

# 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.

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**).

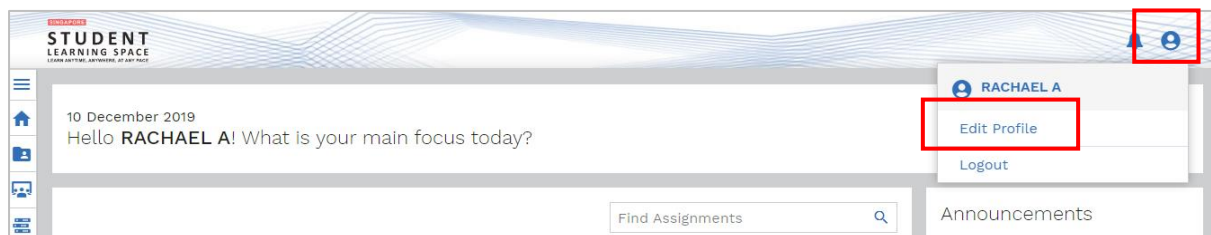


Fig. 1a: SLS Home Page

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

Edit Profile  
 Password **Security Questions** Email Address

Current Password


New Password

Confirm New Password

**Password Guideline**

Password should be 12 characters or more using a combination of letters and numbers.

You might also like to take the opportunity to set and verify an [Email Address](#) or update your answers to the [Security Questions](#)



**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**).

Edit Profile  
 Password **Security Questions** Email Address

	Question	Answer
1	What is your favourite animal?	<input type="text" value="Elephant"/>
2	What is your favourite colour?	<input type="text" value="Green"/>
3	What is your favourite sport or hobby?	<input type="text" value="Football"/>

**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.

Edit Profile  
 Password Security Questions **Email Address**


Set an email address for password-related matters.

Email Address

**Email Address**

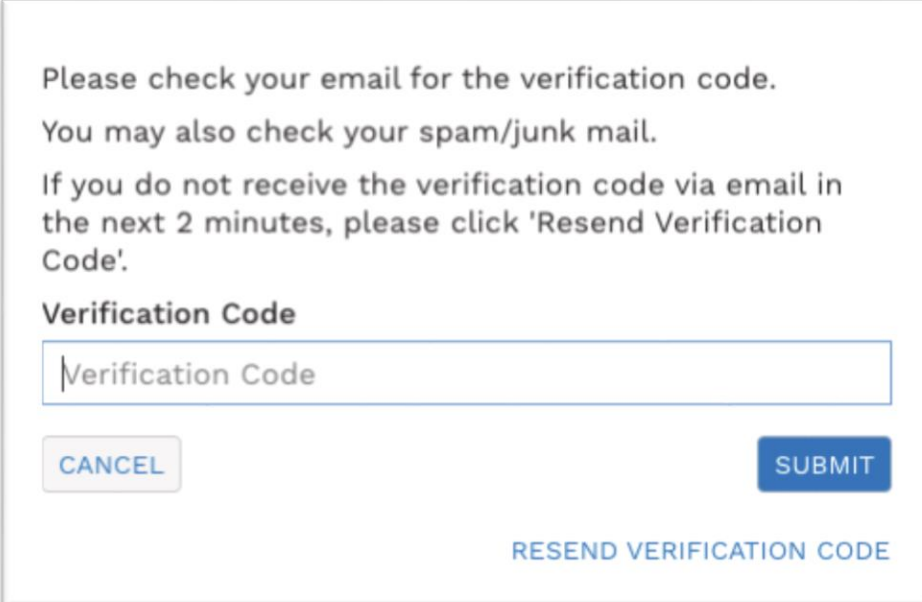
A verification code will be sent to the email address provided. You may also check your spam/junk mail.

You might also like to take the opportunity to update your answers to the [Security Questions](#)



