

Parents Gateway

Quick-start Guide for Absence
Notification in PG app





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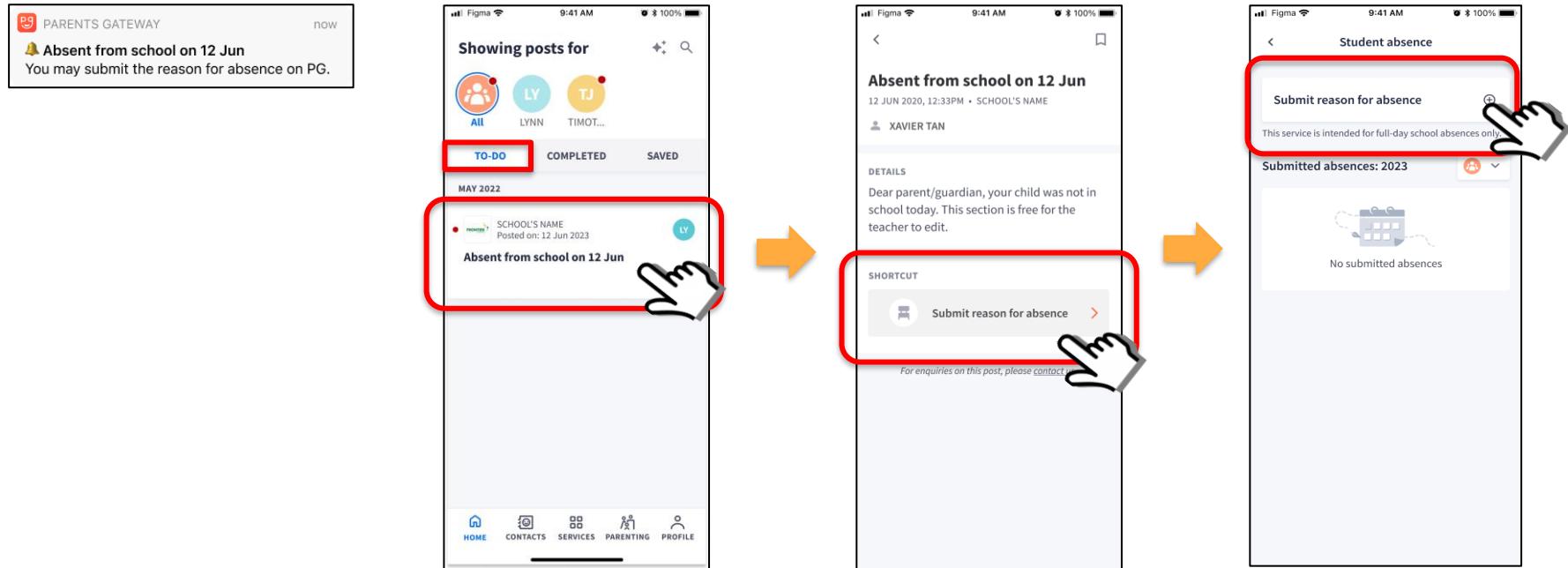
Using PG Absence Notification

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.• Parent <u>can submit reasons</u> and documents via PG.
Yes	No	<ul style="list-style-type: none">• Parent <u>can submit reasons</u> and documents via PG.
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)



1. Parents will receive notification from school. Click on notification to go to PG app
2. Click on the absence notification under “TO-DO” tab
3. Click on “Submit reason for absence” in the details page.
4. Click on the “+” to add submission

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

This screenshot shows the 'Step 1: Select child' screen. It displays two options under 'Submitting for': 'XAVIER TAN' and 'LISA TAN'. A red box highlights the 'XAVIER TAN' option, and a hand icon with a pointing finger is positioned over it. At the bottom is a grey 'Next' button.

This screenshot shows the 'Step 1: Select child' screen, identical to the previous one but with a slight visual difference in the background shading. The 'XAVIER TAN' option is highlighted with a blue selection box and has a blue circular checkmark to its right. A hand icon with a pointing finger is positioned over the 'Next' button at the bottom, which is now highlighted with a red box.

