Parents Gateway

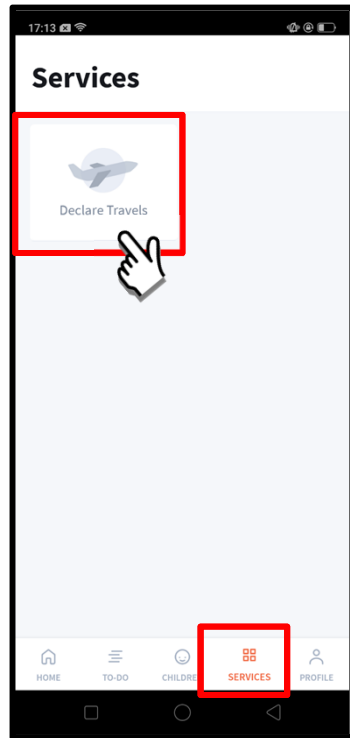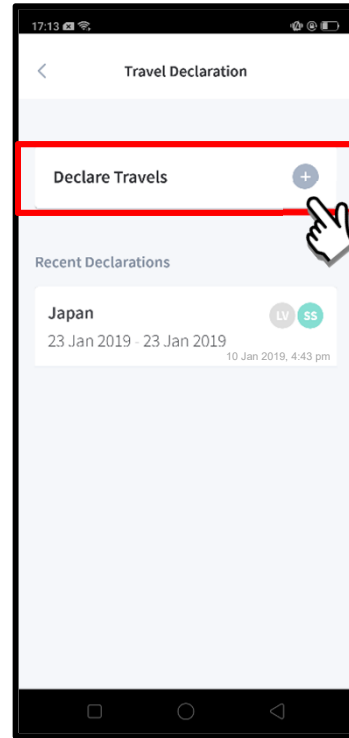## A quickstart guide for Parents

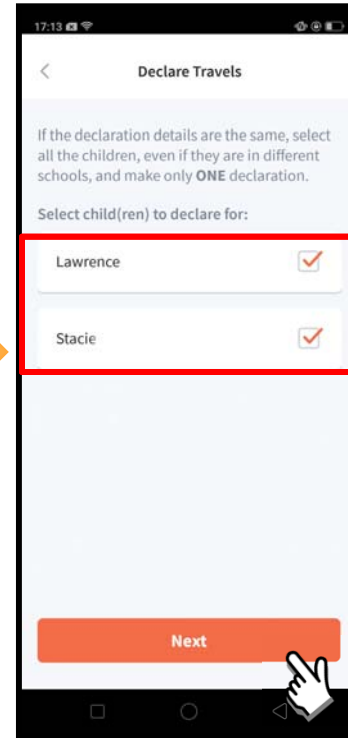# Contents

1. Declare Travel Plans

Declare Travel Plans

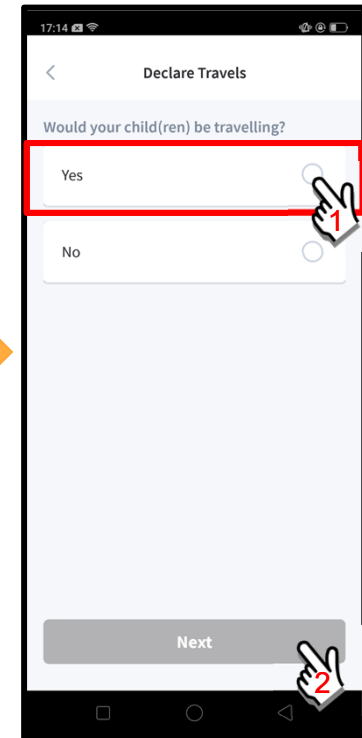**First, please ensure that you have downloaded and installed the latest version of the Parents Gateway App.**

Then, go to 'SERVICES' tab and tap on 'Declare Travels'.

Tap on the '+' sign.

