

Parents Gateway

A quickstart guide for Parents



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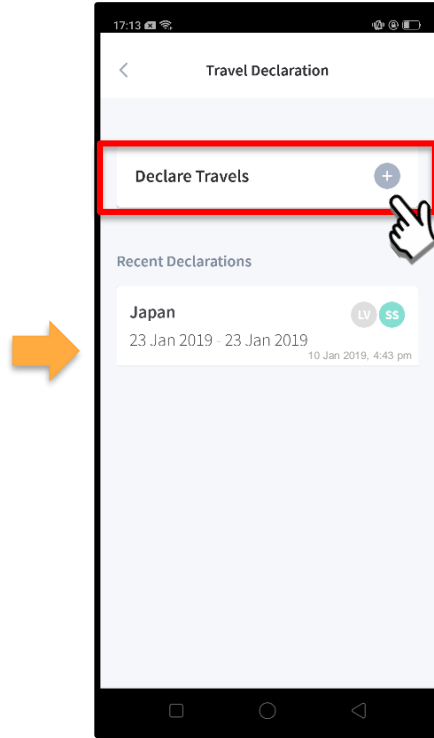
1. Declare Travel Plans

Declare Travel Plans

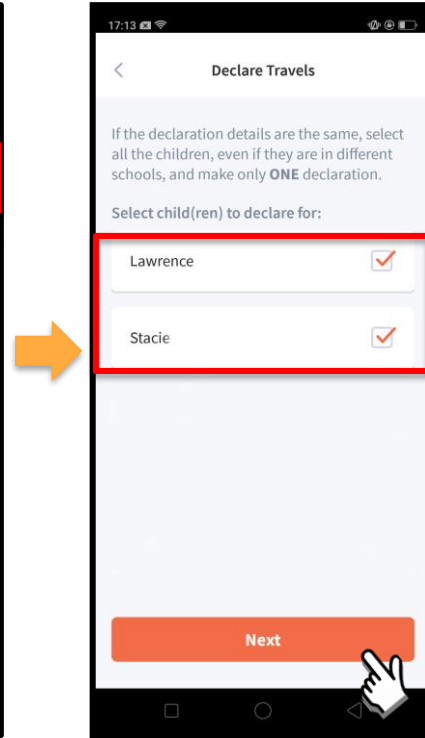
First, please ensure that you have downloaded and installed the **latest version** of the Parents Gateway App.



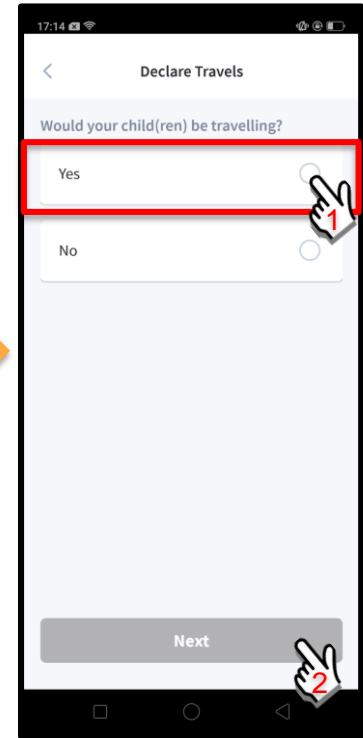
Then, go to '**SERVICES**' tab and tap on '**Declare Travels**'.



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

q w e r t y u i o p

a s d f g h j k l

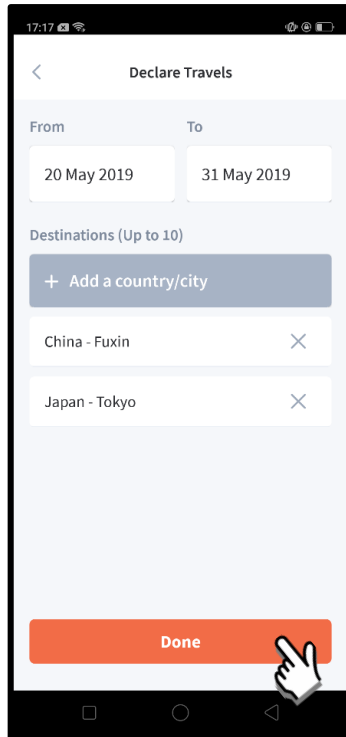
z x c v b n m

?123 , .

