

## **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 have made a Student Absence submission in advance, but the appointment date has been changed. Can I edit my submission?**

Yes, you may click on the 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 have submitted the wrong document in Student Absence. What should I do?**

- 1) Please go to the Services tab, and then 'Student Absence'.
  - 2) Search for the submission to edit and tap on it.
  - 3) Search for the field 'Supporting document'.
  - 4) Tap on the Delete icon and upload the correct document.
  - 5) Then tap on 'Submit edits'.

- 4. Can my spouse edit a Student Absence submission that I have 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 the Student Absence service to submit the reason for my child's absence?**

Yes, you may still submit the reason if you have 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 details of the submission or the file submitted previously.

## **Rejection / Deletion of Submission**

### **7. Why did the teacher reject / delete my Student Absence submission?**

The supporting document(s) that you have submitted may be sensitive in nature (e.g. 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 feature for notification of absence for parents on Parents Gateway.

## **Feature Unavailability for Children in Other Schools**

### **9. Why is the Student Absence service not available for my other child who is in another school? Why am I unable to find the Student Absence service in PG?**

This service is currently available in selected schools. It will be rolled out progressively to all schools, and we expect all schools to be onboarded by Term 1, 2026.

## **Notification of Absence when child is in school**

### **10. My child is in school. Why did I get a notification about my child's absence?**

Your child might not have been present / might 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 Student Absence submissions be stored in Parents Gateway?**

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