

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>. The username can be found in the cover letter while the password is in a separate letter.



**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:

- a. be **8 characters or longer**;
- b. contain **at least 1 letter and 1 number**; and
- c. be **changed every 90 days** (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.

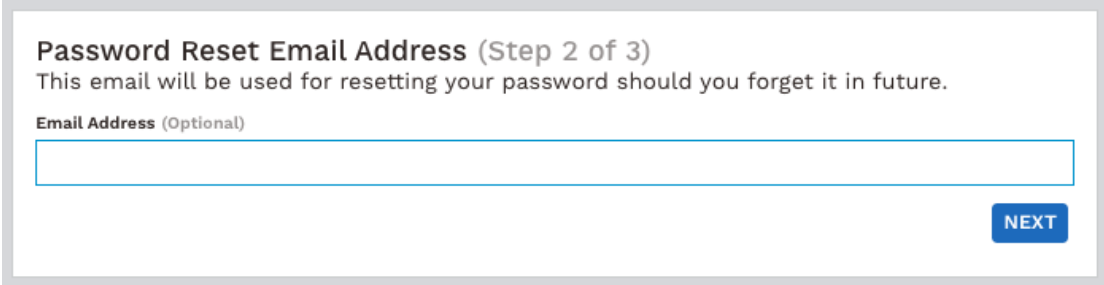
**New Password**

  
**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 your email address in the “**Password Reset Email Address**” field (refer to Fig. 1c). A verification email will be sent to this email address.



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

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**

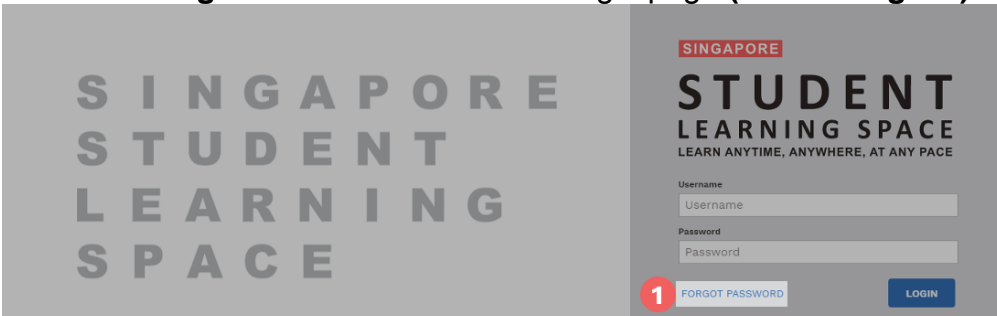
6. If you have forgotten your password, you can reset it via the following methods:

- a) password reset using password reset link,
- b) password reset using security questions, or
- c) call the SLS Helpdesk.

### Password Reset using Password Reset Link

7. Perform the following steps to reset 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 10 minutes.

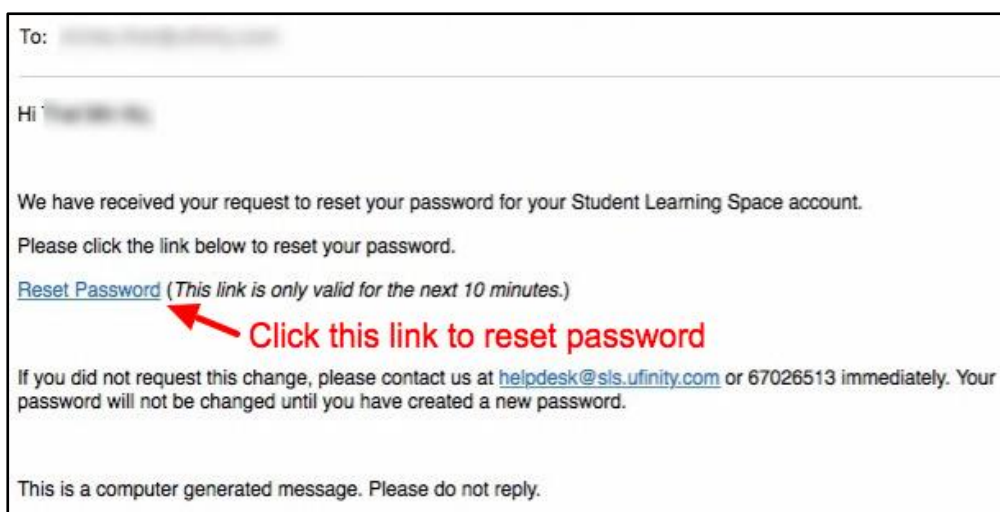
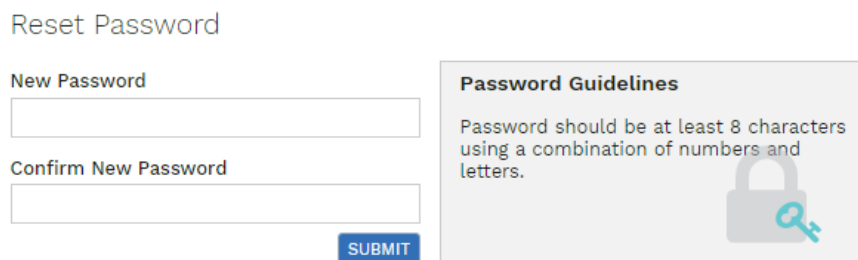


Fig. 2d: “Reset Password” Link

- 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**.