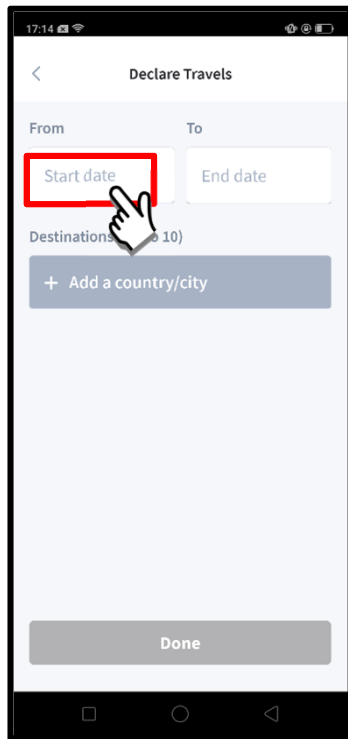Select the child(ren) going on the trip and tap on 'Next'.
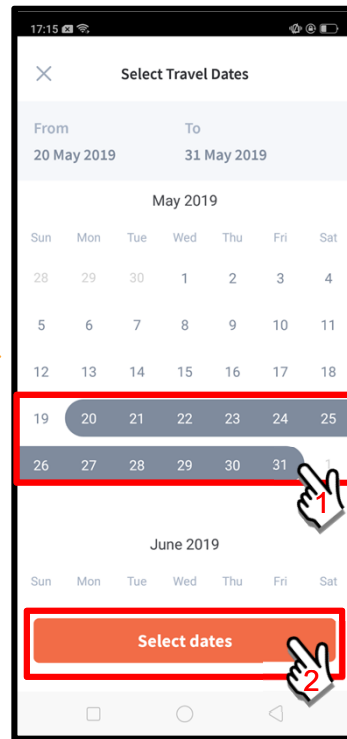
Select 'Yes' if travelling and tap on 'Next'.

Declare Travel Plans *(cont'd)*

To begin, tap on 'Start date'.

Select your travel period and tap on 'Select dates'.
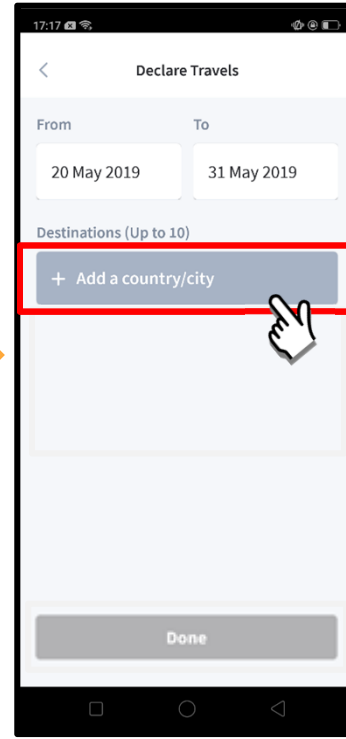
Tap on 'Add a country/city' to select the travel destination(s).
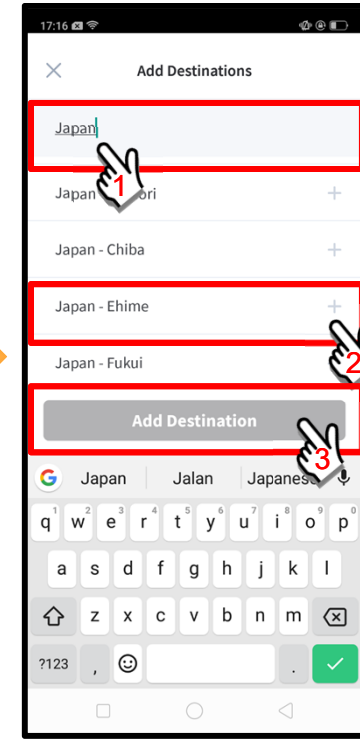
Type the country name to search for the country (or city). Tap '+' on the right of all the countries/cities you are visiting; then, tap on 'Add Destination(s)'.

Declare Travel Plans *(cont'd)*
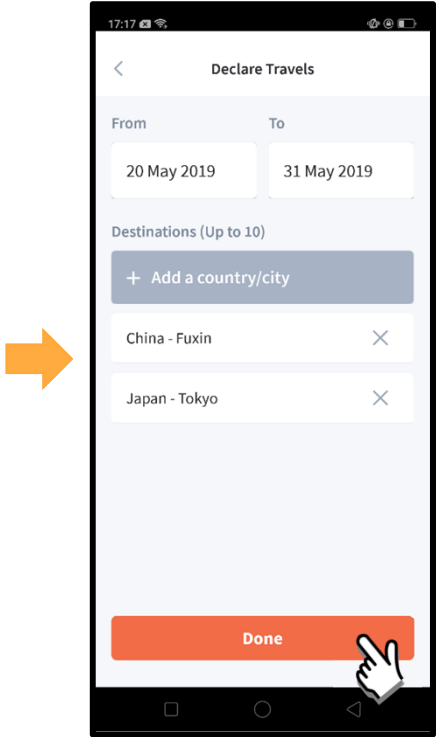
Tap on '**Done**' to confirm.

Successful Declaration.

Travel Plans are shown as entered. You would need to delete and declare again if amendments are required.

