

# Parents Gateway

Quick-start Guide for Absence  
Notification in PG app

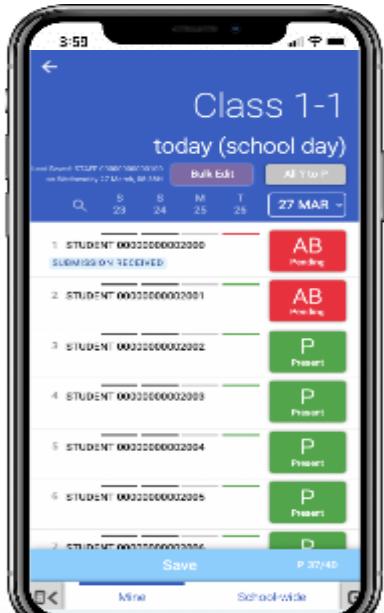


# PG-SCM Student Absence Notification allows parent submissions via PG

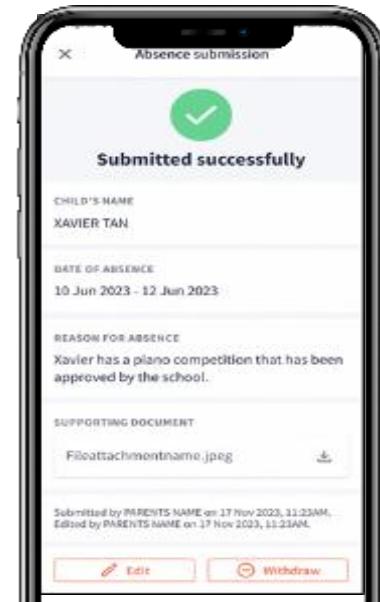
With the new enhancements:

- Notifications can be set up and scheduled on SC Mobile to **automatically notify parents via PG** when their child is absent.
- This notification will also request parents to submit the child's reason for absence and relevant documents via PG.

Teacher SCM App



Parent PG App

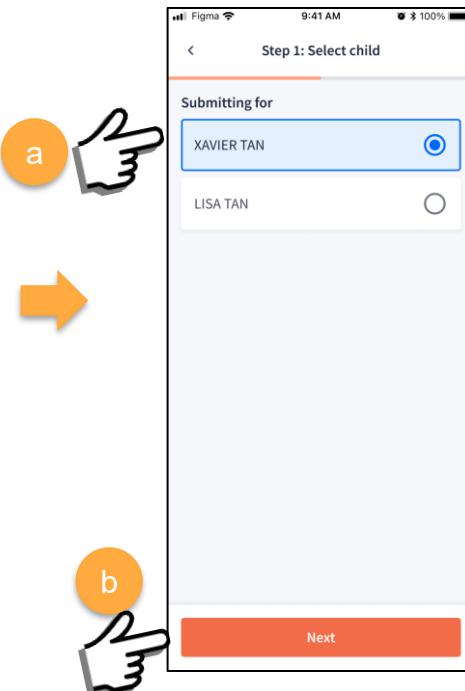
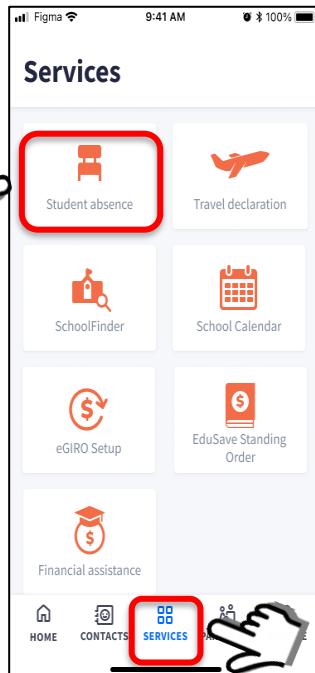


# Using PG Absence Notification

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.</li><li>• Parent <u>can submit reasons</u> and documents via PG.</li></ul>
Yes	No	<ul style="list-style-type: none"><li>• Parent <u>can submit reasons</u> and documents via PG.</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>

# **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.

# Parent to submit absence without prompt from school (2/2)

This screenshot shows the 'Step 2: Submit absence' screen. At the top, it displays 'XAVIER TAN'. Below that is a section for 'Date of absence' with 'From' and 'To' fields. Underneath is a calendar for June 2023, with the 12th highlighted in blue. A hand icon is pointing at the 12th. At the bottom is an orange 'Select dates' button.

