

FAQ for online learning

Question 1:

What do I do if I have

A) Login Issues

- I have forgotten my password or username for my SLS account.
- I did not receive a password reset email.
- My SLS account has been locked.

B) Browser issues

- I am having issues with my browser. I want to know the browser requirements and how to troubleshoot it.

Answer:

Please click [here](#) or scan the QR code (on the right) to access the SLS user guide.



You can try to troubleshoot on your own with the help links.

STUDENT LEARNING SPACE USER GUIDE

Login Troubleshooting

Troubleshoot on Your Own

+ Login Issues (Teacher)

- Login Issues (Student)

1. I have forgotten my username.
2. I have forgotten my password.
3. I did not receive a password reset email.
4. My account has been locked.

+ Browser Issues

Get Help from Your School

+ School-Based Helpline

If you cannot perform a self-reset, you can click on the School-Based Helpline and search for our school (Pg. 3) to type in your details. Your form teacher will send your new password through WhatsApp or SMS.

Question 2:

How do I find my lesson assigned by teacher?

Answer:

You can click on **HOME icon** to launch this page.

