Parents Gateway

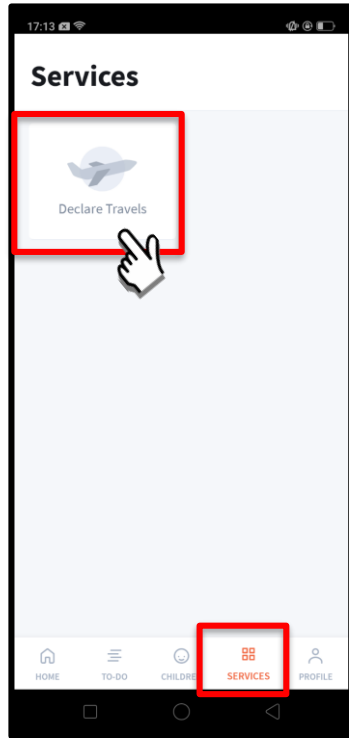## A quickstart guide for Parents

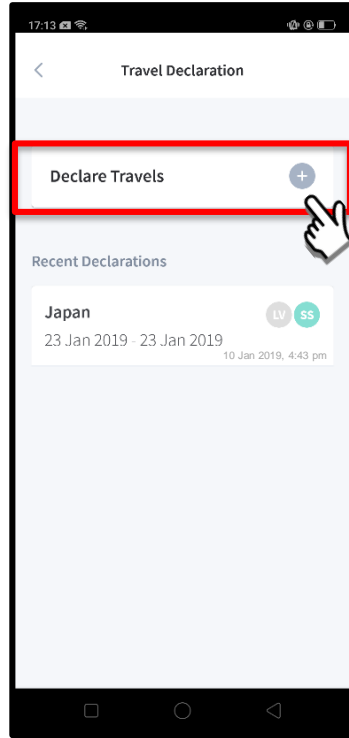# Contents

1. Declare Travel Plans

Declare Travel Plans

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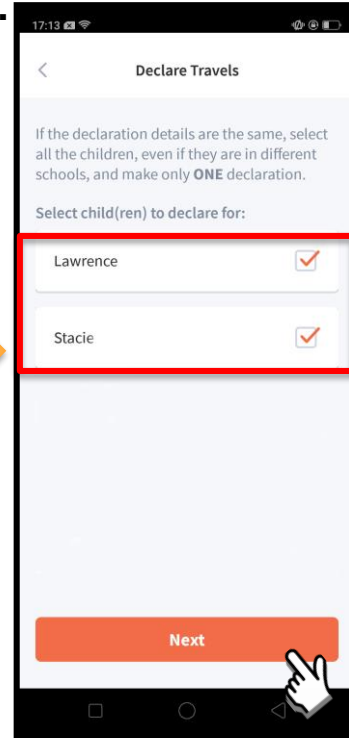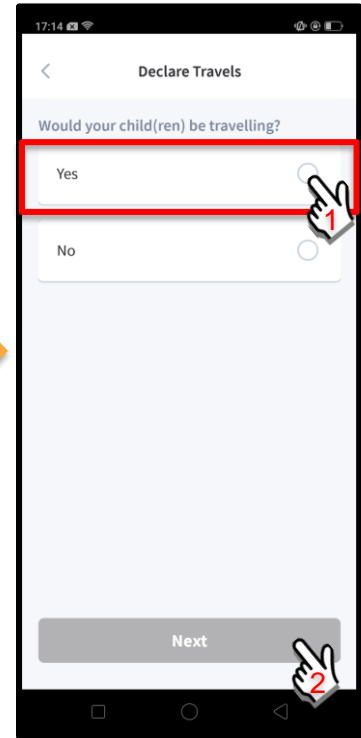

Then, go to '**SERVICES**' tab and tap on '**Declare Travels**'.

