



4 January 2021

CTP/2021/P/VP/001

Dear P1 Parents / Guardians,

Student Learning Space (SLS) and Google Classroom (GC) Accounts

Clementi Primary School embraces Information, Communication and Technology (ICT) in teaching and learning in the classrooms to nurture our Clementians to be self-directed, responsible and future-ready digital learners. The main online learning platforms used are Student Learning Space (SLS) and Google Classroom (GC).

2. SLS is a platform developed by Ministry of Education (MOE) for all students. It has a range of curriculum-aligned resources curated by MOE to allow students to take greater ownership of their learning outside school hours. Teachers will also use SLS to complement classroom teaching and learning.

3. GC is an intuitive platform to facilitate collaborative learning among students. It provides teachers with greater autonomy to use the G Suite of applications such as Google Slides, Sheets and Docs, in addition to allowing learning to be integrated seamlessly with third-party applications such as Nearpod, Padlet, Quizizz and Edpuzzle.

4. The school will provide every Primary One Clementian a free account to access SLS and GC. Details are as follows:

	ACCESS TO SLS	ACCESS TO GC
URL	https://learning.moe.edu.sg	https://classroom.google.com
USERNAME	AAAAA9999A AAAAA → first 5 characters of your child/ward's name 9999A → last 5 characters of your child's birth certificate	ctp9999A@clementiprimary.edu.sg 9999A → last 5 characters of your child/ward's birth certificate
PASSWORD	***** Your child's form teacher will inform your child about the password.	***** Your child's form teacher will inform your child about the password.
EXAMPLE	Pupil: TAN BENG HOCK, BC T0123468Z Username: <i>TANBE3468Z</i>	Pupil: JANE, BC T70706789D Username: <i>ctp6789D@clementiprimary.edu.sg</i>

5. Enclosed with this letter are:
 - a) Instructions for you to assist your child with his/her initial login to GC ([Annex A1](#)) and SLS ([Annex A2](#)); and
 - b) A set of Frequently Asked Questions (FAQs) on SLS ([Annex B](#)).
6. During the account activation of SLS, we strongly recommend that you provide your email address to facilitate the prompt reset of your child's password where necessary. (Please see para four in [Annex A2](#).)
7. For technical assistance on SLS, you may contact
 - a) the school at admin_clementi_ps@moe.edu.sg or
 - b) SLS Helpdesk at helpdesk@sls.ufinity.com or 6702 6513.
8. Besides GC and SLS, Clementians could be using other online platforms for subject-specific learning needs. This is to ensure that the school can cater to the diverse learning needs of our Clementians. It is important to provide opportunities for our Clementians to discern their own level of exposure in the digital world and be a responsible digital learner.

We look forward to your support and partnership in your child's learning beyond the classroom.



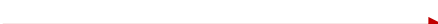
Yours sincerely,
Mr Vimalenthiran Vijayasingam
Principal

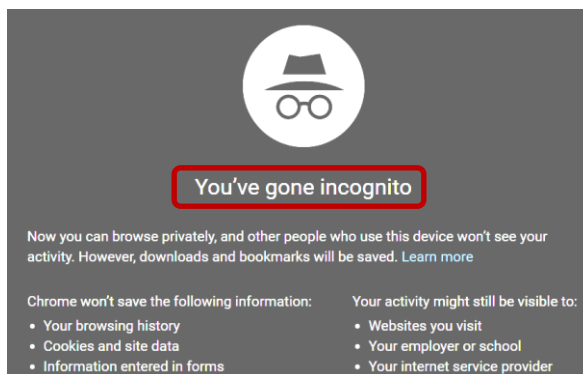
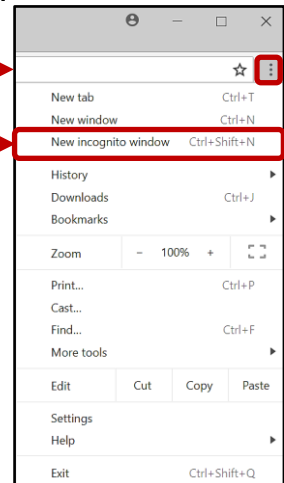
HOW TO LOGIN TO GOOGLE CLASSROOM **Instructions for Parents/ Students**

SETTING UP 'NEW INCOGNITO WINDOW'

If you have multiple google accounts, you may read on the tips on setting up 'New Incognito Window' before starting on the Google Classroom.

In the Google Chrome browser,

1. Move your cursor to the extreme right-hand side of the window.
2. Select the 'three dots'  beside the search bar. 
3. Select 'New Incognito Window'. 
4. A new window with the message 'You've gone incognito' will pop up.



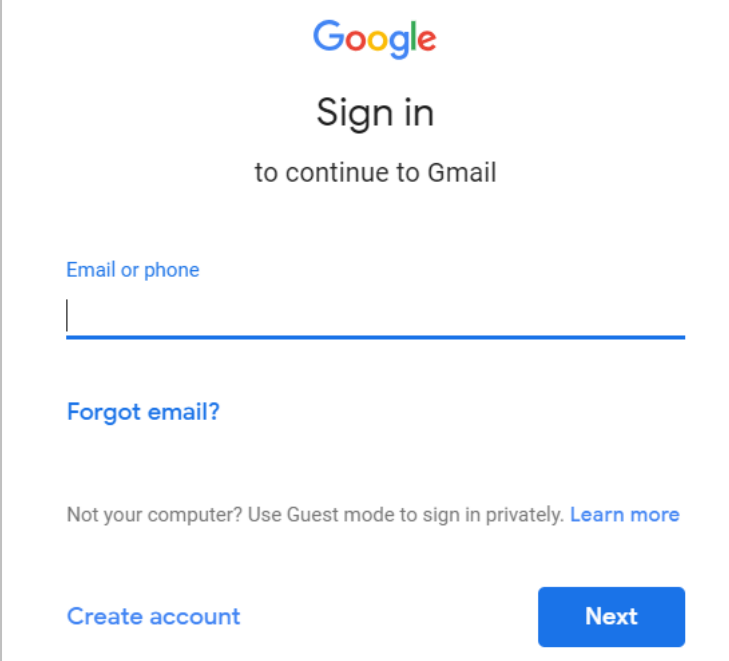
LOGIN GOOGLE CLASSROOM VIA IPAD / TABLET / PHONE

Ensure that the '**Google Classroom**' app has been downloaded from the respective Play Store (Android) and Apple Store (ios).

