

Guide to SLS Account Management – Part A

Instructions for Students

MANAGING YOUR SLS ACCOUNT

1. Log in to SLS (<https://learning.moe.edu.sg>) using your existing username and password. If you have forgotten your password, you may request for your teacher to reset your password. Then log in to SLS using the one-time password which your teacher has provided you.
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 password. 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** (for primary school students), or **12 characters or longer** (for secondary school/JCCI students);
 - 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)
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 perform a password reset via self-help or by calling the SLS Helpdesk.
4. From the SLS Home Page, open the right menu and click on **Edit Profile** (refer to **Fig. 1a**).

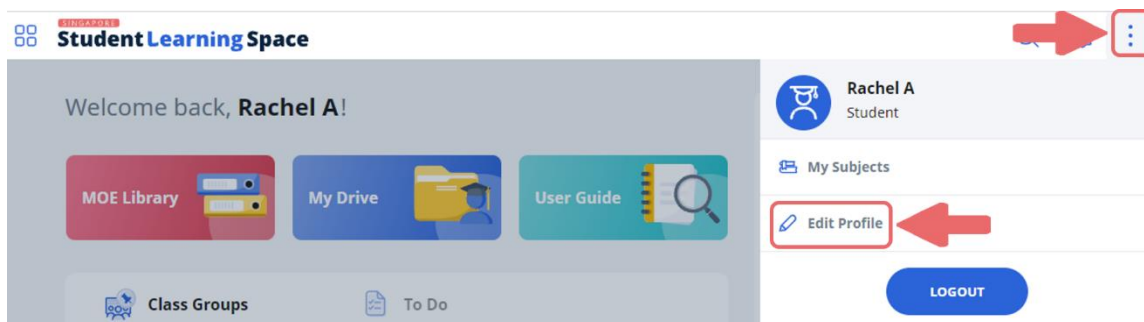


Fig. 1a: Edit Profile

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 (refer to **Fig. 1b**).

[Back to Profile](#)

Security Questions

If you have forgotten your password, you can reset it yourself or call the SLS Helpdesk (6702 6513).

Security Question Guidelines

Type in the answers to all three questions below. Choose answers that you can remember easily as you will have to provide the same answers when you need to reset your password in future.

Each answer can only have a maximum of 50 characters. The same answer cannot be used for more than one question.

What is your favourite animal?

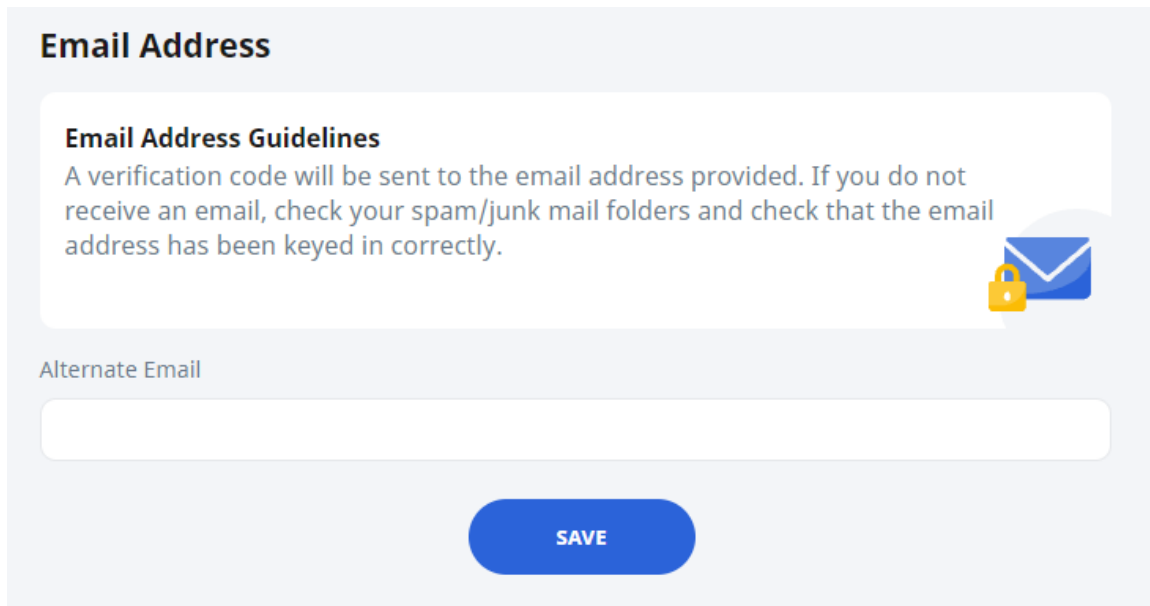
What is your favourite colour?

