

## GETTING STARTED WITH SINGAPORE STUDENT LEARNING SPACE

### Instructions for Students

#### SYSTEM REQUIREMENTS

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).

#### INITIAL LOGIN

2. SLS can be accessed from <https://learning.moe.edu.sg>. The username can be found in the cover letter while the password will be communicated to you separately.

S I N G A P O R E  
S T U D E N T  
L E A R N I N G  
S P A C E



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

Username  
Username

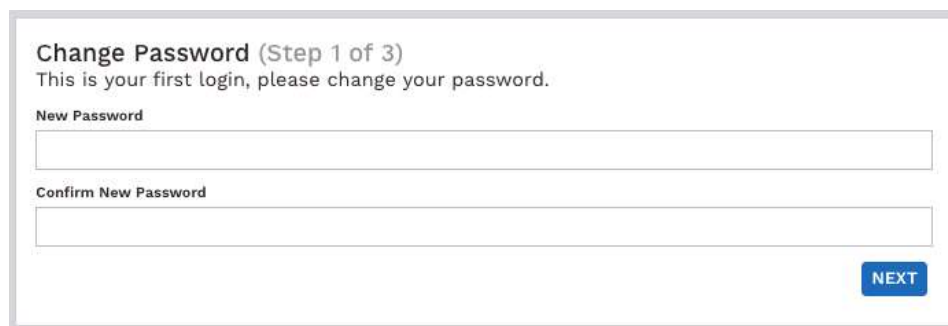
Password  
Password

FORGOT PASSWORD LOGIN

Fig. 1a: Login Page

3. During the **FIRST** login, you will be prompted to change your password (**refer to Fig. 1b**). You will need to key in your new password twice. Please note that the password must contain alphanumeric characters and is **case-sensitive**. It should:

- be **8 characters or longer**;
- contain **at least 1 letter and 1 digit**; and
- be **changed every year** (you will be directed to the change password page automatically)



Change Password (Step 1 of 3)  
This is your first login, please change your password.

