

Parents Gateway

Quick-start Guide for Absence
Notification in PG app





CONTENTS

1. [Submit reason for absence after receiving absence notification from school](#)
2. [Received school's request to follow-up on submission](#)
3. [Self-service link to submit child's absence](#)
4. [School edits parent's submission \(no action needed from parent\)](#)
5. [Withdrawal of submitted absence from service tab](#)
6. [Withdrawal of submitted absence from teacher's follow-up post](#)
7. [Expiry date for editing and/or withdrawing absence submission](#)
8. [Deletion of all submitted absences in the current year](#)

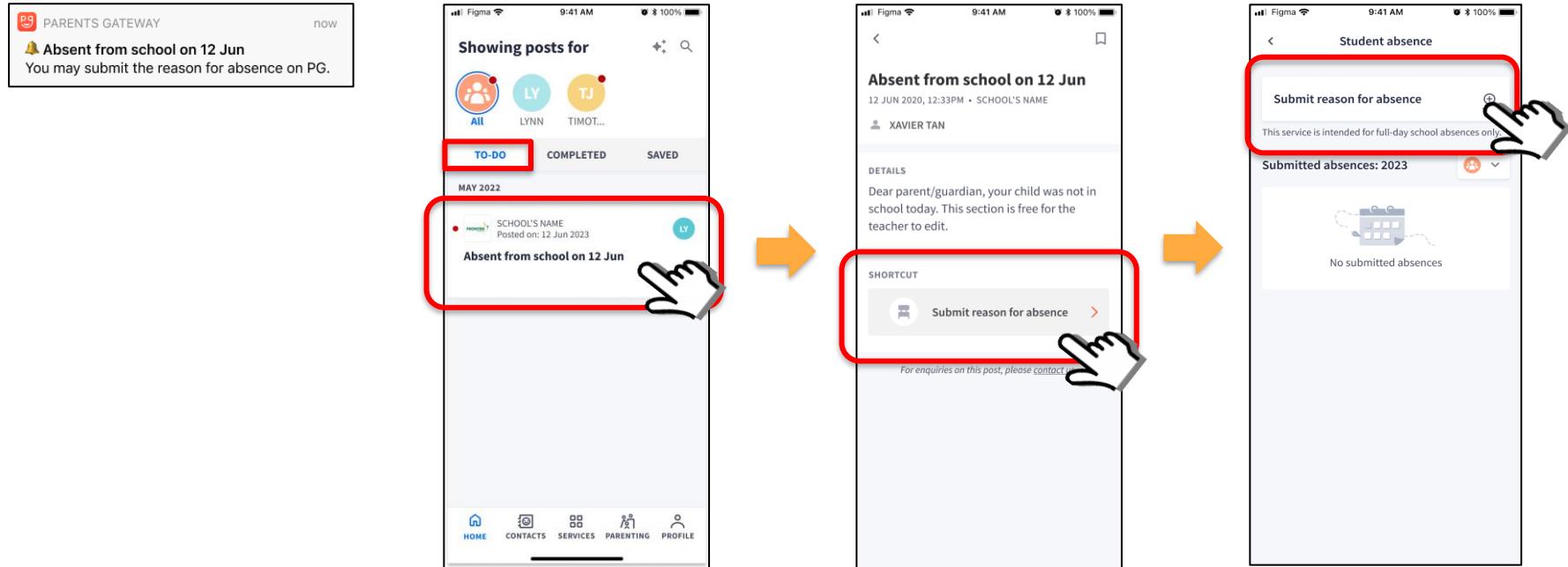
Using PG Absence Notification

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

Submit reason for absence after receiving absence notification from school

Parents will only receive the notification if the school has turned on the notification service.

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)

This screenshot shows the 'Step 1: Select child' screen. It has a title bar at the top with the date and time (9:41 AM, 100% battery). Below it is a section titled 'Submitting for' with two options: 'XAVIER TAN' and 'LISA TAN'. A red box highlights the 'XAVIER TAN' option, and a hand icon with a pointing finger is positioned over it. At the bottom is a grey 'Next' button.

