

Parents Gateway

A quickstart guide for Parents



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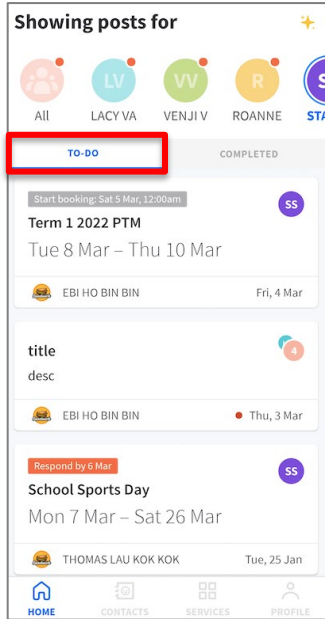
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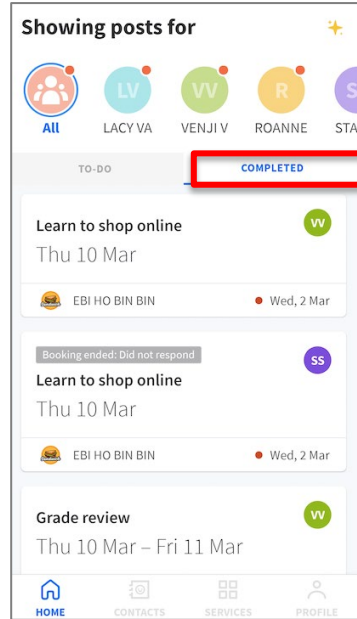
1. New Home Screen

New Home Screen

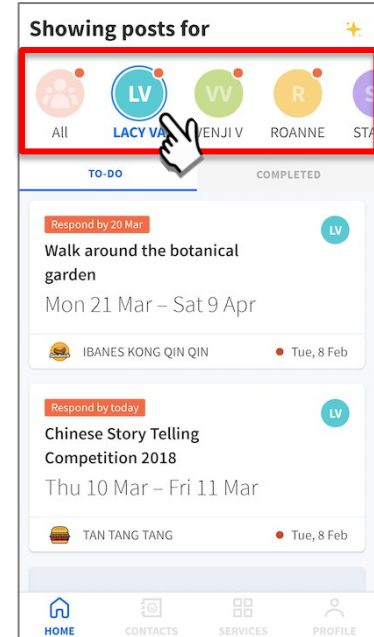
To-Do and Completed tabs to help organize posts from school(s)



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

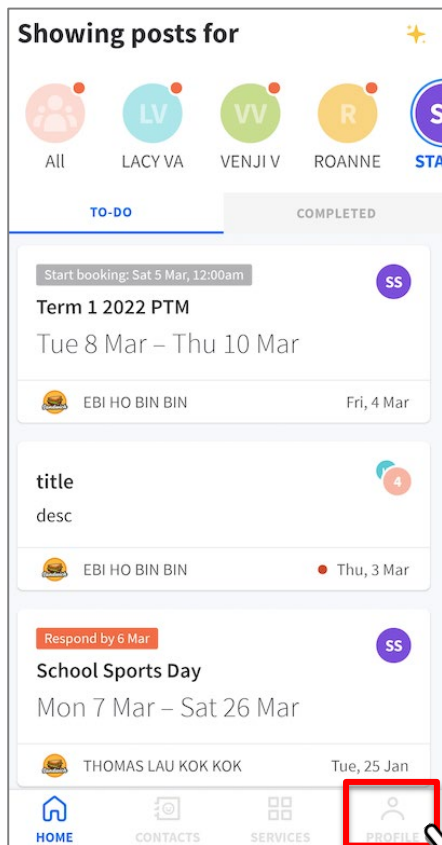


Choose to view posts sent by all your children's schools or filter post for each child

