

GUIDE TO SINGAPORE STUDENT LEARNING SPACE (SLS)

ACCOUNT MANAGEMENT

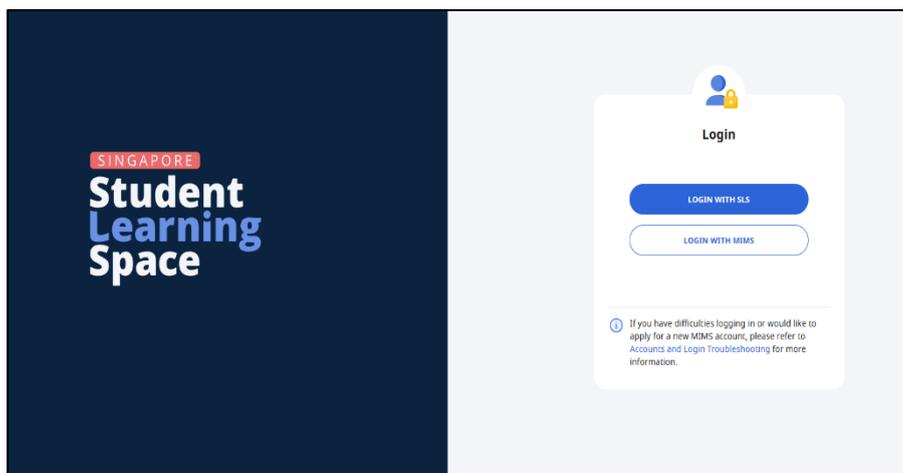
Instructions for Students

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).

MAIN LOGIN

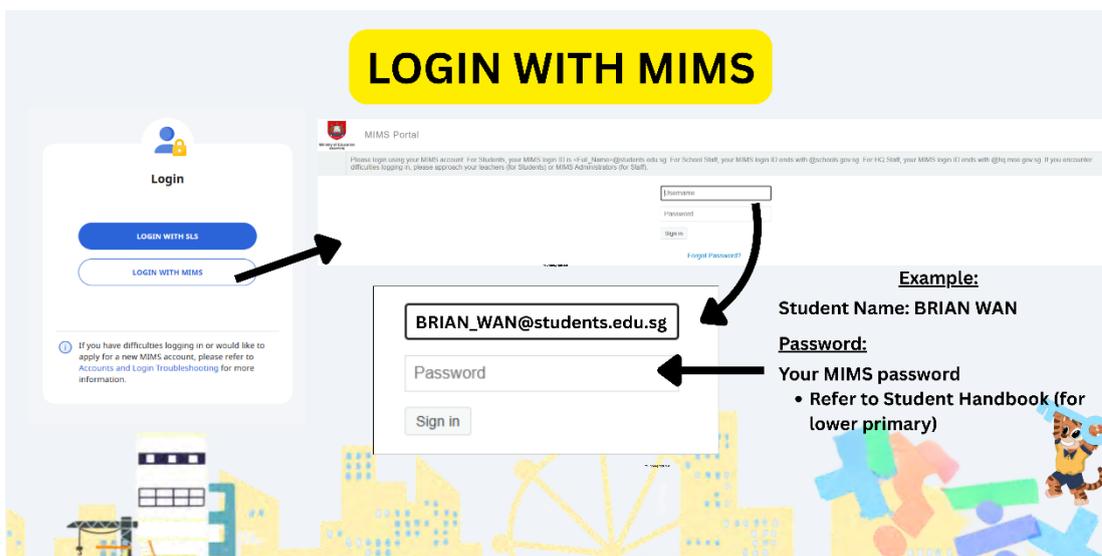
2. SLS can be accessed from <https://vle.learning.moe.edu.sg>.

