

## 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 Windows PC, Mac, tablets and mobile devices.

#### 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.

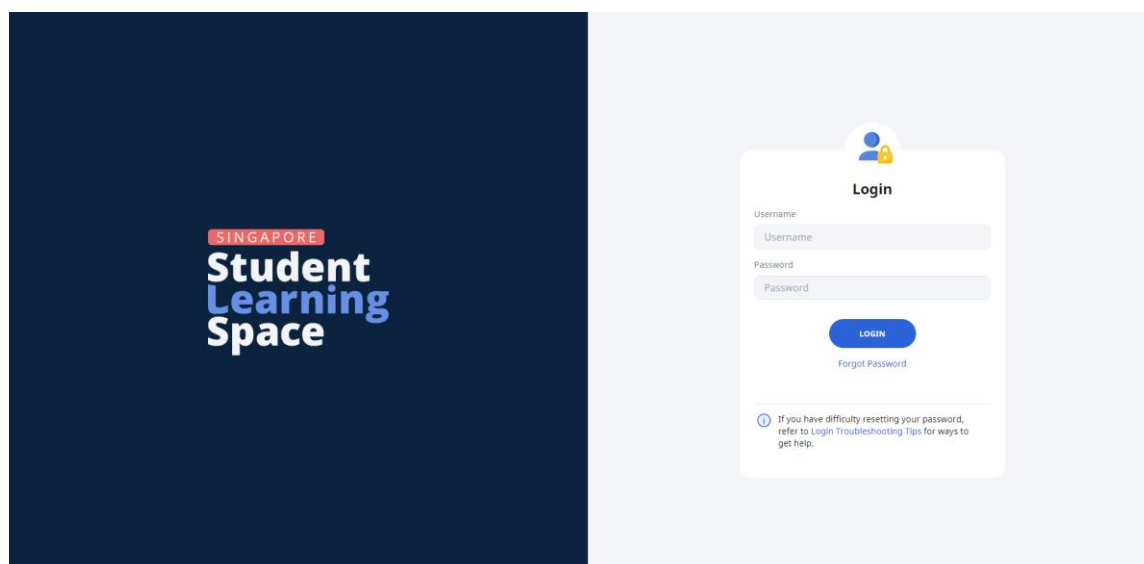


Fig. 1a: Login Page

3. During your **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:
  - a. be **8 characters or longer**;
  - 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)

**Welcome to Student Learning Space!**

This is your first login, please...

STEP 1 / 3

**Change Password**

**Password Requirements**

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



New Password

Confirm Password

**SUBMIT**

**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 your password and require assistance to reset it.

STEP 2 / 3

### Password Reset Email Address (Optional)

**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.



Email Address

**SAVE**

**SKIP**

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

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 (refer to **Fig. 1d**) and click **Proceed**. Note that the code is only valid for 10 minutes.

**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**

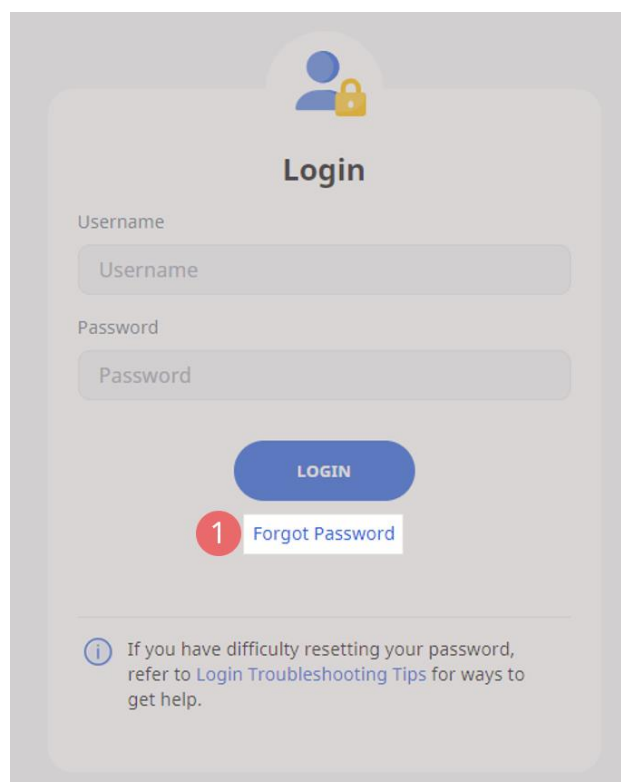
5. The next step would be to set up your answers to the Security Questions. You will **need to answer these questions** to verify that you are the legitimate account holder when you need to perform a password reset via self-help or by calling Helpdesk.

