



Updated as of September 2023

Parents Gateway

Quick-start Guide for Parents



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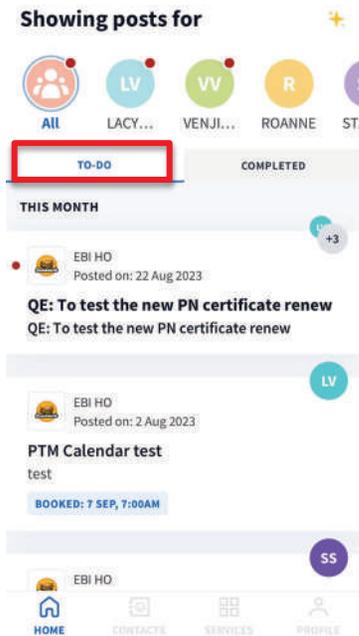




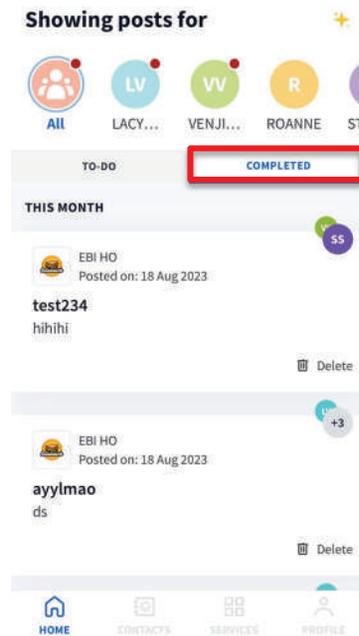
1. New Home Screen

New Home Screen

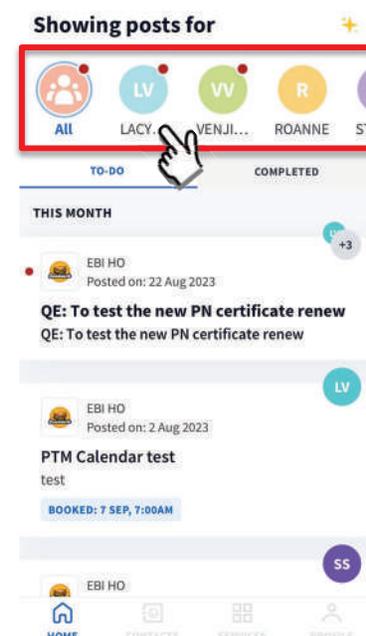
To-Do and Completed tabs to help organize posts from school(s)



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



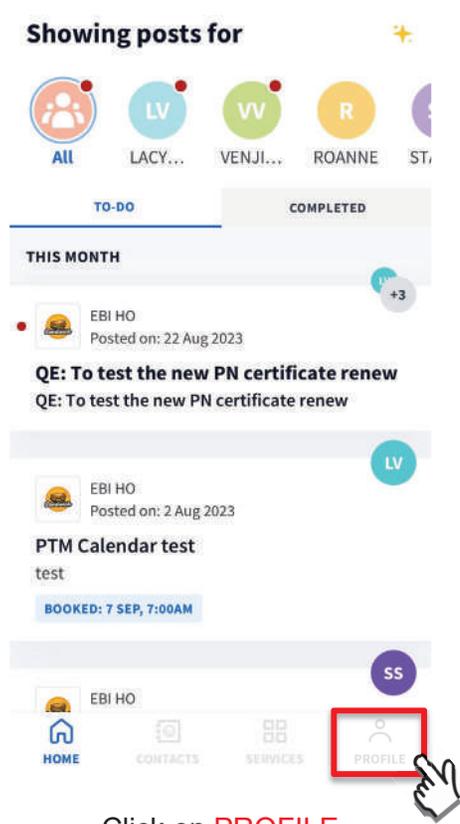
Choose to view posts sent by all your children's schools or filter post for each child



