

# Parents Gateway

## Quick-start Guide for Absence Notification in PG app



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

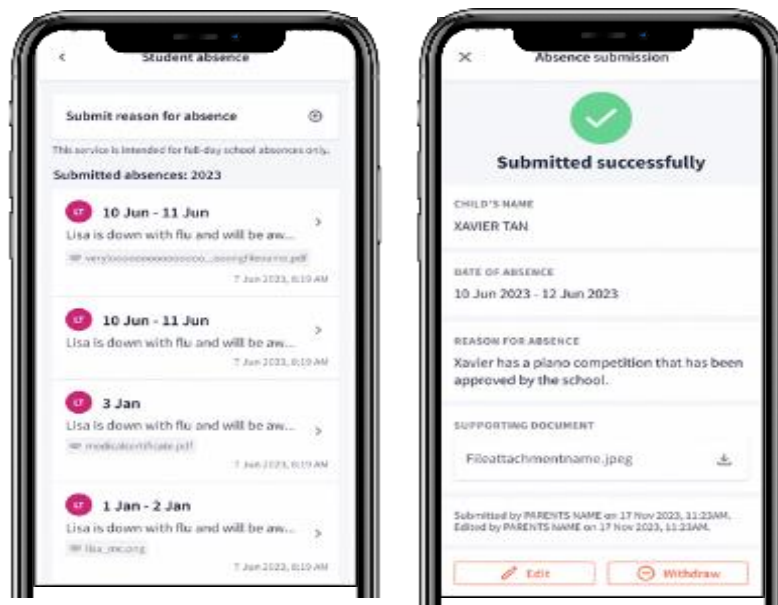
With the new enhancements:

- 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

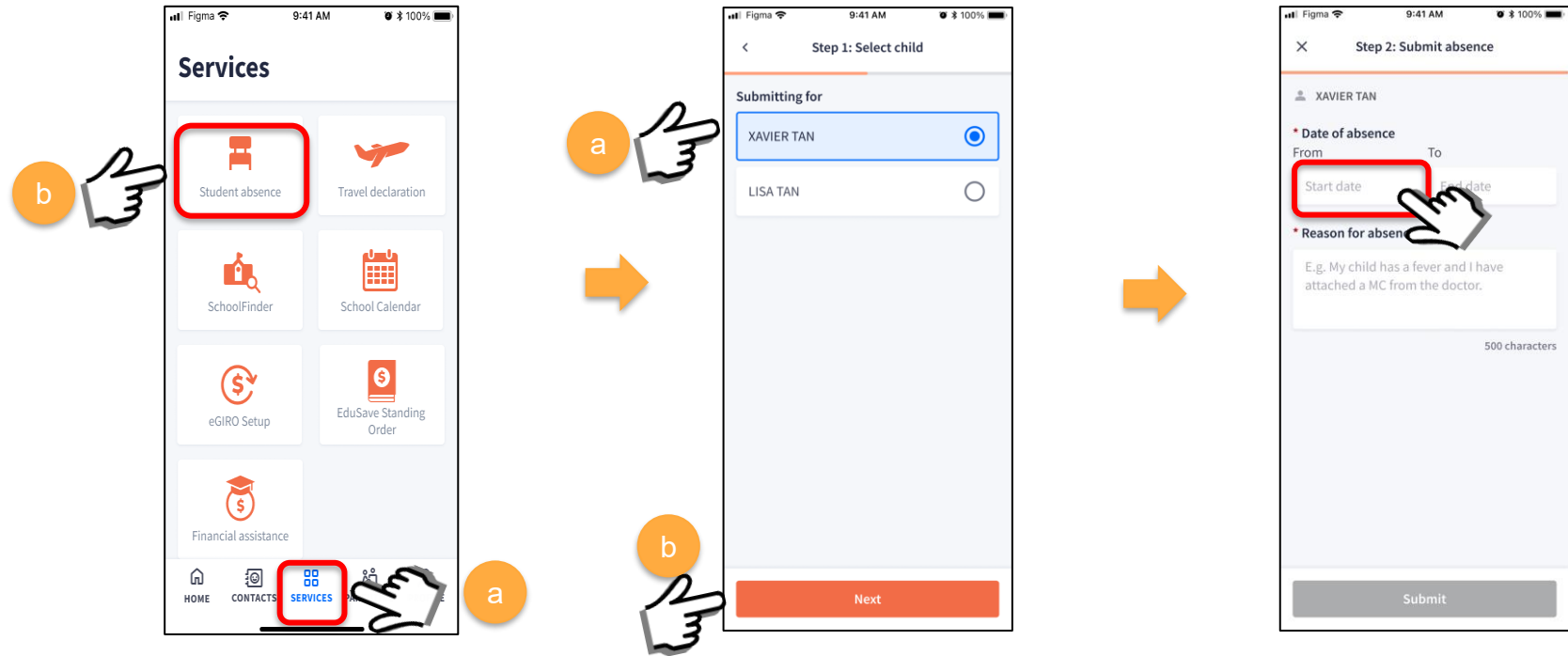


# Using PG Absence Notification

| Parent is onboard PG | Schools turned on Absence Notification | Remarks  |
|----------------------|--|--|
| Yes                  | Yes                                    | <ul style="list-style-type: none"><li>Parent <b><u>will be notified</u></b> of student's absence via PG.</li><li>Parent <b><u>can submit reasons</u></b> and documents via PG.</li></ul>                     |
| Yes                  | No                                     | <ul style="list-style-type: none"><li>Parent <b><u>can submit reasons</u></b> 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 <b><u>will not</u></b> be able to submit reasons via PG.</li></ul> |
| No                   | No                                     | <ul style="list-style-type: none"><li>Parent <b><u>will not</u></b> 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)

Step 2: Submit absence

XAVIER TAN

\* Date of absence

From To

Start date End date

JUNE 2023

MON TUE WED THU FRI SAT SUN

1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21

24 25 26 27 28 29 30

JULY 2023

MON TUE WED THU FRI SAT SUN

1 2 3 4 5 6 7

Select dates



Step 2: Submit absence

XAVIER TAN

\* Date of absence

From To

10 Jun 2023 12 Jun 2023

\* Reason for absence

Sick (with medical certificate) ☐

Other reasons ☒

\* Please specify

E.g. My child has a piano exam.

500 characters left

Supporting document

Please do not upload any sensitive documents. ⓘ

Submit



Step 2: Submit absence

XAVIER TAN

\* Date of absence

From To

12 Jun 2023 14 Jun 2023

\* Reason for absence

Xavier has a piano competition that has been approved by the school.

121 characters left

Supporting document

Please do not upload any sensitive documents. ⓘ

Fileattachmentname.jpeg

Submit

a

b

c



Absence submission

Reason for absence submitted

CHILD'S NAME

XAVIER TAN

DATE OF ABSENCE

12 Jun 2023 - 14 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

Edit Withdraw

4. Select the date(s) of absence.

5. Select reason for absence.

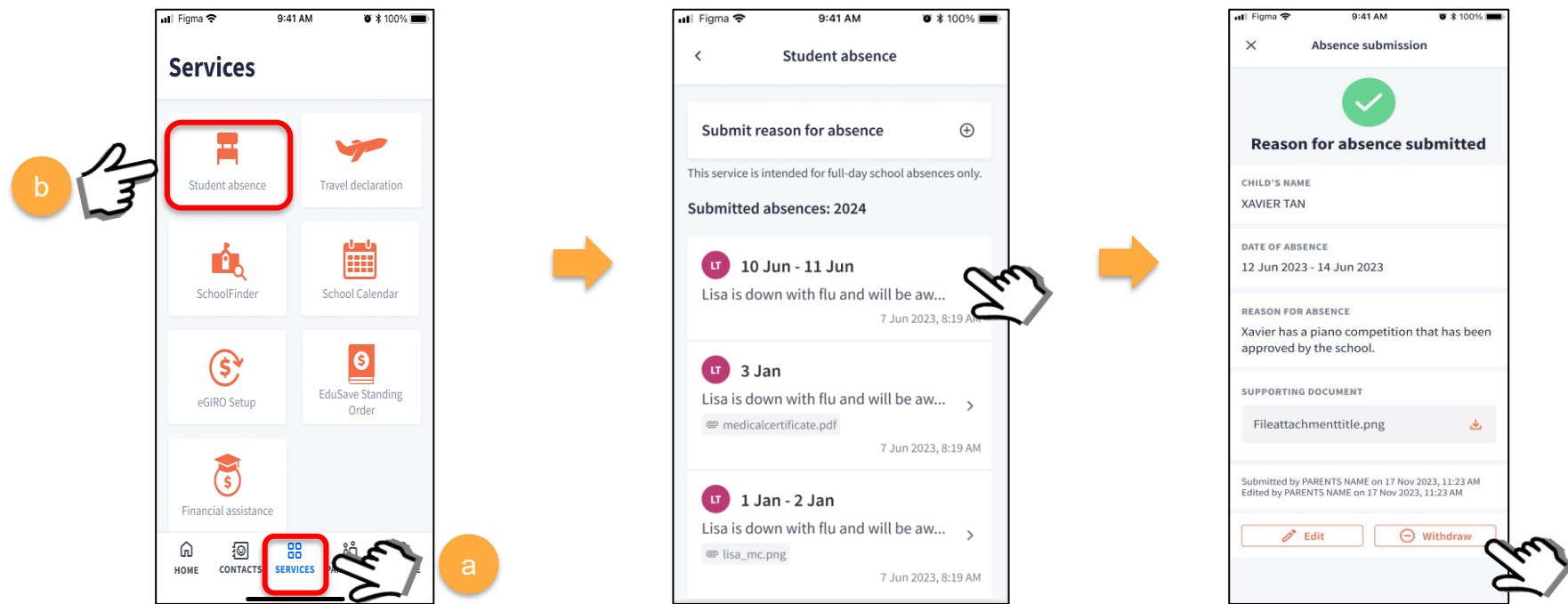
6. a) Type in reason for absence.  
b) Upload medical certificate/  
relevant documents<sup>1</sup>.  
c) Click on "Submit".

