

## GETTING STARTED WITH SINGAPORE STUDENT LEARNING SPACE

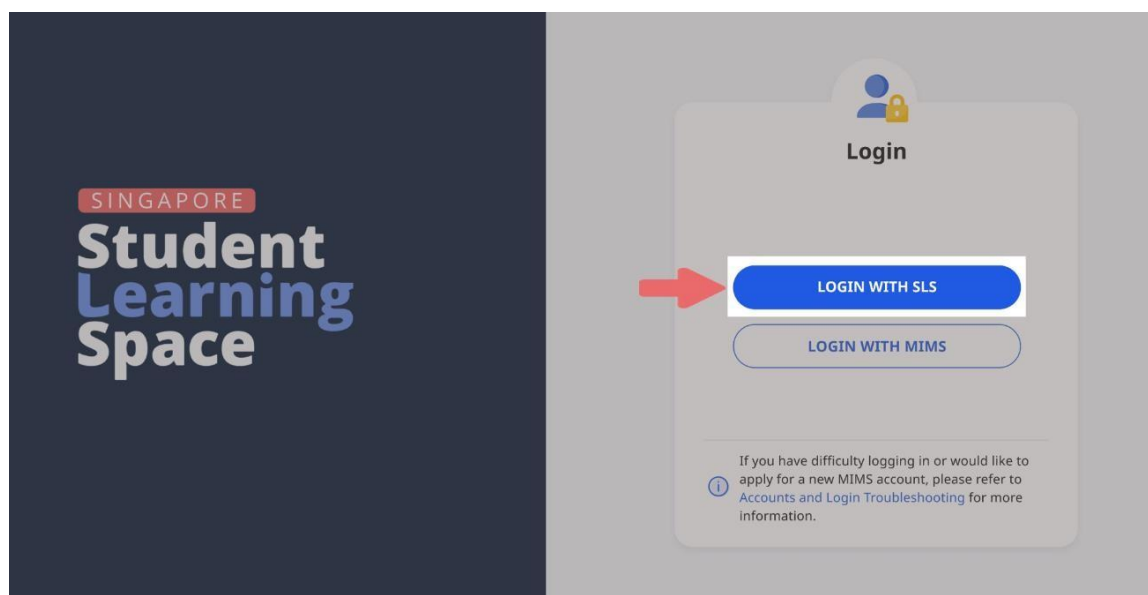
### Instructions for Students

#### SYSTEM REQUIREMENTS

1. The Singapore Student Learning Space (SLS) is accessible through the internet browsers on Windows PC, Mac, tablets and mobile devices.

#### INITIAL LOGIN

2. SLS can be accessed from <https://vle.learning.moe.edu.sg/>. Click on **Login with SLS** to go to the SLS login page (refer to **Fig. 1a**) to activate your SLS account for new SLS users logging into SLS for the first time.



**Fig. 1a: Main Login Page**

3. The SLS username and the password will be communicated to you via your child's Form Teacher.
4. During your **FIRST** login, you will be prompted to change your SLS 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:
  - a. be **12 characters or longer**;
  - b. contain **at least 1 letter and 1 digit**; and
  - c. be **changed every year** (you will be directed to the change password page automatically).

**Welcome to Student Learning Space!**


This is your first login, please...

STEP 1 / 3

**Change Password**

**Password Requirements**

Password should contain at least 12 characters or more using a combination of letters and numbers.



New Password

Confirm Password

**SUBMIT**

**Fig. 1b: Change Password Page**


5. 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**). If you have forgotten your SLS password, a password reset link will be sent to this email address.

STEP 2 / 3

### Password Reset Email Address (Optional)

**Email Address Guidelines**

A verification code will be sent to the email address provided. If you do not receive an email, check your spam/junk mail folders and check that the email address has been keyed in correctly.



Email Address

**SAVE**

SKIP

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

After you have clicked on **Save**, a verification code will be sent to the email address you have provided. Enter the verification code into the prompt (refer to **Fig. 1d**) and click **Proceed**. Note that the code is only valid for 10 minutes.

