

# 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

2. SLS can be accessed from <https://learning.moe.edu.sg>. The username can be found in the cover letter while the password will be communicated to you separately.

S I N G A P O R E  
S T U D E N T  
L E A R N I N G  
S P A C E



SINGAPORE  
STUDENT  
LEARNING SPACE  
LEARN ANYTIME, ANYWHERE, AT ANY PACE

Username  
Username

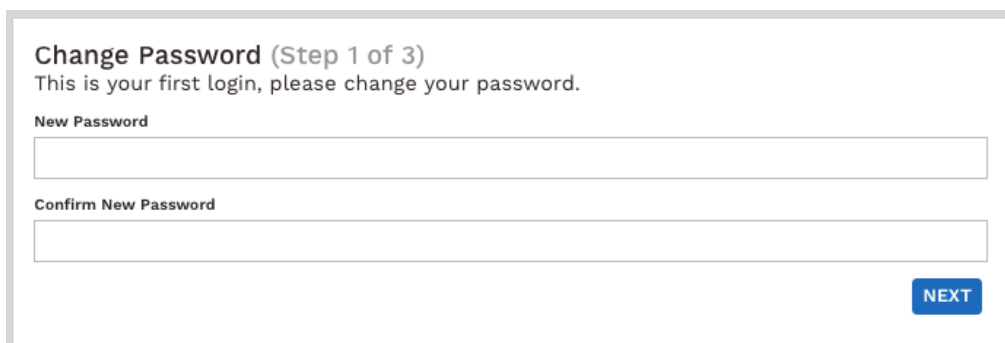
Password  
Password

FORGOT PASSWORD LOGIN

Fig. 1a: Login Page

3. During the **FIRST** login, you will be prompted to change your password (**refer to Fig. 1b**). 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)



Change Password (Step 1 of 3)  
This is your first login, please change your password.

