Annex A -
Parent User Guide PG Mobile App (Notify absence)

Parents Gateway

Quick-start Guide for Absence Notification in PG app
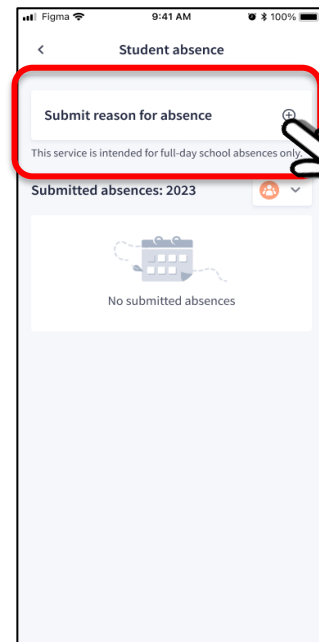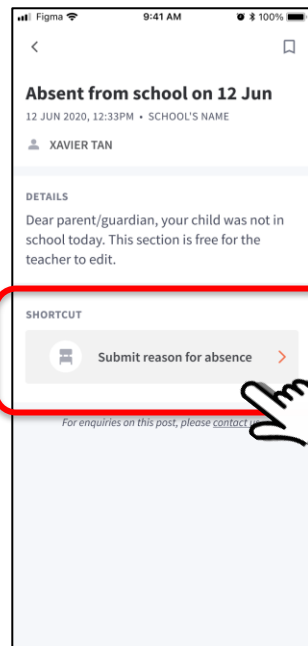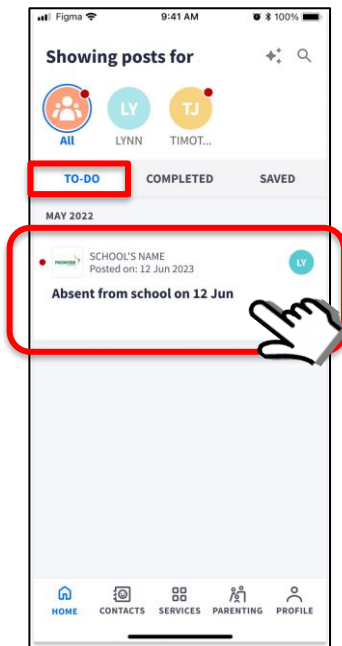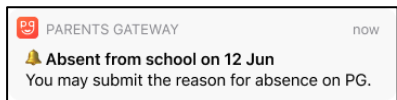
CONTENTS

Submit reason for absence after receiving absence notification from school

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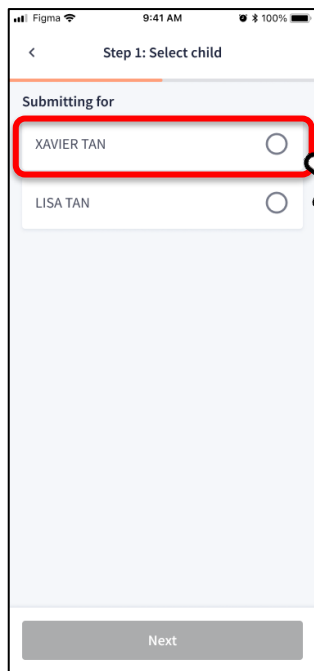
1. Parents will receive notification from school. Click on notification to go to PG app

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.
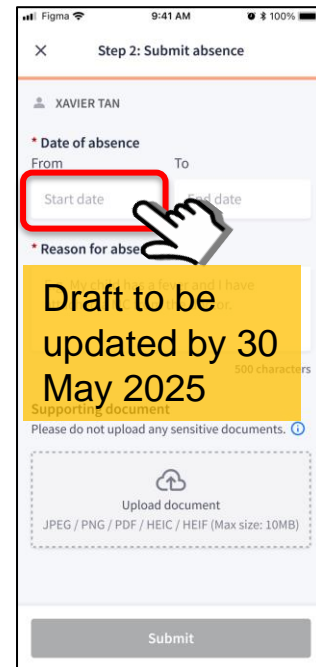
6. Click on "Next" to input absence details.

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.)

