

# CAN'T LOG IN TO SLS?

ADAM BOY



T1234567Z

## FORGOT YOUR USERNAME?

A student's SLS username comprises the first 5 characters of his/her name, followed by the last 5 characters of his/her NRIC/FIN/BC ID. (e.g. ADAMB1234Z)

## FORGOT PASSWORD?

- 1 Use email to reset (set up the verification email first)
- 2 Answer security questions
- 3 SLS Password Reset Form
- 4 Contact the school helpline
- 5 Call/email the helpdesk\*

## ACCOUNT LOCKED?

- 1 Contact the school helpline
- 2 Call/email the helpdesk\*

School Helpline: **6288 9470 ext 123**

SLS Helpdesk:  6702 6513  
(Mon-Fri: 4pm-9pm, Sat: 9am-3pm)

 [helpdesk@sls.ufinity.com](mailto:helpdesk@sls.ufinity.com)

 [go.gov.sg/loginissues](https://go.gov.sg/loginissues)