This screenshot shows the 'Step 2: Submit absence' screen. It includes a header with a close button and the title. Below is a section for 'Date of absence' with 'From' and 'To' fields. A red box highlights the 'Start date' field, and a hand icon with a pointing finger is positioned over it. Below this are two radio button options: 'With medical certificate' and 'Without medical certificate'. At the bottom is a grey 'Submit' button.

This screenshot shows the 'Step 2: Submit absence' screen. It displays a calendar interface for selecting dates. The calendar shows the months of June 2023 and July 2023. The date '12' is highlighted with a blue selection box, and a hand icon with a pointing finger is positioned over it. At the bottom is an orange 'Select dates' 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.
8. Select the date(s) of absence.

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

This screenshot shows the 'Step 2: Submit absence' screen. It displays the date range from 10 Apr 2025 to 12 Apr 2025. Under 'Absence', the 'Without medical certificate' option is selected. A red box highlights this selection, and a hand icon with a click action is shown over it. Below this, a section for 'Please specify reason' contains the placeholder text 'E.g. My child has a piano exam.' and a note about 500 characters left.

This screenshot shows the 'Step 2: Submit absence' screen after selecting 'Without medical certificate'. A red box highlights the 'Please specify reason' field, which contains the text 'My child has a piano exam. I have attached the exam schedule.' Below this, a 'Supporting document (optional)' section shows a file named 'piano_xaviertan.pdf' with a download and delete icon. Hand icons with click actions are shown over both the reason text and the file preview.

This screenshot shows the 'Absence submission' confirmation screen. It displays the child's name 'XAVIER TAN' and the date of absence '12 Jun 2023 - 14 Jun 2023'. The 'Reason for absence' section states 'Xavier has a piano competition that has been approved by the school.' A large green checkmark icon is prominently displayed above the text 'Reason for absence submitted'. Hand icons with click actions are shown over the 'Edit' and 'Withdraw' buttons at the bottom.

Supporting document

Do not upload any sensitive documents such as:

- Detailed offence notes
- Counselling notes
- Sensitive health information
- Mental health conditions
- Police reports
- Court documents
- Others

OK

Note: Do not upload documents that are sensitive in nature

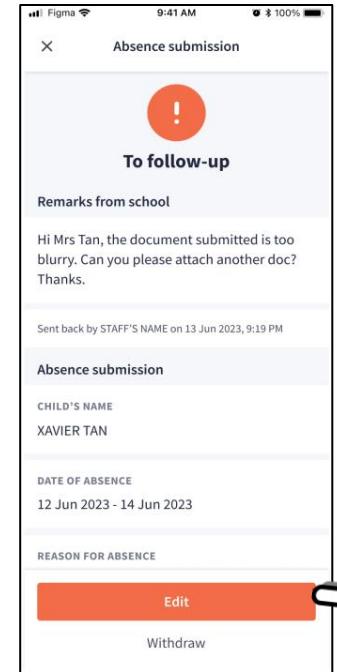
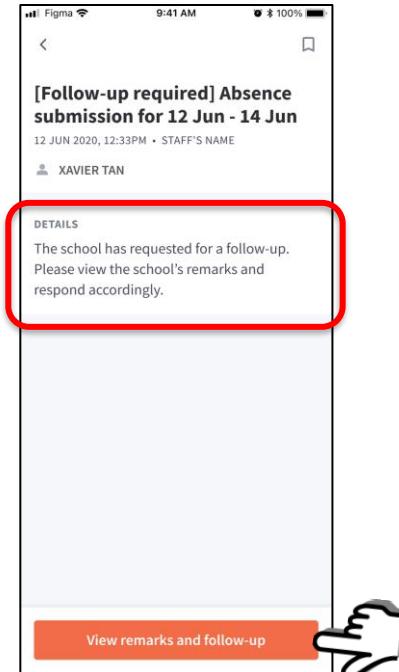
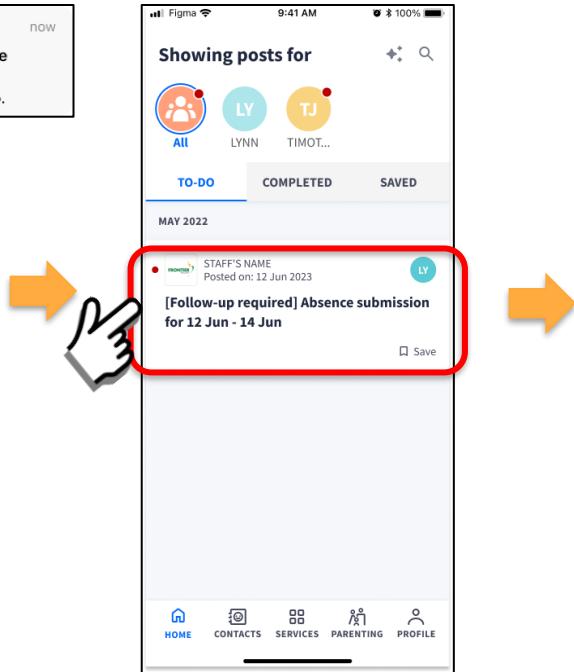
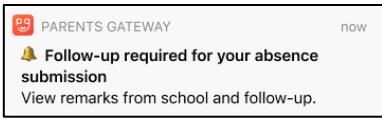
9. Select the relevant option for Absence

