

Parents Gateway

Quick-start Guide for Parents



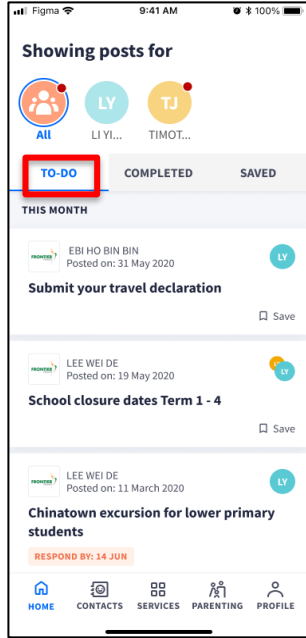
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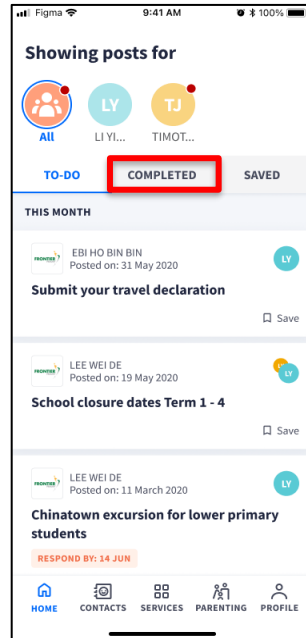
1. New Home Screen

Home Screen

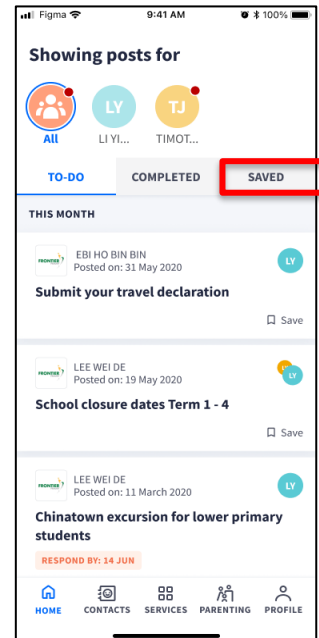
To-Do, Completed and Saved tabs to help organize posts from school(s)



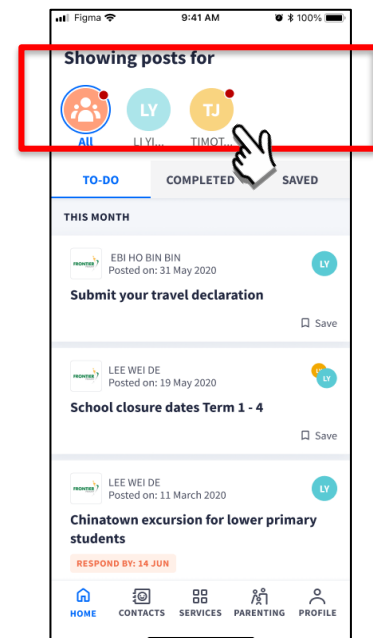
Easily locate unread posts, upcoming meetings and letters that need your response in the **TO-DO** tab



Find past posts that you've read and responded in the **COMPLETED** tab



Find saved posts in the **Saved** tab

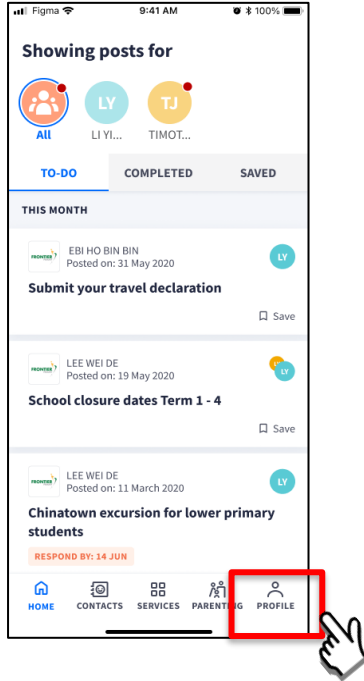


Choose to view posts sent by all your children's schools or filter post for each child

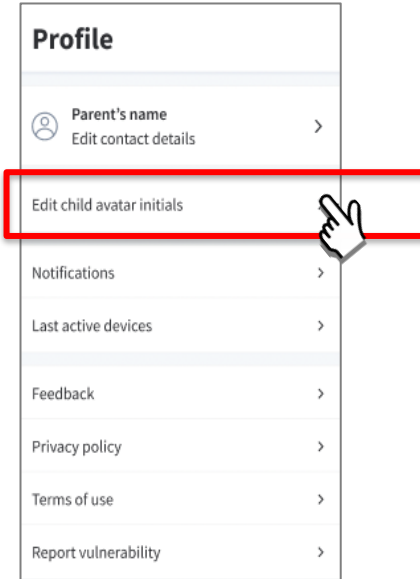
2. Edit Child's Initials

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**



Child's avatar initials

LA

Change child's avatar initials to either

- up to 2 alphanumeric characters or
- 1 non-alphanumeric character

Child's avatar initials

Child's avatar initials

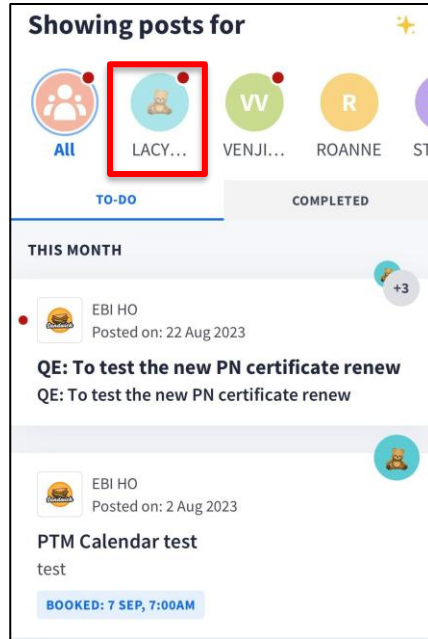
玲

Child's avatar initials

Click on **Save** to confirm

Edit Child's Initials

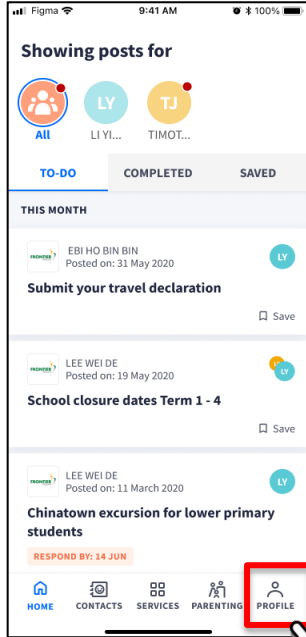
Customise your child's avatar initials with Chinese, Tamil or even emoji characters



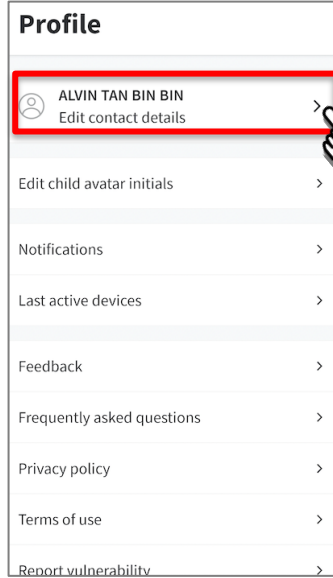
Once the initials have been successfully changed, the child's avatar will reflect the update.

3. Update Contact Details

Update Contact Details



Click on **PROFILE**



Click on **Edit contact details**

The 'Edit contact details' form contains the following fields: 'Mobile phone no.' (90123456), 'Home phone no.' (83618766), 'Other contact no.' (empty), and 'Email address' (alvintbb@pg.com). Each field is highlighted with a red box.

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

The 'Edit contact details' form is shown with the 'Save' button in the top right corner highlighted in red and a hand cursor pointing to it. The form fields are the same as in the previous screenshot.

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

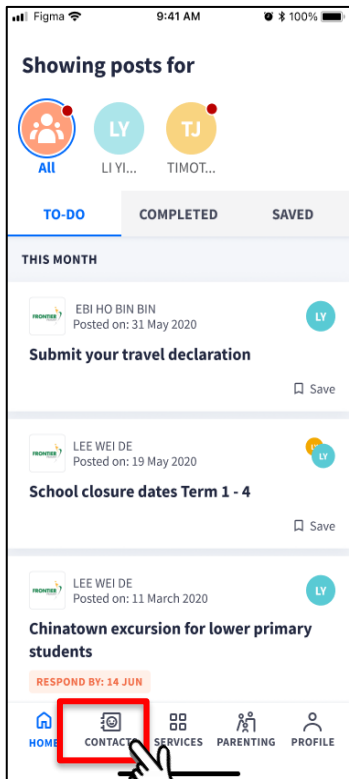
Subject	Body
Contact Details Updated	Dear Parent, Your contact details were recently updated. When: [DD Mmm YYYY, HH:MM am/pm] (e.g. 8 May 2019, 9:02 am - no leading zero for Day and Hour)] Device used: [Device Model/OS (if no Device Model)] If you did not make this change, please contact your child's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

Parents/Legal Guardians/
Authorised Caregivers will receive
this ***Email Notification*** when they
have updated their contact details
in the Parents Gateway App.

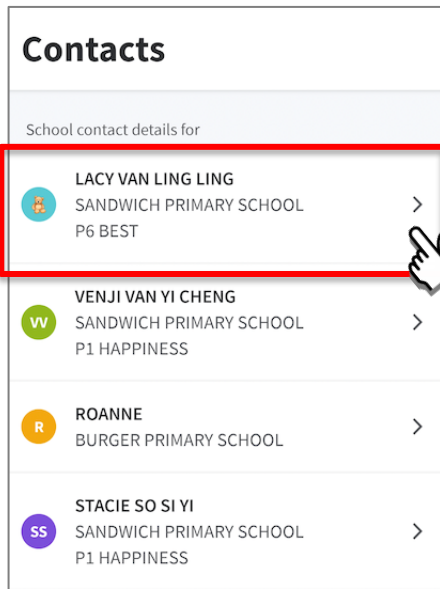
This is an added safety measure to the current “Update Contact Details” feature whereby Parents/Legal Guardians/Authorised Caregivers can update their mobile, residential/other contact numbers and change of email address.

4. Staff Directory

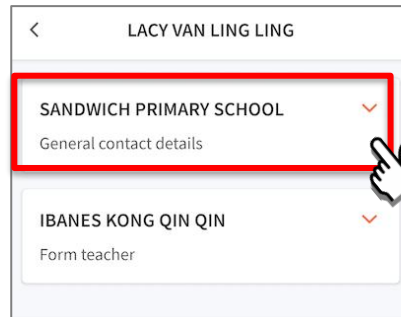
Staff Directory



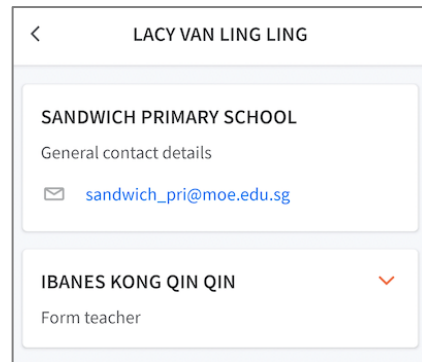
Click on **CONTACTS**



Click on **Child's profile**



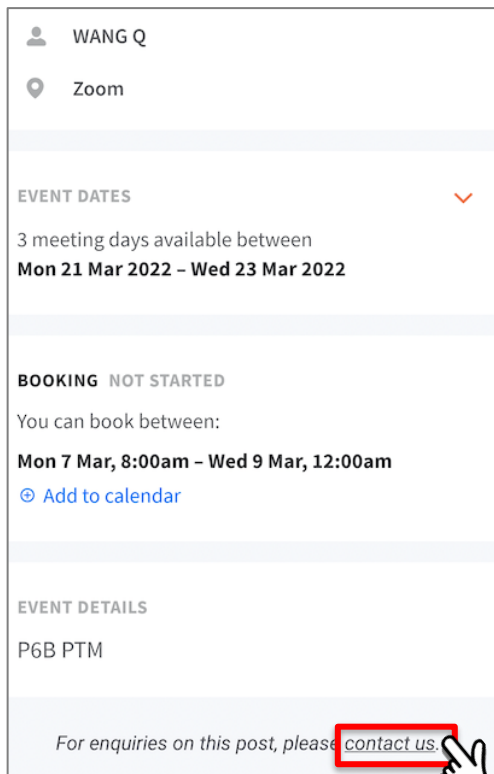
Click on the
down-arrow
to see more
information



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



WANG Q

Zoom

EVENT DATES

3 meeting days available between
Mon 21 Mar 2022 – Wed 23 Mar 2022

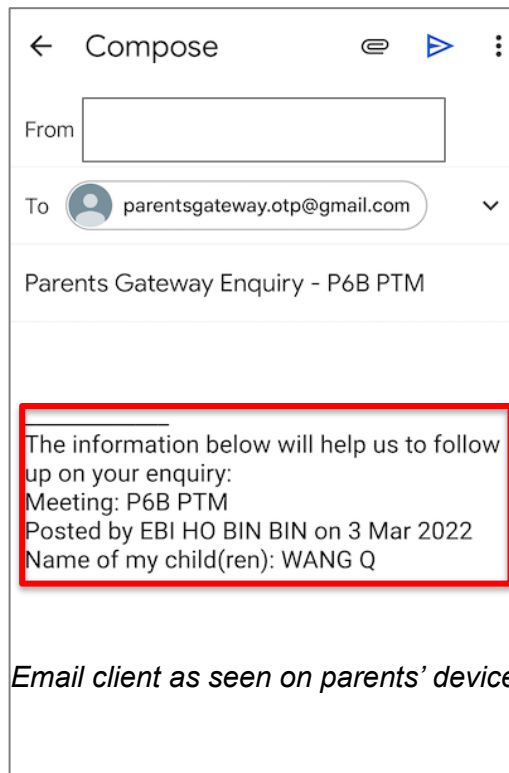
BOOKING NOT STARTED

You can book between:
Mon 7 Mar, 8:00am – Wed 9 Mar, 12:00am
[Add to calendar](#)

EVENT DETAILS

P6B PTM

For enquiries on this post, please [contact us](#).



