**Your log in details are in your Pupil Companion.**

Reset Password (Student)

If you have forgotten your password, you can reset it by having a password reset email sent to your email address, or by answering a series of security questions.
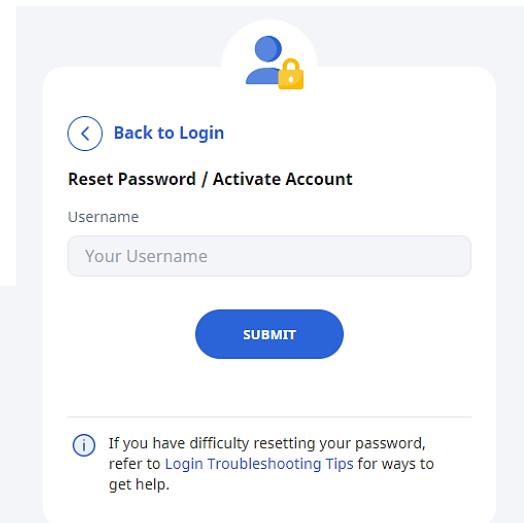
Reset Password with a Password Reset Link

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

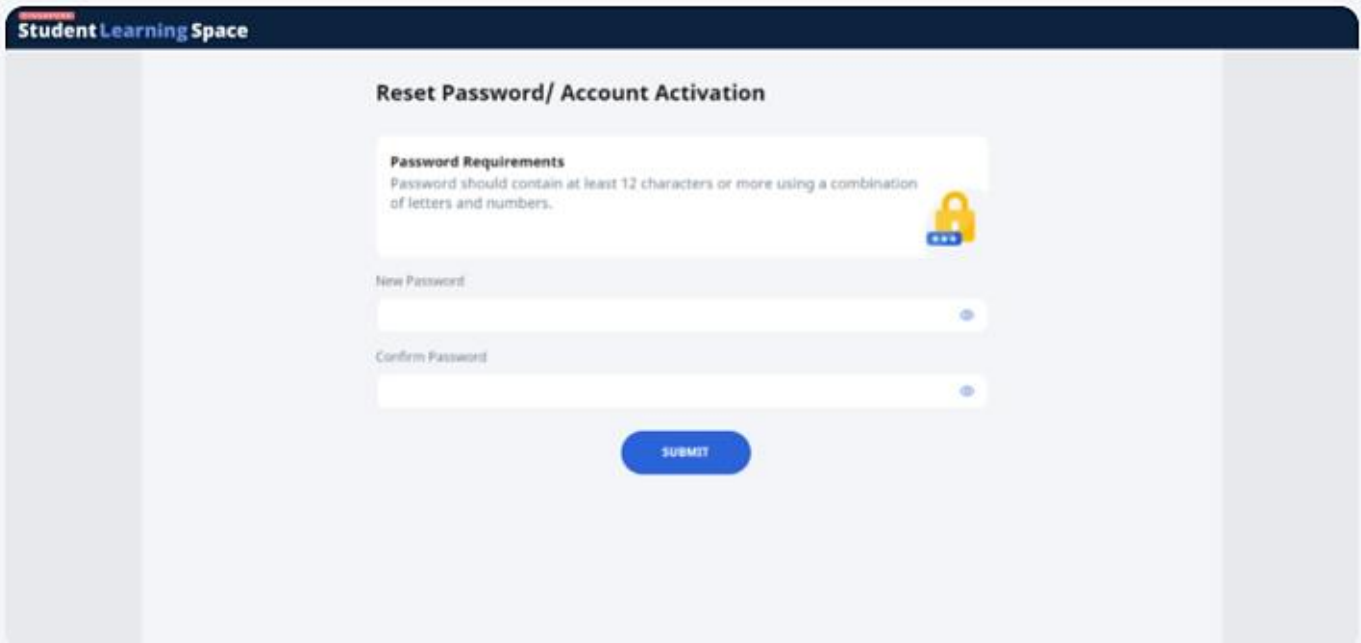1. On the login page, click **Forgot Password**.
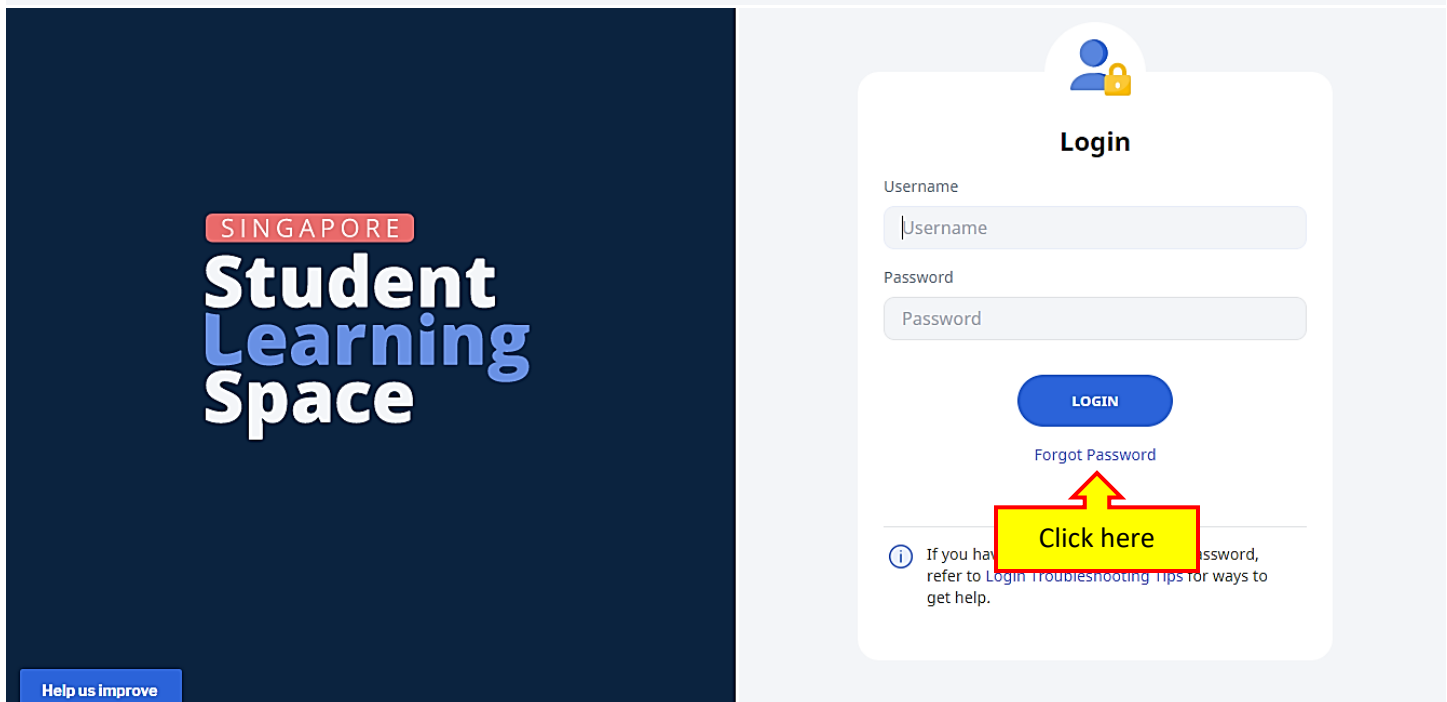
SLS GUIDE FOR STUDENTS (PASSWORD)

2. Enter your Username.

3. Click **Submit**.

4. Select **Send a password reset link to your email**

5. An email with the password reset link will be sent to your email address.

6. Click the reset password link in the email.

   • The link will be valid for 20 minutes.

   • If the link has expired, you can request another by repeating the steps above.

7. 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.

8. Click **Submit**.

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I did not receive a password reset email

When you use the Forgot Password feature to reset your password, an email with a password reset link will be sent to you. If you cannot find the email in your inbox, it may be in the spam folder.

Note: If the link has expired, go to the login page and select **Forgot Password** to request another link.

It is also possible that you have not entered and verified your email address. If that's the case, you may either use the security questions or approach a teacher to reset your password. Remember to key in an email address after that for future password reset.

If the problem persists, please contact the school's SLS Administrator at **83558334**.

