

# Parents Gateway

## Quick-start Guide for Parents



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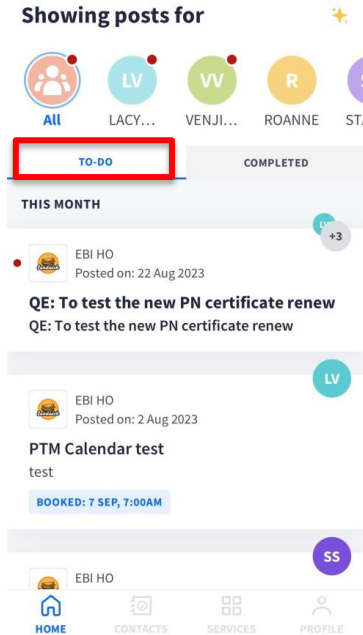
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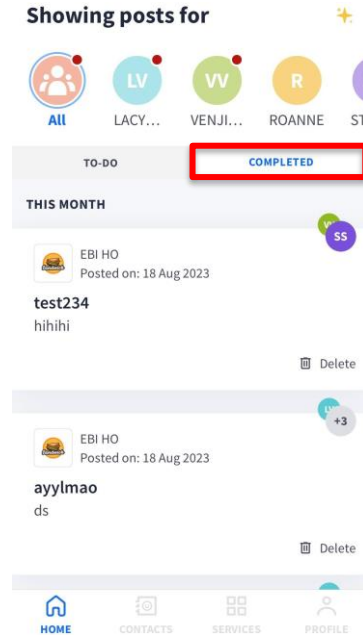
# 1. New Home Screen

# New Home Screen

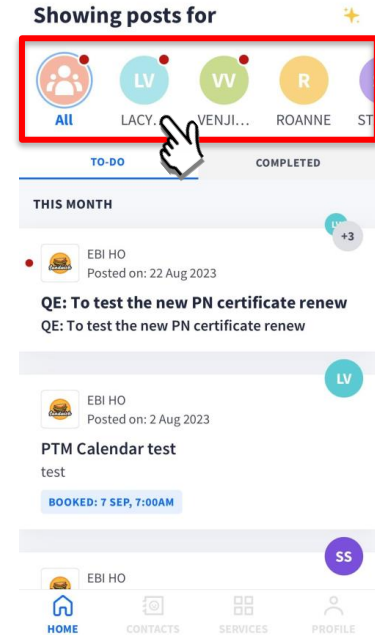
To-Do and Completed tabs to help organize posts from school(s)



Easily locate unread posts, upcoming meetings and letters that need your response in the **TO-DO** tab



Find past posts that you've read and responded in the **COMPLETED** tab

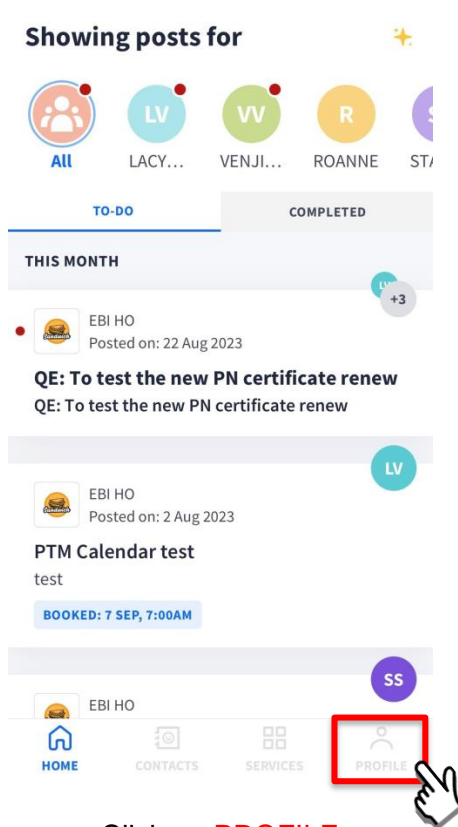


Choose to view posts sent by all your children's schools or filter post for each child

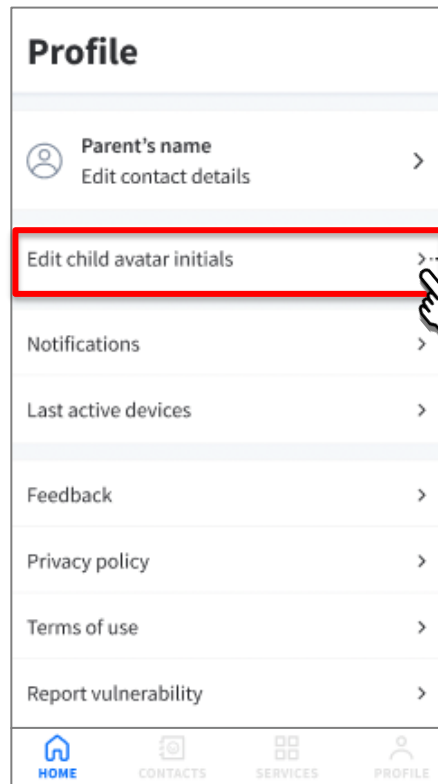
## 2. Edit Child's Initials

# Edit Child's Initials

Customise your child's avatar initials with Chinese, Tamil or even emoji characters



Click on **PROFILE**



Click on  
**Edit child avatar initials**

# Edit Child's Initials

Customise your child's avatar initials with Chinese, Tamil or even emoji characters

Edit avatar initials

Select child

LACY VAN LING LING LV

VENJI VAN YI CHENG VV

ROANNE R

STACIE SO SI YI SS

Select **child**



LACY VAN LING LING Save

Child's avatar initials

LA

Change child's avatar initials to either

- up to 2 alphanumeric characters or
- 1 non-alphanumeric character

LACY VAN LING LING Save

Child's avatar initials

LA

LACY VAN LING LING Save

Child's avatar initials

玲

LACY VAN LING LING Save

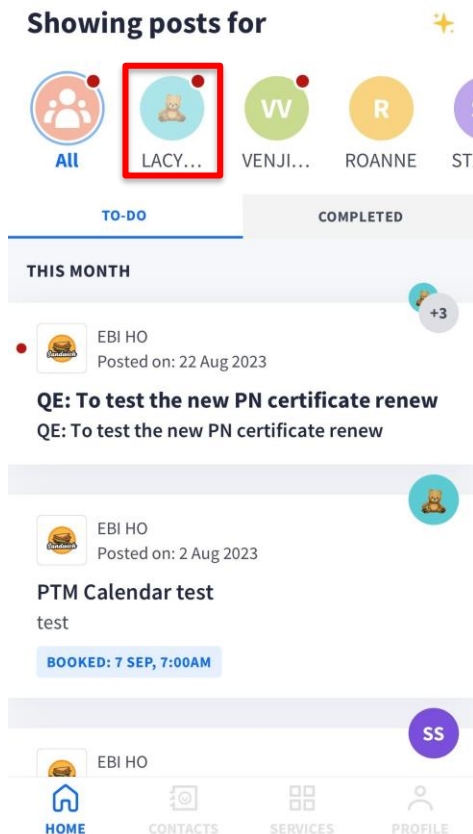
Child's avatar initials

🧸

Click on **Save** to confirm

# Edit Child's Initials

Customise your child's avatar initials with Chinese, Tamil or even emoji characters

