is your mother's maiden name?

What is your favourite colour?

What is your favourite city?

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 managing both individual and generic iCON accounts (on behalf of school/Language Centre/HQ division), what is the recommended authenticator app for configuring multiple MIMS 2FA profiles on iOS devices?

When configuring more than one MIMS 2FA profile on iOS devices, you are recommended to **download and install Google Authenticator app** instead of Microsoft Authenticator app for optimal user experience.

5. 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.

6. Will I be prompted to set up MIMS 2FA?

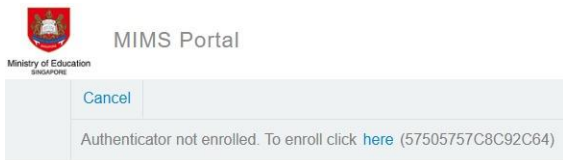
No. You will be required to follow [Section 1 in this guide](#) to set up your MIMS 2FA by 26 Sep 2023.

From 27 Sep 2023, you will need to login to iCON via MIMS with your MIMS 2FA-enabled.

Frequently Asked Questions (FAQs)

7. 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.



8. 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**.

9. Will MIMS 2FA be required for Student iCON as well?

No. MIMS 2FA is not required for Student iCON.

10. 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)

11. 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.*

12. 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 start enrolling hard token (“**Hard Token/FIDO 2.0**”) and;
 - ii. Continue with **Section 5 (pg. 27 to 38)** 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)

13. 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.

14. How do I perform MIMS password change or password reset?

For password change, please refer to [Section 6 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 [Section 5 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.

15. 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**](mailto:help@schools.gov.sg) for assistance.

Generic iCON accounts

1. When managing both **individual and generic iCON accounts (on behalf of school/Language Centre/HQ division)**, what is the recommended authenticator app for configuring multiple MIMS 2FA profiles on iOS devices?

When configuring more than one MIMS 2FA profile on iOS devices, you are recommended to **download and install Google Authenticator app** instead of Microsoft Authenticator app for optimal user experience.

2. For **generic iCON accounts**, 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.

3. For **generic iCON accounts**, 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/hard 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 39 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/hard 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.

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 39 of the MIMS 2FA Intranet guide here](#).

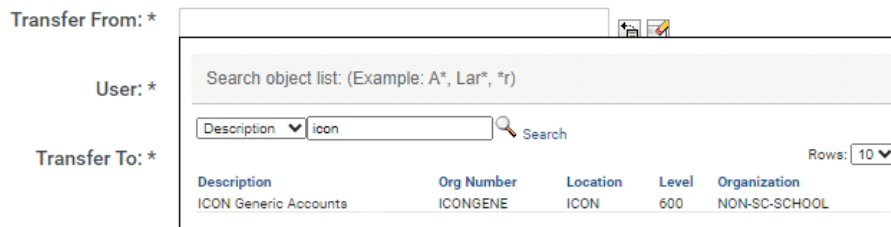
Frequently Asked Questions (FAQs)

4. For existing **school generic iCON accounts**, 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 [ITD iCollaborate folder Intranet link here](#) under the iCON sub-folder (accessible only by HOD ICT or ICT Manager/Associate).

HOD ICT or ICT Manager/Associate can refer to [Intranet guide here](#) on how to access the MIMS login credentials for the generic iCON accounts.

School's 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: *

Transfer To: *

Search object list: (Example: A*, Lar*, *r)

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 school's [MIMS Local Administrator \(LA\)](#). Refer to Intranet link [here](#) for information on your school's MIMS LAs.

Note that new account login credentials will **no longer be sent to the generic school/HQ Division's Messaging SPOC iCON mailbox (admin_school_name@moe.edu.sg) created previously for schools/HQ Divisions**. As shared in ITD's circular on 17 Oct 2023 ([Intranet link](#)), schools/HQ divisions should have retained the use of this generic account for various administrative purposes (e.g. school-managed software/app subscriptions) by 10 Nov 2023.

Frequently Asked Questions (FAQs)

5. For existing **MOE HQ generic iCON accounts**, 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: *

Transfer To: *

Search object list: (Example: A*, Lar*, *r)

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.

6. For newly-created **school & HQ generic iCON accounts**, 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 Division's Messaging SPOC iCON mailbox (admin_school_name@moe.edu.sg) created previously for schools/HQ Divisions.** As shared in ITD's circular on 17 Oct 2023 ([Intranet link](#)), schools/HQ divisions should have retained the use of this generic account for various administrative purposes (e.g. school-managed software/app subscriptions) by 10 Nov 2023.*

Newly-created Staff iCON accounts

1. For newly-created **Staff iCON accounts**, 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 [here](#) 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 MOE_OPA@moe.gov.sg if necessary.

*Note that new account login credentials will **no longer be sent to the generic school/HQ Division's Messaging SPOC iCON mailbox (admin_school_name@moe.edu.sg) created previously for schools/HQ Divisions.** As shared in ITD's circular on 17 Oct 2023 ([Intranet link](#)), schools/HQ divisions should have retained the use of this generic account for various administrative purposes (e.g. school-managed software/app subscriptions) by 10 Nov 2023.*

Revision History

Version	Date	Description
1.0	29-Aug-2023	Initial version published on Intranet link in Aug 2023.
1.1	14-Feb-2024	<ul style="list-style-type: none">1.Inserted FAQ Q4 to “MIMS 2FA & General iCON” FAQ section2.Inserted FAQ Q1 to “Generic iCON accounts” FAQ section3.Minor updates to Slide 40 to 42 Section/pg no. of MIMS 2FA & MIMS End User Intranet guides4.Updates to Slide 43 to 45 on the Messaging SPOC account with reference to 17 Oct 2023 circular (Intranet link) sent to schools5.Inserted Slide 46 on “Revision History” of guide