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Received school's request to follow-up on submission

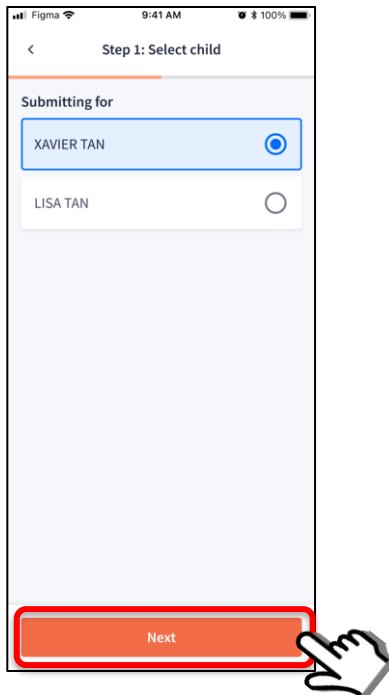# Teacher's request to follow-up on child's absence (1/2)
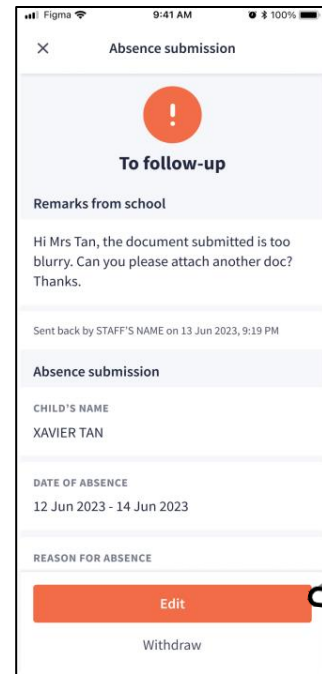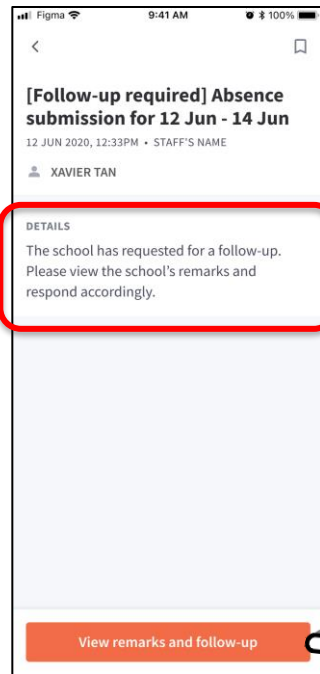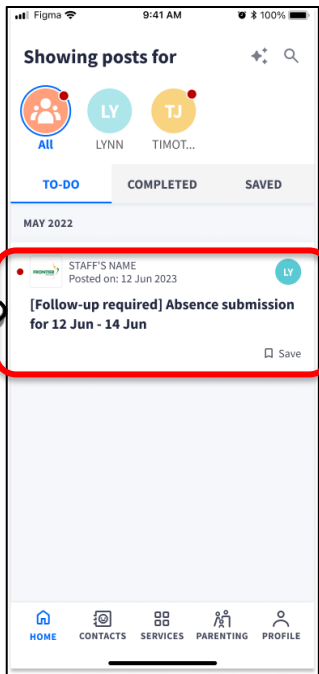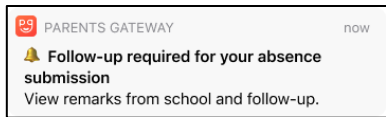
1. Parents will receive a notification for follow-up. Click on notification to access PG.

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)

