Guide to SLS Account Management
Instructions for Students

MANAGING YOUR SLS ACCOUNT

1. At the main login page (https://vle.learning.moe.edu.sg/), click on **Login with SLS** and log in using your existing SLS username and password (refer to **Fig. 1a**). If you know your MIMS username and password, you may choose to log in via MIMS by clicking on **Login with MIMS**. If you have forgotten your SLS password, you may request for your teacher to reset your password. Then log in to SLS using the one-time password your teacher gives you.
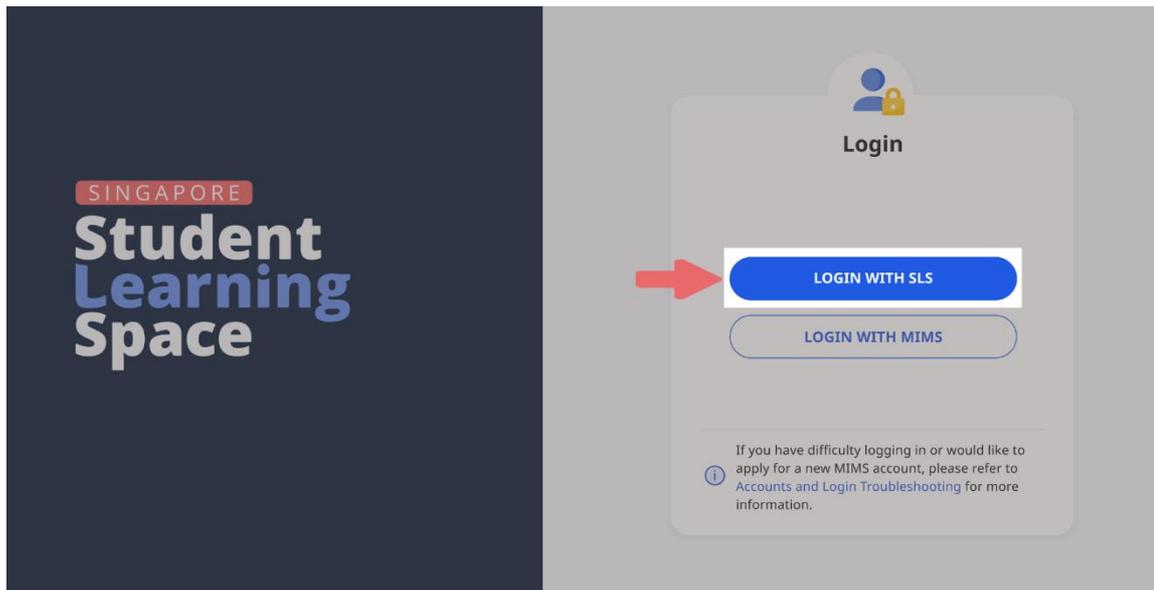

Fig. 1a: Main Login Page

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 SLS password. You will need to key in your new password twice.

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 reset your SLS password via self-help or by calling the SLS Helpdesk.

4. On the SLS Homepage, open the right menu and click on **Edit Profile** (refer to **Fig. 1b**).
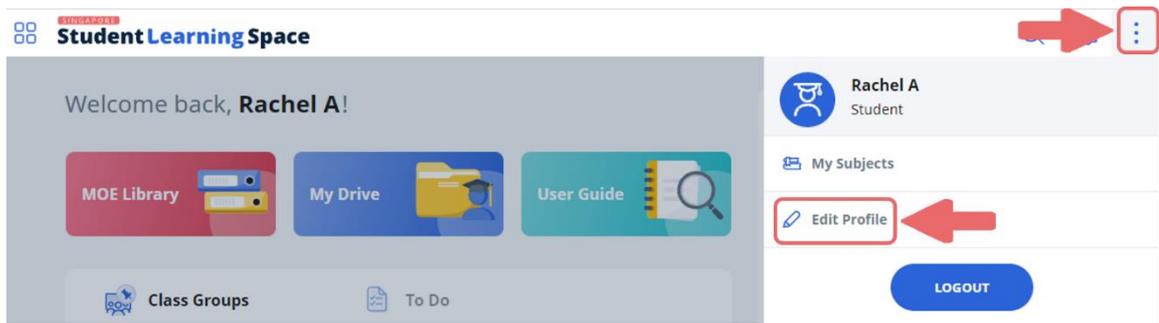
Fig. 1b: Edit Profile

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.