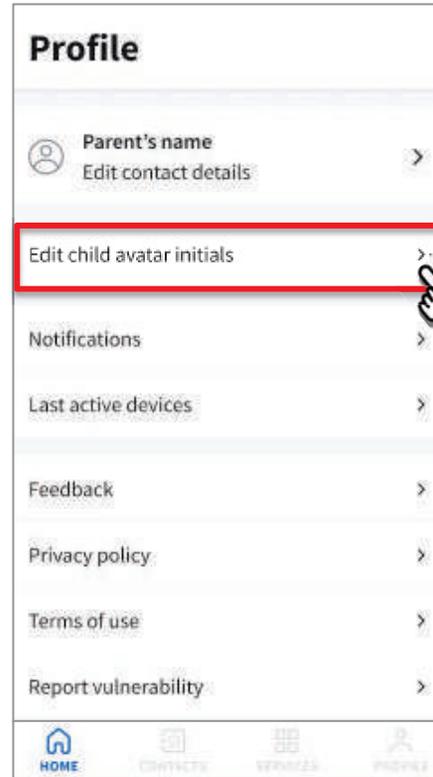
2. Edit Child's Initials

Edit Child's Initials

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



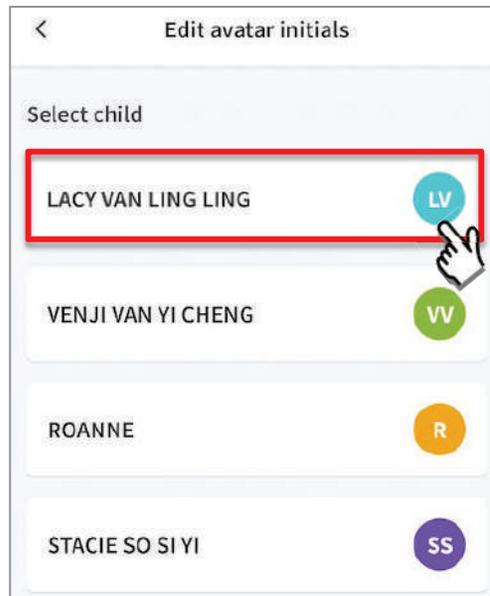
Click on **PROFILE**



Click on
Edit child avatar initials

Edit Child's Initials

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

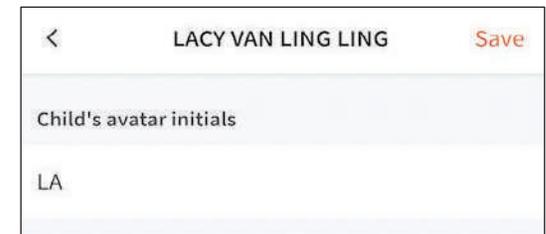


Select **child**



Change child's avatar initials to either

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



Edit Child's Initials

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

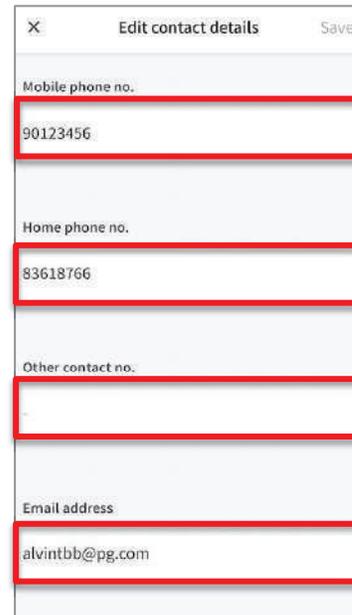
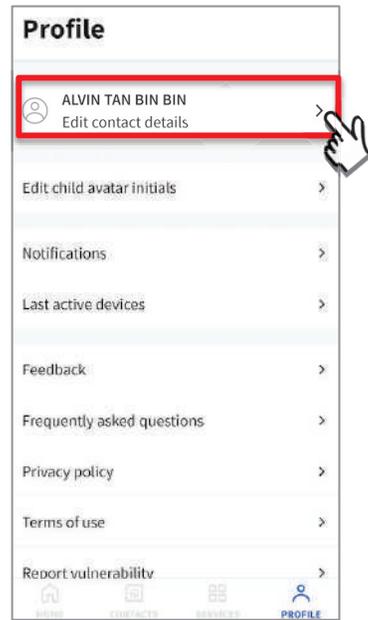
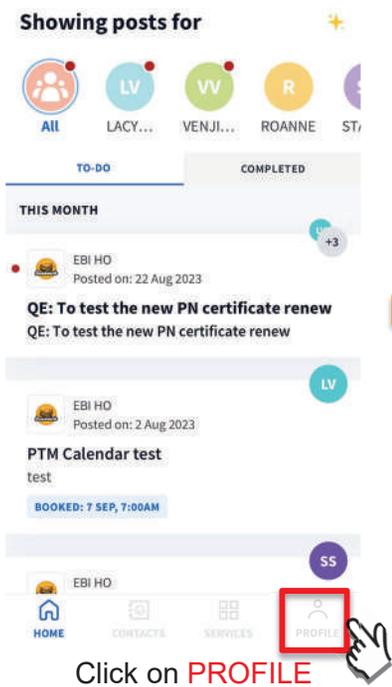


Once the initials have been successfully changed, the child's avatar will reflect the update.

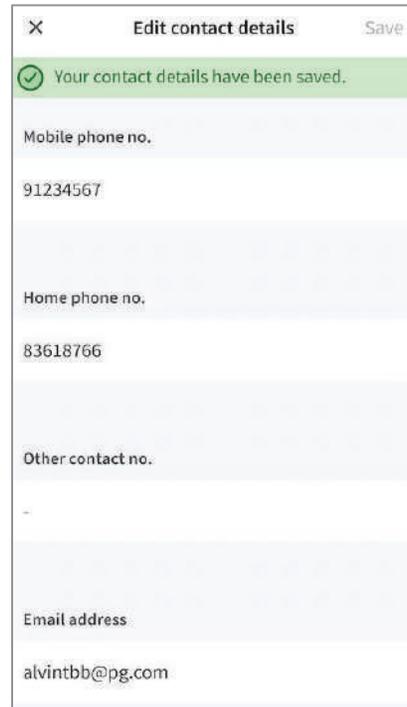


3. Update Contact Details

Update Contact Details



Update Contact Details



The screenshot shows a mobile application interface for editing contact details. At the top, there is a title bar with a close button (X), the text "Edit contact details", and a "Save" button. Below the title bar is a green notification banner with a checkmark icon and the text "Your contact details have been saved.". The form contains three sections: "Mobile phone no." with the value "91234567", "Home phone no." with the value "83618766", and "Other contact no." with a hyphen "-" as the value. Below these is the "Email address" field with the value "alvintbb@pg.com".

Contact details
successfully edited

Update Contact Details

Subject	Body
Contact Details Updated	<p>Dear Parent,</p> <p>Your contact details were recently updated.</p> <p>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>Device used: [Device Model/OS (if no Device Model)]</p> <p>If you did not make this change, please contact your child's school for help.</p> <p>To undo this change, go to [Profile > Edit contact details].</p> <p>Cheers, Parents Gateway Team</p>  <p><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

All LACY... VENJI... ROANNE ST...

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 **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

LACY VAN LING LING

SANDWICH PRIMARY SCHOOL
General contact details

sandwich_pri@moe.edu.sg

IBANES KONG QIN QIN
Form teacher

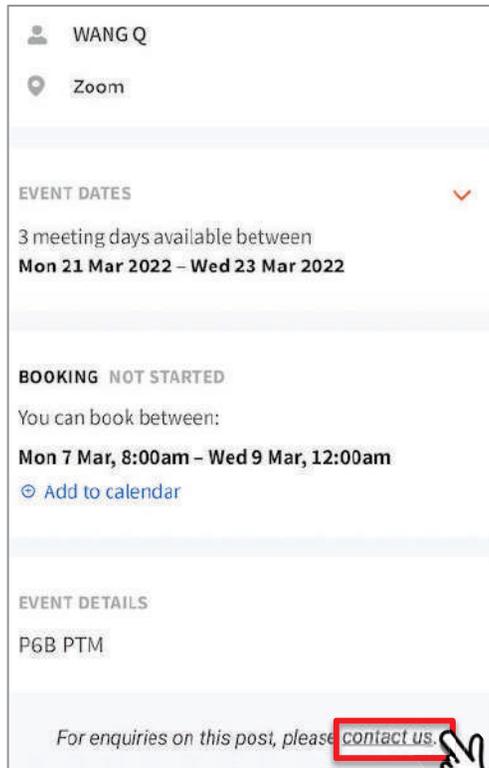
Click on the down-arrow to see more information



