

Guide to Student Learning Space (SLS) Account Management Instructions for Secondary School Students

MANAGING YOUR SLS ACCOUNT

1. Log in to SLS (<https://learning.moe.edu.sg>) using your existing username and password.

Your username is usually the first 5 characters of your full name and last 4 digits of birth cert or NRIC together with the alphabet, e.g. TANAH2345X

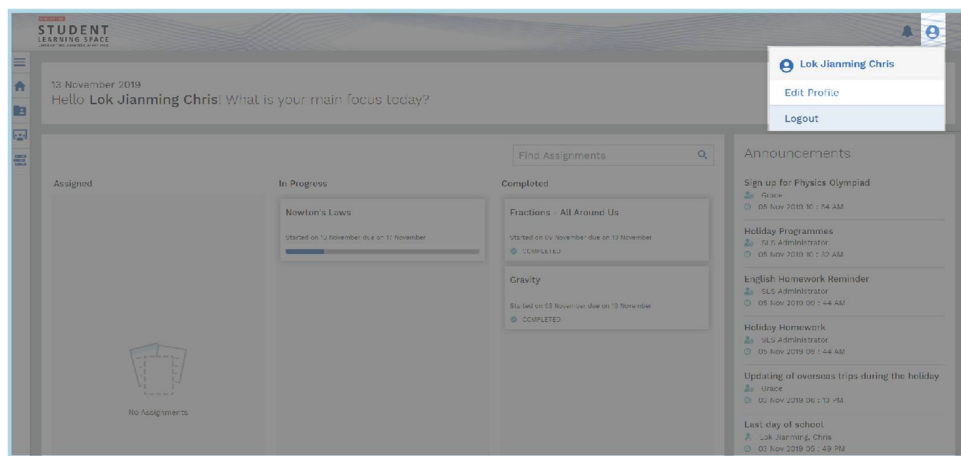
Please note that the password must contain alphanumeric characters and is **case-sensitive**. It should:


- a. be **8 characters or longer**
- contain **at least 1 letter and 1 number**; and
- be **changed every 90 days** (you will be directed to the change password page automatically)

MANAGE EMAIL ADDRESS

You should set a password reset email address in your profile. This will allow you to reset your password through a password reset link if you forget it.

To set your password reset email address:



On the top right corner of any SLS page, click on the button  followed by selecting **Edit Profile**.

1. On the **Edit Profile** page, click the **Email Address** tab.
2. In the "Email Address" field, enter your email address.

3. Click **Save**. **An email with a verification code will be sent to your email address.**
4. Log in to your email account and retrieve the verification code found in the email. Please check your Spam Box if you do not find it in your Inbox.
5. Enter the verification code into the pop up box.
6. Once verification is successful, a message will appear at the header. The verified email address will also be displayed in the "Email Address" field in subsequent log-ins.

Note: *You must verify the email address before you can use it to reset your password.*

While it is not a must to enter an email address, as this is the easiest and fastest method to reset your SLS password should you forget what it is.

A notification will appear to remind you each time you log in if an email has not be entered and verified.

