

Parents Gateway

A quickstart guide for Parents



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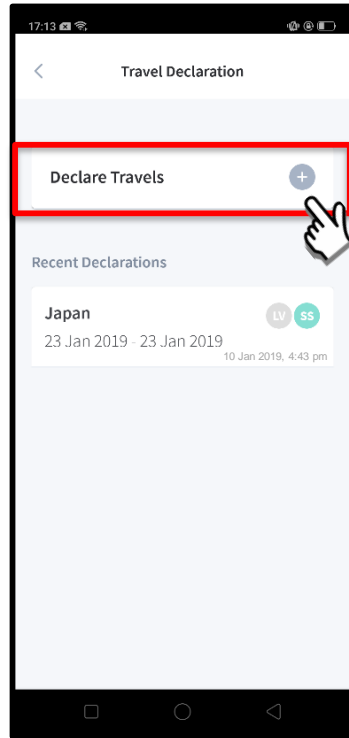
1. Declare Travel Plans

Declare Travel Plans

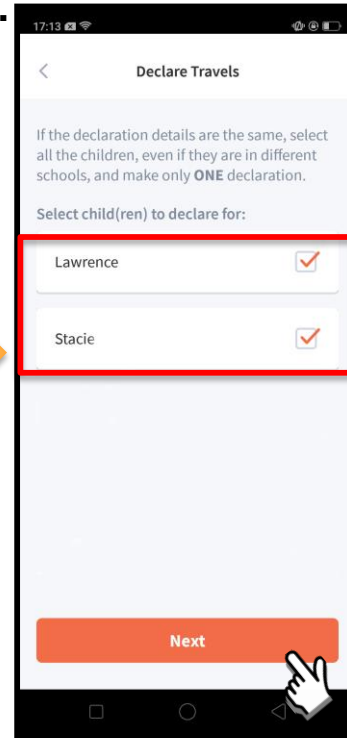
First, please ensure that you have downloaded and installed the **latest version** of the Parents Gateway App.



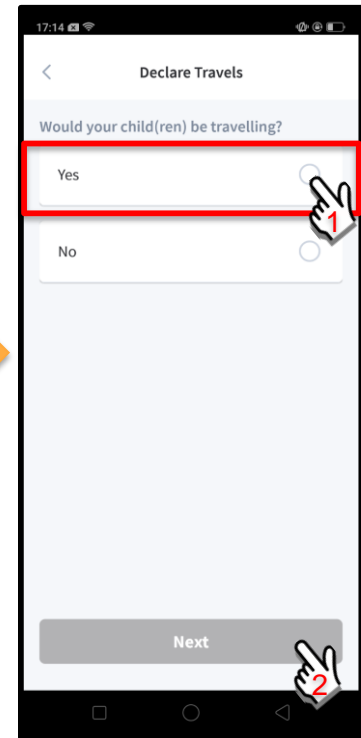
Then, go to '**SERVICES**' tab and tap on '**Declare Travels**'.



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 (cont'd)

17:14

< Declare Travels

From To

Start date End date

Destinations (Up to 10)

+ Add a country/city

Done

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

17:15

× Select Travel Dates

From To

20 May 2019 31 May 2019

May 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	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	31	

June 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat

Select dates

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

17:17

< Declare Travels

From To

20 May 2019 31 May 2019

Destinations (Up to 10)

+ Add a country/city

Done

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

17:16

× Add Destinations

Japan

Japan - Chiba +

Japan - Ehime +

Japan - Fukui +

Add Destination

Japan Japan Japan

q w e r t y u i o p

a s d f g h j k l

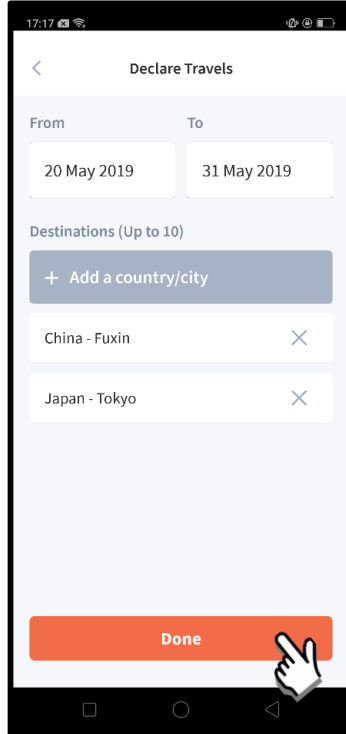

z x c v b n m

?123 , .