This screenshot shows the 'Step 1: Select child' screen again, but now the 'XAVIER TAN' option is highlighted with a blue selection box and a blue circle icon. A hand icon with a pointing finger is positioned over the 'Next' button at the bottom, which is also highlighted with a red box.

This screenshot shows the 'Step 2: Submit absence' screen. It starts with a header 'XAVIER TAN' and a 'Date of absence' section with 'From' and 'To' fields. A red box highlights the 'Start date' field, and a hand icon with a pointing finger is positioned over it. Below this is an 'Absence' section with two radio button options: 'With medical certificate' and 'Without medical certificate'. At the bottom is a grey 'Submit' button.

This screenshot shows the 'Step 2: Submit absence' screen with a calendar interface. The calendar shows the months of June 2023 and July 2023. The days of the week are labeled from MON to SUN. In June, the 12th, 13th, and 14th are highlighted with blue boxes and blue circles. In July, the 1st, 2nd, 3rd, 4th, 5th, 6th, and 7th are shown. A hand icon with a pointing finger is positioned over the 'Select dates' button at the bottom right.

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.
8. Select the date(s) of absence.

Submit child's reason for absence after receiving notification (3/3)

This screenshot shows the 'Step 2: Submit absence' screen. It displays the date range from 10 Apr 2025 to 12 Apr 2025. Under 'Absence', the 'Without medical certificate' option is selected. A red box highlights this selection, and a hand icon with a click action is shown over it. Below this, a section for 'Please specify reason' contains the text: 'My child has a piano exam. I have attached the exam schedule.' A note says '500 characters left'. At the bottom, there is a 'Supporting document (optional)' section with a file named 'piano_xaviertan.pdf' and a download icon.

9. Select the relevant option for Absence

10. a) Fill in required fields shown on the screen after step 9
b) Click on "Submit".

This screenshot shows the 'Step 2: Submit absence' screen after selecting 'Without medical certificate'. A red box highlights the 'Please specify reason' section, which contains the same text as the previous screen. A hand icon with a click action is shown over the 'Submit' button at the bottom.

11. You will see a once your submission is successful.

This screenshot shows the 'Absence submission' confirmation screen. It displays the child's name 'XAVIER TAN' and the date of absence '12 Jun 2023 - 14 Jun 2023'. The 'Reason for absence' field contains the text: 'Xavier has a piano competition that has been approved by the school.' The 'SUPPORTING DOCUMENT' section shows a file named 'Fileattachmenttitle.png'. At the bottom, there are 'Edit' and 'Withdraw' buttons.

Supporting document

Do not upload any sensitive documents such as:

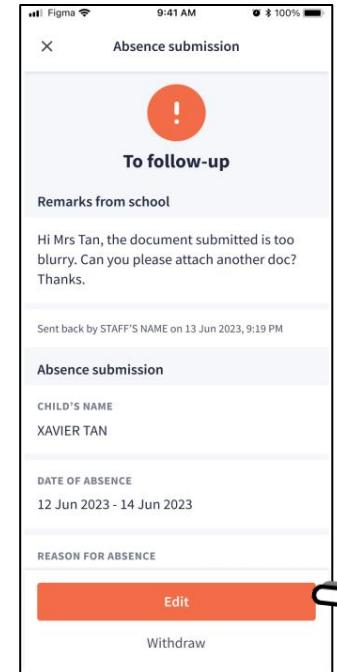
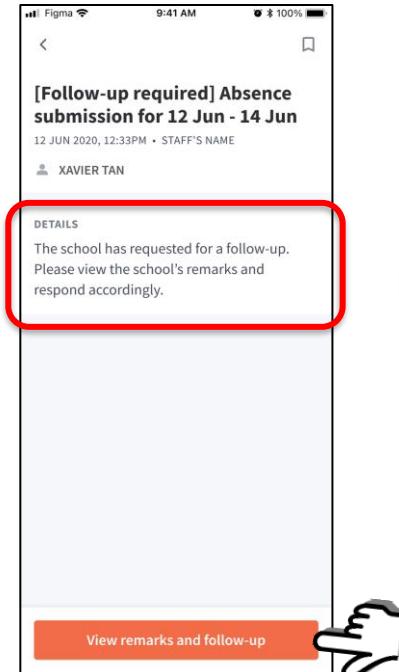
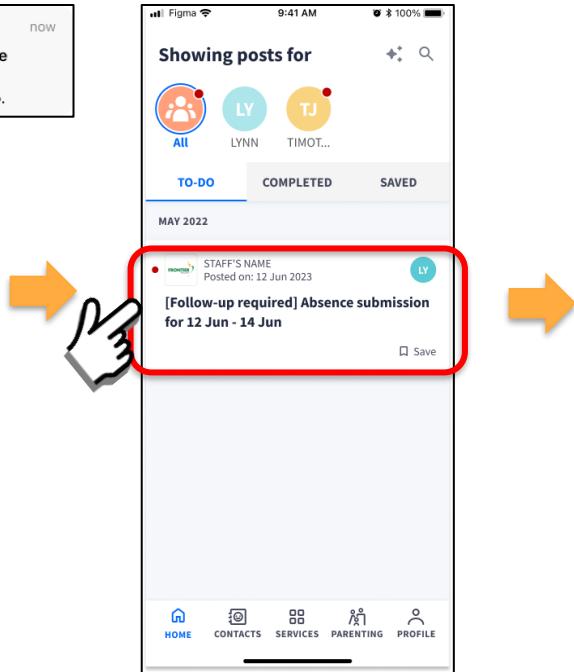
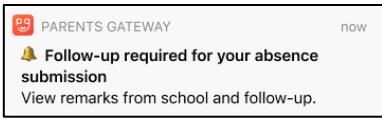
- Detailed offence notes
- Counselling notes
- Sensitive health information
- Mental health conditions
- Police reports
- Court documents
- Others

OK

Note: Do not upload documents that are sensitive in nature

**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 required" 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)

Step 2: Submit absence

* Absence

With medical certificate

Without medical certificate

* Medical certificate
Please do not upload any sensitive documents. [\(i\)](#)

MC_xaviertan.pdf [Download](#) [Delete](#)

or provide an mc.gov.sg link
Please unlock the MC before submitting.

E.g. mc.gov.sg/mc/23432

Note to teacher (optional)

Additional information (if any)

500 characters left

Submit

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
12 Apr 2025 - 14 Apr 2025

ABSENCE
Supported with medical certificate

MEDICAL CERTIFICATE
MC_xaviertan.pdf [Download](#)

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

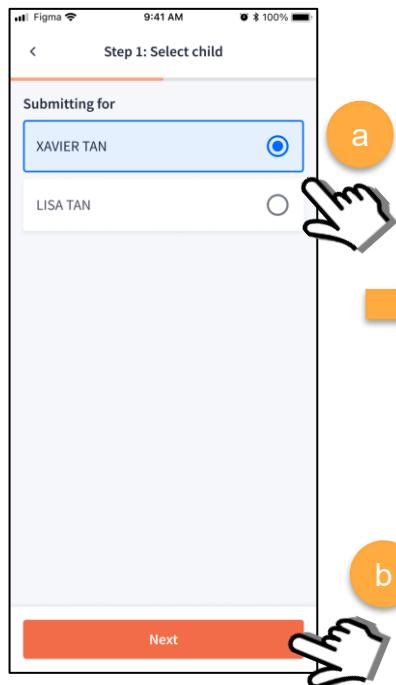
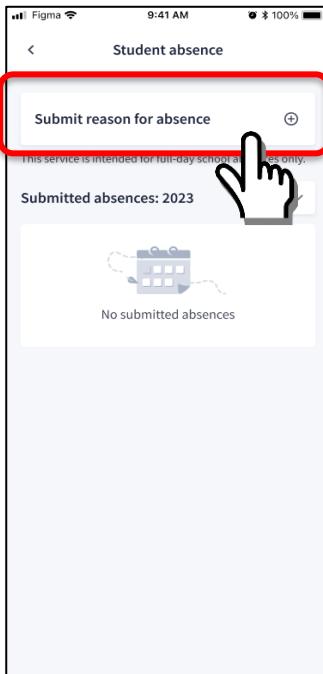
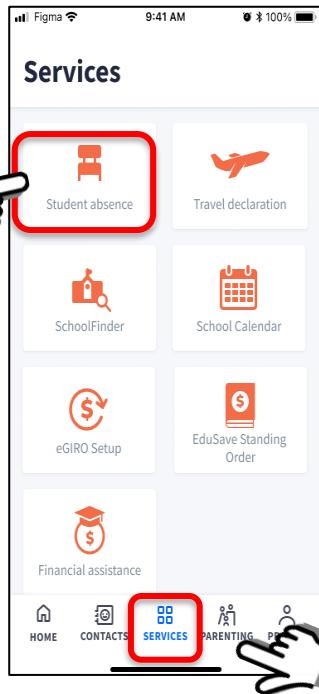
[Edit](#) [Withdraw](#)

