

Parents Gateway

Quick-start Guide for Parents



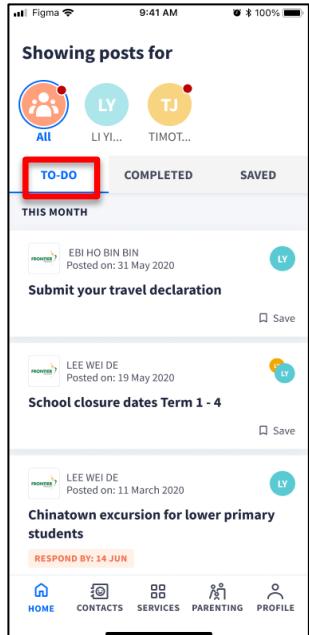
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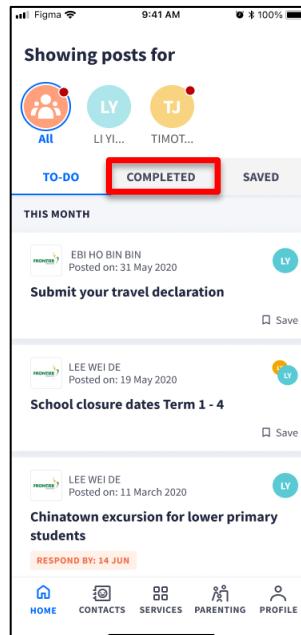
1. New Home Screen

Home Screen

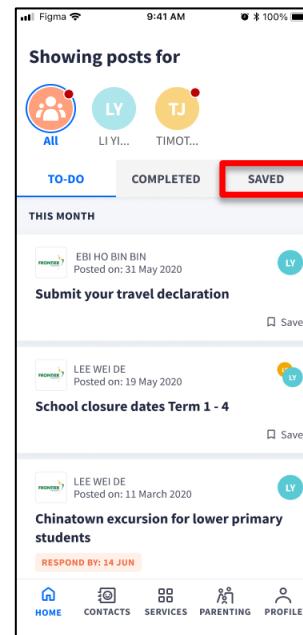
To-Do, Completed and Saved tabs to help organize posts from school(s)



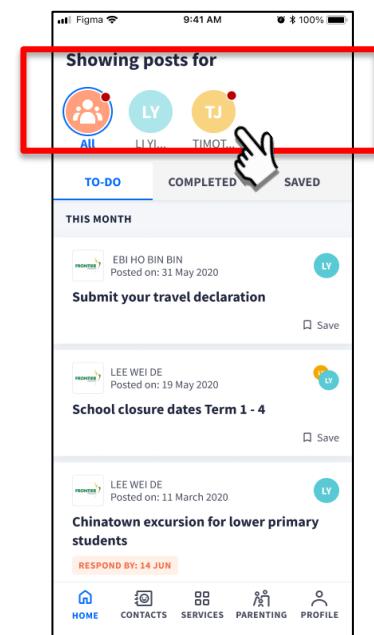
Easily locate unread posts, upcoming meetings and letters that need your response in the **TO-DO** tab



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



Find saved posts in the **Saved** tab



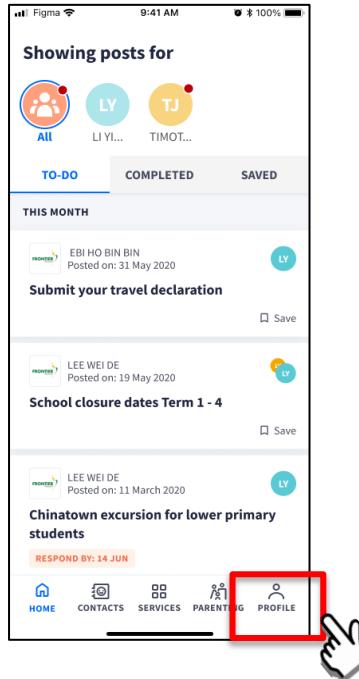
Choose to view posts sent by all your children's schools or filter post for each child

2. Edit Child's Initials

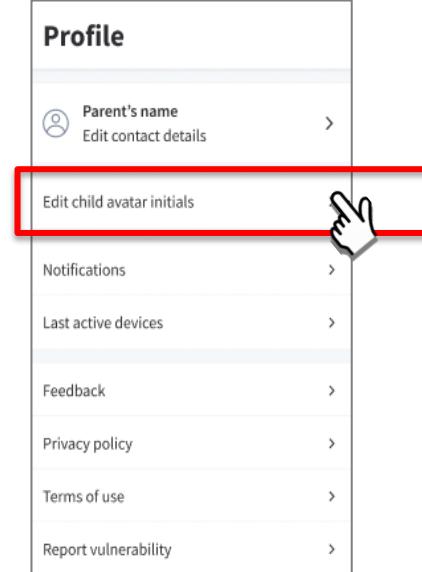


Edit Child's Initials

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

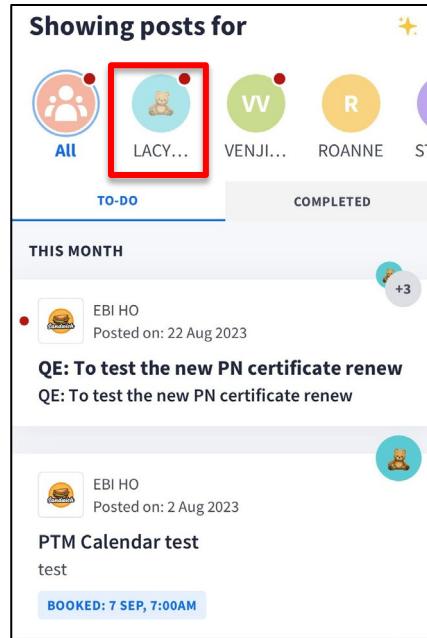
| |
|---|
| 🐻 |
|---|

Click on Save to confirm



Edit Child's Initials

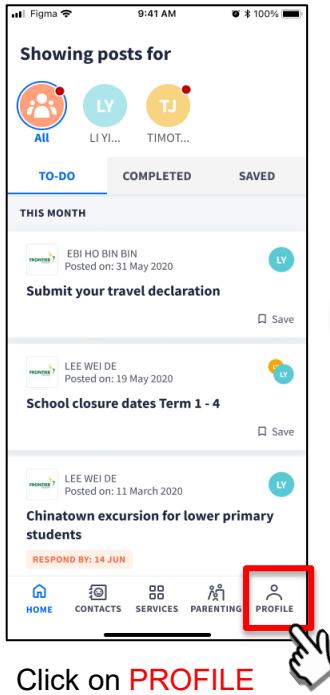
Customise your child's avatar initials with Chinese, Tamil or even emoji characters



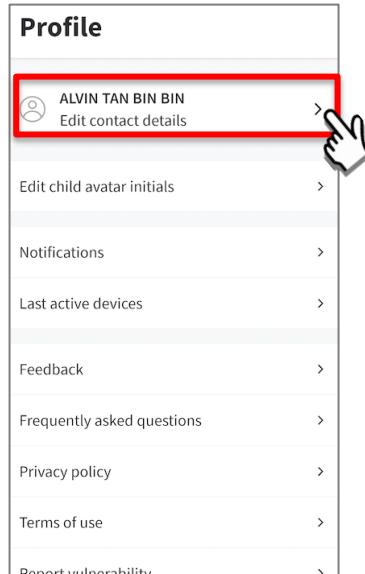
Once the initials have been successfully changed, the child's avatar will reflect the update.

3. Update Contact Details

Update Contact Details



Click on PROFILE



Click on Edit contact details

The image shows the 'Edit contact details' screen. It contains fields for 'Mobile phone no.', 'Home phone no.', 'Other contact no.', and 'Email address'. The 'Mobile phone no.' field contains '90123456', 'Home phone no.' contains '83618766', 'Other contact no.' is empty, and 'Email address' contains 'alvintbb@pg.com'. A red box highlights the 'Save' button in the top right corner.

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

The image shows the 'Edit contact details' screen after changes have been made. The 'Mobile phone no.' field now contains '91234567', 'Home phone no.' is empty, 'Other contact no.' is empty, and 'Email address' contains 'alvint@g.com'. A red box highlights the 'Save' button in the top right corner.

Click on Save

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>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> Parents Gateway</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

The screenshot shows the Figma mobile application interface. At the top, it displays "Showing posts for" followed by three circular icons with initials: "All" (blue), "LY" (light blue), and "TJ" (yellow). Below this, there are tabs for "TO-DO" (highlighted in blue), "COMPLETED", and "SAVED". The main content area shows several posts:

- EBI HO BIN BIN Posted on: 31 May 2020
- LEE WEI DE Posted on: 19 May 2020
- School closure dates Term 1 - 4
- LEE WEI DE Posted on: 11 March 2020
- Chinatown excursion for lower primary students

At the bottom, there is a red box around the "CONTACTS" button in the navigation bar, which is highlighted with a white outline. A hand icon is pointing at this button.

Click on CONTACTS

The screenshot shows the "Contacts" page. It displays "School contact details for" followed by a list of children:

- 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

The first item, "LACY VAN LING LING", is highlighted with a red box and has a hand icon pointing to its profile picture. An orange arrow points from the left towards this highlighted row.

Click on Child's profile

The screenshot shows the profile page for "LACY VAN LING LING". It includes "General contact details" and a section for "IBANES KONG QIN QIN" listed as "Form teacher". A red box highlights the "SANDWICH PRIMARY SCHOOL" section, and a hand icon is pointing to the down-arrow next to it. An orange arrow points from the right towards this highlighted section.

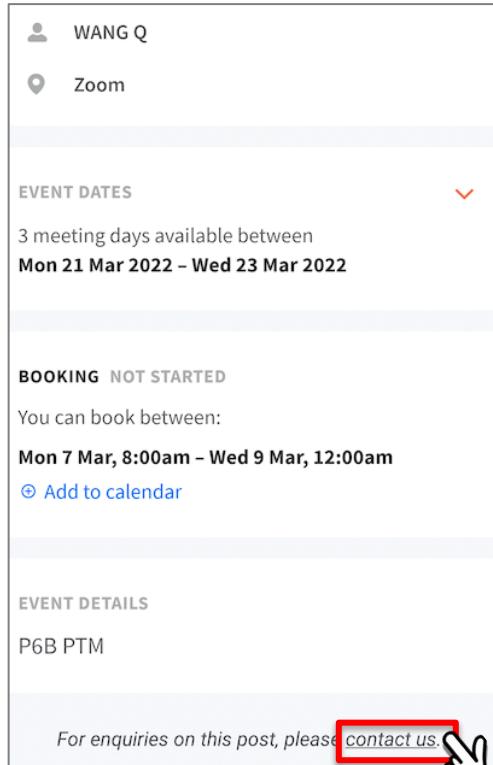
Click on the
down-arrow
to see more
information

The screenshot shows the expanded profile page for "LACY VAN LING LING". It includes "General contact details" with an email address "sandwich_pri@moe.edu.sg" and a section for "IBANES KONG QIN QIN" listed as "Form teacher". A large orange arrow points downwards from the previous screen towards this expanded view.

