

## FREQUENTLY ASKED QUESTIONS (FOR PARENTS)

### Advance Submission

1. **My child has a medical appointment next month. Can I submit an absence notification in advance?**

Yes, parents may submit a notification of absence in advance through the “services” tab in the Parents Gateway App.

2. **I had made a submission in advance, but the appointment date has been changed. Can I edit my submission?**

Yes, you may click on to services tab and search for the submission that you would like to edit. You can update the details and click on submit edits.

### Editing Submissions of Absence

3. **I had submitted the wrong document. What should I do?**

You may click on the ‘services’ tab, search for the wrong submission. Click into the post and search for the field “Supporting document”, Click on the delete icon and upload the correct document. Then click on submit edits.

4. **Can my spouse edit a submission that I had made?**

Your spouse can edit the submission if it is within 2 weeks of your submission.

### Delayed Submission

5. **My child was absent a few weeks ago. Can I still use this service to submit the reason for my child’s absence?**

Yes, you may still submit the reason if you had not done so within the calendar year.

### Withdrawal of Submission

6. **When I withdraw the submission, can the school still see what I had submitted?**

The school will be notified of the withdrawal, but they will no longer be able to see the submission or file submitted previously.

### Rejection / Deletion of Submission

**7. Why did the teacher reject / delete my submission?**

The supporting documents that you have submitted are sensitive in nature (eg. detailed medical health information or court documents, etc).

### No Notification of Absence

**8. Why am I not getting notifications from the school about my child's absence?**

Your child's school may not have activated the notifications of absence for parents.

### Unavailability of Feature for Other Child in Other Schools

**9. Why is this service not available for my other child who is in another school?**

Currently, this service is only available to parents of the pilot schools participating in this pilot scheme. This service will be available to all schools progressively once enhancements have been updated based on the pilot schools' feedback.

### Notification of Absence when child is in school

**10. My child is in school. Why, then, am I still getting notification about my child's absence?**

Your child might not be present/ have reported late when attendance was taken and hence, his/her attendance was marked as 'absent'. Please contact your child's form teacher for further clarification.

### Availability of Submission on Parents Gateway

**11. How long will the submission be stored in Parents Gateway?**

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