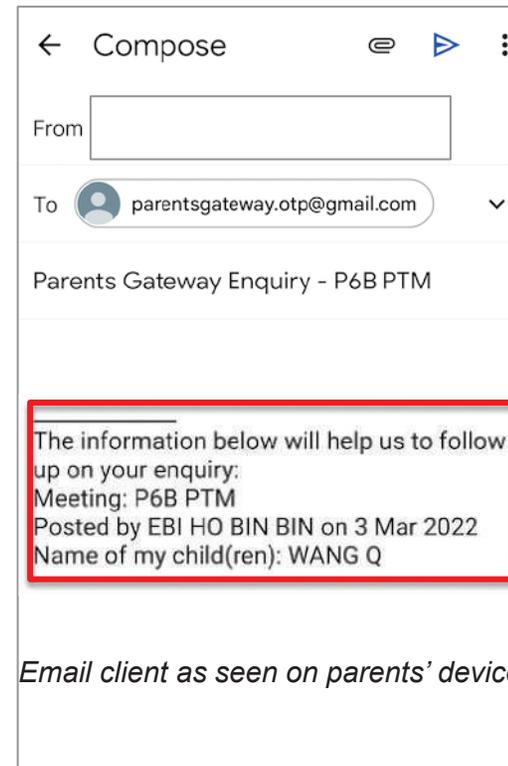
5. Email correspondence to specific announcements/consent forms/meetings

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



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



Information of meeting is automatically included in email



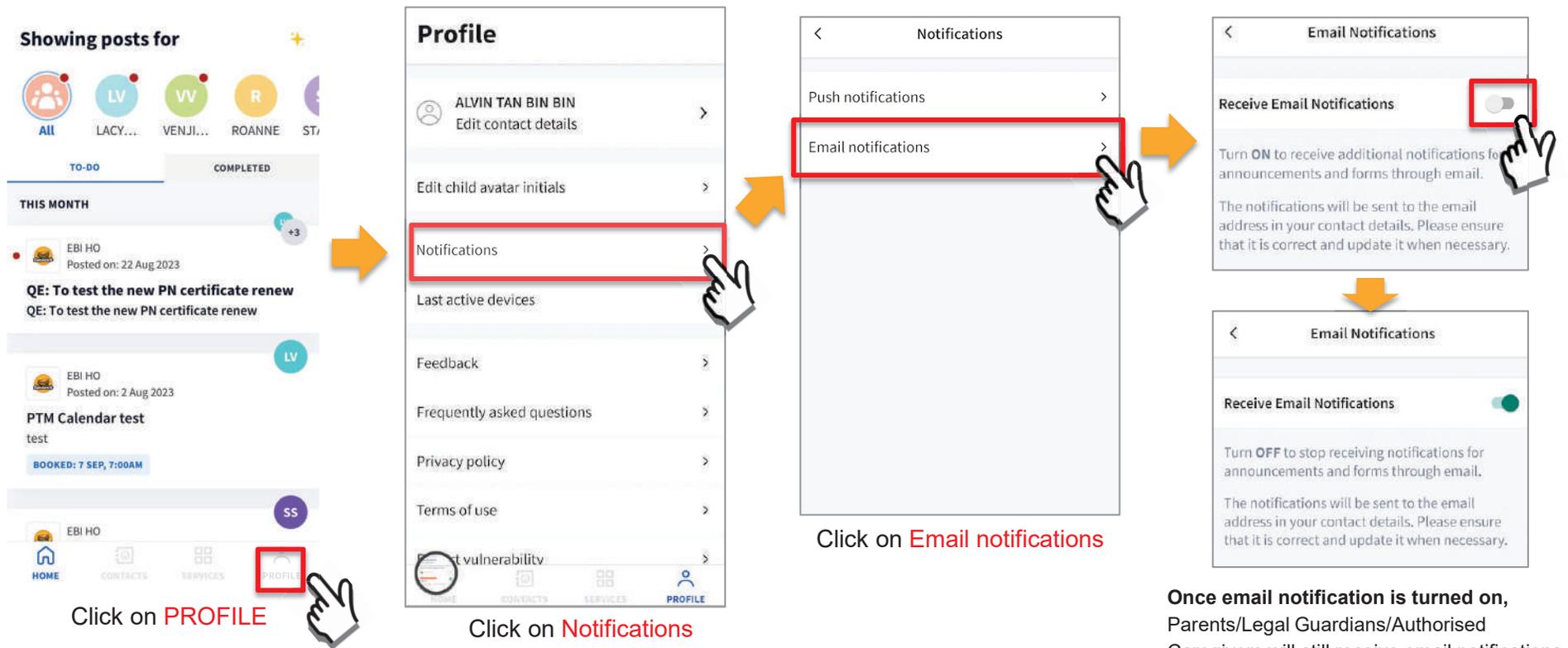
6. Enable Mobile Notifications



6a. Enable Email Notifications

Enable Email Notifications

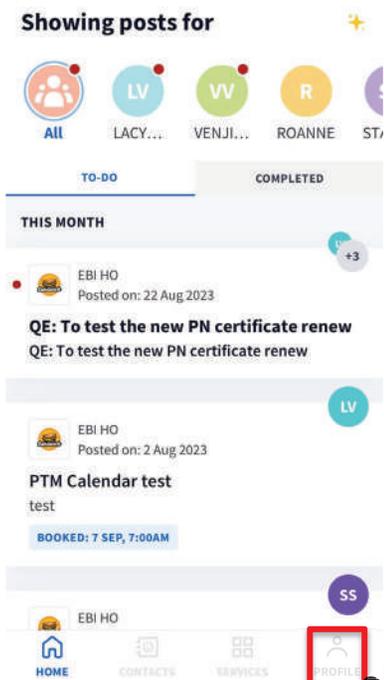
Parents/Legal Guardians/Authorised Caregivers will receive an email notification for every update sent by the school if the email notifications function is turned on in the phone settings.



