

Parents Gateway

Dear Parents, please download the Parents Gateway mobile app on your mobile phone (available on iOS and Android platforms only) and perform a simple one-time onboarding process before **20 Dec 2023** to receive school notifications. Please refer to Annex A for a step-by-step guide. Thank you.

Annex A - Instructional Guide

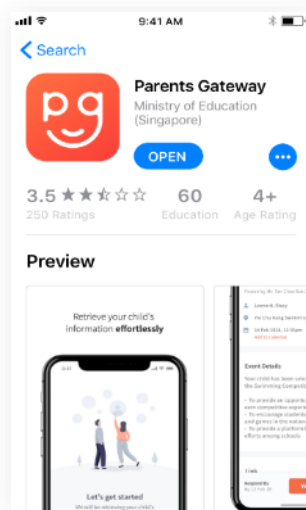
Step 1 – SingPass Registration and 2FA Setup

SingPass 2-Step Verification (2FA) is required for on-boarding. 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 6335 3533.

SingPass Registration	2FA Activation
	

Step 2 – Download 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.



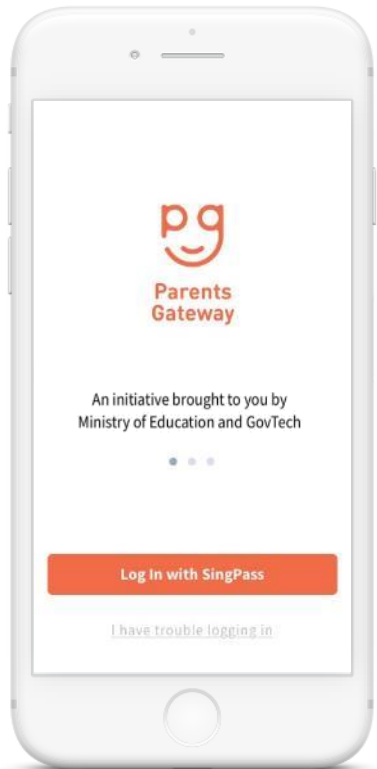
For Android	For iOS
	

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

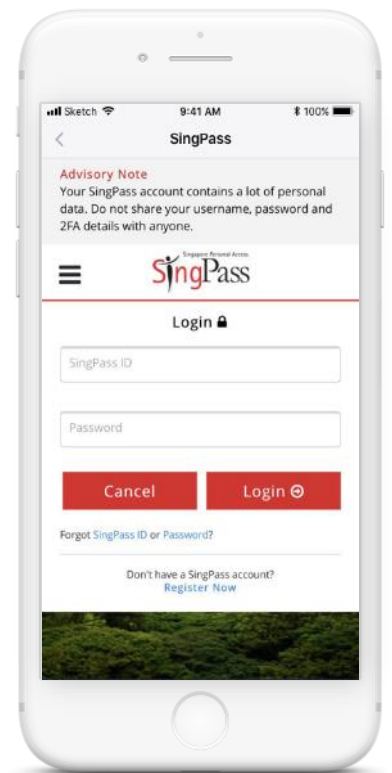
Note: Supported OS Versions - **Android 5.0 or later & iOS 9.1 or later**

Step 3 – One-Time On-boarding

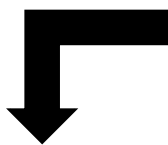
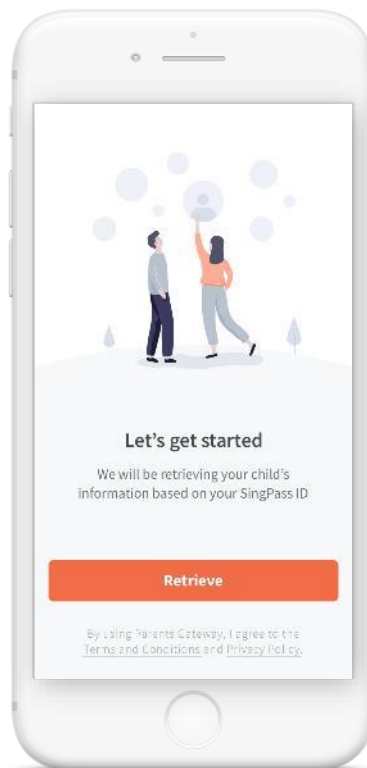
1. Tap on “Log in with SingPass”



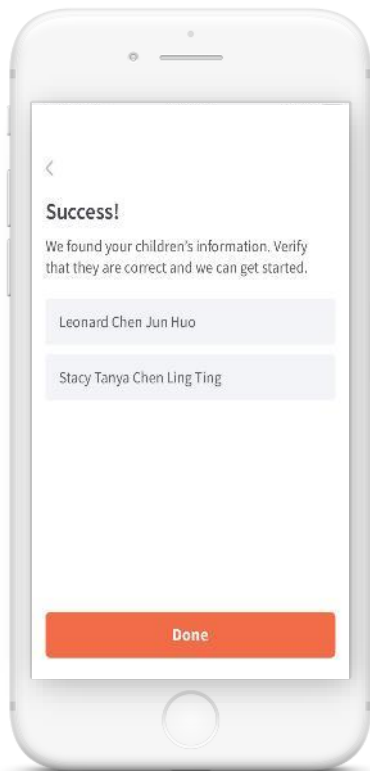
2. Log in with your SingPass (2FA)



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



4. Tap on "Done" to complete on-boarding



5. You should see your child(ren)'s school announcements and activities (if any)

