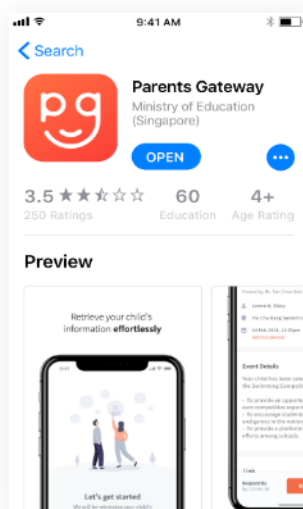# Annex A - Instructional Guide

## Step 1 – SingPass Registration and 2FA Setup

SingPass 2-Step Verification (2FA) is required for on-boarding. If you have not registered for a SingPass or have not set up the 2FA, please visit the SingPass website (https://www.singpass.gov.sg), or scan the QR codes below to do so. Should you require further assistance, please contact SingPass Helpdesk at 6643-0555.

| SingPass Registration | 2FA Activation |
|:---:|:---:|
|  |  |

## Step 2 – Download Parents Gateway Mobile App

a. Open the Apple App Store or Google Play Store app on your mobile phone.

b. Search for the 'Parents Gateway' mobile app, or scan the QR code below.



| For Android | For iOS |
|:---:|:---:|
|  |  |

c. Download and install the app onto your phone.

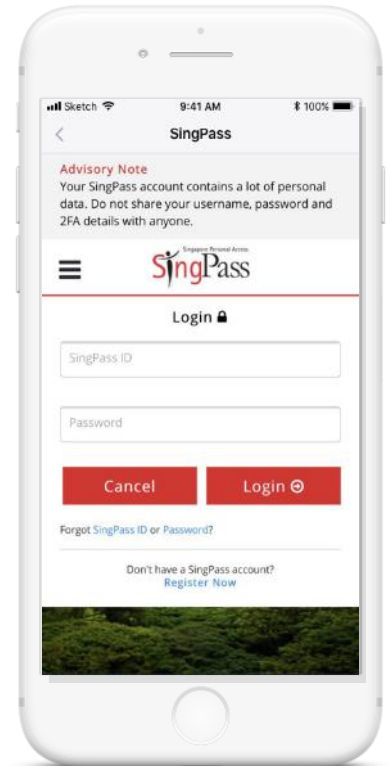d. Enable '**Allow Notifications'** to receive push notifications.

**Note:** Supported OS Versions - **Android 6.0 or later** & **iOS 9.1 or later**

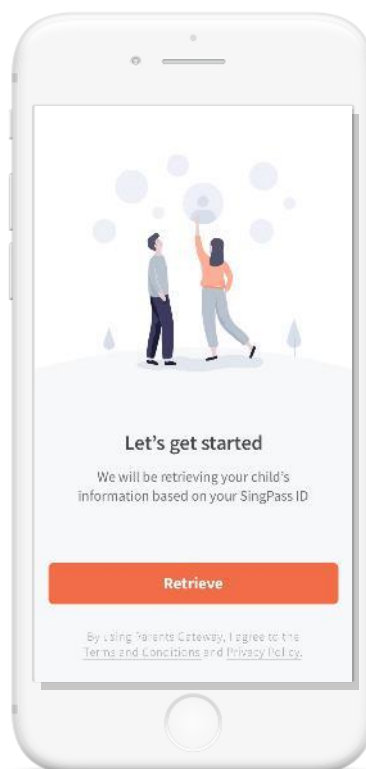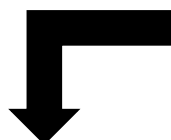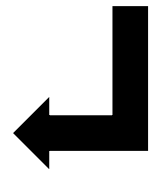**Step 3 – One-Time On-boarding**
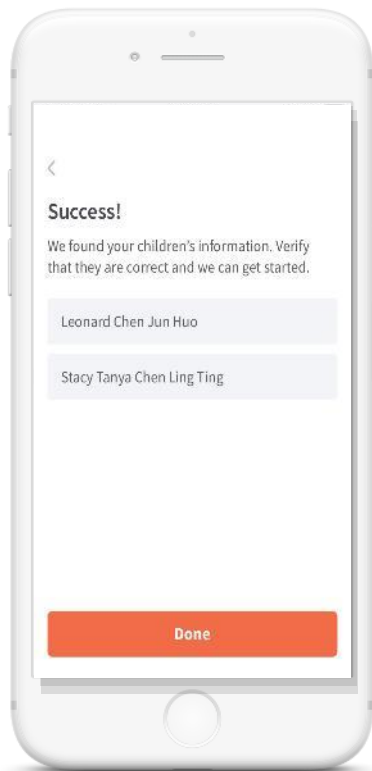
1. Tap on "Log in with SingPass"

2. Log in with your SingPass (2FA)

3. Tap on "Retrieve" to retrieve your child(ren)'s information

4. Tap on "Done" to complete on-boarding



5. You should see your child(ren)'s school announcements and activities (if any)