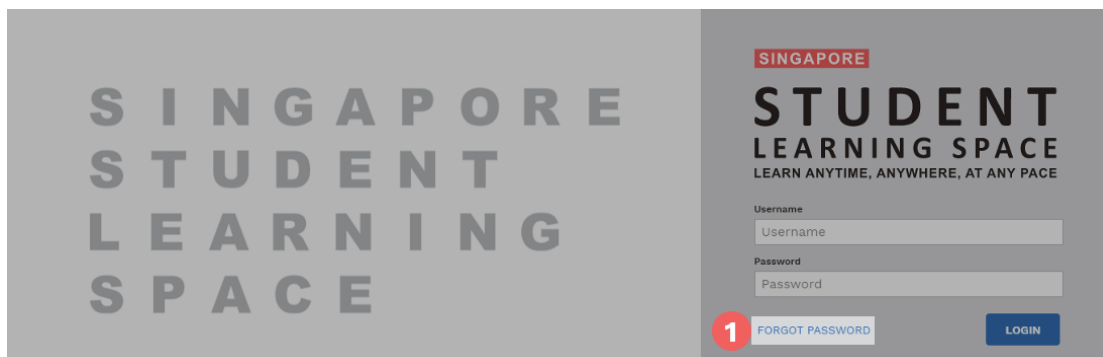
**Fig. 2e: “Reset Password” Page**

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

### Password Reset Using Security Questions

8. 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. 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). Click **Submit**.

The image shows a "Security Questions" page. It has a title "Security Questions" and a subtitle "Please answer the security questions to reset your password." There are two questions, each followed by a text input field. The first question is "What is xxxxxxxx xxxxxxxx?" and the second is "What is xxxxxxxx xxxxxxxx?". A red circle with the number "6" is next to the first input field. A red circle with the number "7" is next to a blue "SUBMIT" button at the bottom right.

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

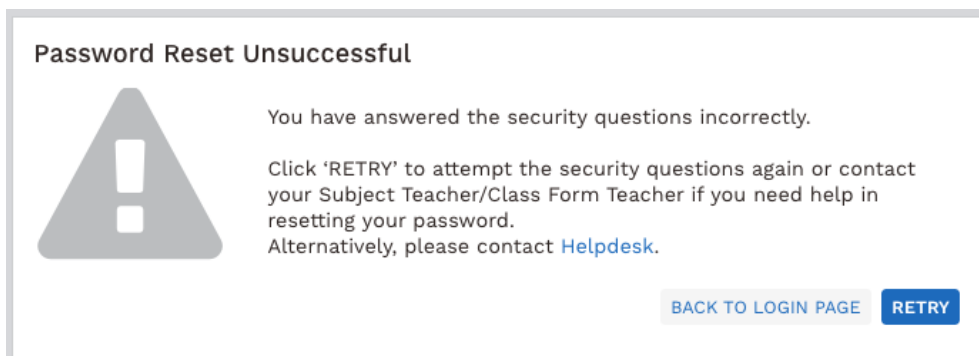
- e) If you have answered the security questions correctly, you will be brought to the **Reset Password** page (refer to Fig. 3e). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

The image shows a "Reset Password" page. It has a title "Reset Password" and a subtitle "Security question verification is successful, please key in your new password." There are two text input fields: "New Password" and "Confirm New Password". A red circle with the number "8" is next to the "New Password" field. A red circle with the number "9" is next to a blue "SUBMIT" button at the bottom right.

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 up to 6 times before your account is locked for security reasons.



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

### **CALL THE SLS HELPDESK**

9. 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**

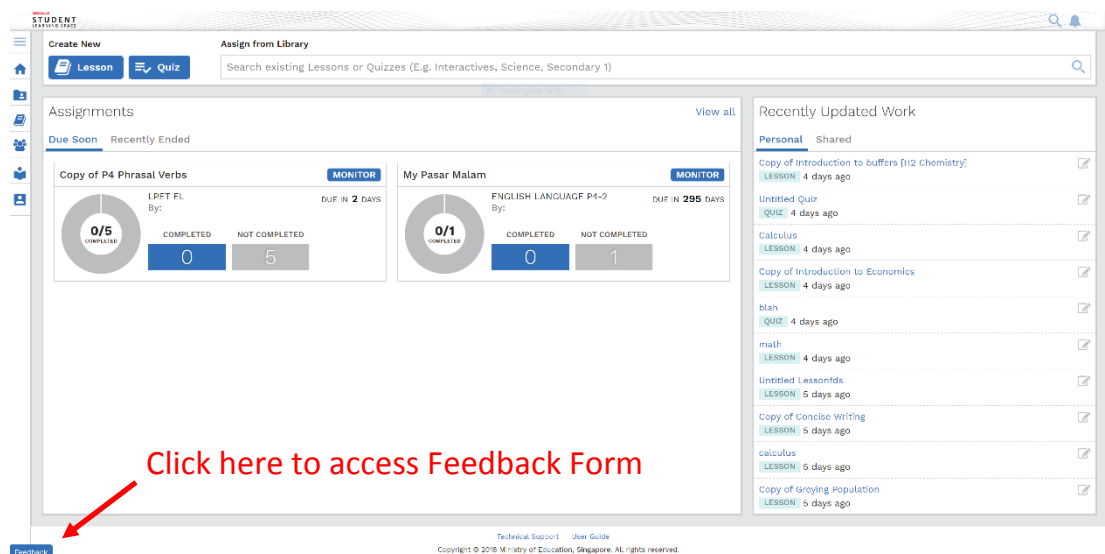
Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

## PROVIDING FEEDBACK

10. You are encouraged to use the feedback feature in the system to provide your input 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**

11. 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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**B** *I* U

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Help Desk Software by Freshdesk  
Privacy Policy

**Send Feedback**

**Fig. 4b: Feedback Form**

## 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**

Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

#### **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).

**Q6 : Can SLS run on mobile phones?**

You can access SLS from internet browsers installed on your mobile phones or equivalent devices. However, the system is currently not optimised for use on these devices.