

Parents Gateway

Quick-start Guide for Absence
Notification in PG app



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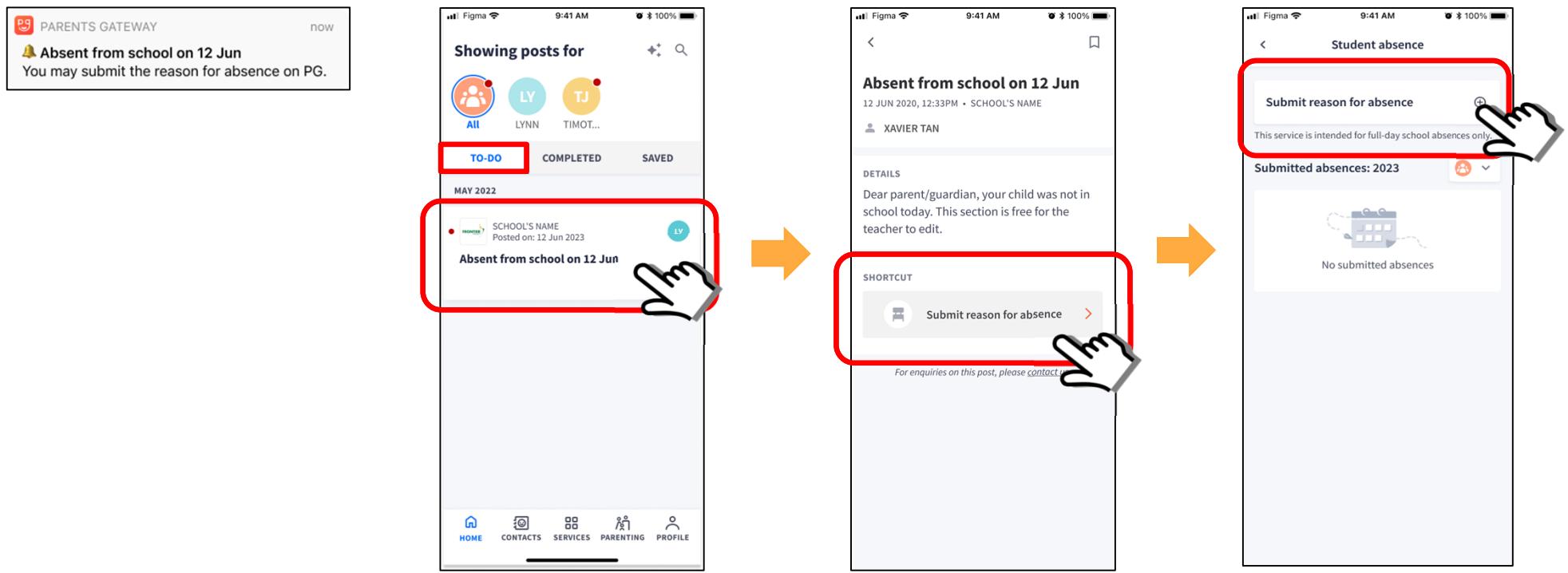
Using PG Absence Notification

Parent is onboard PG	Schools turned on Absence Notification	Remarks
Yes	Yes	<ul style="list-style-type: none">• Parent <u>will be notified</u> of student's absence via PG. (slide 4)• Parent <u>can submit reasons</u> and documents via PG. (slide 8)
Yes	No	<ul style="list-style-type: none">• Parent <u>can submit reasons</u> and documents via PG. (slide 8)
No	Yes	<ul style="list-style-type: none">• Parent (Primary Contact) will be notified of student's absence via SMS (status quo).• Parent <u>will not</u> be able to submit reasons via PG.
No	No	<ul style="list-style-type: none">• Parent <u>will not</u> be able to submit reasons via PG.

Submit reason for absence after receiving absence notification from school

Parents will only receive the notification if the school has turned on the notification service.

Submit child's reason for absence after receiving notification (1/3)



- Parents will receive notification from school. Click on notification to go to PG app
- Click on the absence notification under "TO-DO" tab

- Click on "Submit reason for absence" in the details page.

- Click on the "+" to add submission

Submit child's reason for absence after receiving notification (2/3)

The figure consists of three mobile application screenshots arranged horizontally, connected by orange arrows indicating a process flow. Each screenshot shows a top status bar with signal strength, battery level at 100%, and the time 9:41 AM.

