**Annex A: Step-by-Step Guide to Parents Gateway Onboarding**

Step 1 – SingPass Registration and 2FA Setup

SingPass 2-Step Verification (2FA) is required for onboarding. If you have not registered for a SingPass or have not set up the 2FA, please visit the SingPass website (https://www.singpass.gov.sg), or scan the QR codes below to do so. Should you require further assistance, please contact the SingPass Helpdesk at 6643-0555.

SingPass Registration	2FA Activation
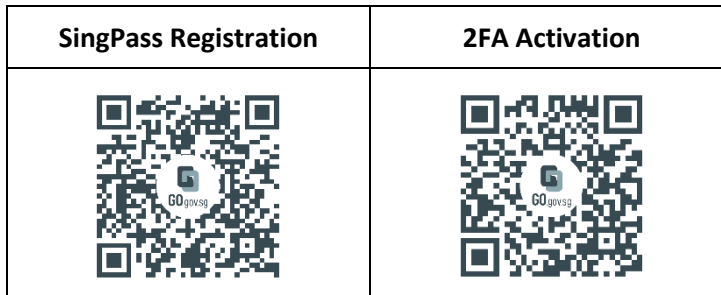
Step 2 – Download Parents Gateway Mobile App

a.   Open the Apple App Store, Google Play Store or Huawei App Gallery on your mobile phone.

b.   Search for the 'Parents Gateway' mobile app, or scan the QR code below.
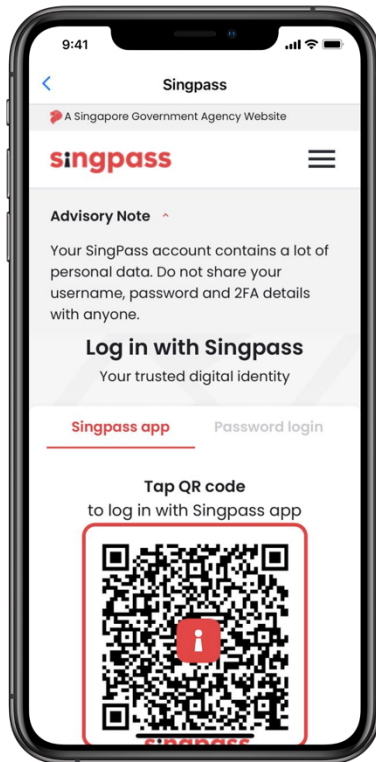

For iOS	For Android	For Huawei
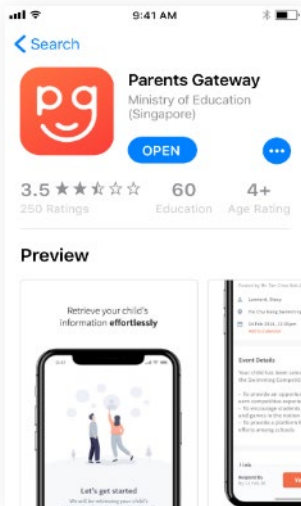
c.   Download and install the app on your phone.

d.   Enable '**Allow Notifications'** to receive push notifications.

