

11 Jan 2021


Dear Parents of Primary 2 – Primary 6 Students,

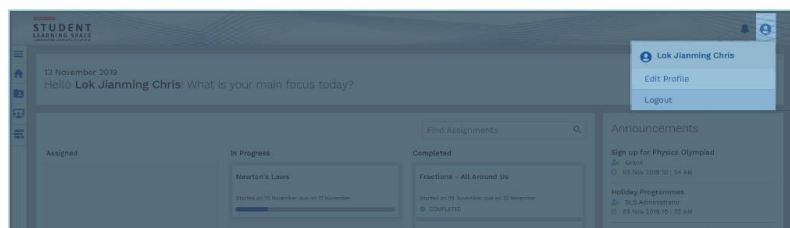
SLS EMAIL VERIFICATION EXERCISE

The Student Learning Space (SLS) will be the key online platform supporting schools' Home-Based Learning (HBL) measures during school closure. 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
- to verify the email keyed in using the verification code sent
- to help your child record his/her account details on page 31 of the Student Handbook

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.



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

If you have already keyed in your email before 11 Jan 2021, please login to your child's account to update if you have changed your email address or to verify that the email address provided is still valid. You may refer to **Annex B** for detailed instructions.

If you have any difficulty accessing SLS, please refer to **Annex C** for the relevant contact details.

Thank you for supporting your child's learning!

Yours sincerely
Mdm Lee Shirui
HOD/ICT

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

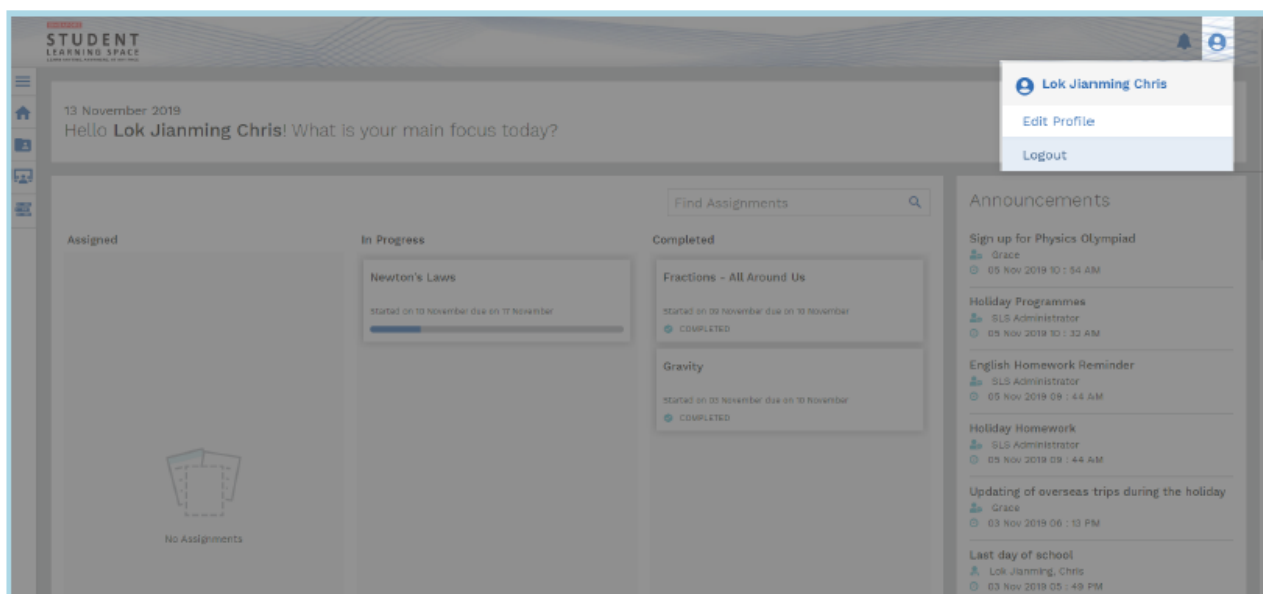
Steps to ensure availability of self-help reset of SLS password


STEP 1: Go to SLS login page: <https://learning.moe.edu.sg>. Log in with the your child’s 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:

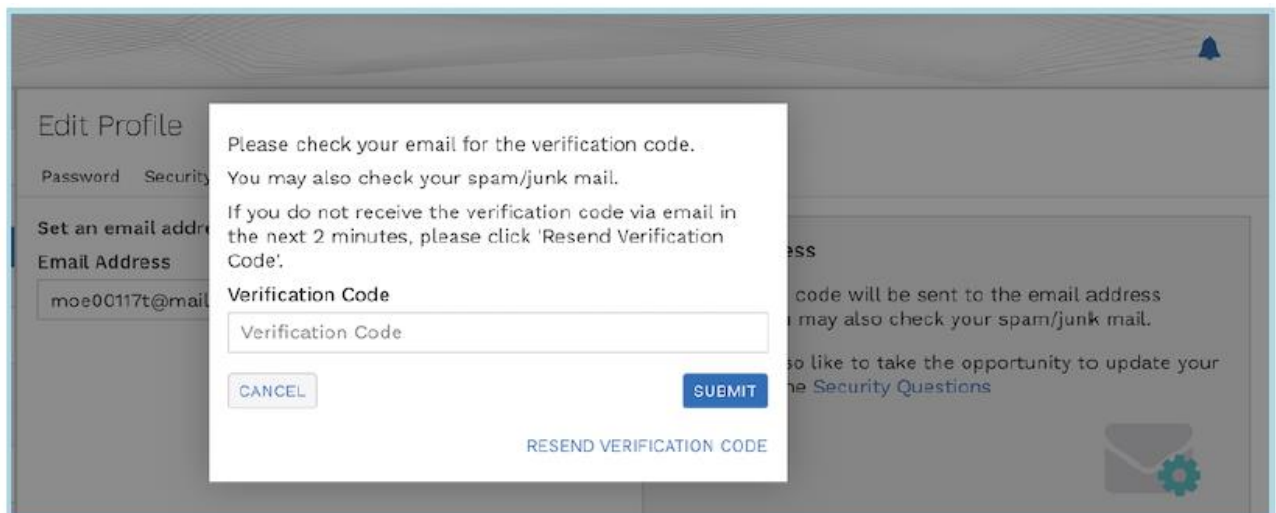


1. On the top right corner of any SLS page, click on the button  followed by selecting **Edit Profile**.

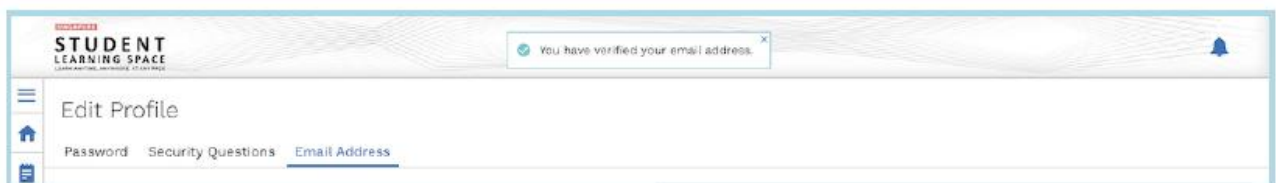




2. On the **Edit Profile** page, click the **Email Address** tab.
3. In the "Email Address" field, enter your email address.
4. Click **Save**.
5. An email with a verification code will be sent to your email address.



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.

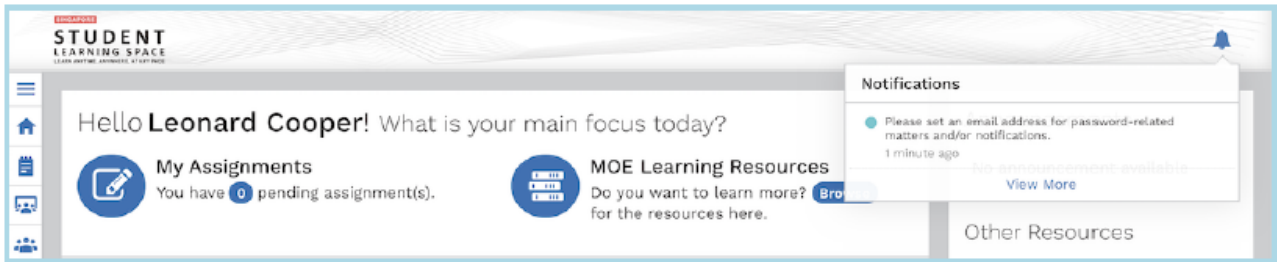
Note: You must verify the email address before you can use it to reset your password.

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.

Springdale Primary School

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

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



The screenshot shows the 'STUDENT LEARNING SPACE' interface. At the top left, it says 'STUDENT LEARNING SPACE' with the tagline 'LEARN ANYTIME, ANYWHERE, AT ANY PACE'. Below this is a navigation menu with icons for home, calendar, assignments, and profile. The main content area greets 'Leonard Cooper!' and asks 'What is your main focus today?'. There are two main sections: 'My Assignments' which says 'You have 0 pending assignment(s)', and 'MOE Learning Resources' which asks 'Do you want to learn more?'. A 'Notifications' pop-up is visible, stating 'Please set an email address for password-related matters and/or notifications. 1 minute ago' and includes a 'View More' link. Below the resources section, there is a 'Other Resources' section.

Springdale Primary School

71 Anchorvale Link Singapore 544799


63157600 (O) 63153351 (F)