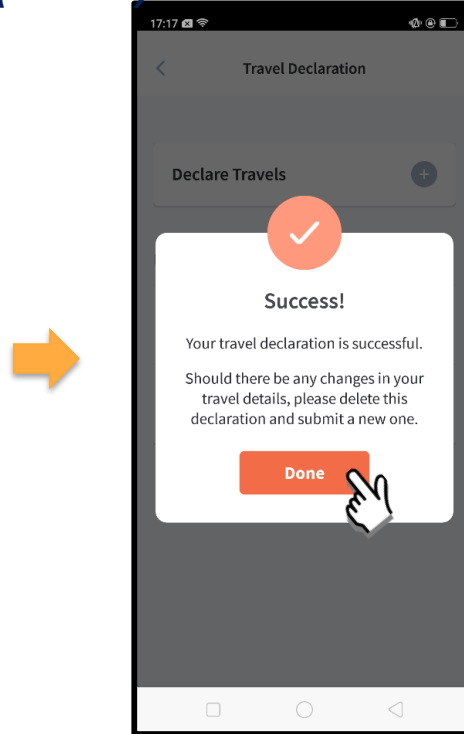
✓

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)**'.

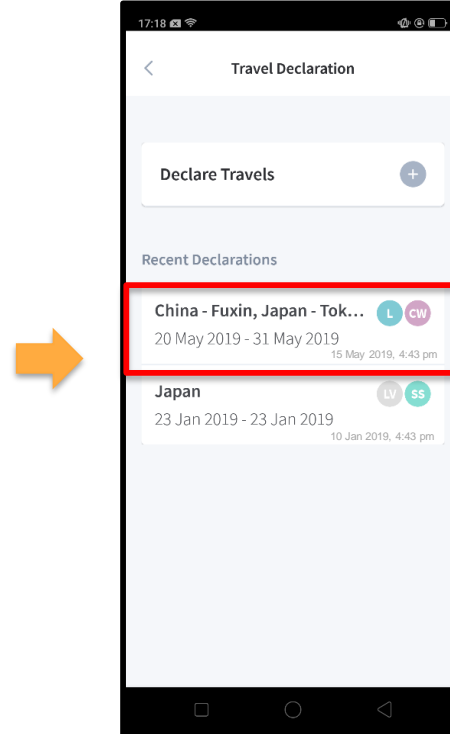
Declare Travel Plans (cont'd)



Tap on 'Done' to confirm.



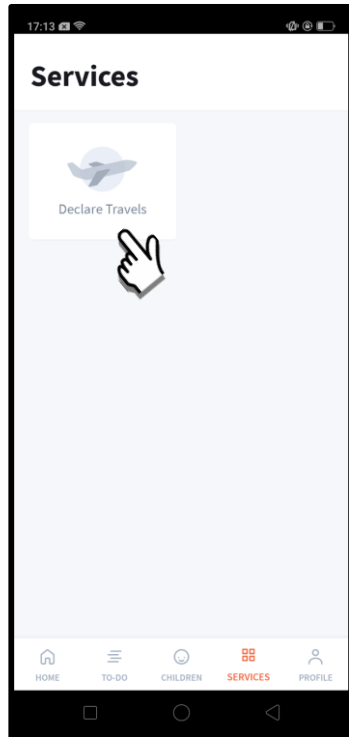
Successful Declaration.



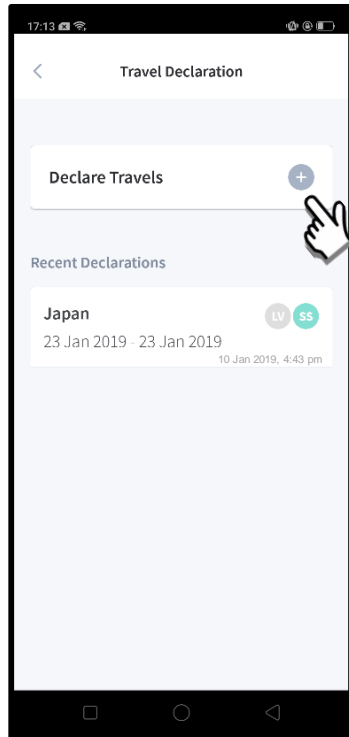
Travel Plans are shown as entered. You would need to delete and declare again if amendments are required.