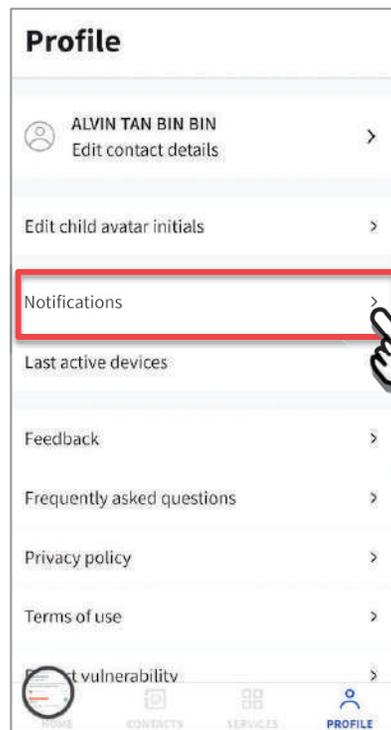


6b. Enable Push Notifications

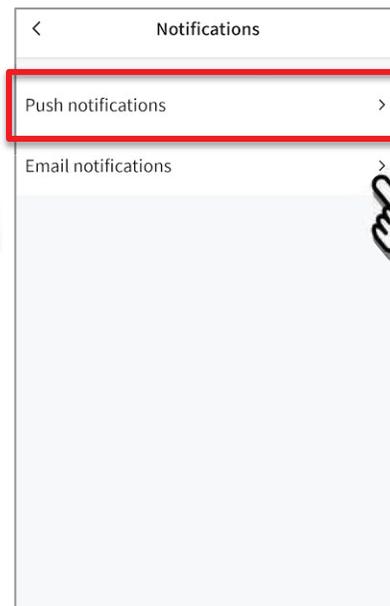
Enable Push Notifications



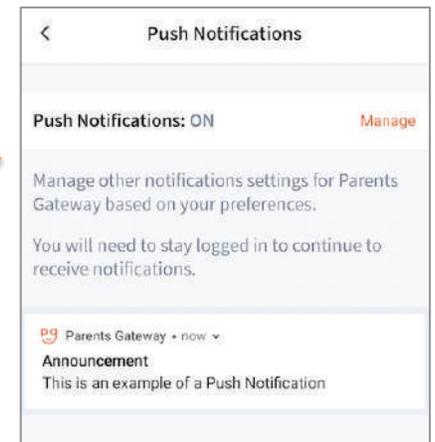
Click on **PROFILE**



Click on **Notifications**



Click on **Push notifications**



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

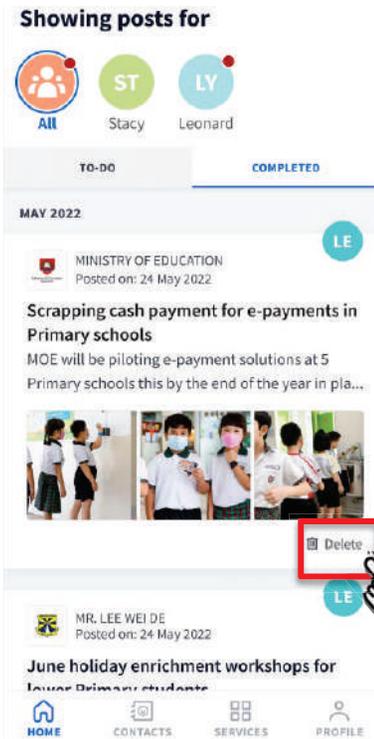


7. Deletion of posts (single/multiple)

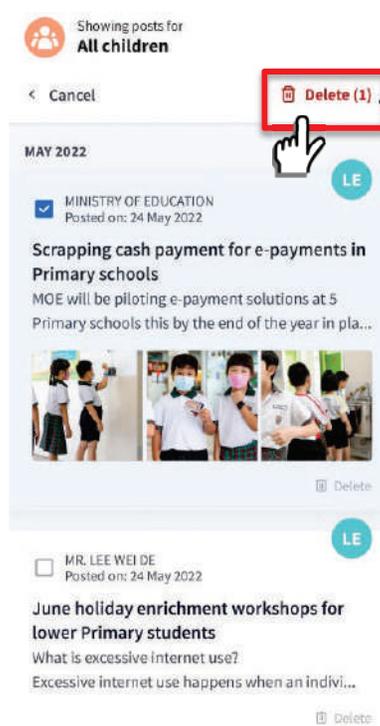


7a. Deletion of posts (single)

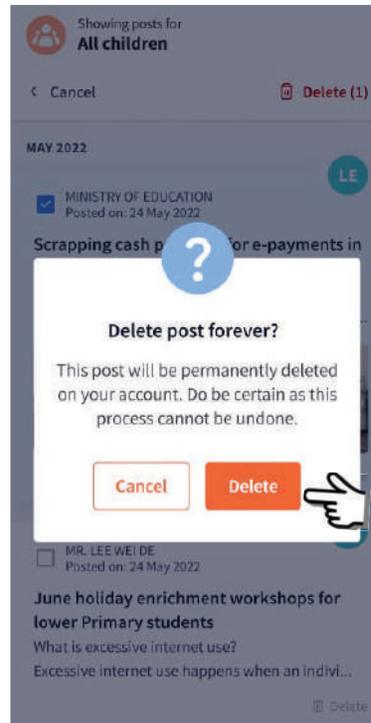
Deletion of posts (single)



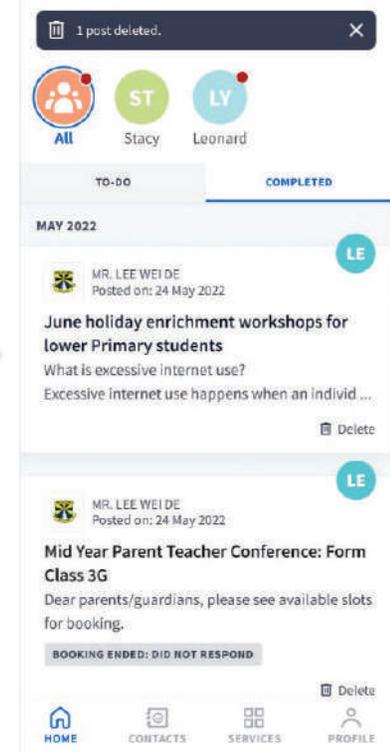
Click on posting that needs to be **DELETE**



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)

The image illustrates the process of deleting multiple posts in a social media application through four sequential screenshots:

- Step 1:** The user is viewing a post titled "Scrapping cash payment for e-payments in Primary schools" from the Ministry of Education. A red box highlights the "Delete" icon at the bottom right of the post.
- Step 2:** The user has selected two posts for deletion. A red box highlights the "Delete (2)" button at the top right of the screen.
- Step 3:** A confirmation dialog box appears, asking "Delete posts forever?". The dialog includes the text "These posts will be permanently deleted on your account. Do be certain as this process cannot be undone." and two buttons: "Cancel" and "Delete". A hand cursor is shown clicking the "Delete" button.
- Step 4:** The posts have been successfully deleted. A notification at the top of the screen reads "2 posts deleted." The feed now shows other posts, such as "Mid Year Parent Teacher Conference".

