GETTING STARTED WITH STUDENT LEARNING SPACE
Instructions for Students

SYSTEM REQUIREMENTS

1.   The 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 AND PASSWORD CHANGE

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.
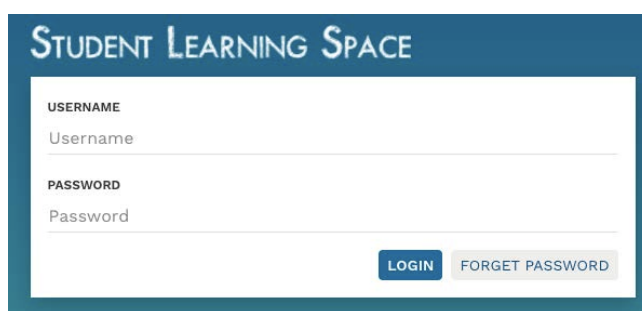

Fig. 1: Login screen

3.   During the **FIRST** login, you will be prompted to change your password.
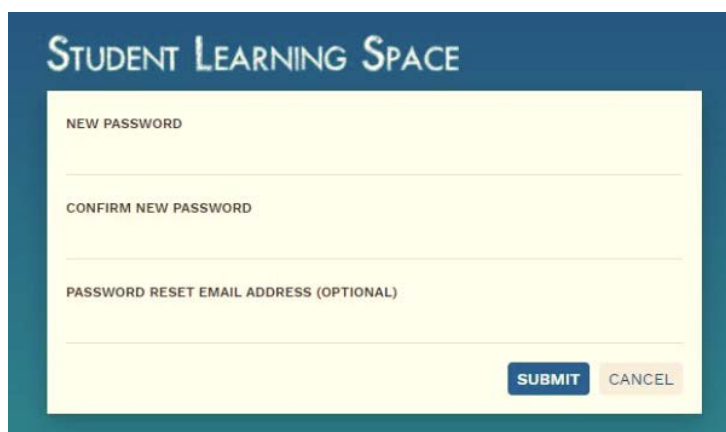

Fig. 2: Password change for initial login

4.   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**;
    c. be **changed every 90 days** (you will be directed to the change password page automatically); and
    d. be different from the previous three passwords.

5.   The option to reset your password via a designated email address is also available by providing an email address[1] in the "Password Reset Email Address" field (refer to **Fig. 2**). A verification email will be sent to this email address.

Note 1:
- *If you do not have an email account, you may want to sign up with an email provider. You need to meet the minimum age, usually 13 or older, to do so.*
- *If you do not meet the minimum age, you may wish to enter your parent's/guardian's email address. Please explain the purpose to your parent/guardian.*

Note 2:
If you decide to leave the "Password Reset Email Address" field empty, should you need a new password (e.g. you have forgotten your password), you will need to inform your form teacher who will request for a password reset from the school's SLS Administrator.

PASSWORD RESET

*This set of instructions assumes that a password reset email address has been provided (refer to **para 5**).*

6.   Click on the "Forget Password" button at the login page (refer to **Fig. 3a**) and you will need to enter your username (refer to **Fig. 3b**).

(a)   (b)
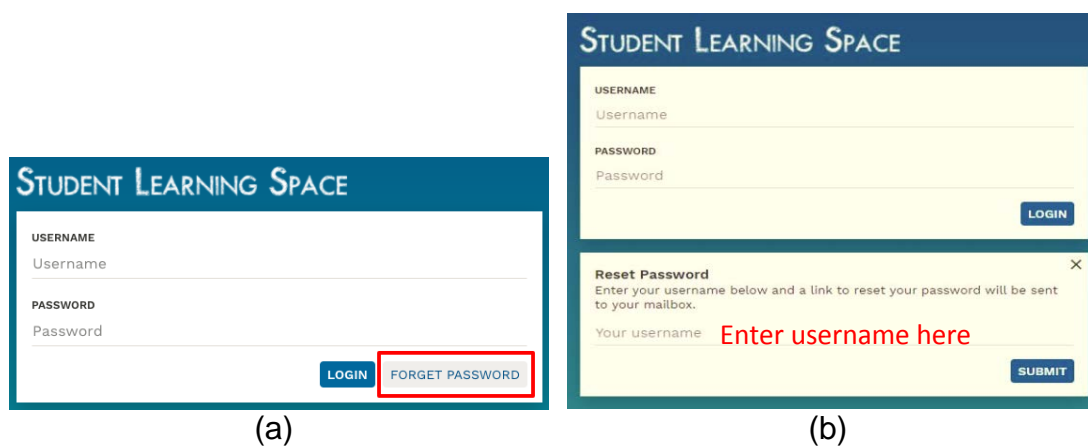**Fig. 3: Password reset feature**

