

# COMMON ISSUES STUDENS MIGHT FACE WHEN ACCESSING SLS

## SLS ACCOUNT MATTERS

### **(#1) I cannot remember my password.**

You can reset it by having a password reset email sent to your email address registered in SLS, or by answering a series of security questions.

If Form or Subject teacher is available, you may contact him/her 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.

You may contact the School Based Helpline or the SLS Helpdesk. Please see the operating hours below:

#### During School Operating Hours

##### **School-based Helpline: 6294 3340**

Mondays -Fridays: 8:00 am – 4.00 pm

School-based Email: [hws@moe.edu.sg](mailto:hws@moe.edu.sg)

You may also fill up a **School-based Online Form:**

<https://go.gov.sg/hongwenslshelp>

#### During Non-School Operating Hours

##### **SLS Helpdesk: 6702 6513**

Mondays - Fridays: 4:00 pm - 9:00 pm

Saturdays: 9:00 am - 9:00 pm

\*Closed on Sundays & Public Holidays

SLS Helpdesk: [helpdesk@sls.unity.com](mailto:helpdesk@sls.unity.com). When emailing the SLS Helpdesk, please include your child's full name, name of school and form class.

### **(#2) I cannot remember my username.**

A page on Pg 37 of your Student Handbook has been provided for your record of your account details. If you had recorded it down in class, you may refer to your Student Handbook. Otherwise, you may reach out to the School-Based Helpline or SLS Helpdesk as per password reset matters above.

### **(#3) My account is locked after several failed attempts to log into SLS.**

You may contact the School Based Helpline or the SLS Helpdesk. Please see the operating hours as stated in Common Issues #1.

## **SLS FEATURES AND PERFORMANCE**

### **(#4) I am able to log into SLS on some devices at home but not in other devices.**

During peak hours (e.g in the morning) when many students are accessing the platform, you may experience some slowness in the performance of the platform. If you are unable to log in after a few attempts, you may wish to do their offline work and come back online later.

### **(#5) I am unable to record for my Audio Response Question.**

Audio Response Question currently does not work in iOS/iPadOS devices such as iPhones and iPads.

Please note:

- (i) You will need to allow the browser to access your microphone to start recording. Each recording can be up to a maximum duration of 10 minutes.
- (ii) You can click the play button to listen to your recording to make sure that it is successful.
- (iii) You are allowed to create a maximum of 3 recording responses at one time, of which only 1 response can be saved as draft.
- (iv) Select the recording that you would like to submit by clicking the adjacent.

### **(#6) My audio files are taking a long time to upload.**

If you are unable to submit your audio file for your Audio Response Question on SLS, you may choose to 'Save it as Draft' and try to submit the file later.

### **(#7) I am unable to play the video in my SLS Lesson.**

If there is a link provided in the lesson, click on the link to watch the video in a separate browser window, tab.

### **(#8) My assignment on SLS is not loading properly.**

During peak hours (e.g in the morning) when many students are accessing the platform, you may experience some slowness in the performance of the platform. If your lesson/assignment is unable to load properly after a few attempts, you may wish to do their offline work and come back online later. Avoid multiple refresh of the pages.

### **(#9) I am unable to submit my assignment on SLS.**

If you are unable to submit your assignments after a few attempts, you may wish to save your work offline (on MSWord, Notepad, etc.) and submit it again later.