2. Declare Not Travelling

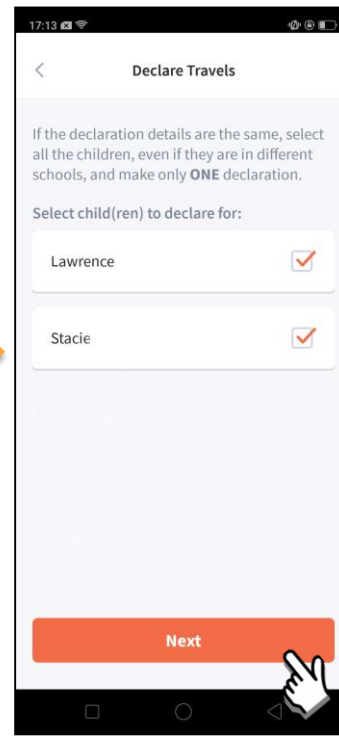
Declare Not Travelling



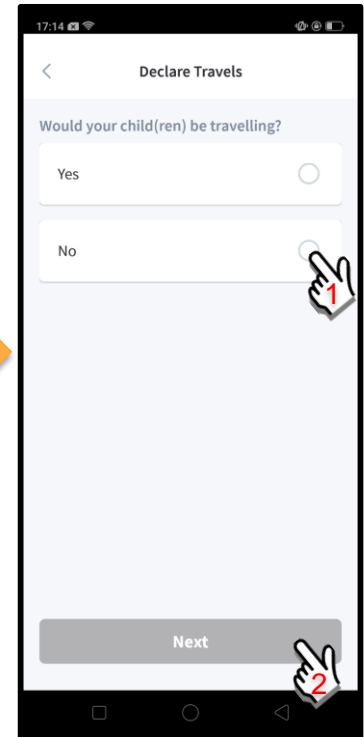
Go to '**SERVICES**' tab at the bottom of the Home screen and tap on '**Declare Travels**'



Tap on the '+' sign.



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



Select '**No**'.

Declare Not Travelling (cont'd)

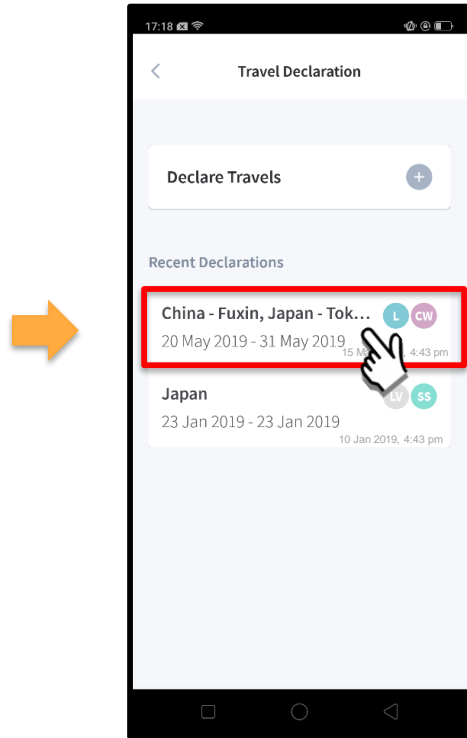
A screenshot of a mobile app interface titled 'Declare Travels'. The screen shows a section for declaring travel periods. Under the heading 'Period your child(ren) is NOT travelling:', there are two options: 'Mid-year 2019 Holidays' with a checked red circle, and 'March 2019 Holidays' with an unchecked white circle. At the bottom of the screen is a red button labeled 'Done'. A hand icon is shown tapping the 'Done' button. The status bar at the top shows the time as 17:42 and various icons. The bottom of the screen shows the Android navigation bar.

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

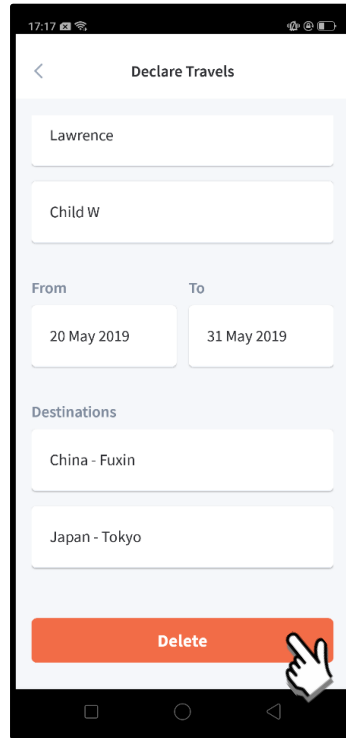
3. Edit Travel Declaration

Edit Travel Declaration

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



Tap on the travel plan to be changed.



