



JUNYUAN PRIMARY SCHOOL

Future-Ready Learners, Leaders of Character

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Ref: JYPS/098/19

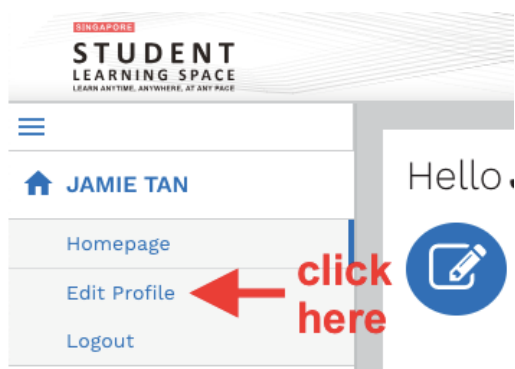
29 May 2019

Dear Parents/Guardians,

Student Learning Space (SLS) Email Verification Exercise

To ensure that all students are able to access the SLS for Home-based Learning (HBL) during the June school holidays, the school seeks your assistance to do the following:

1. To key in an email address for self-serve password reset, please access the “Edit Profile” page after logging in to your child’s account. Please refer to **Annex A** for detailed instructions to verify the email address.



2. If your child has forgotten his/her password, you could contact JYPS General Office at Tel: 67830375 during office hours (i.e. Mondays to Fridays, 8.00am to 5.00pm) to request for assistance on the resetting of password.
3. Do take note of the following:
 - your child’s SLS user ID;
 - your child’s SLS password; and
 - the answers to the security questions.
4. If you encounter any difficulty accessing SLS, visit the **SLS Login Troubleshooting page** for ready answers: <https://static.learning.moe.edu.sg/UserGuide/login-troubleshooting.html#>
5. For other technical issues not addressed on the SLS Login Troubleshooting page, you can contact SLS Helpdesk at helpdesk@sls.ufinity.com or 6702 6513 (during operating hours).
6. The information of the HBL will be posted on the Parents’ Portal on our school’s website (www.junyuanpri.moe.edu.sg/parents-portal/student-learning-space-sls-info) on 30 May 2019.

Thank you for partnering us to support your child’s learning.

Your Partner-in-Education,

Ms Chiam Lee Meng
Principal

STUDENT LEARNING SPACE STEPS TO ENSURE AVAILABILITY OF SELF-HELP RESET OF PASSWORD

STEP 1:

Go to SLS login page: <https://learning.moe.edu.sg>. Log in with the User ID and password previously provided.

STEP 2:

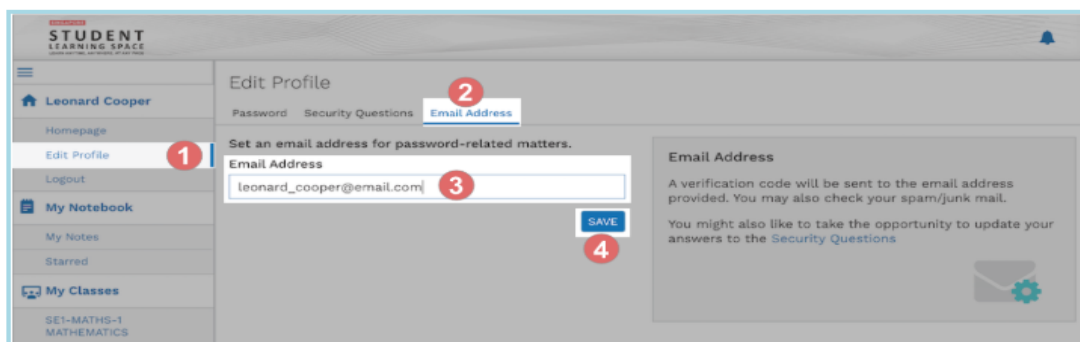
Key in and verify an email address for password reset.