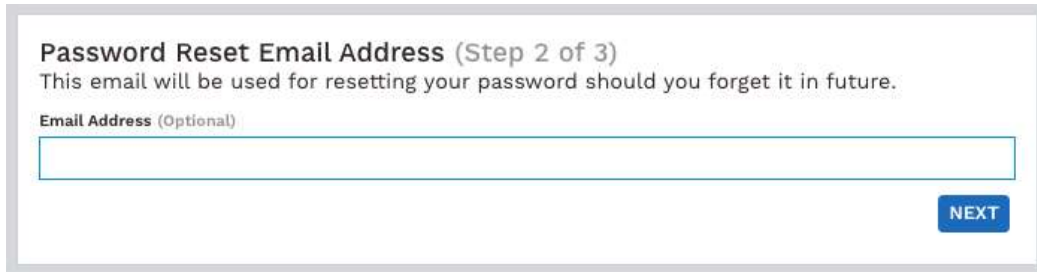
New Password

Confirm New Password

NEXT

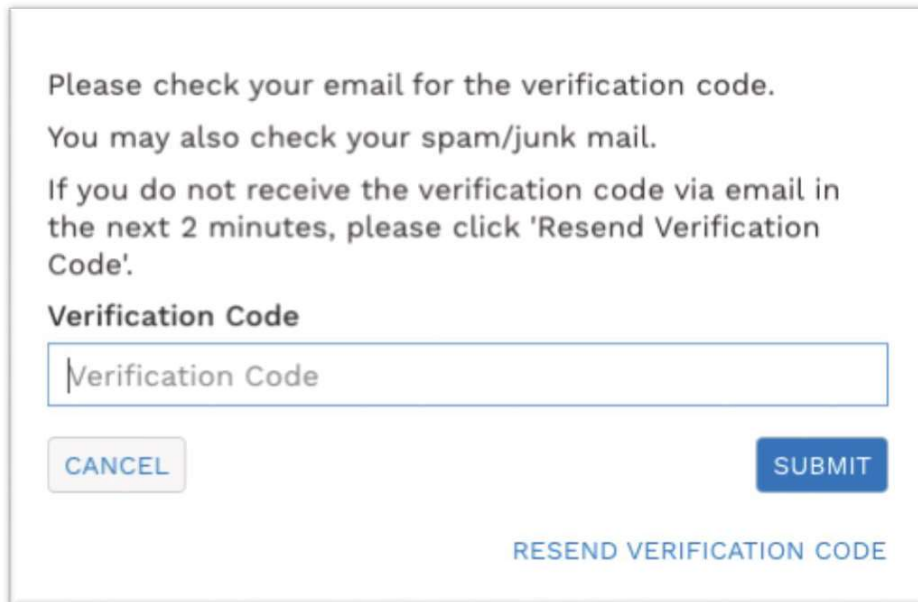
Fig. 1b: "Change Password" Page

4. After you have changed your password, you will be prompted with an option to enter an email address in the “**Password Reset Email Address**” field (refer to Fig. 1c). Note that this email address will be used if you have forgotten the password and require assistance to reset it.



**Fig. 1c: “Password Reset Email Address” Page**

A verification code will be sent to this email address. Key in the verification code into the prompt. The code is only valid for 10 minutes.



**Fig. 1d: “Verification Code” Prompt**

5. The next step would be to set up the Security Questions. You will **need to answer these Questions** to verify that you are the legitimate account holder when you need to perform a password reset via self-help or by calling Helpdesk.

## **PASSWORD RESET**

6. If you have forgotten your password, you can reset it via the following methods:
  - a. password reset using password reset link,
  - b. password reset using security questions,
  - c. contact your School-based Helpdesk, or
  - d. contact the SLS Helpdesk.

## Password Reset Using Password Reset Link

7. Perform the following steps to reset the password using **Password Reset Link Method**:

- a. Click the **“Forgot Password”** link 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).



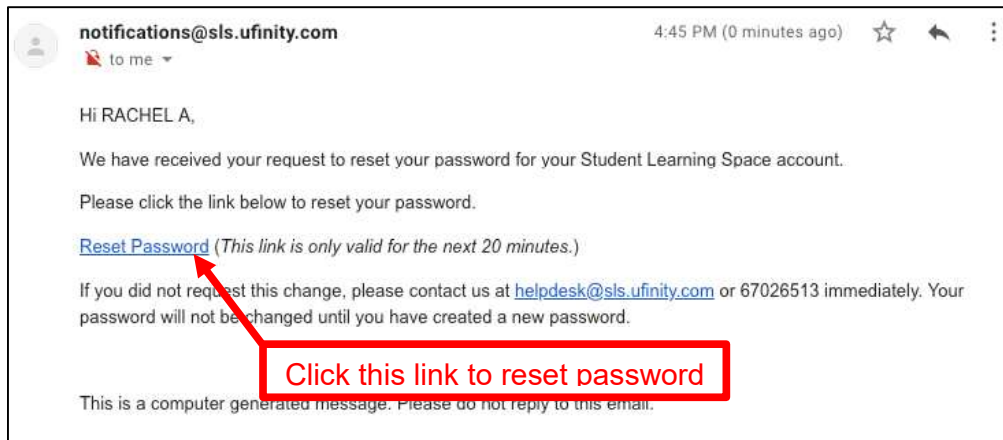
Fig. 2b: “Enter Your Username” Field

- c. Select **“Send a password reset link to your email”** and click **Submit** (refer to Fig. 2c).



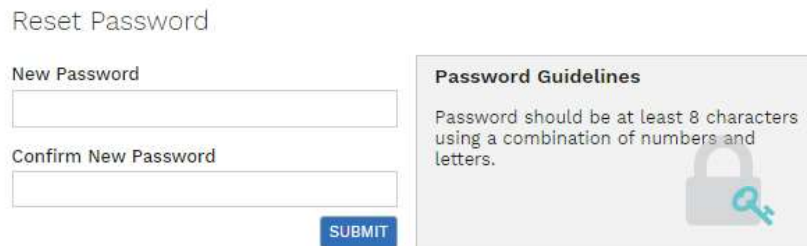
Fig. 2c: “Password Reset Link via Email” Method

- 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 20 minutes.