1. Locate and click to launch the app.

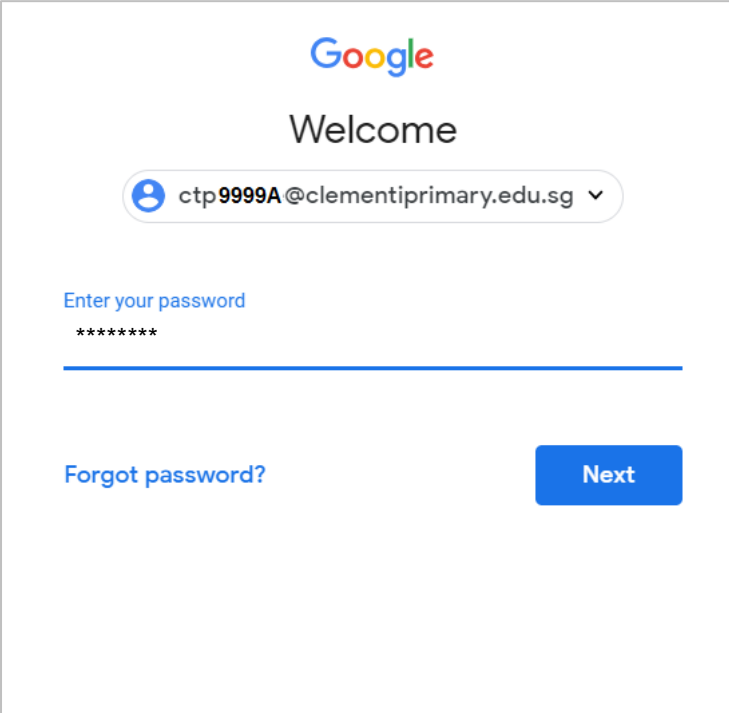


Login screen



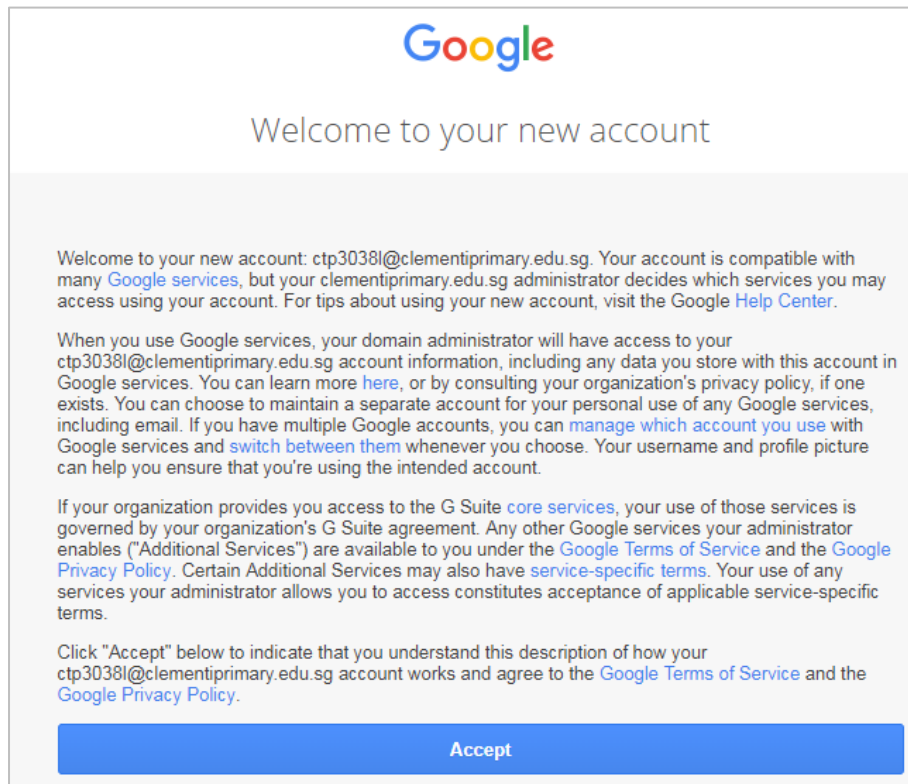
The image shows the Google sign-in interface. At the top is the Google logo. Below it, the text reads "Sign in to continue to Gmail". There is a text input field labeled "Email or phone" with a blue underline. Below the input field is a link "Forgot email?". Further down, there is a link "Not your computer? Use Guest mode to sign in privately. Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".

2. Key in the User ID / Email: **ctp9999A@clementiprimary.edu.sg 9999A** – last 5 characters of your child/ward's birth certificate
Example: T0709999A – Last 5 characters: 9999A
3. Key in the password: *********
Please get the password from the form teacher.

