Pei Hwa Presbyterian Primary School

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Students of character with zest for learning and a heart to serve

乐学乐善，以德为先

founded 1889

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Integrity	Respect	Responsibility	Teamwork	Loyalty	Resilience

Frequently Asked Questions

SLS Support for Home-based Learning

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1. Who do you contact if your child requires any assistance on technical issues?

Log-in Issues

School Operating Hours
Students should contact the **School-based Helpline** for SLS queries including all SLS access matters such as password reset and unlocking of accounts, as well as queries about lesson assignments.

- School-based Helpline: 64663787 / 64663797 from 8:00 am - 2:00 pm

Non-School Operating Hours
Outside the school operating hours, students should contact the **SLS Helpdesk** for support.

- Call SLS Helpdesk at 6702 6513

  Mondays - Fridays: 4:00 pm - 9:00 pm
  Saturdays: 9:00 am - 3:00 pm
  Closed on Sundays & Public Holidays

- Email SLS Helpdesk at helpdesk@sls.ufinity.com

When emailing the SLS Helpdesk, students should include their full name, name of school and form class.

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2. What happens if my child forgets his/her username?

Your child's username is usually the first 5 characters of their full name and last 4 digits of birth cert or NRIC together with the alphabet, e.g. TANAH2345X.

Note#1: Usernames will not contain spaces or special characters such as apostrophes (') and hyphens (-).
Note#2: In rare cases, two or more students might share the same 10 characters. In such cases, their username may be affixed with a number, e.g. (RACHE1234Z_01).

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3. What happens if my child forgets his/her password?

Reset Password via Email
Note: You can only do this if you have previously set a verified password reset email address.
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.
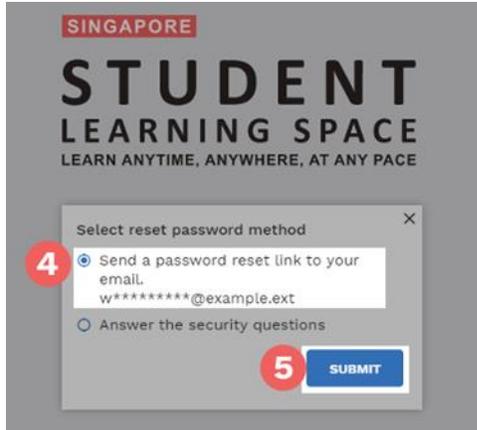
5. Click Submit
6. An email with the password reset link will be sent to your email address.

Method 2: Reset Password by Answering Security Questions

1. In the login page, click Forgot Password.
2. Enter your username.
3. Click Submit.
4. Select a method for password reset: Answer the security questions.
   Note: You will be prompted only if you have set a verified password reset email address. Otherwise, you will be brought directly to the Security Questions page.
5. On the Security Questions page, key in the answers to the security questions.
   You must answer all 3 questions correctly before you can reset your password.
6. Click Submit.
7. If you answer all the questions correctly, you will be brought to the Reset Password page

Method 3: Reset Password by Contacting School

Please contact your Form-Teacher (or any of your subject teachers) via their email address.
https://peihwapresbyterianpri.moe.edu.sg/about-pei-hwa/school-staff/teaching-staff-2020-form-teachers

If your teachers cannot be reached, you can call Pei Hwa Presbyterian Primary School at 64663787 / 64663797.

Method 4: Reset Password by Contacting Helpdesk

You may contact the SLS helpdesk. Please note that the SLS helpdesk agent will need to ask you the security questions to verify your identity.

Operating Hours:
Mondays to Fridays: 9:00 am to 9:00 pm
Saturdays: 9:00 am — 3:00 pm.

Email: helpdesk@sls.ufinity.com
Tel: (65) 6702 6513

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4. What happens if my child's account is locked?

For security reasons, your account will be locked if:
• You try to log in with an incorrect password too many times.
• You try to reset your password and answer the security questions incorrectly too many times.

Reset Password by Contacting School
Please contact your Form-Teacher (or any of your subject teachers) via their email address. Your teacher will inform your school's SLS administrator, who is able to unlock your account.
https://peihwapresbyterianpri.moe.edu.sg/about-pei-hwa/school-staff/teaching-staff-2020-form-teachers

If your teachers cannot be reached, you can call Pei Hwa Presbyterian Primary School at 64663787 / 64663797.

Your account has been locked for security reasons due to repeated attempts to log in with an incorrect username/password.

To unlock your account, you may either:

1. Contact your teachers for assistance. Your teacher will refer the case to the school's SLS Administrator to unlock your account, or
2. Contact SLS Helpdesk (provided you have completed account setup)

Note: On Home-Based Learning days, the SLS administrators will be actively checking for any student SLS accounts that are locked. Once unlocked, the SLS administrators will relay the message to the Form-Teacher of that student. The Form-Teacher will then inform the student of the new reset password after the account has been unlocked.

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5. My child used the "Password Reset Link" method but cannot find his password reset email. What can I do?

If you cannot see the email in your inbox, it may be in the spam or junk email folder. It is also possible that you have not keyed in or verified the email address in SLS.

Note: The "Reset Password" URL in the email will expire within 20 minutes. If the URL has expired, go to the login page and select "Forgot Password" to try again.

6.	**Can my child change the security questions?**
	Students can log in to SLS to change the answers to their security questions. However, the questions are fixed.

7.	**What are the Operating System and Browser Requirements for SLS?**
	SLS is accessible through internet browsers on either Windows PC, Mac, iPad or Android tablets. For a good user experience, tablets should have a screen size of at least 7 inches. However, a small number of resources may not work on tablets due to missing plugins. Currently, SLS is not fully optimised to display on mobile phones even though users can access the system and resources. The recommended operating systems and browsers are: **Operating System → Browser** Microsoft Windows 7 SP1 and Windows 8.1 → Google Chrome 64 and later Microsoft Windows 10 → Google Chrome 64 and later; Microsoft Edge 17 and later Mac OS X 10.9 and later → Safari 11 and later; Google Chrome 64 and later iOS 11 and later → Safari 11 and later Android 5 and later → Google Chrome 64 and later ChromeOS → Google Chrome 64 and later

Network Issue

1.	**Why is the network/ downloading takes so slow?**
	There could be many users coming into the system at the same time. Please be patient while waiting. Do remember to log into SLS 15 minutes earlier to prepare for the lessons.

2.	**Why am I 'thrown-out' from the system? / Why do I have to re-login?**
	The system will throw up gatekeeping for 5 to 10 min so that servers can be "ramped up" and to allow more students in slowly. Hence, do remember to come into SLS 15 minutes earlier to prepare for the lessons. If you are unable to login immediately, please wait for 5 – 10 minutes before trying again. If the issue persists, please contact your Form Teachers.

Home-based Learning
1. **Does my child have to log into SLS at the time given?** 2. **Does my child have to complete the work assigned within the stipulated 4 hours?**
It is recommended that your child follow the schedule. The due date for all assignments is reflected in the *Lesson Guide for Students*.
3. **Is it compulsory to complete all assignments?**
We encourage all student to complete all assignments given as it is an assessment of your child's learning on the day of HBL. However, if your child has difficulty completing the homework, he/she can inform the subject teacher to update them on the issue.
For more FAQs, please refer to https://www.moe.gov.sg/faqs-covid-19-infection#qhjwd.