For Parents:
Assisting your child in using online systems by Ministry of Education

16 January 2026

Adaptive Learner, Empathetic Leader and Future-Ready Citizen

Two main online systems

MOE provides two systems to support and enhance students' learning through technology. These systems can be accessed both in school and at home.

The first is the Singapore Student Learning Space (**SLS**).
The second is the MOE Identity Management System (**MIMS**).

These slides will guide you on how to help your child set up and use these systems.

What is SLS?

The Singapore Student Learning Space (SLS) is MOE's main online learning platform for students. It provides digital learning resources and tools that are aligned to the school curriculum.

Students can use SLS to learn anytime and anywhere, both in school and at home. It supports self-directed learning, personalised learning, and collaboration with classmates. Students can learn at their own pace using the platform.

Assisting your child: SLS

There are two ways for students to log in to SLS:

- Using their SLS username
- Using their MIMS account (ending with @students.edu.sg)

Both sets of login details are provided in the BT Kit.

The SLS website is: https://learning.moe.edu.sg

For first-time login:

Students must use their **SLS username** to activate their account.

After activation:

Students are encouraged to log in using their MIMS account (ending with @students.edu.sg) for future access.

What is MIMS?

MIMS is a digital identity system for all students and staff within the MOE's network. It provides single sign-on access to various MOE applications and resources, including:

1. Student Learning Space (SLS)
2. Student iCON email accounts (ending with @students.edu.sg)
3. Login to school laptops and the school Wi-Fi network
4. Microsoft Office 365 ProPlus Apps

Assisting your child: MIMS

When students receive their MIMS account for the first time, they need to:

- Log in
- Change their password
- Set up security questions

The website is: https://idp.mims.moe.gov.sg/

For Primary 1 students, please keep the new password simple, as they are still learning to use the keyboard.

Assisting your child: MIMS

Password requirements:

- Exactly 8 characters
- No symbols
- Must include at least:
  - 1 uppercase letter
  - 1 lowercase letter
  - 1 number

Assisting your child: MIMS

To avoid confusion, please try not to use **“l” (lowercase L)** or**“i” (lowercase i)** in the password, as they can look similar. If these letters are used, please make sure your child knows their exact position on the keyboard.

Please write down the security questions and answers, as they are needed to reset the MIMS account if your child forgets the password. It is helpful to practise logging in to MIMS regularly so that your child becomes familiar with the process.

Thank you for partnering with us
to nurture the children for their future.

ANNEX A

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://vle.learning.moe.edu.sg/. Click on **Login with SLS** to go to the SLS login page (refer to **Fig. 1a**) to activate your SLS account for new SLS users logging into SLS for the first time.

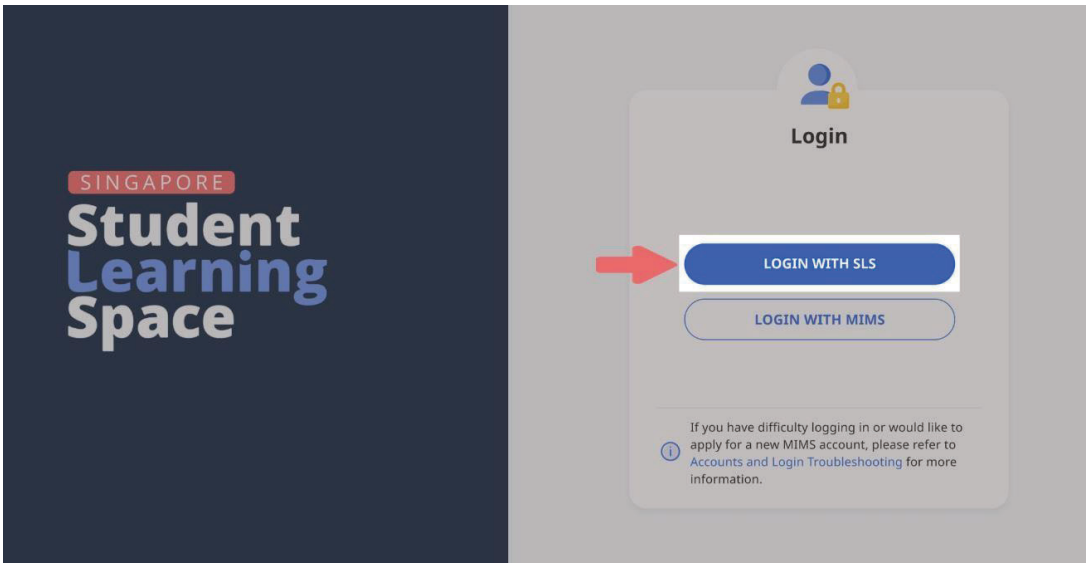


Fig. 1a: Main Login Page

3. The SLS username can be found in the cover letter while the password will be communicated to you separately.

4. During your **FIRST** login, you will be prompted to change your SLS 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 **12 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).

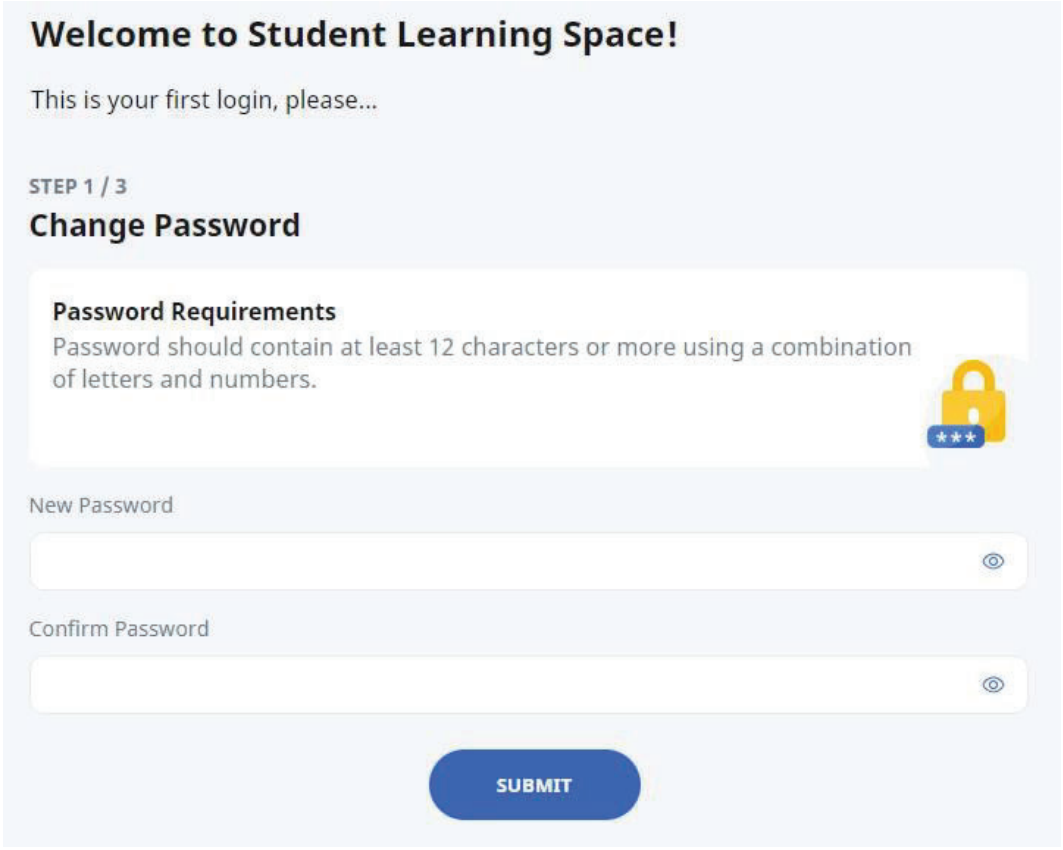


Fig. 1b: Change Password Page

5. 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**). If you have forgotten your SLS password, a password reset link will be sent to this email address.

