# FREQUENTLY ASKED QUESTIONS (FOR PARENTS)

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## ACCESS

### What is Parents Gateway?

Parents Gateway is a mobile application (or "app") that supports parents and schools on key administrative matters, providing MOE and schools with the platform to send updates on programmes and activities to parents. At the same time, Parents Gateway allows parents to perform administrative functions such as providing consent for their children to participate in school activities and declaring travel plans.

It aims to aggregate parent-teacher communications securely on a centralised digital platform.

### 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 will be able to access Parents Gateway from late May 2021 as well. Parents will need to use their Singpass to access Parents Gateway.

### Can parents of students at Institutes of Higher Learning (eg. Polytechnics and Universities) access Parents Gateway?

No. Only parents of children eligible for P1 registration, parents of students from P1 to Pre-U studying in MOE schools can access Parents Gateway.

### How do I download the Parents Gateway app?

1. Go to App Store (for iPhones) or Play Store (for Android phones)
2. Search for 'Parents Gateway'
3. Proceed to download and install the app

### Can I access Parents Gateway on the computer using a web browser?

Parents Gateway is currently only available as a mobile application.

**Why am I not able to download Parents Gateway app?**

Parents Gateway app only support the following Operating System (OS) versions:

- Android 6.0 or later
- iOS 11.0 or later

**After logging in, why do I see 'No Access'?**

Parents with older children already registered or studying in MOE schools will need to approach the school for assistance.

Parents with their first child eligible for P1 registration will need to email the Parents Gateway Helpdesk at MOE_PARENTS_GATEWAY@moe.gov.sg.

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

No. Parents will be able to access all their children's information through Parents Gateway, even if their children are studying in different schools.

**Why do I see the 'Update Available' pop-up when I launch the app and cannot proceed further to use the Parents Gateway app?**

Parents need to update to the latest version of the Parents Gateway app to enjoy new features and hence the instruction to update.

**Why am I not able to upgrade to the latest Parents Gateway app version?**

Please note that Parents Gateway supports the following Operating System (OS) versions:

- Android 6.0 or later
- iOS 11.0 or later

**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.

**How do I apply for Singpass?**

Register for Singpass here
(https://www.singpass.gov.sg/singpass/register/instructions)

For further assistance, please contact Singpass Helpdesk at 6643-0555.

**Can all parents, legal guardians and authorised caregivers apply for Singpass?**

Please refer to the Singpass FAQ to check if you are eligible to apply for Singpass: https://www.ifaq.gov.sg/singpass/mobile/index.aspx#DetailDoc/2101385

**I forgot my Singpass password. How do I reset it?**

Users who have set up their Singpass 2FA can reset their Singpass password online here (https://www.singpass.gov.sg/singpass/onlineresetpassword/userdetail)

**Why am I not receiving notifications when I am logged out of Parents Gateway?**

Parents will have to remain logged in to receive push notifications on the mobile phone of announcements and consent forms from their child/children's school(s).

**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. Once the Singpass is used to identify and authenticate the parent, it is terminated and the app takes over. Hence, the Singpass ID and password will not be stored in the app. So, there is no risk of parents' credentials being compromised even if they stay logged in.
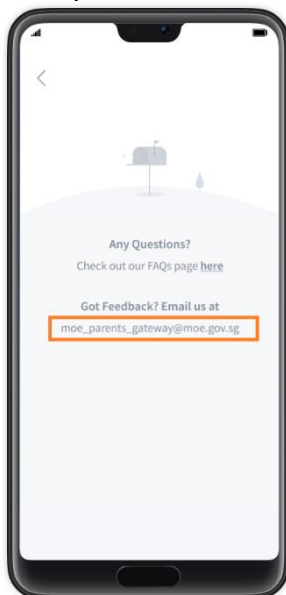
**If I experience technical difficulty or wish to provide feedback about Parents Gateway, who should I approach?**

Users may contact the Parents Gateway Helpdesk via the app.

1. Go to 'Profile' > 'Feedback'
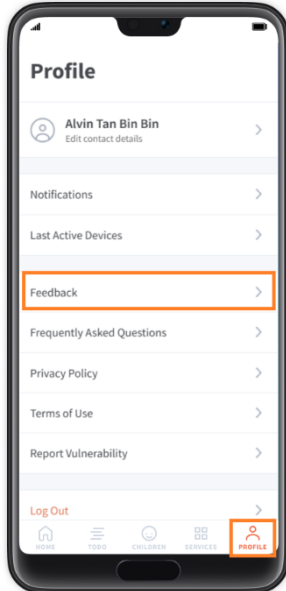


2. Tap on the email address



Alternatively, users may approach their child/children's school for assistance.

