

PASSWORD RESET

6. If you have forgotten your password, you can reset it via the following methods:
 - a) password reset using password reset link
 - b) password reset using security questions
 - c) approach your Form Teachers
 - d) contact Mr. Mohammed Azhar, ICT Associate, Seng Kang Primary School
Tel: 6384-0809
Mondays to Fridays: 9.00 a.m. – 4.00 p.m. (except public holidays) or
 - e) call the SLS Helpdesk- Tel: (65) 6702 6513
Email: helpdesk@sls.ufinity.com
Operating Hours
Mondays to Fridays: 9:00 a.m. - 9:00 p.m.
Saturdays: 9:00 am - 3:00 p.m.
*Closed on Sundays & Public Holidays

Password Reset using Password Reset Link

7. Perform the following steps to reset password using **Password Reset Link Method**:

- a) Click the “**Forgot Password**” link at the login page (refer to Fig. 2a).

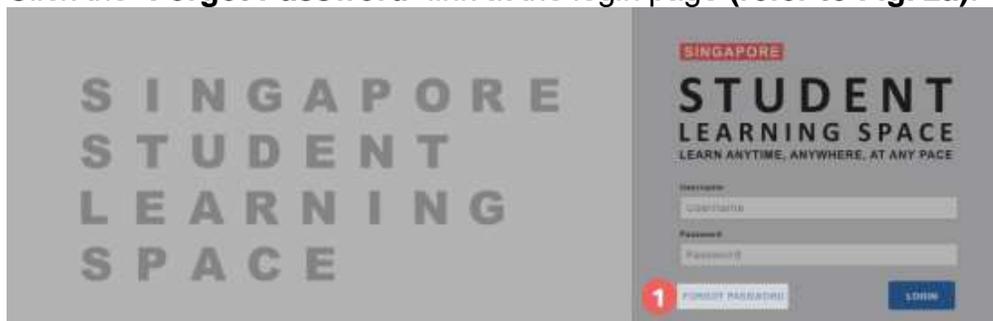


Fig. 2a: “Forgot Password” Link

b) You will need to enter your username (refer to Fig. 2b).



Fig. 2b: “Enter Your Username” Field

Select “Send a password reset link to your email” and click **Submit** (refer to Fig. 2c).



Fig. 2c: “Password Reset Link via Email” Method

c) An email with the password reset link will be sent to your email address (refer to Fig. 2d). Click the reset password link in the email to bring you to the **Reset Password** Page. The link is valid for 10 minutes.

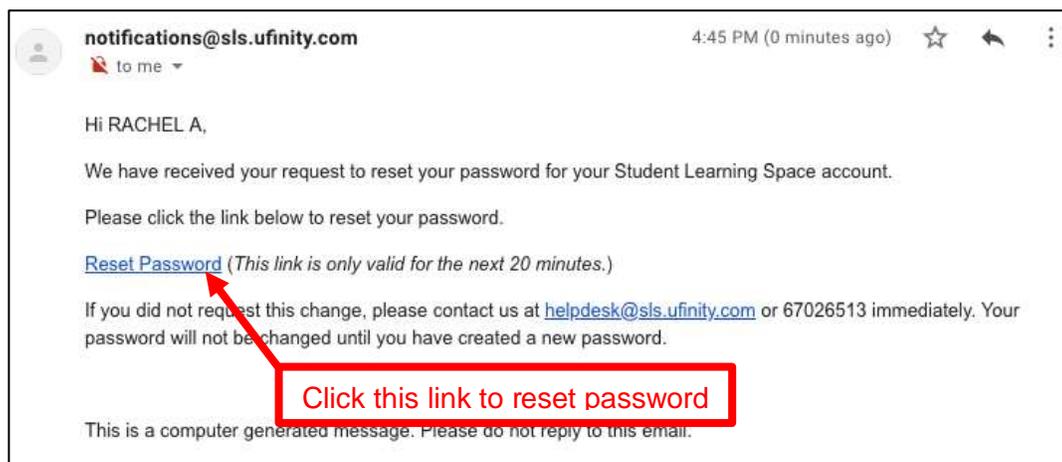


Fig. 2d: “Reset Password” Link

- d) In the **Reset Password** page, enter a new password (refer to **Fig. 2e**). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.



