

SLS PASSWORD RESET GUIDE

1. If you have forgotten your SLS password, you can reset it via the following methods:
 - a. password reset through email,
 - b. password reset by answering security questions,
 - c. contact your School-based Helpline, or
 - d. contact the SLS Helpdesk.

Password Reset through Email

2. Perform the following steps to reset your password through email:
 - a. Click the **Forgot Password** link at the SLS login page (refer to **Fig. 2a**).

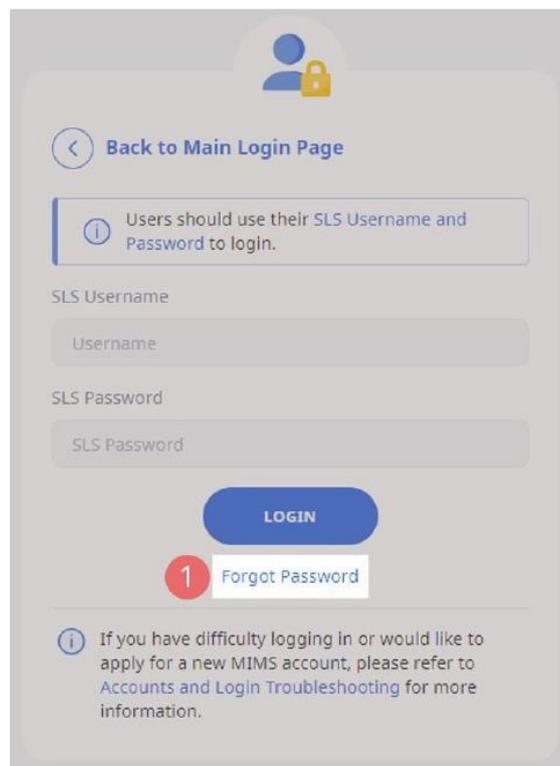
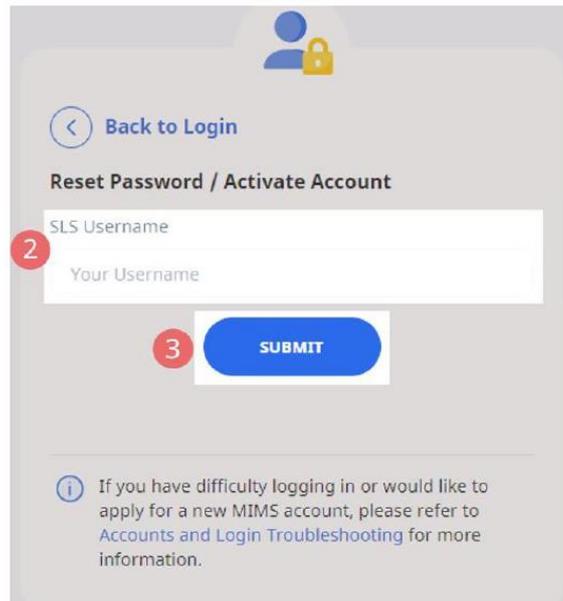


Fig. 2a: Forgot Password Link

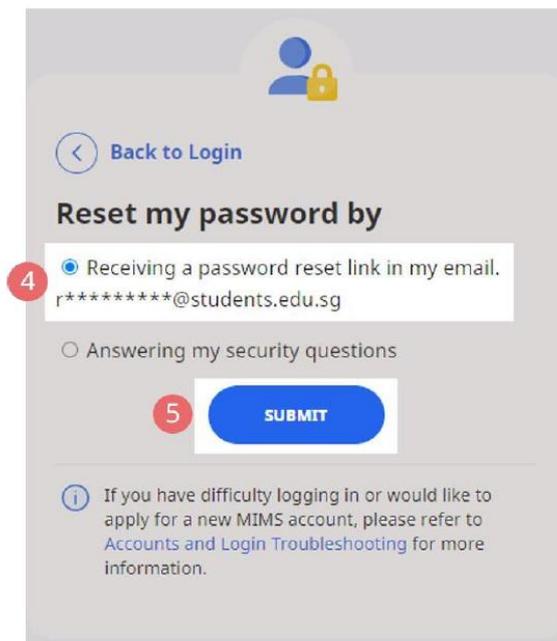
b. Enter your username and click **Submit** (refer to **Fig. 2b**).



