

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 AND PASSWORD CHANGE

2. SLS can be accessed from <https://learning.moe.edu.sg>. The username can be found in the cover letter while the password is in a separate letter.



Fig. 1: Login screen

3. During the **FIRST** login, you will be prompted to change your password.
4. 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 number**;
 - c. be **changed every 90 days** (you will be directed to the change password page automatically); and
 - d. be different from the previous three passwords.
5. After you have changed your password, you will be prompted with an option to add in your email address in the “**Password Reset Email Address**” field. A verification email will be sent to this email address

Note 1:

- *If you do not have an email account, you may want to sign up with an email provider. You need to meet the minimum age, usually 13 or older, to do so.*
- *If you do not meet the minimum age, you may wish to enter your parent’s/guardian’s email address. Please explain the purpose to your parent/guardian.*

Note 2:

If you decide to leave the “Password Reset Email Address” field empty, should you need a new password (e.g. you have forgotten your password), you can perform a self-help password reset, call helpdesk or alternatively you can also contact your teacher. Please refer below for the helpdesk details

SLS Helpdesk Support

Tel: (65) 6702 6513

Email: helpdesk@sls.unfinity.com

Operating Hours

Mondays-Fridays: 9am – 9pm

Saturdays: 9am – 3pm

***Closed on Sundays & Public Holidays**

6. The next step would be to set the Security Questions. The Security Questions will be used to verify that you are the legitimate account holder, in the event if you should need to perform a password reset via self-help or helpdesk support.

Security Questions

When you forget your password, you can reset it yourself or call the SLS Helpdesk (67026513).

To get started, type in the answers to all six questions below. Your answers must be less than 50 characters. You cannot use the same answer for more than one question. Choose answers which are easy to remember.

You will be asked to provide the same answers when you need to reset your password.

	Question	Answer
1	What is your favourite place to visit?	<input type="text"/>
2	What is your favourite animal?	<input type="text"/>
3	What is your favourite movie?	<input type="text"/>
4	What is your favourite colour?	<input type="text"/>
5	What is your favourite book?	<input type="text"/>
6	What is your favourite sport or hobby?	<input type="text"/>

DONE

7. PASSWORD RESET

In the event if you have forgotten your password, you can perform a self-help password reset, either by verifying your identity via the password reset link or answering the security questions correctly.

Password Reset using Password Reset Link Option

7.1 Click on the “**Forgot Password**” button at the login page (refer to **Fig. 3a**) and you will need to enter your username (refer to **Fig. 3b**).