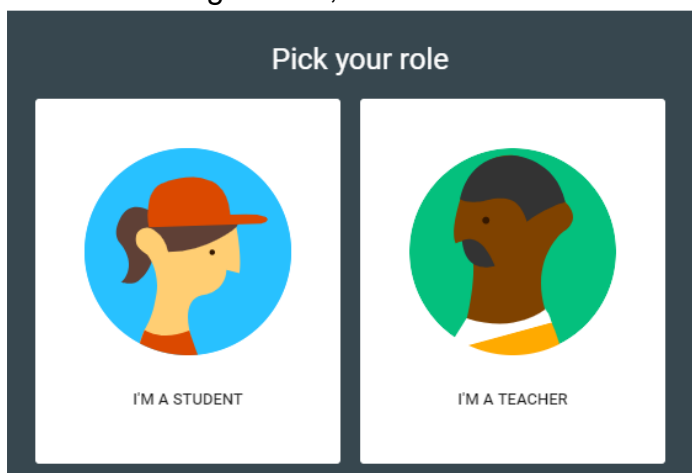


The image shows the Google welcome screen. At the top is the Google logo. Below it, the text reads "Welcome". There is a user selection dropdown menu showing a profile icon and the email address "ctp9999A@clementiprimary.edu.sg" with a downward arrow. Below the dropdown is a text input field labeled "Enter your password" with "*****" entered. At the bottom left is a link "Forgot password?" and at the bottom right is a blue button labeled "Next".

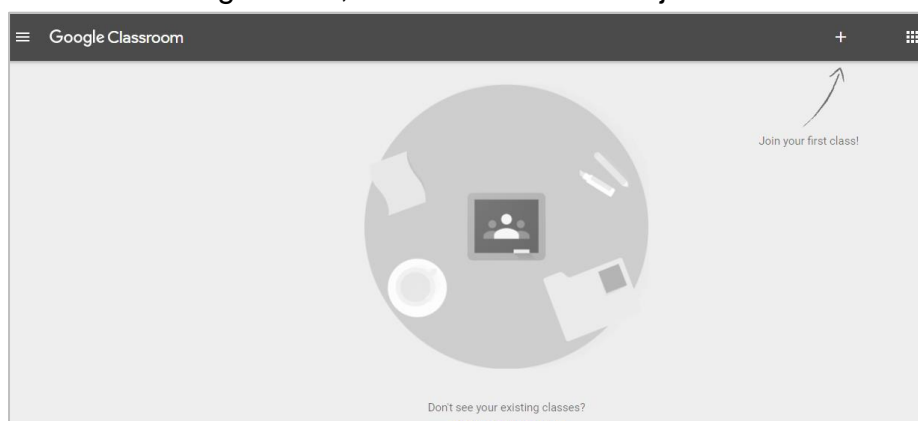
4. For **first** time login, you will be directed to the following screen.



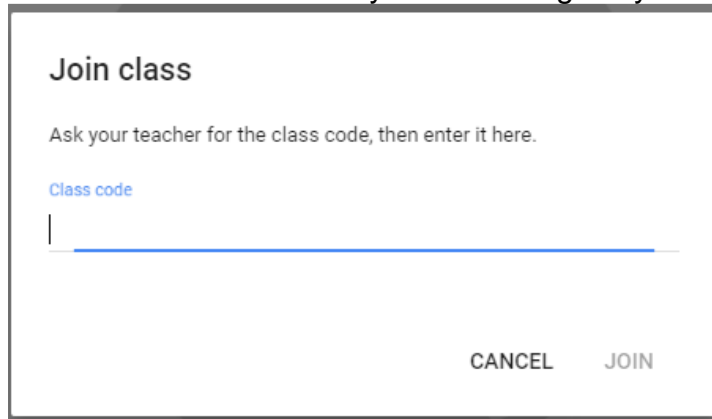
5. Click on **Accept** and Continue.
6. On the following screen, click on **I'M A STUDENT**.



7. On the following screen, click on Click on **+** to join a class.



8. Enter the class code that your teacher gave you.

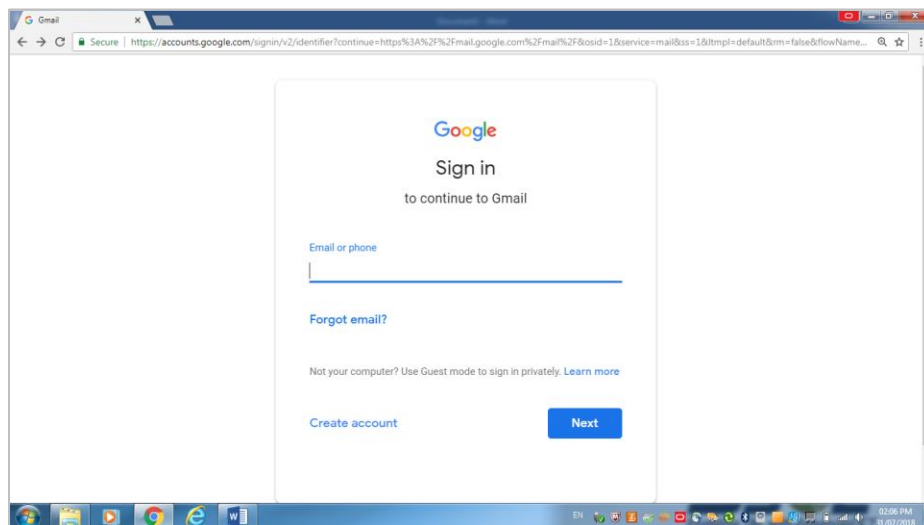


The screenshot shows a 'Join class' dialog box. At the top, it says 'Join class' in bold. Below that, it says 'Ask your teacher for the class code, then enter it here.' There is a label 'Class code' above a text input field. At the bottom right, there are two buttons: 'CANCEL' and 'JOIN'.