Compose

From:

To: [parentsgateway.otp@gmail.com](#)

Parents Gateway Enquiry - P6B PTM

The information below will help us to follow up on your enquiry:
Meeting: P6B PTM
Posted by EBI HO BIN BIN on 3 Mar 2022
Name of my child(ren): WANG Q

Email client as seen on parents' device

Information of meeting is automatically included in email

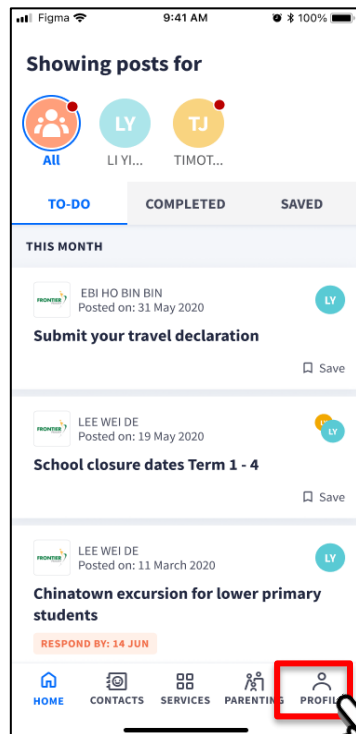
Click on [contact us](#)
to open phone's email client

6. Enable Mobile Notifications

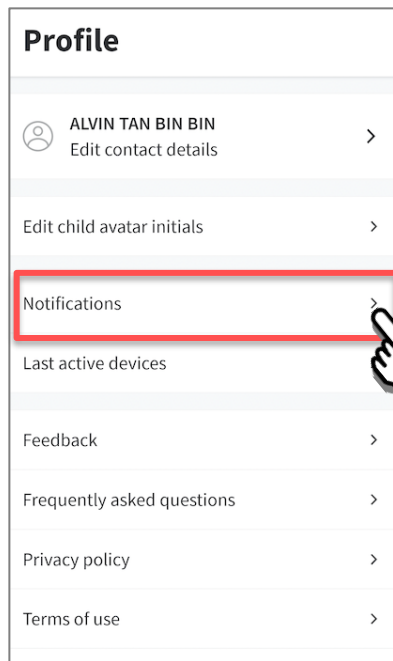
6a. Enable Email Notifications

Enable Email Notifications

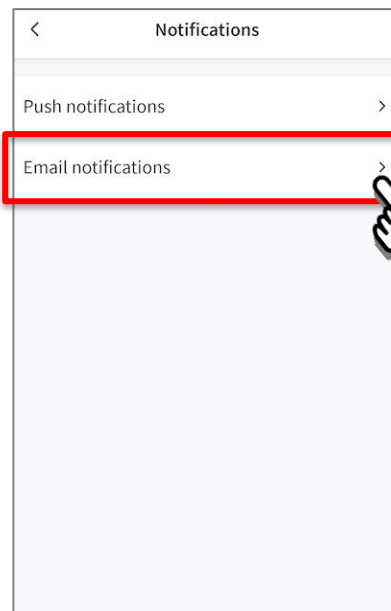
Parents/Legal Guardians/Authorised Caregivers will receive an email notification for every update sent by the school if the email notifications function is turned on in the phone settings.



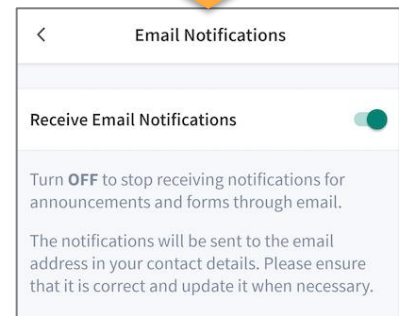
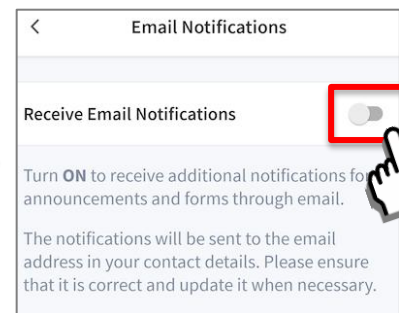
Click on **PROFILE**



Click on **Notifications**



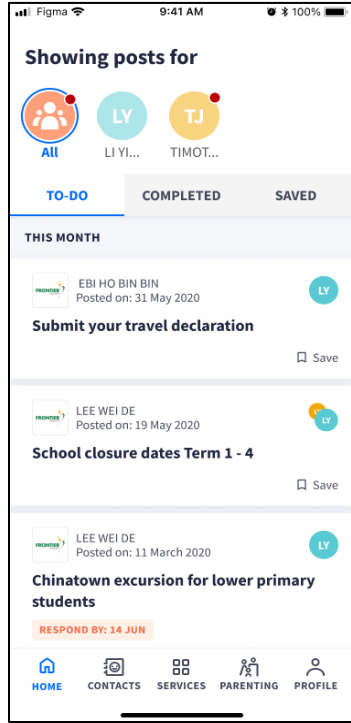
Click on **Email notifications**



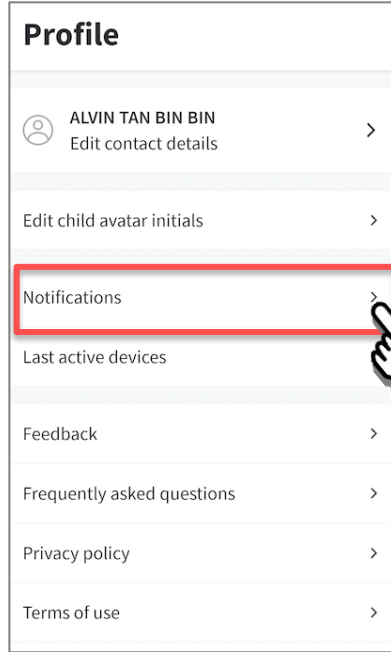
Once email notification is turned on, Parents/Legal Guardians/Authorised Caregivers will still receive email notifications even if they had logged out of the app.

6b. Enable Push Notifications

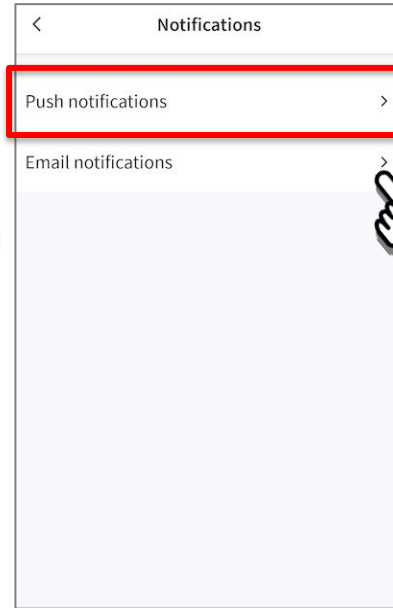
Enable Push Notifications



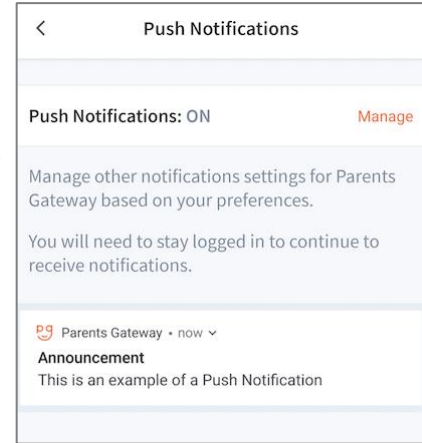
Click on **PROFILE**



Click on **Notifications**



Click on **Push notifications**

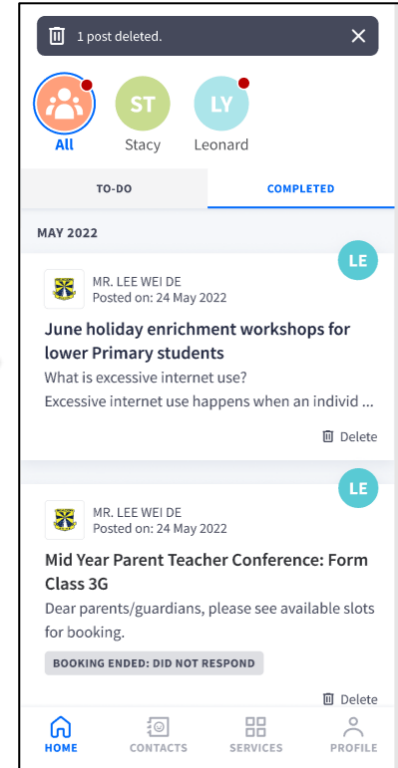
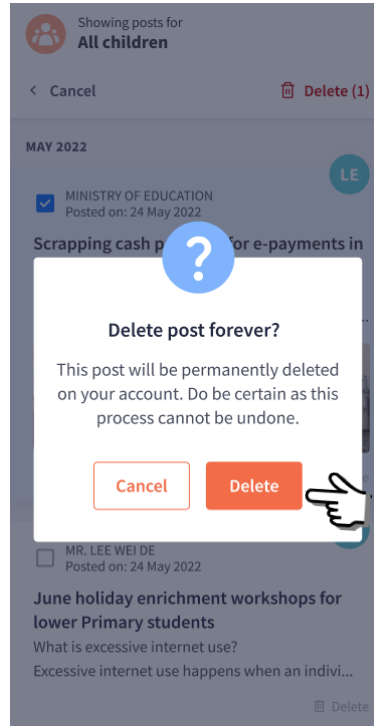
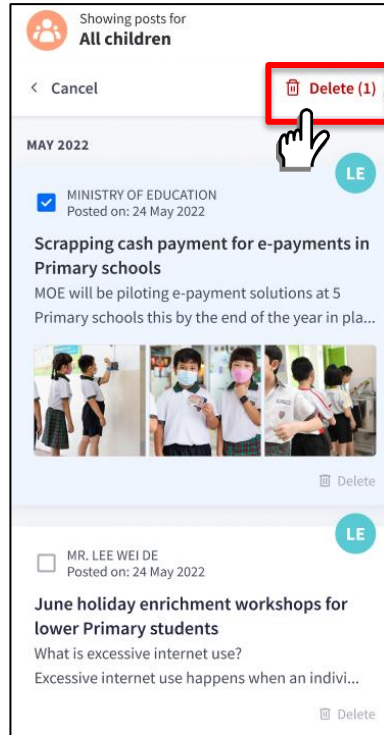
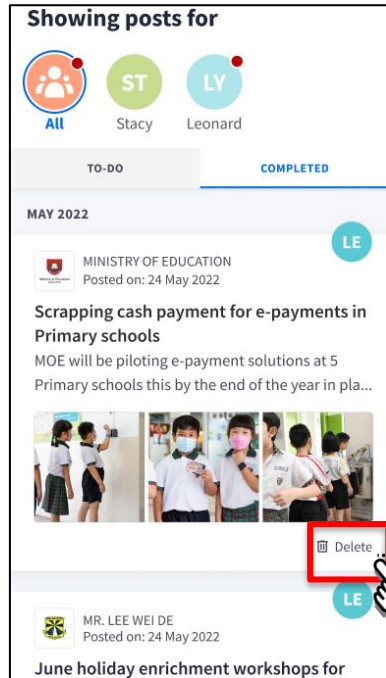