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



WANG Q
Zoom

EVENT DATES

3 meeting days available between
Mon 21 Mar 2022 – Wed 23 Mar 2022

BOOKING NOT STARTED

You can book between:
Mon 7 Mar, 8:00am – Wed 9 Mar, 12:00am

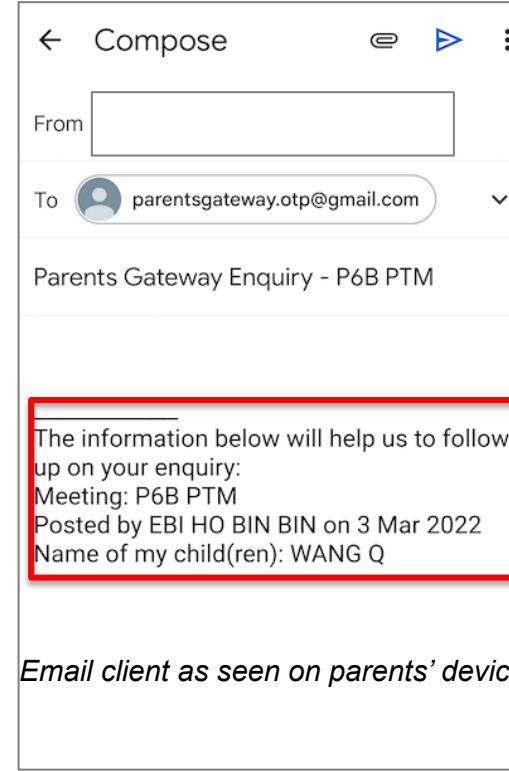
[Add to calendar](#)

EVENT DETAILS

P6B PTM

For enquiries on this post, please [contact us.](#)

Click on **contact us**
to open phone's email client



Compose

From:

To: parentsgateway.otp@gmail.com

Parents Gateway Enquiry - P6B PTM

The information below will help us to follow up on your enquiry:
Meeting: P6B PTM
Posted by EBI HO BIN BIN on 3 Mar 2022
Name of my child(ren): WANG Q

Email client as seen on parents' device

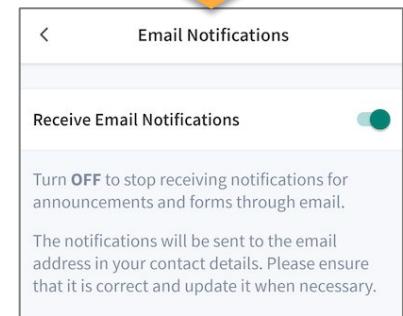
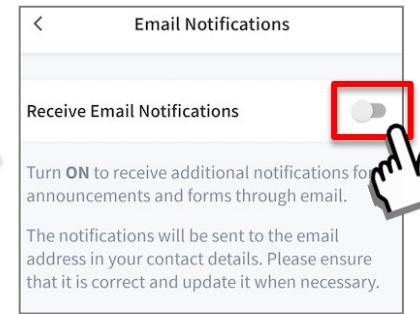
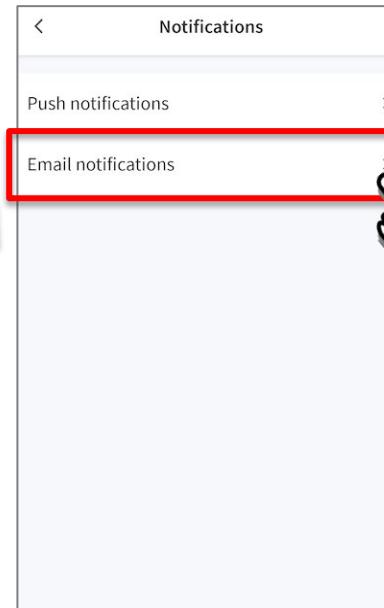
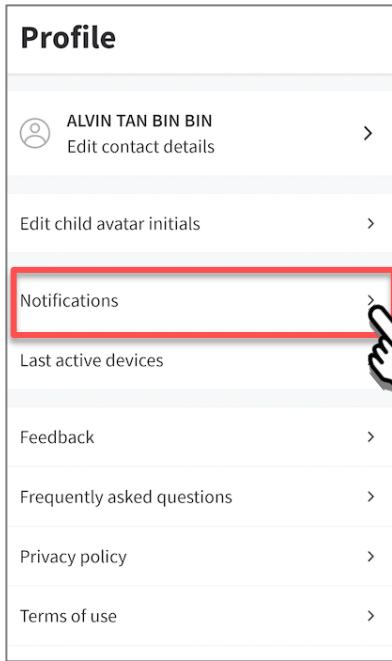
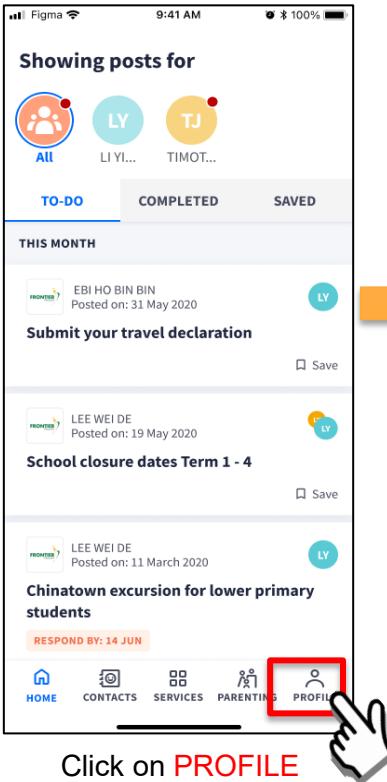
Information of meeting is automatically included in email

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.

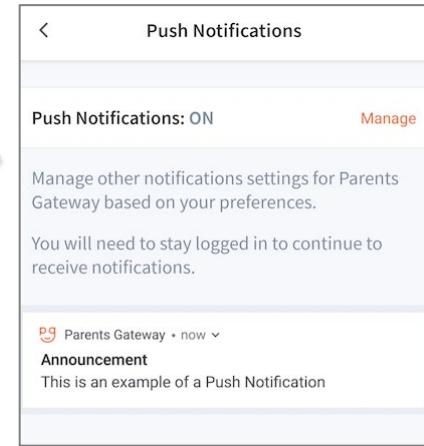
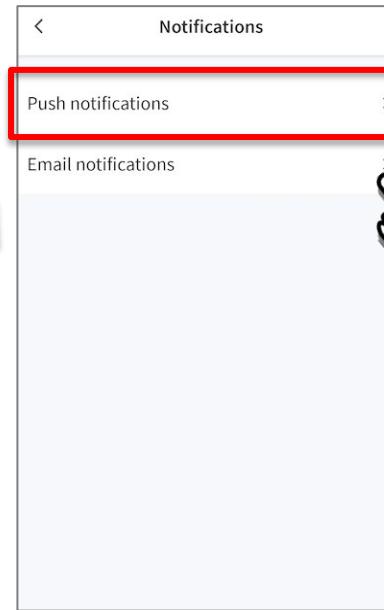
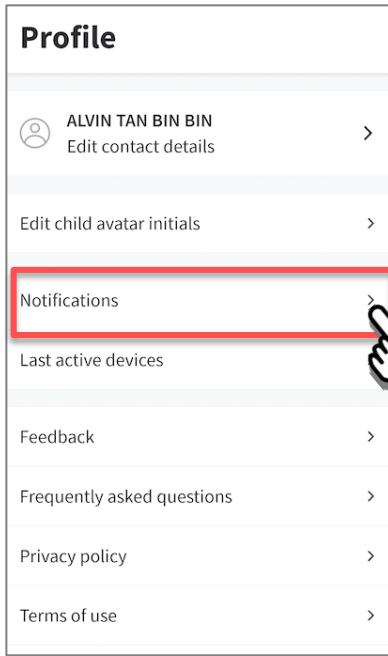
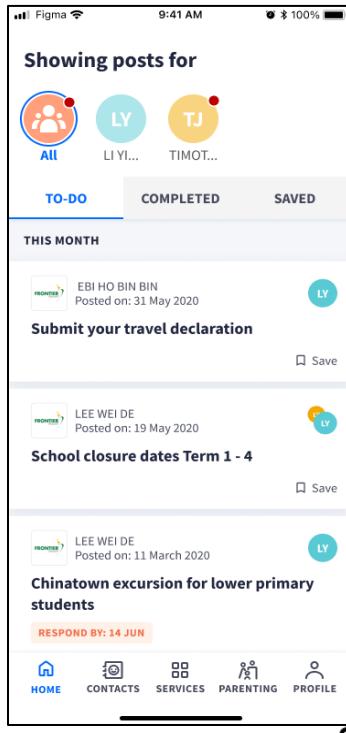


Click on Email notifications

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



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

Click on **PROFILE**

Click on **Notifications**

Click on **Push notifications**

7. Deletion of posts (single/multiple)

7a. Deletion of posts (single)

Deletion of posts (single)

Showing posts for

All Stacy LY

TO-DO COMPLETED

MAY 2022

MINISTRY OF EDUCATION Posted on: 24 May 2022

Scraping 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

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

Showing posts for

All children

< Cancel Delete (1)

MAY 2022

MINISTRY OF EDUCATION Posted on: 24 May 2022

Scraping cash p... for e-payments in

MR. LEE WEI DE Posted on: 24 May 2022

June holiday enrichment workshops for lower Primary students

What is excessive internet use?

Excessive internet use happens when an individ...

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

Click on **DELETE** button

1 post deleted.

MR. LEE WEI DE Posted on: 24 May 2022

June holiday enrichment workshops for lower Primary students

What is excessive internet use?

Excessive internet use happens when an individ...

MR. LEE WEI DE Posted on: 24 May 2022

Mid Year Parent Teacher Conference: Form Class 3G

Dear parents/guardians, please see available slots for booking.

BOOKING ENDED: DID NOT RESPOND

HOME CONTACTS SERVICES PROFILE

Selected posting has been **DELETED**

7b. Deletion of posts (multiple)

Deletion of posts (multiple)

Showing posts for

All Stacy LY

TO-DO **COMPLETED**

MAY 2022

MINISTRY OF EDUCATION Posted on: 24 May 2022
Scraping 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...

 LE

MR. LEE WEI DE Posted on: 24 May 2022
June holiday enrichment workshops for

Showing posts for All children

MAY 2022

MINISTRY OF EDUCATION Posted on: 24 May 2022
Scraping 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...

 LE

MR. LEE WEI DE Posted on: 24 May 2022
June holiday enrichment workshops for lower Primary students
What is excessive internet use?
Excessive internet use happens when an indivi...
 LE

Showing posts for All children

MAY 2022

MINISTRY OF EDUCATION Posted on: 24 May 2022
Scraping 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...

 LE

MR. LEE WEI DE Posted on: 24 May 2022
June holiday enrichment workshops for lower Primary students
What is excessive internet use?
Excessive internet use happens when an indivi...
 LE

2 posts deleted.