Draft design to be updated by 30 May 2025

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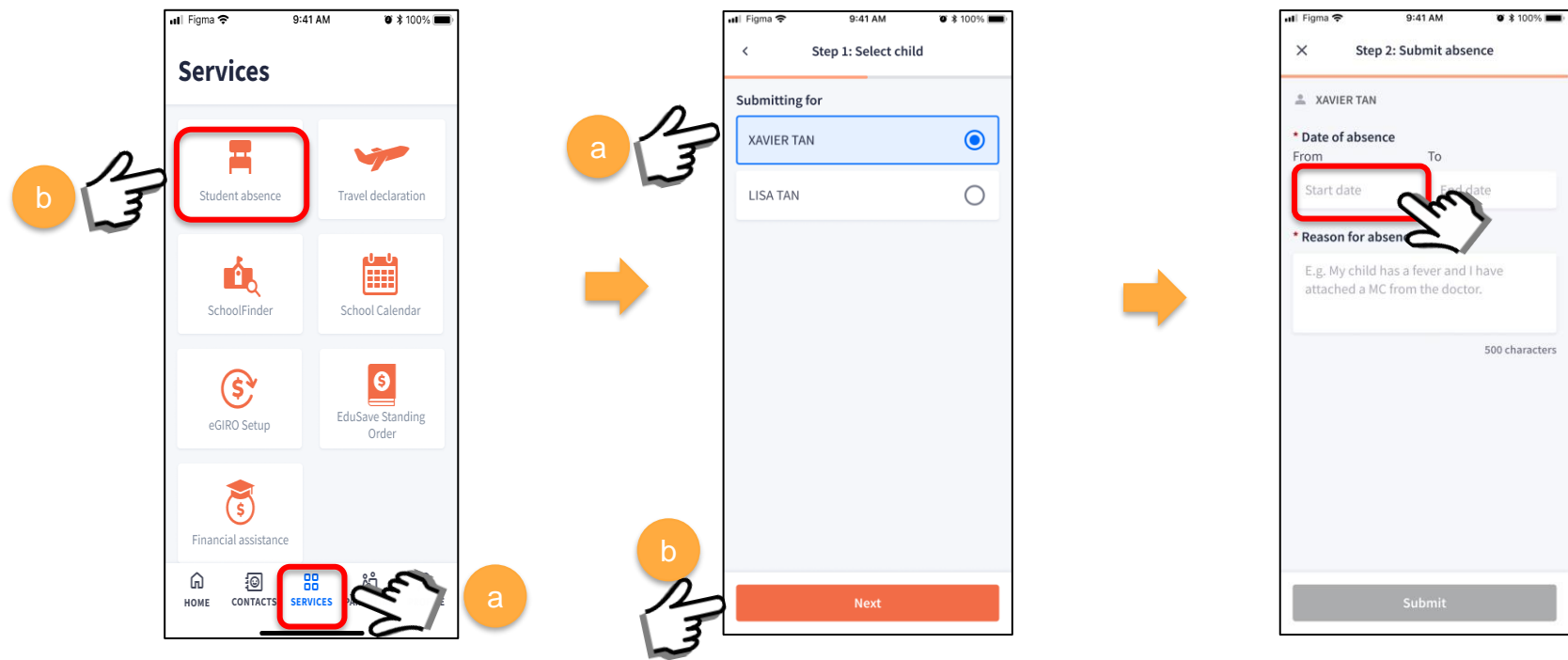
1. a) Go to "SERVICES" tab.
   b) Click on "Student absence"

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.

[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.

Showing posts for
All · LYNN · TIMOT...
TO-DO | COMPLETED | SAVED
MAY 2022

STAFF'S NAME
Posted on: 12 Jun 2023
The school has edited your absence submission for 12 Jun - 14 Jun: Xavier Tan
🗑 Delete   🔖 Save

The school has edited your absence submission for 12 Jun - 14 Jun
12 JUN 2020, 12:33PM • STAFF'S NAME
👤 TAN LI YING
DETAILS
The school has edited your submission. No follow-up action is required from you.
For enquiries on this post, please contact us.
View edited submission

✕ Absence submission
Submission edited by school
Remarks from school
Dear parent/guardian, I have edited the date of absence since Xavier's piano exam date has shifted to 12-14 Jun.
Edited by the STAFF'S NAME on 17 Nov 2023, 11:23AM.
Absence submission
CHILD'S NAME
XAVIER TAN
DATE OF ABSENCE
12 Jun 2023 - 14 Jun 2023
The date of absence has been edited by the school.
REASON FOR ABSENCE
Xavier has a piano competition that 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.

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Withdrawal of submitted absence from service tab