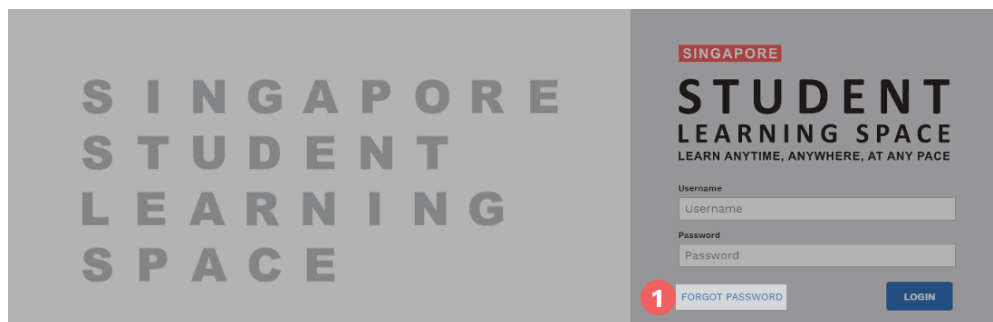


Fig. 3a: Forgot Password Option



Fig. 3b: Enter Username



Fig. 3c: Select password reset link option

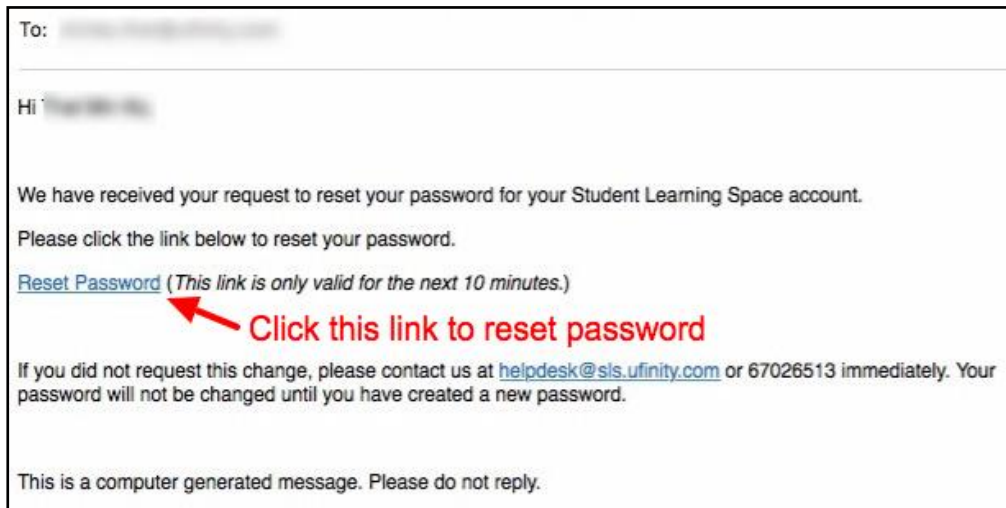
7.2 Select **Send a password reset link to your email.**

7.3 **Click on Submit.**

7.5 An email with the password reset link will be sent to your email address.

7.6 Click on the reset password link in the email.

- The link is valid for 10 minutes.
- If the link has expired, you can request for another verification email by clicking on the **Resend Verification Email** button.



- 7.7 In the **Reset Password** page, enter a new password.
- 7.8 You will need to enter the new password twice to confirm that you have entered it correctly.
- 7.9 Click on **Submit**.
- 7.10 Once you receive the email click on the link in the email and you will be guided to setup the new password.

A web form titled 'Reset Password'. It has two input fields: 'New Password' and 'Confirm New Password'. Below the second field is a blue 'SUBMIT' button. To the right is a box titled 'Password Guidelines' with the text: 'Password should be at least 8 characters using a combination of numbers and letters.' and a lock icon with a key.

Fig. 3d: Reset password page

8. Password Reset by Answering Security Question

- 8.1 Click on the “Forgot Password” button at the login page (refer to Fig. 4a) and you will need to enter your username (refer to Fig. 4b).



Fig. 4a: Forgot Password Option



Fig. 4b: Enter Username

8.2 Select **Answer Security Question**

8.3 Click on **Submit**.



Fig. 4c: Select Answer Security Question Option

8.4 In the Security Questions page, key in the answers to the security questions.

- You must answer the security questions correctly before you can reset your password.
- Click on **Submit**.

