

## PASSWORD RESET

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

- a) Reset Password with a Password Reset Link,
- b) Reset Password by Answering Security Questions,
- c) Request password reset via “Student Password Reset Form”
- d) Contact your Form Teacher/School-based Helpline
- e) Call/Email SLS Helpdesk

2. **Get Temporary Access to SLS**

If you need to login to the SLS during class and have forgotten your password, your teacher can generate a 10-Hour Temporary Password (10HTP). The 10HTP only allows you to access the Assignments and MOE Library. It does not allow you to reset your password or change other details in your Profile.

This is only a temporary solution. If you have forgotten your password, you should try to reset it by following the steps above (a to e)

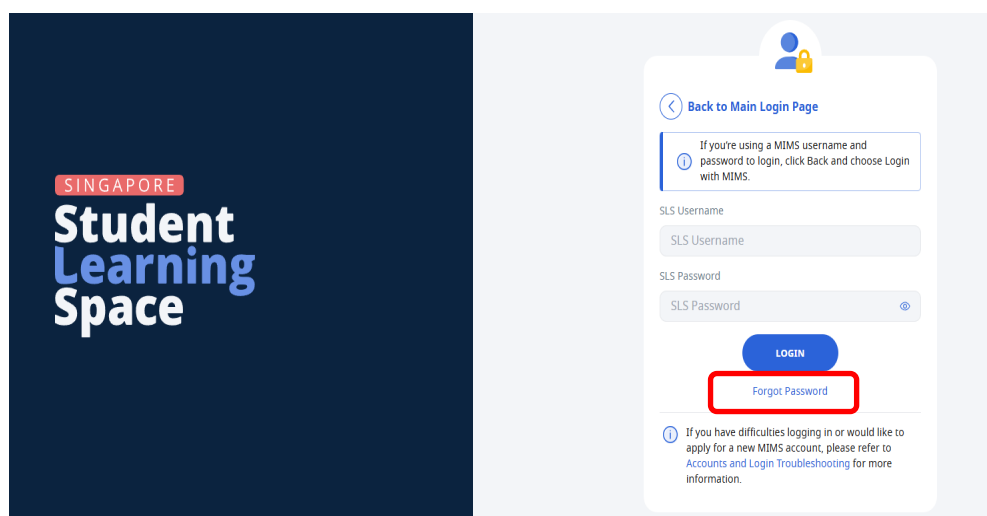
3. If you have forgotten your MIMS password, you may approach your Form Teacher for assistance or go to [Student Password Reset Form](#)

### Reset Password with a Password Reset Link

Note: You can only do this if you have previously set a verified password reset email address.

4. Perform the following steps to reset password using **Reset Password with a Password Reset Link:**

- a) Click the “**Forgot Password**” link at the login page (refer to Fig. 2a).



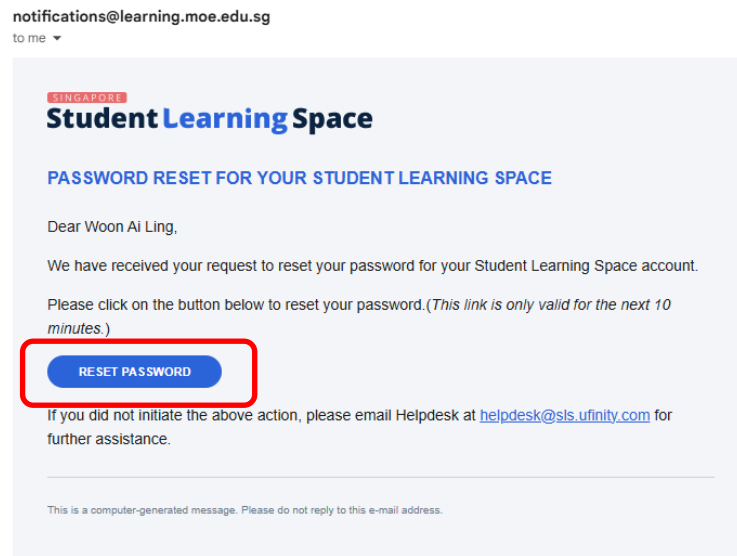
**Fig. 2a: “Forgot Password” Link**

b) You will need to enter your SLS username and click **Submit** (refer to Fig. 2b)

**Fig. 2b: “Enter Your SLS Username” Page**

**Fig. 2c: “Password Reset Link via Email”**

- c) 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.



