Parents Gateway

Quick-start Guide for Absence Notification in PG app

CONTENTS

Using PG Absence Notification

Parent is onboard PG	Schools turned on Absence Notification	Remarks
Yes	Yes	- Parent **will be notified** of student's absence via PG. (slide 4) - Parent **can submit reasons** and documents via PG. (slide 8)
Yes	No	Parent **can submit reasons** and documents via PG. (slide 8)
No	Yes	- Parent (Primary Contact) will be notified of student's absence via SMS (status quo). - Parent **will not** be able to submit reasons via PG.
No	No	Parent **will not** 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.

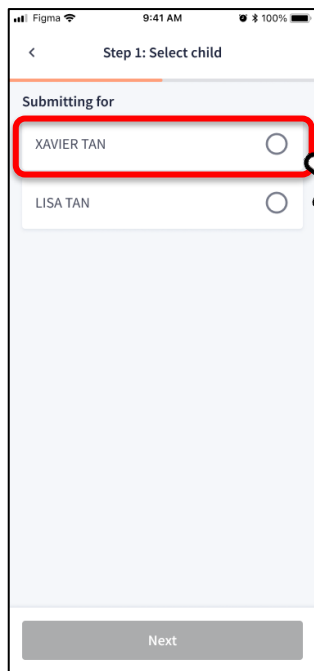# Submit child's reason for absence after receiving notification (1/3)
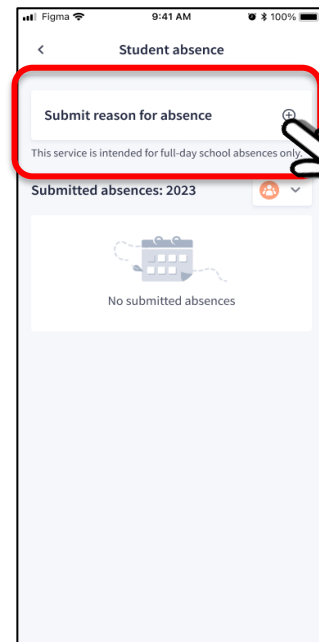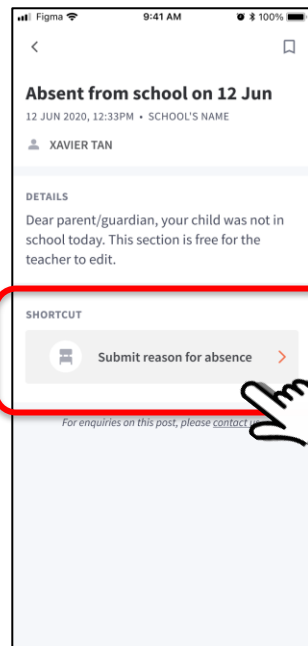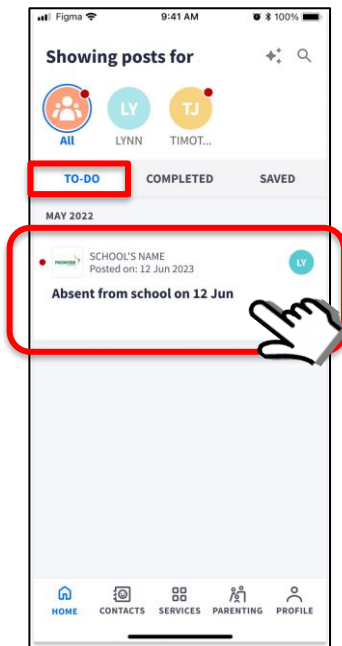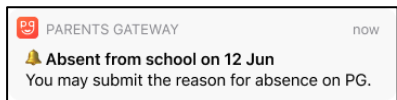
1. Parents will receive notification from school. Click on notification to go to PG app