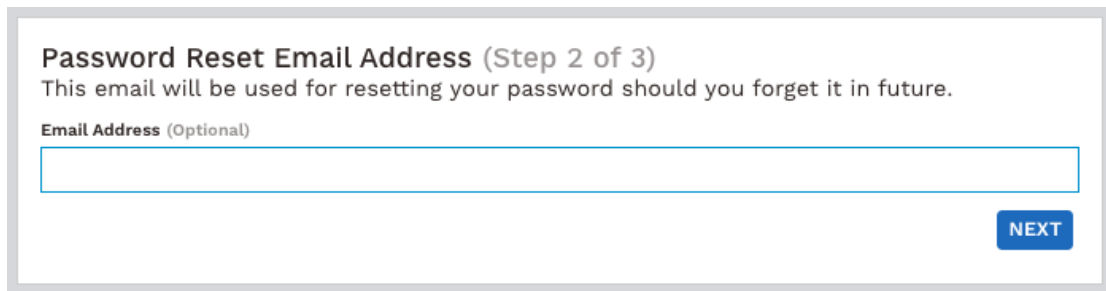
New Password

Confirm New Password

NEXT

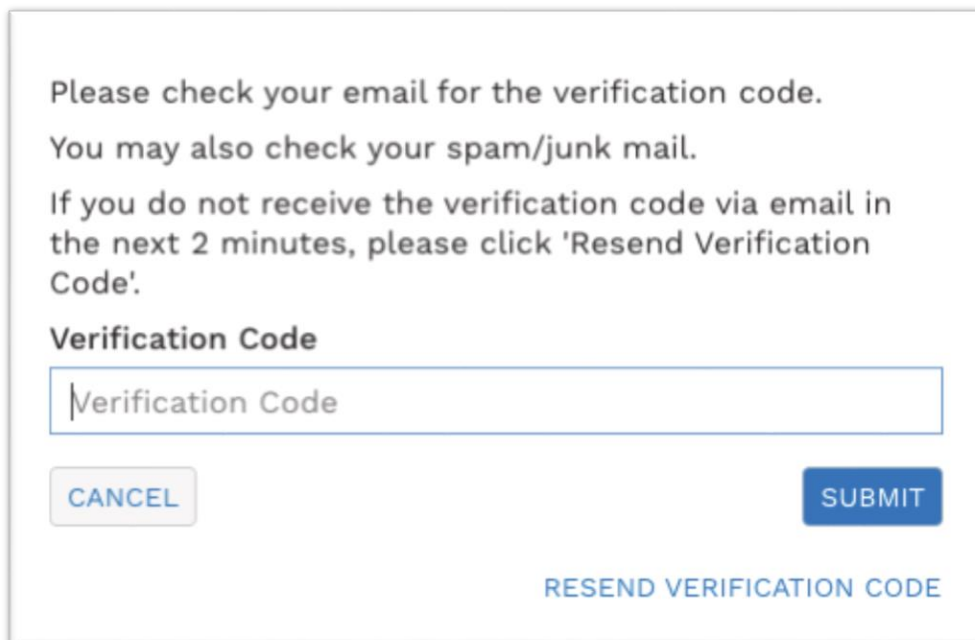
Fig. 1b: "Change Password" Page

4. After you have changed your password, you will be prompted with an option to enter an email address in the “**Password Reset Email Address**” field (refer to **Fig. 1c**). Note that this email address will be used if you have forgotten the password and require assistance to reset it.



**Fig. 1c: “Password Reset Email Address” Page**

A verification code will be sent to this email address. Key in the verification code into the prompt. The code is only valid for 10 minutes.



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

5. The next step would be to set up the Security Questions. You will **need to answer these Questions** to verify that you are the legitimate account holder when you need to perform a password reset via self-help or by calling Helpdesk.

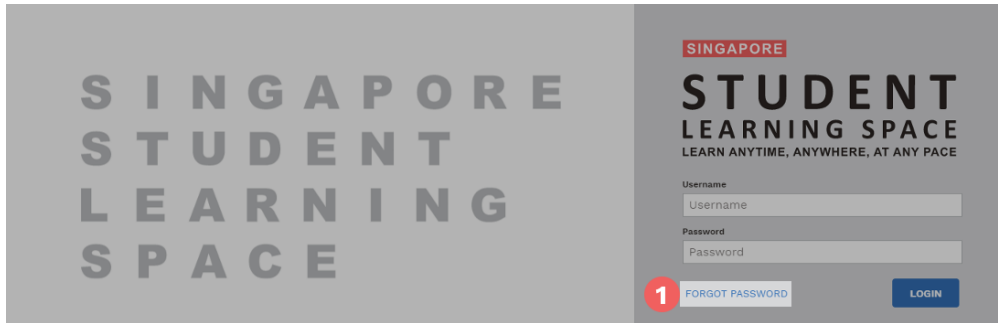
## **PASSWORD RESET**

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

## Password Reset Using Password Reset Link

7. Perform the following steps to reset the password using **Password Reset Link Method**:

- a. Click the **“Forgot Password”** link at the login page (refer to Fig. 2a).



**Fig. 2a: “Forgot Password” Link**

- b. You will need to enter your username (refer to Fig. 2b).



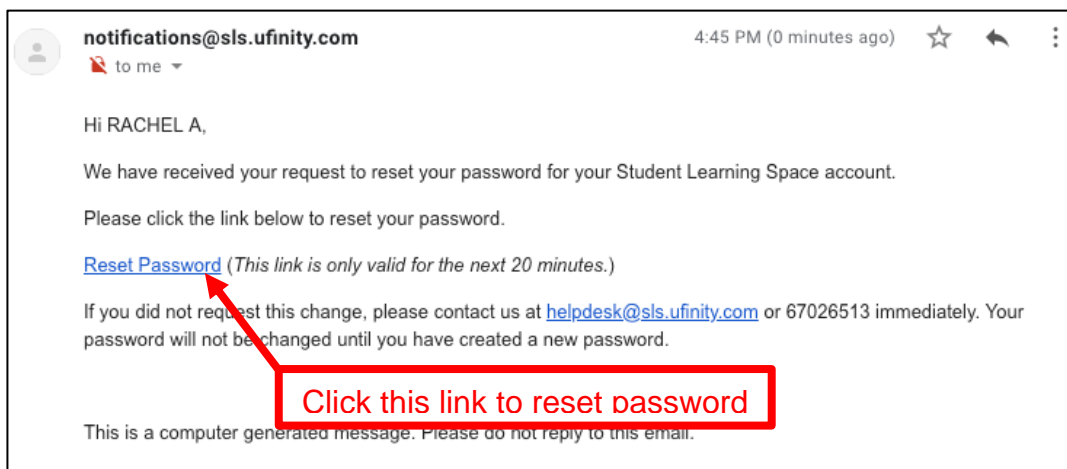
**Fig. 2b: “Enter Your Username” Field**