Click on **Manage**, which will direct you to your phone's notification settings for PG

7. Deletion of posts (single/multiple)

7a. Deletion of posts (single)

Deletion of posts (single)



Click on posting that needs to be **DELETE**

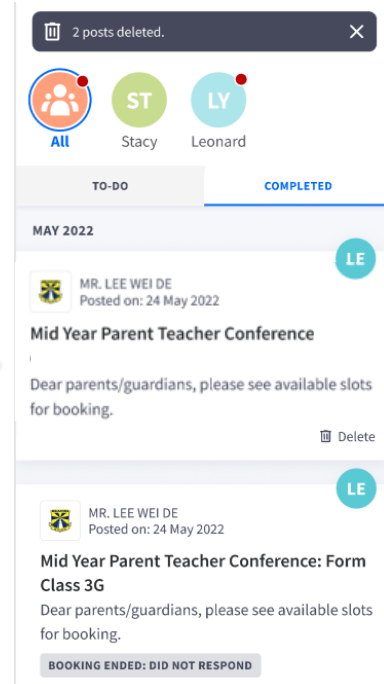
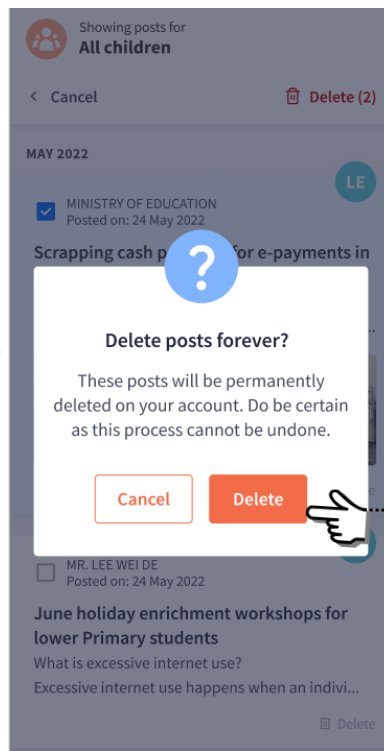
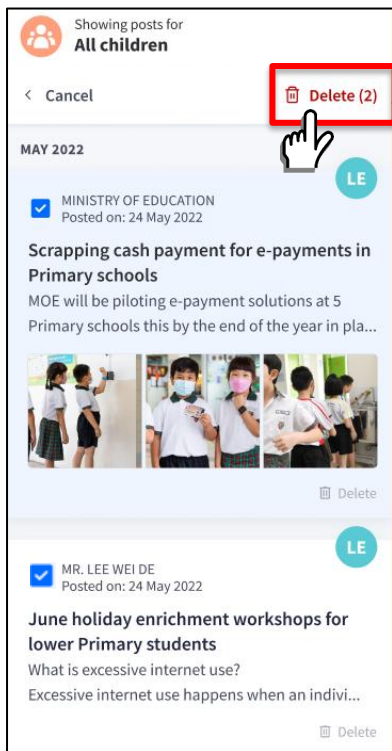
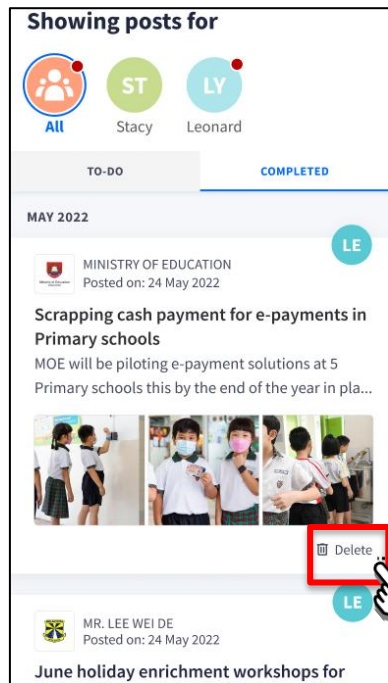
Select the post for deletion
Click on **DELETE** tab

Click on **DELETE** button

Selected posting has been **DELETED**

7b. Deletion of posts (multiple)

Deletion of posts (multiple)



Click on postings that
needs to be **DELETE**

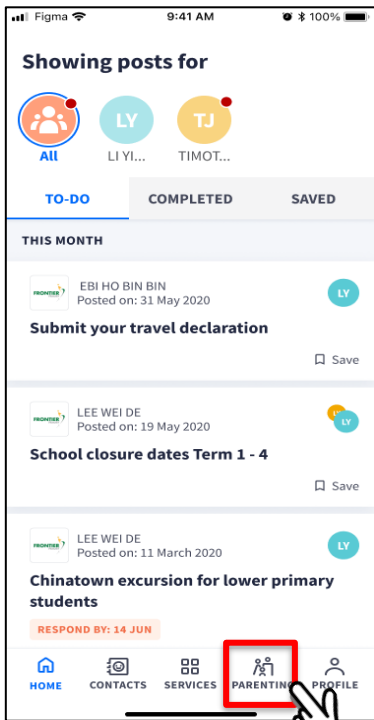
Select more than 1 post for deletion
Click on **DELETE** tab

Click on **DELETE** button

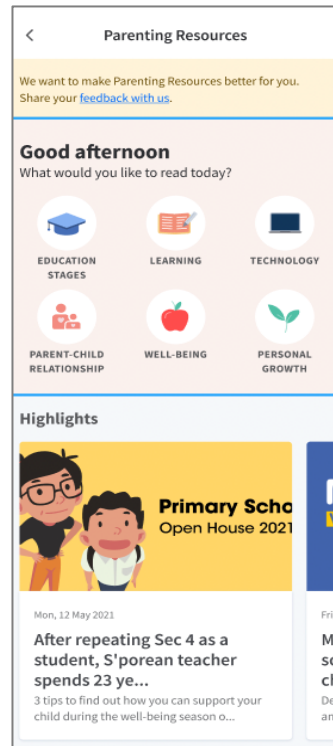
Selected postings have
been **DELETED**

8. Parenting Resources

Parenting Resources



Click on **Parenting**



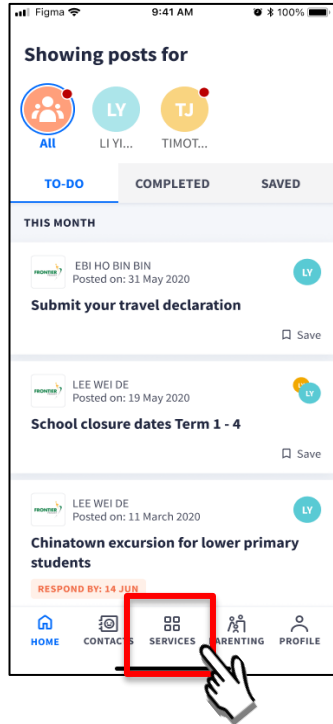
Access **Parenting Resources** to find a repository of useful information, tips and advice to support parents in their parenting journey

9. School Calendar

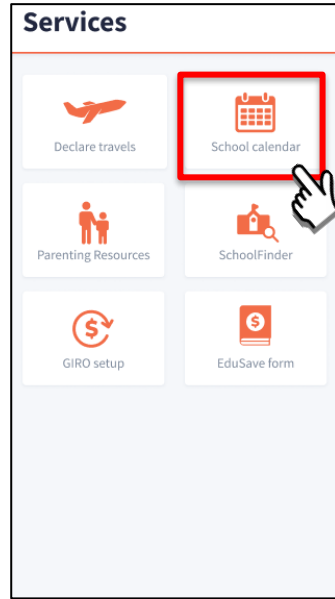
9a. School Calendar

(app version 10.0 and above)

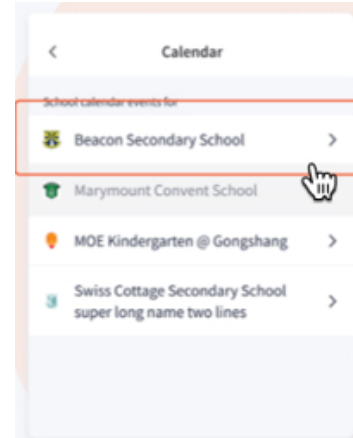
School Calendar (app version 10.0 and above)



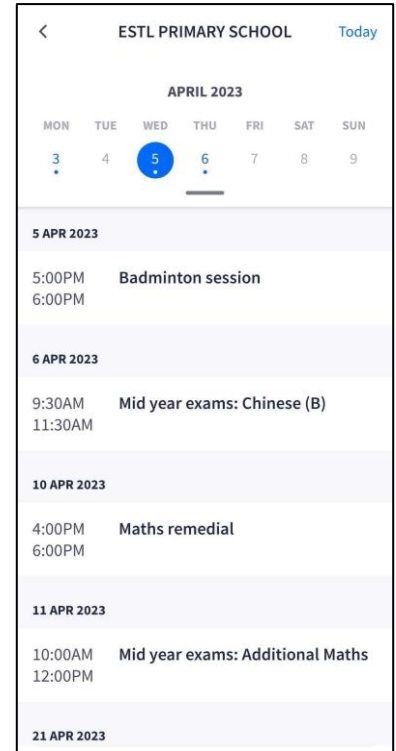
Click on **SERVICES**



Click on **SCHOOL CALENDAR**



Click on the **SCHOOL** to view the calendar events

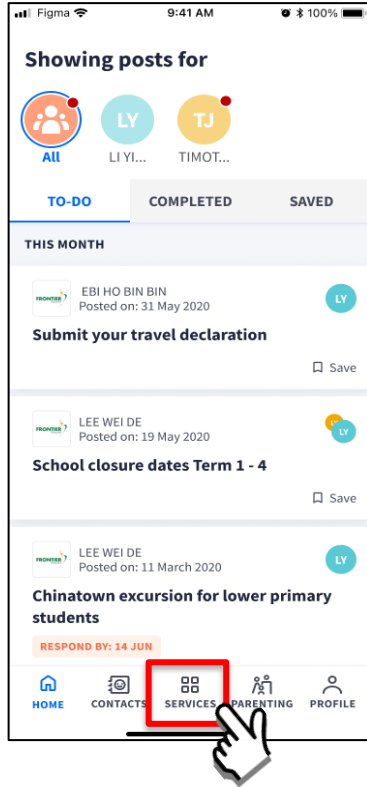


If the school has updated their school calendar and sync up with Google Calendar, parents will be able to view the calendar on their PG app.

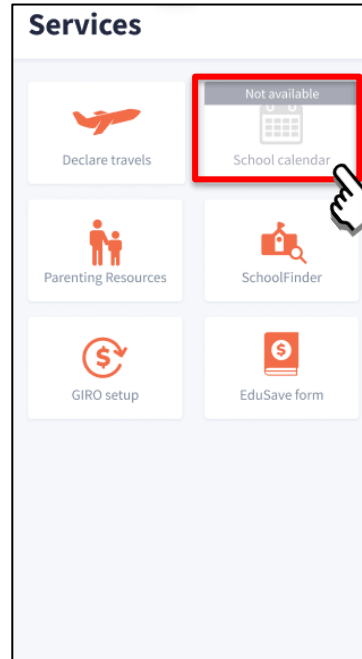
9b. School Calendar

(old app version)

School Calendar (old app version)



Click on **SERVICES**



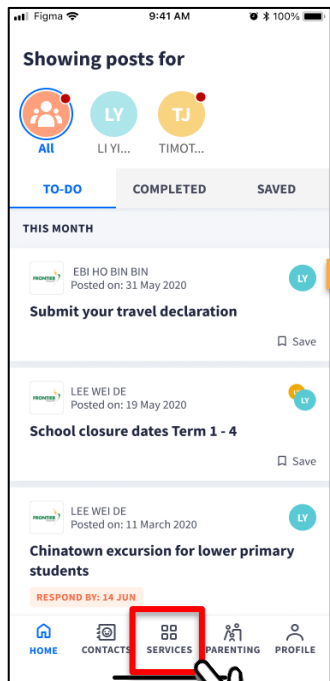
Click on **SCHOOL
CALENDAR**

If the school has NOT updated their school calendar and sync up with Google Calendar, parents will NOT be able to view the calendar on their PG app.

