GETTING STARTED WITH SINGAPORE STUDENT LEARNING SPACE
Instructions for Students

SYSTEM REQUIREMENTS

1.   The Singapore Student Learning Space (SLS) is accessible through the internet browsers on either Windows PC, Mac, iPad or Android tablets (with screen size larger than 7 inches for good user experience).

INITIAL LOGIN

2.   SLS can be accessed from https://learning.moe.edu.sg. The username can be found in the cover letter while the password will be communicated to you separately.

Fig. 1a: Login Page

3.   During the **FIRST** login, you will be prompted to change your password **(refer to Fig. 1b).** You will need to key in your new password twice. Please note that the password must contain alphanumeric characters and is **case-sensitive**. It should:
   a. be **8 characters or longer**;
   b. contain **at least 1 letter and 1 digit**; and
   c. be **changed every year** (you will be directed to the change password page automatically)
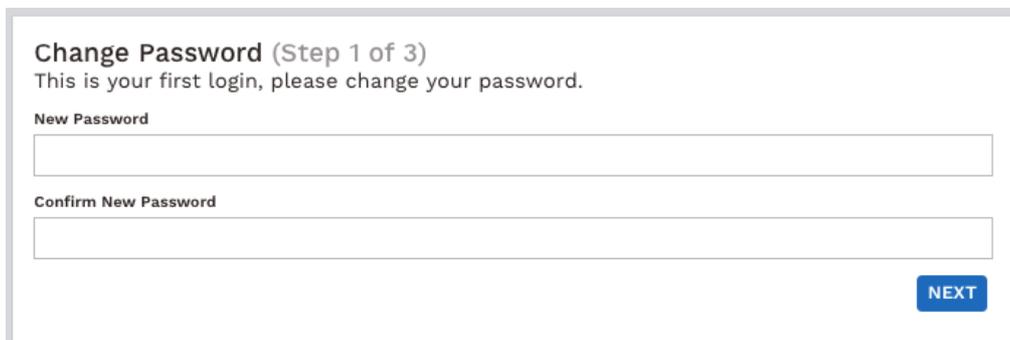
Fig. 1b: "Change Password" Page

4.   After you have changed your password, you will be prompted with an option to enter an email address in the "**Password Reset Email Address**" field **(refer to Fig. 1c)**. Note that this email address will be used if you have forgotten the password and require assistance to reset it.
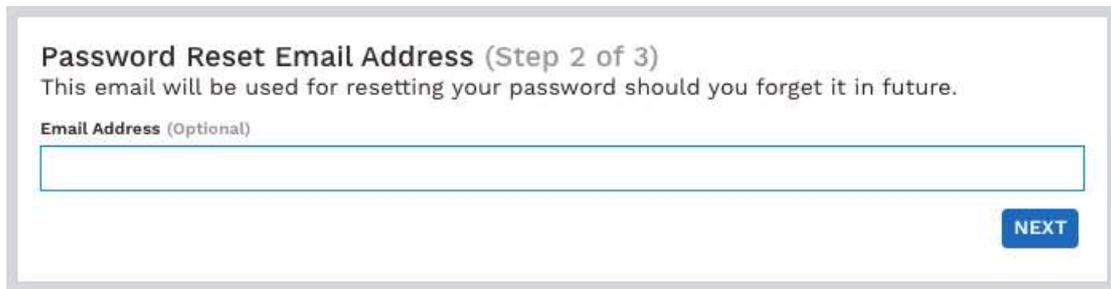