Fig. 2e: “Reset Password” Page

- e) If your password was successfully reset, you will be brought to the SLS login page. Password Reset Using Security Questions

8. Perform the following steps to reset password reset by using **Security Questions**:
- a) Click the “Forgot Password” button at the login page (refer to **Fig. 3a**).



Fig. 3a: “Forgot Password” Link

- b) You will need to enter your username (refer to **Fig. 3b**).



Fig. 3b: “Enter Your Username” Field

- c) Select **“Answer the Security Questions”** and click **Submit** (refer to Fig. 3c).



Fig. 3c: **“Password Reset Link via Security Questions” Method**

- d) In the **“Security Questions”** page, key in the answers to the security questions (refer to Fig. 3d). Click **Submit**.

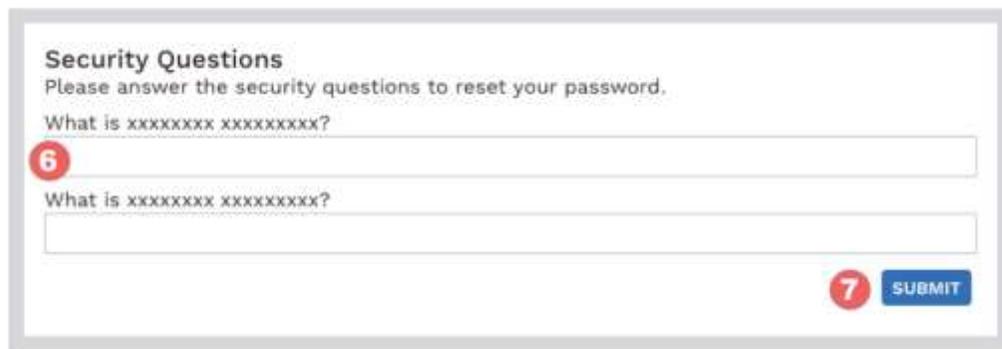


Fig. 3d: **“Security Questions” Page**

- e) If you have answered the security questions correctly, you will be brought to the **Reset Password** page (refer to Fig. 3e). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

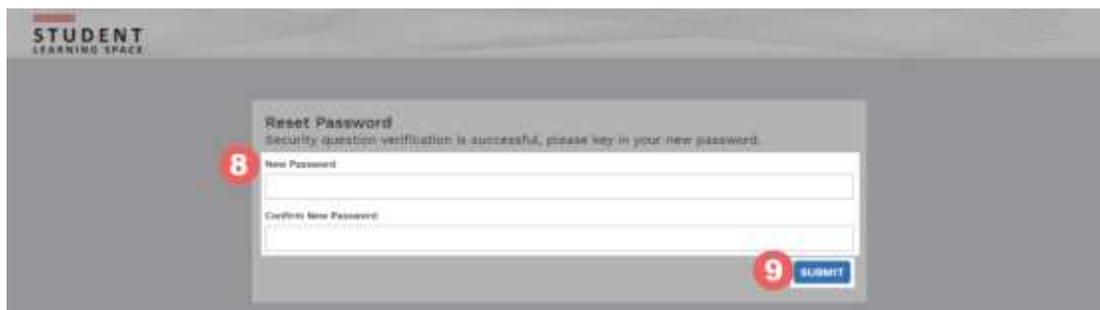


Fig. 3e: **“Reset Password” Page**

- f) If your password was successfully reset, you will be brought to the SLS login page.
- g) If you have answered the questions incorrectly, you will be brought to the **Password Reset Unsuccessful** page (refer to Fig. 3f). Click on the **Retry** button to try again. You can attempt up to **6 times** before your account is locked for security reasons.



Fig. 3f: "Password Reset Unsuccessful" Page