Note: Supported OS Versions - **Android 6.0 or later** & **iOS 11.0 or later**
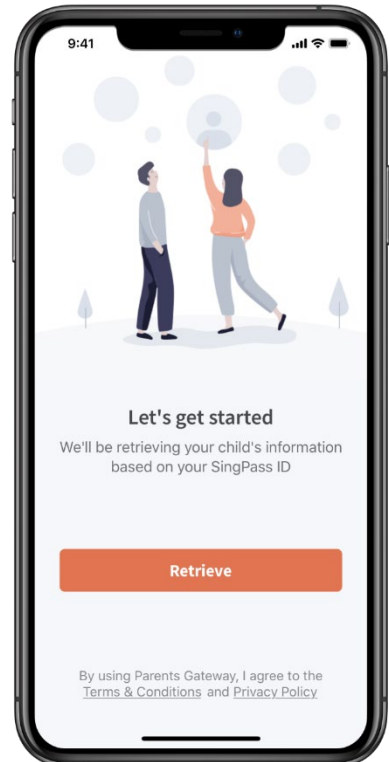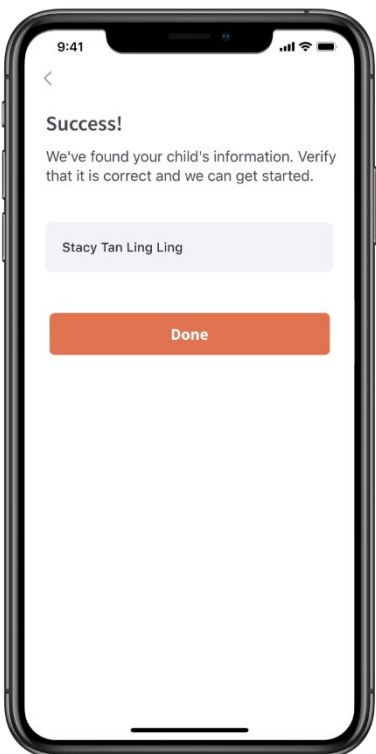
1. Tap on "Log in with SingPass"
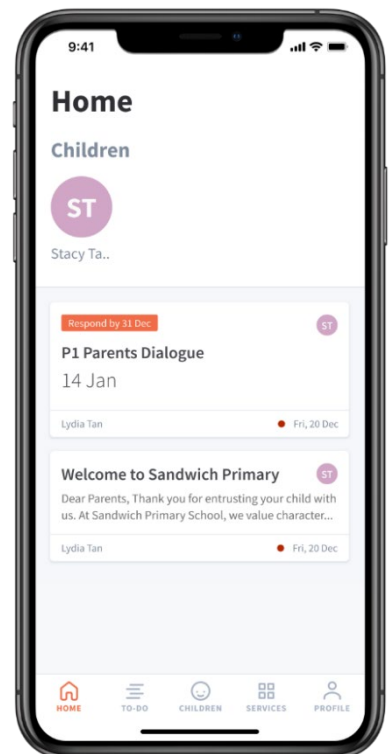
2. Log in with your SingPass (and 2FA)

3. Tap on "Retrieve" to retrieve your child(ren)'s information

4. Tap on "Done" to complete onboarding

5. You should see your child(ren)'s initial(s) and announcements and/or consent forms posted by the school(s) (if any)

Frequently Asked Questions (FAQs)

1. Who can access Parents Gateway?

> Access to Parents Gateway is given to parents, legal guardians and authorised caregivers of students currently studying in MOE schools. Parents with children eligible for P1 registration in the year will be able to access Parents Gateway from late May as well. Parents will need to use their SingPass to access Parents Gateway.

2. Why am I required to use SingPass to login?

> SingPass is the national digital identity for Singapore Citizens and Permanent Residents. It is used to access Singapore Government e-services easily and securely. Parents Gateway uses SingPass so we can accurately identify parents, legal guardians and authorised caregivers of students in our schools.

3. Is it safe to stay logged in? Can hackers steal my SingPass credentials?

> The Parents Gateway app uses SingPass to identify parents of students in MOE schools. SingPass is only used to identify and authenticate the parent. The SingPass ID and password will not be stored in the app. So, there is no risk of your credentials being compromised even if you stay logged in.

4. Why am I not able to download the Parents Gateway app?

> The Parents Gateway app only supports the following Operating System (OS) version:
> - Android 6.0 or later
> - iOS 11.0 or later

5. After logging in, why do I see "No Access"?

> For parents with children already registered or studying in MOE schools, please approach the school for assistance.
>
> For parents with children eligible for P1 registration, please email the Parents Gateway Helpdesk at moe_parents_gateway@moe.gov.sg.

6. If I have more than 1 child, do I require multiple accounts?

> No. You are able to access all your children's information through one single account, even if your children are studying in different schools.

7. Can I access Parents Gateway on the computer using a web browser

> Parents Gateway is currently only available as a mobile application.

8. I do not see any Announcements/Forms after logging in. Why is this so?

There has yet to be any announcements or forms being sent out by MOE or your child's school.

9. How will I be notified if the school has sent an Announcement/Form on Parents Gateway?

You will be alerted by a push notification and/or email notification, if you have enabled them on your phone and the app settings for Parents Gateway.

10. If I experience technical difficulty or wish to provide feedback about Parents Gateway, whom should I approach?

Users may contact the Parents Gateway Helpdesk via the app. Alternatively, users may approach their child/children's school for assistance.
- Go to 'Profile' > 'Feedback'
- Tap on the email address

For the full list of FAQs, you may visit https://pg.moe.edu.sg/faq