Withdrawal of submitted absence (1/2)
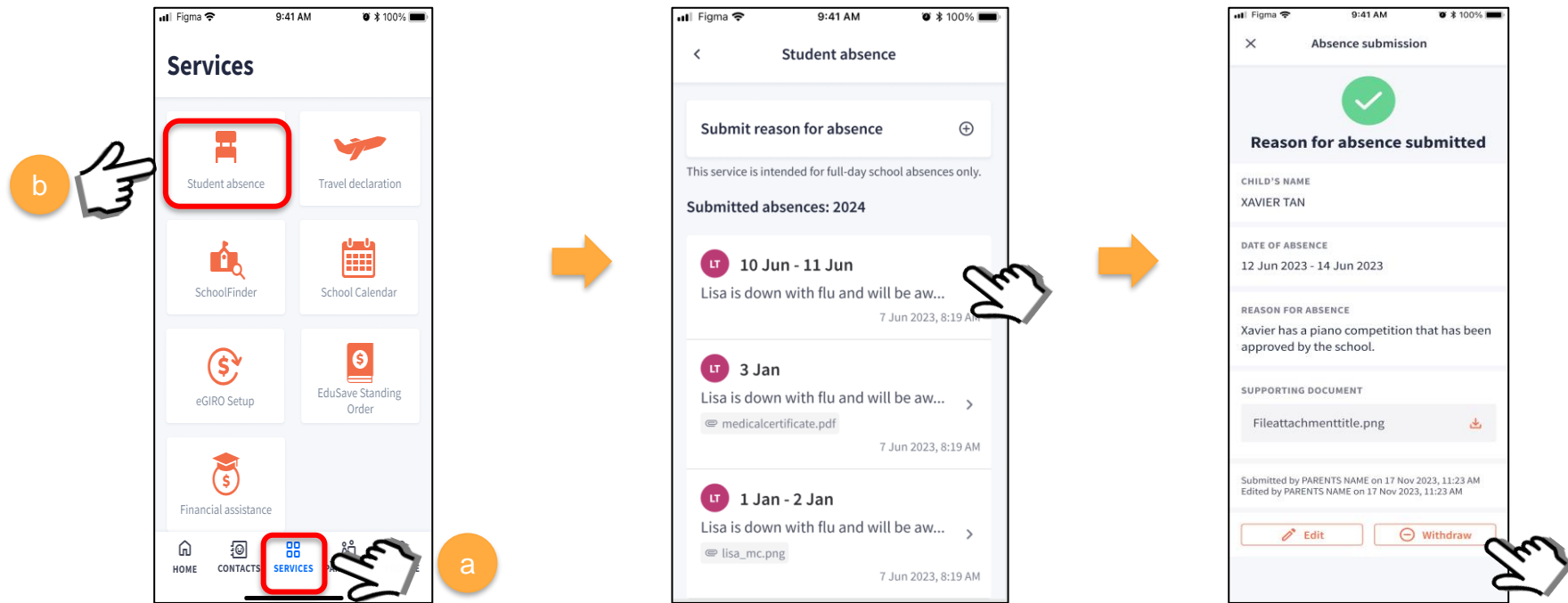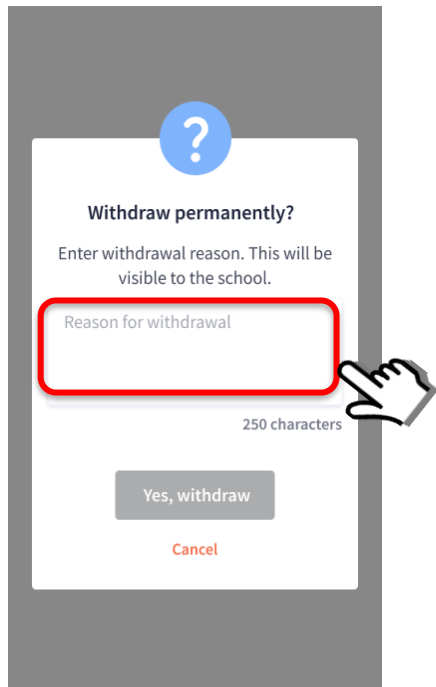
1. a) Go to "SERVICES" tab.
   b) Click on "Student absence"

2. Select the submission that you would like to withdraw.
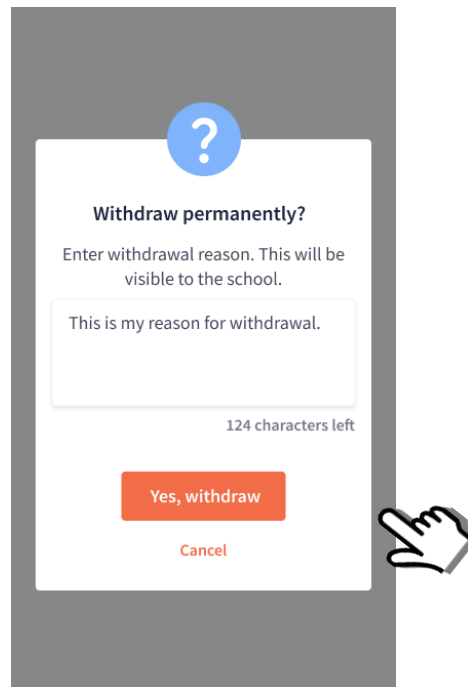
3. Click on the withdraw button.