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**'.
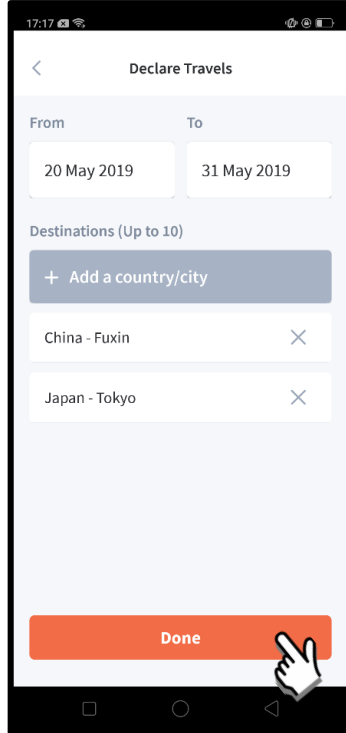
Tap on '**Add a country/city**' to select the travel destination(s).

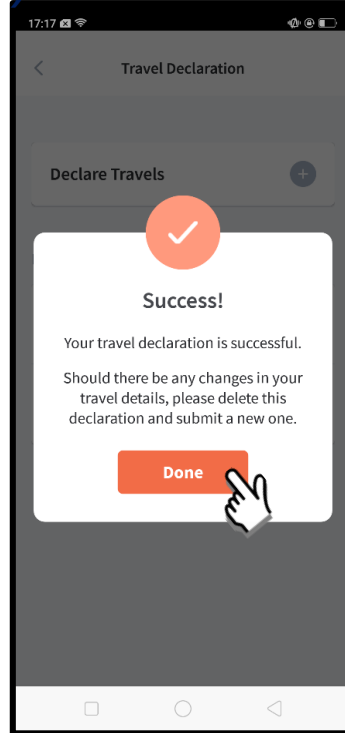Type the country name to search for the country (or city). Tap '**+**' on the right of all the countries/cities you are visiting; then, tap on '**Add Destination(s)**'.
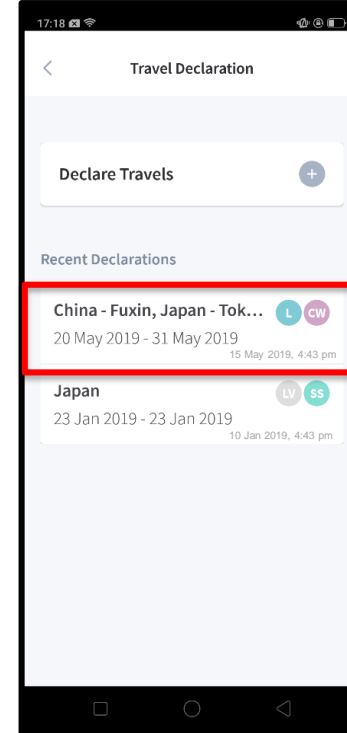
Declare Travel Plans
(cont'd)

Tap on '**Done**' to confirm.
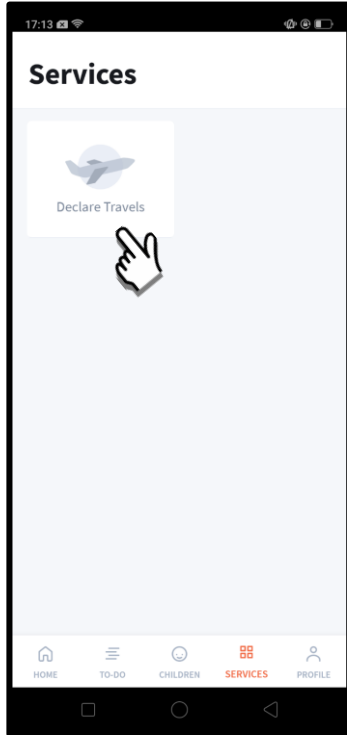
Successful Declaration.

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

Go to '**SERVICES**' tab at the bottom of the Home screen and tap on '**Declare Travels**'
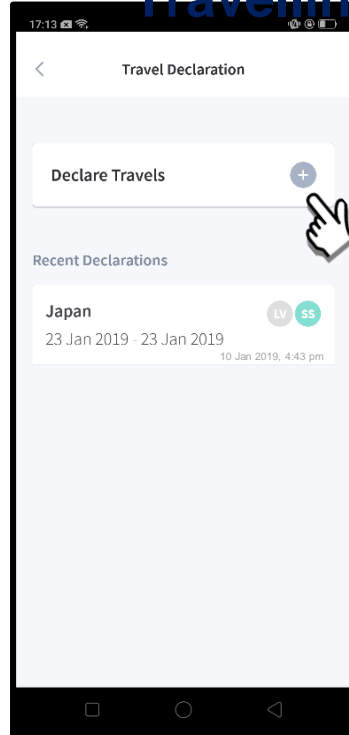
Tap on the '**+**' sign.

