

Parents Gateway

Quick-start Guide for Parents



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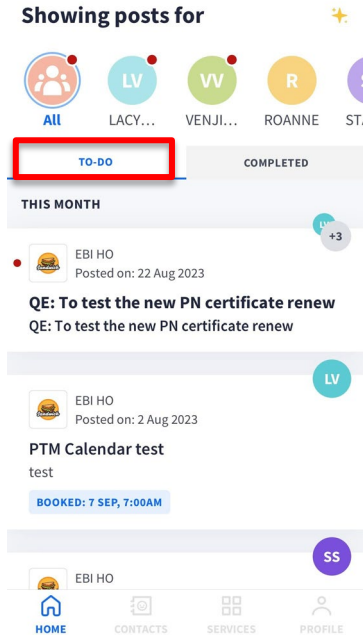
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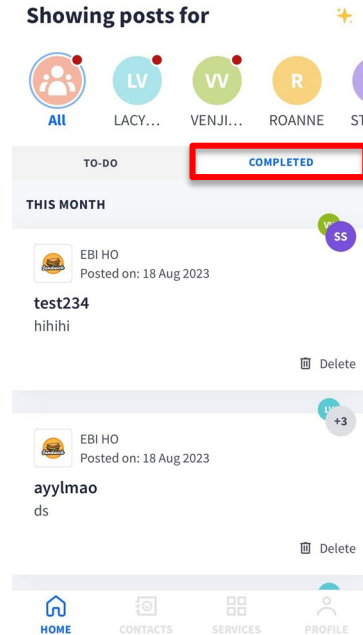
1. New Home Screen

New Home Screen

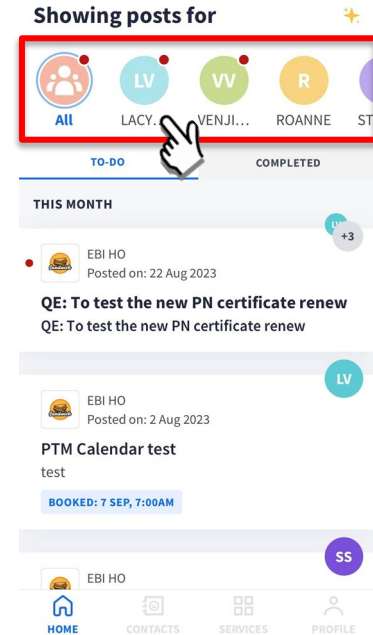
To-Do and Completed tabs to help organize posts from school(s)



Easily locate unread posts, upcoming meetings and letters that need your response in the **TO-DO** tab



Find past posts that you've read and responded in the **COMPLETED** tab

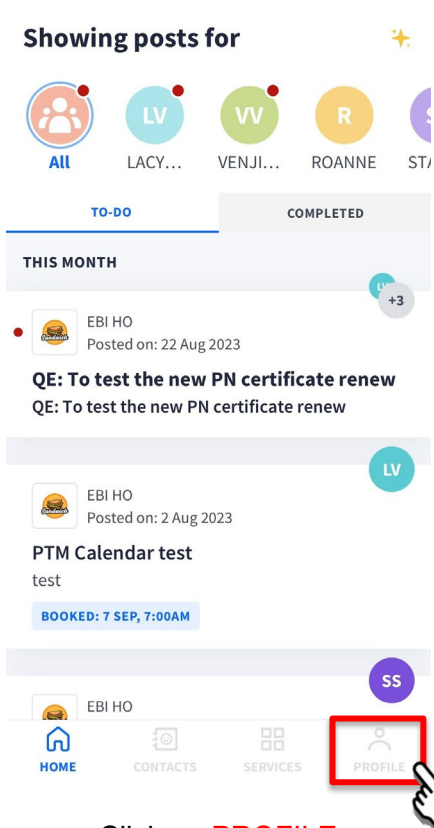


Choose to view posts sent by all your children's schools or filter post for each child

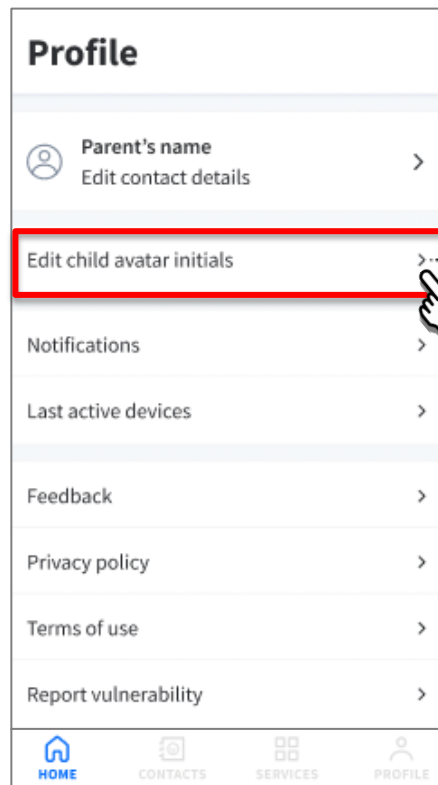
2. Edit Child's Initials

Edit Child's Initials

Customise your child's avatar initials with Chinese, Tamil or even emoji characters



Click on **PROFILE**



Click on
Edit child avatar initials

Edit Child's Initials

Customise your child's avatar initials with Chinese, Tamil or even emoji characters