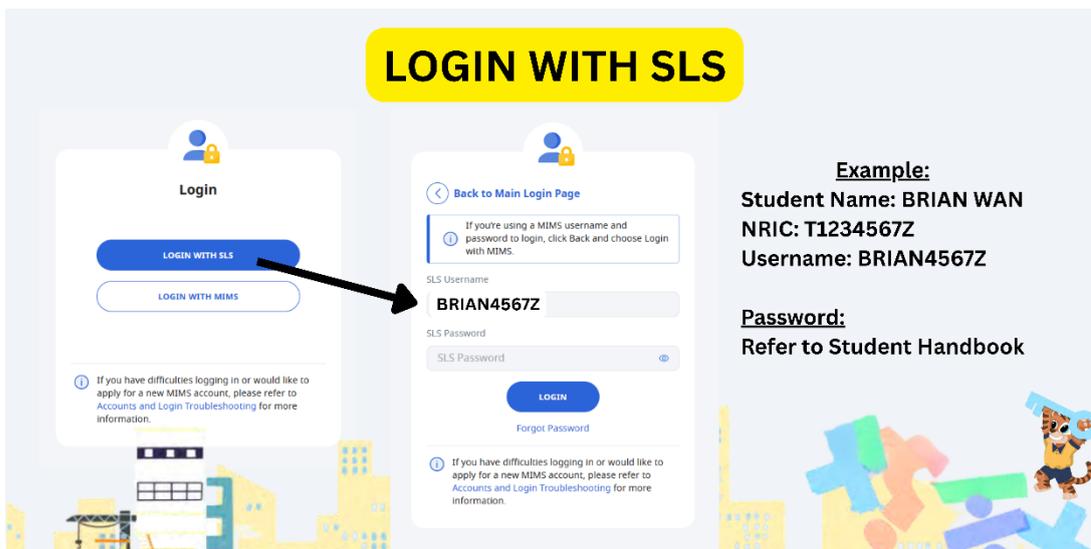


3. There are 2 ways to login:

a) LOGIN WITH MIMS

You will be directed to MIMS Portal main page. Enter your username (Student ICON email address) and MIMS password.





4. During the **FIRST** login, you will be prompted to change your password (refer to Fig. 1a). 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 number**; and
 - be **changed every year** (you will be directed to the change password page automatically)

Change Password

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



Current Password

New Password

Confirm Password

SAVE

Fig. 1a: “Change Password” Page

5. After you have changed your password, you will be prompted with an option to enter your alternate email address in the “**Password Reset Email Address**” field (refer to Fig. 1b). A verification email will be sent to this email address.

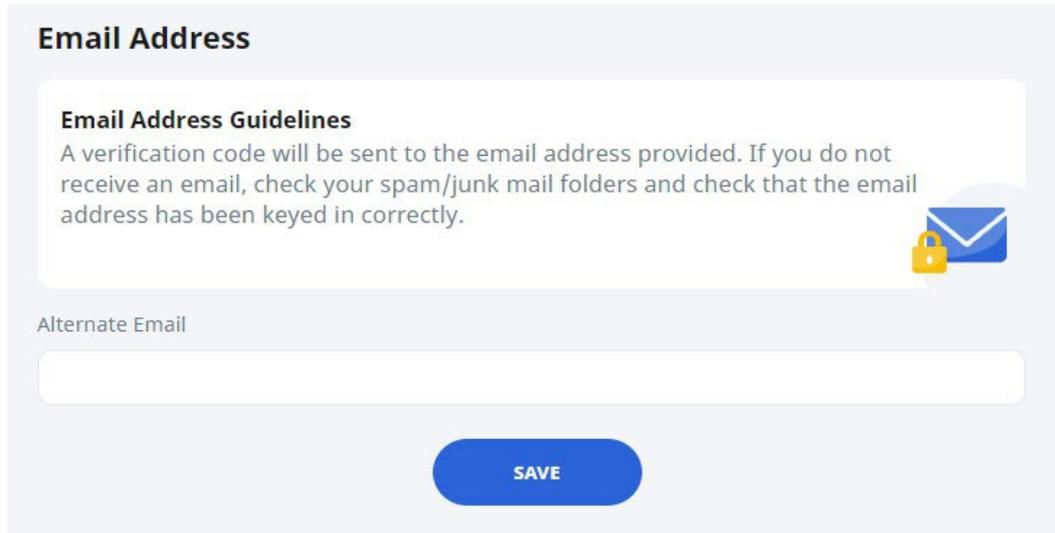


Fig.1b: “Update Email Address” Page

6. 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 and click **Proceed** (refer to Fig. 1d). The code is only valid for 10 minutes. Without the code, the email address will not be saved.