### Verification Code

Key in the verification code received in your email.

Verification Code

Please wait for ⌚ 02:00 before using the Resend Verification Code option.

**CANCEL** **PROCEED**

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

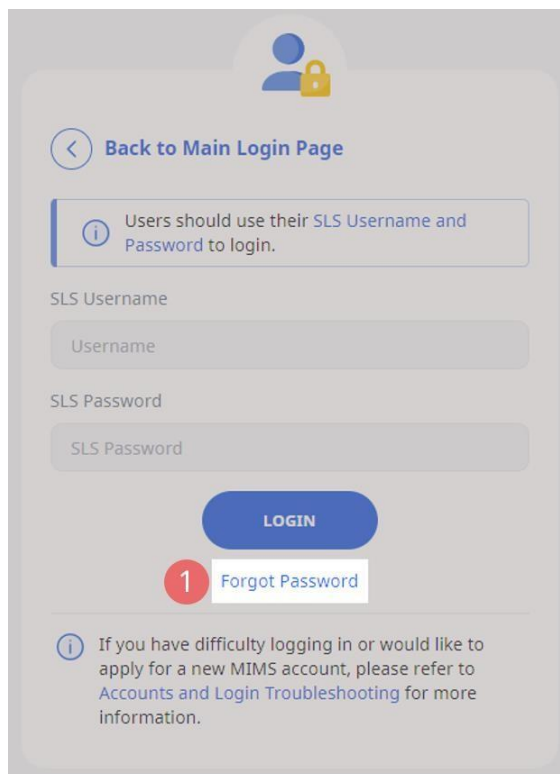
- The next step would be to set up your answers to the Security Questions. You will **need to answer these questions** to verify that you are the legitimate account holder when you need to perform a SLS password reset via self-help or by calling Helpdesk.

## PASSWORD RESET

7. If you have forgotten your SLS password, you can reset it via the following methods:
  - a. password reset through email,
  - b. password reset by answering security questions,
  - c. contact your School-based Helpline, or
  - d. contact the SLS Helpdesk.

### Password Reset through Email

8. Perform the following steps to reset your password through email:
  - a. Click the **Forgot Password** link at the SLS login page (refer to **Fig. 2a**).

The image is a screenshot of a web application's login interface. At the top, there is a header with a user icon and a lock icon. Below this is a navigation bar with a back arrow and the text 'Back to Main Login Page'. A message box with an information icon states: 'Users should use their SLS Username and Password to login.' Below this are two input fields: 'SLS Username' with a placeholder 'Username' and 'SLS Password' with a placeholder 'SLS Password'. A blue 'LOGIN' button is positioned below the password field. To the left of the 'Forgot Password' link is a red circle with the number '1'. The 'Forgot Password' link is highlighted with a white background. At the bottom, there is a footer with an information icon and text: 'If you have difficulty logging in or would like to apply for a new MIMS account, please refer to Accounts and Login Troubleshooting for more information.'

**Fig. 2a: Forgot Password Link**

- b. Enter your username and click **Submit** (refer to **Fig. 2b**).

Back to Login

Reset Password / Activate Account

SLS Username

2 Your Username

3 SUBMIT

i If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information.