Edit avatar initials

Select child

LACY VAN LING LING LV

VENJI VAN YI CHENG VV

ROANNE R

STACIE SO SI YI SS

Select **child**



LACY VAN LING LING Save

Child's avatar initials

LA

Change child's avatar initials to either

- up to 2 alphanumeric characters or
- 1 non-alphanumeric character

LACY VAN LING LING Save

Child's avatar initials

LA

LACY VAN LING LING Save

Child's avatar initials

玲

LACY VAN LING LING Save

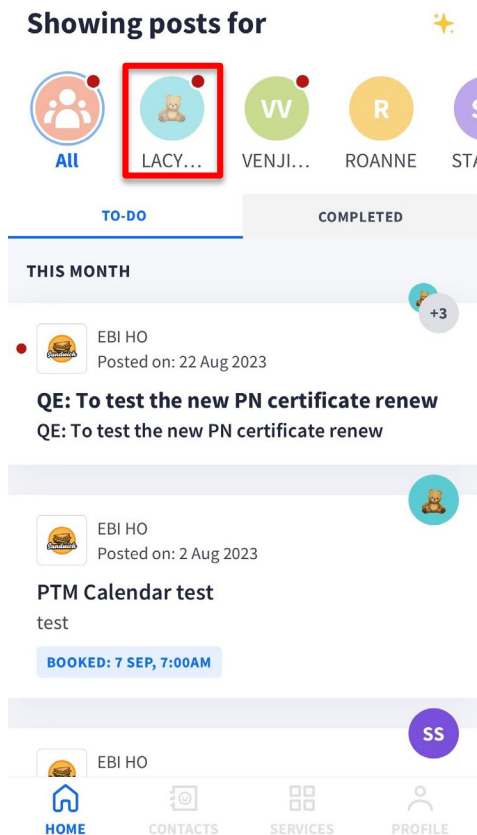
Child's avatar initials

🐻

Click on **Save** to confirm

Edit Child's Initials

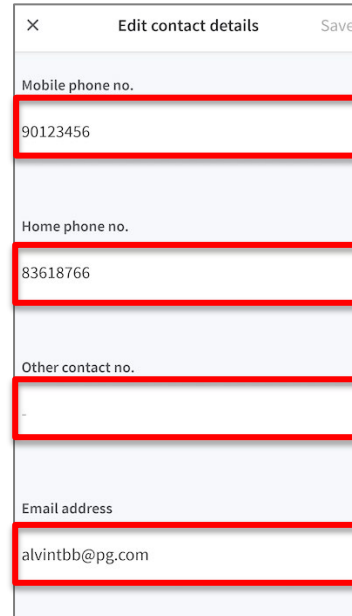
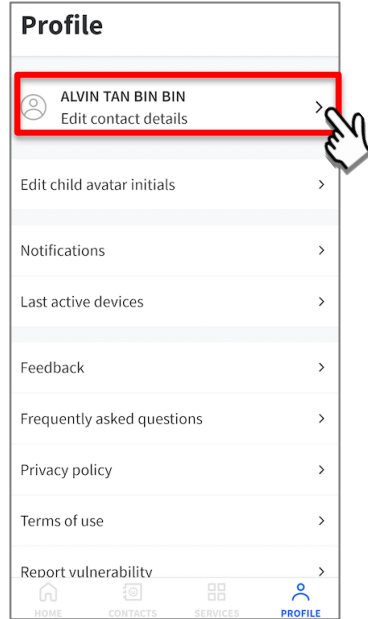
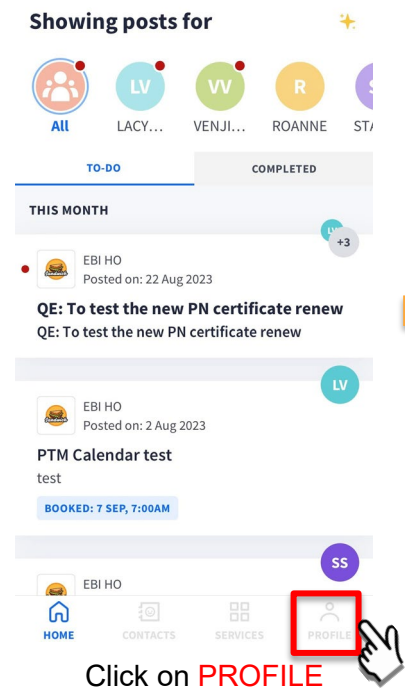
Customise your child's avatar initials with Chinese, Tamil or even emoji characters



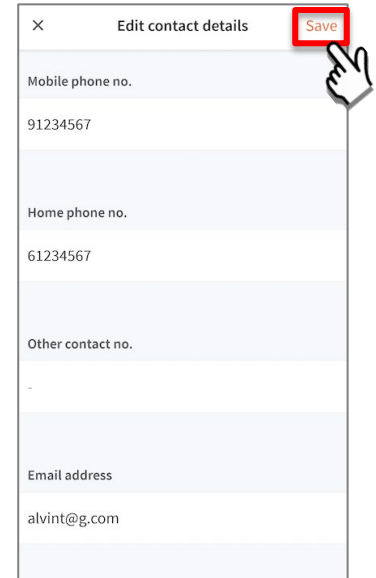
Once the initials have been successfully changed, the child's avatar will reflect the update.

3. Update Contact Details

Update Contact Details



Update your contact details
(you must provide at least 1
phone/contact number)



Update Contact Details

× **Edit contact details** Save

✔ Your contact details have been saved.

Mobile phone no.

91234567

Home phone no.

83618766

Other contact no.


-

Email address

alvintbb@pg.com

**Contact details
successfully edited**

Update Contact Details

Subject	Body
Contact Details Updated	<p data-bbox="299 205 415 227">Dear Parent,</p> <p data-bbox="299 267 685 289">Your contact details were recently updated.</p> <p data-bbox="299 329 1168 384">When: [DD Mmm YYYY, HH:MM am/pm (e.g. 8 May 2019, 9:02 am - no leading zero for Day and Hour)]</p> <p data-bbox="299 390 801 412">Device used: [Device Model/OS (if no Device Model)]</p> <p data-bbox="299 453 966 475">If you did not make this change, please contact your child's school for help.</p> <p data-bbox="299 515 801 537">To undo this change, go to [Profile > Edit contact details].</p> <p data-bbox="299 577 511 632">Cheers, Parents Gateway Team</p> <div data-bbox="299 672 511 766"> Parents Gateway</div> <p data-bbox="299 806 898 828"><i>This is an auto-generated e-mail. Please do not reply directly to this email.</i></p>

Parents/Legal Guardians/
Authorised Caregivers will receive
this **Email Notification** when they
have updated their contact details
in the Parents Gateway App.

This is an added safety measure to the current “Update Contact Details” feature whereby Parents/Legal Guardians/Authorised Caregivers can update their mobile, residential/other contact numbers and change of email address.