**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**).

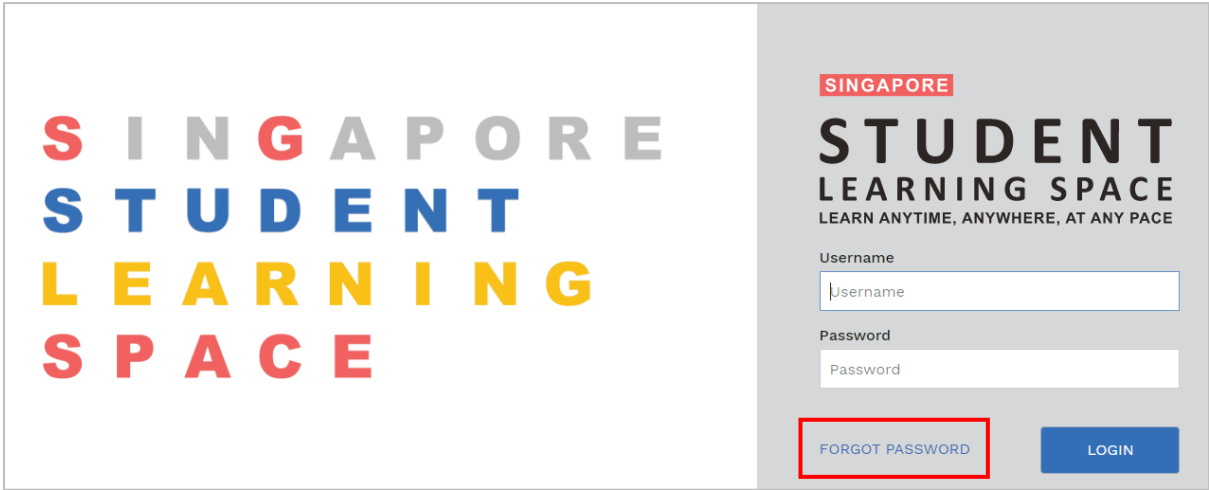


Fig. 2a: “Forgot Password” Link

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).

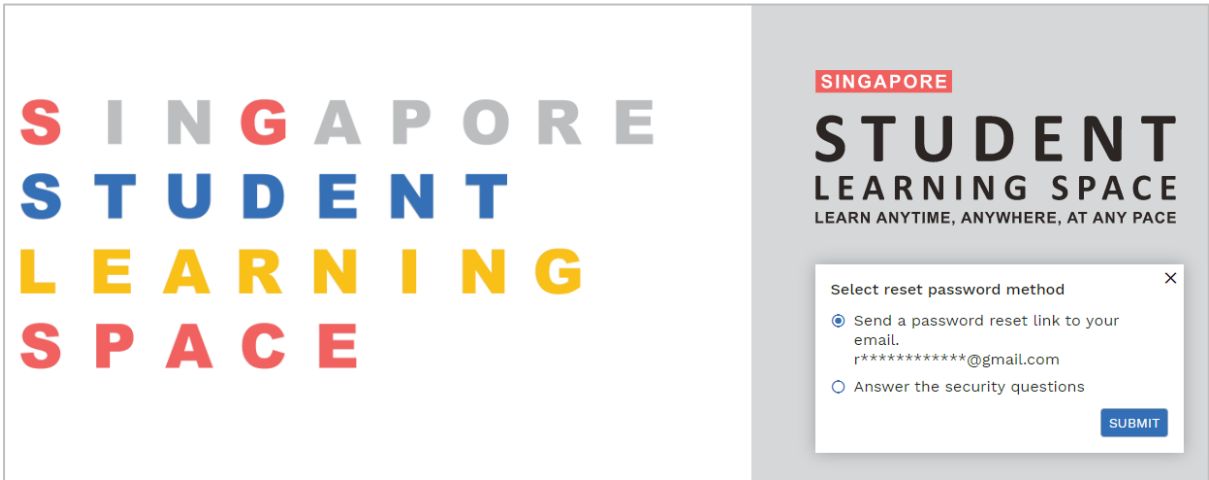
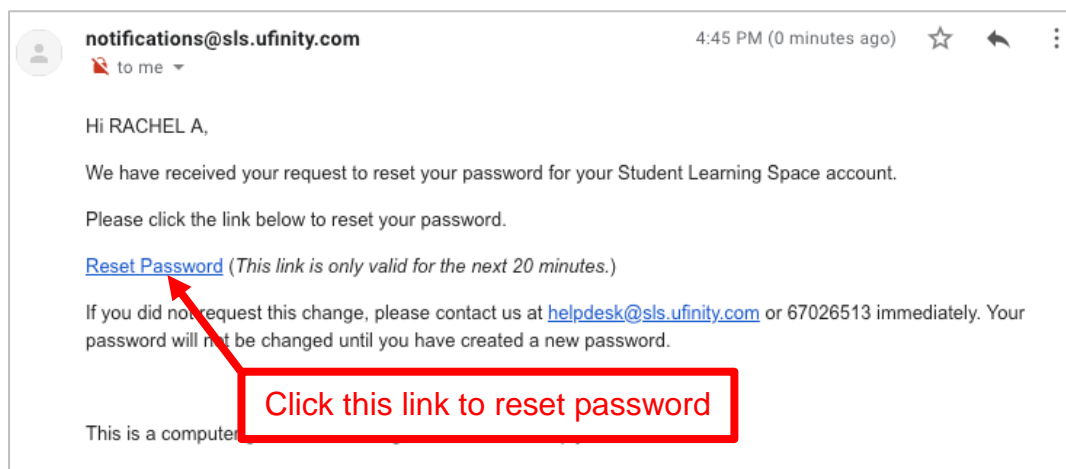