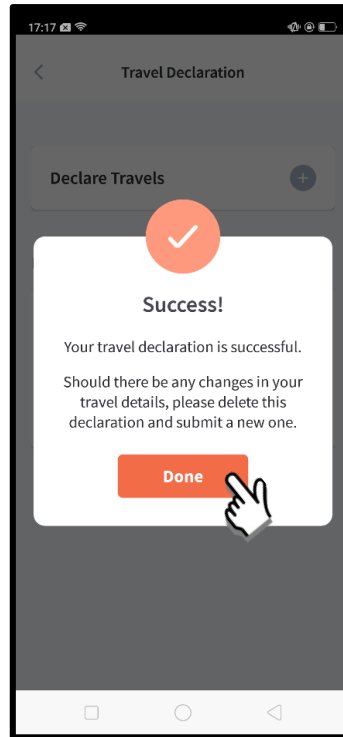
✓

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)**'.

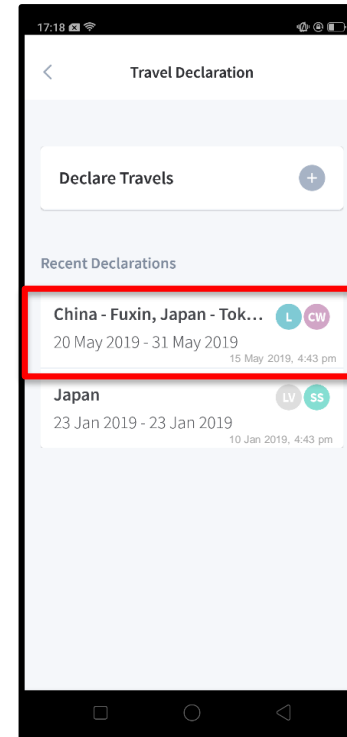
Declare Travel Plans (cont'd)



Tap on 'Done' to confirm.



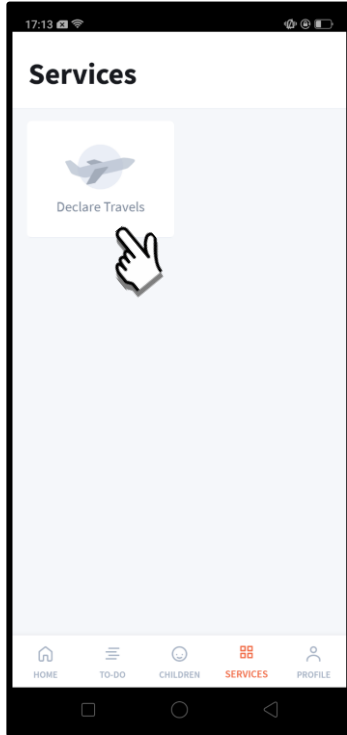
Successful Declaration.



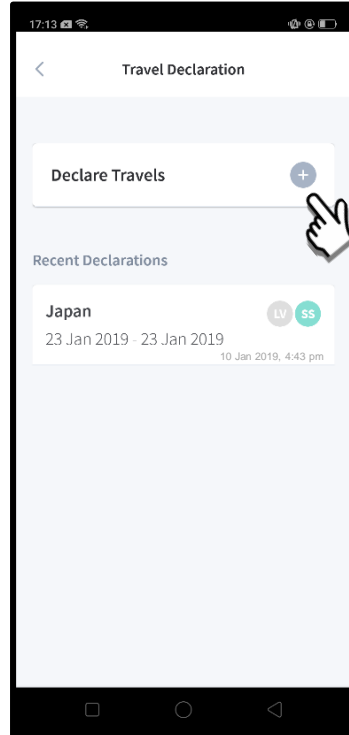
Travel Plans are shown as entered. You would need to delete and declare again if amendments are required.