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

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

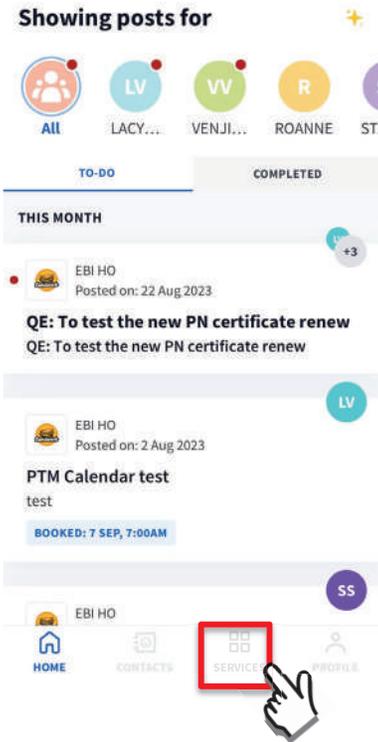
Click on **DELETE** button

Selected postings have been **DELETED**

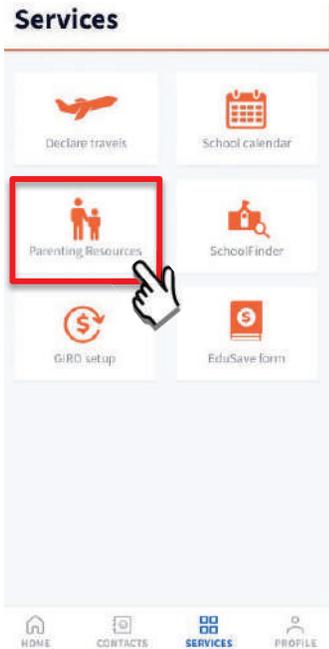


8. Parenting Resources

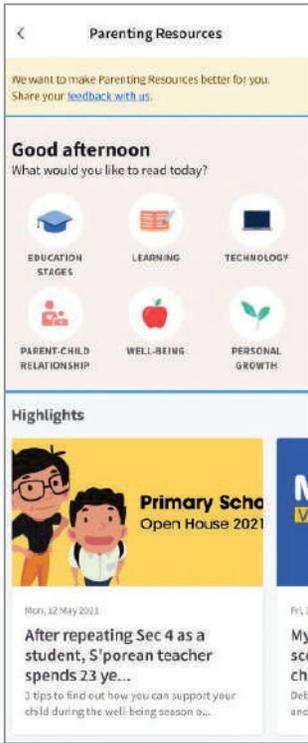
Parenting Resources



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



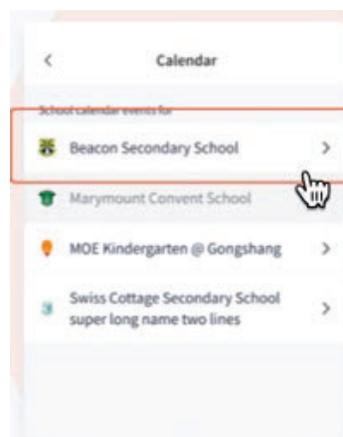
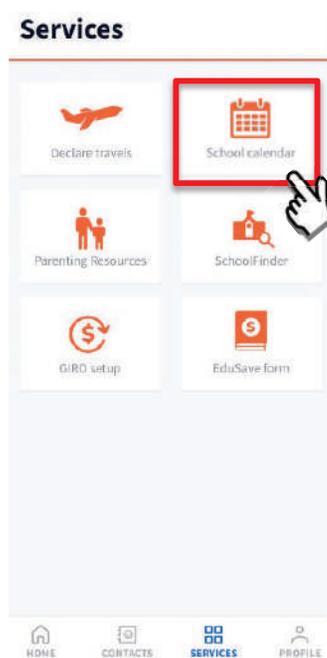
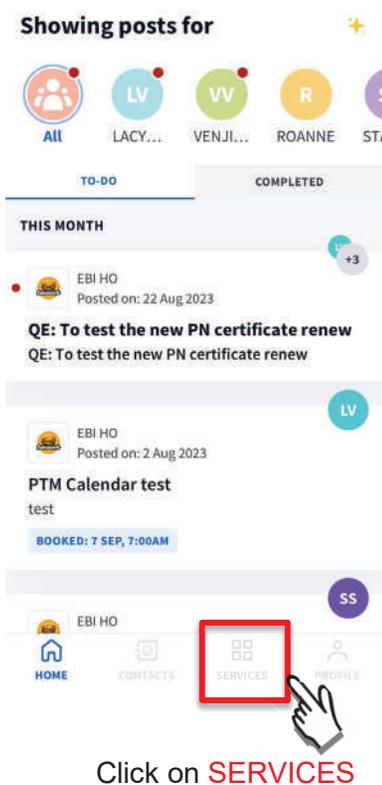
9. School Calendar



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



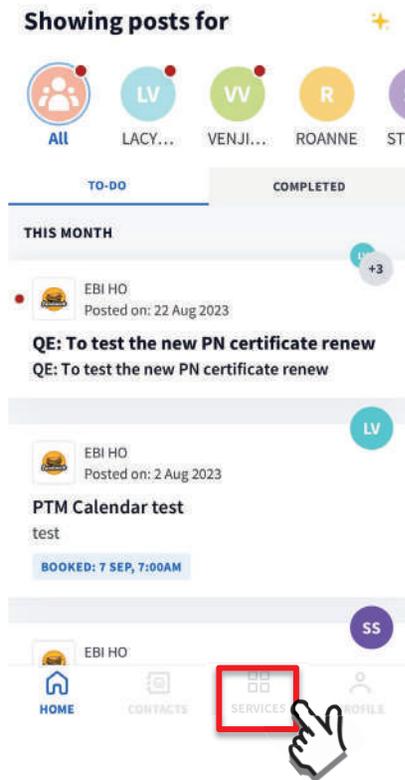
If the school has updated their school calendar and sync up with Google Calendar, parents will be able to view the calendar on their PG app.



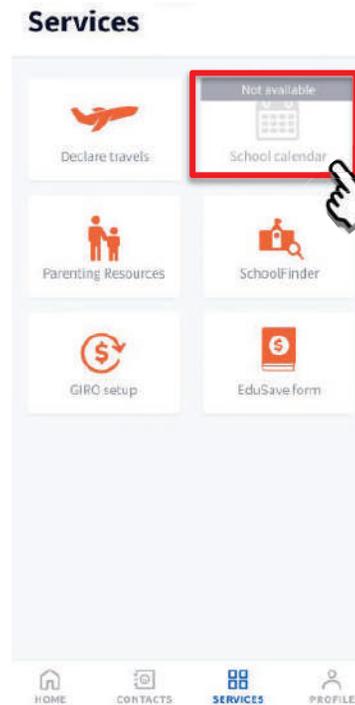
9b. School Calendar

(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.