What is your favourite sport or hobby?

SAVE

Fig. 1b: Update Answers to Security Questions

- 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 password, a password reset link will be sent to this email address.

The form is titled "Email Address" in bold. Below the title is a white box containing "Email Address Guidelines" and a paragraph of text. To the right of the text is an icon of a blue envelope with a yellow padlock. Below the guidelines box is a label "Alternate Email" and a white input field. At the bottom center is a blue "SAVE" button.

Email Address

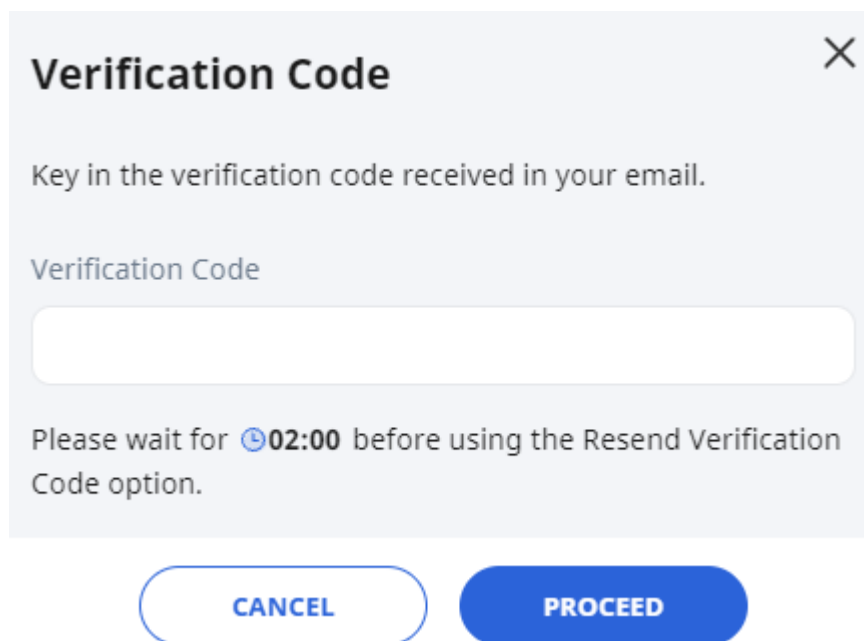
Email Address Guidelines
A verification code will be sent to the email address provided. If you do not receive an email, check your spam/junk mail folders and check that the email address has been keyed in correctly.

Alternate Email

SAVE

Fig. 1c: Update Email Address

8. 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.

The prompt is titled "Verification Code" with a close button (X) in the top right corner. It contains the instruction "Key in the verification code received in your email." followed by a label "Verification Code" and a white input field. Below the input field is a message "Please wait for 02:00 before using the Resend Verification Code option." with a clock icon. At the bottom are two buttons: "CANCEL" and "PROCEED".

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

PASSWORD RESET

9. 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

10. Perform the following steps to reset your password through email:

- a. Click the **Forgot Password** link at the login page (refer to **Fig. 2a**).

