

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.

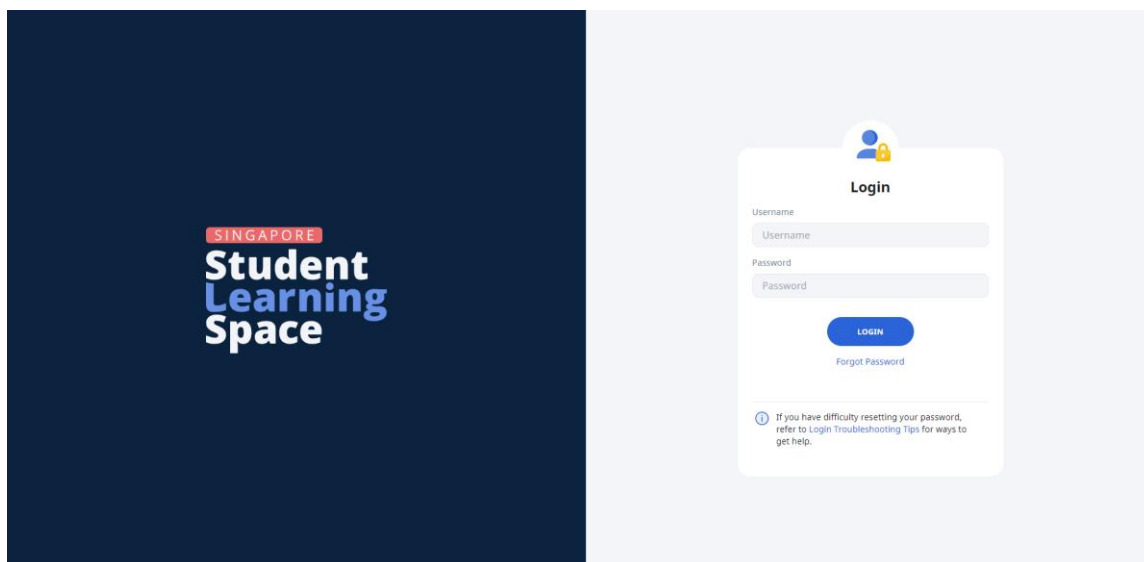


Fig. 1a: Login Page

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