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

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.
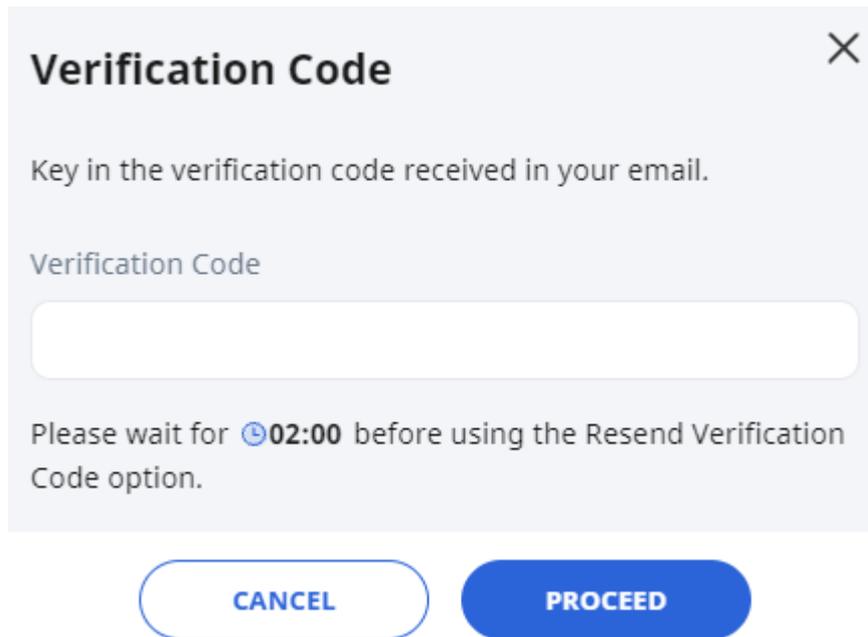
Fig. 1d: Verification Code Prompt

PASSWORD RESET

9. 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.

10. If you have forgotten your MIMS password, you may approach your teacher for assistance.

Password Reset through Email

11. 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**).
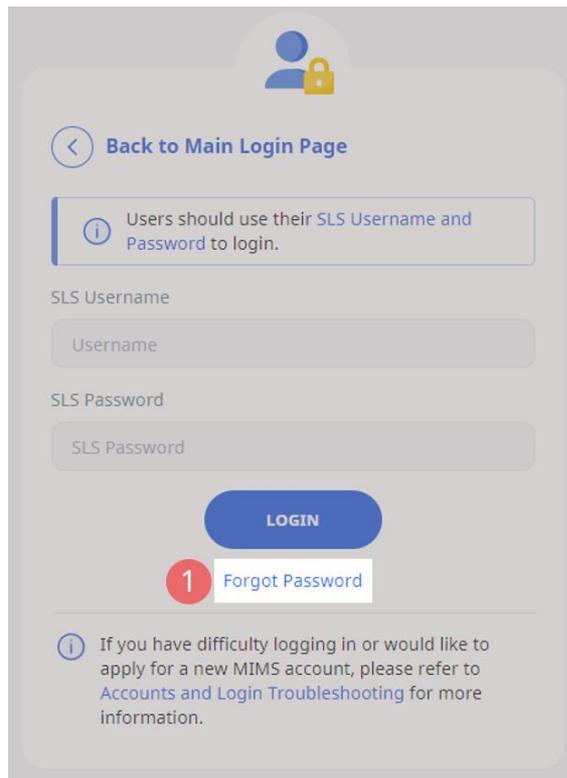
Fig. 2a: Forgot Password Link

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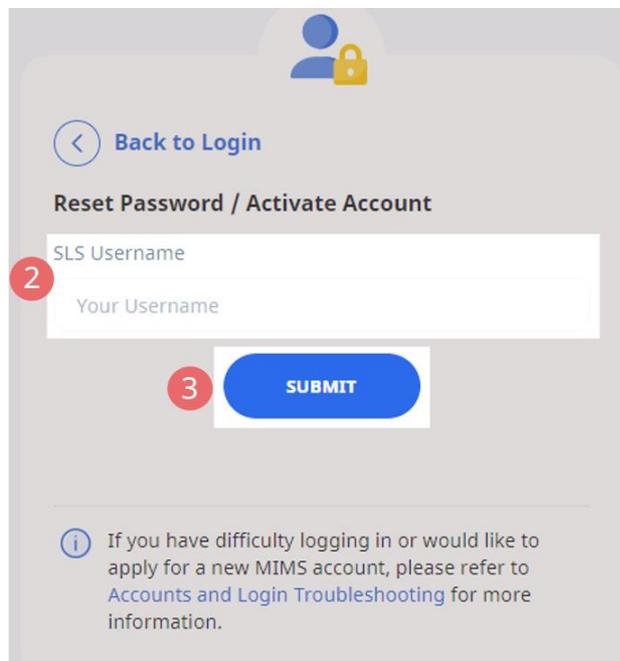
Fig. 2b: Enter your Username