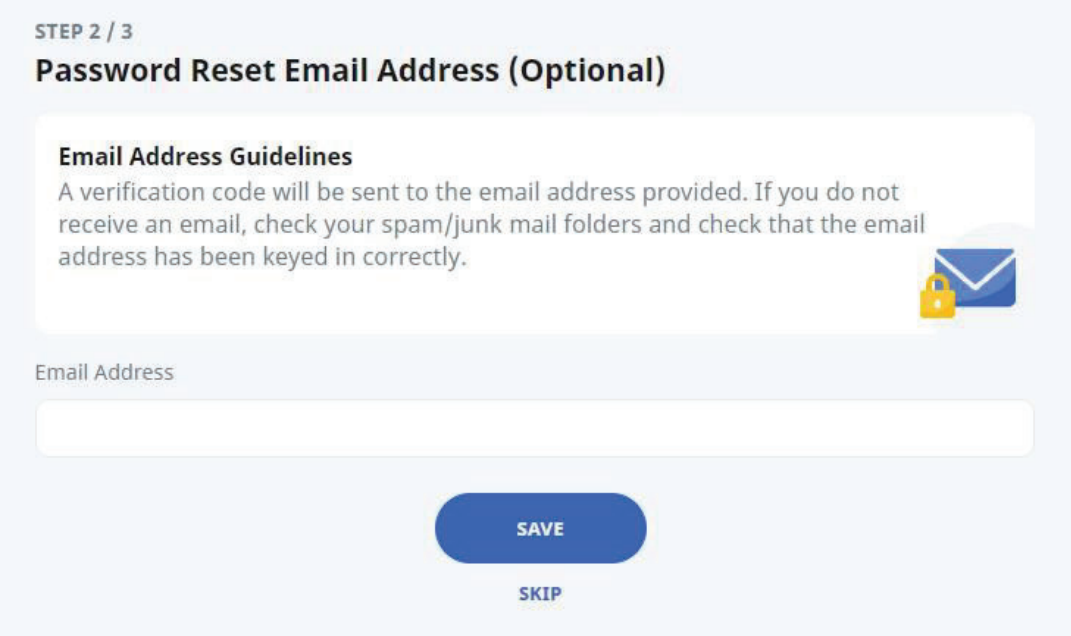


Fig. 1c: Password Reset Email Address Page

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.

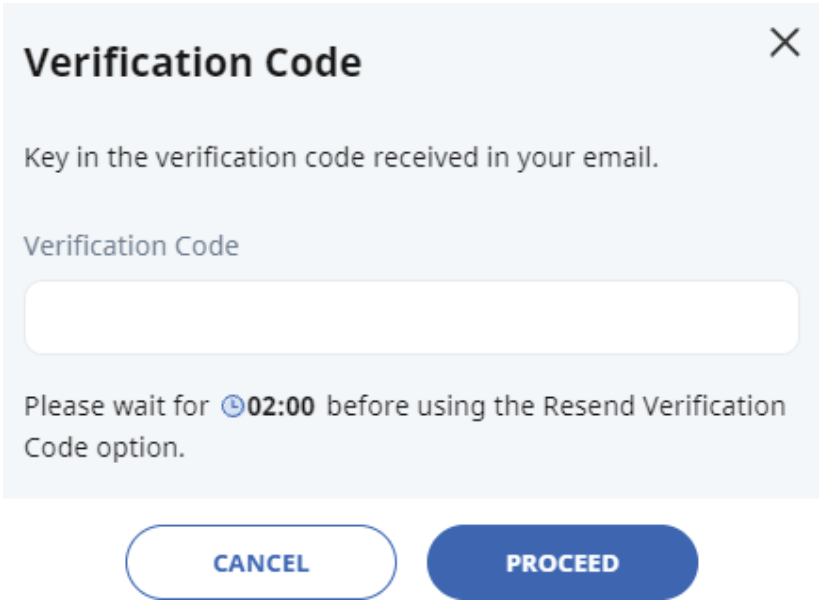


Fig. 1d: Verification Code Prompt

6. 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 SLS password reset via self-help or by calling Helpdesk.

PASSWORD RESET

7. 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.

Password Reset through Email

8. 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**).

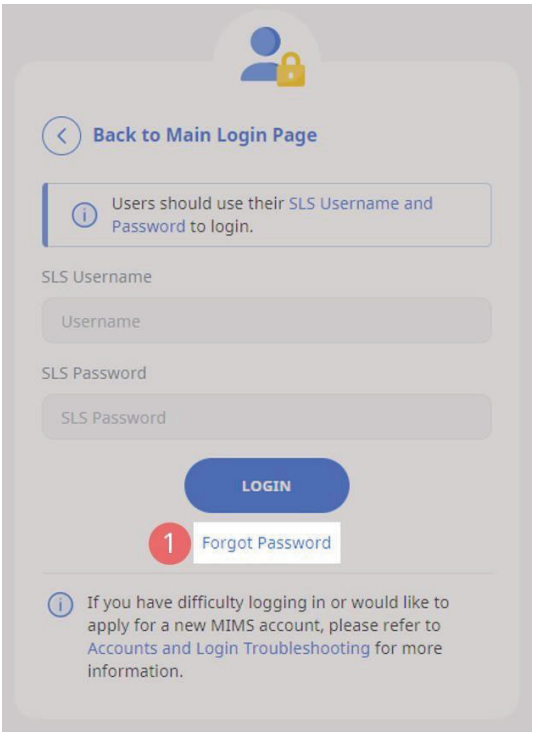


Fig. 2a: Forgot Password Link

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

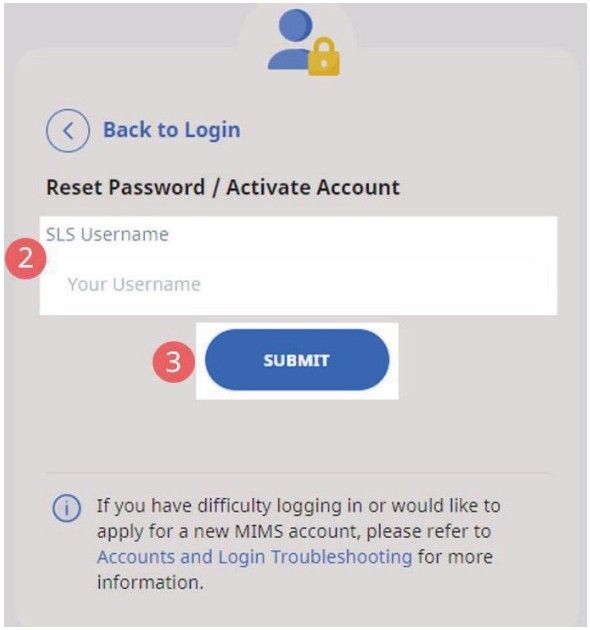


Fig. 2b: Enter your Username

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

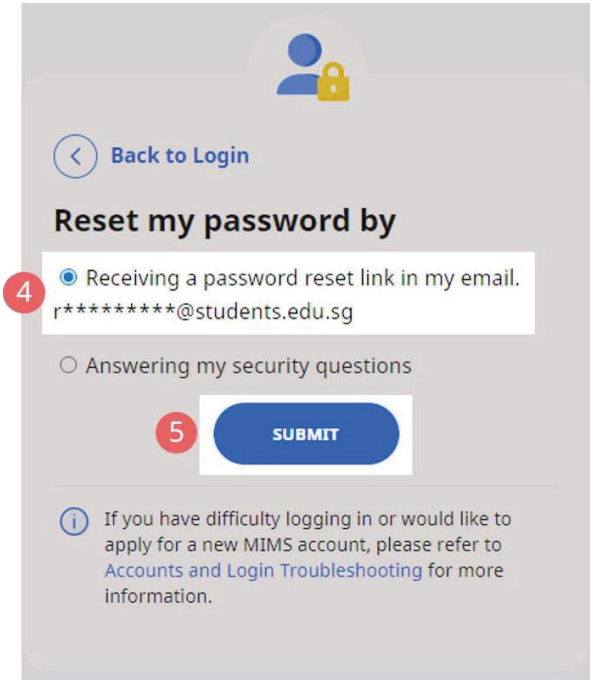


Fig. 2c: Password Reset Link via Email

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.

