Troubleshooting Guide to SIMS Learning Gateway

Q. I am getting the "Sorry, this site hasn't been shared with you" Message

A. You need to ensure you are going to the full URL – https://slg.sydenham.lewisham.sch.uk/slg. This message tends to mean that you have missed off the /slg from the end of this address.

Q. I am getting the "Sorry, something went wrong" message when trying to login to SLG

A. You need to ensure you are going to the full URL – https://slg.sydenham.lewisham.sch.uk/slg. This message tends to mean that you have missed off the s from https at the start of the URL.

Q. When I type my username and password into SLG, it just keeps asking for it over and over again, and does not allow me to login.

A. Two possible solutions - Either you are typing your login credentials incorrectly, or your browser needs forcing to the correct domain.

To force your browser to use the correct domain

Type **Sydenham-sch** in front of the username you have been given.

If this doesn't work, you may be typing your username or password incorrectly

The password is quite complex, and so it is easy to make an error whilst typing this. Contact P.Wilks-Hamid@sydenham.lewisham.sch.uk by email to ask for your username/ password to be sent electronically. You can then copy and paste the username/ password into the browser.

Ms Wilks-Hamid will also test your username/ password by logging into the SLG as you to ensure that it is working. If there are any issues not resolved by the above, she will pass these to our Data Team for resolving.

If that still doesn't work, one possible reason is that when you copy the password, it selects additional spaces after the end of the password, see below:

Password   y$Y7E9&n   S

You need to make sure that only the password itself is copied (same applies to the username):

Password   y$Y7E9&n

A quick tip for doing this, select the first few letters, then hold down the Shift key on your keyboard, and the right arrow key until it looks like the above and only the password is selected, then copy and paste. It is possible to do this simply by selecting with the mouse, but it can sometimes be a bit fiddly, especially on iPads.