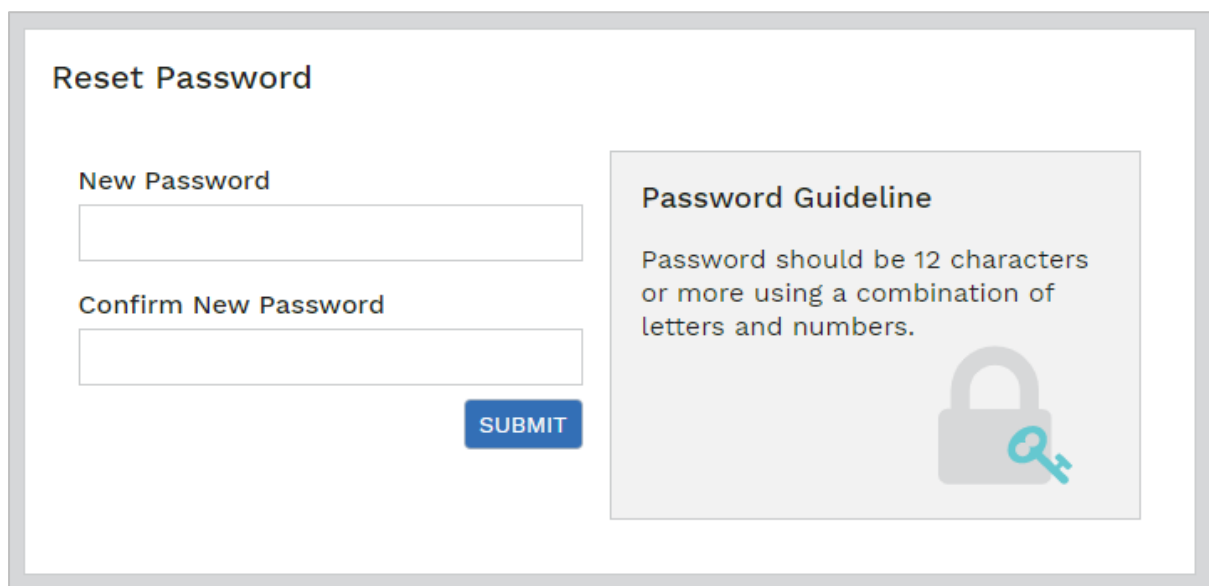
Fig. 2c: Password Reset Link via Email

- 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**).