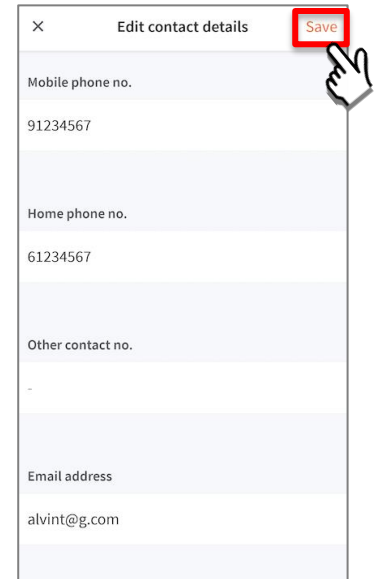
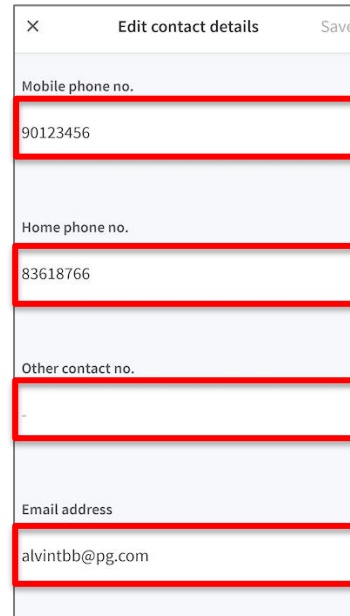
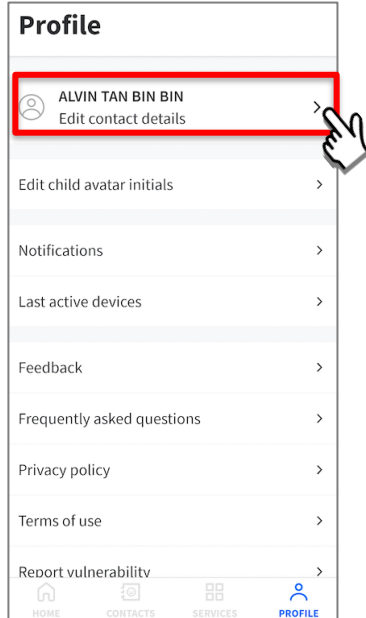
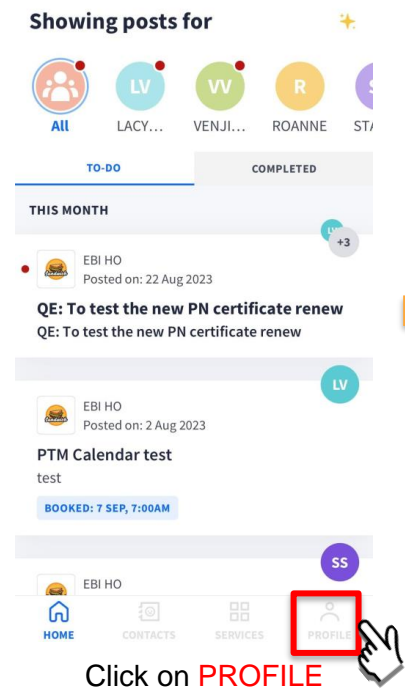


Once the initials have been successfully changed, the child's avatar will reflect the update.



# 3. Update Contact Details

# Update Contact Details



# Update Contact Details

✕ Edit contact details Save

✔ Your contact details have been saved.

Mobile phone no.

91234567

Home phone no.

83618766

Other contact no.


-

Email address

alvintbb@pg.com

Contact details  
successfully edited

# Update Contact Details

Subject	Body
Contact Details Updated	<p>Dear Parent,</p> <p>Your contact details were recently updated.</p> <p>When: <b>[DD Mmm YYYY, HH:MM am/pm</b> (e.g. 8 May 2019, 9:02 am - no leading zero for Day and Hour])</p> <p>Device used: <b>[Device Model/OS</b> (if no Device Model)]</p> <p>If you did not make this change, please contact your child's school for help.</p> <p>To undo this change, go to [Profile &gt; Edit contact details].</p> <p>Cheers, Parents Gateway Team</p>  <p><i>This is an auto-generated e-mail. Please do not reply directly to this email.</i></p>

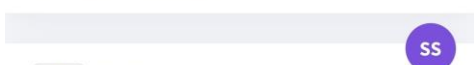
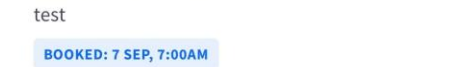
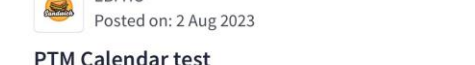
Parents/Legal Guardians/  
Authorised Caregivers will receive  
this **Email Notification** when they  
have updated their contact details  
in the Parents Gateway App.

This is an added safety measure to the current “Update Contact Details” feature whereby Parents/Legal Guardians/Authorised Caregivers can update their mobile, residential/other contact numbers and change of email address.