PASSWORD RESET

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

Password Reset Using Password Reset Link

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

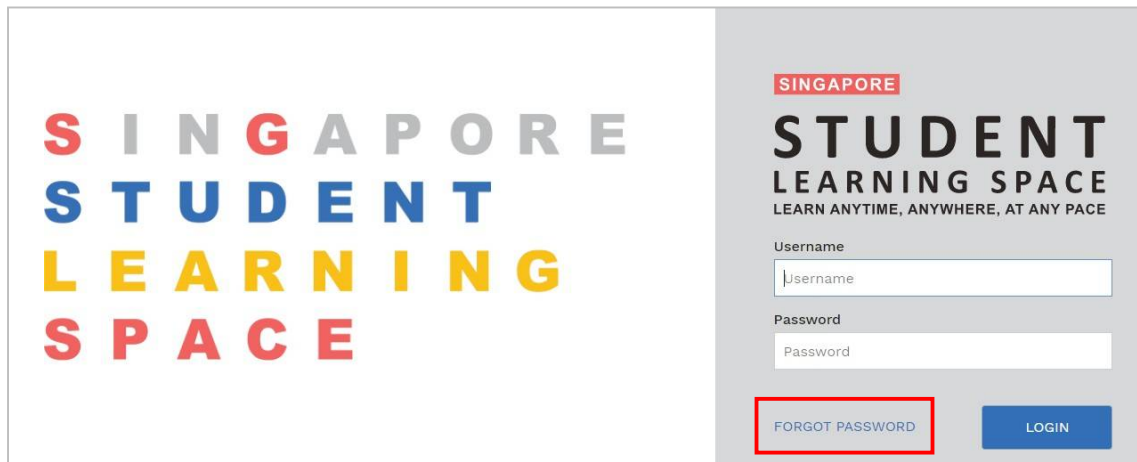


Fig. 2a: “Forgot Password” Link

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

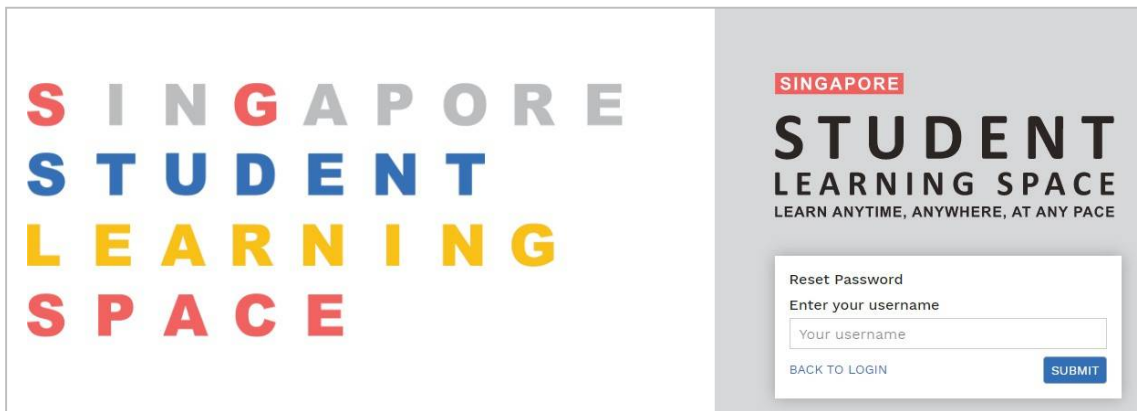


Fig. 2b: Enter Your Username

- 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.

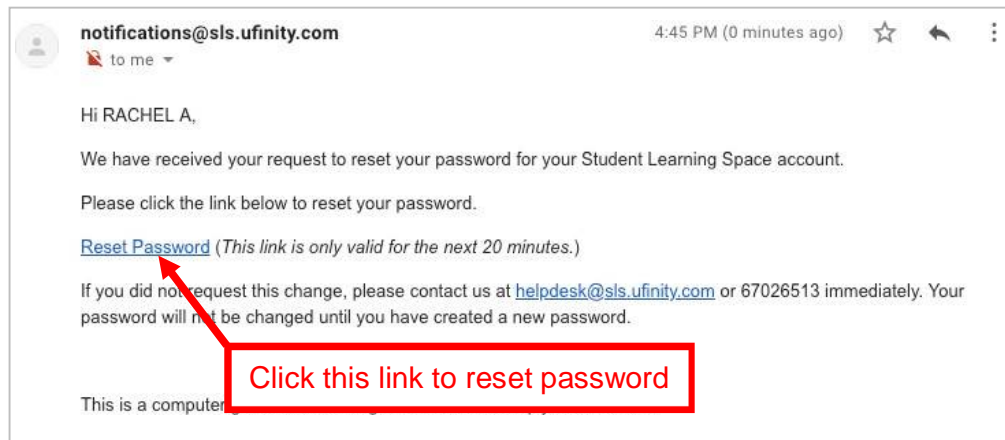


Fig. 2d: Password Reset Email

- 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”.

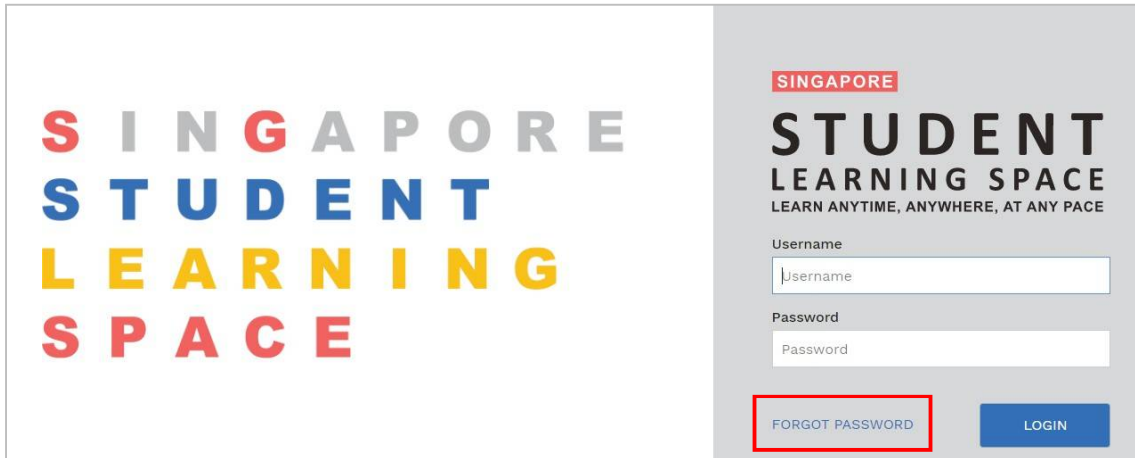
The image shows a web form titled 'Reset Password'. On the left, there are two text input fields: 'New Password' and 'Confirm New Password'. Below these fields is a blue button labeled 'SUBMIT'. On the right side of the form, there is a grey box titled 'Password Guideline' which contains the text: 'Password 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. 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