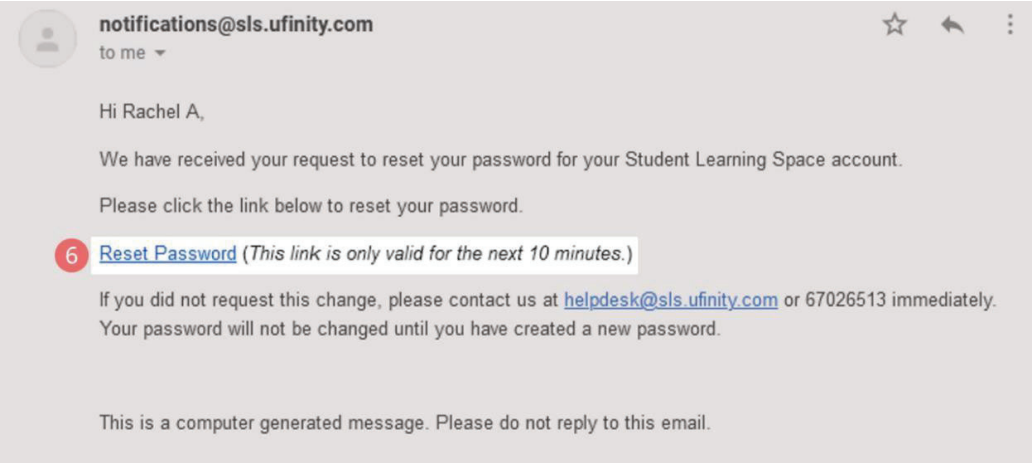


Fig. 2d: Reset Password Link

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**.

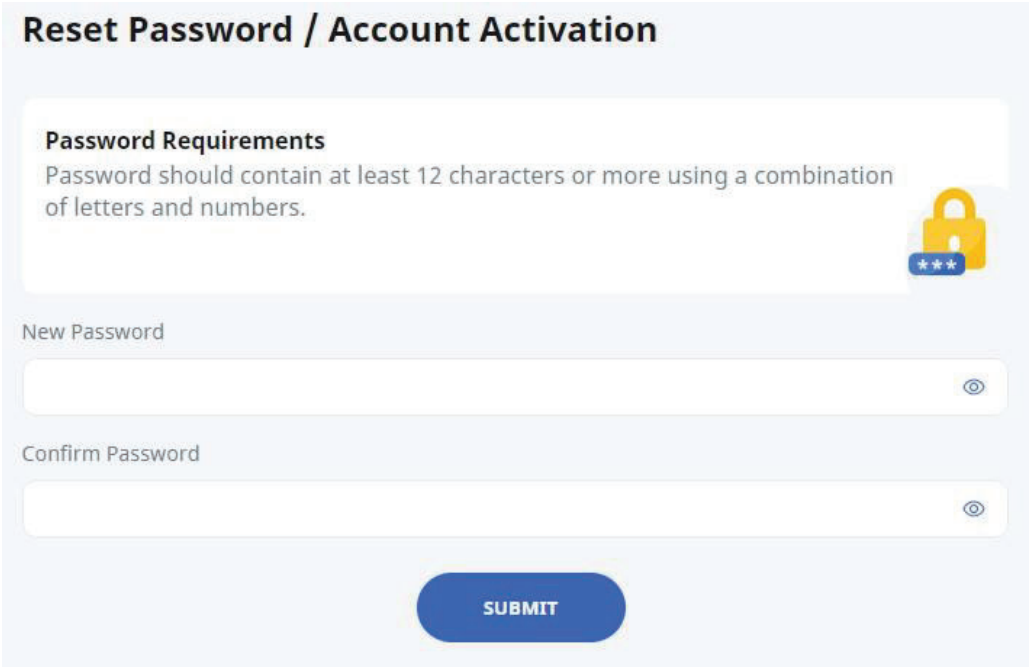


Fig. 2e: Reset Password Page

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

Password Reset by Answering Security Questions

9. 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**).

