



Invitation to onboard **Parents Gateway**

What is Parents Gateway?

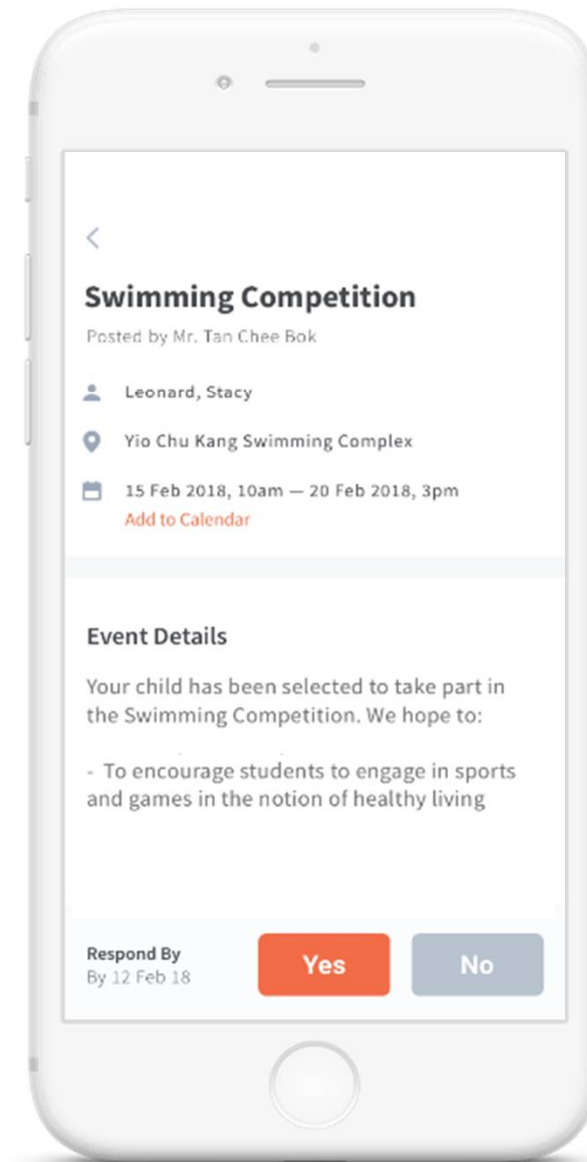
- A digital platform (by MOE and GovTech) to bring greater convenience to parents to perform simple administrative functions and receive relevant information from schools.
- The Parents Gateway mobile app will be launched in January 2019 and rolled out in phases to all schools in Singapore.

With Parents Gateway, you can:

Receive school announcements
and consent form details

Give your consent with the touch
of a finger

- + ***more to come***
 - *Contact Update*
 - *Travel Declaration*
 - *Pay fees/bills*
 - *Parent-Teacher Meeting*
 - *Update on Child's progress*





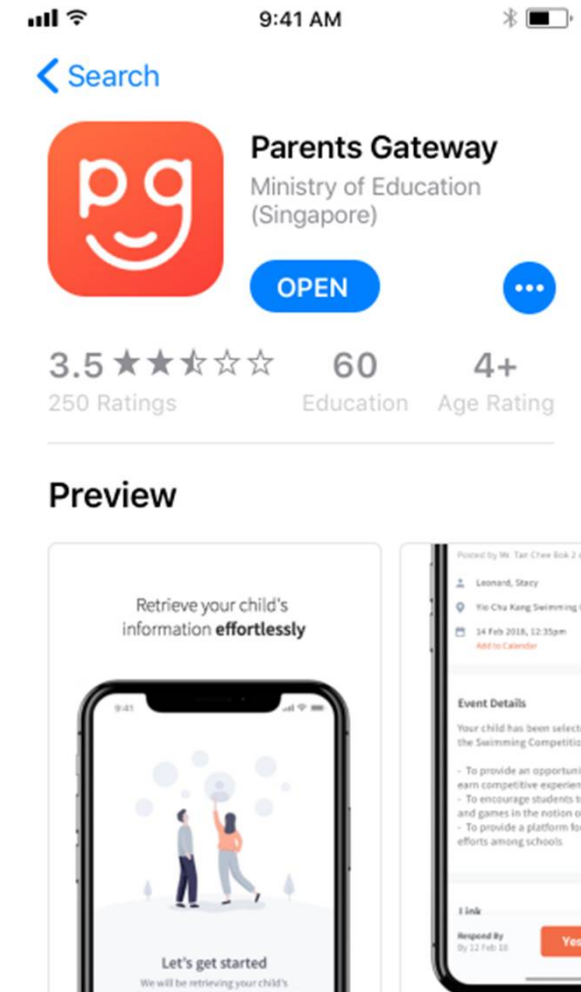
How do you sign up?