All Stacy LY

TO-DO **COMPLETED**

MR. LEE WEI DE Posted on: 24 May 2022
Mid Year Parent Teacher Conference
Dear parents/guardians, please see available slots for booking.
 LE

MR. LEE WEI DE Posted on: 24 May 2022
Mid Year Parent Teacher Conference: Form Class 3G
Dear parents/guardians, please see available slots for booking.
BOOKING ENDED: DID NOT RESPOND

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

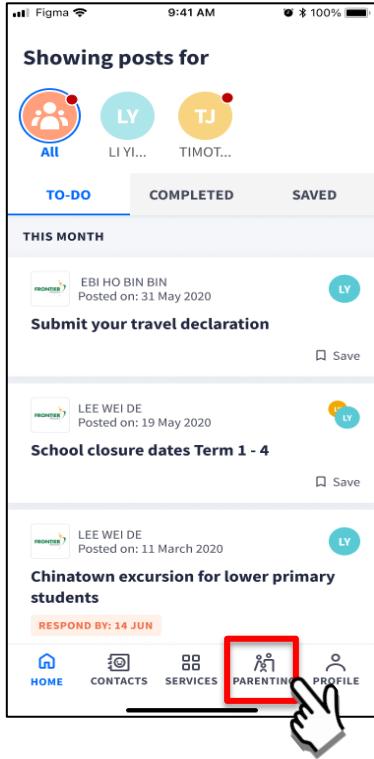
Select more than 1 post for deletion
Click on **DELETE** tab

Click on **DELETE** button

Selected postings have been **DELETED**

8. Parenting Resources

Parenting Resources



Click on Parenting

The screenshot shows the "Parenting Resources" landing page. At the top, it says "Parenting Resources" and "Good afternoon". It asks, "What would you like to read today?". Below this are six categories with icons:

- EDUCATION STAGES (graduation cap icon)
- LEARNING (book icon)
- TECHNOLOGY (laptop icon)
- PARENT-CHILD RELATIONSHIP (two people icon)
- WELL-BEING (apple icon)
- PERSONAL GROWTH (leaf icon)

Below these categories is a section titled "Highlights" featuring an image of two children and the text "Primary School Open House 2021".

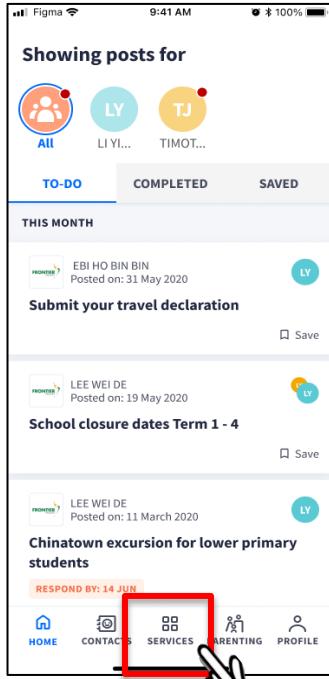
Access **Parenting Resources** to find a repository of useful information, tips and advice to support parents in their parenting journey

9. School Calendar

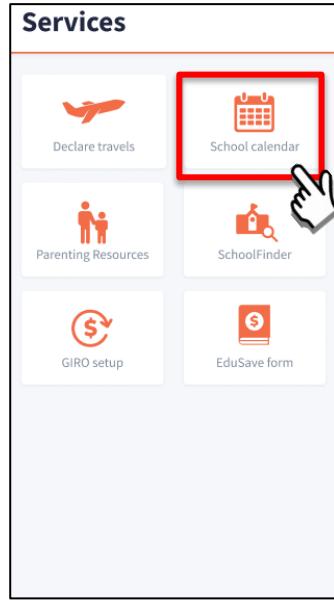
9a. School Calendar

(app version 10.0 and above)

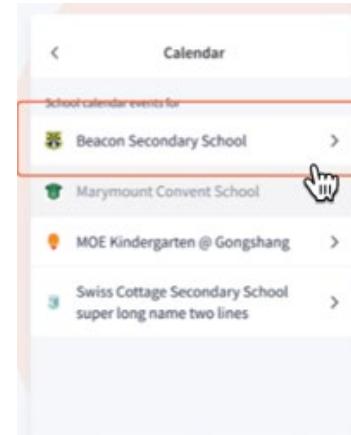
School Calendar (app version 10.0 and above)



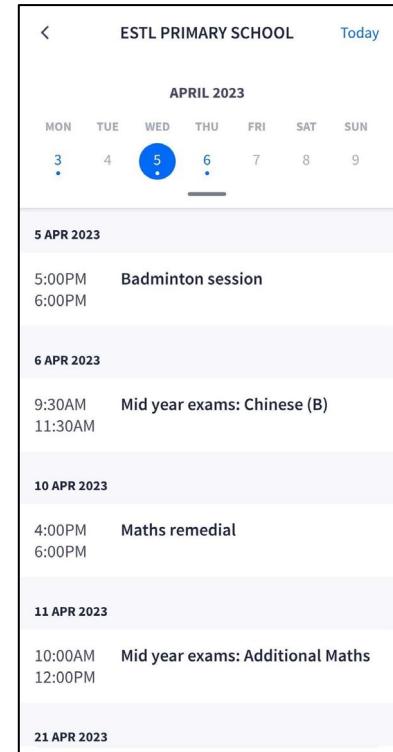
Click on SERVICES



Click on SCHOOL CALENDAR



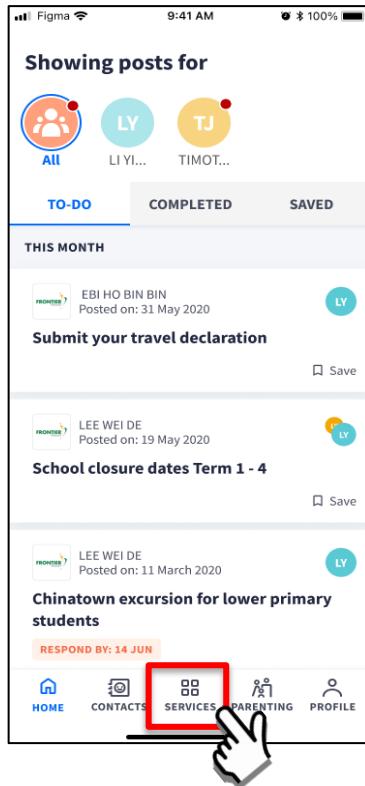
Click on the SCHOOL to view the calendar events



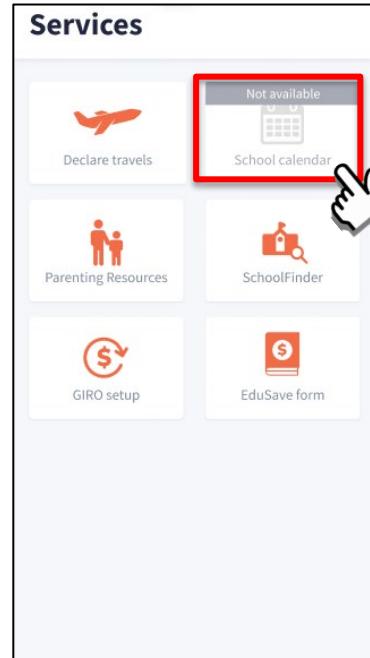
If the school has updated their school calendar and sync up with Google Calendar, parents will be able to view the calendar on their PG app.

9b. School Calendar (old app version)

School Calendar (old app version)



Click on SERVICES



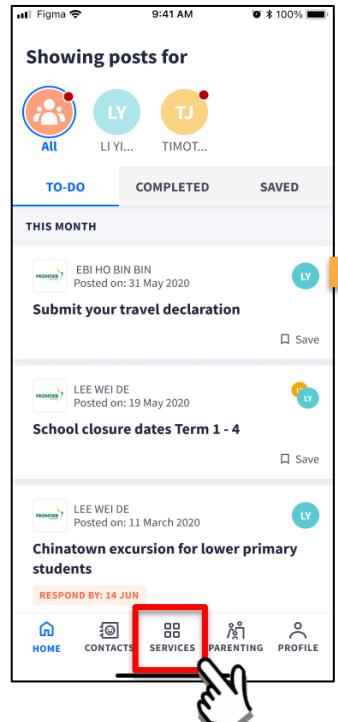
Click on SCHOOL CALENDAR

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.

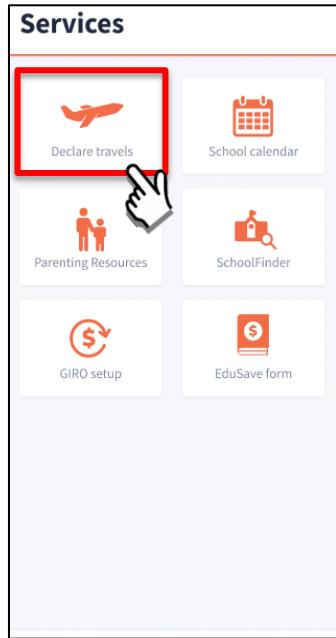
10. Declare Travels/Non-Travels

10a. Declare Travel Plans

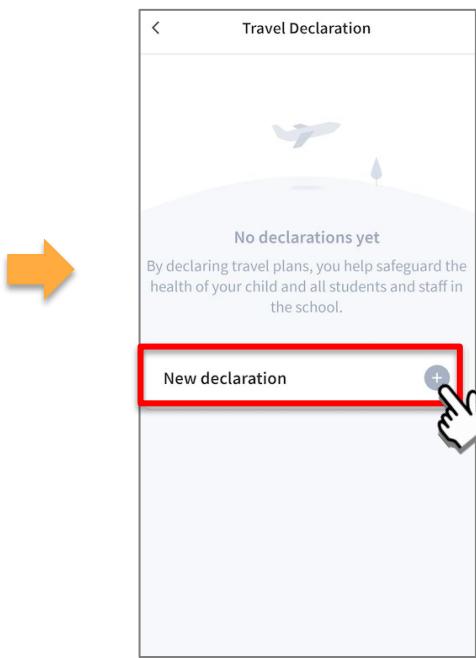
Declare Travel Plans



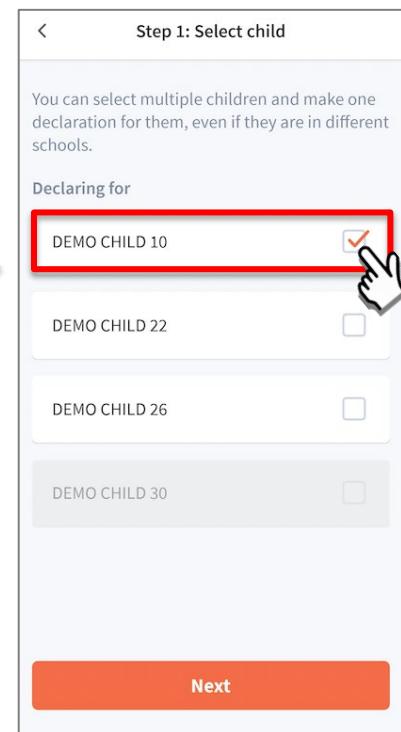
Click on SERVICES



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



< Step 2: Select duration

Travelling?

