

ANNEX A: PARENTS GATEWAY INSTRUCTIONAL GUIDE

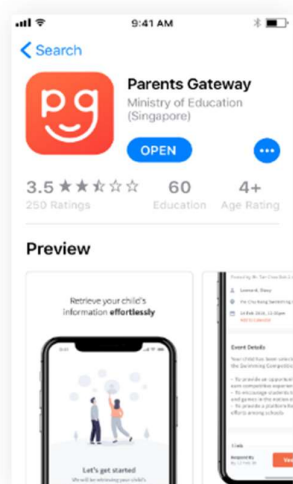
Step 1 – SingPass Registration and 2FA Setup

SingPass 2-Step Verification (2FA) is required for on boarding. 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. Should you require further assistance, please contact the SingPass Helpdesk at 6643-0555.



Step 2 – Download Parents Gateway Mobile App

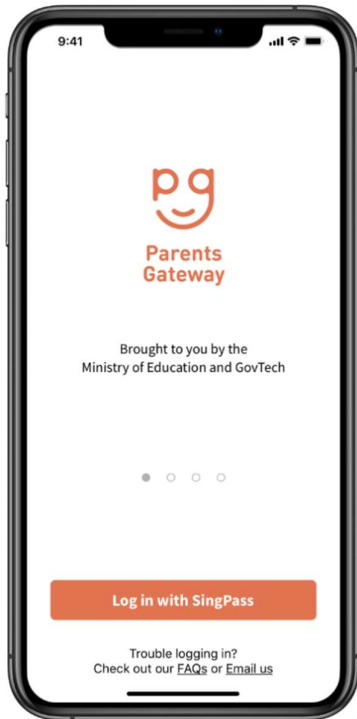
- Open the Apple App Store, Huawei App Gallery or Google Play Store app on your mobile phone.
- Search for the 'Parents Gateway' mobile app, or scan the QR code below.



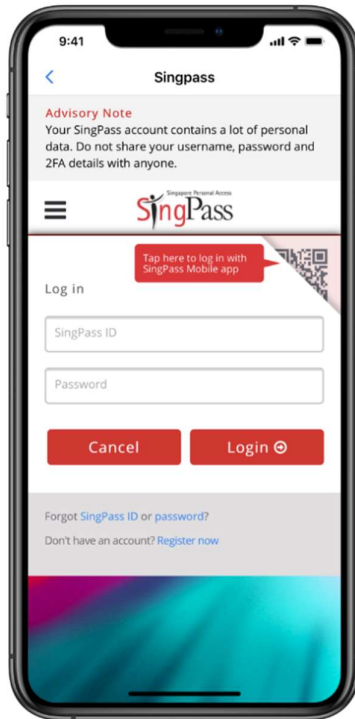
- Download and install the app on your phone.
- Enable '**Allow Notifications**' to receive push notifications.

Note: Supported OS Versions - **Android 5.0 or later & iOS 9.1 or later**

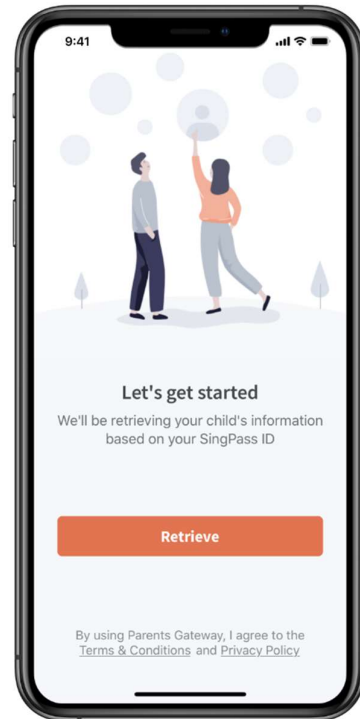
1. Tap on “Log in with SingPass”



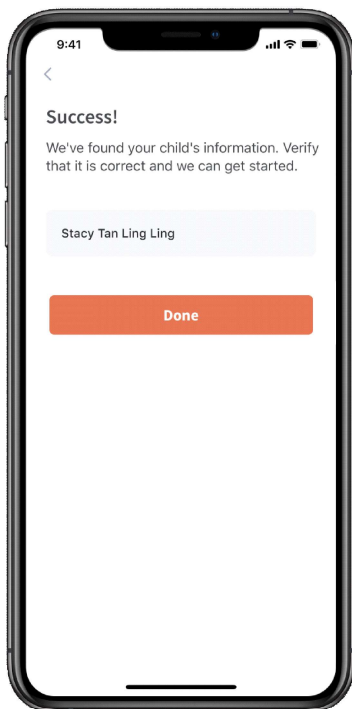
2. Log in with your SingPass (and 2FA)