**I have some questions regarding my child's school programmes. Can I submit my questions through Parents Gateway?**

As the Parents Gateway team can only respond to questions pertaining to the Parents Gateway app, all school-related questions will have to be redirected to the school.

Please approach the school directly as they will be in a better position to assist.

**Why am I not receiving push notification from Parents Gateway?**

The push notification feature on the phone needs to be enabled.

To check if push notification has been enabled on the phone, please do the following:

1. Check that login to Parents Gateway is successful

2.  Go to 'Profile' > 'Notifications'
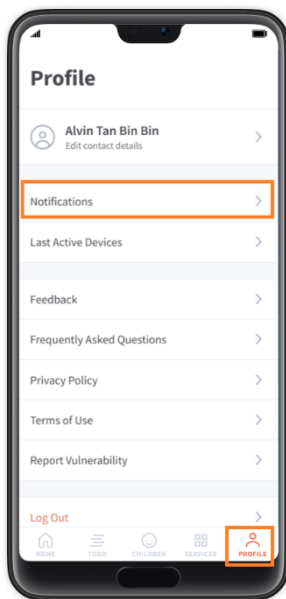


3. Tap on 'Push Notifications'
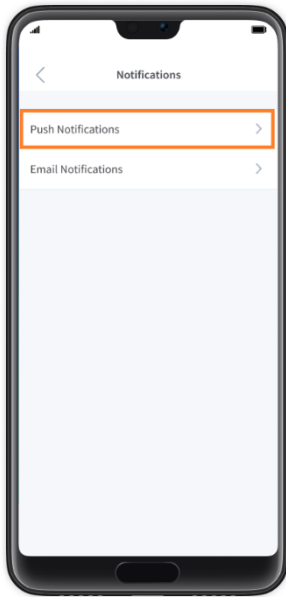
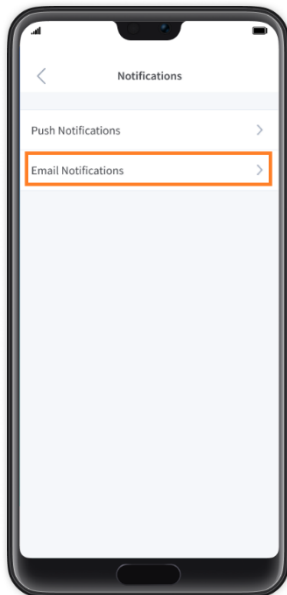4. If 'Push Notifications' is 'OFF', tap 'Turn On' to enable it.
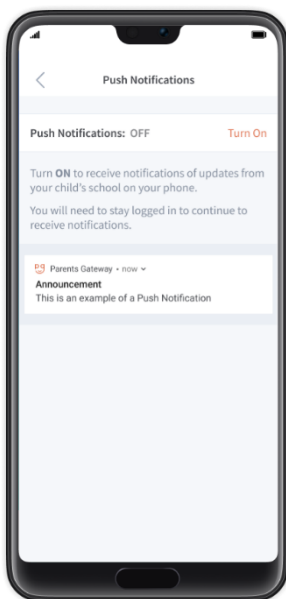


**How do I receive email notifications from Parents Gateway?**

To receive email notification, please do the following:

1. Go to 'Profile' > 'Notifications'
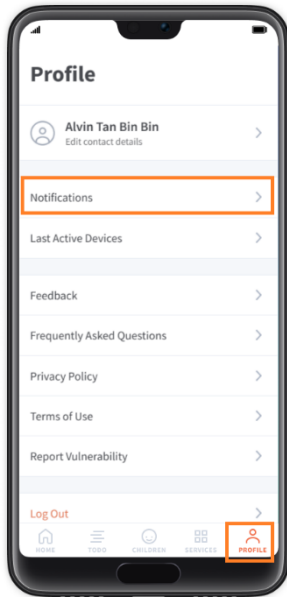


2. Tap on 'Email Notifications'



3. If 'Email Notifications' is turned OFF, tap on the toggle to turn it ON
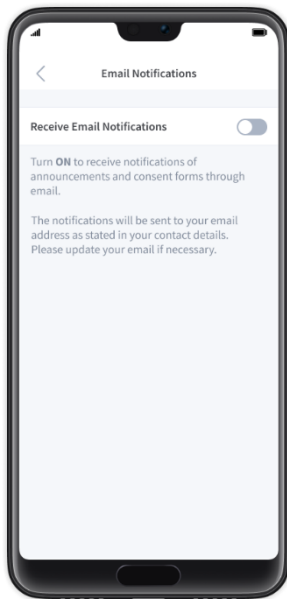
**I do not see any announcements after logging in. Why is this so?**

The school/MOE has yet to send any announcements/forms.

**Do both parents have to reply to consent forms?**

Only one parent needs to respond. Please note: Once consent has been granted, it cannot be edited by either parent. Should there be a change in decision, parents will have to inform the school directly.

**Can I receive information on both Parents Gateway and through hardcopy forms so that I can pin up the forms as reminders?**

No. Parents are to view the school announcements and consent forms using the app. For parents who wish to receive reminders on upcoming events, there is an "Add to Calendar" feature. Upon adding the event to phone calendar, parents may set reminders for the event.

**My child has recently been transferred to another school. However, the name of the former school continues to be reflected on Parents Gateway. Why is this so?**

The former school needs to first update the MOE School Records System before it is available to the current school. Please approach the school for assistance.

**My child's details in Parents Gateway are missing or incorrect.**

Parents need to approach the child/children's school to update his/her particulars in

the MOE Records System. Please note that the school may require certain documents for the necessary verification.

**I received a notification from the school via Parents Gateway to submit travel plans for one of my children but not for my other child who is attending a different school. Why is this so?**

Each school has its own processes. One school may require parents to submit travel plans at an earlier date while the other has a later deadline. Regardless, parents may declare travel plans for both children via the app in the same declaration, and the respective schools will receive them independently.

**Do I have to make separate travel declarations for each child if they go to different schools?**

If the declaration details are the same for all children, parents may select all their children's names and make one declaration, even if their children attend different schools. If the travel plans differ for different children, parents would have to make separate declarations.

**Do both parents have to make travel declarations?**

Only one parent is required to do so.

**Why am I asked to declare my child's travel plans if he/she is not travelling overseas?**

Depending on individual school's practices, some schools may require a nil declaration even if the child is not travelling during the school holidays. In this case, parents should select the "No" option when asked if children would be travelling. Accurate travel information helps schools better prepare for emergencies.
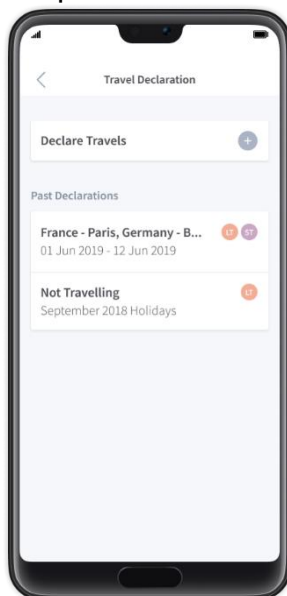
**How do I submit a Travel Declaration in the Parents Gateway app?**

To submit a travel declaration, please do the following:

1. Go to 'Services' > 'Declare Travels'
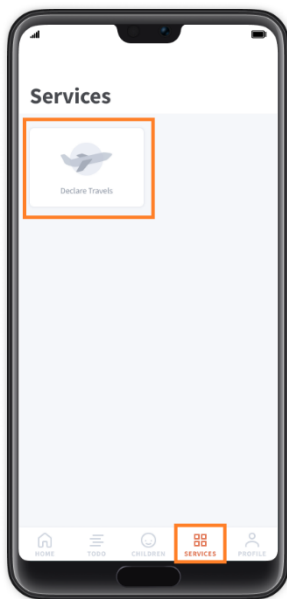
2. Tap on 'Declare Travels' and select your child/children to declare for



