

PARENTS HANDBOOK

FOR ACCESSING



Guide to SLS Account Management – Part A

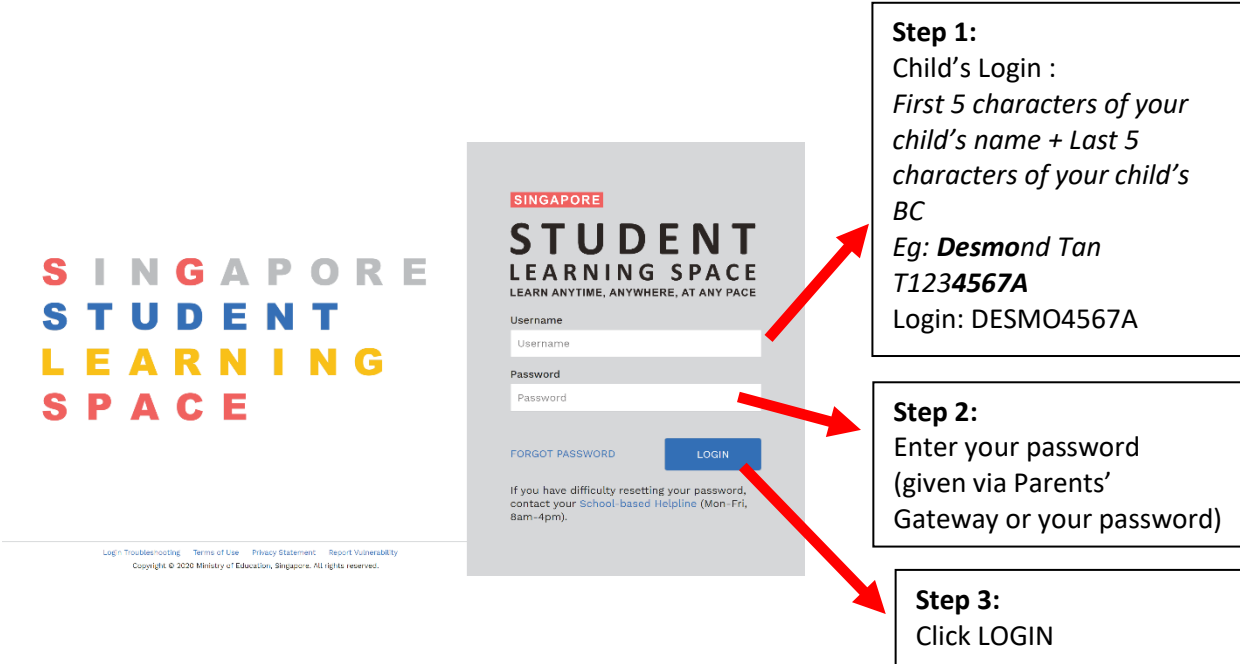
Instructions for Primary School Students and Parents

NOTE TO PARENTS

1. We would like to encourage all parents to help your child in the management of his/her SLS account. This would involve helping your child to remember his/her username and password, as well as entering your email address in SLS, so that a password reset via self-help can be performed in the event that the password is forgotten.

MANAGING YOUR SLS ACCOUNT

2. Log in to SLS (<https://learning.moe.edu.sg>) using your existing username and password. If you have forgotten your password, you may request for your teacher to reset your password. Then log in to SLS using the one-time password which your teacher has provided you.



The image shows the login page for the Singapore Student Learning Space. On the left is the logo 'SINGAPORE STUDENT LEARNING SPACE' with 'SINGAPORE' in grey, 'STUDENT' in blue, 'LEARNING' in yellow, and 'SPACE' in red. The main page has a grey background with the text 'SINGAPORE STUDENT LEARNING SPACE' and the tagline 'LEARN ANYTIME, ANYWHERE, AT ANY PAGE'. Below this are fields for 'Username' and 'Password', a 'FORGOT PASSWORD' link, and a blue 'LOGIN' button. At the bottom, there is a small disclaimer: 'If you have difficulty resetting your password, contact your School-based Helpline (Mon-Fri, 8am-4pm)'. Three red arrows point from the login page to three instructional boxes on the right:

- Step 1:** Child's Login :
First 5 characters of your child's name + Last 5 characters of your child's BC
Eg: *Desmond Tan*
T1234567A
Login: DESMO4567A
- Step 2:** Enter your password (given via Parents' Gateway or your password)
- Step 3:** Click LOGIN

3. After logging in with the one-time password provided by your teacher, or if your existing password has expired, you will be prompted to change your password. 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:

- be **8 characters or longer**;
- contain **at least 1 letter and 1 digit**; and
- be **changed every year** (you will be directed to the change password page automatically)

4. The next step would be to review your answers to the Security Questions. You will be required to answer these Security Questions to verify that you are the legitimate account holder, in the event that you need to perform a password reset via self-help or by calling the SLS Helpdesk.