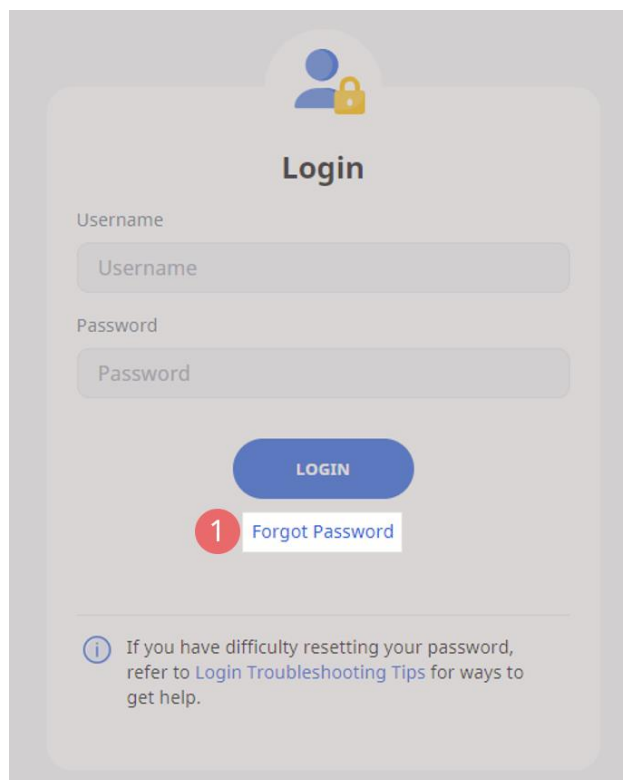


Fig. 2a: Forgot Password Link

- 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.

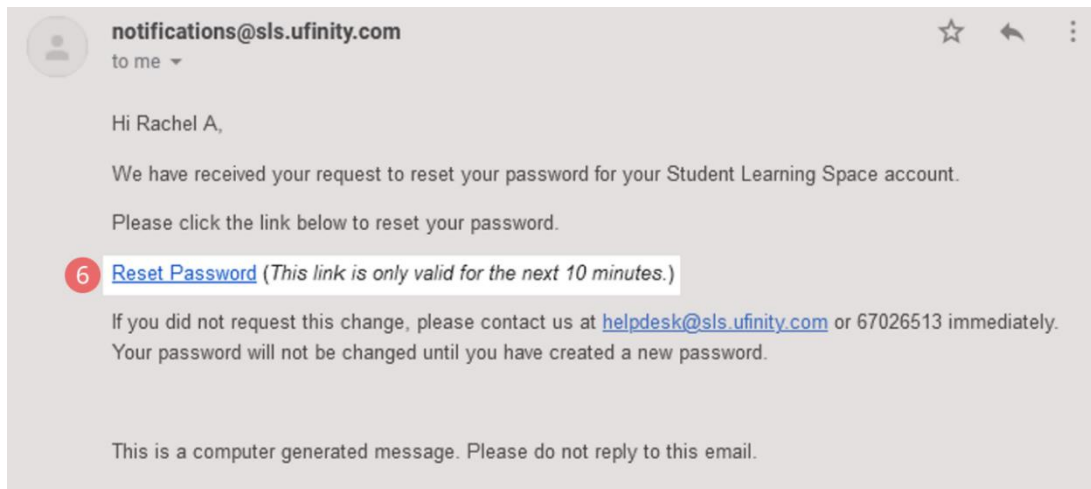


Fig. 2d: Reset Password Link

- 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**.

The page is titled "Reset Password / Account Activation". Below the title is a section titled "Password Requirements" which states: "Password should contain at least 8 characters or more using a combination of letters and numbers." To the right of this text is a yellow padlock icon with three asterisks below it. Below the requirements are two input fields: "New Password" and "Confirm Password". Each input field has a blue eye icon to its right. At the bottom of the form is a blue button with the word "SUBMIT" in white capital letters.

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

11. 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**).