10. a) Fill in required fields shown on the screen after step 9
b) Click on "Submit".

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

**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 required" 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)

Step 2: Submit absence

* Absence

With medical certificate

Without medical certificate

* Medical certificate
Please do not upload any sensitive documents. [\(i\)](#)

MC_xaviertan.pdf [Download](#) [Delete](#)

or provide an mc.gov.sg link
Please unlock the MC before submitting.

E.g. mc.gov.sg/mc/23432

Note to teacher (optional)

Additional information (if any)

500 characters left

Submit

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
12 Apr 2025 - 14 Apr 2025

ABSENCE
Supported with medical certificate

MEDICAL CERTIFICATE
MC_xaviertan.pdf [Download](#)

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

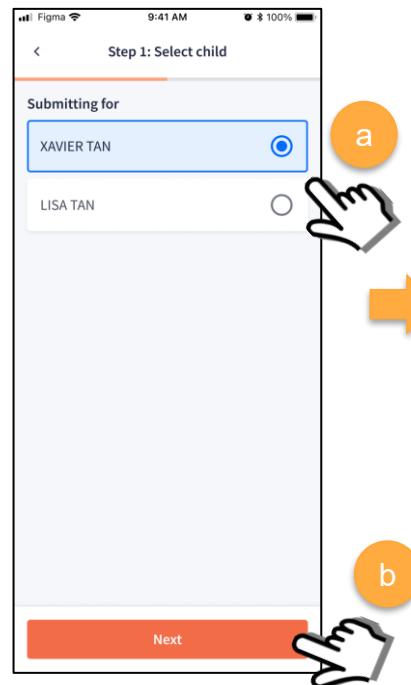
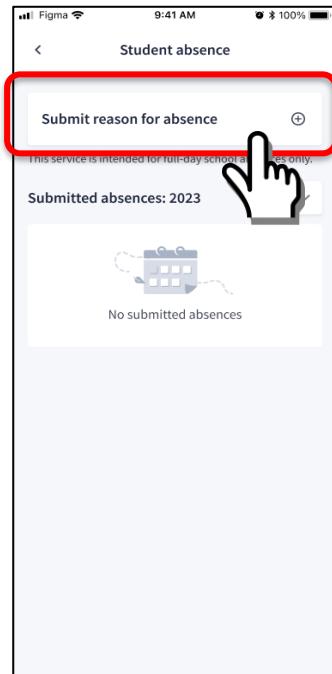
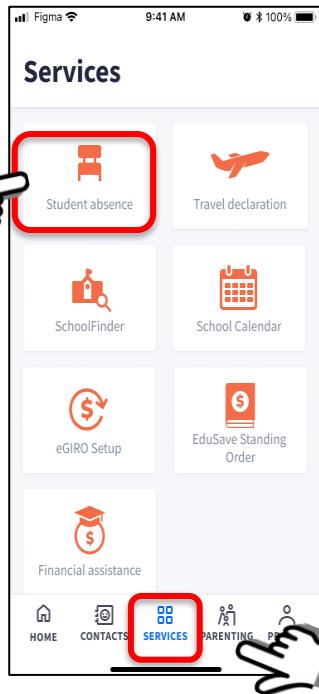
[Edit](#) [Withdraw](#)