- Screenshot 1: Step 1: Select child**
The screen shows a list titled "Submitting for" with two options: "XAVIER TAN" and "LISA TAN". The "XAVIER TAN" option is highlighted with a red rectangular border and has a radio button next to it. A hand cursor is shown clicking on the "XAVIER TAN" option. Below the list is a grey "Next" button.
- Screenshot 2: Step 1: Select child**
The screen shows the same list, but now "XAVIER TAN" has a blue rectangular border around it and a blue radio button is selected. The "LISA TAN" option has a grey border and a grey radio button. Below the list is a grey "Next" button.
- Screenshot 3: Step 2: Submit absence**
The screen shows a header "Step 2: Submit absence". It displays a list of children: "XAVIER TAN". Below it is a section for "Date of absence" with fields for "From" and "To", both currently empty. A red rectangular border highlights the "Start date" input field, and a hand cursor is shown clicking on it. The section also includes a "Reason for absence" text area containing placeholder text and a character count of "500 characters". At the bottom is a grey "Submit" button.

5. Select the child you are submitting the reason for.
6. Click on “Next” to input absence details.
7. Click on box to activate calendar for selection of date.

Submit child's reason for absence after receiving notification (3/3)

Step 2: Submit absence

XAVIER TAN

* Date of absence
From _____ To _____
Start date End date

JUNE 2023

MON	TUE	WED	THU	FRI	SAT	SUN
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					

JULY 2023

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7

Select dates

8. Select the date(s) of absence.

Draft design to be updated by 30 May 2025

XAVIER TAN

* Date of absence
From 10 Jun 2023 To 12 Jun 2023

* Reason for absence
Sick (with medical certificate)
Other reasons

* Please specify
E.g. My child has a piano exam.
500 characters left

Supporting document
Please do not upload any sensitive documents. [i](#)

Submit

9. Select reason for absence.

Step 2: Submit absence

XAVIER TAN

* Date of absence
From 12 Jun 2023 To 14 Jun 2023

* Reason for absence
Xavier has a piano competition that has been approved by the school.
121 characters left

Supporting document
Please do not upload any sensitive documents. [i](#)

Fileattachmentname.jpeg

Submit

10. a) Type in reason for absence.
b) Upload medical certificate/relevant documents¹.
c) Click on "Submit".

Absence submission

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
12 Jun 2023 - 14 Jun 2023

REASON FOR ABSENCE
Xavier has a piano competition that has been approved by the school.

SUPPORTING DOCUMENT
Fileattachmenttitle.png

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM
Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