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)
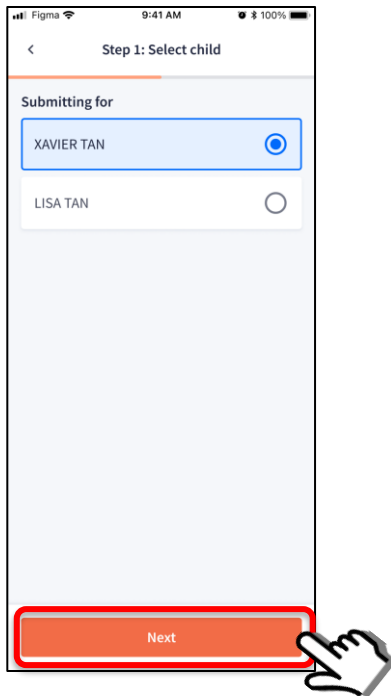

5. Select the child you are submitting the reason for.
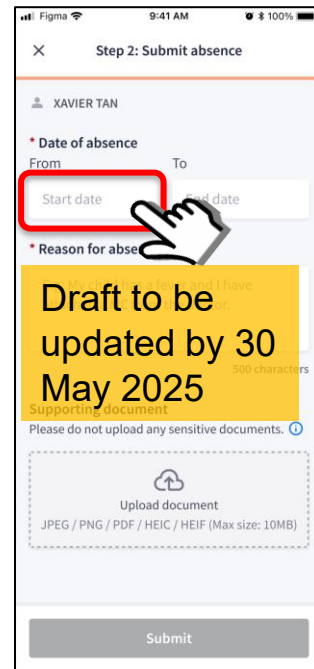
6. Click on "Next" to input absence details.

7. Click on box to activate calendar for selection of date.

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

Draft design to be updated by 30 May 2025

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[1].
    c) Click on "Submit".

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)
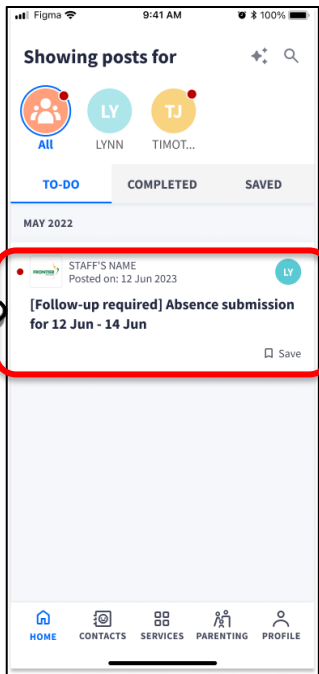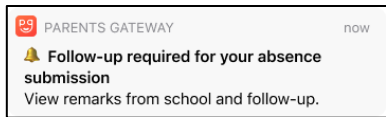
1. Parents will receive a notification for follow-up. Click on notification to access PG.
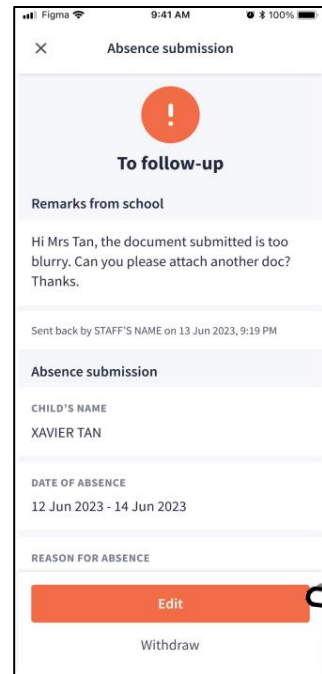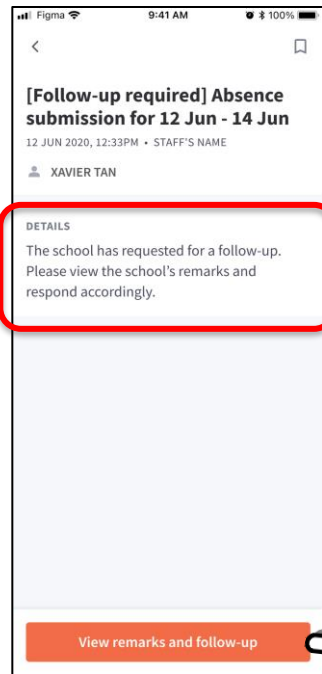
2. Click on the "Follow-up" notification under "TO-DO" tab

