

# Parents Gateway

Quick-start Guide for Absence  
Notification in PG app



# CONTENTS

1. Submit reason for absence after receiving absence notification from school
2. Received school's request to follow-up on submission
3. Self-service link to submit child's absence
4. School edits parent's submission (no action needed from parent)
5. Withdrawal of submitted absence from service tab
6. Withdrawal of submitted absence from teacher's follow-up post
7. Expiry date for editing and/or withdrawing absence submission
8. Deletion of all submitted absences in the current year

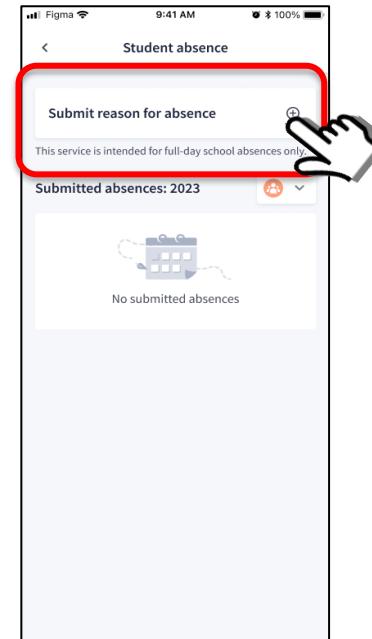
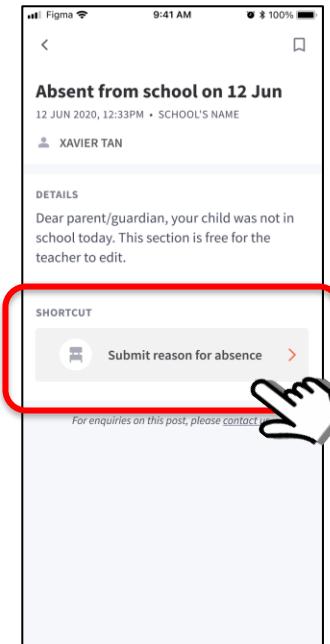
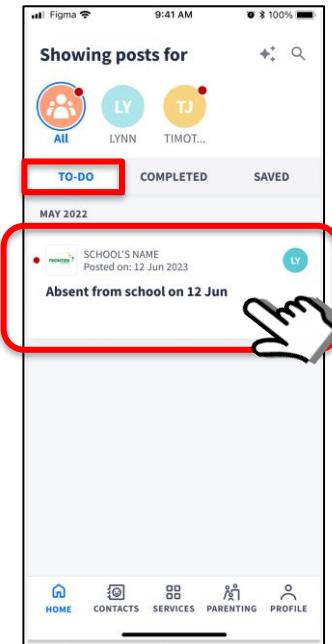
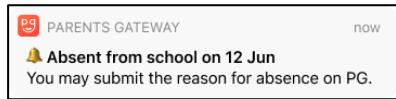
# Using PG Absence Notification

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

# **Submit reason for absence after receiving absence notification from school**

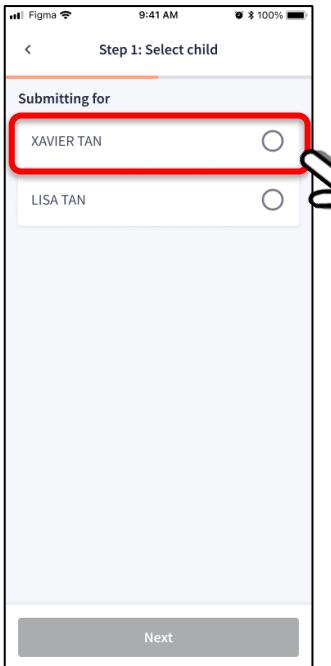
Parents will only receive the notification if the school has turned on the notification service.