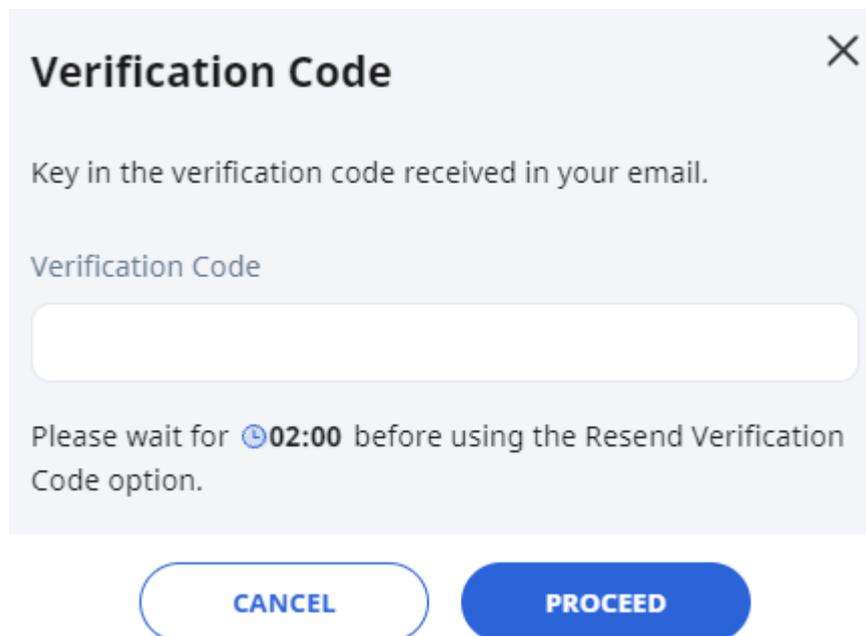


Fig. 1d: Verification Code Prompt

- 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.

Security Questions
If you've forgotten your password, you can reset it yourself or call the SLS Helpdesk (6702 6513).

Security Question Guidelines
Type in the answers to all three questions below. Choose answers that you can remember easily as you'll have to provide the same answers when you need to reset your password in future.

Each answer can only have a maximum of 50 characters. The same answer cannot be used for more than one question.

What is your favourite animal?

What is your favourite colour?

What is your favourite sport or hobby?

SAVE

Fig. 1b: "Security Questions" Page

PASSWORD RESET

- If you have forgotten your password, you can reset it via the following methods:
 - Reset Password with a Password Reset Link,
 - Reset Password by Answering Security Questions,
 - Request password reset via "Student Password Reset Form"
 - Contact your Form Teacher/School-based Helpline, or
 - Call/Email SLS Helpdesk
- Get Temporary Access to SLS**

If you need to login to the SLS during class and have forgotten your password, your teacher can generate a 10-Hour Temporary Password (10HTP). The 10HTP only allows you to access the Assignments and MOE Library. It does not allow you to reset your password or change other details in your Profile.

This is only a temporary solution. If you have forgotten your password, you should try to reset it by following the steps above (a to e)

10. If you have forgotten your MIMS password, you may approach your Form Teacher for assistance or go to <https://go.gov.sg/studentpasswordresetform>

Reset Password with a Password Reset Link

Note: You can only do this if you have previously set a verified password reset email address.

11. Perform the following steps to reset password using **Reset Password with a Password Reset Link**:

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

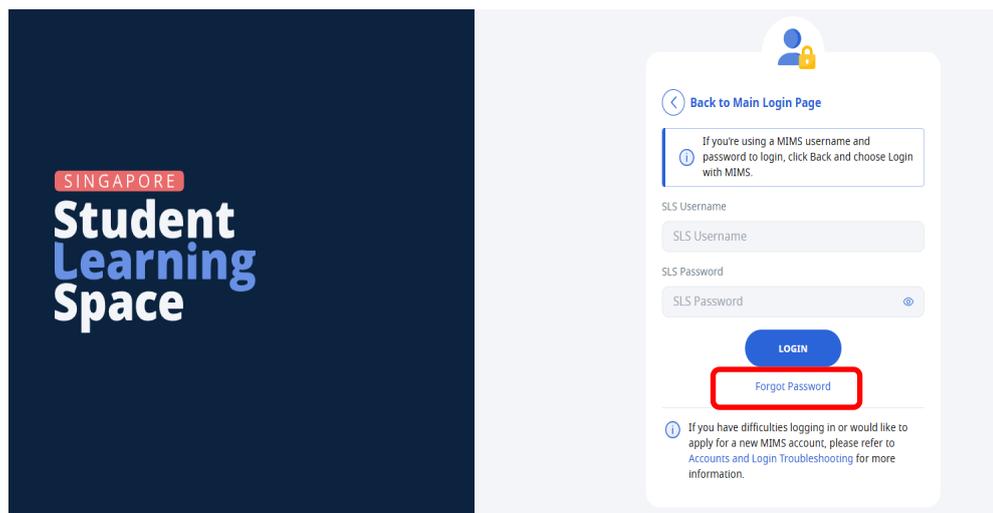


Fig. 2a: “Forgot Password” Link

b) You will need to enter your SLS username and click **Submit** (refer to Fig. 2b)

