

26 Jan 2021



Dear Parents of Primary 1 Students

Singapore Student Learning Space (SLS)

As part of Ministry of Education's (MOE) commitment to nurture future-ready learners, an online learning platform known as the ***Singapore Student Learning Space (SLS)*** is made available to the students.

The SLS is an online platform with tools and curriculum-aligned resources for all students to learn at their own pace and collaboratively. With the SLS, students can take greater ownership of their learning and pick up skills and habits that prepare them for lifelong learning. Teachers will also use the SLS to complement classroom teaching and learning.

The SLS is collectively shaped by teachers and students. Taking into consideration their ideas and feedback on the resources and tools, the system is developed iteratively to stay dynamic and responsive.


Steps to login can be found in **Annex A**. Your child's username, password and other administrative information can be found on page 31 of the Student Handbook. We seek your understanding not to reset the password and answers to the security questions. This is so that our teachers can help your child when he/she faces login issue when he/she uses the SLS portal in school.

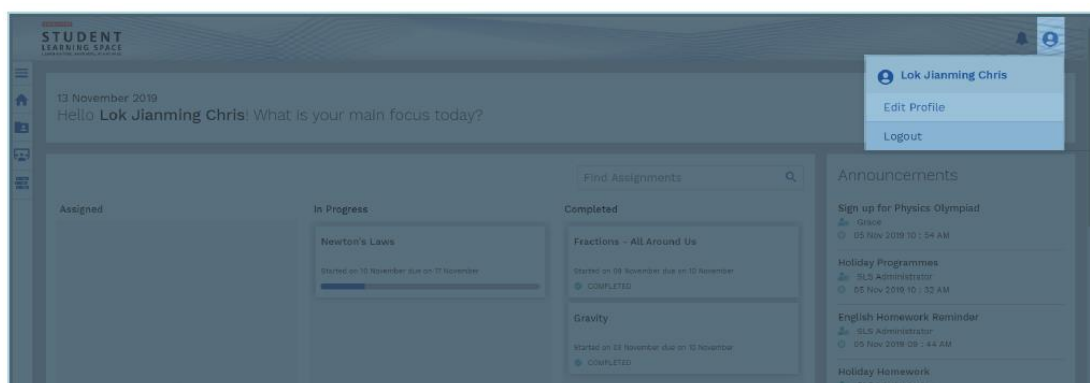
If you decide to reset the password or the answers to the security questions for your child's account, do ensure that the information is shared with him/her and recorded on page 31 of the Student Handbook. To perform a password reset, please follow the instructions in **Annex A1**.

In our effort to ensure that all students are able to access Singapore Student Learning Space (SLS) for home-based learning, the school seeks your assistance for the following:

- to key in an email address¹ for future password reset, and
- to verify the email keyed in using the verification code sent

You may follow these steps to key in an email address for self-serve password reset.

1. At the top right hand corner of any SLS. Click on the button  followed by selecting Edit Profile.



^{1,2} You may use either the email address or security questions to reset your child's password if it is forgotten.

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2. Follow the on-screen instructions to verify the email address. You may refer to **Annex B** for detailed instructions.

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 Lee Shirui
HOD/ICT



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Login to SLS

1. The Singapore Student Learning Space (SLS) is accessible through the internet browsers on either Windows PC, Mac, iPad or Android tablets (with screen size larger than 7 inches for good user experience).
2. SLS can be accessed from <https://learning.moe.edu.sg>. The username and passwords are issued to your child separately.