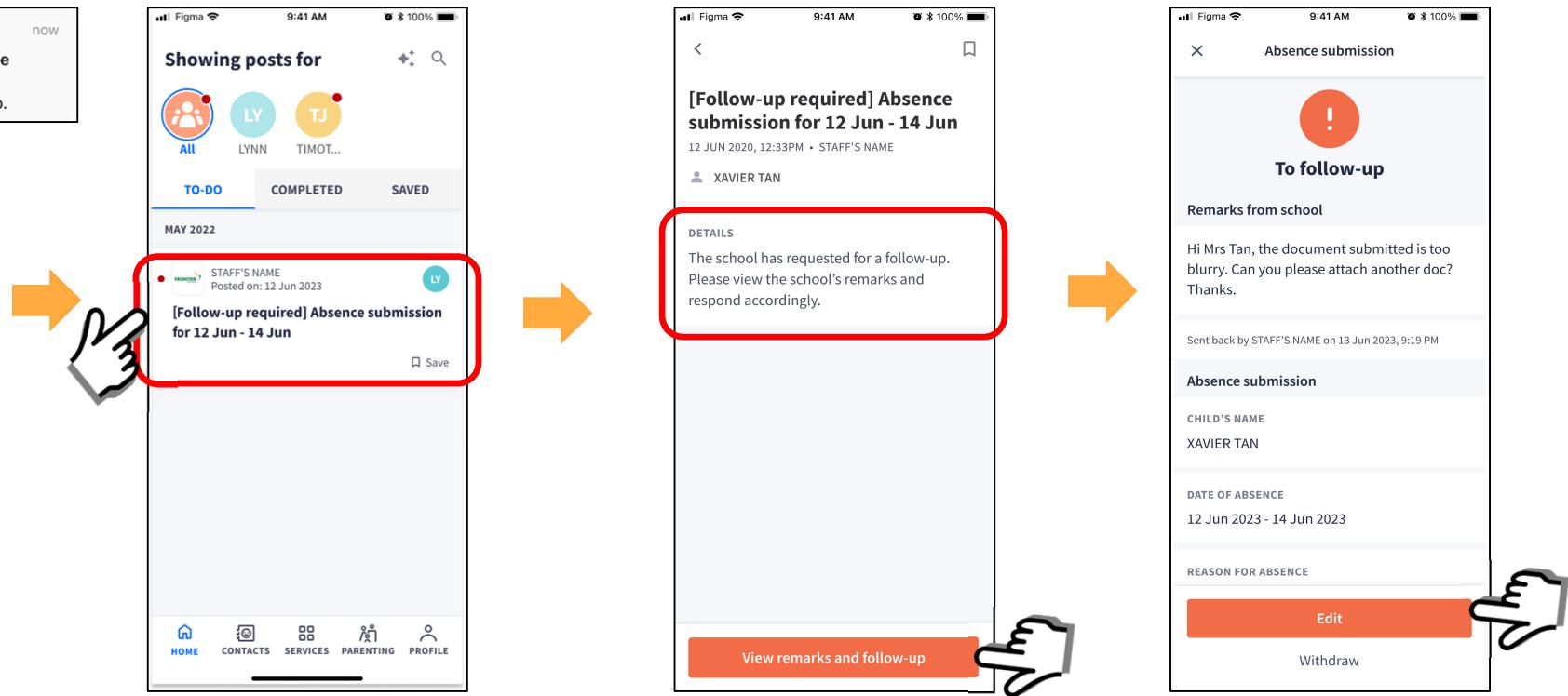
Edit Withdraw

11. You will see a once your submission is successful.

¹ Do not upload documents that are sensitive in nature (detailed medical records, court documents, etc.)

Received school's request to follow-up on submission

Teacher's request to follow-up on child's absence (1/2)



1. Parents will receive a notification for follow-up. Click on notification to access PG.

2. Click on the "Follow-up" notification under "TO-DO" tab

3. Click on the "View remarks and follow-up" tab

4. Click on 'Edit' to update required changes

Teacher's request to follow-up on child's absence (2/2)

Draft design
to be updated
by 30 May
2025

Date of absence
From 10 Jun 2023 To 12 Jun 2023

* Reason for absence

Sick (with medical certificate)

Other reasons

Please specify
E.g. My child has a piano exam.

Supporting document
Please do not upload any sensitive documents. (i)

Submit

5. Update the necessary fields¹ and click on "Submit edits"

Absence submission

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
12 Jun 2023 - 14 Jun 2023

REASON FOR ABSENCE
Xavier has a piano competition that has been approved by the school.

SUPPORTING DOCUMENT
Fileattachmenttitle.png

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM
Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

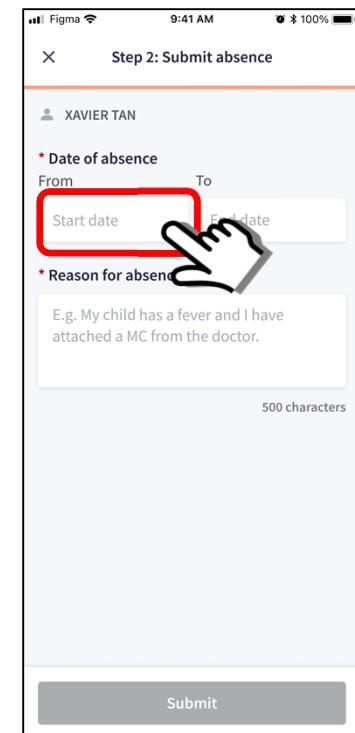
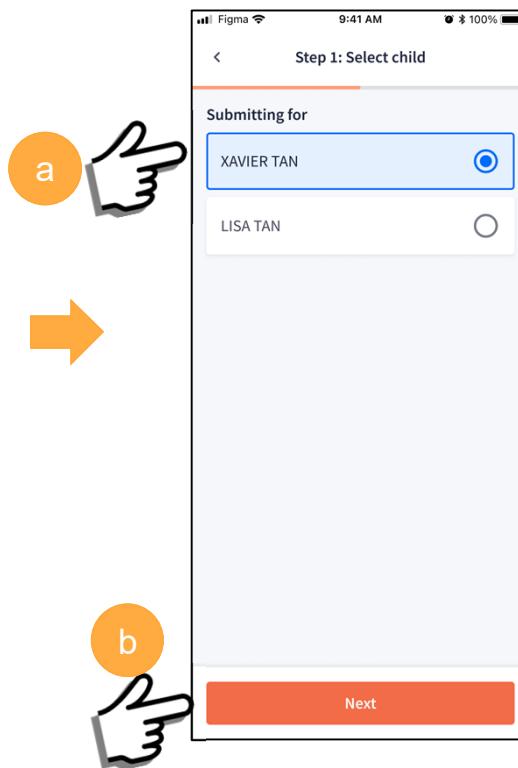
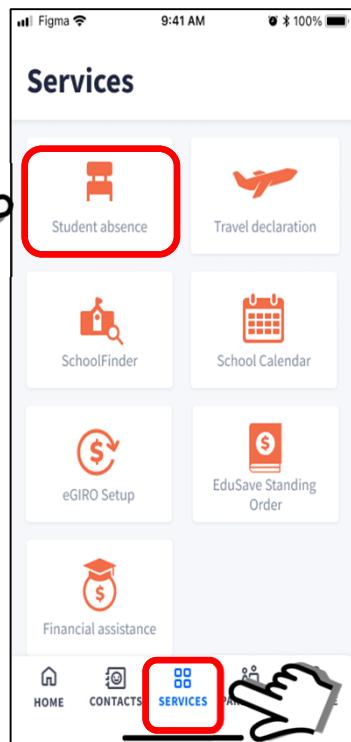
Edit Withdraw