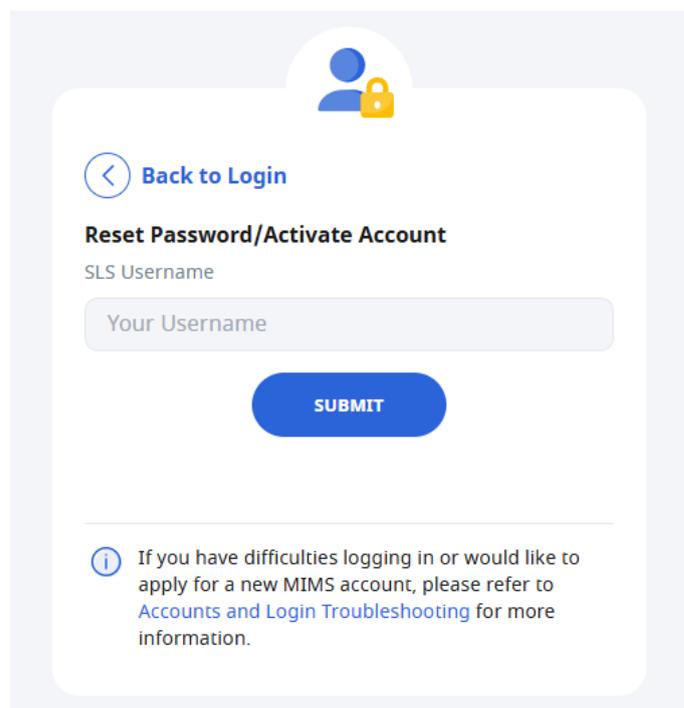


Fig. 2b: “Enter Your SLS Username” Page

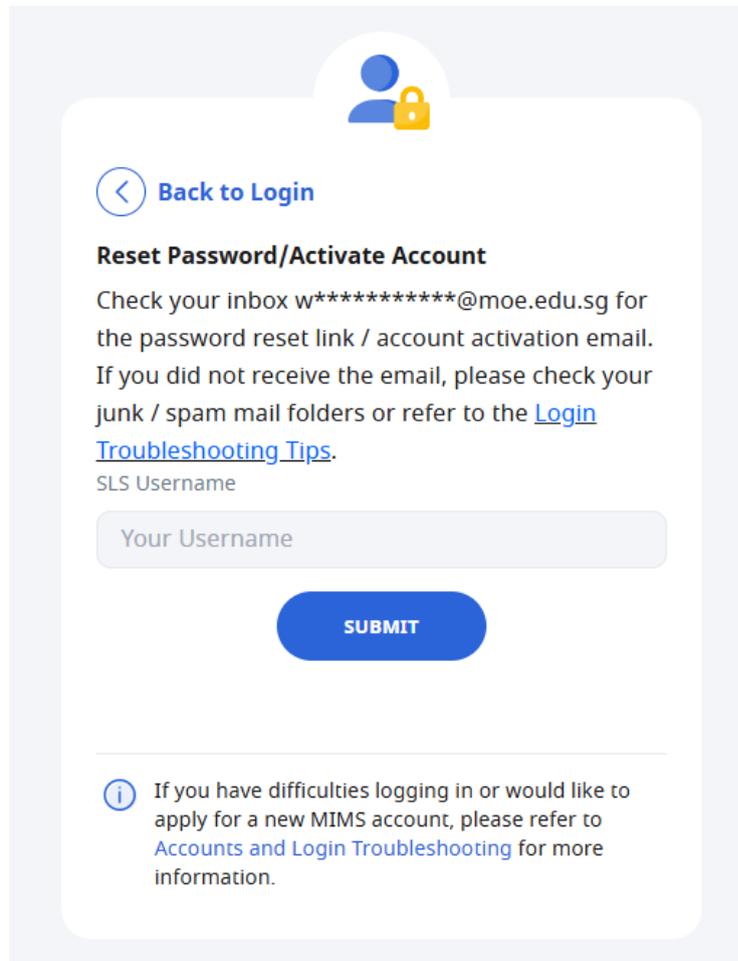


Fig. 2c: “Password Reset Link via Email”

- c) 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.