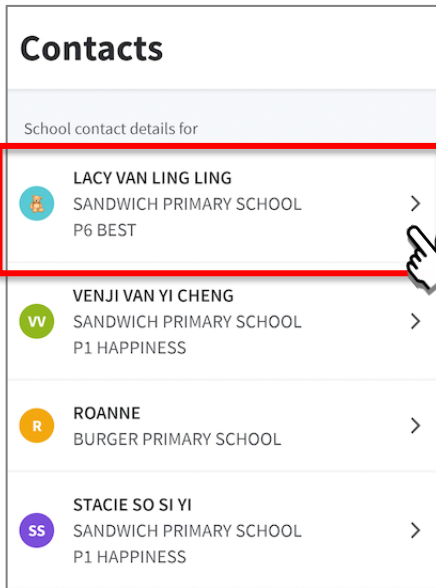
# 4. Staff Directory

# Staff Directory

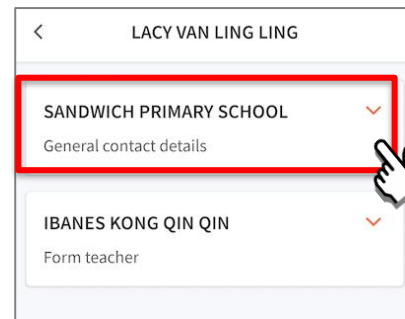
Showing posts for



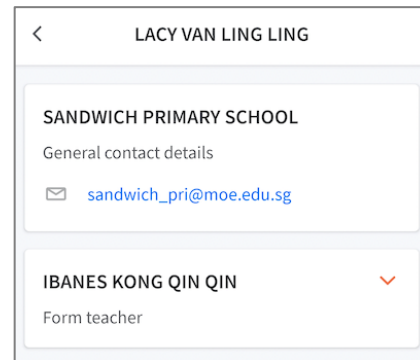
Click on **CONTACTS**



Click on **Child's profile**



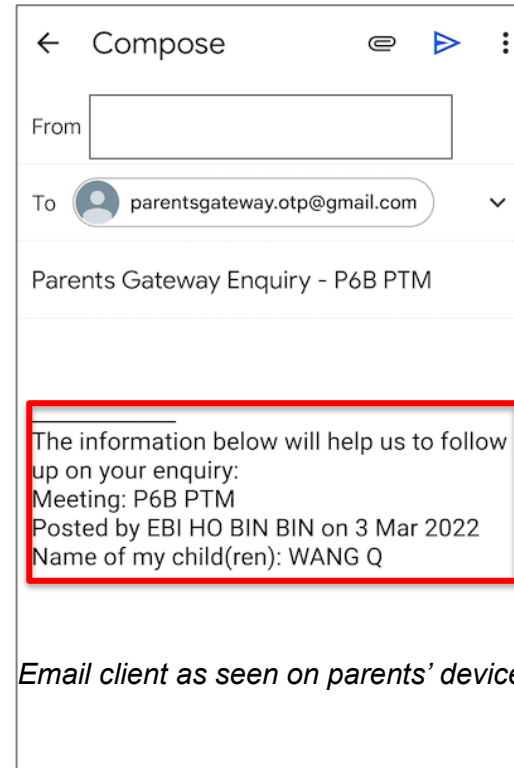
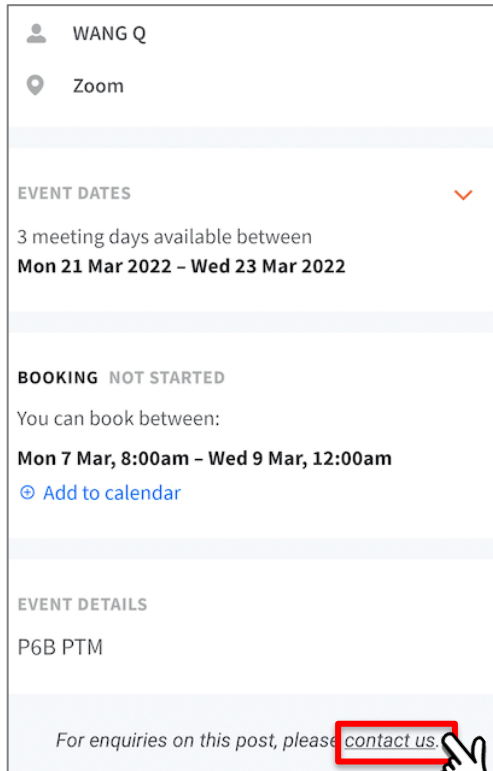
Click on the down-arrow to see more information



# 5. Email correspondence to specific announcements/consent forms/meetings

# Email Correspondence to specific announcements / consent forms / meetings

If you wish to email questions or clarifications pertaining to specific announcement/consent form/meeting sent by the school, you may do by clicking on the 'Contact us' link within the announcement/consent forms/meetings



Information of meeting is automatically included in email

Click on [contact us](#) to open phone's email client



# 6. Enable Mobile Notifications

# 6a. Enable Email Notifications

# Enable Email Notifications

Parents/Legal Guardians/Authorised Caregivers will receive an email notification for every update sent by the school if the email notifications function is turned on in the phone settings.

**Showing posts for**

ALL LACY... VENJI... ROANNE ST/

TO-DO COMPLETED

THIS MONTH

EBI HO Posted on: 22 Aug 2023  
QE: To test the new PN certificate renew  
QE: To test the new PN certificate renew

EBI HO Posted on: 2 Aug 2023  
PTM Calendar test  
test  
BOOKED: 7 SEP, 7:00AM

EBI HO

HOME CONTACTS SERVICES **PROFILE**

Click on **PROFILE**

**Profile**

ALVIN TAN BIN BIN  
Edit contact details

Edit child avatar initials

**Notifications**

Last active devices

Feedback

Frequently asked questions

Privacy policy

Terms of use

Test vulnerability

HOME CONTACTS SERVICES **PROFILE**

Click on **Notifications**

**Notifications**

Push notifications

**Email notifications**

Click on **Email notifications**

**Email Notifications**

Receive Email Notifications

Turn **ON** to receive additional notifications for announcements and forms through email.  
The notifications will be sent to the email address in your contact details. Please ensure that it is correct and update it when necessary.

**Email Notifications**

Receive Email Notifications

Turn **OFF** to stop receiving notifications for announcements and forms through email.  
The notifications will be sent to the email address in your contact details. Please ensure that it is correct and update it when necessary.

**Once email notification is turned on,**  
Parents/Legal Guardians/Authorised Caregivers will still receive email notifications even if they had logged out of the app.

# 6b. Enable Push Notifications

# Enable Push Notifications

Showing posts for

The screenshot shows the home screen of the app. At the top, there are user avatars for 'ALL', 'LACY...', 'VENJI...', 'ROANNE', and 'ST...'. Below this are tabs for 'TO-DO' and 'COMPLETED'. A section titled 'THIS MONTH' contains a post from 'EBI HO' dated '22 Aug 2023' with the text 'QE: To test the new PN certificate renew'. Below this is another post from 'EBI HO' dated '2 Aug 2023' with the text 'PTM Calendar test'. At the bottom, there is a navigation bar with icons for 'HOME', 'CONTACTS', 'SERVICES', and 'PROFILE'. The 'PROFILE' icon is highlighted with a red box and a hand cursor.

Click on **PROFILE**

The screenshot shows the user profile page for 'ALVIN TAN BIN BIN'. The page lists various options: 'Edit contact details', 'Edit child avatar initials', 'Notifications', 'Last active devices', 'Feedback', 'Frequently asked questions', 'Privacy policy', 'Terms of use', and 'Test vulnerability'. The 'Notifications' option is highlighted with a red box and a hand cursor.

Click on **Notifications**

The screenshot shows the 'Notifications' settings page. It has two main sections: 'Push notifications' and 'Email notifications'. The 'Push notifications' section is highlighted with a red box and a hand cursor.