4. Staff Directory

Staff Directory

Showing posts for



TO-DO

COMPLETED

THIS MONTH

EBI HO
Posted on: 22 Aug 2023

QE: To test the new PN certificate renew
QE: To test the new PN certificate renew

EBI HO
Posted on: 2 Aug 2023

PTM Calendar test
test

BOOKED: 7 SEP, 7:00AM

EBI HO



Click on **CONTACTS**



Contacts

School contact details for

- LACY VAN LING LING**
 SANDWICH PRIMARY SCHOOL
 P6 BEST
- VENJI VAN YI CHENG**
 SANDWICH PRIMARY SCHOOL
 P1 HAPPINESS
- ROANNE**
 BURGER PRIMARY SCHOOL
- STACIE SO SI YI**
 SANDWICH PRIMARY SCHOOL
 P1 HAPPINESS

Click on **Child's profile**



LACY VAN LING LING

- SANDWICH PRIMARY SCHOOL**
 General contact details
- IBANES KONG QIN QIN**
 Form teacher



Click on the down-arrow to see more information



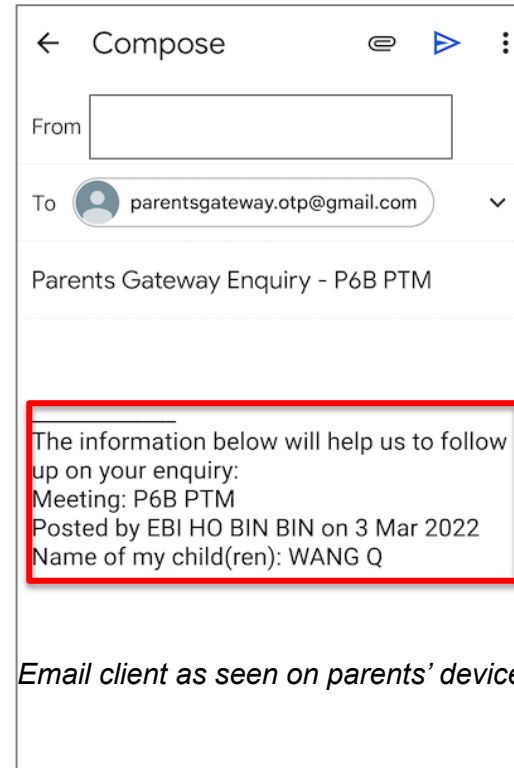
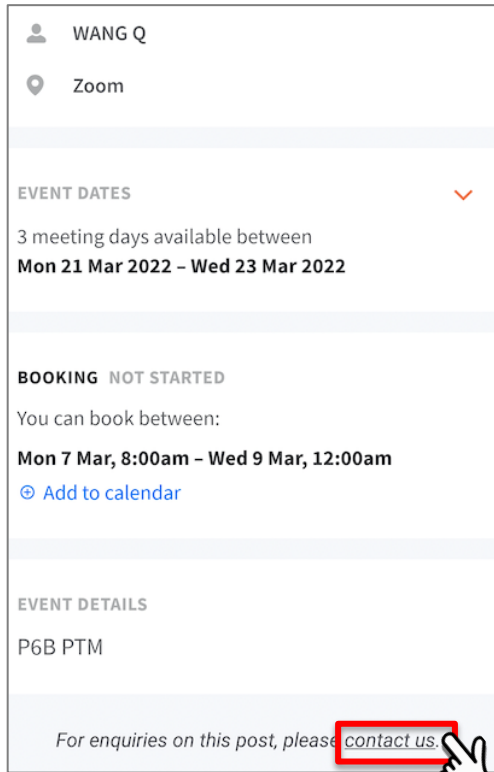
LACY VAN LING LING

- SANDWICH PRIMARY SCHOOL**
 General contact details
 ✉ sandwich_pri@moe.edu.sg
- IBANES KONG QIN QIN**
 Form teacher

5. Email correspondence to specific announcements/consent forms/meetings

Email Correspondence to specific announcements / consent forms / meetings

If you wish to email questions or clarifications pertaining to specific announcement/consent form/meeting sent by the school, you may do by clicking on the 'Contact us' link within the announcement/consent forms/meetings



Information of meeting is automatically included in email

Click on [contact us](#) to open phone's email client

6. Enable Mobile Notifications

6a. Enable Email Notifications

Enable Email Notifications

Parents/Legal Guardians/Authorised Caregivers will receive an email notification for every update sent by the school if the email notifications function is turned on in the phone settings.

Showing posts for

TO-DO COMPLETED

THIS MONTH

EBI HO Posted on: 22 Aug 2023
QE: To test the new PN certificate renew
QE: To test the new PN certificate renew

EBI HO Posted on: 2 Aug 2023
PTM Calendar test
test
BOOKED: 7 SEP, 7:00AM

EBI HO

HOME CONTACTS SERVICES PROFILE

Click on **PROFILE**

Profile

ALVIN TAN BIN BIN
Edit contact details

Edit child avatar initials

Notifications

Last active devices

Feedback

Frequently asked questions

Privacy policy

Terms of use

Test vulnerability

HOME CONTACTS SERVICES PROFILE

Click on **Notifications**

Notifications

Push notifications

Email notifications

Click on **Email notifications**

Email Notifications

Receive Email Notifications

Turn **ON** to receive additional notifications for announcements and forms through email.
The notifications will be sent to the email address in your contact details. Please ensure that it is correct and update it when necessary.

Email Notifications

Receive Email Notifications

Turn **OFF** to stop receiving notifications for announcements and forms through email.
The notifications will be sent to the email address in your contact details. Please ensure that it is correct and update it when necessary.

Once email notification is turned on, Parents/Legal Guardians/Authorised Caregivers will still receive email notifications even if they had logged out of the app.

6b. Enable Push Notifications

Enable Push Notifications

Showing posts for



TO-DO

COMPLETED

THIS MONTH

EBI HO
Posted on: 22 Aug 2023

QE: To test the new PN certificate renew
QE: To test the new PN certificate renew