Fig. 1a: Login Page

3. Enter the username and password in the required field.

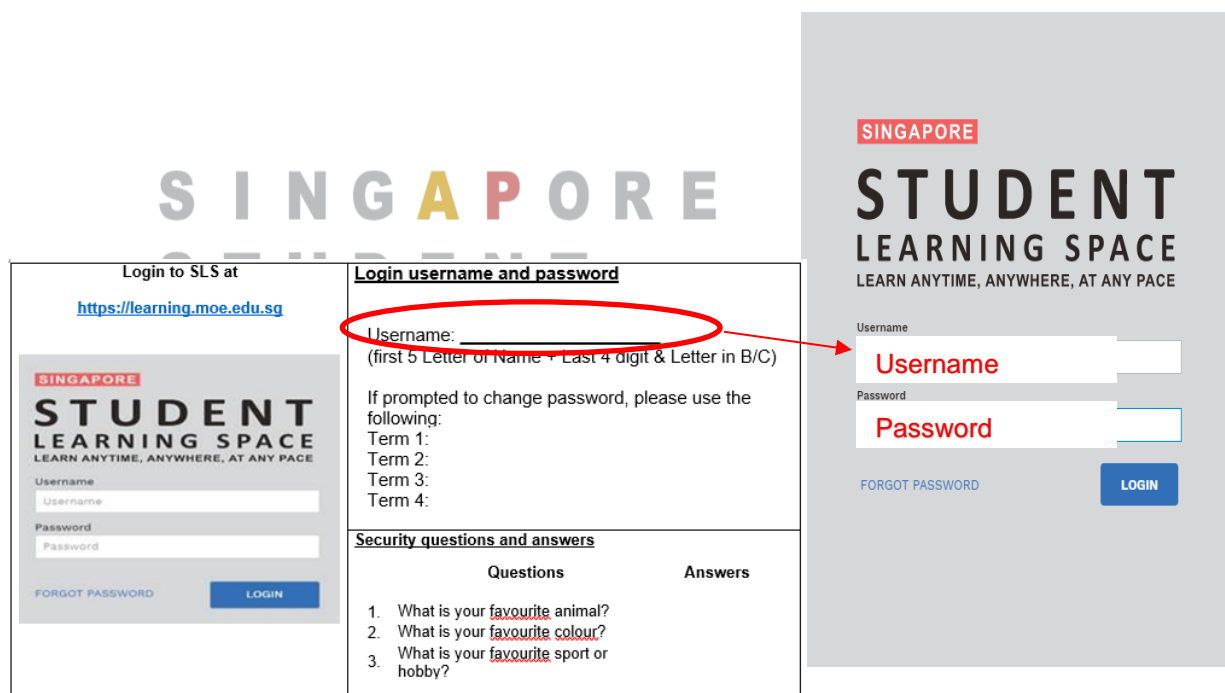


Fig. 1b: Login details

FREQUENTLY ASKED QUESTIONS

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

The format of your user name 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.

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

You may contact your child's Form Teacher to request for a reset of password. In the event that you are unable to contact the teacher, please refer to **Annex A1**. 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.

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

Your account will be locked after 10 consecutive attempts to log in with an incorrect password.

You may contact your child's form teacher to request for the school administrator to unlock the account. Alternatively, 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.

Q4 : I used the "Password Reset Link Method" 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. It is also possible that you have not keyed in or verified the email address in SLS.

Note: The URL in the email will expire within 20 minutes. If the URL has expired, go to the login page and select "Forgot Password" to try again.

Q5 : Can I change the 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 either Windows PC, Mac, iPad or Android tablets. For a good user experience, tablets should have a screen size of at least 7 inches. However, a small number of resources may not work on tablets due to missing plugins. Currently, SLS is not fully optimised to display on mobile phones even though users can access the system and resources. The recommended operating systems and browsers are:

Operating System	Browser
Microsoft Windows 7 SP1 and Windows 8.1	<ul style="list-style-type: none">• Google Chrome 64 and later
Microsoft Windows 10	<ul style="list-style-type: none">• Google Chrome 64 and later• Microsoft Edge 17 and later
Mac OS X 10.9 and later	<ul style="list-style-type: none">• Safari 11 and later• Google Chrome 64 and later
iOS 11 and later	<ul style="list-style-type: none">• Safari 11 and later
Android 5 and later	<ul style="list-style-type: none">• Google Chrome 64 and later
ChromeOS	<ul style="list-style-type: none">• Google Chrome 64 and later