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)



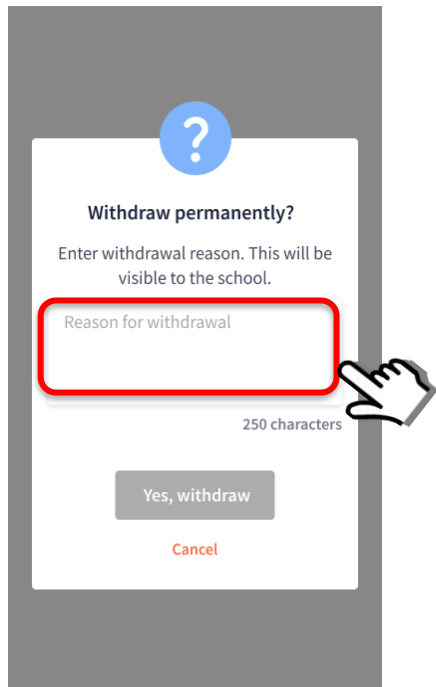
1. a) Go to "SERVICES" tab.  
b) Click on "Student absence"

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

3. Click on the withdraw button.



## Withdrawal of submitted absence (2/2)



**Withdraw permanently?**

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

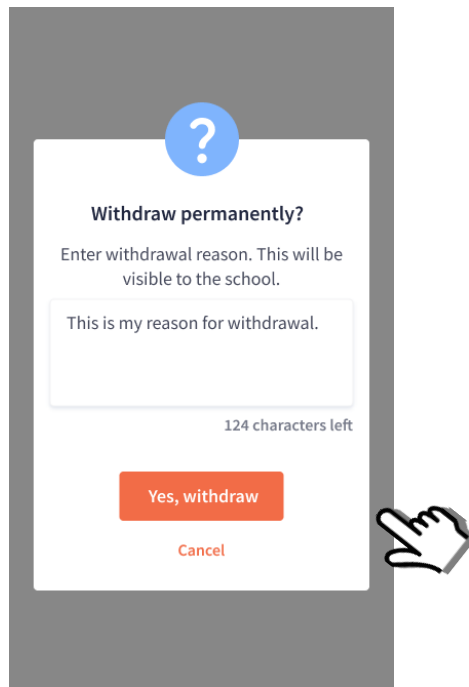
Reason for withdrawal

250 characters

Yes, withdraw

Cancel

4. A pop-up screen will appear. Type reason for withdrawal.



**Withdraw permanently?**

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

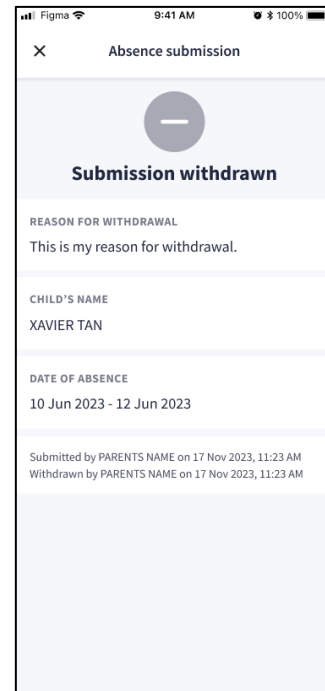
This is my reason for withdrawal.