2. Declare Not Travelling

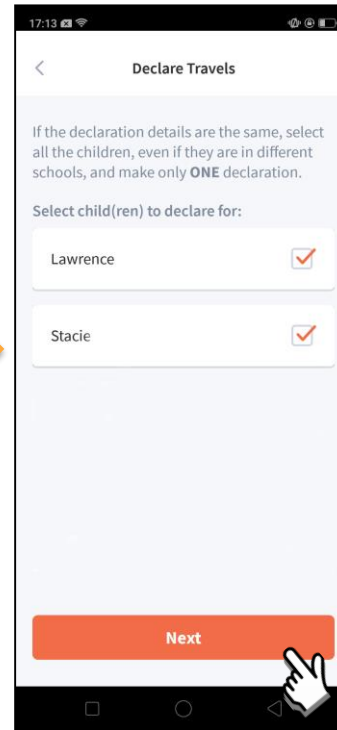
Declare Not Travelling



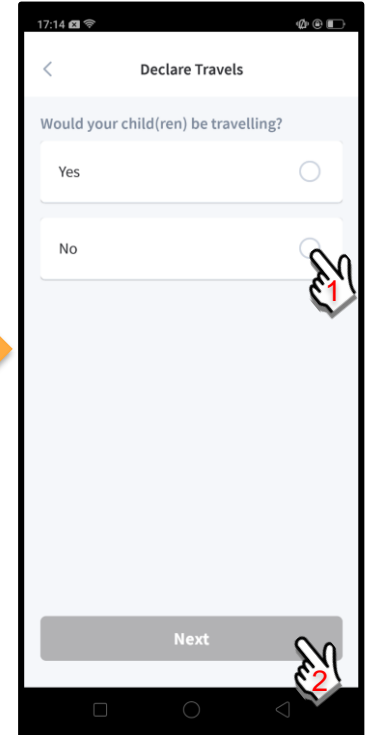
Go to '**SERVICES**' tab at the bottom of the Home screen and tap on '**Declare Travels**'



Tap on the '+' sign.



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



Select '**No**'.

Declare Not Travelling (cont'd)

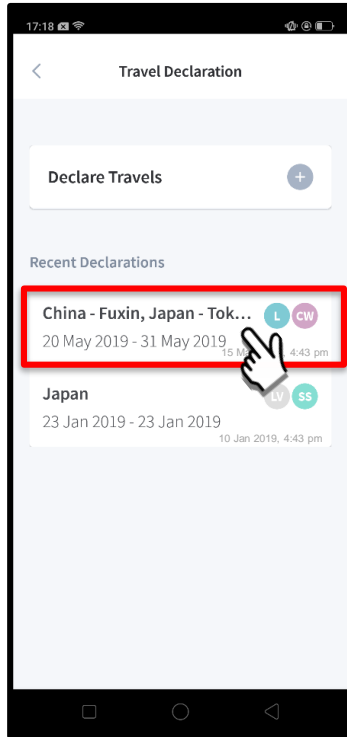
A smartphone screen displaying the 'Declare Travels' app. The status bar at the top shows the time 17:42 and various icons. The app title 'Declare Travels' is at the top with a back arrow. Below it, the text 'Period your child(ren) is NOT travelling:' is followed by two options: 'Mid-year 2019 Holidays' with a checked red circle and 'March 2019 Holidays' with an unchecked white circle. At the bottom is a large orange button labeled 'Done'. A hand icon is shown tapping the 'Done' button. The Android navigation bar is visible at the very bottom.

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

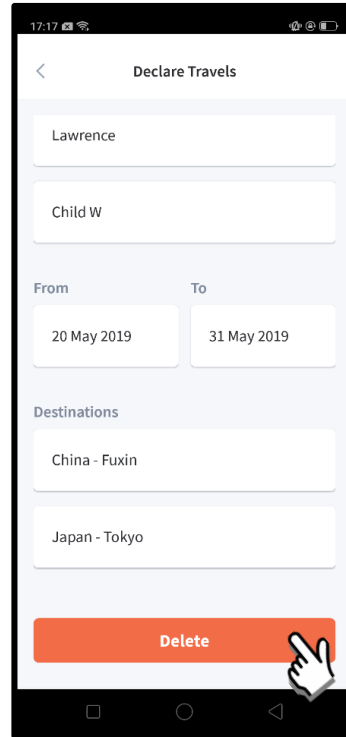
3. Edit Travel Declaration

Edit Travel Declaration

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



Tap on the travel plan to be changed.

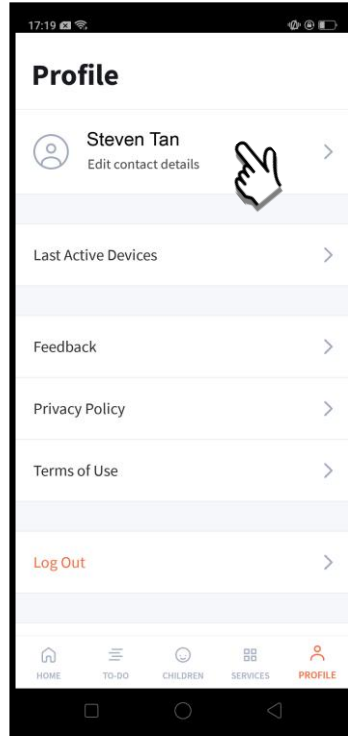


Tap on '**Delete**' to remove the previous declaration.