Click on **Push notifications**

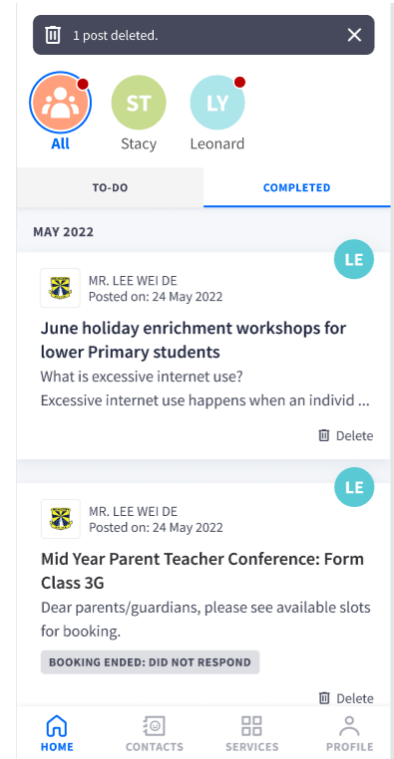
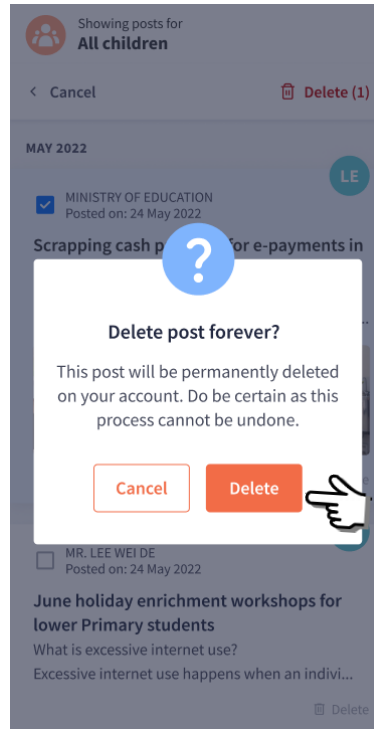
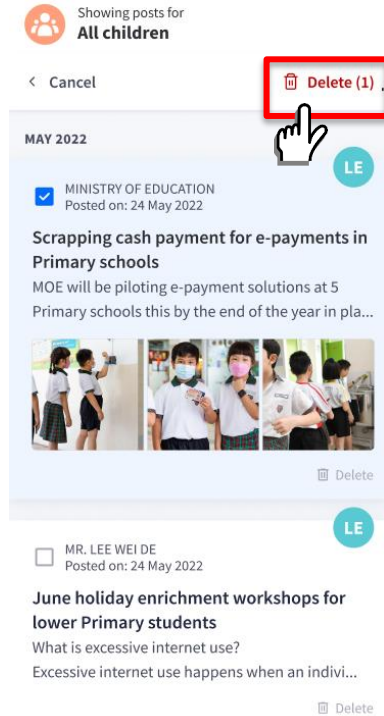
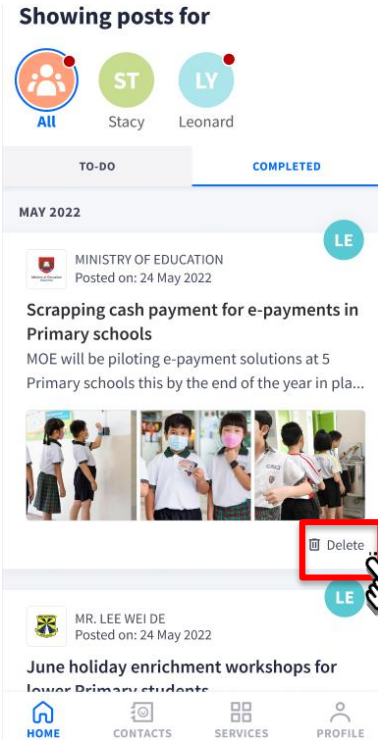
The screenshot shows the 'Push Notifications' settings page. It displays 'Push Notifications: ON' with a 'Manage' button. Below this, there is a message: 'Manage other notifications settings for Parents Gateway based on your preferences. You will need to stay logged in to continue to receive notifications.' At the bottom, there is a section for 'Parents Gateway - now' with an 'Announcement' that says 'This is an example of a Push Notification'.

Click on **Manage**, which will direct you to your phone's notification settings for PG

# 7. Deletion of posts (single/multiple)

# 7a. Deletion of posts (single)

# Deletion of posts (single)



Click on posting that needs to be **DELETE**

Select the post for deletion  
Click on **DELETE** tab

Click on **DELETE** button

Selected posting has been **DELETED**



# 7b. Deletion of posts (multiple)

# Deletion of posts (multiple)

Showing posts for



TO-DO COMPLETED

MAY 2022

MINISTRY OF EDUCATION  
Posted on: 24 May 2022

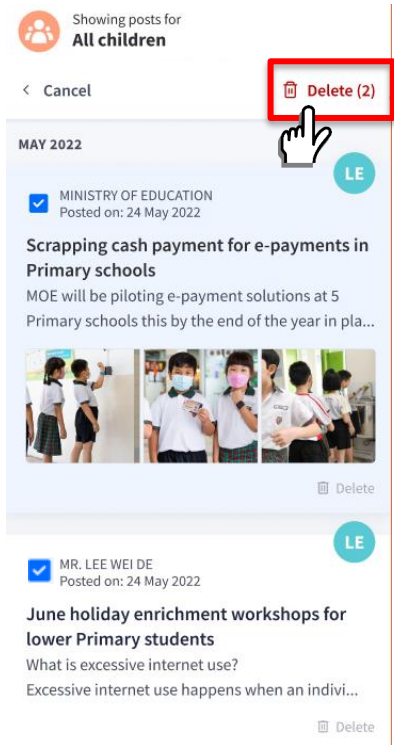
**Scrapping cash payment for e-payments in Primary schools**

MOE will be piloting e-payment solutions at 5 Primary schools this by the end of the year in pla...

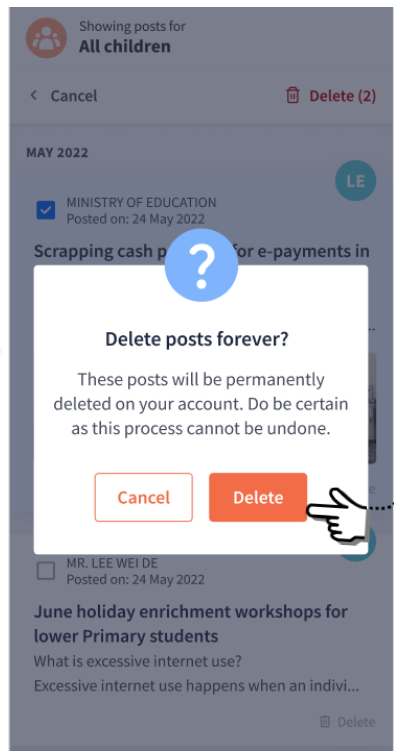


MR. LEE WEI DE  
Posted on: 24 May 2022

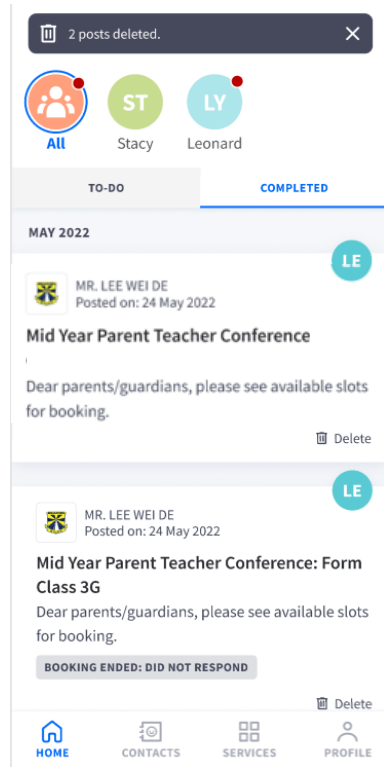
**June holiday enrichment workshops for lower Primary students**



