

# GETTING STARTED WITH SINGAPORE STUDENT LEARNING SPACE

## Instructions for Students

### 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).

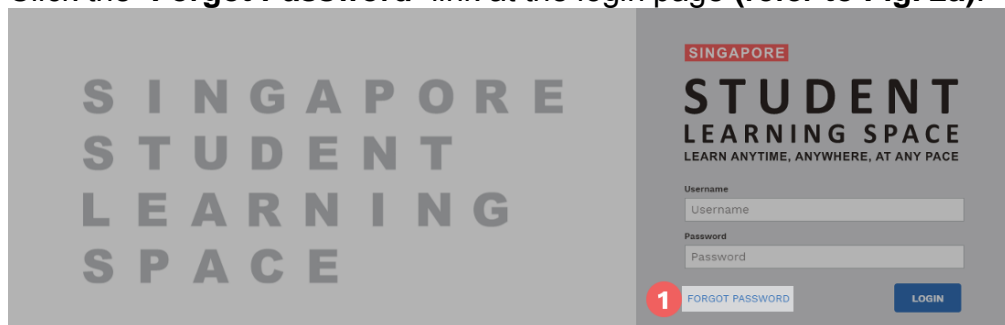


Fig. 2a: “Forgot Password” Link

- b) You will need to enter your username (refer to Fig. 2b).



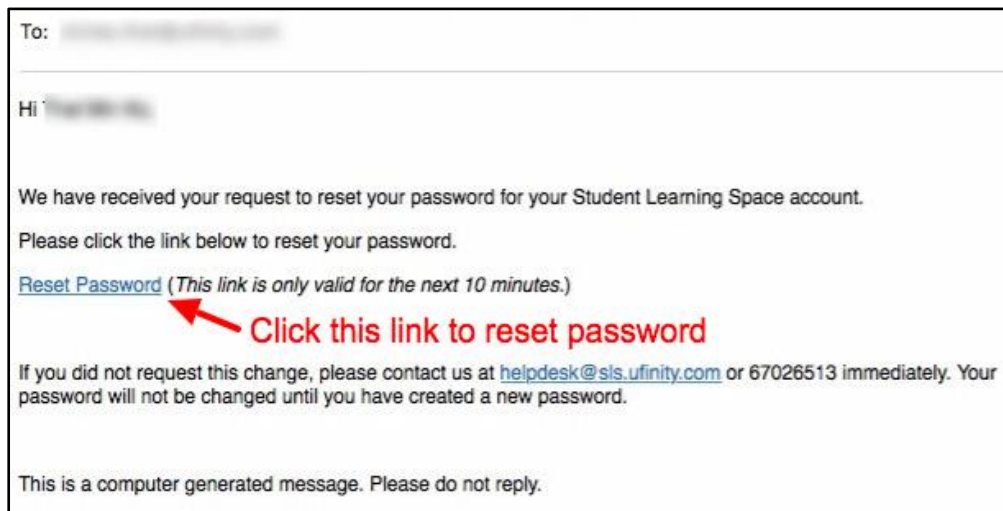
Fig. 2b: “Enter Your Username” Field

- 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

Confirm New Password

**SUBMIT**

**Password Guidelines**

Password should be at least 8 characters using a combination of numbers and letters.



**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**).



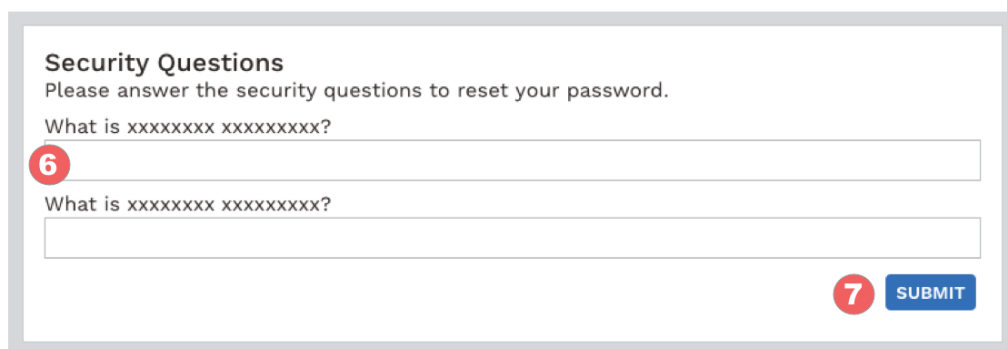
**Fig. 3b: “Enter Your Username” Field**

- c) Select “Answer the Security Questions” and click **Submit** (**refer to Fig. 3c**).



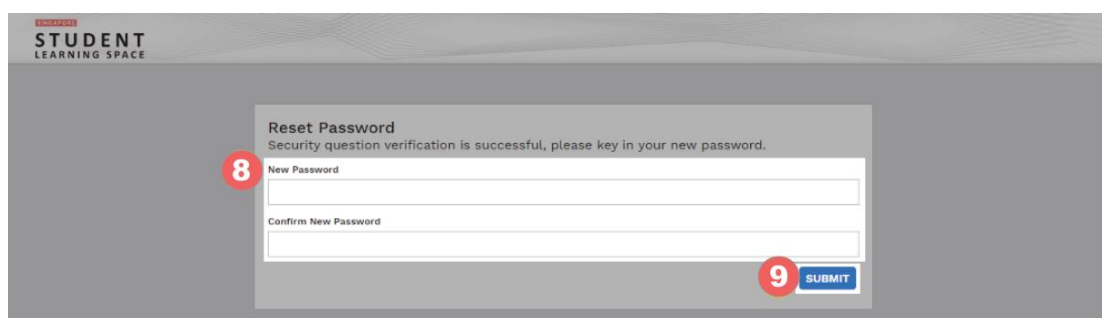
**Fig. 3c: “Password Reset Link via Security Questions” Method**

- d) In the “**Security Questions**” page, key in the answers to the security questions (refer to Fig. 3d). Click **Submit**.



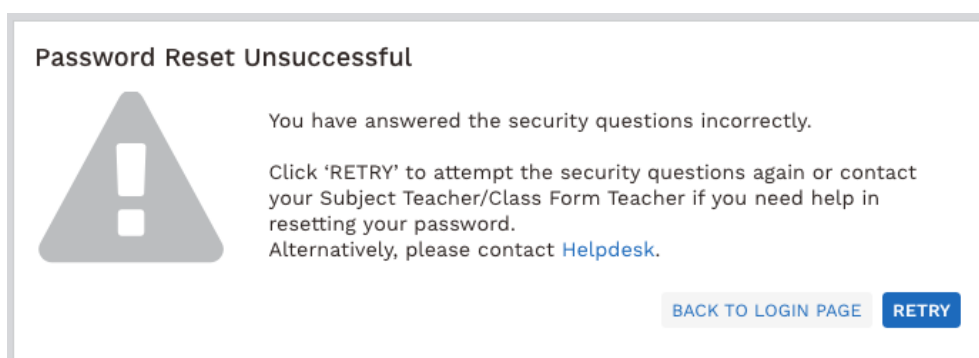
**Fig. 3d: “Security Questions” Page**

- 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 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.



**Fig. 3f: “Password Reset Unsuccessful” Page**