



Parents Gateway

A quick start guide for Parents

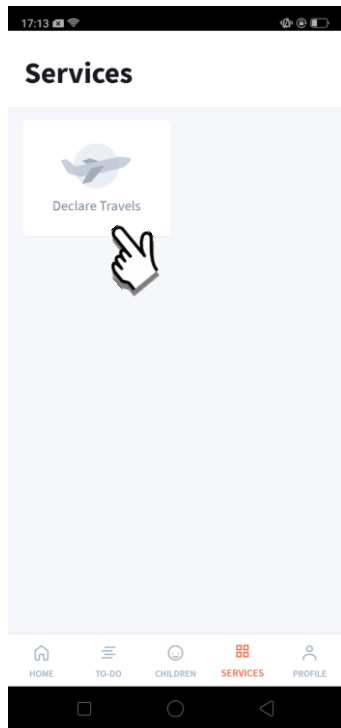
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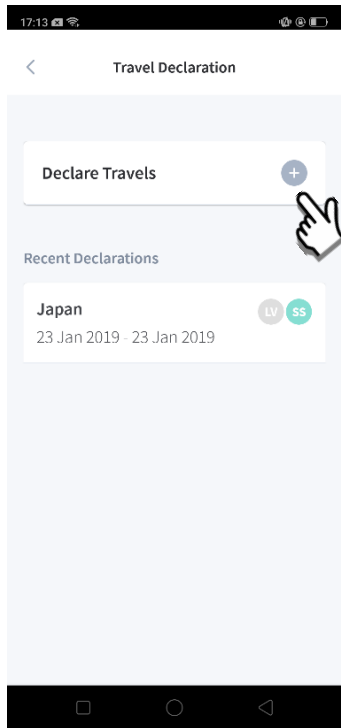


1. Declare Travel Plan

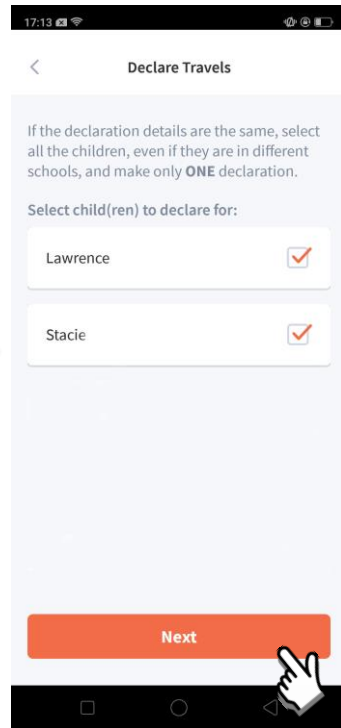
Download and Install the **latest version** of Parents Gateway App



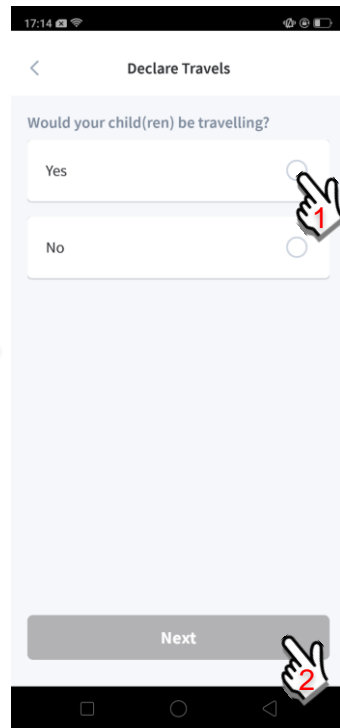
Go to '**SERVICES**' tab and tap on 'Declare Travels'.



Tap on the '+' sign.

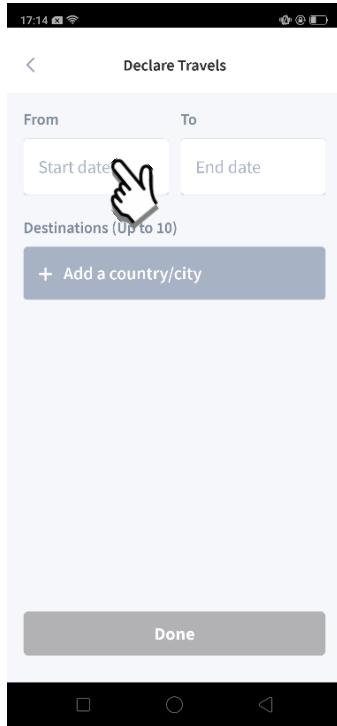


Select the child(ren) going on the trip and tap on '**Next**'.