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



**Fig. 2c: “Password Reset Link via Email” Method**

- 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 20 minutes.



**Fig. 2d: “Reset Password” Link**

- e. In 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**.

A screenshot of the "Reset Password" page. It features two input fields: "New Password" and "Confirm New Password". Below the "Confirm New Password" field is a blue "SUBMIT" button. To the right of the input fields is a "Password Guidelines" box with a lock icon and a key icon. The guidelines state: "Password should be at least 8 characters using a combination of numbers and 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

8. Perform the following steps to reset the password by answering the **Security Questions**:

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



**Fig. 3a: “Forgot Password” Link**

- b. You will need to enter your username (refer to Fig. 3b).



**Fig. 3b: “Enter Your Username” Field**

- c. Select “Answer the Security Questions” and click **Submit** (refer to Fig. 3c).



**Fig. 3c: “Password Reset Link via Security Questions” Method**

- 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**.

**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**.

**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 try 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

9. If you are experience any login issues, please contact your child's 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

10. 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**

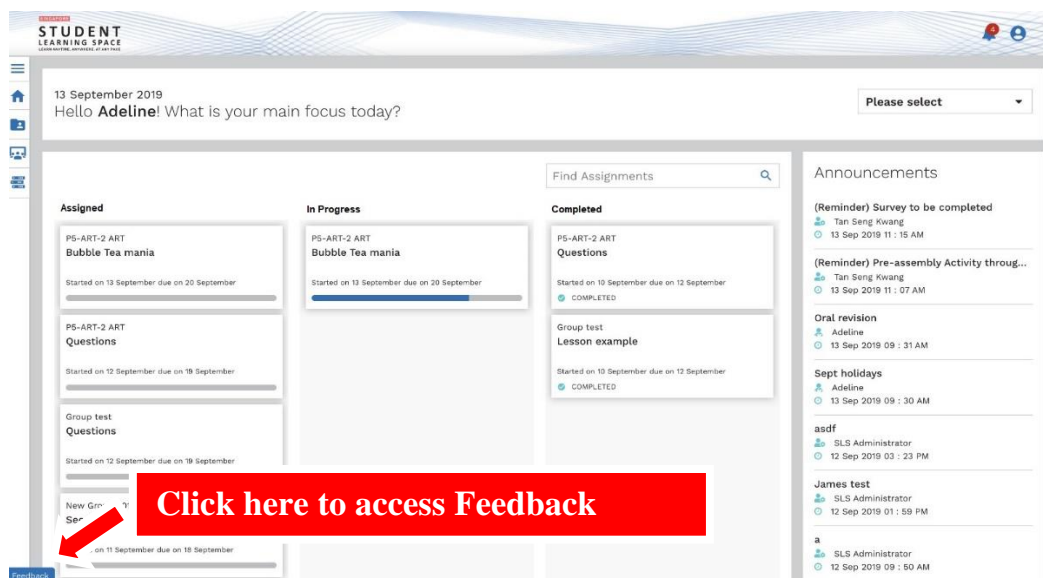
Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

## PROVIDING FEEDBACK

11. 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 the learning resources and system**

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

### Feedback Form

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**B** *I* U | ☰ ☰ | **A** **A** | ↻

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

**Fig. 4b: Feedback Form**



## FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 6-10** in **Annex 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 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 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>                                       |