Yes

No

From To

Start date End date

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

Next



X Select travel dates

From To

Start date End date

| 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 |

June 2022

July 2022

Select dates



X Select travel dates

From To

13 Jun 2022 19 Jun 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 |

June 2022

July 2022

Select dates



Click on Yes

Click on Start date or End date to input travel period

Select your travel period (start date and end date)

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

< Step 3: Select destination

Travelling to

+ Add a country/city



Next

< Step 3: Select destination

Travelling to

+ Add a country/city

China - Beijing 

Japan - Hokkaido 

Next

< Confirm details

Declaring for
DEMO CHILD 10

From To
13 Jun 2022 19 Jun 2022

Travelling to

China - Beijing

Japan - Hokkaido

Submit

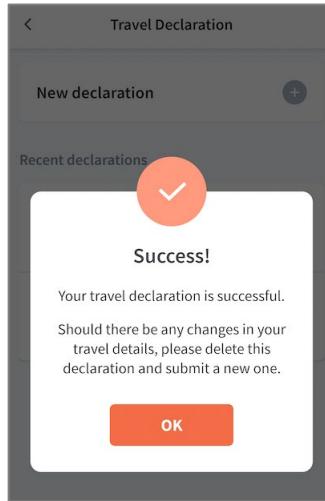
Click on **Next**

Click on
Add a country/city

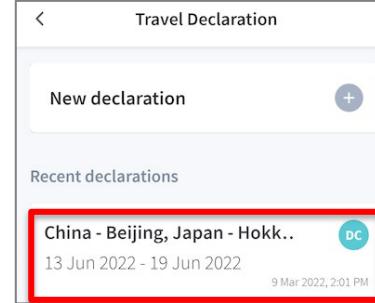
Key in your
destination(s)

Click on **Submit**
if details are accurate

Declare Travel Plans



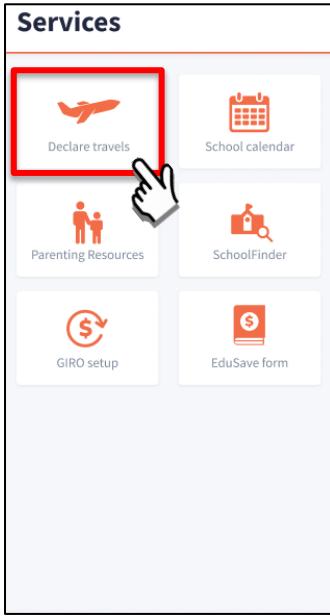
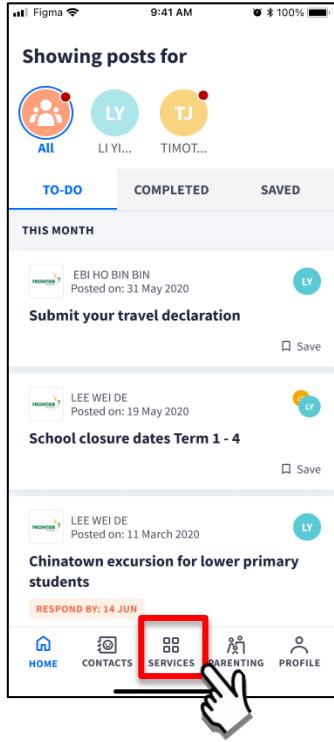
Successful Declaration



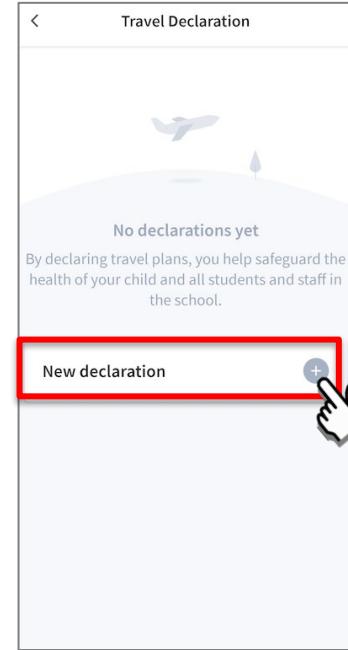
Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

10b. Declare Not Travelling

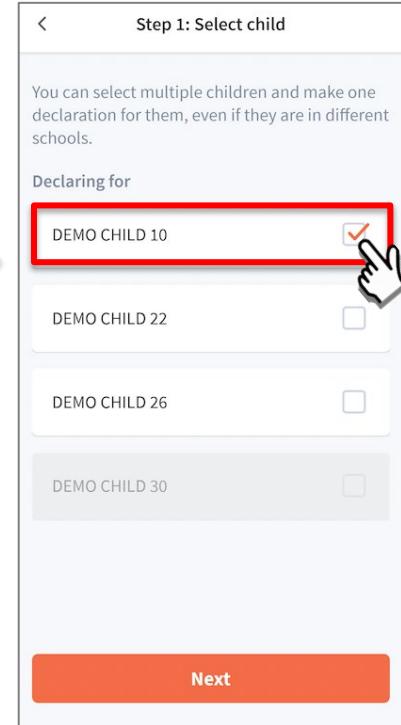
Declare Not Travelling



Click on **Declare travels**



Click on **New declaration**



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

Click on **SERVICES**

Declare Not Travelling

< Step 2: Select duration

Travelling?

Yes

No 

Next

< Step 2: Select duration

Travelling?

Yes

No 

Period not travelling

March 2022 Holidays 

Year-end 2021 Holidays

Next

< Confirm details

Declaring for

DEMO CHILD 10

Period not travelling

March 2022 Holidays

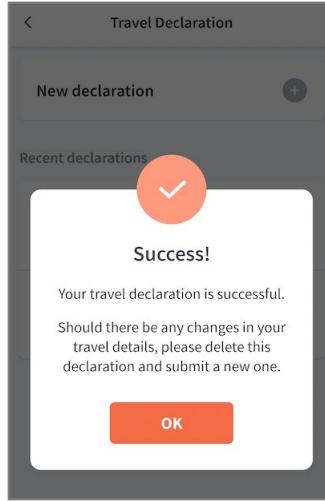
Submit

Click on No

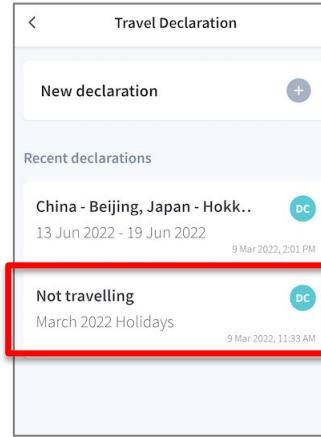
Select the holiday period
that child is not travelling
period

Click on Submit if
details are accurate

Declare Not Travelling



Successful Declaration

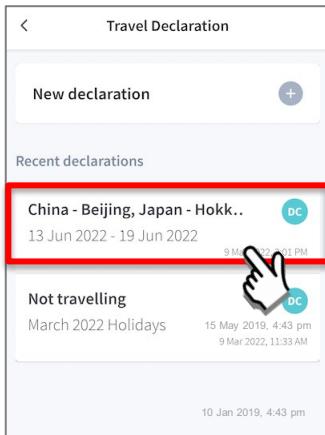


Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

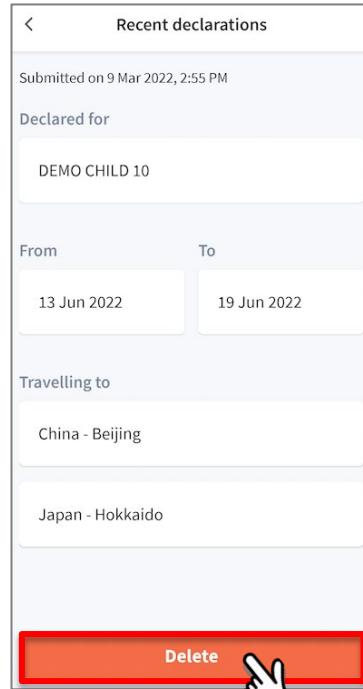
10c. Edit Travel Declaration

Edit Travel Declaration

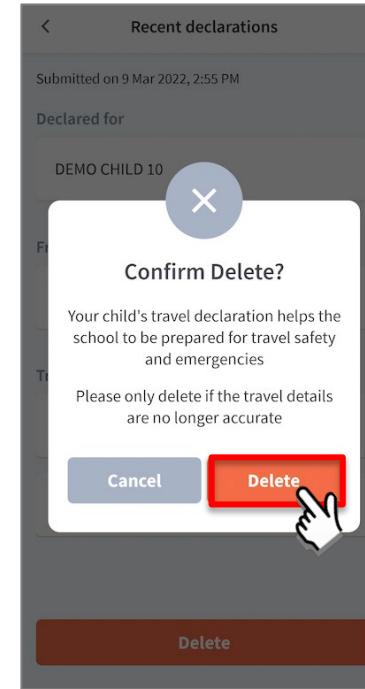
Delete the existing travel plan and replace with the new travel plan.



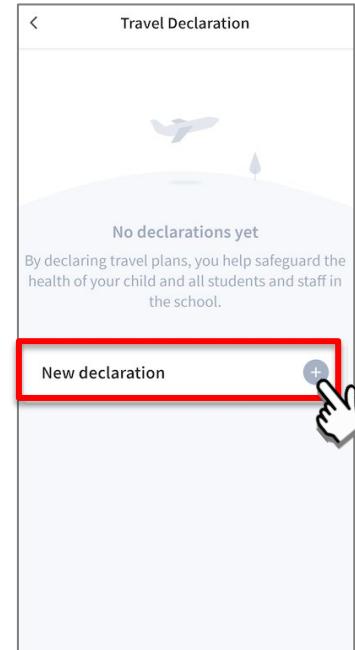
Select the travel plan to be changed



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



Tap on **Delete** to confirm

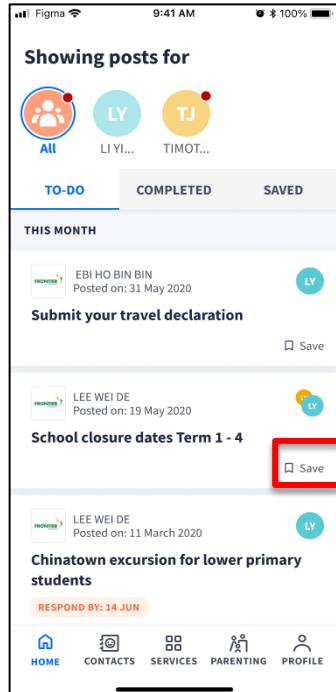


Create a new travel declaration

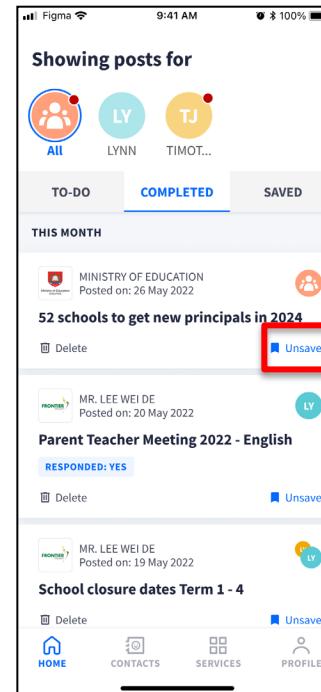
11. Save Post

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

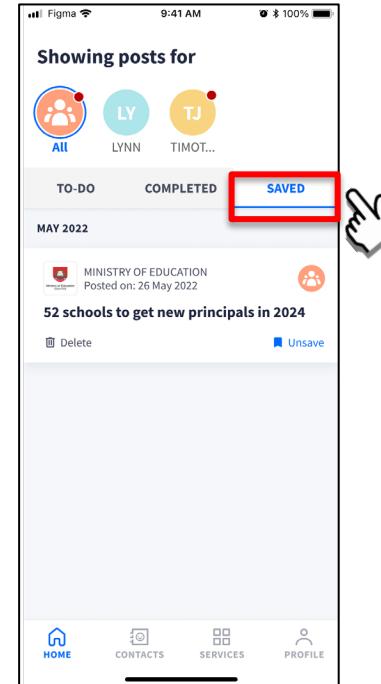
Save Posts (From Completed Tab/ To-Do Tab)



Click on 'Save'