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)

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5. Update the necessary fields[1] and click on "Submit edits"

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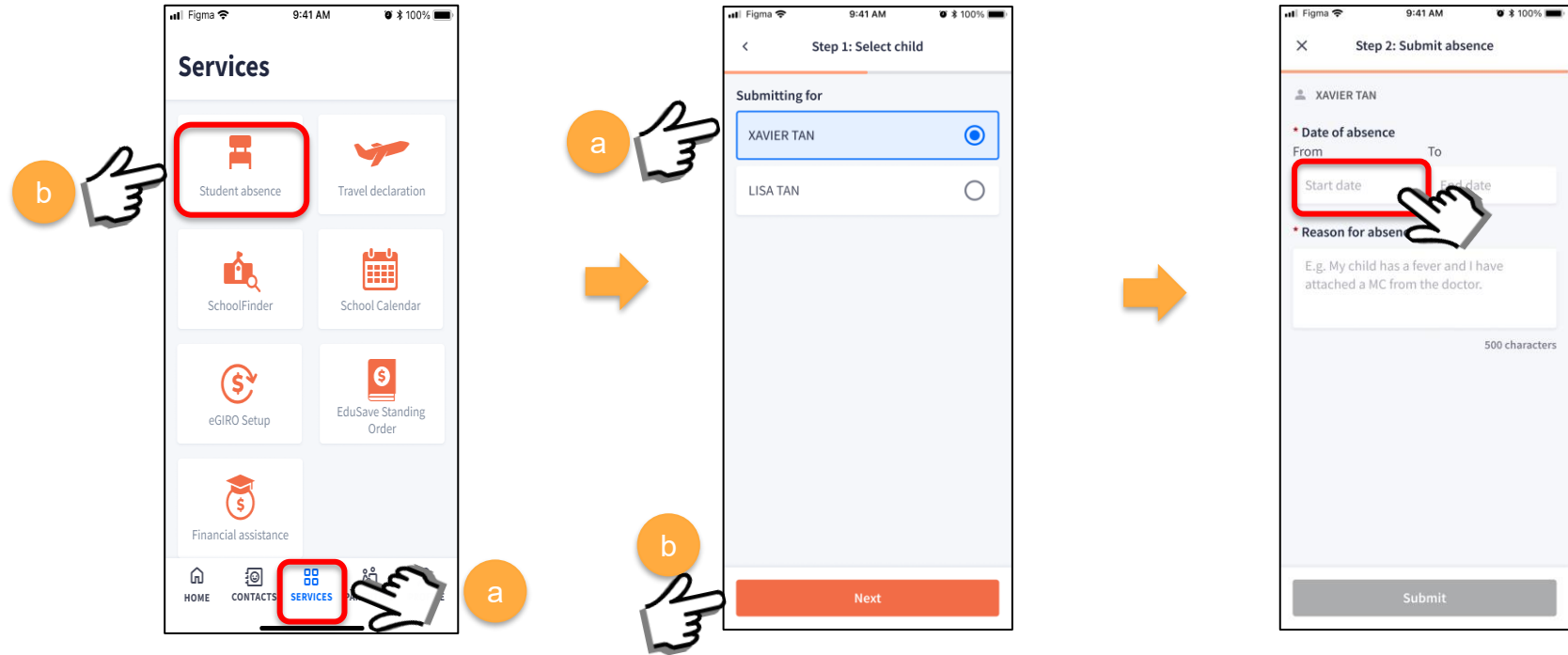
1. a) Go to "SERVICES" tab.
   b) Click on "Student absence"

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)

Draft design to be updated by 30 May 2025

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[1].
   c) Click on "Submit".