Fig. 1c: "Password Reset Email Address" Page

A verification code will be sent to this email address. Key in the verification code into the prompt. The code is only valid for 10 minutes.
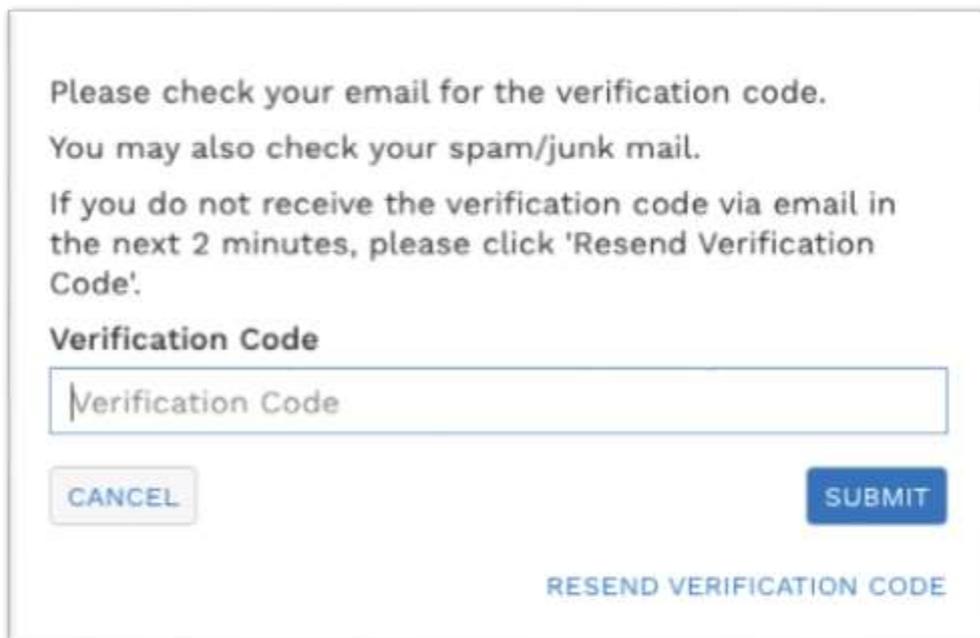

Fig. 1d: "Verification Code" Prompt

5.   The next step would be to set up the Security Questions. You will **need to answer these Questions** to verify that you are the legitimate account holder when you need to perform a password reset via self-help or by calling Helpdesk.

PASSWORD RESET

6.   If you have forgotten your password, you can reset it via the following methods:
   a. password reset using password reset link,
   b. password reset using security questions,
   c. contact your School-based Helpdesk, or
   d. contact the SLS Helpdesk.

Password Reset using Password Reset Link

7.   Perform the following steps to reset the password using **Password Reset Link Method**:

   a. Click the "**Forgot Password**" link at the login page **(refer to Fig. 2a)**.

Fig. 2a: "Forgot Password" Link

   b. You will need to enter your username **(refer to Fig. 2b)**.

Fig. 2b: "Enter Your Username" Field

   c. Select **"Send a password reset link to your email"** and click **Submit (refer to Fig. 2c)**.

Fig. 2c: "Password Reset Link via Email" Method

d. An email with the password reset link will be sent to your email address **(refer to Fig. 2d)**. Click the reset password link in the email to bring you to the **Reset Password** Page. The link is valid for 20 minutes.
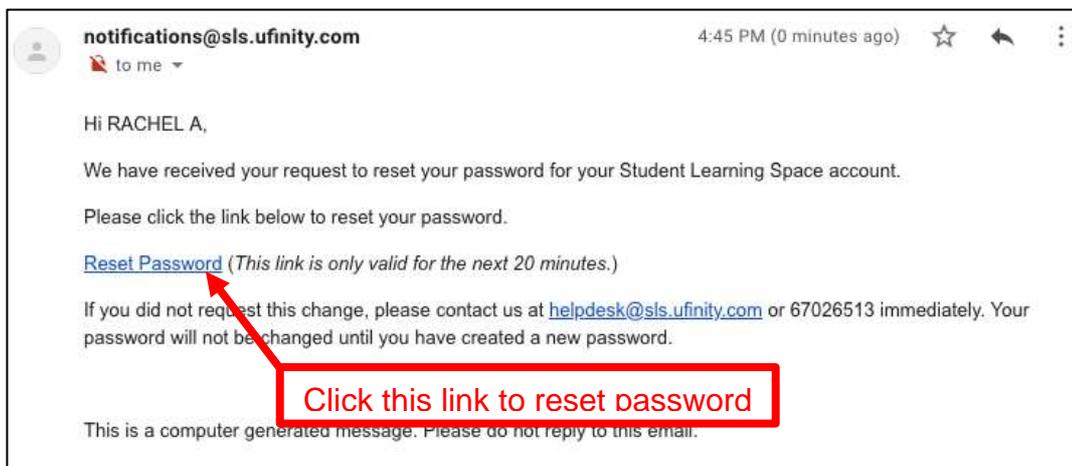

Fig. 2d: "Reset Password" Link

e. In the **Reset Password** page, enter a new password **(refer to Fig. 2e)**. You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

Fig. 2e: "Reset Password" Page

f. If your password was successfully reset, you will be brought to the SLS login page.

Password Reset Using Security Questions

8.   Perform the following steps to reset the password by using **Security Questions:**

a. Click the "Forgot Password" button at the login page **(refer to Fig. 3a)**.