The screenshot shows a mobile application interface for password reset. At the top, there is a user icon and a lock icon. Below that is a 'Back to Login' link. The main heading is 'Reset Password / Activate Account'. There is a text input field labeled 'SLS Username' with the placeholder text 'Your Username'. A red circle with the number 2 is positioned to the left of this field. Below the input field is a blue button labeled 'SUBMIT', with a red circle and the number 3 next to it. At the bottom, there is an information icon and a paragraph of text: 'If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information.'

Fig. 2b: Enter your Username

c. Select “**Receiving a password reset link in my email**” and click **Submit** (refer to **Fig. 2c**).



The screenshot shows a mobile application interface for password reset. At the top, there is a user icon and a lock icon. Below that is a 'Back to Login' link. 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 selected option has a text input field containing 'r*****@students.edu.sg'. A red circle with the number 4 is positioned to the left of this field. Below the options is a blue button labeled 'SUBMIT', with a red circle and the number 5 next to it. At the bottom, there is an information icon and a paragraph of text: 'If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information.'

Fig. 2c: Password Reset Link via Email

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.

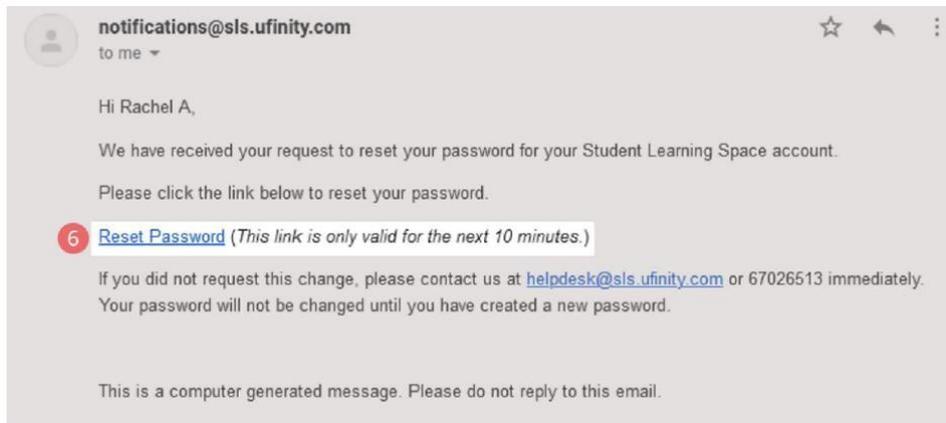


Fig. 2d: Reset Password Link

e. On 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**.

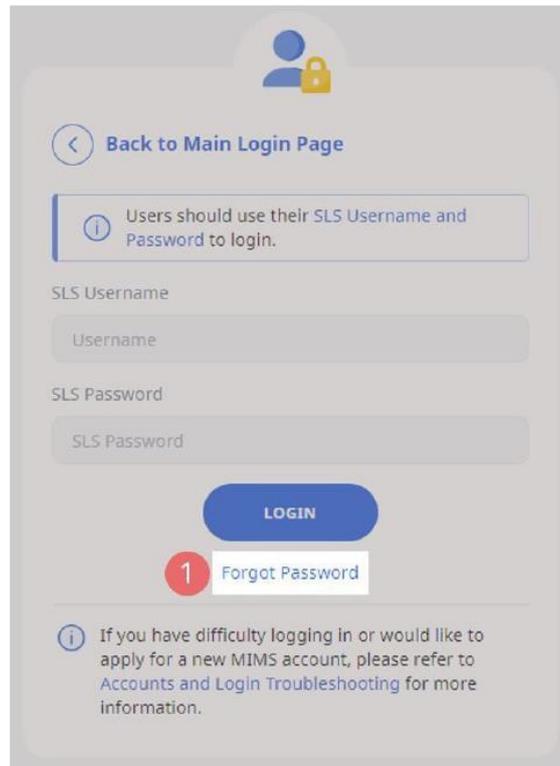
A screenshot of the 'Reset Password / Account Activation' page. It features a section titled 'Password Requirements' with the text: 'Password should contain at least 12 characters or more using a combination of letters and numbers.' To the right of this text is a yellow padlock icon with three blue asterisks below it. Below the requirements are two input fields: 'New Password' and 'Confirm Password', each with a toggle icon on the right. At the bottom center is a blue 'SUBMIT' button.