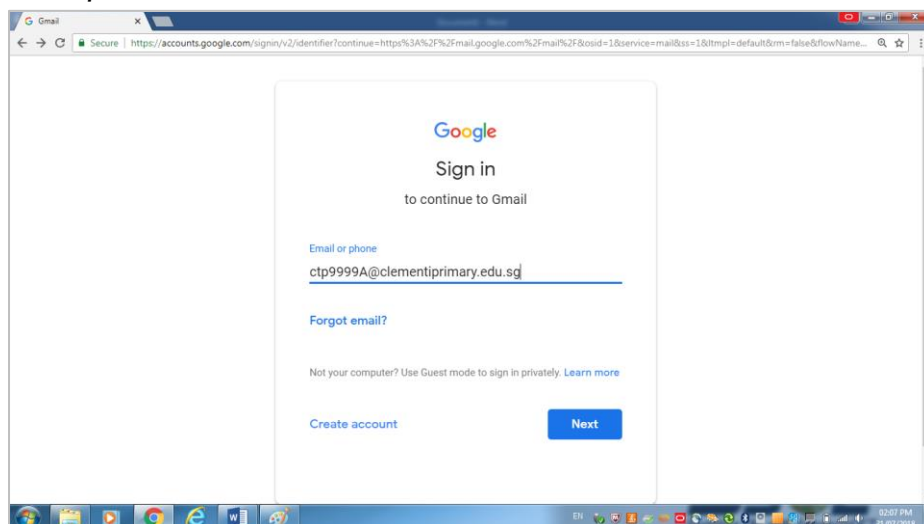
9. Click on the class to check on assignment.

LOGIN GOOGLE CLASSROOM VIA DESKTOP/ LAPTOP

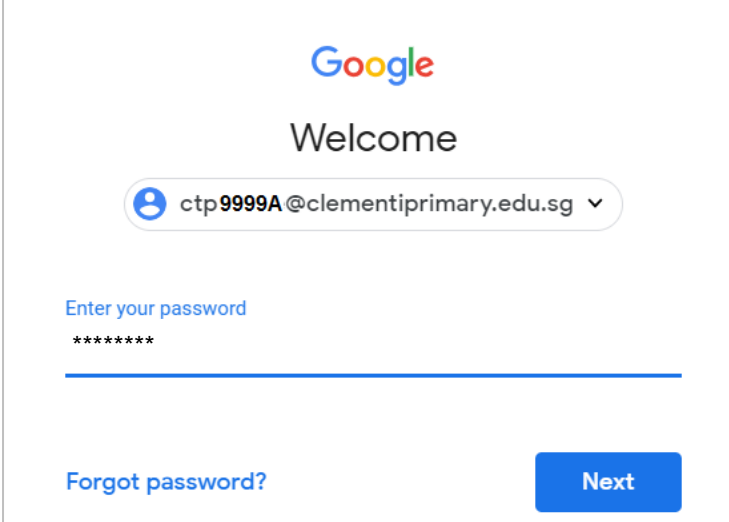
1. At the Chrome browser, type <https://classroom.google.com>



2. Key in the User ID / Email: **ctp9999A@clementprimary.edu.sg**
9999A – last 5 characters of your child/ward's birth certificate
Example: T0709999A – Last 5 characters: 9999A

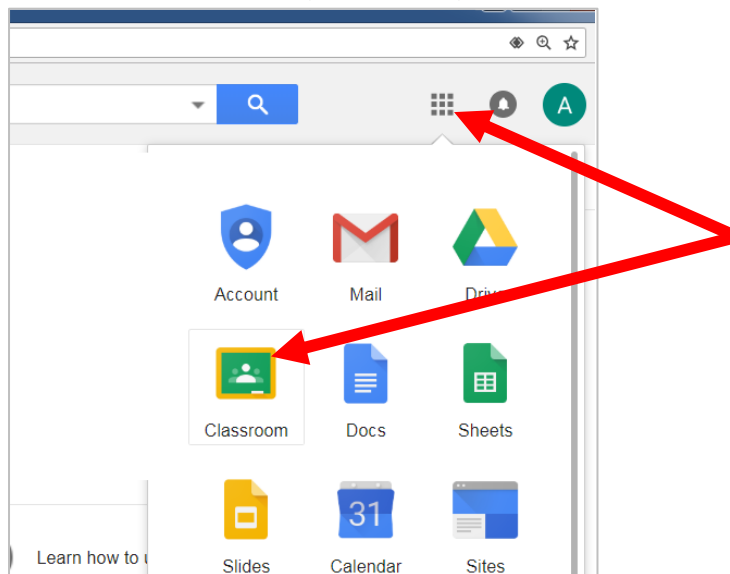


3. Key in the password: *****
Please get the password from the form teacher.



The image shows a Google login page. At the top is the Google logo, followed by the word "Welcome". Below that is a user profile dropdown menu showing the email address "ctp9999A@clementiprimary.edu.sg" with a downward arrow. Underneath is a text input field with the placeholder "Enter your password" and the text "*****" inside. At the bottom left is a link "Forgot password?" and at the bottom right is a blue button labeled "Next".

4. Select Classroom to get to Google Classroom.



5. You will be able to click on the Classroom icon to check on assignment.
6. For additional support to access Google Classroom, you may visit the following website:
https://support.google.com/edu/classroom/answer/6072460?hl=en&ref_topic=9049890

GETTING STARTED WITH SINGAPORE STUDENT LEARNING SPACE

Instructions for Parents/ Students

SYSTEM REQUIREMENTS

1. The Singapore Student Learning Space (SLS) is accessible through the internet browsers on either Windows PC, Mac, iPad or Android tablets (with screen size larger than 7 inches for good user experience).

