Updated as at August 2020

Parents Gateway

A quickstart guide for Parents

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Parents Gateway

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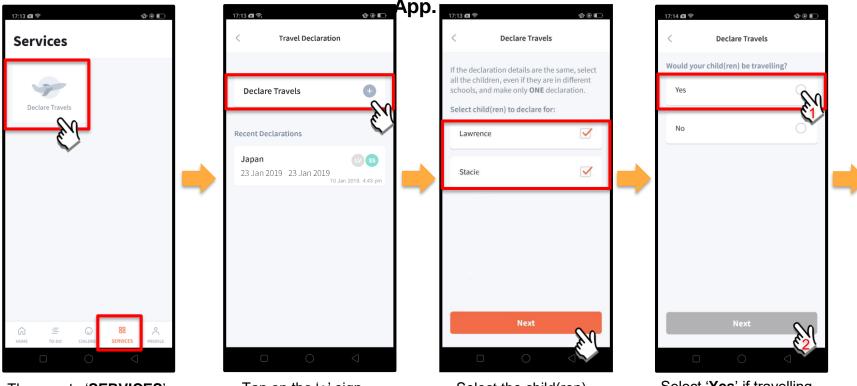


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1. Declare Travel Plans

Declare Travel

First, please ensure that you have do and installed the latest version of the Parents Gateway



Then, go to 'SERVICES' tab and tap on 'Declare Travels'.

Tap on the '**+**' sign.

Select the child(ren) going on the trip and tap on '**Next**'.

Select '**Yes**' if travelling and tap on '**Next**'.

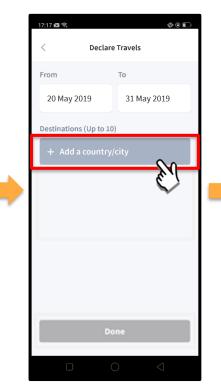
Declare Travel Plans



To begin, tap on '**Start date**'.



Select your travel period and tap on '**Select dates**'.

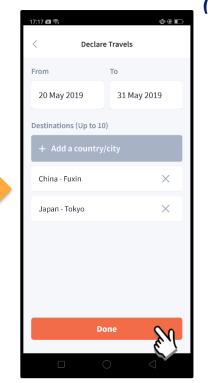


Tap on '**Add a country/city**' to select the travel destination(s).

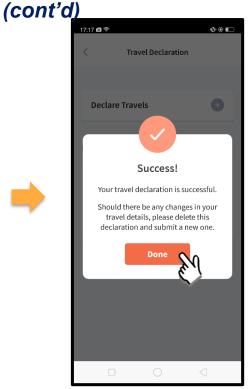


Type the country name to search for the country (or city). Tap '+' on the right of all the countries/cities you are visiting; then, tap on '**Add Destination(s)**'.

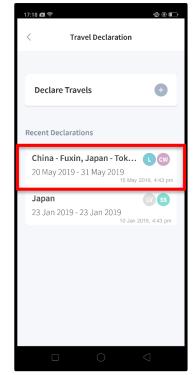
Declare Travel Plans



Tap on 'Done' to confirm.



Successful Declaration.



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

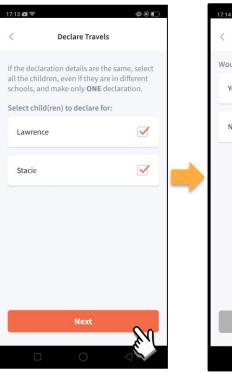
2. Declare Not Travelling

Declare Not Travelling

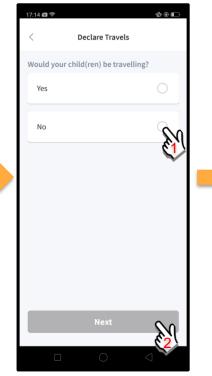


Go to '**SERVICES**' tab at the bottom of the Home screen and tap on '**Declare Travels**'

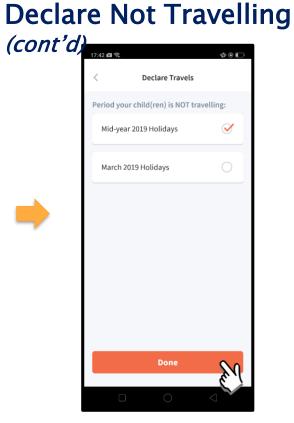




Select the child(ren) that are not travelling and tap on '**Next**'.



