SLS E-Learning Support Guide

For students

I have forgotten my username

Username

The format of your user name is a combination of the first 5 characters of your Name, the last 4 digits and the letter of your NRIC/FIN/BC.

For example:

If your name is "MAX CHEAH" and NRIC/FIN/BC is "A1234567B"

Your SLS ID will be: **MAXCH4567B**

I have forgotten my password

- In the login page click **<u>Forgot Password</u>**
- ***Note**: You can only do this if you have previously set a verified password reset email address.*

I have forgotten my password

- Enter your username
- Click submit

I have forgotten my password

Option 1: Reset using Answering Security Questions

- Select **Answer the security questions**.
- Click **Submit**.
- ***Note****: You will be prompted only if you have set a verified password reset email address.*
  Otherwise, you will be brought directly to the ***Security Questions*** *page.*
- In the **Security Questions** page, key in the answers to the security questions.
  - You must answer all 3 questions correctly before you can reset your password.
- Click **Submit**.
- If you answered any of the questions incorrectly, you will be brought to the **Password Reset Unsuccessful** page.
  - Click the **Retry** button to try again.
  - You can attempt up to 6 times before your account is locked for security reasons.
- If you answered all the questions correctly, you will be brought to the **Reset Password** page.
- Enter a new password.
  - You will need to enter the new password twice to confirm that you have entered it correctly.
- Click **Submit**.
- If your password was successfully reset, you will be brought to the login page.

I have forgotten my password

Option 2: Contact Helplines:

- Contact GYPS Technical Helpline 62508713.
- Email GYPS Technical Support Email gypspd@yahoo.com.
- Contact your class form teacher or subject teacher for help.
- Contact the SLS Helpdesk at helpdesk@sls.ufinity.com or call 6702 6513.

I have forgotten my password

- Once you have been given a new password (for example: ABCDEFGH) to login, use this password to login to SLS.

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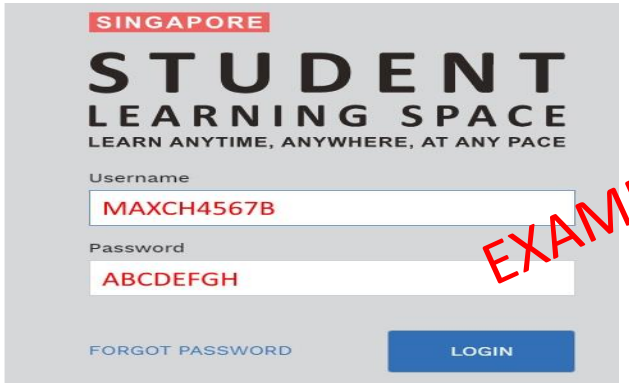
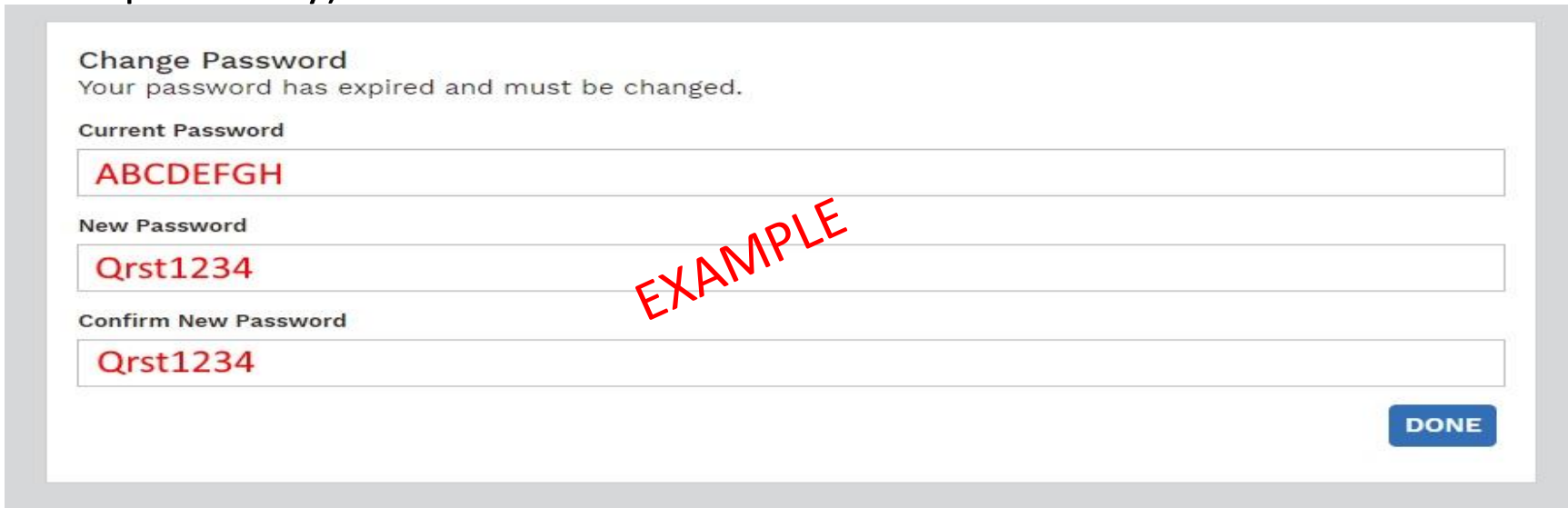


