Rehabilitation and Protection Group

User Guide

User Guide

Introduction

In the Rehabilitation and Protection Group (RPG), the Progressive Web Application (PWA) is a mobile-friendly website that is responsible for creating and tracking appointments of Probation Officers and Probationers (referred to as clients in this guide). PWA contains two parts: PWA (Client) and PWA (Caseworker).

The complete workflow of an appointment for clients is:

Viewing Appointments – After the appointment is created, the Probation Officer and the case client can view the appointment details.

Marking Attendance – When the case client arrives the appointment venue, the case client needs to proceed check-in attendance taking by scanning the static QR code.

Applying for Leave – When the case client cannot attend an appointment, they can apply for leave.

Abbreviations and Definitions

Refer to the following table for the definitions and abbreviations in Probation and Community Rehabilitation Service (PCRS).

Abbreviation	Definition
PCRS	Probation and Community Rehabilitation Service
PS	Probation Service
PWA	Progressive Web Application
PO	Probation Officer
LOA	Leave of Absence
MC	Medical Certificate

Overview of Basic Operations

Below is a brief overview of basic operations that can be performed in PWA.

1. Log into the PWA.

2. Choose one of the following actions:

· Click Login With SingPass if you have a SingPass ID.

· Click Login Without SingPass to login with the PWA account activated by Probation Officer.

1. The home page appears.

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Figure 1: The home page of Probationer.

1. By default, the appointments are displayed in the list view. You can click the calendar view (image006.png) button to display appointments in the calendar view. Then, you can click the list view (image007.png) button to switch back to list view.

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Figure 2: The calendar view.

Managing Passwords

When the Probationer receives the e-mail of newly created PWA account, the account ID and password can be found in the e-mail. After logging into PWA with the account, the Probationer needs to change the password of the new account.

Complete the following steps to change the password of your new account:

1. Log into the PWA with the account ID and password in the received e-mail.

2. Complete the following steps to set your account:

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Figure 3: The set account page.

a. Change Password – Enter the old password, new password, and confirm new password to set the new password.

b. Verify the E-mail Address – Your e-mail address is automatically filled in the text box. Check the e-mail address.

1. Click Save to save the new password of your account and access the home page.

The Probationer can change password or retrieve password. Complete the following steps to change password or retrieve password:

1. In the login page of PWA, click Login Without SingPass.

2. Click Forget Password or Change Password to access the corresponding page.

· On the Change Password page, complete the following fields and click Save to change the password:

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Figure 4: The Change Password page.

o Account – Enter your account name in the text box.

o New Password – Enter the old password, new password, and confirm new password to set the new password.

· On the Forget Password page, enter your account name or e-mail address in the text box, and click Send E-mail. In the received e-mail, click the link to access the page where you can reset your password. Enter new password and confirm new password, and then click Save to save the new password.

Viewing Appointments

Probationer can view details of appointments of themselves.

Complete the following steps to view details of an appointment of today or later:

1. Log into the PWA. The home page appears.

2. Appointments of today and all upcoming appointments are displayed. You can slide up and down to view more appointments.

3. Click the appointment for which you want to view details, and you'll be brought to the details page of the appointment.

Complete the followings steps to view details of a historical appointment:

1. Log into the PWA. The home page appears.

2. Click your photo and then click Appointment.

3. All your historical appointments are displayed on the Appointment page.

4. Click the appointment for which you want to view details, and you'll be brought to the details page of the appointment.

Marking Attendance

The Probationer needs to submit attendance taking and alert the Probation Officer on your presence by scanning the QR code at the appointment venue.

Complete the followings steps to mark attendance:

1. Scan the static QR code when you arrive the appointment venue.

2. In the welcome page, enter your NRIC and click Check-in. The Probation Officer will be notified on your presence.

3. Click Close to close the message.

Applying for Leave

The Probationer can apply for leave to cancel an appointment for which they are unable to attend. Complete the following steps to apply for leave:

1. Log into the PWA. The home page appears.

2. Click the appointment for which you want to apply for leave.

3. In the details page of the appointment, click the switch (image015.png) button in the Unable to Attend field.

4. Select an absence type from the Absence Type drop-down list, Medical Leave, Hospital Leave, School Issues, Family Issues, or Others.

5. By default, Current Reporting is selected, which means you are applying for leave for the current appointment. The status of this appointment will be changed to Absent.

Alternatively, click the Time Range field, and the Start and End fields appear. Select a start date and end date to define your duration of absence. The status of all your appointments in this duration will be changed to Absent.

1. In the Supporting Document field, click the add (image017.png) button to upload a supporting document for your absence. You can repeat to add multiple supporting documents.

2. Enter remarks for your absence in the Remark text box.

3. Click Submit to submit your leave request.

Viewing Notifications

Probationer can view notifications in PWA.

Complete the followings steps to view notifications in PWA:

1. Log into the PWA. The home page appears.

2. Click the notification (image018.png) button in the upper-right corner of the page.

3. All notifications you received are listed in the Notification section.

Viewing Resources and Getting Help

Probationer can view PWA resource and get help and support in PWA.

Complete the followings steps to view resource or get help and support:

1. Log into the PWA. The home page appears.

2. Click the photo to view the menu:

· Click Resource to access the Resource page. The PWA resource of the case client is displayed on the Resource page.

· Click Help and support to access the Help page. The hotline and e-mail address of the organisations that can provide assistance for Probationer are displayed on this page.