- 5a) Made necessary edits on the screen
b) Click on "Submit".

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

Self-service link to submit child's absence

Parent to submit absence without prompt from school

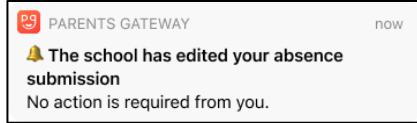


The 'Step 2: Submit absence' screen allows selecting the date of absence and the type of absence. It includes fields for 'Start date' and 'End date', and two radio button options for 'Absence': 'With medical certificate' and 'Without medical certificate'. A 'Submit' button is at the bottom.

1. a) Go to "SERVICES" tab.
b) Click on "Student absence"
2. Click on the "+" to add submission
3. a) Select the child you are submitting the reason for
4. b) Click Submit.
5. Fill in required fields shown on the screen. Once all mandatory fields are filled, click Submit

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

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



The sequence of screenshots illustrates the process:

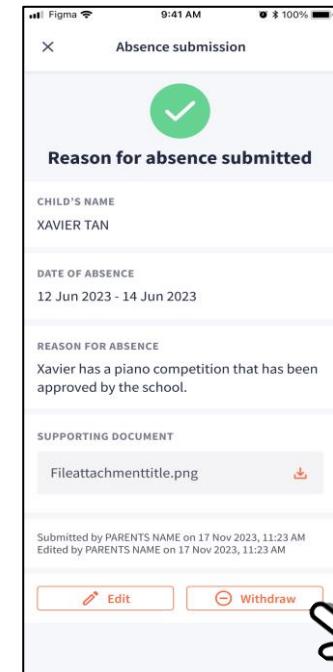
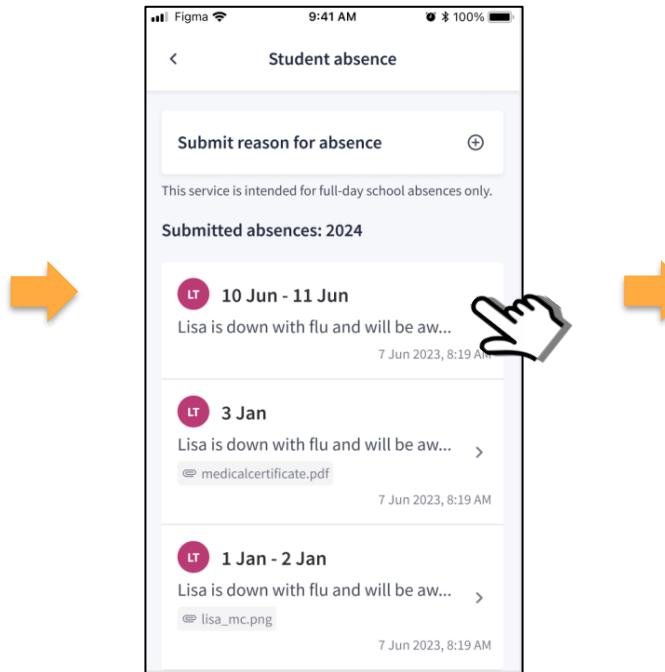
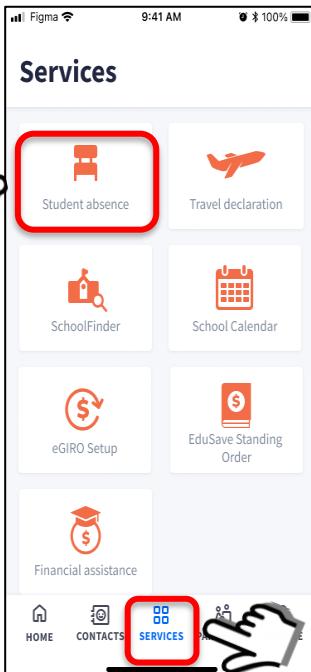
- Notification Card:** A card from "PARENTS GATEWAY" informs the parent that the school has edited their absence submission. It states, "The school has edited your absence submission. No action is required from you."
- Post on PG:** A screenshot of the Parents Gateway app showing a post from a staff member named "LYN" (LYNN). The post says, "The school has edited your absence submission for 12 Jun - 14 Jun: Xavier Tan". This post is highlighted with a red box.
- Details Screen:** A screenshot of the Parents Gateway app showing the details of the edited submission. It includes a message from the school stating, "Dear parent/guardian, I have edited the date of absence since Xavier's piano exam date has shifted to 12-14 Jun." A hand cursor is pointing at the "View edited submission" button.
- Absence Submission Screen:** A screenshot of the school's absence submission interface. It shows the edited dates (12 Jun 2023 - 14 Jun 2023), the reason (Xavier has a piano competition), and a note that it has been approved by the school.