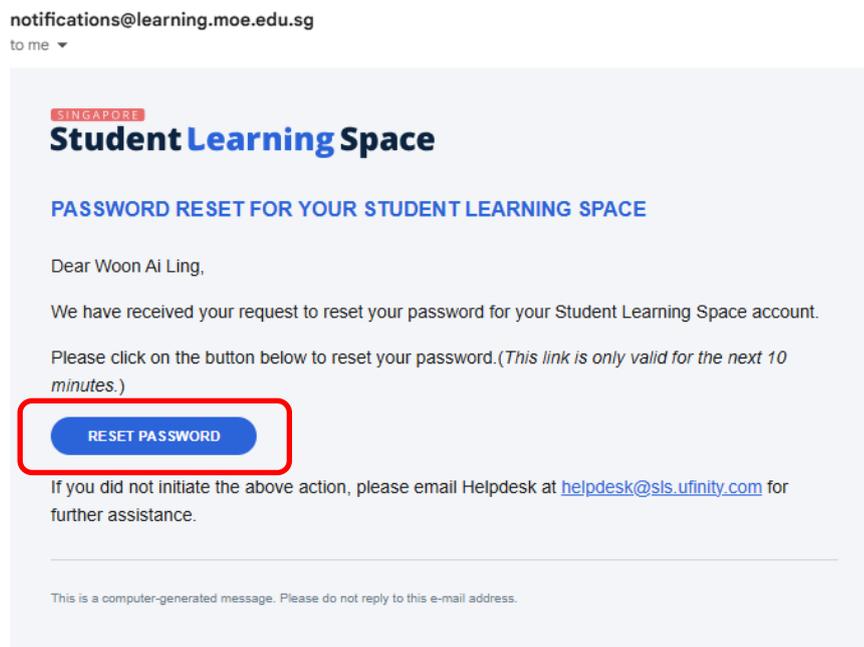


Fig. 2d: Reset Password Link

- d) On the **Reset Password** page, enter a new password. You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.
- e) If your password was successfully reset, you will be brought to the main login page.

Reset Password by Answering Security Questions

Note: You will be prompted only if you have set a verified alternative email. Otherwise, you will be brought directly to the Security Questions page.

12. 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**).

