




PARENTS' GUIDE TO DEVICE USE FOR HOME-BASED LEARNING (HBL)

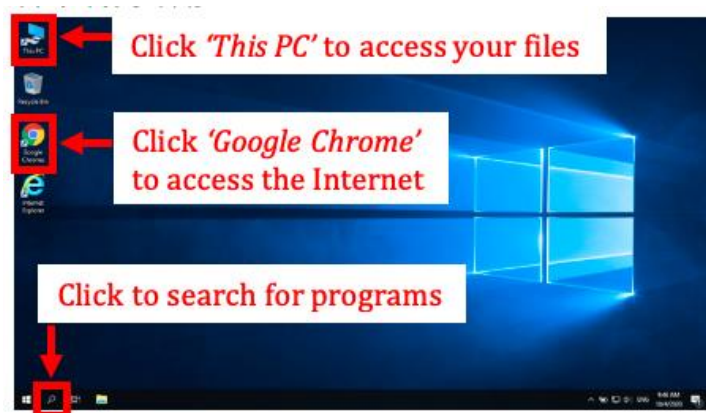
NAVIGATING YOUR DEVICE

Getting Started

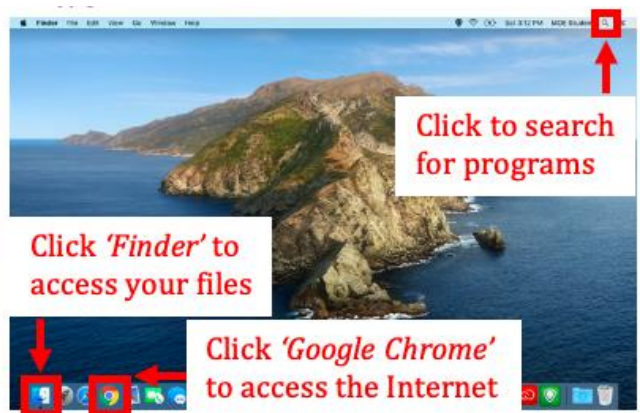
Key applications have been pre-loaded on your device.

Refer to the screenshots below to learn how to access your files , applications  and internet .