INITIAL LOGIN

2. SLS can be accessed from <https://learning.moe.edu.sg>. The username can be found in the cover letter while the password is in a separate notification from the form teacher.



Fig. 1a: Login Page

3. During the **FIRST** login, you will be prompted to change your password (**refer to Fig. 1b**). You will need to key in your new password twice. Please note that the password must contain alphanumeric characters and is **case-sensitive**. It should:

- be **8 characters or longer**;
- contain **at least 1 letter and 1 number**; and
- be **changed every year** (you will be directed to the change password page automatically)

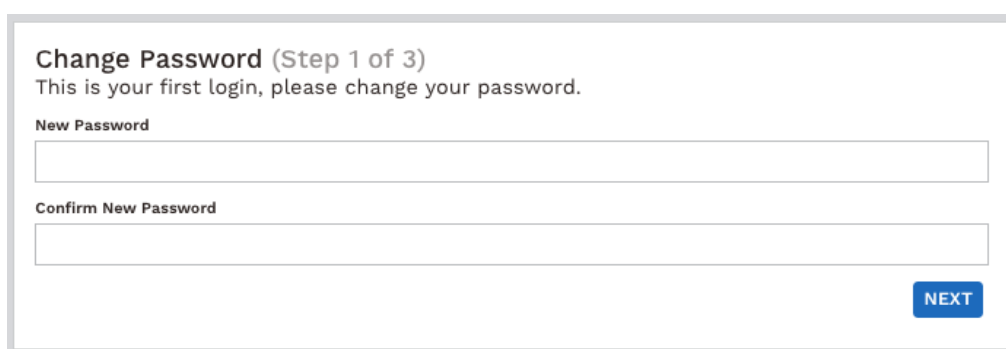


Fig. 1b: "Change Password" Page

4. After you have changed your password, you will be prompted with an option to enter an email address in the “**Password Reset Email Address**” field (refer to Fig. 1c). Note that this email address will be used if you have forgotten the password and require assistance to reset it.

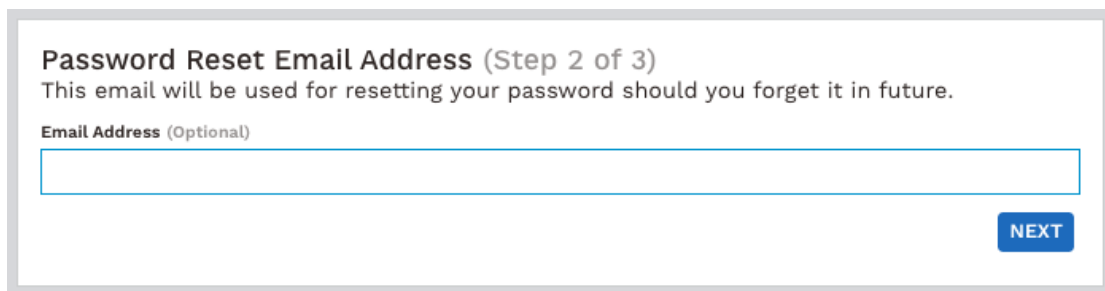


Fig. 1c: “Password Reset Email Address” Page

A verification code will be sent to this email address. Key in the verification code into the prompt. The code is only valid for 10 minutes.

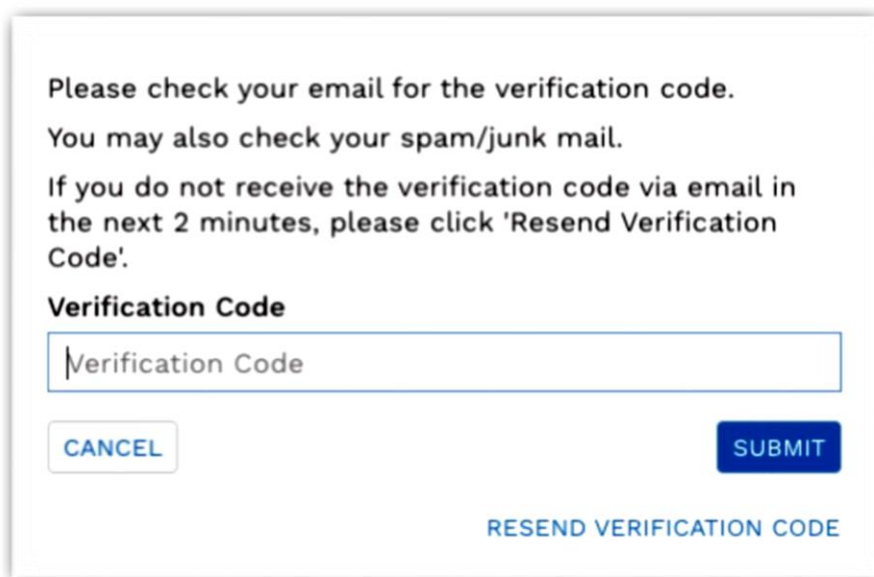


Fig. 1d: “Verification Code” Prompt

5. The next step would be to set up the Security Questions. You will **need to answer these Questions** to verify that you are the legitimate account holder, when you need to perform a password reset via self-help or by calling Helpdesk.

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. email to the school admin, or
 - d. contact the SLS Helpdesk.

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).

