

Frequently Asked Questions (FAQs)

1. Who can access Parents Gateway?

Access to Parents Gateway is given to parents, legal guardians and authorised caregivers of students currently studying in MOE schools. Parents with children eligible for P1 registration in the year will be able to access Parents Gateway from late May as well. Parents will need to use their SingPass to access Parents Gateway.

2. Why am I required to use SingPass to login?

SingPass is the national digital identity for Singapore Citizens and Permanent Residents. It is used to access Singapore Government e-services easily and securely. Parents Gateway uses SingPass so we can accurately identify parents, legal guardians and authorised caregivers of students in our schools.

3. Is it safe to stay logged in? Can hackers steal my SingPass credentials?

The Parents Gateway app uses SingPass to identify parents of students in MOE schools. SingPass is only used to identify and authenticate the parent. The SingPass ID and password will not be stored in the app. So, there is no risk of your credentials being compromised even if you stay logged in.

4. Why am I not able to download the Parents Gateway app?

The Parents Gateway app only supports the following Operating System (OS) version:

- Android 6.0 or later
- iOS 11.0 or later

5. After logging in, why do I see “No Access”?

Parents with older children already registered or studying in MOE schools will need to approach the school for assistance.

Parents with their first child eligible for P1 registration will need to email the Parents Gateway Helpdesk at moe_parents_gateway@moe.gov.sg.

6. If I have more than 1 child, do I require multiple accounts?

No. Parents will be able to access all their children’s information through Parents Gateway, even if their children are studying in different schools.

7. Can I access Parents Gateway on the computer using a web browser

Parents Gateway is currently only available as a mobile application.

8. I do not see any Announcements/Forms after logging in. Why is this so?

There has yet to be any announcements or forms being sent out by MOE or your child's school.

9. How will I be notified if the school has sent an Announcement/Form on Parents Gateway?

You will be alerted by a push notification and/or email notification, if you have enabled them on your phone and the app settings for Parents Gateway.

10. If I experience technical difficulty or wish to provide feedback about Parents Gateway, whom should I approach?

Users may contact the Parents Gateway Helpdesk via the app. Alternatively, users may approach their child/children's school for assistance.

- Go to 'Profile' > 'Feedback'
- Tap on the email address

For the full list of FAQs, you may visit <https://pg.moe.edu.sg/faq>