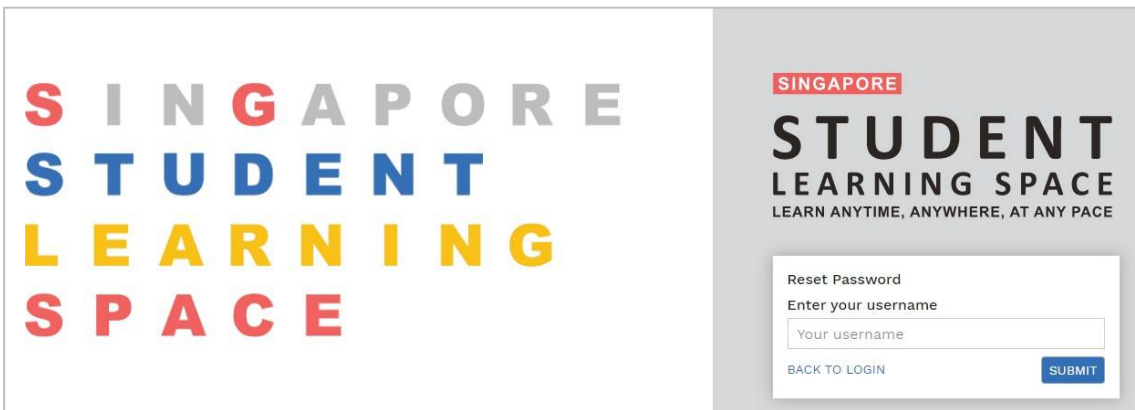
3. Perform the following steps to reset your password by answering the Security Questions:
 - a. Click on the **"Forgot Password"** button on the SLS login page (refer to **Fig. 3a**).



The screenshot shows the Singapore Student Learning Space login page. On the left is the logo with the text 'SINGAPORE STUDENT LEARNING SPACE' in a colorful, spaced-out font. On the right is the login form area, which includes the text 'SINGAPORE STUDENT LEARNING SPACE' and the tagline 'LEARN ANYTIME, ANYWHERE, AT ANY PACE'. Below this are input fields for 'Username' and 'Password'. At the bottom of the form, there are two buttons: 'FORGOT PASSWORD' (highlighted with a red box) and 'LOGIN'.

Fig. 3a: "Forgot Password" Link

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



The screenshot shows the password reset page. On the left is the same logo as in Fig. 3a. On the right, the login form area is replaced by a 'Reset Password' section. It contains the text 'Reset Password' and 'Enter your username' above a text input field labeled 'Your username'. At the bottom of this section are two buttons: 'BACK TO LOGIN' and 'SUBMIT'.

Fig. 3b: "Enter Your Username"

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

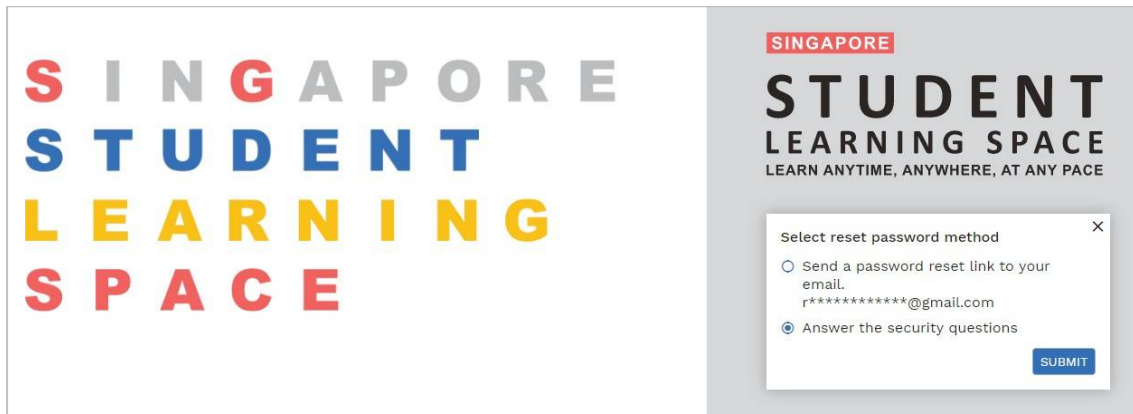


Fig. 3c: Password Reset by Answering Security Questions

- 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”**.

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.

Reset Password
Security question verification is successful, please key in your new password.

New Password

Confirm New Password

SUBMIT

Password Guideline

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. 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.

School SLS HELPDESK : Mr Giam Chin Leong (ICT Manager) Tel : 6631-9620

Email : giam_chin_leong@schools.gov.sg

Operating Hours

Mondays — Fridays: 9 am — 5 pm

SLS Helpdesk (VENDOR) : Tel : 6702-6513

Operating Hours

Mondays — Fridays : 9 am — 9 pm

Saturdays : 9 am — 3 pm

*Closed on Sundays & Public Holidays

Alternatively, students can email the SLS Helpdesk at helpdesk@sls.unity.com when emailing the SLS Helpdesk, they should include their full name, name of school and form class.

Guide to SLS Account Management Frequently Asked Questions

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

Please refer to **paragraphs PASSWORD RESET**. 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 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:

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
Chrome OS	<ul style="list-style-type: none"> • Google Chrome 64 and later

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