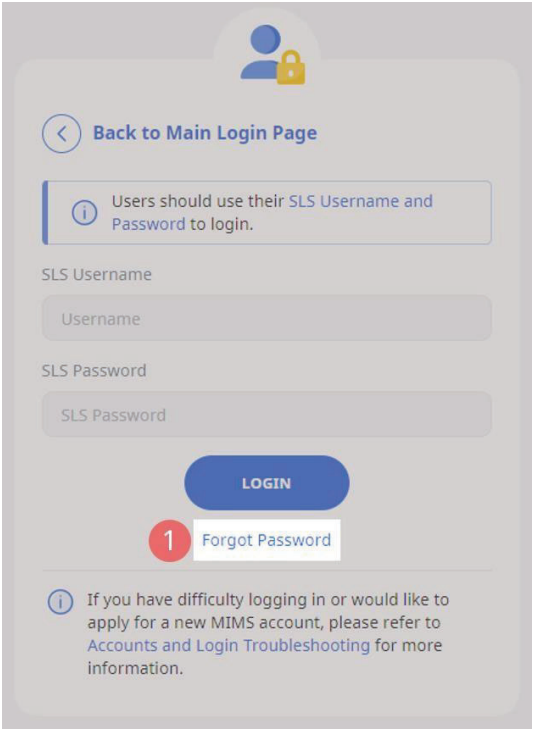


Fig. 3a: Forgot Password Link

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

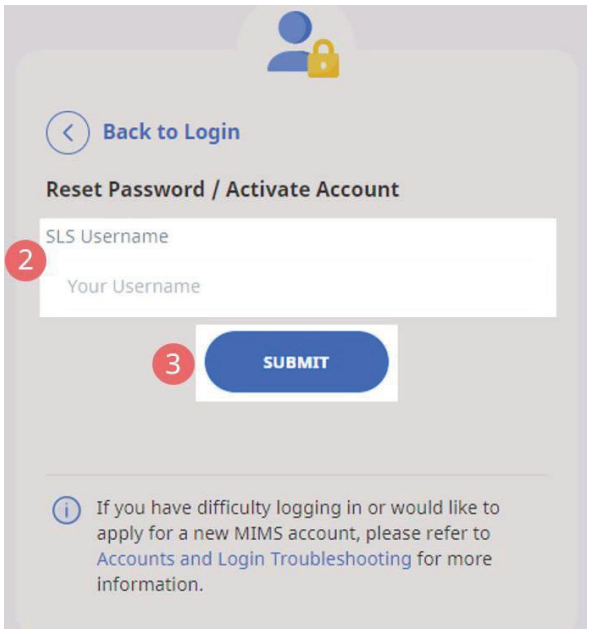


Fig. 3b: Enter your Username

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

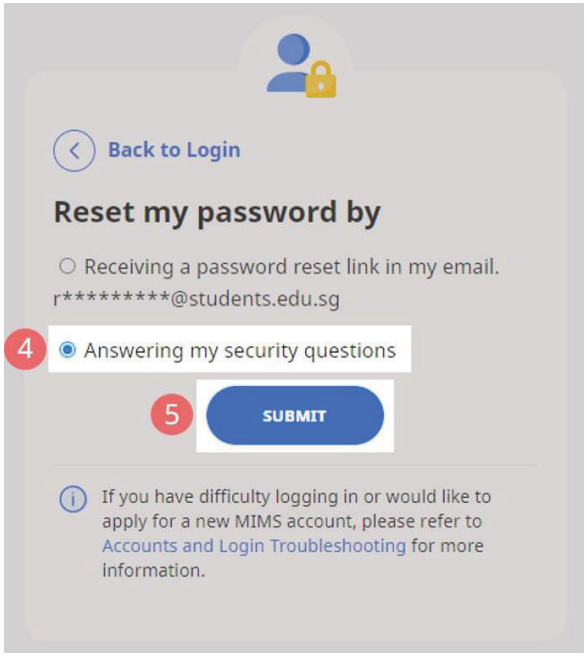


Fig. 3c: Password Reset via Security Questions

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

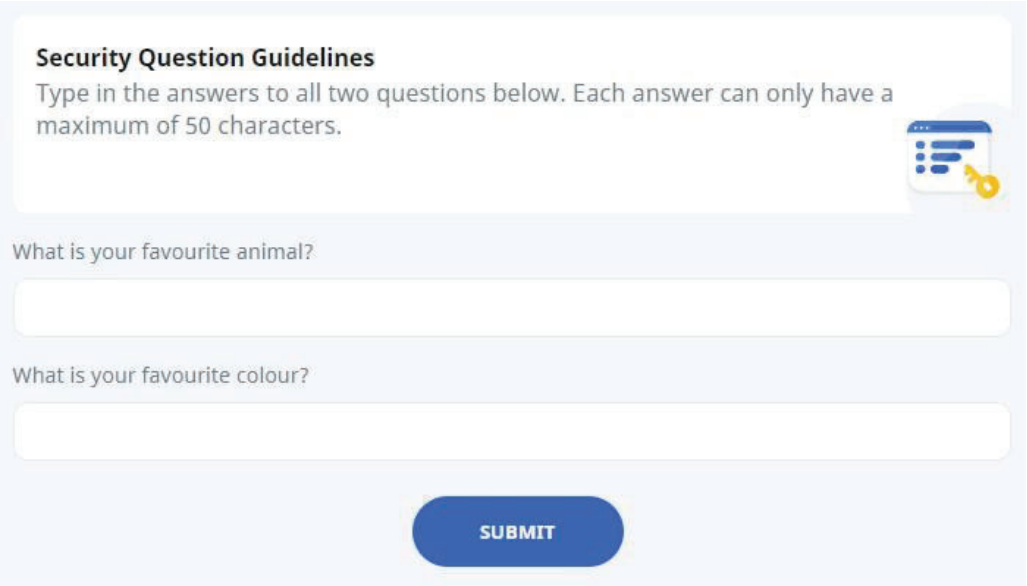


Fig. 3d: Security Questions Page

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**.

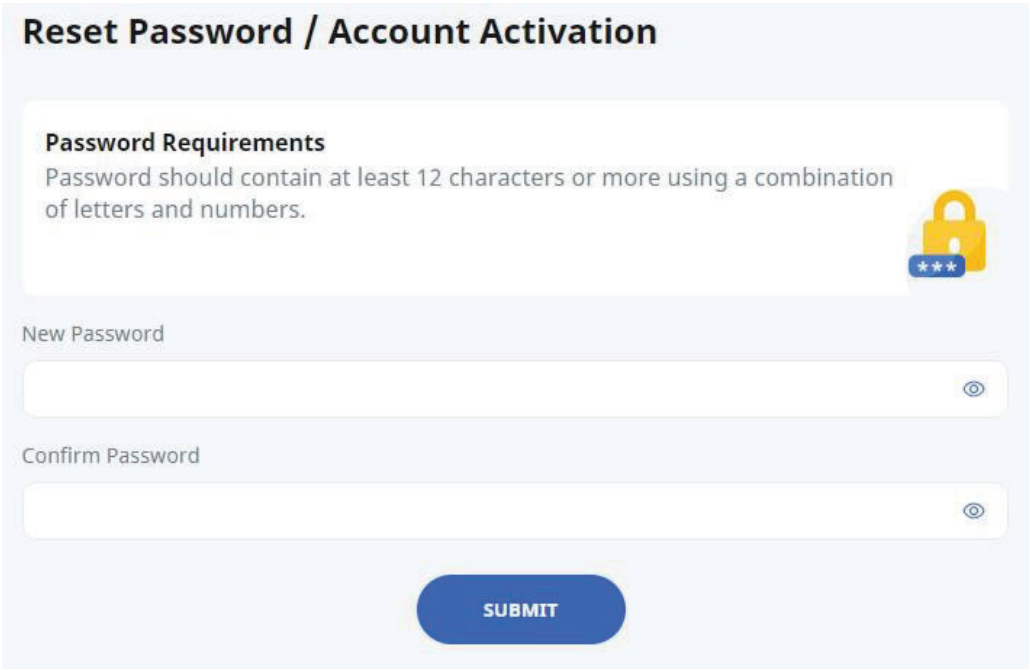


Fig. 3e: Reset Password Page

f. If your password was successfully reset, you will be brought to the main 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.

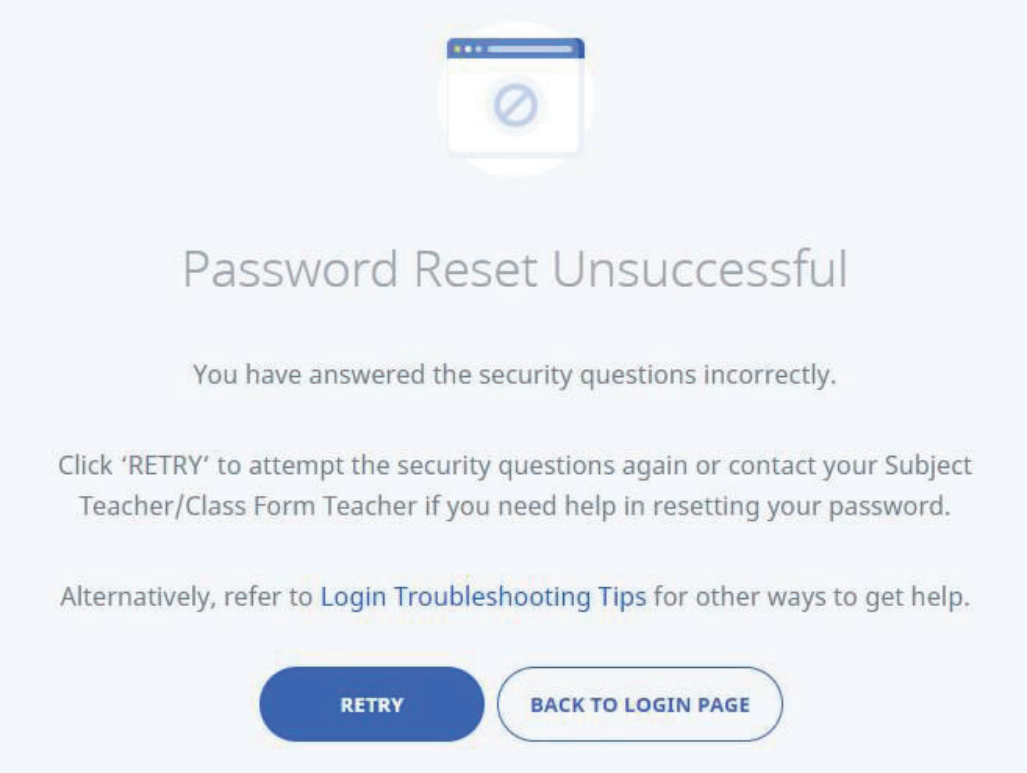


Fig. 3f: Password Reset Unsuccessful Page

SLS SUPPORT

School-based Helpline

10. 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

11. 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

12. 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**).