2. Declare Not Travelling

Declare Not Travelling

Services

Declare Travels

HOME TO-DO CHILDREN SERVICES PROFILE
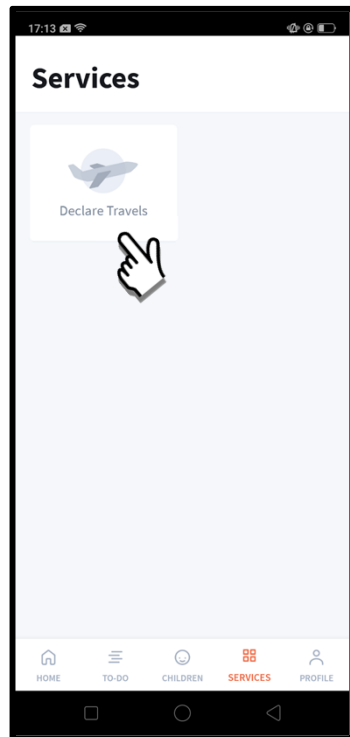
Go to 'SERVICES' tab at the bottom of the Home screen and tap on 'Declare Travels'
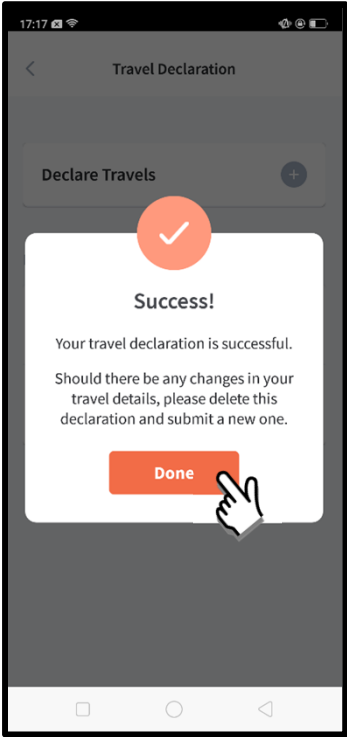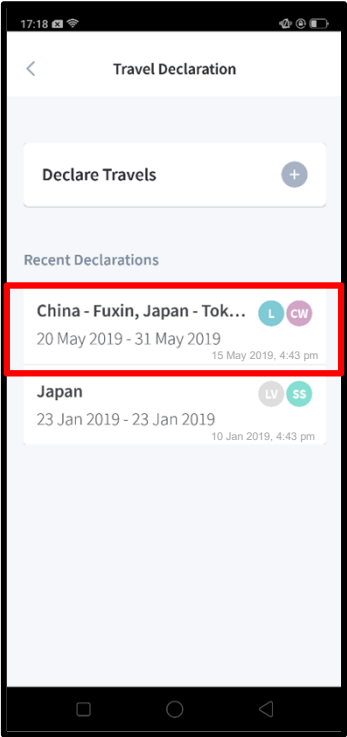

Travel Declaration

Declare Travels +

Recent Declarations

Japan
23 Jan 2019 · 23 Jan 2019
10 Jan 2019, 4:43 pm

Tap on the '+' sign.

Declare Travels

If the declaration details are the same, select all the children, even if they are in different schools, and make only ONE declaration.

Select child(ren) to declare for:

Lawrence ☑

Stacie ☑

Next

Select the child(ren) that are not travelling and tap on 'Next'.

Declare Travels

Would your child(ren) be travelling?

Yes ○

No ○ 1

Next 2
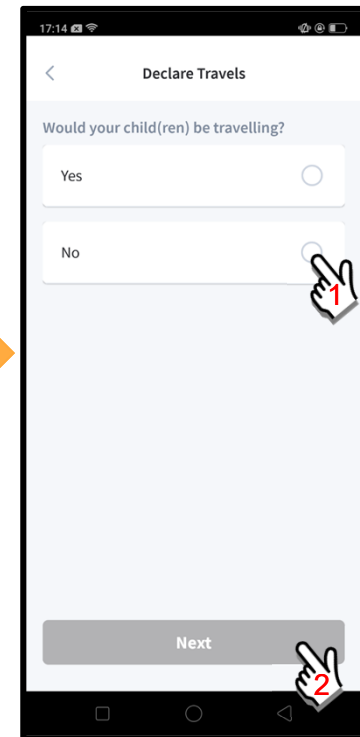
Select 'No'.

Declare Not Travelling *(cont'd)*
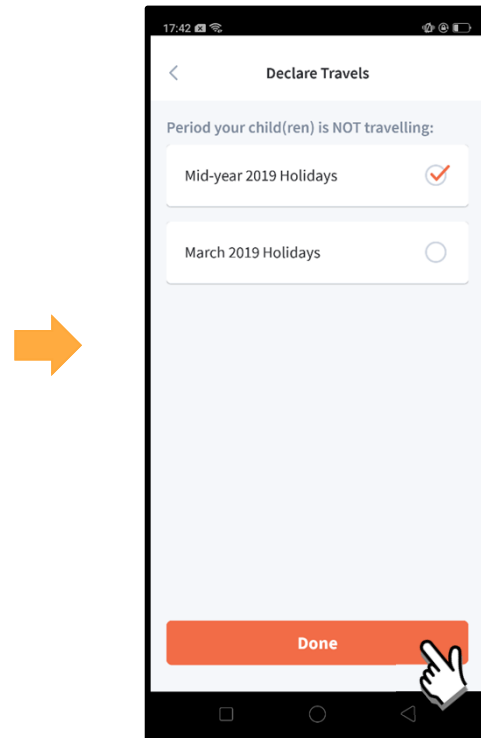
Select the appropriate
School Holiday period
and tap on '**Done**'.

