



We are pleased to inform you that Boon Lay Garden Primary School is now onboard Parents Gateway. Parents Gateway is a mobile app specially designed for parents. Developed by MOE and GovTech, the app allows parents to engage with the school, receive information and perform a range of administrative functions such as giving consent for school trips.

We would like to invite you to 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. You can view following video (<https://youtu.be/tW9jwyuovOo>) or refer to **Annex A** for step-by-step instructional guide. We seek your cooperation in downloading the Parents Gateway mobile app and coming onboard by Friday, 5 April 2019.

From 22 April 2019 (Term 2 Week 5), all communications (including CCA) will be done via Parents Gateway. Parents who are onboard will receive announcements and consent forms via Parent Gateway.

To safeguard our students' data, only parents who are registered in the official student records in the MOE database will be able to use the mobile app.

Please note that the information shown on Parents Gateway is taken from the student records in the MOE database. If there are any discrepancies in the data shown on Parents Gateway, please contact the school to update the data.

FAQs for your information

What is Parents Gateway?

Parents Gateway is a mobile app available on iOS and Android for parents. It affords schools the convenience of updating parents of your schools' programmes and for parents to provide consent for their children to participate in school activities.

Why Parents Gateway?

The digitalisation of administrative paperwork (such as issuing, collating of forms) will help alleviate the administrative load of teachers and allow them to devote more time to nurture their students.

Who can access Parents Gateway?

Parents Gateway contains sensitive information about students and their parents. Access to the mobile app is restricted to parents and legal guardians who are Singpass holders. If you fall into any of the following categories, you are eligible to apply for SingPass:

- I. Singapore Citizen and Permanent Resident
- II. Employment Pass and Personalised Employment Pass holders
- III. EntrePass holders
- IV. S-Pass holders
- V. Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders)
- VI. Long Term Visit Pass-Plus (LTVP+) holders
- VII. Long Term Visit Pass holders
- VIII. Selected Work Permit Holders who require SingPass to access government digital services Visit WPOL Enquiry Service to check your status.

Must I pay for the app?

Parents Gateway is free-of-charge.

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

No, you do not need multiple accounts. You will be able to access all your children's information through a single platform on Parents Gateway, even if your children are attending different schools,

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

Parents are encouraged 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 selection, the event would be synced with your phone calendar.

Can I access Parents Gateway on the computer?

Parents Gateway is only available as a mobile application. Supported OS Versions: Android 5.0 or later & iOS 9.1 or later.

Are the access rights limited to one parent only?

No, both parents can access their children's information simultaneously from their respective Parents Gateway accounts.

Do both parents have to reply to consent forms?

Only a single consent is required. Once consent has been given, it cannot be edited by either parent. Should there be a change in decision, parents have to inform the school directly.

Does the usage of the app require large data consumption?

Parents Gateway does not require large data consumption.

Annex A – Parents Gateway Instructional Guide

Step 1 – SingPass Registration and 2FA Setup

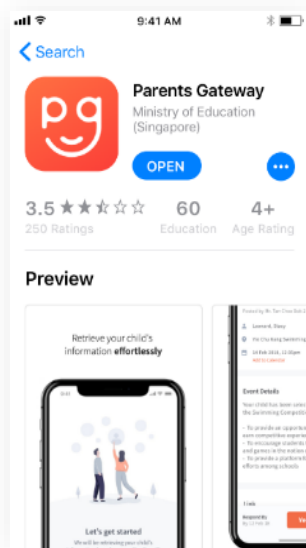
SingPass 2-Step Verification (2FA) is required for on-boarding. If you have not registered for a SingPass or have not set up the 2FA, please visit the SingPass website (<https://www.singpass.gov.sg>), or scan the QR codes below to do so. Should you require further assistance, please contact SingPass Helpdesk at 6643-0555. You can also visit the following Singpass counters to apply for a new account or reset your Singpass password:

- Taman Jurong Community Club
- The Frontier Community Club
- CPF Jurong Service Centre



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.



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

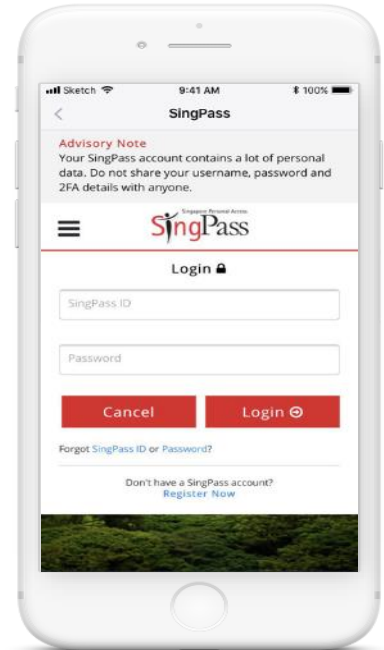
Note: Supported OS Versions - **Android 5.0 or later & iOS 9.1 or later**

Step 3 – One-Time On-boarding

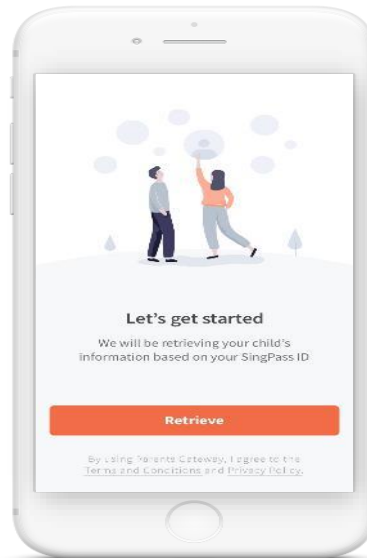
1. Tap on “Log in with SingPass”



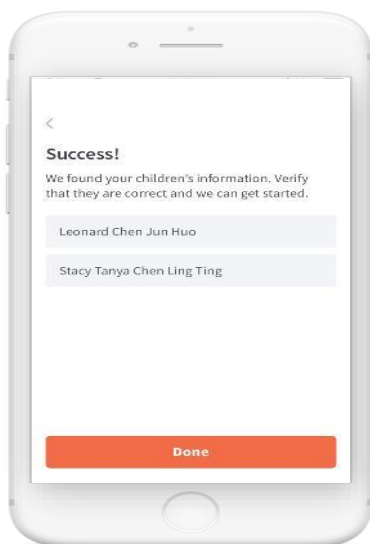
2. Log in with your SingPass (2FA)



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



4. Tap on “Done” to complete the on-boarding



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