- 5a) Made necessary edits on the screen
b) Click on "Submit".

6. You will see a once your edits are successful.

Self-service link to submit child's absence

Parent to submit absence without prompt from school

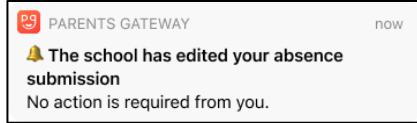


The 'Step 2: Submit absence' screen includes fields for 'Date of absence' (From and To), 'Absence' (With medical certificate and Without medical certificate), and a 'Submit' button.

1. a) Go to “SERVICES” tab.
b) Click on “Student absence”
2. Click on the “+” to add submission
3. a) Select the child you are submitting the reason for
4. b) Click Submit.
5. Fill in required fields shown on the screen. Once all mandatory fields are filled, click Submit

School edits parent's submission (no action required from parent)

Teacher edited parent's submission, and no further action required from parent



The sequence of screenshots illustrates the process:

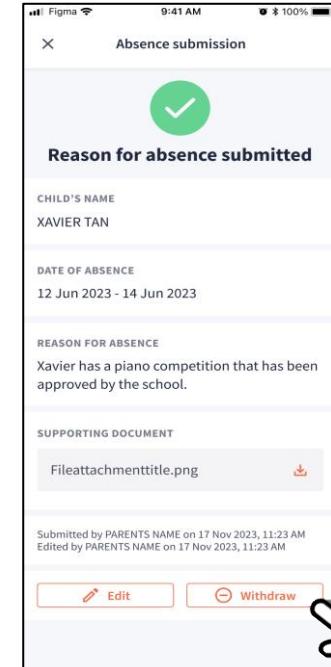
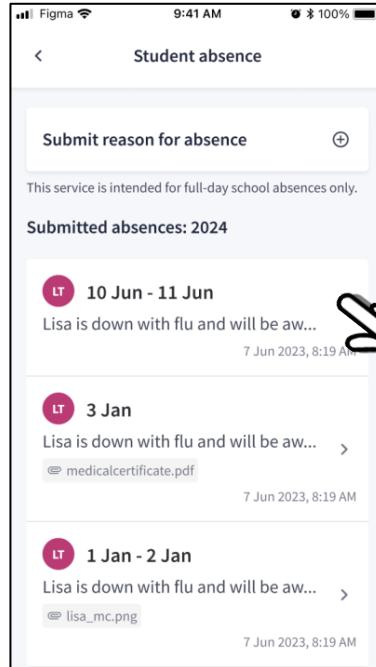
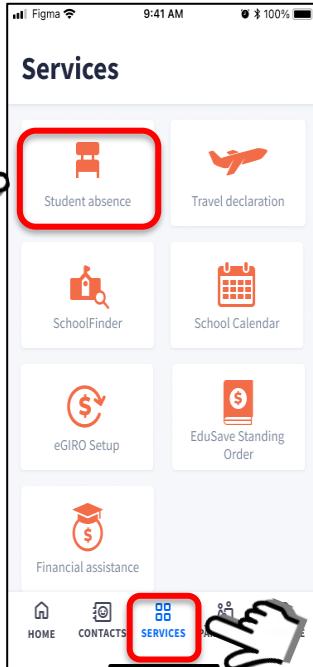
- Notification Card:** A card from "PARENTS GATEWAY" informs the parent that the school has edited their absence submission. It states, "The school has edited your absence submission. No action is required from you."
- Post on PG:** A screenshot of the Parents Gateway app showing a post from a staff member (TAN LI YING) stating, "The school has edited your absence submission for 12 Jun - 14 Jun: Xavier Tan". This post is highlighted with a red box.
- Details Screen:** A screenshot of the app showing the edited submission details. It says, "The school has edited your submission. No follow-up action is required from you." A button labeled "View edited submission" is visible at the bottom, with a hand cursor pointing to it.
- Absence Submission Screen:** A detailed view of the edited submission. It includes:
 - Submission edited by school:** A note from the school stating, "Dear parent/guardian, I have edited the date of absence since Xavier's piano exam date has shifted to 12-14 Jun."
 - Remarks from school:** "Edited by the STAFF'S NAME on 17 Nov 2023, 11:23AM."
 - Absence submission:** Details for "XAVIER TAN" with the date "12 Jun 2023 - 14 Jun 2023".
 - 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.