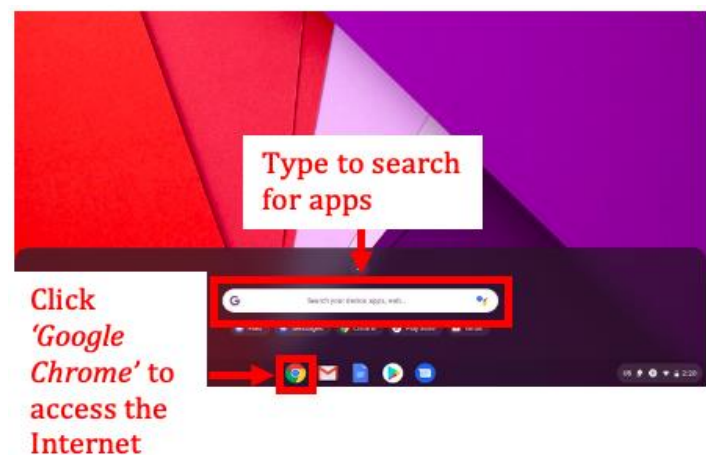
Windows



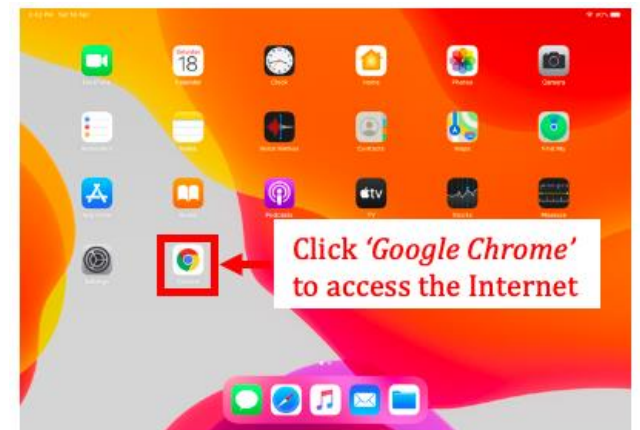
Macintosh



Chromebook



iPad




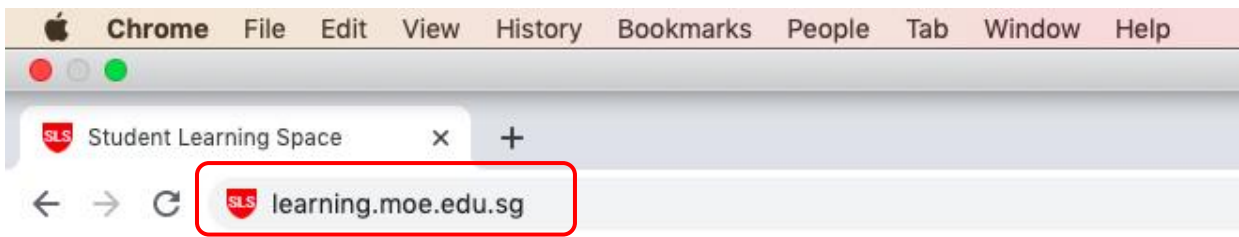
Android Tablet



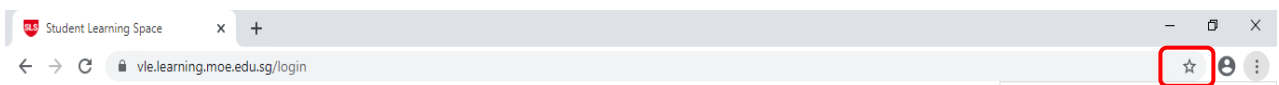
Bookmarking Website Links

Use bookmarks or folders to organise frequently used websites so that you can easily access them.

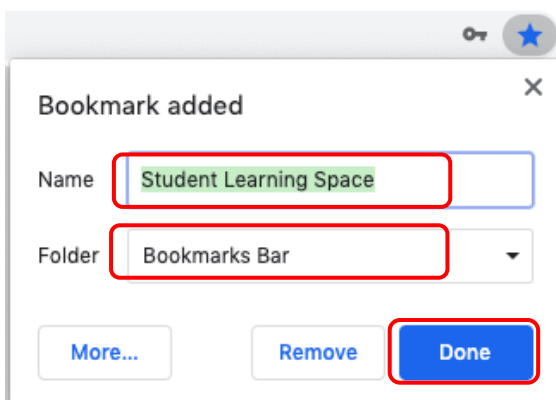
- 1 In your  browser, type in the website that you wish to bookmark.



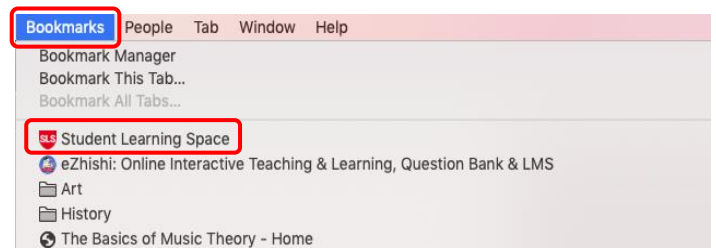
- 2 In the same browser window, click on the  at the right of the screen.



- 3 Label your bookmark and select the Bookmark Bar. Click Done!



- 4 Click the Bookmarks Tab at the top of the browser window to locate your saved bookmark.



Suggested Website Links to Bookmark

Below are some suggested websites that you should get your child to bookmark.



<https://learning.moe.edu.sg>

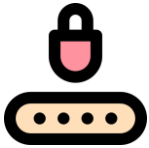


<https://yishunsec.moe.edu.sg/>

https://yishunsec.moe.edu.sg/lp_announcement/sls-support-for-home-based-learning/

TROUBLE-SHOOTING SLS

Student Learning Space (SLS) Self-Help



Forgot SLS Password

- Step 1: Your child can self-reset password using [FORGOT PASSWORD](#) Reset Link
- Step 2: Your child can self-reset password by Answering Security Questions
- Step 3: Contact School's Helpdesk or Subject Teacher to reset your child's password
- Step 4: Contact SLS Helpdesk to reset their password



Forgot SLS Username

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

If your child is still unable to obtain his / her Username, please contact their Form / Subject Teacher.



Unable to login after many failed attempts

- Step 1: Try self-help to reset your child's password first
- Step 2: Contact School's Helpdesk or Subject Teacher to reset your child's password
- Step 3: Contact SLS Helpdesk to reset their password

Other Login Issues

The SLS Helpdesk information can be found at Login Troubleshooting at the footer of the Login Page footer.

[Login Troubleshooting](#)

[Terms of Use](#)

[Privacy Statement](#)

[Report Vulnerability](#)

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Some Helplines

You can contact the following if you require additional support on SLS and devices.



For SLS Helpdesk: 6702 6513 or helpdesk@sls.infinity.com
(Mon-Fri, 4pm – 9pm, Sat: 9am – 3pm)

The helpdesk will need to verify your child's identity using the security questions that your child had set up when his / her account was first activated.