Password Reset Using Security Questions

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

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

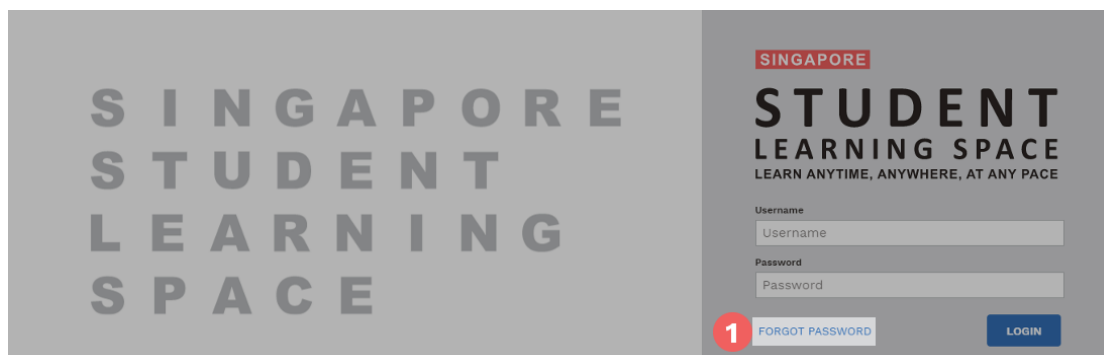


Fig. 2a: “Forgot Password” Link

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



Fig. 2b: “Enter Your Username” Field

- 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 provided in Fig.1b (refer to Fig. 2d). Click **Submit**.

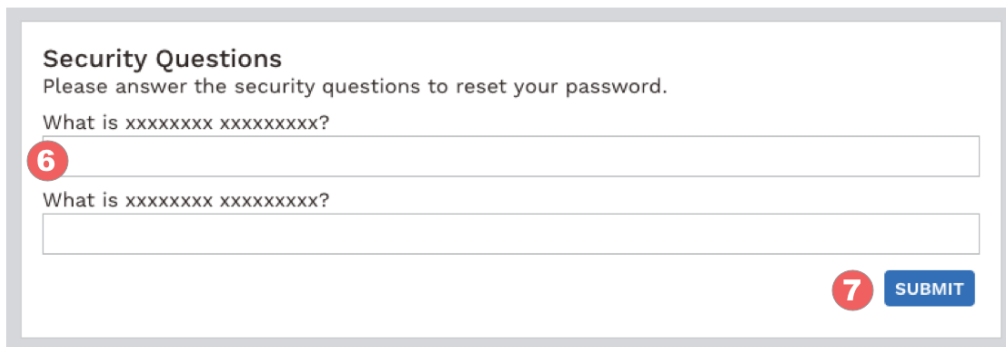


Fig. 2d: “Security Questions” Page

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**.

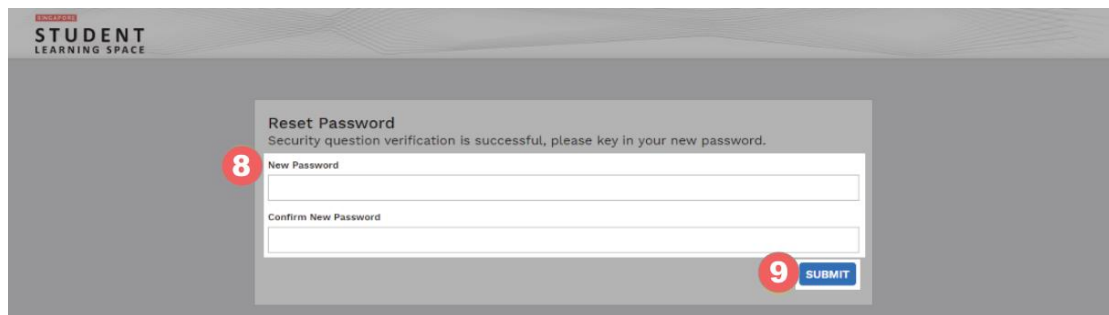


Fig. 2e: “Reset Password” Page

- 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. 2f). Click on the **Retry** button to try again. You can attempt up to 6 times before your account is locked for security reasons.

