

Your log in details are in your Pupil Companion.

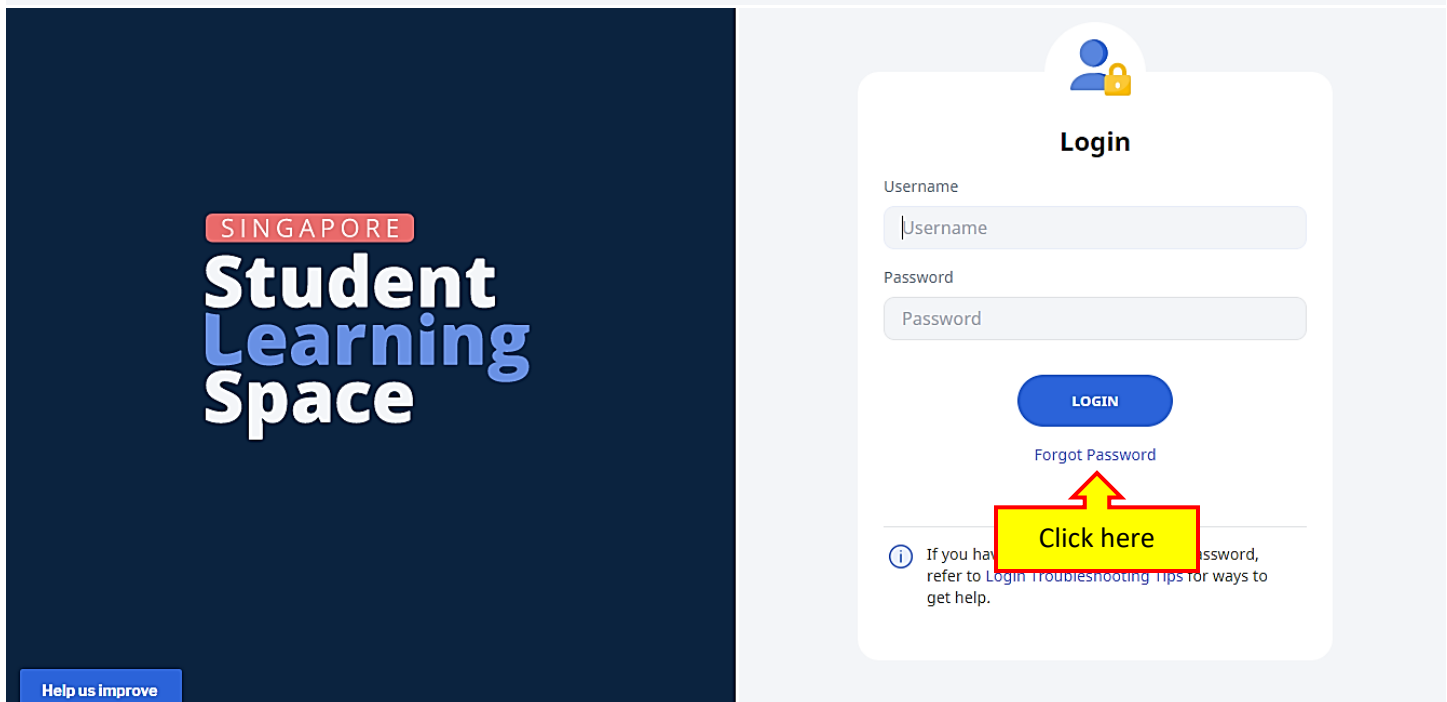
Reset Password (Student)

If you have forgotten your password, you can reset it by having a password reset email sent to your email address, or by answering a series of security questions.

Reset Password with a Password Reset Link

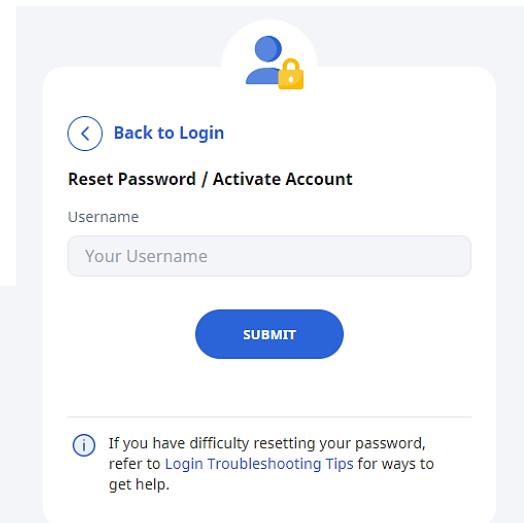
Note: You can only do this if you have previously set a verified password reset email address.