- In the next screen, you will need to enter the given password into “Current Password” field, and then enter your OWN new password (which has not been used previously) into the “New Password” and “Confirm New Password” fields.



Account has been locked

For security reasons, your account will be locked if:

- You tried to log in with an incorrect password **6 consecutive times**.
- You tried to reset your password, and answered the security questions incorrectly **6 consecutive times**.

<u>If you need help unlocking your account:</u>

- Contact GYPS Technical Helpline 62508713.
- Email GYPS Technical Support Email gypspd@yahoo.com.
- Contact your class form teacher or subject teacher for help.
- Contact the SLS Helpdesk at helpdesk@sls.ufinity.com or call 6702 6513

Account has been locked

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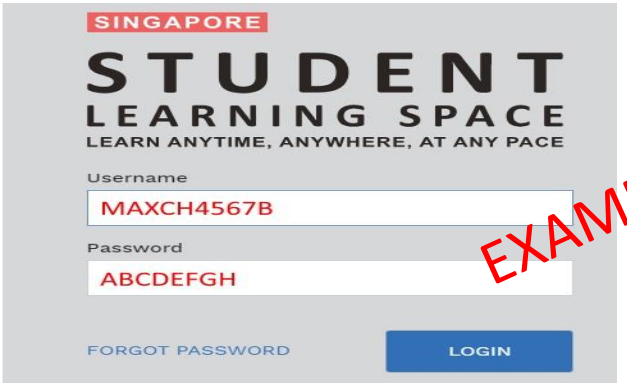