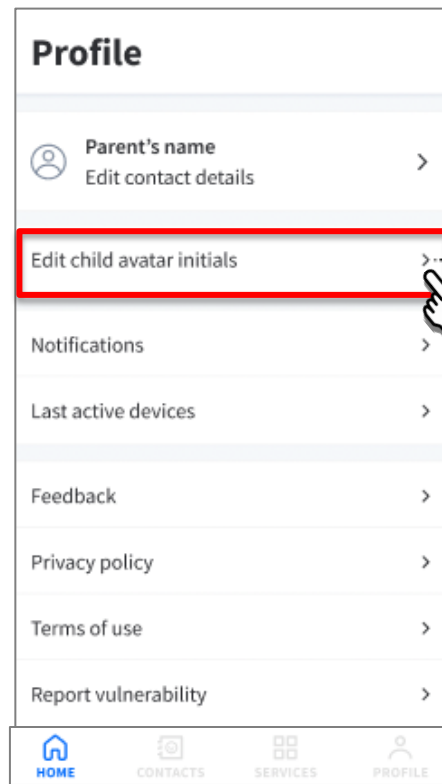
2. Edit Child's Initials

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

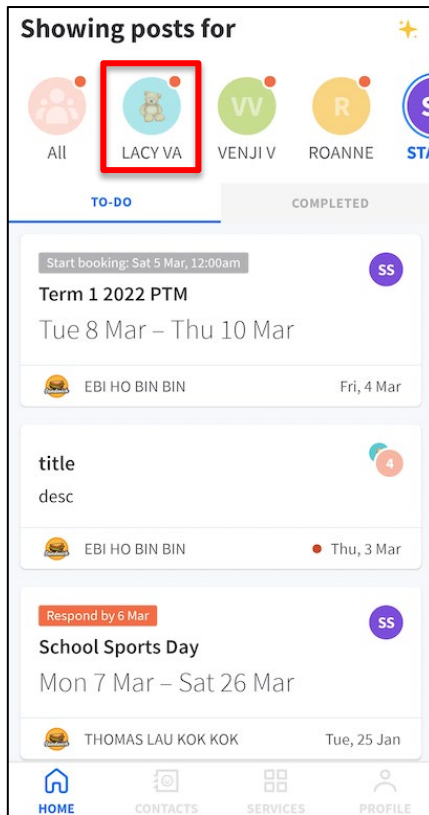
Child's avatar initials

🐻

Click on **Save** to confirm

Edit Child's Initials

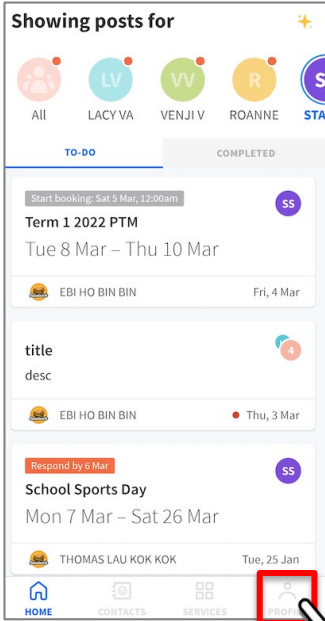
Customise your child's avatar initials with Chinese, Tamil or even emoji characters



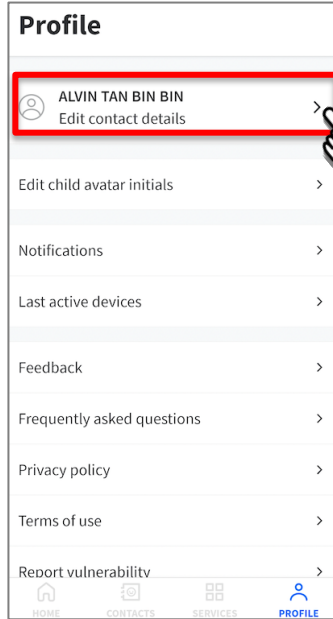
Once the initials have been successfully changed, the child's avatar will reflect the update.

3. Update Contact Details

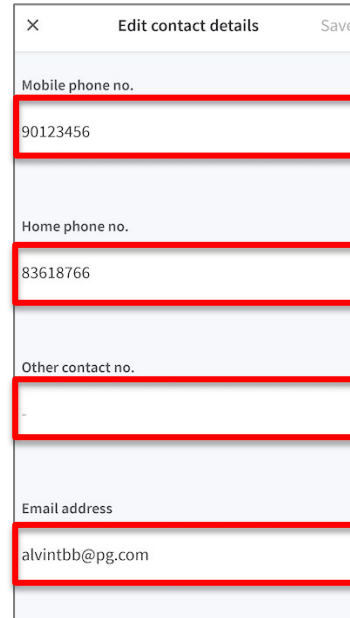
Update Contact Details



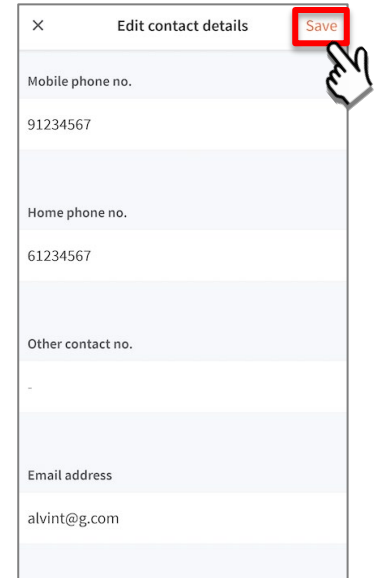
Click on **PROFILE**



Click on **Edit contact details**



Update your contact details
(you must provide at least 1
phone/contact number)