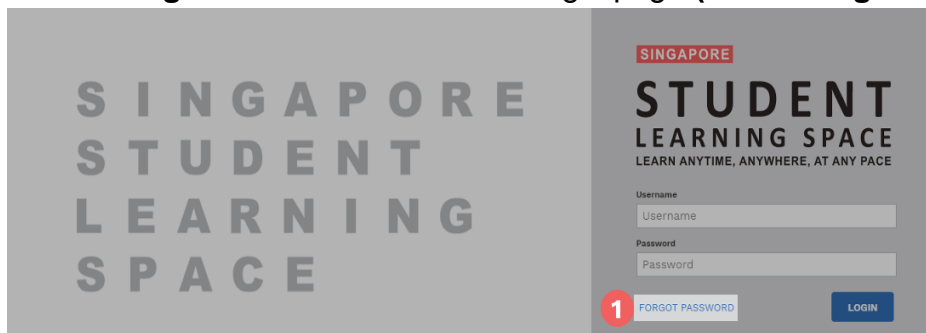


Fig. 2a: “Forgot Password” Link

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

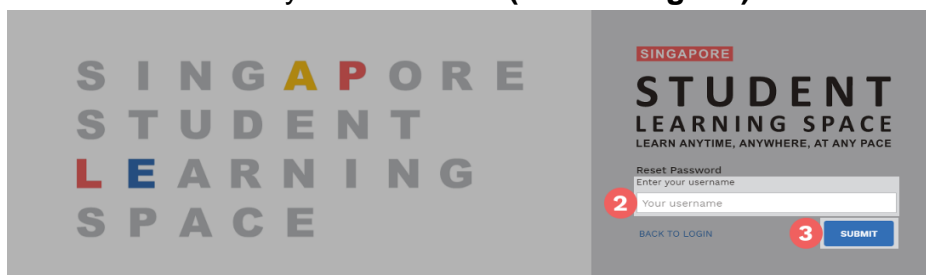


Fig. 2b: “Enter Your Username” Field

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



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

- d. 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 20 minutes.

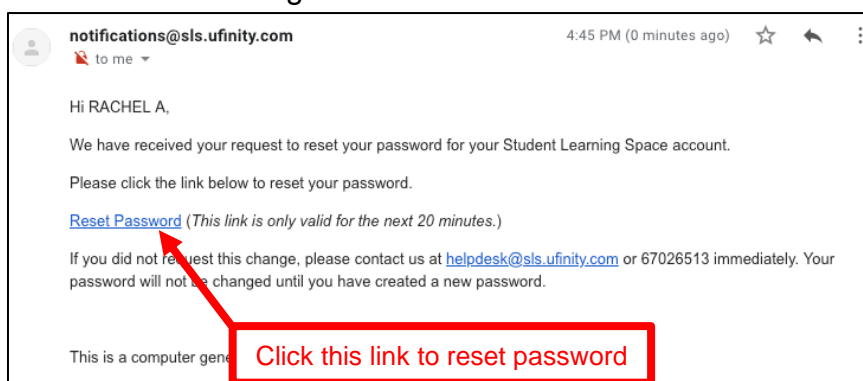


Fig. 2d: “Reset Password” Link

- e. 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**.

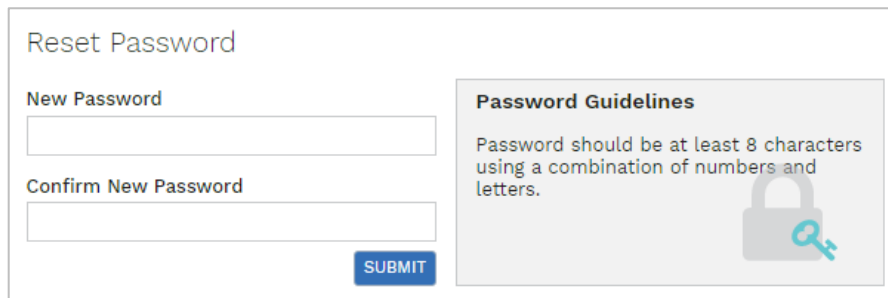


Fig. 2e: “Reset Password” Page

- f. If your password was successfully reset, you will be brought to the SLS login page.

Password Reset By Answering Security Questions

8. Perform the following steps to reset password by answering the **Security Questions**:

- a. Click the “Forgot Password” button at the login page (refer to Fig. 3a).

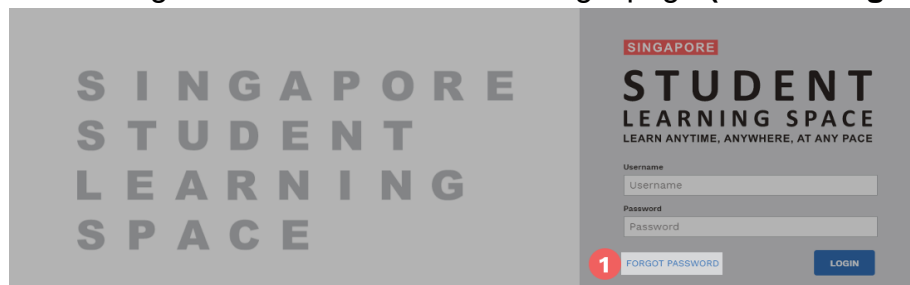


Fig. 3a: “Forgot Password” Link

- 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). Please note that the answers are case-sensitive. Click **Submit**.

