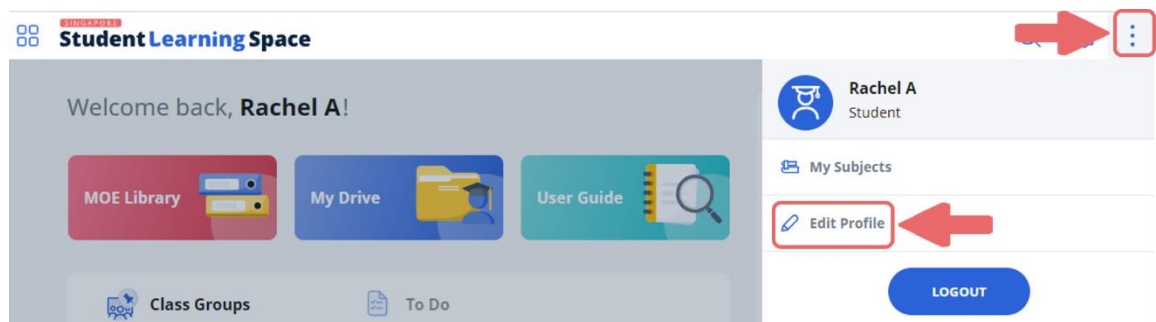


# Guide to SLS Account Management – Part A

## Instructions for Students

### MANAGING YOUR SLS ACCOUNT

1. 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.
2. 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:
  - a. be **8 characters or longer** (for primary school students), or **12 characters or longer** (for secondary school/JCCI students);
  - 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)
3. 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.
4. From the SLS Home Page, open the right menu and click on **Edit Profile** (refer to **Fig. 1a**).



**Fig. 1a: Edit Profile**

5. On the Profile page, click on **Security Questions** under Account Settings.
6. Review your answers to the **Security Questions** and update them if necessary. Then click the **Save** button (refer to **Fig. 1b**).

[← Back to Profile](#)


## Security Questions

If you have forgotten your password, you can reset it yourself or call the SLS Helpdesk (6702 6513).

### Security Question Guidelines

Type in the answers to all three questions below. Choose answers that you can remember easily as you will have to provide the same answers when you need to reset your password in future.

Each answer can only have a maximum of 50 characters. The same answer cannot be used for more than one question.



What is your favourite animal?

What is your favourite colour?

What is your favourite sport or hobby?

**SAVE**

**Fig. 1b: Update Answers to Security Questions**

7. Next click on **Back to Profile** and click on **Email** to enter/update your email address (refer to **Fig. 1c**). In the event that you have forgotten your password, a password reset link will be sent to this email address.

**Email Address**

**Email Address Guidelines**  
A verification code will be sent to the email address provided. If you do not receive an email, check your spam/junk mail folders and check that the email address has been keyed in correctly.

Alternate Email

**SAVE**

**Fig. 1c: Update Email Address**

8. After you have clicked on **Save**, a verification code will be sent to the email address you have provided. Enter the verification code into the prompt and click **Proceed** (refer to **Fig. 1d**). The code is only valid for 10 minutes. Without the code, the email address will not be saved.

**Verification Code** ✕

Key in the verification code received in your email.

Verification Code

Please wait for ⌚02:00 before using the Resend Verification Code option.