3. Edit Travel Declaration

Edit Travel Declaration

Delete the existing travel plan and replace with the new travel plan.
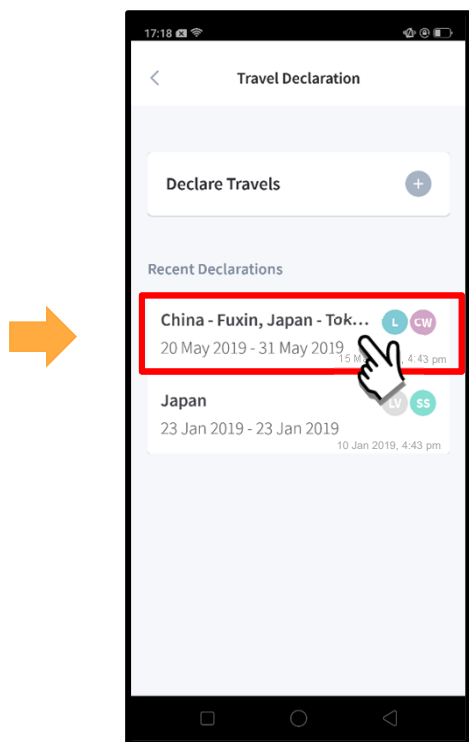
Tap on the travel plan to be changed.
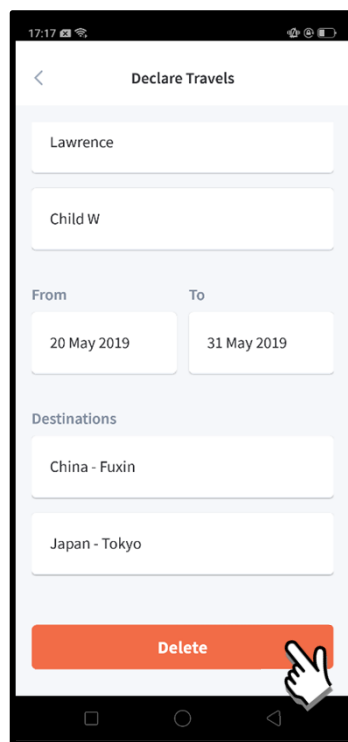
Tap on '**Delete**' to remove the previous declaration.

Create a new travel plan. (Refer to '1. Declare Travel Plan)'

4. Update Contact Details

Update Contact Details

Tap on 'PROFILE' at the bottom of the Home screen and then tap on your name.

Update your contact details (you must provide at least 1 phone/contact number) and then tap on 'Save'.

Update Contact Details *(cont'd)*

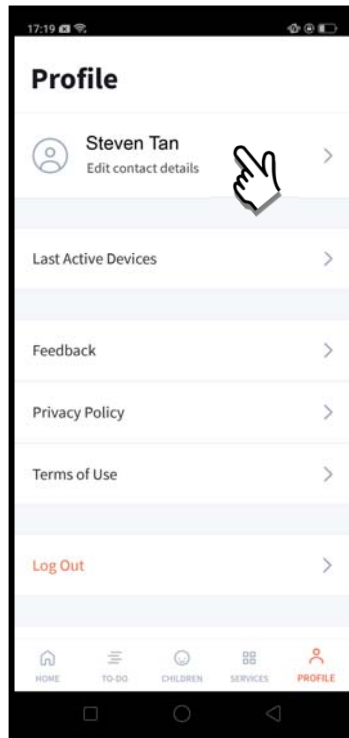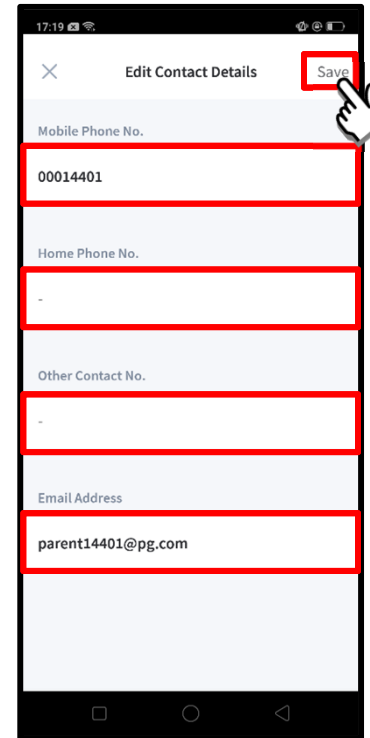| Subject	Body
Contact Details Updated	Dear Parent, Your contact details were recently updated. When: **[DD Mmm YYYY, HH:MM am/pm** (e.g. 8 May 2019, 9:02 am - no leading zero for Day and Hour)**]** Device used: **[Device Model/OS (if no Device Model)]** If you did not make this change, please contact your child's school for help. To undo this change, go to [Profile > Edit contact details]. Cheers, Parents Gateway Team pg Parents Gateway *This is an auto-generated e-mail. Please do not reply directly to this email.*