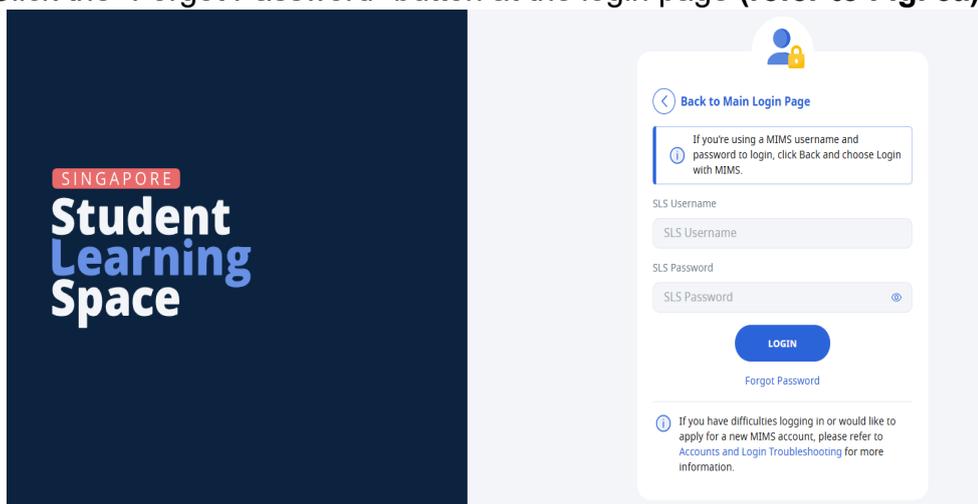


Fig. 3a: “Forgot Password” Link

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

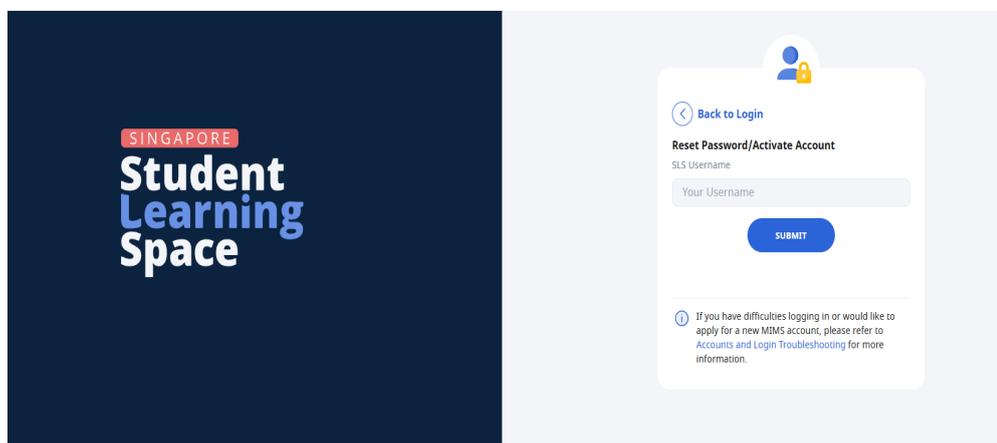
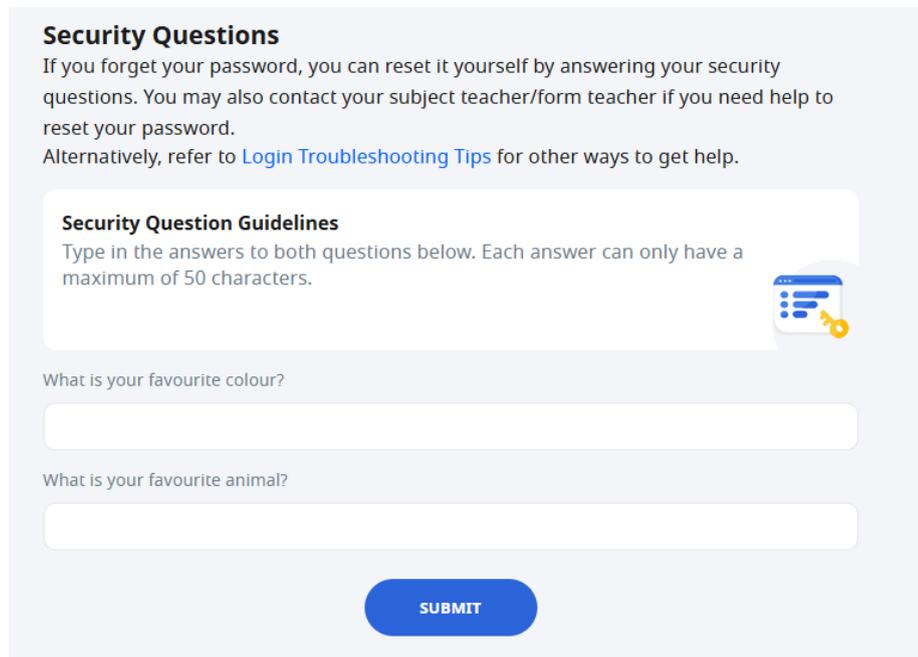


Fig. 3b: “Enter Your Username” Field

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



Security Questions

If you forget your password, you can reset it yourself by answering your security questions. You may also contact your subject teacher/form teacher if you need help to reset your password.

Alternatively, refer to [Login Troubleshooting Tips](#) for other ways to get help.

Security Question Guidelines

Type in the answers to both questions below. Each answer can only have a maximum of 50 characters.

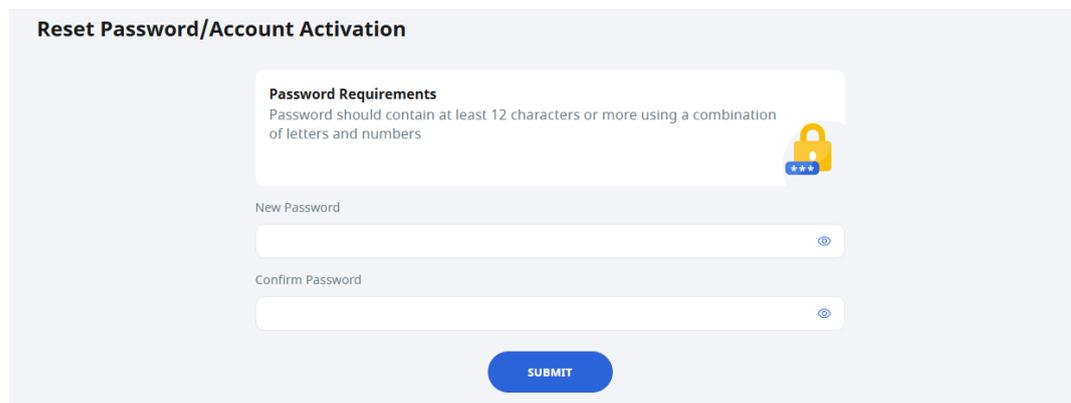
What is your favourite colour?

