

# GETTING STARTED WITH SINGAPORE STUDENT LEARNING SPACE

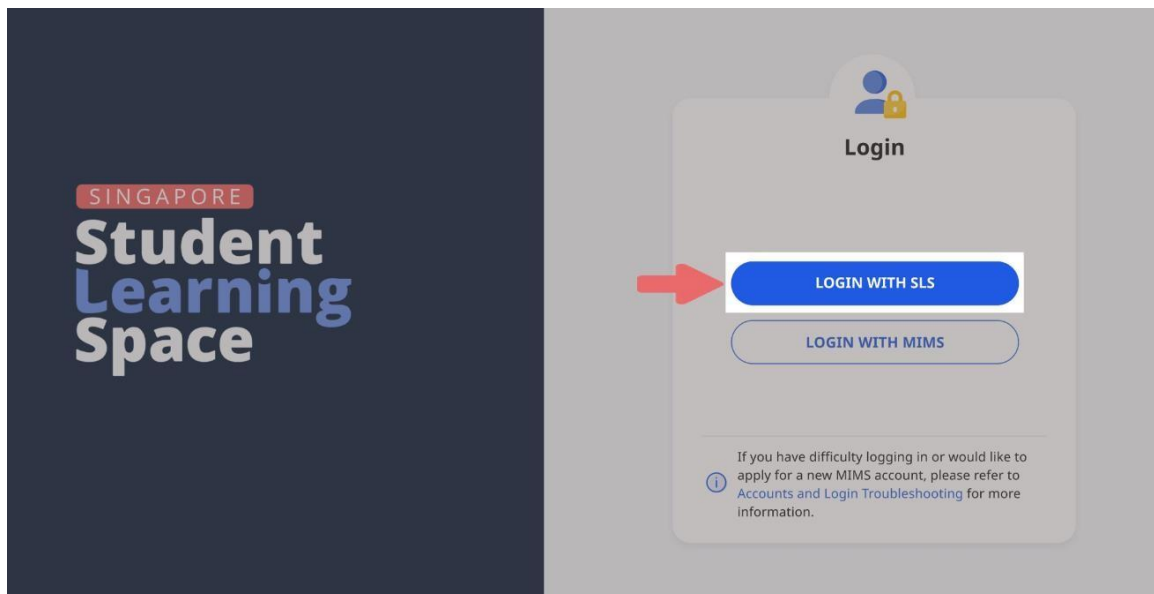
## Instructions for Students

### 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://vle.learning.moe.edu.sg/>. Click on **Login with SLS** to go to the SLS login page (refer to **Fig. 1a**) to activate your SLS account for new SLS users logging into SLS for the first time.



**Fig. 1a: Main Login Page**

3. The SLS username can be found in the cover letter while the password will be communicated to you separately.
4. During your **FIRST** login, you will be prompted to change your SLS 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 **12 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 12 characters or more using a combination of letters and numbers.



New Password

Confirm Password

**SUBMIT**


**Fig. 1b: Change Password Page**

- 5. 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**). If you have forgotten your SLS password, a password reset link will be sent to this email address.

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**

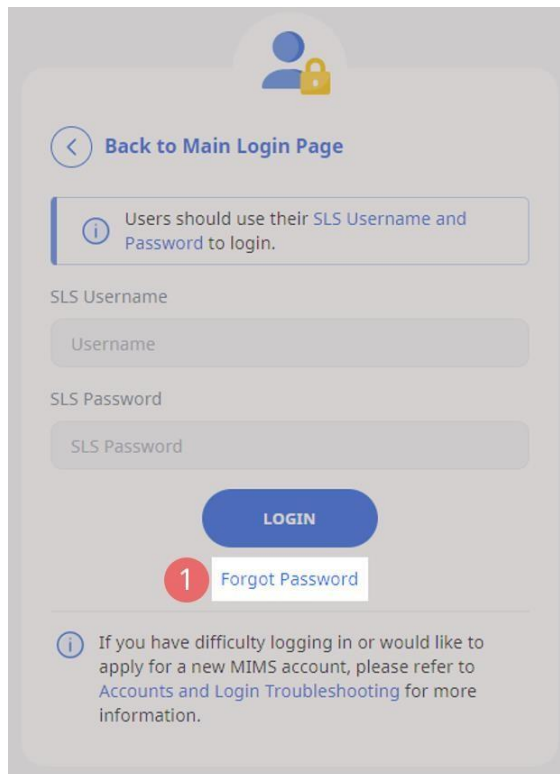
- The next step would be to set up your answers to the Security Questions. You will **need to answer these questions** to verify that you are the legitimate account holder when you need to perform a SLS password reset via self-help or by calling Helpdesk.

