# ST. HILDA'S SECONDARY SCHOOL

## SLS LOGIN INSTRUCTIONS & QUICK GUIDE FOR SELF RESET

# SLS LOGIN

- Log in to https://learning.moe.edu.sg
- Username comprises of the first 5 characters of your name and last 5 characters of your NRIC number, including the letter.
- Eg.

**ADAM BOY**

**+**

**T1234567Z**

Username: **ADAMB4567Z**

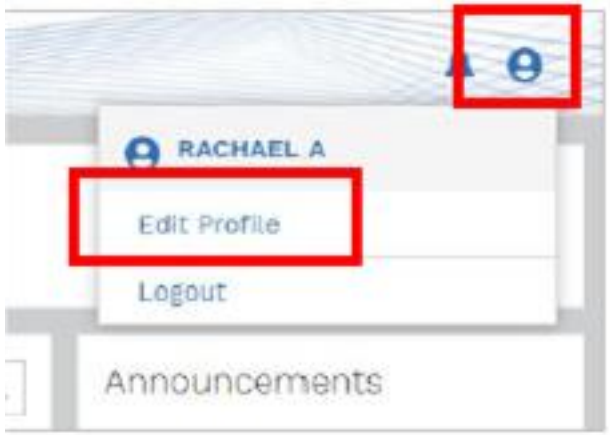
# RESET PASSWORD

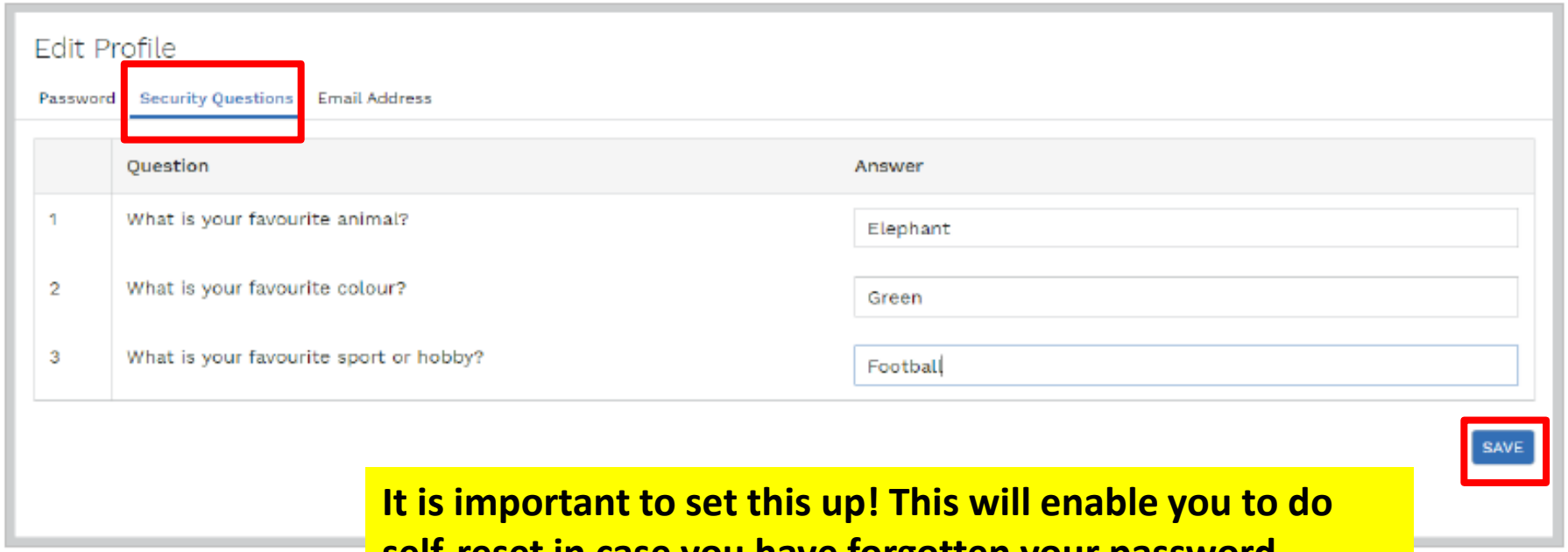
- If you forgot your password, request your teacher to reset and log in with the temporary one-time password provided. (*Only applies if you are having lesson with the teacher)

- When changing password, please note password must contain **alphanumeric characters** and is **case sensitive**. Your new password should be:
  - Minimum 12 characters
  - Contain at least 1 digit and 1 letter
  - Changed every year

# ACCOUNT SECURITY

- Set up security questions
  - SLS Home Page > Profile Icon (Top Right) > Edit Profile > Security Questions > Enter Password to verify account > Answer **all** security questions and click '<u>Save</u>'.