5. From the SLS Home Page, click on the **Profile icon** at the top right-hand corner, then click on “**Edit Profile**” (refer to **Fig. 1a**).

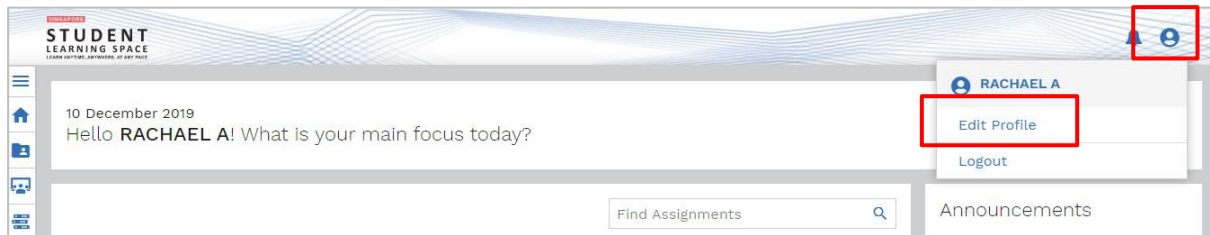


Fig. 1a: SLS Home Page

6. Click on **Security Questions** tab on the “Edit Profile” page (refer to **Fig. 1b**).

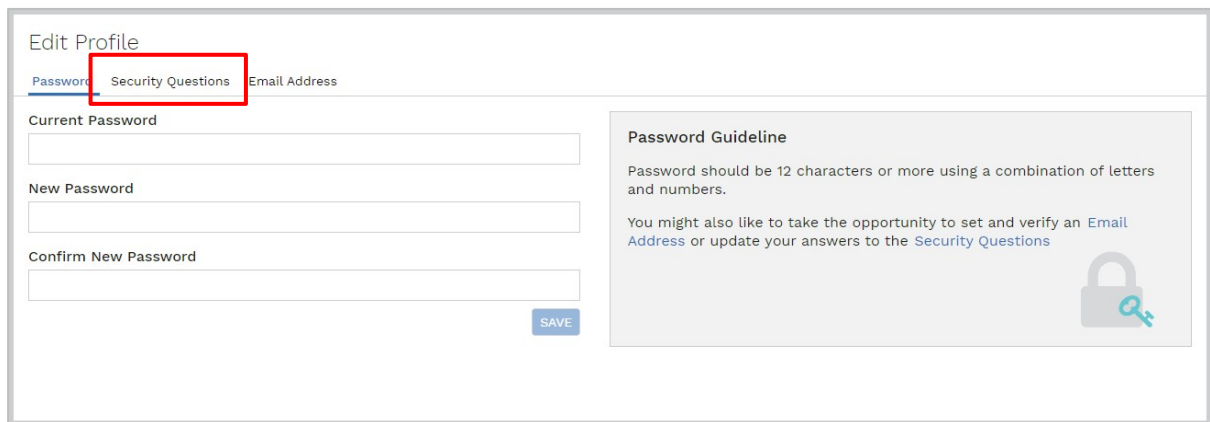


Fig. 1b: “Edit Profile” Page

7. **Review your answers to the Security Questions** and update them if necessary. Then click on the “Save” button (refer to **Fig. 1c**).