Click on **Save**

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

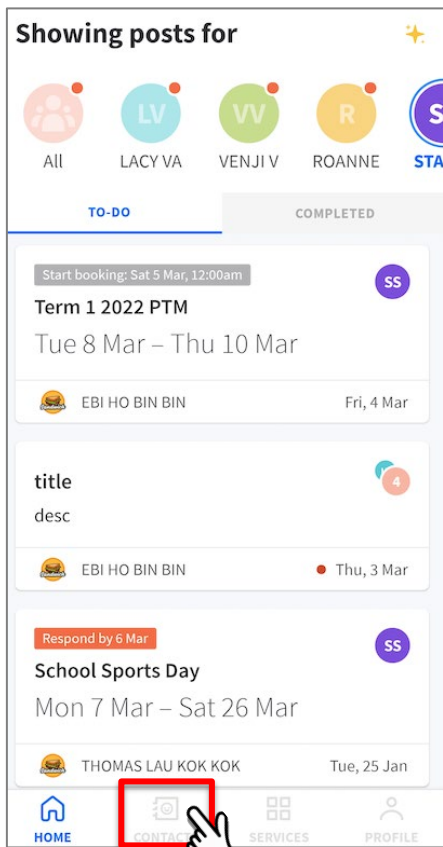
Subject	Body
Contact Details Updated	<p data-bbox="299 205 413 227">Dear Parent,</p> <p data-bbox="299 266 683 288">Your contact details were recently updated.</p> <p data-bbox="299 327 1170 383">When: [DD Mmm YYYY, HH:MM am/pm (e.g. 8 May 2019, 9:02 am - no leading zero for Day and Hour)]</p> <p data-bbox="299 390 794 412">Device used: [Device Model/OS (if no Device Model)]</p> <p data-bbox="299 452 967 473">If you did not make this change, please contact your child's school for help.</p> <p data-bbox="299 513 807 535">To undo this change, go to [Profile > Edit contact details].</p> <p data-bbox="299 574 510 630">Cheers, Parents Gateway Team</p>  <p data-bbox="299 804 900 826"><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.

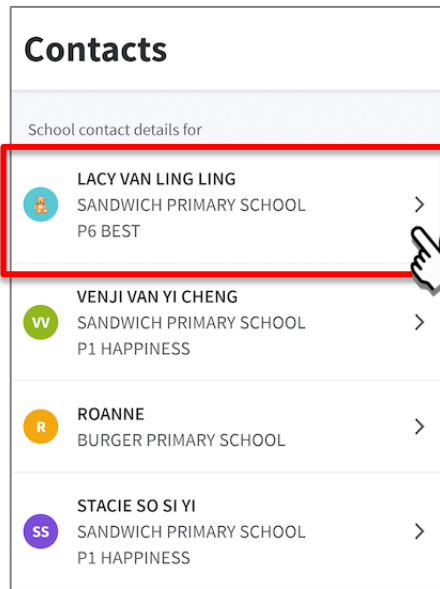
This is an added safety measure to the current “Update Contact Details” feature whereby Parents/Legal Guardians/Authorised Caregivers can update their mobile, residential/other contact numbers and change of email address.