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 SERVICES tab

Withdrawal of submitted absence (1/2)

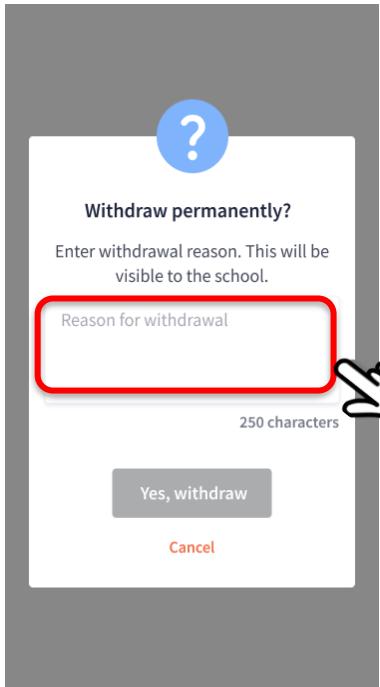


1. a) Go to "SERVICES" tab.
b) Click on "Student absence"

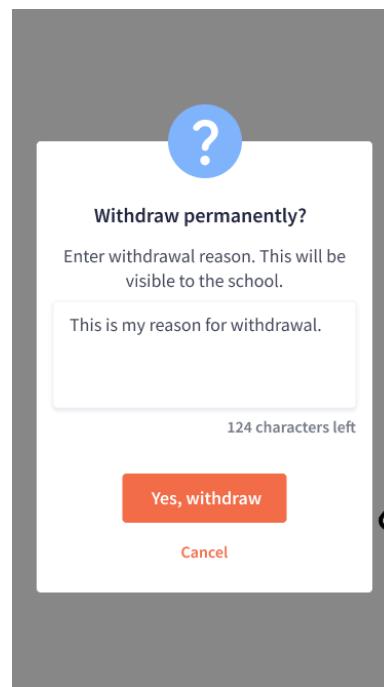
2. Select the submission that you would like to withdraw.

