

# Getting Started with Parents Gateway

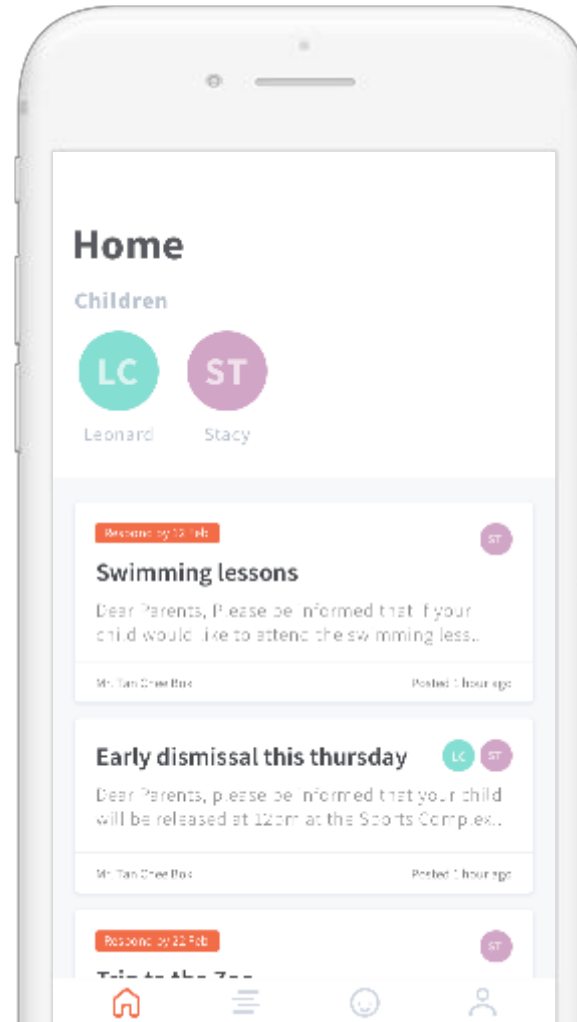
Onboarding Guide for Parents





# Meet Parents Gateway

Parents Gateway makes it easier for you to receive school announcements and consent forms from your children's schools.

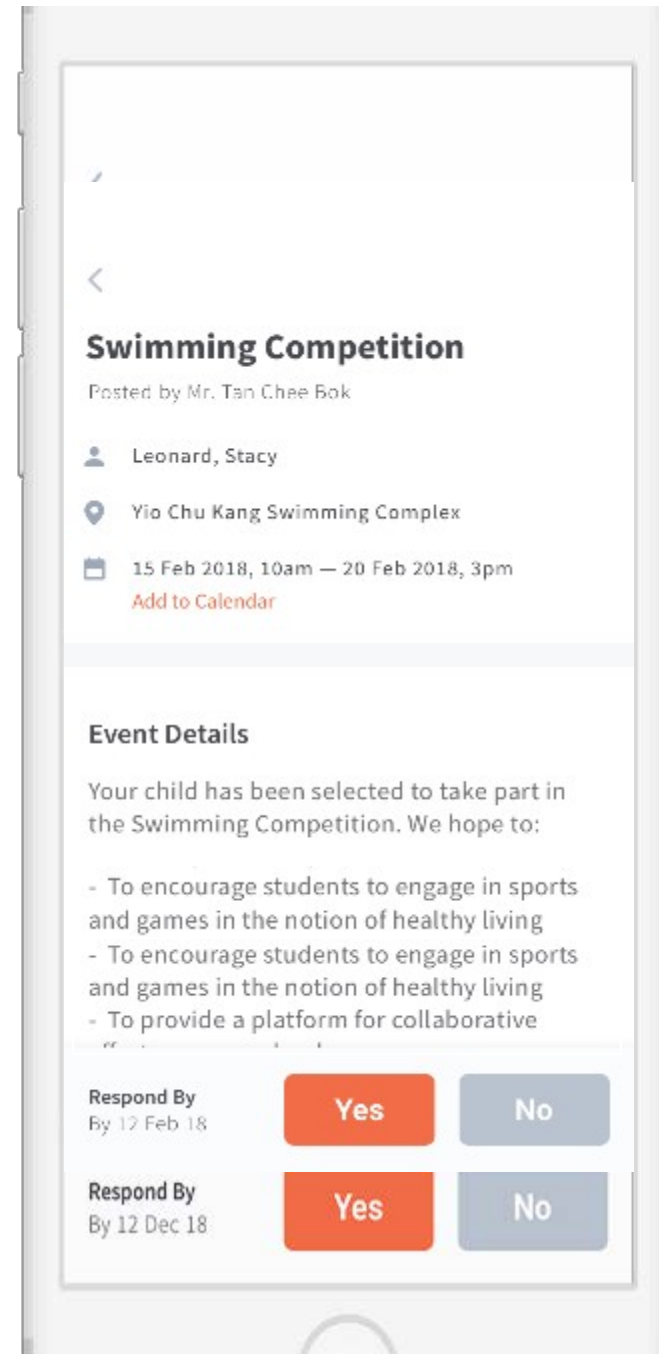


With Parents Gateway,  
you can:

Receive school announcements and  
consent form details

Give your consent with the touch of  
a finger

+ *more to come*

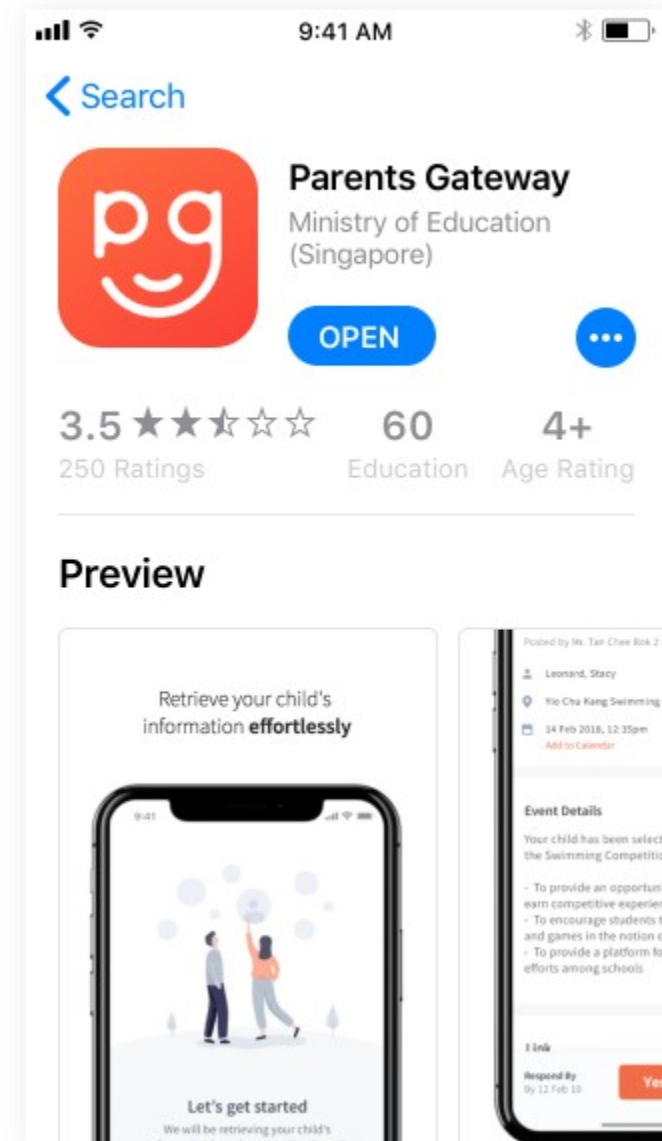


# How do you sign up?

# Download the app directly from your Play Store or App Store

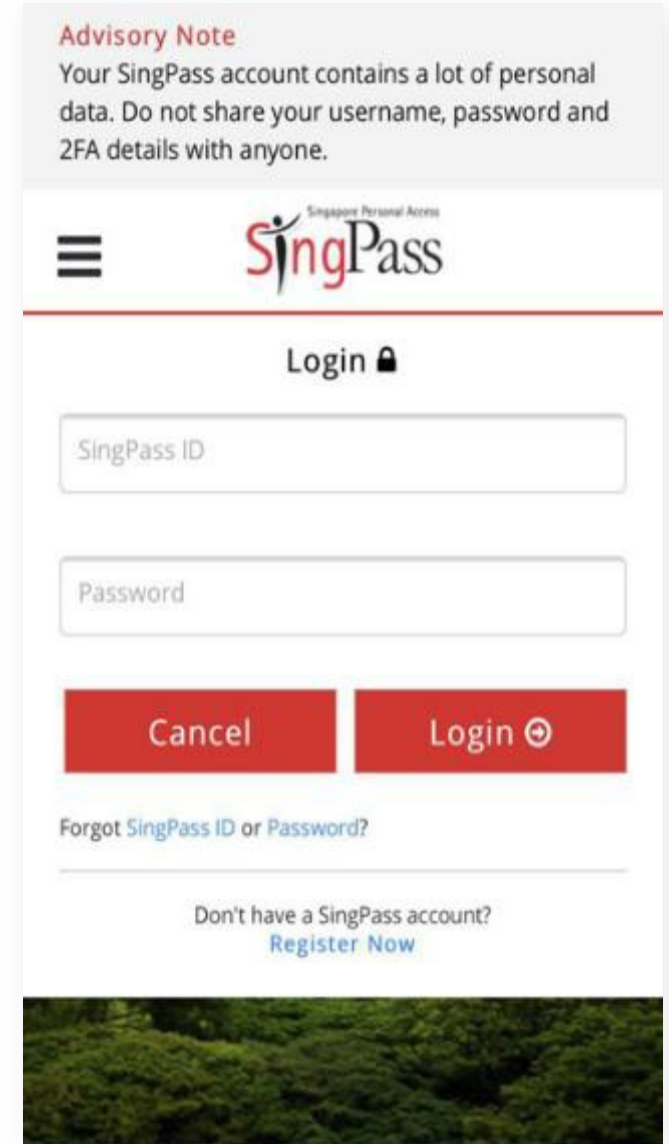
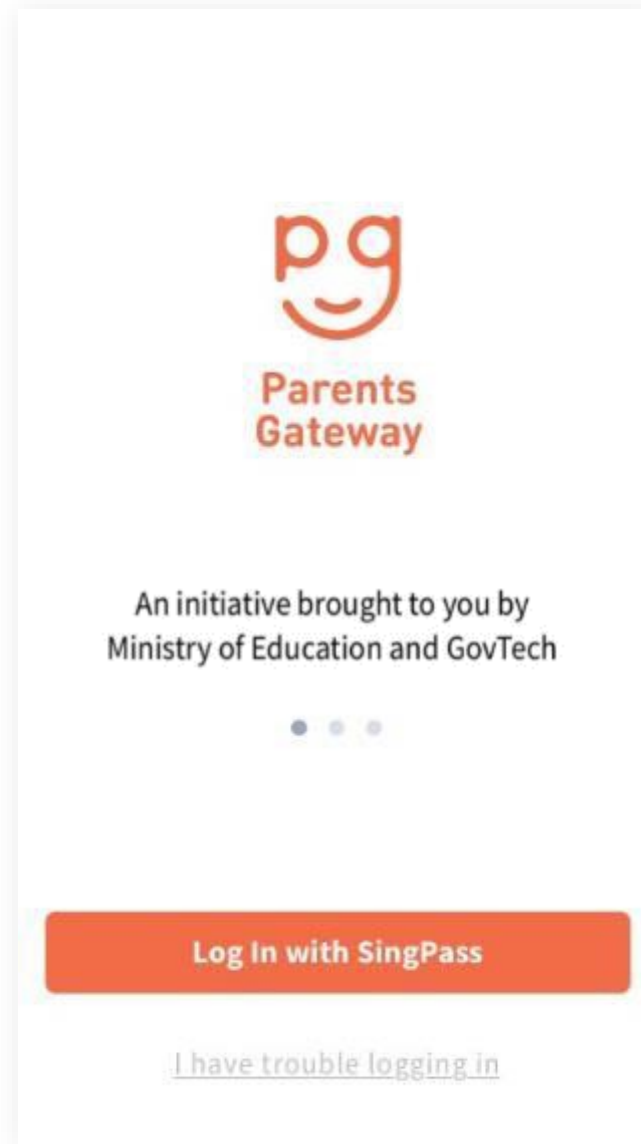
Keyword search 'Parents Gateway'

*Supported OS Versions: Android 6.0 or later & iOS 9.1 or later*




# Login with SingPass

If you have issues signing in with Singpass, you may visit the [SingPass website](#) or contact their helpdesk at 6643-0555



# Complete your Onboarding

Retrieve your child's details and verify the information to proceed



**Let's get started**

We will be retrieving your child's information based on your SingPass ID

**Retrieve**

By using Parents Gateway, I agree to the [Terms and Conditions](#) and [Privacy Policy](#).