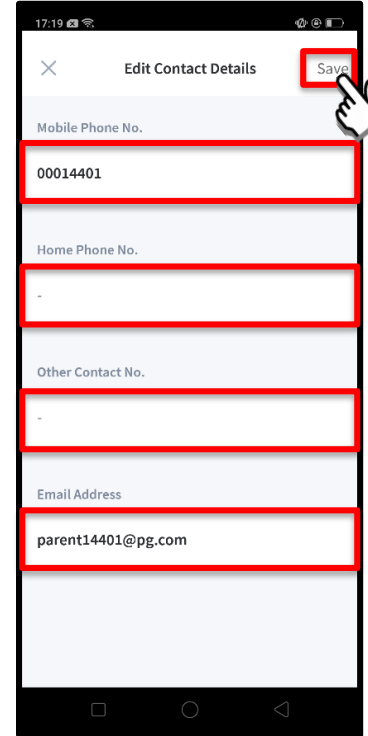
Create a new travel plan. (Refer to '1. Declare Travel Plan')

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.

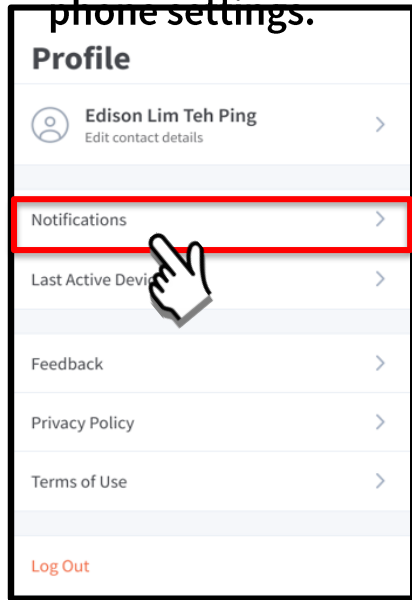
This is an added safety measure to the current “Update Contact Details” feature whereby Parents/Legal Guardians/Authorised Caregivers can update their mobile, residential/other contact numbers and change of email address.

5. Enable Mobile Notifications

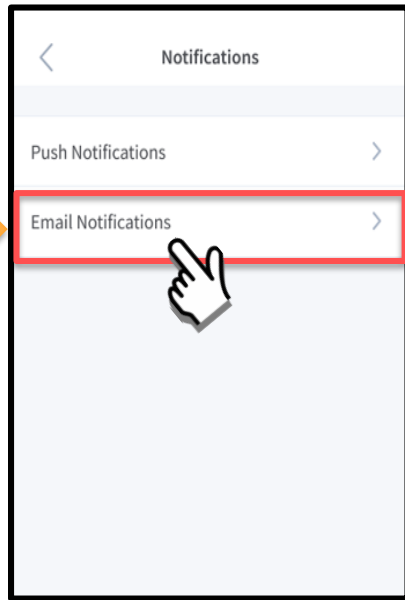
5a. Enable Email Notifications

Enable Email Notifications

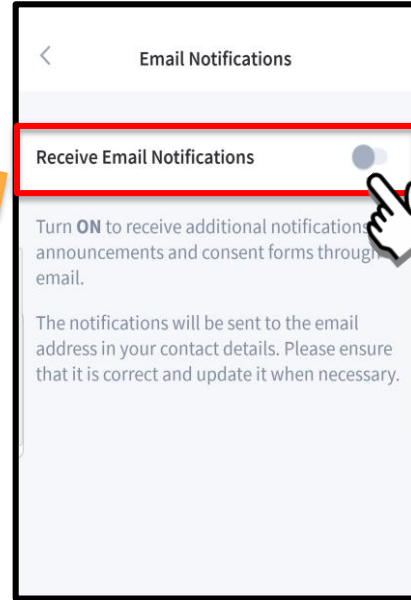
Parents/Legal Guardians/Authorised Caregivers will receive an email notification for every announcement and consent form sent by the school if the email notifications function is turned on in the phone settings.