6. You will see a once your edits are successful.

¹ Do not upload documents that are sensitive in nature (detailed medical records, court documents, etc.)

Self-service link to submit child's absence

Parent to submit absence without prompt from school (1/2)



1. a) Go to “SERVICES” tab.
b) Click on “Student absence”
2. a) Select your child’s name
b) Click on “Next”
3. Click on box to activate calendar for selection of date.

Submit child's reason for absence after receiving notification (3/3)

Step 2: Submit absence

XAVIER TAN

* Date of absence
From _____ To _____
Start date End date

JUNE 2023

MON	TUE	WED	THU	FRI	SAT	SUN
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					

JULY 2023

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7

Select dates

4. Select the date(s) of absence.

Draft design to be updated by 30 May 2025

XAVIER TAN

* Date of absence
From 10 Jun 2023 To 12 Jun 2023

* Reason for absence
Sick (with medical certificate)
Other reasons

* Please specify
E.g. My child has a piano exam.
500 characters left

Supporting document
Please do not upload any sensitive documents. [i](#)

Submit

5. Select reason for absence.

Step 2: Submit absence

XAVIER TAN

* Date of absence
From 12 Jun 2023 To 14 Jun 2023

* Reason for absence
Xavier has a piano competition that has been approved by the school.
121 characters left

Supporting document
Please do not upload any sensitive documents. [i](#)

Fileattachmentname.jpeg

Submit

6. a) Type in reason for absence.
b) Upload medical certificate/relevant documents¹.
c) Click on "Submit".

Absence submission

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
12 Jun 2023 - 14 Jun 2023

REASON FOR ABSENCE
Xavier has a piano competition that has been approved by the school.

SUPPORTING DOCUMENT
Fileattachmenttitle.png [Download](#)

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM
Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

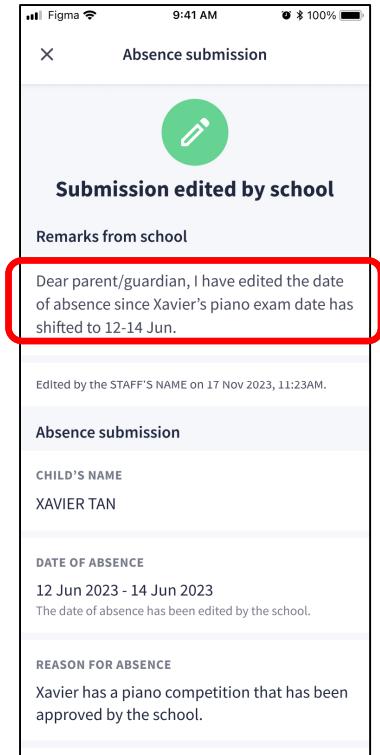
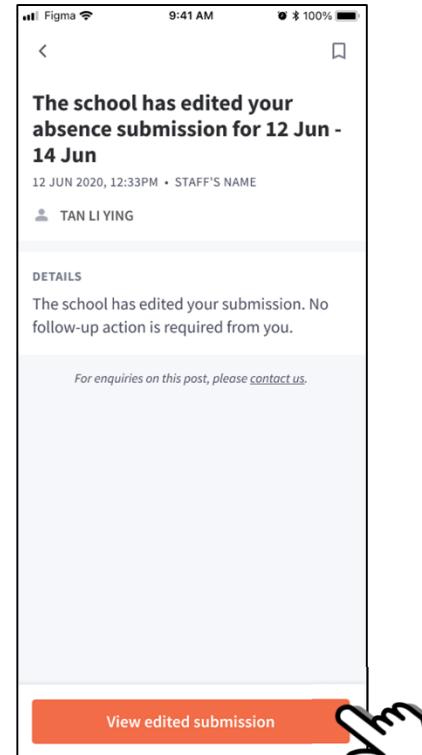
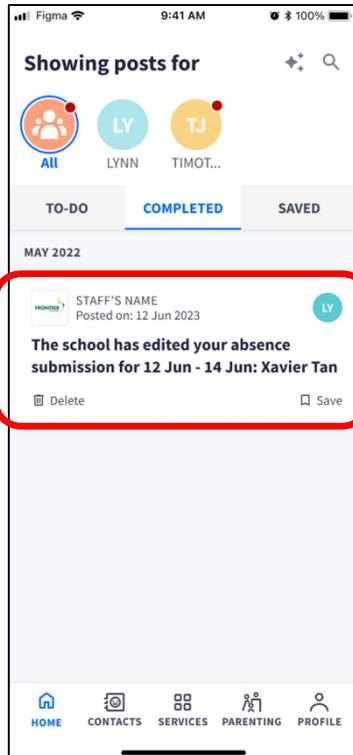
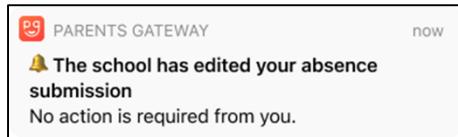
Edit Withdraw