<

**Success!**

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

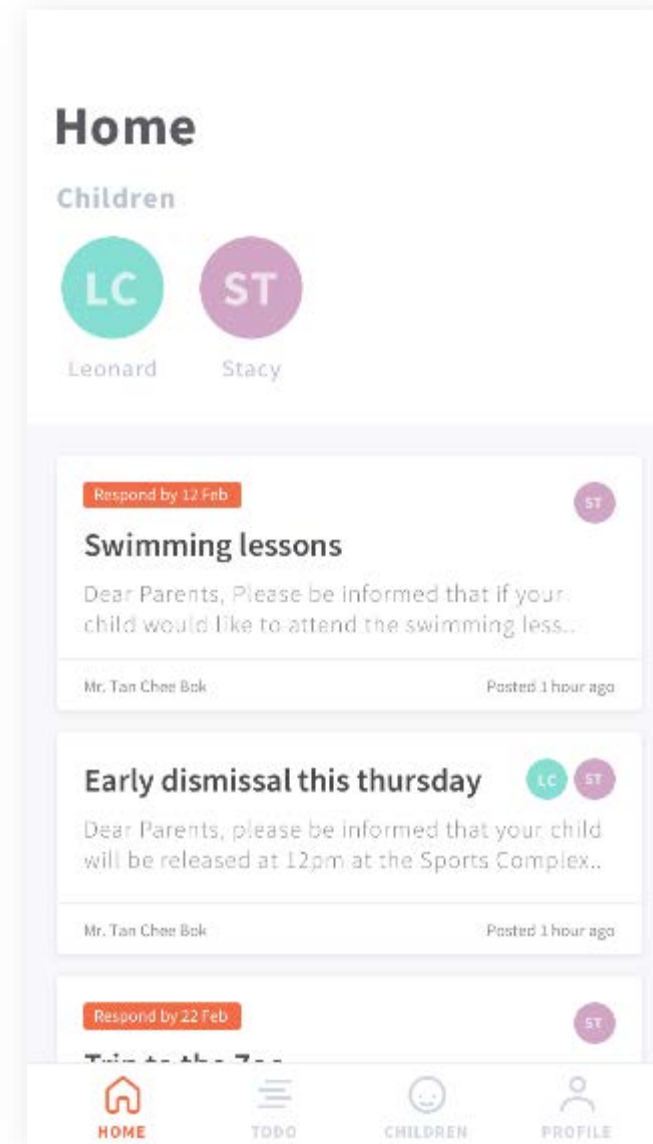
Leonard Chen Jun Huo

Stacy Tanya Chen Ling Ting

**Done**

It will appear in  
your newsfeed

which means you're  
done 😊







Thank you

# Registering for a SingPass account

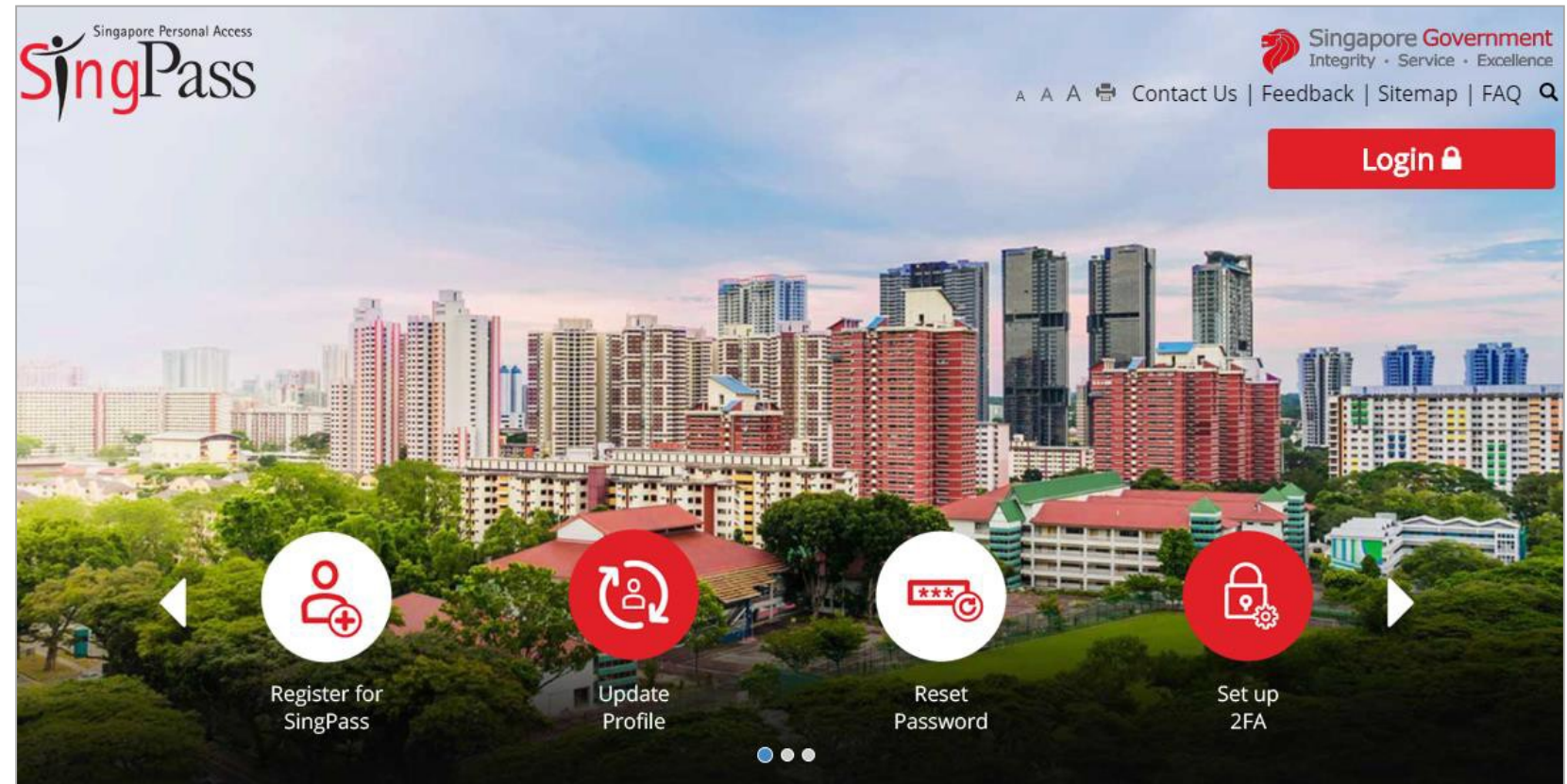
A guide for those who are new to SingPass

February 2018

# Registering for a SingPass account

- 1 Go to SingPass website
- 2 Register for SingPass
- 3 Set up SingPass account

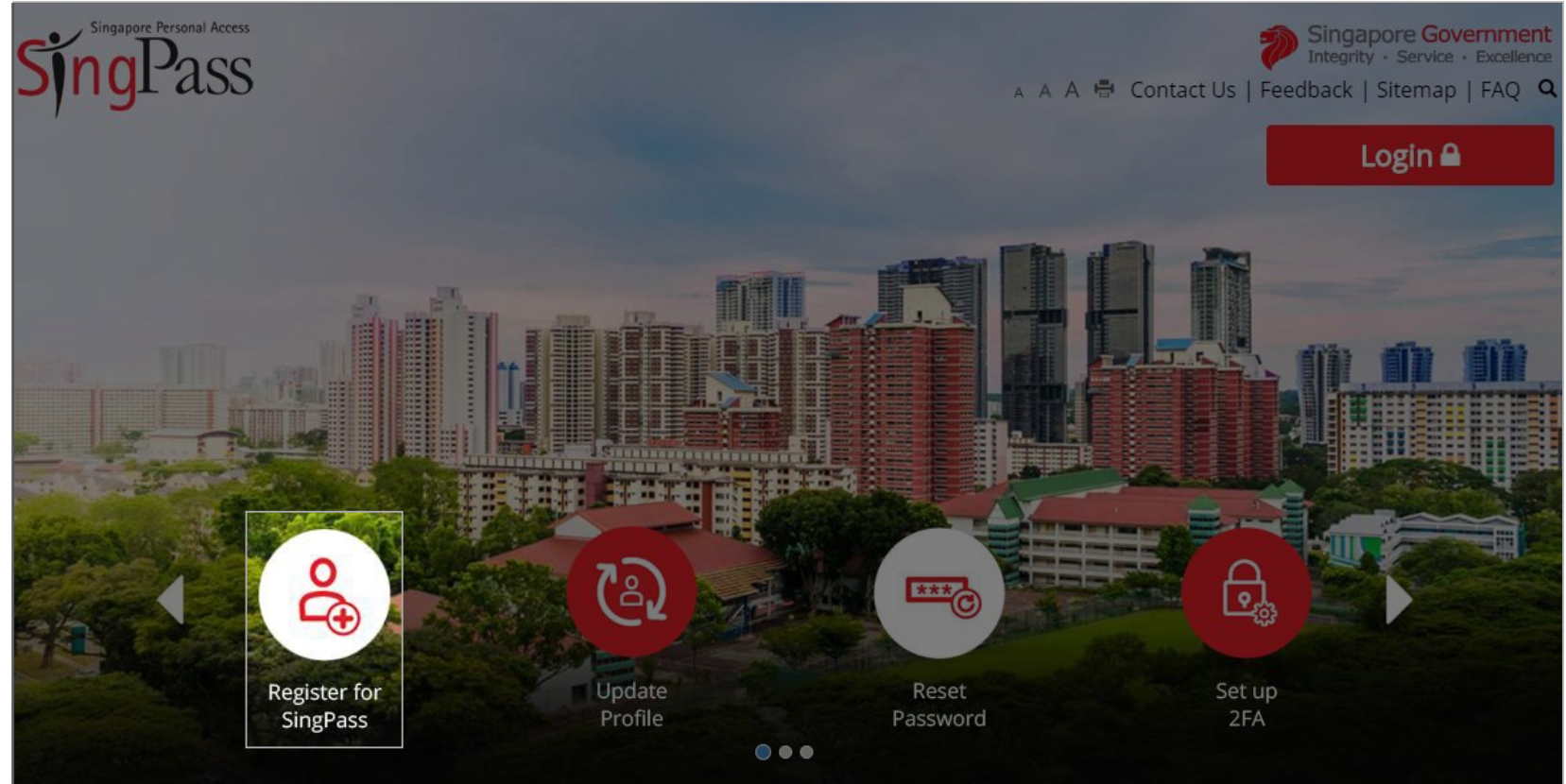
## 1 Go to [www.singpass.gov.sg](http://www.singpass.gov.sg)