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

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[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

PARENTS GATEWAY   now
🔔 The school has edited your absence submission
No action is required from you.
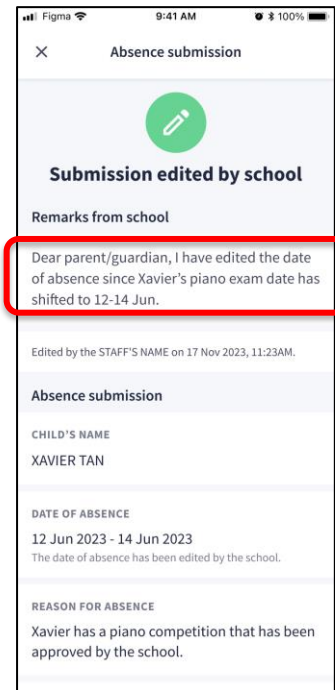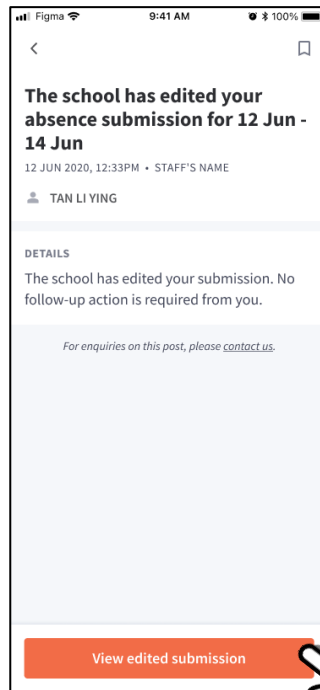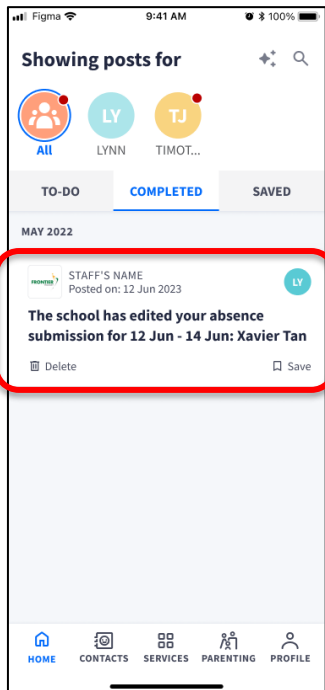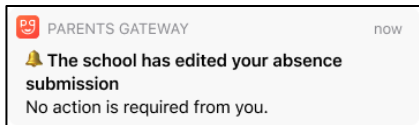
1. Parents will receive a notification to inform them that school had edited their submission. Click on notification to access PG.