7. You will see a once your submission is successful.

¹ Do not upload documents that are sensitive in nature (detailed medical records, court documents, etc.)

School edits parent's submission (no action required from parent)

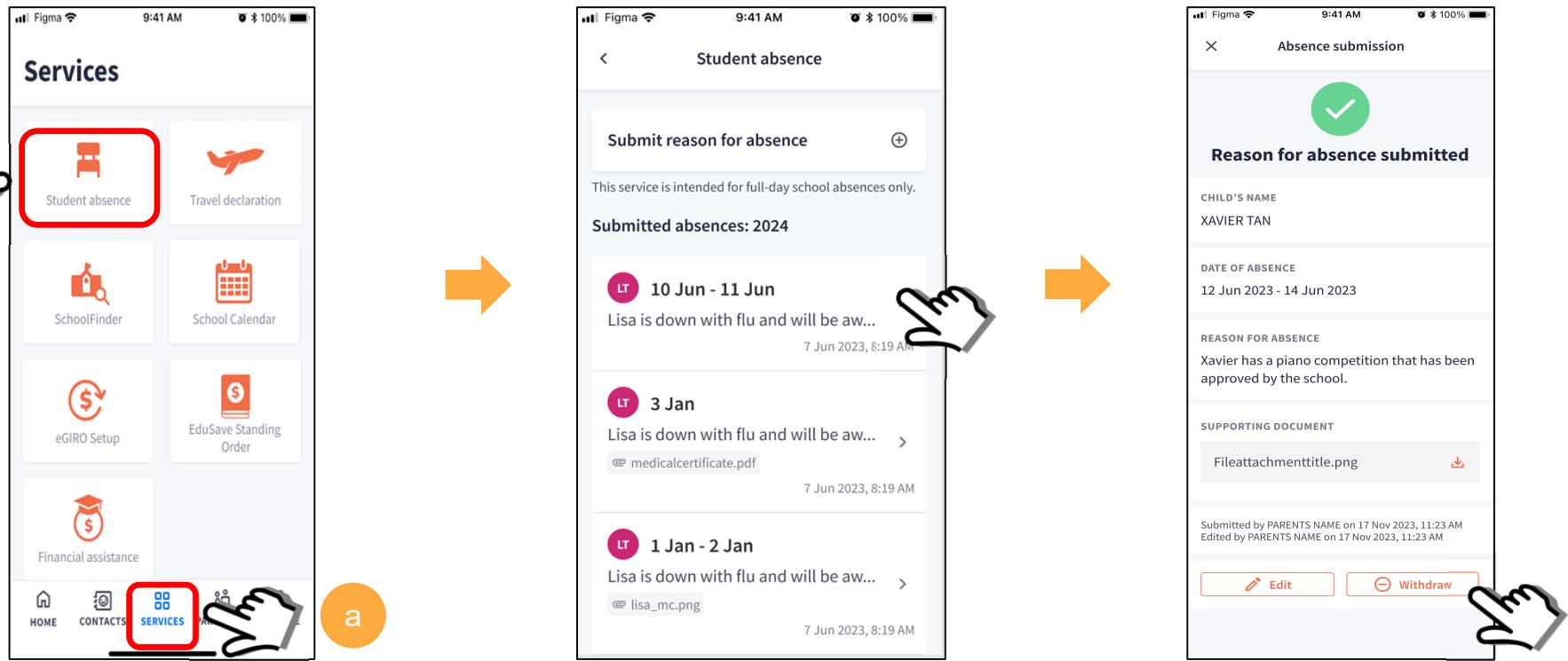
Teacher edited parent's submission and no further action required from parent



1. Parents will receive a notification to inform them that school had edited their submission. Click on notification to access PG.
2. You will receive a notification of edit by the school
3. Click on "View edited Submission" to check on edits made by school.
4. Parent will be able to view remarks/ reason for edits under "Remarks from school". No further action is required by the parent.