Withdrawal of submitted absence (2/2)

Withdraw permanently?

Enter withdrawal reason. This will be visible to the school.

Reason for withdrawal

250 characters

Yes, withdraw

Cancel

Withdraw permanently?

Enter withdrawal reason. This will be visible to the school.

This is my reason for withdrawal.

124 characters left

Yes, withdraw

Cancel

Absence submission

Submission withdrawn

REASON FOR WITHDRAWAL
This is my reason for withdrawal.

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
10 Jun 2023 - 12 Jun 2023

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

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
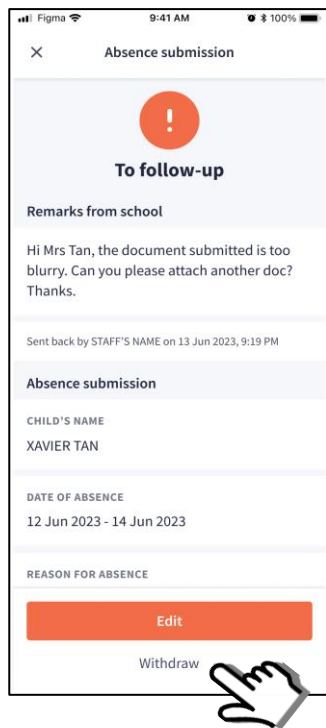
1. Select withdrawal in the details page.
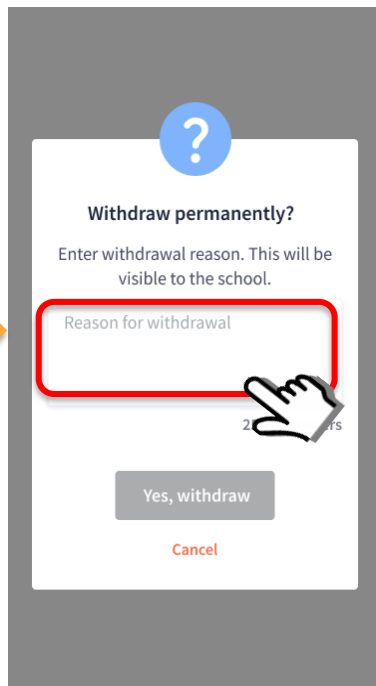
2. A pop-up screen will appear. Type reason for withdrawal.
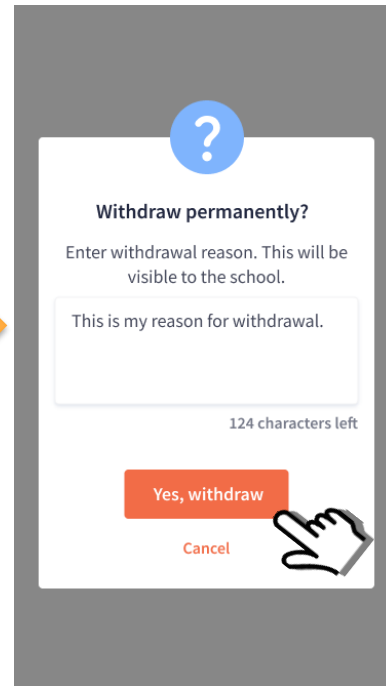
3. Click on "Yes, withdraw".
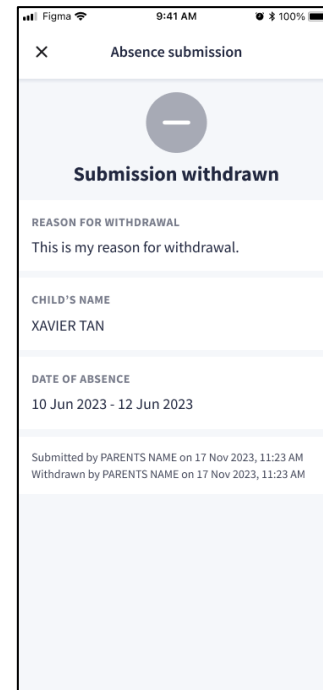
4. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal, and they will no longer be able to see the reason or file submitted previously.