# Registering for a SingPass account

## 1 Click 'Register for SingPass'

- 1 Go to SingPass website
- 2 Register for SingPass
- 3 Set up SingPass account





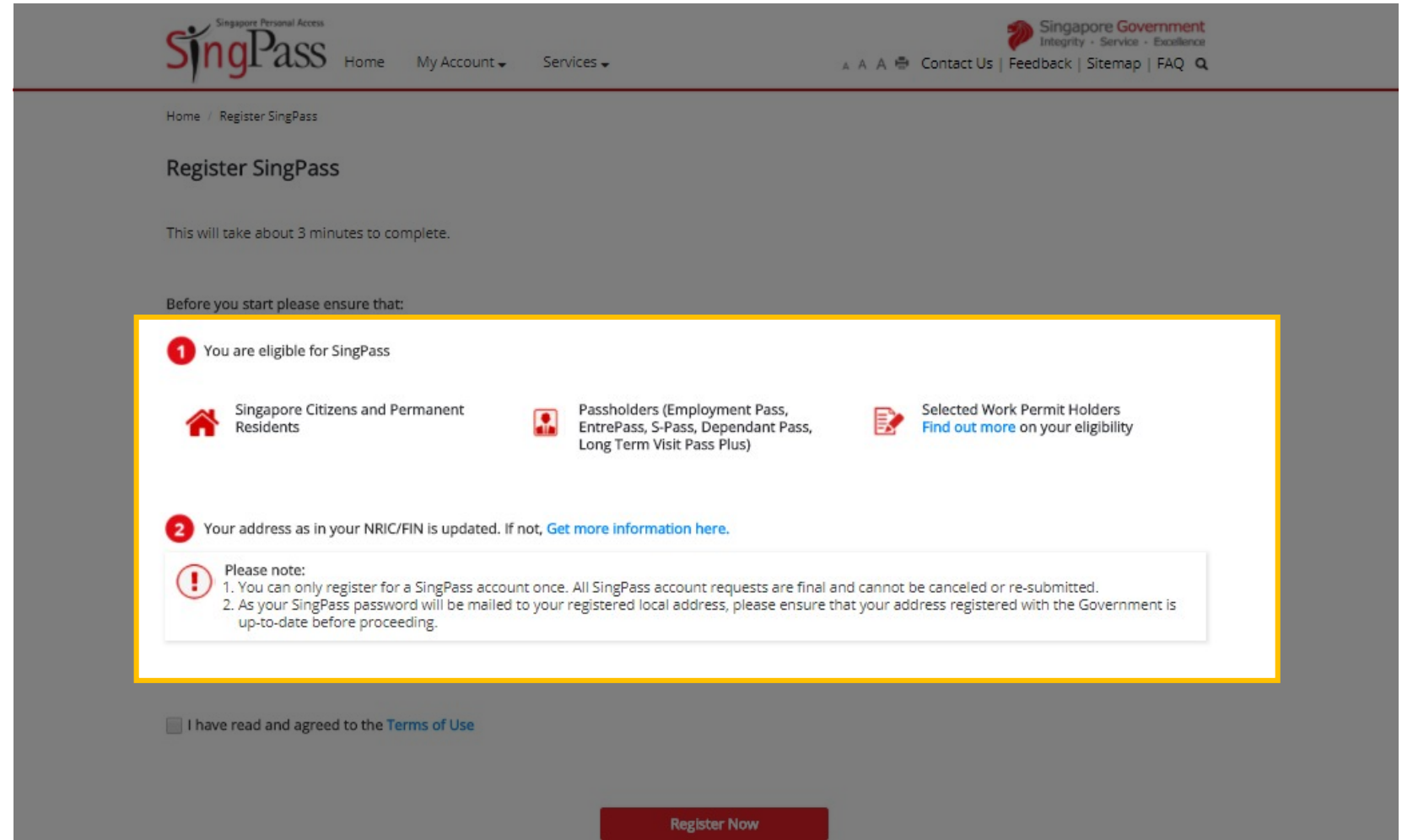
# Registering for a SingPass account

1 Go to SingPass website

2 Register for SingPass

3 Set up SingPass account

2 Check that you are **eligible for SingPass** and your **address** stated on your NRIC/FIN card is correct



The screenshot shows the SingPass registration page. At the top, there is a navigation bar with the SingPass logo, "Home", "My Account", and "Services" menus. On the right, there is a "Singapore Government" logo with the tagline "Integrity - Service - Excellence" and links for "Contact Us", "Feedback", "Sitemap", and "FAQ". Below the navigation bar, the page title is "Home / Register SingPass". The main heading is "Register SingPass". A sub-heading states "This will take about 3 minutes to complete." Below this, a section titled "Before you start please ensure that:" contains two main points:

- 1 You are eligible for SingPass**
  - Singapore Citizens and Permanent Residents
  - Passholders (Employment Pass, EntrePass, S-Pass, Dependant Pass, Long Term Visit Pass Plus)
  - Selected Work Permit Holders [Find out more on your eligibility](#)
- 2 Your address as in your NRIC/FIN is updated. If not, [Get more information here.](#)**

Below these points is a "Please note:" section with two items:

- You can only register for a SingPass account once. All SingPass account requests are final and cannot be canceled or re-submitted.
- As your SingPass password will be mailed to your registered local address, please ensure that your address registered with the Government is up-to-date before proceeding.

At the bottom of the page, there is a checkbox labeled "I have read and agreed to the [Terms of Use](#)" and a red "Register Now" button.

# Registering for a SingPass account

1

Go to SingPass website

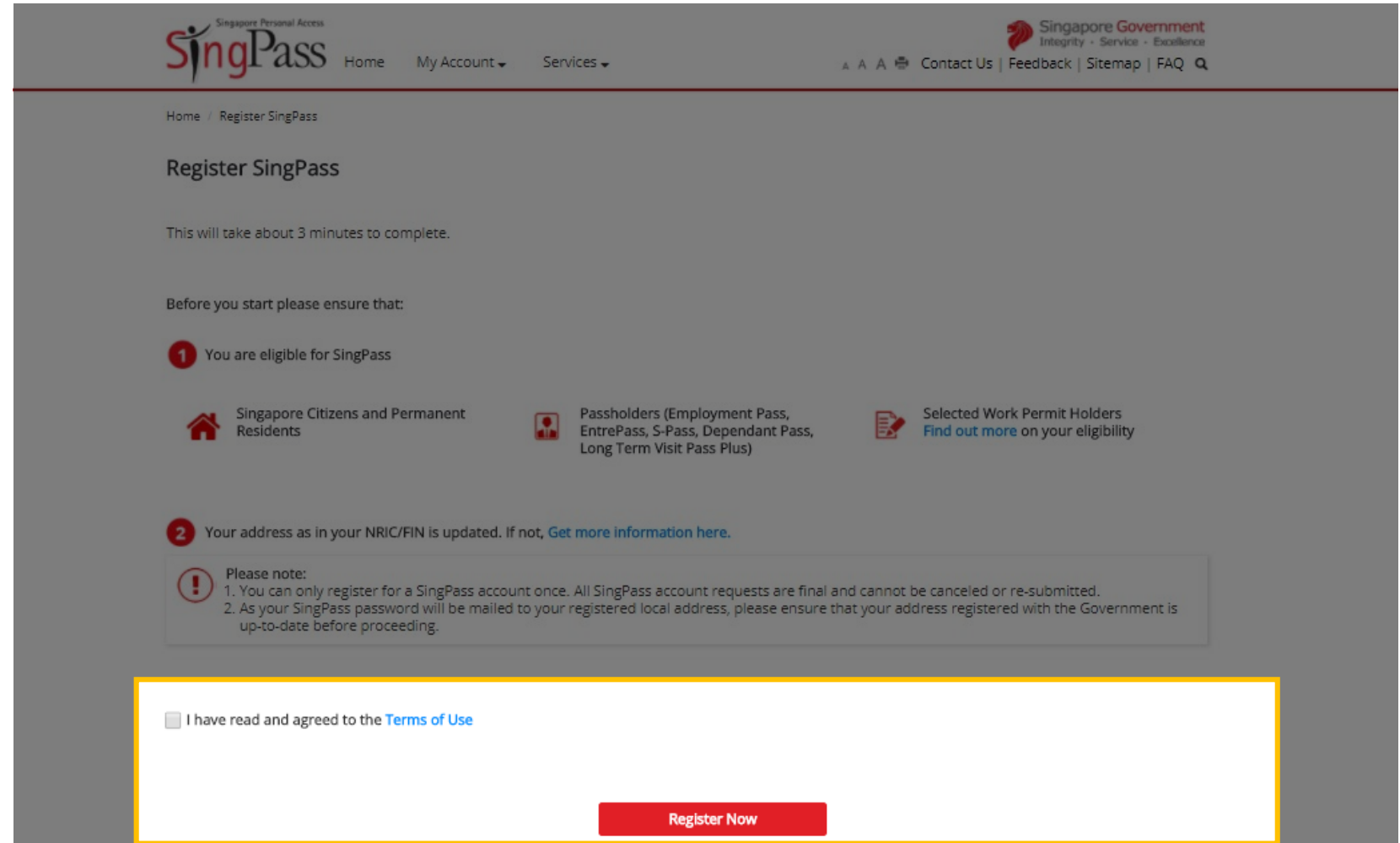
2

Register for SingPass

3

Set up SingPass account

## 2 Read and agree to the Terms of Use, before clicking 'Register Now'



The screenshot shows the SingPass registration page. At the top, there is a navigation bar with the SingPass logo, "Home", "My Account", and "Services" menus. On the right, there are links for "Contact Us", "Feedback", "Sitemap", and "FAQ". The main heading is "Register SingPass". Below this, it states "This will take about 3 minutes to complete." A section titled "Before you start please ensure that:" contains three numbered requirements:

- 1** You are eligible for SingPass
  - Singapore Citizens and Permanent Residents
  - Passholders (Employment Pass, EntrePass, S-Pass, Dependant Pass, Long Term Visit Pass Plus)
  - Selected Work Permit Holders [Find out more on your eligibility](#)
- 2** Your address as in your NRIC/FIN is updated. If not, [Get more information here.](#)

A "Please note:" section contains two important warnings:

- You can only register for a SingPass account once. All SingPass account requests are final and cannot be canceled or re-submitted.
- As your SingPass password will be mailed to your registered local address, please ensure that your address registered with the Government is up-to-date before proceeding.