4. Staff Directory

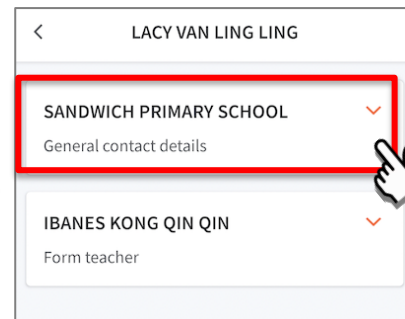
Staff Directory



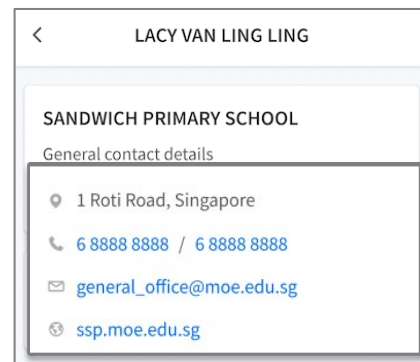
Click on **CONTACTS**



Click on **Child's profile**



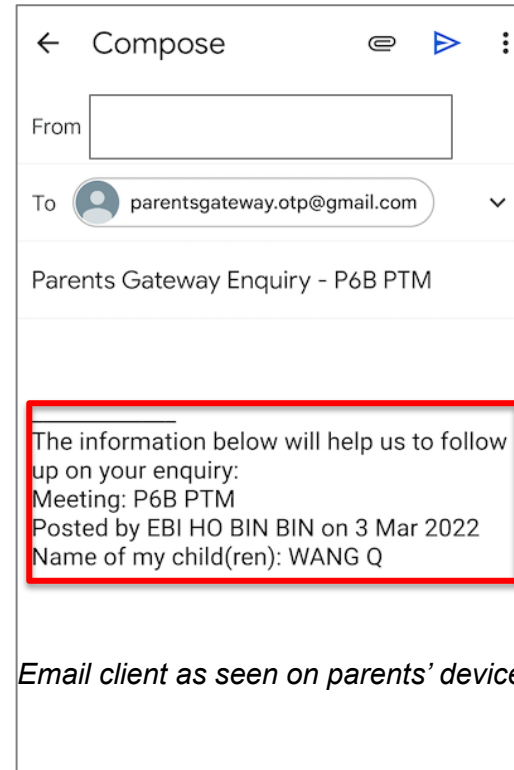
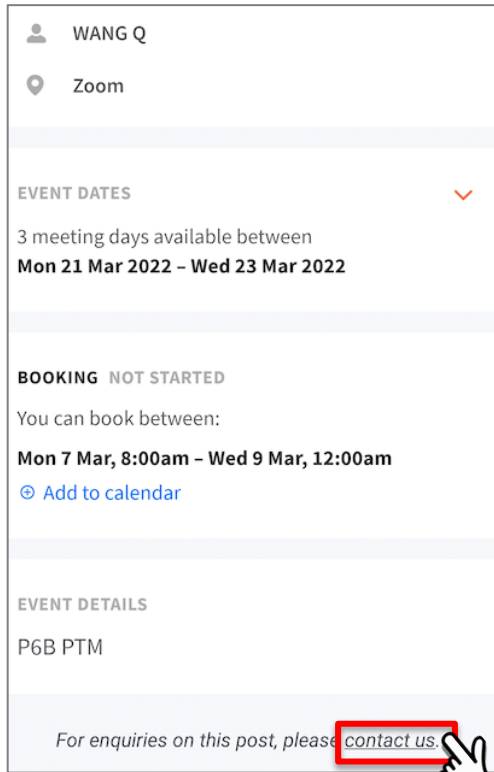
Click on the down-arrow to see more information



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

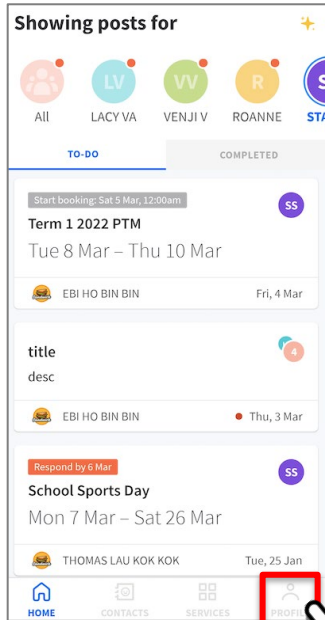
Click on [contact us](#) to open phone's email client

6. Enable Mobile Notifications

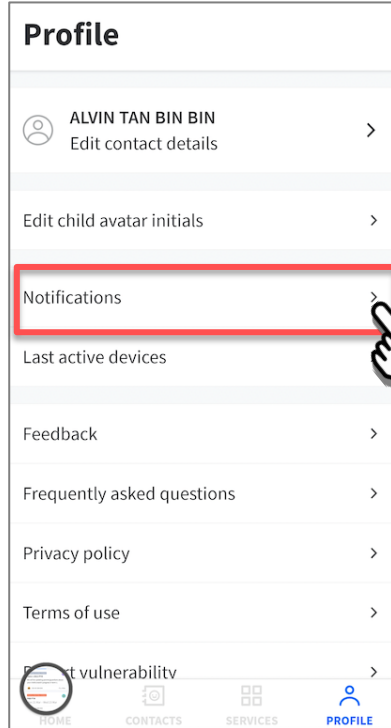
6a. Enable Email Notifications

Enable Email Notifications

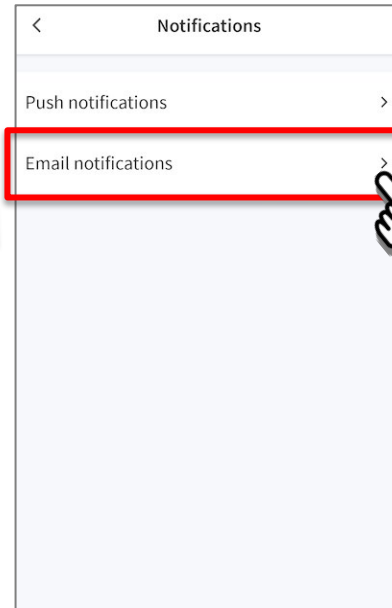
Parents/Legal Guardians/Authorised Caregivers will receive an email notification for every update sent by the school if the email notifications function is turned on in the phone settings.