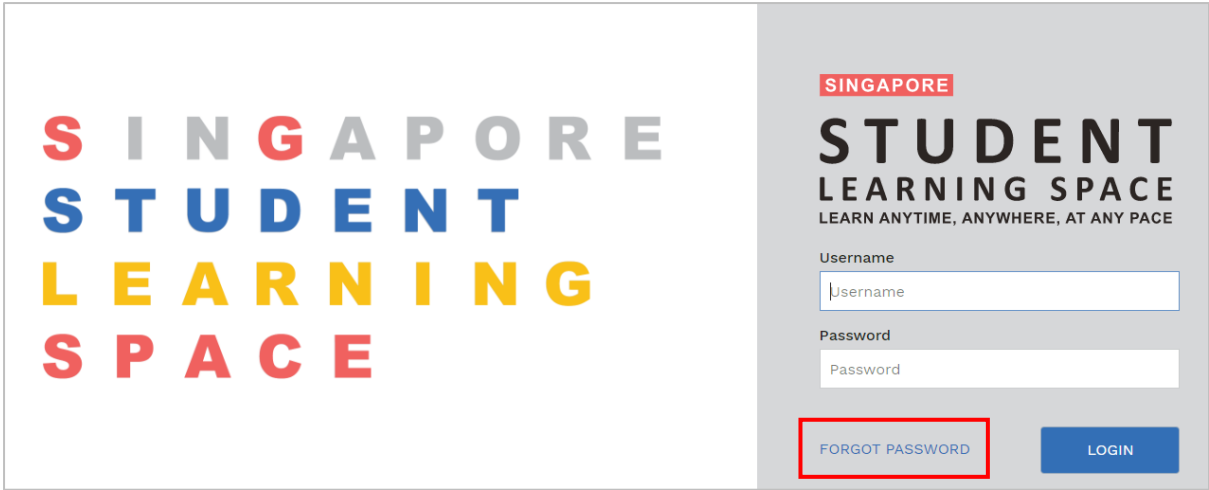


Fig. 3a: “Forgot Password” Link

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).

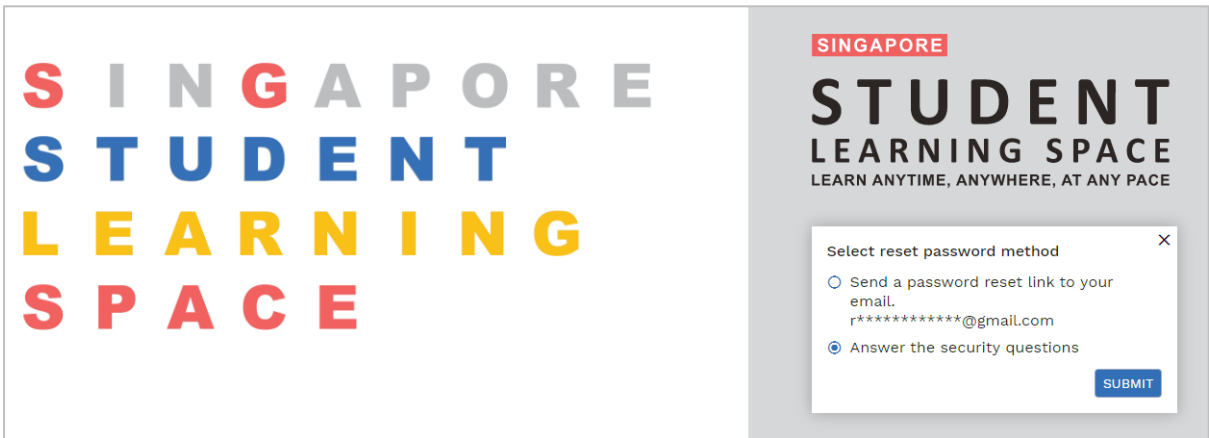
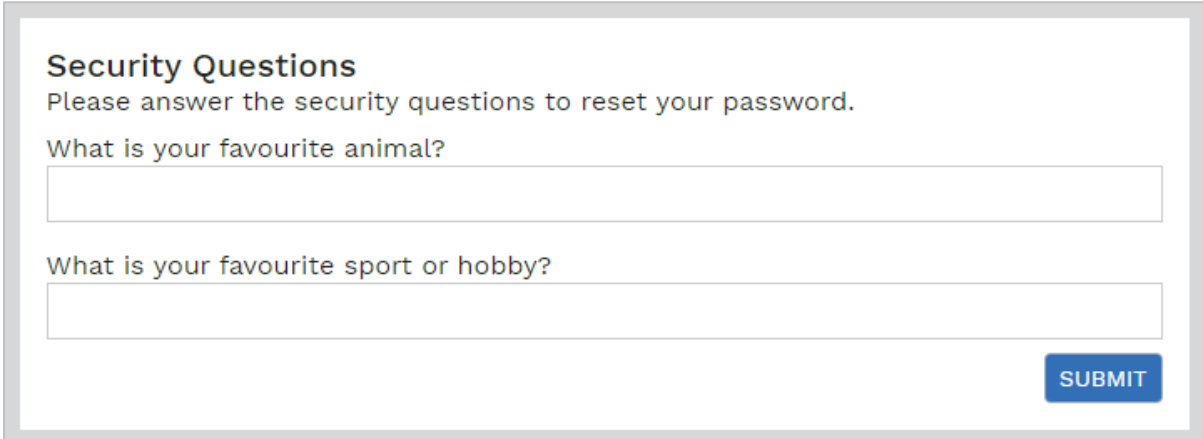


