

21 May 2018

Dear Parents

**Singapore Student Learning Space (SLS)**

As part of its commitment to nurturing future-ready learners, the Ministry of Education (MOE) had announced that all students in Singapore schools will be supported in their learning by the Singapore Student Learning Space (SLS), an online learning platform that contains curriculum-aligned resources and learning tools.

With the SLS, students will be able to learn better through the use of technology. Students will be able to learn anytime, anywhere and at their own pace, whether independently or with their peers. Teachers will also be able to use the SLS to complement their classroom teaching, further enriching students' learning experience.

Your child's username, password and other administrative information have been issued to your child separately. We strongly discourage parents from resetting password and security questions to ease the administrations when students use the portal in school. Should you need to reset the password or the answers to the security questions for your child's account, do ensure that the information is related to your child. To perform password reset, please follow the instructions attached. For the answers to the security questions that you can use to reset the password, please refer to the notes given to your child.

Should you have further queries, please feel free to call or email your child's Form Teacher.

We look forward to your support.

Yours sincerely  
Mdm Dewi Juliana  
HOD/ICT

## Login to SLS

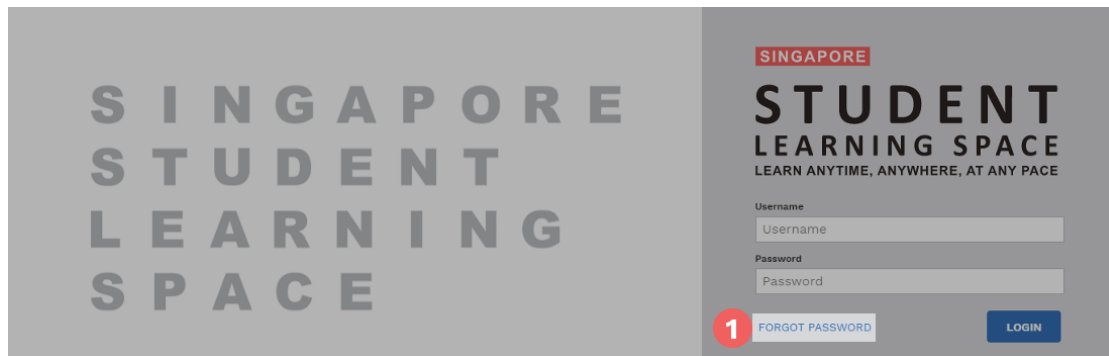
1. SLS can be accessed from <https://learning.moe.edu.sg>. The username and passwords are issued to your child separately.



**Fig. 1a: Login Page**

## Password Reset Using Security Questions

2. Perform the following steps to reset password by using **Security Questions**:
  - a. Click the “Forgot Password” button at the login page (refer to Fig. 2a).



**Fig. 2a: “Forgot Password” Link**

- b. You will need to enter your username (refer to Fig. 2b).



**Fig. 2b: “Enter Your Username” Field**

- c. Select “Answer the Security Questions” and click **Submit** (refer to Fig. 2c).



Fig. 2c: “Password Reset Link via Security Questions” Method

- d. In the “Security Questions” page, key in the answers to the security questions (refer to Fig. 2d). Click **Submit**.

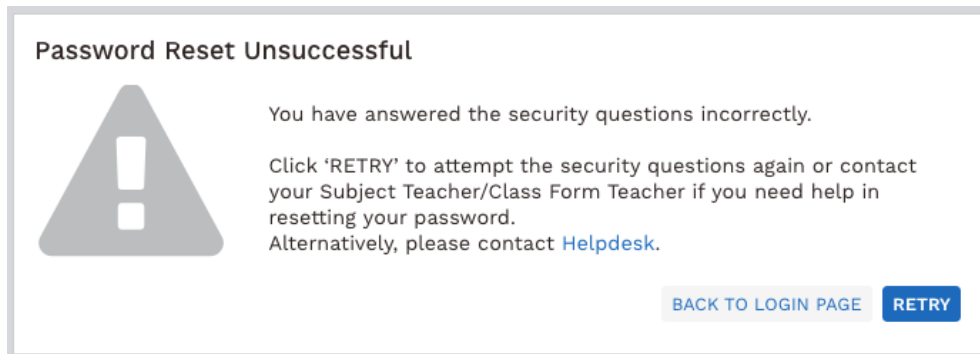
Fig. 2d: “Security Questions” Page

- e. If you have answered the security questions correctly, you will be brought to the **Reset Password** page (refer to Fig. 2e). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

Fig. 2e: “Reset Password” Page



- f. If your password was successfully reset, you will be brought to the SLS login page.
- g. If you have answered the questions incorrectly, you will be brought to the **Password Reset Unsuccessful** page (refer to Fig. 2f). Click on the **Retry** button to try again. You can attempt up to 6 times before your account is locked for security reasons.



**Fig. 2f: "Password Reset Unsuccessful" Page**

### **Call the SLS Helpdesk**

- 3. 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 am – 9 pm

Saturdays: 9 am – 3 pm

\*Closed on Sundays & Public Holidays