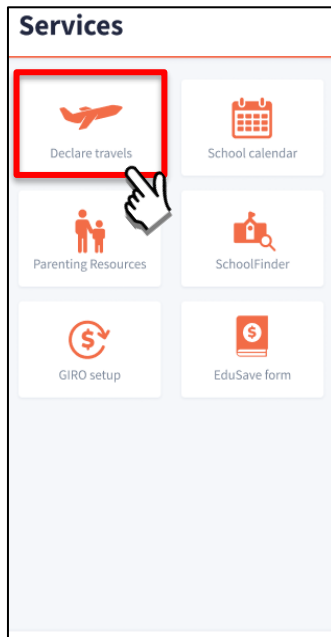
10. Declare Travels/Non-Travels

10a. Declare Travel Plans

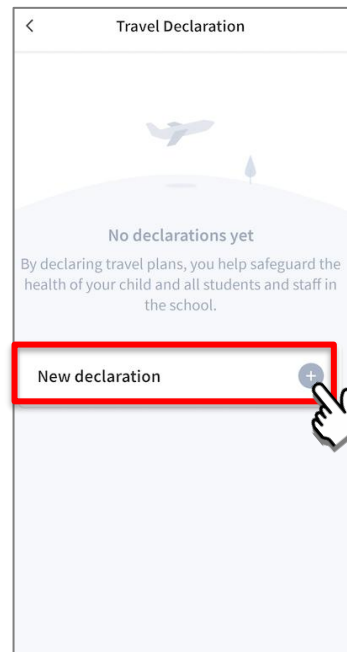
Declare Travel Plans



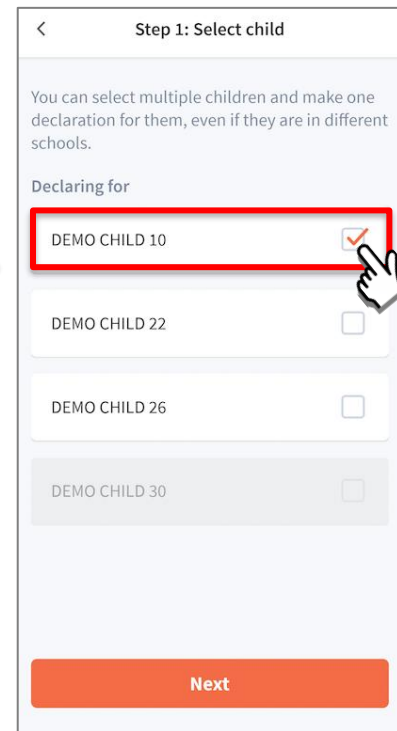
Click on **SERVICES**



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 To

Start date 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 To

Start date 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 To

13 Jun 2022 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 X

Japan - Hokkaido X

Next

Key in your
destination(s)



< Confirm details

Declaring for

DEMO CHILD 10

From To

13 Jun 2022 19 Jun 2022

Travelling to

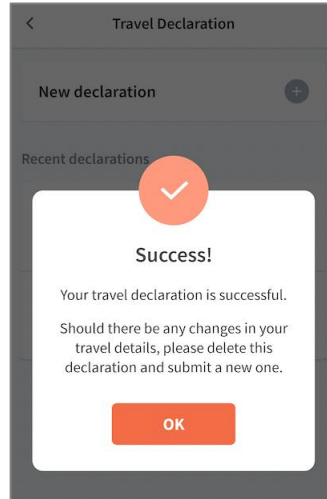
China - Beijing

Japan - Hokkaido

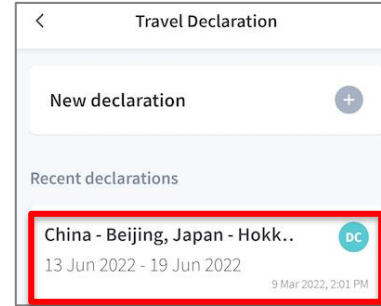
Submit

Click on **Submit**
if details are accurate

Declare Travel Plans



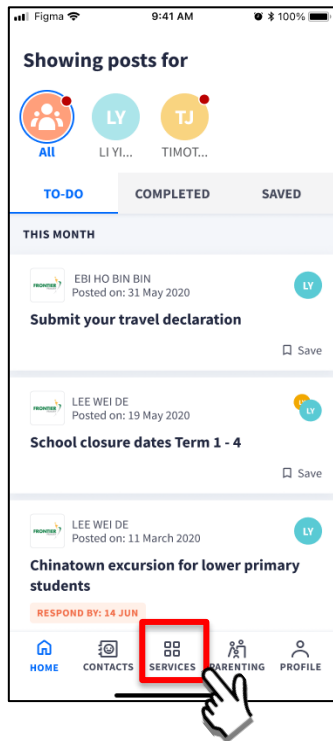
Successful Declaration



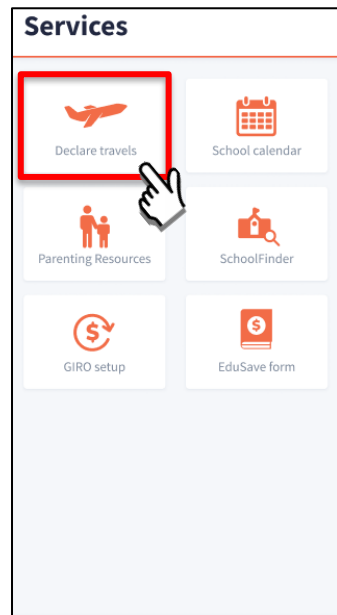
Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

10b. Declare Not Travelling

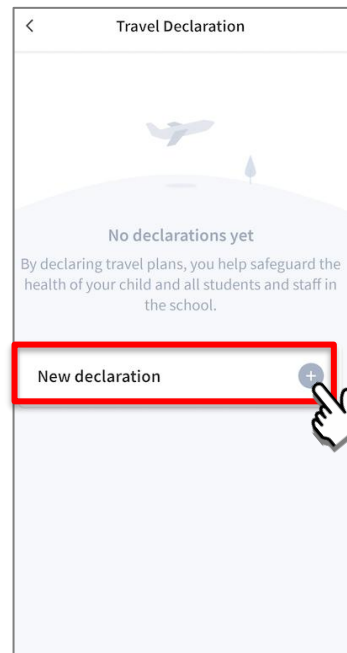
Declare Not Travelling



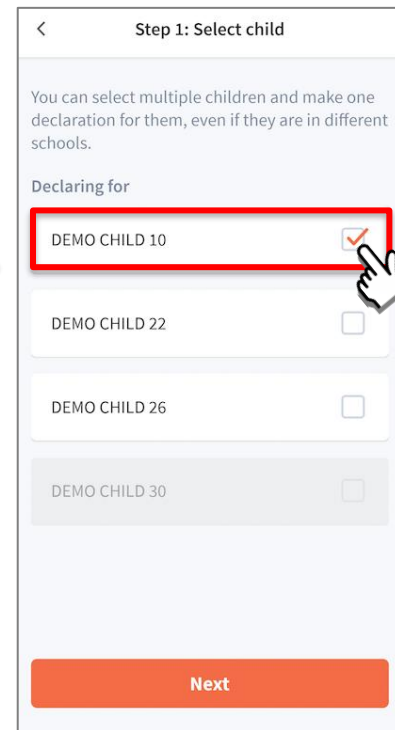
Click on **SERVICES**



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

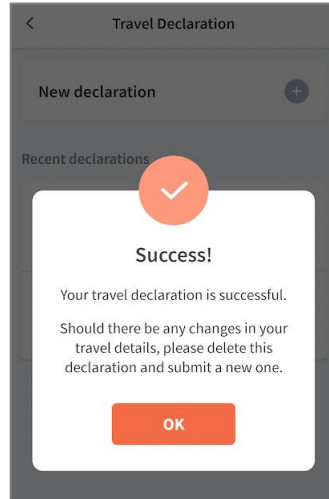
Period not travelling

March 2022 Holidays

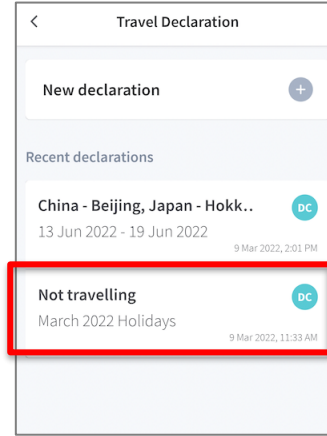
Submit

Click on **Submit** if
details are accurate

Declare Not Travelling



Successful Declaration

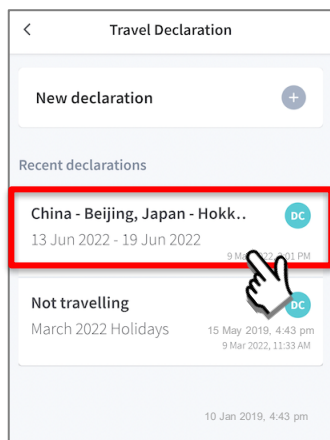


Travel plans are shown as entered. You would need to delete and declare again if amendments are required.

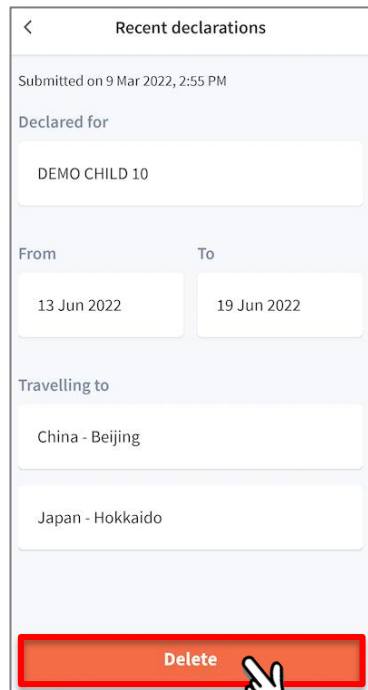
10c. Edit Travel Declaration

Edit Travel Declaration

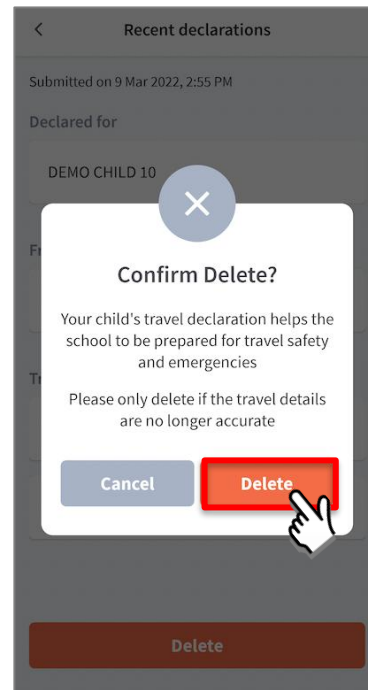
Delete the existing travel plan and replace with the new travel plan.