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

Select '**No**'.

Declare Not Travelling
(cont'd)

Select the appropriate
School Holiday period
and tap on '**Done**'.

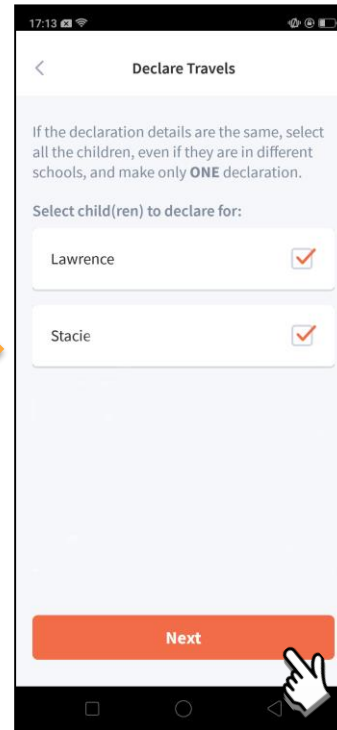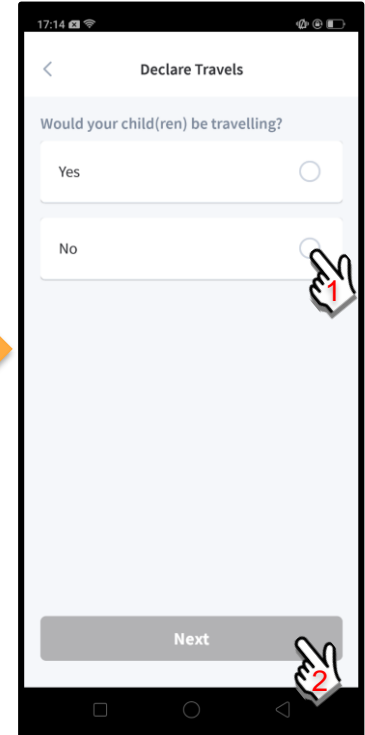# 3. Edit Travel Declaration

Edit Travel Declaration

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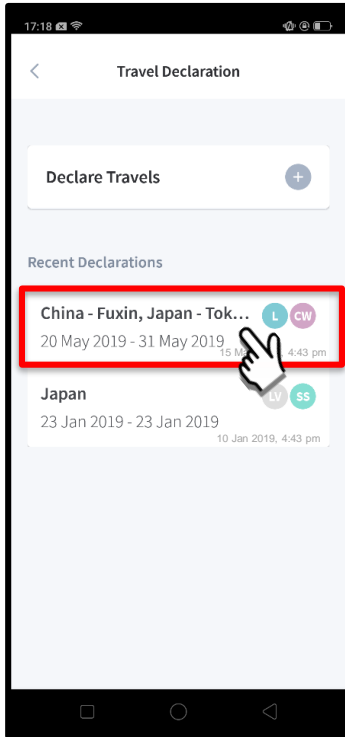
Tap on the travel plan to be changed.
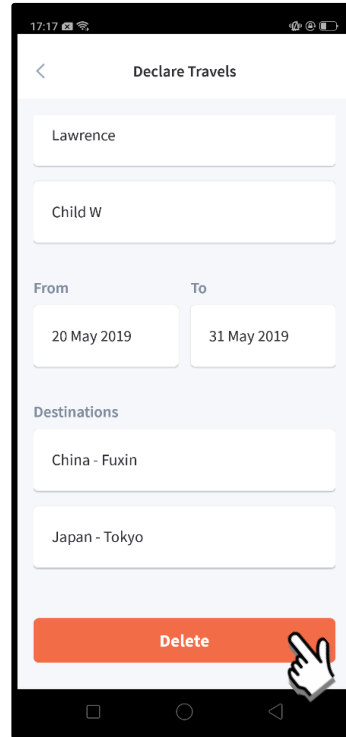
Tap on '**Delete**' to remove the previous declaration.

