

## PASSWORD RESET

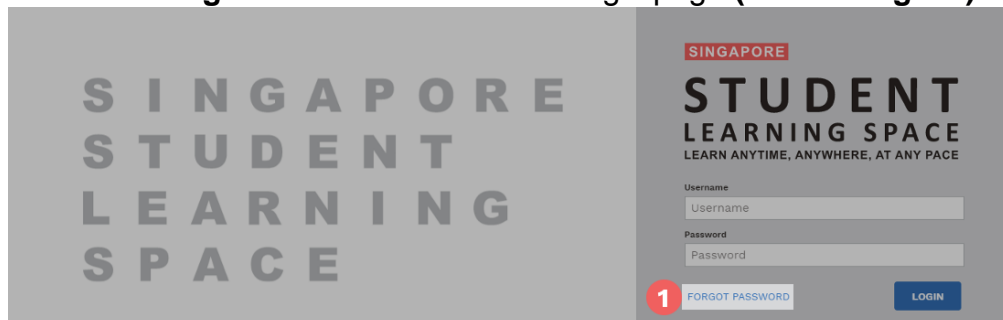
If you have forgotten your password, you can reset it via the following methods:

- 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

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).



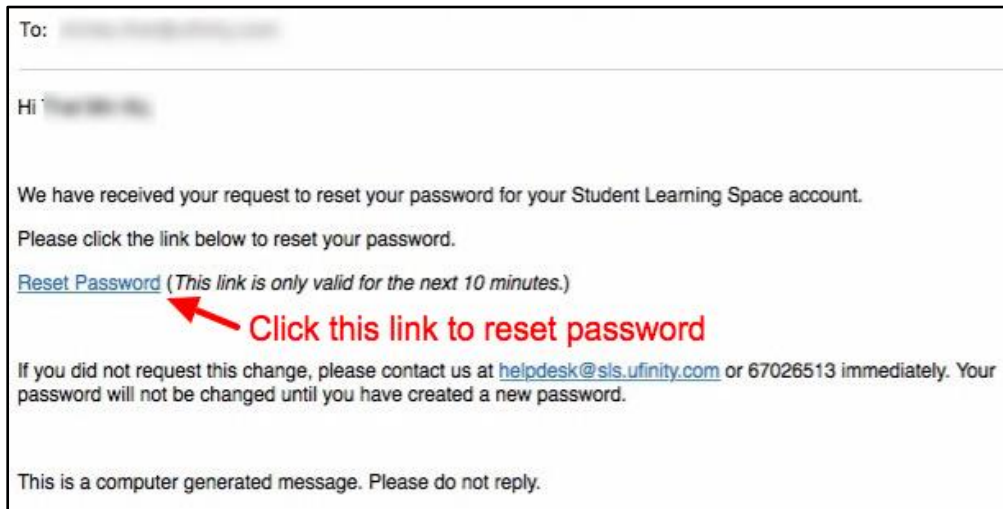
**Fig. 2b: “Enter Your Username” Field**

- 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

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**

## **CALL THE SLS HELPDESK**

You can call SLS Helpdesk to reset your password. You will need to answer the security questions to verify that you are the legitimate account holder.

Tel: (65) 6702 6513

### **Operating Hours**

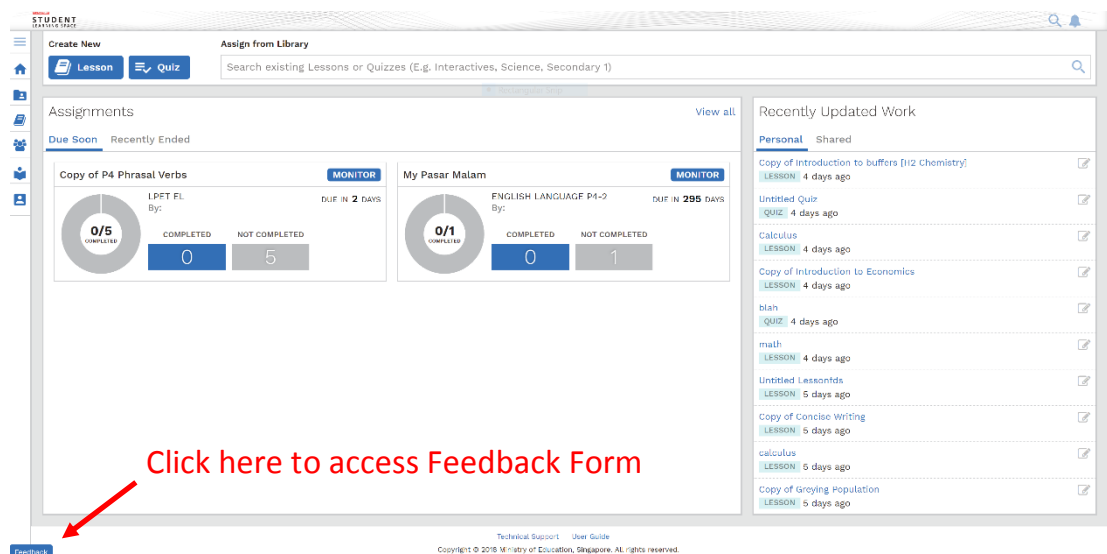
Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

\*Closed on Sundays & Public Holidays

## PROVIDING FEEDBACK

10. 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. The **Feedback** button can be found at the bottom left of the website (refer to **Fig. 4a**).



**Fig. 4a: Providing feedback on the learning resources and system**

11. Key in your contact details and the nature of your feedback in the **Feedback Form** (refer to **Fig. 4b**) and click “**Send Feedback**”.

### Feedback Form

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Help Desk Software by Freshdesk  
Privacy Policy

**Send Feedback**

**Fig. 4b: Feedback Form**

## ANNEX B

### FREQUENTLY ASKED QUESTIONS

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

Please refer to **paragraphs 6-9** in **Annex A**.

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

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.

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

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

Please call the SLS Helpdesk to unlock your account. You will need to answer the security questions to verify that you are the legitimate account holder.

Tel: (65) 6702 6513

**Operating Hours**

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**Q4 : I used the “Password Reset Link Method” 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 "Forgot Password" to try again.*

**Q5 : What are the Operating System and Browser Requirements for SLS?**

The following are the recommended operating systems:

- 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

SLS is accessible through the latest internet browsers (minimum: Internet Explorer 11, Google Chrome 51, FireFox 51 or Safari 7.1).

**Q6 : Can SLS run on mobile phones?**

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