Fig. 3c: Password Reset by Answering Security Questions

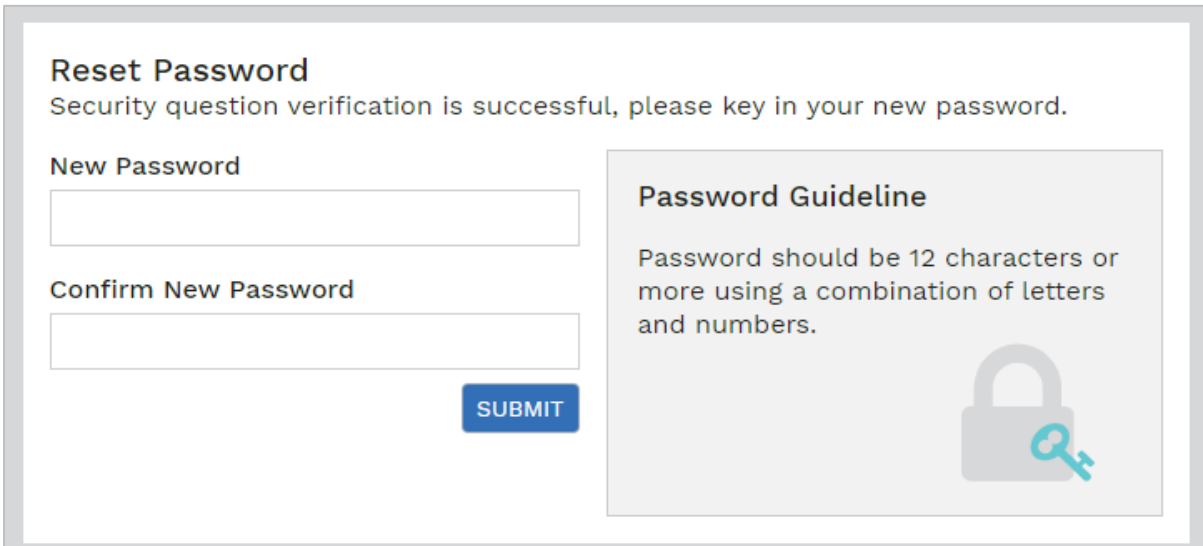
- d. In the “**Security Questions**” page, key in your answers to the security questions (refer to **Fig. 3d**). Please note that the answers are case-sensitive. Then click on “Submit”.



The screenshot shows a web form titled "Security Questions". Below the title is the instruction: "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.

**Fig. 3d: “Security Questions” Page**

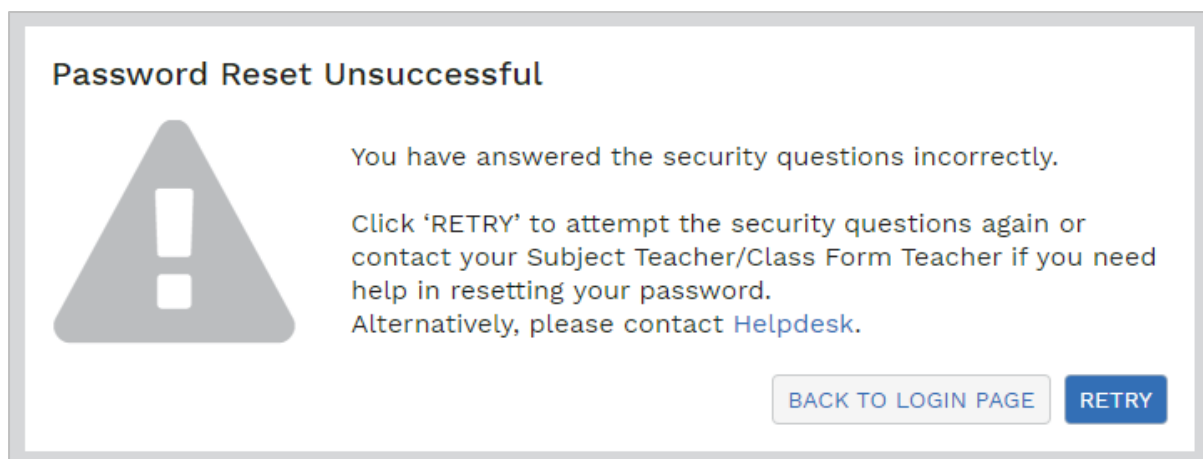
- e. If you have answered the security questions correctly, you will be brought to the “**Reset Password**” page (refer to **Fig. 3e**). You will need to enter your new password twice to confirm that you have entered it correctly. Click on “Submit”. If your password is successfully reset, you will be brought to the SLS login page.



