

PASSWORD RESET

1. If you have forgotten your password, you can reset it via the following methods:
 - a) password reset through email,
 - b) password reset using security questions,
 - c) request password reset via “Student Password Reset Form” or contact your School-based Helpline, or
 - d) Call SLS Helpdesk

2. Get Temporary Access to SLS

If you need to login to the SLS during class and have forgotten your password, your teacher can generate a 10-Hour Temporary Password (10HTP). The 10HTP only allows you to access the Assignments and MOE Library. It does not allow you to reset your password or change other details in your Profile.

This is only a temporary solution. If you have forgotten your password, you should try to reset it by following the steps above (a to d)

3. If you have forgotten your MIMS password, you may approach your Form Teacher for assistance or go to <https://go.gov.sg/studentpasswordresetform>

Password Reset through Email

Note: You can only do this if you have previously set a verified password reset email address.

4. Perform the following steps to reset password using **Password Reset through Email:**

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

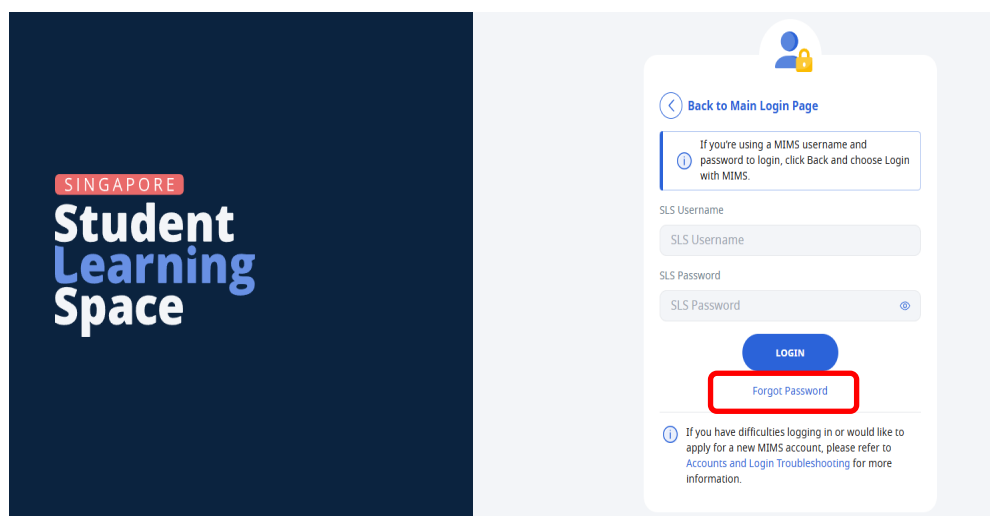




Fig. 2a: “Forgot Password” Link

- b) You will need to enter your SLS username and click **Submit** (refer to Fig. 2b)



 [Back to Login](#)

Reset Password/Activate Account

SLS Username

Your Username

SUBMIT


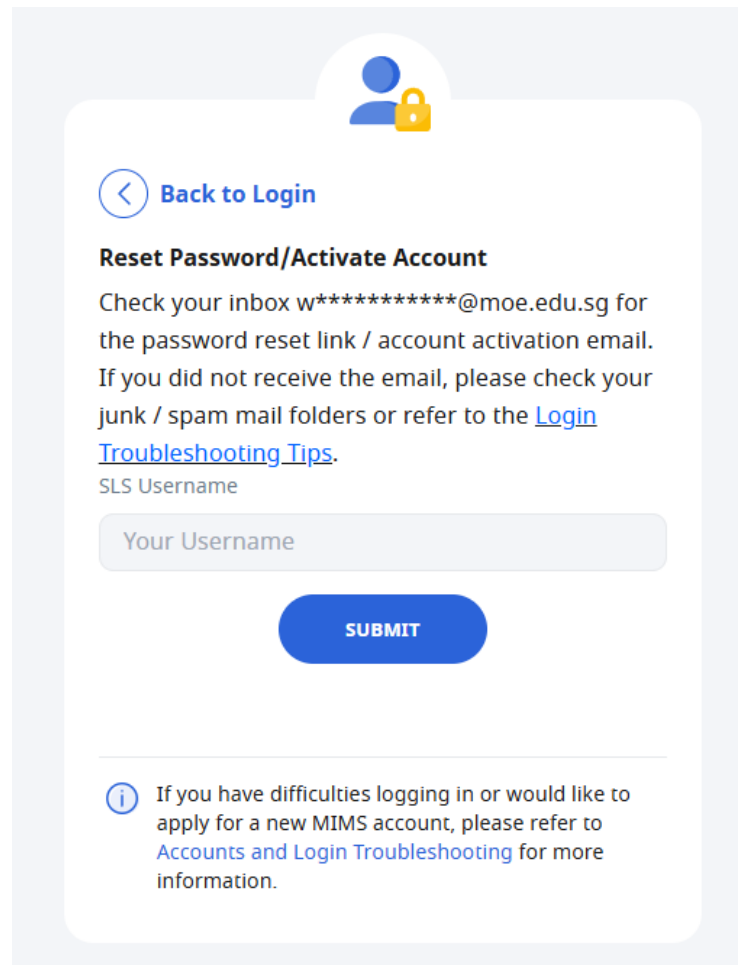
 If you have difficulties logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information.