EBI HO
Posted on: 2 Aug 2023

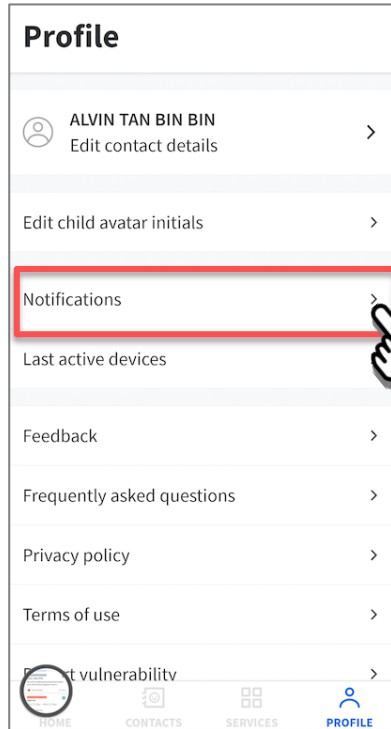
PTM Calendar test
test

BOOKED: 7 SEP, 7:00AM

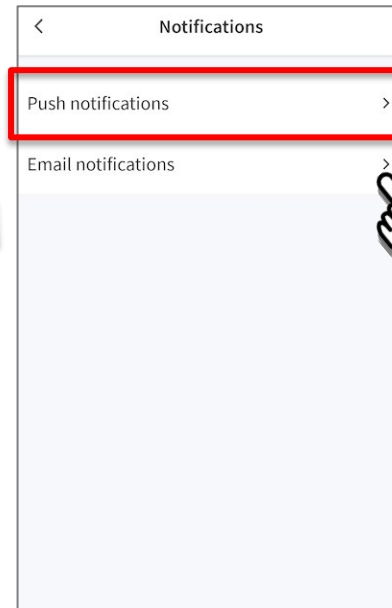
EBI HO



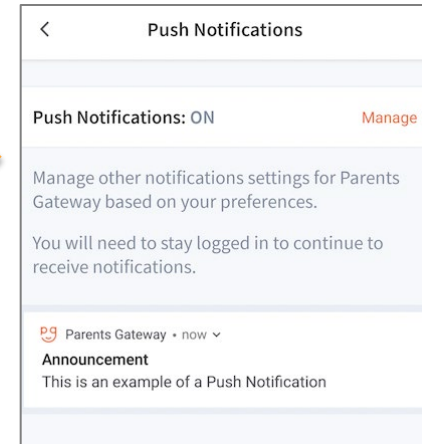
Click on **PROFILE**



Click on **Notifications**



Click on **Push notifications**

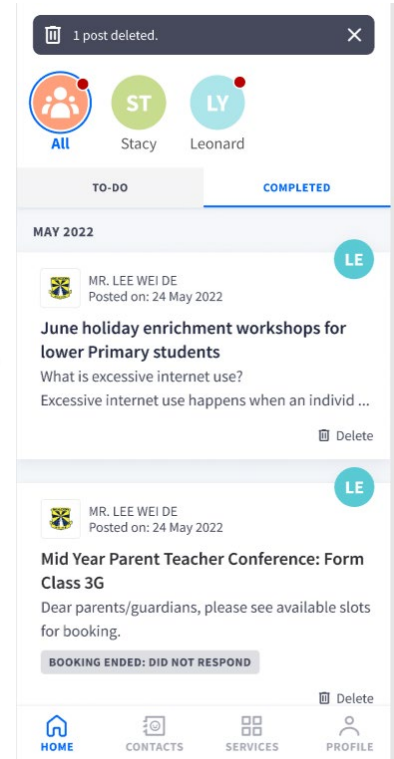
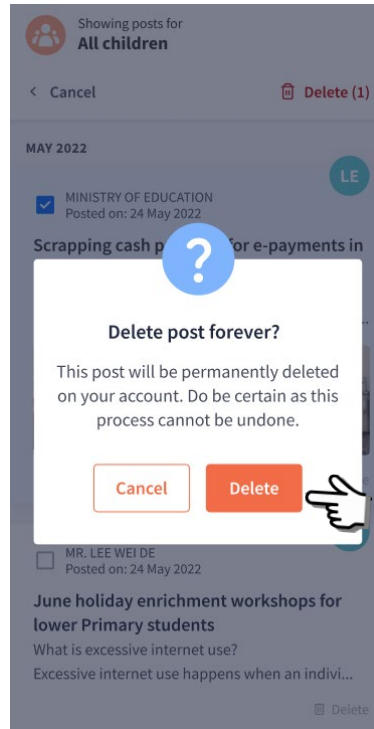
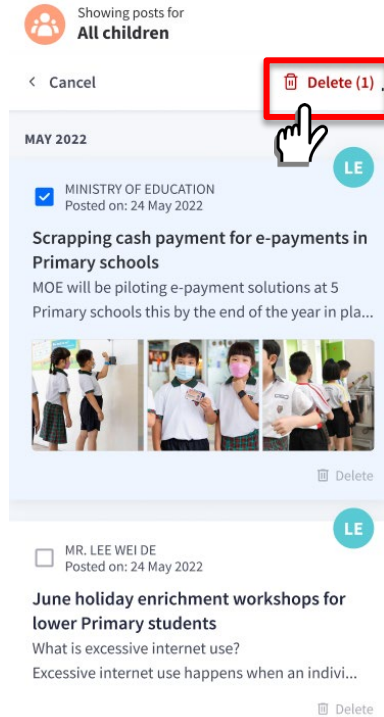
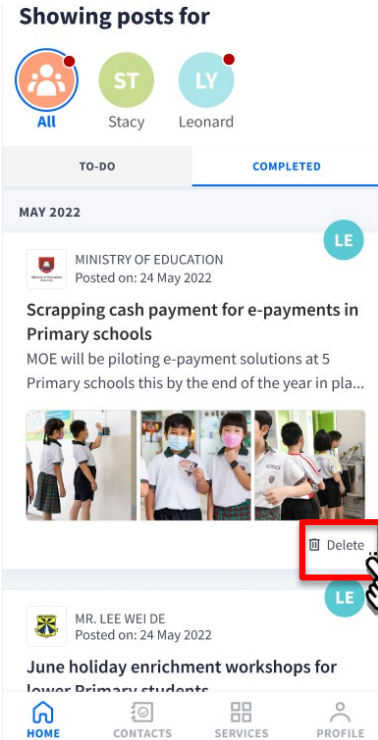


Click on **Manage**, which will direct you to your phone's notification settings for PG

7. Deletion of posts (single/multiple)

7a. Deletion of posts (single)

Deletion of posts (single)



Click on posting that needs to be **DELETE**

Select the post for deletion
Click on **DELETE** tab

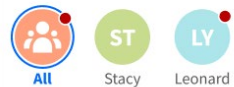
Click on **DELETE** button

Selected posting has been **DELETED**

7b. Deletion of posts (multiple)

Deletion of posts (multiple)

Showing posts for



TO-DO COMPLETED

MAY 2022

MINISTRY OF EDUCATION
Posted on: 24 May 2022

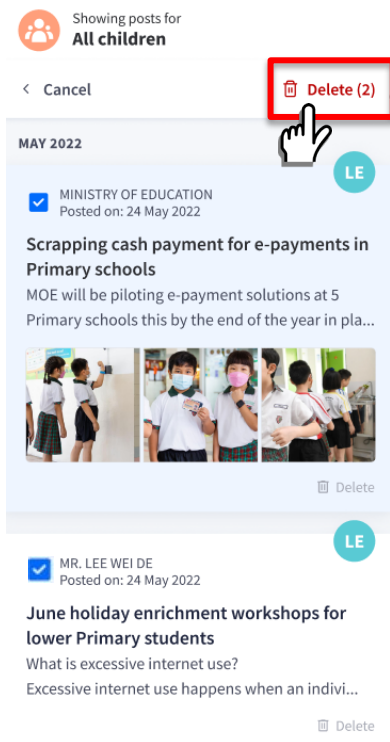
Scrapping cash payment for e-payments in Primary schools

MOE will be piloting e-payment solutions at 5 Primary schools this by the end of the year in pla...