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)*

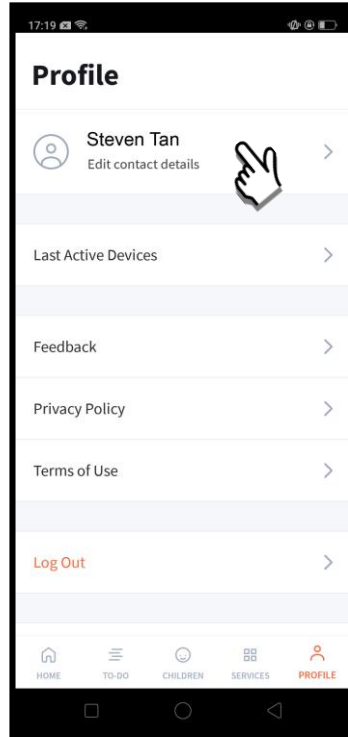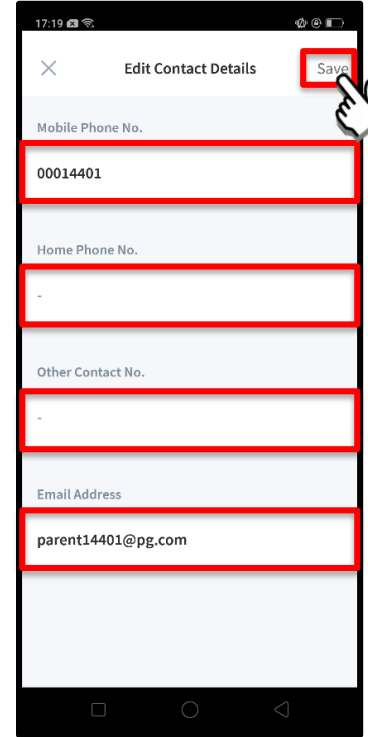| Subject	Body
Contact Details Updated	Dear Parent, Your contact details were recently updated. When: **[DD Mmm YYYY, HH:MM am/pm** (e.g. 8 May 2019, 9:02 am - no leading zero for Day and Hour)**]** Device used: **[Device Model/OS (if no Device Model)]** If you did not make this change, please contact 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.
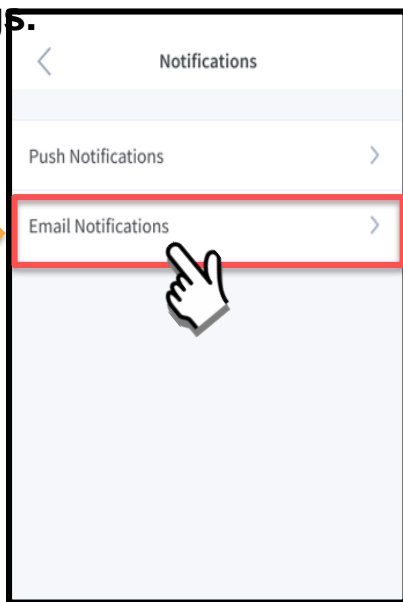
5. Enable Mobile Notifications

5a. Enable Email Notifications
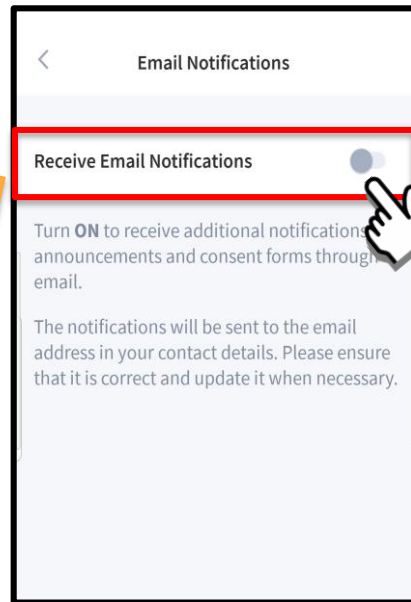
Enable Email Notifications