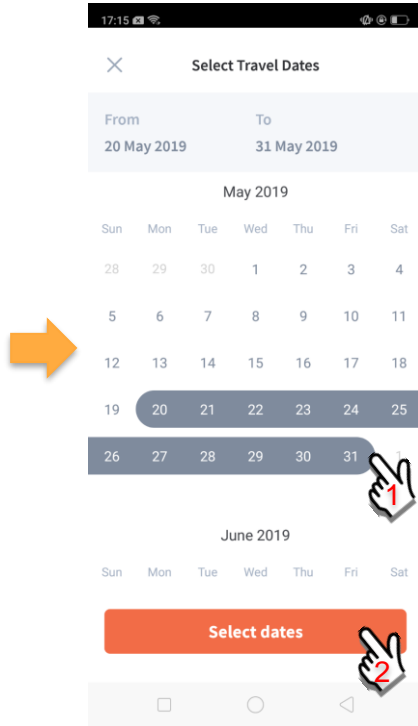


Select '**Yes**' for travelling and tap '**Next**'.

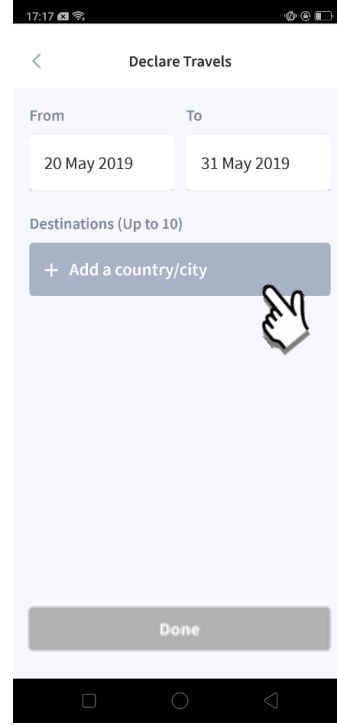




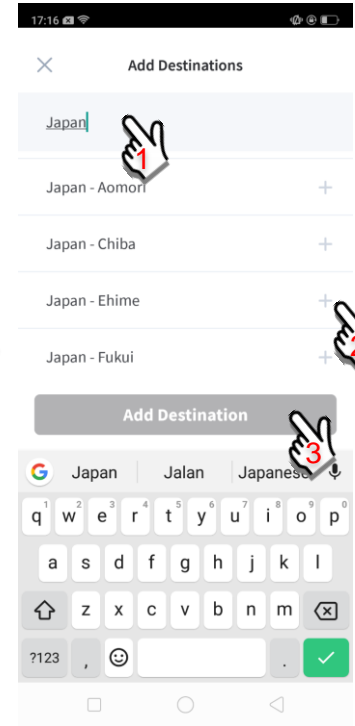
Tap on **'Start date'** to select travel dates.



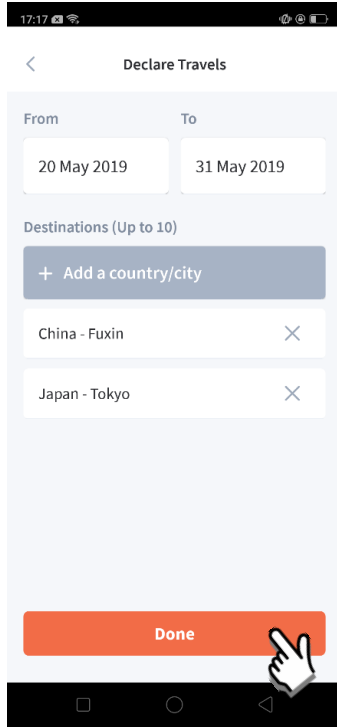
Select your travel period and tap **'Select dates'**.



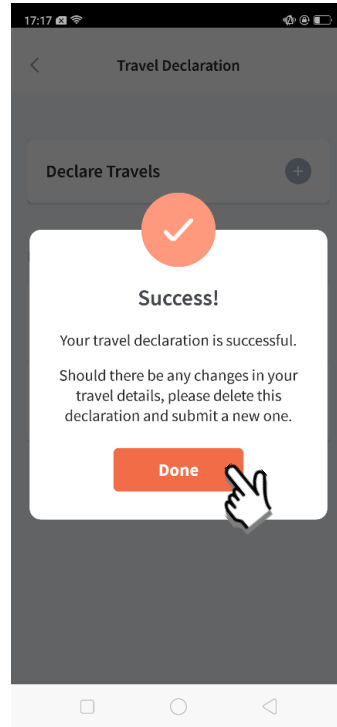
Tap on **'Add a country/city'** to select the travel destination(s).