Fig. 3a: "Forgot Password" Link

b. You will need to enter your username **(refer to Fig. 3b)**.

Fig. 3b: "Enter Your Username" Field

c. Select **"Answer the Security Questions"** and click **Submit (refer to Fig. 3c)**.

Fig. 3c: "Password Reset Link via Security Questions" Method

d. In the **"Security Questions"** page, key in the answers to the security questions **(refer to Fig. 3d)**. Please note that the answers are case-sensitive. Click **Submit**.
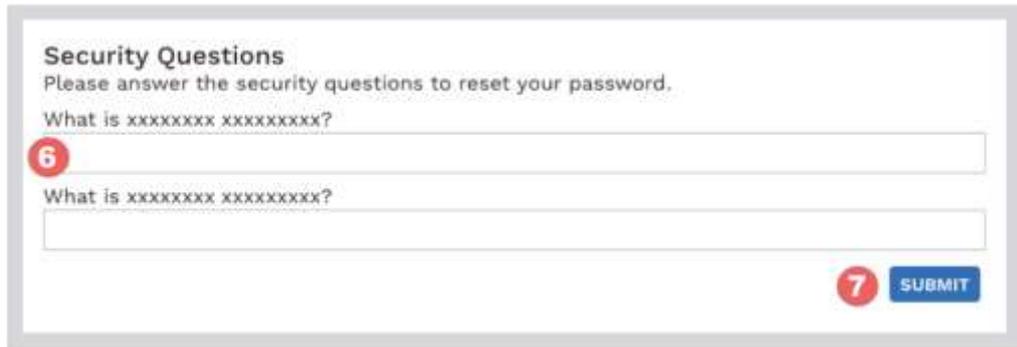
Fig. 3d: "Security Questions" Page

e. If you have answered the security questions correctly, you will be brought to
    the **Reset Password** page **(refer to Fig. 3e)**. You will need to enter the new
    password twice to confirm that you have entered it correctly. Then click **Submit**.

Fig. 3e: "Reset Password" Page

f. If your password was successfully reset, you will be brought to the SLS login
    page.

g. If you have answered the questions incorrectly, you will be brought to the
    Password Reset Unsuccessful page **(refer to Fig. 3f)**. Click on the **Retry**
    button to try again. You can attempt this up to **10 times** before your account is
    locked for security reasons.
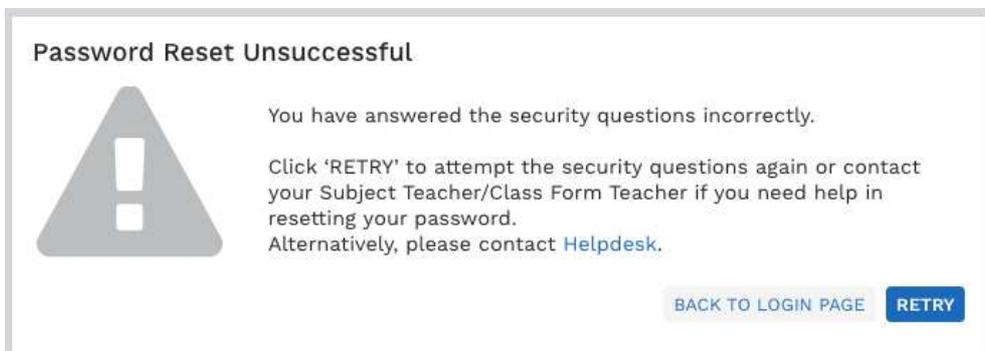
Fig. 3f: "Password Reset Unsuccessful" Page

SLS SUPPORT

School-based Helpdesk

9.   If you are experience any login issues, please contact your child's School-based Helpdesk first. The School-based Helpdesk contact details can be found at go.gov.sg/loginissues.

SLS Helpdesk

10. Alternatively, you may contact the SLS Helpdesk. You will need to answer the security questions to verify that you are the legitimate account holder.