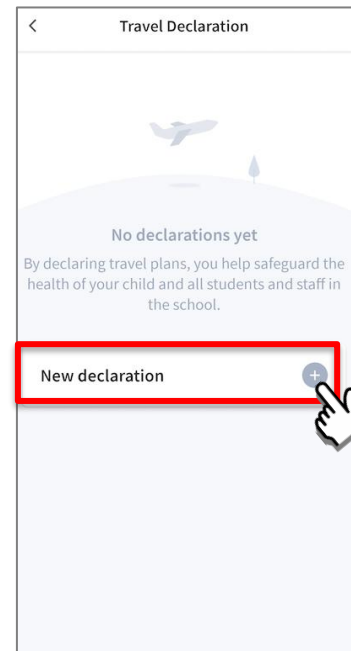
Select the travel plan to be changed



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



Tap on **Delete** to confirm

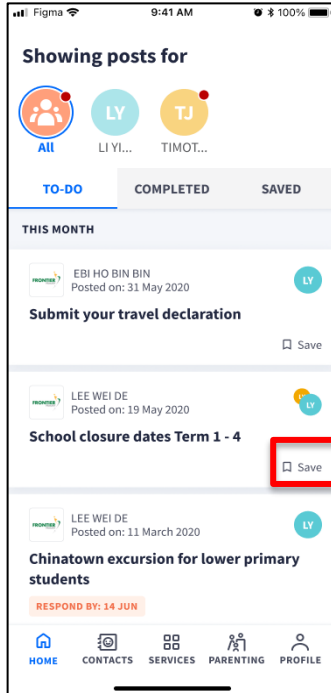


Create a new travel declaration

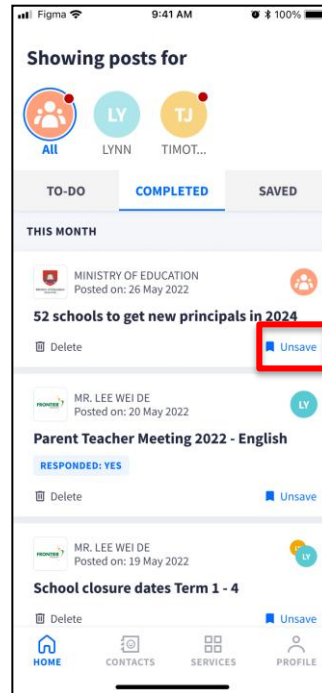
11. Save Post

11a. Save Post (From Completed tab/ To-do tab)

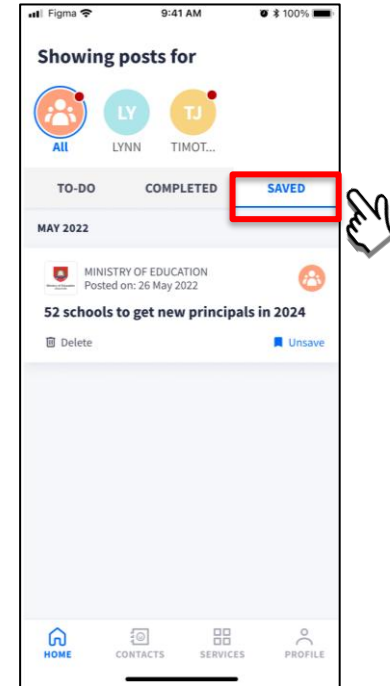
Save Posts (From Completed Tab/ To-Do Tab)



Click on 'Save'

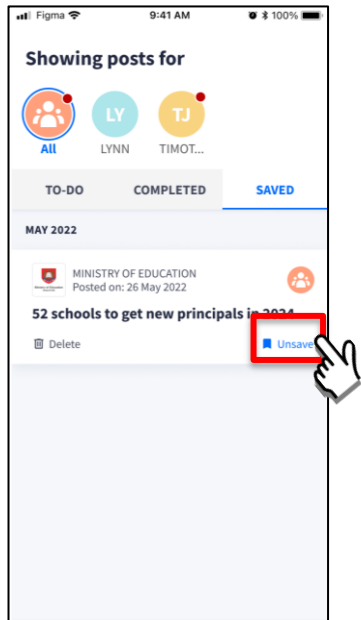


Ribbon will be highlighted when post is saved

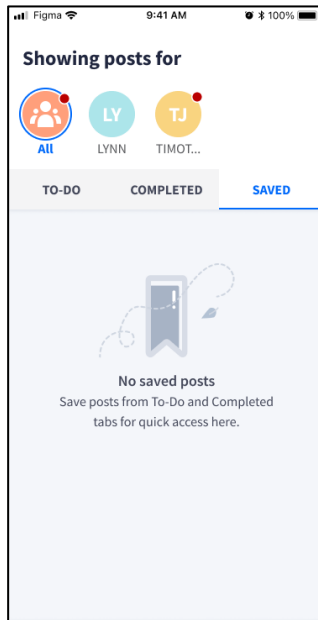


Posts saved can be found under the 'SAVED' tab

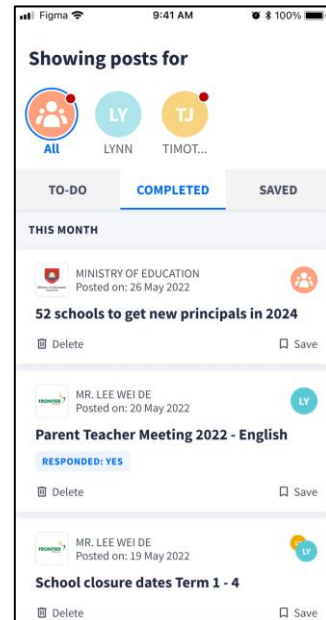
Remove Saved Posts (From Saved Tab)



Click on 'Unsave' ribbon
to remove post from
'SAVED' tab



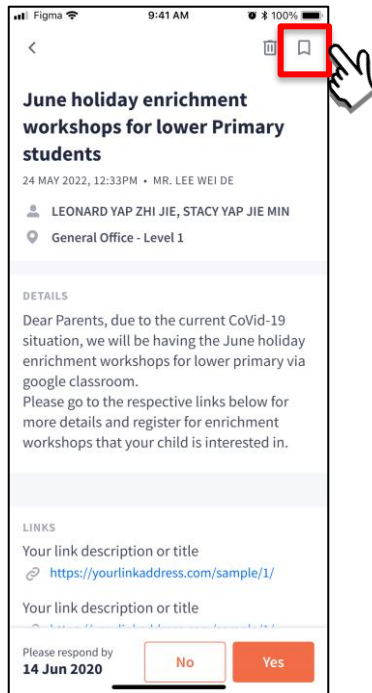
Post will be removed
from 'SAVED' tab



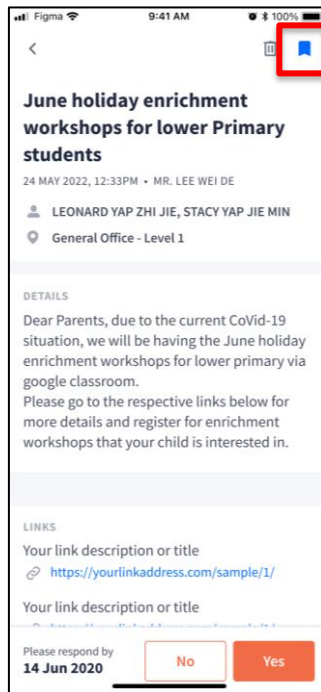
The 'Save' ribbon will
appear in post

11b. Save Post (From Details Page)

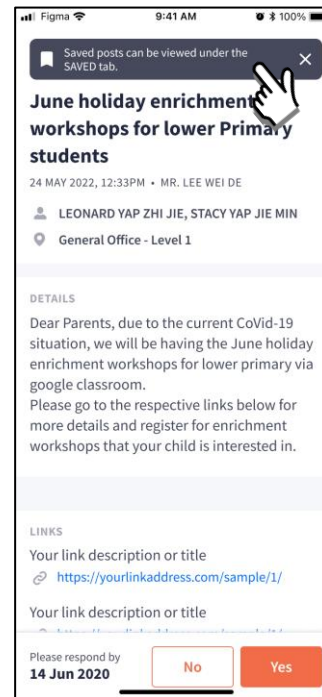
Save Posts (From Details Page)



Click on 'save'
ribbon



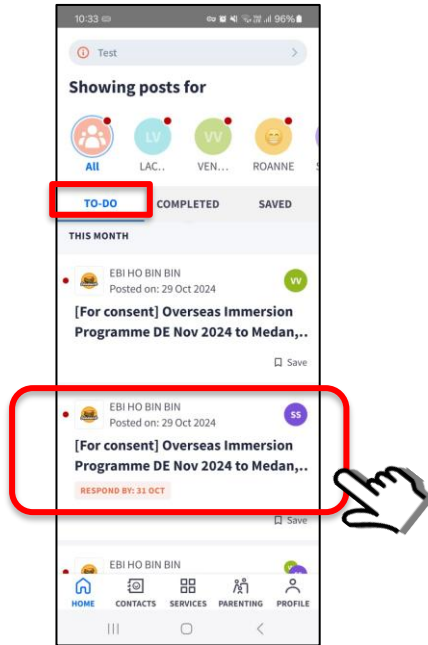
Ribbon will be
highlighted when post is
saved



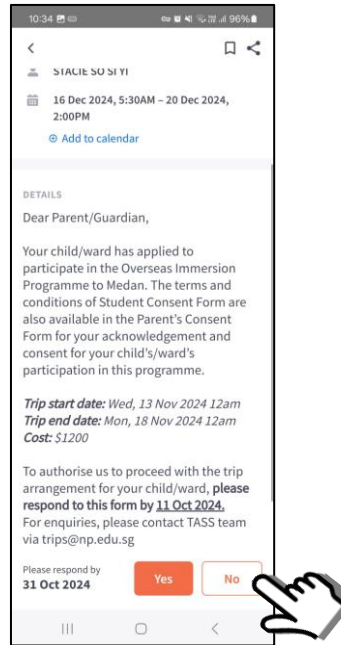
Posts saved can be found
under the 'SAVED' tab

**Edit response to Form
(before due date)**

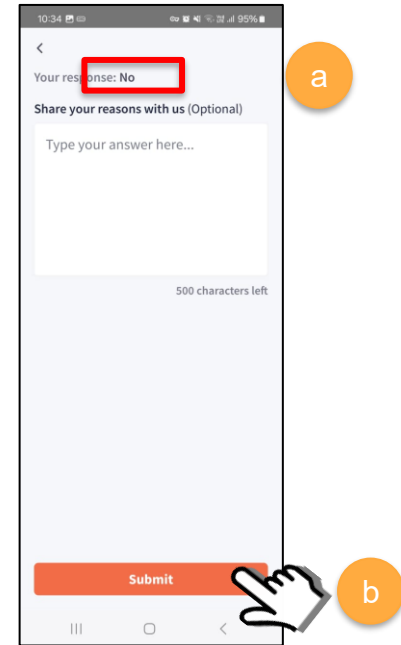
Edit Response after submission (1/3)



1. Click on the form under "To-Do" tab

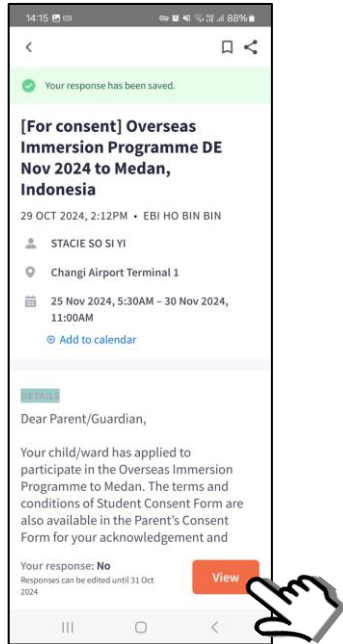


2. Click on your option in the details page.

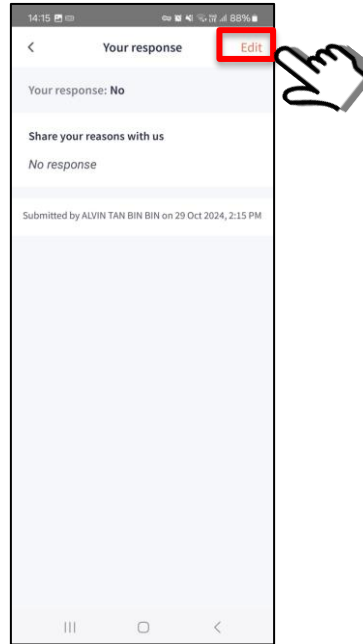


3. a) Check if your response has been correctly selected.
b) Click on Submit to confirm your option.