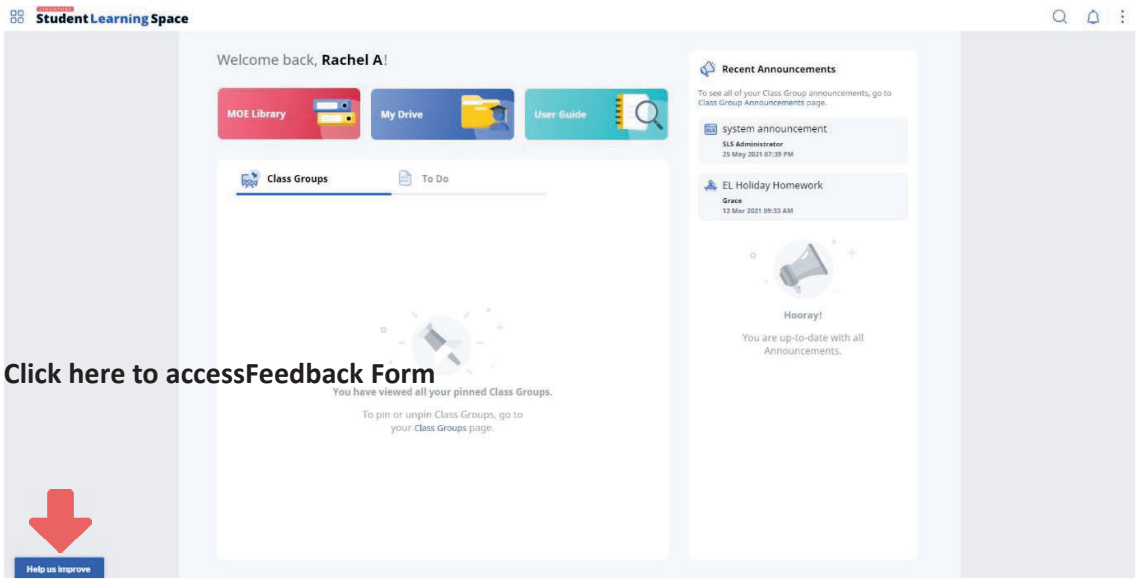


Fig. 4a: Providing feedback on SLS system and learning resources

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

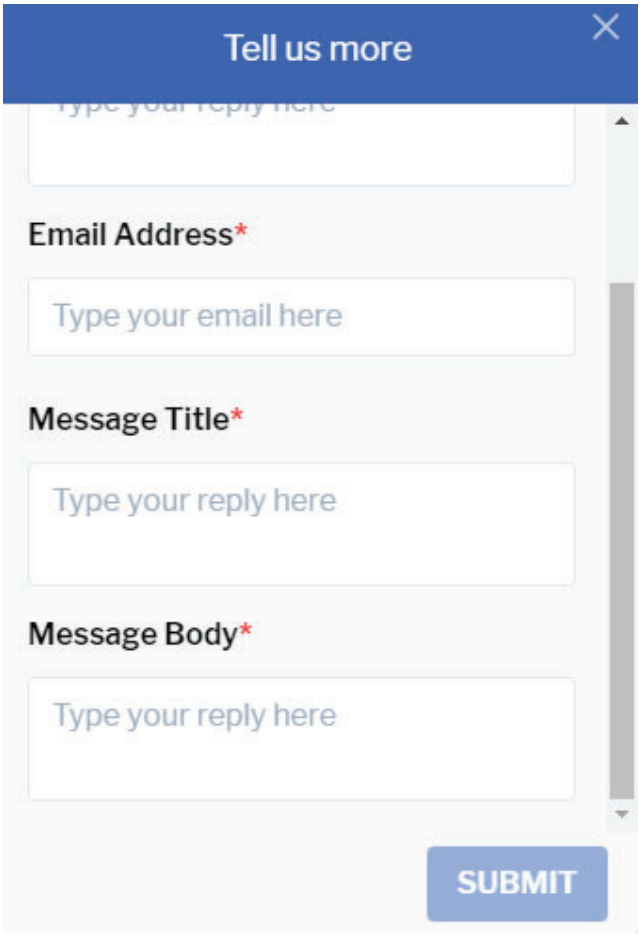


Fig. 4b: Feedback Form

MIMS: MOE IDENTITY MANAGEMENT SYSTEM

Student Self Service Password Reset (SSPR) Guide

A PRESENTATION BY
MINISTRY OF EDUCATION, SINGAPORE

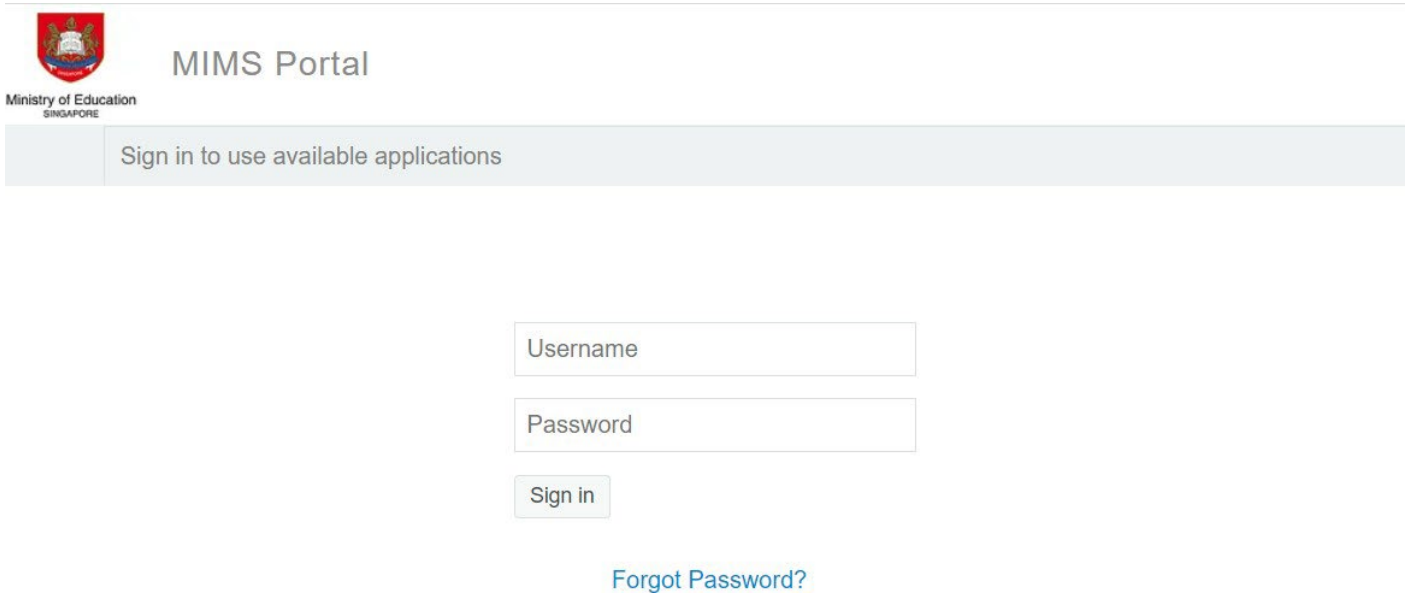
TABLE OF CONTENTS

1. Login to MIMS Portal
2. Set Challenge Questions
3. Forgot Password
4. Change Password

1. LOGIN TO MIMS PORTAL

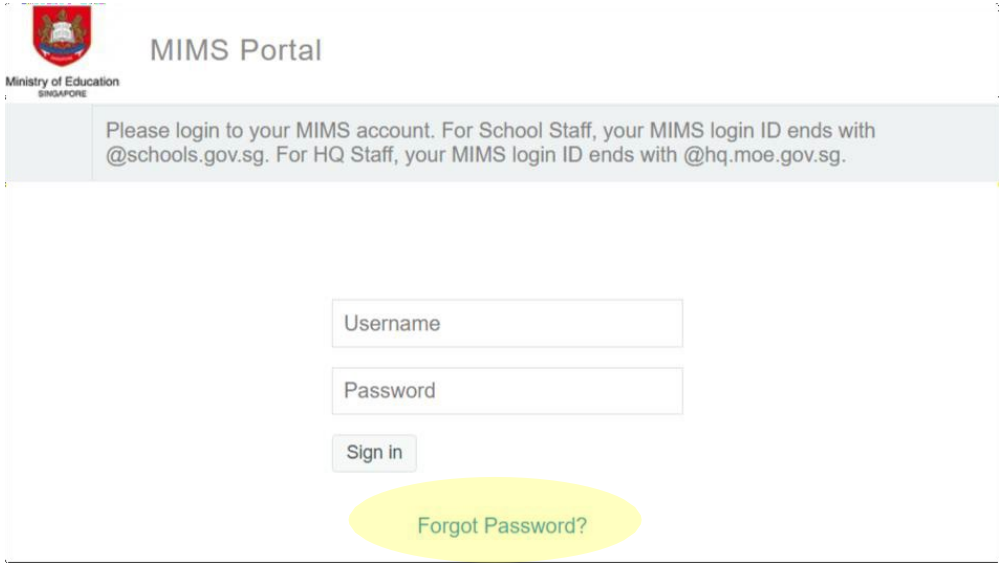
LOGIN TO MIMS PORTAL

Website Link: https://mims.moe.gov.sg/sspr



FORGOT PASSWORD?

- The Forgot Password? Is **Self-Service Password Reset function** that user can reset their password by themselves
- It will **NOT** work if you are logging in to MIMS for the first time or you haven't setup Challenge Question in MIMS.
- User who has genuinely forgotten his/her password and not able to do Self-Service Password Reset will need to get SA help to reset their passwords, then login to MIMS with the new temp password. (refer to next slide)