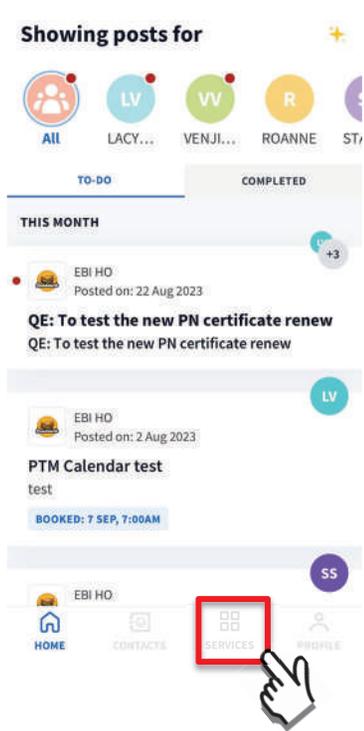


10. Declare Travels/Non-Travels

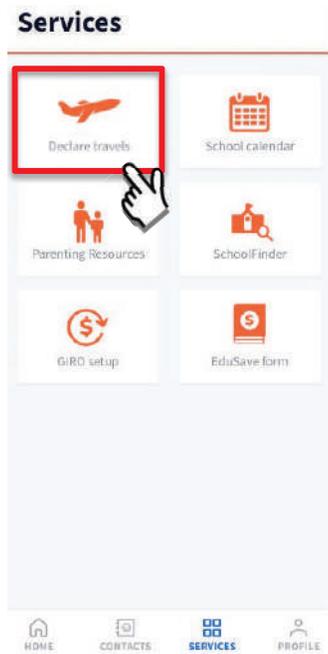


10a. Declare Travel Plans

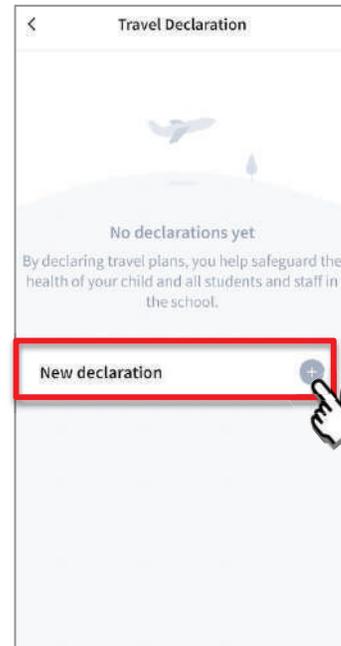
Declare Travel Plans



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

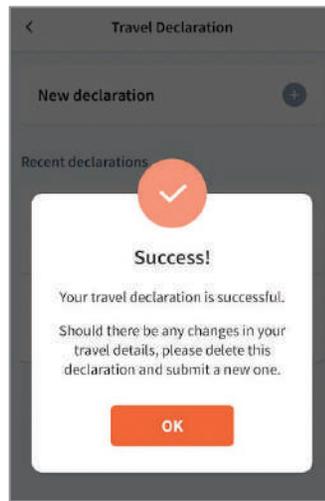
China - Beijing

Japan - Hokkaido

Submit

Click on **Submit** if details are accurate

Declare Travel Plans



Successful Declaration

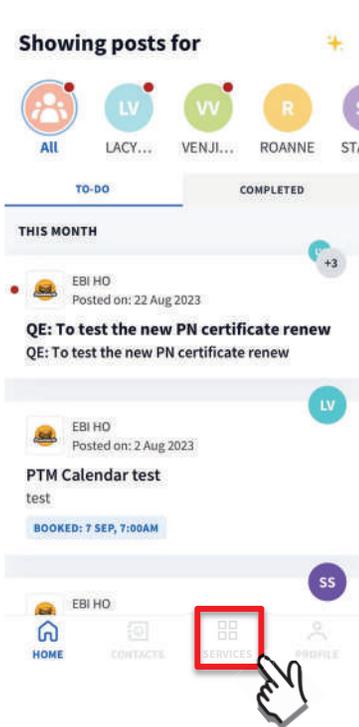


Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

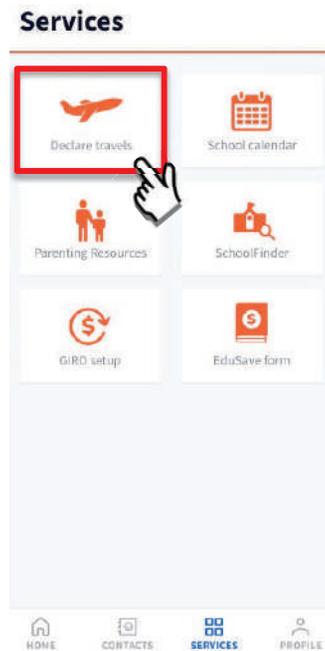


10b. Declare Not Travelling

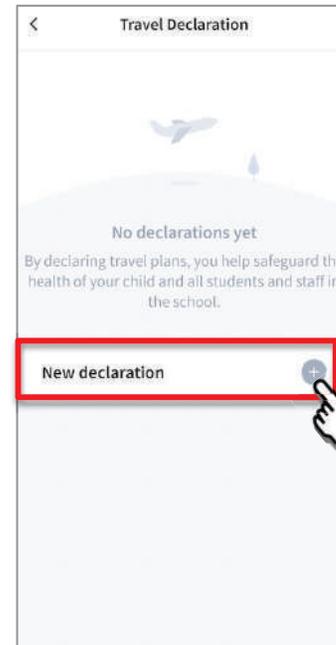
Declare Not Travelling



Click on **SERVICES**



Click on **Declare travels**



Click on **New declaration**



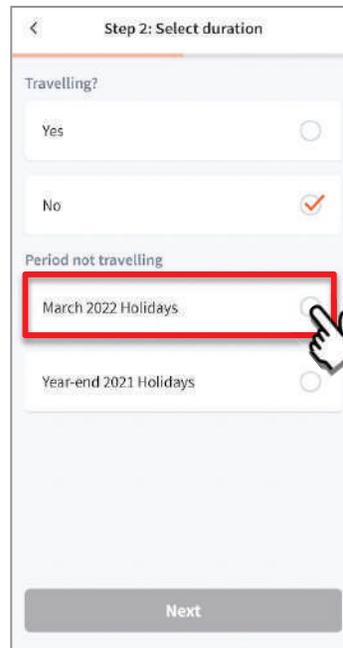
Select the child(ren)
and Click on **Next**