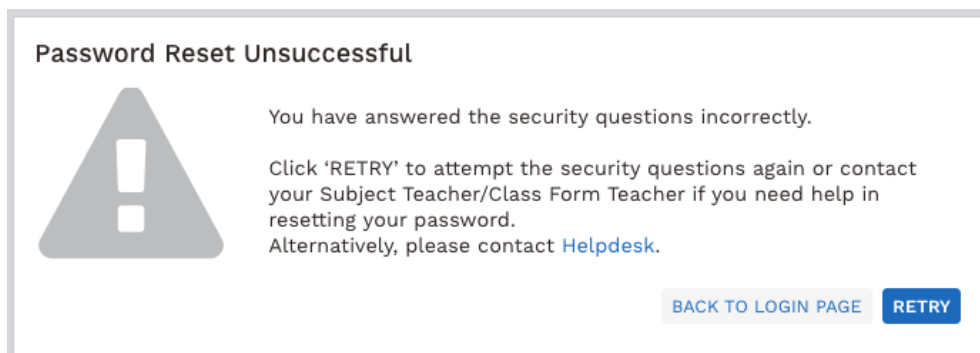


Fig. 2f: “Password Reset Unsuccessful” Page

SLS Support for Home-based Learning

School Operating Hours

During school operating hours, students should contact the **School-based Helpline** for SLS queries including all SLS access matters such as password reset and unlocking of accounts, as well as queries about lesson assignments.

School-based Helpline: 6315 7600

Email: springdale_ps@moe.edu.sg

Mondays - Fridays: 8:00 am - 4:00 pm

For other matters, students can email the SLS Helpdesk at helpdesk@sls.ufinity.com. When emailing the SLS Helpdesk, they should include their full name, name of school and form class.

Non-School Operating Hours

Students can only contact the **SLS Helpdesk** outside the school operating hours.

SLS Helpdesk: 6702 6513

Mondays - Fridays: 4:00 pm - 9:00 pm

Saturdays: 9:00 am - 9:00 pm

*Closed on Sundays & Public Holidays

Alternatively, students can email the SLS Helpdesk at helpdesk@sls.ufinity.com. When emailing the SLS Helpdesk, they should include their full name, name of school and form class.

You may visit the **SLS Login Troubleshooting page** for responses to common issues:

<https://static.learning.moe.edu.sg/UserGuide/login-troubleshooting.html#>

SINGAPORE
STUDENT LEARNING SPACE
LEARN ANYTIME, ANYWHERE, AT ANY PACE

SLS Self-Help Tips for Students

(updated as of 20 April 2019)

Scenario #1: I forgot my password

- Step 1:** You can **self-reset password** using **Password Reset Link**
Prerequisite: "Password Reset Email Address" (under 'My Profile' page) for this to work. Remember to click on the password reset link sent to your email!
- Step 2:** You can **self-reset password** by **Answering Security Questions**
Prerequisite: answers to the "Security Questions" (under 'My Profile' page) for this to work
- Step 3:** Ask your **Form / Subject Teacher** to reset your password
- Step 4:** Contact SLS Helpdesk to reset your password

Scenario #2: I forgot my username

- Step 1:** Get help from the **SLS Login Troubleshooting** page
- Step 2:** Ask your **Form / Subject Teacher** for your username
- Step 3:** Contact SLS Helpdesk for your username

Scenario #3: I am no longer able to login after many failed attempts

- Step 1:** Try **self-help** to reset your password first
- Step 2:** Ask your **Form/Subject Teacher** to reset your password
- Step 3:** Contact SLS Helpdesk to reset your password

Go to SLS Login Troubleshooting Page for self-help tips!

If you can't find your answers there, you can contact SLS Helpdesk. Please get ready answers to your Security Questions.

helpdesk@sls.ufinity.com [6702 6513](tel:67026513)
(Mon-Fri: 9am-9pm, Sat: 9am-3pm)

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Providing Feedback

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**).

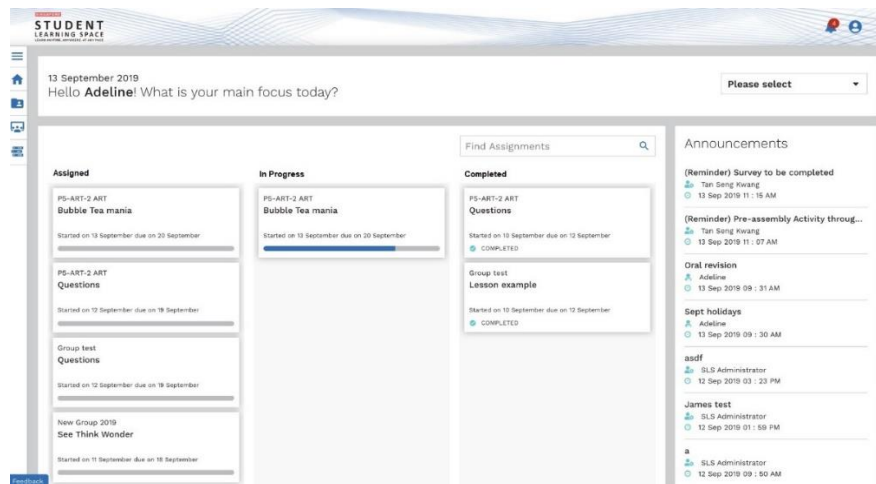


Fig. 4a: Providing feedback on the learning resources and system

Key in your contact details and the nature of your feedback in the **Feedback Form** (refer to **Fig. 4b**) and click **“Send Feedback”**.