3. Complete the rest of the travel details and submit the Travel Declaration.

**How do I edit a travel declaration that has been submitted?**

If there are changes to a previously submitted travel declaration, parents need to delete the existing declaration and submit a new one.
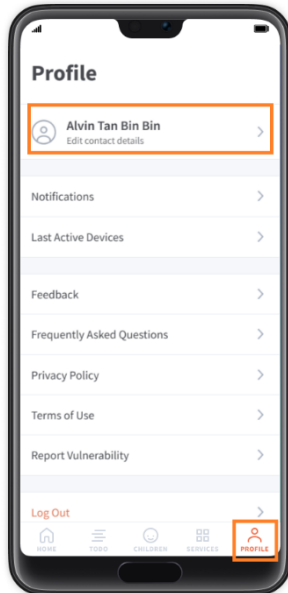
**Why should I update my contact details?**

It is important for parents to update contact details in the Parents Gateway app as schools will use this information to contact parents directly, should the need arise.

**How do I update my contact details in Parents Gateway app?**

To update contact details, please do the following:

1. Go to 'Profile' > 'Edit contact details'



2. Update the contact details (Note: at least 1 telephone number must be indicated) -> Tap on 'Save'
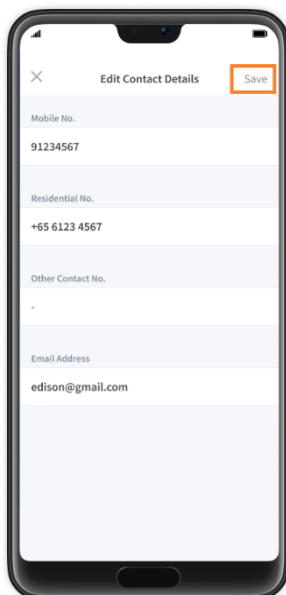
**I see 'Last Active Devices' in the profile page. What does this mean?**

These are the devices that have accessed the Parents Gateway account within the last 30 days. If parents did not access their Parents Gateway account through any of the listed devices, they need to alert their child's school immediately and/or inform the Parents Gateway team via the app [Go to: Profile > Feedback].

**Can I communicate with my child's teacher directly via the Parents Gateway app?**

This feature is not available at this point in time. Parents may liaise with the school on the alternative preferred mode of communication with teachers.

**How do I contact the school with regard to the announcement or consent form sent, should I have any queries?**

Parents may do the following:

1. Go to the announcement or consent form page

2. Tap on 'contact us' (located at the bottom of the page)

'Announcement Details' screen
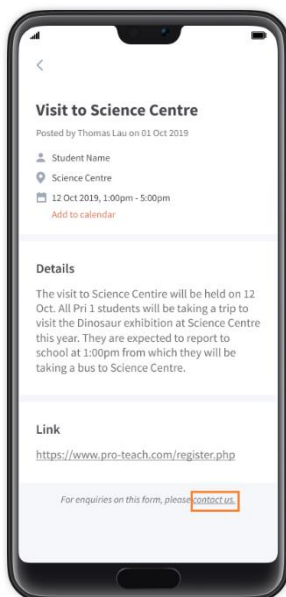


'Consent Form Details' screen
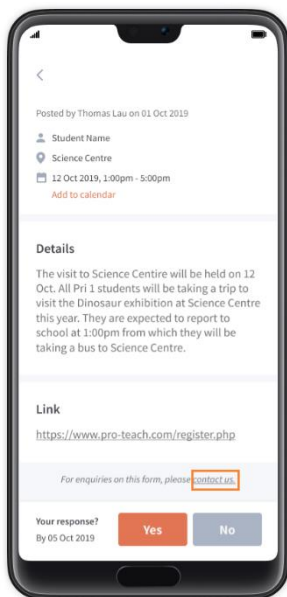
## How do I archive the posts that I do not wish to see in the PG app?

At the present moment, there is no archival feature. The team is currently working on developing it, with a view to release the archival feature in the near future.

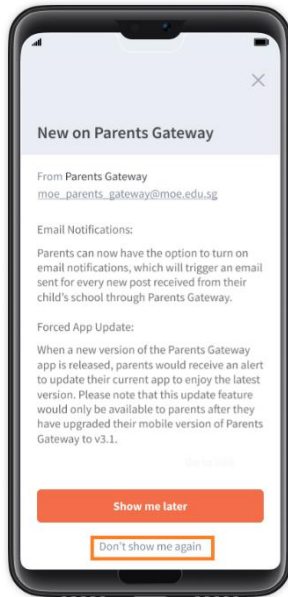## I have seen the pop-up message. How do I disable it when I launch the PG app again?