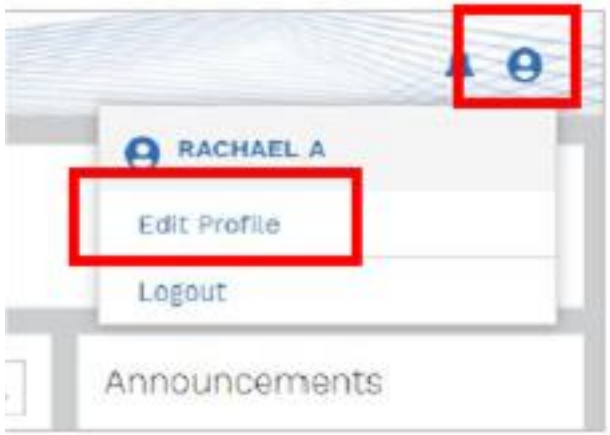


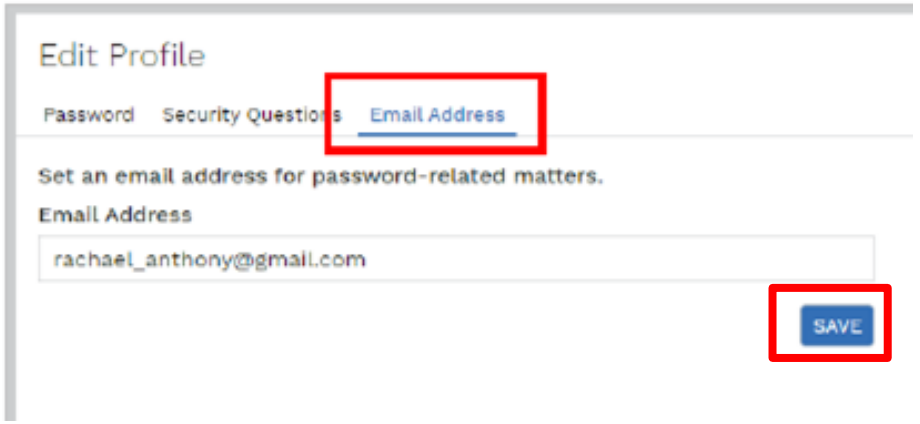



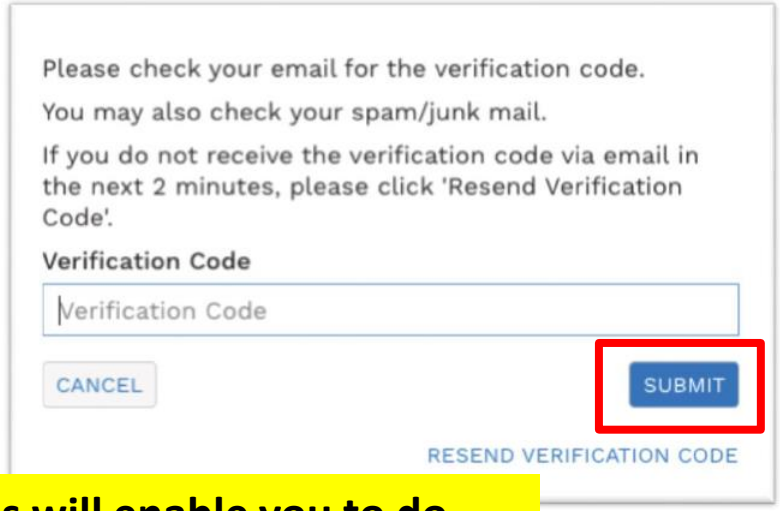

**It is important to set this up! This will enable you to do self-reset in case you have forgotten your password.**

# EMAIL ADDRESS

- Update verified email address
  - SLS Home Page > Profile Icon (Top Right) > Edit Profile > Email Address > Enter email address > Click ‘Save’ > Enter verification code sent to email address > Click ‘Submit’




**It is important to set this up! This will enable you to do self-reset in case you have forgotten your password.**

# SLS Login Issues Guide

## FREQUENTLY ASKED QUESTIONS

**Q1 : I have forgotten my username. What should I do?**

**Q2 : I have forgotten my password. What should I do?**

**Q3: I have forgotten my password and I didn’t set up my security Questions and Email Previously**

# I have forgotten my username

## Username

The format of your user name is a combination of the first 5 characters of your Name, the last 4 digits and the letter of your NRIC/FIN/BC.