Parents/Legal Guardians/ Authorised Caregivers will receive this *Email Notification* when they have updated their contact details in the Parents Gateway App.

This is an added safety measure to the current "Update Contact Details" feature whereby Parents/Legal Guardians/Authorised Caregivers can update their mobile, residential/other contact numbers and change of email address.
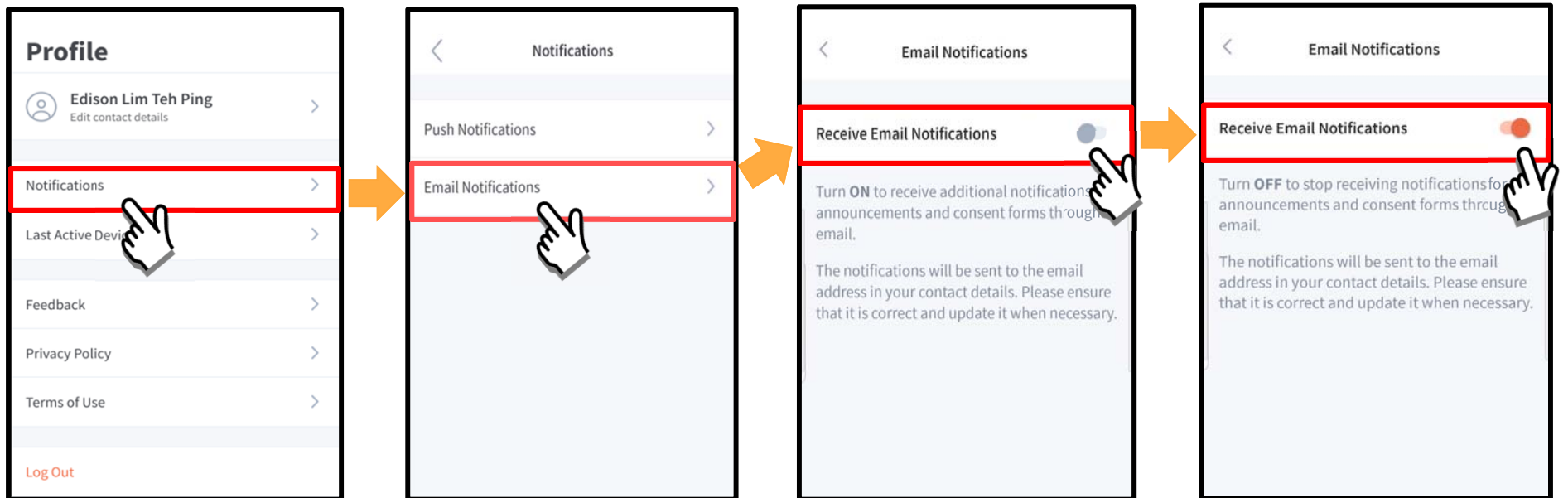
5. Enable Mobile Notifications

5a. Enable Email Notifications

Enable Email Notifications

Parents/Legal Guardians/Authorised Caregivers will receive an email notification for every announcement and consent form sent by the school if the email notifications function is turned on in the phone settings.

Profile

Edison Lim Teh Ping
Edit contact details

Notifications

Last Active Devi

Feedback

Privacy Policy

Terms of Use

Log Out

Notifications

Push Notifications

Email Notifications

Email Notifications

Receive Email Notifications

Turn **ON** to receive additional notifications announcements and consent forms through email.

The notifications will be sent to the email address in your contact details. Please ensure that it is correct and update it when necessary.

Email Notifications

Receive Email Notifications

Turn **OFF** to stop receiving notifications for announcements and consent forms through email.