**Fig. 2d: “Reset Password” Link**

- e. In the **Reset Password** page, enter a new password (**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.

### Password Reset By Answering Security Questions

8. Perform the following steps to reset the password by answering the **Security Questions**:

- a. Click the “Forgot Password” button at the login page (**refer to Fig. 3a**).



Fig. 3a: “Forgot Password” Link

- b. You will need to enter your username (refer to Fig. 3b).



Fig. 3b: “Enter Your Username” Field

- c. Select “Answer the Security Questions” and click **Submit** (refer to Fig. 3c).



Fig. 3c: “Password Reset Link via Security Questions” Method

- d. In the “Security Questions” page, key in the answers to the security questions (refer to Fig. 3d). Please note that the answers are case-sensitive. Click **Submit**.

**Fig. 3d: “Security Questions” Page**

- e. If you have answered the security questions correctly, you will be brought to the **Reset Password** page (refer to Fig. 3e). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

**Fig. 3e: “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. 3f). Click on the **Retry** button to try again. You can attempt this up to **6 times** before your account will be soft-locked for security reasons.

**Fig. 3f: “Password Reset Unsuccessful” Page**

## SLS SUPPORT

### School-based Helpdesk

9. If you are experience any login issues, please contact your child's School-based Helpdesk first. The School-based Helpdesk contact details can be found at [go.gov.sg/loginissues](http://go.gov.sg/loginissues).

### SLS Helpdesk

10. 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](mailto:helpdesk@sls.ufinity.com)

SLS Helpdesk Tel: (65) 6702 6513

### Operating Hours

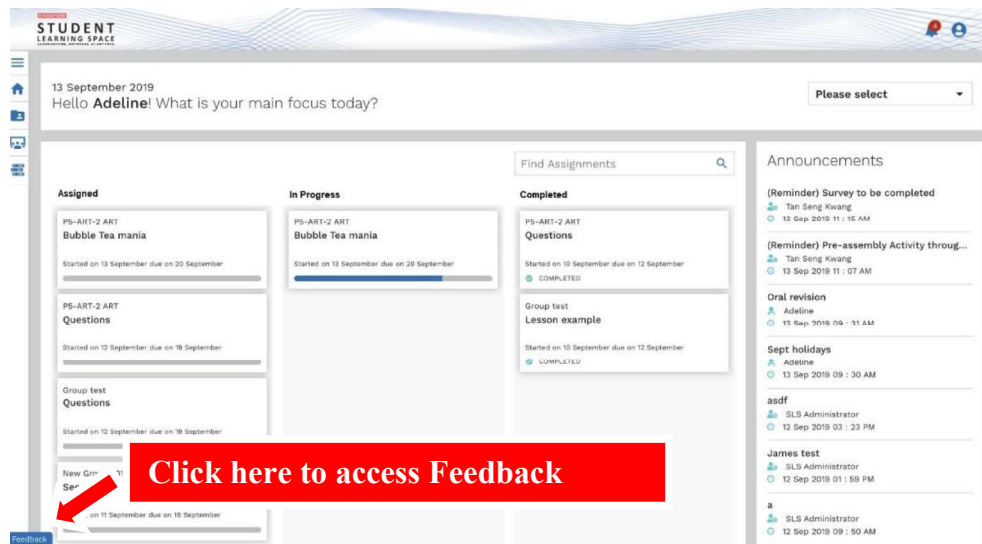
Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

## PROVIDING FEEDBACK

11. 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**

12. 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**

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Requester \*

Subject \*

**B** *I* U ☰ ☷ ▲ ▼ ↺

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

**Send Feedback**

**Fig. 4b: Feedback Form**