This screenshot shows the 'Step 2: Submit absence' screen. It includes the 'XAVIER TAN' header and 'Date of absence' fields. The 'Reason for absence' section is highlighted with a red box, showing options like 'Sick (with medical certificate)' and 'Other reasons'. The 'Other reasons' option is selected and highlighted with a blue box. A hand icon is pointing at the 'Other reasons' option. Below it is a 'Please specify' text input field with placeholder text 'E.g. My child has a piano exam.' and a character limit of '500 characters left'. At the bottom is an orange 'Submit' button.

This screenshot shows the 'Step 2: Submit absence' screen. The 'XAVIER TAN' header and 'Date of absence' fields are present. The 'Reason for absence' section is highlighted with a red box, containing the text 'Xavier has a piano competition that has been approved by the school.' A hand icon labeled 'a' is pointing at this text. Below it is a 'Supporting document' section with a note about not uploading sensitive documents. A file input field is highlighted with a red box and contains 'Fileattachmentname.jpeg'. A hand icon labeled 'b' is pointing at this file input field. At the bottom is an orange 'Submit' button. To the right of the form, there is a vertical list of steps 4 through 7.

This screenshot shows the 'Absence submission' confirmation page. It features a green checkmark icon and the text 'Reason for absence submitted'. Below this, it shows 'CHILD'S NAME: XAVIER TAN', 'DATE OF ABSENCE: 12 Jun 2023 - 14 Jun 2023', and 'REASON FOR ABSENCE: Xavier has a piano competition that has been approved by the school.'. It also shows a 'SUPPORTING DOCUMENT' section with a file named 'Fileattachmenttitle.png'. At the bottom, it says 'Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM' and includes 'Edit' and 'Withdraw' buttons.