Fig. 2b: “Enter Your SLS Username” Page



[Back to Login](#)

Reset Password/Activate Account

Check your inbox w*****@moe.edu.sg for the password reset link / account activation email. If you did not receive the email, please check your junk / spam mail folders or refer to the [Login Troubleshooting Tips](#).

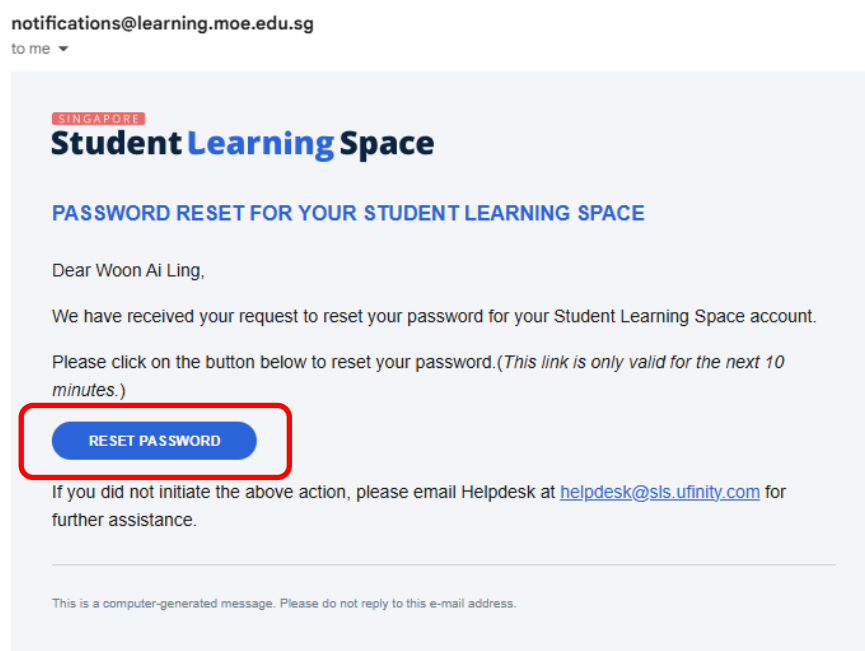
SLS Username

SUBMIT

i If you have difficulties logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information.

Fig. 2c: “Password Reset Link via Email”

- c) 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.



- d) On 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. Then click **Submit**.
- e) If your password was successfully reset, you will be brought to the main login page.

Password Reset Using Security Questions

Note: You will be prompted only if you have NOT set a verified alternative email. Otherwise, you will be brought directly to the Security Questions page.

5. Perform the following steps to reset password reset by using **Security Questions**:

- a) Click the “Forgot Password” button at the login page (**refer to Fig. 3a**).