## PASSWORD RESET

6. If you have forgotten your password, you can reset it via the following methods:
  - 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

7. 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**

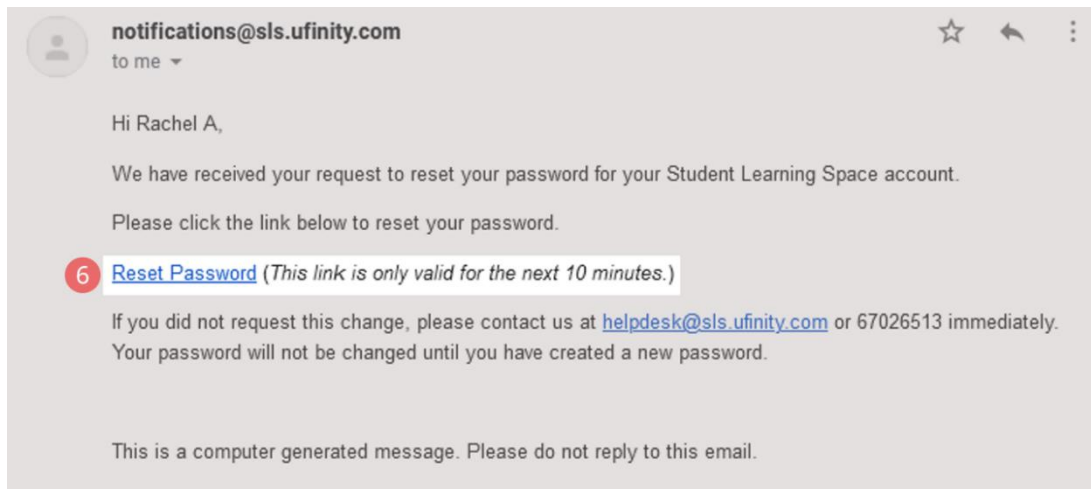
- b. Enter your username and click **Submit** (refer to **Fig. 2b**).