The notifications will be sent to the email address in your contact details. Please ensure that it is correct and update it when necessary.
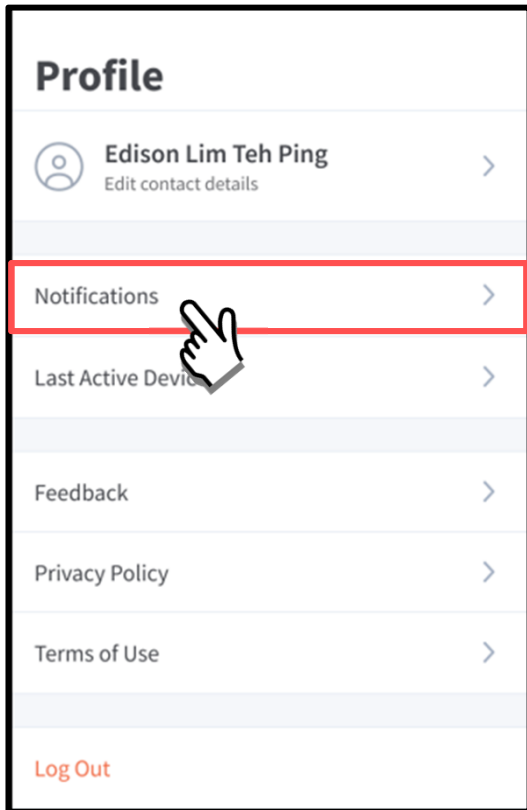
Click on '**Notifications**'

Tap on '**Email Notifications**'

Slide the '**Receive Email Notification**' button to the right to be notified by email
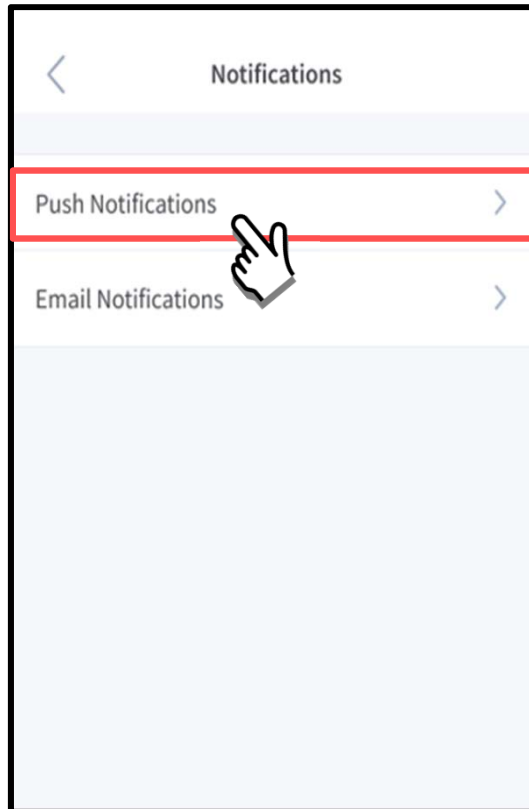
Once email notification is turned on, Parents/Legal Guardians/Authorised Caregivers will still receive email notifications even if they had logged out of the app.
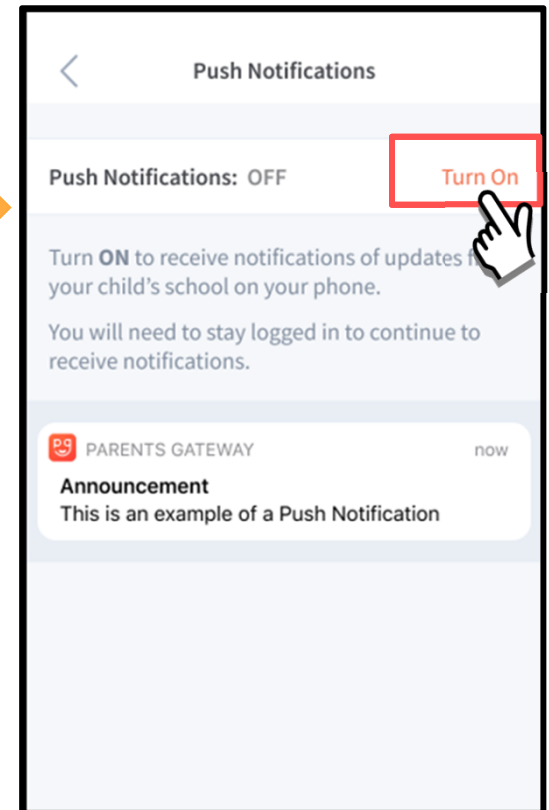
5b. Enable Push Notifications
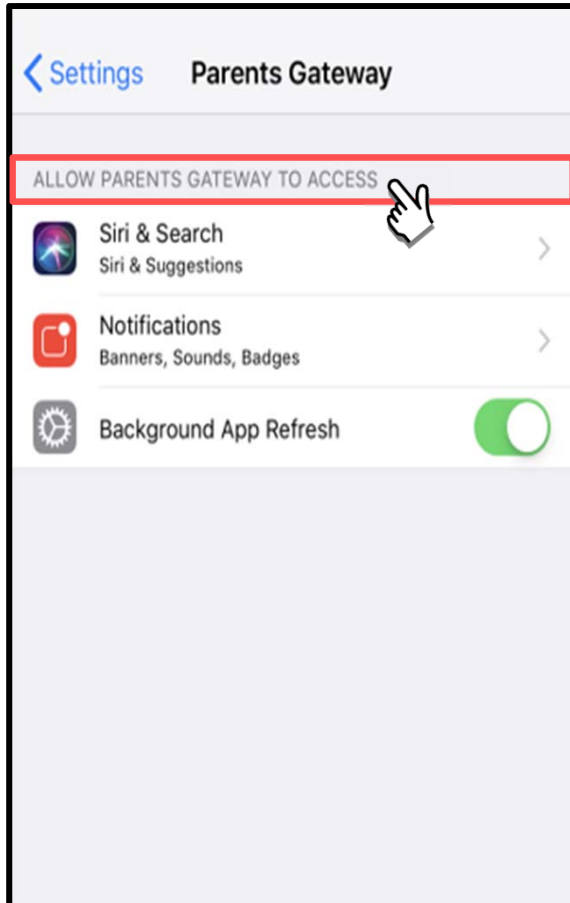
Enable Push Notifications