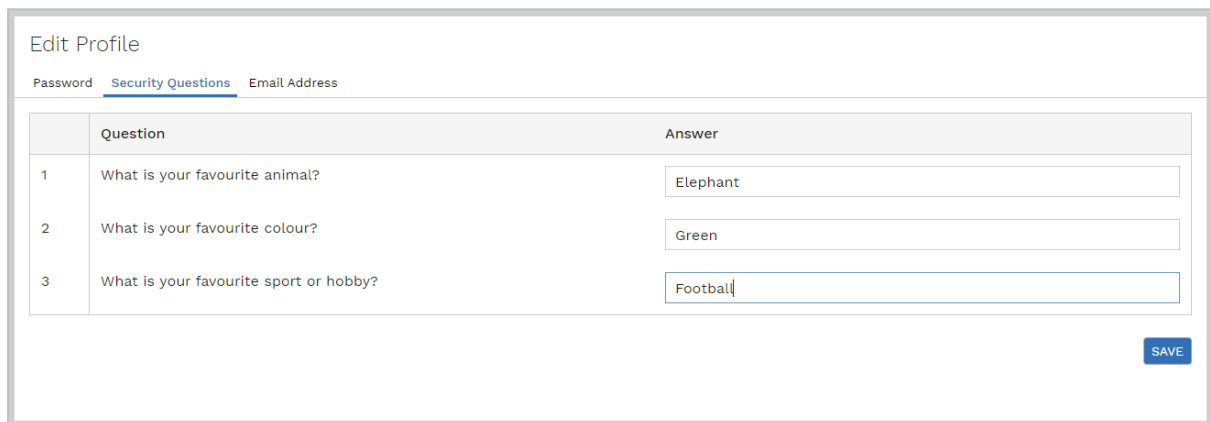
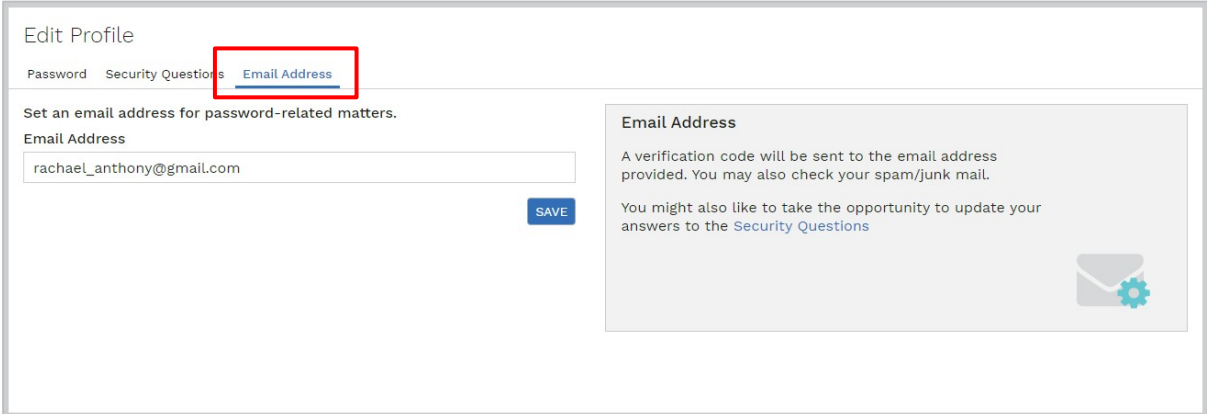


Fig. 1c: “Edit Profile” Page – Update Answers to Security Questions

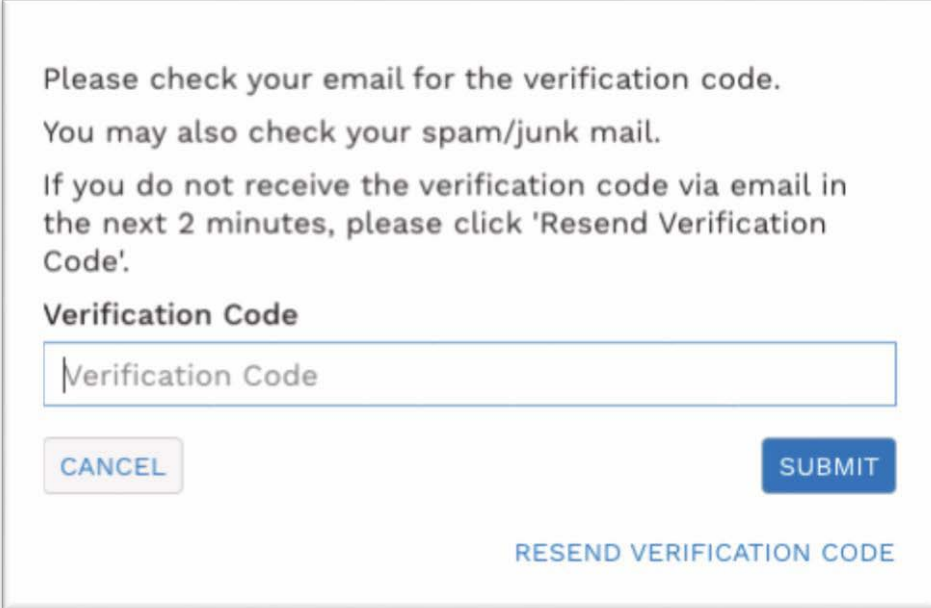
8. Next click on the “Email Address” tab and **enter/update your email address.** (For primary school students who do not have an email account, you may enter your parent’s email address.) Then click on the “Save” button (refer to **Fig. 1d**). In the event that you have forgotten your password and have chosen to perform a password reset via self-help, the password reset link will be sent to this email address.



The screenshot shows the 'Edit Profile' page with three tabs: 'Password', 'Security Questions', and 'Email Address'. The 'Email Address' tab is selected and highlighted with a red box. Below the tabs, there is a heading 'Set an email address for password-related matters.' followed by an 'Email Address' label and a text input field containing 'rachael_anthony@gmail.com'. A blue 'SAVE' button is positioned to the right of the input field. On the right side of the page, there is a grey sidebar with the heading 'Email Address' and the following text: 'A verification code will be sent to the email address provided. You may also check your spam/junk mail. You might also like to take the opportunity to update your answers to the [Security Questions](#)'. At the bottom right of the sidebar is an icon of an envelope with a gear.