Email: helpdesk@sls.ufinity.com

SLS Helpdesk Tel: (65) 6702 6513

Operating Hours

Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

*Closed on Sundays & Public Holidays

PROVIDING FEEDBACK

11.   You are encouraged to use the feedback feature in the system to provide your views on the learning resources and your experience with the system. The **Feedback** button can be found at the bottom left of the website (refer to **Fig. 4a**).
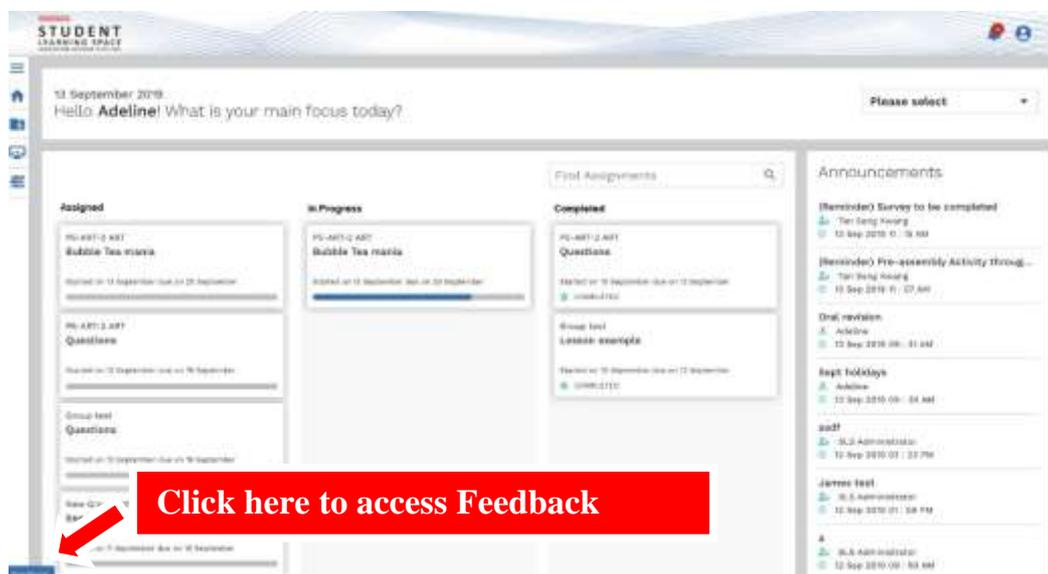

Fig. 4a: Providing feedback on the learning resources and system

12. Key in your contact details and the nature of your feedback in the **Feedback Form** (refer to **Fig. 4b**) and click "**Send Feedback**".

Fig. 4b: Feedback Form

FREQUENTLY ASKED QUESTIONS

Q1 : I have forgotten my password. What should I do?

Please refer to **paragraphs 6-10** in **Annex A**. You may refer to go.gov.sg/loginissues for all login issues.

Q2 : I have forgotten my username. What should I do?

The format of your user name is a combination of the first 5 characters of your Name, the last 4 digits and the letter of your NRIC/FIN/BC, e.g. (RACHE1234Z).

In rare cases, two or more students might share the same 10 characters. In such cases, their username may be affixed with a number, e.g. (RACHE1234Z_01).

If you are still not sure of your username, please approach your teacher.

Q3 : My account has been locked. What should I do?

Your account will be locked after **10 consecutive** attempts to log in with an incorrect password.

Please approach your school's SLS administrators to unlock your accounts.

Alternatively, you may call the SLS Helpdesk to unlock your account. You will need to answer the security questions to verify that you are the legitimate account holder. Please refer to paragraph 10 in Annex A for the contact details.

Q4 : I used the "Password Reset Link Method" but I cannot find my password reset email. What can I do?

If you cannot see the email in your inbox, it may be in the spam or junk email folder. It is also possible that you have not keyed in or verified the email address in SLS.

Note: The URL in the email will expire within 20 minutes. If the URL has expired, go to the login page and select "Forgot Password" to try again.

Q5 :   Can I change the security questions?

Students can log in to SLS to change the answers to their security questions. However, the questions are fixed.

Q6 : What are the Operating System and Browser Requirements for SLS?

SLS is accessible through internet browsers on either Windows PC, Mac, iPad or Android tablets. For a good user experience, tablets should have a screen size of at least 7 inches. However, a small number of resources may not work on tablets due to missing plugins. Currently, SLS is not fully optimised to display on mobile phones even though users can access the system and resources. The recommended operating systems and browsers are:

Operating System	Browser
Microsoft Windows 7 SP1 and Windows 8.1	• Google Chrome 64 and later
Microsoft Windows 10	• Google Chrome 64 and later • Microsoft Edge 17 and later
Mac OS X 10.9 and later	• Safari 11 and later • Google Chrome 64 and later
iOS 11 and later	• Safari 11 and later
Android 5 and later	• Google Chrome 64 and later
ChromeOS	• Google Chrome 64 and later