**CANCEL** **PROCEED**

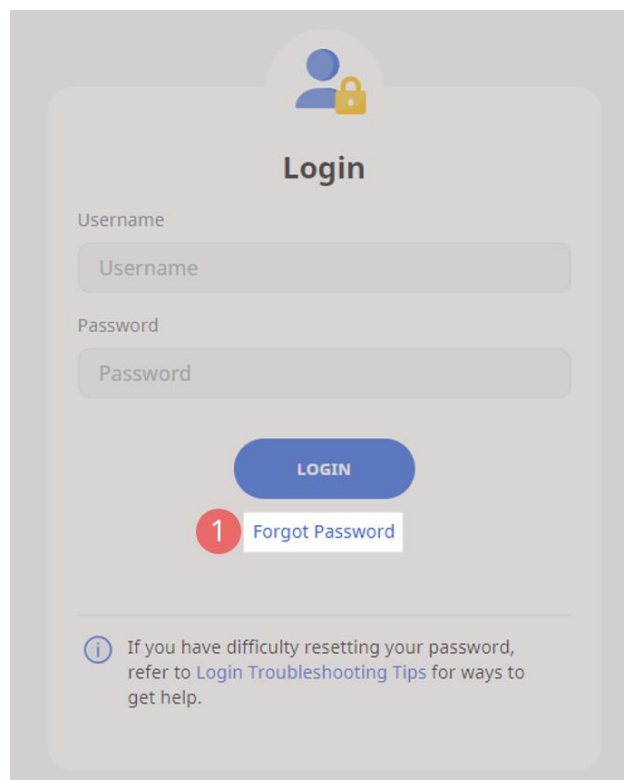
**Fig. 1d: Verification Code Prompt**

## PASSWORD RESET

9. If you have forgotten your password, you can reset it via the following methods:
  - a. password reset through email,
  - b. password reset by answering security questions,
  - c. contact your School-based Helpline, or
  - d. contact the SLS Helpdesk.

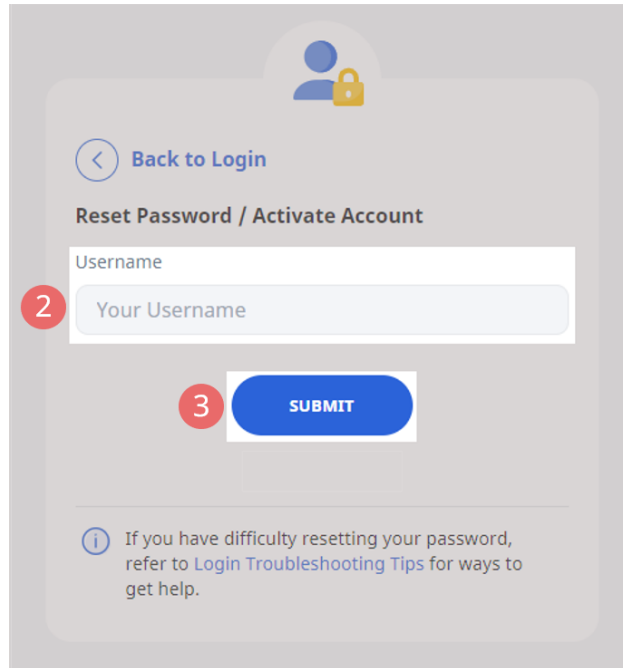
### Password Reset through Email

10. Perform the following steps to reset your password through email:
  - a. Click the **Forgot Password** link at the login page (refer to **Fig. 2a**).