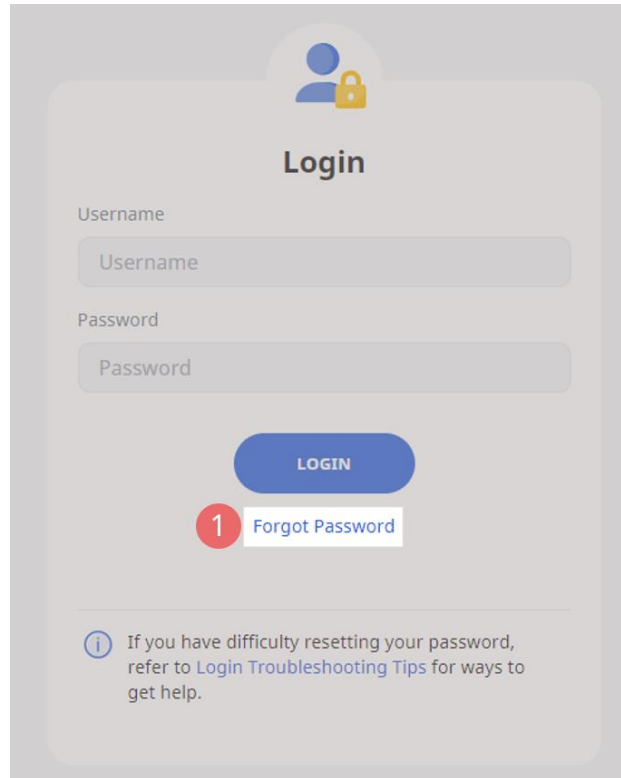
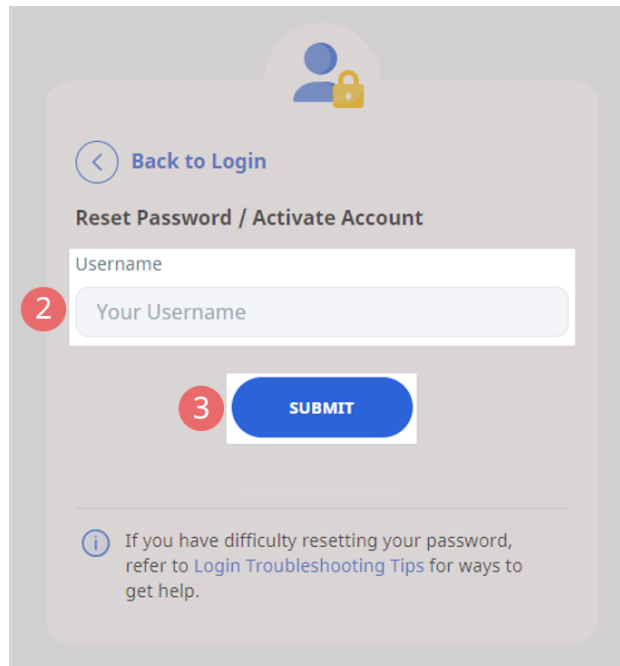


Fig. 3a: Forgot Password Link

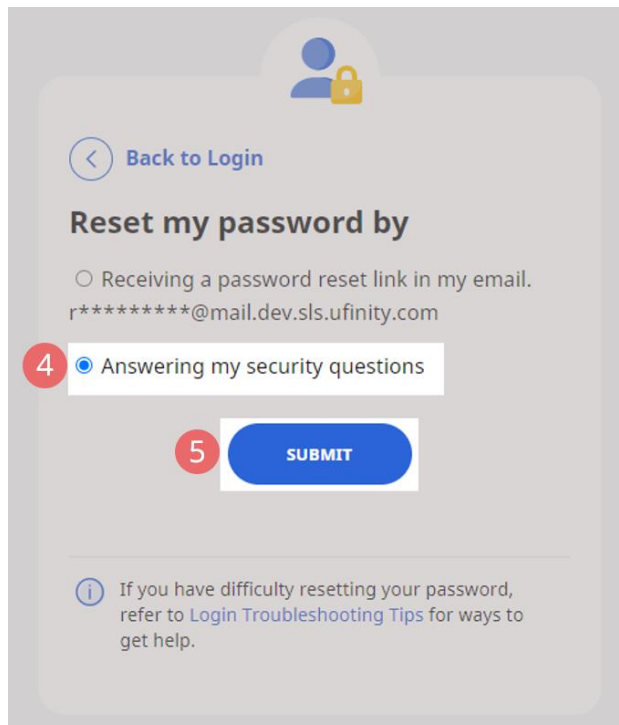
- b. Enter your username and click on **Submit** (refer to **Fig. 3b**).



