

FAQ ON SSO ACCOUNT FOR STAFF

1 WHAT IS SSO ACCOUNT?

SSO stands for Single Sign-On. **SSO Account** is the user name and password you use to log in to ITE issued desktop / laptop. This is also the same account you use to access all the SSO integrated IT services in ITE such as the following:

- i. ITE issued Windows desktop / laptop
- ii. [ITE Staff Portal](#)
- iii. ITEstaff Wi-Fi
- iv. [RSA Self-Service Console](#) (2FA account)
- v. [Microsoft Office 365](#) (user name is your internet email address)

2 WHAT IS THE BENEFIT OF USING MY SSO ACCOUNT?

The main benefit of using your SSO Account is to simplify your access to various IT services / resources in ITE. You only need to remember ONE set of user name and password to gain access to all the SSO integrated IT services. Please refer to FAQ 1 for the SSO integrated IT services in ITE.

If there is a need to change your SSO password, you will only have to change it once and the new password will be used in all the integrated IT services. Please refer to FAQ 3 on the ways to change your SSO password.

3 HOW DO I CHANGE MY SSO ACCOUNT PASSWORD?

If you still remember your existing password, there are 2 ways to change your SSO Account password. Please follow one of the following methods to change:

- i. Log in to your ITE issued Windows desktop / laptop, press **Ctrl+Alt+Del** and click **Change a password**. Follow the instructions to change your password.
- ii. Open a browser window, go to <https://idmanage.ite.edu.sg> and follow the instructions on *SSO Password Change Portal*. Please refer to the user guide on *SSO Password Change Portal* for more information.

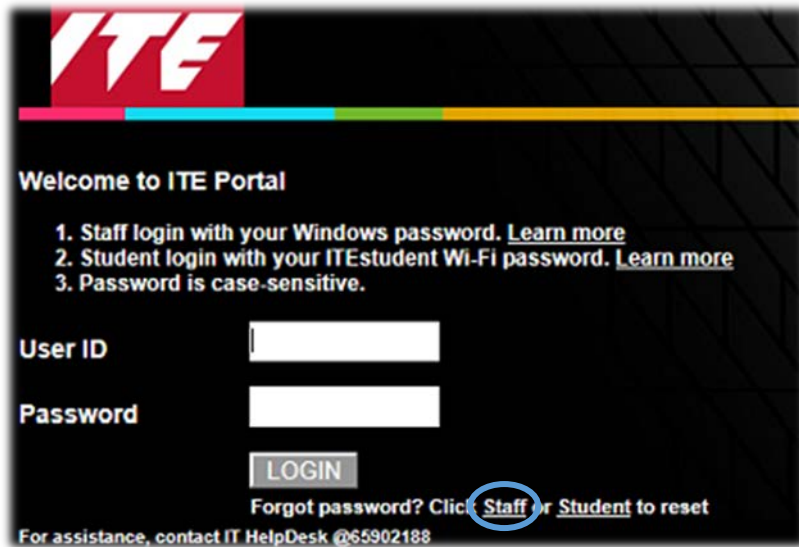
Please note that your SSO Account password is **case-sensitive**.

If you have forgotten your password, you need to reset it via a self-service password reset portal. Please refer to FAQ 4 for more information.

4 I HAVE FORGOTTEN MY SSO ACCOUNT PASSWORD. WHAT SHOULD I DO?

You must reset it if you have forgotten your SSO Account password. To reset your password, click [Staff](#) on the *ITE Staff Portal* login page as shown in the picture below and follow the instructions on

Staff SSO Password Reset Portal to reset your password. Please refer to the user guide on *Staff SSO Password Reset Portal* for more information.



Alternatively, open a browser window from another PC or a mobile device and go to <https://idmanage.ite.edu.sg/staffpwdreset>.

5 WHAT SHOULD I TAKE NOTE AFTER CHANGING OR RESETTING MY SSO ACCOUNT PASSWORD?

Please take note of the following:

- i. Immediately re-configure all your other mobile devices, which have been configured to access Internet in ITE via *ITEstaff Wi-Fi* with your new password. (**important: Your SSO Account may be locked out after some time if you failed to do this**)
- ii. Start using your new password when accessing other SSO integrated services such as the ones listed in **FAQ 1**.