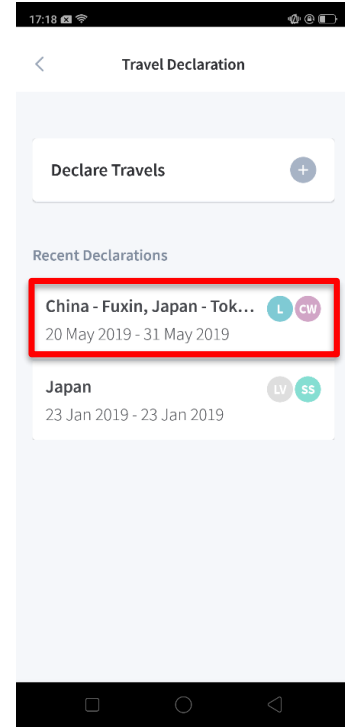
Type country name to search for the country (/city). Tap **'+'** on right of all the countries / cities you're visiting, then tap on **'Add Destination(s)'**.



Tap on **'Done'** to confirm.

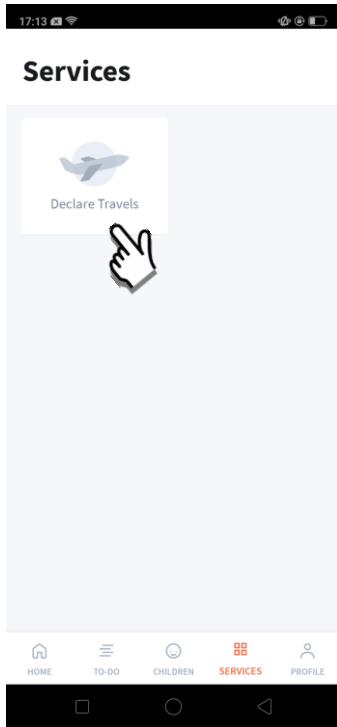


Successful Declaration.

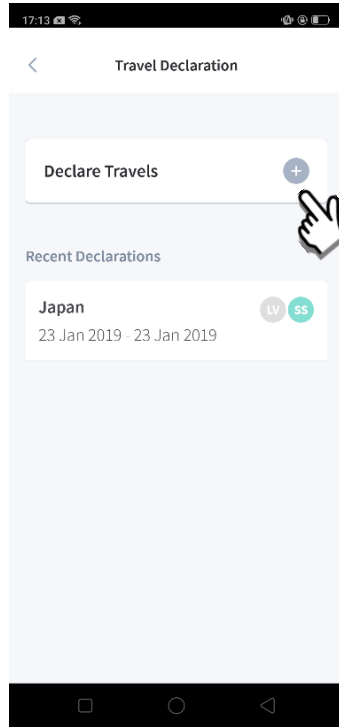


Travel Plan is shown as entered. You should delete and declare again if the details declared are not accurate.

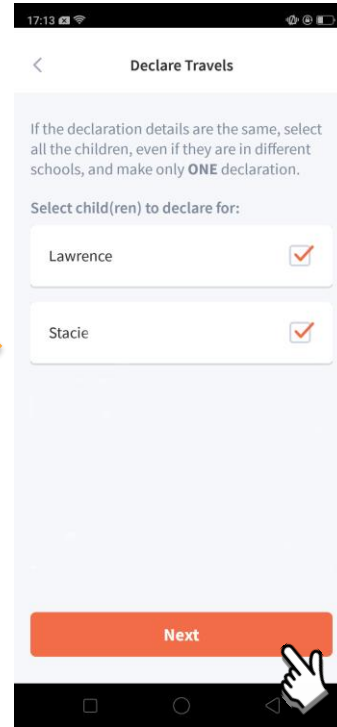
2. Declare Not Travelling



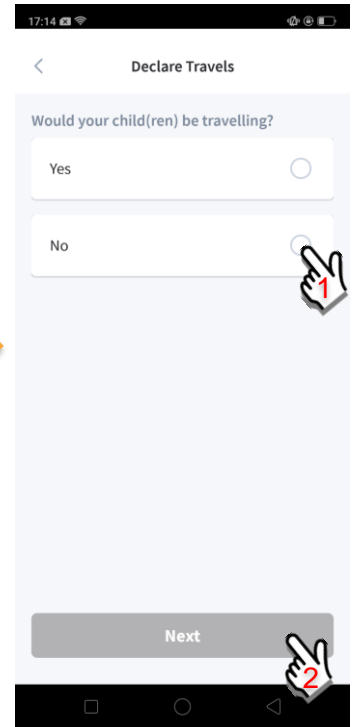
Go to '**SERVICES**' tab and tap on 'Declare Travels'



Tap on the '+' sig.