Select more than 1 post for deletion  
Click on **DELETE** tab



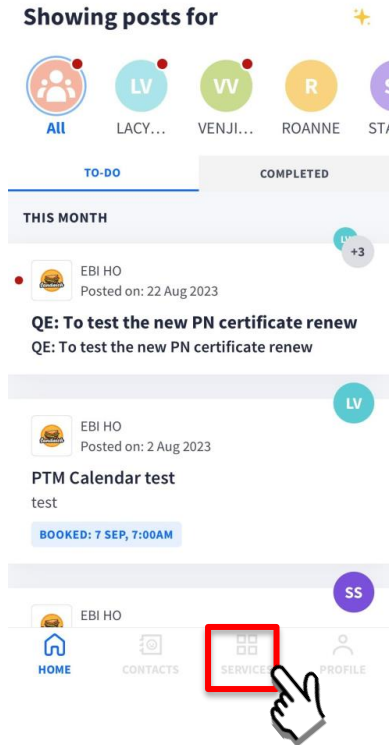
Click on **DELETE** button



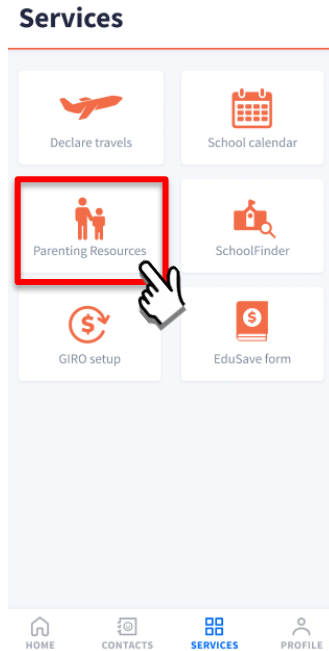
Selected postings have been **DELETED**

# 8. Parenting Resources

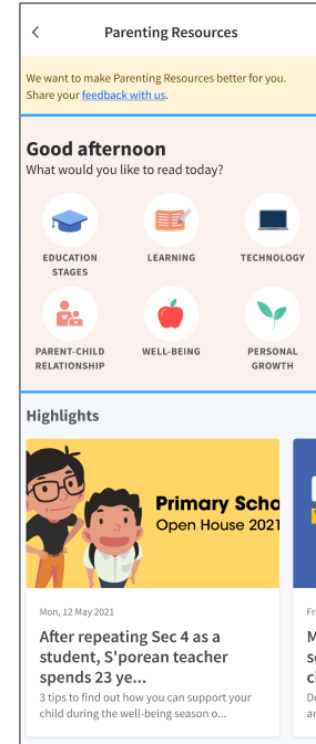
# Parenting Resources



Click on **SERVICES**



Click on **Parenting Resources**



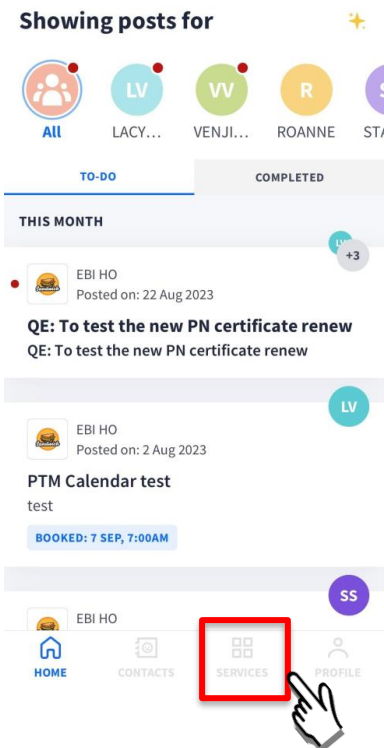
Access **Parenting Resources** to find a repository of useful information, tips and advice to support parents in their parenting journey

# 9. School Calendar

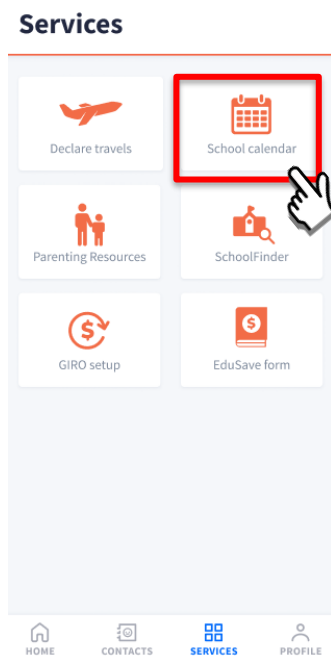
# 9a. School Calendar

(app version 10.0 and above)

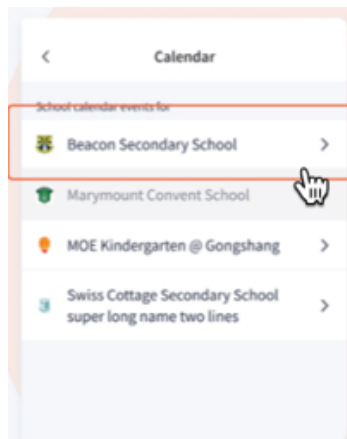
# School Calendar (app version 10.0 and above)



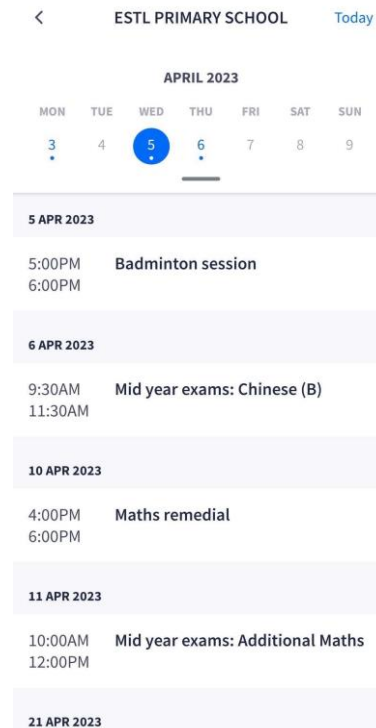
Click on **SERVICES**



Click on **SCHOOL CALENDAR**



Click on the **SCHOOL** to view the calendar events



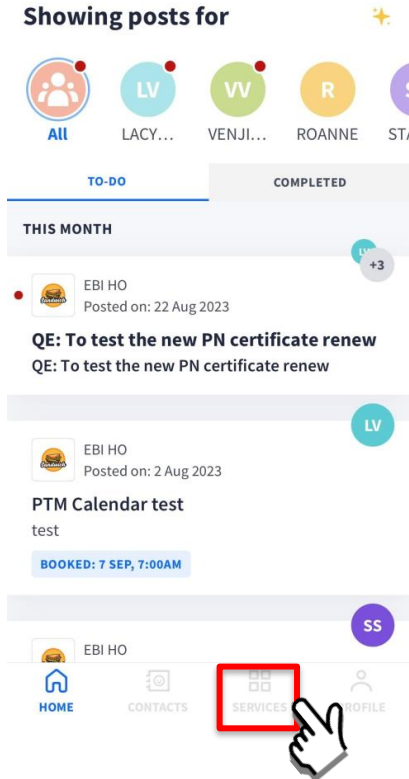
If the school has updated their school calendar and sync up with Google Calendar, parents will be able to view the calendar on their PG app.

# 9b. School Calendar

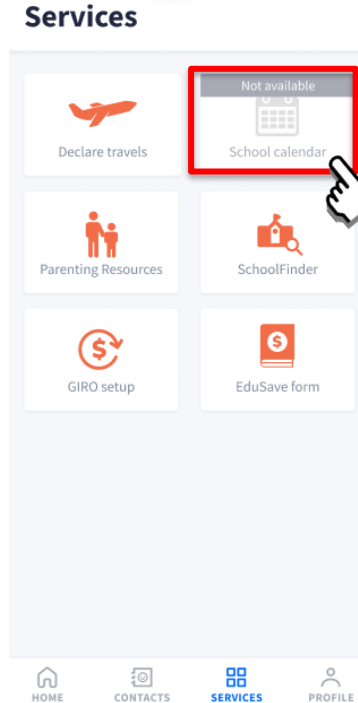
(old app version)



# School Calendar (old app version)



Click on **SERVICES**



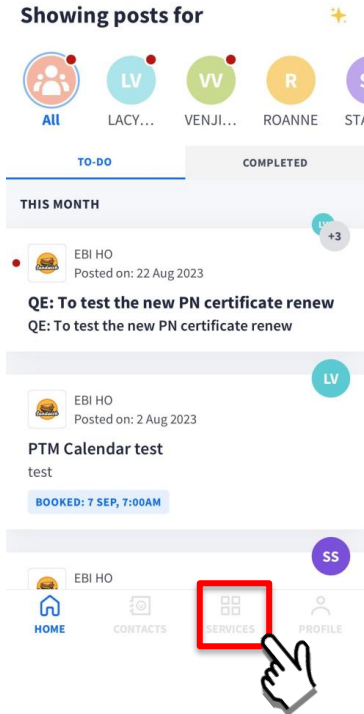
Click on **SCHOOL CALENDAR**

If the school has NOT updated their school calendar and sync up with Google Calendar, parents will NOT be able to view the calendar on their PG app.

