

Transition to and Onboarding at Parents Gateway for School Communications with Parents/Guardians

As announced by the Ministry of Education (MOE) on 18 September 2024, teachers are not required to share their personal phone numbers, and do not need to respond to work-related messages after school hours. In line with this, we would like to share with you the guidelines on school communication with parents/guardians from January 2025, with the following salient points:

- With effect from 1 January 2025, the school will use **Parents Gateway** as the primary platform for all school-related communications. Please note that WhatsApp will no longer be used for regular school communications with parents/guardians, except in emergency situations. Teachers will only respond to work-related messages after school hours in the event of emergencies.
- **Parents Gateway** is a mobile app developed by MOE in collaboration with GovTech. It is specifically designed to facilitate communication between parents/guardians and schools, providing an easy and secure way for parents/guardians to engage with teachers on school matters. The app allows parents/guardians to receive important school announcements and official letters, approve consent for school activities (such as field trips), perform a variety of other administrative tasks, including travel declaration, and access important information on the students' learning and development in school.
- If you have yet to download the **Parents Gateway** app on your mobile device, we kindly request that you do so. The app is available for download on iOS, Android platforms (Android Play Store) or Apple AppStore. You may access this website <https://pg.moe.edu.sg/> for more information. Once downloaded, you will need to complete a simple one-time onboarding process to link your account with the school.
- Please refer to the attached **Annex A (One-Time Onboarding)** for step-by-step and detailed instructions on how to complete this process.

- For parents/guardians who may not have access to a mobile device or a Singpass account, the school will continue to issue hardcopy letters for important communication. The school remains committed to ensuring all parents/guardians are kept informed, regardless of their preferred communication method. The school appreciates the understanding and cooperation from parents/guardians as we make this transition.
- The move to **Parents Gateway** is part of our ongoing efforts to streamline communication and provide a more efficient and centralised platform for school-related matters. We look forward to your support in embracing this new initiative. Please do not hesitate to contact us, should you have any query or require any assistance.