1. On the login page, click **Forgot Password**.

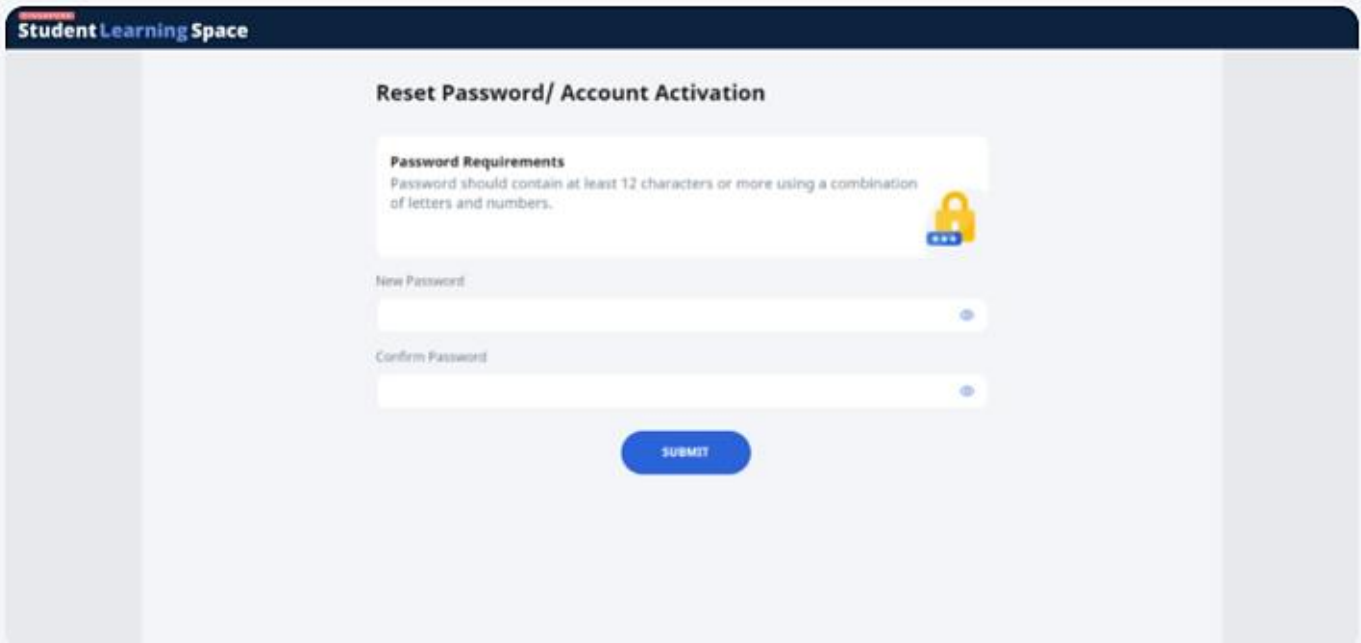


SLS GUIDE FOR STUDENTS (PASSWORD)

2. Enter your Username.
3. Click **Submit**.
4. Select **Send a password reset link to your email**
5. An email with the password reset link will be sent to your email address.
6. Click the reset password link in the email.
 - The link will be valid for 20 minutes.
 - If the link has expired, you can request another by repeating the steps above.
7. On the **Reset Password** page, enter a new password.



This screenshot shows a web form titled "Reset Password / Activate Account". At the top left is a "Back to Login" link with a left arrow icon. Below the title is a "Username" label and a text input field containing the placeholder "Your Username". A blue "SUBMIT" button is positioned below the input field. At the bottom, there is an information icon (i) followed by a note: "If you have difficulty resetting your password, refer to [Login Troubleshooting Tips](#) for ways to get help."



This screenshot shows the "Reset Password/ Account Activation" page within the "Student Learning Space" header. The page title is "Reset Password/ Account Activation". Below it, a "Password Requirements" box states: "Password should contain at least 12 characters or more using a combination of letters and numbers." To the right of this box is a lock icon. Below the requirements are two text input fields: "New Password" and "Confirm Password", each with a toggle icon on the right. A blue "SUBMIT" button is located at the bottom center of the form area.

- You will need to enter the new password twice to confirm that you have entered it correctly.
8. Click **Submit**.

I did not receive a password reset email

When you use the Forgot Password feature to reset your password, an email with a password reset link will be sent to you. If you cannot find the email in your inbox, it may be in the spam folder.

Note: If the link has expired, go to the login page and select **Forgot Password** to request another link.

It is also possible that you have not entered and verified your email address. If that's the case, you may either use the security questions or approach a teacher to reset your password. Remember to key in an email address after that for future password reset.

If the problem persists, please contact the school's SLS Administrator at **83558334**.

Reset Password by Answering Security Questions

1. On the login page, click **Forgot Password**.
2. Enter your Username.
3. Click **Submit**.
4. If you are asked to select a method for password reset, choose the **Answering my security questions** option.