**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**.

## 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

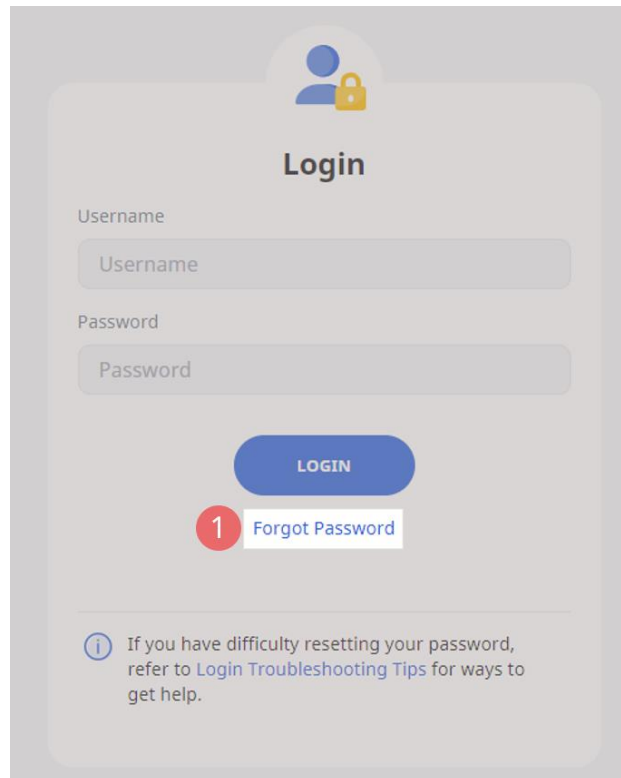
**SUBMIT**

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

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

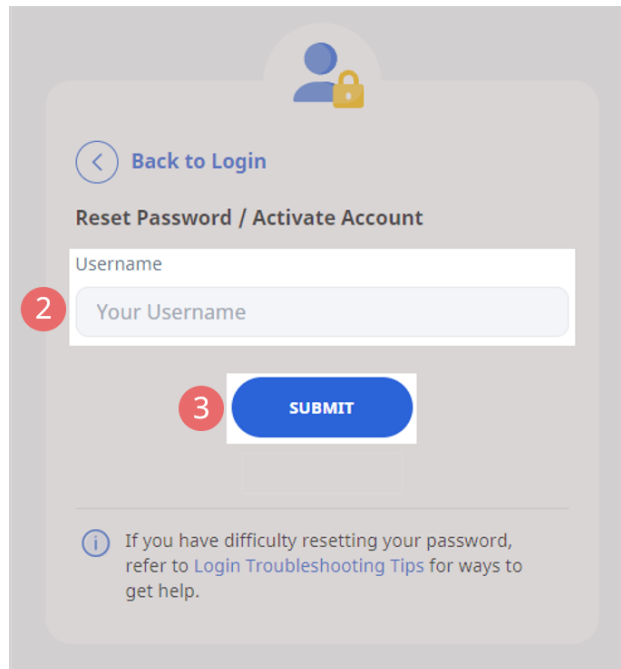
### Password Reset by Answering Security Questions

8. Perform the following steps to reset 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**

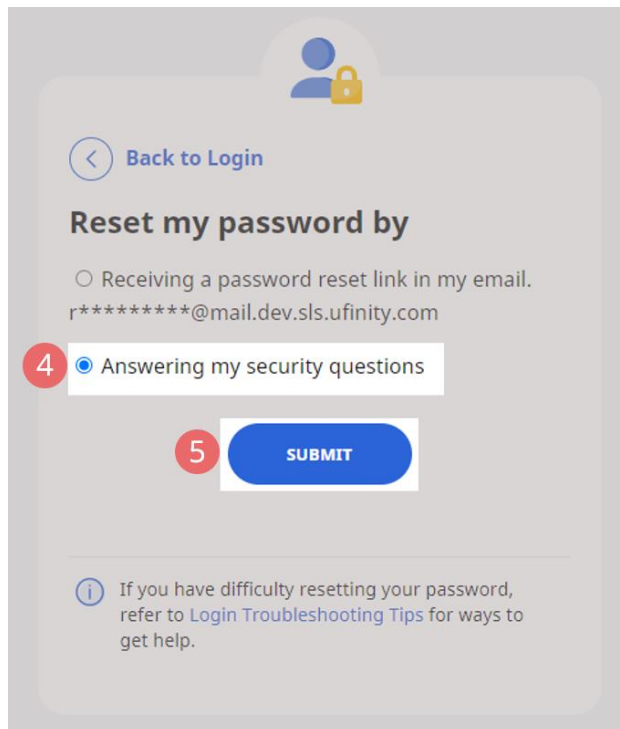
- b. Enter your username and click on **Submit** (refer to **Fig. 3b**).



The screenshot shows a user interface for resetting a password or activating an account. At the top, there is a header with a user icon and a lock icon. Below the header, there is a link labeled "Back to Login" with a left arrow icon. The main heading is "Reset Password / Activate Account". Below this, there is a form with a label "Username" and a text input field containing "Your Username". A red circle with the number "2" is placed to the left of the input field. Below the input field, there is a blue button labeled "SUBMIT" with a red circle and the number "3" to its left. At the bottom, there is a help section with an information icon and text: "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**).