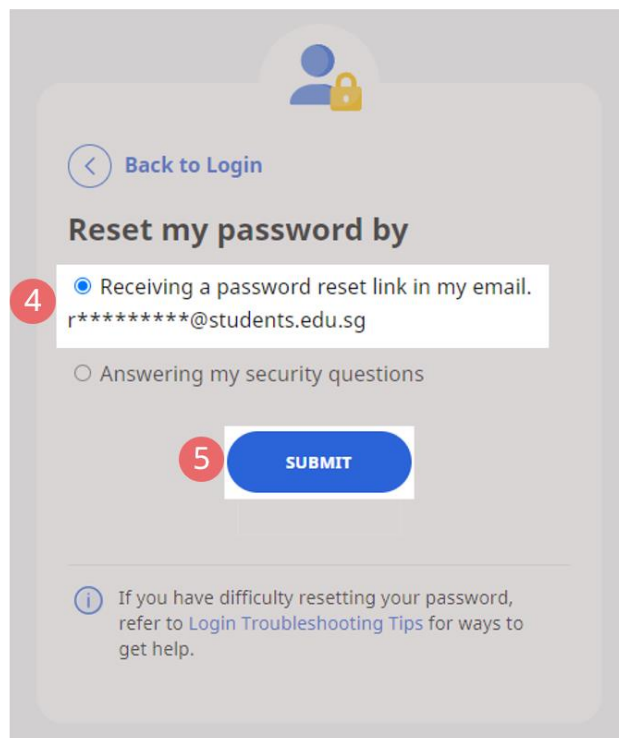
**Fig. 2a: Forgot Password Link**

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



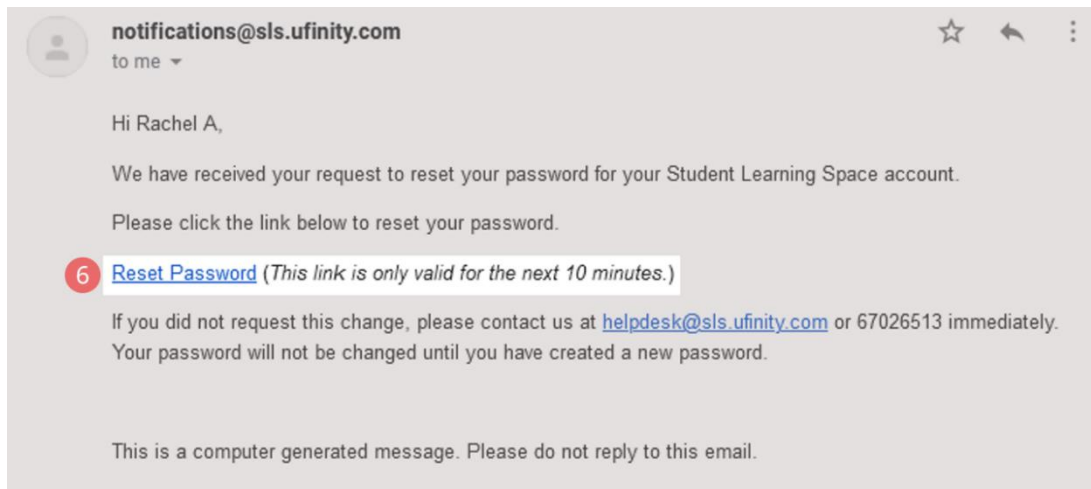
**Fig. 2b: Enter your Username**

- c. Select “**Receiving a password reset link in my email**” and click **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 the reset password link in the email to bring you to the **Reset Password** Page. The link is valid for 10 minutes.



**Fig. 2d: Reset Password Link**

- 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 **Submit**.

The screenshot shows a web page titled "Reset Password / Account Activation". Under the heading "Password Requirements", it states: "Password should contain at least 8 characters or more using a combination of letters and numbers." To the right of this text is a yellow padlock icon with three blue asterisks below it. Below the requirements are two input fields: "New Password" and "Confirm Password", each with a blue eye icon to its right. At the bottom center is a blue rounded rectangular button with the word "SUBMIT" in white capital letters.

