SSO FAQ FOR STUDENT

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 ITEstudent Wi-Fi. This is also the same account you will be using to access myPortal and your student email.

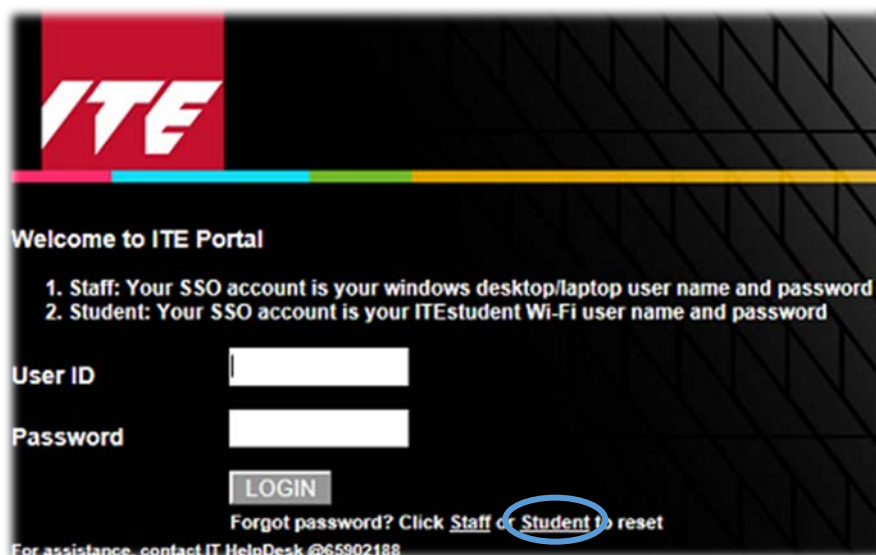## 2   How do I change my SSO Account password?

If you still remember your existing password, open a browser window from a PC or a mobile device, 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 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 3 for more information.

3   I have forgotten my password. What should I do?

To reset your forgotten password, open a browser window from a PC or a mobile device, go to https://idmanage.ite.edu.sg/studpwdreset 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, you can click Student on the *myPortal* login page as follows.

4   What should I take note after changing or resetting my SSO password?

i.   Immediately re-configure all your other mobile devices, which have been configured to access internet in ITE via **ITEstudent Wi-Fi** with your new password. (*important: Your SSO Account may be locked after some time if you failed to do this*)

ii. Start using your new password when accessing *myPortal* and email.

5 Where is the usual Log In link to access *myPortal*?

Please note that from **15-Apr-2017** onwards, Log In link in *ITE Homepage* will be changed to Staff Log In and Student Log In.

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