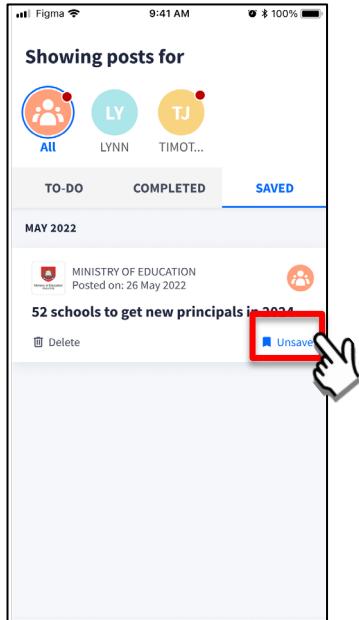


Ribbon will be highlighted when post is saved

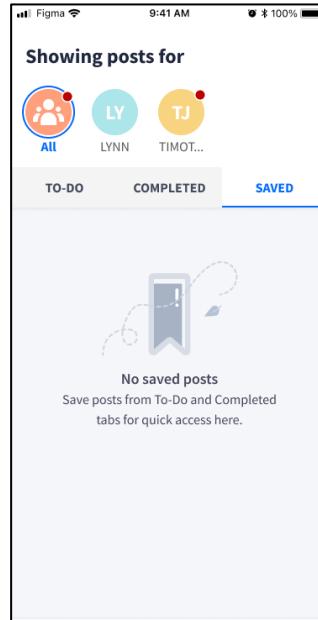


Posts saved can be found under the 'SAVED' tab

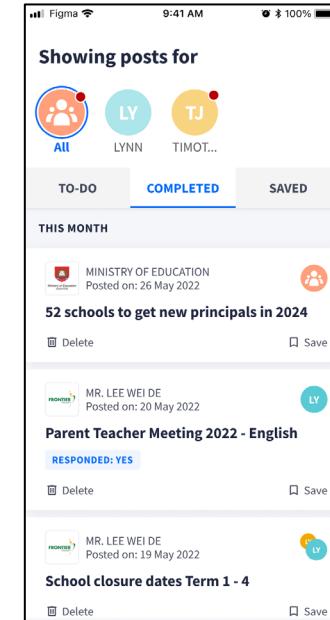
Remove Saved Posts (From Saved Tab)



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



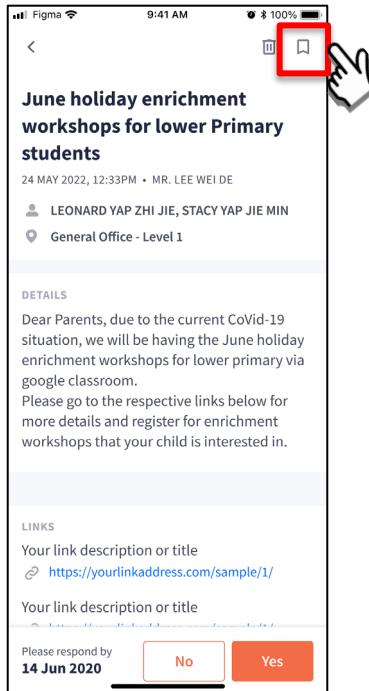
Post will be removed from 'SAVED' tab



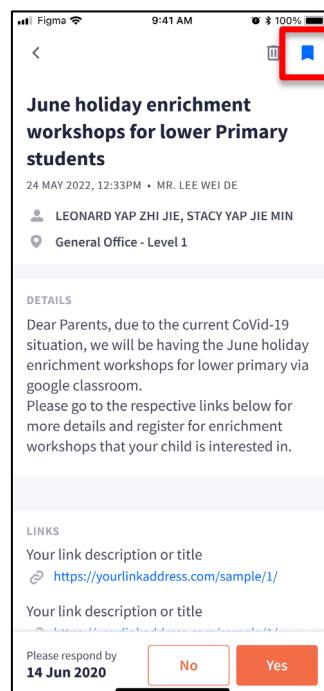
The 'Save' ribbon will appear in post

11b. Save Post (From Details Page)

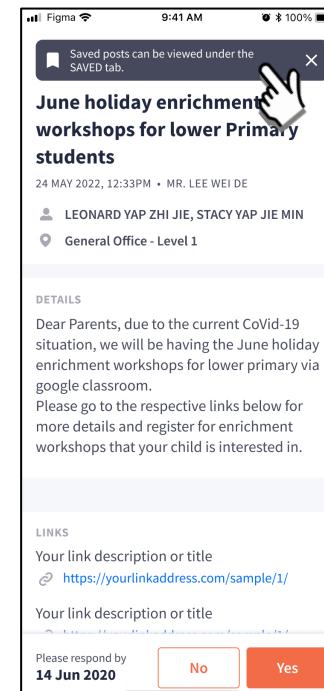
Save Posts (From Details Page)



Click on 'save' ribbon



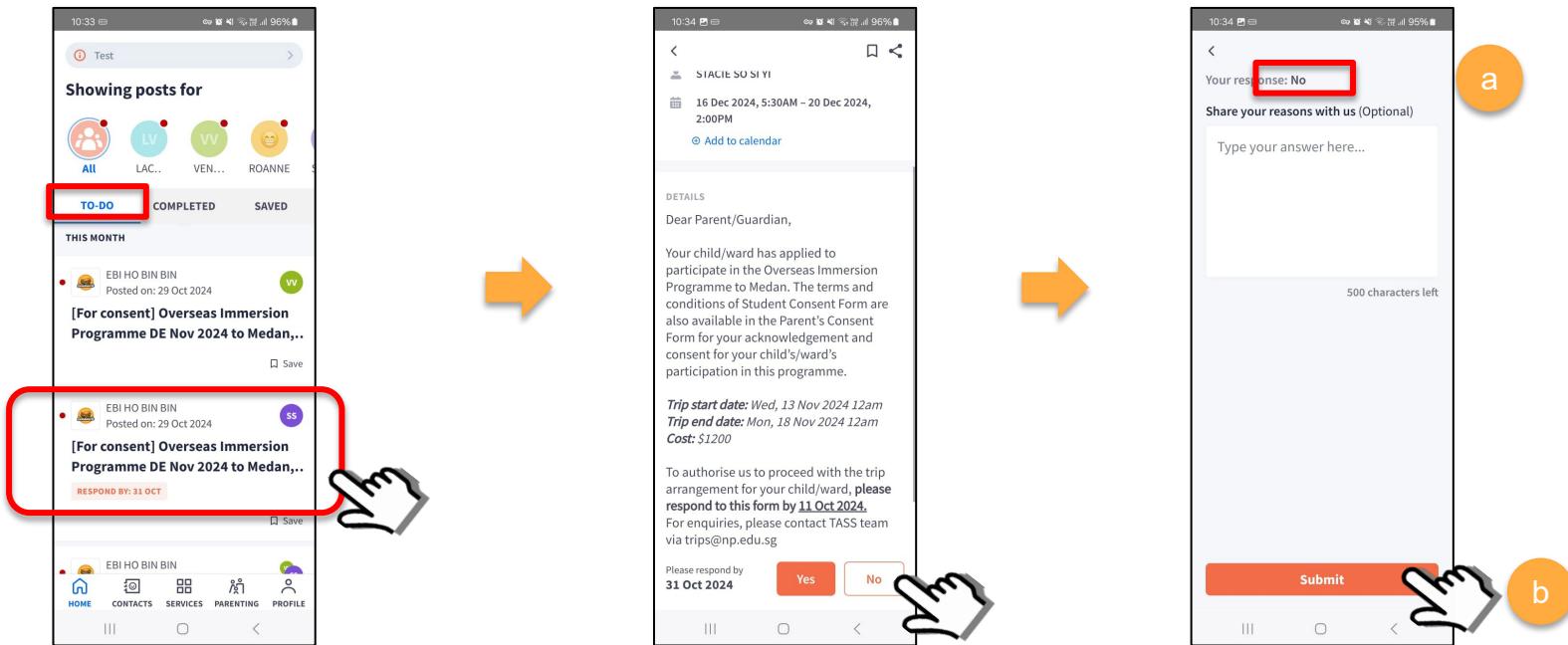
Ribbon will be highlighted when post is saved



Posts saved can be found under the 'SAVED' tab

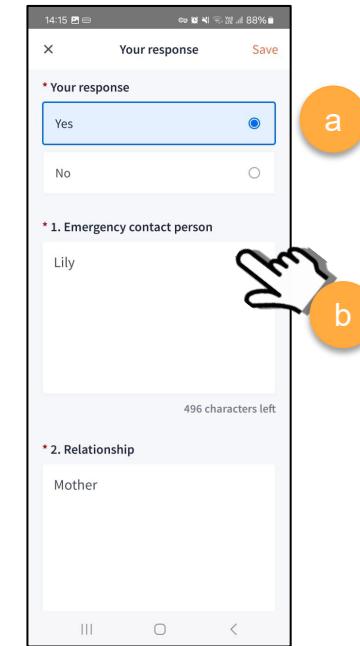
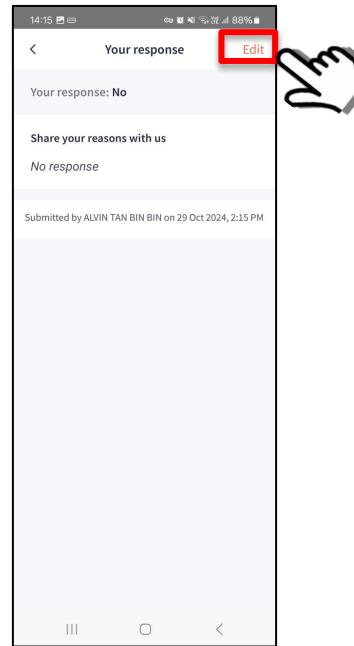
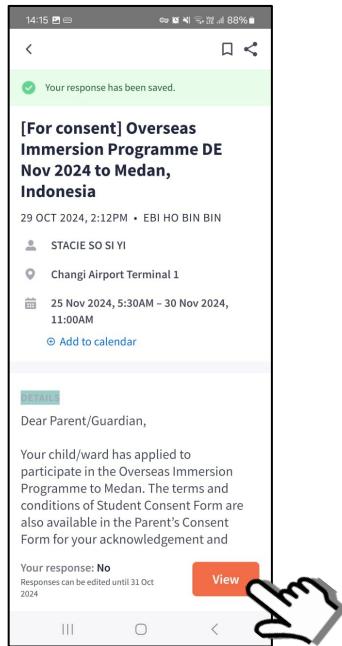
Edit response to Form (before due date)

Edit Response after submission (1/3)



1. Click on the form under "To-Do" tab
2. Click on your option in the details page.
3. a) Check if your response has been correctly selected.
b) Click on Submit to confirm your option.

Edit Response after submission (2/3)

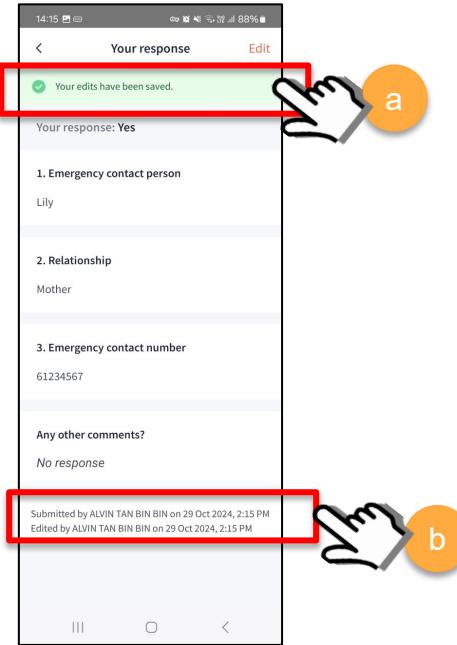
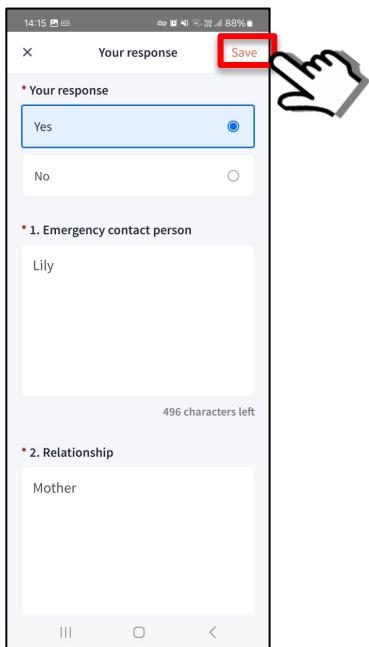


- Click on “View” to check on response submitted.