Withdrawal of submitted absence from SERVICES tab

Withdrawal of submitted absence (1/2)

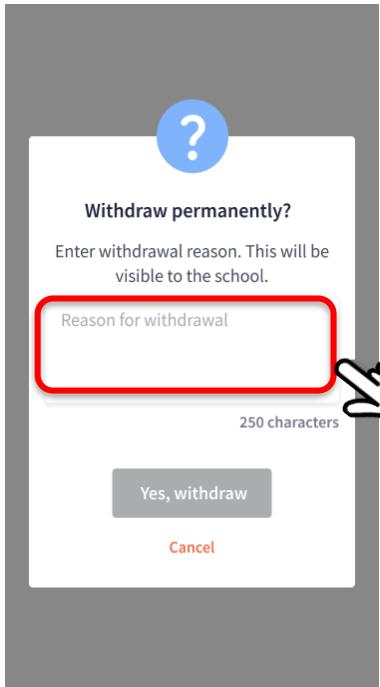


1. a) Go to "SERVICES" tab.
b) Click on "Student absence"

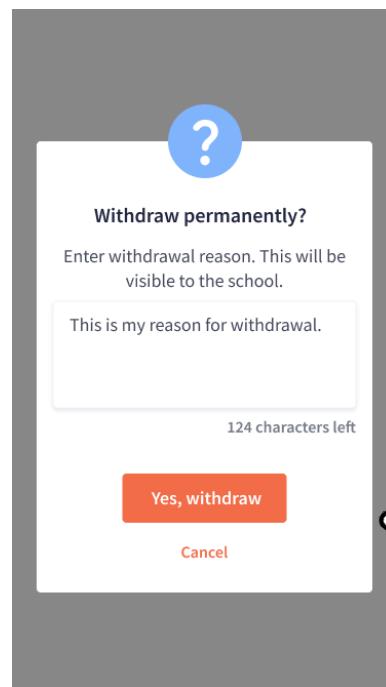
2. Select the submission that you would like to withdraw.

3. Click on the "Withdraw" button.

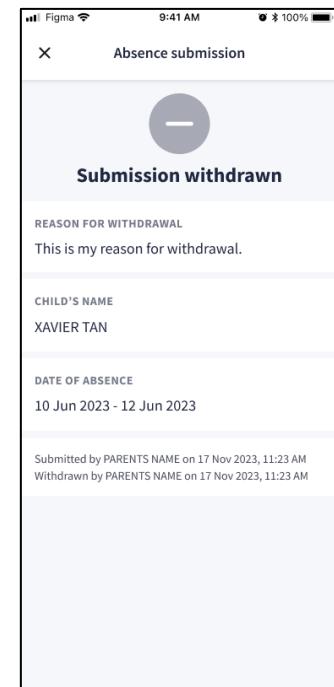
Withdrawal of submitted absence (2/2)