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)
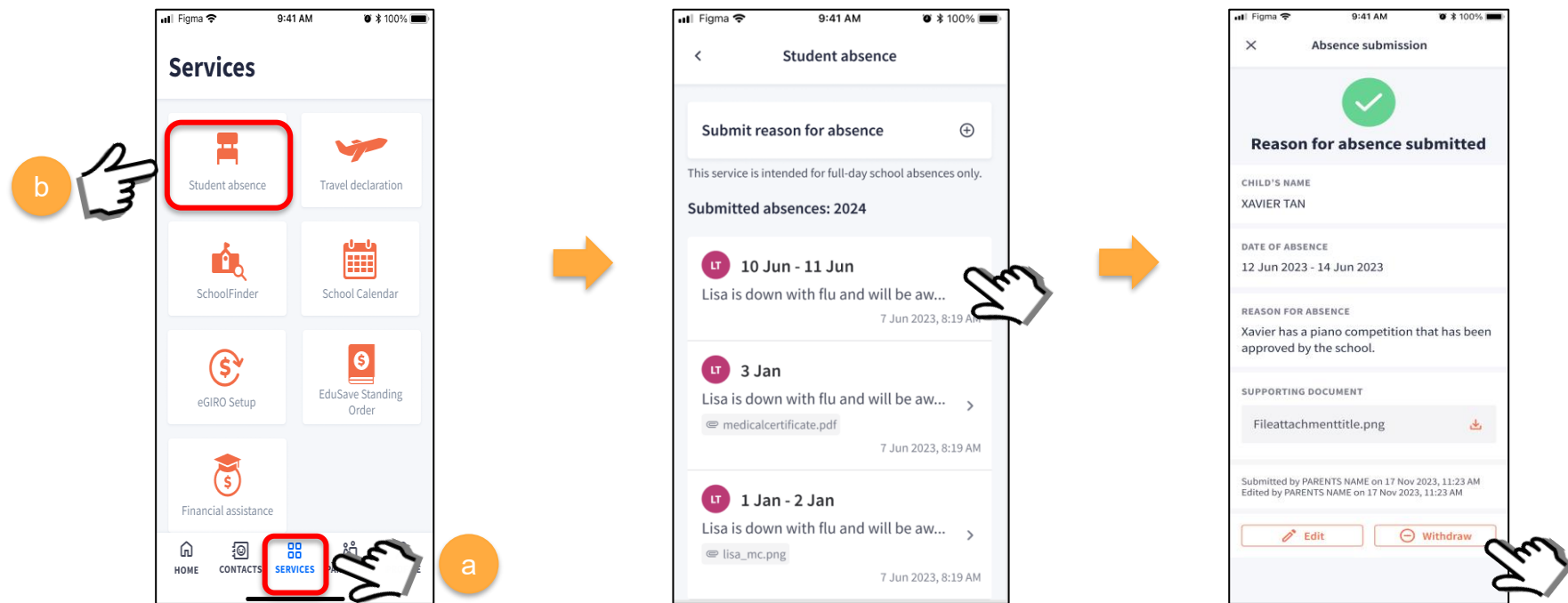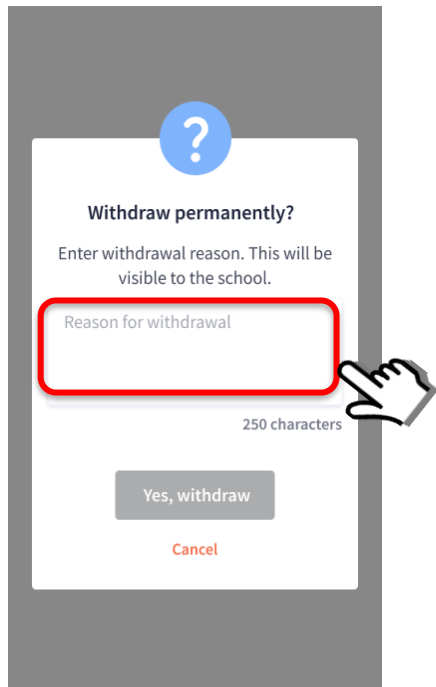
1. a) Go to "SERVICES" tab.
   b) Click on "Student absence"
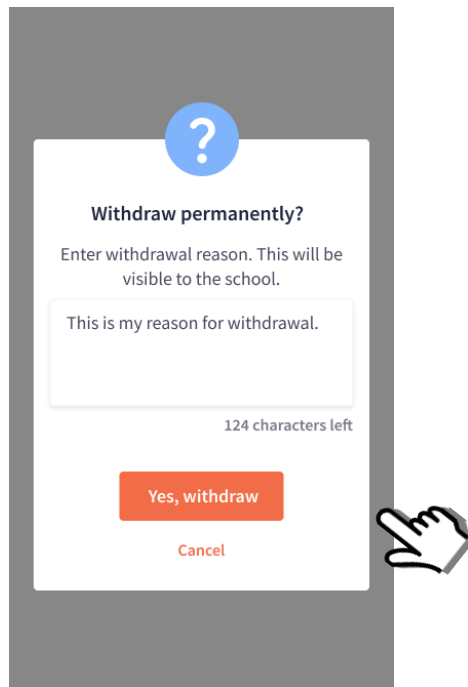
2. Select the submission that you would like to withdraw.