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

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A mobile-style form for resetting a password. At the top is a blue header with a user icon and a lock icon. Below the header is a blue button labeled "Back to Login". The main heading is "Reset my password by". There are two radio button options: "Receiving a password reset link in my email." (which is selected) and "Answering my security questions". The email address "m*****@mail.dev.sls.ufinity.com" is displayed below the first option. A blue "SUBMIT" button is at the bottom. A small information icon and text at the bottom state: "If you have difficulty resetting your password, refer to Login Troubleshooting Tips for ways to get help."

5. On the **Security Questions** page, enter the answers to the security questions.

A web page titled "Security Questions" with a dark blue header containing the "Singapore Student Learning Space" logo. The page content includes a heading "Security Questions" followed by explanatory text. Below this is a box titled "Security Password Guidelines" with instructions. Two text input fields are provided for the questions: "What is your favourite colour?" and "What is your favourite sport or hobby?". A blue "SUBMIT" button is at the bottom of the form area.

You must answer all questions correctly before you can reset your password.

6. Click **Submit**.

Forgot Username

Your username is usually the first 5 characters of your full name and last 4 digits of birth cert or NRIC together with the alphabet, e.g. TANAH2345X.

Note: Usernames will not contain spaces or special characters such as apostrophes (') and hyphens (-).

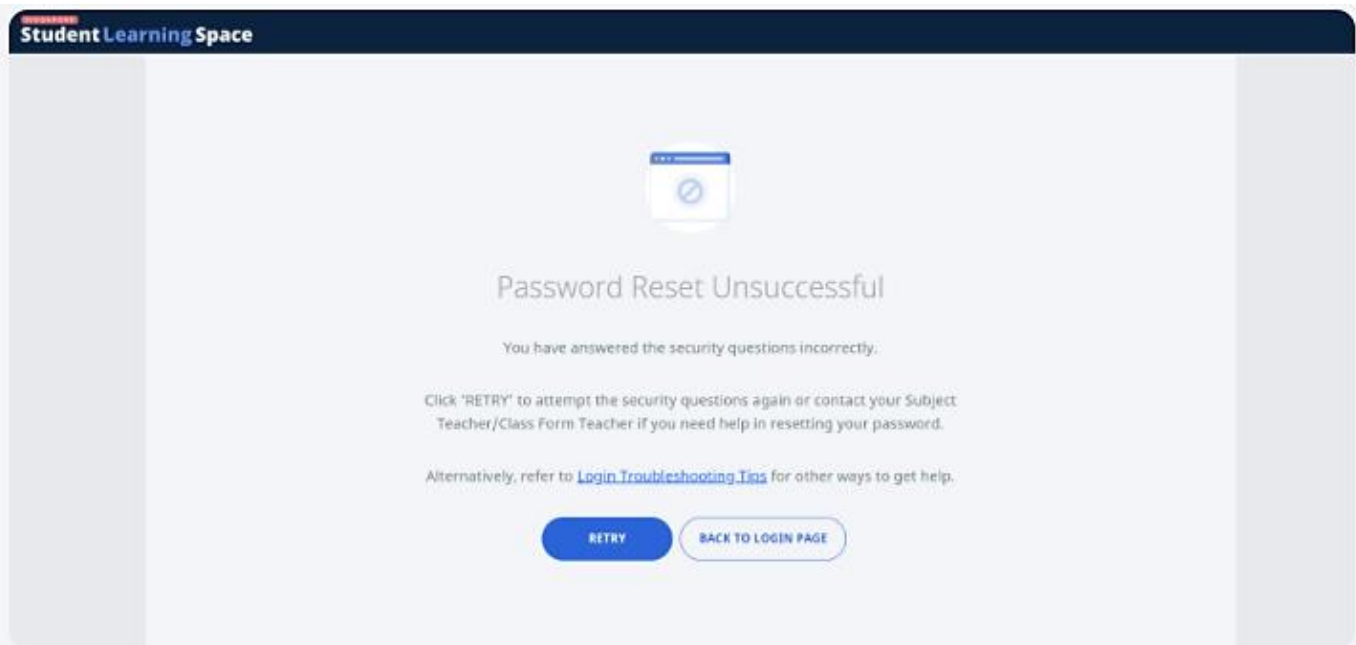
Alternatively, please approach your school for help.

You can call the **School Technical Helpline** at **83558334**, from 7.30am to 1.30pm

Unsuccessful Password Reset Attempts

Incorrect Answers to Security Questions

1. If you answer any of the questions incorrectly, you will be brought to the Password Reset Unsuccessful page.



- Click the Retry button to try again.
2. If you answer all the questions correctly, you will be brought to the Reset Password page.
 1. Enter a new password.
 - You will need to enter the new password twice to confirm that you have entered it correctly.
 2. Click Submit.
 3. If your password has been successfully reset, you will be brought to the login page.