**Fig. 2b: Enter your Username**

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

Back to Login

Reset my password by

4 ☒ Receiving a password reset link in my email.  
r\*\*\*\*\*@students.edu.sg

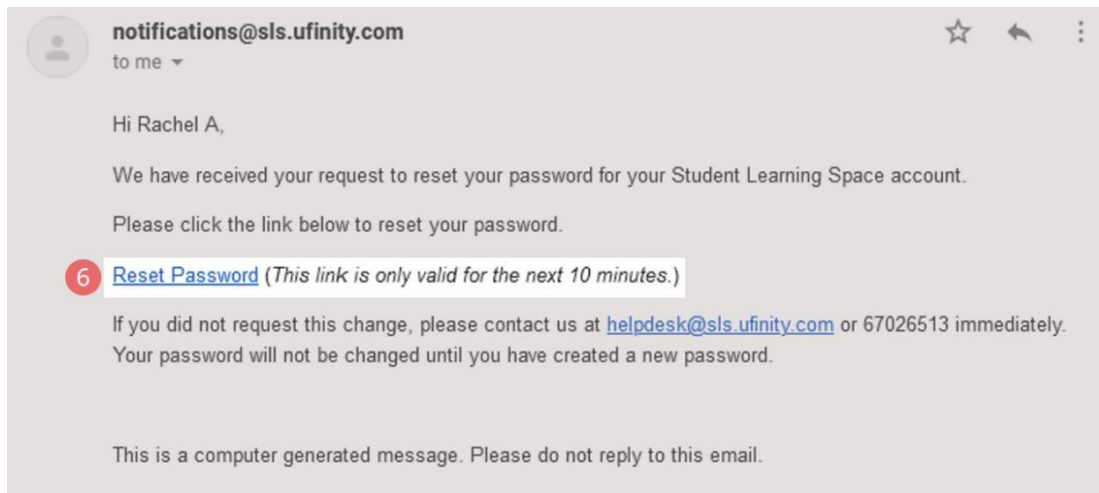
☐ Answering my security questions

5 SUBMIT

i If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information.

**Fig. 2c: Password Reset Link via Email**

- 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 10 minutes.



**Fig. 2d: Reset Password Link**

- e. On 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**.

The "Reset Password / Account Activation" page features a section for "Password Requirements" stating that the password must be at least 12 characters long and contain a combination of letters and numbers. Below this, there are two input fields: "New Password" and "Confirm Password", each with a toggle icon to show or hide the password. A blue "SUBMIT" button is located at the bottom of the form.

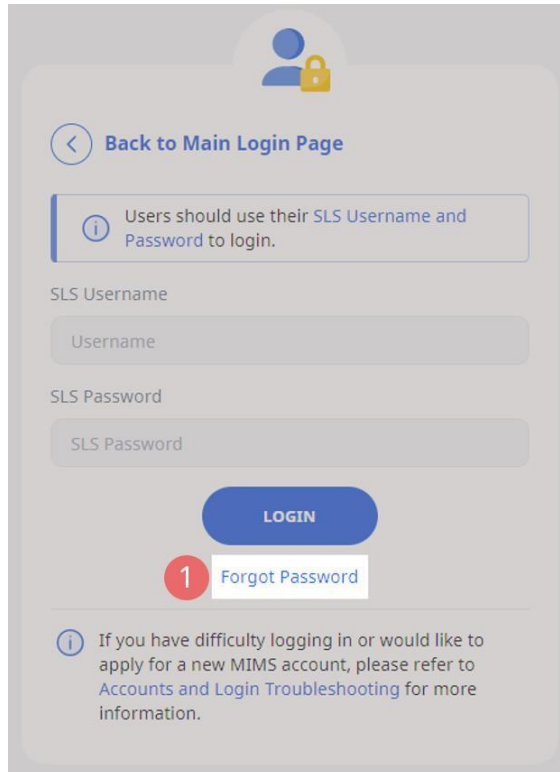
**Fig. 2e: Reset Password Page**

- f. If your password was successfully reset, you will be brought to the main login page.