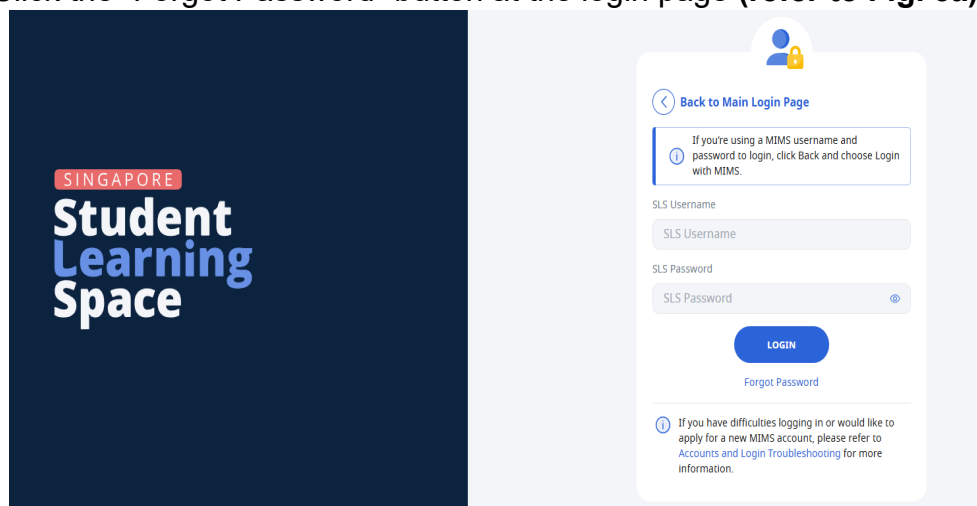


Fig. 3a: “Forgot Password” Link

- b) You will need to enter your username (**refer to Fig. 3b**).

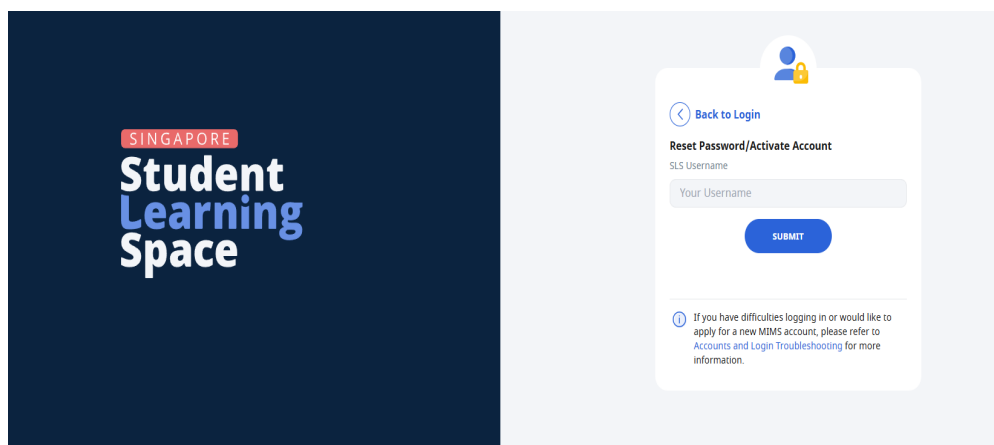
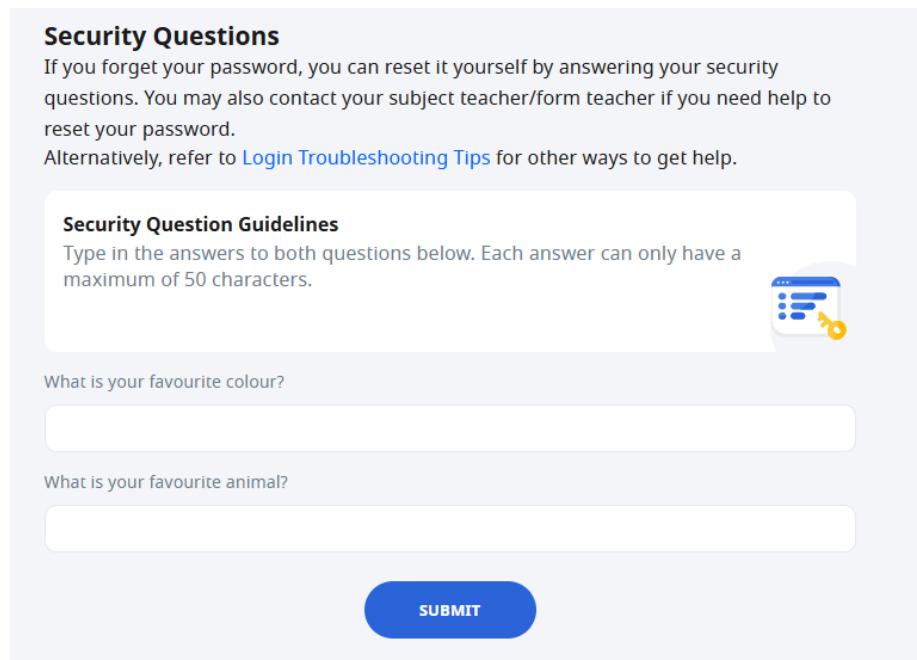


