

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)

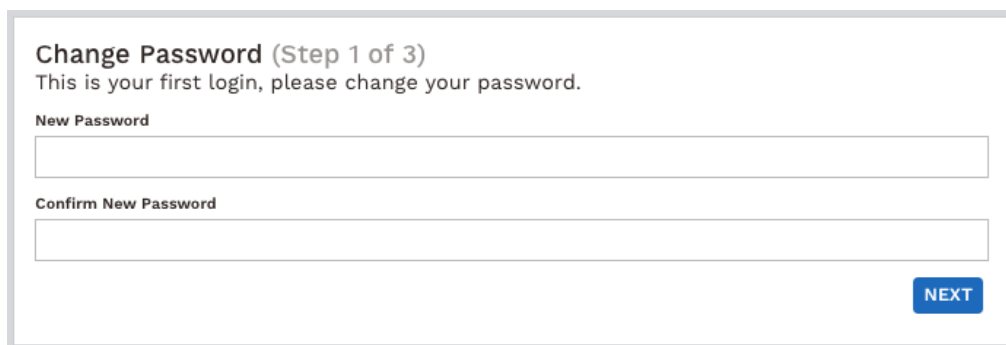


Fig. 1b: "Change Password" Page

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.

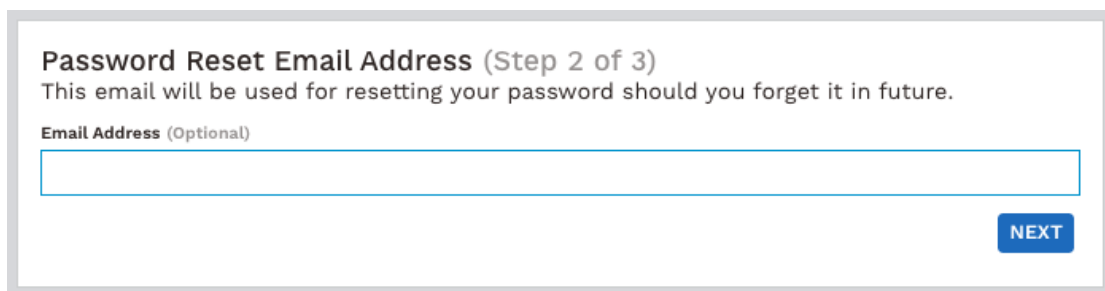


Fig. 1c: “Password Reset Email Address” Page

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**).

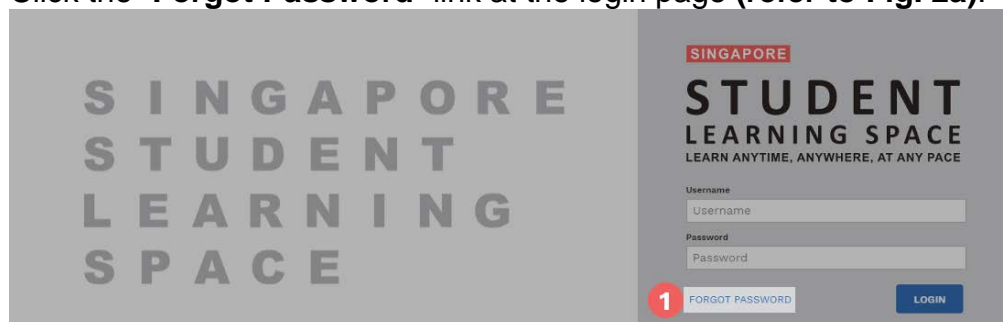


Fig. 2a: “Forgot Password” Link

- 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.

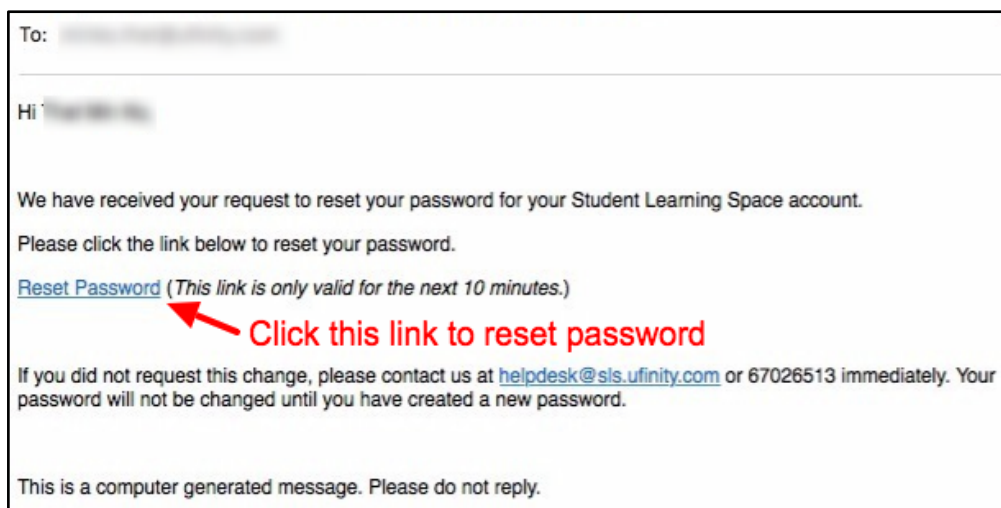


Fig. 2d: “Reset Password” Link

- 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**.