### Password Reset by Answering Security Questions

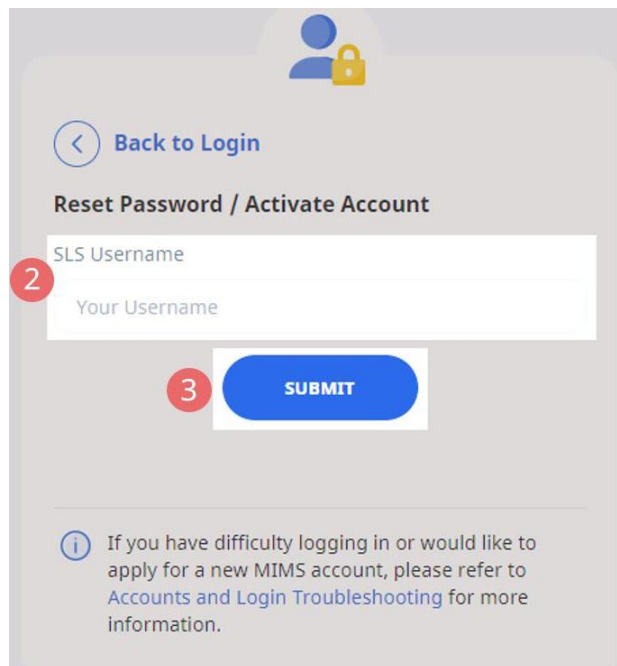
9. Perform the following steps to reset your password by answering the security questions:

- a. Click the **Forgot Password** link at the SLS login page (refer to **Fig. 3a**).

The image is a screenshot of a web application's login interface. At the top, there is a header with a user icon and a lock icon. Below the header, there is a navigation bar with a back arrow and the text "Back to Main Login Page". A message box with an information icon states: "Users should use their SLS Username and Password to login." Below this, there are two input fields: "SLS Username" with a placeholder "Username" and "SLS Password" with a placeholder "SLS Password". A blue "LOGIN" button is positioned below the password field. A red circle with the number "1" highlights a "Forgot Password" link. At the bottom, there is a message box with an information icon that reads: "If you have difficulty logging in or would like to apply for a new MIMS account, please refer to Accounts and Login Troubleshooting for more information."

**Fig. 3a: Forgot Password Link**

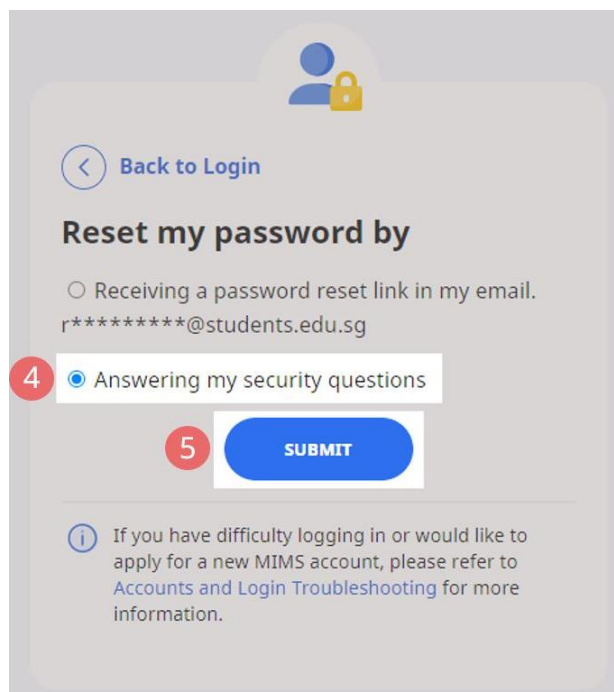
- b. Enter your username and click on **Submit** (refer to **Fig. 3b**).



The screenshot shows a web form titled "Reset Password / Activate Account". At the top, there is a "Back to Login" link with a left arrow icon. Below the title, there is a text input field labeled "SLS Username" with the placeholder text "Your Username". A red circle with the number "2" is next to the input field. Below the input field, there is a blue "SUBMIT" button with a red circle and the number "3" next to it. At the bottom, there is a note with an information icon: "If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information."

**Fig. 3b: Enter your Username**

- c. Select "**Answering my security questions**" and click **Submit** (refer to **Fig. 3c**).