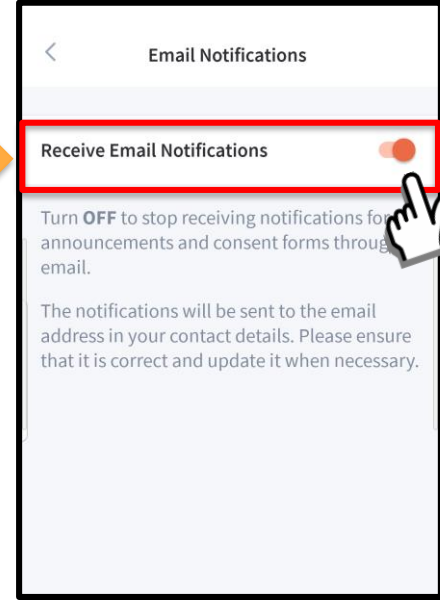
Click on '**Notifications**'



Tap on '**Email Notifications**'



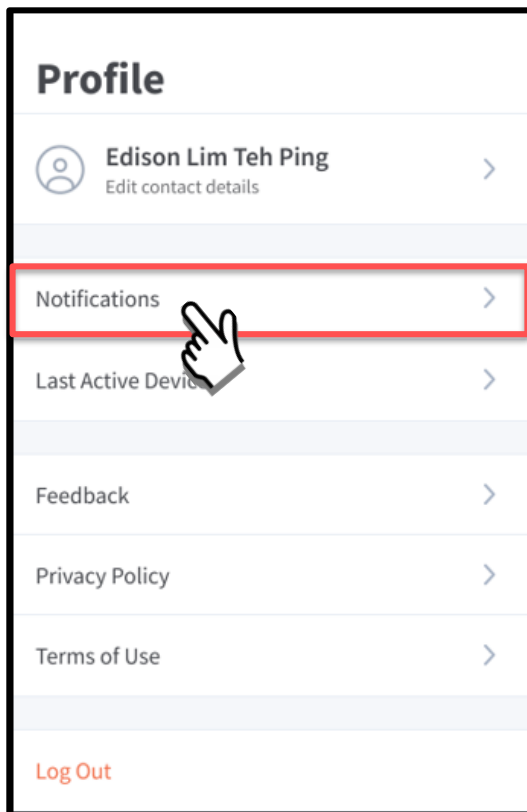
Slide the '**Receive Email Notification**' button to the right to be notified by email



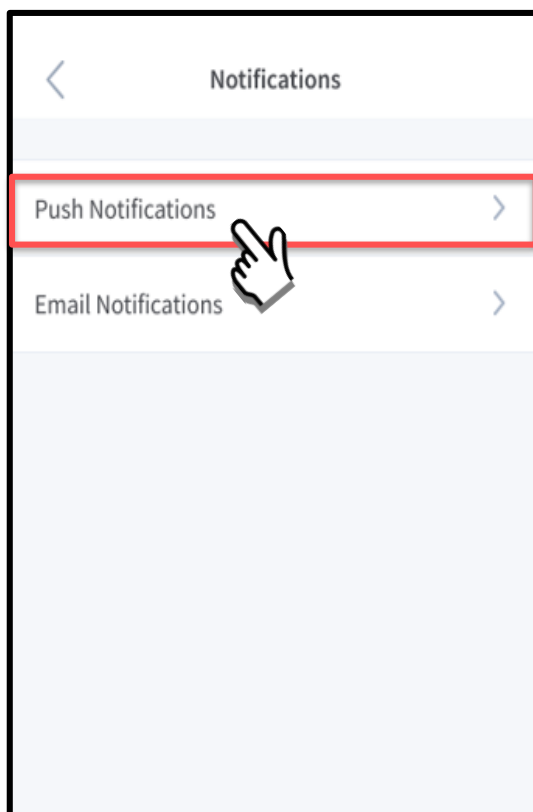
Once email notification is turned on, Parents/Legal Guardians/Authorised Caregivers will still receive email notifications even if they had logged out of the app.

