

Student Learning Space Self-Help Password Reset Guide

1. Perform the following steps to reset the password using **Password Reset Link Method**:
 - a. Click the **“Forgot Password”** link at the login page (refer to Fig. 1a).

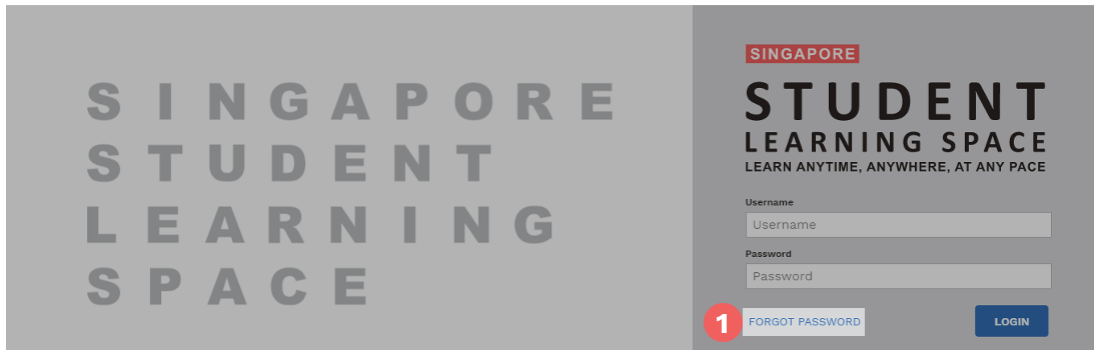


Fig. 1a: “Forgot Password” Link

- b. You will need to enter your username (refer to Fig. 1b).



Fig. 1b: “Enter Your Username” Field

- c. Select **“Send a password reset link to your email”** and click **Submit** (refer to Fig. 1c).



Fig. 1c: “Password Reset Link via Email” Method

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- d. An email with the password reset link will be sent to your email address (**refer to Fig.1d**). Click the reset password link in the email to bring you to the **Reset Password Page**. The link is valid for 20 minutes.

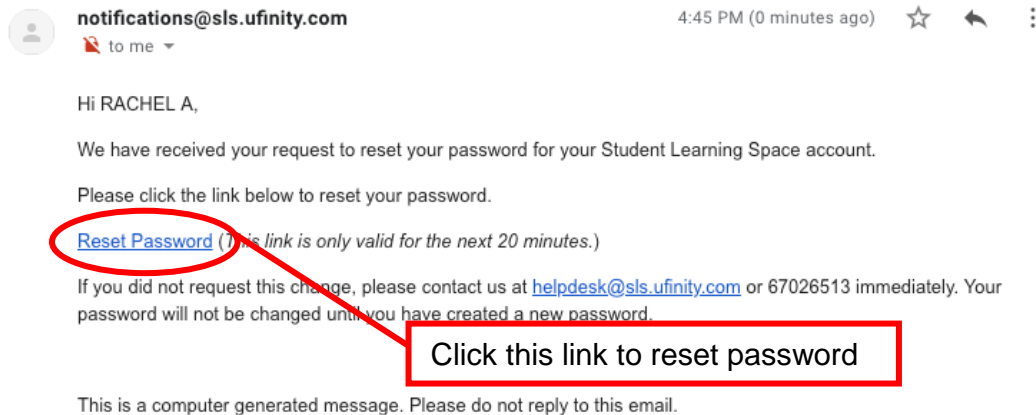


Fig. 1d: “Reset Password” Link

- e. In the **Reset Password** page, enter a new password (**refer to Fig. 1e**). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

The image shows a 'Reset Password' form. It has two input fields: 'New Password' and 'Confirm New Password'. Below the second field is a blue 'SUBMIT' button. To the right of the form is a 'Password Guidelines' box with a lock icon and the text: 'Password should be at least 8 characters using a combination of numbers and letters.'

Fig. 1e: “Reset Password” Page

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

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

a. Click the “Forgot Password” button at the login page (refer to Fig. 2a).

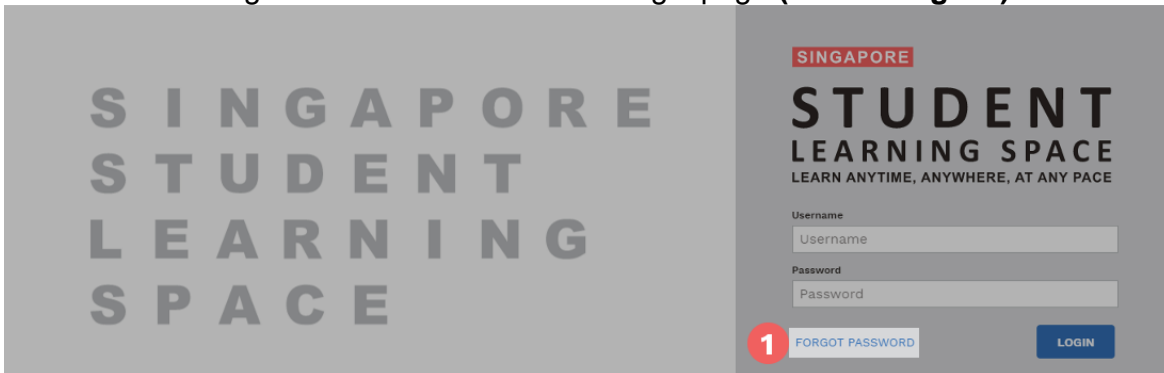


Fig. 2a: “Forgot Password” Link

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



Fig. 2b: “Enter Your Username” Field

c. Select “Answer the Security Questions” and click **Submit** (refer to Fig. 2c).