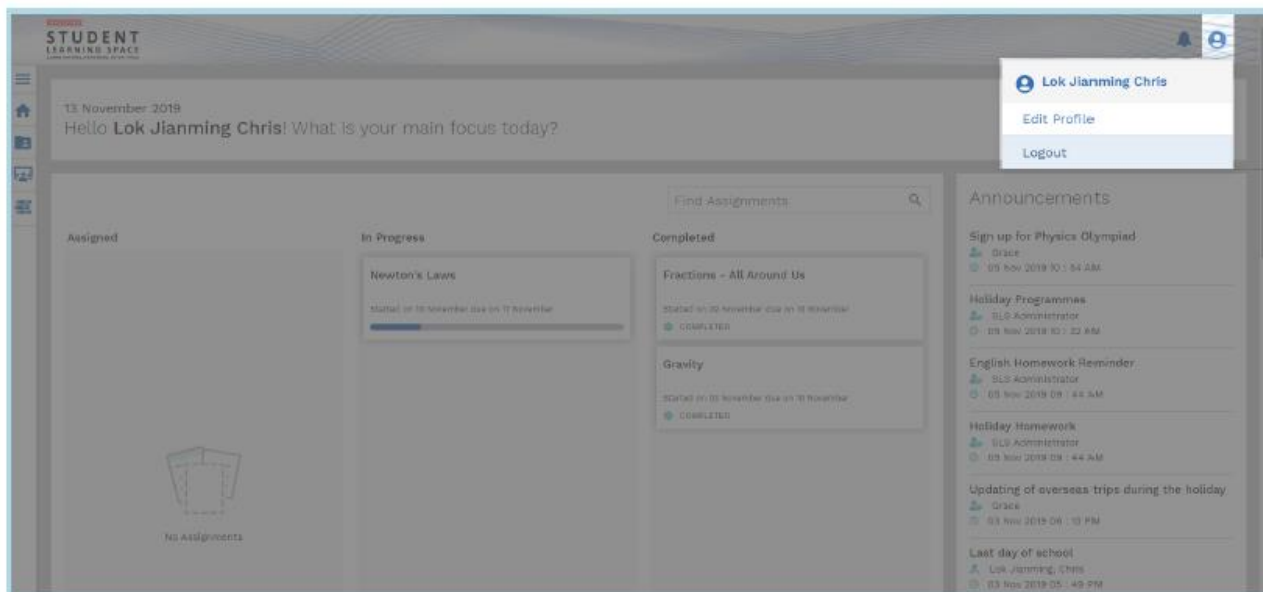
www.springdalepri.moe.edu.sg

springdale_ps@moe.edu.sg

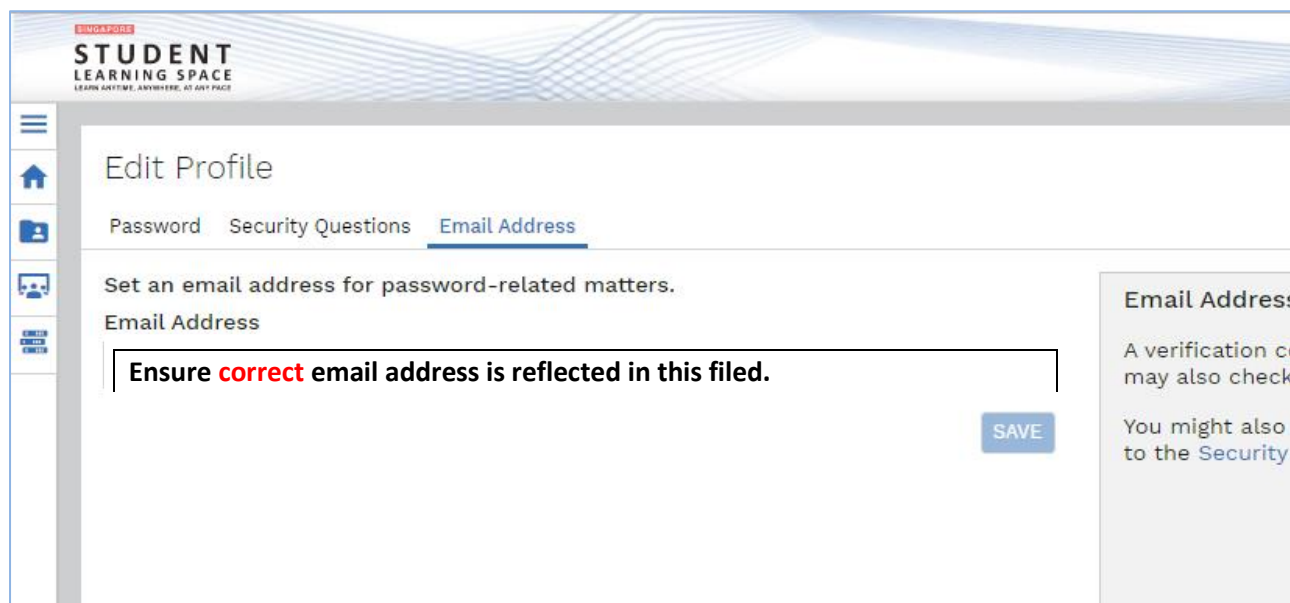


Steps to update/verify email address

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



2. Select '**Email Address**' tab and ensure email address provided in the field is **correct**.



SLS Support for Home-based Learning

School Operating Hours

During school operating hours, parents/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, parents/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 PAGE

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**

 **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

 **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@sis.ufinity.com



6702 6513
(Mon-Fri: 9am-9pm, Sat: 9am-3pm)

Springdale Primary School

71 Anchorvale Link Singapore 544799

63157600 (O) 63153351 (F)

www.springdalepri.moe.edu.sg

springdale_ps@moe.edu.sg