5b. Enable Push Notifications

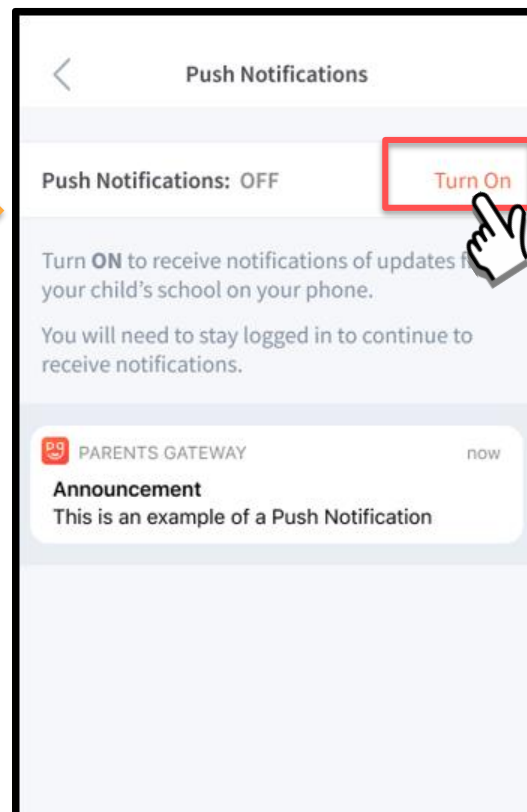
Enable Push Notifications



Tap on 'Notifications'

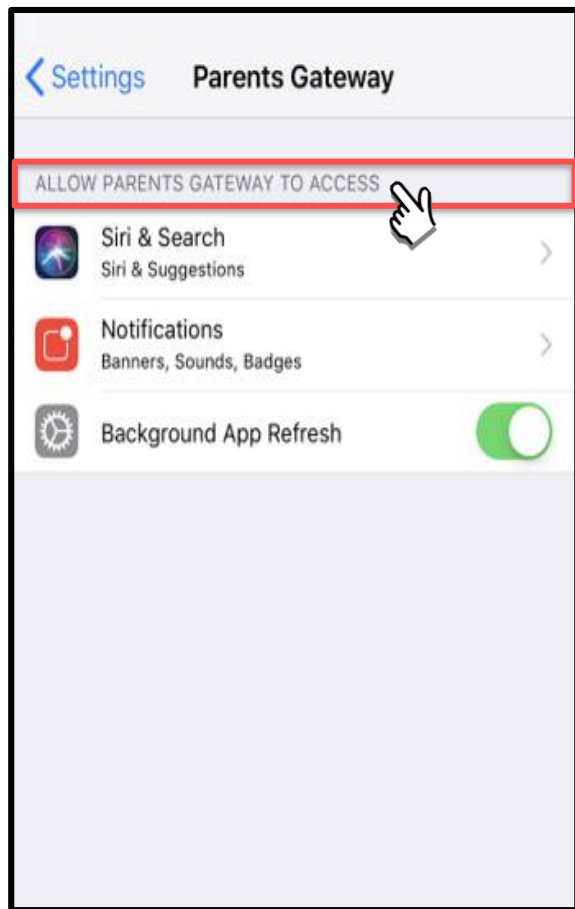


Tap on 'Push Notifications'



Tap on the 'Turn On'

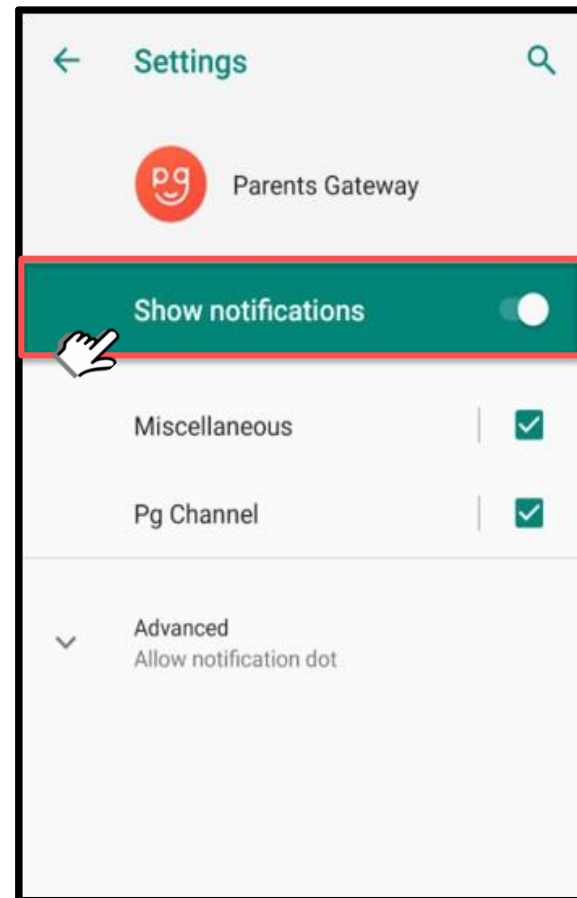
Enable Push Notifications *(cont'd)*



Note:

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

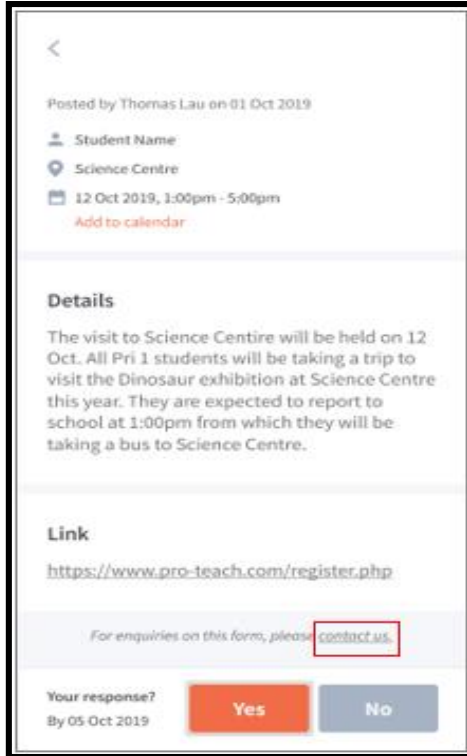
In Android, it will be channelled to the Parents Gateway App's Notifications screen.



6. Email Correspondence via Announcements/Consent Forms

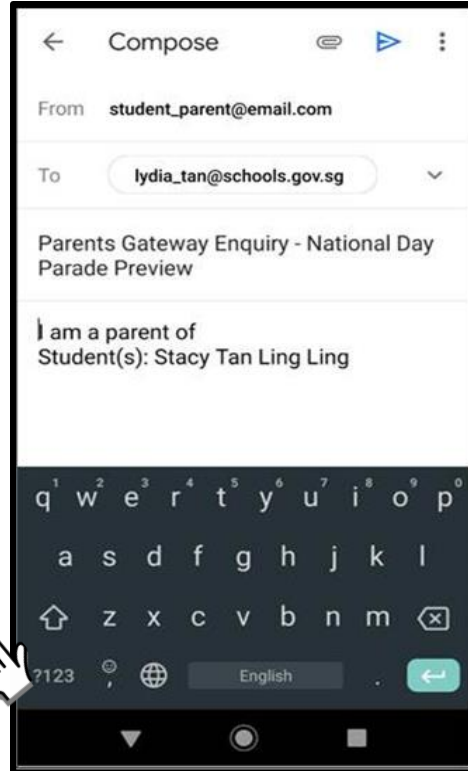
Email Correspondence via Announcements/Consent Forms *(cont'd)*

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 a back arrow at the top left. The header text reads "Posted by Thomas Lau on 01 Oct 2019". Below this, there are three items: "Student Name" with a person icon, "Science Centre" with a location pin icon, and "12 Oct 2019, 1:00pm - 5:00pm" with a calendar icon and an "Add to calendar" link. A section titled "Details" contains the 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." Below the details is a "Link" section with the URL <https://www.pro-teach.com/register.php>. At the bottom, there is a footer that says "For enquiries on this form, please contact us." with the "contact us" text highlighted by a red box. Below the footer are two buttons: "Yes" (orange) and "No" (grey), with the text "Your response? By 05 Oct 2019" to the left.

