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.

STUDENT LEARNING SPACE			A (9)
			e Lok Jianming Chris
13 November 2019 Hello Lok Jianming Chr	is! What is your main focus today?		Edit Profile
			Logout
Assigned	in Progress	Completed	Sign up for Physics Olympiad
	Newton's Laws	Fractions - All Around Us	
	District of 16 National Art and 17 National Art		Holiday Programmes 2. SLS Administrator O DS Nov 2010;10 : 32 AM
		Gravity Startial on 28 November due on 10 hovember	English Homework Reminder 2. SLS Administratur 0. SS Nov 2019 DB : 44 AM
		© COMPLETED	Holiday Homework

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

Springdale Primary School 71 Anchorvale Link Singapore 544799 63157600 (O) 63153351 (F) www.springdalepri.moe.edu.sg springdale_ps@moe.edu.sg

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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Annex A

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.

SIN	GAPORE	SINGAPORE STUDENT
Login to SLS at	Login username and password	LEARNING SPACE LEARN ANYTIME, ANYWHERE, AT ANY PACE
https://learning.moe.edu.sg	Username:	Username
SINGAPORE	(first 5 Letter of Name + Last 4 digit & Letter in B/C)	Username
STUDENT	If prompted to change password, please use the	Password
LEARNING SPACE	Term 1	Password
LEARN ANYTIME, ANYWHERE, AT ANY PAGE Username Username Password	Term 2: Term 3: Term 4:	FORGOT PASSWORD LOGIN
Password	Security questions and answers	
FORGOT PASSWORD	Questions Answers 1. What is your faxourite animal? 2. What is your faxourite colour? 3. What is your faxourite sport or hobby? 3.	

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 <u>10 consecutive</u> 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.



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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	Google Chrome 64 and later
Microsoft Windows 10	 Google Chrome 64 and later Microsoft Edge 17 and later
Mac OS X 10.9 and later	Safari 11 and laterGoogle Chrome 64 and later
iOS 11 and later	Safari 11 and later
Android 5 and later	Google Chrome 64 and later
ChromeOS	Google Chrome 64 and later

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Annex A1

Password Reset Using Security Questions

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

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d. In the "Security Questions" page, key in the answers to the security questions provided in Fig.1b (refer to Fig. 2d). Click Submit.

Security Questions Please answer the security questions to reset your password.	
What is xxxxxxx xxxxxxx?	
6	
What is xxxxxxx xxxxxxx?	

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**.

ECONTRACTOR	
	Reset Password Security question verification is successful, please key in your new password.
8	New Password
	Confirm New Password
	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.





SLS Support for Home-based Learning

School Operating Hours

During school operating hours, students should contact the <u>School-based Helpline</u> 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 <u>helpdesk@sls.ufinity.com</u>. 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 **<u>SLS Helpdesk</u>** 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 <u>helpdesk@sls.ufinity.com</u>. 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 LEARNING SPACE LEARNING SPACE LEARNING SPACE LEARNING SPACE		
Scenario #1: I forgot my password Step 1: You can self-reset password using Password Reset Link Preset "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 Preset answers to the "Security Questions" (under 'My Profile' page) for this to work Preset 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 Troubleshooti If you can't find your answers there, Please get ready answers to y helpdesk@sls.ufinity.com	ng Page for self-help tips! you can contact SLS Helpdesk. our Security Questions. 6702 6513 (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**).

UDENT RNING SPACE			
13 September 2019 Hello Adeline ! What is your 1	main focus today?		Please select
		Find Assignments Q	Announcements
Assigned	In Progress	Completed	(Reminder) Survey to be completed
P5-ART-2 ART Bubble Tea mania	PS-ART-2 ART Bubble Tea mania	PS-ART-2 ART Questions	 Tan Seng Kwang 13 Sep 2019 11 : 15 AM
Started on 13 September due on 20 September	Started on 13 September due on 20 September	Started on 10 September due on 12 September	Tan Seng Kwang 3 13 Sep 2019 11 : 07 AM
PS-ART-2 ART Questions		Group test Lesson example	Oral revision Adeline 13 Sep 2019 09 : 31 AM
Started on 12 September due on 19 September	_	Started on 10 September due on 12 September	Sept holidays
Group test Questions			asdf
Started on 12 September due on 19 September	_		0 12 Sep 2018 03 : 23 PM
New Group 2019 See Think Wonder			SLS Administrator 12 Sep 2019 01 : 59 PM
Started on 11 September due on 18 September			a SLS Administrator

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**".



Annex B

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:

			A (
			e Lok Jianming Chris
13 November 2019 Hello Lok Jianming Chris!	What is your main focus today?		Edit Profile
			Logout
		Find Assignments Q	Announcements
Assigned	In Progress	Completed	Sign up for Physics Olympiad
	Newton's Laws	Fractions - All Around Us	 Grace 05 Nov 2019 10 : 54 AM
	started on 10 November due on 17 November	started on DR November due on 10 November	Holiday Programmes
		CONFLETED	 SLS Administrator DS Nov 2019 10 : 32 AM
		Gravity	English Homework Reminder
		Started on 03 November due on 10 November	 SLS Administrator 05 Nov 2019 08 : 44 AM
		COMPLETED	Holiday Homework
			SLS Administrator 0 05 Nov 2019 09 : 44 AM
			Updating of overseas trips during the holid
			 Grace 03 Nov 2019 06 : 13 PM
No Assignments			Last day of school
			 Lok Jianming, Chris 03 Nov 2019 05 : 49 PM

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1. On the top right corner of any SLS page, click on the button

followed by selecting Edit Profile.



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dit Profile	
assword Security Questions Email Address	
et an email address for password-related matters.	Emoil Address
mail Address	Email Address
leonard_cooper@email.com	A verification code will be sent to the email address provided. You may also check your spam/junk mail.
SAVE	You might also like to take the opportunity to update your answers to the Security Questions

- 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.

		4
Edit Profile Password Security	Please check your email for the verification code. You may also check your spam/junk mail.	
Set an email addre Email Address	If you do not receive the verification code via email in the next 2 minutes, please click 'Resend Verification Code'.	155
moe00117t@mail	Verification Code	code will be sent to the email address
	Verification Code	i may also check your spam/junk mail.
	CANCEL	to like to take the opportunity to update your ne Security Questions
	RESEND VERIFICATION CODE	

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

	STUDENT LEARNING SPACE	🔮 You have verified your email address. 🗙	
\equiv	Edit Profile		
A	Editional		
	Password Security Questions Email Address		

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.



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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