The screenshot shows a user interface for password reset. At the top, there is a header with a user icon and a lock icon. Below it, a link labeled 'Back to Login' is visible. The main heading is 'Reset Password / Activate Account'. A text input field labeled 'Username' contains the placeholder text 'Your Username'. A red circle with the number '2' is positioned to the left of this field. Below the field is a blue button labeled 'SUBMIT' with a red circle and the number '3' to its left. At the bottom, there is a help link: 'If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help.'

Fig. 3b: Username Field

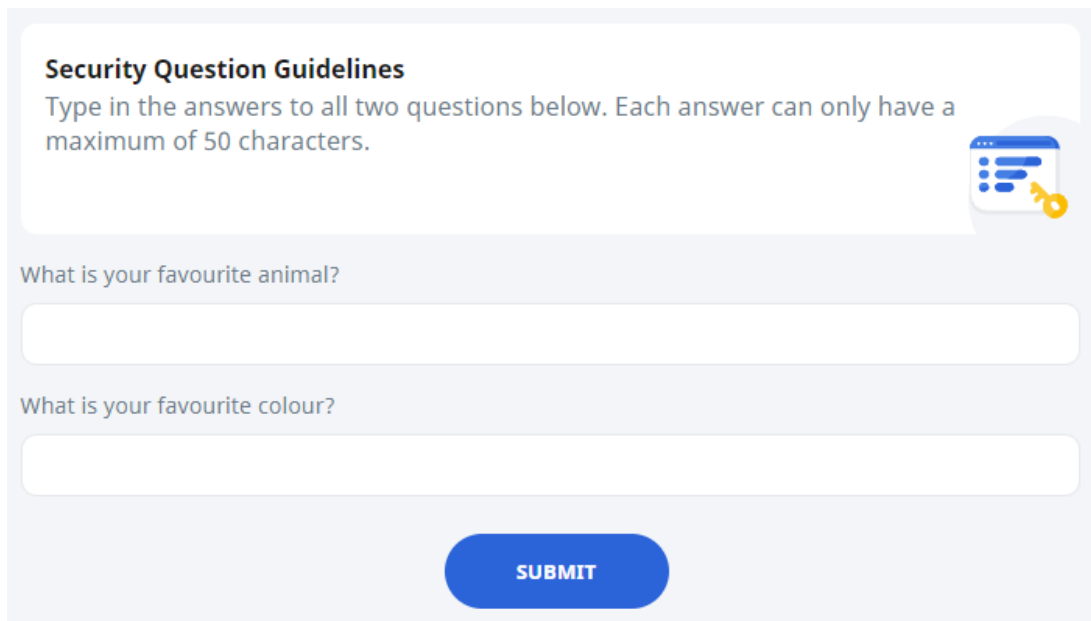
- c. Select “**Answering my security questions**” and click **Submit** (refer to **Fig. 3c**).



The screenshot shows a user interface for password reset. At the top, there is a header with a user icon and a lock icon. Below it, a link labeled 'Back to Login' is visible. The main heading is 'Reset my password by'. There are two radio button options: 'Receiving a password reset link in my email.' (which is unselected) and 'Answering my security questions' (which is selected). The first option has a placeholder email address 'r*****@mail.dev.sls.ufinity.com'. A red circle with the number '4' is positioned to the left of the selected option. Below the options is a blue button labeled 'SUBMIT' with a red circle and the number '5' to its left. At the bottom, there is a help link: 'If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help.'