c. Select "**Receiving a password reset link in my email"** and click **Submit** (refer to **Fig. 2c**).
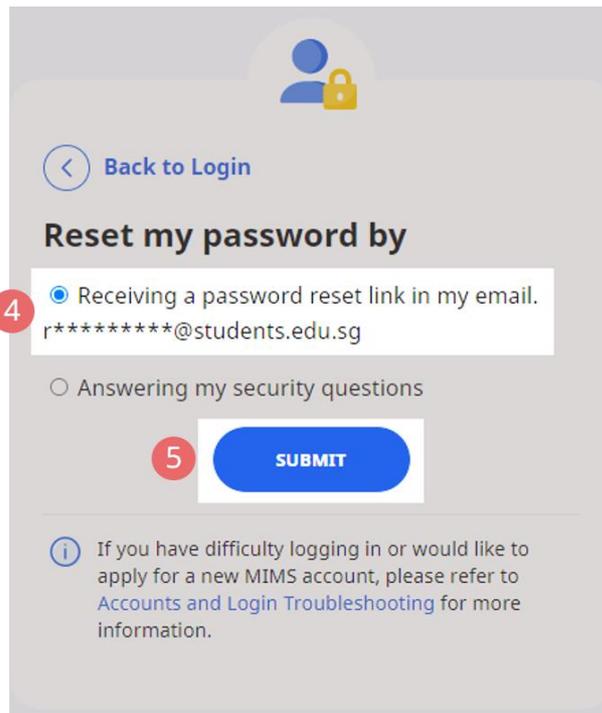
Fig. 2c: Password Reset Link via Email

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.
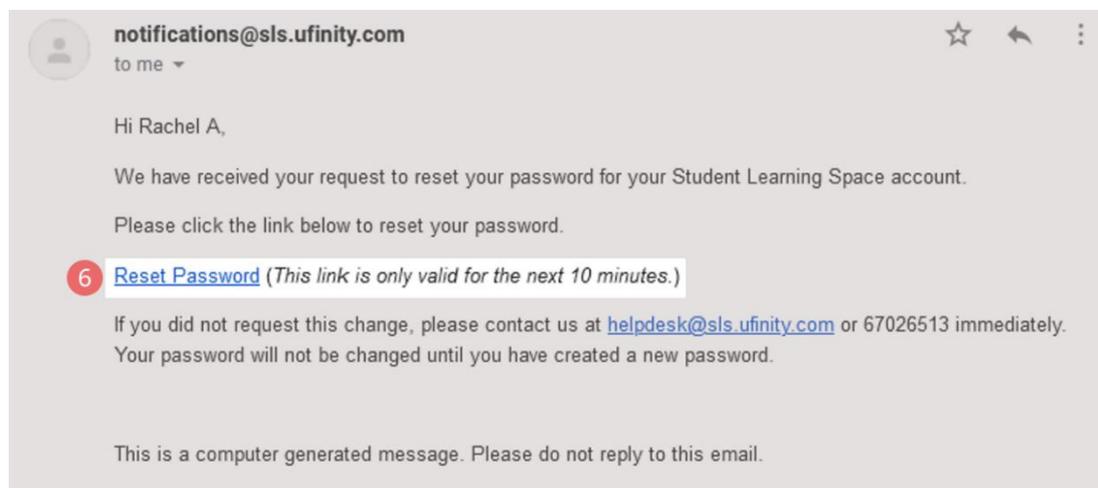
Fig. 2d: Reset Password Link

e. On the **Reset Password** page, enter a new password. You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

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

<u>Password Reset by Answering Security Questions</u>

12. 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**).
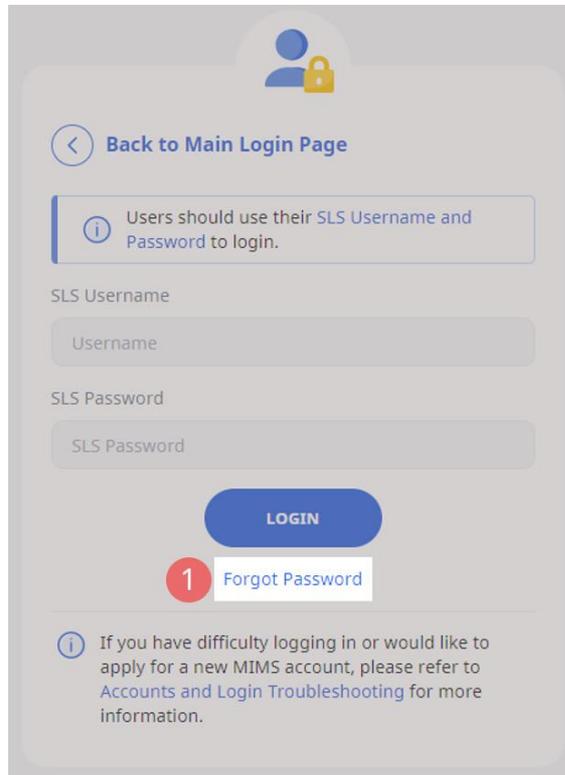
Fig. 3a: Forgot Password Link