# 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

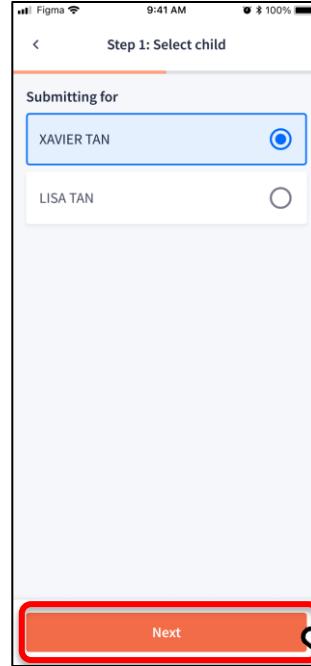
# Submit child's reason for absence after receiving notification (2/3)



Submitting for

- XAVIER TAN
- LISA TAN

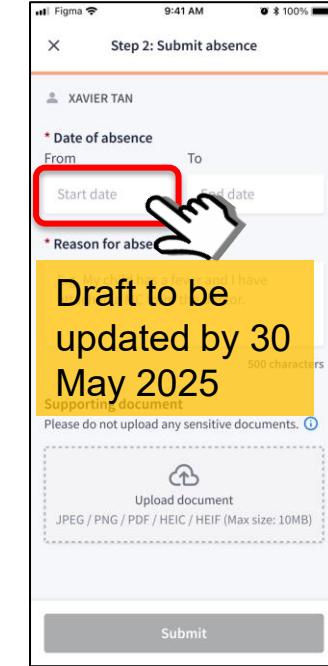
Next



Submitting for

- XAVIER TAN
- LISA TAN

Next



XAVIER TAN

\* Date of absence  
From  To   
Start date End date

\* Reason for absence  
**Draft to be updated by 30 May 2025**  
500 characters  
Supporting document  
Please do not upload any sensitive documents.

Upload document  
JPEG / PNG / PDF / HEIC / HEIF (Max size: 10MB)

Submit

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					

SELECT DATES

Draft design to be updated by 30 May 2025

\* 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.

Submit

Step 2: Submit absence

XAVIER TAN

\* Date of absence  
From  To   
12 Jun 2023  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.

Fileattachmentname.jpeg

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  
Fileattachmentname.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

8. Select the date(s) of absence.

9. Select reason for absence.

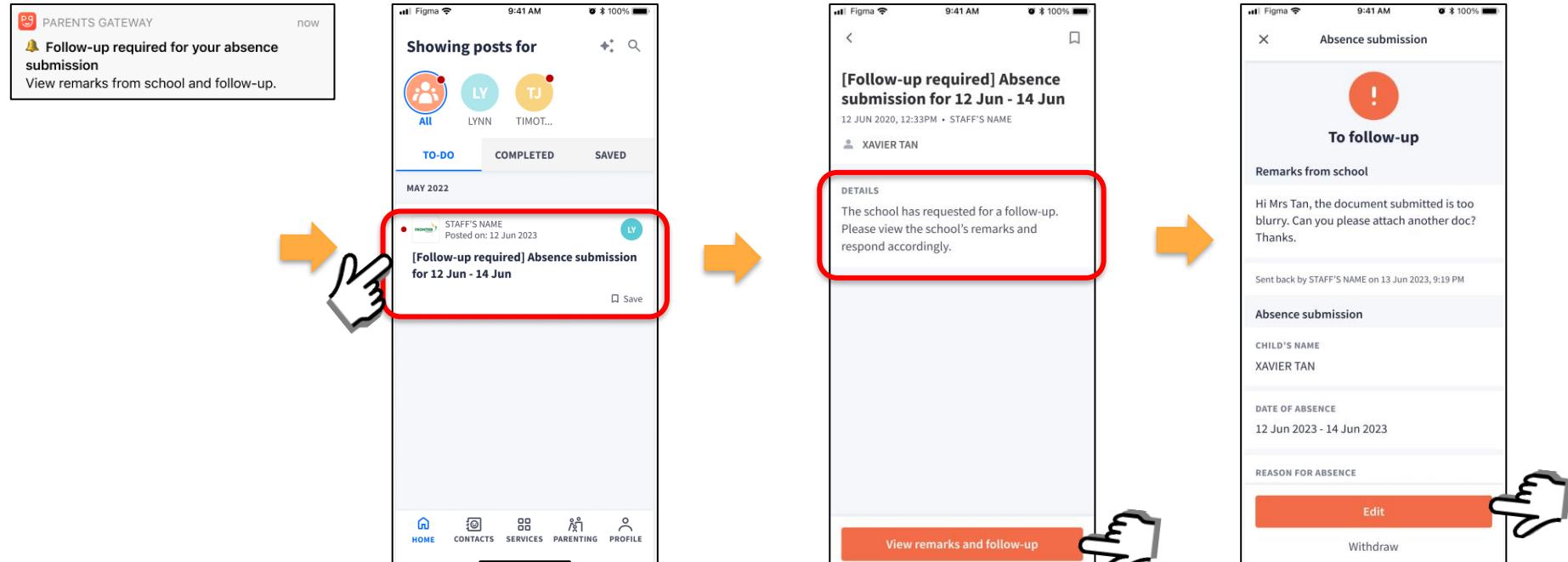
10. a) Type in reason for absence.  
b) Upload medical certificate/relevant documents<sup>1</sup>.  
c) Click on "Submit".