Declare Not Travelling



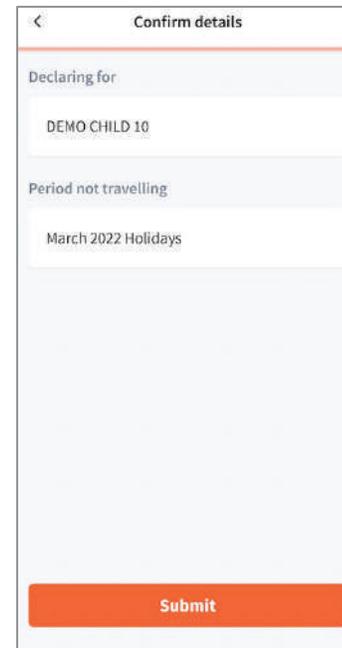
A screenshot of a mobile application interface titled "Step 2: Select duration". Under the heading "Travelling?", there are two radio button options: "Yes" and "No". The "No" option is selected, indicated by a red checkmark and a hand cursor icon pointing to it. A red rectangular box highlights the "No" option. At the bottom of the screen is a grey button labeled "Next".

Click on **No**



A screenshot of the same mobile application interface. The "No" option is now selected with a red checkmark. Under the heading "Period not travelling", there are two radio button options: "March 2022 Holidays" and "Year-end 2021 Holidays". The "March 2022 Holidays" option is selected, indicated by a red checkmark and a hand cursor icon pointing to it. A red rectangular box highlights the "March 2022 Holidays" option. At the bottom of the screen is a grey button labeled "Next".

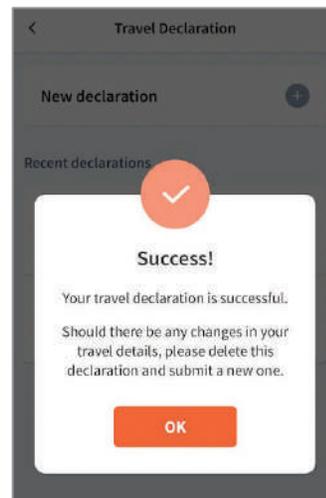
Select the holiday period that child is not travelling period



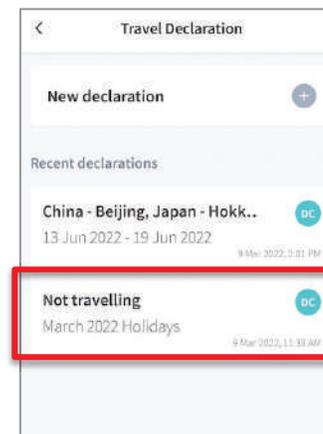
A screenshot of a mobile application interface titled "Confirm details". It shows the information entered in the previous steps: "Declaring for" is "DEMO CHILD 10" and "Period not travelling" is "March 2022 Holidays". At the bottom of the screen is a prominent orange button labeled "Submit".

Click on **Submit** if details are accurate

Declare Not Travelling



Successful Declaration



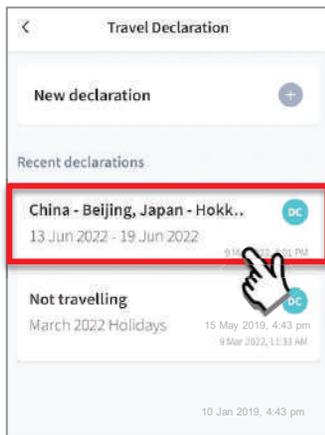
Travel plans are shown as entered. You would need to delete and declare again if amendments are required.



10c. Edit Travel Declaration

Edit Travel Declaration

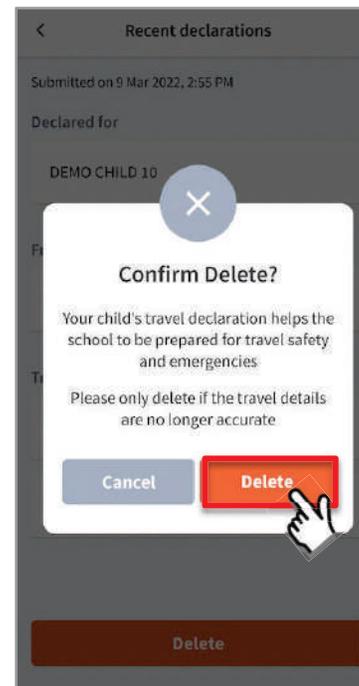
Delete the existing travel plan and replace with the new travel plan.



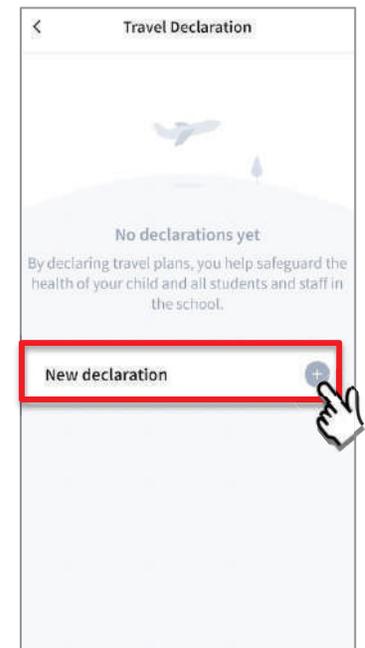
Select the travel plan to be changed



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



Tap on **Delete** to confirm



Create a new travel declaration

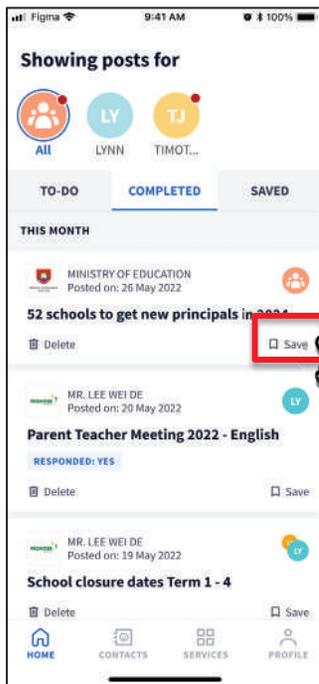


11. Save Post

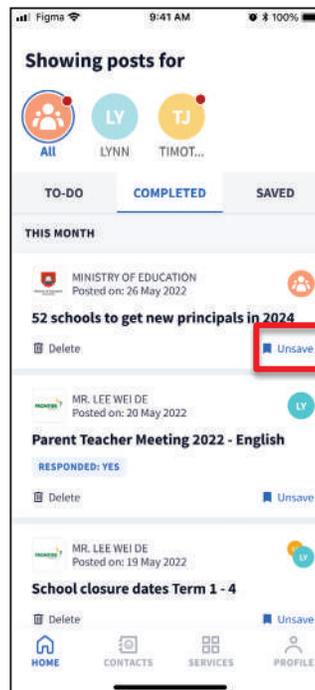


11a. Save Post (From Completed tab/ To-do tab)