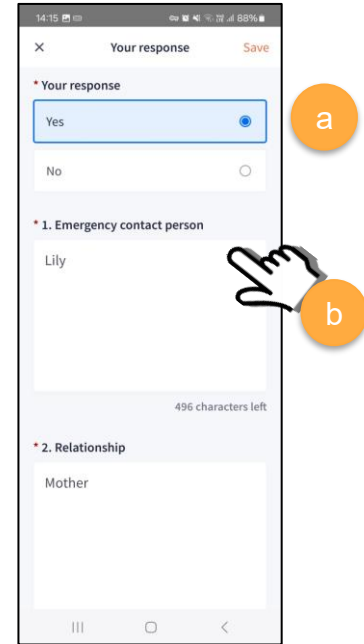
Edit Response after submission (2/3)



4. Click on "View" to check on response submitted.

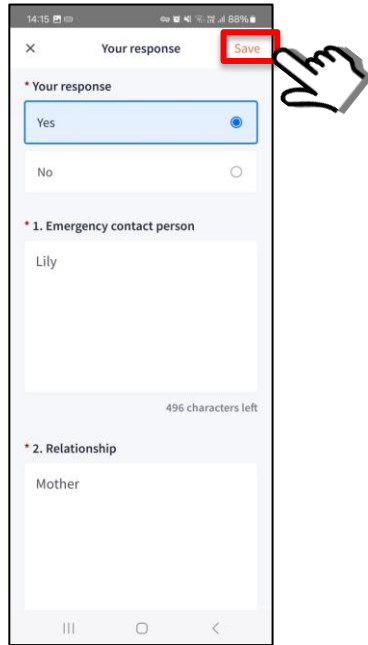


5. Click on edit to change response.

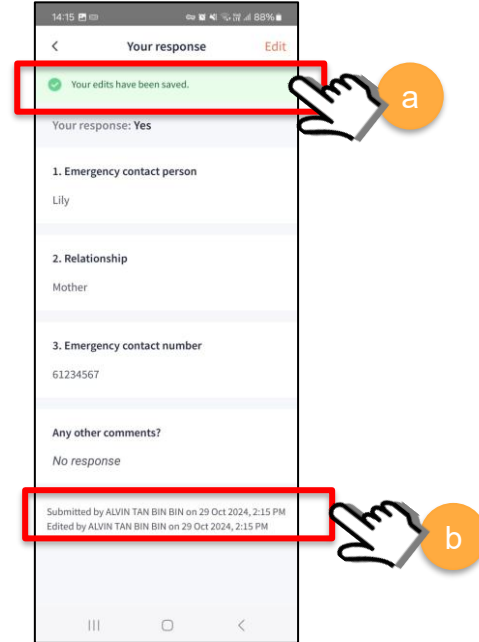


6. a) Update your response accordingly.
b) Complete the compulsory field

Edit Response after submission (3/3)



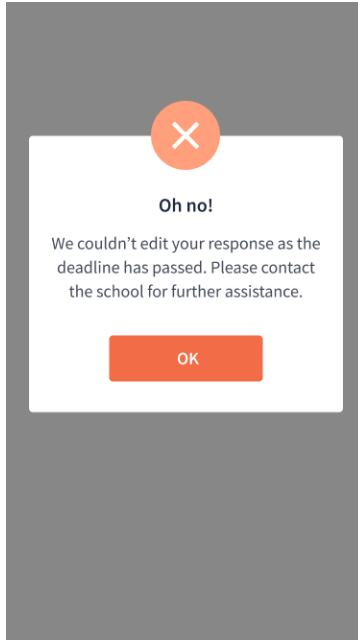
7. Click on “Save” to update change in response.



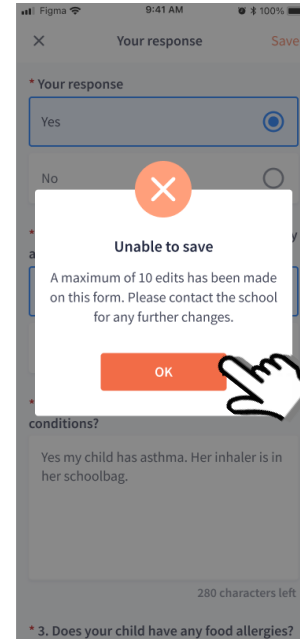
8. a) A confirmation on saved edits will be shown.
b) The history of edits will also be updated on the page.
c) An email will be triggered to inform the teacher of the change made.

Error Messages (Editing of Response)

Error Messages



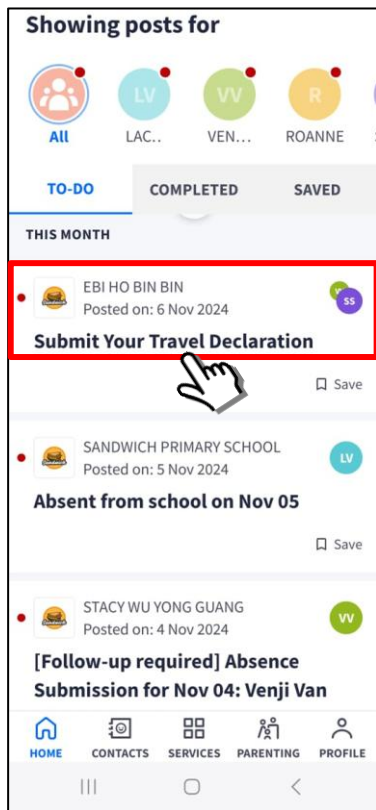
You will not be able to edit the form after the form has closed. Please contact the school for any amendment to form.



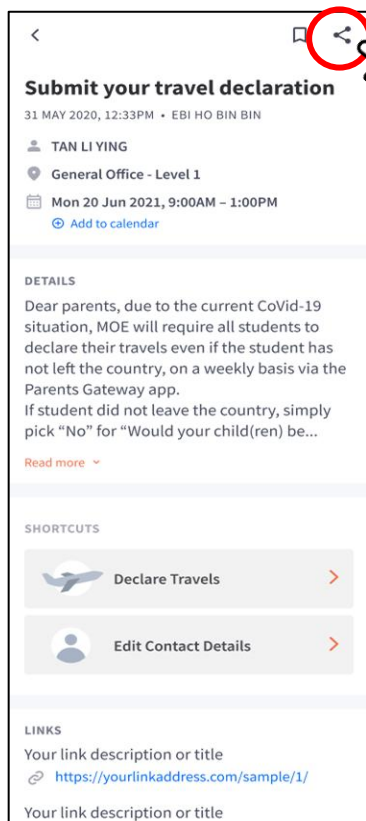
Parents will only be able to make a maximum of 10 edits to a form. For further edits, parent will need to contact the school. Click on "OK" to dismiss error message.

Share Posts For iOS Users

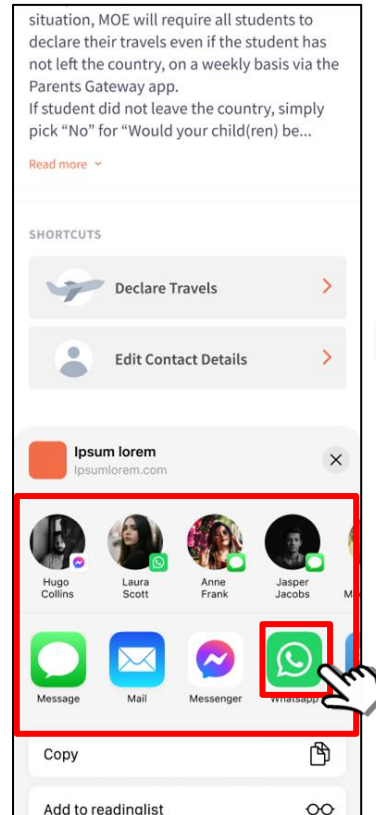
Sharing of Post for iOS Users via Preferred Platform



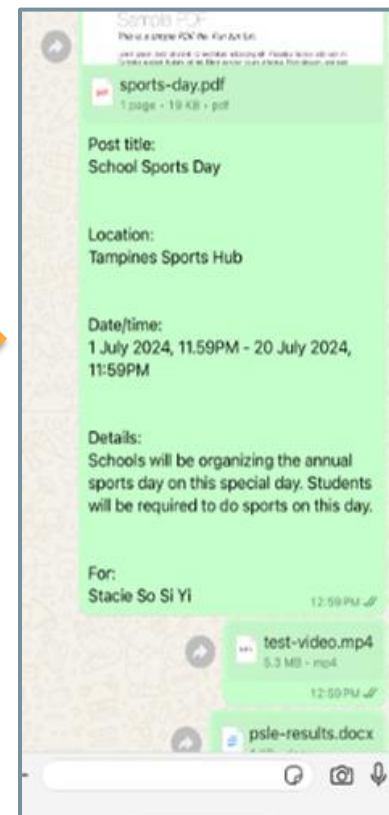
1. Click on post



2. Click on "share" icon



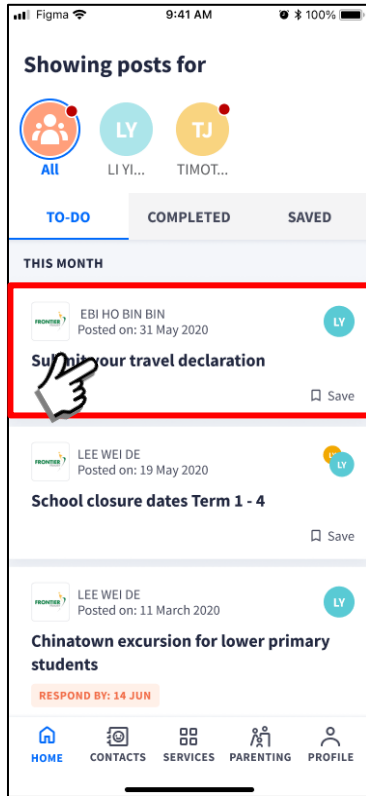
3. Share post via preferred platform (e.g. Whatsapp)



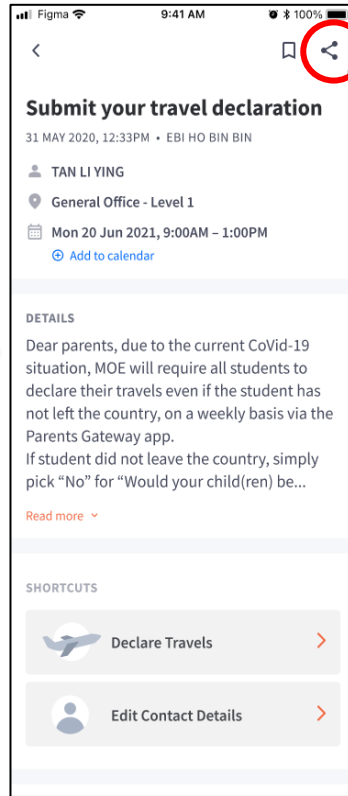
4. Post shared via WhatsApp

Share Posts For Android Users

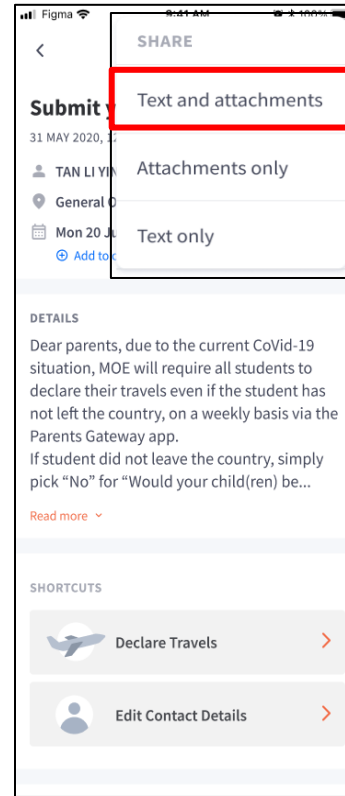
Sharing of Text and Attachments for Android Users via Email