Select 'No'.



Select the appropriate School Holiday period and tap on '**Done**'.

3. Edit Travel Declaration

Edit Travel Declaration

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

17:18 國 🗇 🗅 @ 🗊 〈 Travel Declaration		17:17⊠ জ < Decla	ණ ම 🗊			
Declare Travels +		Lawrence Child W				
Recent Declarations China - Fuxin, Japan - Tok 20 May 2019 - 31 May 2019 15 May 2019 16 May 2019 17 May 2019 18 May 2019 19 May 2019 - 23 Jan 2019 10 Jan 2019, 4:43 pm	-	From To 20 May 2019 31 May 2019 Destinations China - Fuxin Japan - Tokyo		-	Create a new travel plan. (Refer to '1. Declare Travel Plan)'	
			0 4			

Tap on the travel plan to be changed.

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

4. Update Contact Details

Update Contact Details

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Profile Steven Tan			Kobile Phone No.
Edit contact details	$\mathcal{M} \rightarrow$		00014401
Last Active Devices	>		Home Phone No.
			-
Feedback	>		Other Contact No.
Privacy Policy	>		-
Terms of Use	>		Email Address
Log Out	>		parent14401@pg.com
G ≡ ⊡ ∎ Home To-do Children serv			
	\triangleleft		

Tap on '**PROFILE**' at the bottom of the Home screen and then tap on your name. Update your contact details (you must provide at least 1 phone/contact number) and then tap on '**Save**'. Copyrig

Update Contact Details

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

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.

5. Enable Mobile Notifications

5a. Enable Email Notifications

Enable Email

Parents/Legal Guardians/Authorise Categice till neseive an email notification for every announcement and consent form sent by the school if the email notifications function is

Profile Citison Lint Teb Ping Bit contact details Notifications Push Notifications Isat Active Devi Privacy Policy Terms of Use Cott 	turned on in the	։ թ իօո	q settings.			
Notifications Notifications Last Active Devision Feedback Privacy Policy Terms of Use Notifications	Profile		< Notifications		< Email Notifications	< Email Notifications
Last Active Device > Feedback > Privacy Policy > Terms of Use >		>	Push Notifications		Receive Email Notifications	Receive Email Notifications
Last Active Devi Feedback Privacy Policy Terms of Use Attribute Image: Contract details of the email address in your contact details. Please ensure that it is correct and update it when necessary. Image: Contract details of the email address in your contact details. Please ensure that it is correct and update it when necessary.	Notifications	>	Email Notifications			
Feedback Privacy Policy > Terms of Use	Last Active Devi	>	Nin .			email.
Feedback Privacy Policy > Terms of Use	\sim		\sim			
Terms of Use	Feedback	>				that it is correct and update it when necessary.
	Privacy Policy	>				
Log Out	Terms of Use	>				
Log Out						
	Log Out					

Click on 'Notifications'

Tap on 'Email Notifications'

Slide the '**Receive Email Notification**' button to the right to be notified by email 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.

