

1. **Orientation video**

A short [orientation video](#) to walk through some important information before the start of semester.

2. **Student ID and SPICE Account**

Student ID is **p7xxxxxx** which is also the SPICE account ID. Student ID is stated in Welcome Email sent by PACE Academy.

SPICE account is a SP computer account that enables students to access SPICE services provided by SP including wireless network, Student Portal (PACE), library, etc.

Action required from student to activate SPICE account:

Set SPICE account password at IDMS (<https://idms.sp.edu.sg/>) by clicking on “New User”.

If student has forgotten SPICE password, he/she can reset it at IDMS (<https://idms.sp.edu.sg/>) using “Forgot Password”.

3. **iChat Email Account**

iChat email account is **xxxyyyzzzz@ICHAT.SP.EDU.SG** as stated in Welcome Email sent by PACE Academy.

All SP official emails will be sent to this email account. You can access to your iChat email via <https://outlook.office365.com/mail/inbox>

The iChat email password is the same as SPICE account password.

Note: After resetting the SPICE account password, the iChat email password will be updated within 5 minutes.

You may use the “e-mail Forwarding” feature in iChat email to forward incoming emails to another email account of your choice (e.g. your office email account or your personal email) to avoid missing of important announcements from us. Please refer to [how to forward your iChat emails](#).

4. **SP Wireless**

To use the SP wireless services, please connect to **SPStudent** using the SPICE account.

5. **Student Portal (PACE)**

To view class timetable, check exam schedule, apply Leave of Absence (LOA) and update personal particular, please login to the [Student Portal \(PACE\)](#) using SPICE account.

Please note that there may still be changes to the timetable till 03 May 2020. It will be good to check the timetable regularly during the first two weeks of semester.

There is a guide on how to access the Student Portal [here](#).

6. PolyMall Learning System

To access the PolyMall Learning System (<https://polymall.polytechnic.edu.sg>) using iChat email account will take effect from **13 April 2020**.

Please refer to the guide to login to PolyMall [here](#).

7. Student Card

It serves as an identification card within SP campus. Please carry it with you all the time while you are in the campus.

The student card will be sent to your mailing address by **13 April 2020**.

8. Student Handbook

Please refer to the [Student handbook](#) for other details

9. Laptops/Notebooks

Please bring your computer Notebook when you come for your lessons as you may need it to access the e-learning, writing reports, etc.

Please refer to **Appendix-A** below for the Notebooks and IT support matters.

10. COVID-19 Updates

In view of the current COVID-19 situation in Singapore, SP has put in place the following precautionary measures for all visitors, students and staff to keep our campus safe:

- a. Limited Entry and Exit Points and Temperature Screening ([Detailed map](#))
- b. Temperature Taking & Recording before class. For full day class, there are two temperature taking and recordings. Temperature recording at this [link](#)
- c. Declaration on contact with COVID-19 cases at this [link](#)
- d. Travel Declaration at this [link](#)

For more details you can refer to our website: <https://www.sp.edu.sg/ncov-cet>

11. Contact Us

For enquires, you can contact us via the following:

Email: ptenquiry@sp.edu.sg

Phone: 6772-1288

Appendix A: Notebook and IT Support Matters

For the notebook and IT support matters, please contact IT Service Desk:
Hotline: 6772-1260
Email: ServiceDeskMail@sp.edu.sg

A1. Notebook Purchase

Please refer to the website (<https://www.sp.edu.sg/sp/student-services/it-services/it-support/overview>) for more details.

A2. Software List

SP provides software that required by you for your course of study free of charge for one notebook PC per eligible student.

To find out the software required by your course, please refer to the website (<https://www.sp.edu.sg/sp/student-services/it-services/it-support/software>).

In the event that you cannot find your course, not to worry, you can always refer to your lecturers during your lessons.

A3. IT Service Desk Support

Operating Hours for IT Service Desk: [Operating Hours](#).

A4. SP Mobile - SP Campus Map

To help you navigate within SP campus, you may like to install the **SP Mobile**. You may search for “SP Mobile” in Google Play store or Apple Store to install the app.