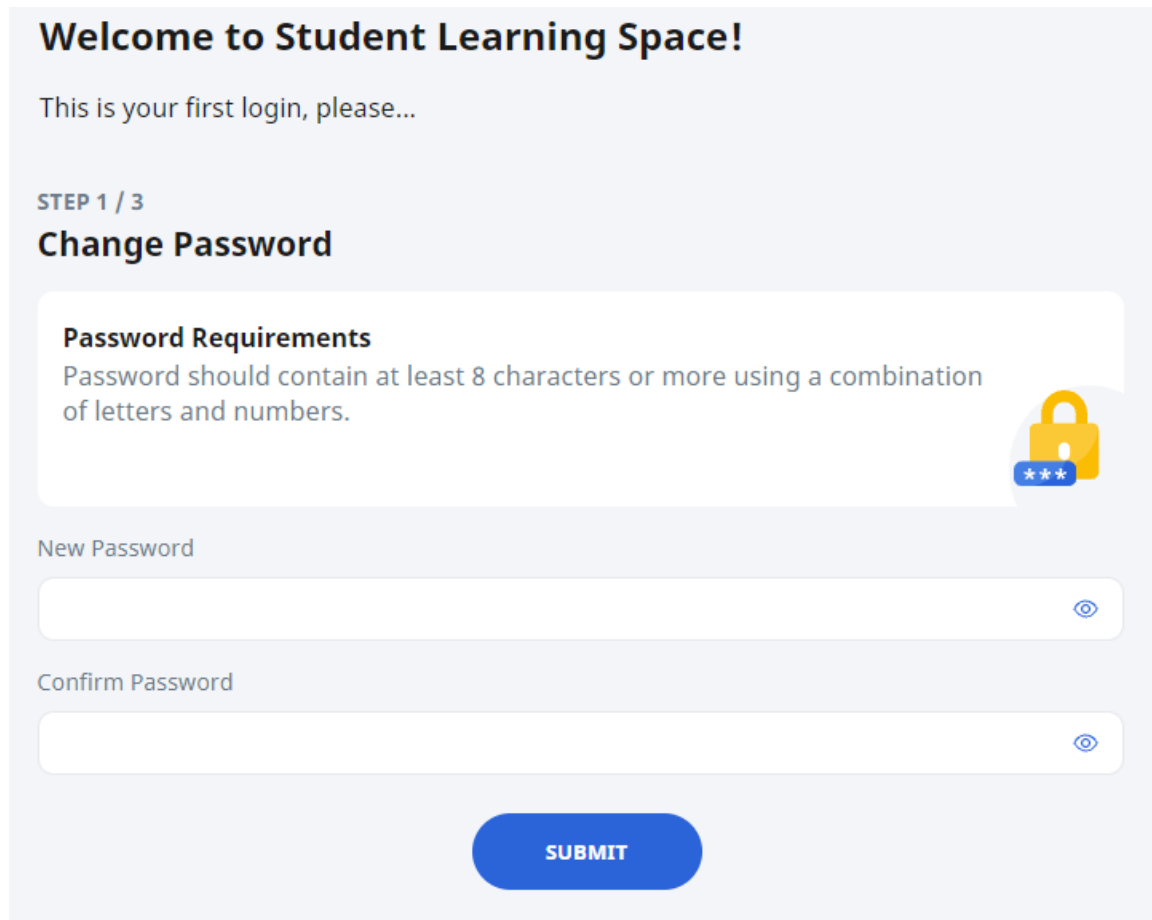


Fig. 1b: Change Password Page


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**).

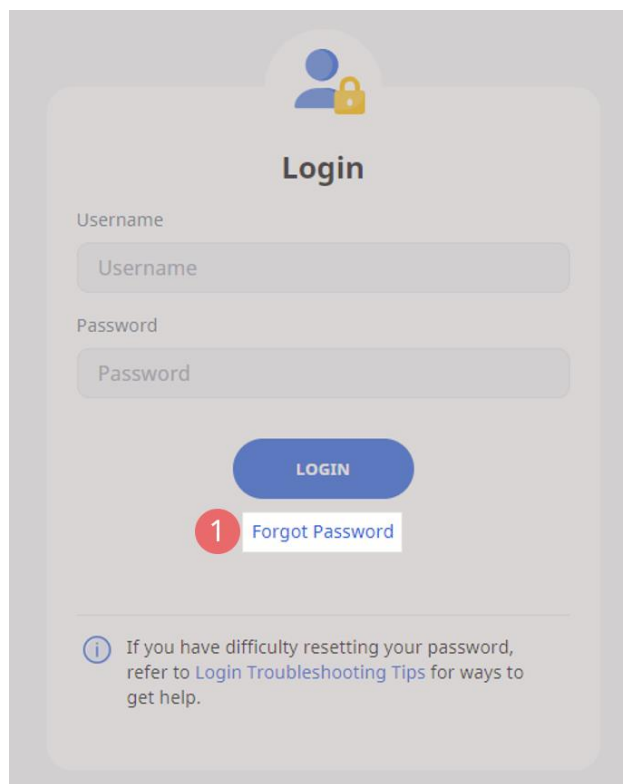
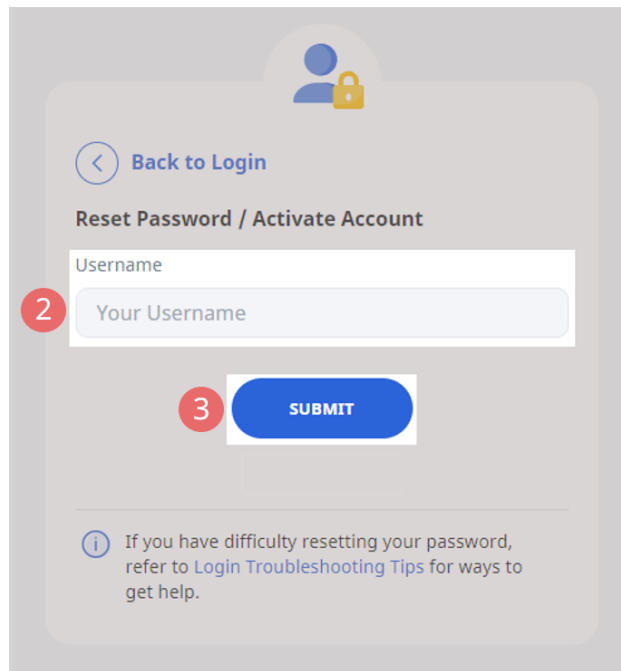