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.
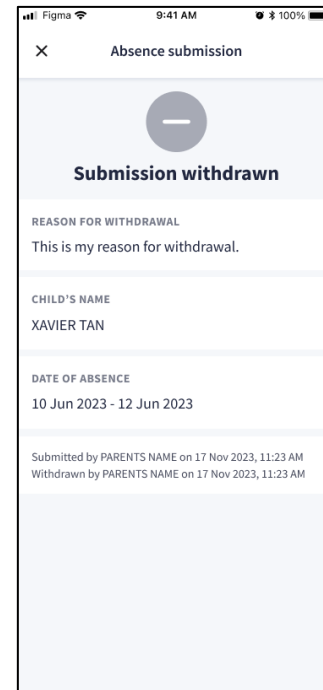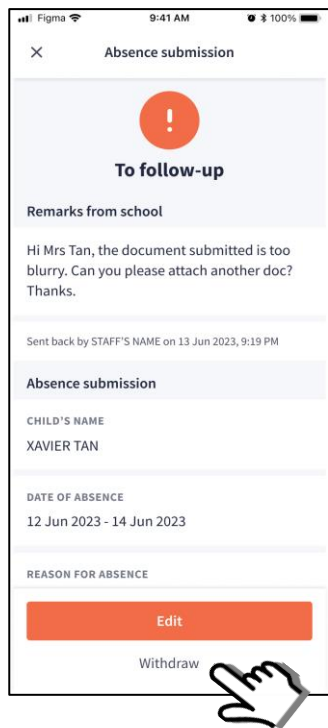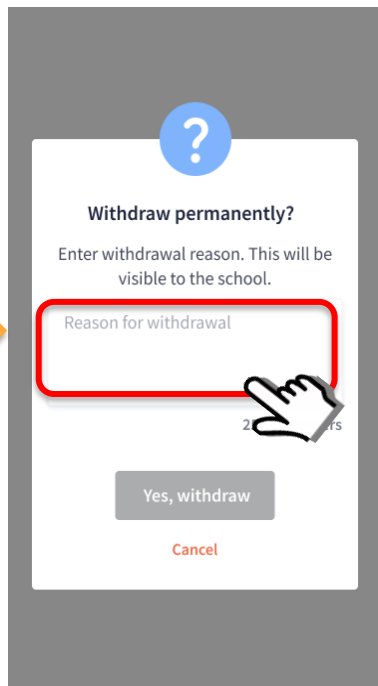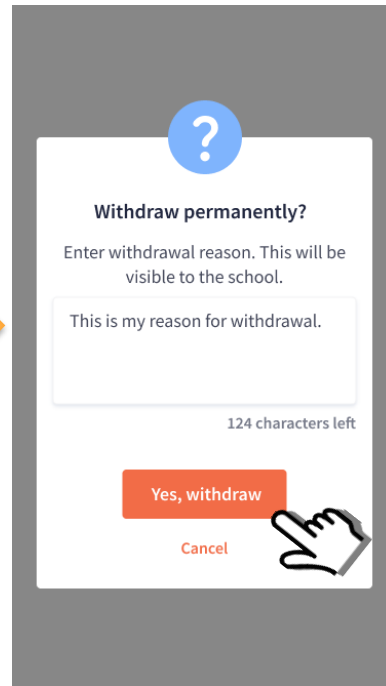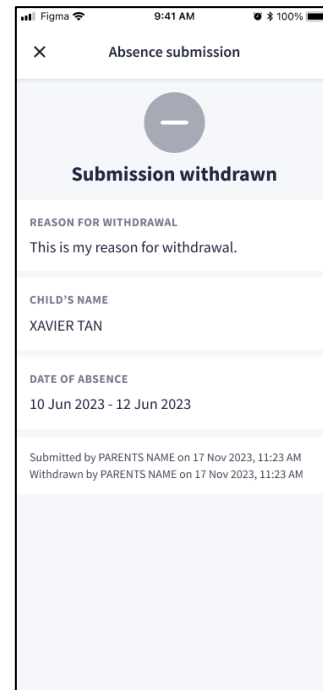
Expiry date for editing and/or withdrawing absence submission

Expiry Date for Editing and/or Withdrawing Absence Submission

Absence submission

✓

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
10 Jun 2023 - 12 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

Editing or withdrawing your submission is no longer available. For any modifications, please contact the school directly.