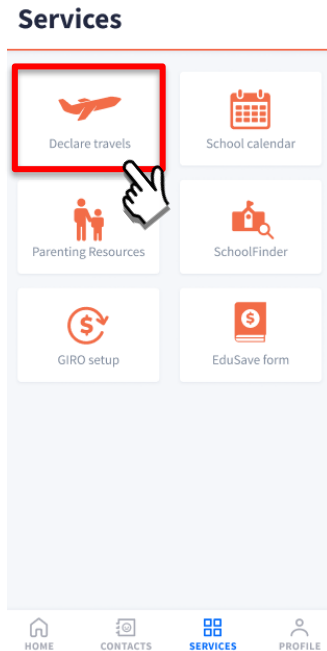
# 10. Declare Travels/Non-Travels

# 10a. Declare Travel Plans

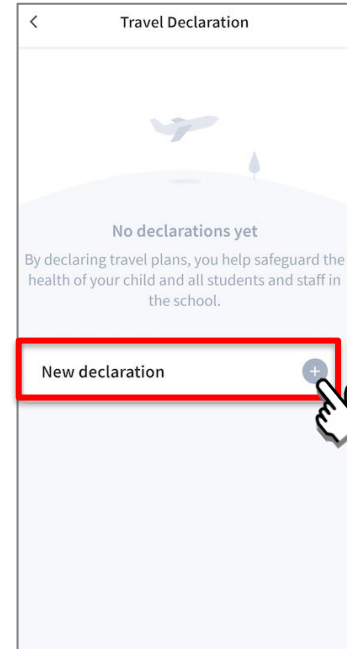
# Declare Travel Plans



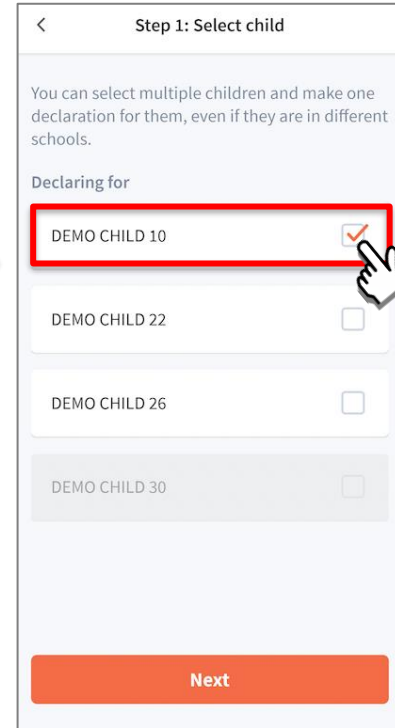
Click on **SERVICES**



Click on **Declare travels**



Click on **New declaration**



Select the child(ren) going on the trip and Click on **Next**

# Declare Travel Plans

Step 2: Select duration

Travelling?

Yes

No

Next

Click on **Yes**

Step 2: Select duration

Travelling?

Yes

No

From Start date To End date

If you plan to travel during school holidays and public holidays, please seek consent from your child's school.

Next

Click on **Start date** or **End date** to input travel period

Select travel dates

From Start date To End date

June 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

July 2022

Select dates

Select your **travel period** (start date and end date)

Select travel dates

From 13 Jun 2022 To 19 Jun 2022

June 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

July 2022

Select dates

Click on **Select dates**

# Declare Travel Plans

Step 2: Select duration

Travelling?

Yes

No

From To

13 Jun 2022 19 Jun 2022

If you plan to travel outside of school holidays and public holidays, please seek consent from your child's school.

Next

Click on **Next**



Step 3: Select destination

Travelling to

+ Add a country/city

Next

Click on  
**Add a country/city**



Step 3: Select destination

Travelling to

+ Add a country/city

China - Beijing ×

Japan - Hokkaido ×

Next

Key in your  
destination(s)



