

## **SLS Support for Home-based Learning**

### **School Operating Hours**

During school operating hours, students should contact the **School-based Helpline** for SLS queries including all SLS access matters such as password reset and unlocking of accounts, as well as queries about lesson assignments.

**School-based Helpline: 9838 5529**  
**Mondays - Fridays: 8:00 am - 4:00 pm**

**Online Form:** [go.gov.sg/slsloginissues](https://go.gov.sg/slsloginissues)

For other matters, students can email the SLS Helpdesk at [helpdesk@sls.ufinity.com](mailto:helpdesk@sls.ufinity.com). When emailing the SLS Helpdesk, they should include their full name, name of school and form class.

### **Non-School Operating Hours**

Students can only contact the **SLS Helpdesk** outside the school operating hours.

**SLS Helpdesk: 6702 6513**

Mondays - Fridays: 4:00 pm - 9:00 pm  
Saturdays: 9:00 am - 9:00 pm  
\*Closed on Sundays & Public Holidays

Alternatively, students can email the SLS Helpdesk at [helpdesk@sls.ufinity.com](mailto:helpdesk@sls.ufinity.com). When emailing the SLS Helpdesk, they should include their full name, name of school and form class.