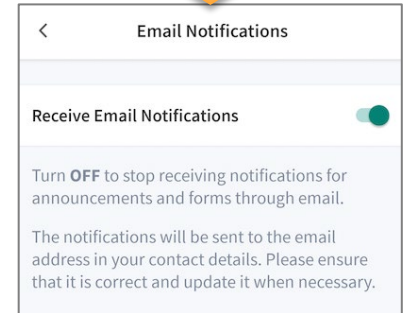
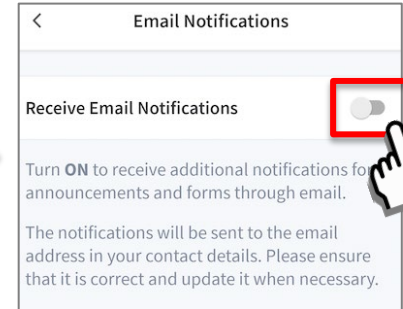
Click on **PROFILE**



Click on **Notifications**



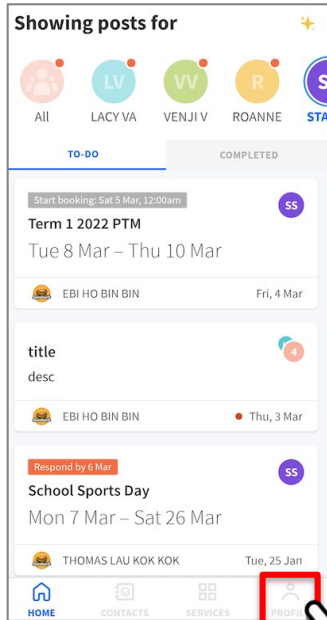
Click on **Email notifications**



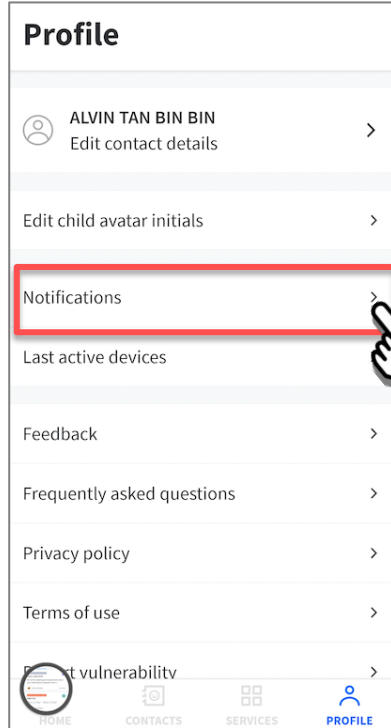
Once email notification is turned on, Parents/Legal Guardians/Authorised Caregivers will still receive email notifications even if they had logged out of the app.