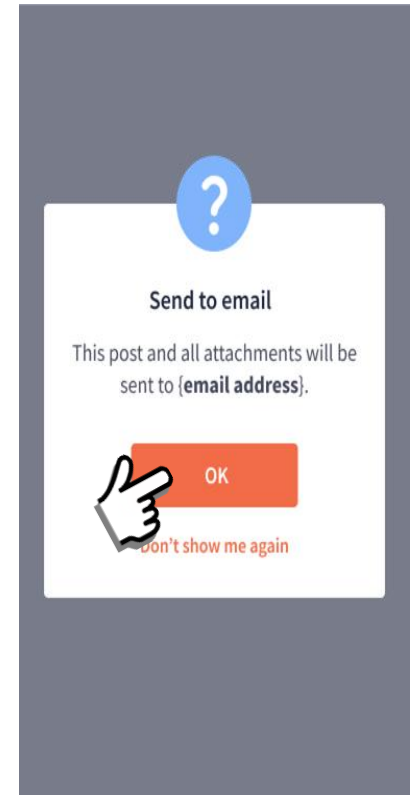
1. Click on Post



2. Click on "Share" icon

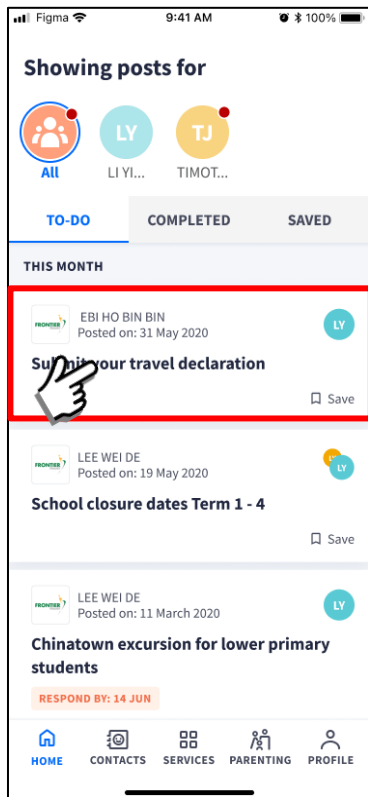


3. "Text and attachments"
can only be shared
via email

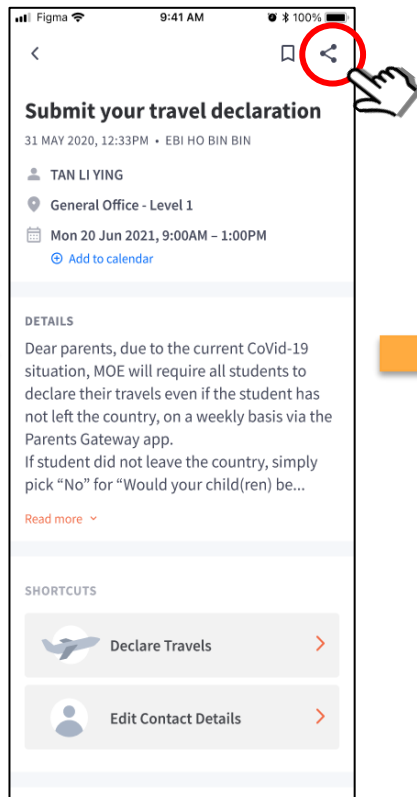


4. Click "OK" to confirm
sharing via email

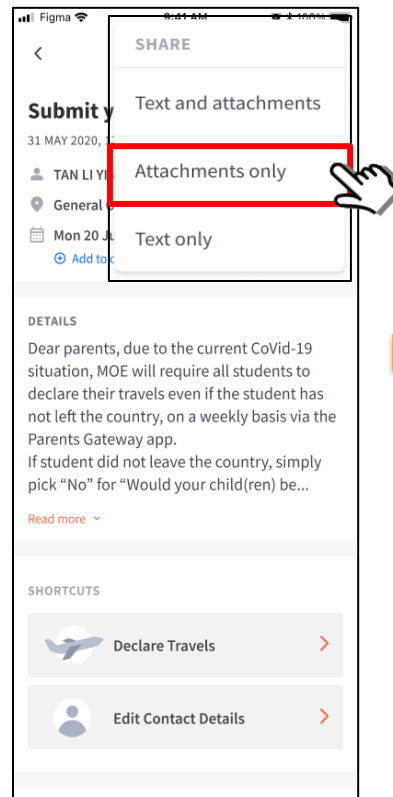
Sharing of Attachment (only) for Android Users via Preferred Platform



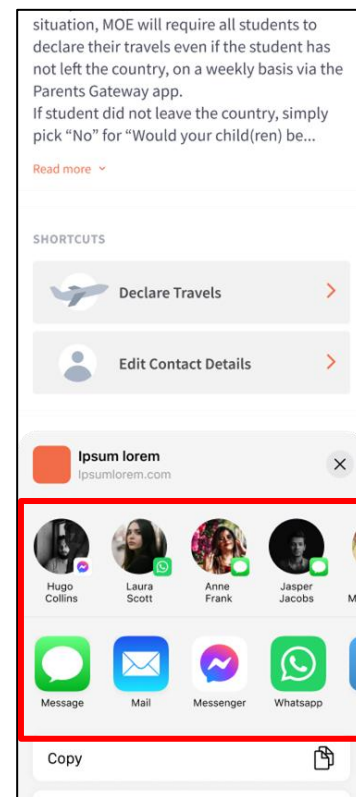
1. Click on Post



2. Click on "Share" icon

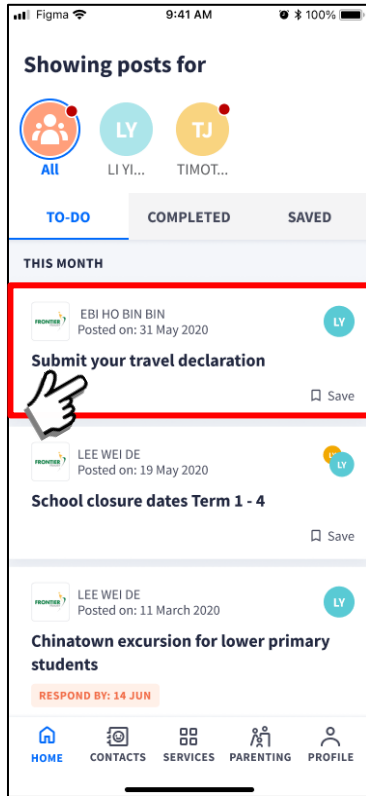


3. Click on "Attachments only"

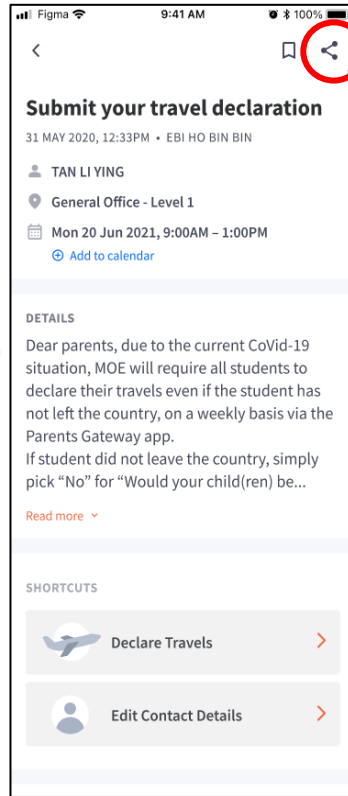


4. Share post via preferred platform

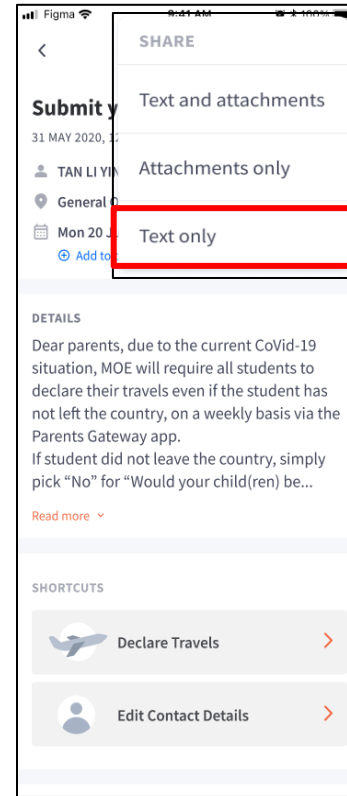
Sharing of Text (only) for Android Users via Preferred Platform



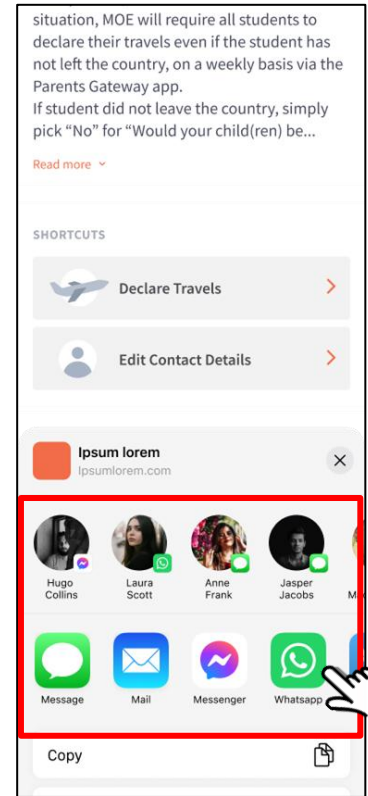
1. Click on Post



2. Click on "Share" icon



3. Click on "Text only"

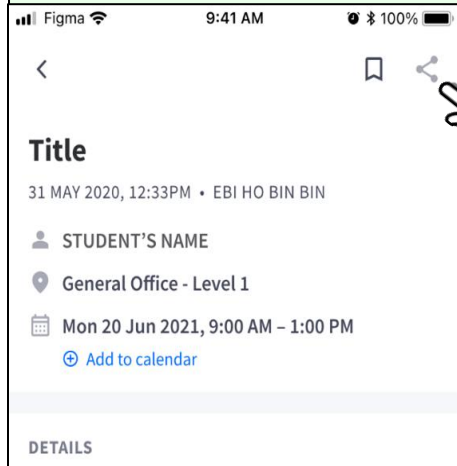


4. Share post via preferred platform

Error Messages (For Share Post)

Types of error messages you may face while trying to share the post

"Share" button disabled



Reason: No internet connection

Result: The 'Share' icon will be disabled (greyed out) and post cannot be shared.

Resolution: Please ensure you are connected to internet to proceed

Error Pop-up box



Unexpected error

We encountered an unexpected error. Please contact Parents Gateway if this error persists.

OK

Reason: Might be a server connection issue.
Resolution: Try again later.



Oh no!

We couldn't find any email apps on your device to share this post. Please install one and try again.

OK

Reason: User does not have any email apps installed (e.g. gmail/outlook)
Resolution: Please download an email app before proceeding.



Oh no!

We couldn't store the attachment on your device. Please grant Parents Gateway access to your mobile storage through your phone settings.

OK

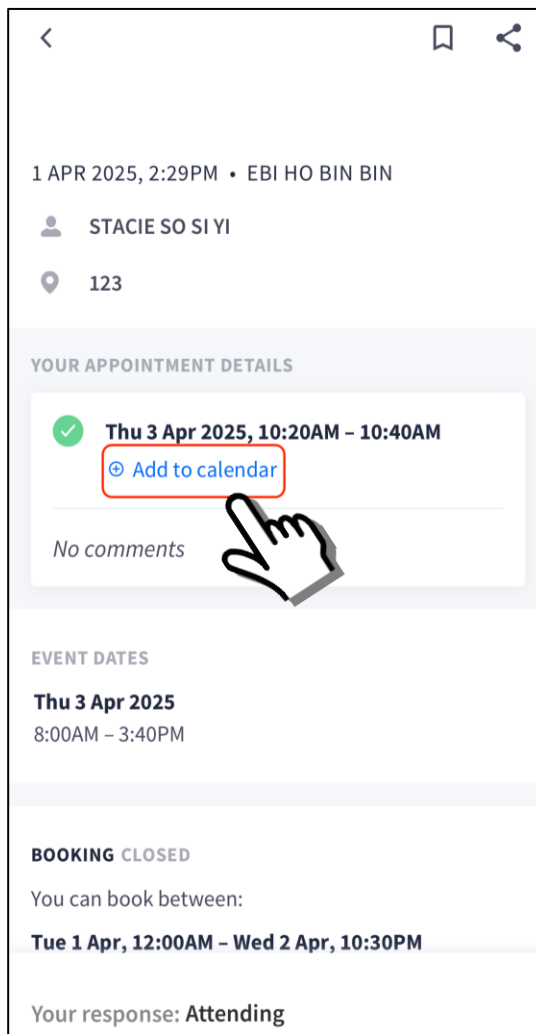
Only valid for Android phones:

Action: User to check phone settings and grant PG access to Mobile storage; ensure that user has sufficient mobile storage space.

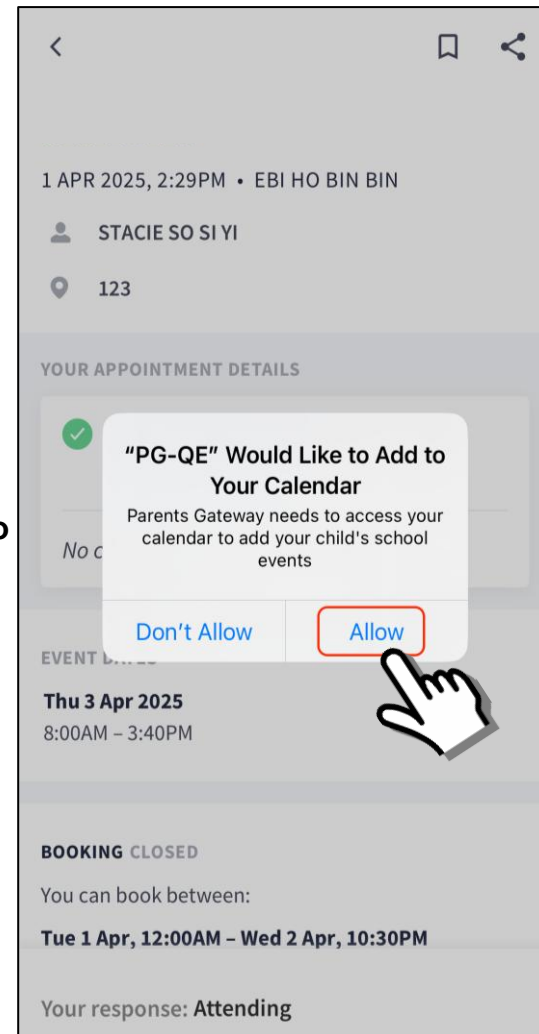
Error Messages (For Share Post)

Add Events To Calendar On iOS

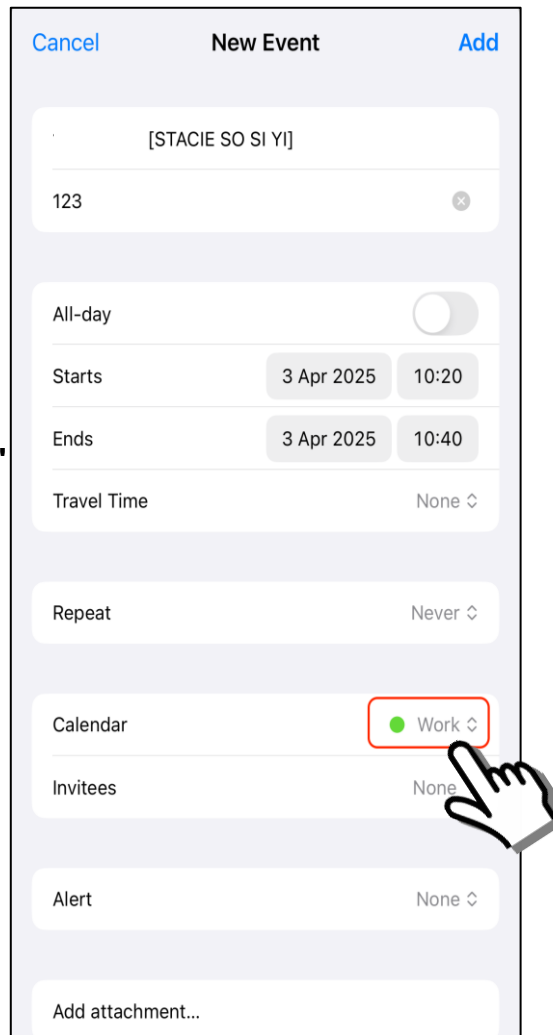
1. In the post details screen, click “Add to Calendar” to add the event to your personal calendar.



