Annex A: One-Time Onboarding

Step 1 – Singpass Registration and 2FA Setup

Singpass is required for onboarding to Parents Gateway (PG). 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 code below to do so. Should you require further assistance, please call Singpass helpdesk at +65 6335 3533.

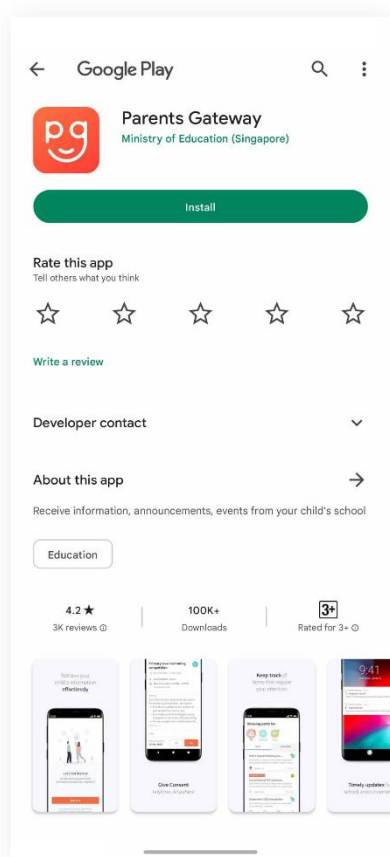**Instructional guides to register for Singpass and set up Singpass 2FA**

https://go.gov.sg/pg001

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

https://go.gov.sg/pg002
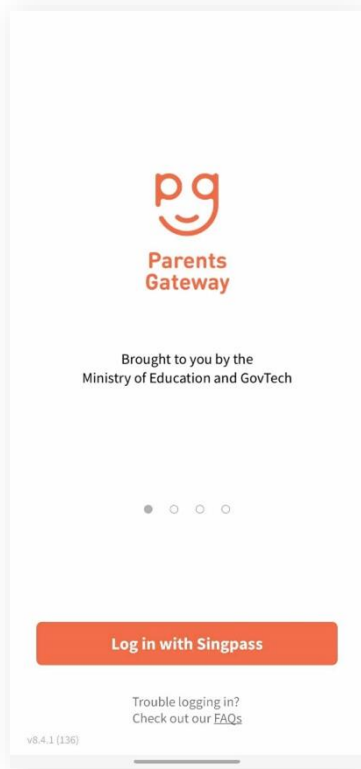
For iOS

https://go.gov.sg/pg003

c. Download and install the app on your phone.

d. Enable '**Allow Notifications'** to receive push notifications.
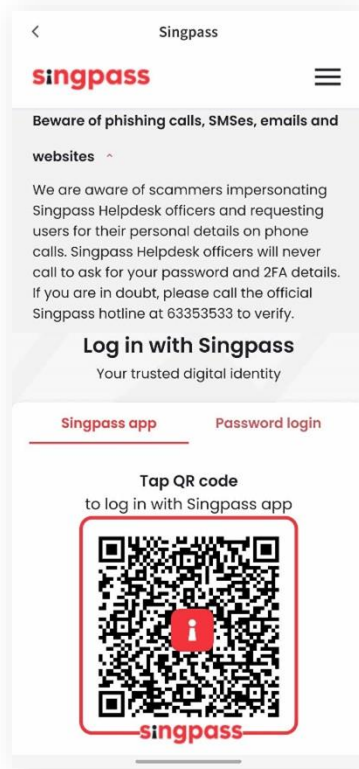
Note: Supported OS Versions - **Android 6.0 or later** & **iOS 11.0 or later**
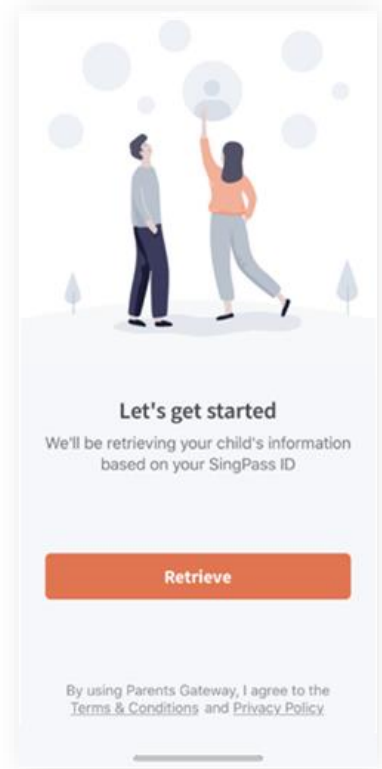
Step 3 – How to onboard Parents Gateway

1. **Tap on "Log in with Singpass"**

2. **Log in with your Singpass (and 2FA)**

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

4. **Tap on "Done" to complete the onboarding process**

5. **You should see your child(ren)'s initial(s) and announcements and/or consent forms posted by the school(s) (if any)**