The screenshot shows a web form titled "Reset Password". Below the title is the instruction: "Security question verification is successful, please key in your new password." There are two text input fields: "New Password" and "Confirm New Password". A blue "SUBMIT" button is located below the second input field. To the right of the input fields is a "Password Guideline" box with the text: "Password should be 12 characters or more using a combination of letters and numbers." Below the text is an icon of a padlock with a keyhole.

**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 are experience any login issues, please contact your School-based Helpdesk first. The School-based Helpdesk contact details can be found at [go.gov.sg/loginissues](http://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](mailto:helpdesk@sls.ufinity.com)

SLS Helpdesk Tel: (65) 6702 6513

### **Operating Hours**

Mondays — Fridays: 9:00 am — 9:00 pm

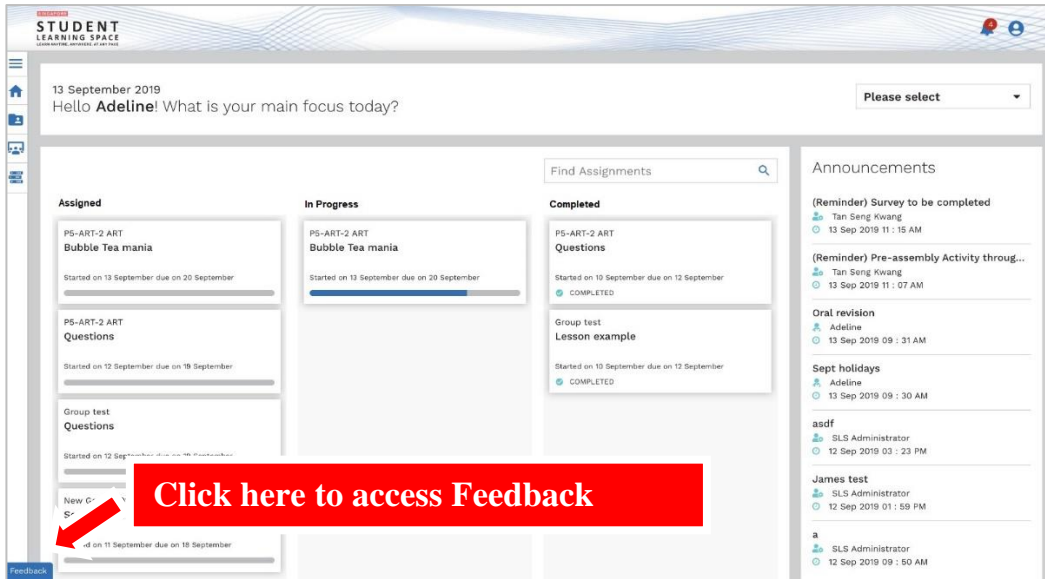
Saturdays: 9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

## **PROVIDING FEEDBACK**

15. 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 SLS system and learning resources**

16. Key in your contact details and the nature of your feedback in the Feedback Form (refer to **Fig. 4b**) and click on “Send Feedback”.

### Feedback Form

**B** ***I*** **U**    ☰ ☷    **A** **A**    ☰ ☷

[Help Desk Software](#) by Freshdesk  
[Privacy Policy](#)

**Send Feedback**

**Fig. 4b: Feedback Form**

## **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](http://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 soft-locked after **6 attempts** to log in with an incorrect password.

Please approach your teacher 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:

<b>Operating System</b>	<b>Browser</b>
Microsoft Windows 7 SP1 and Windows 8.1	<ul style="list-style-type: none"><li>• Google Chrome 64 and later</li></ul>
Microsoft Windows 10	<ul style="list-style-type: none"><li>• Google Chrome 64 and later</li><li>• Microsoft Edge 17 and later</li></ul>
Mac OS X 10.9 and later	<ul style="list-style-type: none"><li>• Safari 11 and later</li><li>• Google Chrome 64 and later</li></ul>
iOS 11 and later	<ul style="list-style-type: none"><li>• Safari 11 and later</li></ul>
Android 5 and later	<ul style="list-style-type: none"><li>• Google Chrome 64 and later</li></ul>
ChromeOS	<ul style="list-style-type: none"><li>• Google Chrome 64 and later</li></ul>