- Click on edit to change response.

- a) Update your response accordingly.
b) Complete the compulsory field

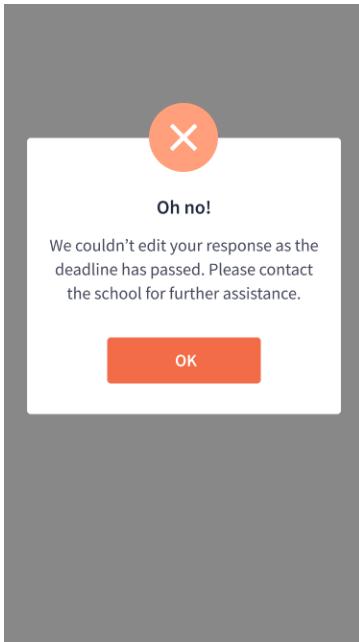
Edit Response after submission (3/3)



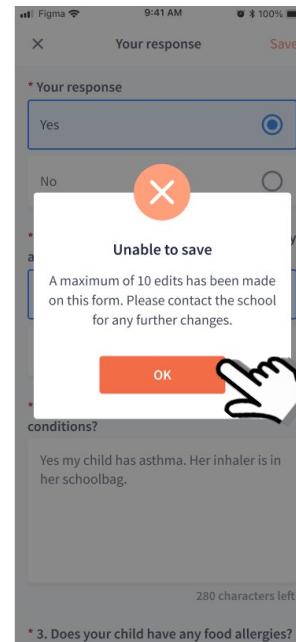
7. Click on “Save” to update change in response.
8. a) A confirmation on saved edits will be shown.
b) The history of edits will also be updated on the page.
c) An email will be triggered to inform the teacher of the change made.

Error Messages (Editing of Response)

Error Messages



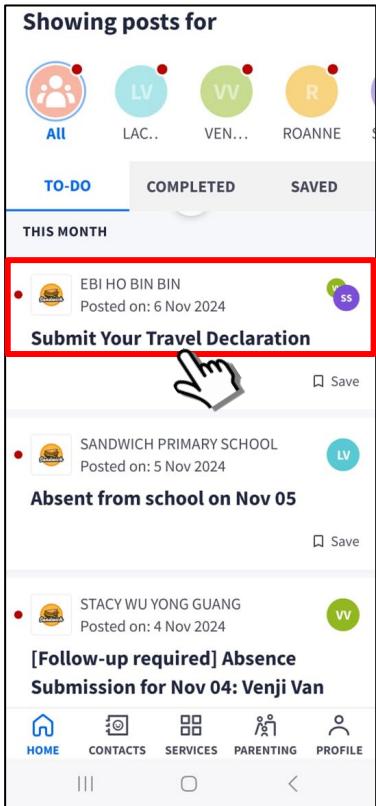
You will not be able to edit the form after the form has closed. Please contact the school for any amendment to form.



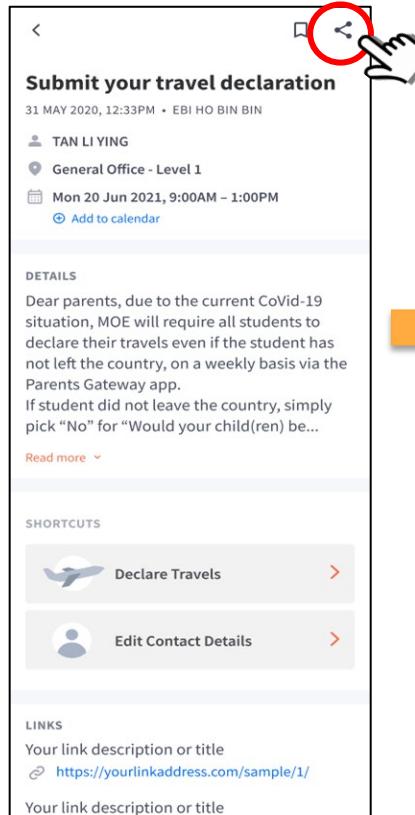
Parents will only be able to make a maximum of 10 edits to a form. For further edits, parent will need to contact the school. Click on "OK" to dismiss error message.

Share Posts For iOS Users

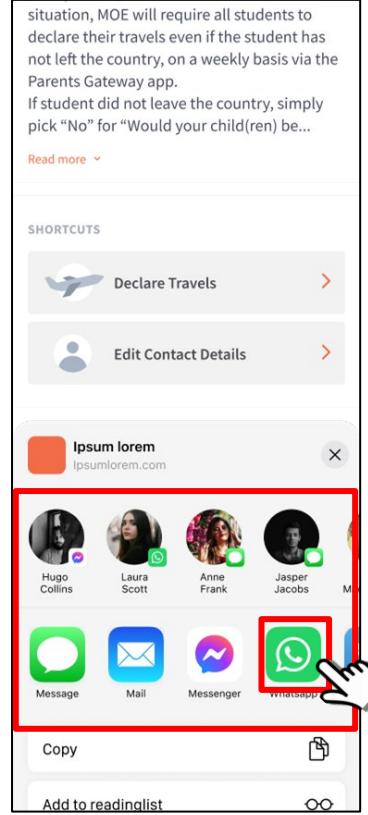
Sharing of Post for iOS Users via Preferred Platform



1. Click on post



2. Click on "share" icon



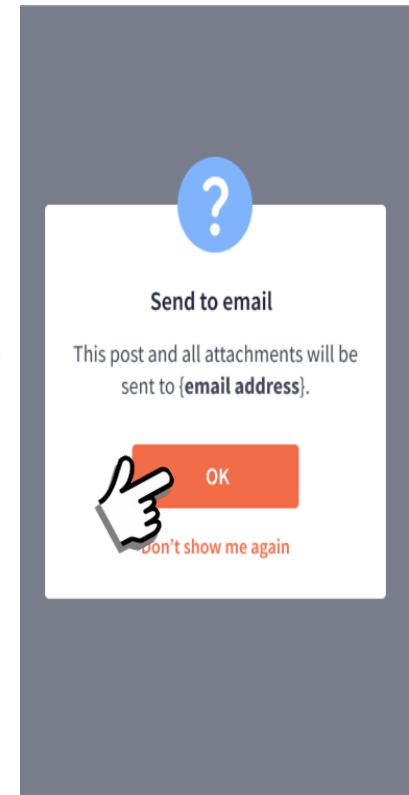
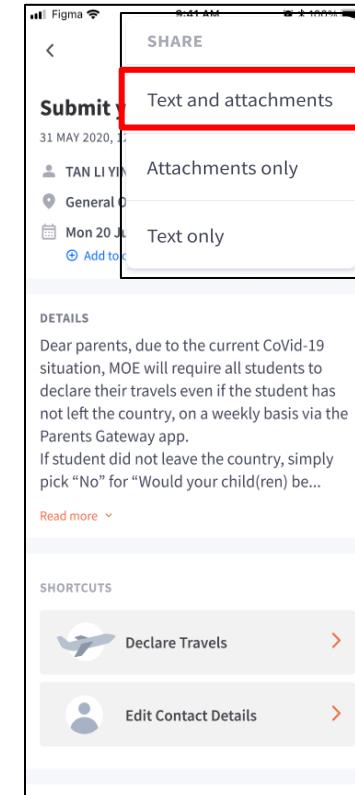
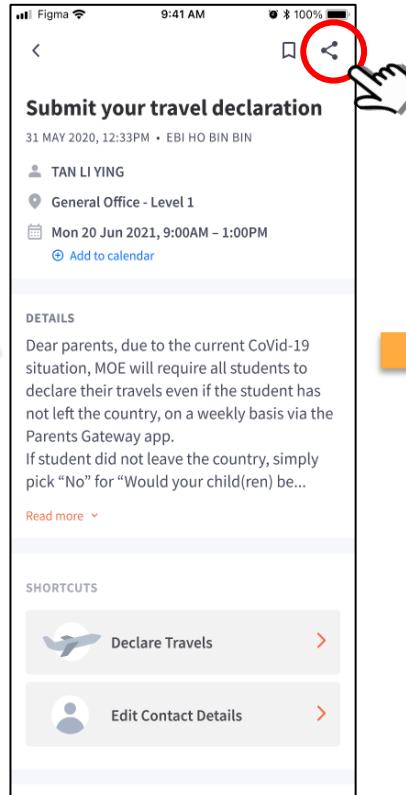
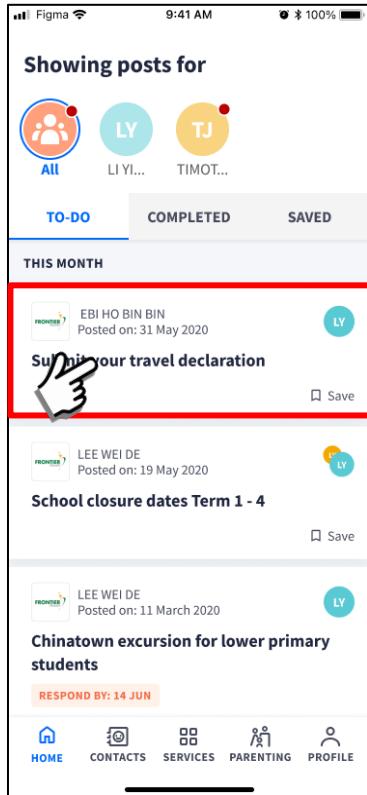
3. Share post via preferred platform (e.g. WhatsApp)



