

SLS Guide for Students Encountering Technical Issues in SLS

Forgot Password

Student go the SLS website (<https://learning.moe.edu.sg>) and click *Forgot Password*.

Type in the username. If the email is in the profile of the SLS account, the password will be sent there. If don't have email, provide full name and class. If the account is locked, provide full name and class.

Default password: To be sent by email to student's or parent's valid email

Operating Hours (School Helpdesk)

Mondays — Fridays: 9:00 am — 5:00 pm

*Closed on Saturdays, Sundays & Public Holidays

Forgot Username

Default username: 1st 5 characters of their BC names and the last 4 digits of the BC number and the alphabet behind.

Example

Chan Mei Ling T0034567G

Username: CHANM4567G (not case sensitive)

No Subjects Assigned

Only the subject teachers will be assigning the lessons. They have to contact their relevant teachers.

Cannot Login

Did they type everything correctly?

Username is not case sensitive. Password is case sensitive.

Submitted But Error Message Displayed

Check the Assignments tabs. Is the assigned task in the Completed section?

Alternative Time

Can students do the SLS on other time slots? Students to check the assignment deadline. Date to complete is already set. Students to check with their teachers.

System Down (in the event when MOE announced schools closure)

The server is overloaded. Try another time slot.

All Other Questions

Contact their teachers.