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.
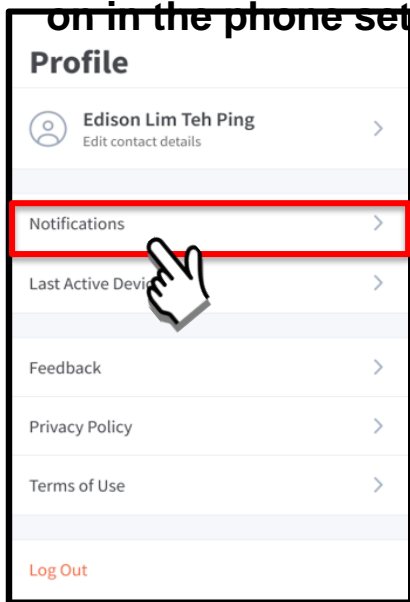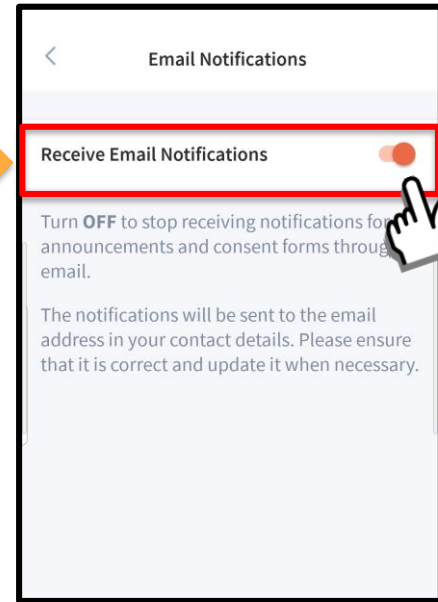

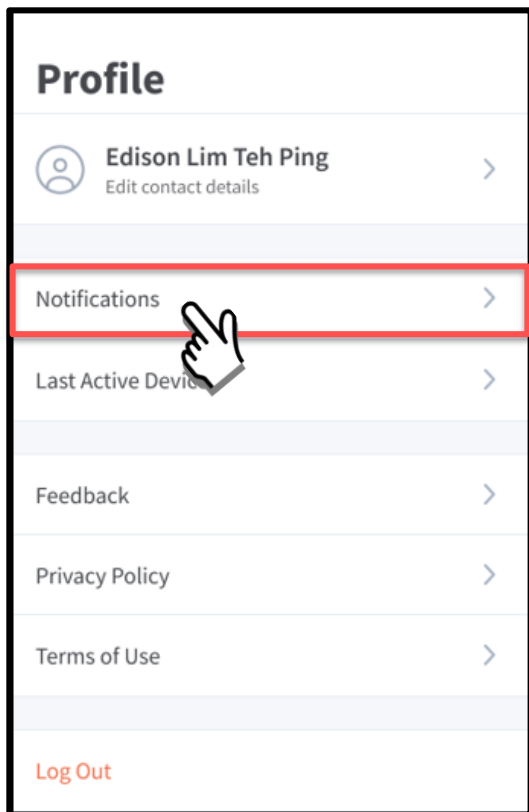Click on '**Notifications**'

Tap on '**Email Notifications**'

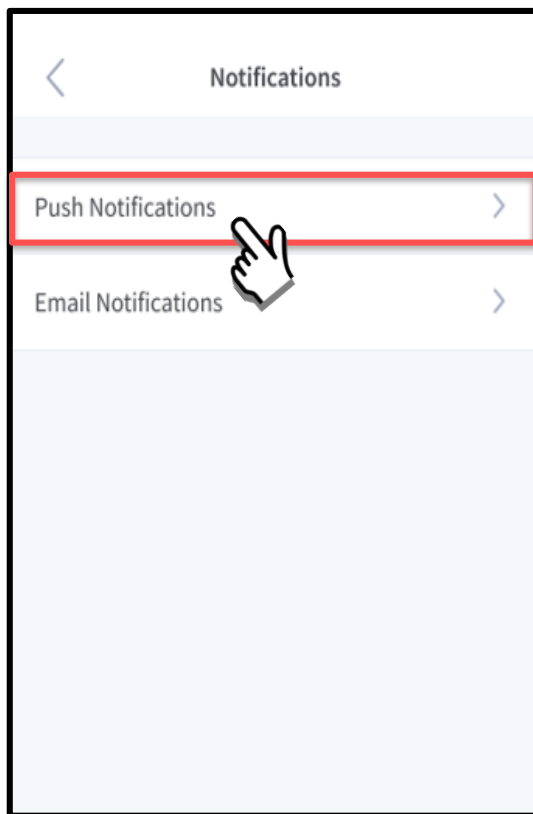Slide the '**Receive Email Notification**' button to the right to be notified by email

