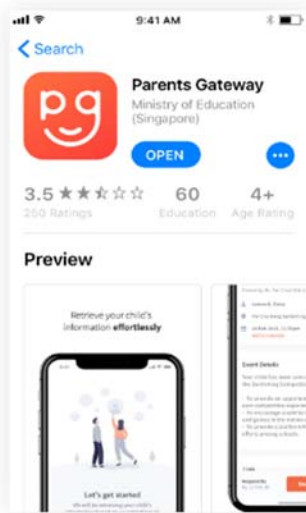# Parents Gateway Installation Instructions

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 6643-0555.

SingPass Registration	2FA Activation

Step 2 – Download Parents Gateway Mobile App

a. Open the Apple App Store or Google Play Store app on your mobile phone.

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

For Android	For iOS

c. Download and install the app onto your phone.

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

Note: Supported OS Versions - **Android 5.0 or later** & **iOS 9.1 or later**
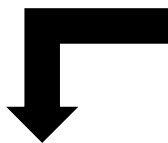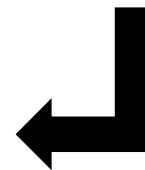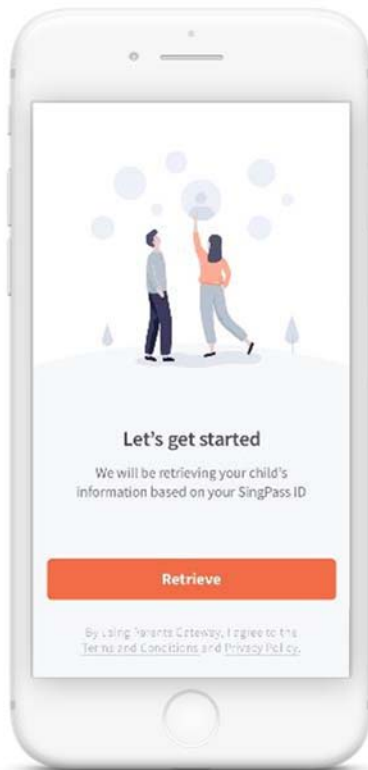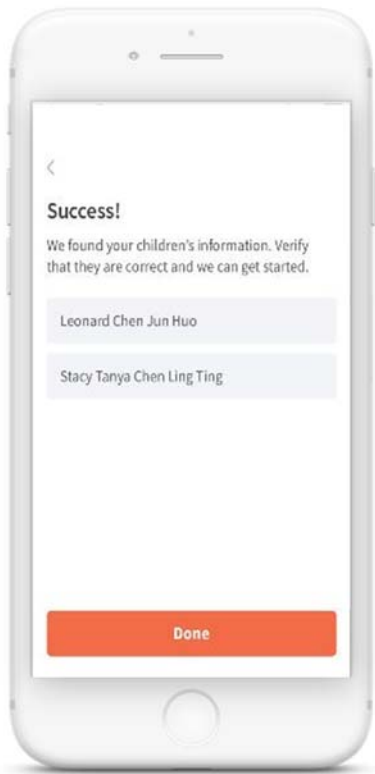
Step 3 – One-Time On-boarding

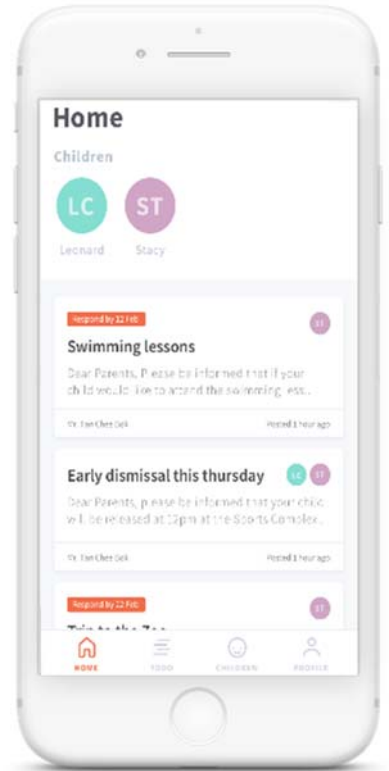1. Tap on "Log in with SingPass"

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

Success!

We found your children's information. Verify that they are correct and we can get started.

Leonard Chen Jun Huo

Stacy Tanya Chen Ling Ting

Done

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

Home

Children

LC   ST

Leonard   Stacy

Respond by 22 Feb

Swimming lessons

Dear Parents, Please be informed that if your child would like to attend the swimming less...

Dr. Tan Chen Gek   Posted 1 hour ago

Early dismissal this thursday

Dear Parents, please be informed that your child will be released at 12pm at the Sports Complex.

Dr. Tan Chen Gek   Posted 1 hour ago

Respond by 22 Feb

HOME   FOOD   CHILDREN   PROFILE

Registration for SingPass

Eligibility requirements to apply for SingPass:

- At least 15 years old and
- Singapore Citizen or Permanent Resident / an Employment Pass holder / an eligible Work Permit holder

To register for a SingPass account,

1. Visit www.singpass.gov.sg > Select 'Register for SingPass' icon on the scroll bar.
2. Upon successful registration, SingPass password will be mailed to registered address within 10 working days.

Reset SingPass

If **SingPass** 2FA has been set, password can be instantly **reset** online:

1. Visit https://www.**singpass**.gov.sg.
2. Select '**Reset** Password' icon on the scroll bar. Enter NRIC or FIN details, followed by SMS/Token One-Time Password.
3. Create new **SingPass** password.

Counter Locations (Community Centre)

Visit any of these SingPass counters to:

- Apply for a new account
- Reset SingPass password
- Update mobile number and account details
- Register and activate SMS 2FA instantly

Please visit the counter **in-person** and bring the necessary document for verification, such as original NRIC or FIN card.

https://www.singpass.gov.sg/singpass/common/counter