Tap on '**Notifications**'

Tap on '**Push Notifications**'
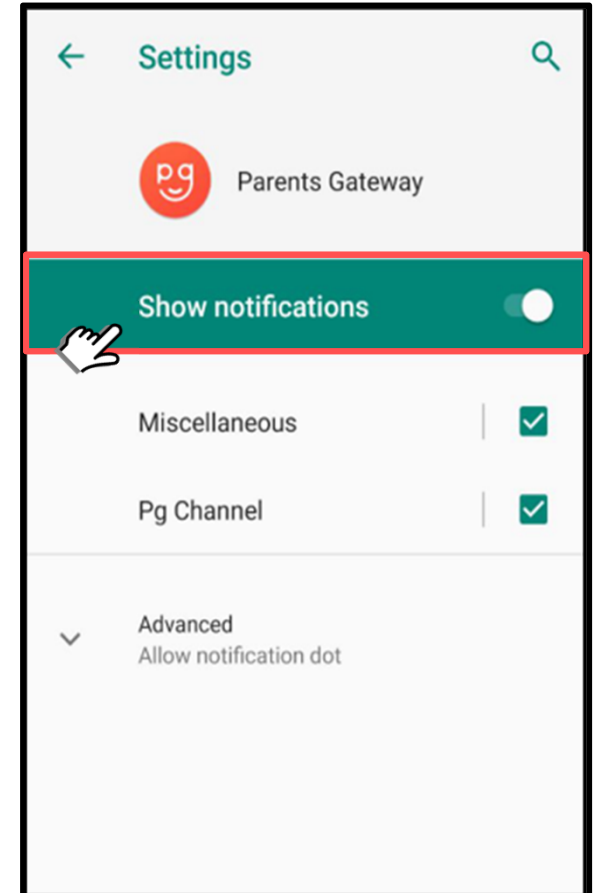
Tap on the '**Turn On**'

Enable Push Notifications *(cont'd)*

Note:
**In iOS, it will be channelled to the App's Access settings.**

In Android, it will be channeled to the Parents Gateway App's Notifications screen.