Confirm details

Declaring for

DEMO CHILD 10

From To

13 Jun 2022 19 Jun 2022

Travelling to

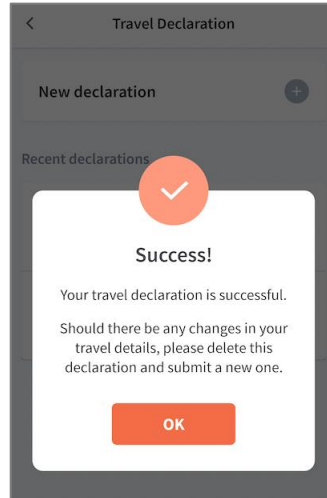
China - Beijing

Japan - Hokkaido

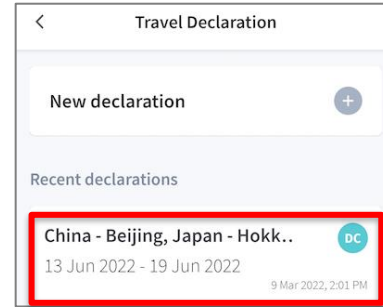
Submit

Click on **Submit**  
if details are accurate

# Declare Travel Plans



Successful Declaration

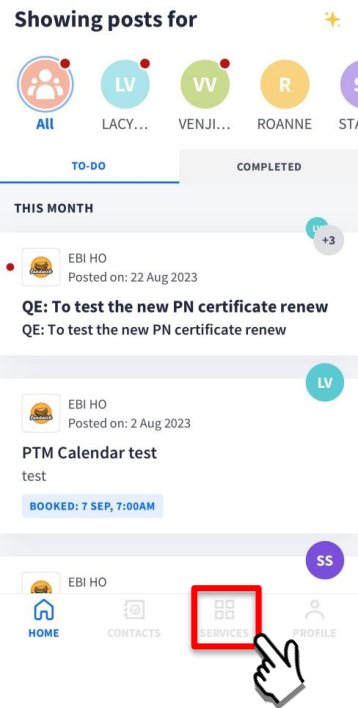


Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

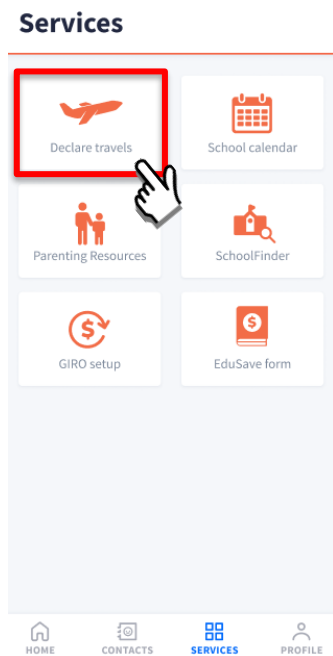
# 10b. Declare Not Travelling



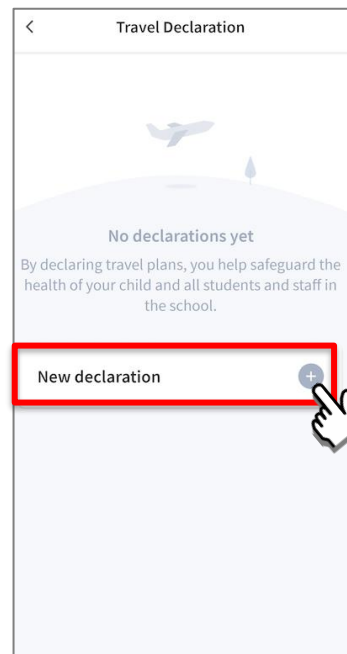
# Declare Not Travelling



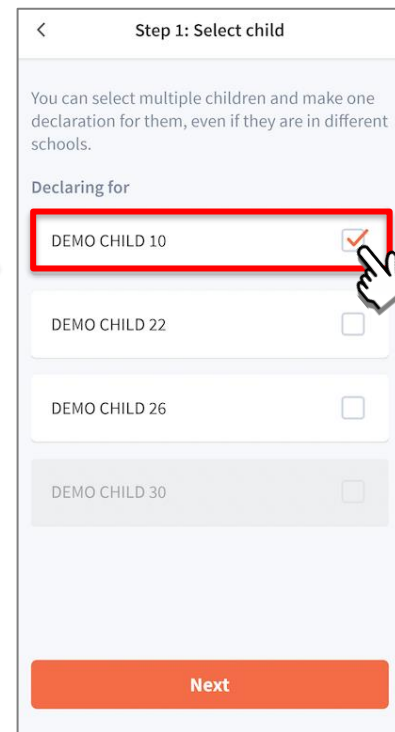
Click on **SERVICES**



Click on **Declare travels**



Click on **New declaration**



Select the child(ren) and Click on **Next**

# Declare Not Travelling

Step 2: Select duration

Travelling?

Yes

No

Next

This screenshot shows the 'Step 2: Select duration' screen. The 'Travelling?' section has two radio buttons: 'Yes' and 'No'. The 'No' option is selected, indicated by a red checkmark and a red box around the text. A hand icon is pointing at the 'No' radio button. A 'Next' button is at the bottom.

Click on **No**

Step 2: Select duration

Travelling?

Yes

No

Period not travelling

March 2022 Holidays

Year-end 2021 Holidays

Next

This screenshot shows the 'Step 2: Select duration' screen. The 'Travelling?' section has 'No' selected. The 'Period not travelling' section has two radio buttons: 'March 2022 Holidays' and 'Year-end 2021 Holidays'. The 'March 2022 Holidays' option is selected, indicated by a red checkmark and a red box around the text. A hand icon is pointing at the 'March 2022 Holidays' radio button. A 'Next' button is at the bottom.

Select the holiday period  
that child is not travelling  
period

Confirm details

Declaring for

DEMO CHILD 10

Period not travelling

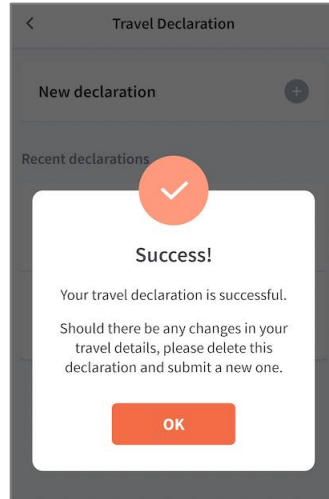
March 2022 Holidays

Submit

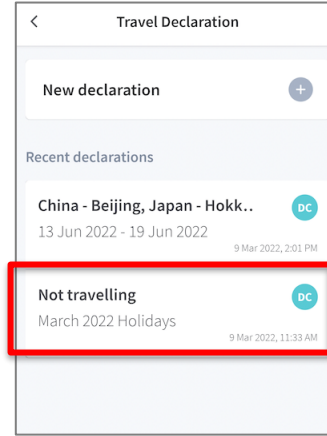
This screenshot shows the 'Confirm details' screen. It displays the child's name 'DEMO CHILD 10' and the selected holiday period 'March 2022 Holidays'. A red 'Submit' button is at the bottom.

Click on **Submit** if  
details are accurate

# Declare Not Travelling



Successful Declaration

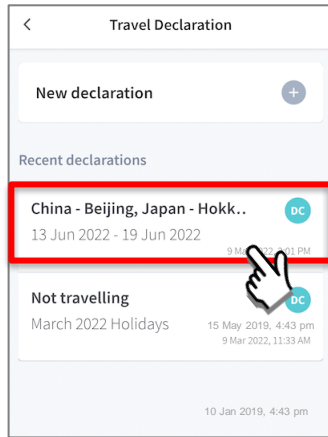


Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

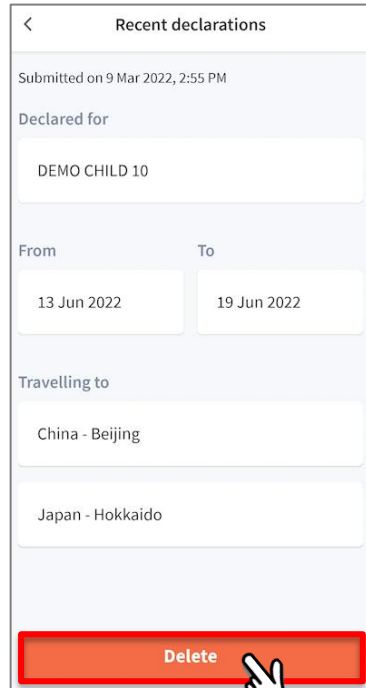
# 10c. Edit Travel Declaration

# Edit Travel Declaration

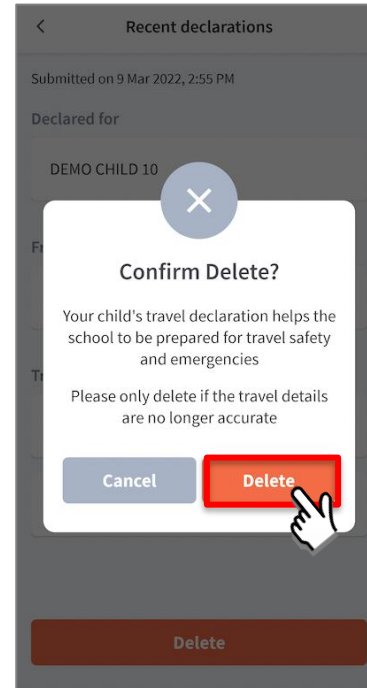
**Delete** the existing travel plan and replace with the new travel plan.