FORGOT PASSWORD?

Flow of Student Admin (SA) help user to their password reset:

- SA do a password reset in MIMS
- SA pass the temp password to user
- Student login to MIMS with temp password
- Student to change the password and complete the password reset

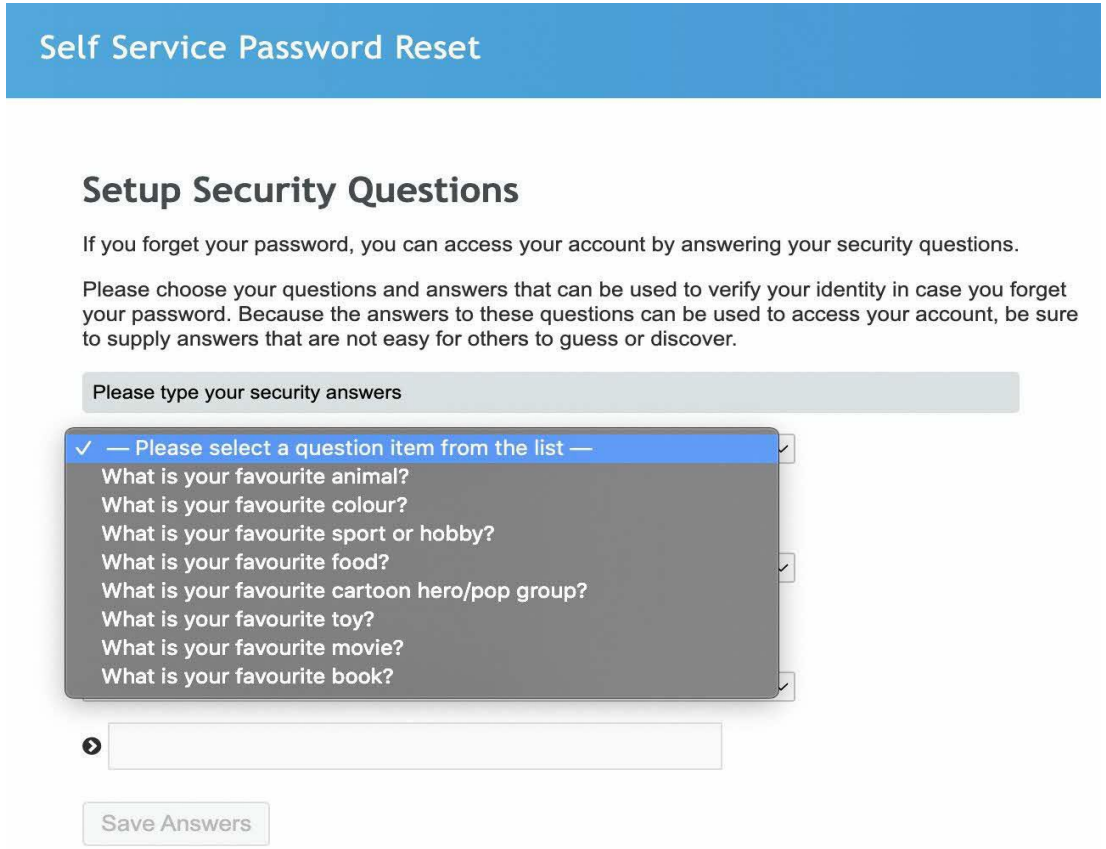
2. SET CHALLENGE QUESTIONS

SET CHALLENGE QUESTIONS

The first thing you need to do is set your Challenge Questions. On the main menu, click on Application. Then click **Set Challenge Questions**.

SET CHALLENGE QUESTIONS

You will be asked to set **3** questions.
After setting them, click **Save Answers**.



LIST OF CHALLENGE QUESTIONS

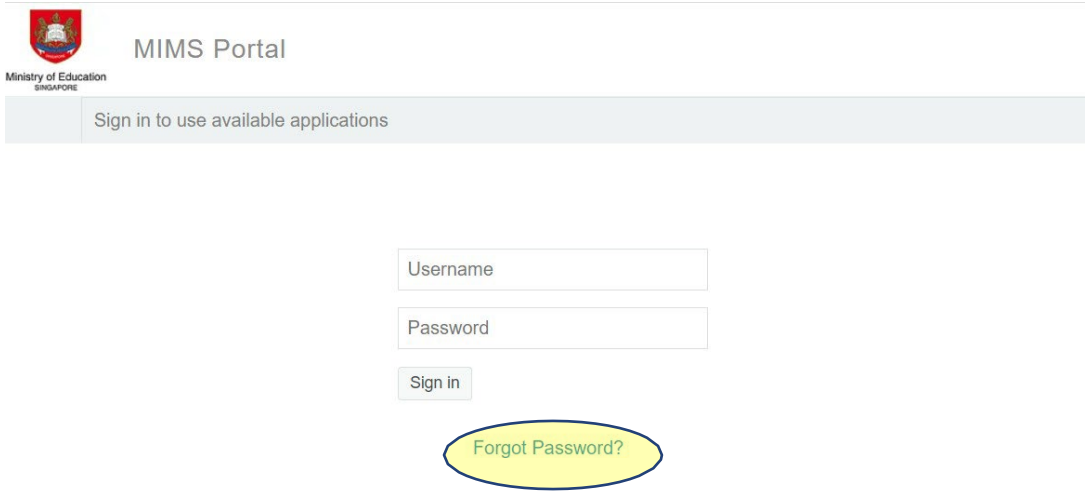
#	QUESTION
1	What is your favourite animal?
2	What is your favourite colour?
3	What is your favourite sport or hobby?
4	What is your favourite food?
5	What is your favourite cartoon hero/pop group?
6	What is your favourite toy?
7	What is your favourite movie?
8	What is your favourite book?

