FAQ ON SSO ACCOUNT 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 I DON'T HAVE SSO ACCOUNT, HOW CAN I LOG IN TO MYPORTAL?

As an active ITE student, you are given a SSO Account to access *myPortal*, ITE E-mail and *ITEstudent Wi-Fi*. If you have forgotten your password, you can self-service to reset it. Please refer to FAQ 4 and follow the steps to reset your SSO Account password.

3 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.
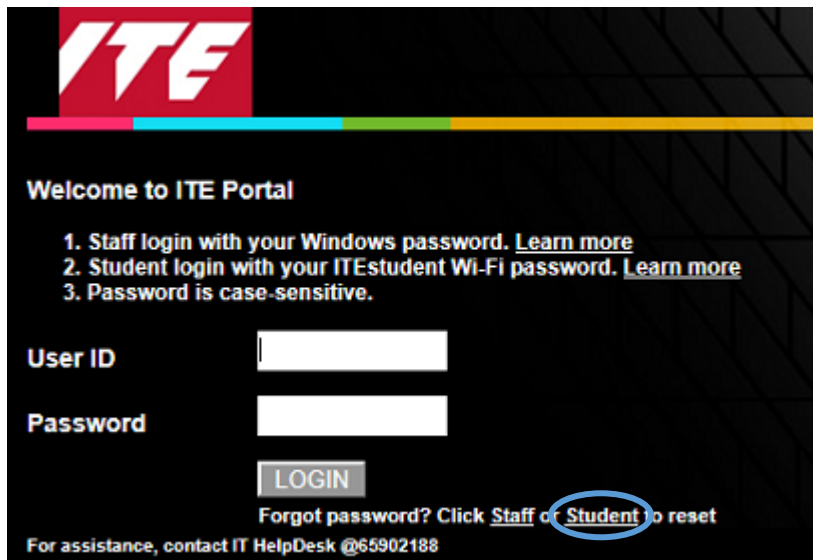
Please note that your SSO Account password is **case-sensitive**.

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 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.

If you were unable to self-service to reset your SSO Account password, you can seek help from your class advisor who will be able to reset it to a temporary password for you.

## 5   WHAT SHOULD I TAKE NOTE AFTER CHANGING OR RESETTING MY SSO 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 **ITEstudent 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 *myPortal* and email.

6   WHY CAN'T I LOG IN TO *MYPORTAL* AFTER MY CLASS ADVISOR / CUSTOMER SERVICE CENTER HELP TO RESET MY FORGOTTEN PASSWORD?

If you had your password reset by your class advisor / customer service center, you must first change the password given to you before you can use it. If you tried to log in to *myPortal* with the temporary password, you will see the message as shown in the picture below. Click OK to change the temporary password and try again.
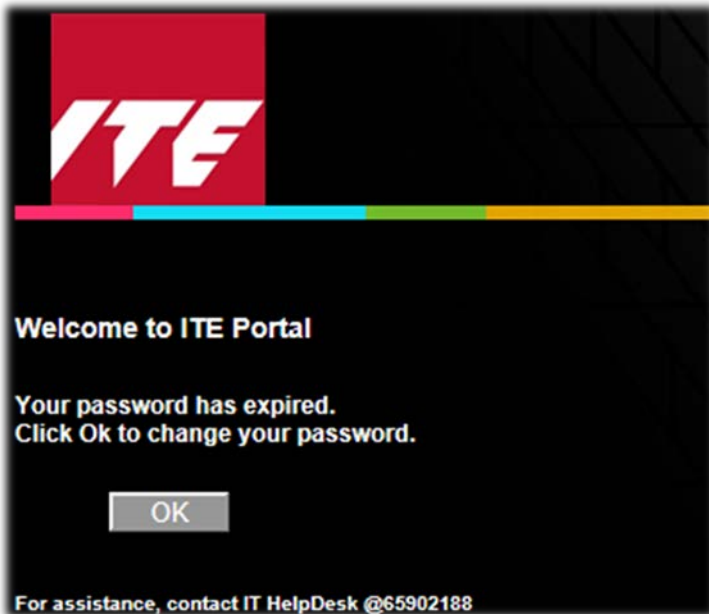
Alternatively, open a browser window from a PC or a mobile device and go to https://idmanage.ite.edu.sg to change your password.

7   WHERE IS THE USUAL LOG IN LINK TO ACCESS MYPORTAL?

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

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