Fig. 3c: Password Reset via Security Questions

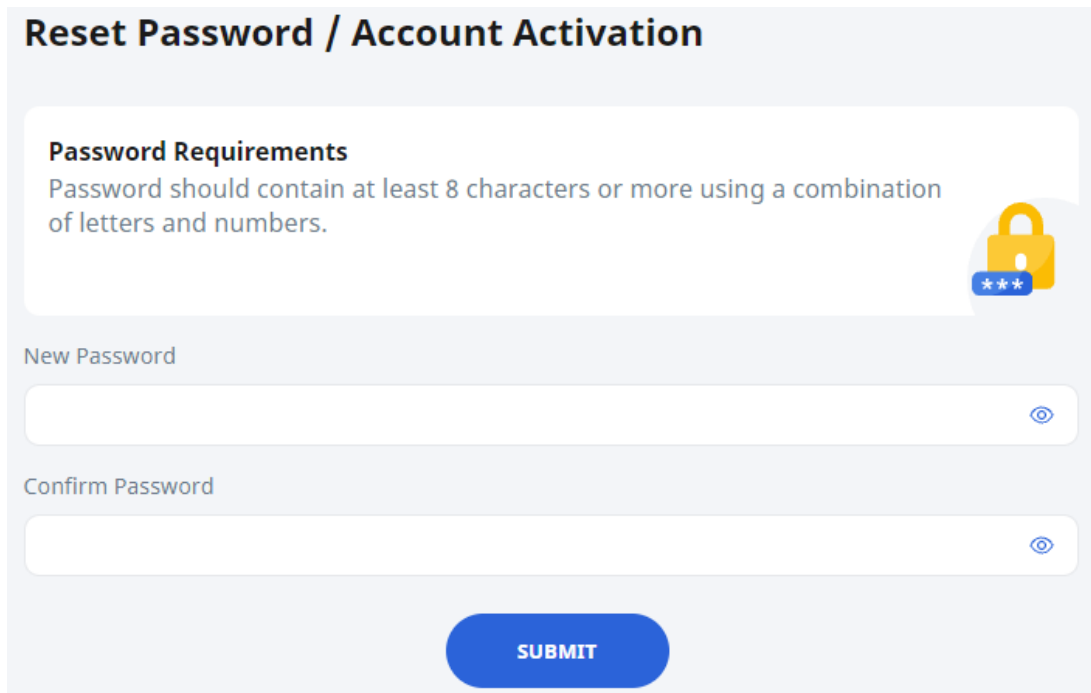
- d. In the **Security Questions** page, key in the answers to the security questions (refer to **Fig. 3d**). Please note that the answers are case-sensitive. Click **Submit**.



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.