*For example:*

If your name is "MAX CHEAH" and NRIC/FIN/BC is "A1234567B"

Your SLS ID will be: **MAXCH4567B**

# I have forgotten my password

- In the login page click **Forgot Password**
- ***Note**: You can only do this if you have previously set a verified password reset email address.*

# I have forgotten my password

- Enter your username
- Click submit

# I have forgotten my password

## Option 1: Reset using Answering Security Questions

- Select **Answer the security questions**.
- Click **Submit**.
- ***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.*
- In the **Security Questions** page, key in the answers to the security questions.
  - You must answer all 3 questions correctly before you can reset your password.
- Click **Submit**.
- If you answered any of the questions incorrectly, you will be brought to the **Password Reset Unsuccessful** page.
  - Click the **Retry** button to try again.
  - You can attempt up to 6 times before your account is locked for security reasons.
- If you answered all the questions correctly, you will be brought to the **Reset Password** page.
- Enter a new password.
  - You will need to enter the new password twice to confirm that you have entered it correctly.
- Click **Submit**.
- If your password was successfully reset, you will be brought to the login page.

**I have forgotten my password and I didn't set up my security Questions and Email Previously**

- Scan the QR Code or Click on the link to request for password reset.

https://go.gov.sg/shss-reset-password-sls-email

Alternatively, you may also access the school website under:
Hildan Matters >> ICT Account Help Form

**You may also use this link to make the request to reset your school based email**

https://go.gov.sg/shss-reset-passwor
d-sls-email

# I have forgotten my password

- Once you have been given a new password (for example: ABCDEFGH) to login, use this password to login to SLS.

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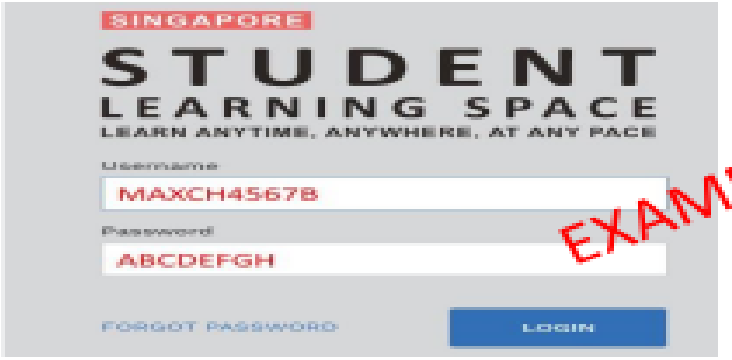
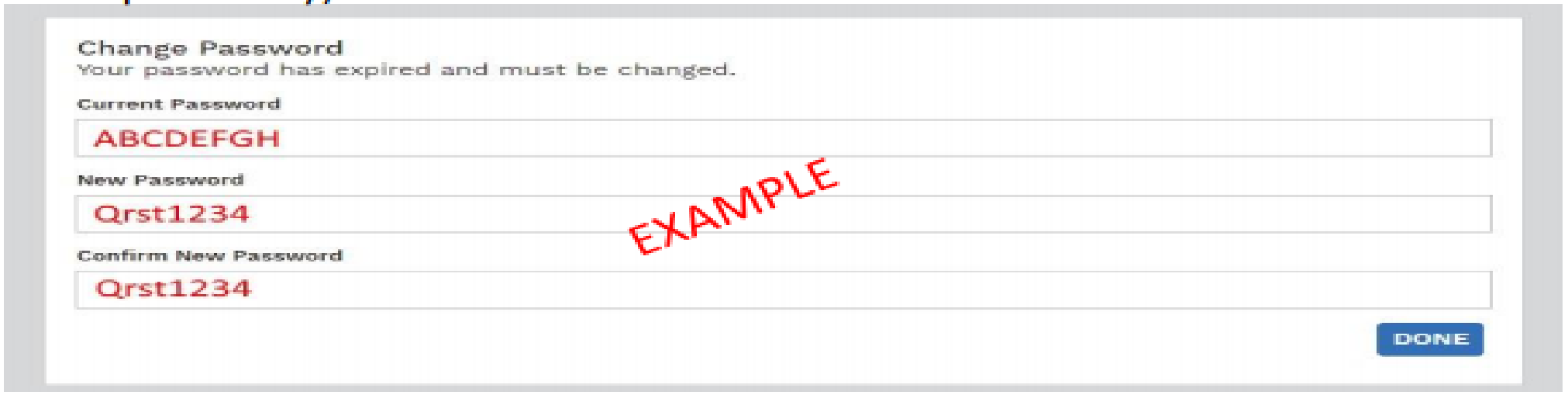



- In the next screen, you will need to enter the given password into "Current Password" field, and then enter your OWN new password (which has not been used previously) into the "New Password" and "Confirm New Password" fields.



# For Any other SLS Related Issue

- Email SHSS Technical support Email mohd_hairi@shss.edu.sg
- Contact SLS Helpdesk at helpdesk@sls.ufinity.com or call 6702 6513