Guide to SLS Account Management Instructions for Students

MANAGING YOUR SLS ACCOUNT

 At the main login page (<u>https://vle.learning.moe.edu.sq/</u>), click on Login with SLS and log in using your existing SLS username and password (refer to Fig. 1a). If you know your MIMS username and password, you may choose to log in via MIMS by clicking on Login with MIMS. If you have forgotten your SLS password, you may request for your teacher to reset your password. Then log in to SLS using the one-time password your teacher gives you.

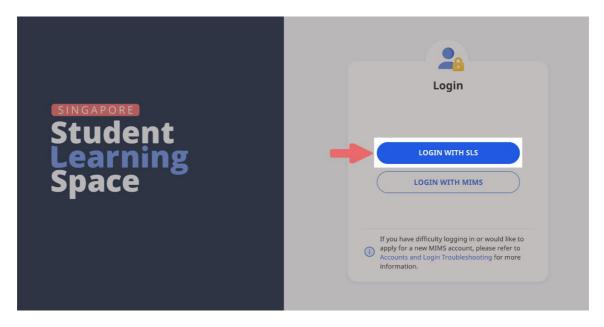


Fig. 1a: Main Login Page

- 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 SLS password. You will need to key in your new password twice.
- 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 reset your SLS password via self-help or by calling the SLS Helpdesk.
- 4. On the SLS Homepage, open the right menu and click on **Edit Profile** (refer to **Fig. 1b**).

Student Learning Space	
Welcome back, Rachel A !	Rachel A Student
MOE Library	Edit Profile
Class Groups 📄 To Do	LOGOUT

Fig. 1b: 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.
- 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 SLS 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 em address has been keyed in correctly.	
Alternate Email	
SAVE	

Fig. 1c: Update Email Address

 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.

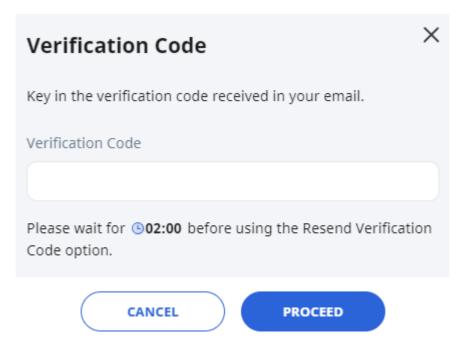


Fig. 1d: Verification Code Prompt

PASSWORD RESET

- 9. If you have forgotten your SLS 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.
- 10. If you have forgotten your MIMS password, you may approach your teacher for assistance.

Password Reset through Email

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

	2
\checkmark	Back to Main Login Page
0	Users should use their SLS Username and Password to login.
SLS U	sername
	ername
SLS P	assword
SLS	Password
	LOGIN 1 Forgot Password
1	If you have difficulty logging in or would like to apply for a new MIMS account, please refer to Accounts and Login Troubleshooting for more information.

Fig. 2a: Forgot Password Link

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

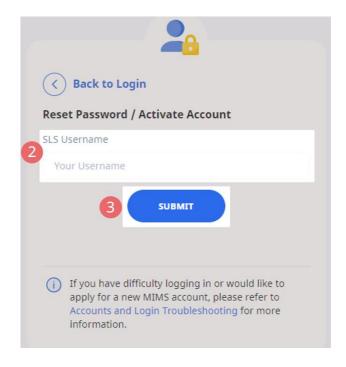


Fig. 2b: Enter your Username

c. Select "Receiving a password reset link in my email" and click Submit (refer to Fig. 2c).

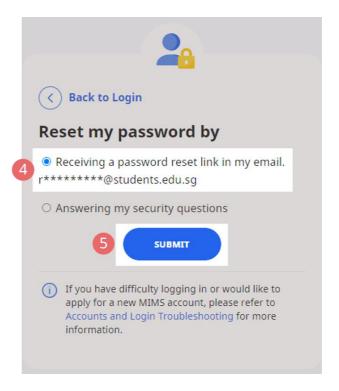


Fig. 2c: Password Reset Link via Email

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.

	notifications@sls.ufinity.com to me 👻	☆	*	:
	Hi Rachel A,			
	We have received your request to reset your password for your Student Learning Space acco	unt.		
	Please click the link below to reset your password.			
6	Reset Password (This link is only valid for the next 10 minutes.)			
	If you did not request this change, please contact us at <u>helpdesk@sls.ufinity.com</u> or 670265 Your password will not be changed until you have created a new password.	13 imm	ediately	1.
	This is a computer generated message. Please do not reply to this email.			