6. Email Correspondence via Announcements/Consent Forms

Email Correspondence via Announcements/Consent Forms

From the mobile app, Parents/Legal Guardians/Authorised Caregivers may email questions or clarifications needed pertaining to the announcement/consent form sent by the school by tapping on the 'Contact us' link .
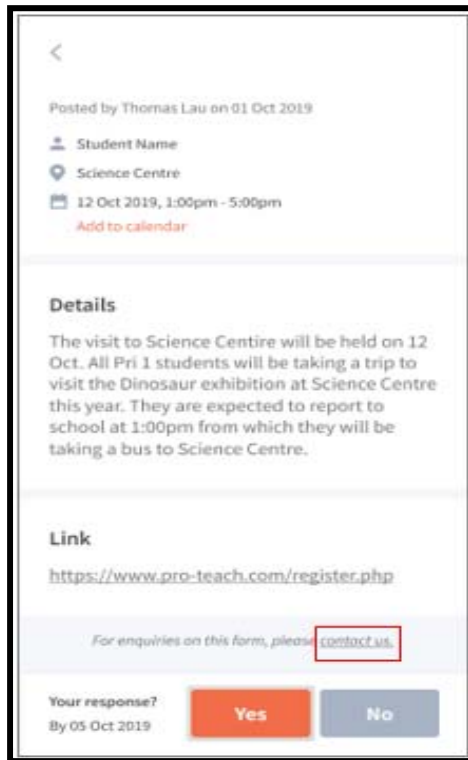
Tap on the 'contact us' link
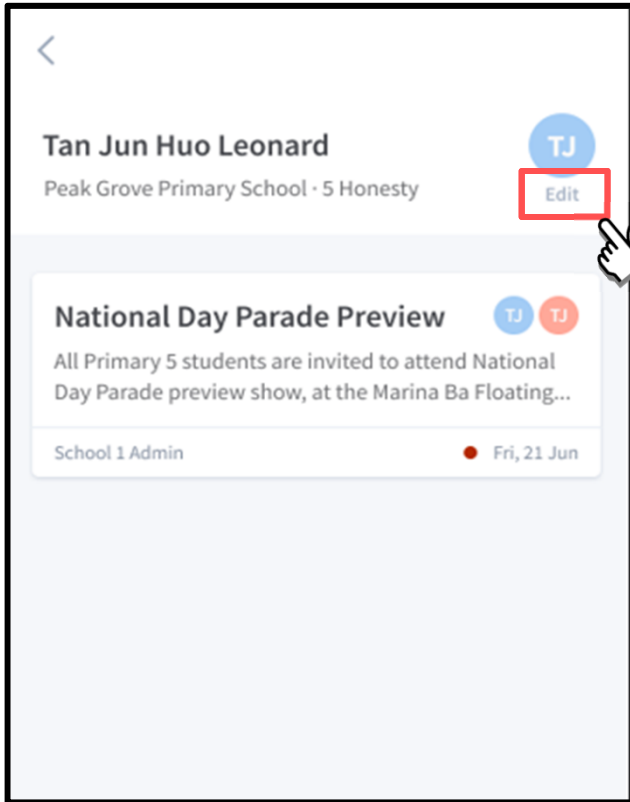to open email client
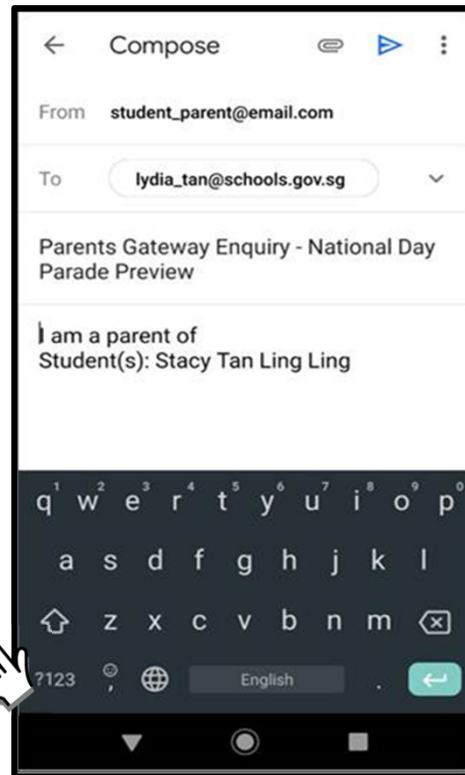
Email client as seen on
parents' device

7. Edit Child's Initials
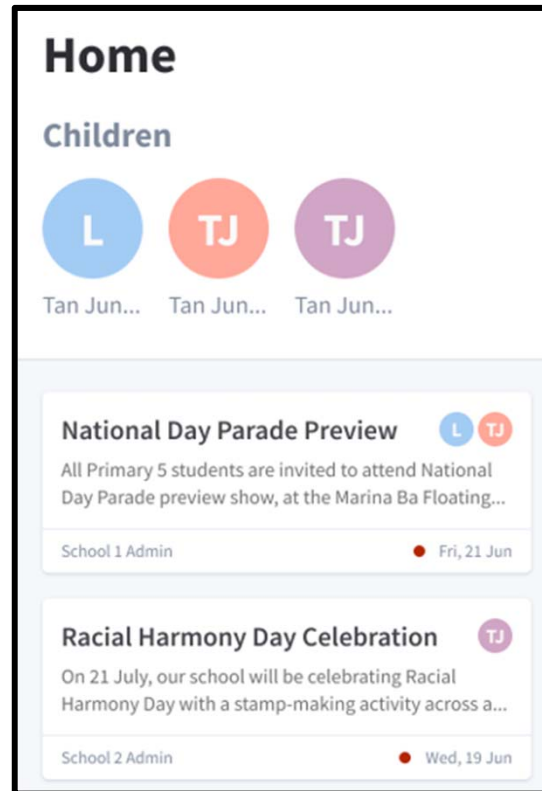
Edit Child Initials

Tap on '**Edit**' (found under child's initials)

Once done editing, tap on '**Save**'

Edit Child's Initials *(cont'd)*

Once the initials have been successfully changed, the child's avatar will reflect the update.

Thank You