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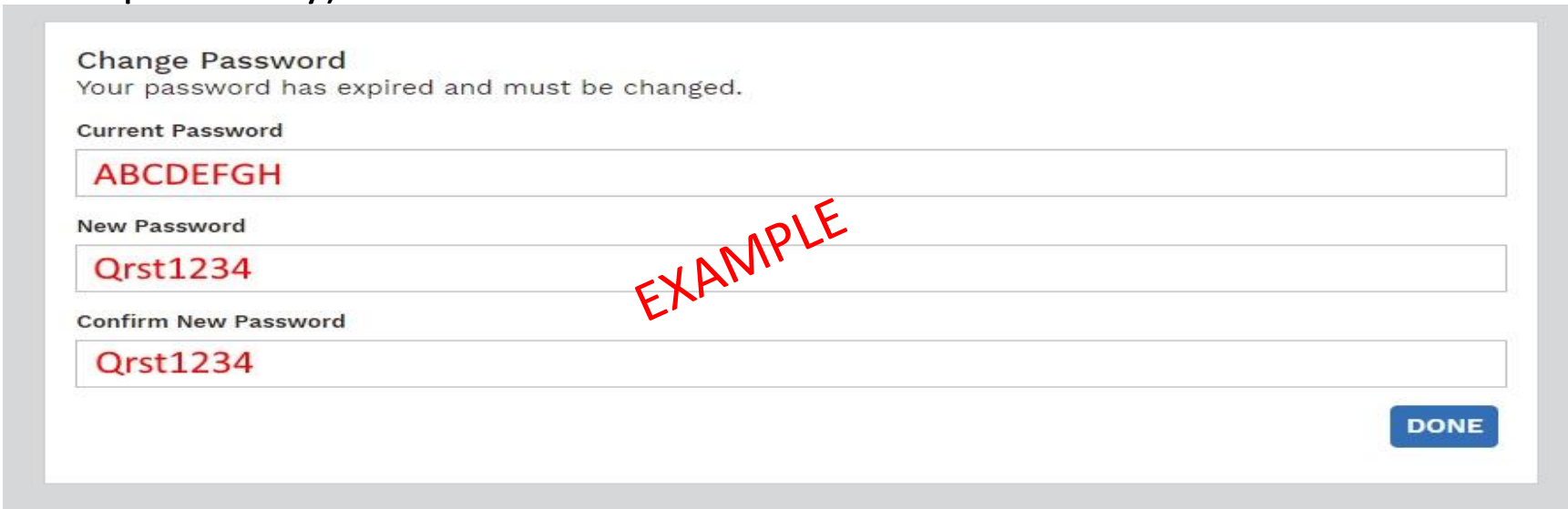
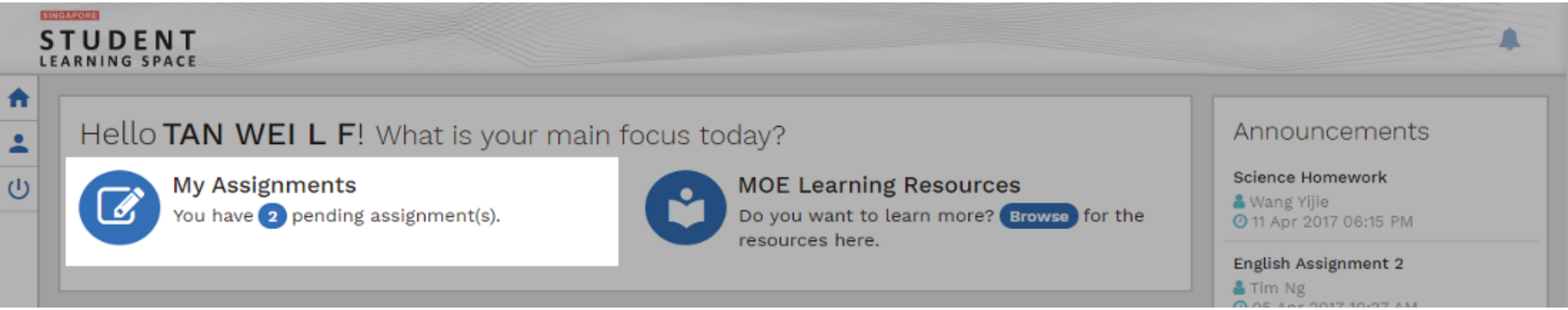