Parents may do the following:

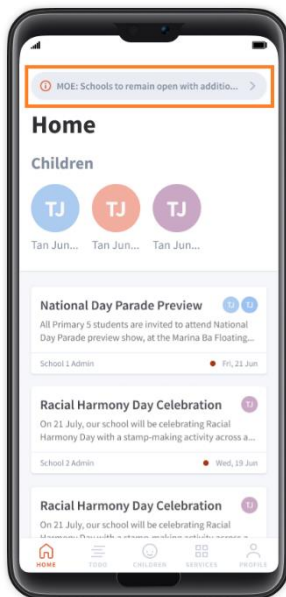1. Tap on 'Don't show me again' so that the pop-up message will not show up when they launch the app again.

Pop-up message with Website link:
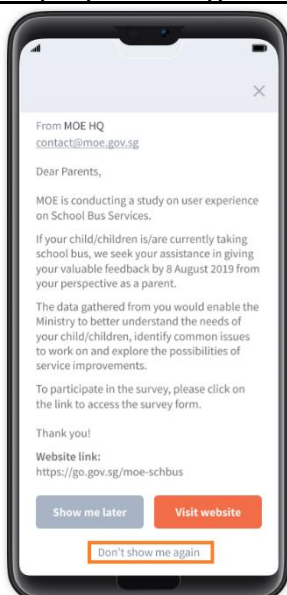
<u>Pop-up message without Website link:</u>



2. If parents wish to see the message again, they can tap on the pinned message at the top of the PG app's HOME screen.



**Why does the pinned pop-up message disappear from my HOME screen?**

Once the message has served its purpose, it will be removed or "unpublished". This would result in the pinned message disappearing from the HOME screen. The message will no longer pop-up when parents launch the app again.

## TROUBLESHOOT

**Why am I still not receiving push notification from Parents Gateway after enabling the push notification setting on my Android phone?**

Certain phone manufacturers have battery optimization which may put the Parents Gateway app to sleep, causing parents not to receive push notifications.

Please do the following steps to ensure that the Parents Gateway app will not be put to sleep. If the phone is not listed below, please refer to the phone manufacturer's support site.

**For Huawei phone:**

1. Go to 'Settings' > 'Battery'
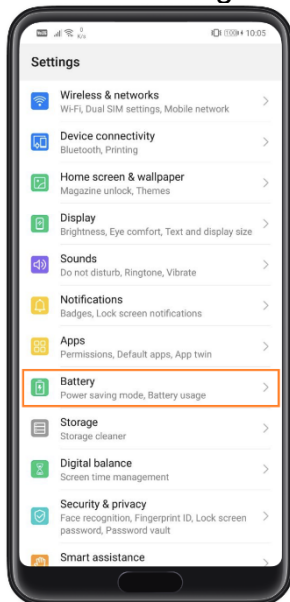


2. Tap on 'App launch'
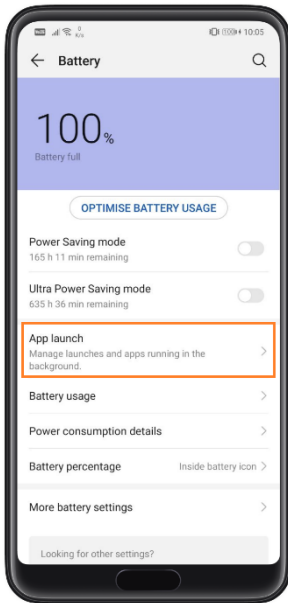
3. Search 'parents gateway'
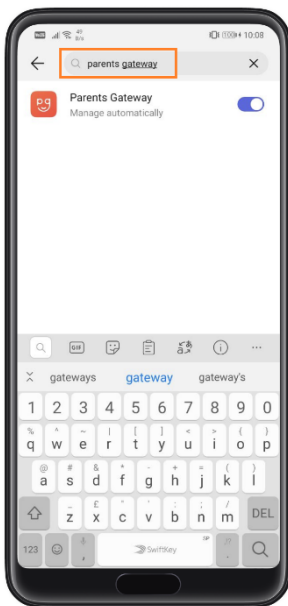