3. Click on the "Withdraw" button.

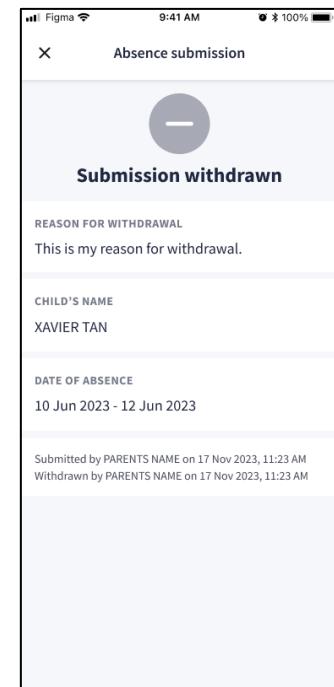
Withdrawal of submitted absence (2/2)



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



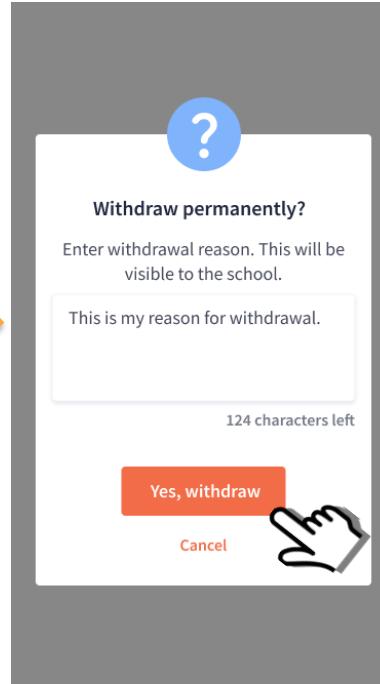
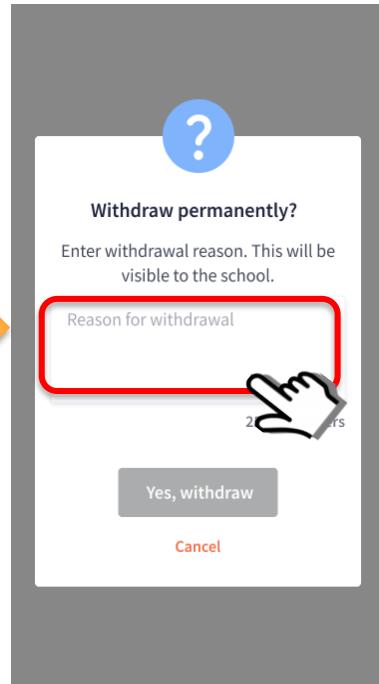
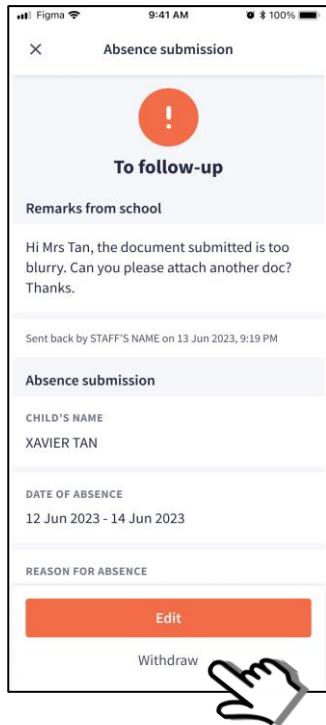
5. Click on "Yes, withdraw".



6. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

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

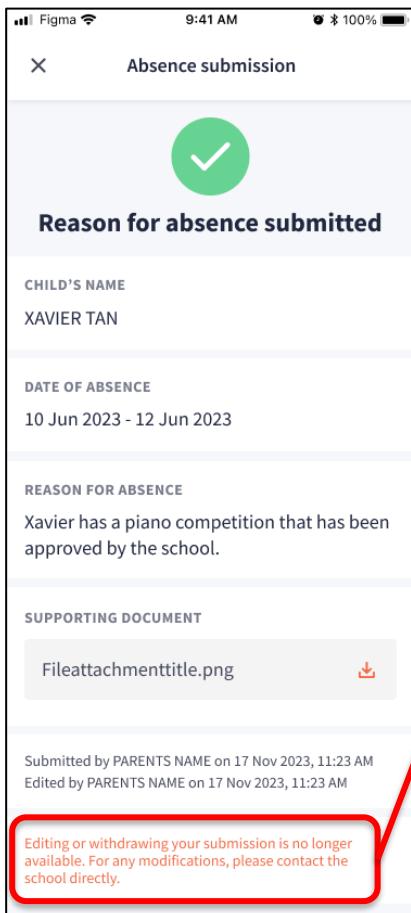
Withdrawal of submitted absence



1. Select withdrawal in the details page.
2. A pop-up screen will appear. Enter reason for withdrawal.
3. Click on “Yes, withdraw”.
4. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