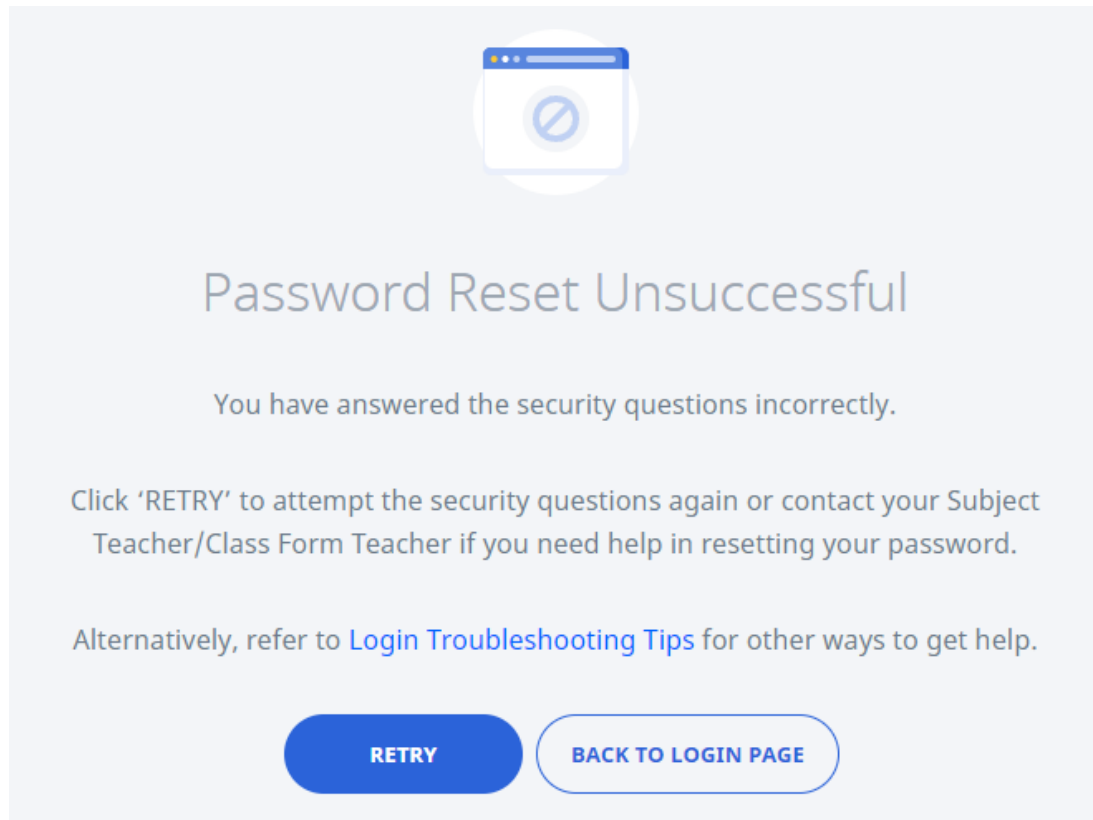


Fig. 3f: Password Reset Unsuccessful Page

SLS SUPPORT

School-based Helpline

12. 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

13. 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.unity.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

14. 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**).