What is your favourite animal?

SUBMIT

Fig. 3d: “Security Questions” Page

- d) 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**.



Reset Password/Account Activation

Password Requirements

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

New Password

Confirm Password

SUBMIT

Fig. 3e: “Reset Password” Page

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

- f) 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.

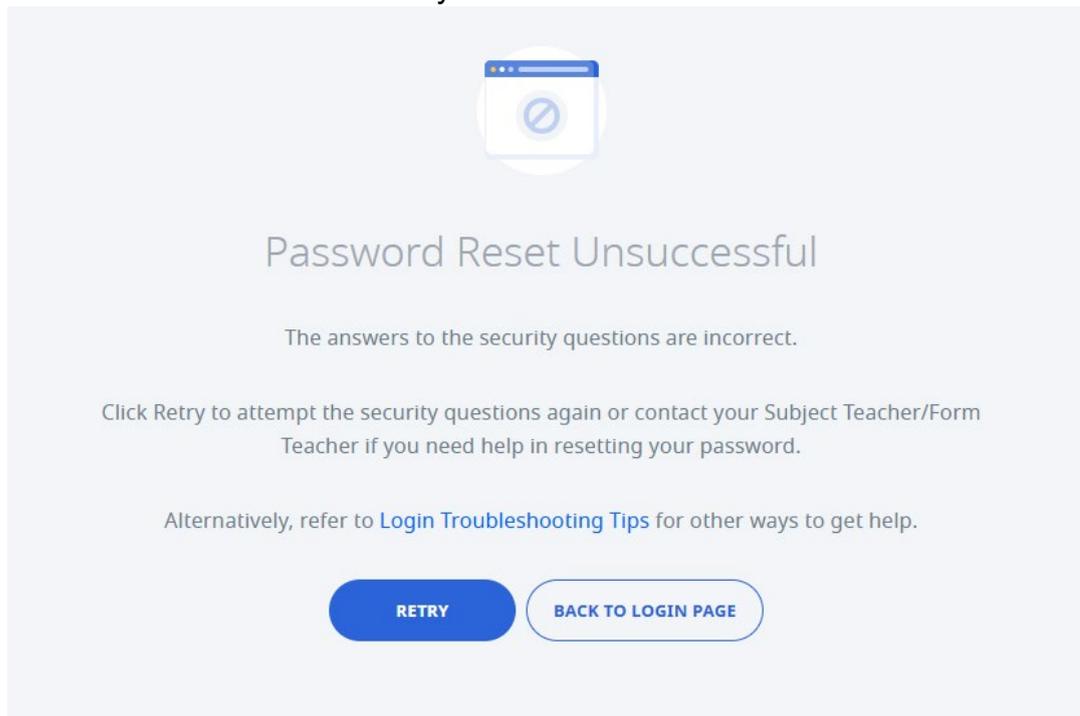


Fig. 3f: “Password Reset Unsuccessful” Page

School-based Helpline

13. You can contact school helpline to speak to our SLS Administrator at 67634812 or go to our [Student Password Reset Form](#) to submit a password reset form.
14. 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.

SLS Helpdesk

15. 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: 4:00 pm — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

*Closed on Sundays & Public Holidays

PROVIDING FEEDBACK

16. 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**).