124 characters left

Yes, withdraw

Cancel

5. Click on "Yes, withdraw".



**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

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

The screenshot shows a mobile app interface for submitting an absence. At the top, there's a status bar with 'Figma', '9:41 AM', and '100%' battery. Below that, a header bar says 'Absence submission' with a close button. A large green checkmark icon is centered. Below it, the text 'Reason for absence submitted' is displayed. The form fields include: '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.), and 'SUPPORTING DOCUMENT' (Fileattachmenttitle.png). At the bottom, it says 'Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM' and 'Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM'. A red box at the bottom left contains the text: 'Editing or withdrawing your submission is no longer available. For any modifications, please contact the school directly.' A red arrow points from this box to a larger red box on the right side of the image.

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:

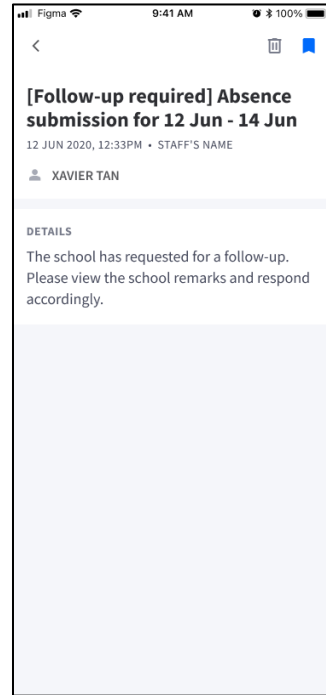
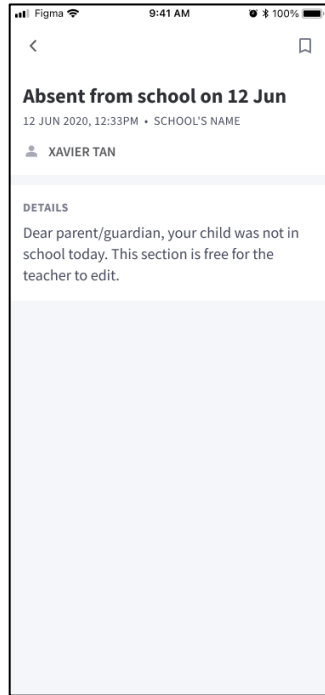
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until **29 Jan**

Note:

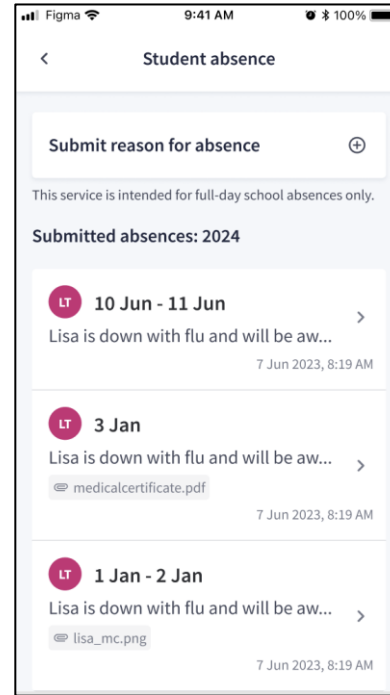
If teacher requests for a follow-up, there will be **no expiry** date for parents to send back and edit or withdraw.

# **Deletion of all submitted absences in the current year**

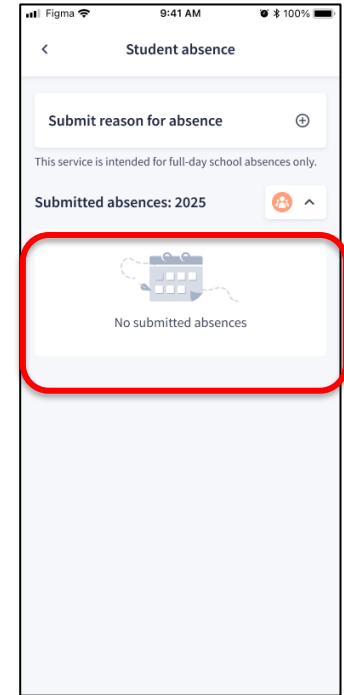
# All submitted absences created in the current year will be deleted on and after 16 Dec



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