Fig. 2e: Reset Password Page

f. If your password was successfully reset, you will be brought to the main login page.

Password Reset by Answering Security Questions

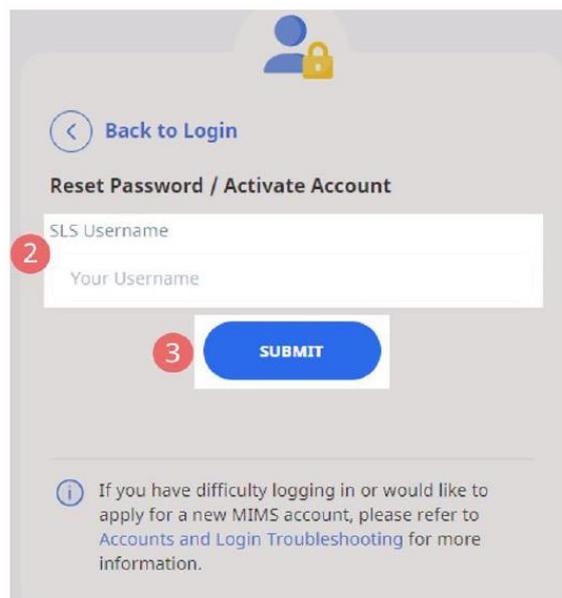
3. Perform the following steps to reset your password by answering the security questions:
 - a. Click the **Forgot Password** link at the SLS login page (refer to **Fig. 3a**).



The screenshot shows the SLS login page. At the top, there is a user icon and a lock icon. Below that is a back arrow and the text "Back to Main Login Page". A message box contains the text: "Users should use their SLS Username and Password to login." Below this are two input fields: "SLS Username" with a placeholder "Username" and "SLS Password" with a placeholder "SLS Password". A blue "LOGIN" button is positioned below the password field. A red circle with the number "1" highlights a link labeled "Forgot Password" located below the login button. At the bottom, there is an information icon and a message: "If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information."

Fig. 3a: Forgot Password Link

- b. Enter your username and click **Submit** (refer to **Fig. 3b**).



The screenshot shows the "Reset Password / Activate Account" page. At the top, there is a user icon and a lock icon. Below that is a back arrow and the text "Back to Login". The page title is "Reset Password / Activate Account". Below the title is an input field for "SLS Username" with a placeholder "Your Username". A red circle with the number "2" highlights this input field. Below the input field is a blue "SUBMIT" button. A red circle with the number "3" highlights the "SUBMIT" button. At the bottom, there is an information icon and a message: "If you have difficulty logging in or would like to apply for a new MIMS account, please refer to [Accounts and Login Troubleshooting](#) for more information."

Fig. 3b: Enter your Username

c. Select “Answering my security questions” and click **Submit** (refer to **Fig. 3c**).

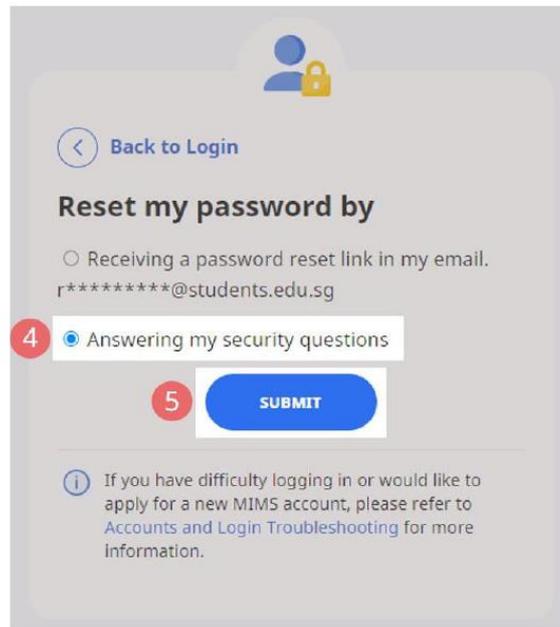


Fig. 3c: Password Reset via Security Questions

d. In the Security Questions page, key in the answers to the security questions (refer to **Fig. 3d**). Please note that the answers are case-sensitive. Click **Submit**.