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.
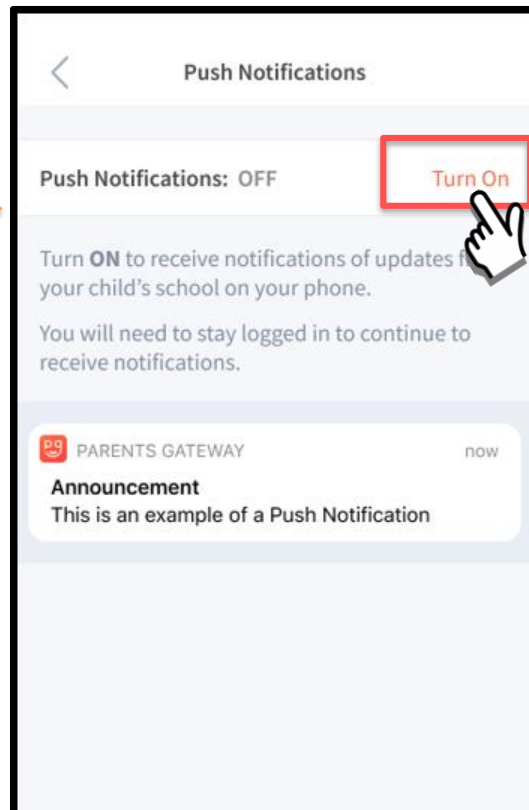
5b. Enable Push Notifications

Enable Push Notifications
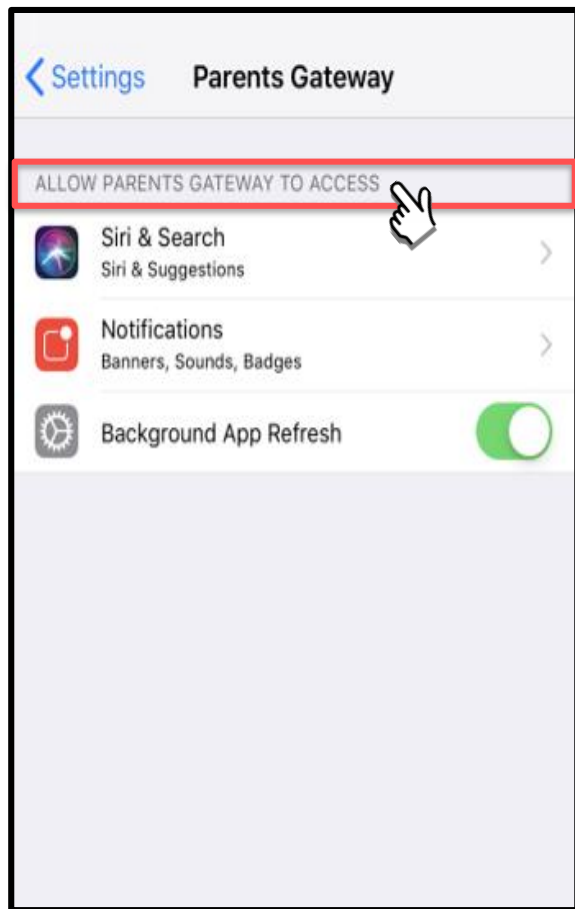

Tap on '**Notifications**'

Tap on '**Push Notifications**'

Tap on the '**Turn On**'

Enable Push Notifications
(cont'd)