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

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- d. In the “**Security Questions**” page, key in the answers to the security questions (refer to Fig. 2d). Please note that the answers are case-sensitive. Click **Submit**.

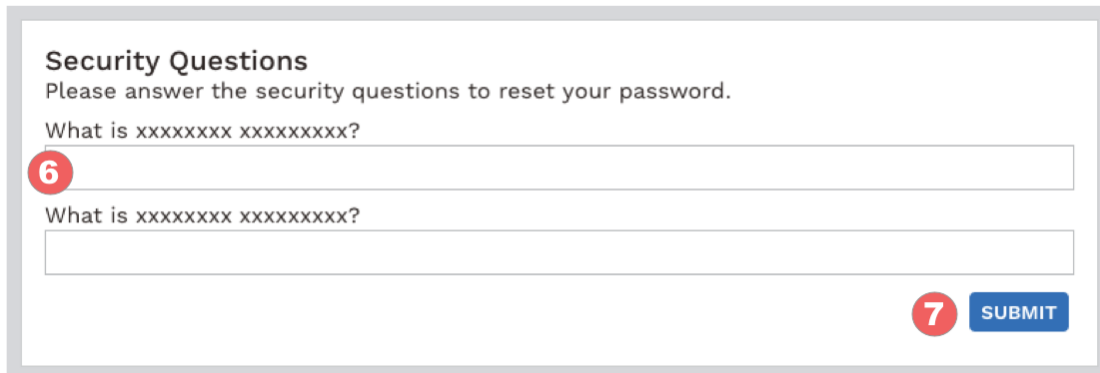


Fig. 2d: “Security Questions” Page

- e. If you have answered the security questions correctly, you will be brought to the **Reset Password** page (refer to Fig. 2e). You will need to enter the new password twice to confirm that you have entered it correctly. Then click **Submit**.

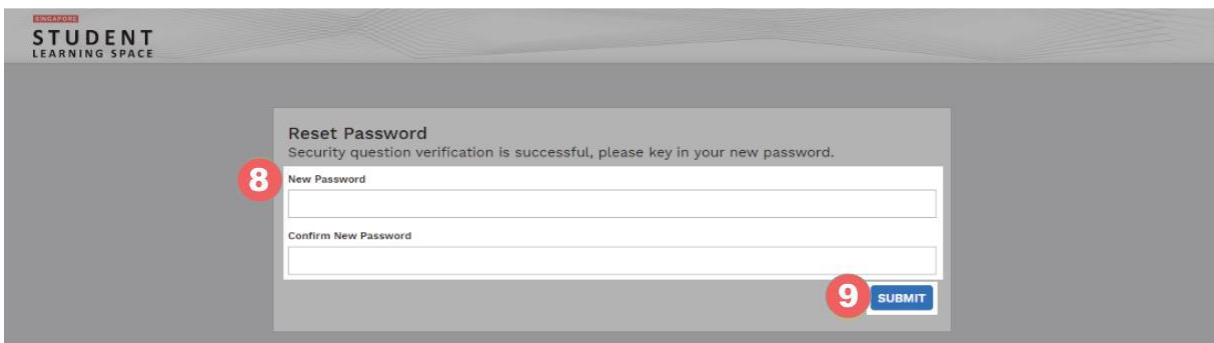


Fig. 2e: “Reset Password” Page

- f. If your password was successfully reset, you will be brought to the SLS login page.
- g. If you have answered the questions incorrectly, you will be brought to the **Password Reset Unsuccessful** page (refer to Fig. 2f). Click on the **Retry** button to try again. You can attempt this up to **6 times** before your account will be soft-locked for security reasons.

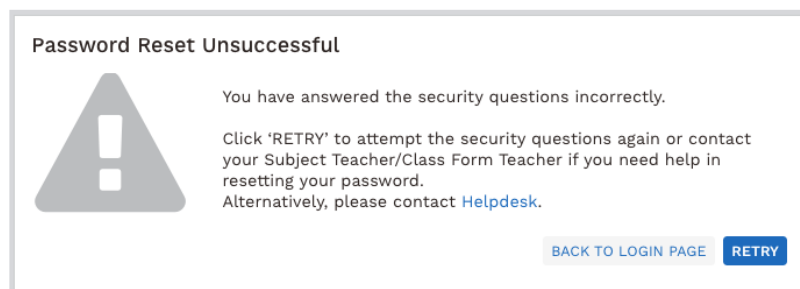


Fig. 2f: “Password Reset Unsuccessful” Page