A screenshot of the "Security Question Guidelines" page. The heading is "Security Question Guidelines". Below it is the text: "Type in the answers to all two questions below. Each answer can only have a maximum of 50 characters." To the right of this text is a key icon. Below the text are two text input fields. The first field is labeled "What is your favourite animal?" and the second field is labeled "What is your favourite colour?". At the bottom of the form is a blue "SUBMIT" button.

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**.

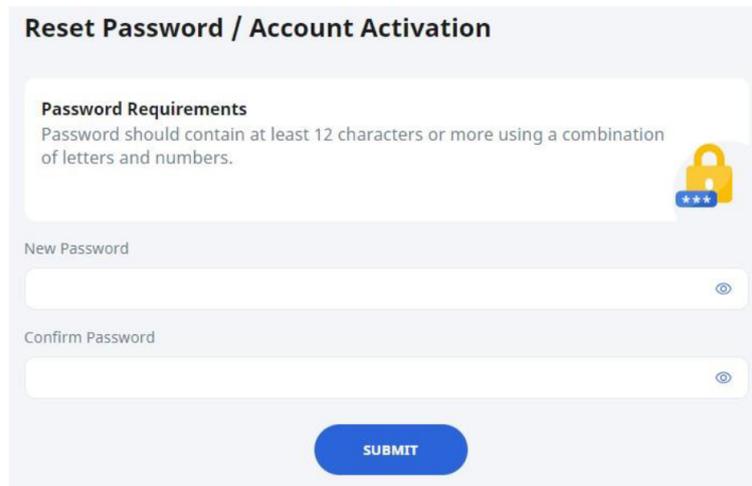


Fig. 3e: Reset Password Page

f. If your password was successfully reset, you will be brought to the main 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 answer the security questions again. You can attempt this up to **6 times** before your account will be soft-locked for security reasons.

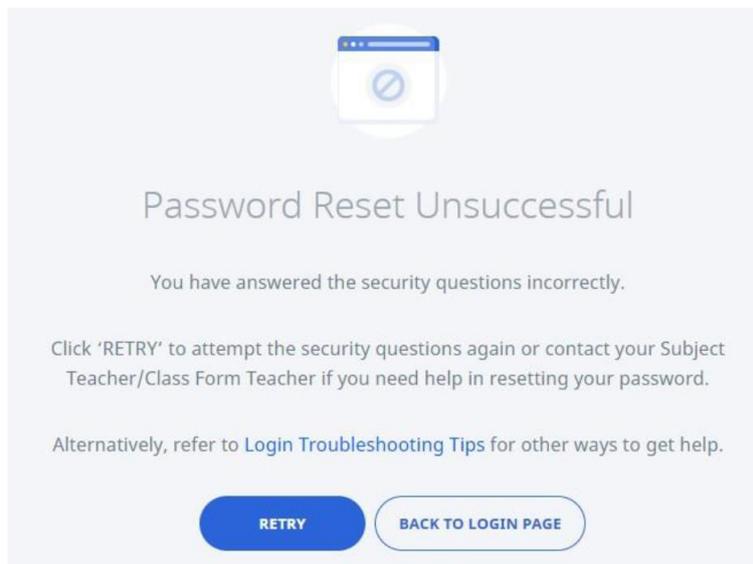


Fig. 3f: Password Reset Unsuccessful Page

SLS SUPPORT

School-based Helpline

4. If you are experiencing any login issues, please contact the School-based Helpline during office hours, Monday to Friday, between 7 a.m. and 4.00 p.m. The School-based Helpline contact details are as follow:

Contact Person: Miss Azzila, ICT Manager

Tel: 6583 2125

Email Address: azzilawaty_abdullah@moe.edu.sg

SLS Helpdesk

5. Alternatively, you may contact the SLS Helpdesk. You will need to answer the security questions to verify that you are the legitimate account holder.

Email: helpdesk@sls.ufinity.com

SLS Helpdesk Tel: (65) 6702 6513

Operating Hours

Mondays — Fridays:

4:00 pm — 9:00 pm (School Days)

9:00 am — 9:00 pm (School Holidays)

Saturdays:

9:00 am — 3:00 pm

*Closed on Sundays & Public Holidays