7.   An email will be sent to the password reset email address (refer to **Fig. 4**). Click on the link in the email and you will be guided to enter the new password.

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[1] Password Reset Email Address can be updated through the Update Profile page.
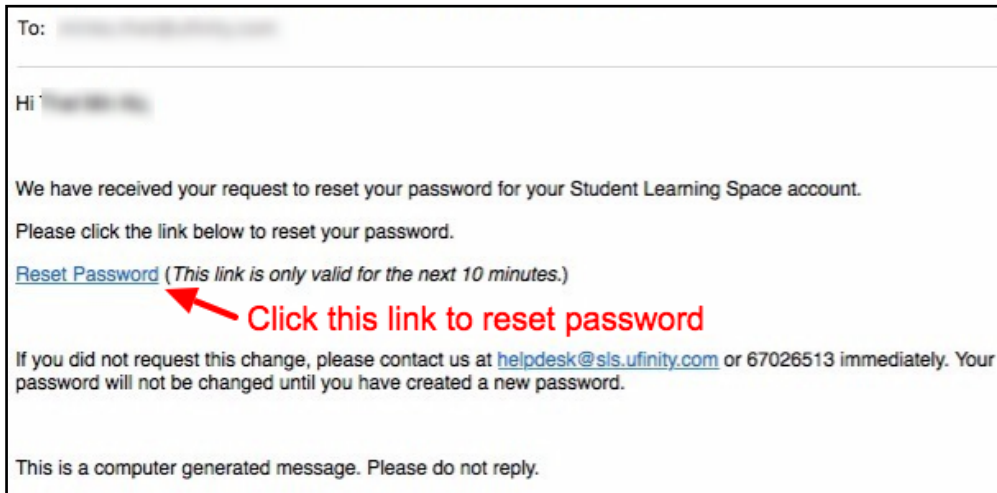
Fig. 4: Password reset email

PROVIDING FEEDBACK

8.   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.