Fig. 2a: Forgot Password Link

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



Back to Login

Reset Password / Activate Account

Username

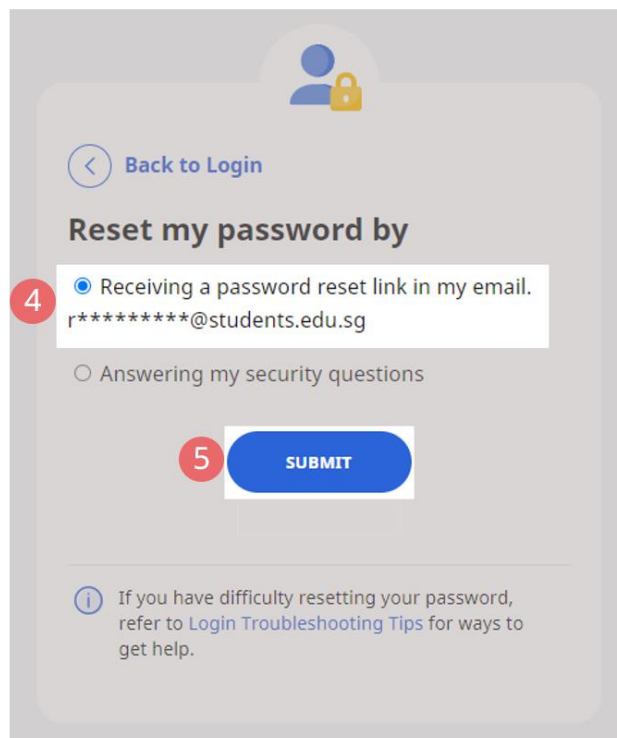
2 Your Username

3 SUBMIT

If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help.

Fig. 2b: Enter your Username

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



Back to Login

Reset my password by

4 ☒ Receiving a password reset link in my email.
r*****@students.edu.sg

☐ Answering my security questions

5 SUBMIT

If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help.

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.

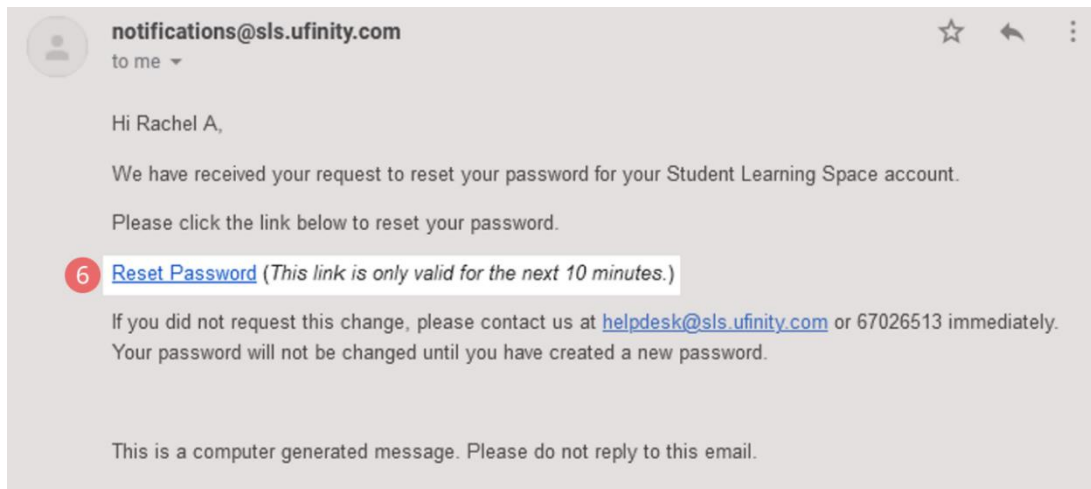


Fig. 2d: Reset Password Link

- 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**.