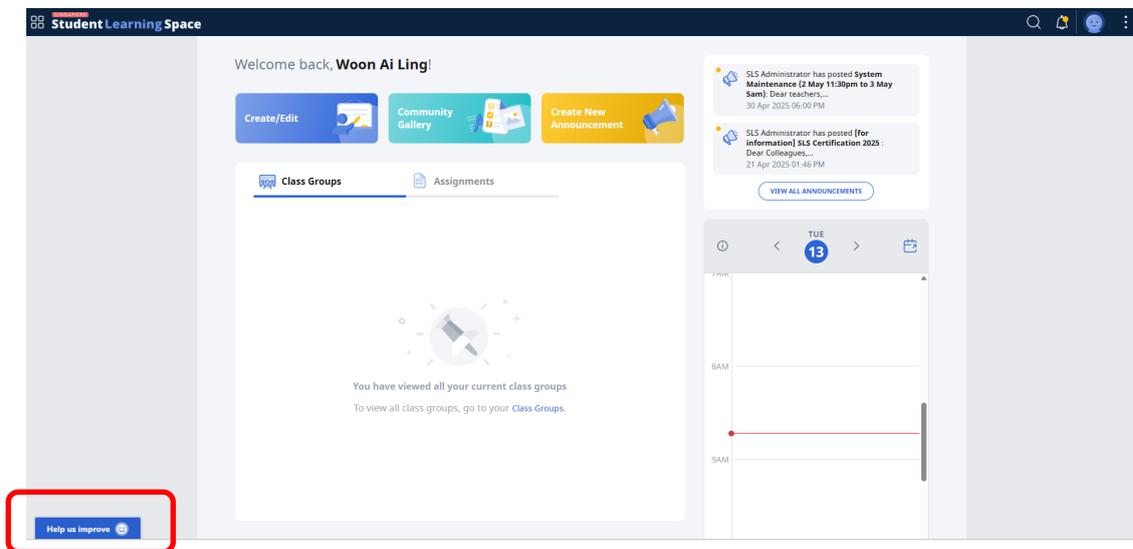


Fig. 4a: Providing feedback on the learning resources and system

17. Key in your contact details and the nature of your feedback in the **Feedback Form** (refer to **Fig. 4b**) and click "**Send Feedback**".

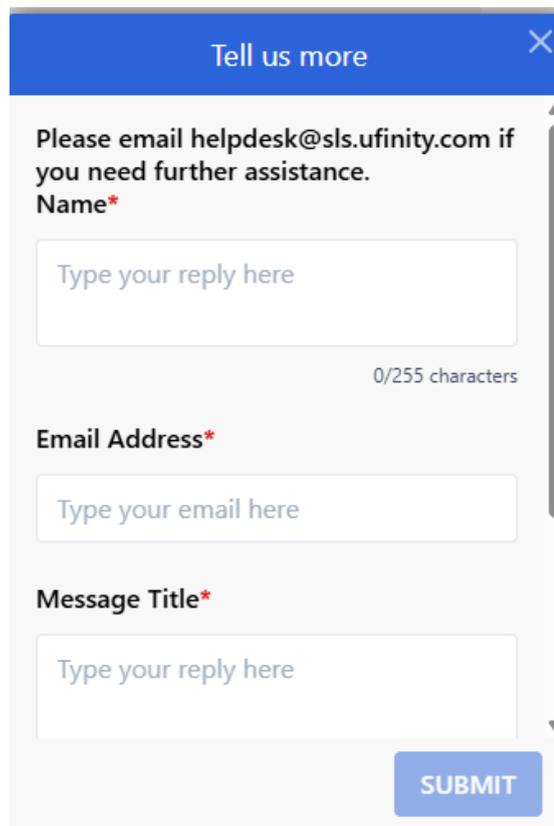
A screenshot of a feedback form titled "Tell us more". The form is set against a light gray background with a blue header bar. The header bar contains the text "Tell us more" and a close button (X). Below the header, there is a message: "Please email helpdesk@sls.ufinity.com if you need further assistance." The form contains three required fields, each with a red asterisk: "Name*", "Email Address*", and "Message Title*". Each field has a text input area with the placeholder text "Type your reply here". Below the "Name" field, there is a character count "0/255 characters". At the bottom right of the form, there is a blue "SUBMIT" button.

Fig. 4b: Feedback Form

FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 8-15** in **ANNEX A**.

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

SLS Username in the following format:

Username is a combination of the first five characters of your name and the last four digits (plus the letter) of your NRIC.

Example:

BRIAN WAN, T1234567Z (SLS Username = BRIAN4567Z)

SITI AMINAH, T88889999A (SLS Username = SITIA9999A)

MIMS Username:

Username is their Student ICON email address

Password: MIMS password

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 through Email” 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 : Can I change the SLS security questions?

The security questions provided are fixed but students can log in to change their answers to the security answers.

Q6 : What are the Operating System and Browser Requirements for SLS

The Student Learning Space (SLS) is accessible through internet browsers on Windows Pc, MAC, tablets and mobile devices. The recommended operating systems can be found at <https://go.gov.sg/slsosbrowserrequirements>

Operating System	Browsers
Microsoft Windows 10	Google Chrome 128 and later Microsoft Edge 128 and later
Mac OS 13 and later	Safari 17 and later Google Chrome 128 and later
iPadOS 17 and later	Safari 17 and later Google Chrome 128 and later
iOS 17 and later	Safari 17 and later Google Chrome 128 and later
Android 13 and later	Google Chrome 128 and later
ChromeOS 128 and later	Google Chrome 128 and later