At the bottom, there is a checkbox labeled "I have read and agreed to the [Terms of Use](#)". Below the checkbox is a red "Register Now" button.

# Registering for a SingPass account

1

Go to SingPass website

2

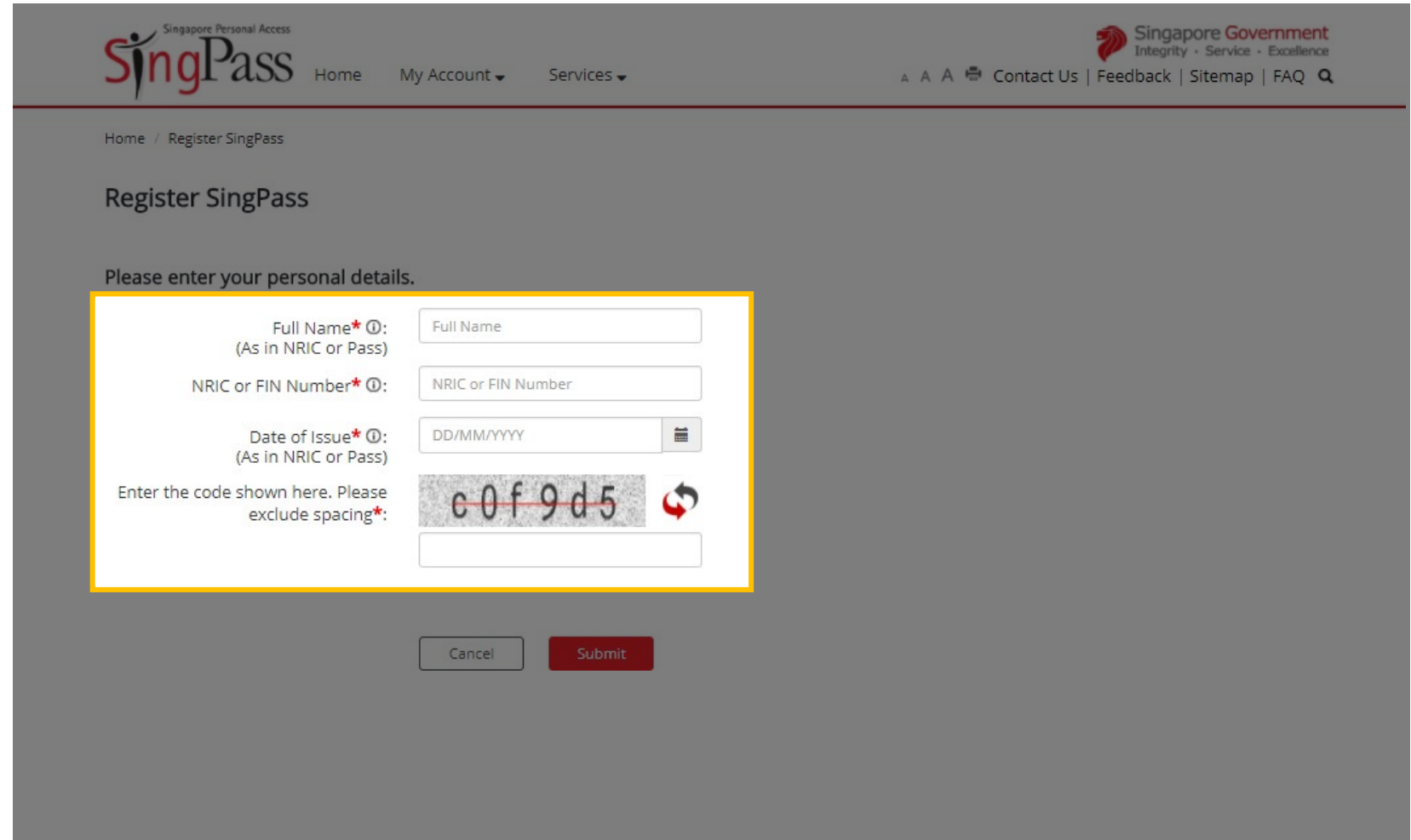
Register for SingPass

3

Set up SingPass account

2


Provide your **personal details** and enter the **verification code**



The screenshot shows the SingPass registration page. At the top, there is a navigation bar with the SingPass logo, "Singapore Personal Access", and links for "Home", "My Account", and "Services". On the right, there is a "Singapore Government" logo with the tagline "Integrity · Service · Excellence" and links for "Contact Us", "Feedback", "Sitemap", and "FAQ". Below the navigation bar, the page title is "Register SingPass". The main content area contains a form titled "Please enter your personal details." with the following fields:

- Full Name\* (As in NRIC or Pass):
- NRIC or FIN Number\* (As in NRIC or Pass):
- Date of Issue\* (As in NRIC or Pass):
- Enter the code shown here. Please exclude spacing\*:

At the bottom of the form, there are two buttons: "Cancel" and "Submit".

 The Date of Issue of your NRIC or Pass is found at the back of the card.