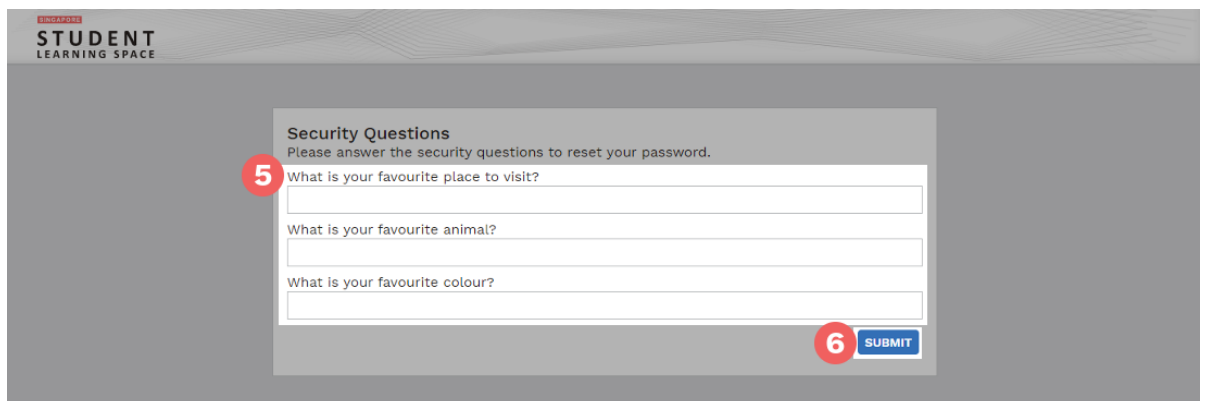
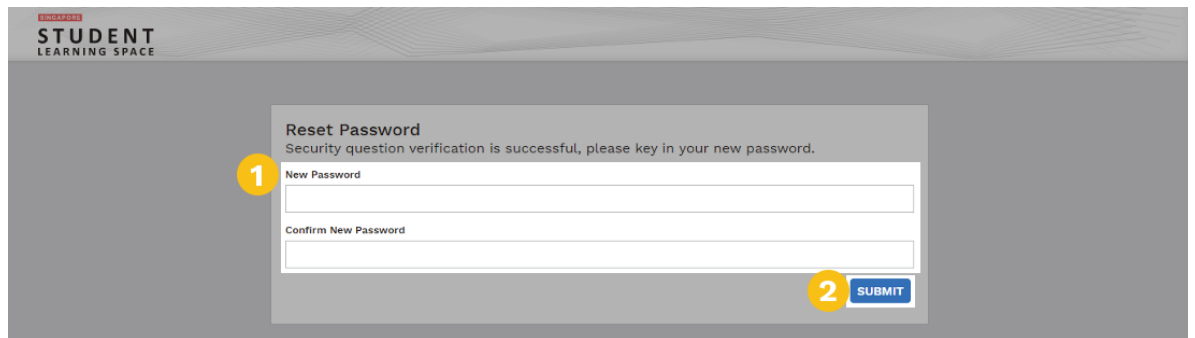


Fig. 4d: Answer the Security Questions

8.5 In the event if you had answered the questions incorrectly, you will be brought to the Password Reset Unsuccessful page.

- Click on the Retry button to try again.
- You can attempt up to 6 times before your account is locked for security reasons

8.6 If you had answered the security questions correctly, you will be brought to the Reset Password page.



The screenshot displays the 'Reset Password' interface. At the top left, the logo for 'STUDENT LEARNING SPACE' is visible. The main heading is 'Reset Password', followed by a sub-message: '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 yellow circle with the number '1' is positioned to the left of the 'New Password' field. At the bottom right of the form area, there is a blue button labeled 'SUBMIT' with a yellow circle containing the number '2' next to it.

Fig. 4e: Set New Password Screen

8.6.1 Set a new Password

- You will need to enter the new password twice to confirm that you have entered it correctly.
- Click on **Submit**.
- If your password was successfully reset, you will be brought to the login page.

PROVIDING FEEDBACK

9. You are encouraged to use the feedback feature in the system to provide your input 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. 5a).