1) Download the app directly from your Play Store or App Store

Keyword search 'Parents Gateway'
Or Scan the QR Codes below

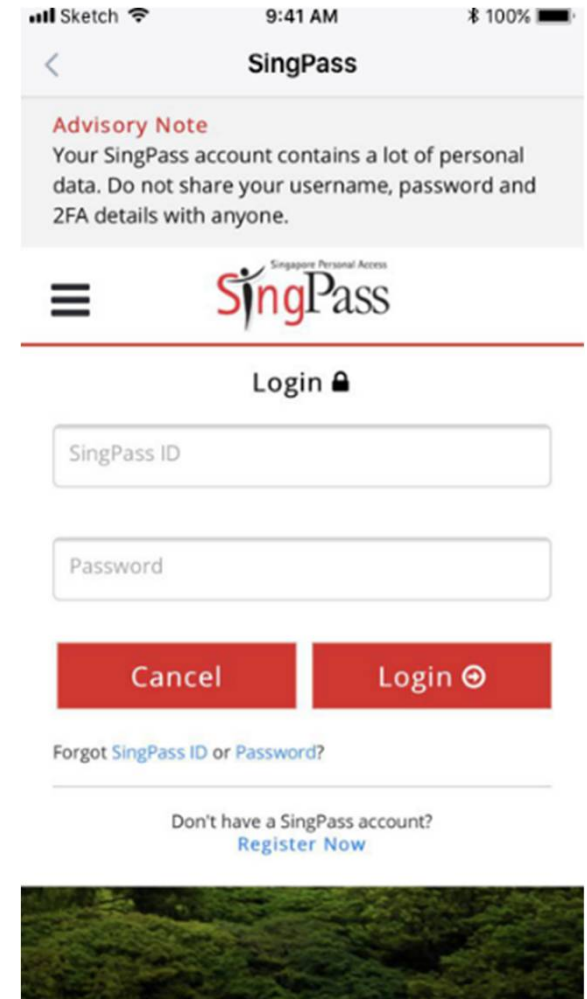
| For Android | For iOS |
|--|--|
|  |  |

*Supported OS Versions: Android 6.0 or later
& iOS 9.1 or later*



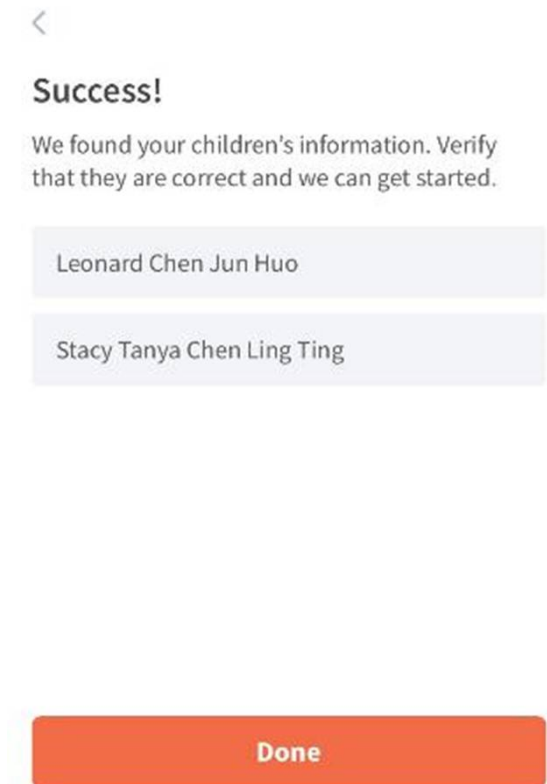
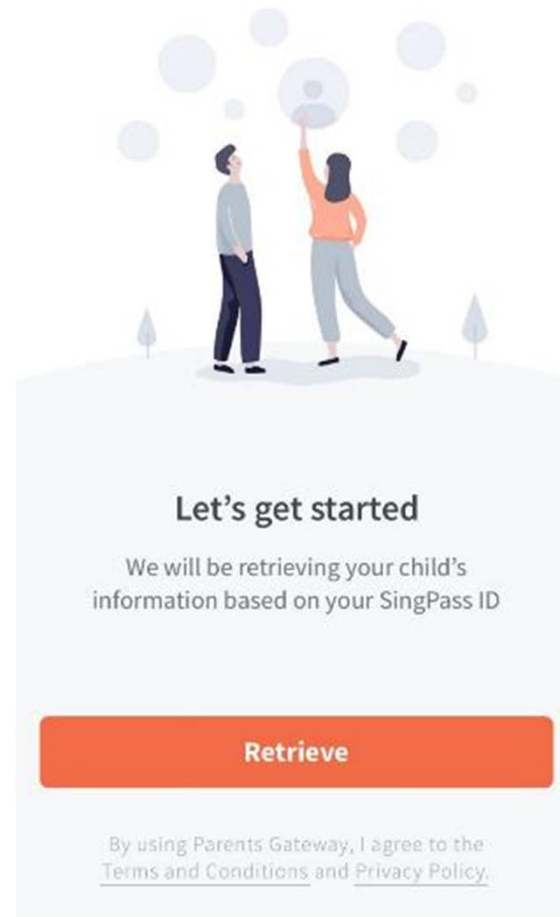
2) Login with SingPass