# Registering for a SingPass account

1

Go to SingPass website

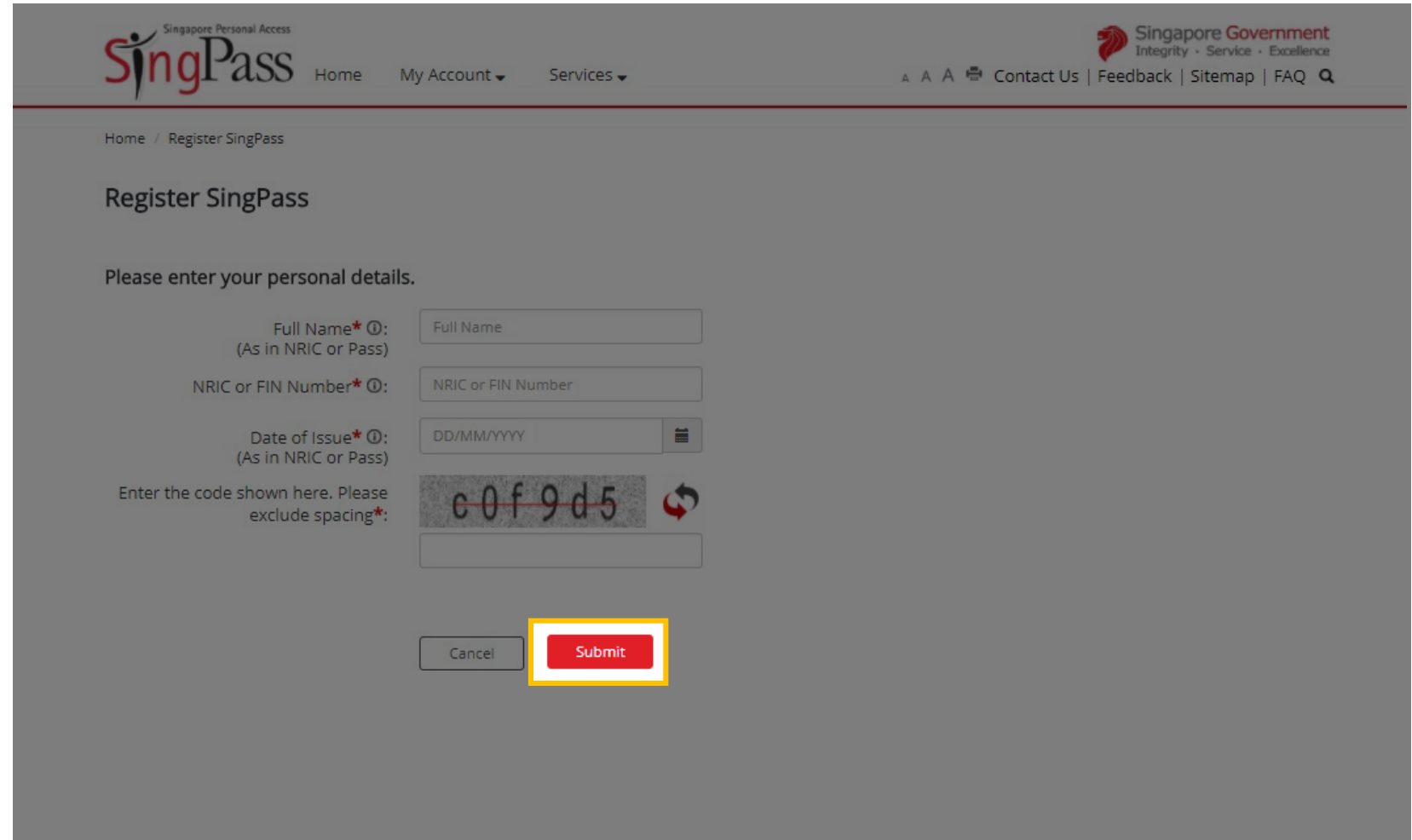
2

Register for SingPass

3

Set up SingPass account

## 2 Click 'Submit'



The screenshot shows the SingPass registration page. At the top, there is a navigation bar with the SingPass logo, "Singapore Personal Access", and links for "Home", "My Account", and "Services". On the right, there is a "Singapore Government" logo with the tagline "Integrity · Service · Excellence" and links for "Contact Us", "Feedback", "Sitemap", and "FAQ". Below the navigation bar, the page title is "Register SingPass". The main content area contains a form with the following fields:

- Full Name\* (As in NRIC or Pass):
- NRIC or FIN Number\* (As in NRIC or Pass):
- Date of Issue\* (As in NRIC or Pass):
- Enter the code shown here. Please exclude spacing\*:

At the bottom of the form, there are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a yellow border.



# Registering for a SingPass account

1

Go to SingPass website

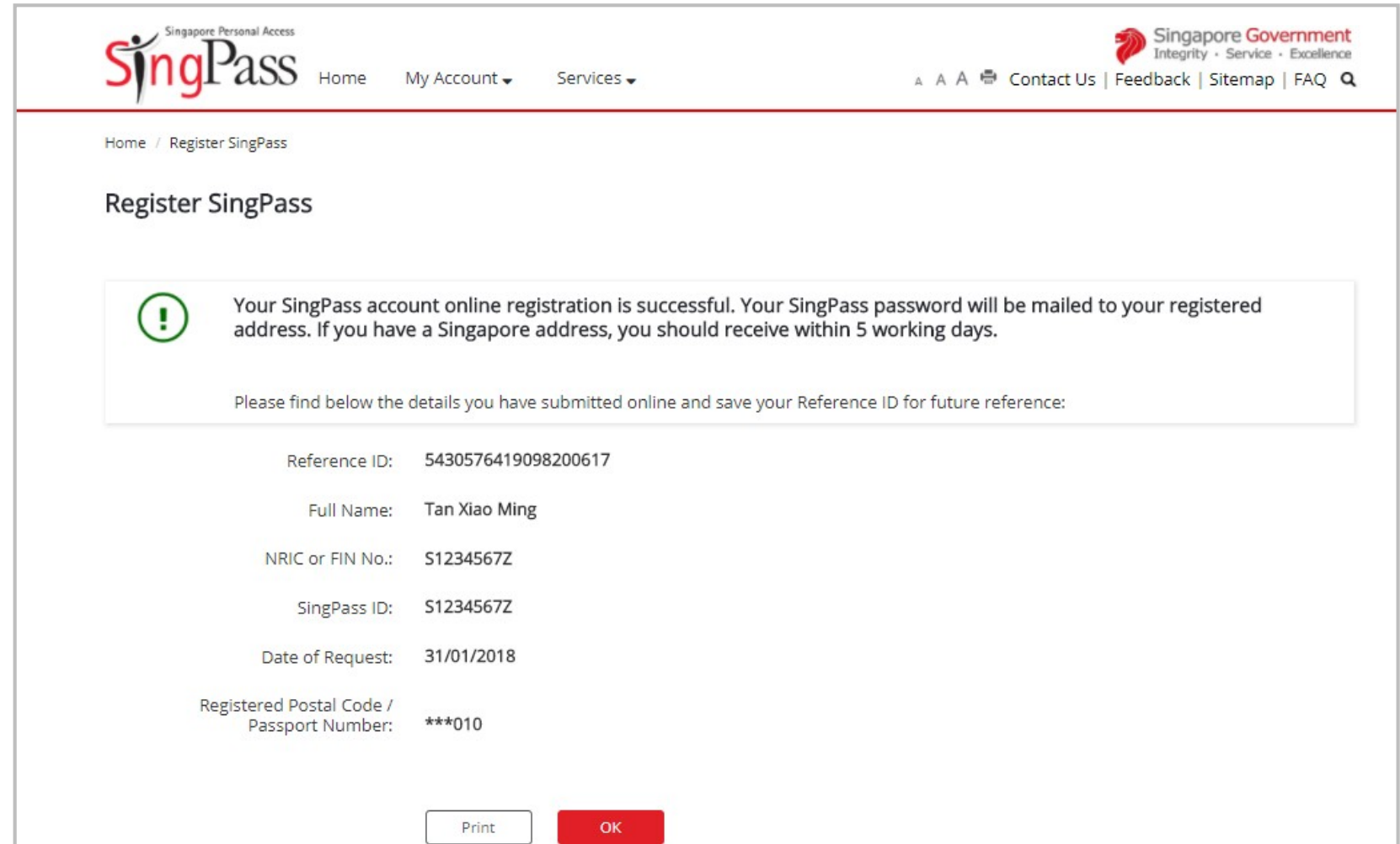
2

Register for SingPass

3

Set up SingPass account

## 2 Your SingPass password will be mailed to your registered address



The screenshot shows the SingPass website's registration confirmation page. At the top, there is a navigation bar with the SingPass logo, "Home", "My Account", and "Services" menus. On the right, there are links for "Contact Us", "Feedback", "Sitemap", and "FAQ". Below the navigation bar, the page title is "Register SingPass". A green information icon is followed by a message: "Your SingPass account online registration is successful. Your SingPass password will be mailed to your registered address. If you have a Singapore address, you should receive within 5 working days." Below this message, it says "Please find below the details you have submitted online and save your Reference ID for future reference:". The details are listed as follows:

Reference ID:	5430576419098200617
Full Name:	Tan Xiao Ming
NRIC or FIN No.:	S1234567Z
SingPass ID:	S1234567Z
Date of Request:	31/01/2018
Registered Postal Code / Passport Number:	***010

At the bottom of the page, there are two buttons: "Print" and "OK".

 Note: Your SingPass password may take up to five working days to arrive.