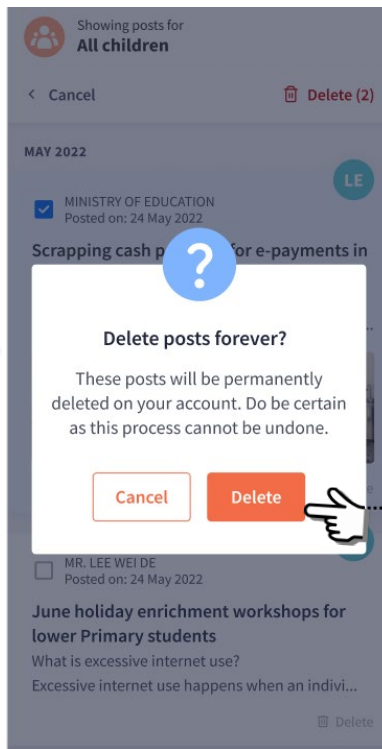


MR. LEE WEI DE
Posted on: 24 May 2022

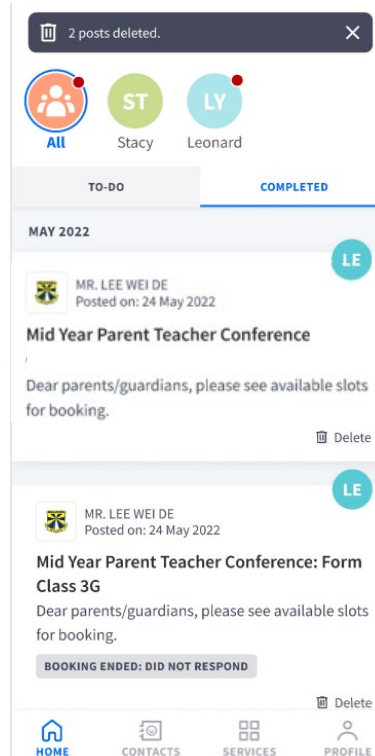
June holiday enrichment workshops for lower Primary students



Select more than 1 post for deletion
Click on **DELETE** tab



Click on **DELETE** button

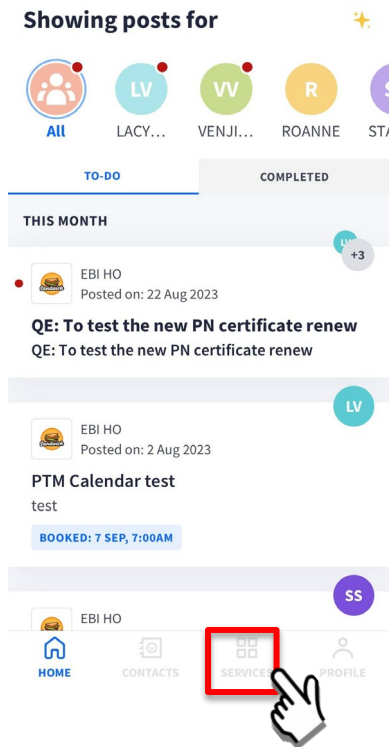


Selected postings have been **DELETED**

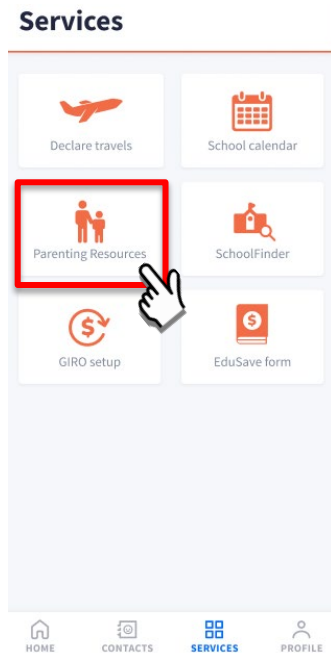
Click on postings that needs to be **DELETE**