4. Toggle OFF to switch to 'Manage manually' > Check that following settings are all turned ON
(i) Auto-launch
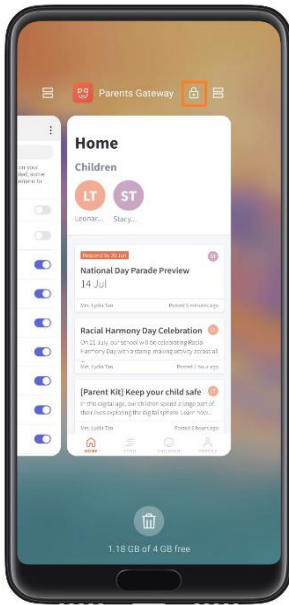(ii) Secondary launch
(iii) Run in background

> Tap on 'OK'
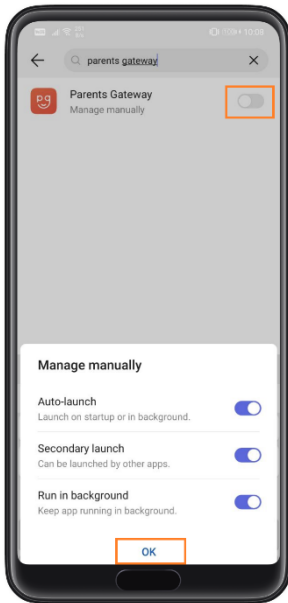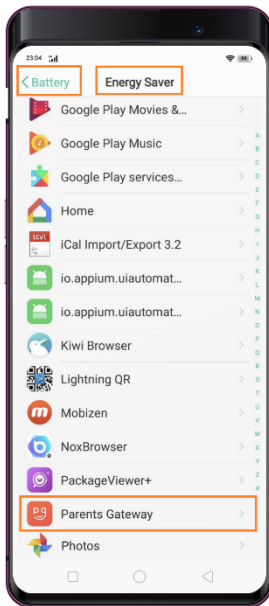
5. Go to the 'App Tray' > Swipe down 'Parents Gateway' app
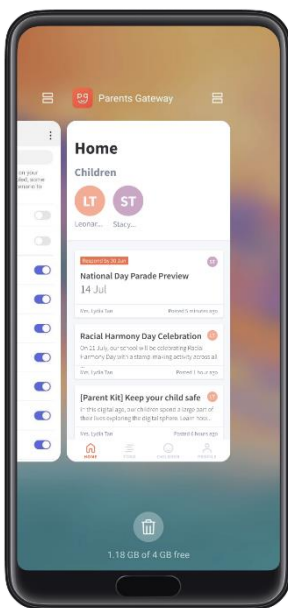


6. The lock icon will appear to prevent the app from sleeping in the background.
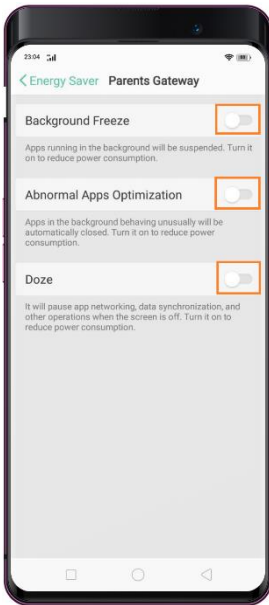
**For Oppo phone:**

1. Go to 'Settings' > 'Battery' > 'Energy Saver'> 'Parents Gateway' app
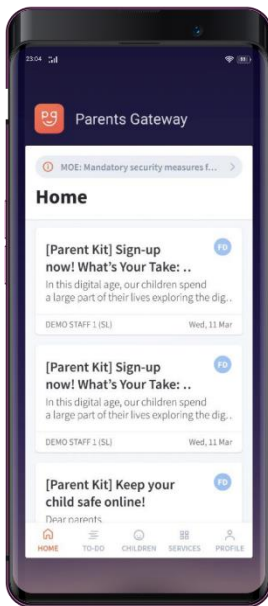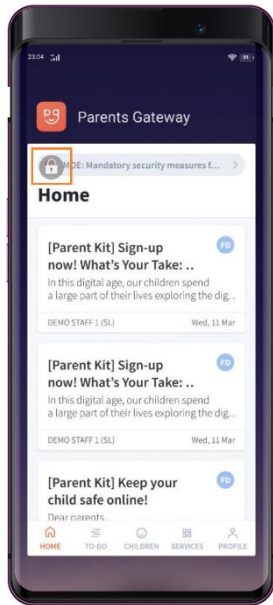