Fig. 1d: “Edit Profile” Page – Update Email Address

9. After you have entered your email address and clicked on “Save”, a verification code will be sent to this email address. Key in the verification code into the prompt and click on “Submit” (refer to **Fig. 1e**). The code is only valid for 10 minutes. Without the code, the email address will not be saved.



Please check your email for the verification code.
You may also check your spam/junk mail.
If you do not receive the verification code via email in the next 2 minutes, please click 'Resend Verification Code'.

Verification Code

[RESEND VERIFICATION CODE](#)

Fig. 1e: “Verification Code” Prompt

PASSWORD RESET

10. If you have forgotten your password, you can reset it via the following methods:
- password reset using password reset link,
 - password reset by answering security questions,
 - contact your School-based Helpdesk, or
 - contact the SLS Helpdesk.

Password Reset Using Password Reset Link

11. Perform the following steps to reset your password using the Password Reset Link method:
- Click on the “**Forgot Password**” link on the SLS login page (refer to **Fig. 2a**).

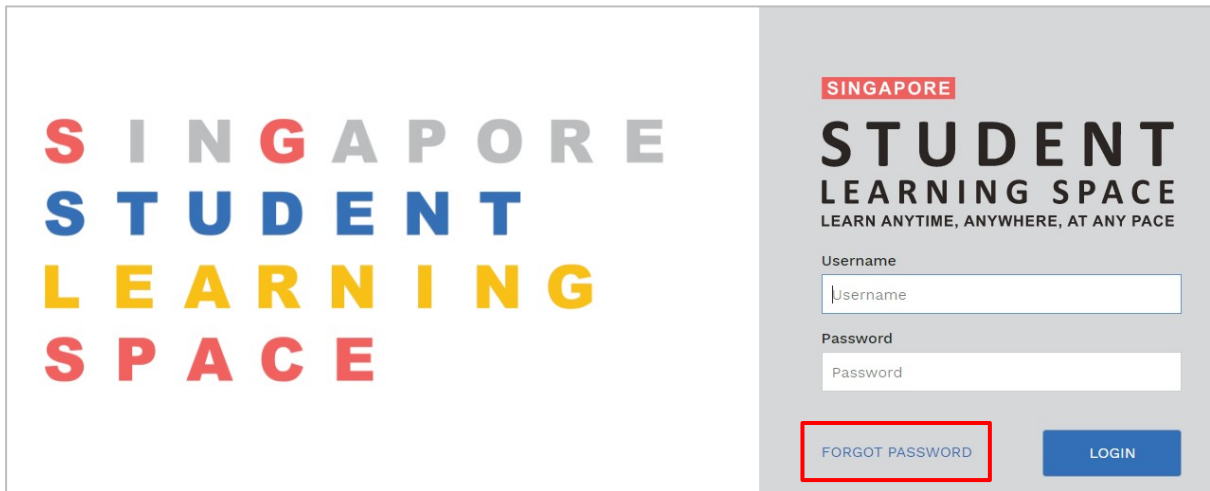


Fig. 2a: “Forgot Password” Link

- b. Enter your username and click on “Submit” (refer to **Fig. 2b**).