Set Password Reset Email Address

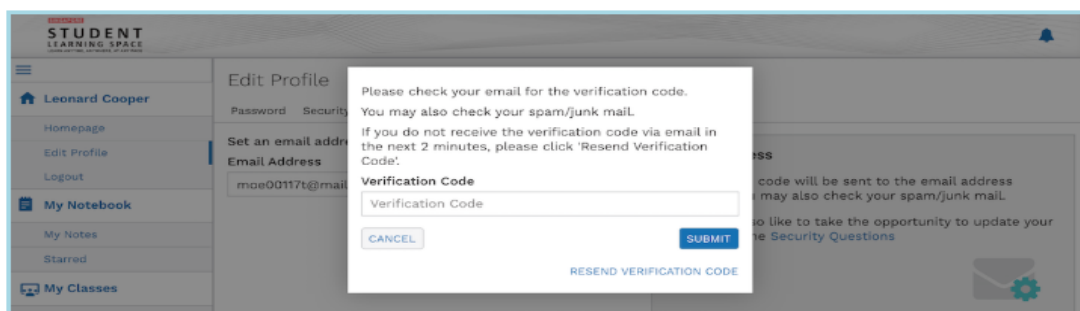
[Home](#) / [Student Features](#) / Set Password Reset Email Address

You should set a password reset email address in your profile. This will allow you to reset your password through a password reset link if you forget it.

To set your password reset email address:



1. In the sidebar on the left, click on **Edit Profile**.
2. On the **Edit Profile** page, click the **Email Address** tab.
3. In the "Email Address" field, enter your email address.
4. Click **Save**.
5. An email with a verification code will be sent to your email address.



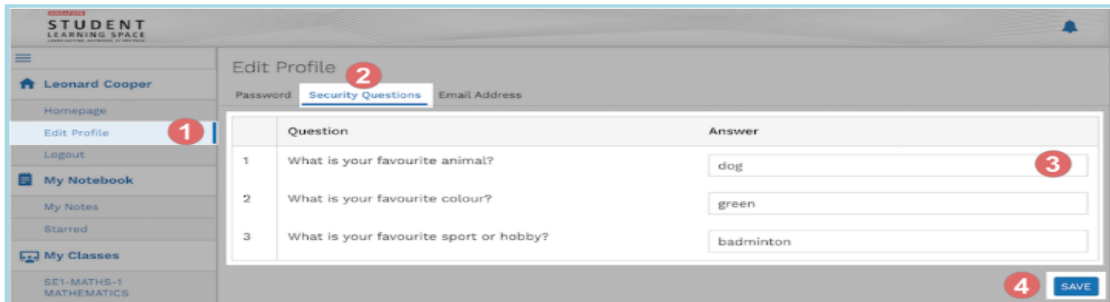
6. Enter the verification code into the pop up box.

STEP 3:
Take note of your child's answers to the security questions.

Update Answers to Security Questions

[Home](#) / [Student Features](#) / Update Answers to Security Questions

Your answers to the security questions will be used to verify your identity and reset your password if you forget it. You should choose answers that are easy to remember and update them regularly.



The screenshot shows the 'Edit Profile' page in the Student Learning Space. The page has a sidebar on the left with navigation options: 'Leonard Cooper', 'Homepage', 'Edit Profile' (highlighted with a red circle 1), 'Logout', 'My Notebook', 'My Notes', 'Starred', and 'My Classes'. The main content area is titled 'Edit Profile' (with a red circle 2) and has three tabs: 'Password', 'Security Questions' (selected), and 'Email Address'. Below the tabs is a table with three rows of security questions. The first row has the question 'What is your favourite animal?' and the answer 'dog' (with a red circle 3). The second row has the question 'What is your favourite colour?' and the answer 'green'. The third row has the question 'What is your favourite sport or hobby?' and the answer 'badminton'. At the bottom right of the table is a 'SAVE' button (with a red circle 4).

	Question	Answer
1	What is your favourite animal?	dog
2	What is your favourite colour?	green
3	What is your favourite sport or hobby?	badminton

1. In the sidebar on the left, click **Edit Profile**.
2. On the **Edit Profile** page, click the **Security Questions** tab.
3. Enter your new answers to the security questions in the respective fields.
 - o You must answer all the questions.
 - o You must not use the same answer for different questions
4. Click **Save**.