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

Fig. 3b: Username Field

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. Please note that the answers are case-sensitive. Click **Submit**.

e. If you have answered the security questions correctly, you will be brought to the **Reset Password** page. You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

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. 3d**). 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.
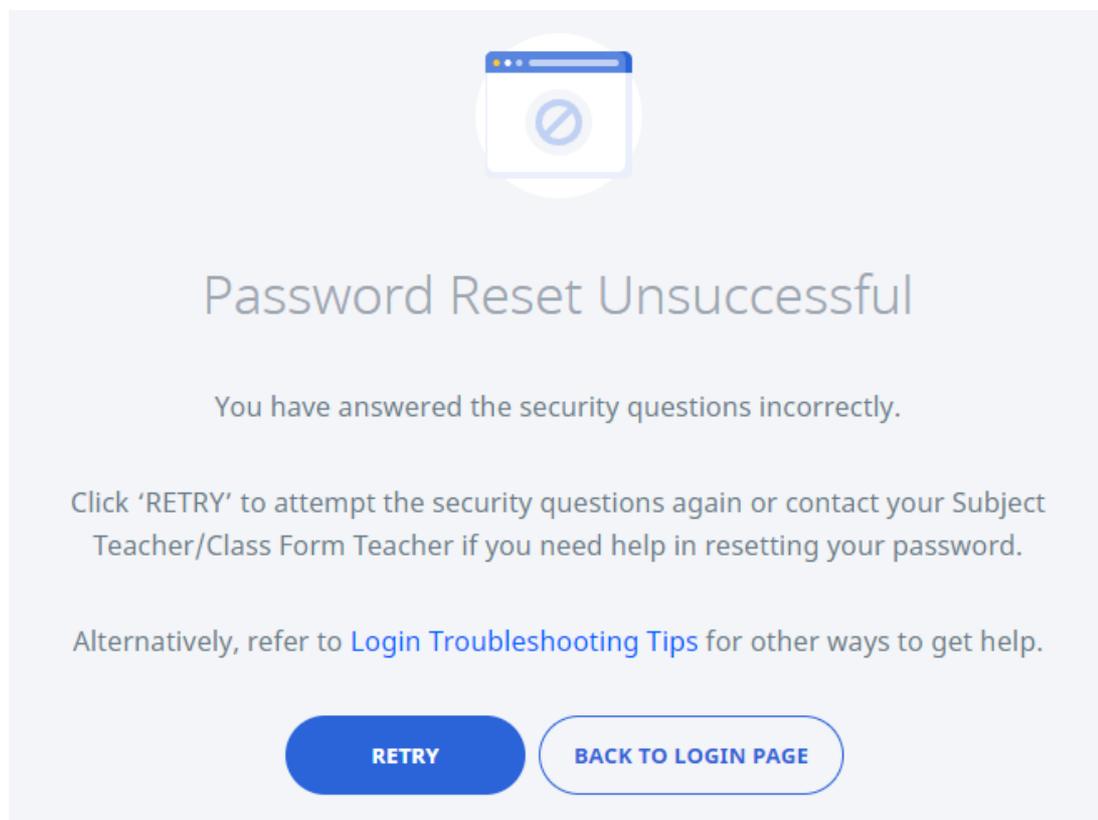
Fig. 3d: Password Reset Unsuccessful Page

SLS SUPPORT

<u>School-based Helpline</u>

13. 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.