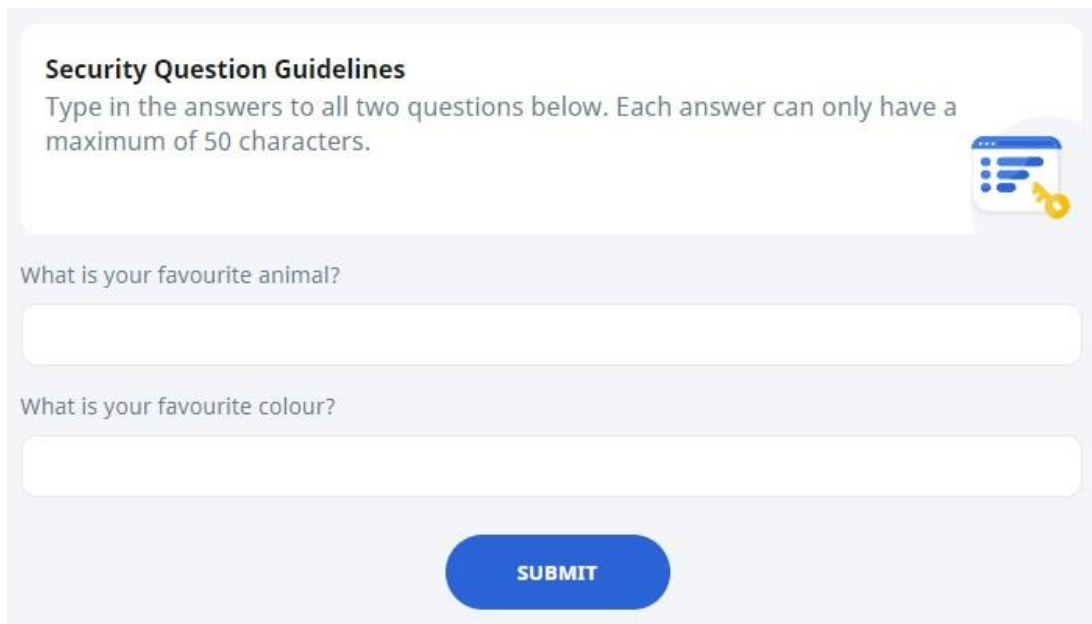


The screenshot shows a web form titled "Reset my password by". At the top, there is a "Back to Login" link with a left arrow icon. Below the title, there are two radio button options. The first option is "Receiving a password reset link in my email." with the email address "r\*\*\*\*\*@students.edu.sg". The second option is "Answering my security questions", which is selected with a blue dot. A red circle with the number "4" is next to the second option. Below the options, there is a blue "SUBMIT" button with a red circle and the number "5" next to it. At the bottom, there is a note with an information icon: "If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information."

**Fig. 3c: Password Reset via Security Questions**



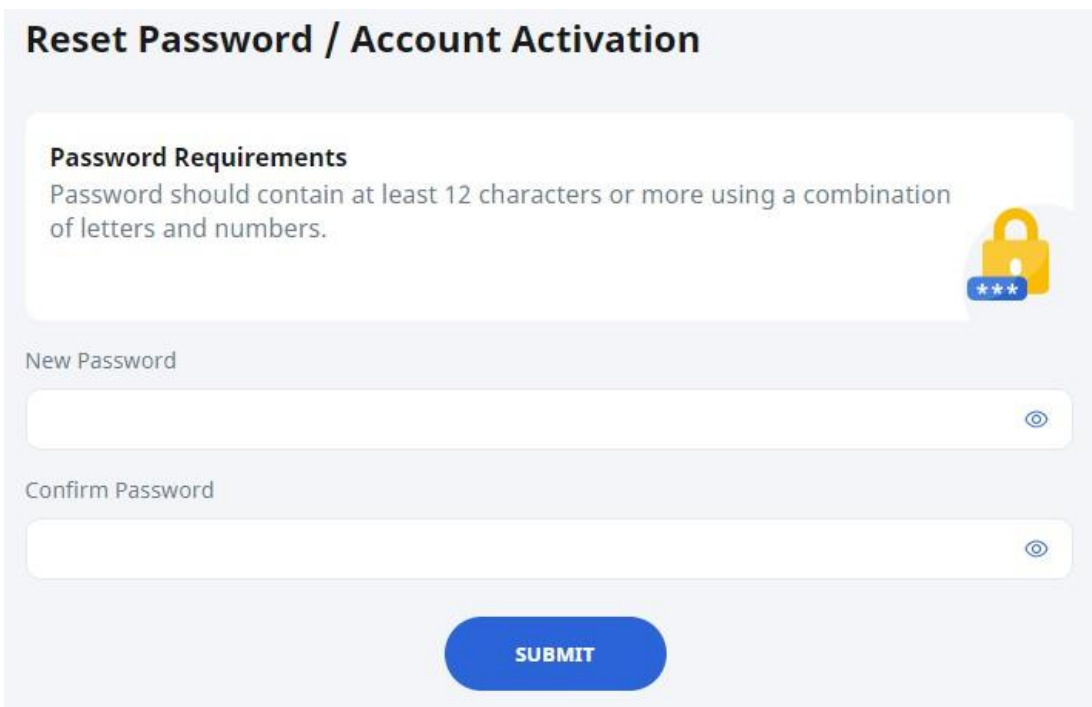
- d. In the **Security Questions** page, key in the answers to the security questions (refer to **Fig. 3d**). Please note that the answers are case-sensitive. Click **Submit**.