Fig. 3b: “Enter Your Username” Field

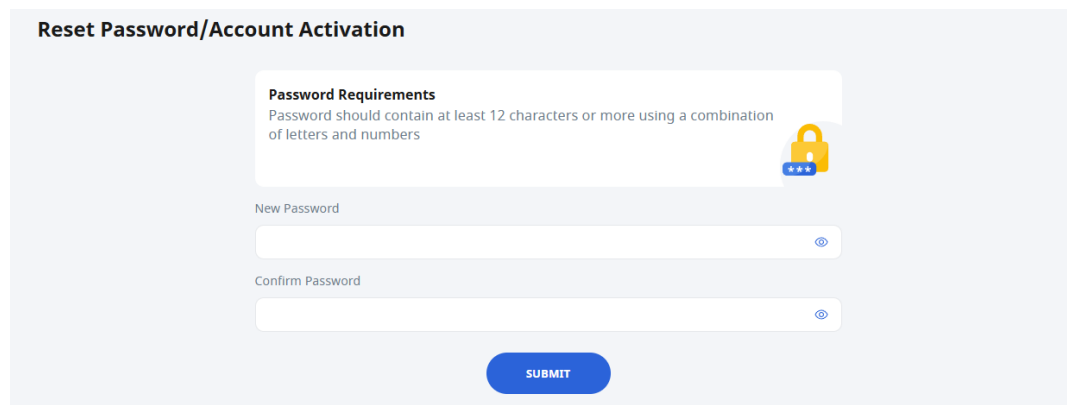
- c) In the **Security Questions** page, key in the answers to the security questions. Please note that the answers are case-sensitive. Click **Submit**.



The screenshot shows the 'Security Questions' page. At the top, the title 'Security Questions' is followed by instructions: 'If you forget your password, you can reset it yourself by answering your security questions. You may also contact your subject teacher/form teacher if you need help to reset your password. Alternatively, refer to [Login Troubleshooting Tips](#) for other ways to get help.' Below this is a 'Security Question Guidelines' box stating: 'Type in the answers to both questions below. Each answer can only have a maximum of 50 characters.' To the right of this box is an icon of a document with a key. The page contains two text input fields: 'What is your favourite colour?' and 'What is your favourite animal?'. At the bottom center is a blue 'SUBMIT' button.

Fig. 3d: “Security Questions” Page

- d) 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 screenshot shows the 'Reset Password/Account Activation' page. It features a 'Password Requirements' box with the text: 'Password should contain at least 12 characters or more using a combination of letters and numbers'. To the right of this box is a yellow padlock icon. Below the requirements are two text input fields: 'New Password' and 'Confirm Password'. Each field has a small eye icon to its right. At the bottom center is a blue 'SUBMIT' button.

Fig. 3e: “Reset Password” Page

- e) If your password was successfully reset, you will be brought to the SLS login page.

- f) 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 try again. You can attempt up to 6 times before your account is locked for security reasons.