6b. Enable Push Notifications

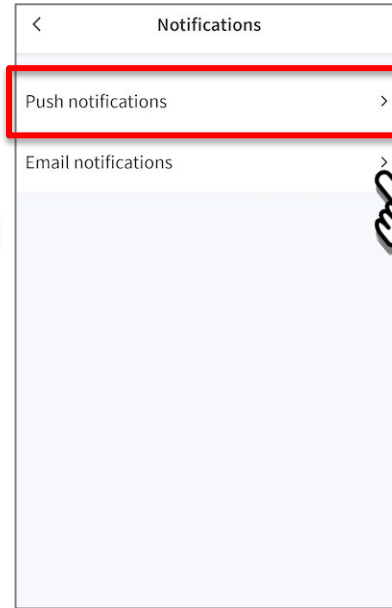
Enable Push Notifications



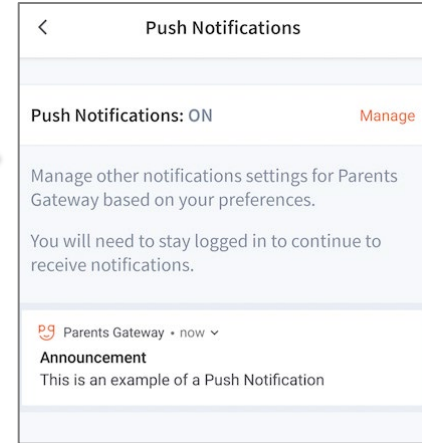
Click on **PROFILE**



Click on **Notifications**



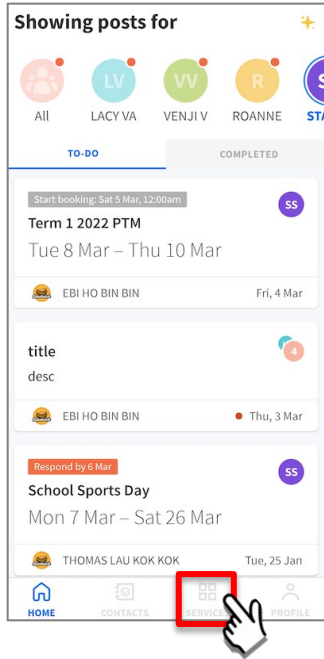
Click on **Push notifications**



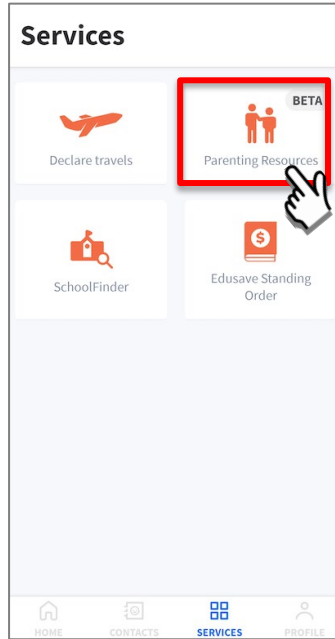
Click on **Manage**, which will direct you to your phone's notification settings for PG

7. Parenting Resources

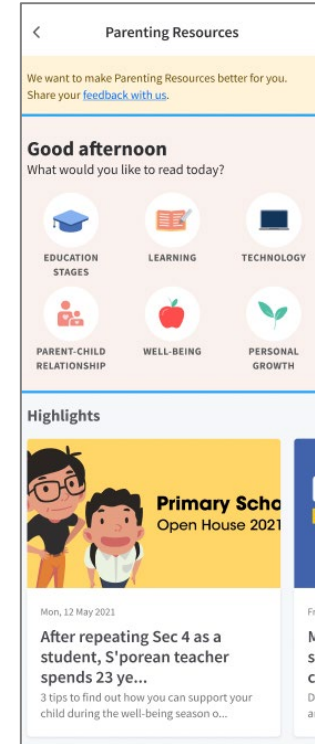
Parenting Resources



Click on **SERVICES**



Click on **Parenting Resources**

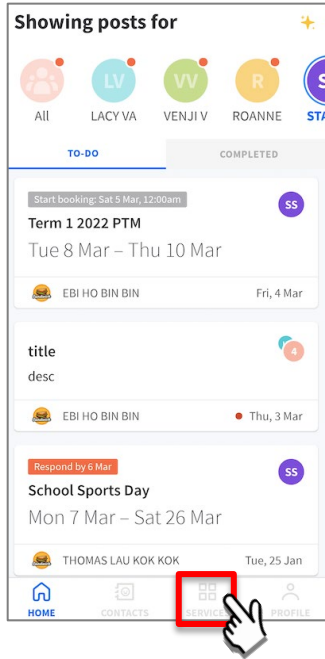


Access **Parenting Resources** to find a repository of useful information, tips and advice to support parents in their parenting journey