Reset Password by Answering Security Questions

1. On the login page, click **Forgot Password**.

2. Enter your Username.

3. Click **Submit**.

4. If you are asked to select a method for password reset, choose the **Answering my security questions** option.

   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.

5. On the **Security Questions** page, enter the answers to the security questions.

You must answer all questions correctly before you can reset your password.

6. Click **Submit**.

Forgot Username

Your username is usually the first 5 characters of your full name and last 4 digits of birth cert or NRIC together with the alphabet, e.g. TANAH2345X.

Note: Usernames will not contain spaces or special characters such as apostrophes (') and hyphens (-).
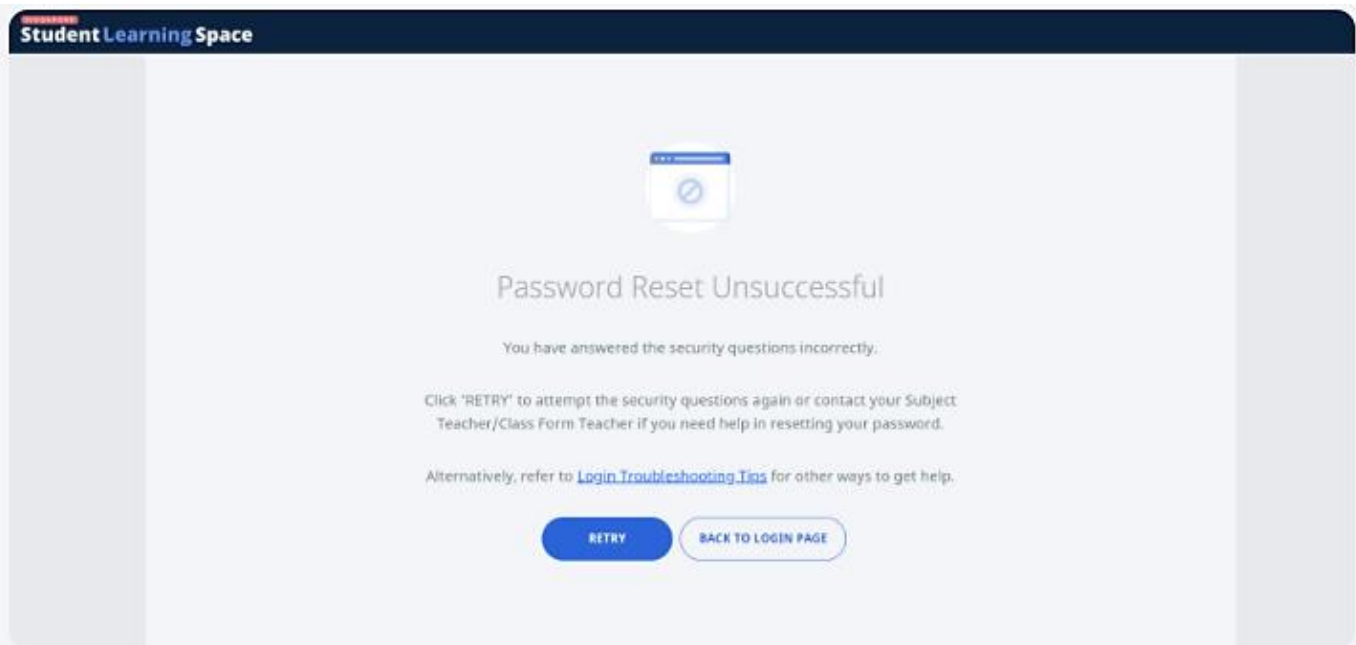
Alternatively, please approach your school for help.
You can call the **School Technical Helpline** at **83558334**, **from 7.30am to 1.30pm**

Unsuccessful Password Reset Attempts

Incorrect Answers to Security Questions

1. If you answer any of the questions incorrectly, you will be brought to the Password Reset Unsuccessful page.

- Click the Retry button to try again.

2. If you answer all the questions correctly, you will be brought to the Reset Password page.

   1. Enter a new password.

   - You will need to enter the new password twice to confirm that you have entered it correctly.