9.   The feedback button can be found at the bottom left of the website (refer to **Fig. 5a**).

10.   You can include a snapshot of the page and attach file(s) to help us understand the issue better (refer to **Fig. 5b**).
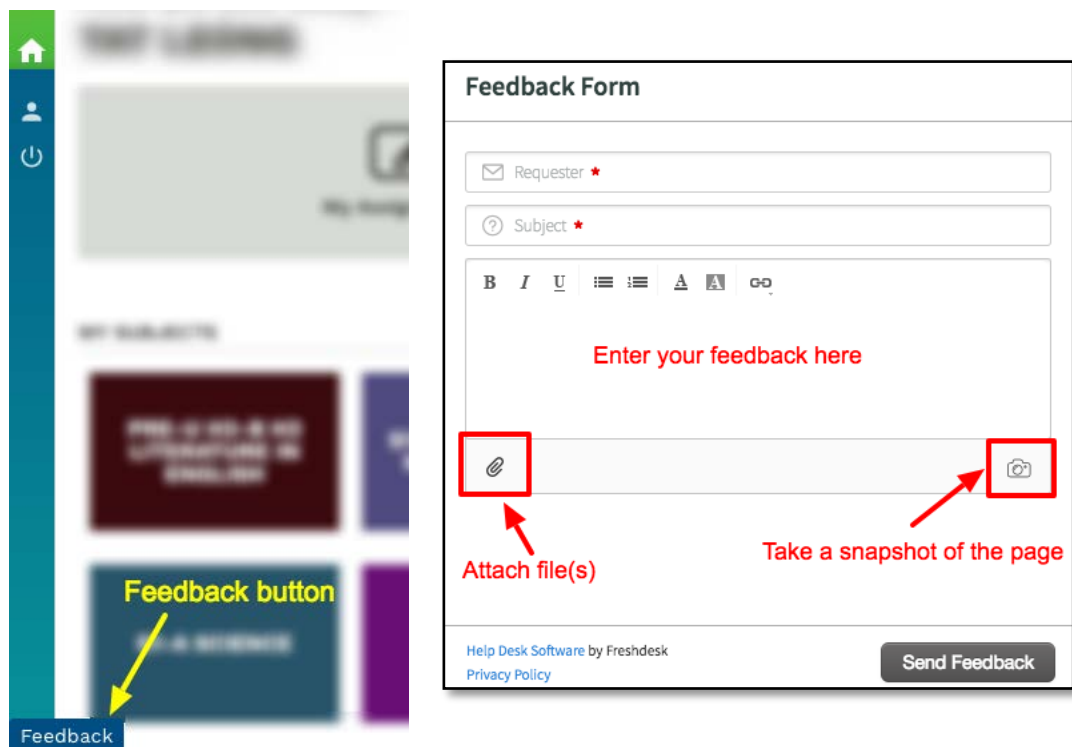
      (a) Feedback button   **(b) Feedback Form and Functions**

Fig. 5: Providing feedback on the learning resources and system

FREQUENTLY ASKED QUESTIONS

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

[Method 1] You can perform a password reset if you have set up a password reset email (refer to **para 5** in **Annex A**). Follow the instructions in **para 6 and 7** of **Annex A** to reset your password.

[Method 2] Approach your teachers if the password reset email address has not been set up or you are unable to perform a password reset yourself. Your teacher will refer your case to the school's SLS Administrator

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

Please approach your teachers when you encounter this issue. Your teacher will refer your case to the school's SLS Administrator.

Q3 : My account has been locked. What should I do?

Your account will be locked after <u>6 consecutive</u> attempts to log in with an incorrect password.

Please approach your teachers when you encounter this issue. Your teacher will refer your case to the school's SLS Administrator to unlock your account.

Q4 : I used the "FORGOT PASSWORD" function 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 "Forget Password" to try again.

Q5 : Which operating system (OS) will SLS operate on?

SLS is accessible through the latest internet browsers (Internet Explorer 11, Google Chrome, FireFox or Safari).

The following are the recommended OSes:

- 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

Q6 : Can SLS run on mobile phones?

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

Q7 : SLS displayed an "Unsupported Browser" message even though I am using the latest internet browser(s).

An extension you are using in your browser may be interfering with the browser detection. Try turning off your browser extensions to see whether the problem can be resolved. If problem persists, contact SLS Helpdesk at helpdesk@sls.ufinity.com or 6702 6513.

Q8 : I encounter errors when using the system. What should I do?

You may want to try the following simple steps first:

- Logout from your account then re-login; or
- Restart the browser; or
- Restart your device.

If the above steps fail, you may also try to clear your browser cache, cookies and history. Please note that this may remove data such as saved passwords, address bar predictions, shopping cart contents, etc. The instructions can be found in your browser's help menu.

If the problem persists, please report the problem using the feedback feature (refer to **para 8 to 10** in **Annex A**) or contact SLS Helpdesk at helpdesk@sls.ufinity.com or 6702 6513.

Q9 : How can I provide feedback on SLS or suggest new features?

Your feedback and suggestions are important to us. You can use the feedback feature (refer to **para 8 to 10** in **Annex A**) to do so.