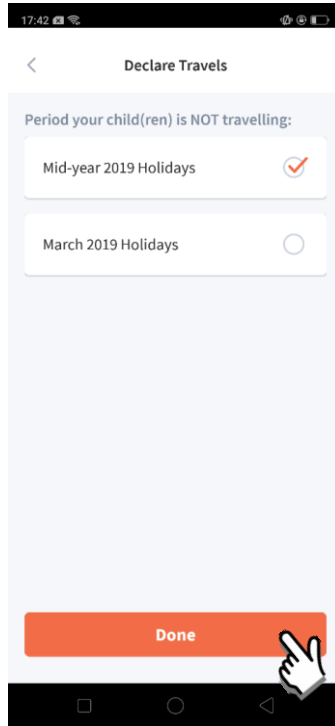


Select the child(ren) that are not travelling and tap on '**Next**'.



Select '**No**'.

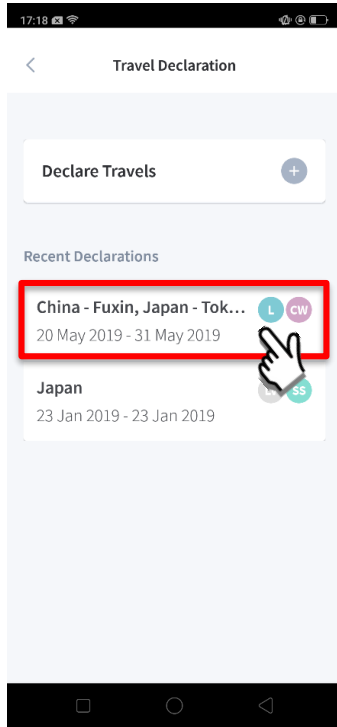




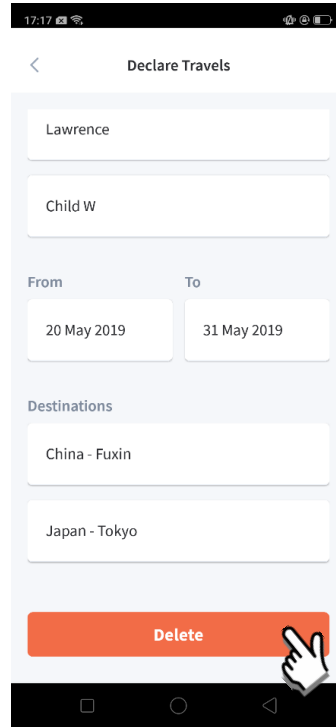
Pick the School Holiday period and tap on **'Done'**.

3. Edit Travel Declaration

Delete the existing travel plan and create a new plan



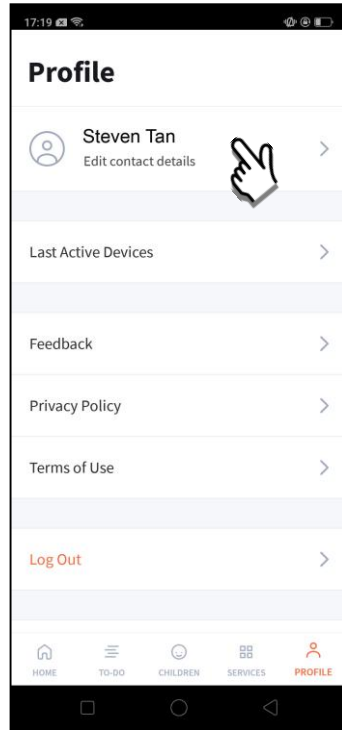
Tap on the travel plan to be changed.