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:

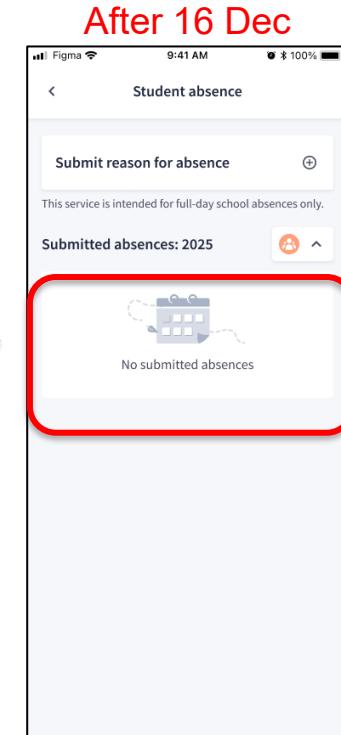
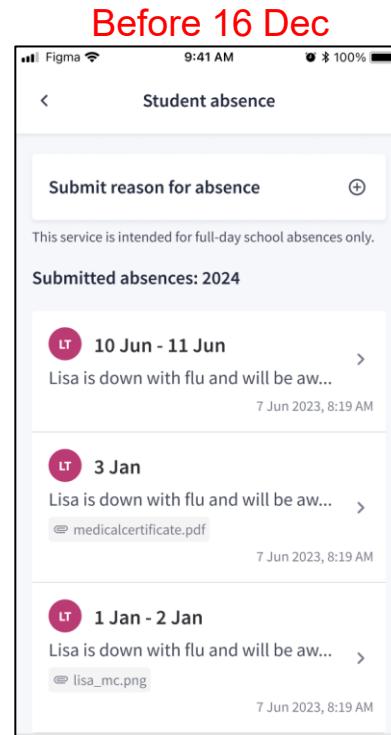
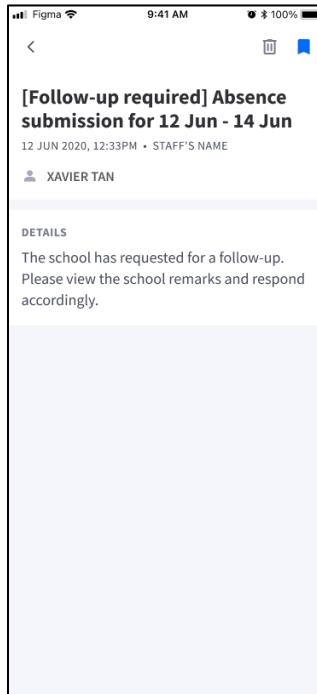
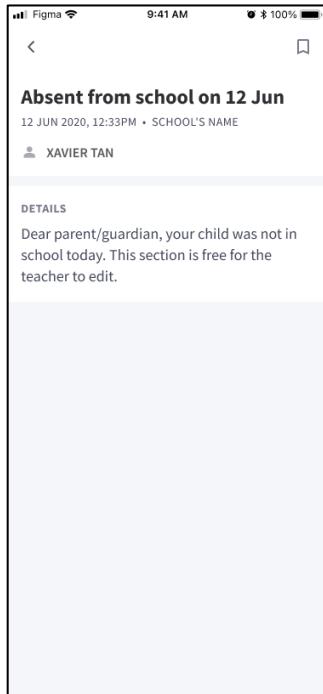
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until **29 Jan**

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 past absence notification posts
2. Under the “Student Absence” tab, parents will no longer see the submissions submitted in the current year.

Thank You