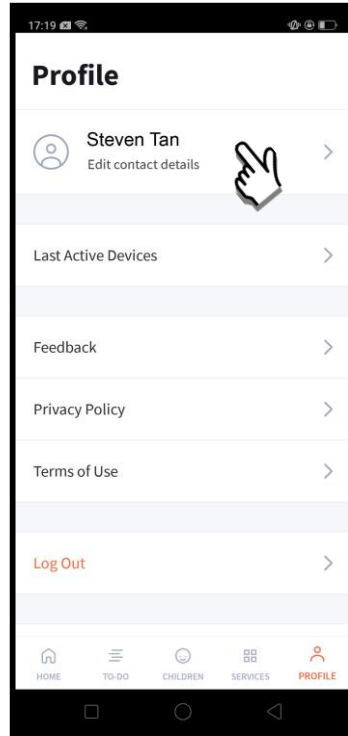
Tap on '**Delete**' to remove the previous declaration.



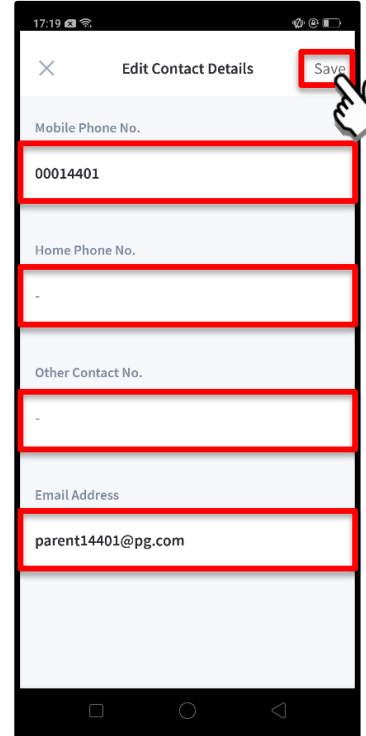
Create a new travel plan. (Refer to '1. Declare Travel Plan')

4. Update Contact Details

Update Contact Details




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**'.

Update Contact Details

(cont'd)

Subject	Body
Contact Details Updated	<p>Dear Parent,</p> <p>Your contact details were recently updated.</p> <p>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>Device used: [Device Model/OS (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 > Edit contact details].</p> <p>Cheers, Parents Gateway Team</p>  <p>Parents Gateway</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.

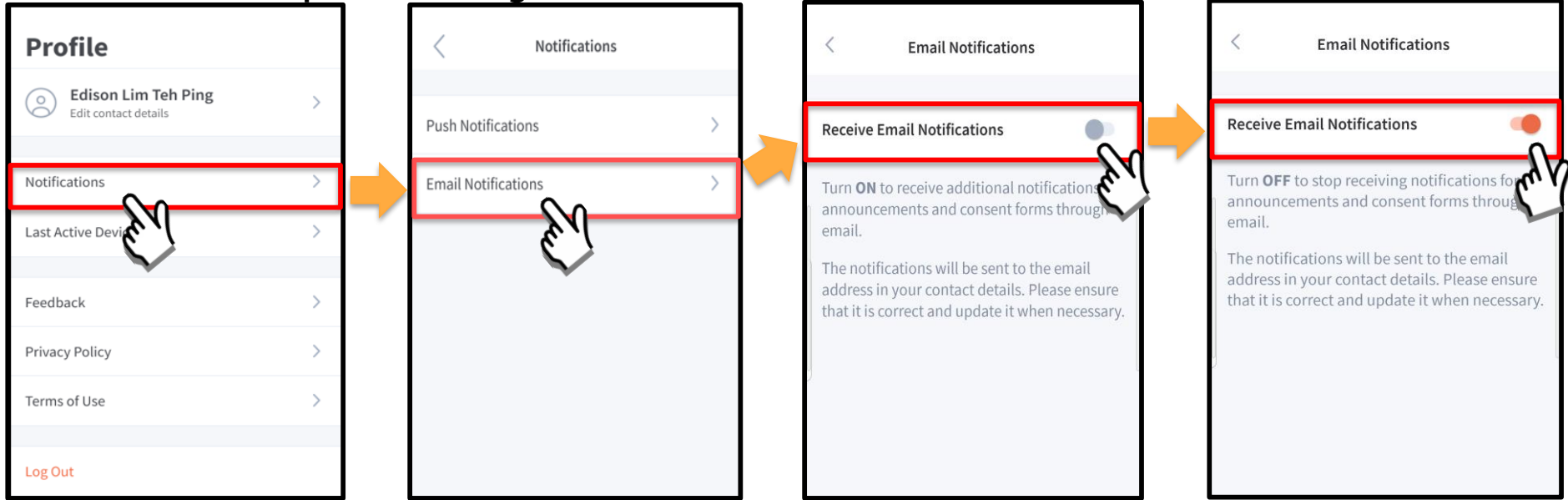
This is an added safety measure to the current “Update Contact Details” feature whereby Parents/Legal Guardians/Authorised Caregivers can update their mobile, residential/other contact numbers and change of email address.