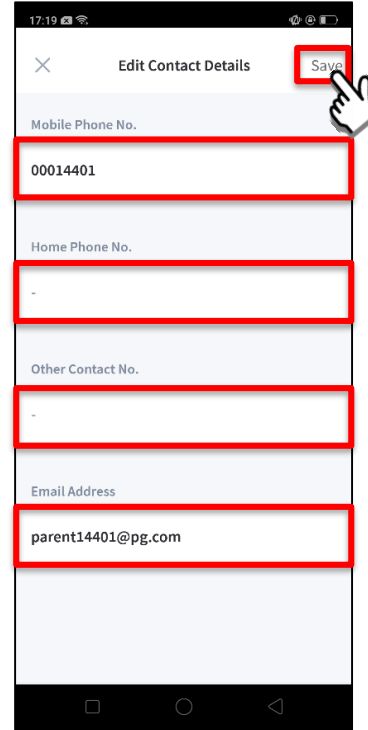
Tap on '**Delete**' to delete the plan.

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


4. Update Your Contact Details



Tap on '**PROFILE**'
then your name.



Update your contact
details (must have at least
1 phone/contact number),
then tap on '**Save**'.

Subject	Body
Contact Details Updated	<p data-bbox="314 208 430 230">Dear Parent,</p> <p data-bbox="314 270 701 292">Your contact details were recently updated.</p> <p data-bbox="314 333 1190 387">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="314 396 813 418">Device used: [Device Model/OS (if no Device Model)]</p> <p data-bbox="314 458 983 480">If you did not make this change, please contact your child's school for help.</p> <p data-bbox="314 520 823 542">To undo this change, go to [Profile > Edit contact details].</p> <p data-bbox="314 583 525 637">Cheers, Parents Gateway Team</p> <div data-bbox="314 678 525 770"> Parents Gateway</div> <p data-bbox="314 811 917 833"><i>This is an auto-generated e-mail. Please do not reply directly to this email.</i></p>

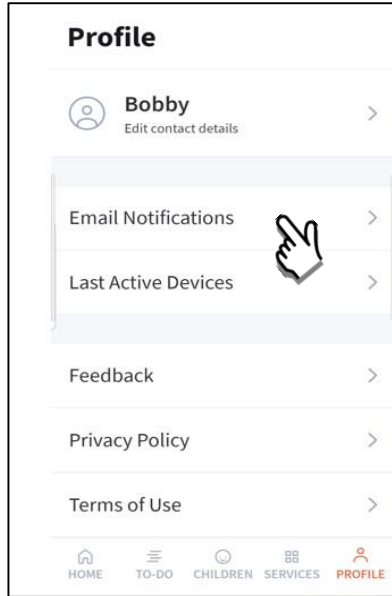
Parent / Legal Guardian will receive this **Email Notification** when they have updated their contact details in PG App.

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

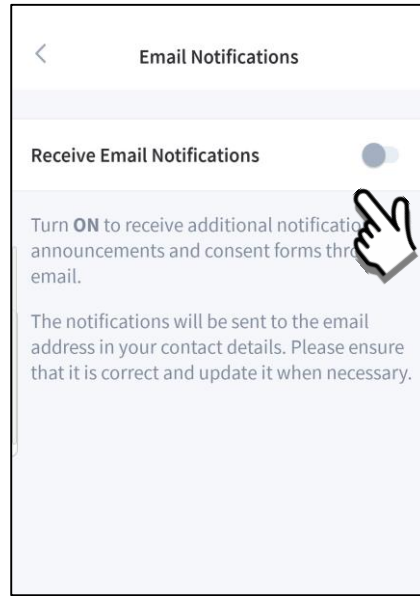
5. Enable Email Notifications

Enable Email Notifications

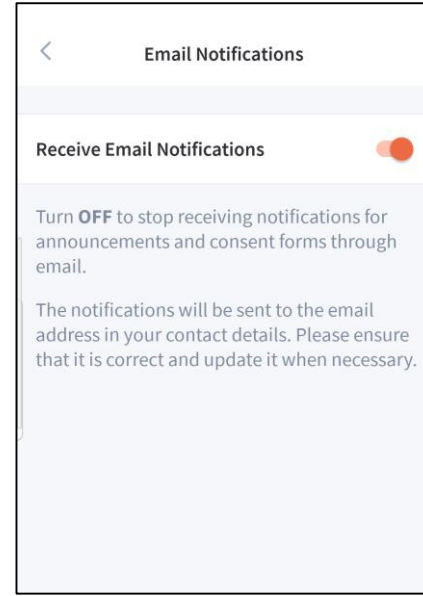
Parents will receive email notification for every announcement and consent form sent by the school if the email notifications setting is toggle ON.