For School Office: 6876 7129



For Technical Help with school loan devices |6876 7122|

Mondays – Fridays: 8:00 am – 4:00 pm

Reset Password / Unlock SLS Account

***Closed on Saturdays, Sundays & Public Holidays**

For other matters, students can email the SLS Helpdesk at helpdesk@sls.unity.com. When emailing the SLS Helpdesk, they should include their full name, name of school and form class.

VIDEO CONFERENCING TOOLS



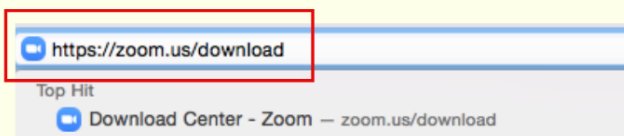
WHAT IS ZOOM?

Zoom is a video conferencing software that allows your child to attend live lessons with his/her teacher.

DOWNLOADING ZOOM

For computers

- 1 Go to <https://zoom.us/download>



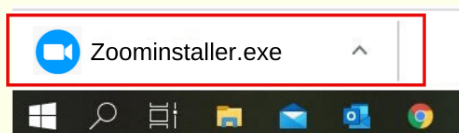
- 2 Click 'Download' to download Zoom Client for Meetings

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

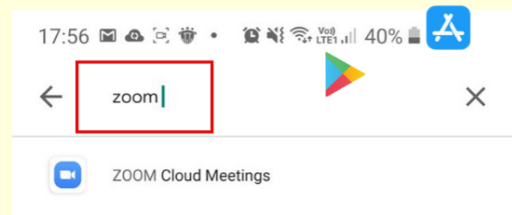


- 3 Click the 'Zoominstaller.exe' to install Zoom onto your computer

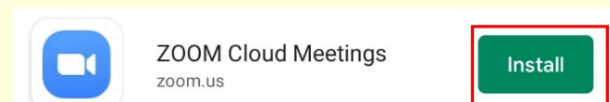


For mobile phones or tablets

- 1 Search 'Zoom' on App store or Google Play Store

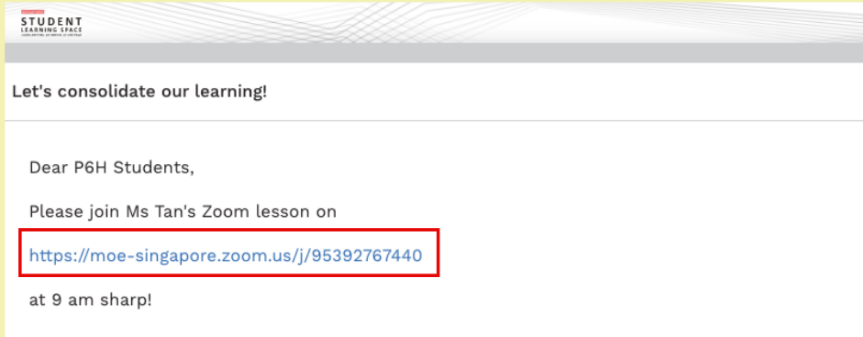


- 2 Click 'Install' to download Zoom Cloud Meetings Application



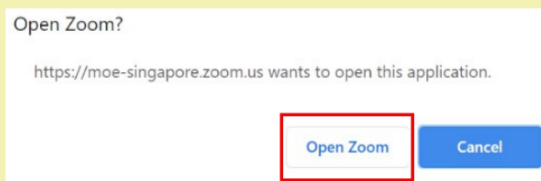
JOINING A ZOOM MEETING

- 1 Click the Zoom link sent by your child's teacher

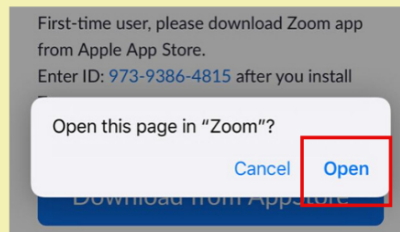


Remind your child **NOT** to share the Zoom link with anyone.

- 2 Join the meeting by clicking 'Open Zoom' on computers or 'Open' on mobile phones or tablets

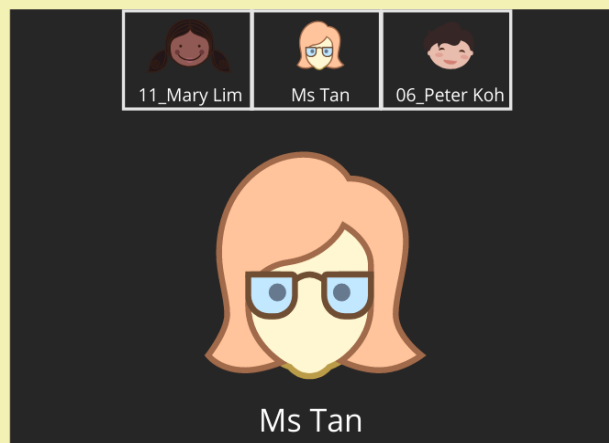


For computers



For mobile phones or tablets

- 3 Your child has now joined the live lesson. The lesson will start once everyone is ready!