Editing or withdrawing your submission is no longer available. For any modification, please contact the school directly.

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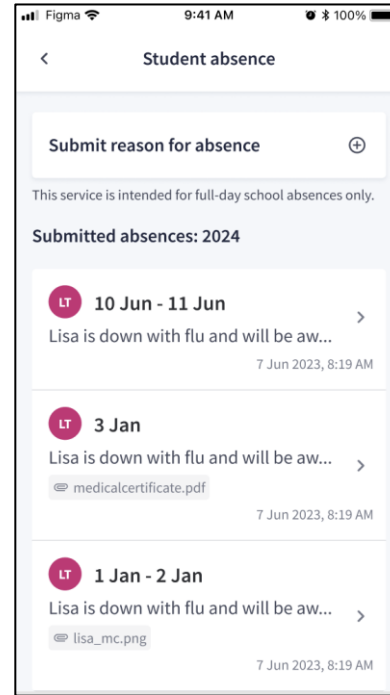
Note:
If teacher requests for a follow-up, there will be **no expiry** date for parents to send back and edit or withdraw.

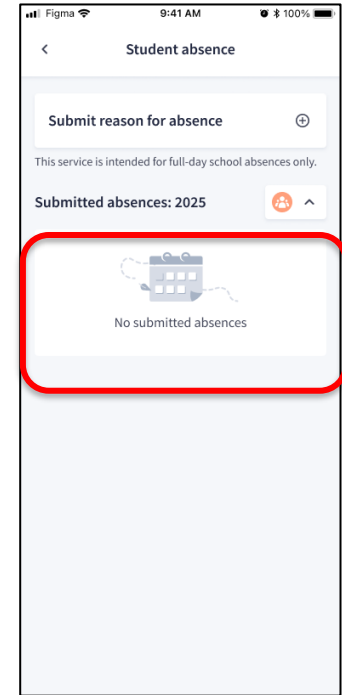# Deletion of all submitted absences in the current year

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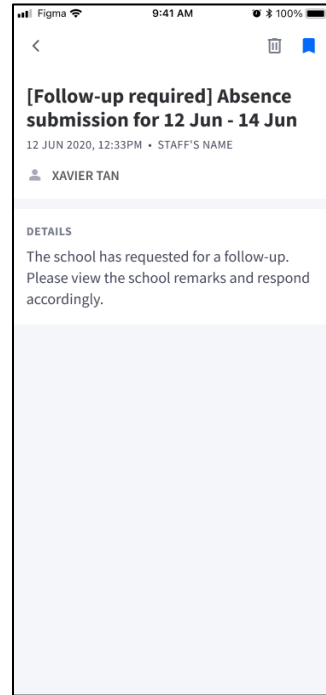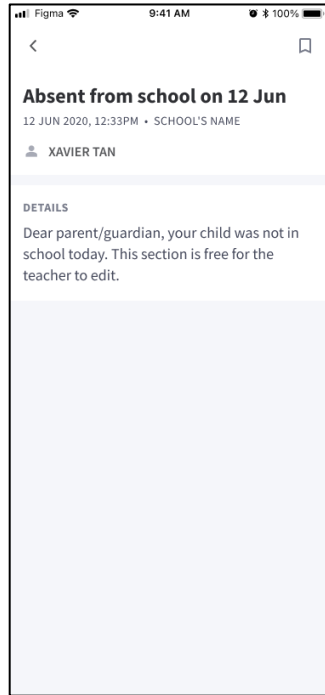
Before 16 Dec

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