Click on Email Notifications



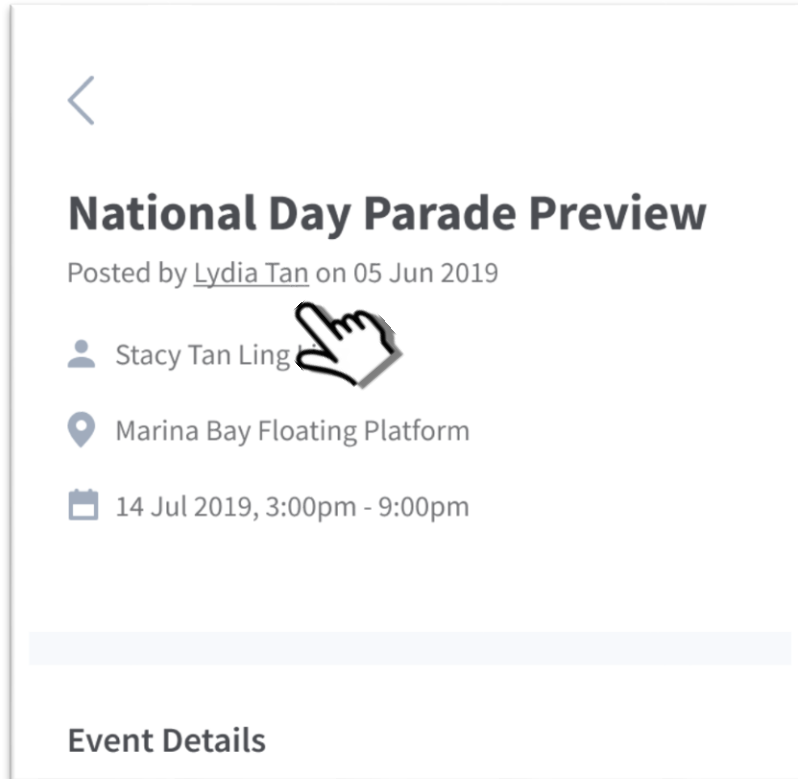
Slide the Receive Email Notification button to the right to be notified by email



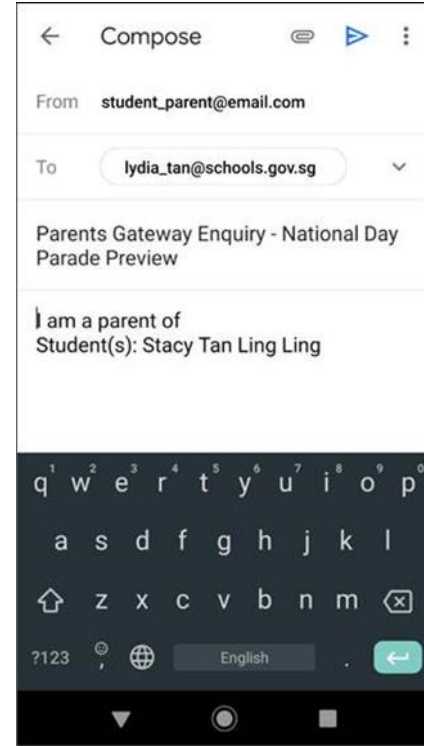
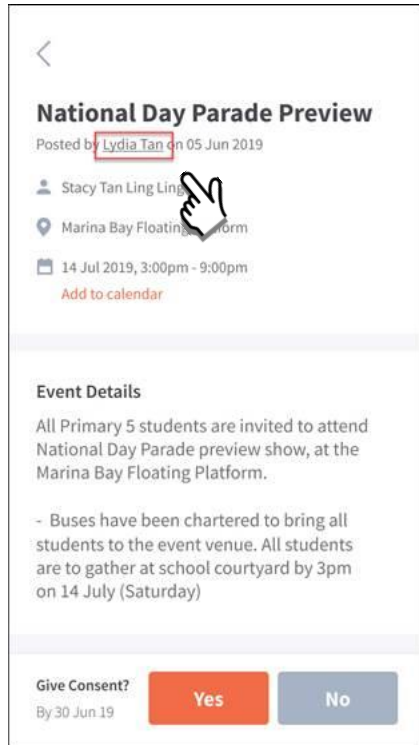
Once email notification is toggle on, Parent / Legal Guardian will still receive email notification even if they have logout of Singpass.

6. Email Correspondence in Announcement/Consent Form

Email Correspondence in Announcement/Consent Form



Upon receiving the notification, parents can click on the underlined name to email the creator of the post (eg. Teacher in-charge) for queries.



Click on the underlined name to open email client

Email client on parents' device

Thank You