Feedback Form

B *I* U

[Help Desk Software by Freshdesk](#)
[Privacy Policy](#)

Fig. 4b: Feedback Form

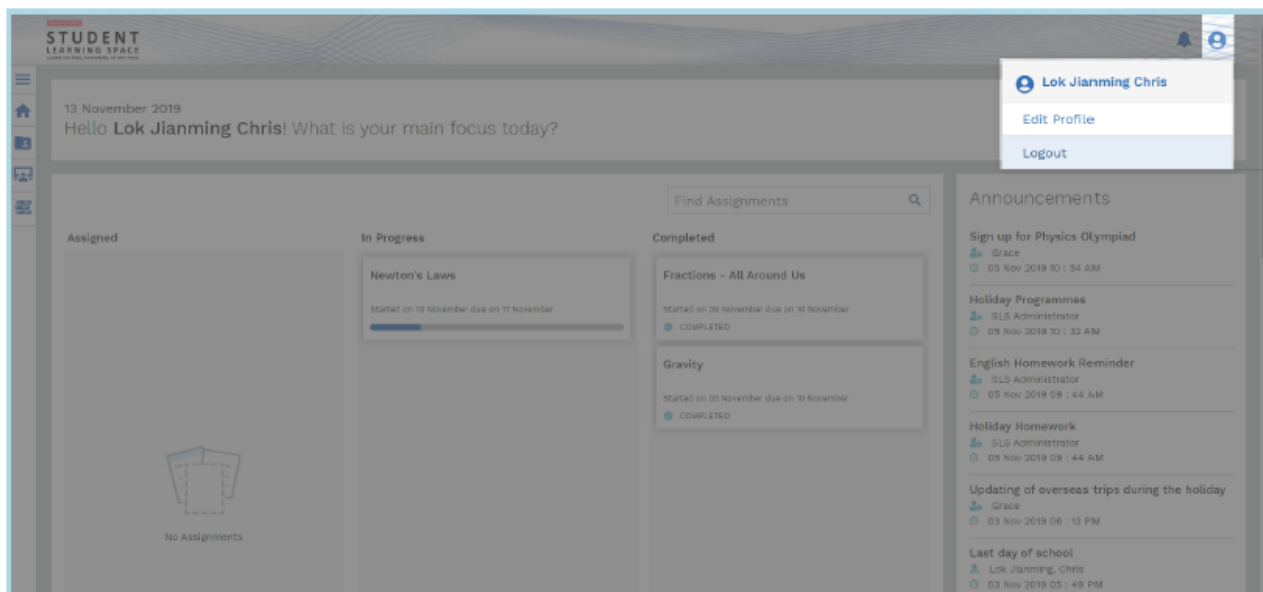
Steps to ensure availability of self-help reset of SLS password


STEP 1: Go to SLS login page: <https://learning.moe.edu.sg>. Log in with the User ID and password previously provided.

STEP 2: Key in and verify an email address for password reset.

You should set a password reset email address in your profile. This will allow you to reset your password through a password reset link if you forget it.