Expiry date for editing and/or withdrawing absence submission

Expiry Date for Editing and/or Withdrawing Absence Submission

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
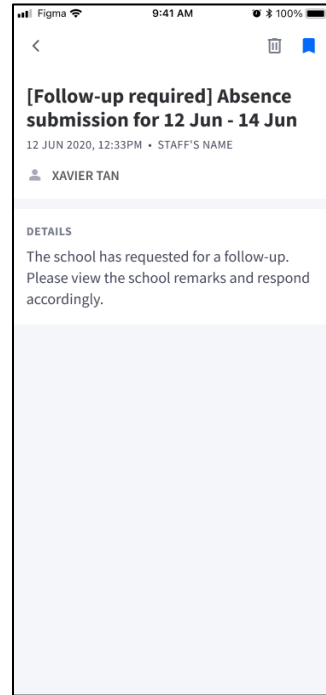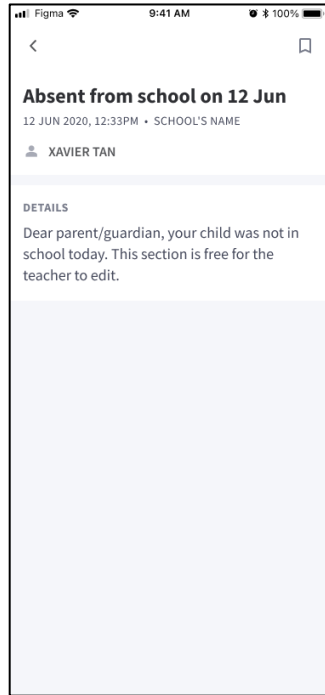
Before 16 Dec
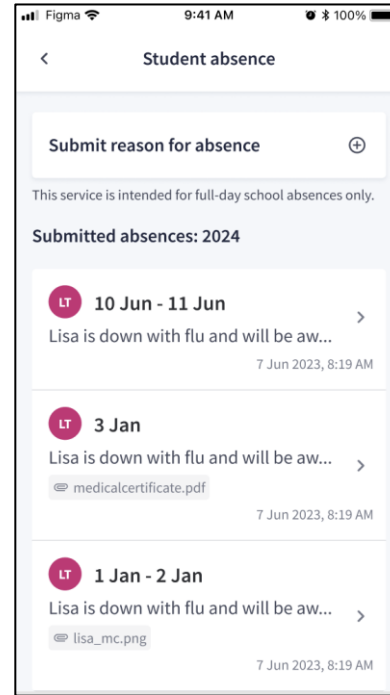
After 16 Dec
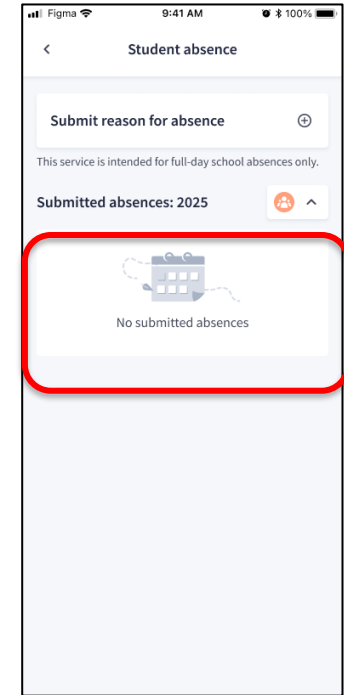
1. Parents will not be able to see any button in the absence notification posts

2. Under the student absence tab, parents and teachers will no longer see the submissions submitted in the current year.

Thank You

Annex B - FAQs for Parents (Notify absence)

FREQUENTLY ASKED QUESTIONS (FOR PARENTS)

Advance Submission

1. **My child has a medical appointment next month. Can I submit an absence notification in advance?**

   Yes, parents may submit a notification of absence in advance through the "services" tab in the Parents Gateway App.

2. **I had made a submission in advance, but the appointment date has been changed. Can I edit my submission?**

   Yes, you may click on to services tab and search for the submission that you would like to edit. You can update the details and click on submit edits.