## PASSWORD RESET

7. If you have forgotten your SLS 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.

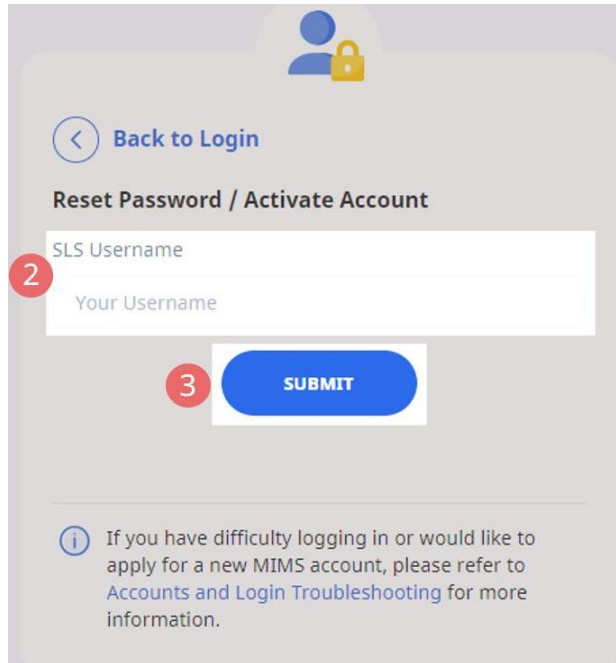
### Password Reset through Email

8. Perform the following steps to reset your password through email:
  - a. Click the **Forgot Password** link at the SLS login page (refer to **Fig. 2a**).