4. Post shared via WhatsApp

Share Posts For Android Users

Sharing of Text and Attachments for Android Users via Email



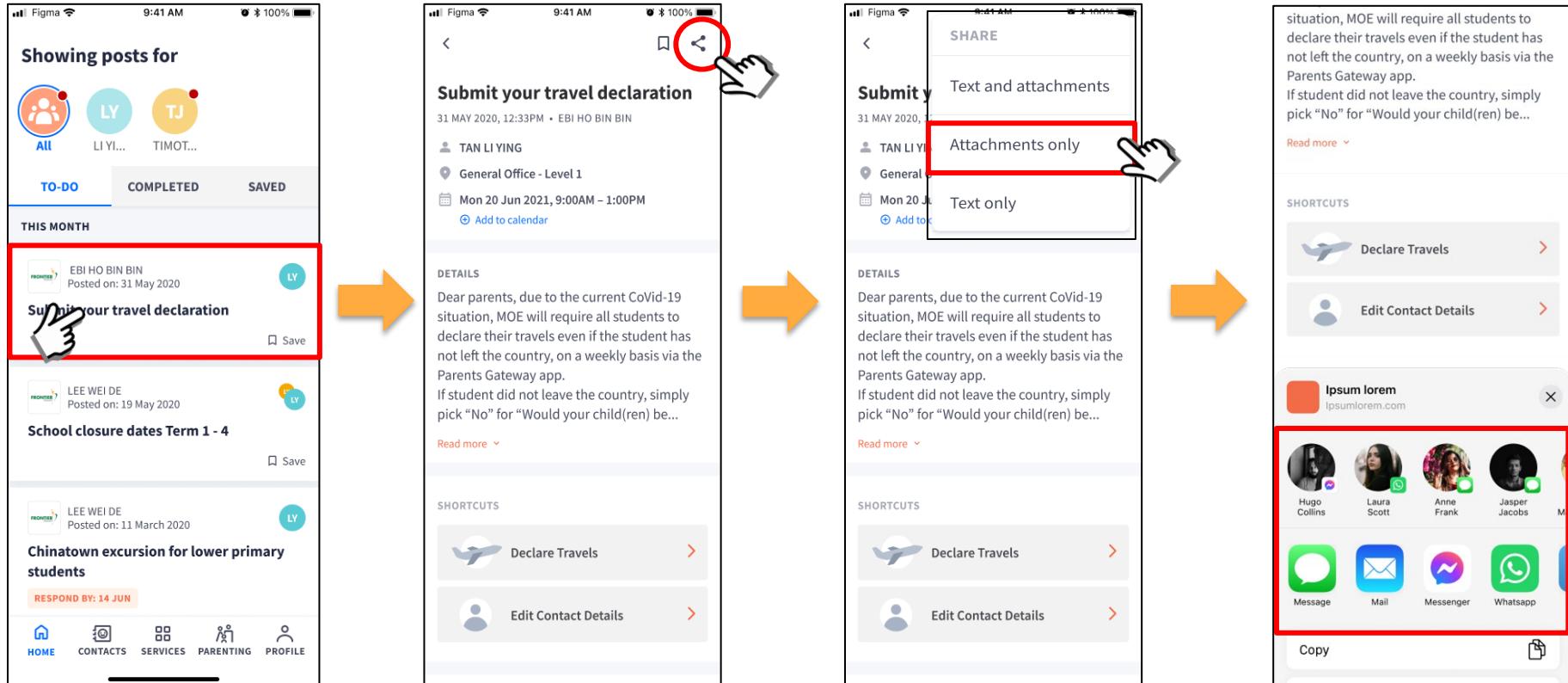
1. Click on Post

2. Click on "Share" icon

3. "Text and attachments" can only be shared via email

4. Click "OK" to confirm sharing via email

Sharing of Attachment (only) for Android Users via Preferred Platform



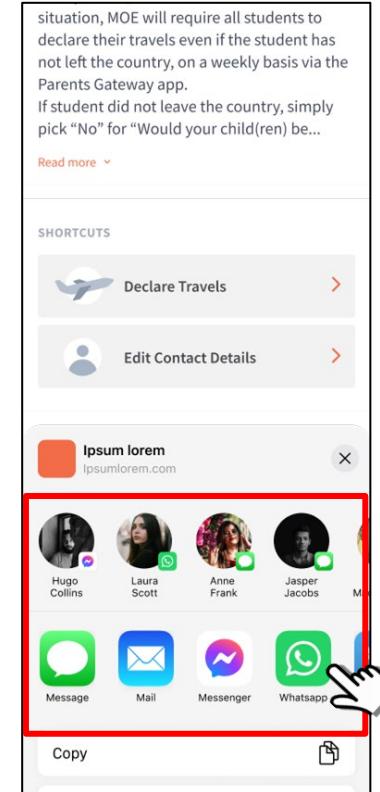
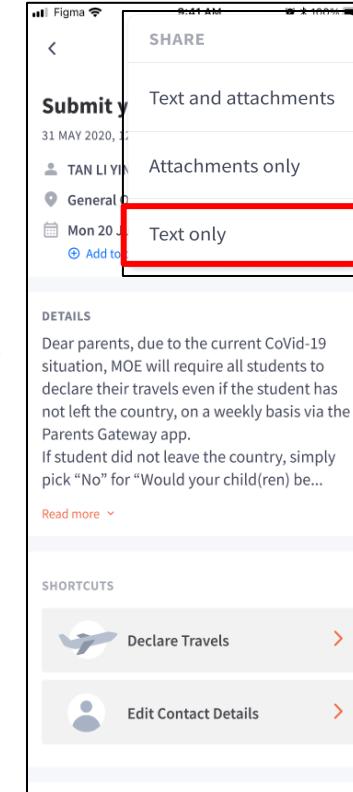
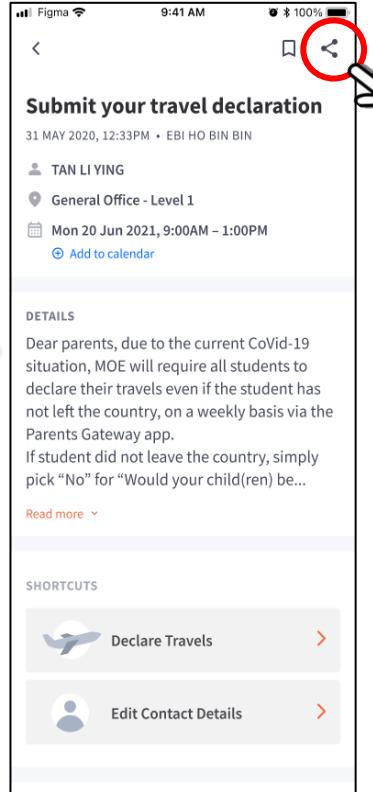
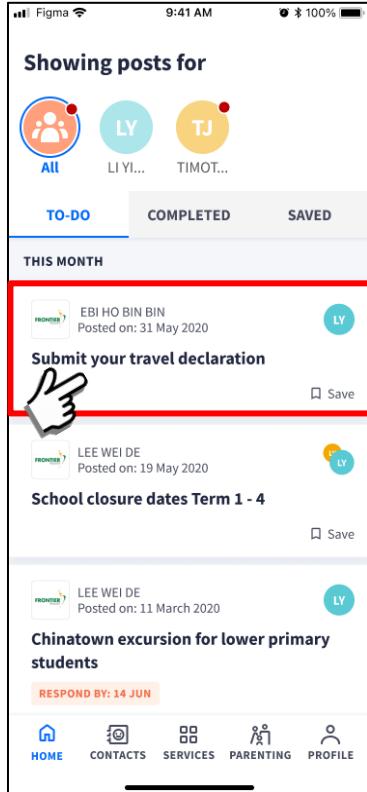
1. Click on Post

2. Click on "Share" icon

3. Click on "Attachments only"

4. Share post via preferred platform

Sharing of Text (only) for Android Users via Preferred Platform



1. Click on Post

2. Click on "Share" icon

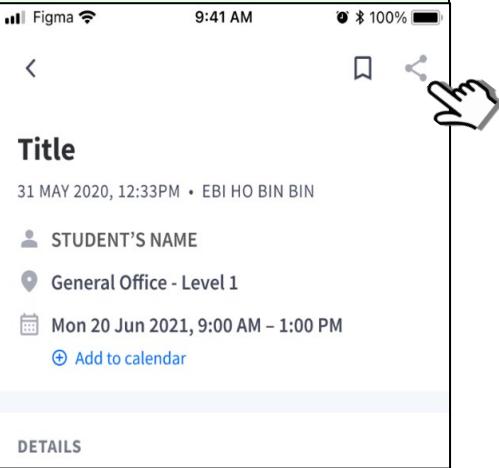
3. Click on "Text only"

4. Share post via preferred platform

Error Messages (For Share Post)

Types of error messages you may face while trying to share the post

"Share" button disabled



Reason: No internet connection

Result: The 'Share' icon will be disabled (greyed out) and post cannot be shared.

Resolution: Please ensure you are connected to internet to proceed

Error Pop-up box



Unexpected error

We encountered an unexpected error. Please contact Parents Gateway if this error persists.

OK



Oh no!

We couldn't find any email apps on your device to share this post. Please install one and try again.

OK



Oh no!

We couldn't store the attachment on your device. Please grant Parents Gateway access to your mobile storage through your phone settings.

OK

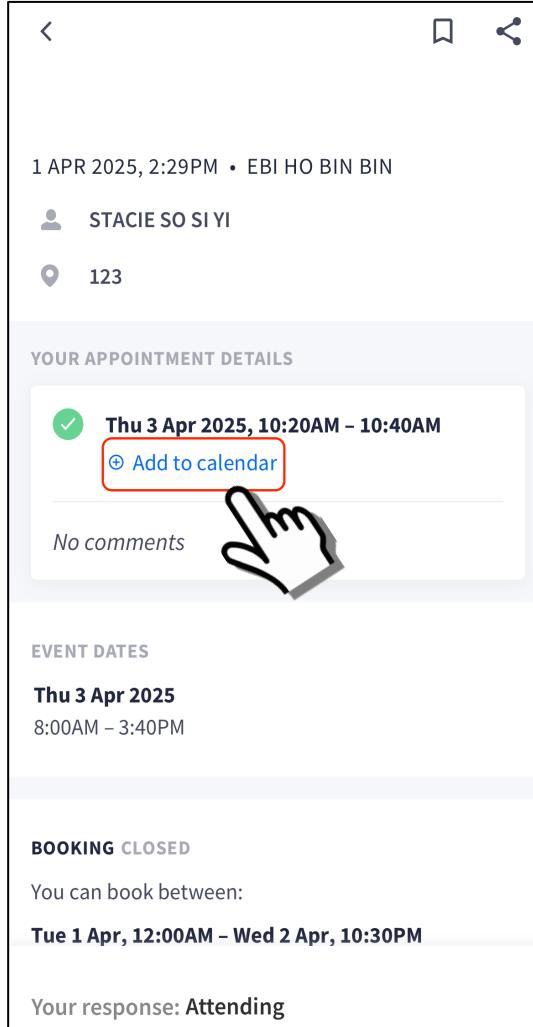
Only valid for Android phones:

Action: User to check phone settings and grant PG access to Mobile storage; ensure that user has sufficient mobile storage space.

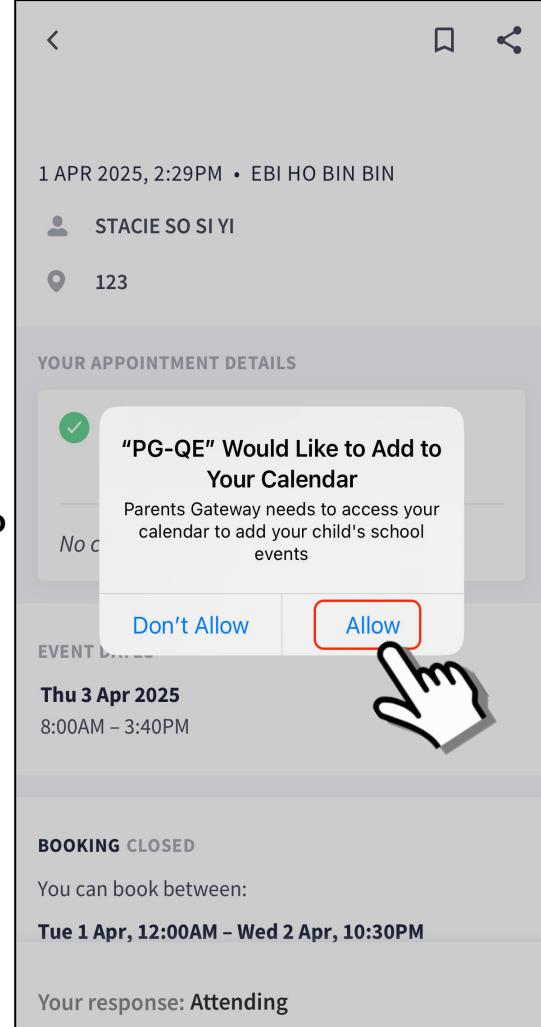
Error Messages (For Share Post)