   2. Click Submit.

   3. If your password has been successfully reset, you will be brought to the login page.

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Get more Help

If you still encounter problems resetting your password:

1. Contact your subject teacher for help.

2. Alternatively, please contact your School-Based Helpline at **83558334**.

3. Contact the SLS Helpdesk at helpdesk@sls.ufinity.com or call 6702 6513.

ADVICE:

Once you have reset your new password, write the new password in your Pupil Companion.

Taken from SLS User Guide

Unlock Account

How a Student Account Gets Locked

For security reasons, your account will be locked if:

- You try to log in with an incorrect password too many times.

- You answer the security questions incorrectly too many times when resetting the password.

When you are unsuccessful at logging in, there will be a message to inform you. You may continue to attempt to log in until the Login button no longer works and you are informed you are unable to continue.
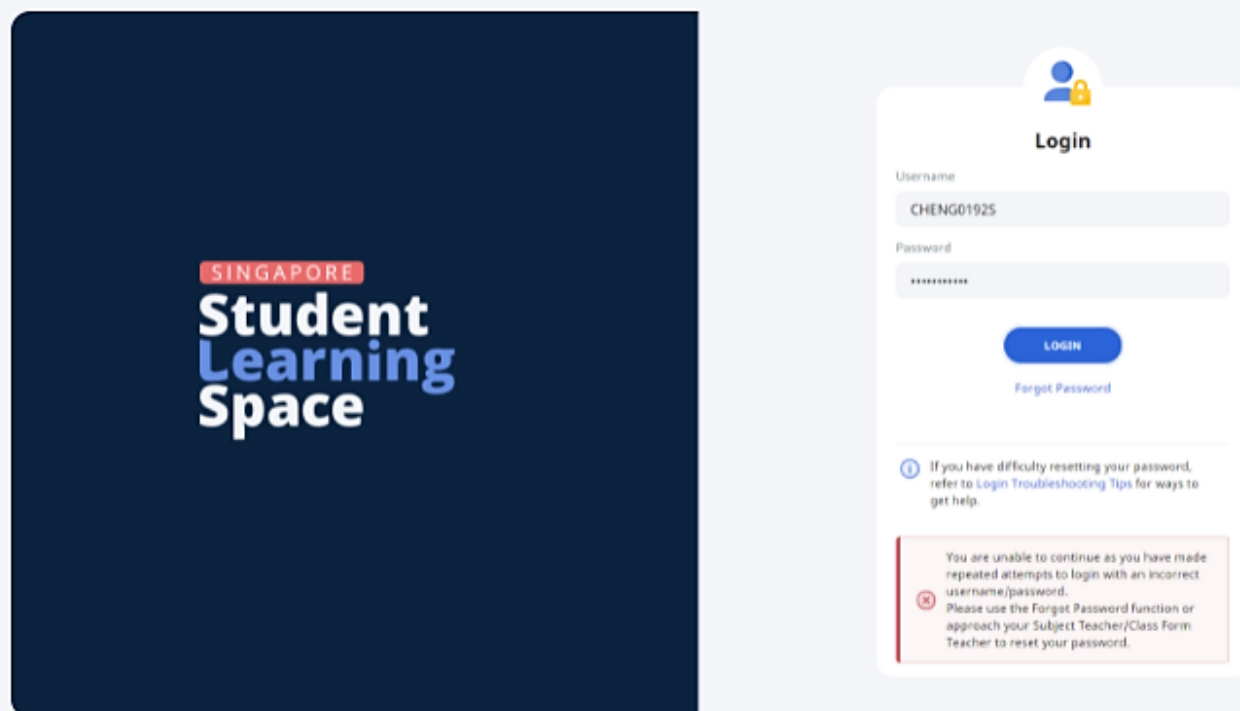
If you do not reset your password after the Login button is greyed out and attempt to log in repeatedly after refreshing your browser or using a different browser or device, you run the risk of getting your account locked.

Login

Username

Password

LOGIN

Forgot Password

You will no longer be able to log in even if you enter the correct password and neither you nor your teacher will be able to reset your password.

How to
Unlock Student Account

1. Contact your class form teacher or subject teacher. Your teacher will inform your school's SLS administrator, who will be able to unlock your account.

2. Alternatively, please contact your School-Based Helpline for help.
   You can call the **School Technical Helpline** at **83558334**, **from 7.30am to 1.30pm**