Updated as at August 2020

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**'.



Declare Travel Plans (cont'd)

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To begin, tap on 'Start date'.

Select Travel Dates То 31 May 2019 20 May 2019 May 2019 Tue Wed Thu 3 1 2 4 9 10 16 13 14 15 17 18 26 27 28 29 30 31 June 2019 Tue Wed Thu Sat Mon Select dates

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 (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



that are not travelling

and tap on 'Next'.

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

Declare Not Travelling (cont'd)



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.

< Travel Declaration	< Declare Travels	
Declare Travels +	Lawrence	
Recent Declarations	Child W	
China - Fuxin, Japan - Tok C CW 20 May 2019 - 31 May 2019 15 May 443 pm	20 May 2019 31 May 2019	Create a new travel
Japan 53 23 Jan 2019 - 23 Jan 2019 10 Jan 2019, 4:43 pm	Destinations	'1. Declare Travel Plan)
	Japan - Tokyo	
	Delete	

Tap on the travel plan to be changed.

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

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**'. Copyrig

Update Contact Details (cont'd)

Subject	Body					
Contact Details	Dear Parent,					
opullou	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 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.

Profile	< Notifications		< Email Notifications	< Email Notifications
Contact details	Push Notifications		Receive Email Notifications	Receive Email Notifications
Notifications	Email Notifications		Turn ON to receive additional notifications	Turn OFF to stop receiving notifications for
Last Active Device >	A.V.	1	email. The notifications will be sent to the email	email.
Feedback >			address in your contact details. Please ensure that it is correct and update it when necessary.	that it is correct and update it when necessary.
Privacy Policy				
Terms of Use				
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 (cont'd)



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 .

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<u><u></u></u>	< Compose @ P
Posted by Thomas Lau on 01 Oct 2019	From student_parent@email.com
. Student Name	
Science Centre	To lydia_tan@schools.gov.sg
12 Oct 2019, 1:00pm - 5:00pm	
Add to calendar	Parents Gateway Enquiry - National Day Parade Preview
Details	ingen ingen
e visit to Science Centire will be held on 12 t. All Pri 1 students will be taking a trip to it the Dinosaur exhibition at Science Centre s year. They are expected to report to nool at 1:00pm from which they will be ding a bus to Science Centre	I am a parent of Student(s): Stacy Tan Ling Ling
ink ttps://www.pro-teach.com/register.php	q ^¹ w ^² e ^³ r ^⁴ t ^⁵ y ^⁰ u ⁷ i [®] o [°] asdfghjkl
For enquiries on this form, please contact.us.	
Your response?	
y 05 Oct 2019	v (e) b
ap on the 'contact us' link	Email client on soon on

to open email client

Email client as seen on parents' device

p

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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