Editing Submissions of Absence

3. **I had submitted the wrong document. What should I do?**

   You may click on the 'services' tab, search for the wrong submission. Click into the post and search for the field "Supporting document", Click on the delete icon and upload the correct document. Then click on submit edits.

4. **Can my spouse edit a submission that I had made?**

   Your spouse can edit the submission if it is within 2 weeks of your submission.

Delayed Submission

5. **My child was absent a few weeks ago. Can I still use this service to submit the reason for my child's absence?**

   Yes, you may still submit the reason if you had not done so within the calendar year.

Withdrawal of Submission

6. **When I withdraw the submission, can the school still see what I had submitted?**

   The school will be notified of the withdrawal, but they will no longer be able to see the submission or file submitted previously.

Rejection / Deletion of Submission

7.   Why did the teacher reject / delete my submission?

The supporting documents that you have submitted are sensitive in nature (eg. detailed medical health information or court documents, etc).

No Notification of Absence

8.   Why am I not getting notifications from the school about my child's absence?

Your child's school may not have activated the notifications of absence for parents.

Unavailability of Feature for Other Child in Other Schools

9.   Why is this service not available for my other child who is in another school?

Currently, this service is only available to parents of the pilot schools participating in this pilot scheme. This service will be available to all schools progressively once enhancements have been updated based on the pilot schools' feedback.

Notification of Absence when child is in school

10.   My child is in school. Why, then, am I still getting notification about my child's absence?

Your child might not be present/ have reported late when attendance was taken and hence, his/her attendance was marked as 'absent'. Please contact your child's form teacher for further clarification.

Availability of Submission on Parents Gateway

11.   How long will the submission be stored in Parents Gateway?

All submitted absences created in the current year will be deleted on and after 16 December.

Annex C - Traffic Safety and School Security

December 2025

Annex C - Traffic Safety & School Security Arrangements

We thank you for working with the school in ensuring the safety of our students. There has been a 5-minute adjustment to the operating hours of our school gates, to help ensure our girls report on time (i.e. 7.30 am on Mondays, Wednesdays Fridays; 8.30 am Tuesdays, Thursdays) in the classroom.

We seek your cooperation to take note of the following.

a) **Operating Hours of School Gates**

- **Gate 1**: The PLMGS(Sec) main gate is open on Mondays - Fridays from 6.30 am to 6.30 pm on a typical school day.

- **Gate 1A** (see photo below; next to guard house) will only be open in the mornings from 6.30 am to 7.25 am on Mondays, Wednesdays and Fridays.

- **Gate 2** (Turnstile Gate at the bus-stop) is open from 6.30 am to 7.25 am (Mondays, Wednesdays, Fridays) and from 6.30 am to 8.25 am (Tuesdays, Thursdays). For school dismissal, it will be open from 1.30 pm to 6.30 pm. In the mornings, students who come to school by public transport should enter the school via this turnstile gate at the bus-stop near the school's parade square. The turnstile gate system is integrated with secure access control using students' registered EZ-Link cards. For Sec 1 students, their EZ-Link card access will be added by end of 7 Jan 2026.

- **Gate 4** (opposite Blk 134 Hougang Ave 1) is open from 6.45 am to 7.25 am (Mondays, Wednesdays, Fridays) and 7.45 am to 8.25 am (Tuesdays and Thursdays).

- **Gate 6** (Jalan Lokam gate of PL(Pri)): PL(Sec) girls can make their way to school via Gate 6 at Jalan Lokam of PL(Pri) from 6.45 am to 7.25 am on Mondays, Wednesdays and Fridays, our non-late days. You can view a video of the route through PLMGS(Pri) if our PL-Lites are dropped off at Jalan Lokam: https://go.gov.sg/routetoplmgssfromlokam.