4. Select the date(s) of absence.

5. Select reason for absence.

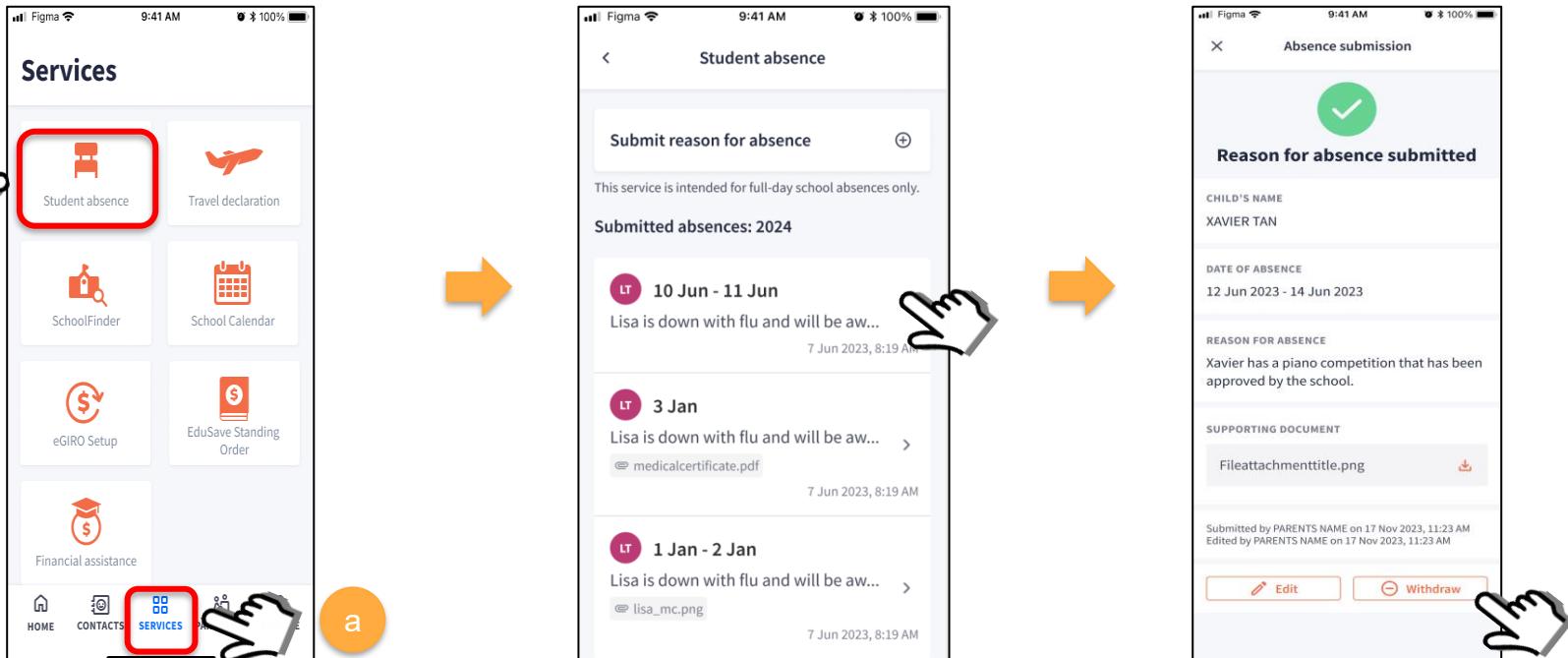
6. a) Type in reason for absence.  
b) Upload medical certificate/relevant documents<sup>1</sup>.  
c) Click on "Submit".

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.)

# **Withdrawal of submitted absence from service tab**

# Withdrawal of submitted absence (1/2)



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

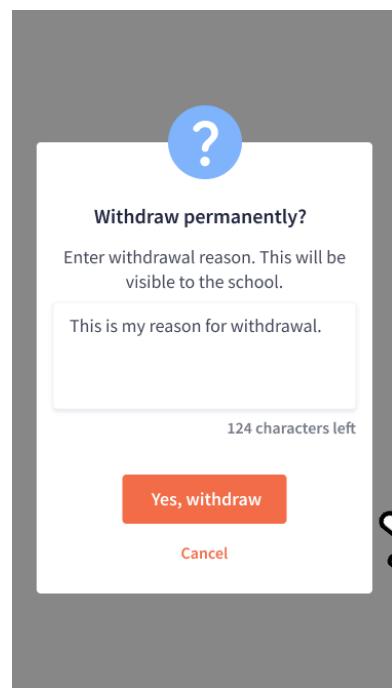
2. Select the submission that you would like to withdraw.

3. Click on the withdraw button.

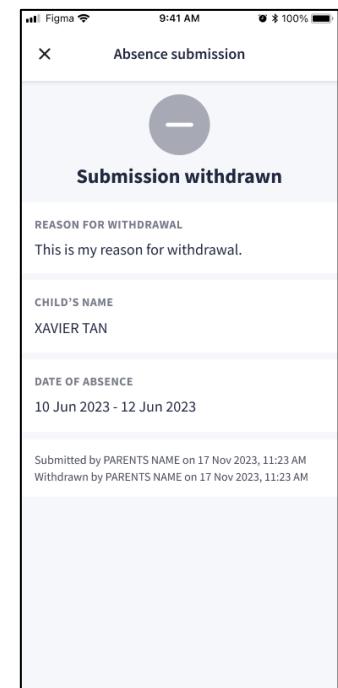
# Withdrawal of submitted absence (2/2)



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.