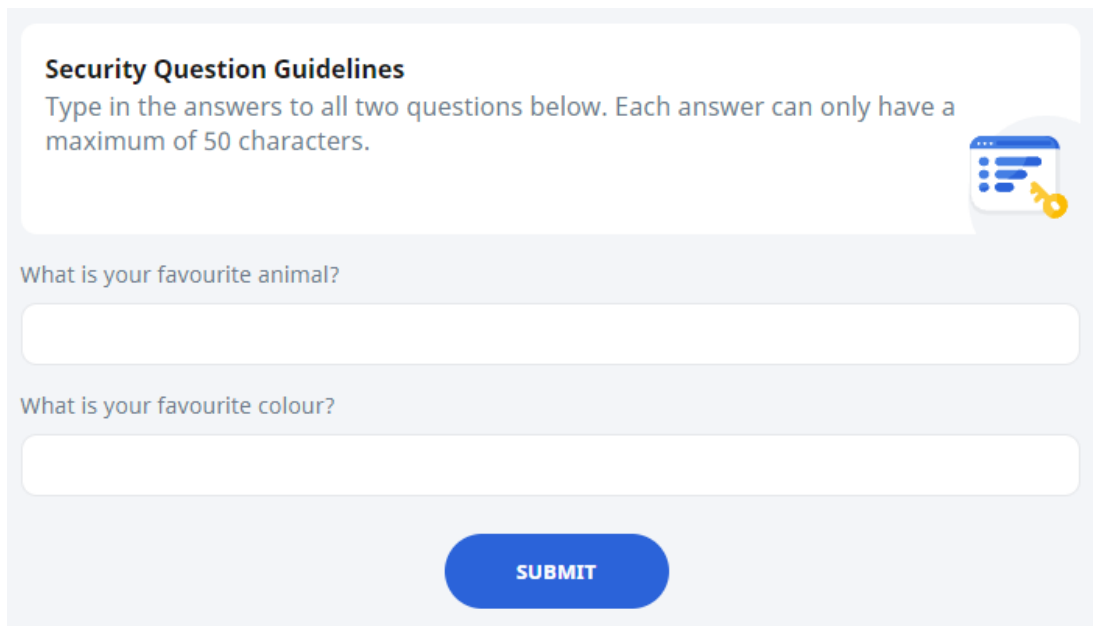


The screenshot shows a user interface for resetting a password. At the top, there is a header with a user icon and a lock icon. Below the header, there is a link labeled "Back to Login" with a left arrow icon. The main heading is "Reset my password by". Below this, there are two radio button options. The first option is "Receiving a password reset link in my email." with a text field containing "r\*\*\*\*\*@mail.dev.sls.ufinity.com". The second option is "Answering my security questions", which is selected with a blue dot. A red circle with the number "4" is placed to the left of the selected option. Below the options, there is a blue button labeled "SUBMIT" with a red circle and the number "5" to its left. At the bottom, there is a help section with an information icon and text: "If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help."

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



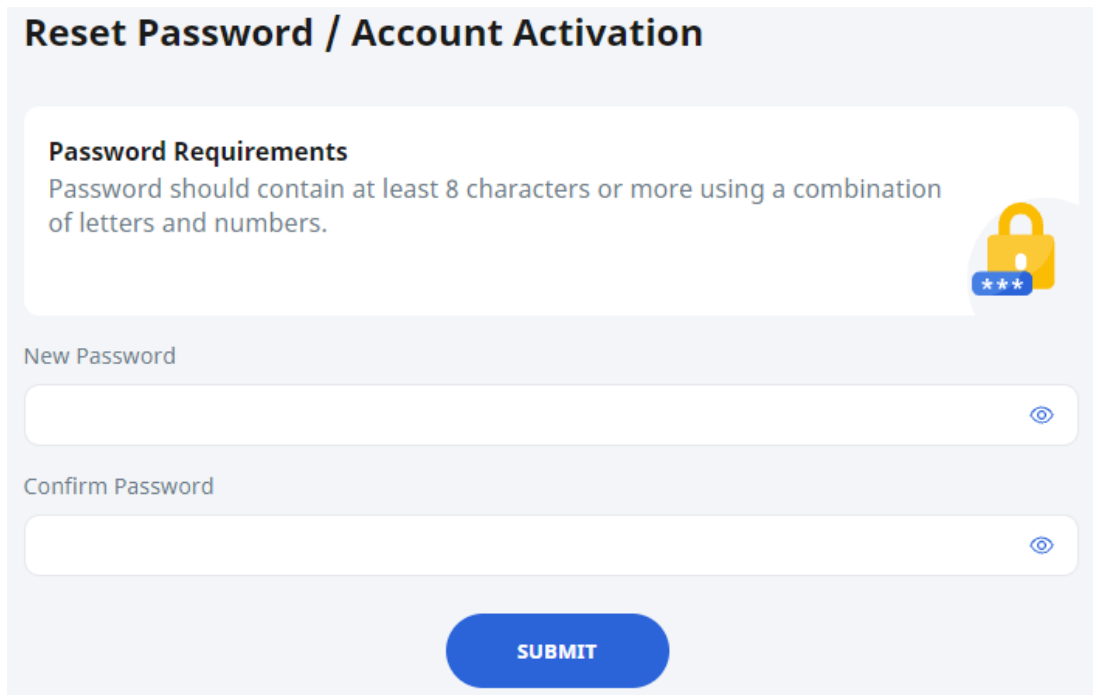
- d. In the **Security Questions** page, key in the answers to the security questions (refer to **Fig. 3d**). Please note that the answers are case-sensitive. Click **Submit**.



The image shows a 'Security Questions' page. At the top, there is a section titled 'Security Question Guidelines' with the text: 'Type in the answers to all two questions below. Each answer can only have a maximum of 50 characters.' To the right of this text is an icon of a document with a key. Below the guidelines, there are two questions: 'What is your favourite animal?' and 'What is your favourite colour?'. Each question has a corresponding text input field. At the bottom of the page is a blue button labeled 'SUBMIT'.

