Reset Password

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.

If your teacher is available to reset the password for you, you will be given a one-time password (OTP) to log in, after which you will be prompt to key in a new password.

If you need immediate access to the SLS in class, your teacher can provide you with a 2-hour temporary password (2HTP). The 2HTP 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.

Reset Password with a Password Reset Link

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

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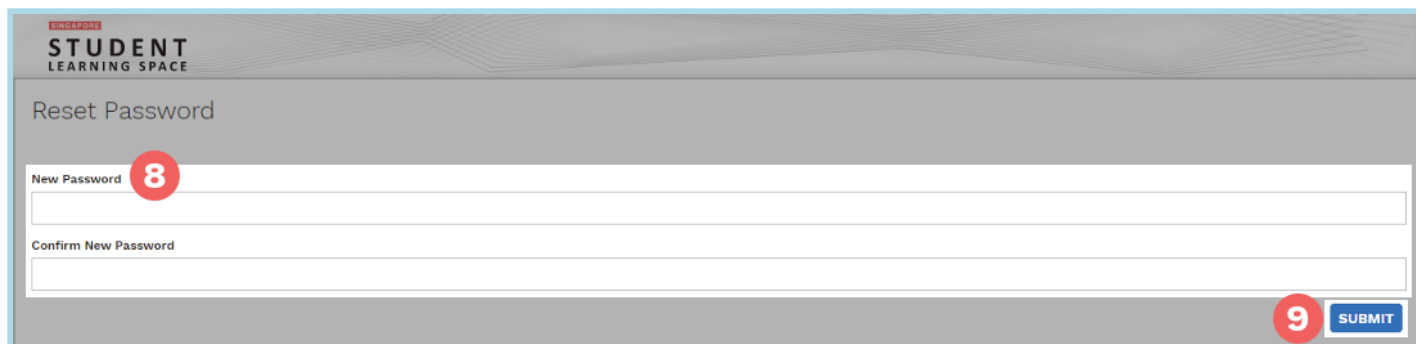

2. Enter your username.

3. Click **Submit**.

4. Select **Send a password reset link to your email**.
5. Click **Submit**.
6. An email with the password reset link will be sent to your email address.
7. 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.

8. 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.
9. Click **Submit**.

Reset Password by Answering Security Questions

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

2. Enter your username.
3. Click **Submit**.
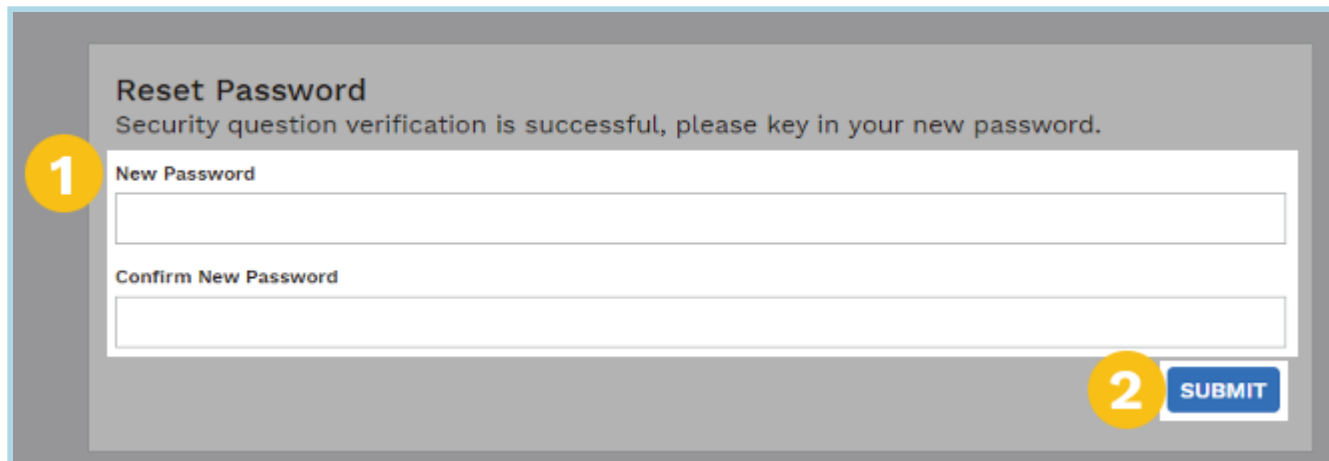4. If you are asked to select a method for password reset:

    1. Select **Answer the security questions**.
    2. Click **Submit**.

Note*: You will be prompted only if you have set a verified password reset email address (set-password-reset-email-address.html).*

*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**.
7. 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.
- You can make up to 6 attempts before your account is locked for security reasons.

8. 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.

If you still encounter problems resetting your password:

1. Contact your class form teacher or subject teacher for help.
2. Alternatively, please contact your school-based helpline for help. A list of school-based helplines can be found **here** (../../student/administration/school-based-helpline.html).
3. Contact the SLS Helpdesk at helpdesk@sls.ufinity.com (mailto:helpdesk@sls.ufinity.com) or call 6702 6513.

Get Temporary Access to SLS

If you need to log in to the SLS during class and have forgotten your password, your teacher can generate a one-time password (OTP) to give you temporary access.

- The OTP will only be valid for 2 hours.
- If you log in with an OTP, you will not be able to access **My Profile** and cannot change your password, answers to the security questions, or email address.

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