Settings | **Parents Gateway**

ALLOW PARENTS GATEWAY TO ACCESS

Siri & Search
Siri & Suggestions

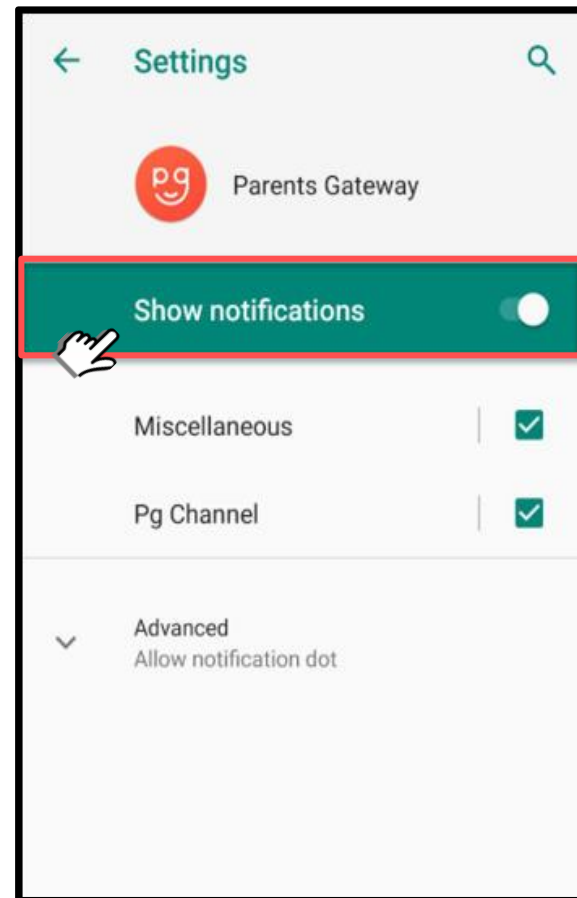Notifications
Banners, Sounds, Badges

Background App Refresh

Note:
In iOS, it will be channelled to the App's Access settings.
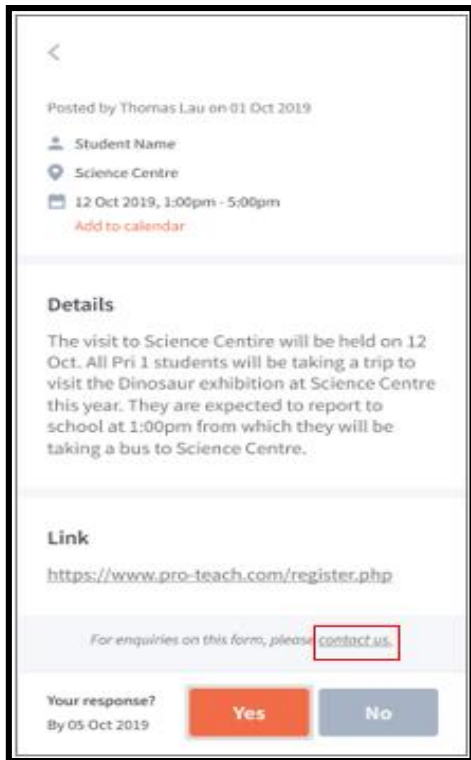
In Android, it will be channeled to the Parents Gateway App's Notifications screen.

Settings

pg Parents Gateway

Show notifications

Miscellaneous ✓

Pg Channel ✓

Advanced
Allow notification dot

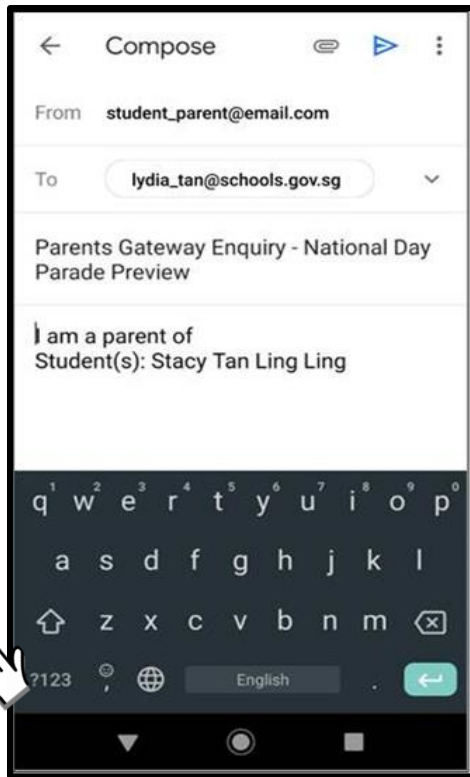# 6. Email Correspondence via Announcements/Consent Forms

Email Correspondence via Announcements/Consent Forms *(cont'd)*

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 '<u>Contact us</u>' link .

