

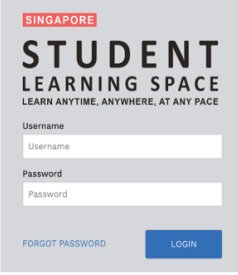
Troubleshooting and Helpdesk Information

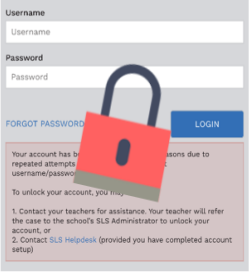
Student Learning Space

MARY TAN

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T1234567Z





FORGOT YOUR USERNAME?

A student's SLS username comprises the first 5 characters of his/her name, followed by the last 5 characters of his/her NRIC/FIN/BC ID.


(e.g. MARYT4567Z)


FORGOT PASSWORD?


- 1 Use email to reset (ensure you set it up first)
- 2 Answer security questions
- 3 Ask your teacher to reset
- 4 Contact the school helpline
- 5 Call/email the helpdesk*


ACCOUNT LOCKED?


- 1 Contact the school helpline
- 2 Call/email the helpdesk*

School Helpline:  82001676 (Mon – Fri: 7.30am-4pm)

SLS Helpdesk:  6702 6513 (Mon-Fri: 4pm-9pm, Sat: 9am-9pm)

 stmargsadmin@stmargs.edu.sg

 helpdesk@sls.ufinity.com

 go.gov.sg/loginissues

***For ASKnLearn and other HBL Issues, please contact the School Helpline only.**