6 WHY CAN'T I LOG IN TO *ITE STAFF PORTAL* AFTER CHANGING THE WINDOWS PASSWORD ON MY ITE ISSUED WINDOWS LAPTOP?

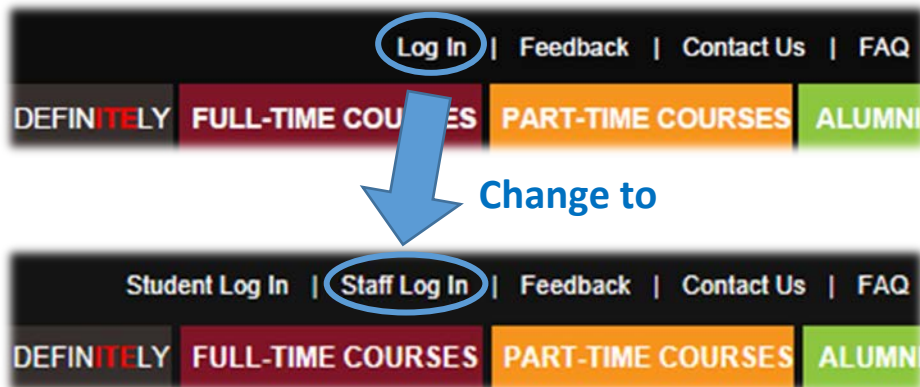
Please use the new password you have just set on your ITE issued Windows laptop to log in to *ITE Staff Portal*. Referring to **FAQ 1** and **2**, the user name and password you use to log in to your Windows laptop is the **SSO Account**. It is the account you use to access all SSO integrated IT services in ITE.

Please note that your SSO Account password is **case-sensitive**.

7 WHERE IS THE USUAL LOG IN LINK TO ACCESS *ITE STAFF PORTAL*?


Please note that since **15-Apr-2017**, Log In link in *ITE Homepage* has changed to Staff Log In and Student Log In.

Staff logging in to *ITE Staff Portal* will click on Staff Log In. Students logging in to *myPortal* will click on Student Log In.



8 WHY DIDN'T I GET PROMPTED FOR MY USER ID AND PASSWORD WHEN ACCESSING *ITE STAFF PORTAL*?


You will gain access to *ITE Staff Portal* automatically after clicking Staff Log In and not be required to enter your SSO Account User ID and Password if all the following are true:

- i. You are using IE11 
- ii. You are logged in to ITE issued desktop / laptop using your SSO Account
- iii. You are connected to ITE network in the office or ITE VPN from home

9 HOW CAN I SKIP ENTERING MY USER ID AND PASSWORD WHEN LOGGING IN TO *ITE STAFF PORTAL*?

Please refer to **FAQ 8**.

10 IE11 ALWAYS LOGS IN USING MY WINDOWS USER NAME TO *ITE STAFF PORTAL* AUTOMATICALLY, HOW DO I LOG IN USING A GENERIC / TEMPORARY ACCOUNT?

Referring to **FAQ 8**, IE11  will automatically log you in to *ITE Staff Portal* using your Windows user name. If you have a generic account and would like to log in using it, please use Google Chrome

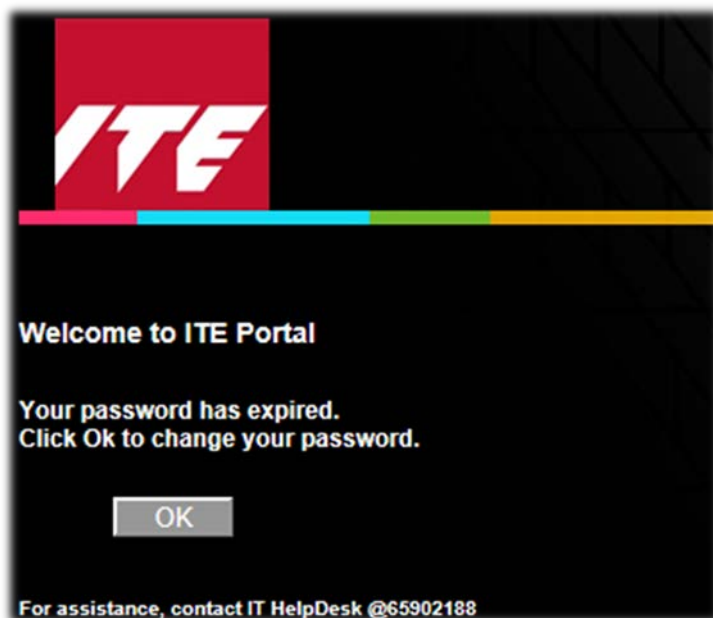
 or Mozilla Firefox  instead.