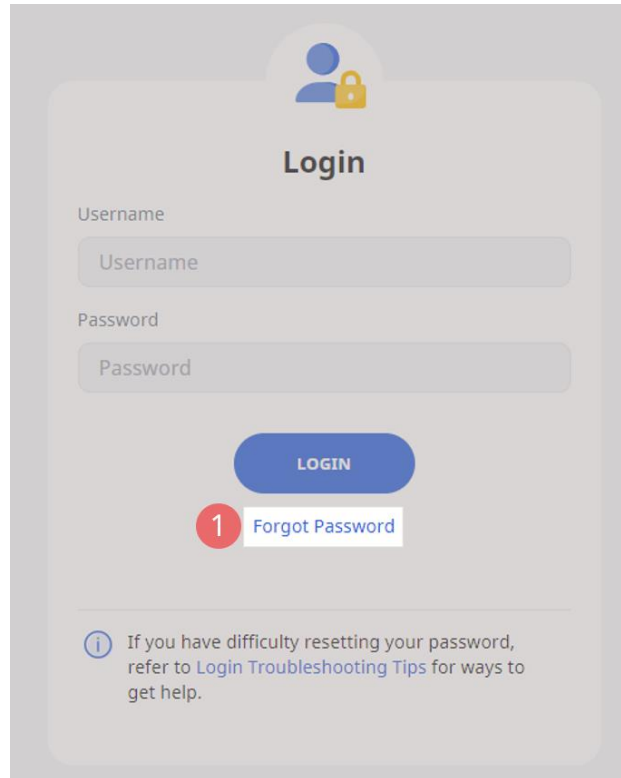
**Fig. 2e: Reset Password Page**

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

## Password Reset by Answering Security Questions

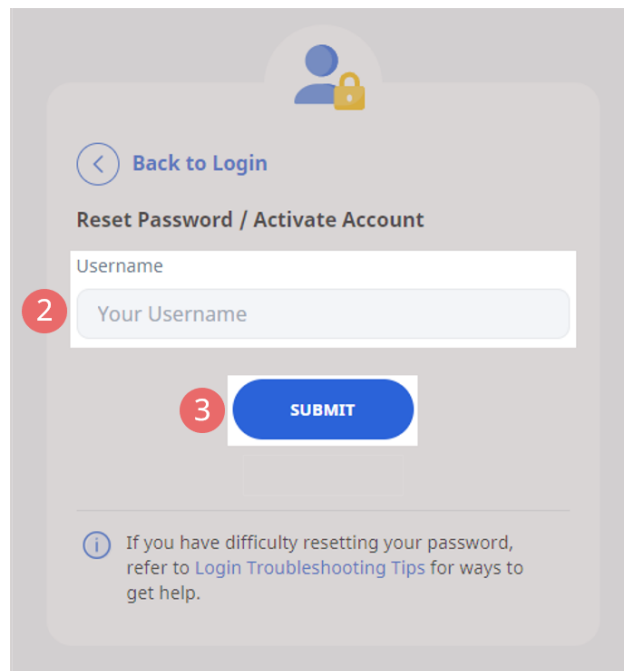
11. Perform the following steps to reset your password by answering the security questions:

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



**Fig. 3a: Forgot Password Link**

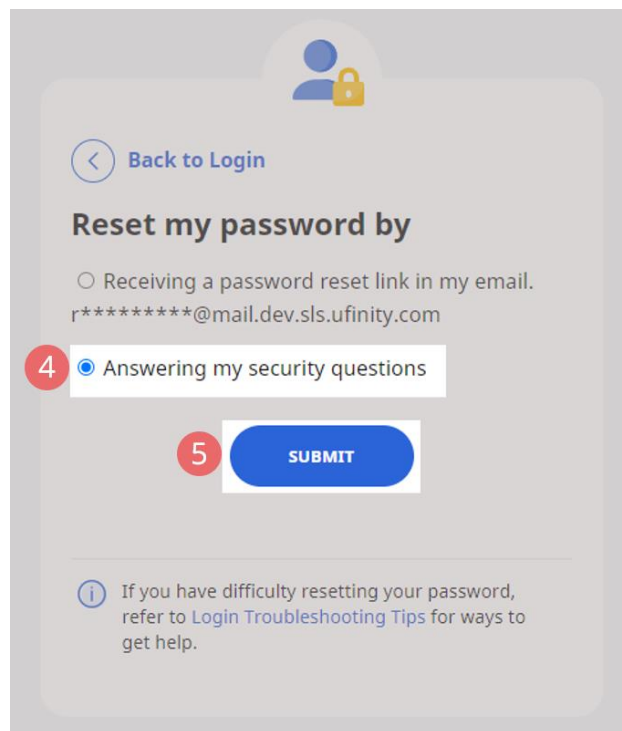
- b. Enter your username and click on **Submit** (refer to **Fig. 3b**).