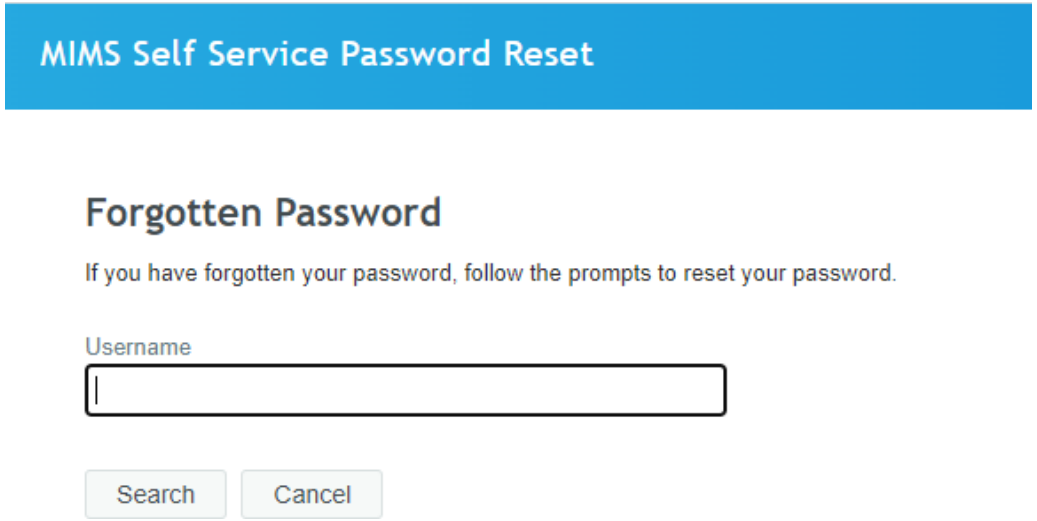
- Upon first login to MIMS Portal, you will be prompted to setup the password reset prompts.
- The user will be asked to set 3 available questions.
- During password reset, MIMS will challenge the user to answer the questions – **2 out of 2** need to be answered correctly.

3. FORGOT PASSWORD

FORGOT PASSWORD AGAIN?

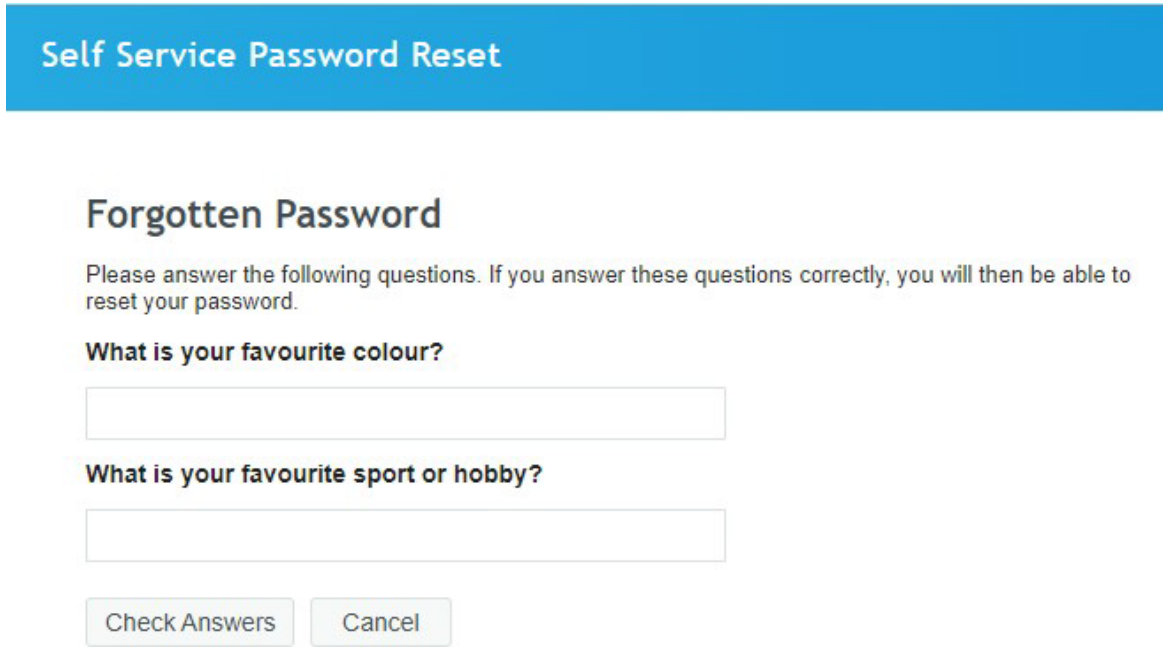
Now if you have forgotten your password, you can use the **Forgot Password?** function to reset it. Enter your MIMS Login ID and you will be prompted with the Challenge Questions you have set earlier.

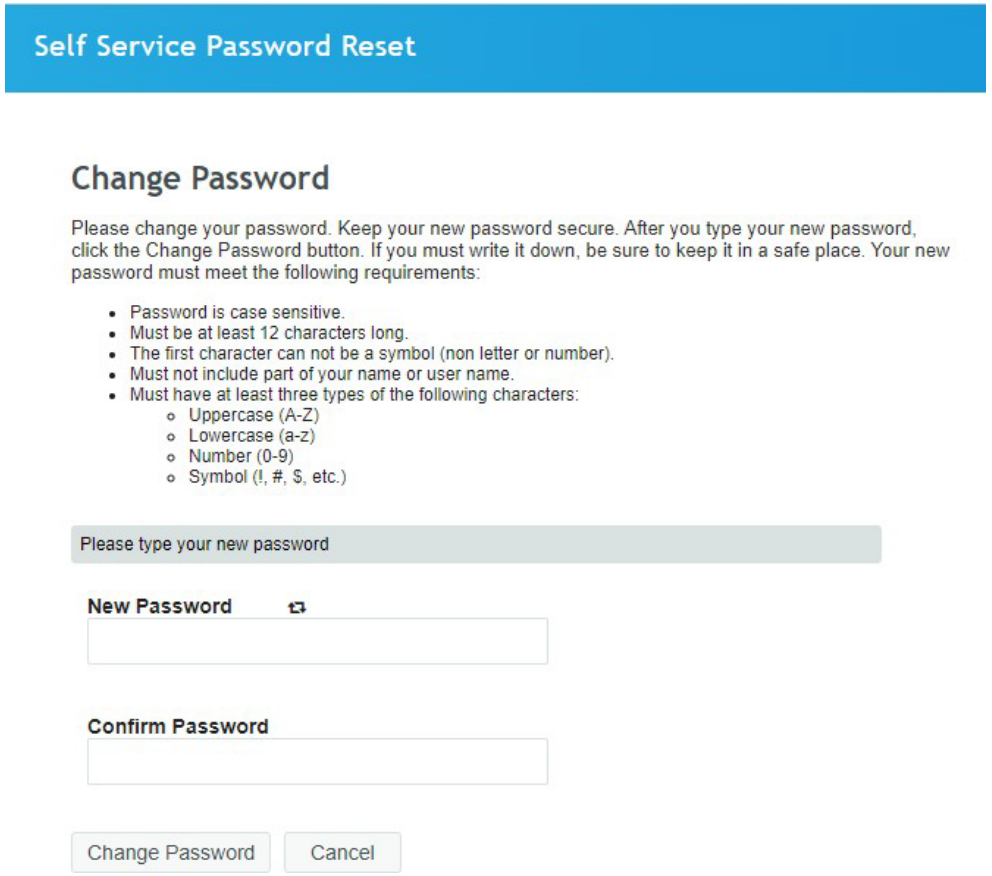




FORGOT PASSWORD AGAIN?