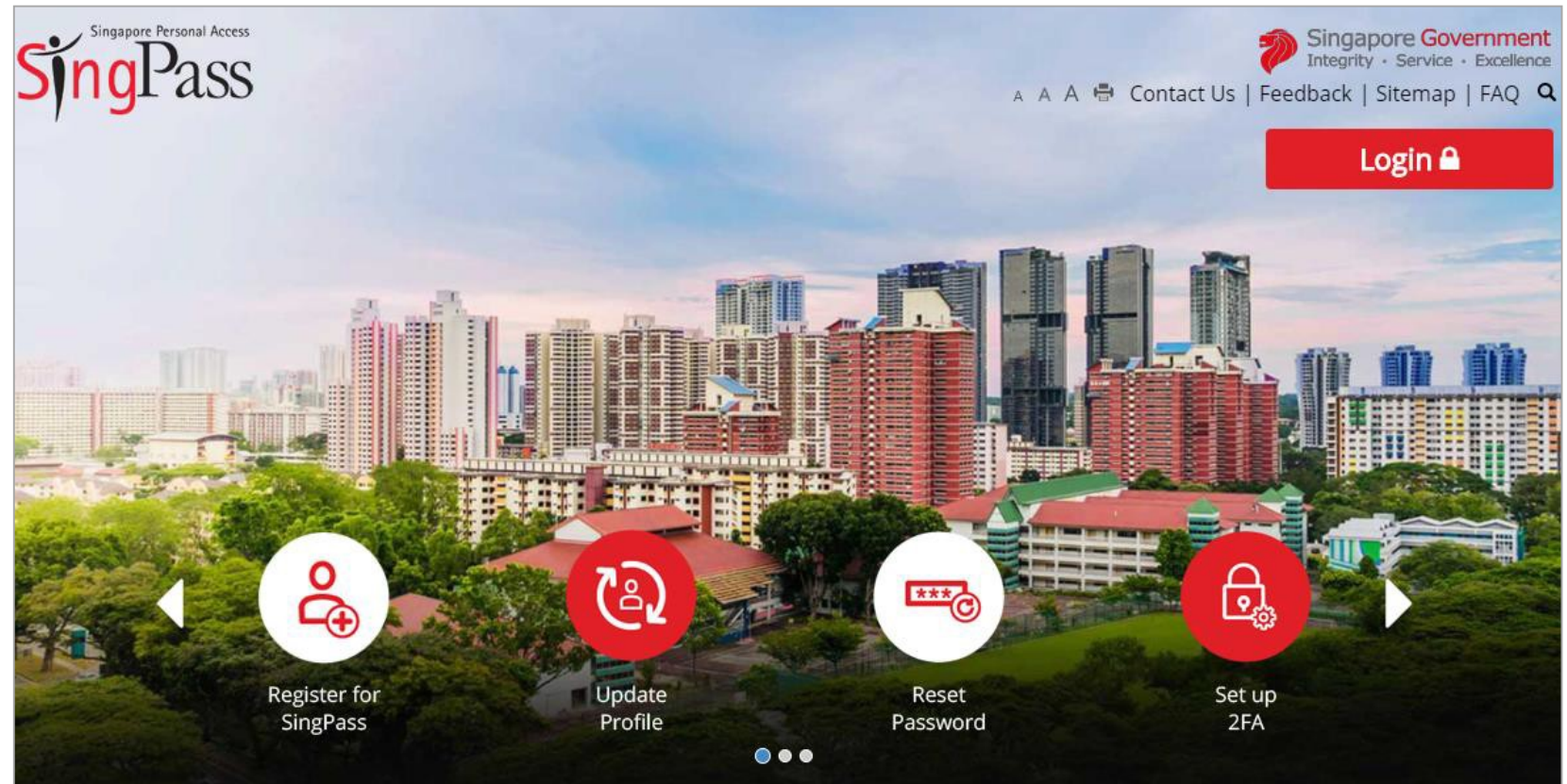
# Registering for a SingPass account

**3** Upon receiving your password, you can set up your SingPass account

- 1 Go to SingPass website
- 2 Register for SingPass
- 3** Set up SingPass account
  - a. **Log in**
  - b. Update details
  - c. Create password

## Related FAQs

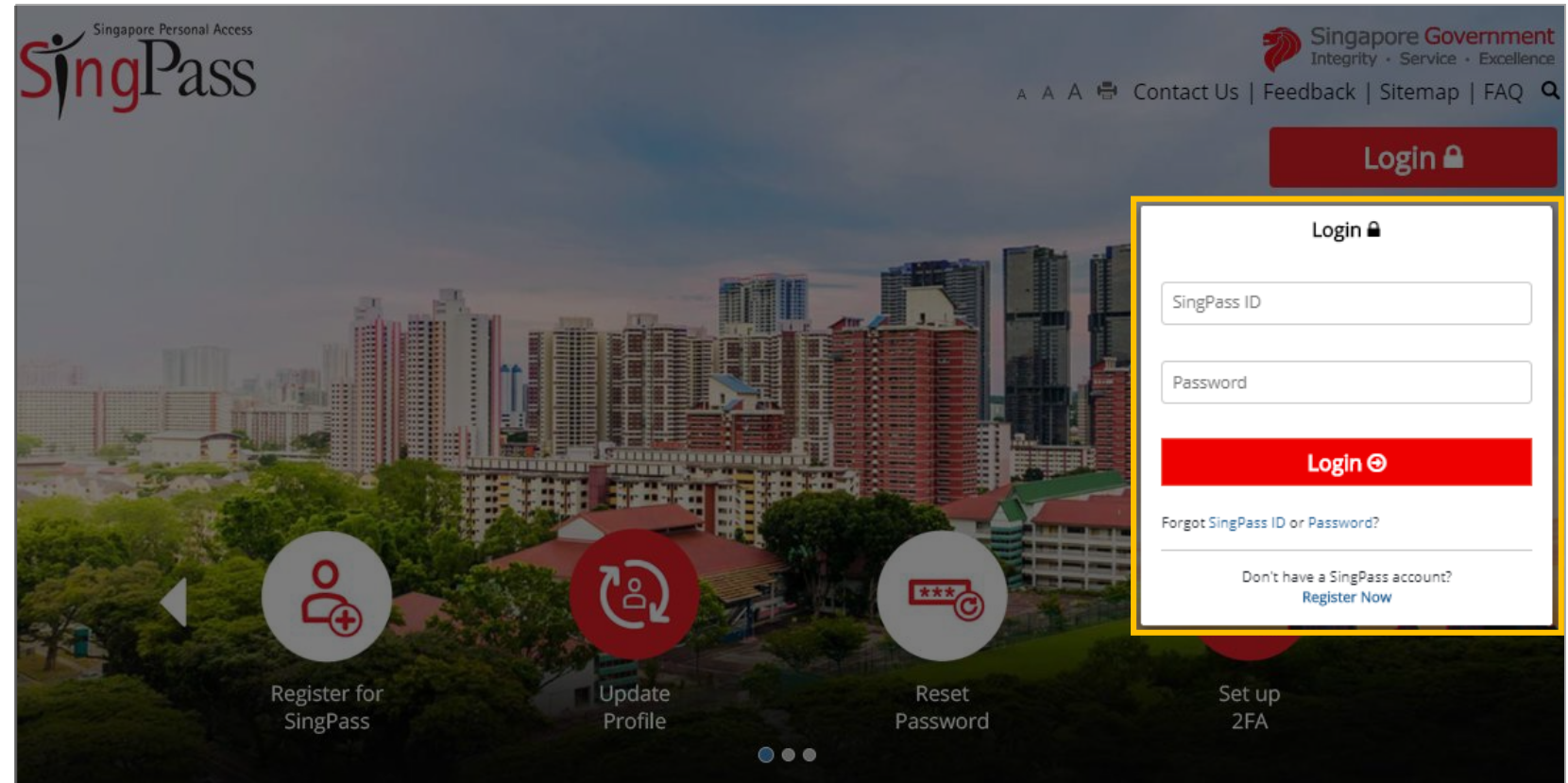
[I did not receive \(or have misplaced\) the SingPass mailer containing my one-time SingPass password. What should I do?](#)



# Registering for a SingPass account

- 1 Go to SingPass website
- 2 Register for SingPass
- 3 Set up SingPass account
  - a. Log in
  - b. Update details
  - c. Create password

## 3 Log in with your SingPass ID and password



The screenshot shows the SingPass login interface. At the top left is the SingPass logo and 'Singapore Personal Access'. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and navigation links for 'Contact Us', 'Feedback', 'Sitemap', and 'FAQ'. A 'Login' button is visible in the top right. The main content area features a 'Login' form with fields for 'SingPass ID' and 'Password', a red 'Login' button, and a link for 'Forgot SingPass ID or Password?'. Below the form is a link for 'Don't have a SingPass account? Register Now'. At the bottom, there are four circular icons: 'Register for SingPass', 'Update Profile', 'Reset Password', and 'Set up 2FA'.