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



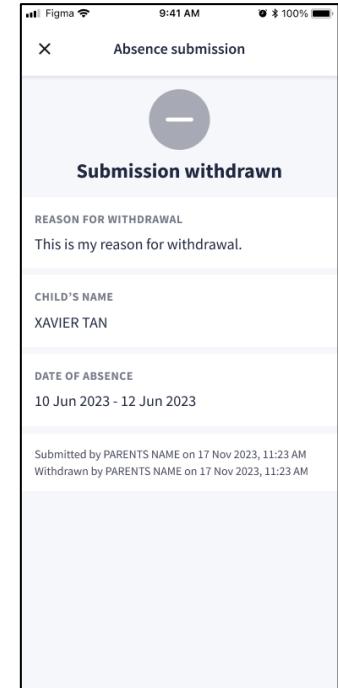
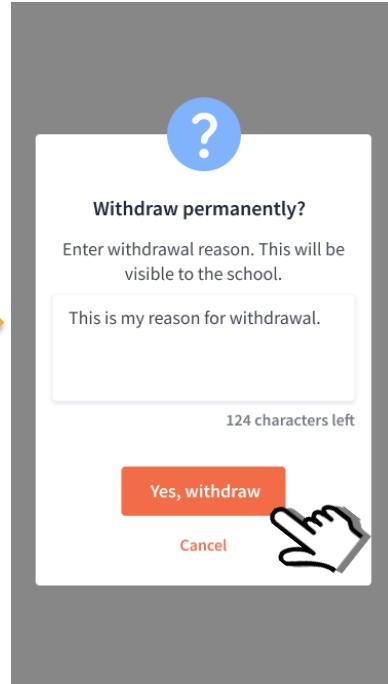
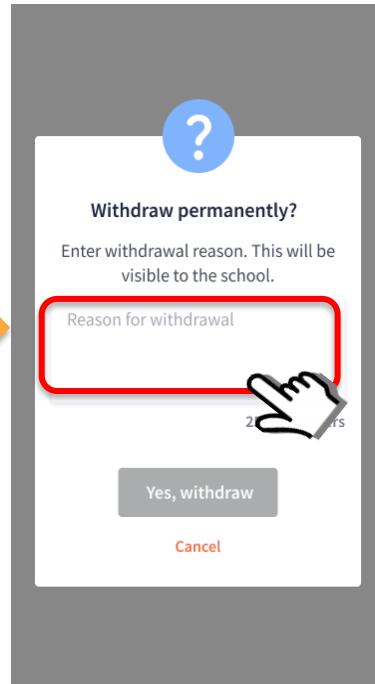
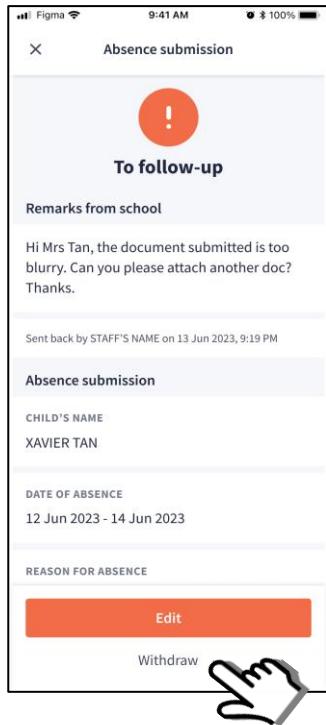
5. Click on "Yes, withdraw".



6. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

Withdrawal of submitted absence from teacher's follow-up post

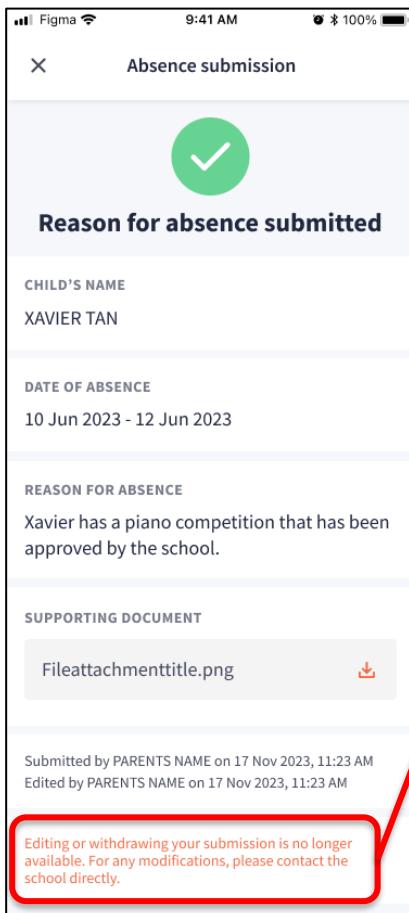
Withdrawal of submitted absence



1. Select withdrawal in the details page.
2. A pop-up screen will appear. Enter reason for withdrawal.
3. Click on “Yes, withdraw”.
4. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