The image shows a 'Security Questions' page. At the top, there is a section titled 'Security Question Guidelines' with the text: 'Type in the answers to all two questions below. Each answer can only have a maximum of 50 characters.' To the right of this text is an icon of a document with a key. Below the guidelines, there are two questions: 'What is your favourite animal?' and 'What is your favourite colour?'. Each question has a corresponding text input field. At the bottom of the page is a blue button labeled 'SUBMIT'.

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

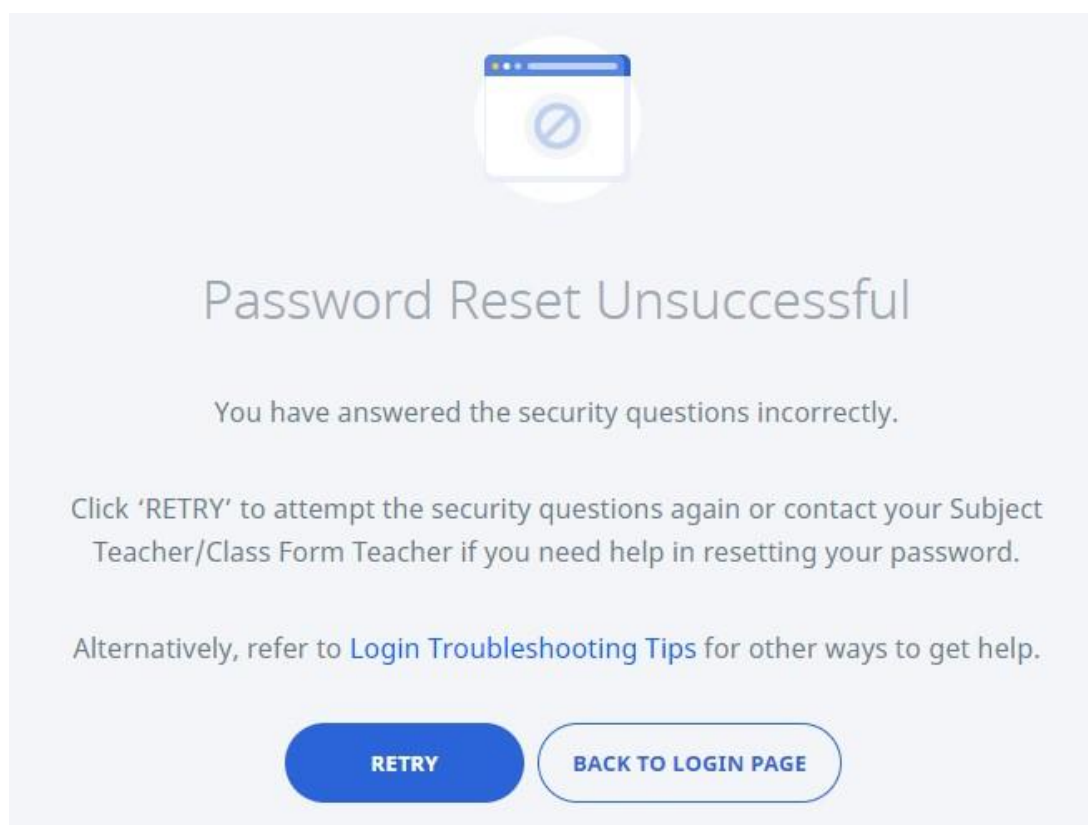
- e. If you have answered the security questions correctly, you will be brought to the **Reset Password** page (refer to **Fig. 3e**). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.