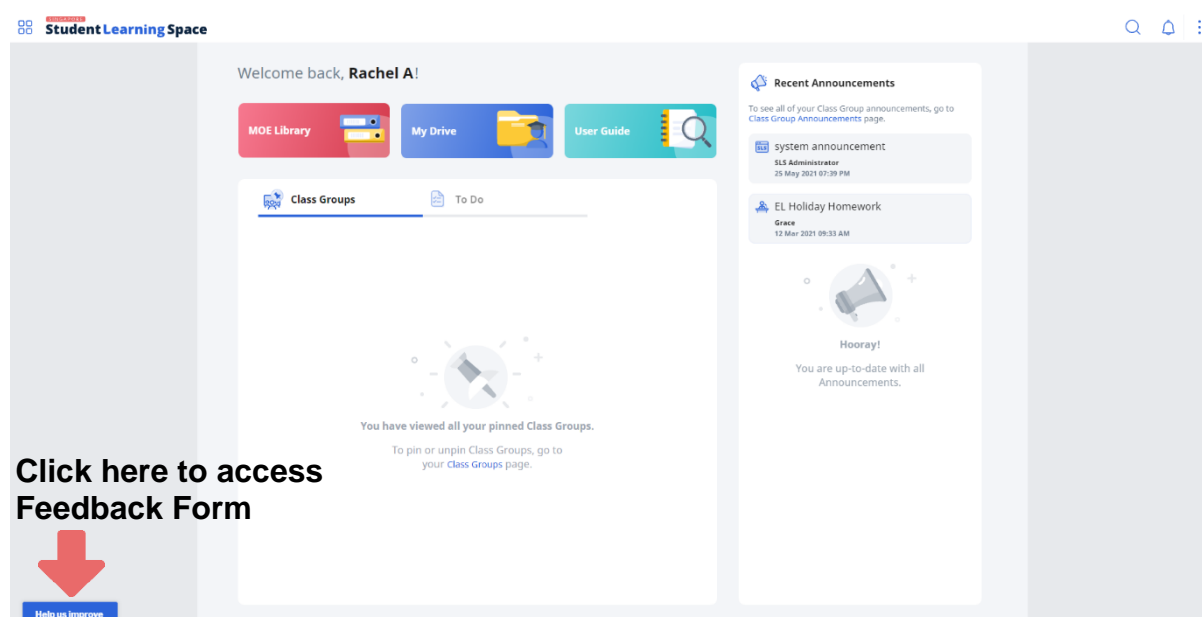


Fig. 4a: Providing feedback on SLS system and learning resources

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

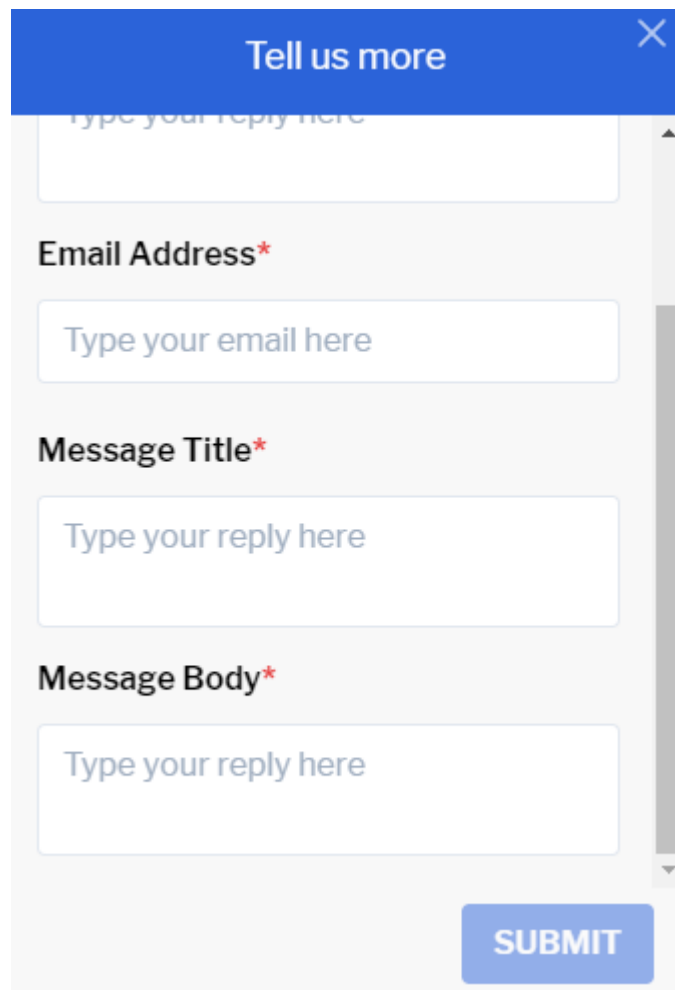
A screenshot of a mobile application's feedback form. The form is titled "Tell us more" in a blue header bar with a close button (X) on the right. Below the header, there is a text input field with the placeholder "Type your reply here". This is followed by a label "Email Address*" in bold black text. Below this is another text input field with the placeholder "Type your email here". Next is a label "Message Title*" in bold black text, followed by a text input field with the placeholder "Type your reply here". Below that is a label "Message Body*" in bold black text, followed by a larger text input field with the placeholder "Type your reply here". At the bottom right of the form is a blue button with the text "SUBMIT" in white capital letters. A vertical scrollbar is visible on the right side of the form, indicating it can be scrolled.

Fig. 4b: Feedback Form