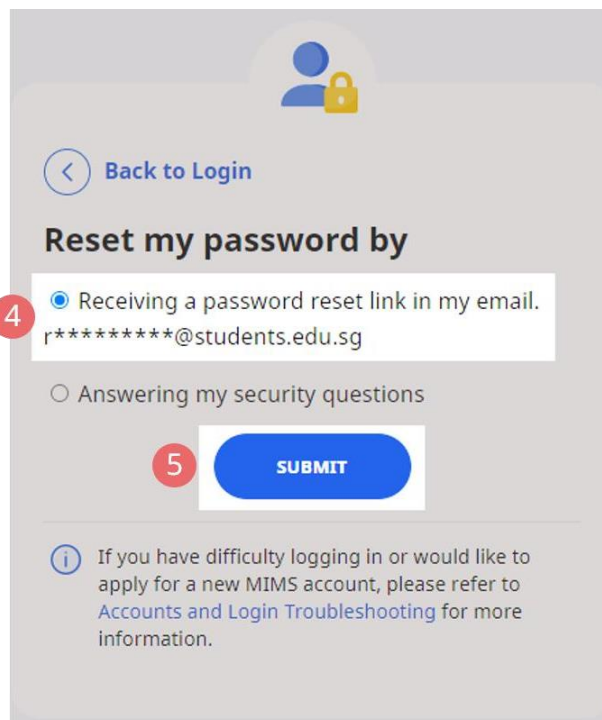
**Fig. 2a: Forgot Password Link**

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



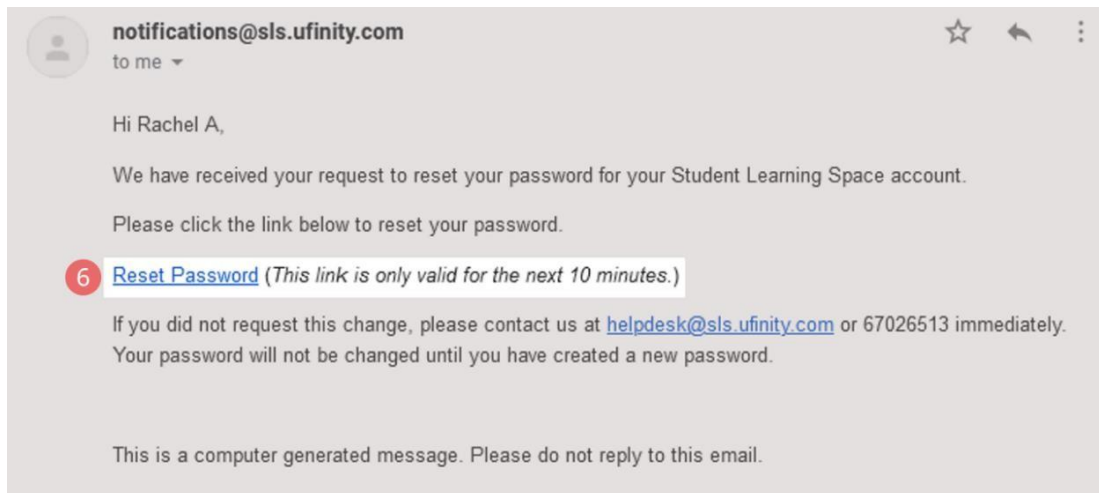
**Fig. 2b: Enter your Username**

- 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**.

A web form titled 'Reset Password / Account Activation'. It features a 'Password Requirements' section stating 'Password should contain at least 12 characters or more using a combination of letters and numbers.' with a yellow padlock icon and three asterisks. Below are two input fields: 'New Password' and 'Confirm Password', each with a toggle eye icon. A blue 'SUBMIT' button is at the bottom.

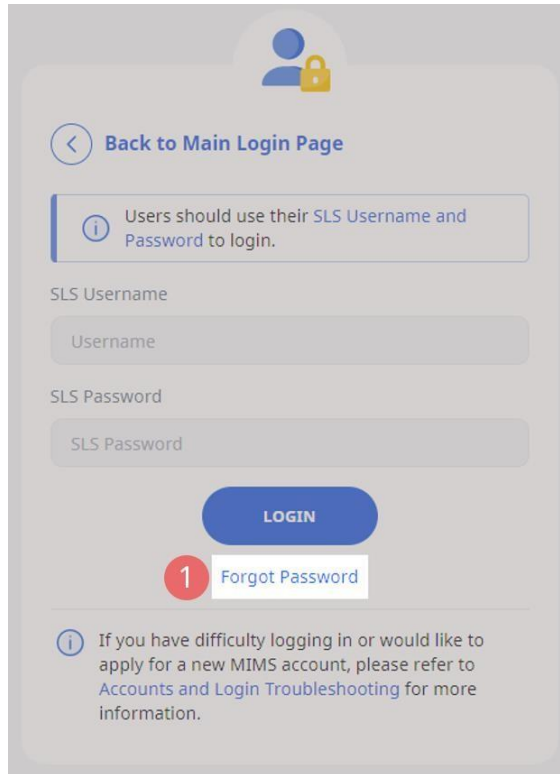
**Fig. 2e: Reset Password Page**

- f. If your password was successfully reset, you will be brought to the main login page.