Get more Help

If you still encounter problems resetting your password:

1. Contact your subject teacher for help.
2. Alternatively, please contact your [School-Based Helpline](#) at **83558334**.
3. Contact the SLS Helpdesk at helpdesk@sls.ufinity.com or call 6702 6513.

ADVICE:

Once you have reset your new password, write the new password in your Pupil Companion.

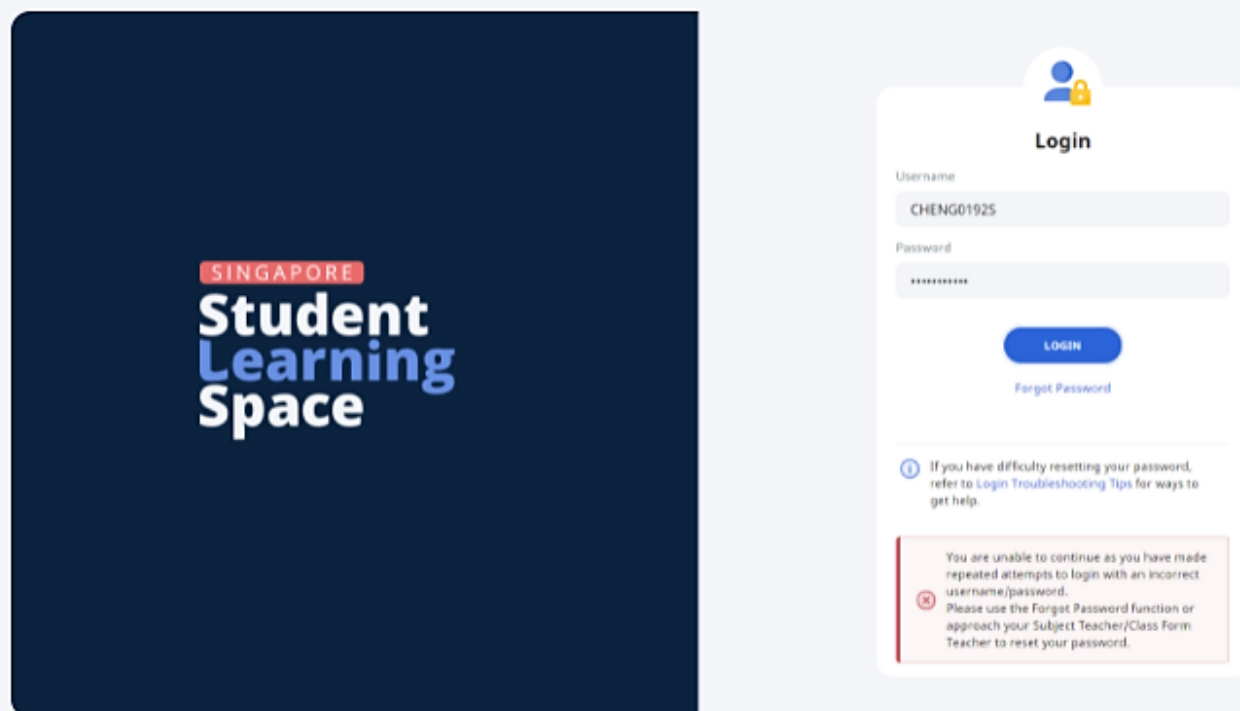
Unlock Account

How a Student Account Gets Locked

For security reasons, your account will be locked if:

- You try to log in with an incorrect password too many times.
- You answer the security questions incorrectly too many times when resetting the password.

When you are unsuccessful at logging in, there will be a message to inform you. You may continue to attempt to log in until the Login button no longer works and you are informed you are unable to continue.



If you do not reset your password after the Login button is greyed out and attempt to log in repeatedly after refreshing your browser or using a different browser or device, you run the risk of getting your account locked.

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A screenshot of the SLS Login page. At the top, there is a user icon and the word "Login". Below this are two input fields: "Username" and "Password". A blue "LOGIN" button is positioned below the password field, with a "Forgot Password" link underneath it. A message box with a red border and a red "X" icon contains the following text: "Your account has been locked for security reasons due to repeated attempts to log in with an incorrect username/password. To unlock your account, you may either: 1. Contact your teachers for assistance. Your teacher will refer the case to the school's SLS Administrator to unlock your account, or 2. Contact [SLS Helpline](#) (provided you have completed account setup)".

You will no longer be able to log in even if you enter the correct password and neither you nor your teacher will be able to reset your password.

How to Unlock Student Account

1. Contact your class form teacher or subject teacher. Your teacher will inform your school's SLS administrator, who will be able to unlock your account.
2. Alternatively, please contact your [School-Based Helpline](#) for help.

You can call the **School Technical Helpline** at **83558334**, from **7.30am to 1.30pm**