If you have issues signing in with Singpass, you may visit the [SingPass website](#) or contact their helpdesk at 6643-0555



3) Complete your Onboarding

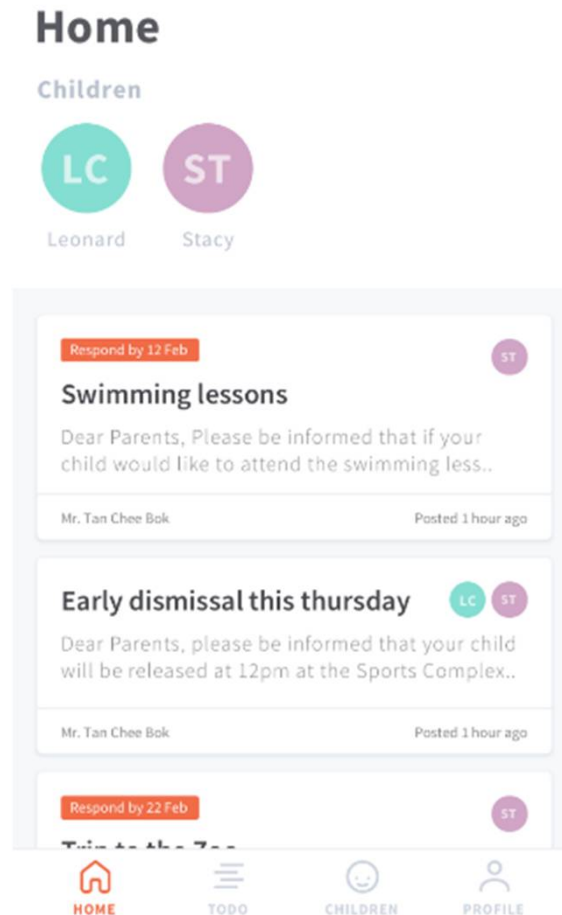
Retrieve your child's details and verify the information to proceed



**You should now
see your newsfeed
(if any)**

which means you're done 😊

Note: Do enable 'Allow Notifications'
to receive push notifications.





Questions & Answers

SingPass Registration and 2FA Setup

If you have not registered for a SingPass or have not set up the 2FA, please visit the SingPass website (<https://www.singpass.gov.sg>), or scan the QR codes below to do so.

SingPass 2-Step Verification (2FA) is required for on-boarding.

Should you require further assistance, please contact SingPass Helpdesk at 6643-0555.

| SingPass Registration | 2FA Activation |
|---|--|
|  |  |

Common Questions

1. Who can access Parents Gateway?

- Parents Gateway contains sensitive information about students and their parents. Access is restricted to parents and legal guardians who are Singpass holders.

2. Can I receive information on both Parents Gateway and through hardcopy forms so that I can pin up the forms as reminders?

- Parents are highly encouraged to view the school announcements and consent forms using the app.
- For parents who wish to receive reminders on upcoming events, there is an “Add to Calendar” feature. Upon selection, the event would be synced with your phone calendar.
- After establishing your onboarding interest, we will only issue hard copies to parents/legal guardians who cannot or do not wish to use this app.

Common Questions

3. Can I access Parents Gateway on the computer?

- Parents Gateway is only available as a mobile application. Supported OS Versions: Android 6.0 or later & iOS 9.1 or later.

4. Are the access rights limited to one parent only?

- No, both parents can access their children's information simultaneously from their respective Parents Gateway accounts.

5. Do both parents have to reply to consent forms?

- Only a single consent is required. Once consent has been given, it cannot be edited by either parent. Should there be a change in decision, parents have to inform the school directly.

Common Questions

6. Does the usage of the app require large data consumption?

- Parents Gateway does not require large data consumption.

7. Can I communicate with my child's teacher directly via the app?

- This feature is not available at this point in time.

Support and Feedback

Should you require further assistance or would like to provide your feedback, please contact Mr Wong Wai Kiong at wong_wai_kiong@moe.edu.sg.

**Slides will be shared on school website
(*Quick Links > For Parents*)**

Thank you





Ministry of Education
SINGAPORE