Add Events To Calendar On iOS

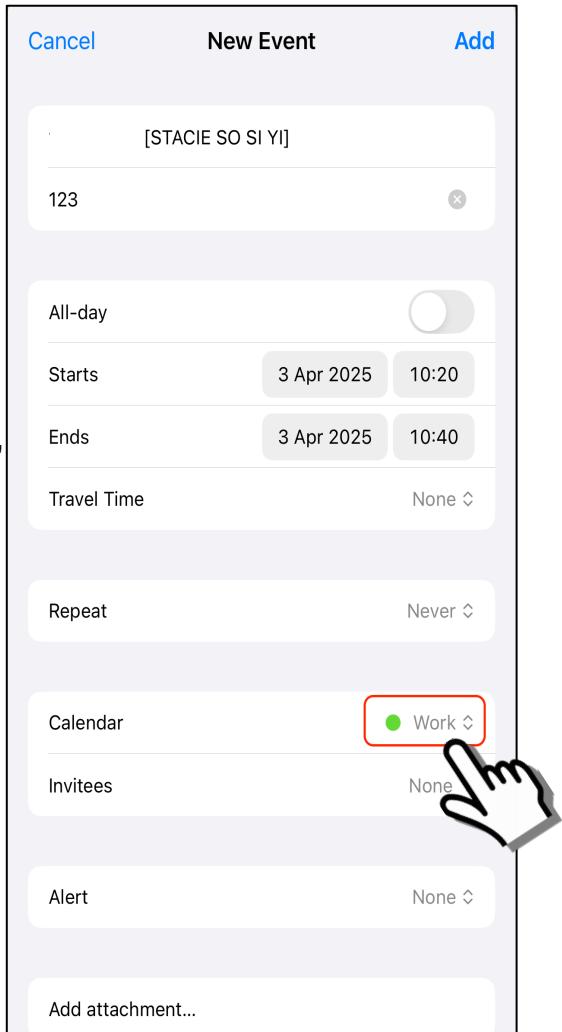
1. In the post details screen, click “Add to Calendar” to add the event to your personal calendar.



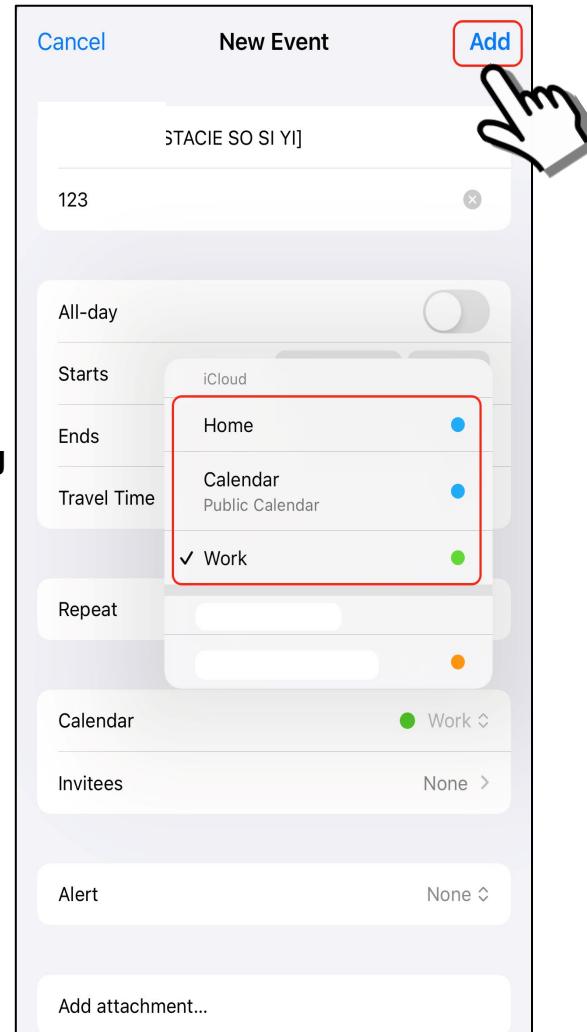
2. On first use, this pop-up will appear seeking your permission to access your phone calendar. Click ‘Allow’.



3. Scroll down to 'Calendar' and select preferred calendar

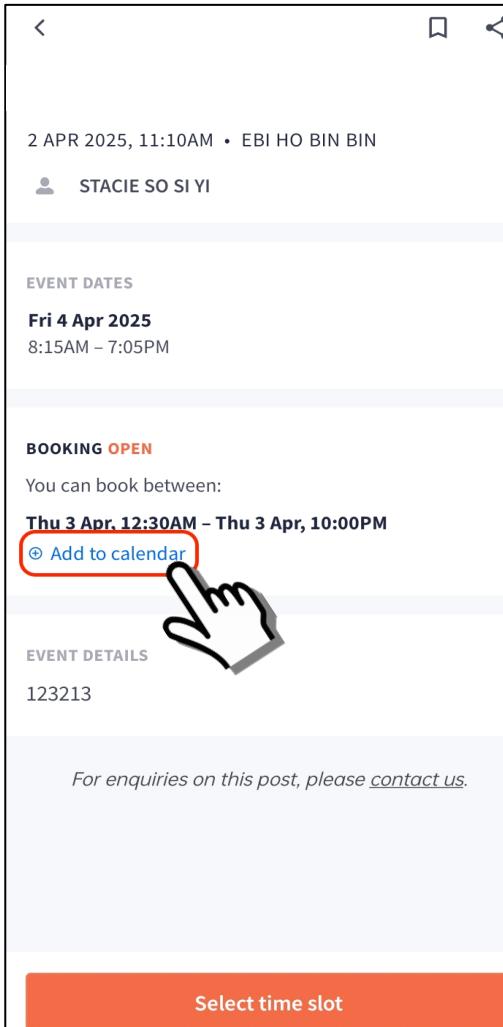


4. After selecting your preferred calendar, click "Add" at the top right corner

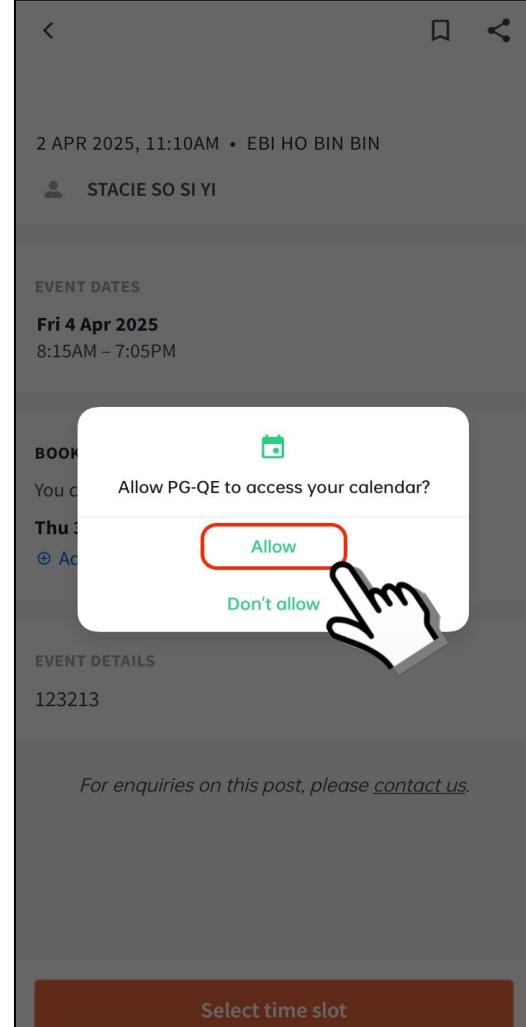


Add Events To Calendar On Android

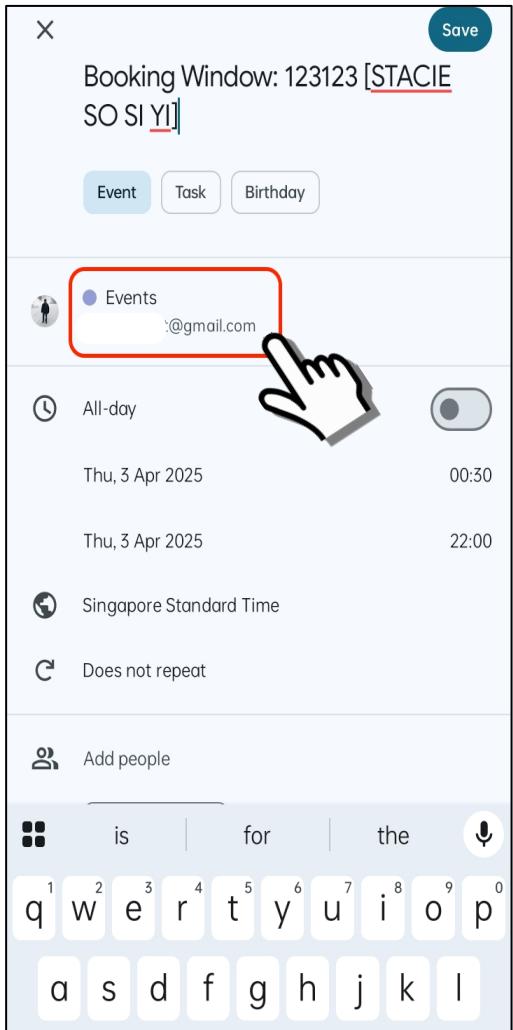
1. In the post details screen, click “Add to Calendar” in order to add the event to your personal calendar.



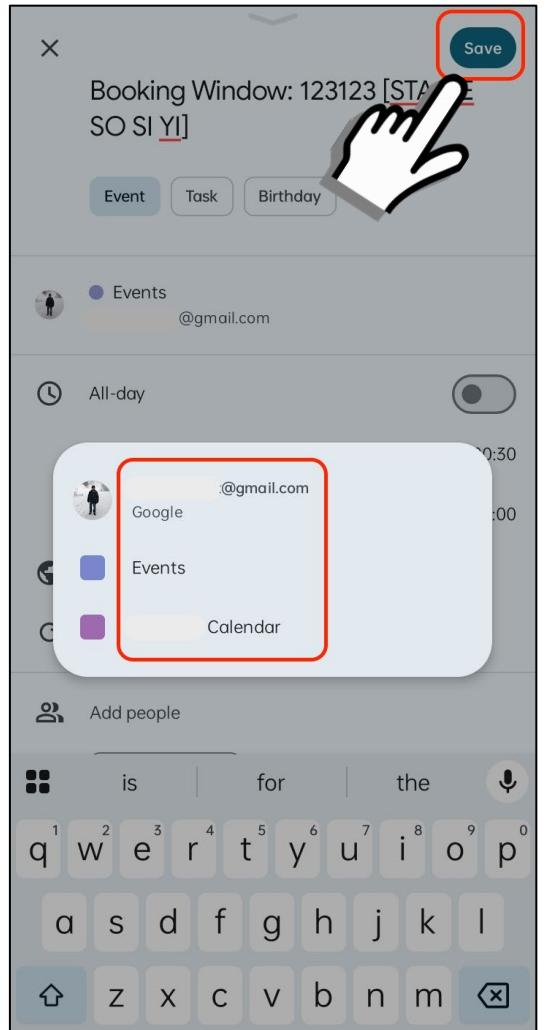
2. On first use, this pop-up will appear seeking your permission to access your phone calendar. Click ‘Allow’.



**3. Scroll down to
‘Events’ and select
preferred calendar**



**4. After selecting
your preferred
calendar, click
“Save” at the top
right corner**



Thank You