**Fig. 3d: Security Questions Page**

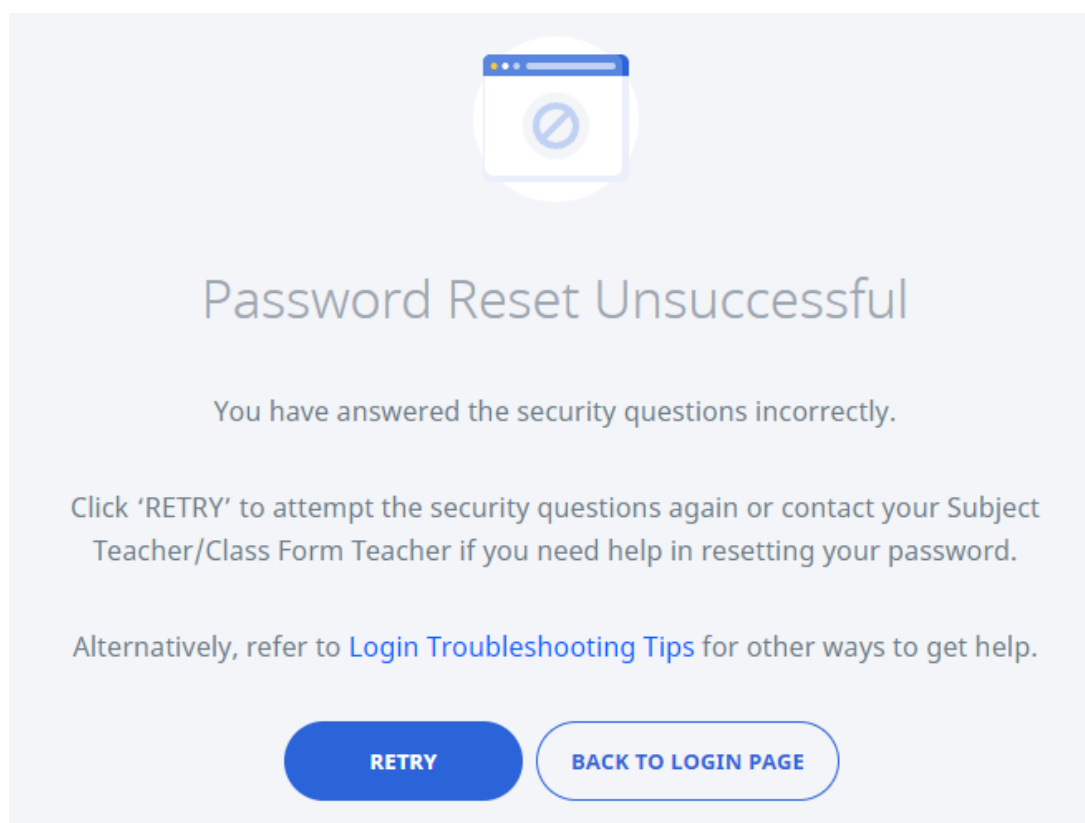
- e. If you have answered the security questions correctly, you will be brought to the **Reset Password** page (refer to **Fig. 3e**). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.



The image shows a 'Reset Password / Account Activation' page. At the top, there is a section titled 'Password Requirements' with the text: 'Password should contain at least 8 characters or more using a combination of letters and numbers.' To the right of this text is an icon of a padlock with three stars. Below the requirements, there are two text input fields: 'New Password' and 'Confirm Password'. Each field has a toggle icon (an eye) to the right of it. At the bottom of the page is a blue button labeled '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

9. 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/slsloginhelp](https://go.gov.sg/slsloginhelp).

### 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:

4:00 pm — 9:00 pm (School Days)

9:00 am — 9:00 pm (School Holidays)