The screenshot shows a mobile application interface for password reset. At the top, there is a user icon and a lock icon. Below that is a back arrow and the text "Back to Login". The main heading is "Reset Password / Activate Account". There is a text input field labeled "Username" with the placeholder text "Your Username". A red circle with the number "2" is next to the input field. Below the input field is a blue button labeled "SUBMIT" with a red circle and the number "3" next to it. At the bottom, there is an information icon and a paragraph: "If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help."

**Fig. 3b: Username Field**

- c. Select "**Answering my security questions**" and click **Submit** (refer to **Fig. 3c**).



The screenshot shows a mobile application interface for password reset. At the top, there is a user icon and a lock icon. Below that is a back arrow and the text "Back to Login". The main heading is "Reset my password by". There are two radio button options: "Receiving a password reset link in my email." with the email address "r\*\*\*\*\*@mail.dev.sls.ufinity.com" below it, and "Answering my security questions" which is selected. A red circle with the number "4" is next to the selected option. Below the options is a blue button labeled "SUBMIT" with a red circle and the number "5" next to it. At the bottom, there is an information icon and a paragraph: "If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help."

**Fig. 3c: Password Reset via Security Questions**



- 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**.

**Security Question Guidelines**  
Type in the answers to all two questions below. Each answer can only have a maximum of 50 characters.

What is your favourite animal?

What is your favourite colour?

**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**.

**Reset Password / Account Activation**

**Password Requirements**  
Password should contain at least 8 characters or more using a combination of letters and numbers.