Withdrawal of submitted absence from service tab

Withdrawal of submitted absence (1/2)

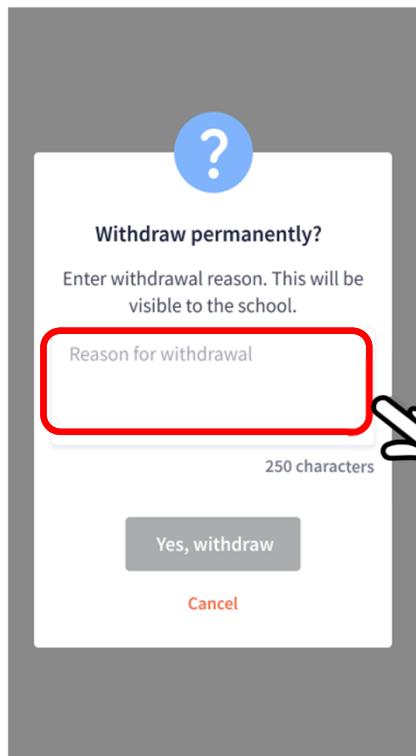


1. a) Go to “SERVICES” tab.
b) Click on “Student absence”

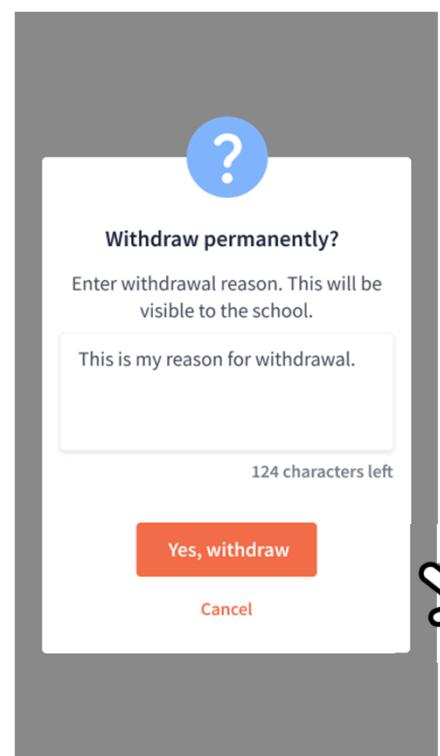
2. Select the submission that you would like to withdraw.

3. Click on the withdraw button.

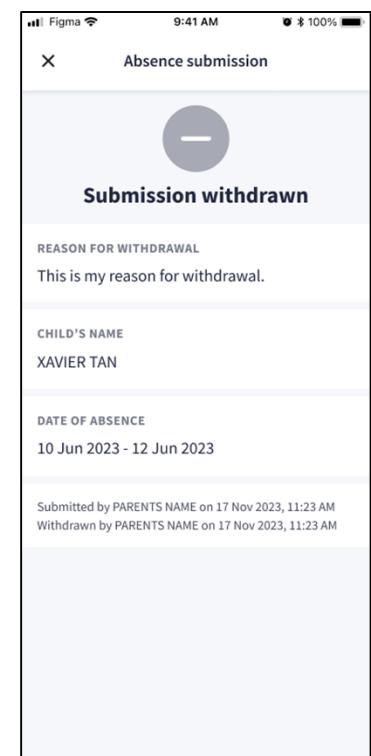
Withdrawal of submitted absence (2/2)