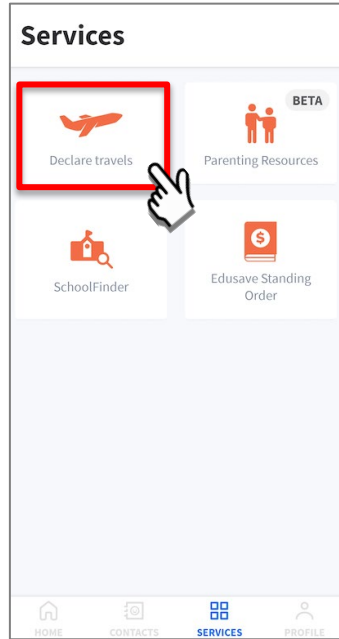
8. Declare Travels/Non-Travels

8a. Declare Travel Plans

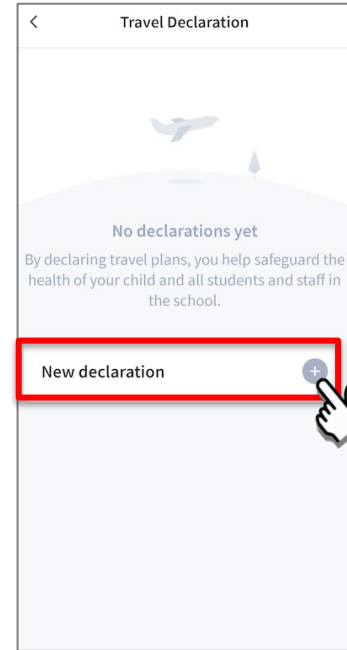
Declare Travel Plans



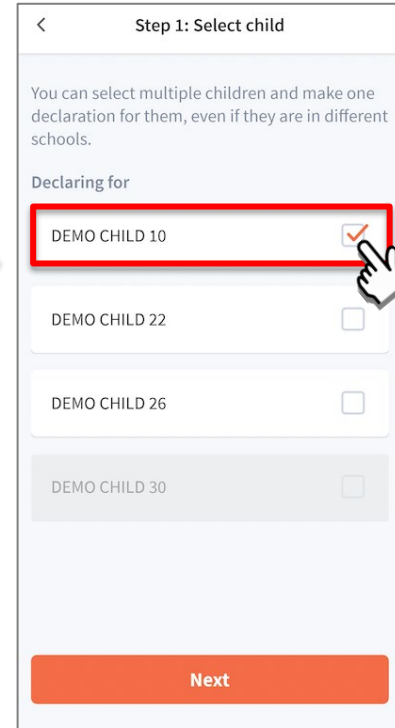
Click on **SERVICES**



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

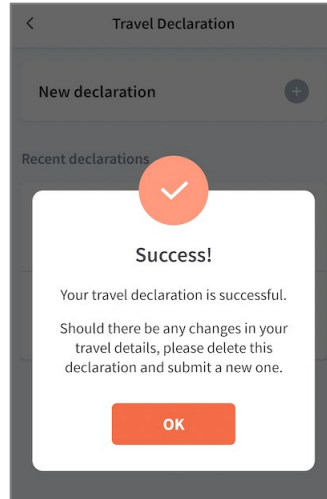
China - Beijing

Japan - Hokkaido

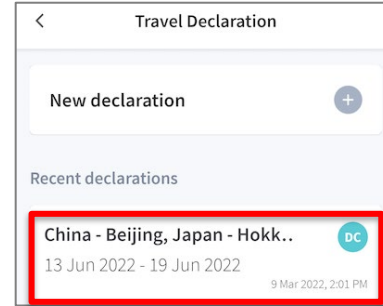
Submit

Click on **Submit**
if details are accurate

Declare Travel Plans



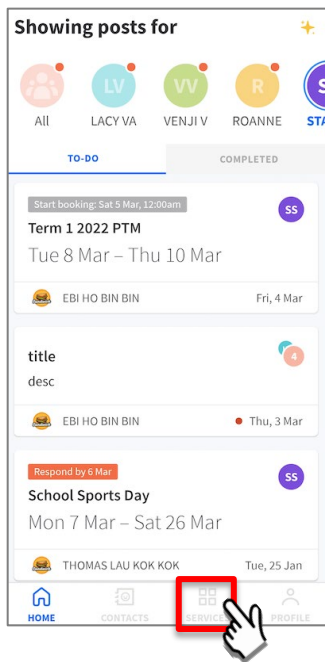
Successful Declaration



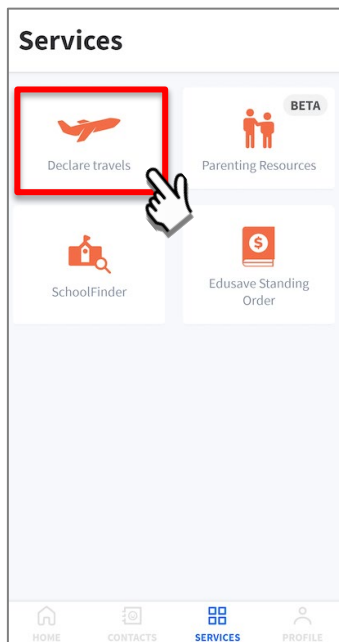
Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

8b. Declare Not Travelling

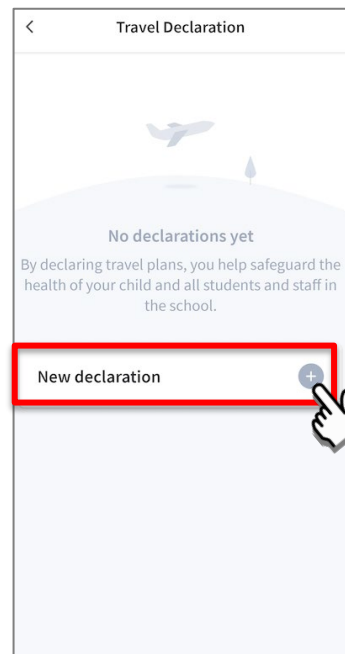
Declare Not Travelling



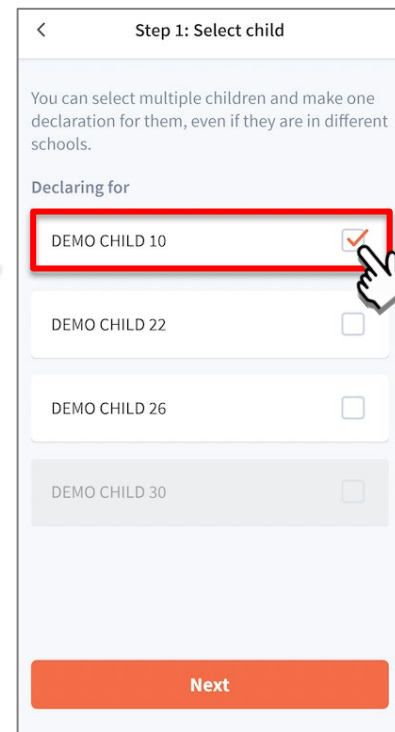
Click on **SERVICES**



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

Click on **No**

Step 2: Select duration

Travelling?