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

<sup>1</sup> 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)



A screenshot of a mobile application interface for submitting a child's absence. At the top, there is a yellow sticky note-like overlay with the text "Draft design to be updated by 30 May 2025". Below this, the header shows "XAVIER TAN" and "From [redacted] To [redacted]". A red box highlights the date range "10 Jun 2023 - 12 Jun 2023". The next section is titled "Reason for absence" with two options: "Sick (with medical certificate)" and "Other reasons", with "Other reasons" selected. A red box highlights the "Please specify" field below, which contains the text "E.g. My child has a piano exam." A red box also highlights the "Supporting document" section at the bottom. A large orange arrow points from the left towards the right screen. At the bottom is a large orange "Submit" button.

5. Update the necessary fields<sup>1</sup> and click on "Submit edits"



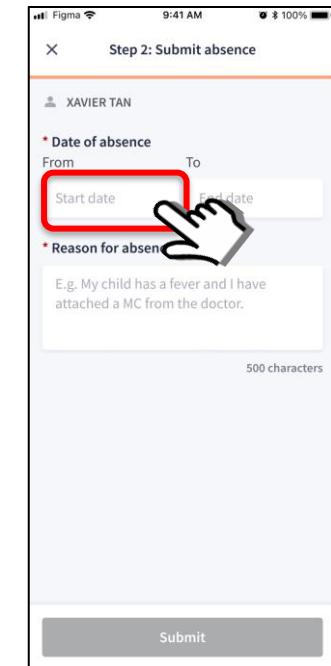
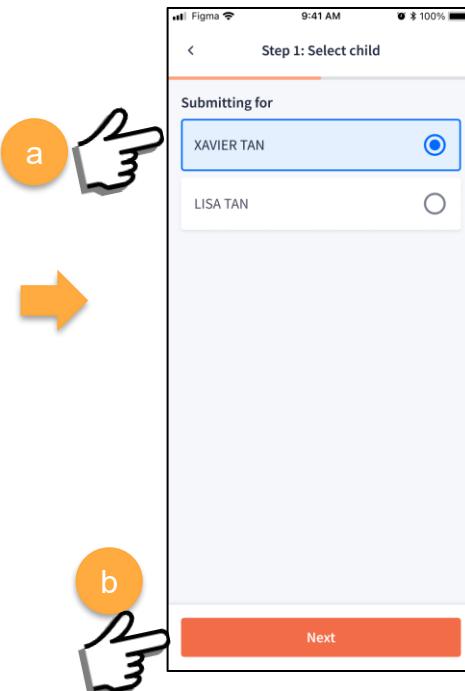
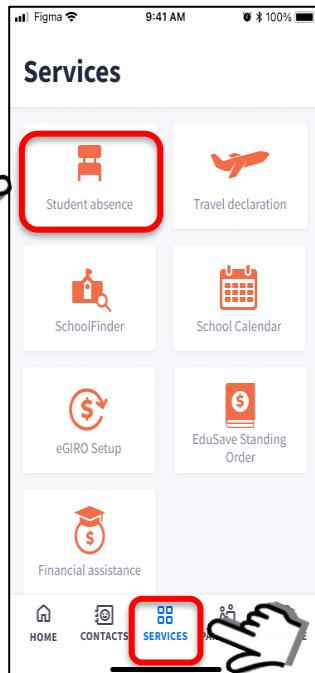
A screenshot of the mobile application showing the absence submission status. At the top, a green circle with a white checkmark contains the text "Reason for absence submitted". Below this, the "CHILD'S NAME" is listed as "XAVIER TAN". The "DATE OF ABSENCE" is shown as "12 Jun 2023 - 14 Jun 2023". The "REASON FOR ABSENCE" section contains the text "Xavier has a piano competition that has been approved by the school." The "SUPPORTING DOCUMENT" section shows a file named "Fileattachmenttitle.png". At the bottom, it shows the submission details: "Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM" and "Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM". There are "Edit" and "Withdraw" buttons at the bottom.