## Password Reset by Answering Security Questions

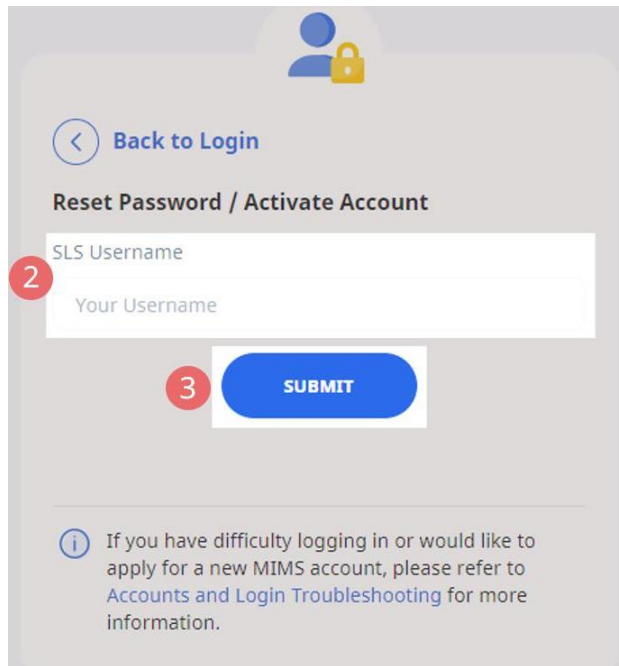
9. Perform the following steps to reset your password by answering the security questions:

- a. Click the **Forgot Password** link at the SLS login page (refer to **Fig. 3a**).



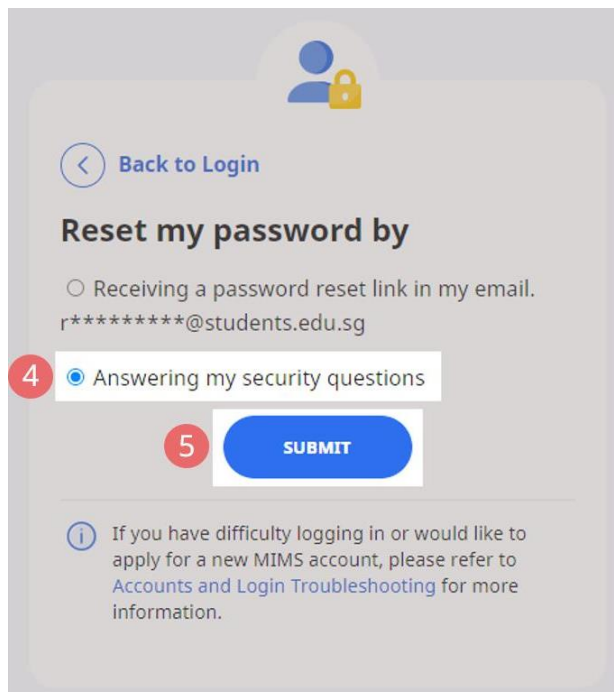
**Fig. 3a: Forgot Password Link**

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



**Fig. 3b: Enter your Username**

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



**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**.

**Security Question Guidelines**  
Type in the answers to all two questions below. Each answer can only have a maximum of 50 characters.

What is your favourite animal?

What is your favourite colour?

**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**.

**Reset Password / Account Activation**

**Password Requirements**  
Password should contain at least 12 characters or more using a combination of letters and numbers.