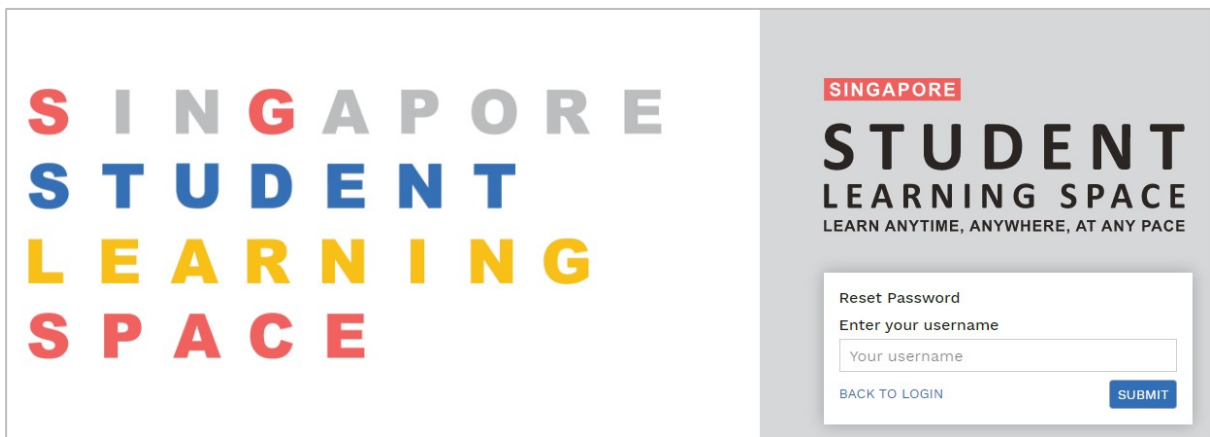


Fig. 2b: Enter Your Username

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

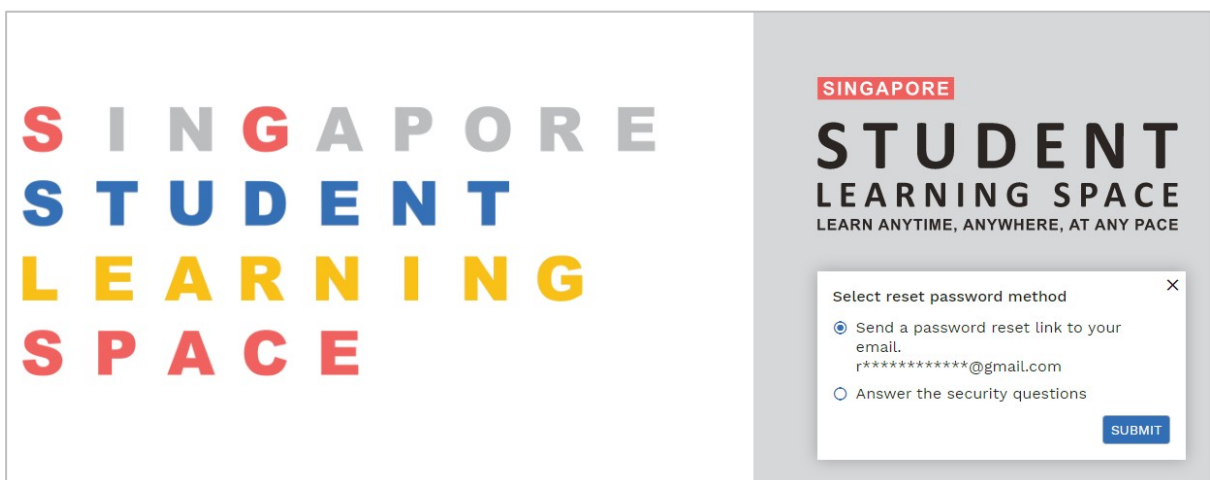


Fig. 2c: Password Reset Link via Email

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

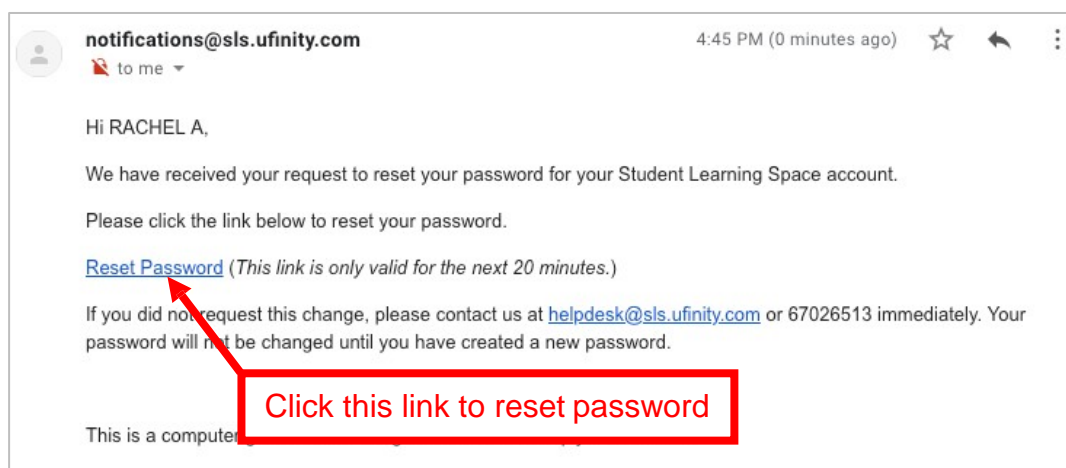


Fig. 2d: Password Reset Email

- e. On 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 on **“Submit”**.