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

<sup>1</sup> 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					

SELECT DATES

Draft design to be updated by 30 May 2025

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

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

Step 2: Submit absence

XAVIER TAN

\* Date of absence  
From  To   
12 Jun 2023  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.

Fileattachmentname.jpeg

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  
Fileattachmentname.png

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

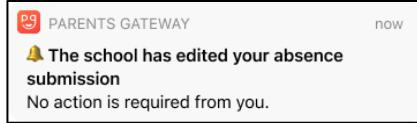
Edit Withdraw

4. Select the date(s) of absence.
5. Select reason for absence.
6. a) Type in reason for absence.  
b) Upload medical certificate/relevant documents<sup>1</sup>.  
c) Click on "Submit".
7. You will see a  once your submission is successful.

<sup>1</sup> 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



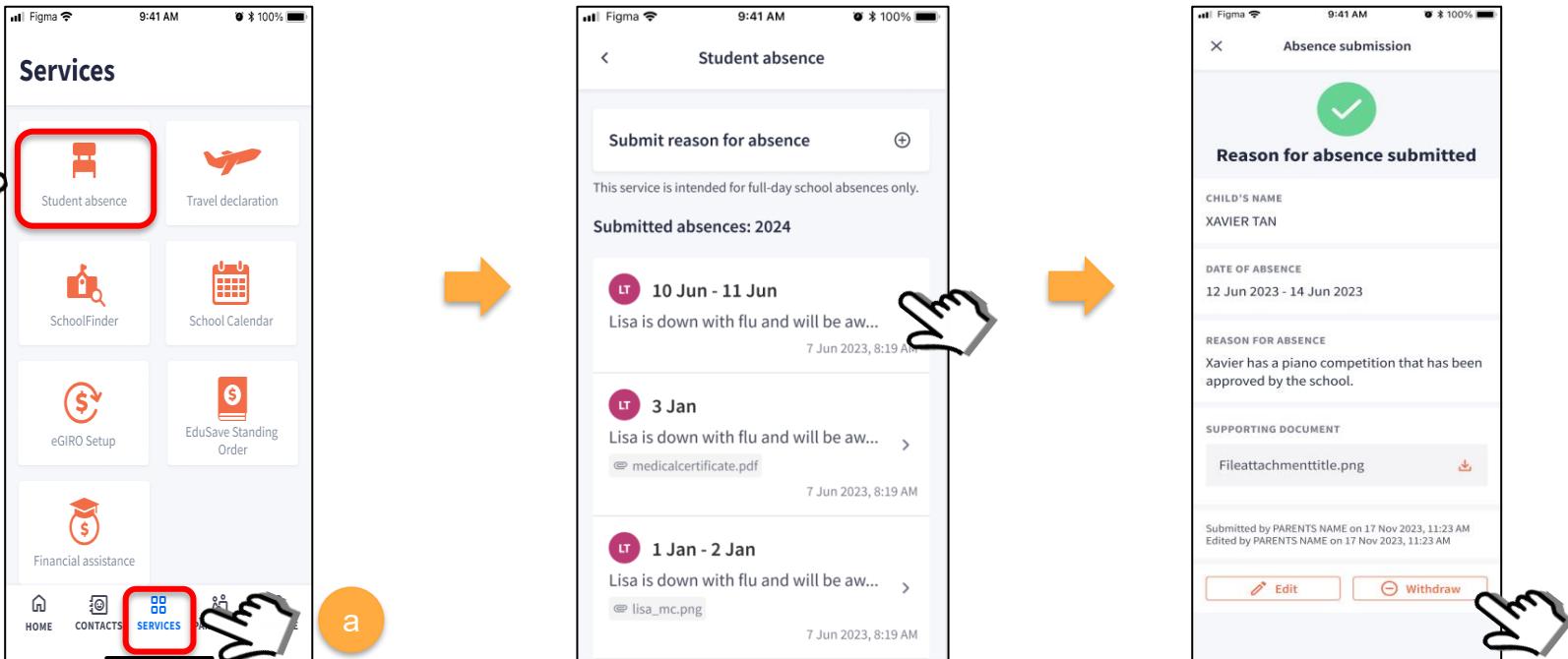
The screenshots illustrate the flow of communication:

- 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 App:** The parent sees a post on their mobile app screen under "Showing posts for". The post, made by "LYN" (TAN LI YING) on "12 Jun 2023", reads: "The school has edited your absence submission for 12 Jun - 14 Jun: Xavier Tan". This post is highlighted with a red box.
- Edited Submission View:** The parent clicks on the "View edited submission" button. They see a detailed view of the edit, including a note from the school: "Dear parent/guardian, I have edited the date of absence since Xavier's piano exam date has shifted to 12-14 Jun." This note is also highlighted with a red box.

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)

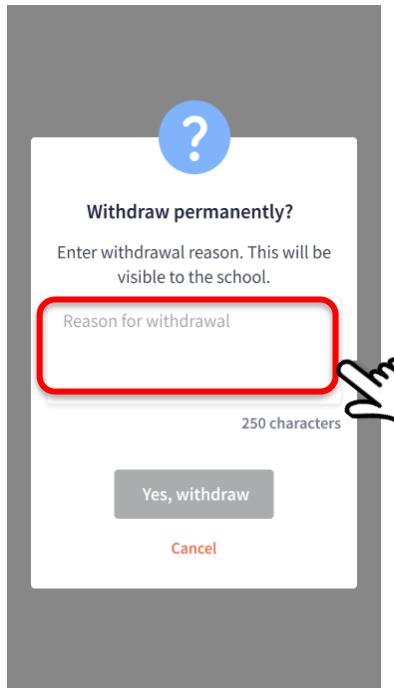


1. a) Go to “SERVICES” tab.  
b) Click on “Student absence”

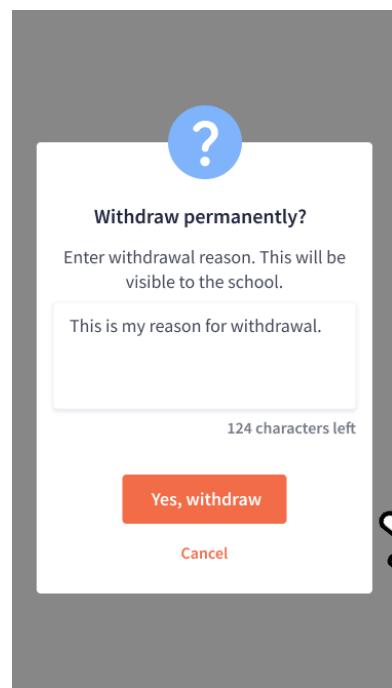
2. Select the submission that you would like to withdraw.

3. Click on the withdraw button.

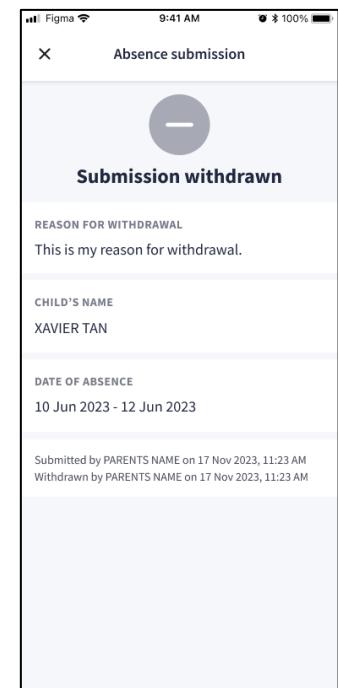
# Withdrawal of submitted absence (2/2)