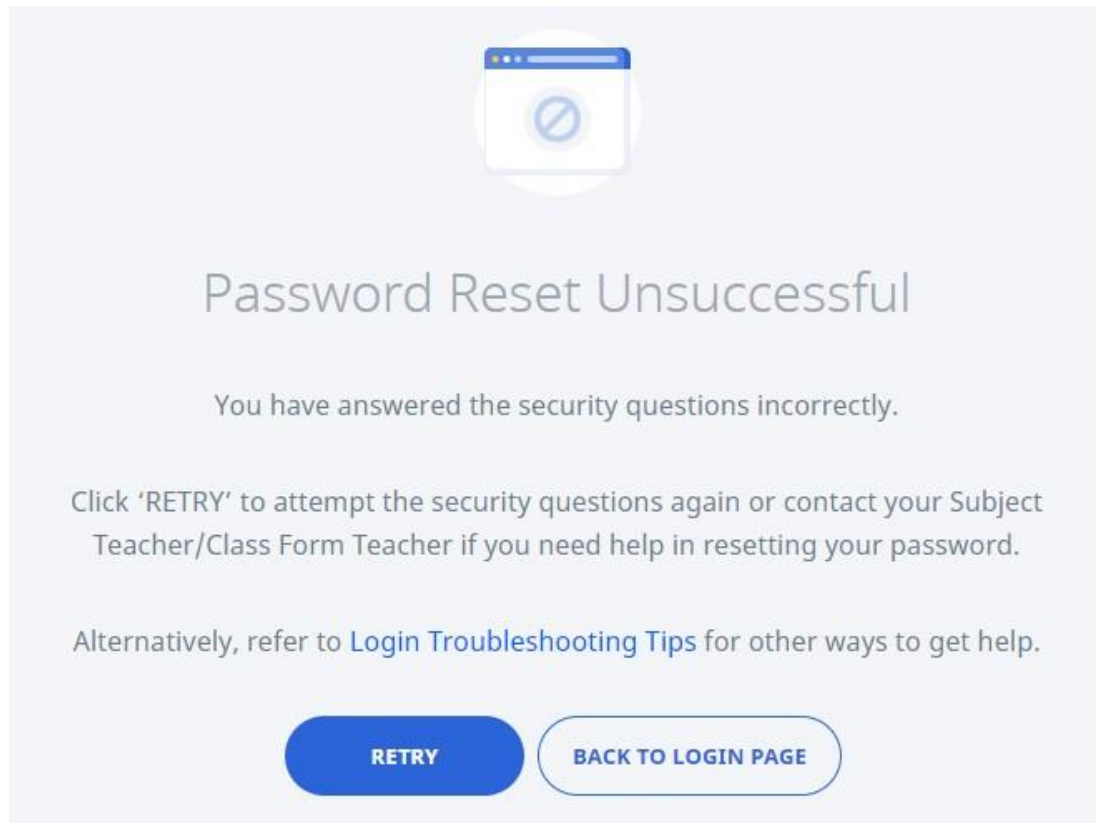
New Password

Confirm Password

**SUBMIT**

**Fig. 3e: Reset Password Page**

- f. If your password was successfully reset, you will be brought to the main 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

10. 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/schoolhelpline](http://go.gov.sg/schoolhelpline).

### SLS Helpdesk

11. 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](mailto: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)

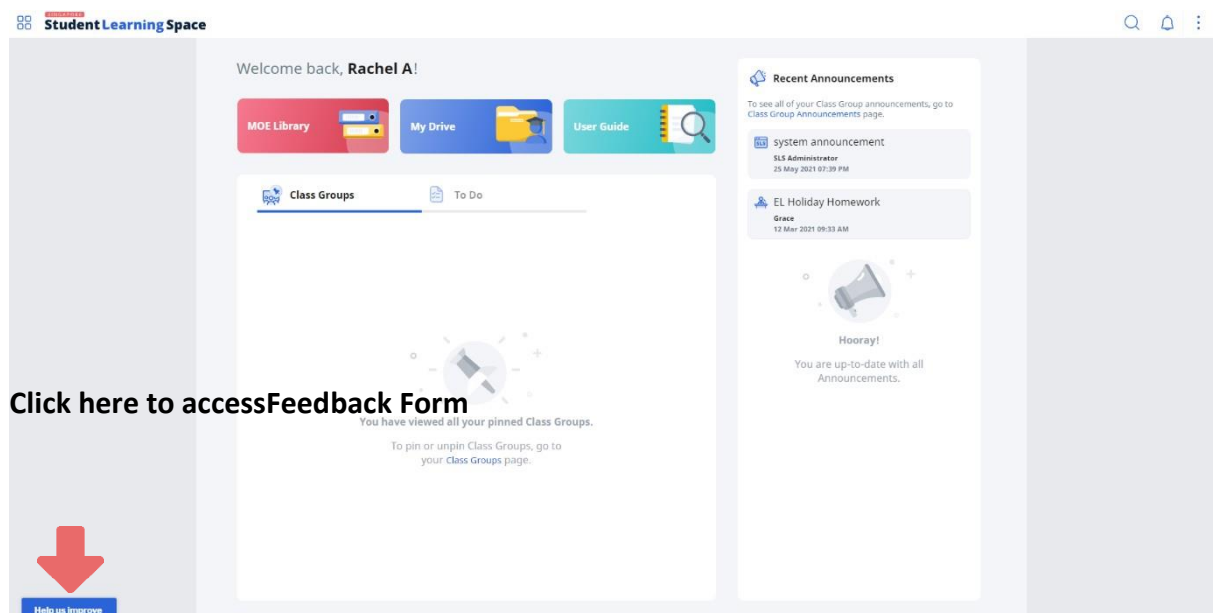
Saturdays:

9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

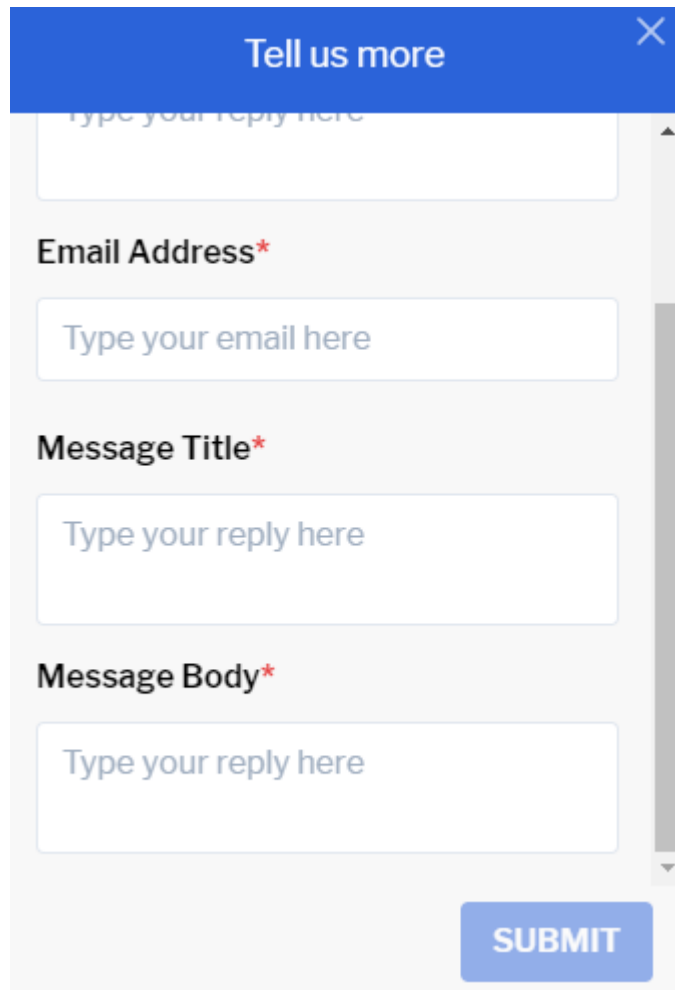
## PROVIDING FEEDBACK

12. 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**

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



The image shows a mobile-style feedback form with a blue header bar containing the text "Tell us more" and a close icon (X). Below the header, there are four input fields, each with a red asterisk indicating a required field. 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. A vertical scrollbar is visible on the right side of the form area.

**Fig. 4b: Feedback Form**

## FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 7-11** in **Annex A**. You may refer to [go.gov.sg/stuloginhelp](http://go.gov.sg/stuloginhelp) for all login issues.

### **Q2: I have forgotten my SLS 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 SLS 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 SLS 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 can be found at <https://go.gov.sg/slosbrowser>.