To set your password reset email address:

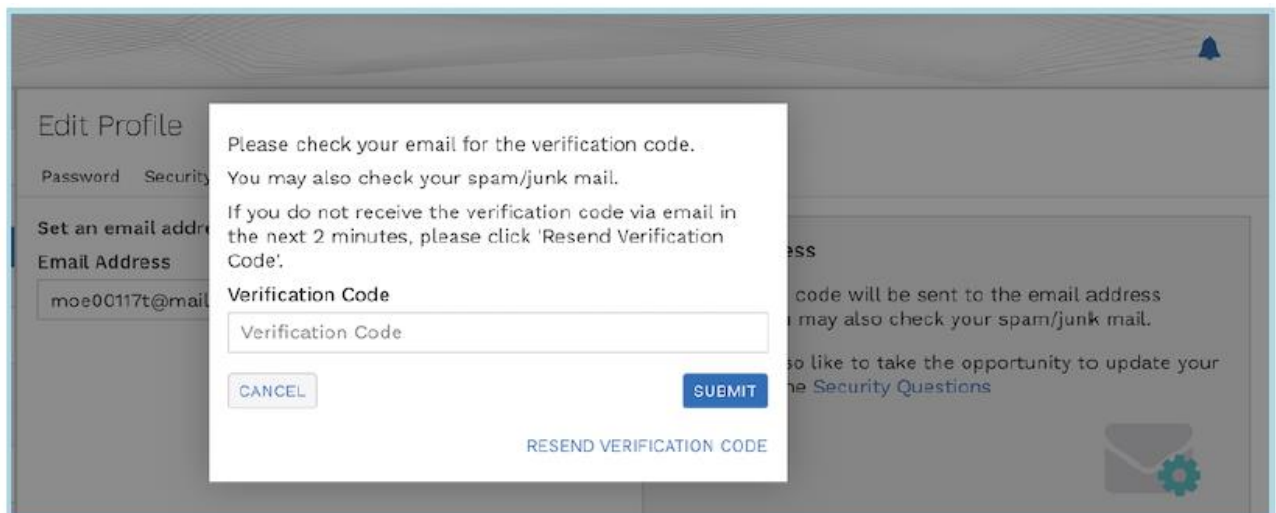


1. On the top right corner of any SLS page, click on the button  followed by selecting **Edit Profile**.

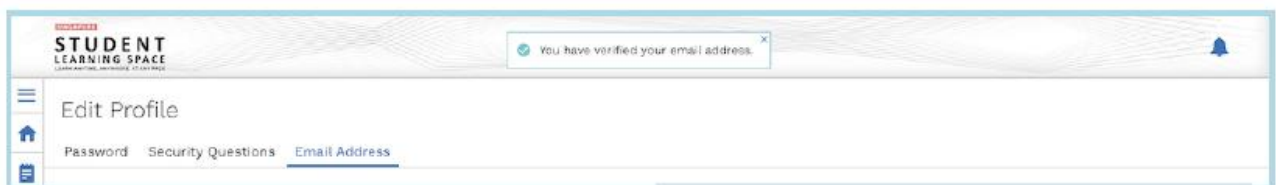




2. On the **Edit Profile** page, click the **Email Address** tab.
3. In the "Email Address" field, enter your email address.
4. Click **Save**.
5. An email with a verification code will be sent to your email address.



6. Enter the verification code into the pop up box.



7. Once verification is successful, a message will appear at the header. The verified email address will also be displayed in the "Email Address" field in subsequent log-ins.

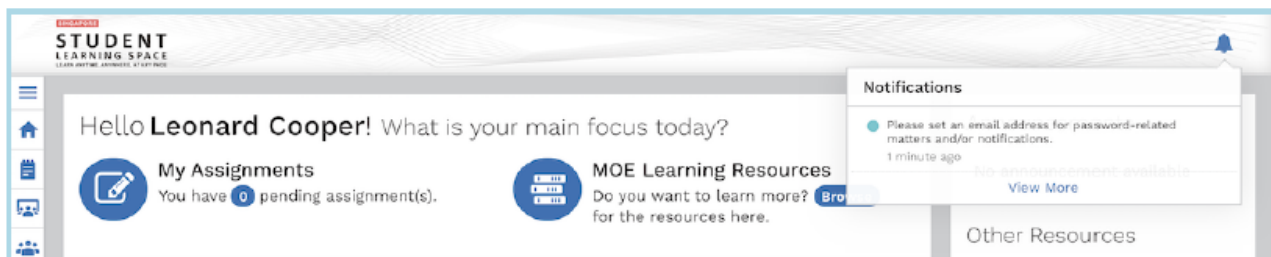
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Note: You must verify the email address before you can use it to reset your password.

While it is not a must to enter an email address, as this is the easiest and fastest method to reset your SLS password should you forget what it is.

A notification will appear to remind you each time you log in if an email has not be entered and verified.



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