The image shows a 'Reset Password / Account Activation' page. At the top, there is a section titled 'Password Requirements' with the text: 'Password should contain at least 12 characters or more using a combination of letters and numbers.' To the right of this text is an icon of a padlock. Below the requirements, there are two labels: 'New Password' and 'Confirm Password'. Each label has a corresponding text input field with a toggle icon (an eye) to the right of the field. At the bottom of the page is a blue button labeled 'SUBMIT'.

**Fig. 3e: Reset Password Page**

- f. If your password was successfully reset, you will be brought to the main 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 answer the security questions 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 Helpline

10. If you are experiencing any login issues, please contact your School-based Helpline first. The School-based Helpline contact details can be found at [go.gov.sg/schoolhelpline](http://go.gov.sg/schoolhelpline).

### SLS Helpdesk

11. 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.unity.com](mailto:helpdesk@sls.unity.com)

SLS Helpdesk Tel: (65) 6702 6513

### **Operating Hours**

Mondays — Fridays:

4:00 pm — 9:00 pm (School Days)

9:00 am — 9:00 pm (School Holidays)

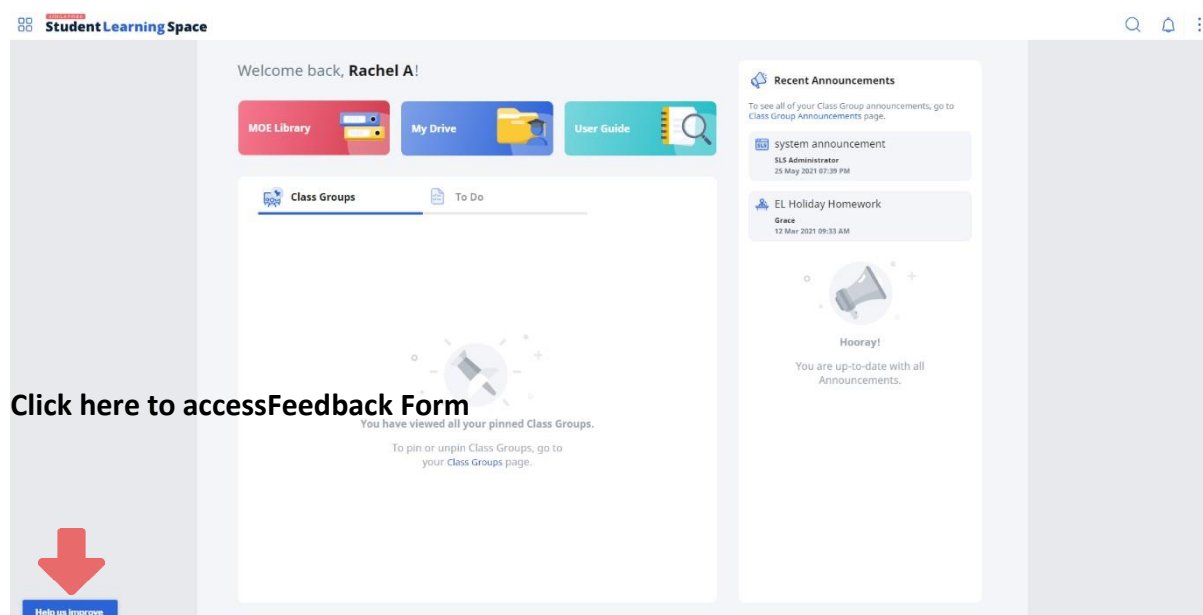
Saturdays:

9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

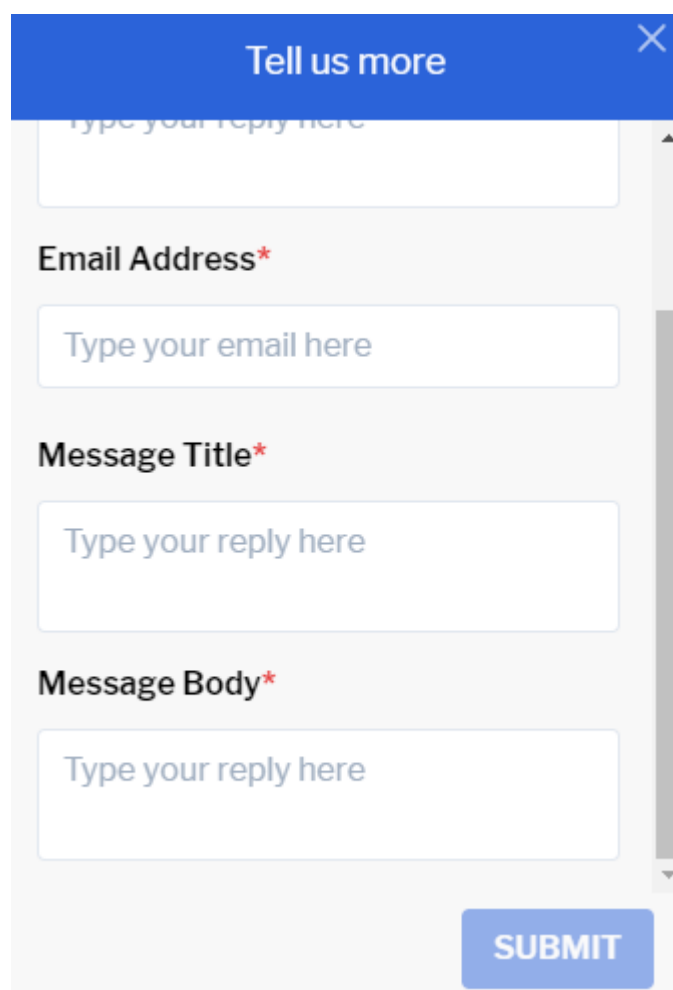
## PROVIDING FEEDBACK

12. 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 SLS system and learning resources**

13. Key in your contact details and feedback in the **Feedback Form** (refer to **Fig. 4b**) and click **Submit**.



The image shows a mobile application interface for a feedback form. At the top is a blue header bar with the text "Tell us more" in white and a white close button (X) on the right. Below the header is a light gray container with a vertical scrollbar on the right. Inside the container, there are four input fields, each with a label and a red asterisk indicating it is required: "Type your reply here" (with a placeholder), "Email Address\*", "Type your email here" (with a placeholder), "Message Title\*", "Type your reply here" (with a placeholder), and "Message Body\*", "Type your reply here" (with a placeholder). At the bottom right of the container is a blue button with the text "SUBMIT" in white.

**Fig. 4b: Feedback Form**

## FREQUENTLY ASKED QUESTIONS

### **Q1: I have forgotten my password. What should I do?**

Please refer to **paragraphs 7-11** in **Annex A**.

### **Q2: I have forgotten my SLS username. What should I do?**

The format of your username 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.

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

Your account will be locked if you try to log in with an incorrect password too many times.

Please approach your teacher to unlock your account.

### **Q4: I chose to reset my SLS password through email but I cannot find the 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.

Note: The link in the email will expire within 10 minutes. If the link has expired, go to the login page and select **Forgot Password** to try again.

### **Q5: Can I change the SLS 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 Windows PC, Mac, tablets and mobile devices. The recommended operating systems and browsers can be found at <https://go.gov.sg/slsosbrowser>.