5. Enable Mobile Notifications

5a. Enable Email Notifications

Enable Email Notifications

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



Click on '**Notifications**'

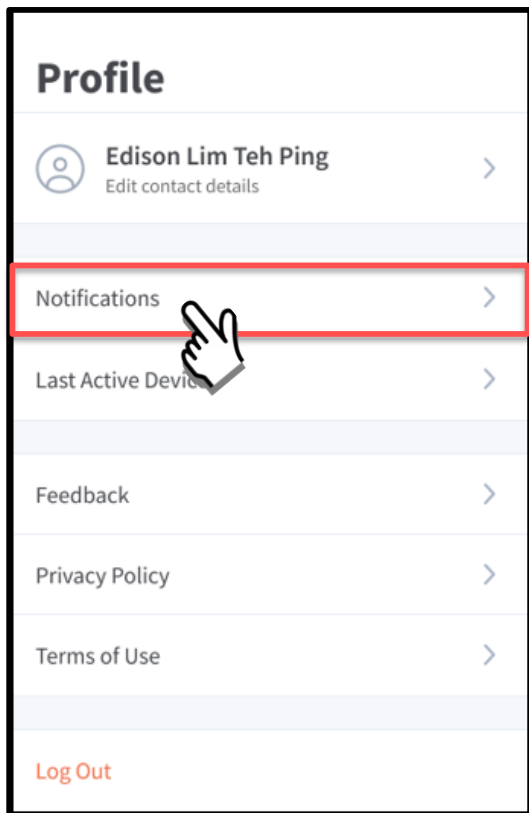
Tap on '**Email Notifications**'

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

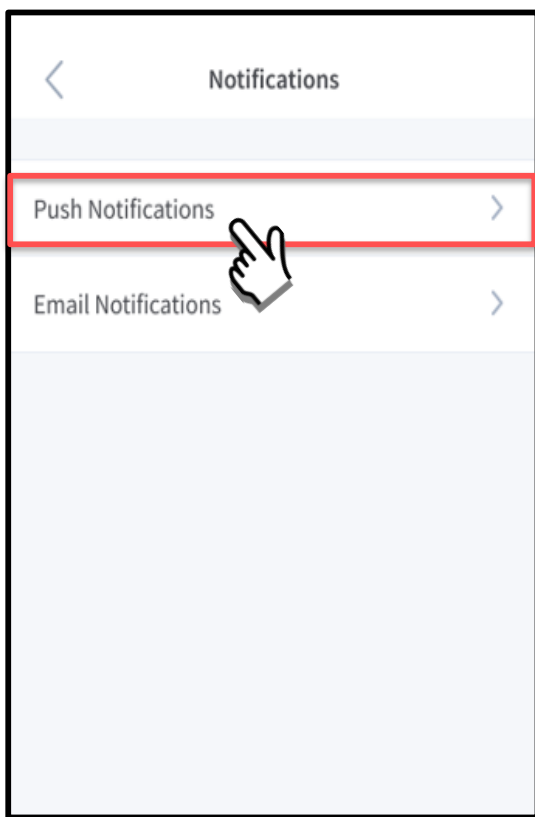
Once email notification is turned on, Parents/Legal Guardians/Authorised Caregivers will still receive email notifications even if they had logged out of the app.