Once challenge question has been answered correctly, you will then be able to reset your password.





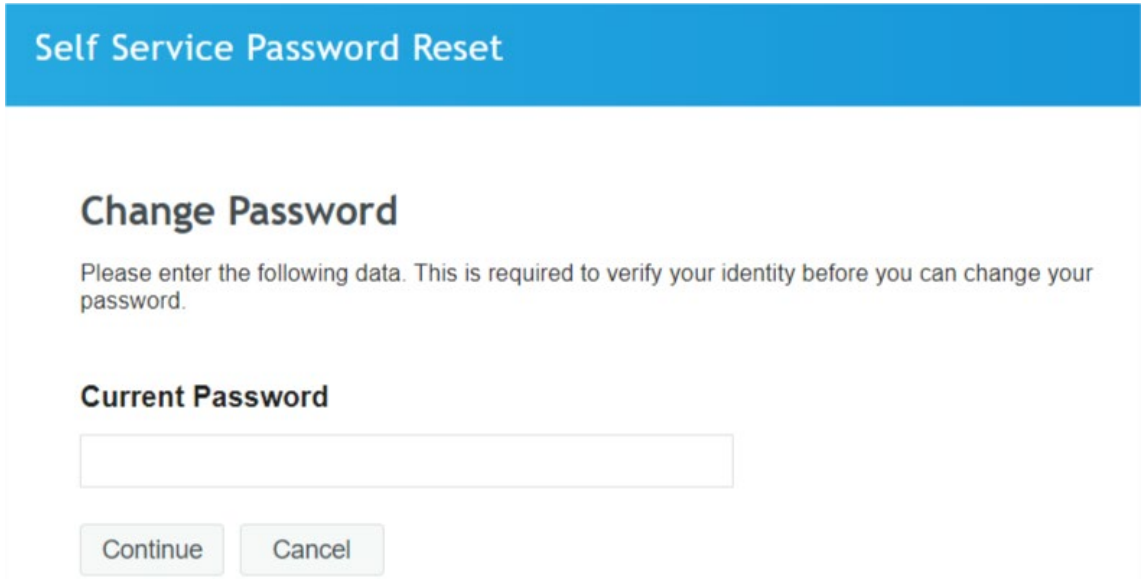
4. CHANGE PASSWORD

[SSPR] Change Password

It is recommended to change your password from time to time, even if it has not expired. To do so, click on Application on the main menu and click **Change My Password**.

[SSPR] Change Password

You will be prompted with your Current Password. Enter your Current Password in the textbox and click Continue.

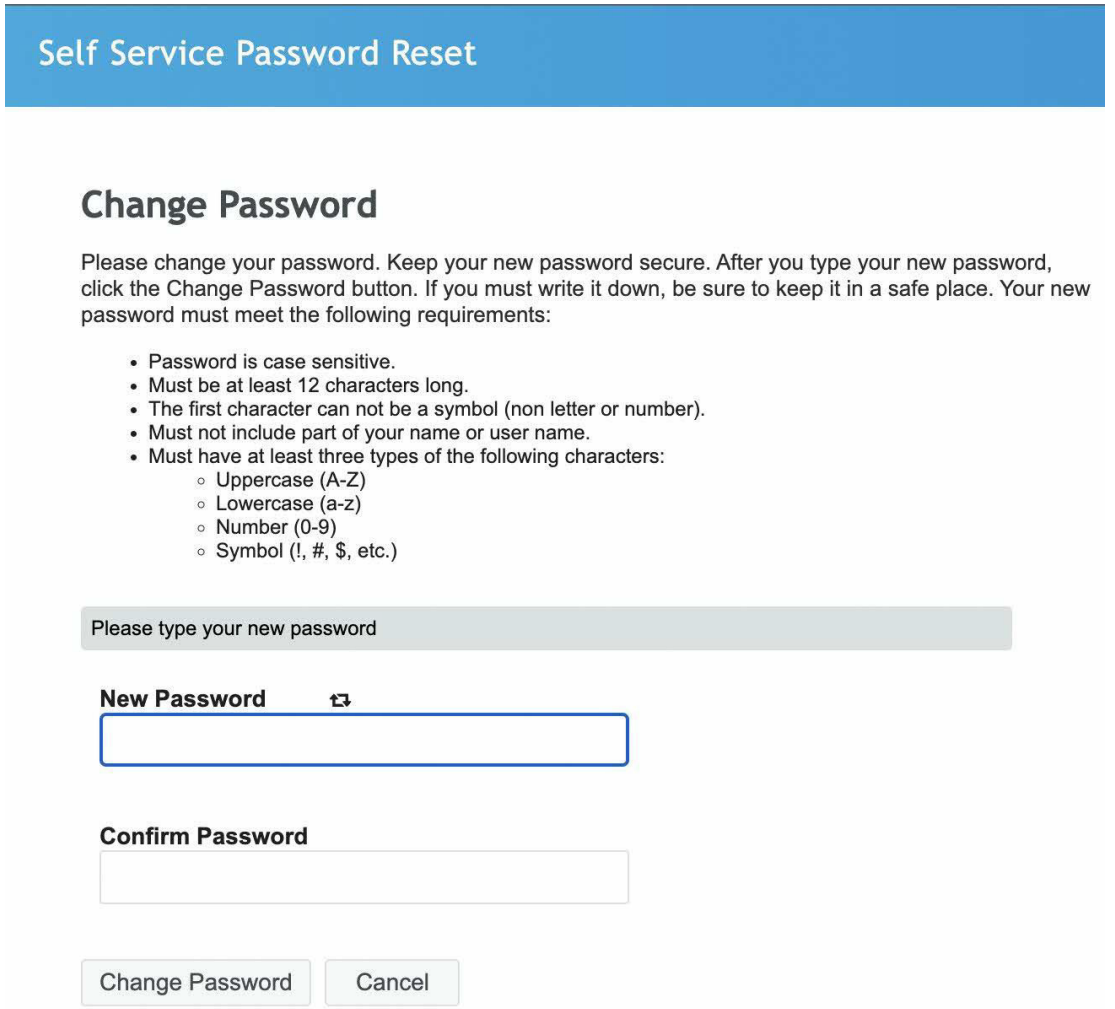


[SSPR] Change Password

Set a new password by typing into the **New Password** textbox.

As you type in your new password, MIMS will determine if the password is secure enough to meet the password requirements.

Once the password is accepted, type it in again in the **Confirm Password** textbox. Click **Change Password**.



PASSWORD REQUIREMENTS (Primary School Students)

The current password requirements is of following:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include part of your name or user name.
- New password must not have been used previously.

PASSWORD REQUIREMENTS (All Students)

- New password entered by the student will check against the 3 historical password history.

- Do note that an error will be prompt (“You are not allowed to reuse the same password again. Kindly create a new unique password”) if the same password is entered by the student.

Thank you