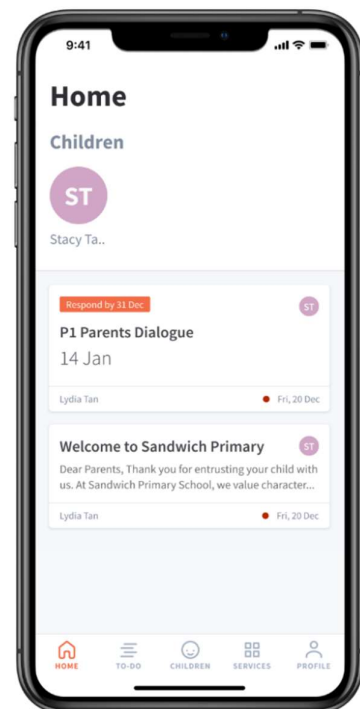
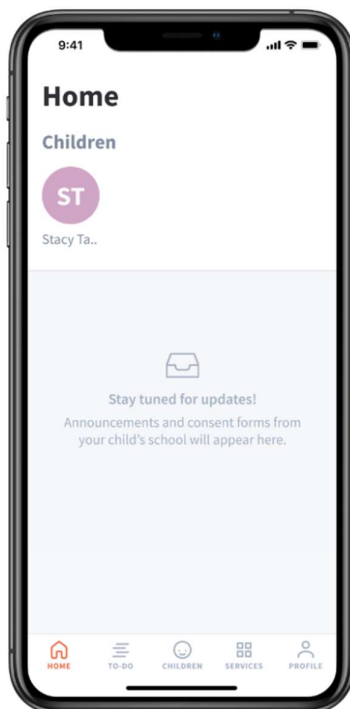
3. Tap on “Retrieve” to retrieve your child(ren)’s information



4. Tap on “Done” to complete on boarding



5. You should see your child(ren)’s initial(s) and announcements and/or consent forms posted by the school(s) (if any)



Frequently Asked Questions (FAQs)

1. Who can access Parents Gateway?

Access to Parents Gateway is granted to parents, legal guardians and authorized caregivers of students studying in MOE schools in Singapore. Parents will need to use SingPass to access Parents Gateway.

2. Can I access Parents Gateway on the computer using a web browser?

Parents Gateway is currently only available as a mobile application.

3. Why am I not able to download the Parents Gateway app?

The Parents Gateway app only supports the following Operating System (OS) version:

- Android 6.0 or later
- iOS 11.0 or later

4. After logging in, why do I see “No Access”?

The child needs to have a successful placement or is already studying in an MOE school for the parent to have access to the Parents Gateway app. Please approach the school for assistance.

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

No. Parents, legal guardians and authorized caregivers can access their child’s/ward’s information from their respective Parents Gateway accounts.

6. If I have more than 1 child, do I require multiple accounts?

No. Parents will be able to access all their children’s information through Parents Gateway, even if their children are studying in different schools.

7. Why am I required to use SingPass to login?

SingPass is the national digital identity for Singapore Citizens and Permanent Residents to access Singapore Government e-services easily and securely. Parents Gateway uses Singpass for MOE to identify parents, legal guardians and authorised caregivers of students in our schools.

8. Is it safe to stay logged in? Can hackers steal my SingPass credentials?

The Parents Gateway app uses SingPass to identify parents of students in MOE schools. SingPass is only used to identify and authenticate the parent. The SingPass ID and the password will not be stored in the app. There is no risk of SingPass credentials being stolen if a user stays logged in.

9. I do not see any Announcements/Forms after logging in. Why is this so?

The child's/children's school has yet to send any Announcements/Forms. Parents may wish to clarify with the school(s) concerned regarding this.

10. How will I be notified if the school has sent an Announcement/Form on Parents Gateway?

A push notification and/or email notification will provide the alert, if both have been enabled on the phone and in the Parents Gateway app settings.

11. Do both parents have to reply to Forms?

Only one parent needs to respond. Please note: Once consent or acknowledgement has been granted, it cannot be edited by either parent. Should there be a change in decision, parents will have to inform the school directly.

12. Can I communicate with my child's teacher directly via the Parents Gateway app?

This feature is not available at this point in time. Parents may liaise with the school on the alternative preferred mode of communication with teachers

13. How do I contact the school with regard to the Announcement/Form sent, should I have any queries?

1. Go to the respective Announcement or Form page
2. Tap on 'contact us' (located at the bottom of the page)

14. If I experience technical difficulty or wish to provide feedback about Parents Gateway, whom should I approach?

Users may contact the Parents Gateway Helpdesk via the app. Alternatively, users may approach their child/children's school for assistance.

- Go to 'Profile' > 'Feedback'
- Tap on the email address

15. I have some questions regarding my child's school programmes. Can I submit my questions through Parents Gateway?

As the Parents Gateway team can only respond to questions pertaining to the Parents Gateway app, all school-related questions will have to be redirected to the school. Please approach the school directly as they will be in a better position to assist.

For the full list of FAQs, you may visit <https://pg.moe.edu.sg/faq>