The 'Reset Password / Account Activation' page features a section for 'Password Requirements' stating that the password must be at least 8 characters long and contain a combination of letters and numbers. Below this, there are two input fields: 'New Password' and 'Confirm Password', each with a toggle icon to show or hide the password. A blue 'SUBMIT' button is located at the bottom of the form.

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**).

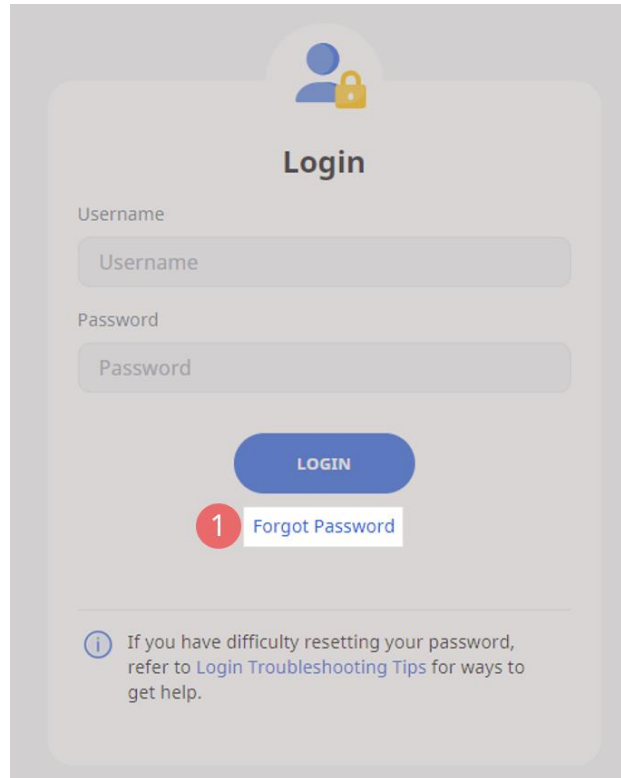
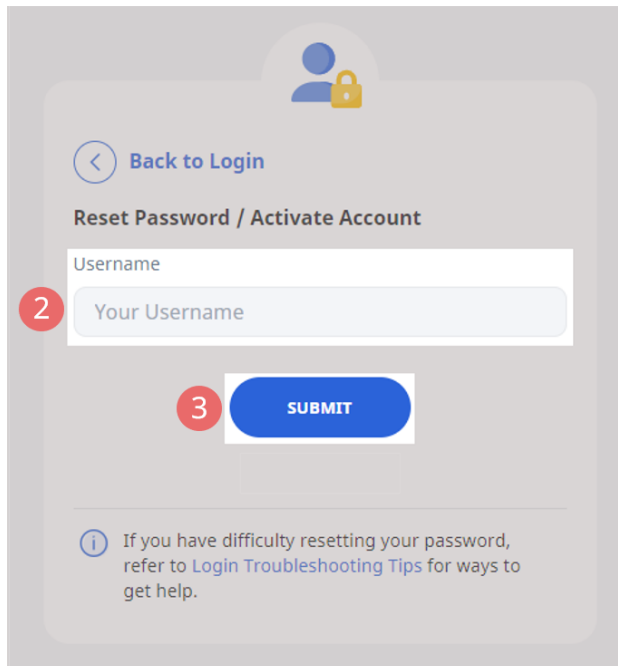