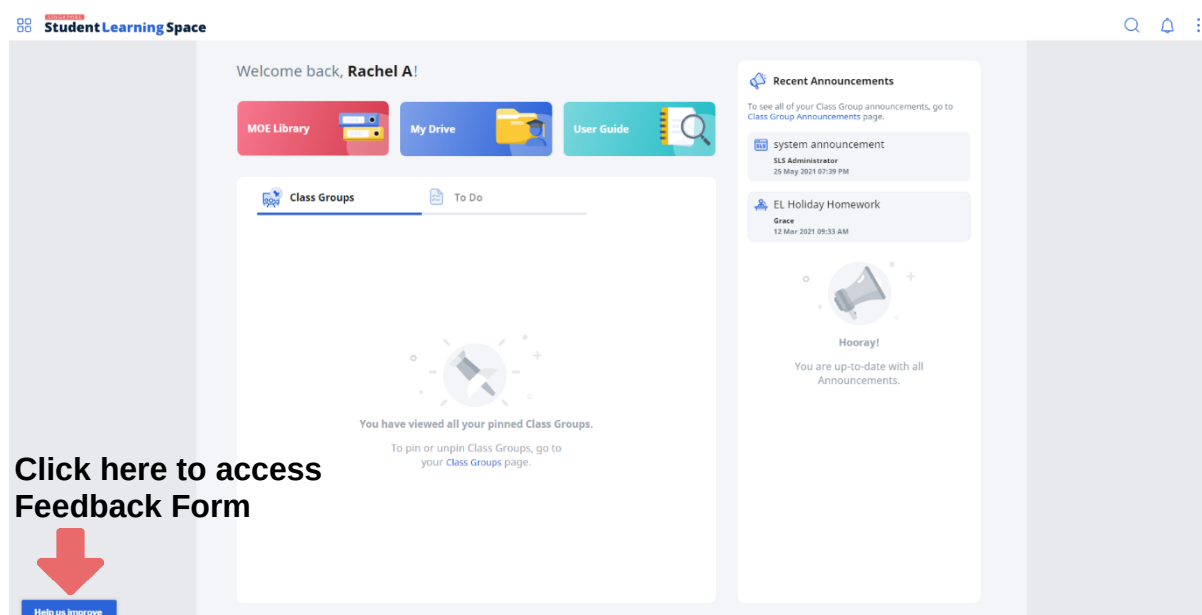
Saturdays:

9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

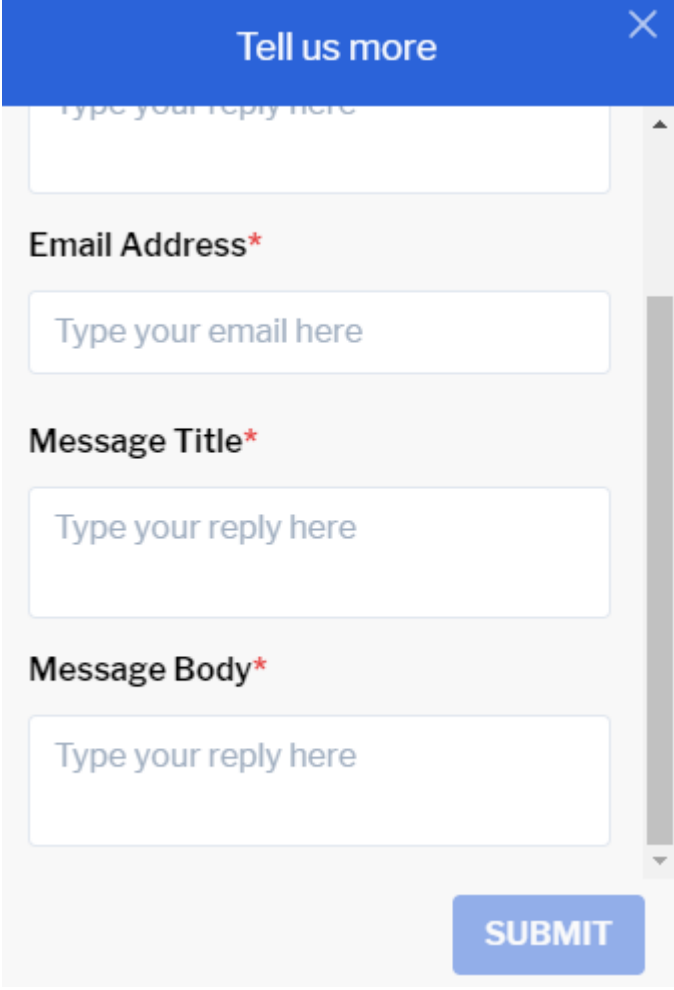
## PROVIDING FEEDBACK

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 SLS system and learning resources**

12. 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 titled "Tell us more" in a blue header bar with a close button (X) on the right. The form contains four input fields, each with a placeholder text "Type your reply here". The first field is at the top. The second field is labeled "Email Address\*" in bold black text. The third field is labeled "Message Title\*" in bold black text. The fourth field is labeled "Message Body\*" in bold black text. A blue "SUBMIT" button is located at the bottom right of the form. A vertical scrollbar is visible on the right side of the form.

**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/slsloginhelp](https://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>                                       |