5b. Enable Push Notifications

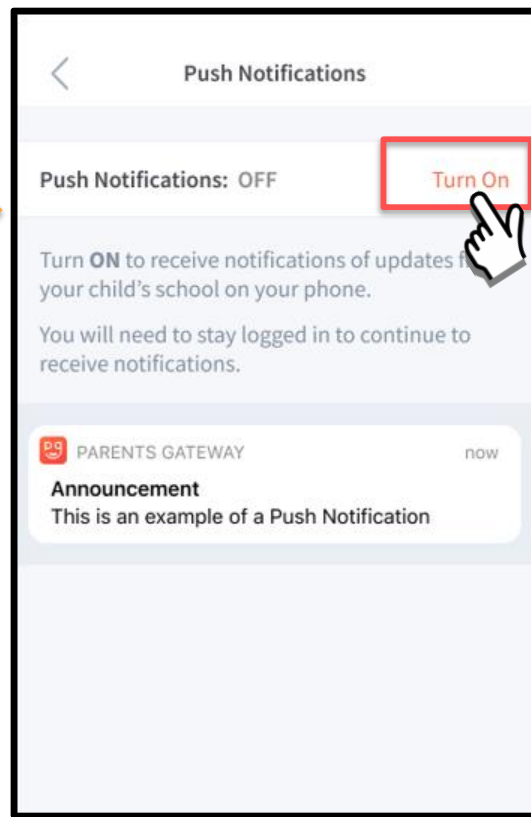
Enable Push Notifications



Tap on **'Notifications'**



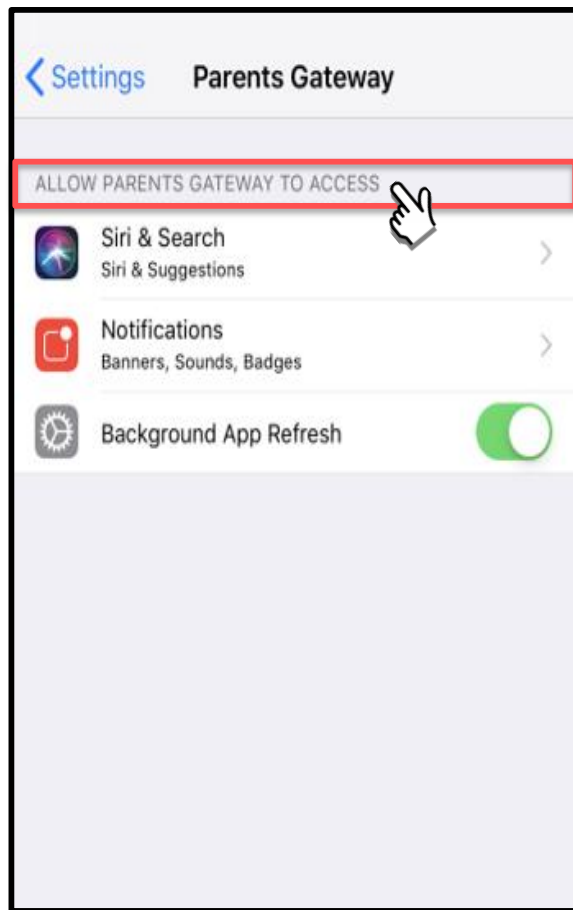
Tap on **'Push Notifications'**



Tap on the **'Turn On'**

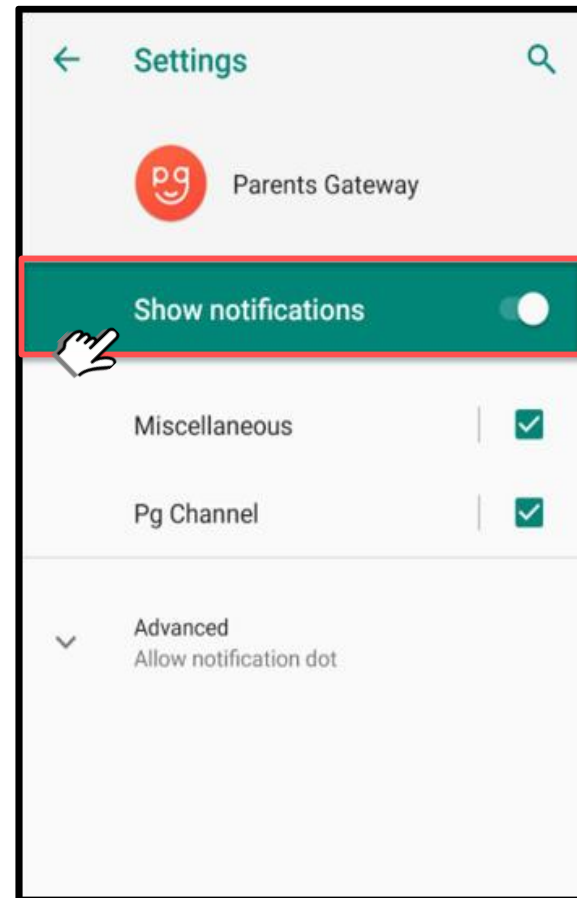
Enable Push Notifications

(cont'd)



Note:
In iOS, it will be channelled
to
the App's Access settings.

In Android, it will be
channeled
to the Parents Gateway
App's
Notifications screen.