<u>SLS Helpdesk</u>

14. 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

    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

15. 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**).
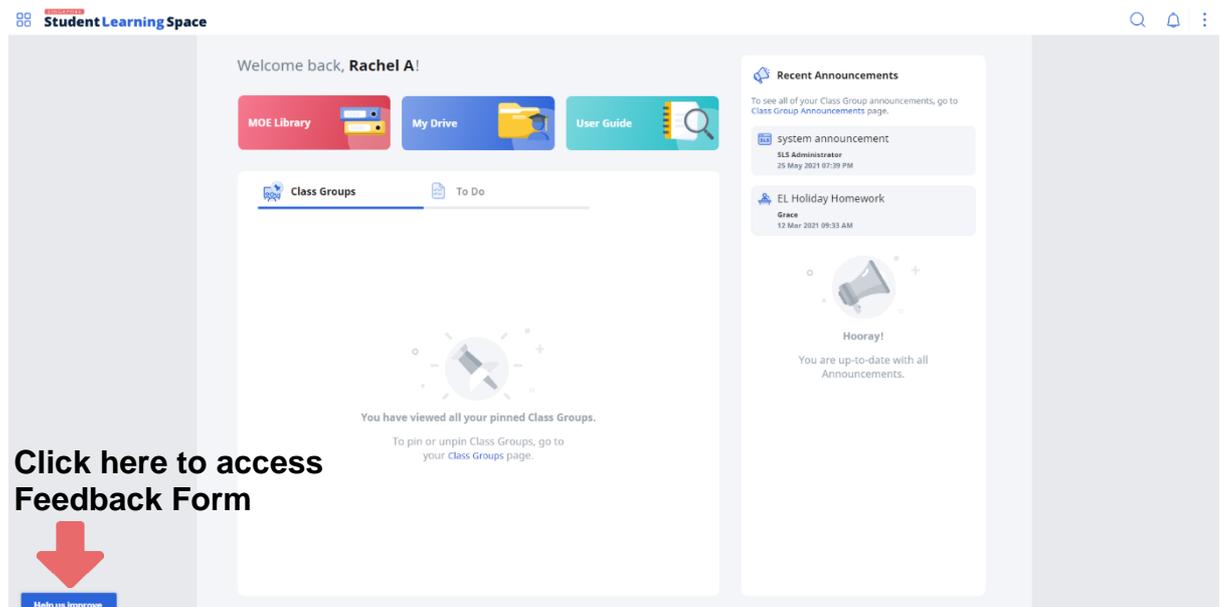
Fig. 4a: Providing feedback on SLS system and learning resources

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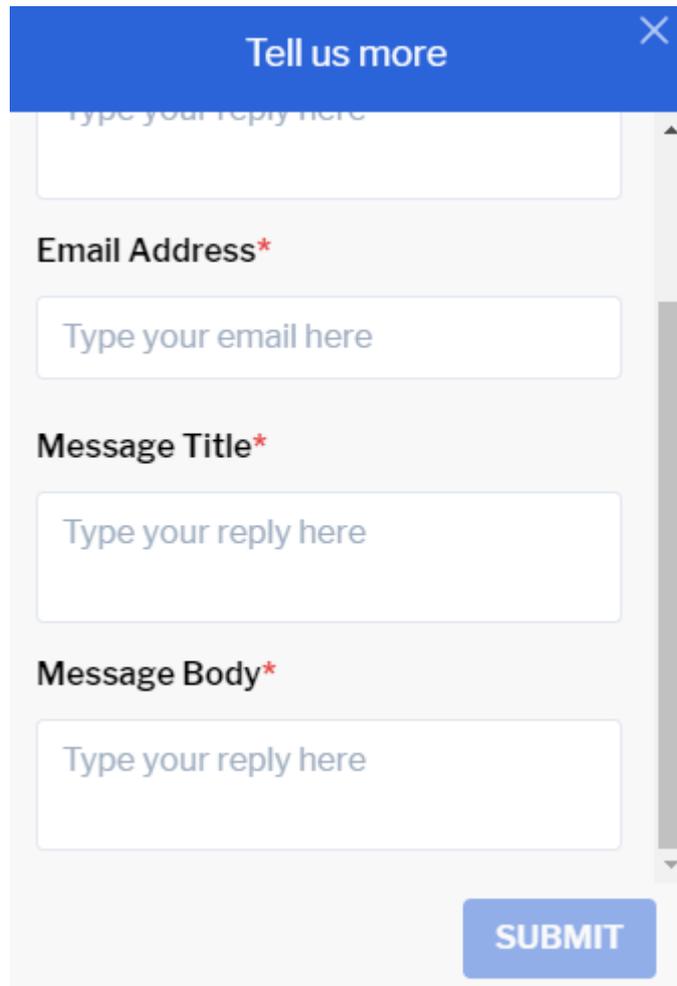
Fig. 4b: Feedback Form

FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 9-14** in **Part A**. You may refer to go.gov.sg/slsloginhelp 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/slsosbrowser.