# Expiry date for editing and/or withdrawing absence submission

# Expiry Date for Editing and/or Withdrawing Absence Submission

Figma 9:41 AM 100%

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.**

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:

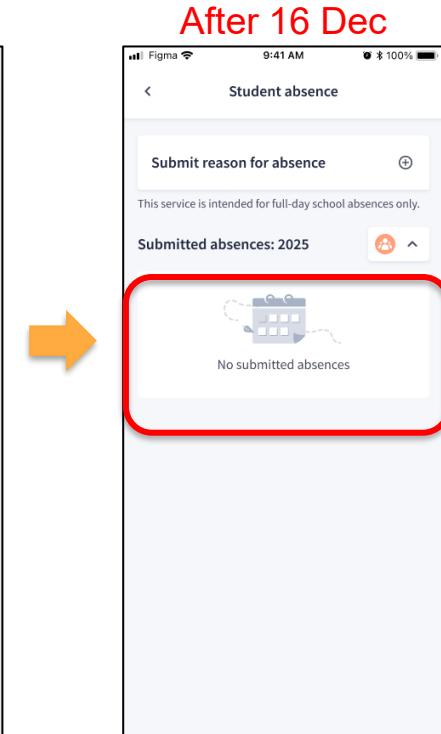
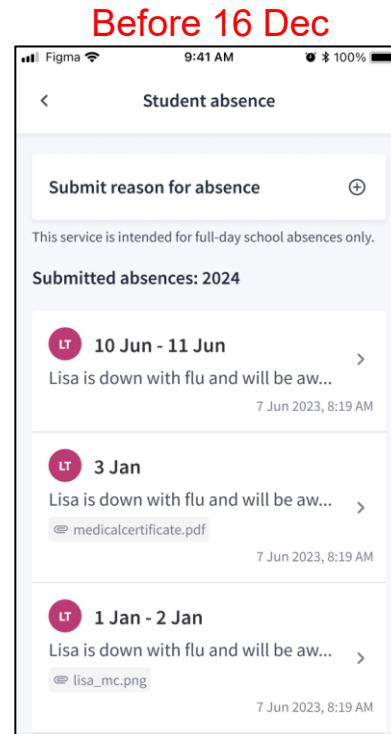
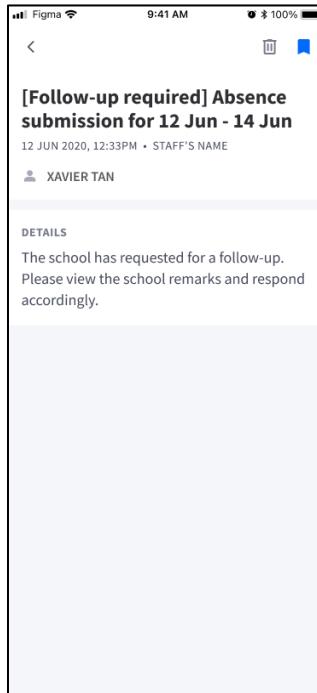
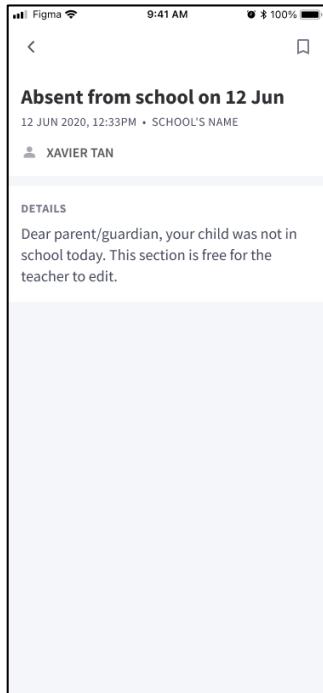
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until 29 Jan

### 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