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



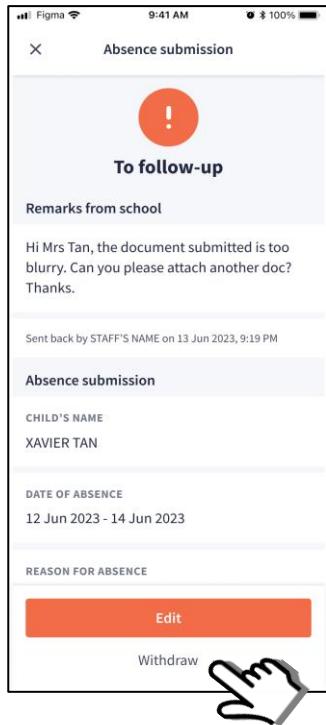
5. Click on "Yes, withdraw".



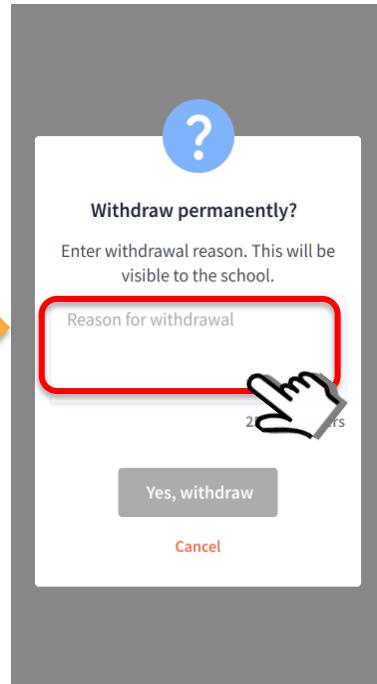
6. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal, and they will no longer be able to see the reason submitted previously.

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

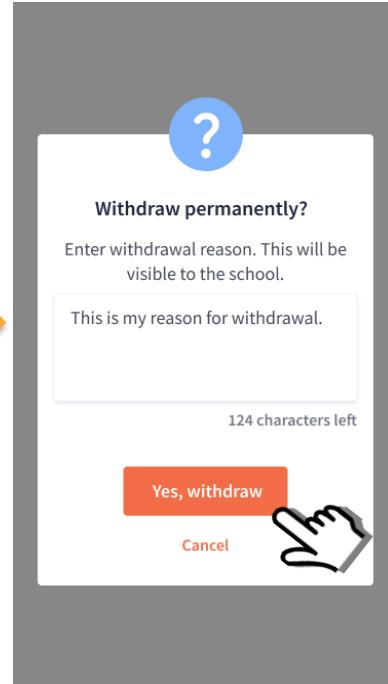
# Withdrawal of submitted absence



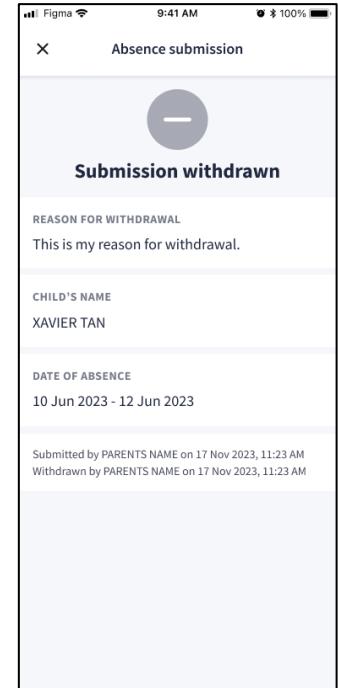
1. Select withdrawal in the details page.



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



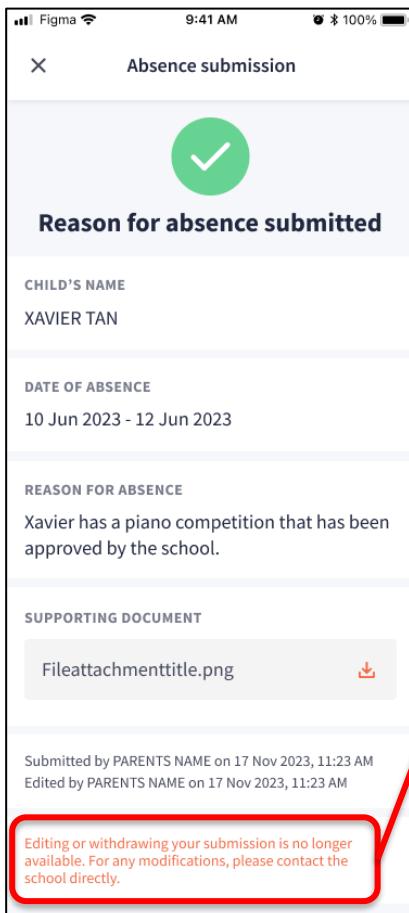
3. Click on "Yes, withdraw".