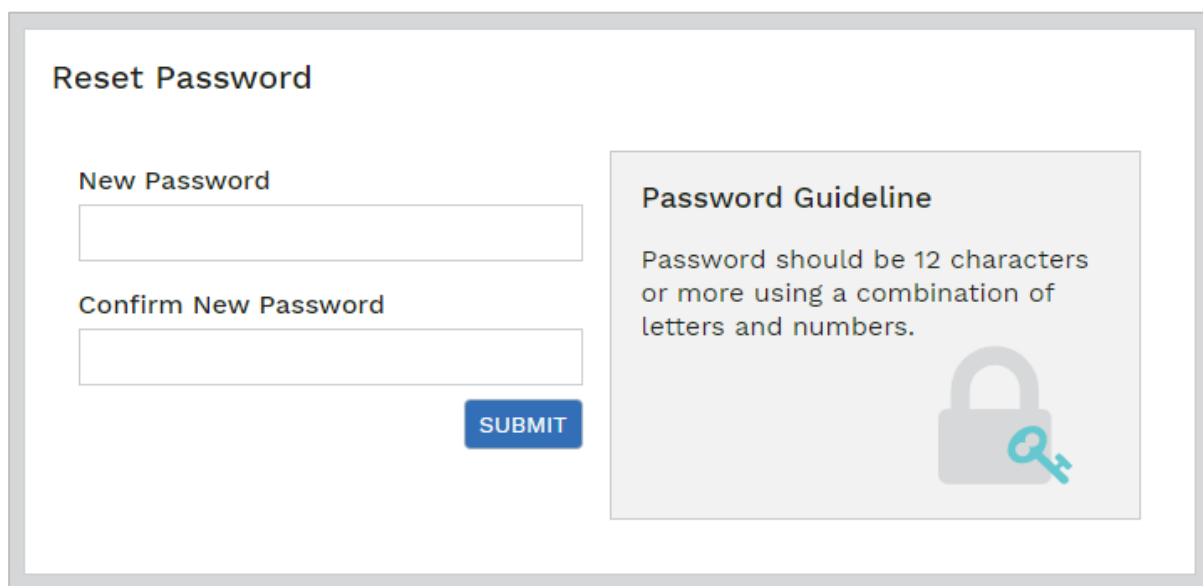


Fig. 2e: “Reset Password” Page

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

Password Reset By Answering Security Questions

12. Perform the following steps to reset your password by answering the Security Questions:

- a. Click on the **“Forgot Password”** button on the SLS login page (refer to **Fig. 3a**).

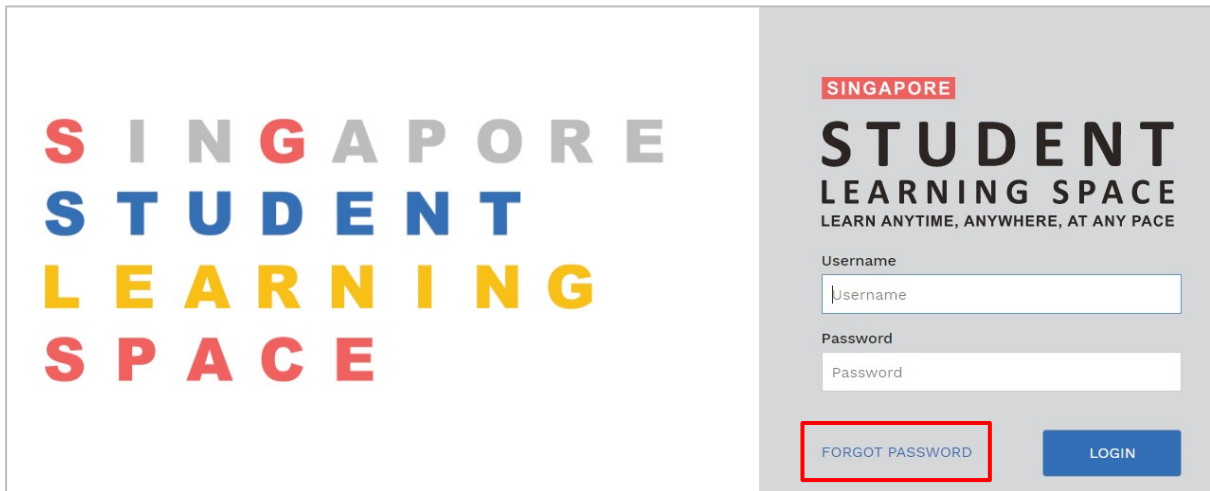


Fig. 3a: “Forgot Password” Link

- b. Enter your username and click on “Submit” (refer to **Fig. 3b**).



Fig. 3b: “Enter Your Username”

- c. Select “Answer the security questions” and click on “Submit” (refer to **Fig. 3c**).