Yes

No

Period not travelling

March 2022 Holidays

Year-end 2021 Holidays

Next

Select the holiday period
that child is not travelling
period

Confirm details

Declaring for

DEMO CHILD 10

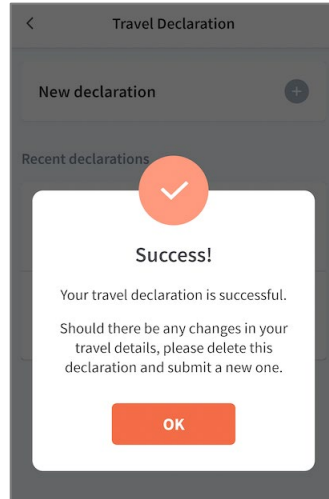
Period not travelling

March 2022 Holidays

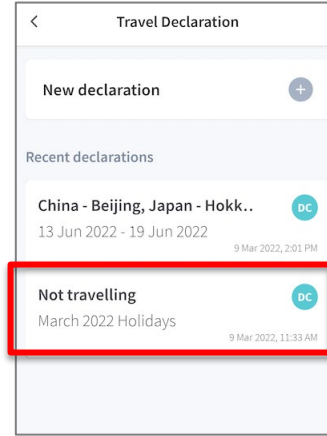
Submit

Click on **Submit** if
details are accurate

Declare Not Travelling



Successful Declaration

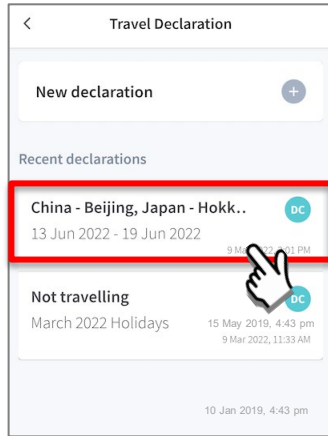


Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

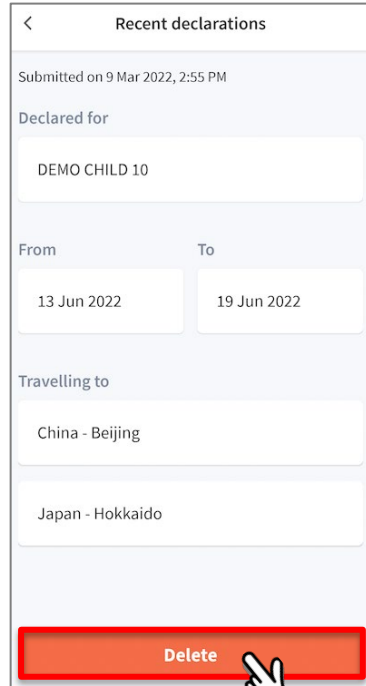
8c. Edit Travel Declaration

Edit Travel Declaration

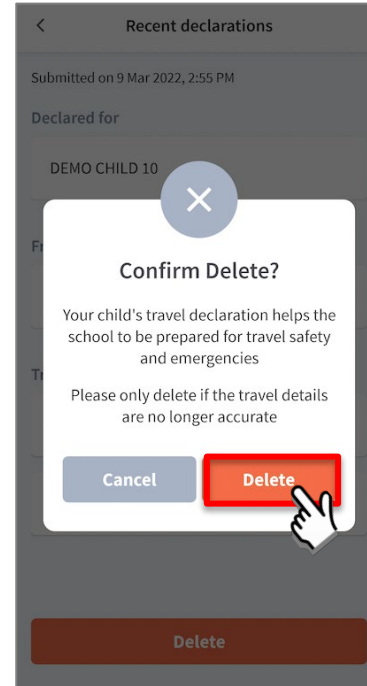
Delete the existing travel plan and replace with the new travel plan.



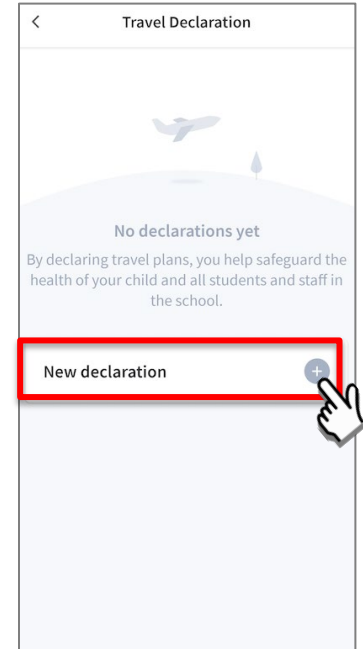
Select the travel plan to be changed



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



Tap on **Delete** to confirm



Create a new travel declaration

Thank You