

16 Nov 2018

Dear Parents / Guardians,

MOE's Parents Gateway Mobile App

1. Currently, we send letters to parents through hardcopies that students pass to their parents. These include letters about termly / adhoc activities, as well as letters from the General Office about finance or billing matters.

2. **From 2019, we will communicate with parents through MOE's Parents Gateway (PG) Mobile App.** The free app will bring several benefits, including:

- Providing parents with timely information about school events (eg, enrichment and CCA activities)
- Enabling parents to perform a range of functions including giving consent for school trips
- Reducing usage of paper and decreasing environmental impact (hardcopies will no longer be provided)

3. The PG App will be implemented in all schools over the course of 2019. If you have two or more children and they are in different schools, you will be able to receive notifications for all your children on the same PG App. We advise that both parents should download the PG App so that both parents will receive notices for your child.

4. The timeline for implementation will be as follows:

- **Nov and Dec 2018 - Registration phase – parents, please:**
 - Download the PG App onto your mobile phone (available both iOS and Android platforms)
 - Perform a one-time registration process (refer to [Annex A](#) for a step-by-step guide).
- **Jan to Feb 2019 – Transition phase –**
 - Parents will continue to receive hardcopy letters through their children
 - School will send out the same letters through the PG App
- **1 March 2019 onwards: Implementation phase –**
 - Parents will only receive the letters through the PG App
 - School will stop sending hardcopy letters to parents. *If there are parents who are unable to access the PG App, Form Teachers will assist them separately.*

5. If you have any questions, please contact my colleague Mr Muhammad Nurikhwan at muhammad_nurikhwan_sahri@schools.gov.sg or 6385-2042 between 9 am and 4 pm, Mondays to Fridays.

6. **We strongly encourage all parents to download and use the PG App as it will bring significant benefits for parents, teachers and the school.** This will help us all to better focus on educating the students.

Yours faithfully,

Mr Liu Earnler
Principal

Annex A – Step-by-Step Guide to Setting up the Parents Gateway Mobile App

Step 1 – Setup your SingPass and 2FA

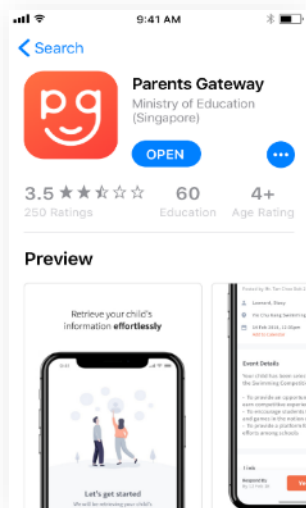
SingPass and 2-Step Verification (2FA) is required to access the PG App. If you have not registered for a SingPass or have not set up the 2FA, please visit the SingPass website (<https://www.singpass.gov.sg>), or scan the QR codes below to do so. Should you require further assistance, please contact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



SingPass is available to all Singapore Citizen and Singapore Permanent Resident parents. If you are not an SC or SPR, please visit the SingPass website (<https://www.singpass.gov.sg>) to find out if you are eligible for SingPass.

Step 2 – Download the Parents Gateway Mobile App

- Open the Apple App Store or Google Play Store app on your mobile phone.
- Search for the 'Parents Gateway' mobile app, or scan the QR code below.



- Download and install the app onto your phone.
- Enable '**Allow Notifications**' to receive push notifications.

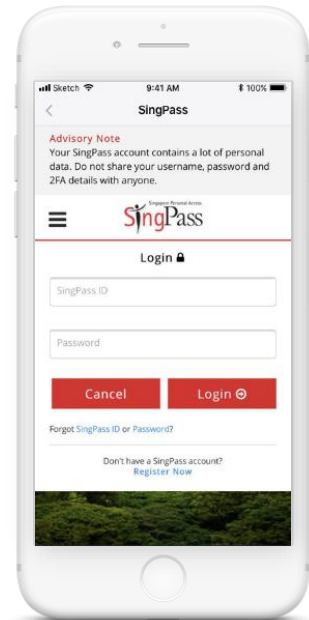
Note: Supported OS Versions - **Android 6.0 or later** & **iOS 9.1 or later**

Step 3 – One-Time On-boarding

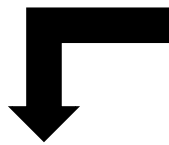
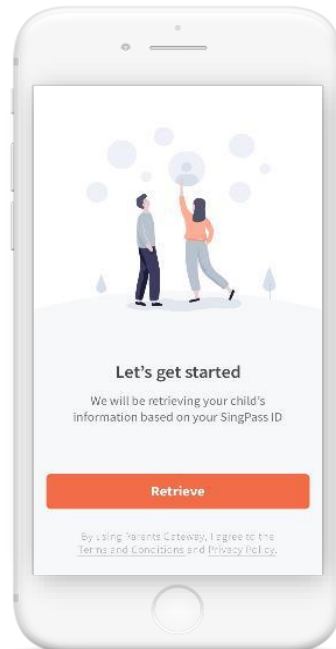
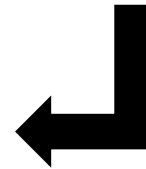
1. Tap on “Log in with SingPass”



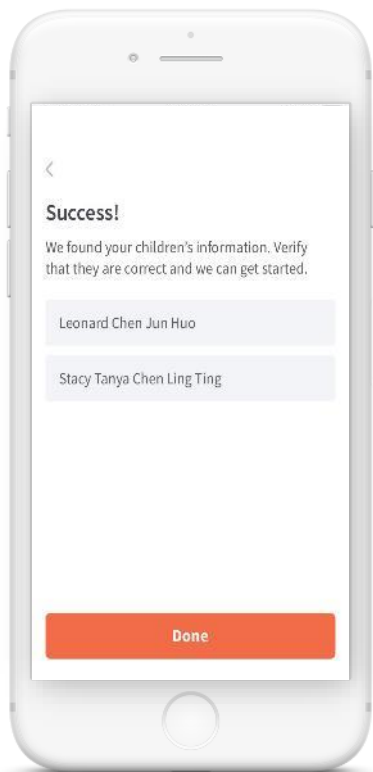
2. Log in with your SingPass (2FA)



3. Tap on “Retrieve” to retrieve your child(ren)’s information



4. Tap on “Done” to complete the registration process.



5. You should see your child(ren)’s school announcements and activities