4. A pop-up screen will appear. Type reason for withdrawal.



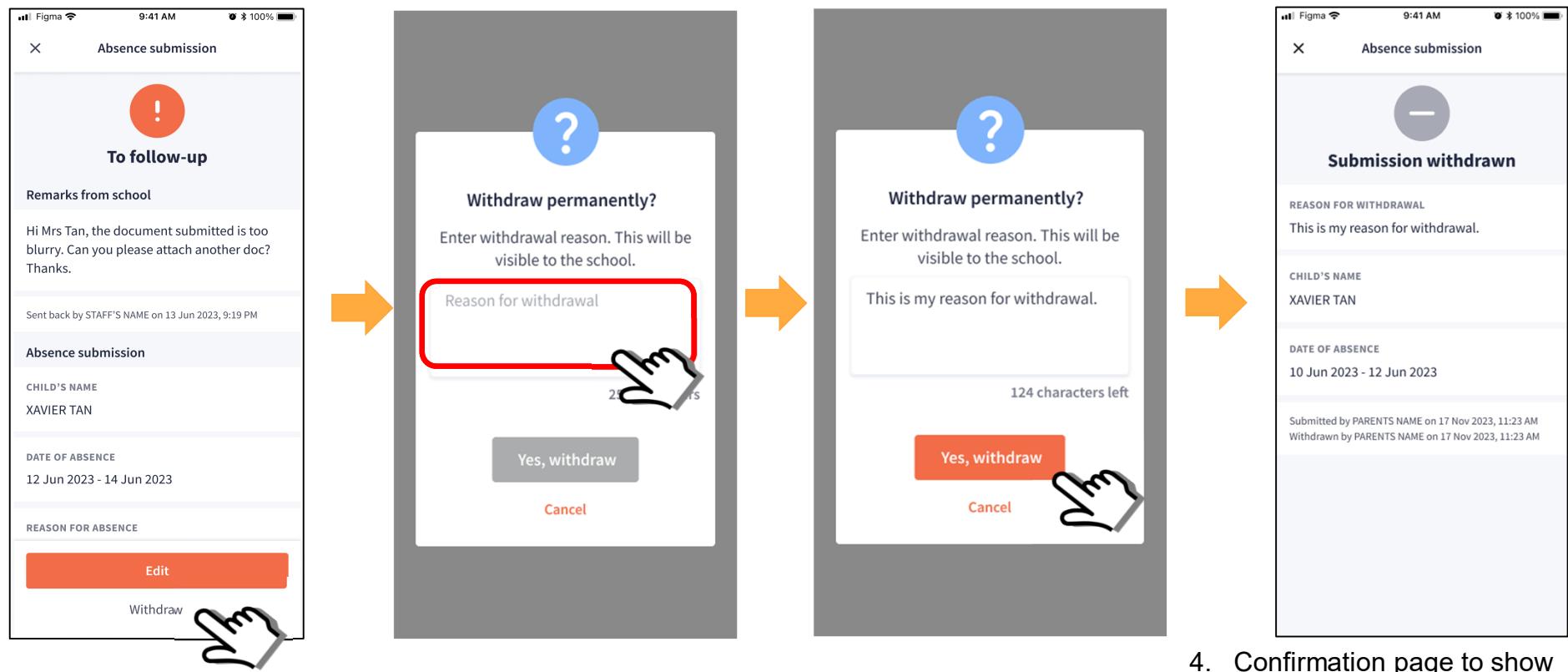
5. Click on "Yes, withdraw".



6. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal, and they will no longer be able to see the reason submitted previously.

Withdrawal of submitted absence from teacher's follow-up post

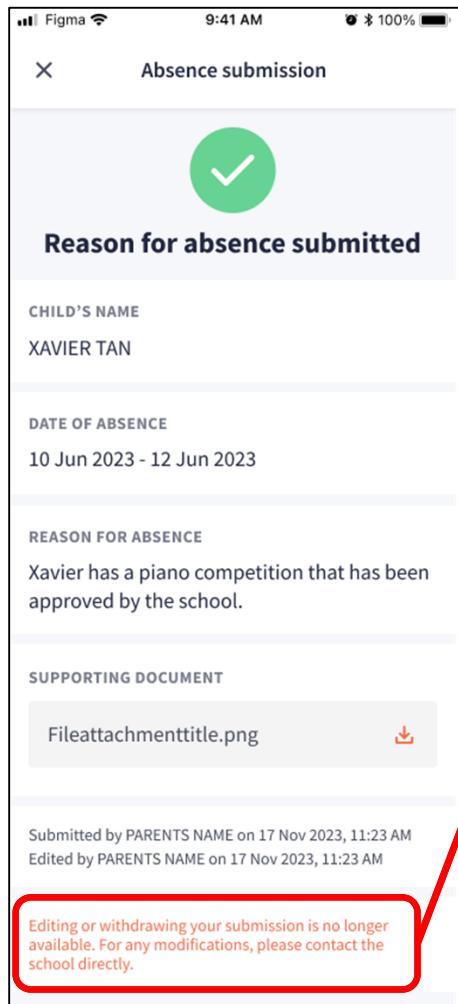
Withdrawal of submitted absence



1. Select withdrawal in the details page.
2. A pop-up screen will appear. Type reason for withdrawal.
3. Click on “Yes, withdraw”.
4. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal, and they will no longer be able to see the reason or file submitted previously.