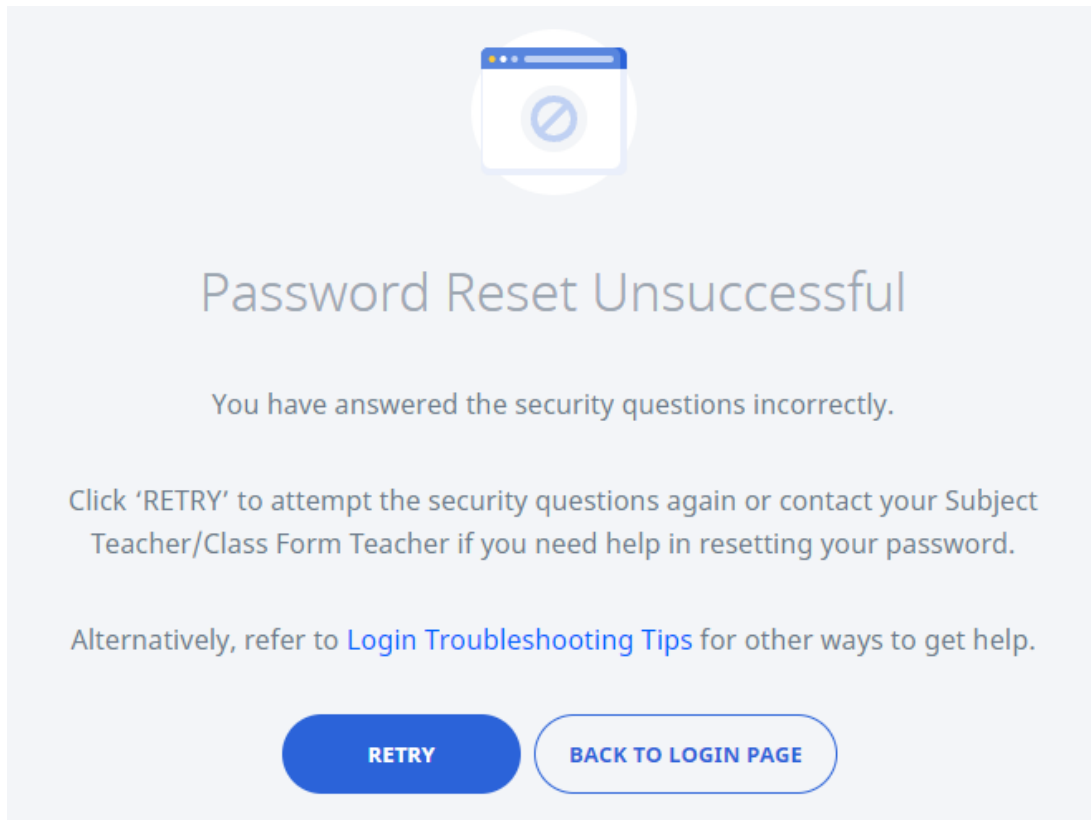
New Password

Confirm Password

**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 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 Helpline

12. If you are experiencing any login issues, please contact your School-based Helpline first. The School-based Helpline contact details can be found at [go.gov.sg/sloginhelp](http://go.gov.sg/sloginhelp).

### SLS Helpdesk

13. 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:

4:00 pm — 9:00 pm (School Days)

9:00 am — 9:00 pm (School Holidays)

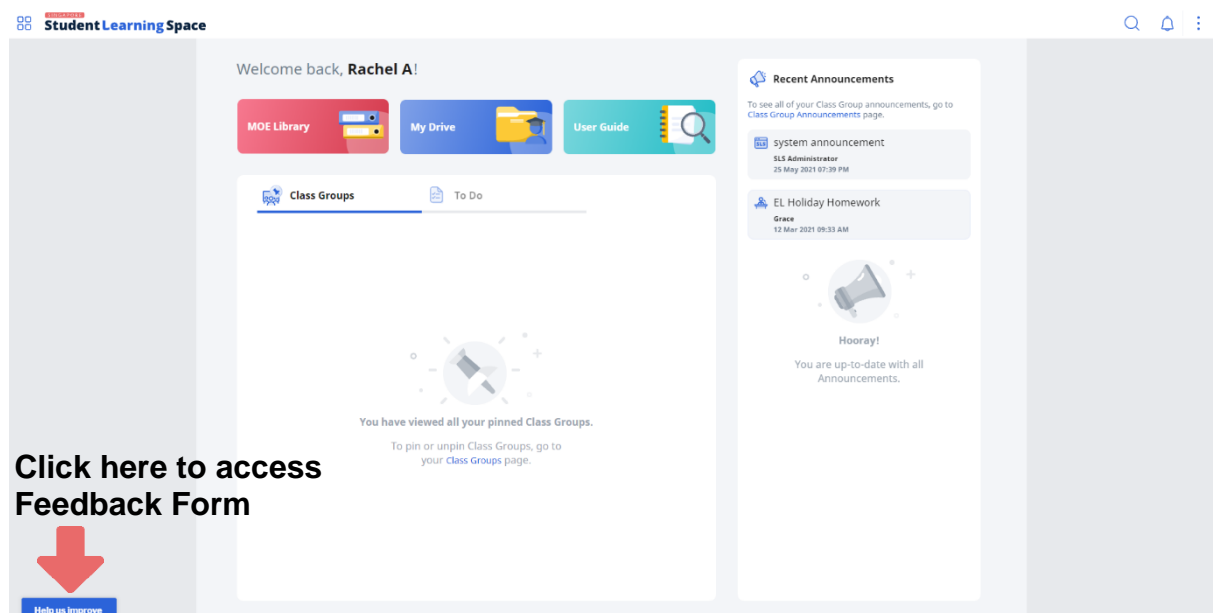
Saturdays:

9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

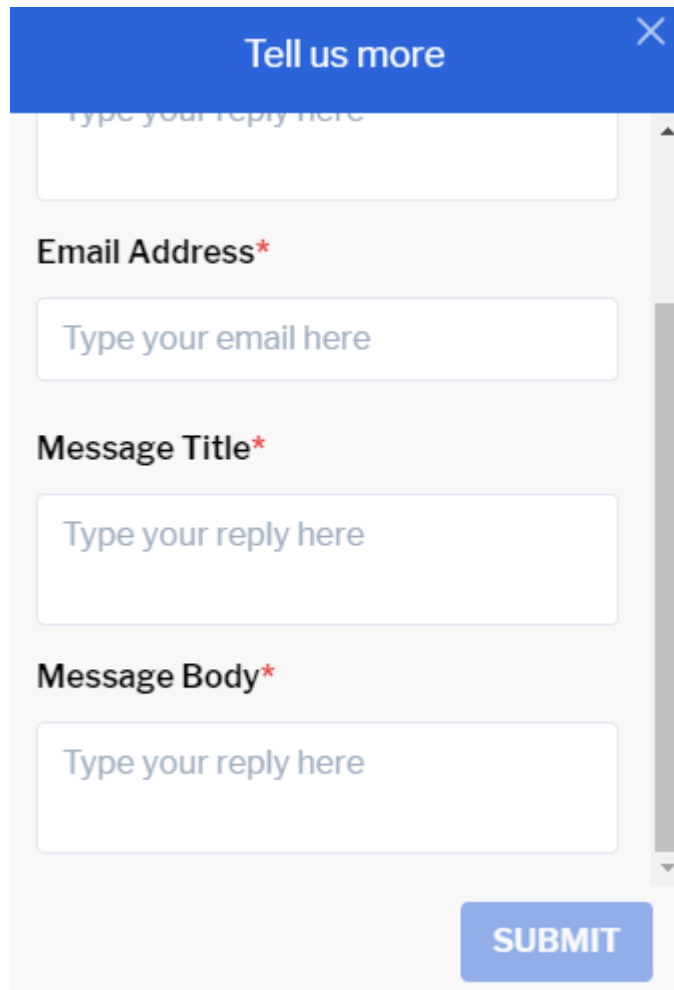
## PROVIDING FEEDBACK

14. 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**

15. Key in your contact details and feedback in the **Feedback Form** (refer to **Fig. 4b**) and click **Submit**.



The image shows a mobile application feedback form. At the top is a blue header with the text "Tell us more" and a close icon (an 'X'). Below the header is a text input field with the placeholder "Type your reply here". This is followed by three required fields, each with a red asterisk: "Email Address\*", "Message Title\*", and "Message Body\*". Each of these fields has a corresponding text input box with the placeholder "Type your email here", "Type your reply here", and "Type your reply here" respectively. A vertical scrollbar is visible on the right side of the form. At the bottom right corner, there is a blue button with the text "SUBMIT" in white capital letters.

**Fig. 4b: Feedback Form**

## FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 9-13** in **Part A**. You may refer to [go.gov.sg/slsloginhelp](http://go.gov.sg/slsloginhelp) for all login issues.

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

The format of your username 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 if you try to log in with an incorrect password too many times.

Please approach your teacher to [unlock your account](#).

### **Q4: I chose to reset my password through email but I cannot find the 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 link in the email will expire within 10 minutes. If the link 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 Windows PC, Mac, tablets and mobile devices. 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 75 and later</li></ul>
Microsoft Windows 10	<ul style="list-style-type: none"><li>• Google Chrome 75 and later</li><li>• Microsoft Edge 18 and later</li></ul>
Mac OS 10.12 and later	<ul style="list-style-type: none"><li>• Safari 13 and later</li><li>• Google Chrome 75 and later</li></ul>
iPadOS 13 and later	<ul style="list-style-type: none"><li>• Safari 13 and later</li><li>• Google Chrome 75 and later</li></ul>
iOS 13 and later	<ul style="list-style-type: none"><li>• Safari 13 and later</li><li>• Google Chrome 75 and later</li></ul>
Android 10 and later	<ul style="list-style-type: none"><li>• Google Chrome 75 and later</li></ul>
ChromeOS 87 and later	<ul style="list-style-type: none"><li>• Google Chrome 87 and later</li></ul>