Fig. 3a: Forgot Password Link

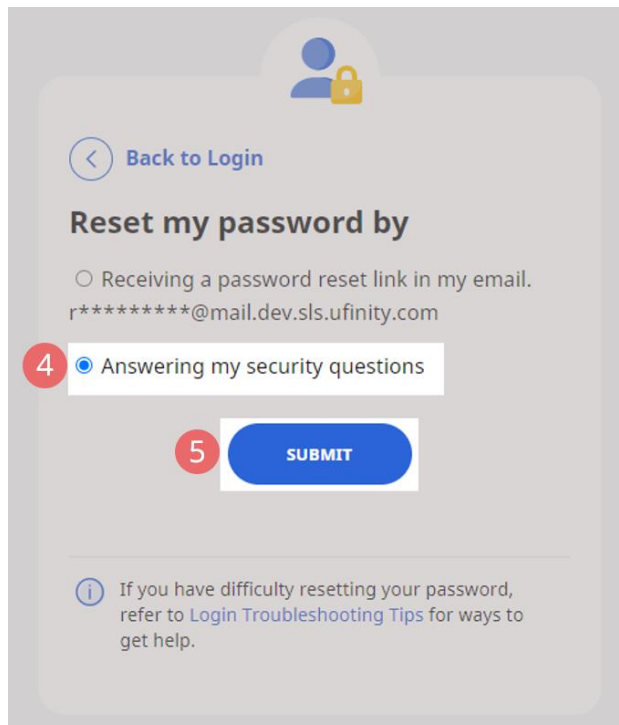
- b. Enter your username and click on **Submit** (refer to **Fig. 3b**).



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 this is a link labeled "Back to Login" with a left arrow icon. The main heading is "Reset Password / Activate Account". Underneath, there is a label "Username" above a text input field. The input field contains the placeholder text "Your Username". A red circle with the number "2" is positioned to the left of the input field. Below the input field is a blue button labeled "SUBMIT" in white capital letters. A red circle with the number "3" is positioned to the left of the button. At the bottom, there is a small information icon (i) followed by the text: "If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help."

Fig. 3b: Username Field

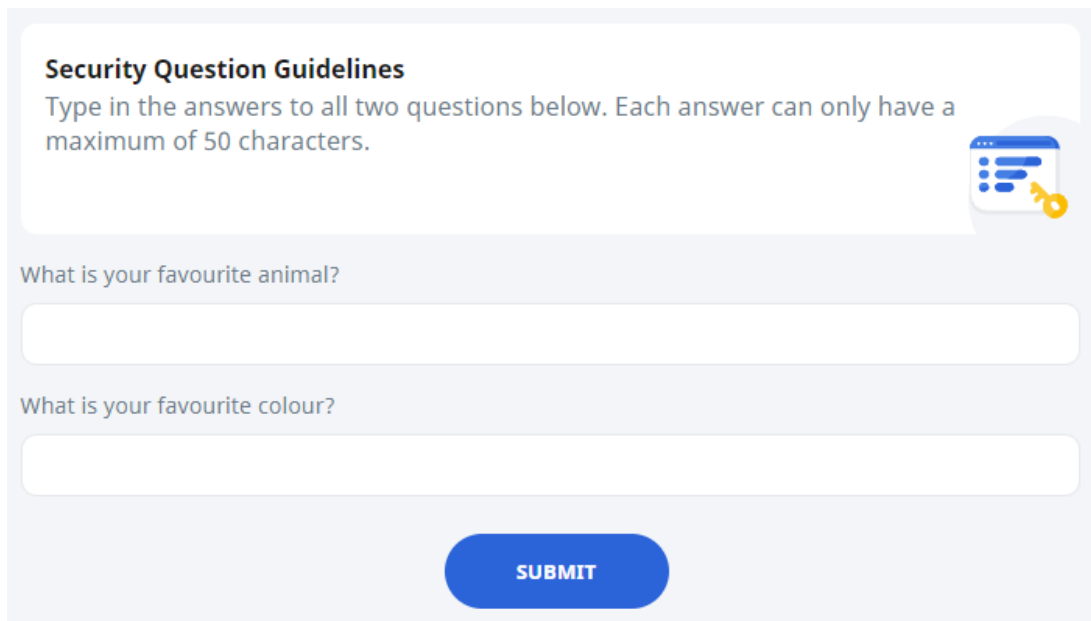
- c. Select "**Answering my security questions**" and click **Submit** (refer to **Fig. 3c**).