Expiry date for editing and/or withdrawing absence submission

Expiry Date for Editing and/or Withdrawing Absence Submission



Parent will only be able to edit/withdraw absence submission within 2 weeks of submission OR within 2 weeks after absence date, whichever is later.

Example 1:

Parent submit MC on 12 Jan for absence on 12 Jan – Edit or withdrawal is permitted until 26 Jan

Example 2:

Parent submit absence on 12 Jan for 12 Sep, edit or withdrawal is permitted until 26 Sep

Example 3:

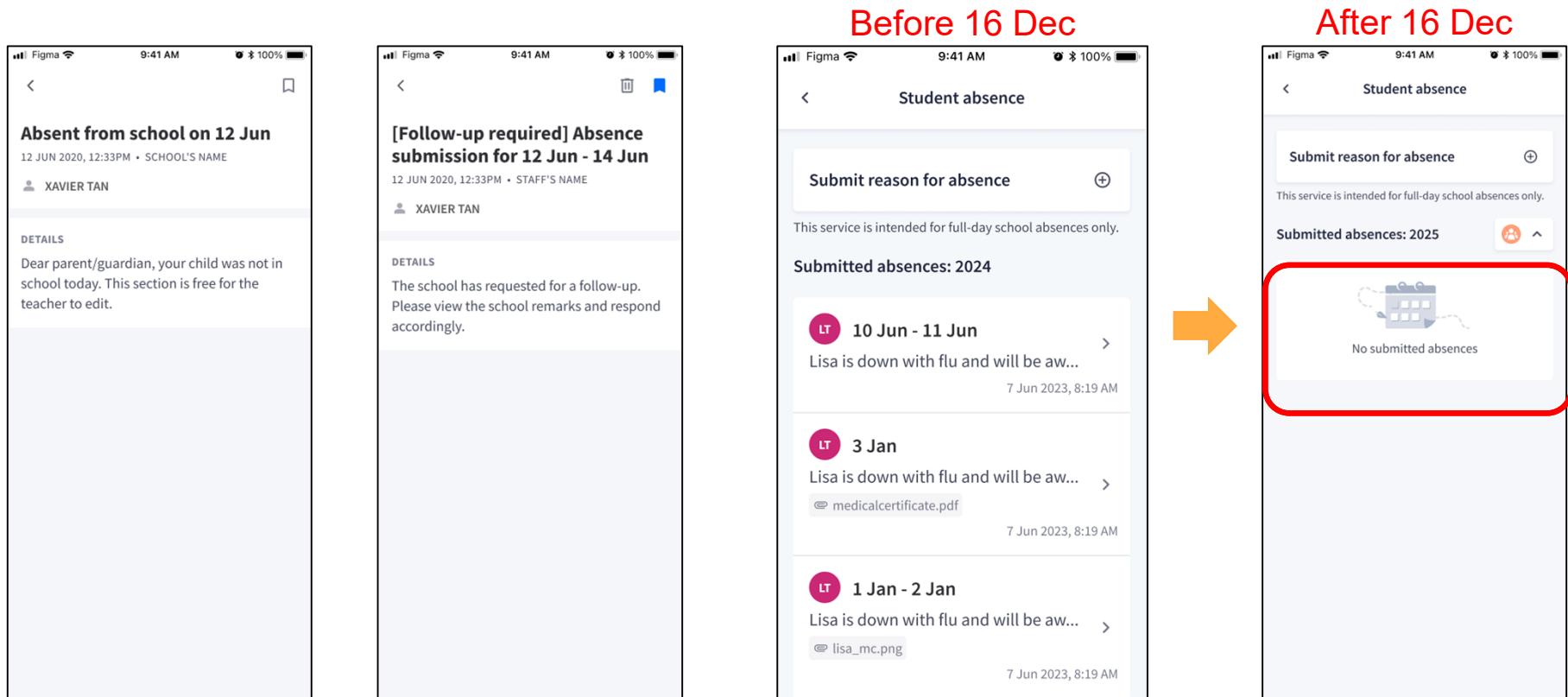
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until 29 Jan

Note:

If teacher requests for a follow-up, there will be **no expiry** date for parents to send back and edit or withdraw.

Deletion of all submitted absences in the current year

All submitted absences created in the current year will be deleted on and after 16 Dec



1. Parents will not be able to see any button in the absence notification posts
2. Under the student absence tab, parents and teachers will no longer see the submissions submitted in the current year.

Thank You