View and access assignments

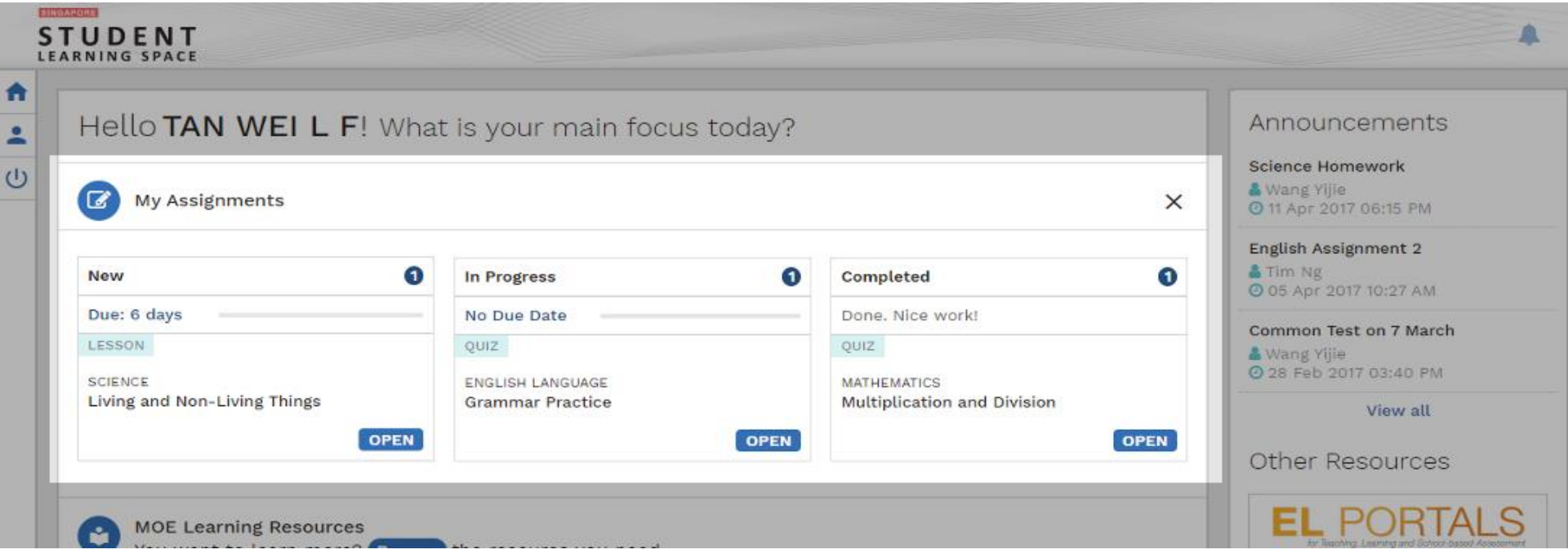
- Your current assignments are available on the **Homepage**.
- In the sidebar on the left, click the **Home** button .
- In the **Homepage**, click **My Assignments**.



View and access assignments

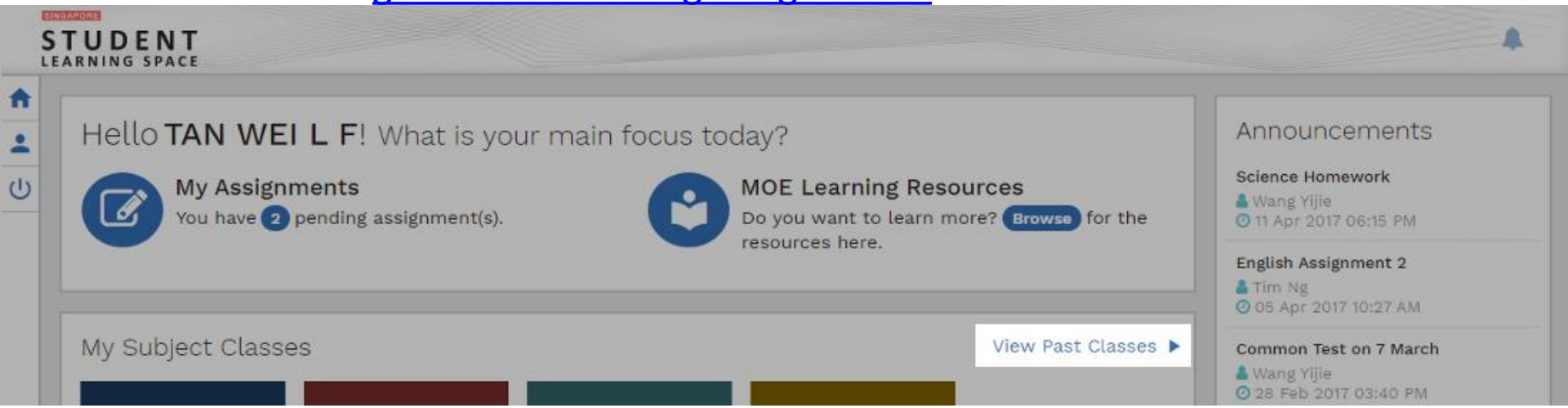
- Your current assignments will be displayed in one of 3 columns. depending on its status:
- **New** - Assignments that you have not opened.
- **In Progress** - Assignments that you have started, but not yet completed.
- **Completed** - Assignments that you have completed.
  - Completed assignments will remain in this column until:
    - 7 days past the due date (if the assignment has a due date)
    - The end of the day (11.59 pm) of the assignment start date (if the assignment has no due date)