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

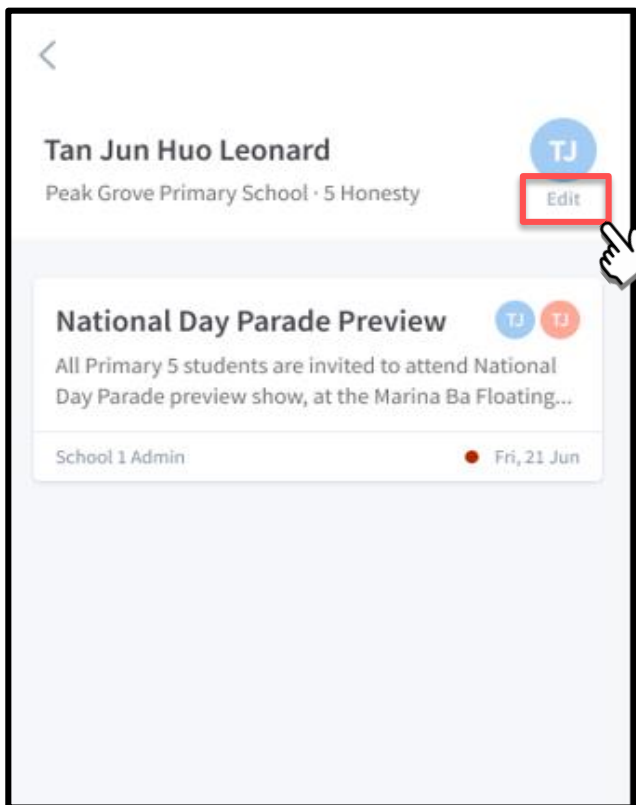


The screenshot shows an email client interface with a back arrow at the top left. The header text reads "Compose". Below this, there are three fields: "From" with the email address "student_parent@email.com", "To" with the email address "lydia_tan@schools.gov.sg" and a dropdown arrow, and a subject line "Parents Gateway Enquiry - National Day Parade Preview". The body of the email starts with "I am a parent of Student(s): Stacy Tan Ling Ling". Below the body is a keyboard with a hand icon pointing to the "contact us" link. The keyboard has a QWERTY layout with a "123" key, a "Globe" icon, a "English" language selector, and a "Back" arrow key.

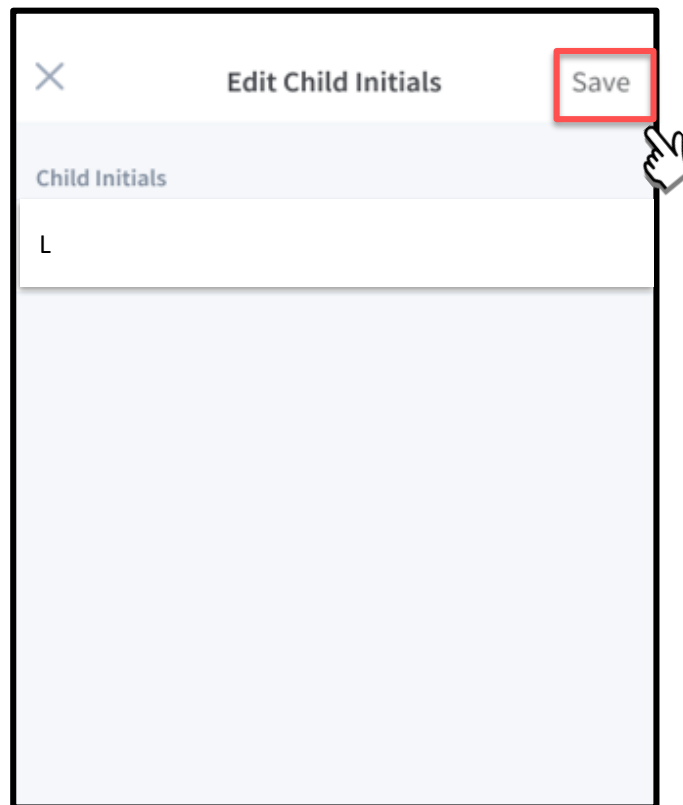
Email client as seen on parents' device

7. Edit Child's Initials

Edit Child Initials

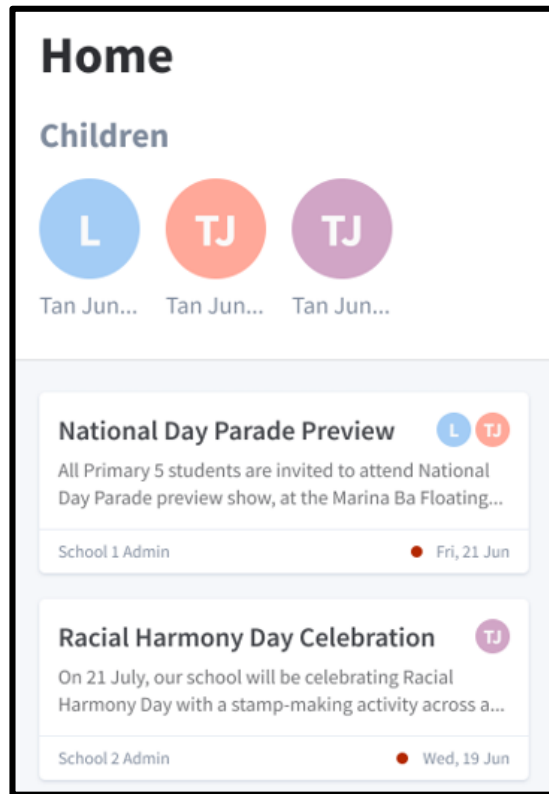


Tap on **'Edit'** (found under child's initials)



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