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 <u>https://learning.moe.edu.sg</u>. The username can be found in the cover letter while the password is in a separate letter.

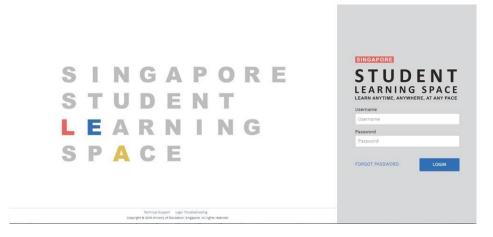


Fig. 1a: Login Page

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.

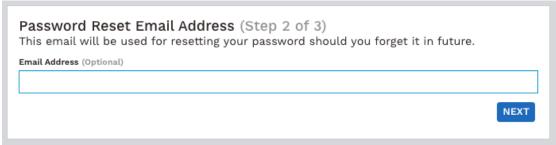


Fig. 1c: "Password Reset Email Address" Page

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.

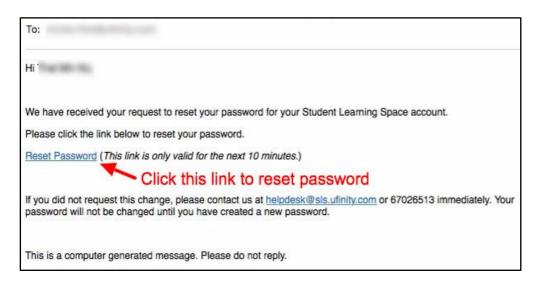


Fig. 2d: "Reset Password" Link

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**.

Reset Password	
New Password	Password Guidelines
Confirm New Password	Password should be at least 8 characters using a combination of numbers and letters.
SUBMIT	Q.

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.

Security Questions Please answer the security questions to reset your password.	
What is xxxxxxx xxxxxxx?	
What is xxxxxxx xxxxxxx?	

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**.

STUDENT LEARNING SPACE	
	Reset Password Security question verification is successful, please key in your new password.
•	New Password
	Confirm New Password
	9 сивит

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.

Password Reset Unsuccessful				
A	You have answered the security questions incorrectly.			
А	Click 'RETRY' to attempt the security questions again or contact your Subject Teacher/Class Form Teacher if you need help in resetting your password. Alternatively, please contact Helpdesk.			
	BACK TO LOGIN PAGE			

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**).

Create New	Assign from Library			
🗐 Lesson 📃 =🗸 Quiz	Search existing Lessons or Quizzes (E.g. Interactives, Science, Seco	ondary 1)		
Assignments		View all	Recently Updated Work	
Due Soon Recently Ended		view at	Personal Shared	
Copy of P4 Phrasal Verbs	MONITOR My Pasar Malam	MONITOR	Copy of Introduction to buffers [II2 Chemistry] LESSON 4 days ago	
LPET EL By:	DUE IN 2 DAYS	AGE P4-2 DUE IN 295 DAYS	Untitled Quiz QUIZ 4 days ago	
0/5 COMPLETED	NOT COMPLETED	COMPLETED NOT COMPLETED	Calculus LESSON 4 days ago	
		Copy of Introduction to Economics LESSON 4 days ago		
			Dlah QUIZ 4 days ago	
			math LESSON 4 days ago	
			Untitled Lessonfds LESSON 5 days ago	
			Copy of Concise Writing LESSON 5 days ago	
Click	here to access Feedback	Form	calculus LESSON 5 days ago	
			Copy of Greying Population	

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 Privacy Policy	Send Feedback

Fig. 4b: Feedback Form