

ANNEX A

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>.



Fig. 1a: Login Page

PASSWORD RESET

3. 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, or
- c) call the SLS Helpdesk.

Password Reset Using Security Questions

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

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

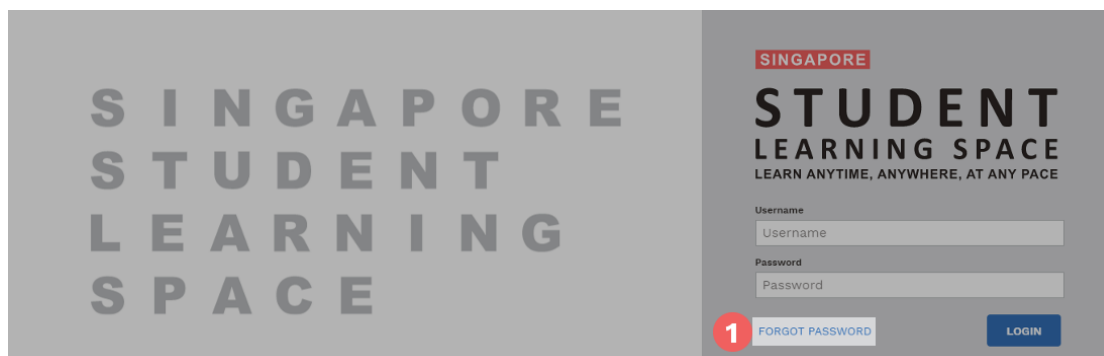


Fig. 2a: “Forgot Password” Link

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

- d) In the “**Security Questions**” page, key in the answers to the security questions (refer to Fig. 2d). Click **Submit**.

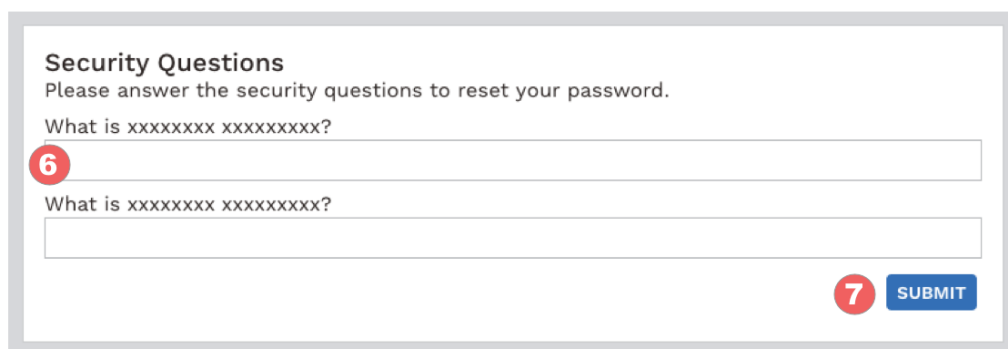


Fig. 2d: “Security Questions” Page

- e) 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**.

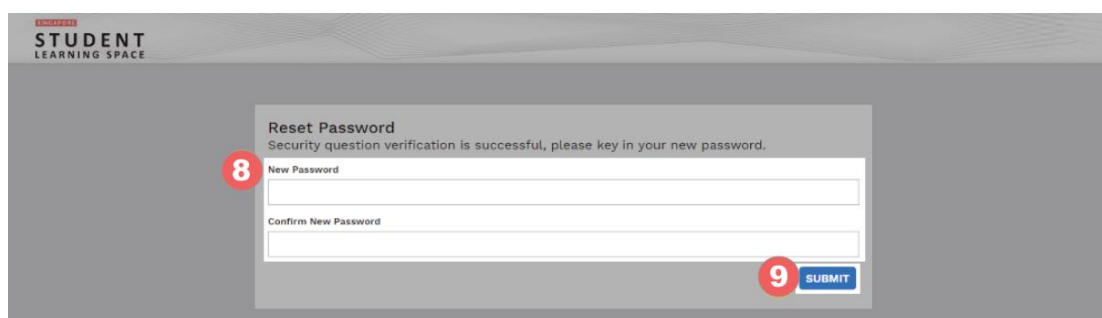


Fig. 2e: “Reset Password” Page

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

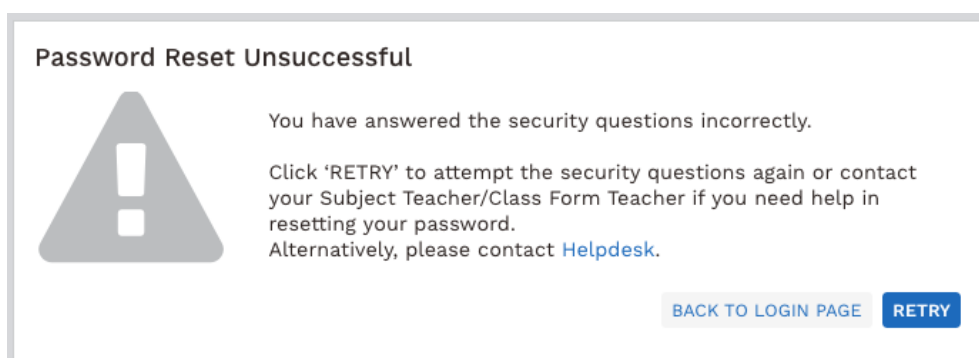


Fig. 2f: “Password Reset Unsuccessful” Page

CALL THE SLS HELPDESK

4. You can call SLS Helpdesk to reset your password. You will need to answer the security questions to verify that you are the legitimate account holder.

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

ANNEX B

FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 6-9** in **Annex A**.

Q2 : 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.

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

Your account will be locked after 6 consecutive attempts to log in with an incorrect password.

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.

Tel: (65) 6702 6513

Operating Hours

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Saturdays: 9:00 am — 3:00 pm

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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.

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

Q5 : What are the Operating System and Browser Requirements for SLS?

The following are the recommended operating systems:

- Windows laptop/desktop with Microsoft Windows 7 SP1 and later
- Apple laptop/desktop with Mac OS X 10.9 and later
- iPad with iOS 8 and later
- Android tablet with Android 5 and later

SLS is accessible through the latest internet browsers (minimum: Internet Explorer 11, Google Chrome 51, FireFox 51 or Safari 7.1).