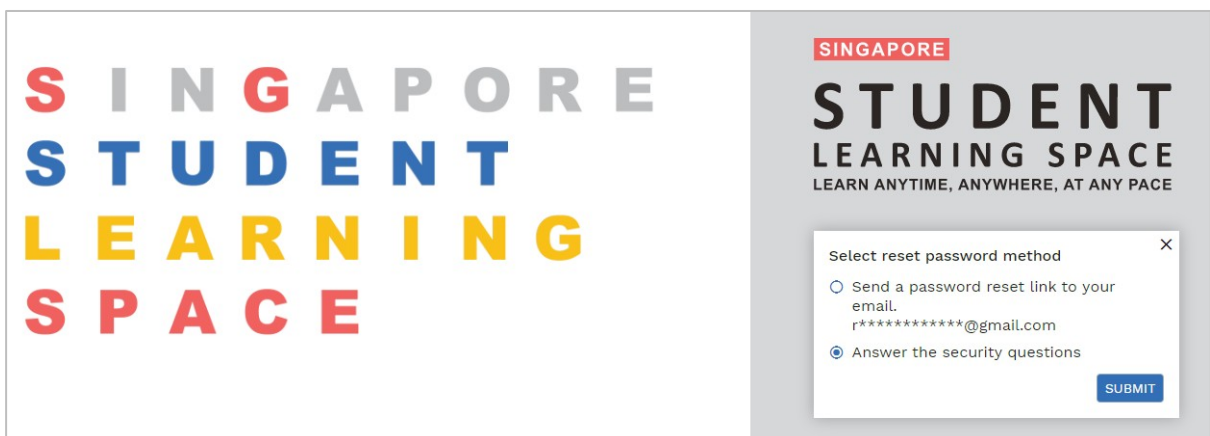
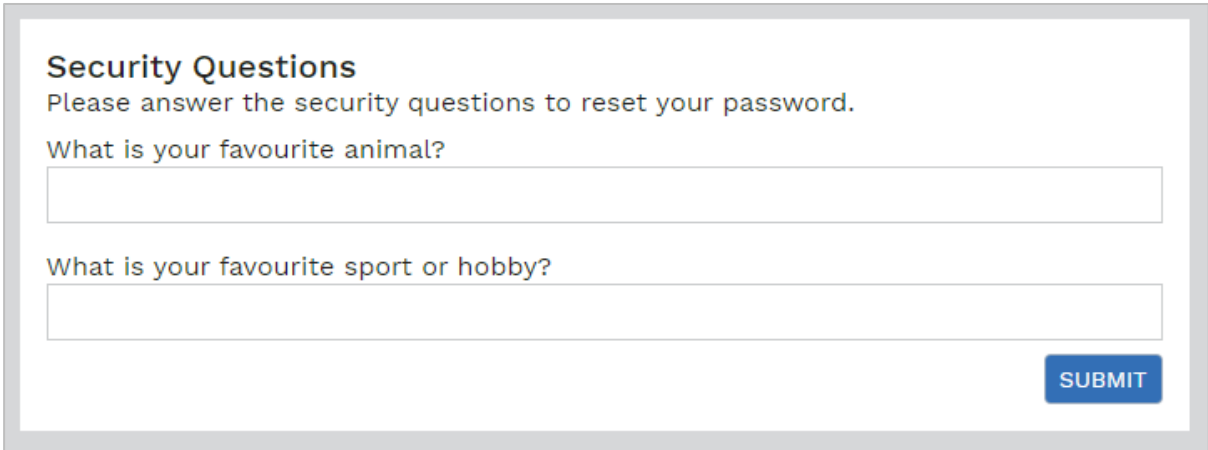


Fig. 3c: Password Reset by Answering Security Questions

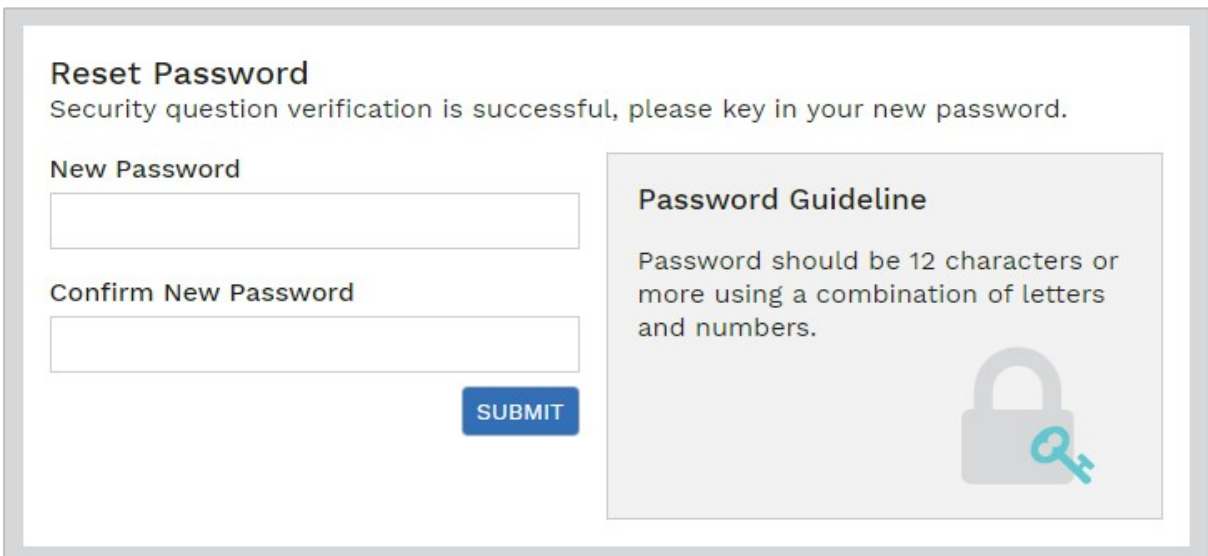
- d. In the “**Security Questions**” page, key in your answers to the security questions (refer to **Fig. 3d**). Please note that the answers are case-sensitive. Then click on “Submit”.