8. Parenting Resources

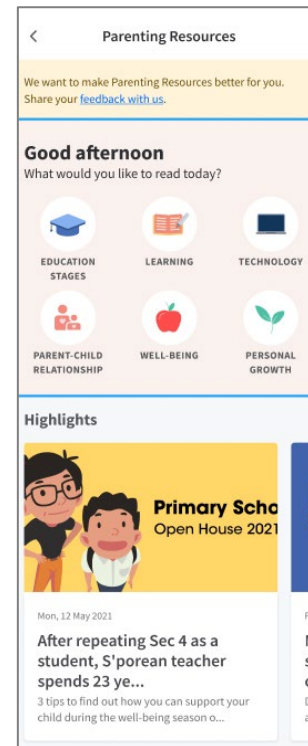
Parenting Resources



Click on **SERVICES**



Click on **Parenting Resources**



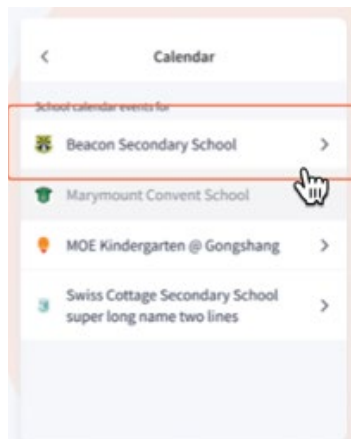
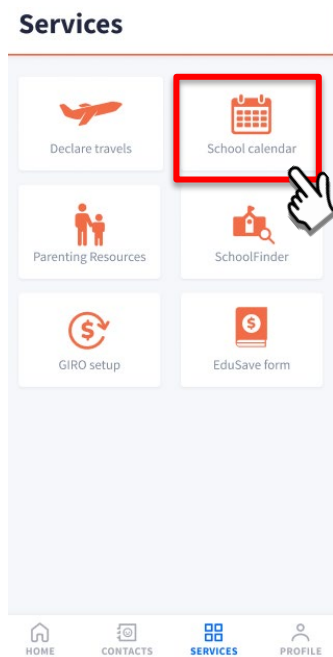
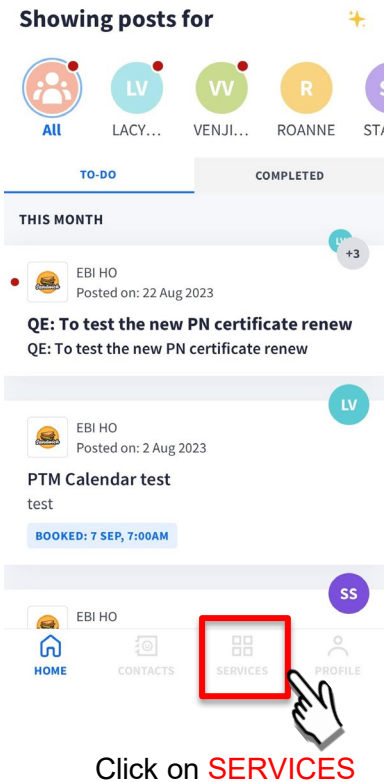
Access **Parenting Resources** to find a repository of useful information, tips and advice to support parents in their parenting journey

9. School Calendar

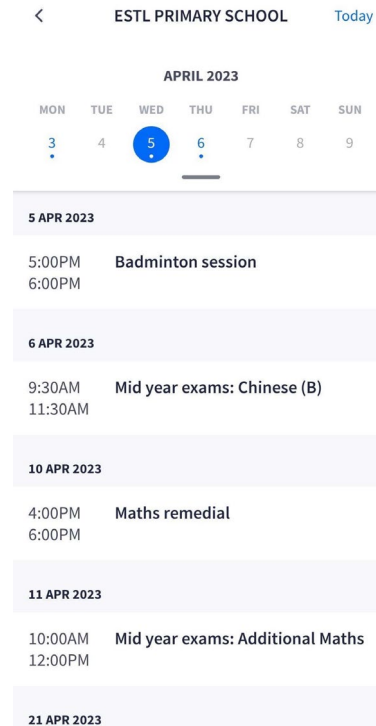
9a. School Calendar

(app version 10.0 and above)

School Calendar (app version 10.0 and above)



Click on the SCHOOL to view the calendar events

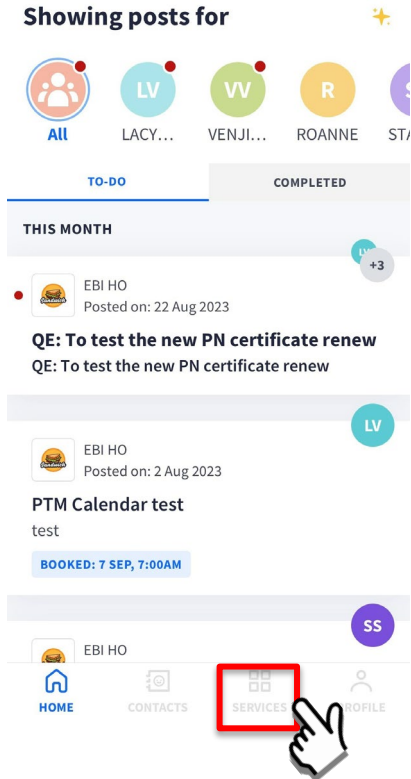


If the school has updated their school calendar and sync up with Google Calendar, parents will be able to view the calendar on their PG app.

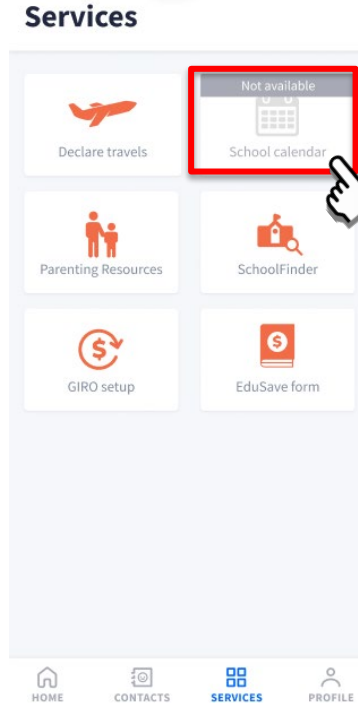
9b. School Calendar

(old app version)

School Calendar (old app version)



Click on **SERVICES**



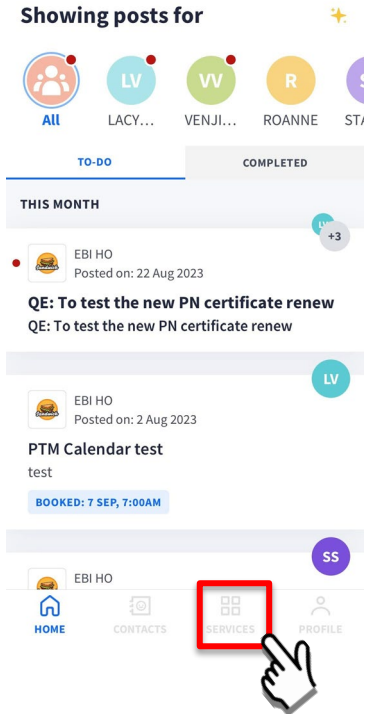
Click on **SCHOOL CALENDAR**

If the school has NOT updated their school calendar and sync up with Google Calendar, parents will NOT be able to view the calendar on their PG app.