Fig. 2d: Reset Password Link

- e. On the **Reset Password** page, enter a new password. You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.
- f. If your password was successfully reset, you will be brought to the main login page.

Password Reset by Answering Security Questions

- 12. Perform the following steps to reset your password by answering the security questions:
 - a. Click the Forgot Password link at the SLS login page (refer to Fig. 3a).

()	Users should use their SLS Username and Password to login.
S Use	rname
Userr	ame
S Pas	sword
SLS P	assword
	LOGIN 1 Forgot Password
ap Ac	you have difficulty logging in or would like to oply for a new MIMS account, please refer to counts and Login Troubleshooting for more formation.

Fig. 3a: Forgot Password Link

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

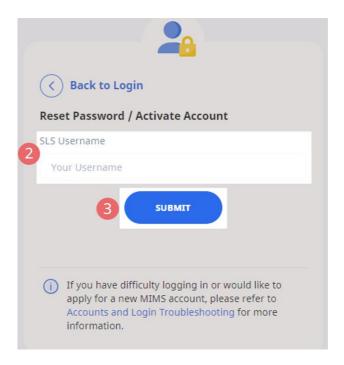


Fig. 3b: Username Field

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

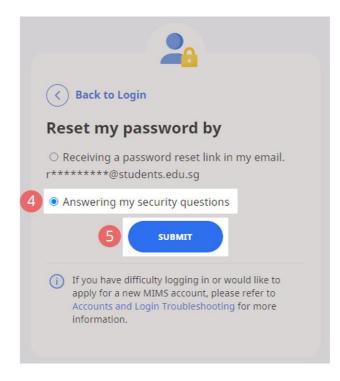


Fig. 3c: Password Reset via Security Questions

- d. In the **Security Questions** page, key in the answers to the security questions. Please note that the answers are case-sensitive. Click **Submit**.
- e. If you have answered the security questions correctly, you will be brought to the **Reset Password** page. You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.
- f. If your password was successfully reset, you will be brought to the main login page.
- g. If you have answered the questions incorrectly, you will be brought to the Password Reset Unsuccessful page (refer to Fig. 3d). Click on the Retry button to answer the security questions again. You can attempt this up to <u>6</u> times before your account will be soft-locked for security reasons.

Password Reset Unsuccessful
You have answered the security questions incorrectly.
Click 'RETRY' to attempt the security questions again or contact your Subject Teacher/Class Form Teacher if you need help in resetting your password.
Alternatively, refer to Login Troubleshooting Tips for other ways to get help.
RETRY BACK TO LOGIN PAGE

Fig. 3d: Password Reset Unsuccessful Page

SLS SUPPORT

School-based Helpline

13. 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/schoolhelpline.

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

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

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**).

88 Student Learning Space		Q D :
Welcome back, Rachel A!	Recent Announcements Your Class Group announcements, go to Class Group announcements aga. System announcement Sta Administratur Zs Many 2021 07:39 PM	
You have viewed all your pinned Class Groups.	E Holiday Homework ere You Yo	
Click here to access Feedback Form		

Fig. 4a: Providing feedback on SLS system and learning resources

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

Tell us more	×
Type your reply here	•
Email Address*	
Type your email here	
Message Title*	
Type your reply here	
Message Body*	
Type your reply here	
SUBMIT	

Fig. 4b: Feedback Form

FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 9-14** in **Part A**. You may refer to <u>go.gov.sg/slsloginhelp</u> for all login issues.

Q2: I have forgotten my SLS 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 <u>unlock your account</u>.

Q4: I chose to reset my SLS 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 SLS 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 can be found at https://go.gov.sg/slsosbrowser.