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 this is a link labeled "Back to Login" with a left arrow icon. The main heading is "Reset my password by". Underneath, there are two radio button options. The first option is "Receiving a password reset link in my email." followed by the email address "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 positioned to the left of the second option. Below the options is a blue button labeled "SUBMIT" in white capital letters. A red circle with the number "5" is positioned to the left of the button. At the bottom, there is a small information icon (i) followed by the 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

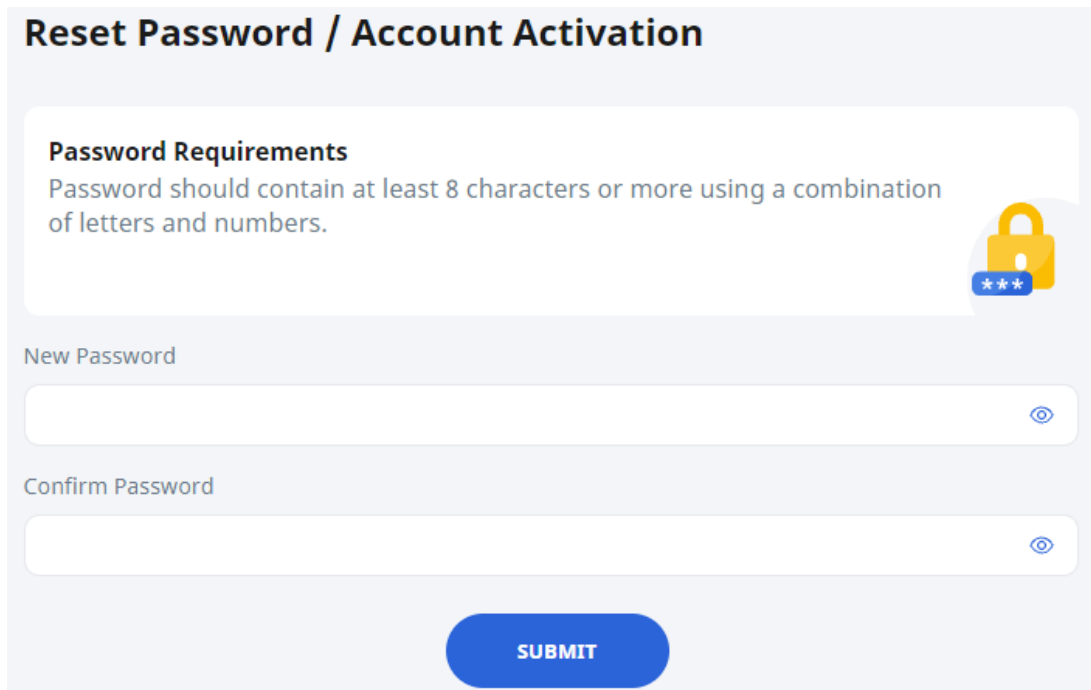
- d. In the **Security Questions** page, key in the answers to the security questions (refer to **Fig. 3d**). Please note that the answers are case-sensitive. Click **Submit**.



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 asterisks. Below the requirements, there are two labels: 'New Password' and 'Confirm Password'. Each label has a corresponding text input field with an eye icon to its right. 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.