2. Checked that following settings are all turned OFF
(i) Background Freeze
(ii) Abnormal Apps Optimization
(iii) Doze

3. Go to 'Multi-tasking' menu on the phone (the 'square' next to 'HOME' button >
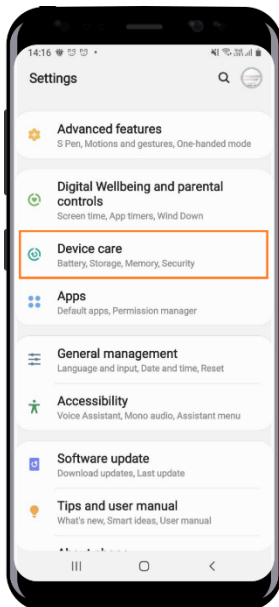Swipe down 'Parents Gateway' app.



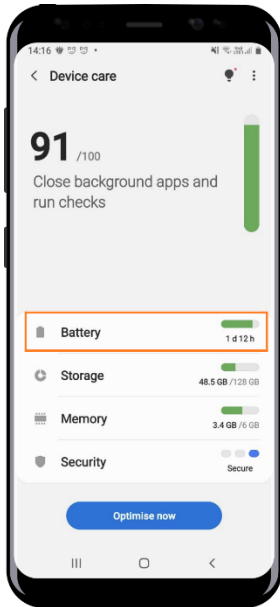4. The lock icon will appear to prevent the app from sleeping in the background.
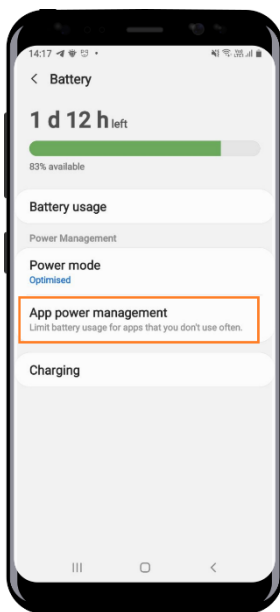
**For Samsung phone:**
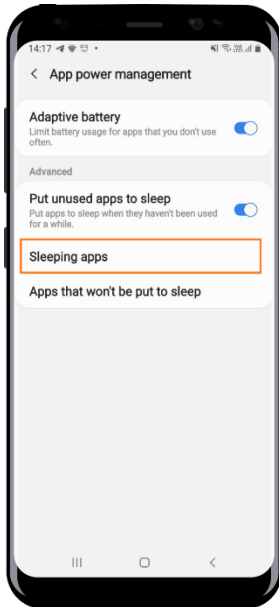
1. Go to 'Settings' > 'Device care'
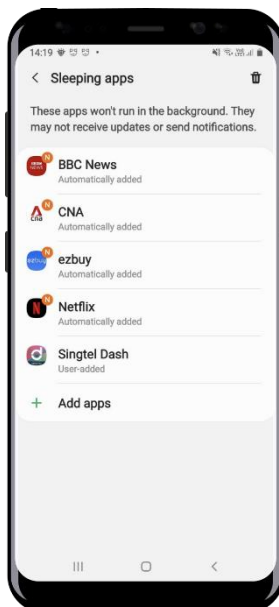


2. Tap on 'Battery'

3. Tap on 'App power management'



4. Tap on 'Sleeping apps'

5. Check that 'Parents Gateway' app is not in the list



**After logging in, I see 'Unexpected error'. How do I resolve this?**

Parents may delete and reinstall the PG app on their mobile phone before trying to log in to the Parents Gateway app again.

**Why do I see the message, 'Unable to connect (PG::443) error', after logging in?**

Users may encounter the PG:443 error due to one or more of the following reasons:

1. User is connected to a VPN client
2. User's network is configured to use a proxy or free wifi hotspot while accessing Parents Gateway

The stability of the network connection is subject to varied factors which may have caused the error message ("server internal error") to show up while accessing the PG App.

To resolve this, please do the following:

1. Disconnect from VPN
2. Try connecting to another wifi or hotspot

If the issue persists, delete the Parents Gateway app and reinstall.

**Why does the pinned pop-up message disappear from my HOME screen?**

Once the message has served its purpose, it will be removed or "unpublished". This would result in the pinned message disappearing from the HOME screen. The message will no longer pop-up when parents launch the app again.