Tap on the '<u>contact us</u>' link
to open email client

Email client as seen on
parents' device

7. Edit Child's Initials

Edit Child Initials

Tan Jun Huo Leonard

Peak Grove Primary School · 5 Honesty

Edit

National Day Parade Preview

All Primary 5 students are invited to attend National Day Parade preview show, at the Marina Ba Floating...

School 1 Admin   ● Fri, 21 Jun
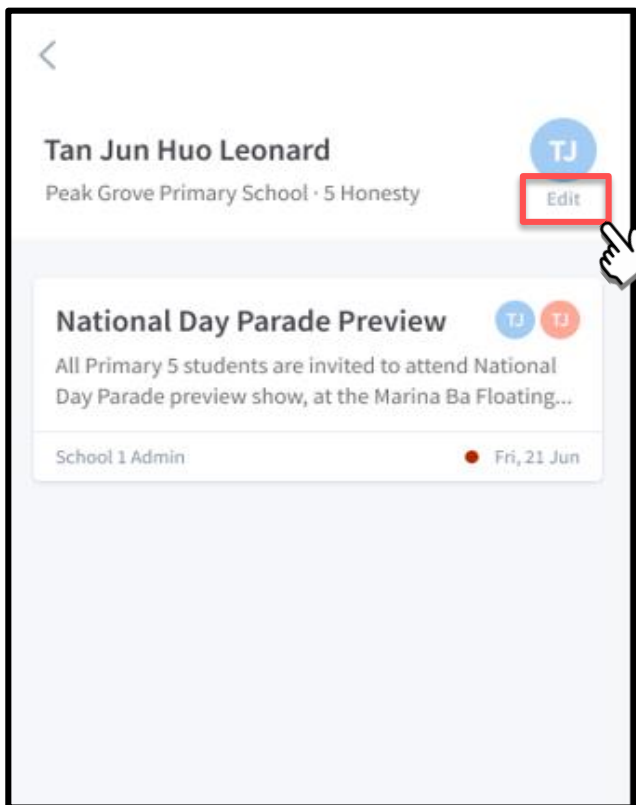
Tap on '**Edit**' (found under child's initials)

✕   **Edit Child Initials**   Save
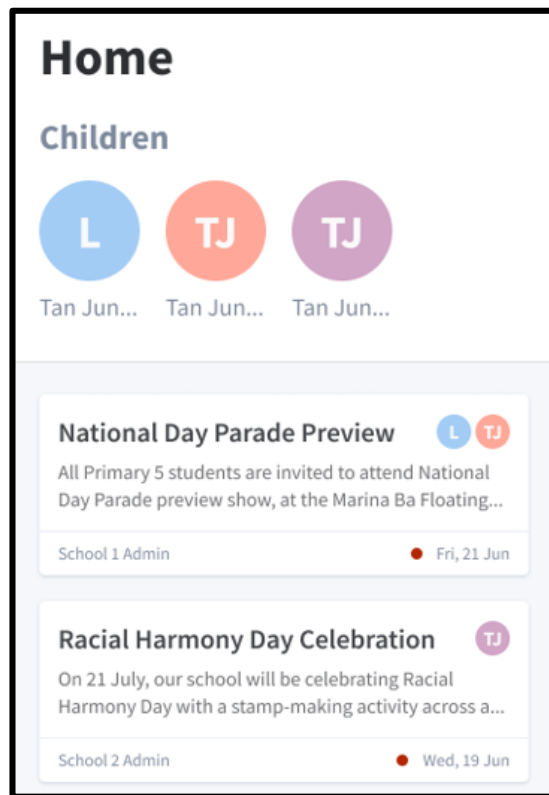
Child Initials

L

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