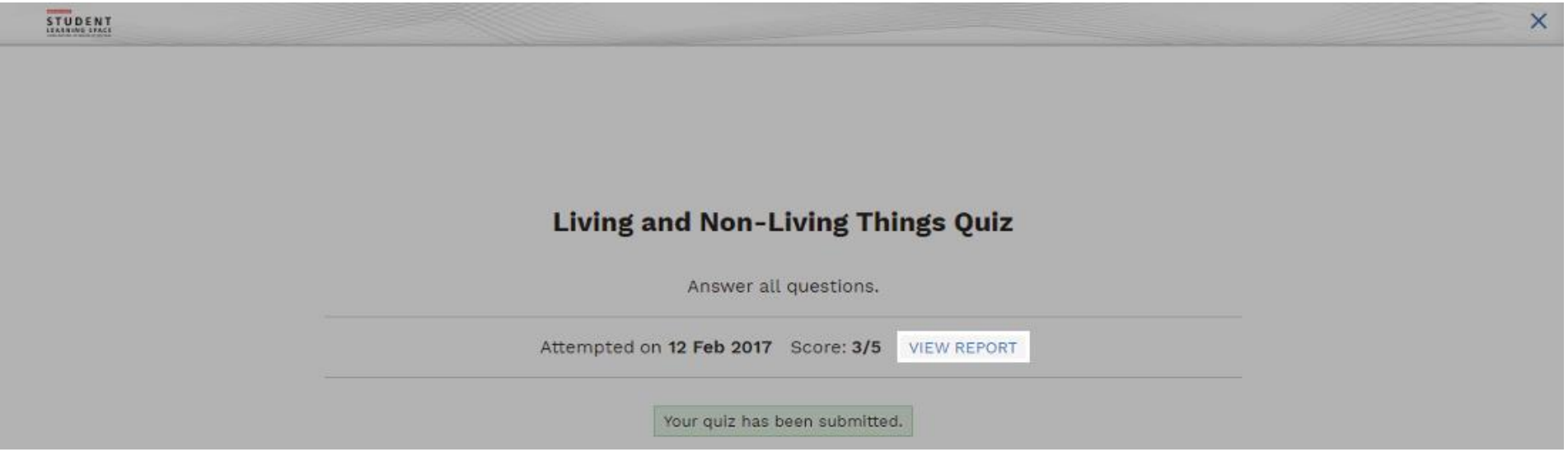
  - To view the rest of your completed assignments, you will need to access them through the class space.



View Completed Assignments

- Current Classes
- You can access your past assignments as you would an active assignment.
- Homepage
  - The assignment will be listed in the **Completed** column until:
    - 7 days past the due date (if the assignment has a due date)
    - The end of the day (11.59 pm) of the assignment start date (if the assignment has no due date)
  - To view the rest of your completed assignments, you will need to access it from the **class space**.
- Class space
- Refer to the guide on accessing assignments for more information.



View Completed Assignments

- View Quiz Performance
- Open the assignment.
  - If it is a lesson assignment, navigate to the activity containing the quiz.
- On the quiz cover page, click **View Report**.