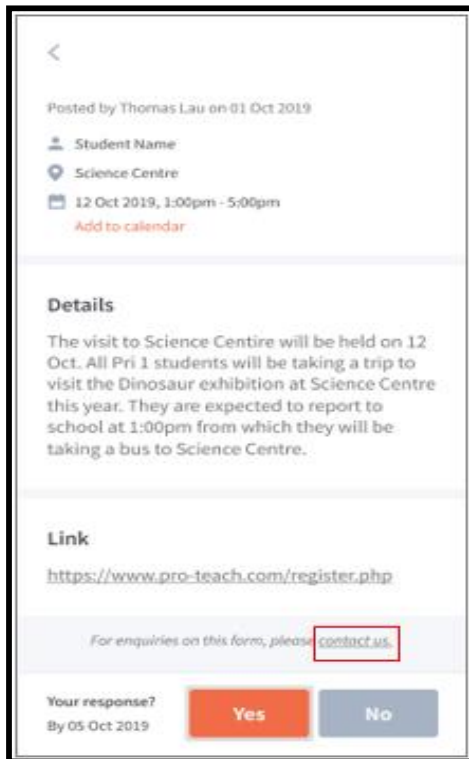


6. Email Correspondence via Announcements/Consent Forms

Email Correspondence via Announcements/Consent Forms

(cont'd)

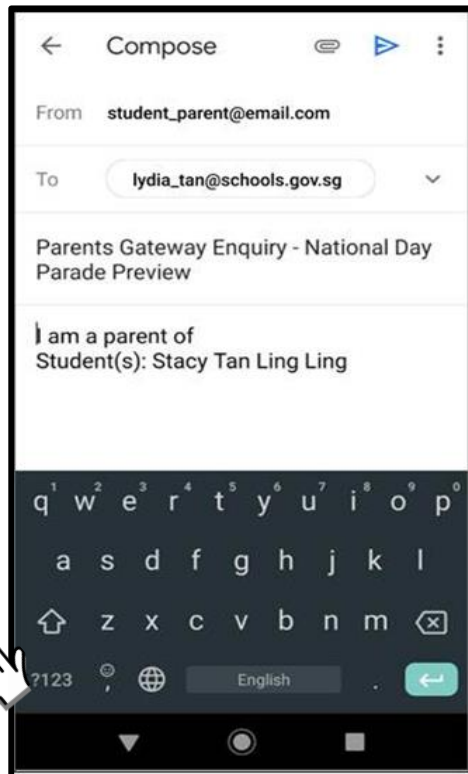
From the mobile app, Parents/Legal Guardians/Authorised Caregivers may email questions or clarifications needed pertaining to the announcement/consent form sent by the school by tapping on the 'Contact us' link .



The screenshot shows a mobile app interface with the following details:

- Header: < (back arrow)
- Text: Posted by Thomas Lau on 01 Oct 2019
- Fields: Student Name, Science Centre
- Calendar icon: 12 Oct 2019, 3:00pm - 5:00pm
- Link: Add to calendar
- Section: Details
- Text: The visit to Science Centre will be held on 12 Oct. All Pri 1 students will be taking a trip to visit the Dinosaur exhibition at Science Centre this year. They are expected to report to school at 1:00pm from which they will be taking a bus to Science Centre.
- Section: Link
- Text: <https://www.pro-teach.com/register.php>
- Text: For enquiries on this form, please contact us.
- Form: Your response? (By 05 Oct 2019) with Yes and No buttons.

Tap on the 'contact us' link to open email client



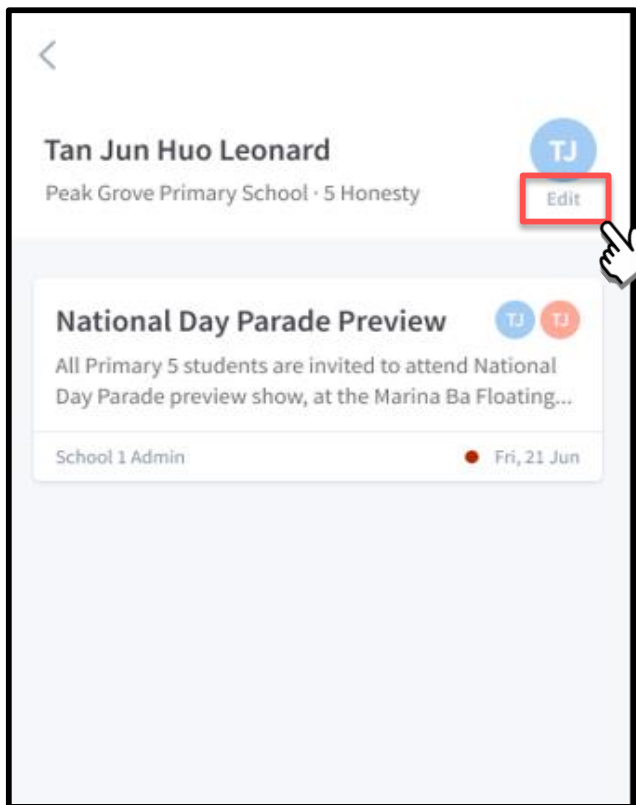
The screenshot shows an email client interface with the following details:

- Header: Compose (back arrow, attach icon, send icon, menu icon)
- From: student_parent@email.com
- To: lydia_tan@schools.gov.sg
- Subject: Parents Gateway Enquiry - National Day Parade Preview
- Text: I am a parent of Student(s): Stacy Tan Ling Ling
- Keyboard: Visible at the bottom with a hand icon pointing to the backspace key.

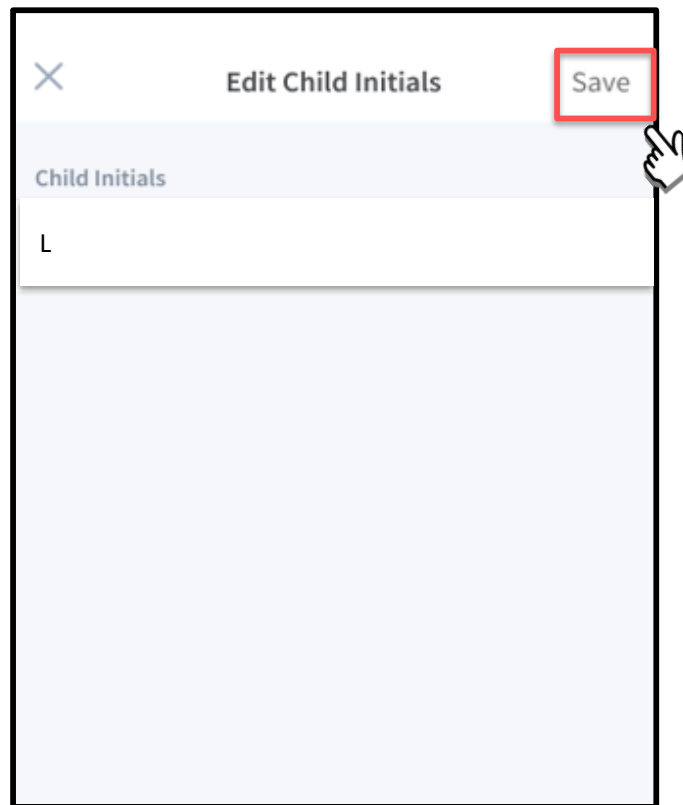
Email client as seen on parents' device

7. Edit Child's Initials

Edit Child Initials

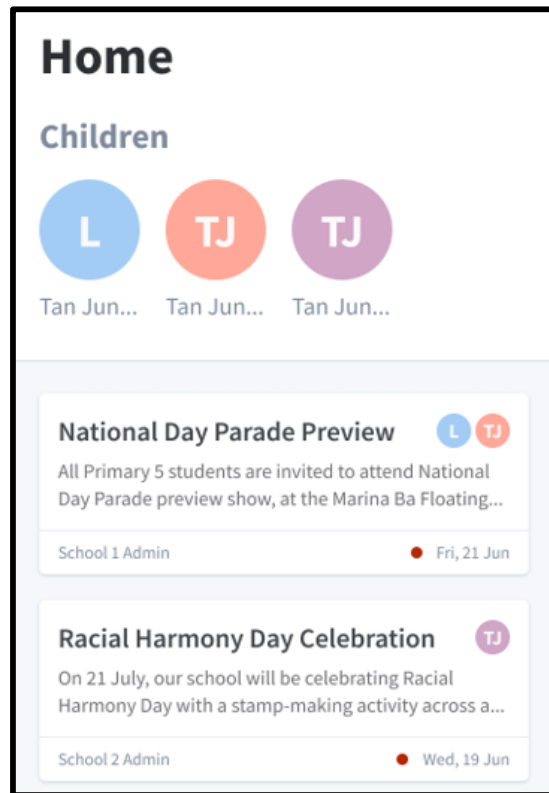


Tap on **'Edit'** (found under child's initials)



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