

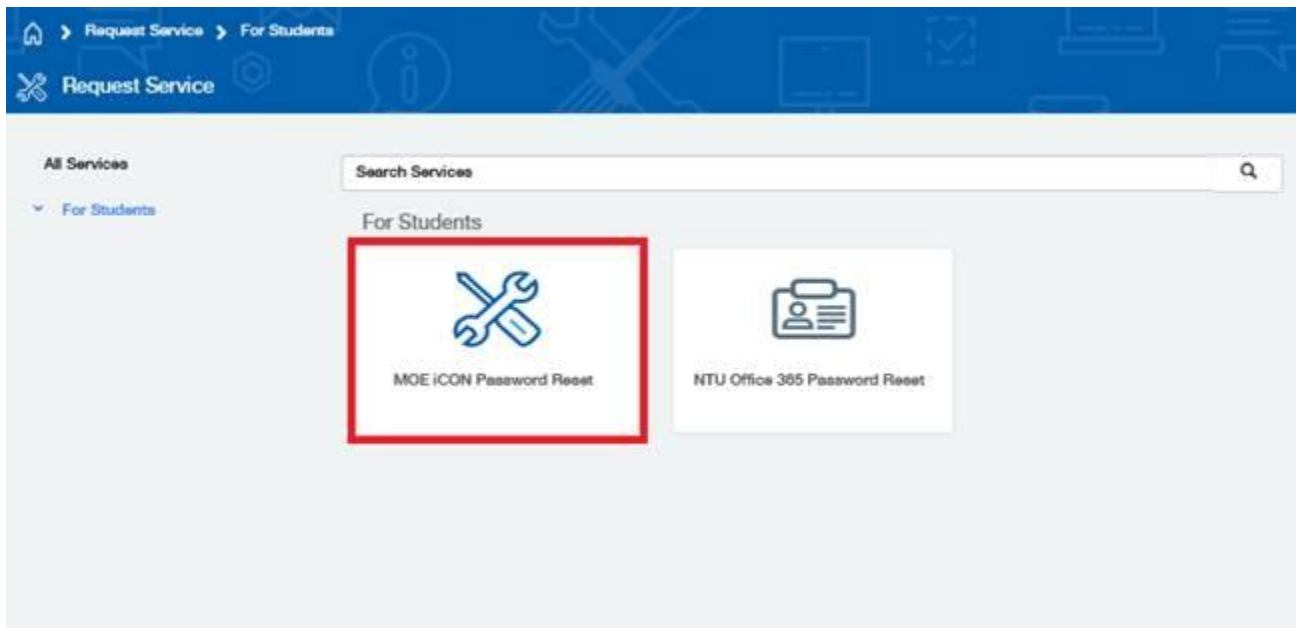
Please submit your **MOE iCON Unlock/Reactivation/Password Reset** Request through IT Self-Service Portal.

Please go to IT Self-Service Portal (<https://nie.service-now.com/nie>) and login using your NIE login account.

Step 1: Click on **Request Service**



Step 2: Click **For Students > MOE iCON Password Reset**



Step 3: Complete the required information and click “Submit”

The screenshot shows the 'MOE iCON Password Reset' form. The breadcrumb trail at the top reads: Request Service > For Students > MOE iCON Password Reset. The page title is 'MOE iCON Password Reset'. The form contains the following fields:

- * NRIC/FIN Number (eg: S1234567A) - Text input field
- * Year of Intake - Dropdown menu with '2018' selected
- * Programme - Text input field
- * Personal Email Address - Text input field
- * Profile Location - Dropdown menu with 'NIE Student - NIE' selected
- * I agree that I am a MOE paid student holding a Public Service card (with MOE sticker) - Dropdown menu with '-- None --' selected

Below the form, there is a consent statement: "By clicking 'Submit', I acknowledge that the information provided is accurate and complete, and I consent to my personal data being processed by the Institute for the purpose of this request." A blue 'Submit' button is on the left, and an 'Add attachments' link with a paperclip icon is on the right.

A red-bordered box at the bottom highlights the required information: NRIC/FIN Number (eg: S1234567A), Programme, Personal Email Address, and I agree that I am a MOE paid student holding a Public Service card (with MOE sticker).

**Note:

MOE iCON account will be disabled or deleted if it is inactive for 90 days.

***Remember to login once a week so that your account will not go disabled/deleted.**

For Re-activation requests, it will take at least 7 working days to complete and it is being processed by MOE.