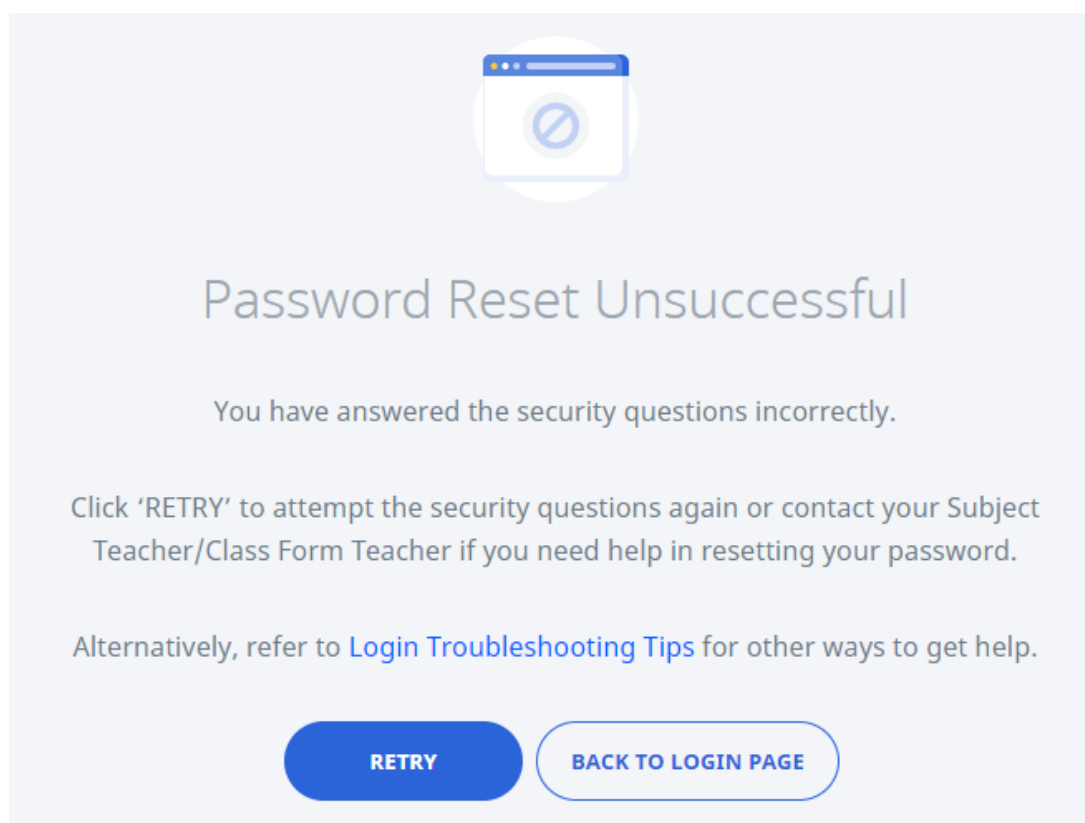


Fig. 3f: Password Reset Unsuccessful Page

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.

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

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)

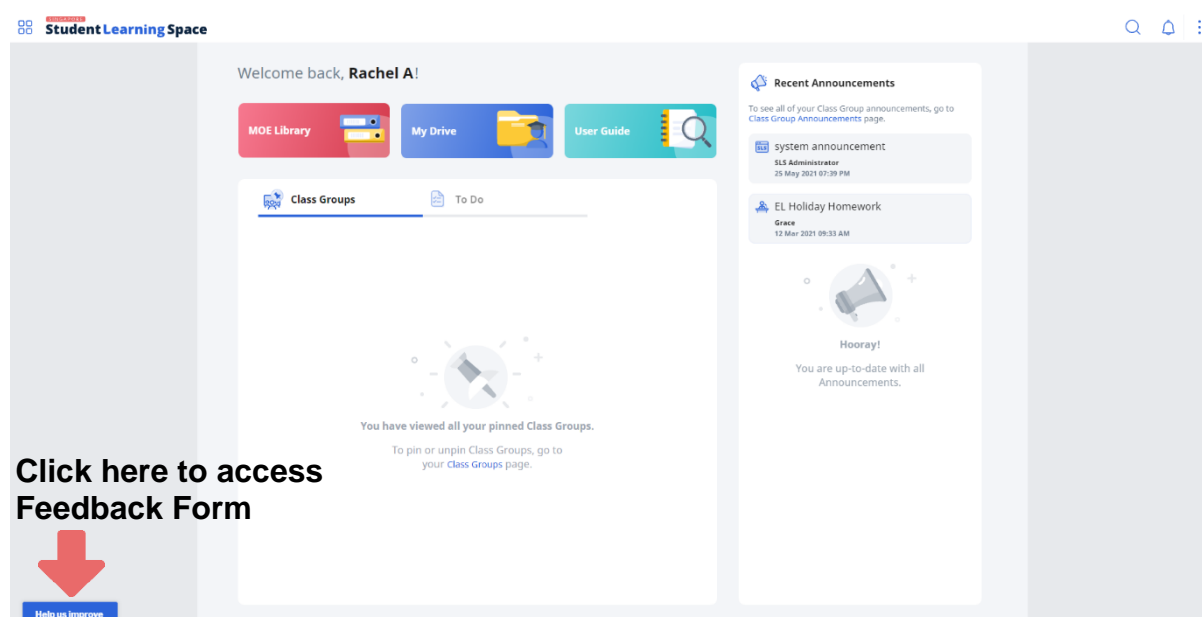
Saturdays:

9:00 am — 3:00 pm

*Closed on Sundays & Public Holidays

PROVIDING FEEDBACK

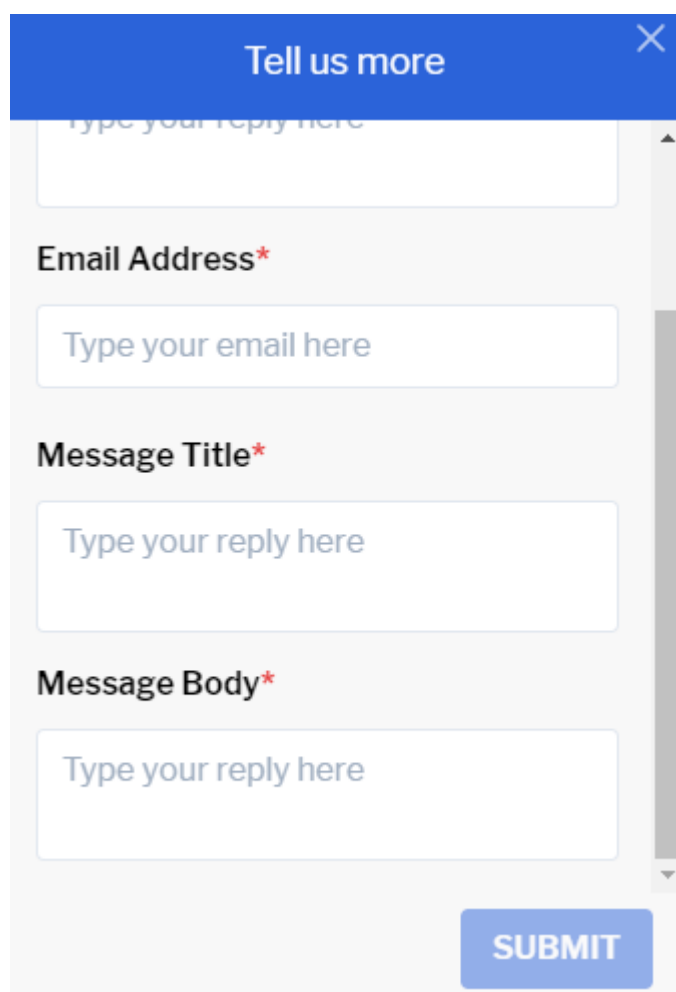
11. You are encouraged to use the feedback feature in the system to provide your views on the learning resources and your experience with the system. The **Feedback** button can be found at the bottom left of the website (refer to **Fig. 4a**).



**Click here to access
Feedback Form**

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 is a vertical scrollable list with four input fields, each preceded by a label and a red asterisk indicating it is required. The first field is for a general reply, followed by "Email Address*", "Message Title*", and "Message Body*". Each field contains the placeholder text "Type your reply here". A blue "SUBMIT" button is located at the bottom right of the form.

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 6-10** in **Annex A**. You may refer to 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:

Operating System	Browser
Microsoft Windows 7 SP1 and Windows 8.1	<ul style="list-style-type: none">• Google Chrome 75 and later
Microsoft Windows 10	<ul style="list-style-type: none">• Google Chrome 75 and later• Microsoft Edge 18 and later
Mac OS 10.12 and later	<ul style="list-style-type: none">• Safari 13 and later• Google Chrome 75 and later
iPadOS 13 and later	<ul style="list-style-type: none">• Safari 13 and later• Google Chrome 75 and later
iOS 13 and later	<ul style="list-style-type: none">• Safari 13 and later• Google Chrome 75 and later
Android 10 and later	<ul style="list-style-type: none">• Google Chrome 75 and later
ChromeOS 87 and later	<ul style="list-style-type: none">• Google Chrome 87 and later