



**HOW TO REQUEST TO
RESET MY
PASSWORDS?**



SLS helpdesk operating hours

Mondays — Fridays:

4:00 pm — 9:00 pm (School Days)

9:00 am — 9:00 pm (School Holidays)

Saturdays:

9:00 am — 3:00 pm

Closed on Sundays & Public Holidays

Email: helpdesk@sls.ufinity.com

Tel: (65) 6702 6513

Note: If you are a student, the Helpdesk will need to verify your identity using the security questions that you have set up when your account was first activated.

HOW DO I RESET MY PASSWORD IF I HAD FORGOTTEN THEM?

- Use our Bowen Self-Service Password Reset Online Request Form.



<http://go.gov.sg/bowenpasswordreset>

WHERE CAN I LOCATE THIS ONLINE FORM?

1. Link found in School Website
2. QR Code at 2 locations in school

1 LINK FOUND ON SCHOOL WEBSITE

Go to school website and click on Key Portals and you will find the student password reset link to the online form.



2 QR CODE AT 2 LOCATIONS IN SCHOOL

1. On Doors of Staffroom 1, 2 & 3
2. ICT Department Notice Board

2 QR CODE AT 2 LOCATIONS IN SCHOOL



ICT Notice Board



Staff Room I

2 QR CODE AT 2 LOCATIONS IN SCHOOL



Staff Room 2



Staff Room 3

WHAT ARE THE PASSWORDS YOU CAN RESET?

- MIMS Account(Student ICON)
- SLS (Student Learning Space)
- PLD Lockers

WHERE CAN I GO FOR ICT SUPPORT?

ICT Support staff

- Mr Hafiz (ICT Associate)
- Mr Ganesh (Multimedia Trainer)
- Mr Zaid (Desktop Engineer)
- Mr Jay (Desktop Engineer)

Opening hours of ICT Service Desk:

During School Term

Monday – Friday (During recess/lunch)	According to timetable
Monday – Thursday (after school)	2.30 pm – 4.30 pm
Friday (after school)	12.30 pm – 3.30 pm

During School Holidays

Monday – Friday	9.00 am – 11.00 am 1.00 pm – 3.00 pm
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ICT Service Desk Room

Physical Location:

D&T Block C Level 4,
Room C4-04 (next to student council room)

Services:

- User account support
- Coordination of warranty repair
- Password reset
- Basic hardware maintenance and repair
- Restoring PLDs to factory default
- Temporary loan of PLDs

THANK YOU