2. On first use, this pop-up will appear seeking your permission to access your phone calendar. Click ‘Allow’.

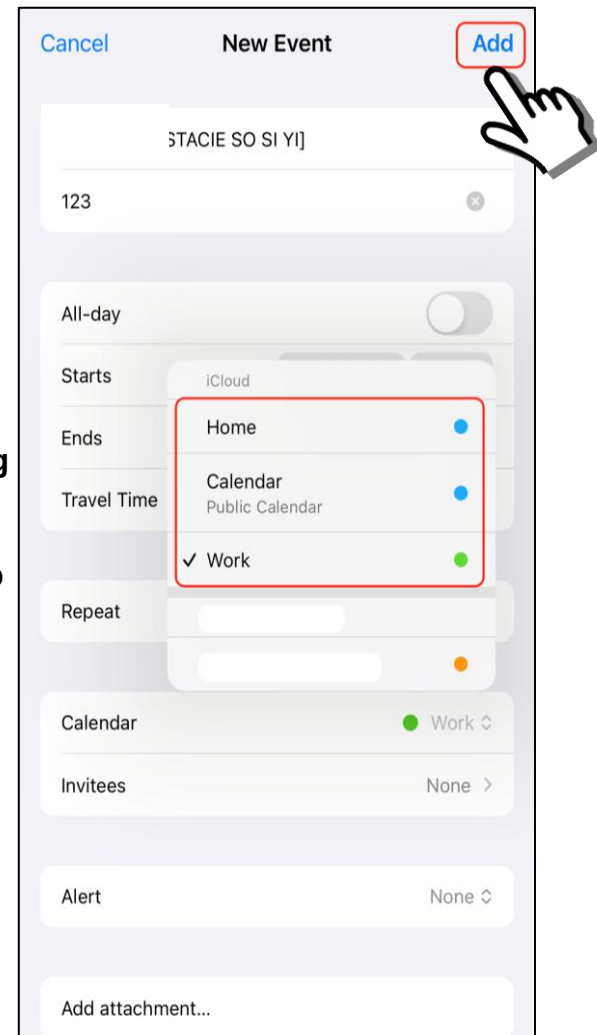


3. Scroll down to 'Calendar' and select preferred calendar



A screenshot of the 'New Event' form in a mobile application. The form has a light purple header with 'Cancel' on the left, 'New Event' in the center, and 'Add' on the right. The main content area is white with rounded corners. It contains several input fields: a title field with '[STACIE SO SI YI]', a location field with '123', an 'All-day' toggle switch, 'Starts' and 'Ends' date and time pickers (both set to 3 Apr 2025), a 'Travel Time' dropdown (set to 'None'), a 'Repeat' dropdown (set to 'Never'), a 'Calendar' dropdown (set to 'Work' with a green dot), an 'Invitees' dropdown (set to 'None'), an 'Alert' dropdown (set to 'None'), and an 'Add attachment...' field at the bottom. A red rectangle highlights the 'Calendar' dropdown, and a hand icon points to it.

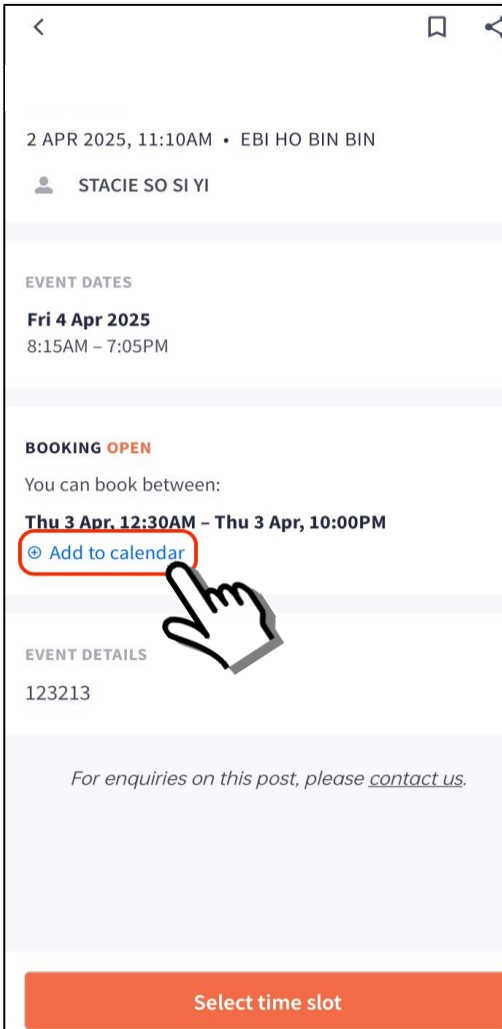
4. After selecting your preferred calendar, click "Add" at the top right corner



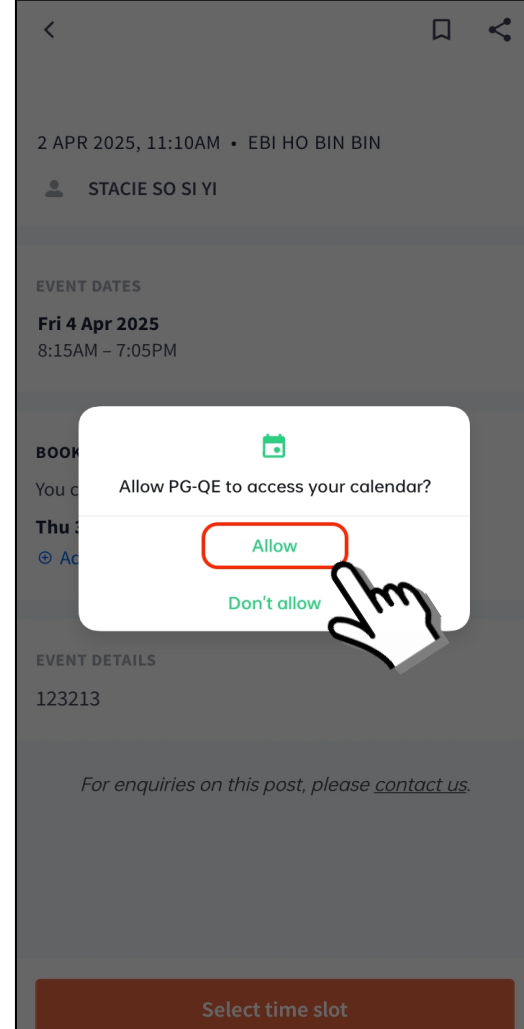
A screenshot of the 'New Event' form, similar to the previous one, but with a red rectangle highlighting the 'Add' button in the top right corner. A hand icon points to the 'Add' button. Additionally, a red rectangle highlights the 'Calendar' dropdown, which is open, showing a list of calendars: 'Home', 'Calendar', 'Public Calendar', and 'Work' (which is checked with a green dot). The 'Calendar' dropdown is also highlighted with a red rectangle.

Add Events To Calendar On Android

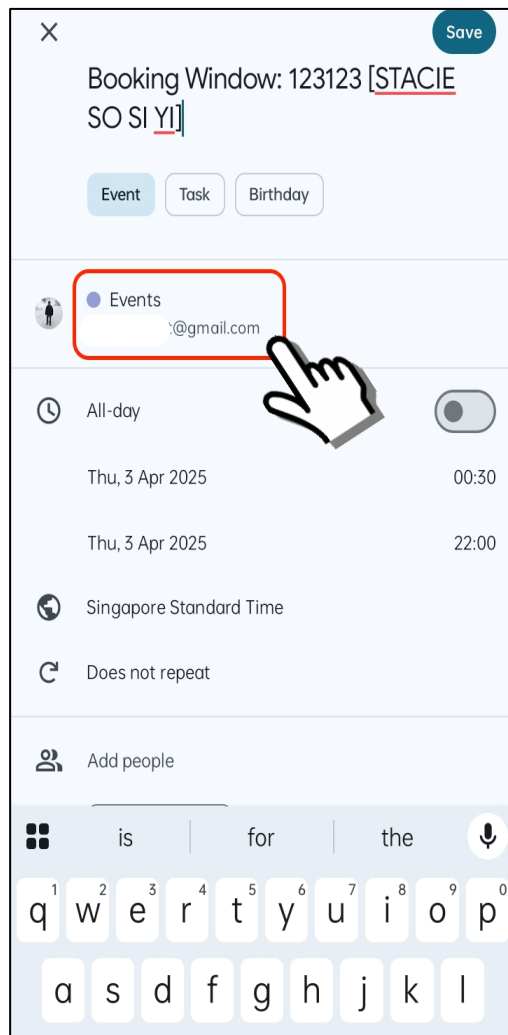
1. In the post details screen, click “Add to Calendar” in order to add the event to your personal calendar.



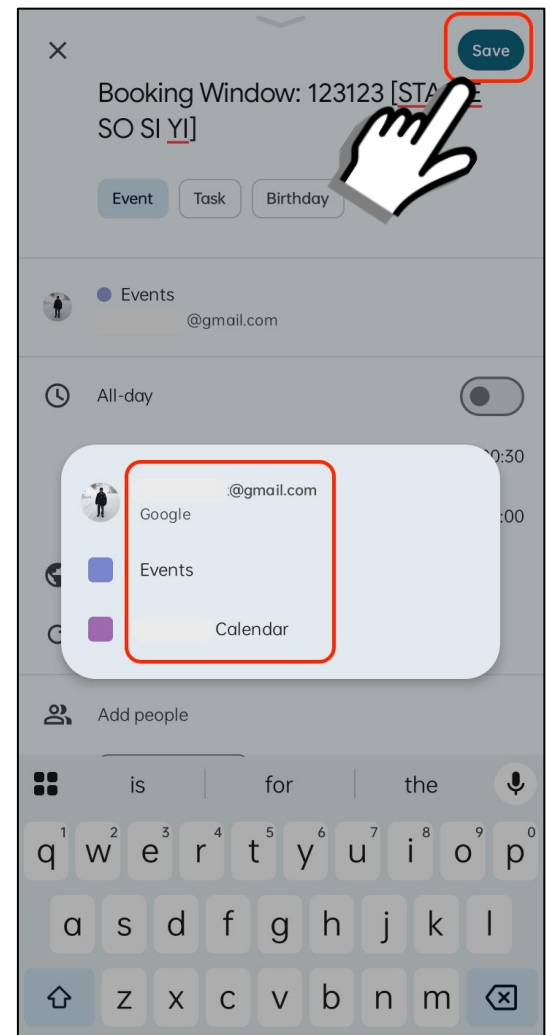
2. On first use, this pop-up will appear seeking your permission to access your phone calendar. Click ‘Allow’.



3. Scroll down to 'Events' and select preferred calendar



4. After selecting your preferred calendar, click "Save" at the top right corner



Thank You