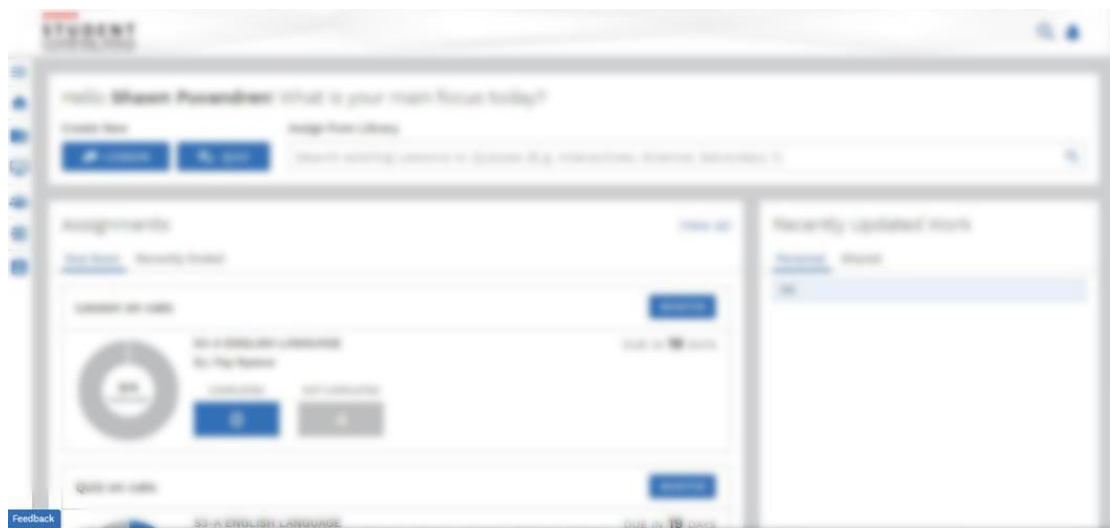


Fig. 5a: Providing feedback on the learning resources and system

Feedback Form

✉ Requester *

🔍 Subject *

B *I* U | ☰ ☷ | **A** **A** | ☰

📎

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

Send Feedback

Fig. 5b: Providing feedback on the learning resources and system

FREQUENTLY ASKED QUESTIONS

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

[Method 1] You can perform a password reset if you have provided an email address for password reset email (refer to **para 5** in **Annex A**). Follow the instructions in **para 7** of **Annex A** to reset your password.

[Method 2] You can perform a password reset by answering Security Questions (refer to **para 6** in **Annex A**). Follow the instructions in **para 8** of **Annex A** to reset your password.

[Method 3] Alternatively, you can approach your teachers if the password reset email address has not been set up or you are unable to perform a password reset yourself. Your teacher will refer your case to the school's SLS Administrator

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.

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

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

Please approach your teachers when you encounter this issue. Your teacher will refer your case to the school's SLS Administrator to unlock your account.

Q4 : I used the "FORGOT PASSWORD" function 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.

Note: The URL in the email will expire within 10 minutes. If the URL has expired, go to the login page and select "Forget Password" to try again.

Q5 : Which operating system (OS) will SLS operate on?

SLS is accessible through the latest internet browsers (Internet Explorer 11, Google Chrome, FireFox or Safari).

The following are the recommended OSes:

- Windows laptop/desktop with Microsoft Windows 7 SP1 and later
- Apple laptop/desktop with Mac OS X 10.9 and later
- iPad with iOS 8 and later
- Android tablet with Android 5 and later

Q6 : Can SLS run on mobile phones?

You can access SLS from your mobile phones or equivalent devices. However, the system is currently not optimised for use on these devices.

Q7 : SLS displayed an “Unsupported Browser” message even though I am using the latest internet browser(s).

An extension you are using in your browser may be interfering with the browser detection. Try turning off your browser extensions to see whether the problem can be resolved. If problem persists, contact SLS Helpdesk at helpdesk@sls.ufinity.com or 6702 6513.

Q8 : I encounter errors when using the system. What should I do?

You may want to try the following simple steps first:

- Logout from your account then re-login; or
- Restart the browser; or
- Restart your device.

If the above steps fail, you may also try to clear your browser cache, cookies and history. Please note that this may remove data such as saved passwords, address bar predictions, shopping cart contents, etc. The instructions can be found in your browser's help menu.

If the problem persists, please report the problem using the feedback feature (refer to **para 9** in **Annex A**) or contact SLS Helpdesk at helpdesk@sls.ufinity.com or 6702 6513.

Q9 : How can I provide feedback on SLS or suggest new features?

Your feedback and suggestions are important to us. You can use the feedback feature (refer to **para 9** in **Annex A**) to do so.