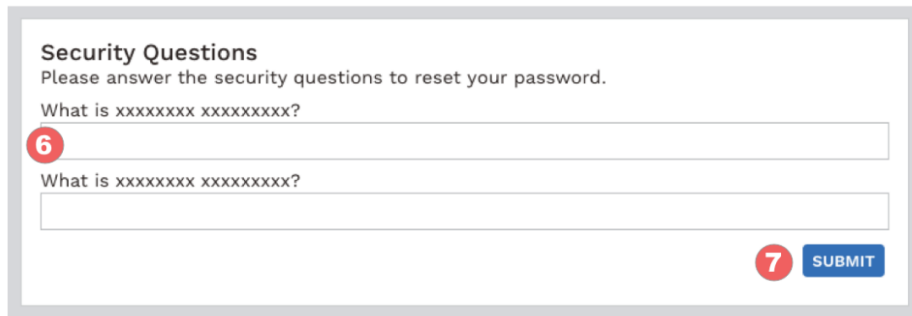


Fig. 3d: “Security Questions” Page

- 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**.

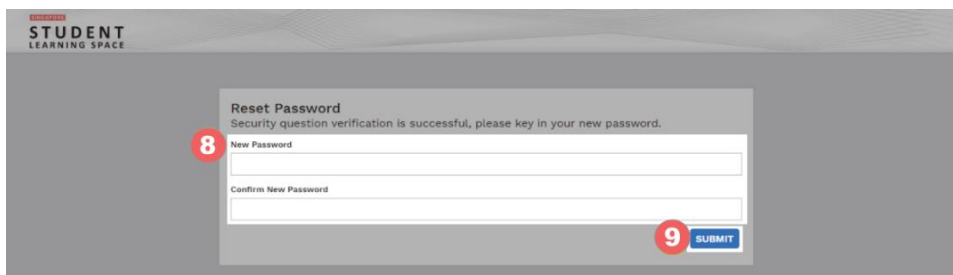


Fig. 3e: “Reset Password” Page

- 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 this up to **6 times** before your account is locked for security reasons.

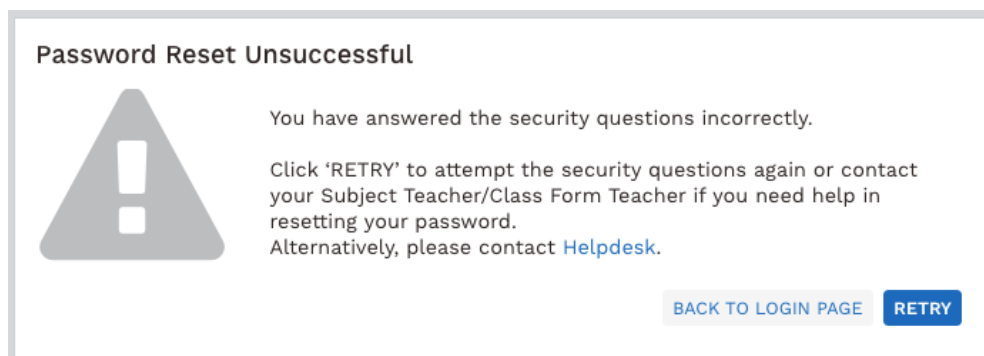


Fig. 3f: “Password Reset Unsuccessful” Page

SLS SUPPORT

School-based Helpdesk

9. If you experience any login issues, please contact your child's School-based Helpdesk first. The School-based Helpdesk contact details can be found at <https://go.gov.sg/loginissues>.

SLS Helpdesk

10. Alternatively, you may contact the SLS Helpdesk. You will need to answer the security questions to verify that you are the legitimate account holder.