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:

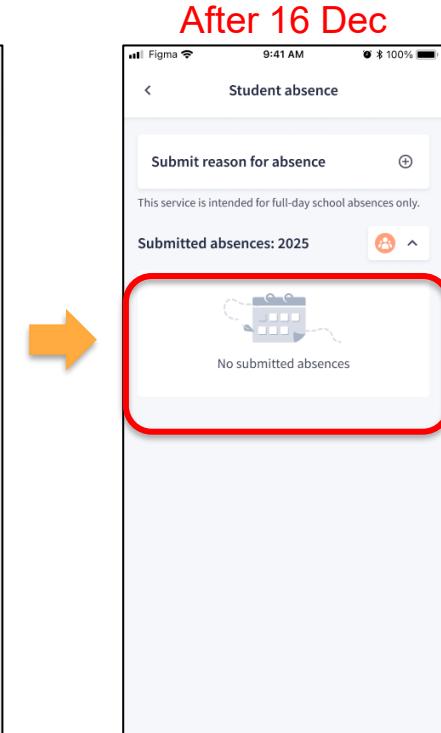
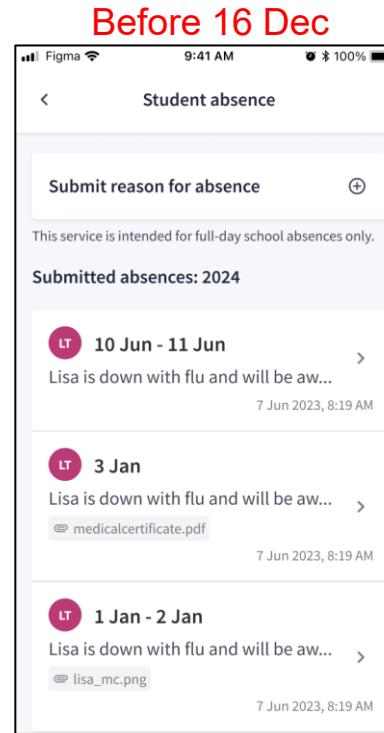
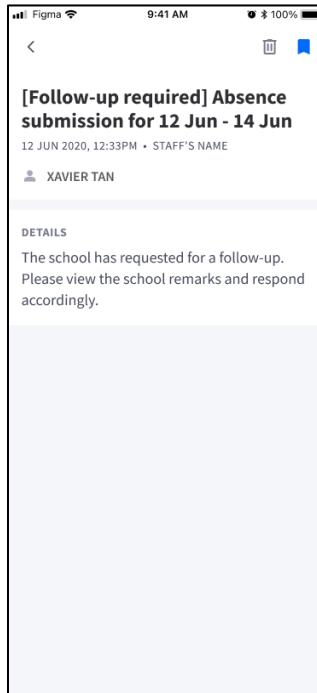
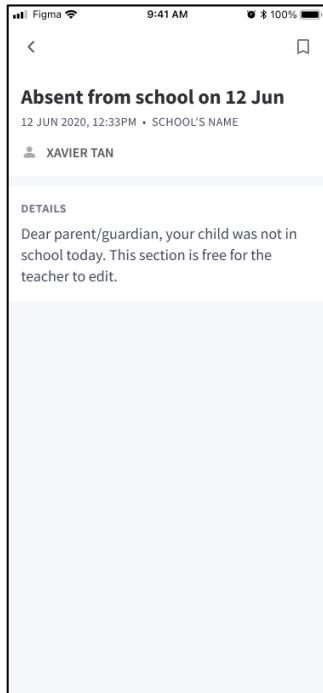
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until 29 Jan

### 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