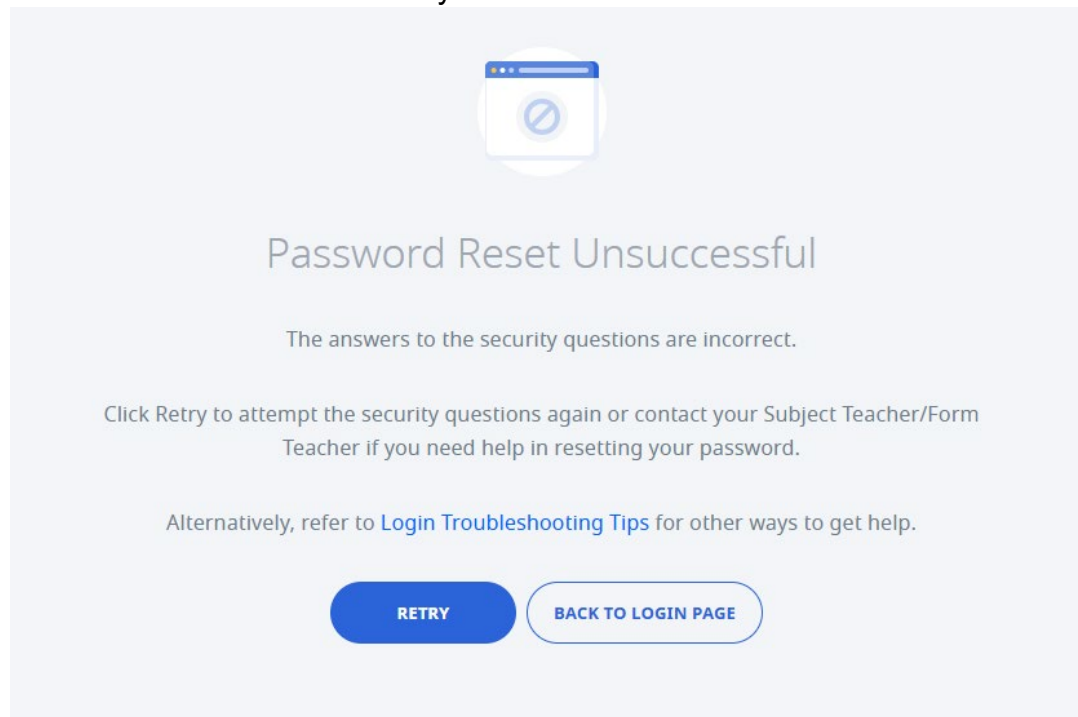


Fig. 3f: “Password Reset Unsuccessful” Page

School-based Helpline

6. You can contact school helpline to speak to our SLS Administrator at 67634812 or go to our <https://go.gov.sg/studentpasswordresetform> to submit a password reset form.
7. You can call SLS Helpdesk to reset your password. You will need to answer the security questions to verify that you are the legitimate account holder.

SLS Helpdesk

8. You can call SLS Helpdesk to reset your password. You will need to answer the security questions to verify that you are the legitimate account holder.

Tel: (65) 6702 6513

Operating Hours

Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

*Closed on Sundays & Public Holidays

FREQUENTLY ASKED QUESTIONS

Q1 : I have forgotten my password. What should I do?

Please refer to **paragraphs 10-15** in **PART A**.

Q2 : I have forgotten my username. What should I do?

SLS User ID in the following format:

Username is a combination of the first five characters of your name and the last four digits (plus the letter) of your NRIC.

Example:

BRIAN WAN, T1234567Z (SLS UserID = BRIAN4567Z)

SITI AMINAH, T88889999A (SLS UserID = SITIA9999A)

MIMS Login ID:

Username is their Student ICON email address

Password: MIMS password

Q3 : My account has been locked. What should I do?

Your account will be locked after 6 consecutive attempts to log in with an incorrect password.

Please call the SLS Helpdesk to unlock your account. You will need to answer the security questions to verify that you are the legitimate account holder.

Tel: (65) 6702 6513

Operating Hours

Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

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Q4 : I used the “Password Reset through Email” but I cannot find my 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 URL in the email will expire within 10 minutes. If the URL has expired, go to the login page and select "Forgot Password" to try again.

Q5 : Can I change the answer SLS security questions?

Yes you can.

Q6 : What are the Operating System and Browser Requirements for SLS

The Student Learning Space (SLS) is accessible through internet browsers on Windows Pc, MAC, tablets and mobile devices. The recommended operating systems can be found at <https://go.gov.sg/slsosbrowserrequirements>

Operating System	Browsers
Microsoft Windows 10	Google Chrome 128 and later Microsoft Edge 128 and later
Mac OS 13 and later	Safari 17 and later Google Chrome 128 and later
iPadOS 17 and later	Safari 17 and later Google Chrome 128 and later
iOS 17 and later	Safari 17 and later Google Chrome 128 and later
Android 13 and later	Google Chrome 128 and later
ChromeOS 128 and later	Google Chrome 128 and later