Email: helpdesk@sls.ufinity.com

SLS Helpdesk Tel: (65) 6702 6513

Operating Hours

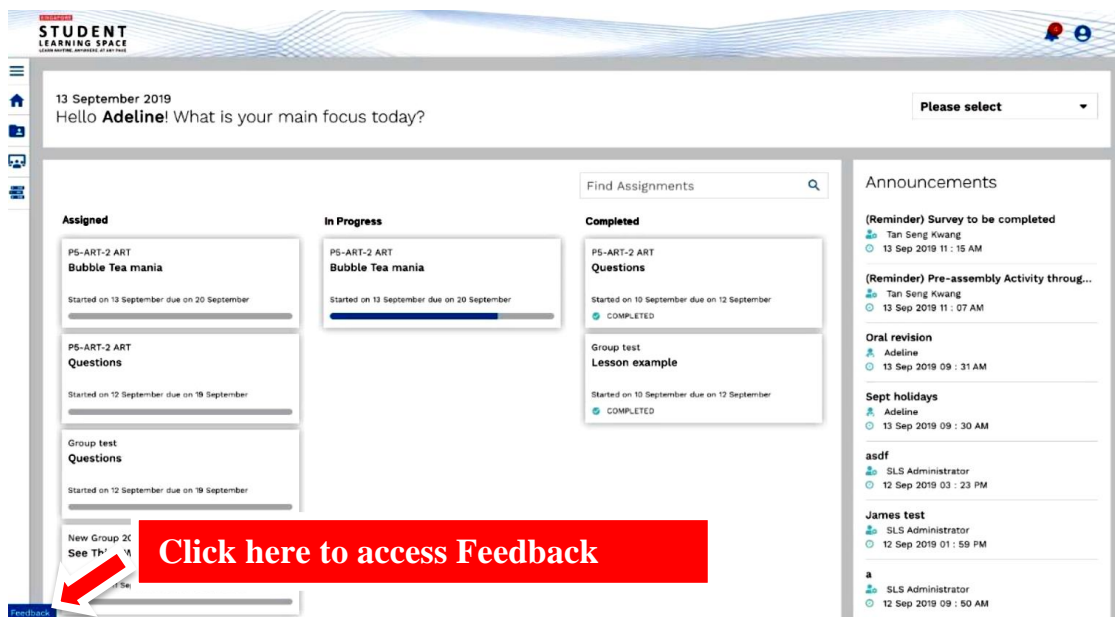
Mondays — Fridays: 9:00 am — 9:00 pm

Saturdays: 9:00 am — 3:00 pm

*Closed on Sundays & Public Holidays

PROVIDING FEEDBACK

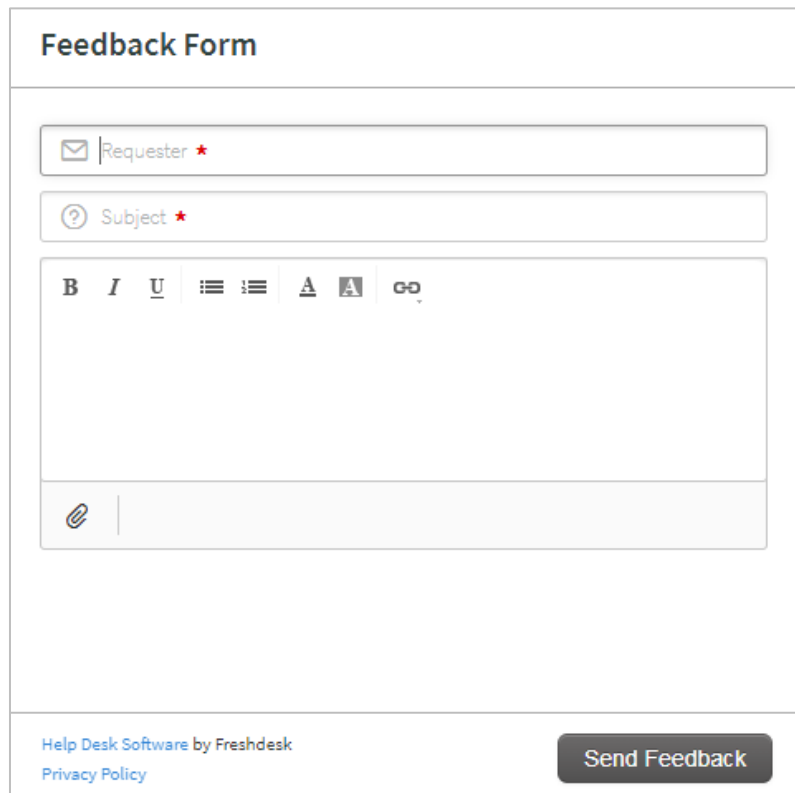
11. You are encouraged to use the feedback feature in the system to provide your views on the learning resources and your experience with the system. The **Feedback** button can be found at the bottom left of the website (refer to **Fig. 4a**).



The screenshot displays the Student Learning Space (SLS) interface. At the top left, the logo reads 'STUDENT LEARNING SPACE'. The main content area is divided into three columns: 'Assigned', 'In Progress', and 'Completed'. The 'Assigned' column lists tasks like 'Bubble Tea mania' and 'Questions'. The 'In Progress' column shows 'Bubble Tea mania' with a progress bar. The 'Completed' column lists 'Questions' and 'Lesson example'. On the right, there is an 'Announcements' section with various messages. At the bottom left, a red arrow points to a 'Feedback' button, which is highlighted by a red box containing the text 'Click here to access Feedback'.

Fig. 4a: Providing feedback on the learning resources and system

12. Key in your contact details and the nature of your feedback in the **Feedback Form** (refer to **Fig. 4b**) and click “**Send Feedback**”.



The image shows a web form titled "Feedback Form". It contains the following elements:

- A text input field with an envelope icon and the label "Requester *".
- A text input field with a question mark icon and the label "Subject *".
- A rich text editor with a toolbar containing icons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, Text Color, Background Color, and Link.
- A file upload area with a paperclip icon.
- At the bottom left, the text "Help Desk Software by Freshdesk" and a link for "Privacy Policy".
- At the bottom right, a dark button labeled "Send Feedback".

Fig. 4b: Feedback Form

FREQUENTLY ASKED QUESTIONS ON SLS

Q1 : I have forgotten my password. What should I do?

Please refer to **paragraphs 6-10** in **Annex A2**. You may refer to go.gov.sg/loginissues for all login issues.

Q2 : I have forgotten my username. What should I do?

The format of your user name is a combination of the first 5 characters of your Name, the last 4 digits and the letter of your NRIC/FIN/BC, e.g. (RACHE1234Z).

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).

If you are still not sure of your username, please approach your teacher.

Q3 : My account has been locked. What should I do?

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.

If you need help to unlock your account, please approach your form teacher or subject teacher. Your teacher will inform your school's SLS administrator, who is able to unlock your account.

Q4 : I used the “Password Reset Link Method” but I cannot find my 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: If the link has expired, go to the login page and select "Forgot Password" to request another link.

It is also possible that you have not entered and verified your email address. If that is the case, you may either use the security questions or approach a teacher to reset your password. Remember to key in an email address after that for future password reset.

Q5 : Can I change the security questions?

Students can log in to SLS to change the answers to their security questions. However, the questions are fixed.

Q6 : 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.

The recommended operating systems and browsers are:

Operating System	Browser
Microsoft Windows 7 SP1 and Windows 8.1	<ul style="list-style-type: none">• Google Chrome 70 and later
Microsoft Windows 10	<ul style="list-style-type: none">• Google Chrome 70 and later• Microsoft Edge 17 and later
Mac OS 10 and later	<ul style="list-style-type: none">• Safari 11 and later• Google Chrome 70 and later
iOS 11 and later	<ul style="list-style-type: none">• Safari 11 and later• Google Chrome 70 and later
Android 5 and later	<ul style="list-style-type: none">• Google Chrome 70 and later
ChromeOS 79 and later	<ul style="list-style-type: none">• Google Chrome 81 and later