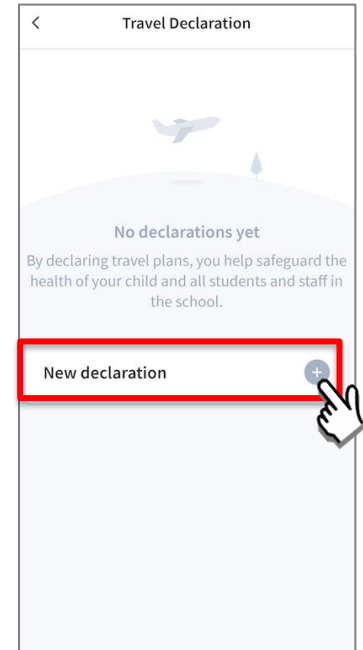
Select the travel plan to be changed



Tap on **Delete** to remove the previous declaration



Tap on **Delete** to confirm

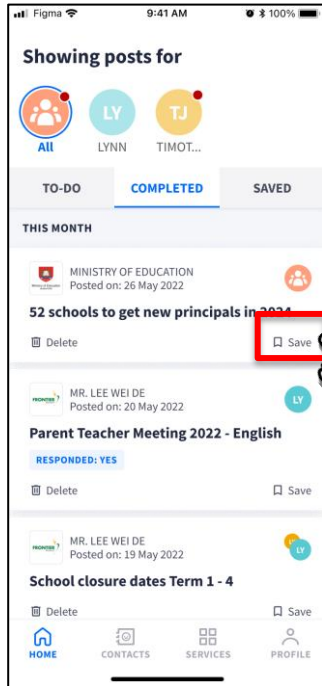


Create a new travel declaration

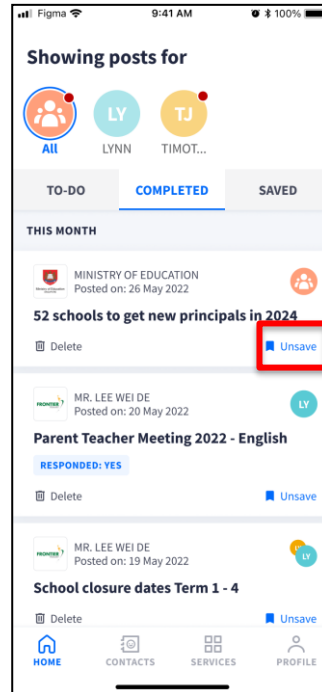
# 11. Save Post

# **11a. Save Post (From Completed tab/ To-do tab)**

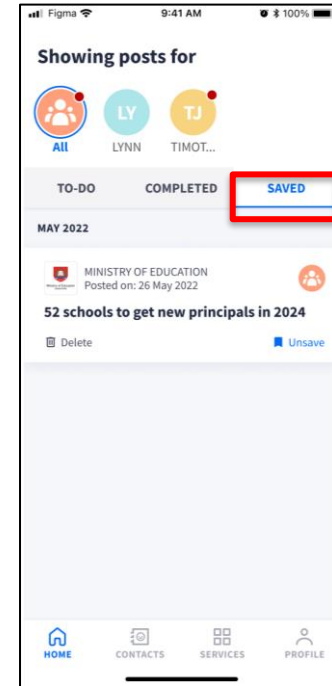
# Save Posts (From Completed Tab/ To-Do Tab)



Click on 'Save'



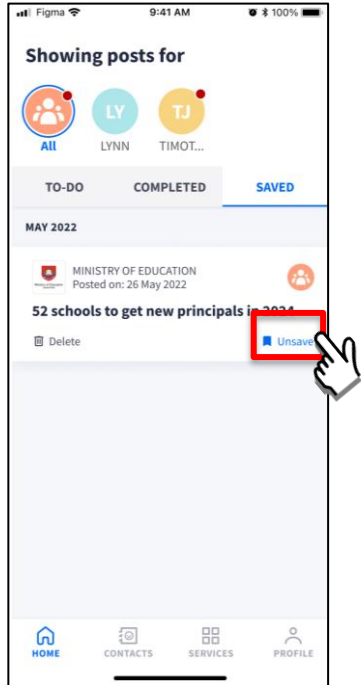
Ribbon will be highlighted when post is saved



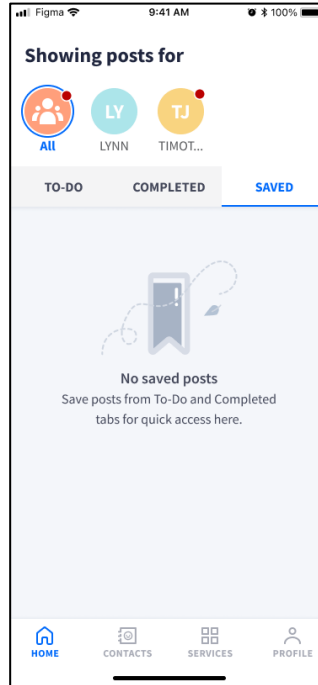
Posts saved can be found under the 'SAVED' tab



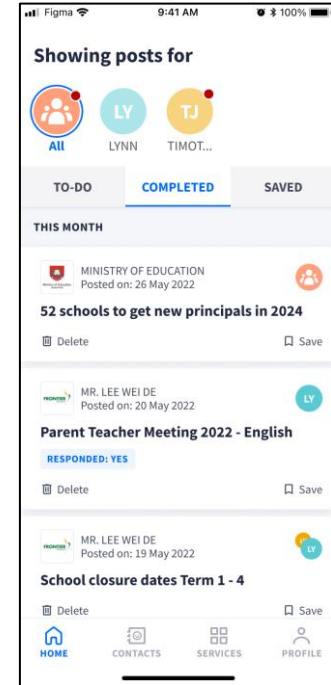
# Remove Saved Posts (From Saved Tab)



Click on 'Unsave' ribbon to remove post from 'SAVED' tab



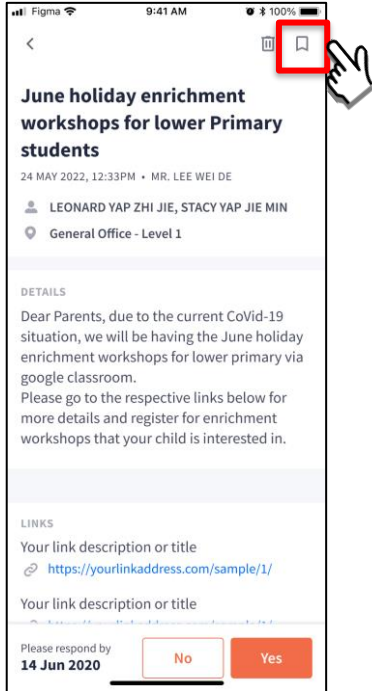
Post will be removed from 'SAVED' tab



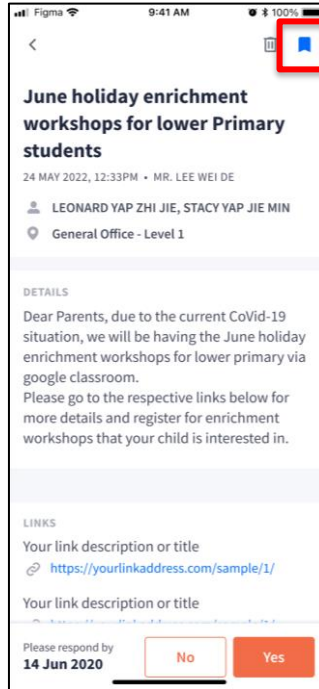
The 'Save' ribbon will appear in post

# 11b. Save Post (From Details Page)

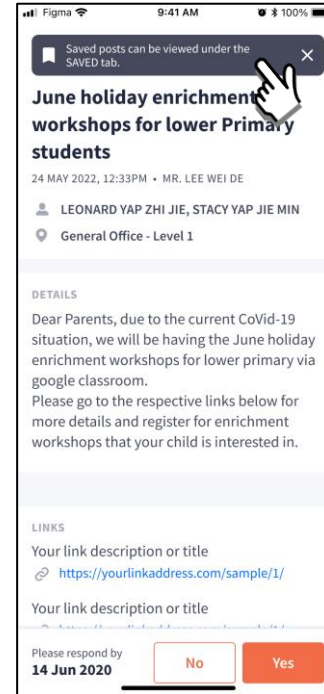
# Save Posts (From Details Page)



Click on 'save' ribbon



Ribbon will be highlighted when post is saved



Posts saved can be found under the 'SAVED' tab

# Thank You