5b. Enable Push Notifications

Enable Push Notifications

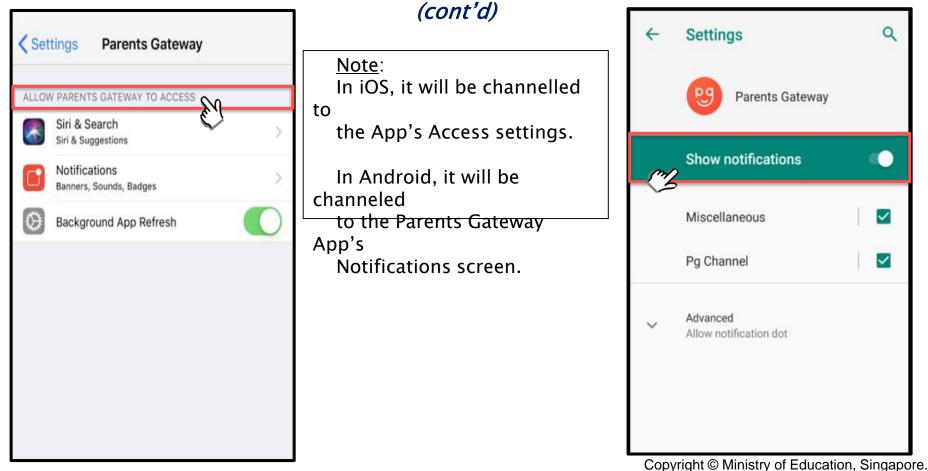
Profile	< Notifications	< Push Notifications
Contact details	Push Notifications	Push Notifications: OFF Turn On
Notifications > Last Active Device >	Email Notifications	Turn ON to receive notifications of updates for your child's school on your phone. You will need to stay logged in to continue to receive notifications.
Feedback >		PARENTS GATEWAY now Announcement This is an example of a Push Notification
Privacy Policy > Terms of Use >		
Log Out		

Tap on 'Notifications'

Tap on 'Push Notifications'

Tap on the 'Turn On'

Enable Push Notifications



6. Email Correspondence via Announcements/Consent Forms

Email Correspondence via Announcements/Consent Forms

From the mobile app, Parents/Legal Guardians/Authorised Caregivers may email questions or clarifications needed pertaining to the announcement/consent form sent by the school by tapping on the 'Contact us' link .

<	← Compose @ ▷
Posted by Thomas Lau on 01 Oct 2019	From student_parent@email.com
Student Name	
Science Centre	To Ivdia_tan@schools.gov.sg
Oct 2019, 1:00pm - 5:00pm	
d to calendar	Parents Gateway Enquiry - National Day Parade Preview
etails	
visit to Science Centire will be held on 12 All Pri 1 students will be taking a trip to the Dinosaur exhibition at Science Centre year. They are expected to report to yeal at 1:00pm from which they will be ng a bus to Science Centre.	I am a parent of Student(s): Stacy Tan Ling Ling
ık	q'w ² e ³ r ⁴ t ⁵ y ⁶ u ⁷ i ⁶ o ⁸
ttps://www.pro-teach.com/register.php	asdfghjkl
for enquiries on this form, please contact.us,	
our response?	2123 ⁹ 🕀 English .
05 Oct 2019	▼ () ■
ap on the 'contact us' link	Email client as seen on

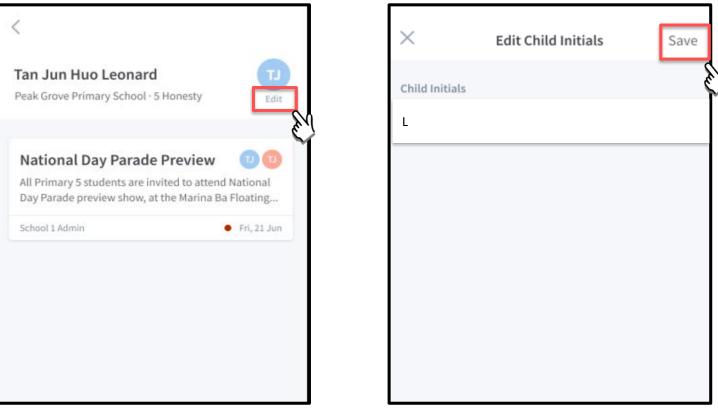
to open email client

Email client as seen on parents' device

X

7. Edit Child's Initials

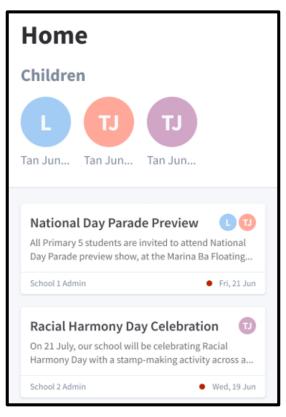
Edit Child Initials



Tap on 'Edit' (found under child's initials)

Once done editing, tap on 'Save'

Edit Child's Initials (cont'd)



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

Thank You