

Frequently Asked Questions

1. My child has forgotten her password. What should I do?

[Method 1] You can perform a password reset if you have provided an email address for password reset email.

[Method 2] You can perform a password reset by answering Security Questions which was given to the students.

2. My child has forgotten her 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.

3. My child's account has been locked. What should I do?

During E-Learning days, you can contact the school at [6344 0293](tel:6344 0293)

4. How can your child or you can seek assistance during E-Learning?

During E-Learning days, you can contact the school at [6344 0293](tel:6344 0293)

When contacting the school, state clearly:

- (a) Your name
- (b) Your class
- (c) The help you require e.g. problem logging into SLS