Remind your child to start the video and mute the microphone when joining the meeting



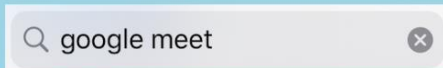
WHAT IS GOOGLE MEET?

Google Meet is a video conferencing software that allows your child to attend live lessons with his/her teacher.

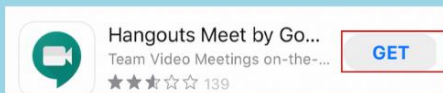
DOWNLOADING GOOGLE MEET (ONLY FOR MOBILE PHONES AND TABLETS)

Downloading Google Meet is only necessary for students who are using mobile phones or tablets.

- 1 Search 'Google Meet' on App store  or Google Play Store 

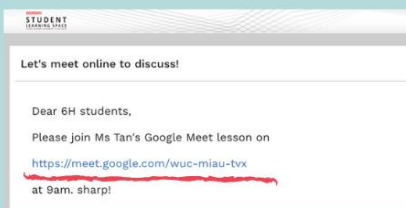


- 2 Download and install 'Hangouts Meet by Google' on the device



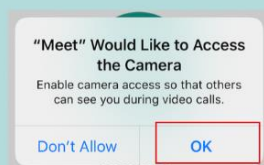
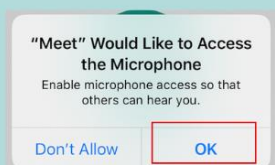
JOINING A GOOGLE MEETING

- 1 Click Meeting URL that would have been shared by the teacher



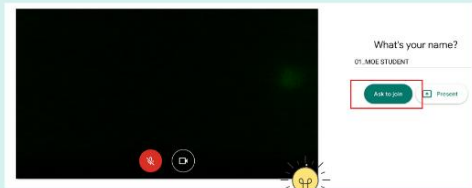
Remind your child **NOT** to share the meeting URL with anyone

- 2 When using Google Meet for the first time, you might have to allow "Meet" to use the camera and microphone



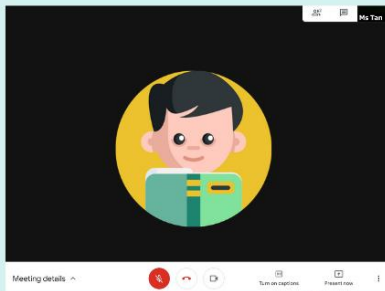
For computers

- 3 Key name of student . Click 'Ask to join' and wait.



Remind your child to key in his/her name in the format of: Index No. Full Name.

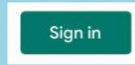
- 4 Your child has now joined the lesson. The lesson will start once everyone is ready!



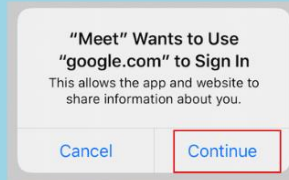
Remind your child to start the video and mute the microphone when joining the meeting

For mobile phones and tablets (Google Account is needed)

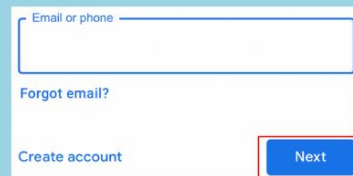
- 3 Click 'Sign in'



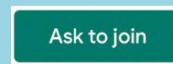
- 4 Click 'Continue'



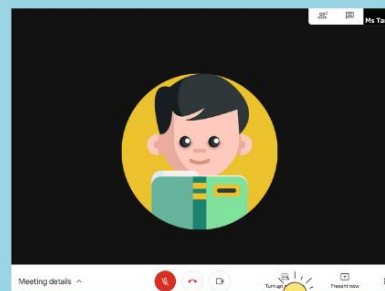
- 5 Enter email and password. Click 'Next'.



- 6 Click 'Ask to join' and wait.



- 7 Your child has now joined the lesson. The lesson will start once everyone is ready!



Remind your child to start the video and mute the microphone when joining the meeting

* If your school has a School Managed System/ G-Suite Account, you might have to follow different steps to join a Google meeting.