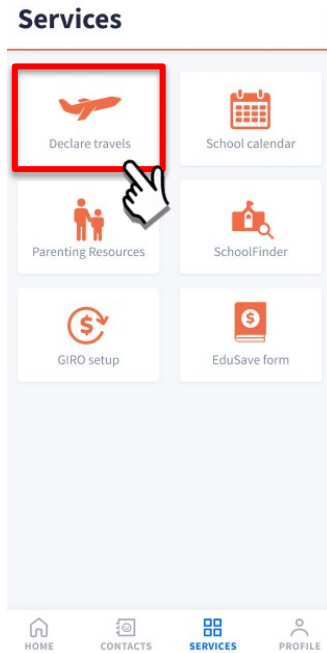
10. Declare Travels/Non-Travels

10a. Declare Travel Plans

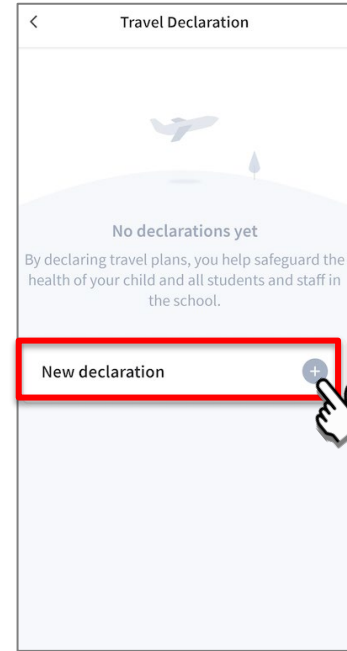
Declare Travel Plans



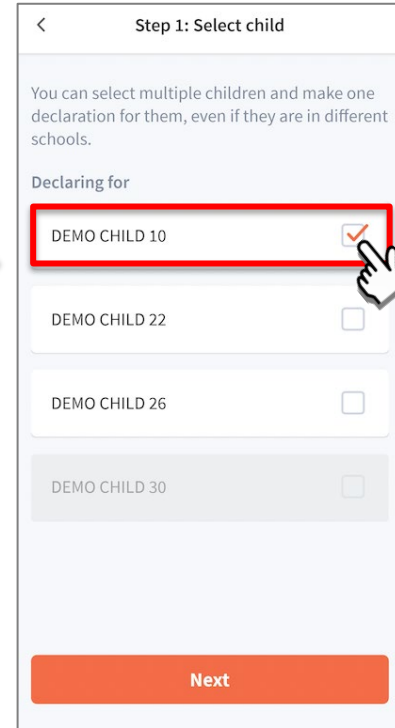
Click on **SERVICES**



Click on **Declare travels**



Click on **New declaration**



Select the child(ren) going on the trip and Click on **Next**

Declare Travel Plans

Step 2: Select duration

Travelling?

Yes

No

Next

Click on **Yes**

Step 2: Select duration

Travelling?

Yes

No

From Start date To End date

If you plan to travel during school holidays and public holidays, please seek consent from your child's school.

Next

Click on **Start date** or **End date** to input travel period

Select travel dates

From Start date To End date

June 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

July 2022

Select dates

Select your **travel period** (start date and end date)

Select travel dates

From 13 Jun 2022 To 19 Jun 2022

June 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

July 2022

Select dates

Click on **Select dates**

Declare Travel Plans

< Step 2: Select duration

Travelling?

Yes

No

From To

13 Jun 2022 19 Jun 2022

If you plan to travel outside of school holidays and public holidays, please seek consent from your child's school.

Next

Click on **Next**



< Step 3: Select destination

Travelling to

+ Add a country/city

Next

Click on
Add a country/city



< Step 3: Select destination

Travelling to

+ Add a country/city

China - Beijing X

Japan - Hokkaido X

Next

Key in your
destination(s)



< Confirm details

Declaring for

DEMO CHILD 10

From To

13 Jun 2022 19 Jun 2022

Travelling to

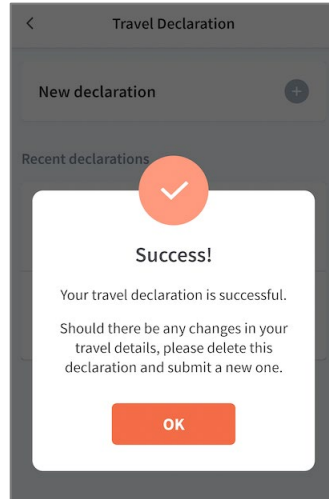
China - Beijing

Japan - Hokkaido

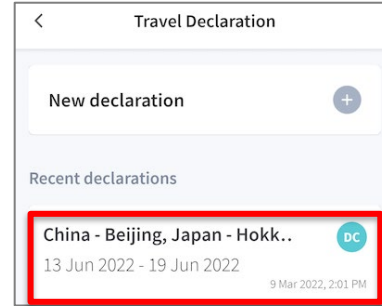
Submit

Click on **Submit**
if details are accurate

Declare Travel Plans



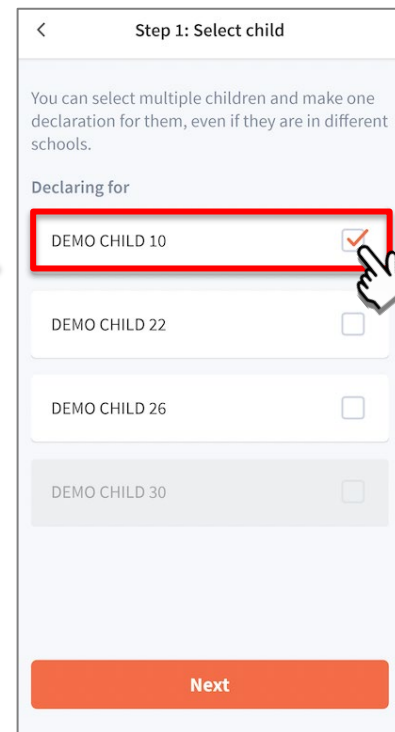
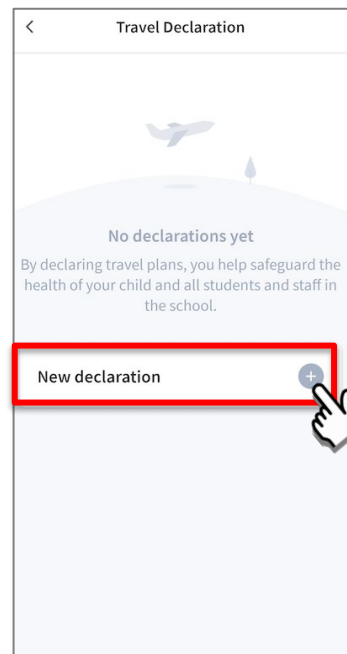
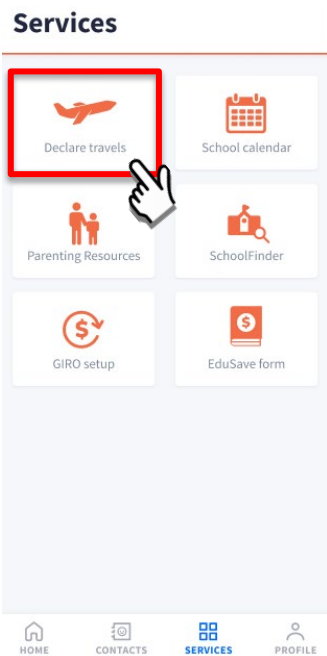
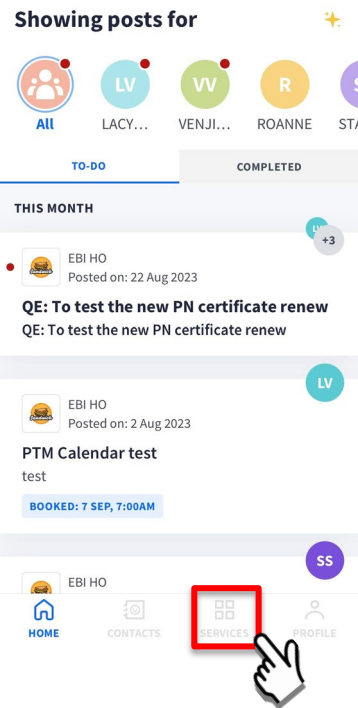
Successful Declaration



Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

10b. Declare Not Travelling

Declare Not Travelling



Declare Not Travelling

Step 2: Select duration

Travelling?

Yes

No

Next

Click on **No**

Step 2: Select duration

Travelling?

Yes

No

Period not travelling

March 2022 Holidays

Year-end 2021 Holidays

Next

Select the holiday period
that child is not travelling
period

Confirm details

Declaring for

DEMO CHILD 10

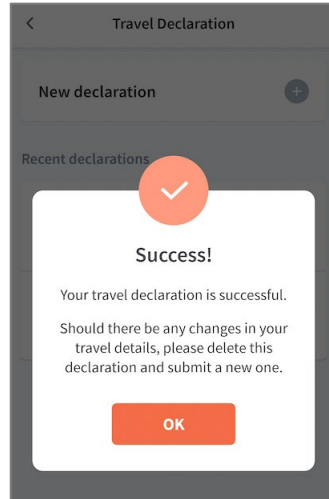
Period not travelling

March 2022 Holidays

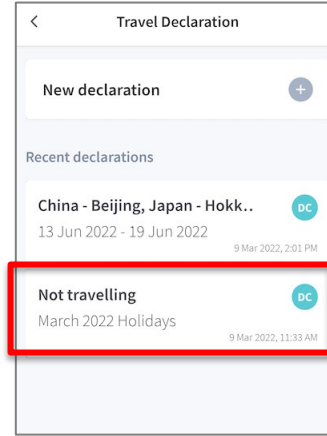
Submit

Click on **Submit** if
details are accurate

Declare Not Travelling



Successful Declaration

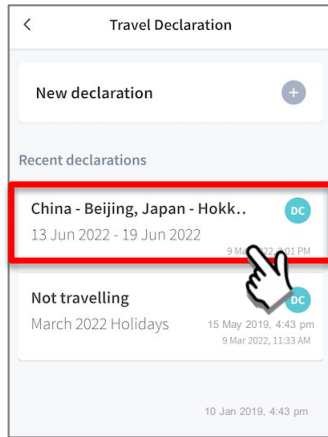


Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

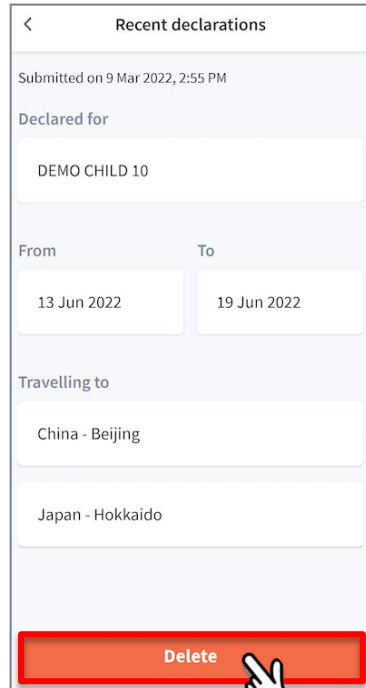
10c. Edit Travel Declaration

Edit Travel Declaration

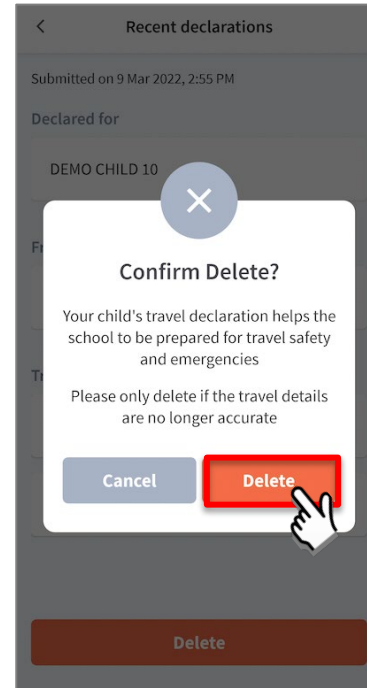
Delete the existing travel plan and replace with the new travel plan.



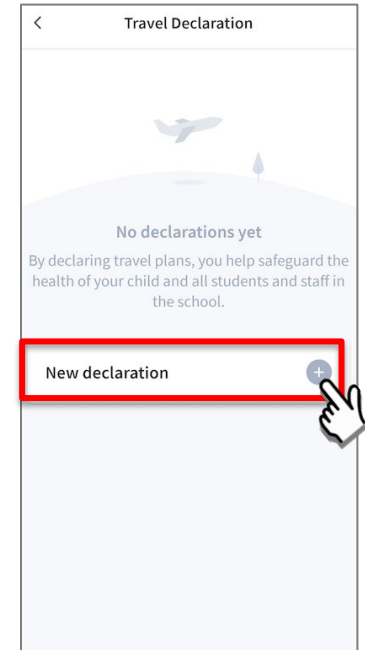
Select the travel plan to be changed



Tap on **Delete** to remove the previous declaration



Tap on **Delete** to confirm



Create a new travel declaration

Thank You