Expiry date for editing and/or withdrawing absence submission

Expiry Date for editing and/or withdrawing absence submission



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 Feb, edit or withdrawal is permitted until **26 Feb**

Example 3:

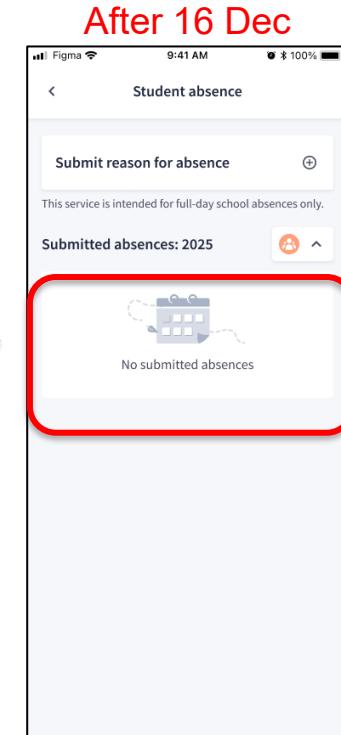
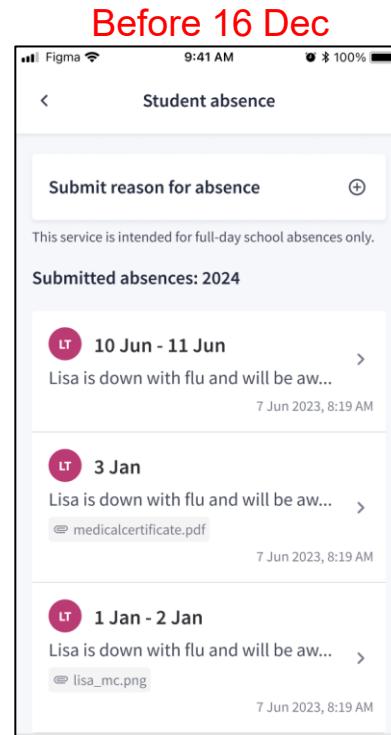
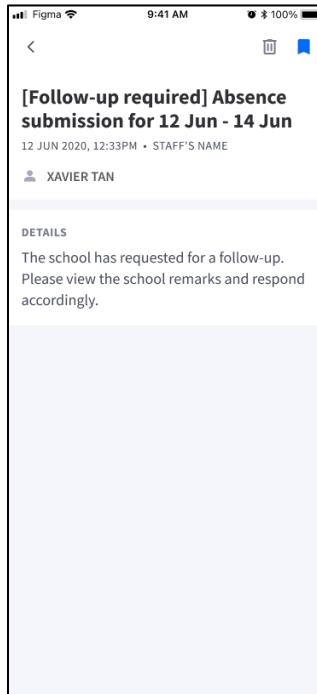
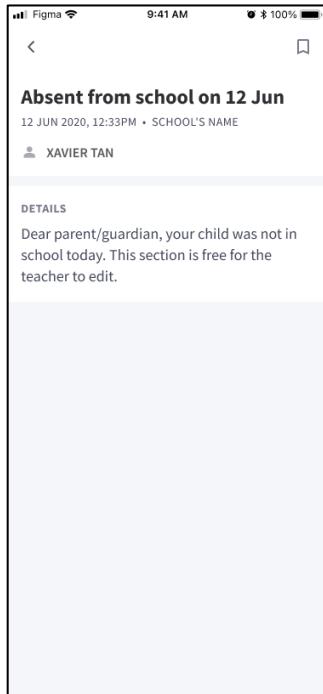
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until **29 Jan**

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 past absence notification posts
2. Under the “Student Absence” tab, parents will no longer see the submissions submitted in the current year.

Thank You