The screenshot shows a web form titled "Security Questions". Below the title is a sub-header: "Please answer the security questions to reset your password." There are two text input fields. The first is labeled "What is your favourite animal?" and the second is labeled "What is your favourite sport or hobby?". A blue "SUBMIT" button is located at the bottom right of the form area.

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 your new password twice to confirm that you have entered it correctly. Click on “Submit”. If your password is successfully reset, you will be brought to the SLS login page.



The screenshot shows a web form titled "Reset Password". Below the title is a sub-header: "Security question verification is successful, please key in your new password." There are two text input fields. The first is labeled "New Password" and the second is labeled "Confirm New Password". A blue "SUBMIT" button is located at the bottom right of the form area. To the right of the form is a "Password Guideline" box with a lock icon and a key icon. The guideline text reads: "Password should be 12 characters or more using a combination of letters and numbers."

Fig. 3e: “Reset Password” Page

- f. If you answered the security questions incorrectly, you will be brought to the “**Password Reset Unsuccessful**” page (refer to **Fig. 3f**). Click on “Retry” to answer the security questions again. You can attempt this up to **6 times** before your account will be soft-locked for security reasons.

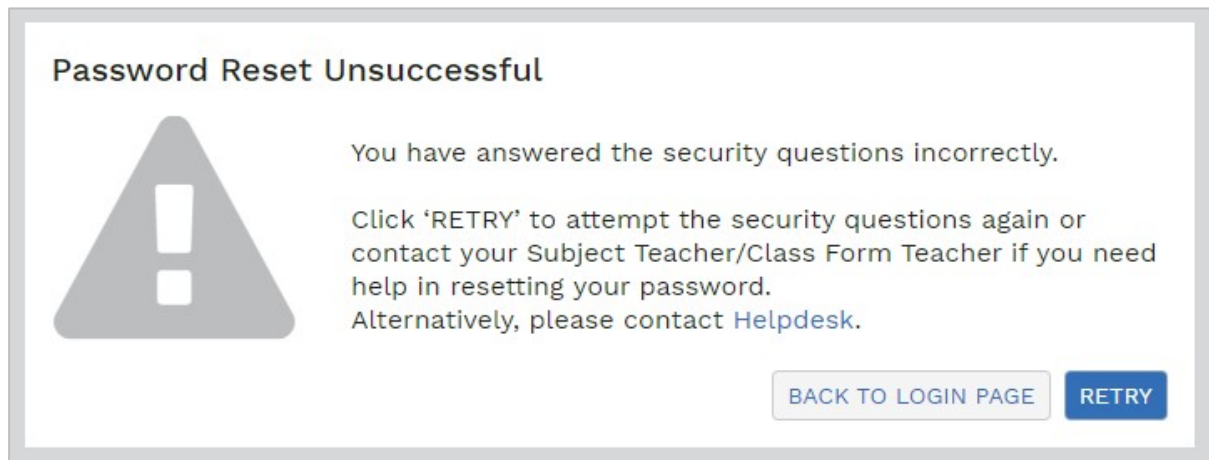


Fig. 3f: “Password Reset Unsuccessful” Page

SLS SUPPORT

School-based Helpdesk

13. If you experience any login issues, please contact your School-based Helpdesk first. The School-based Helpdesk contact details are:

ICT Manager, Mr Justin Lee

Tel: 6584 4393

Email: lee_tse_yang_justin@moe.edu.sg

Operating Hours: 8:00am to 4:00pm

Alternatively, the School-based Helpdesk contact details can be found at go.gov.sg/loginissues.

SLS Helpdesk

14. 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 to Fridays: 9:00am to 9:00 pm

Saturdays: 9:00 am to 3:00 pm

*Closed on Sundays & Public Holidays

Guide to SLS Account Management – Part B Frequently Asked Questions

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

Please refer to **paragraphs 10-14 in Part 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 school-based helpdesk.

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

Your account will be soft-locked after **6 attempts** to log in with an incorrect password.

Please approach your school-based helpdesk to reset your password.

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 “Reset Password” 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	<ul style="list-style-type: none">• Google Chrome 64 and later
Microsoft Windows 10	<ul style="list-style-type: none">• Google Chrome 64 and later• Microsoft Edge 17 and later
Mac OS X 10.9 and later	<ul style="list-style-type: none">• Safari 11 and later• Google Chrome 64 and later
iOS 11 and later	<ul style="list-style-type: none">• Safari 11 and later
Android 5 and later	<ul style="list-style-type: none">• Google Chrome 64 and later
ChromeOS	<ul style="list-style-type: none">• Google Chrome 64 and later