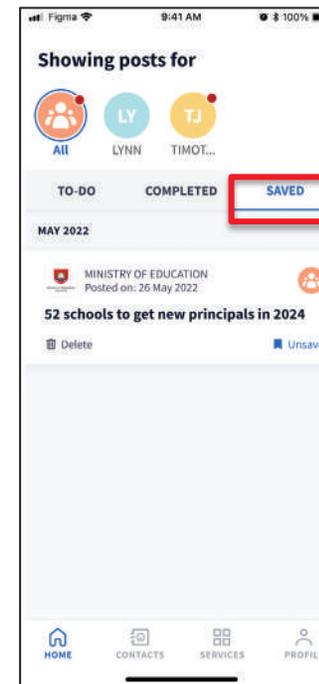
Save Posts (From Completed Tab/ To-Do Tab)



Click on 'Save'



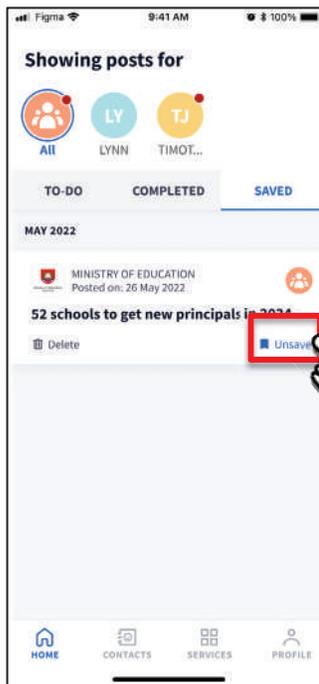
Ribbon will be highlighted when post is saved



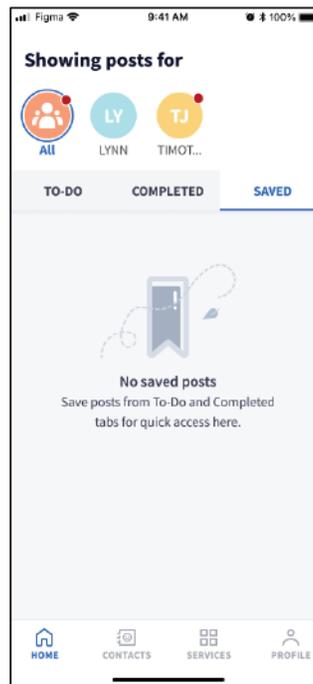
Posts saved can be found under the 'SAVED' tab

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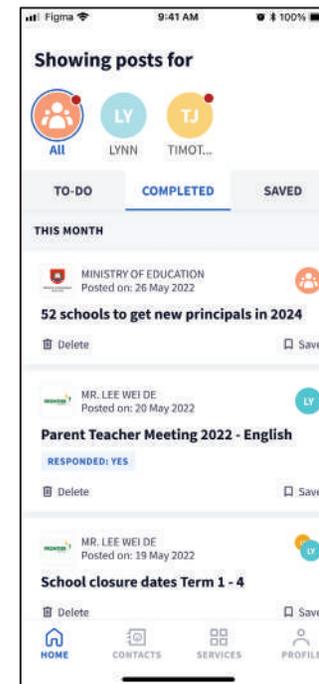
Remove Saved Posts (From Saved Tab)



Click on 'Unsave' ribbon to remove post from 'SAVED' tab



Post will be removed from 'SAVED' tab

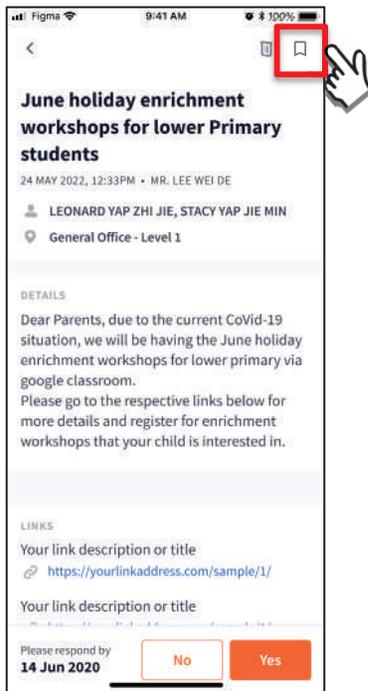


The 'Save' ribbon will appear in post

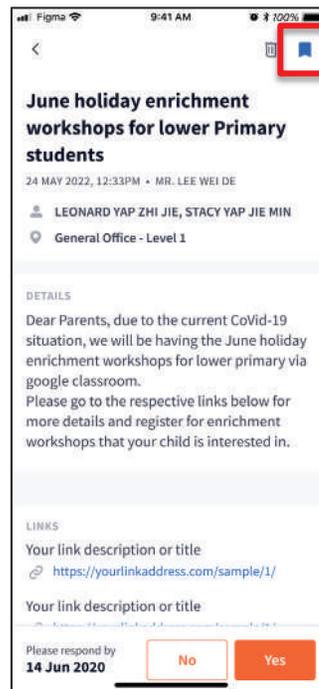


11b. Save Post (From Details Page)

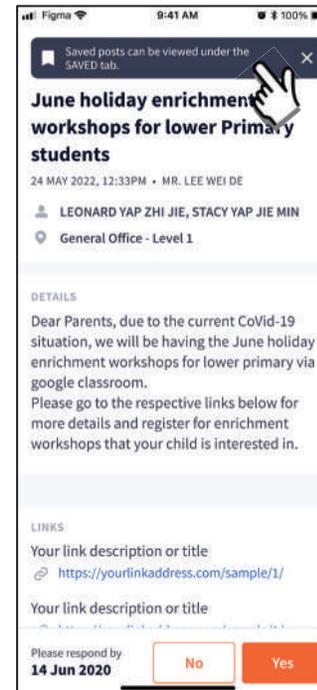
Save Posts (From Details Page)



Click on 'save' ribbon



Ribbon will be highlighted when post is saved



Posts saved can be found under the 'SAVED' tab



Thank You