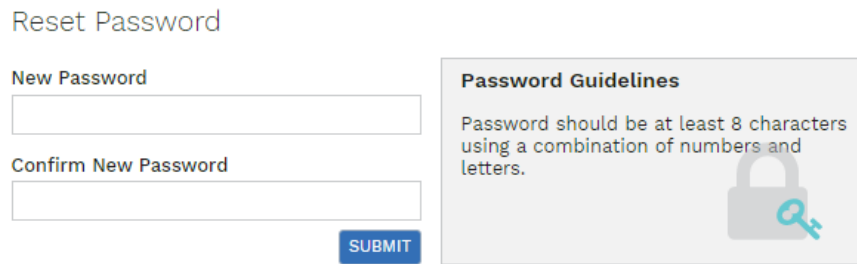


Fig. 2e: “Reset Password” Page

- 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**.

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

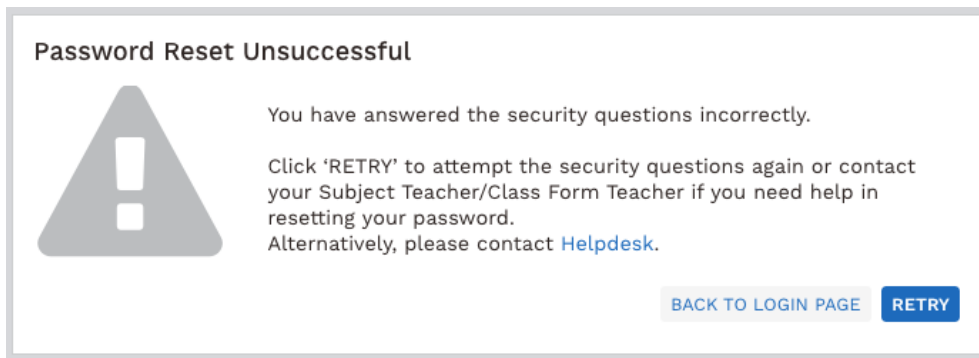


Fig. 3f: "Password Reset Unsuccessful" Page

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**).

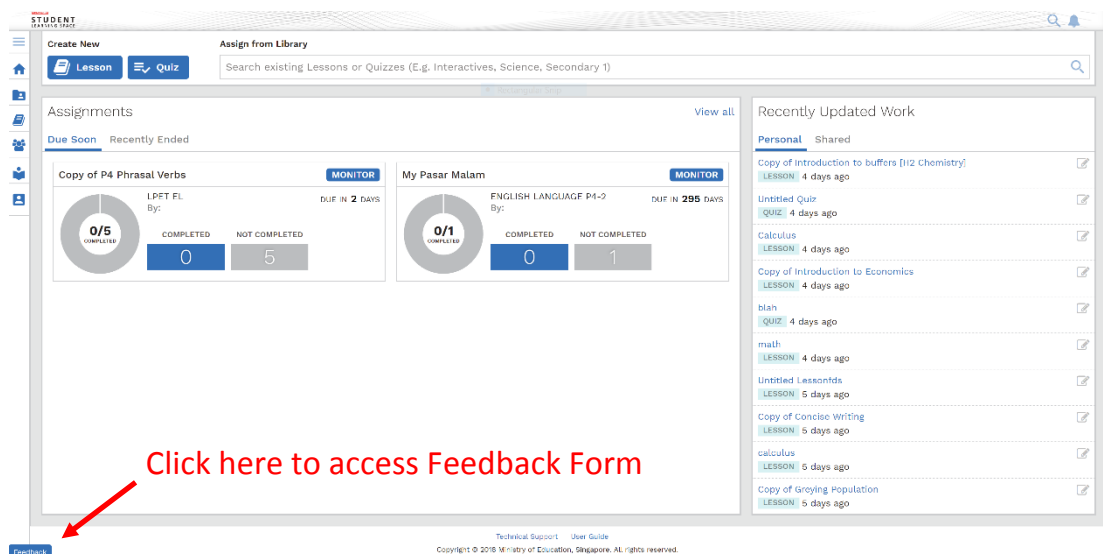


Fig. 4a: Providing feedback on the learning resources and system

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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[Help Desk Software](#) by Freshdesk
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Fig. 4b: Feedback Form