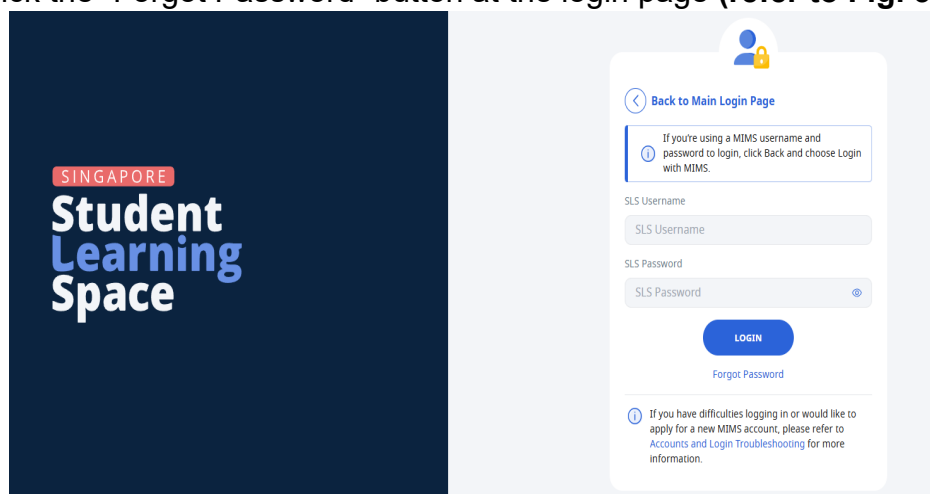
- d) On the **Reset Password** page, enter a new password. You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.
- e) If your password was successfully reset, you will be brought to the main login page.

### **Reset Password by Answering Security Questions**

Note: You will be prompted only if you have set a verified alternative email. Otherwise, you will be brought directly to the Security Questions page.

5. 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**).

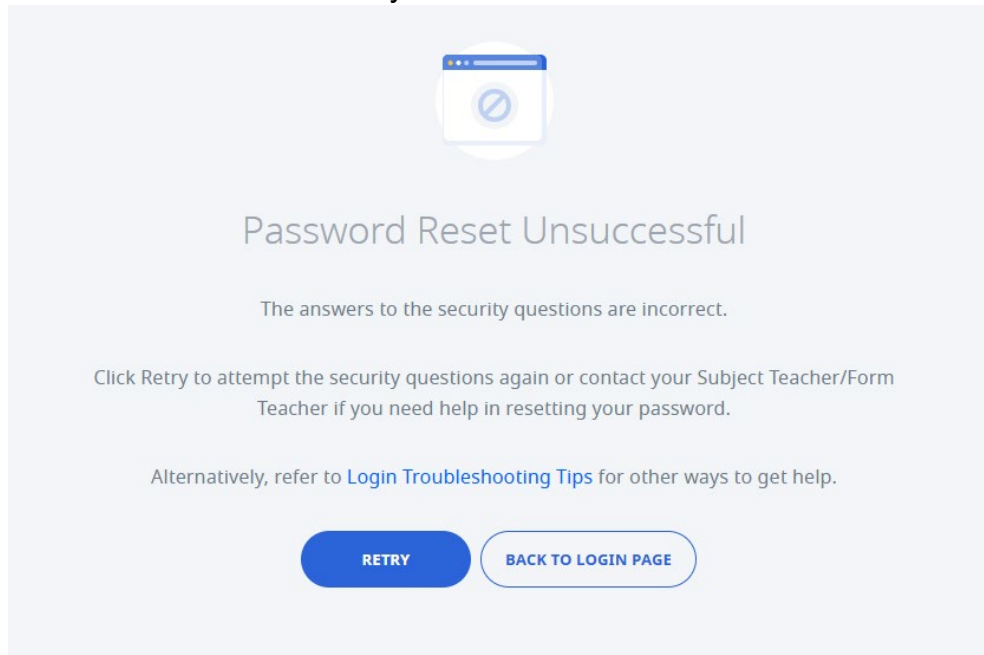
c) In the **Security Questions** page, key in the answers to the security questions. Please note that the answers are case-sensitive. Click **Submit**.

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

d) 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**

- e) If your password was successfully reset, you will be brought to the SLS login page.
- f) 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**

### **School-based Helpline**

- 6. You can contact school helpline to speak to our SLS Administrator at 67634812 or go to our [Student Password Reset Form](#) to submit the form.
- 7. 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.

### **SLS Helpdesk**

- 8. 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: 4:00 pm — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

\*Closed on Sundays & Public Holiday