11 AS A CLASS ADVISOR, CAN I HELP MY STUDENTS TO RESET THEIR FORGOTTEN SSO ACCOUNT PASSWORD?

Class advisors are able to help students to reset their SSO Account password. Please go to <https://idmanage.ite.edu.sg/Account/ResetUnlockAccount> and log in using your own staff SSO Account to begin with. Please take note of the following when you are resetting password for students

- i. Mobile phone is **NOT** required in this process
- ii. After issuing the new password, students **MUST** change it to their own password before they can start using their SSO Account for logging in to *myPortal*, email or *ITEstudent Wi-Fi*

Students will be seeing the message as shown in the picture below if they tried to log in to *myPortal* with the password issued by class advisors. Please advise students to click OK to change the password to their own and try again.



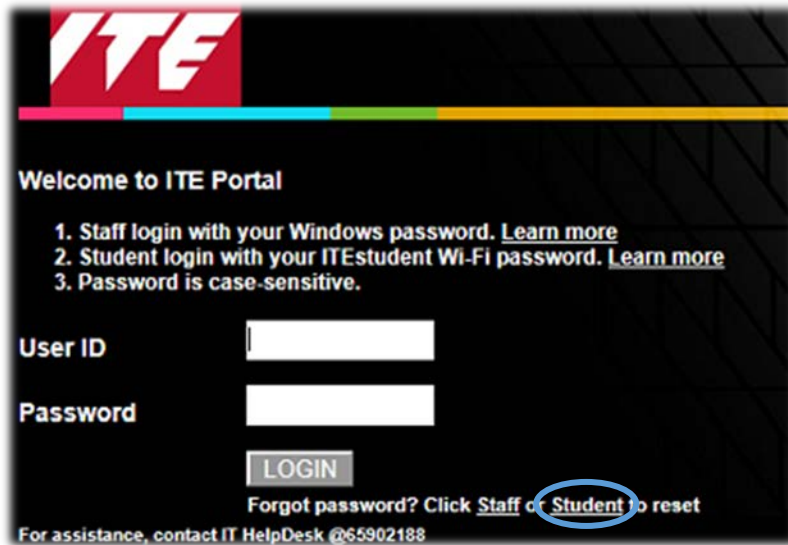
12 I AM A STAFF AND I AM ALSO AN ACTIVE ITE STUDENT, HOW DO I LOG IN TO MYPORTAL?

Please note that if you are an active ITE student, you may be issued a **student SSO Account**, which is a different account than your **staff SSO Account**. For ITE staff to access *myPortal*, click on Student Log In on *ITE Homepage* and enter your **student SSO Account** User ID and Password. Do not enter your **staff SSO Account** or you will be denied from accessing *myPortal*.

To change your **student SSO Account** password, open a browser window, go to <https://idmanage.ite.edu.sg> and follow the instruction on *SSO Password Change Portal*. Please refer to the user guide on *SSO Password Change Portal* for more information.

You must reset your **student SSO Account** password if you have forgotten it. To reset your password, click Student on the *myPortal* login page as shown in the picture below and follow the instructions

on *Student SSO Password Reset Portal* to reset your password. Please refer to the user guide on *Student SSO Password Reset Portal* for more information.



Alternatively, open a browser window from a PC or a mobile device and go to <https://idmanage.ite.edu.sg/studpwdreset>.

13 WHY I CAN'T SUCCESSFULLY LOGIN TO *ISTUDENT* DIRECTLY USING THE SSO ACCOUNT, I.E., THROUGH *ISTUDENT* LOGIN PAGE?

To access directly to *iStudent* through its login page using SSO Account, you need to change SSO Account password first before accessing the *iStudent* login page directly. This will allow Windows password to synchronize with *iStudent*.