- **Gate 7** (Gate next to our Basketball courts): Parents with both PL(Pri) & PL(Sec) daughters can let the PL(Sec) girl alight at PL(Pri) drop-off point and make their way to school via Gate 7 (Gate 2 of PL(Pri)) from 6.45 am to 7.25 am daily.
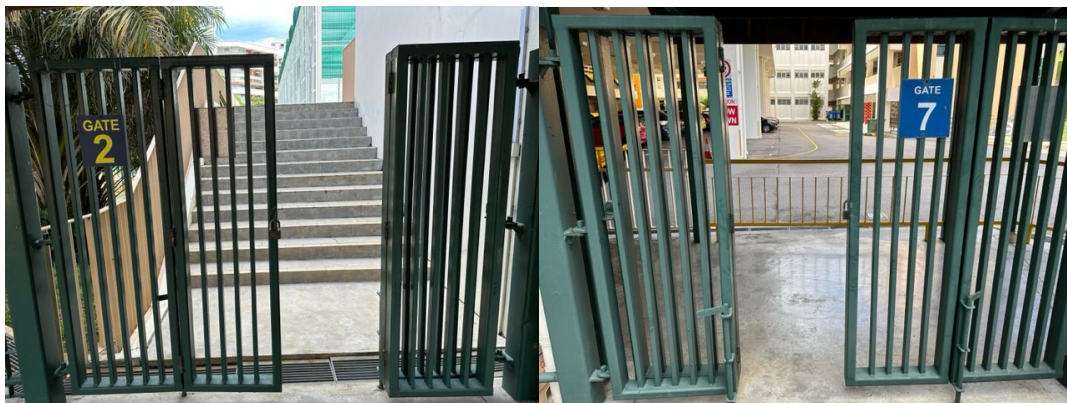
b) **Alighting Points Outside the School**

The traffic along Lorong Ah Soo builds up significantly from 7 am onwards. To ease the flow of traffic into the school, we strongly encourage you to alight your daughters, at one of the two alighting points:

- Carpark @ HDB Bk 138 (Opposite the school beside Maplewood Park); please drive into the carpark and avoid stopping at the gantry

- Carpark @ HDB Bk 134 through School Side **Gate 4** (On the same side of the school. This gate will be open from 6.45 am to 7.25 am)

c) Drivers must Observe Traffic Rules

- The Speed Limit within the school compound is **15 km/h**. Please follow the direction given by the school staff and stay alert for pedestrians who may be walking around your vehicle. Drivers who drive against the road direction or disregard the instructions given by school staff and security guards may be banned from entering the school premise.

- When **driving out** of the school's front gate, please turn into the **leftmost/innermost lane first**. Do not drive directly into the right lane. **LTA has put in place a double white line to prevent drivers from doing so.** Additionally, the barrier sensor at the front gate will only activate when the car is close to it, so please drive closer and wait for the barrier to open.

- **The Traffic Police has advised that enforcement actions will be taken against motorists who violate traffic rules**. Please be advised that extra demerit points will be given for traffic offences in school zone.

- Please take note that from 7 am – 7.30 am, public buses serving Lorong Ah Soo (on same the side of the schools), will usually travel along the <u>outermost lane</u>, in order to avoid the jam. As the buses drive near to the bus stops, they will signal to change lane and turn into the bus bay. Please remember to give way to the buses and maintain a safe distance from them.

Dangerous Acts to avoid

We would like to highlight some dangerous acts that we seek your cooperation to remind your daughters not to commit:

- Crossing the road while listening to music or using mobile phone

- Dashing across the road at the last minute when the pedestrian light is flashing

- Dropping off from vehicle at unsafe place: next to the green barriers along the main road, at the U-turn lane just outside the school, at the outer lane while the cars are waiting for traffic light to change and at the entrance of Maplewood Park carpark

d) Avoid Walking Across PL(Pri) School Gates during rush hours

To ease the traffic flow turning into and out of our two schools, pedestrians are reminded not to walk across PL(Pri) school gates toward PL(Sec) before school starting hours and during school dismissal time.

Instead, pedestrians may come to school by walking along the opposite side of the road, and crossing the road at the traffic light crossing as shown in the picture below:

e) PL(Sec) Car Decal

- Do apply for the **PL(Sec) Car Decal** to gain admission into the school. Cars without a valid car decal may be denied entry into the school. You may apply for a car decal online at https://go.gov.sg/plmgsscardecal

- The car decal is a privilege that the school grants parents/guardians to drive into the school for the **sole purpose of dropping off and picking up** our PL-Lites. The car decal **does not grant** parents/guardians the right to park at the school. Parents are not allowed to park their cars in the secondary school in order to walk to PL(Pri) to fetch their daughters. As all parking lots are paid for by the staff members, please refrain from parking or waiting in the red lots which are for staff only.

Let us work together to create a safe and healthy environment for your daughters.

Thank you.

PL(Sec) School Management