SINGAPORE

STUDENT
LEARNING SPACE

LEARN ANYTIME, ANYWHERE, AT ANY PACE

SLS Self-Help Tips for Students
(updated as of 20 April 2019)

Scenario #1: I forgot my password

Step 1: You can **self-reset password** using **Password Reset Link**

📌 **Preset** "Password Reset Email Address" (under 'My Profile' page) for this to work. Remember to click on the password reset link sent to your email!

Step 2: You can **self-reset password** by **Answering Security Questions**

📌 **Preset** answers to the "Security Questions" (under 'My Profile' page) for this to work

Step 3: Ask your **Form / Subject Teacher** to reset your password

Step 4: Contact SLS Helpdesk to reset your password

Scenario #2: I forgot my username

Step 1: **Get help** from the **SLS Login Troubleshooting** page

Step 2: Ask your **Form / Subject Teacher** for your username

Step 3: Contact SLS Helpdesk for your username

Scenario #3: I am no longer able to login after many failed attempts

Step 1: Try **self-help** to reset your password first

Step 2: Ask your **Form/Subject Teacher** to reset your password

Step 3: Contact SLS Helpdesk to reset your password

😉 Go to **SLS Login Troubleshooting Page** for self-help tips!

If you can't find your answers there, you can contact SLS Helpdesk.
Please get ready answers to your Security Questions.

✉ helpdesk@sls.ufinity.com

📞 6702 6513
(Mon-Fri: 9am-9pm, Sat: 9am-3pm)