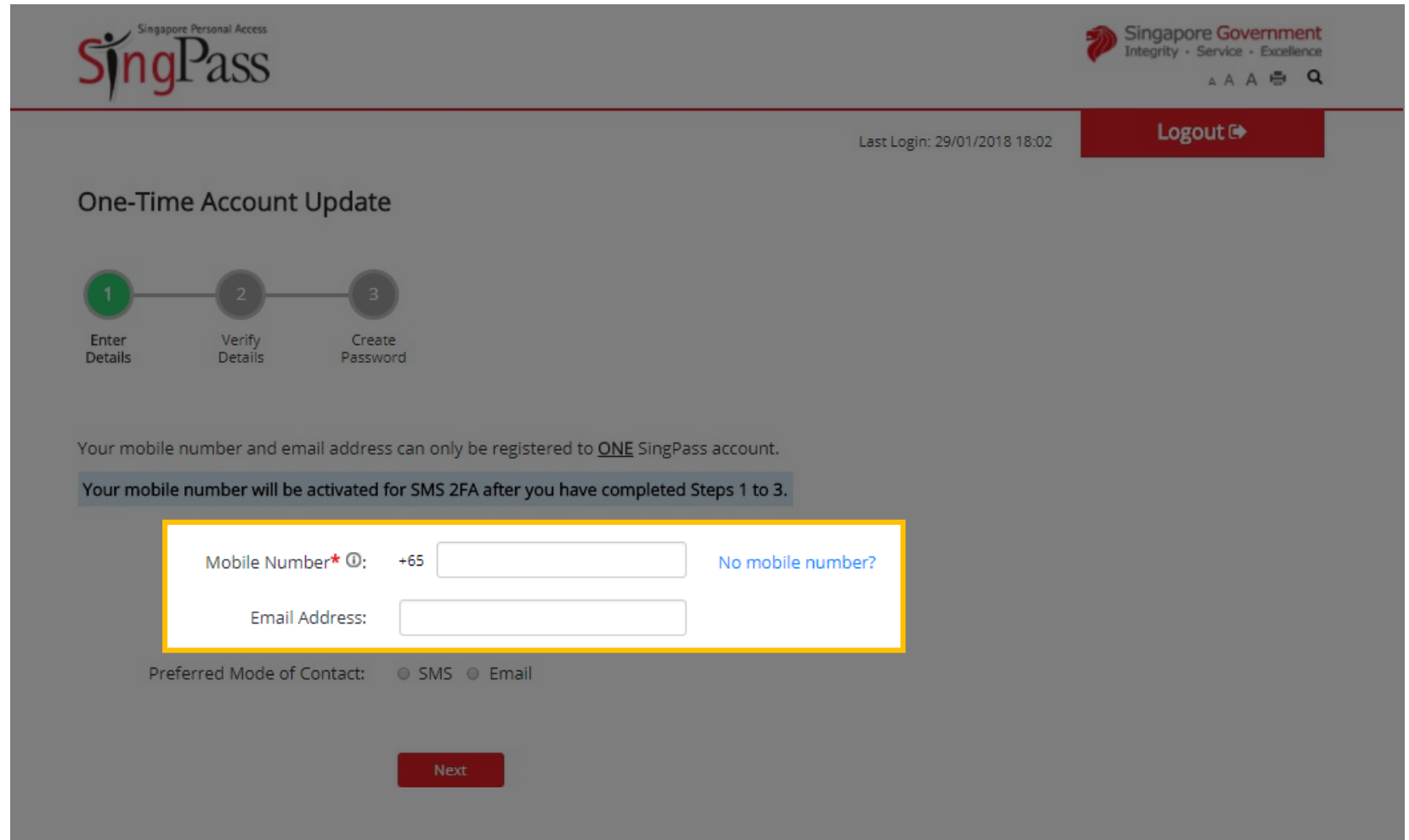
### Related FAQs

[What is my SingPass ID and how do I retrieve it?](#)

# Registering for a SingPass account

- 1 Go to SingPass website
- 2 Register for SingPass
- 3 Set up SingPass account**
  - a. Log in
  - b. Update details**
  - c. Create password

## 3 Provide your contact details, such as mobile number



SingPass Singapore Personal Access

Singapore Government Integrity · Service · Excellence


Last Login: 29/01/2018 18:02 Logout

### One-Time Account Update

- 1 Enter Details
- 2 Verify Details
- 3 Create Password

Your mobile number and email address can only be registered to **ONE** SingPass account.

Your mobile number will be activated for SMS 2FA after you have completed Steps 1 to 3.

Mobile Number\* : +65  [No mobile number?](#)

Email Address:

Preferred Mode of Contact:  SMS  Email

Next

## Related FAQs

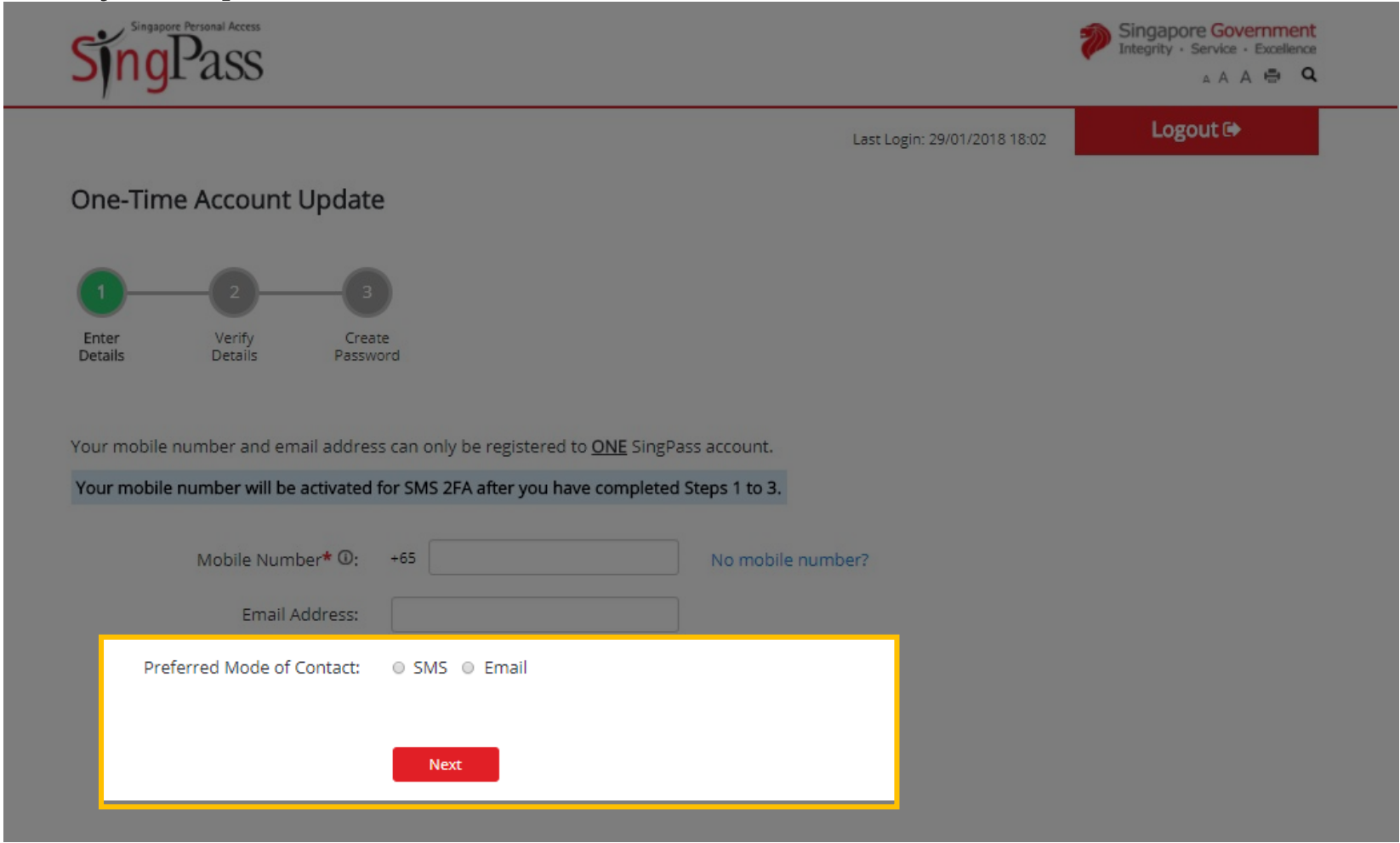
[Why do I have to perform a one-time account update upon logging in?](#)



# Registering for a SingPass account

- 1 Go to SingPass website
- 2 Register for SingPass
- 3 Set up SingPass account
  - a. Log in
  - b. **Update details**
  - c. Create password

3 SingPass will notify you when there are changes made to your account details. Select your **preferred mode**, then click 'Next'



The screenshot shows the SingPass 'One-Time Account Update' page. At the top, there is a progress indicator with three steps: 1. Enter Details (highlighted in green), 2. Verify Details, and 3. Create Password. Below this, a message states: 'Your mobile number and email address can only be registered to ONE SingPass account.' A highlighted box contains the instruction: 'Your mobile number will be activated for SMS 2FA after you have completed Steps 1 to 3.' The form includes a 'Mobile Number\*' field with a '+65' prefix and a 'No mobile number?' link, and an 'Email Address' field. At the bottom, there is a 'Preferred Mode of Contact' section with radio buttons for 'SMS' and 'Email'. A red 'Next' button is located below this section.

## Related FAQs

[Why do I have to perform a one-time account update upon logging in?](#)

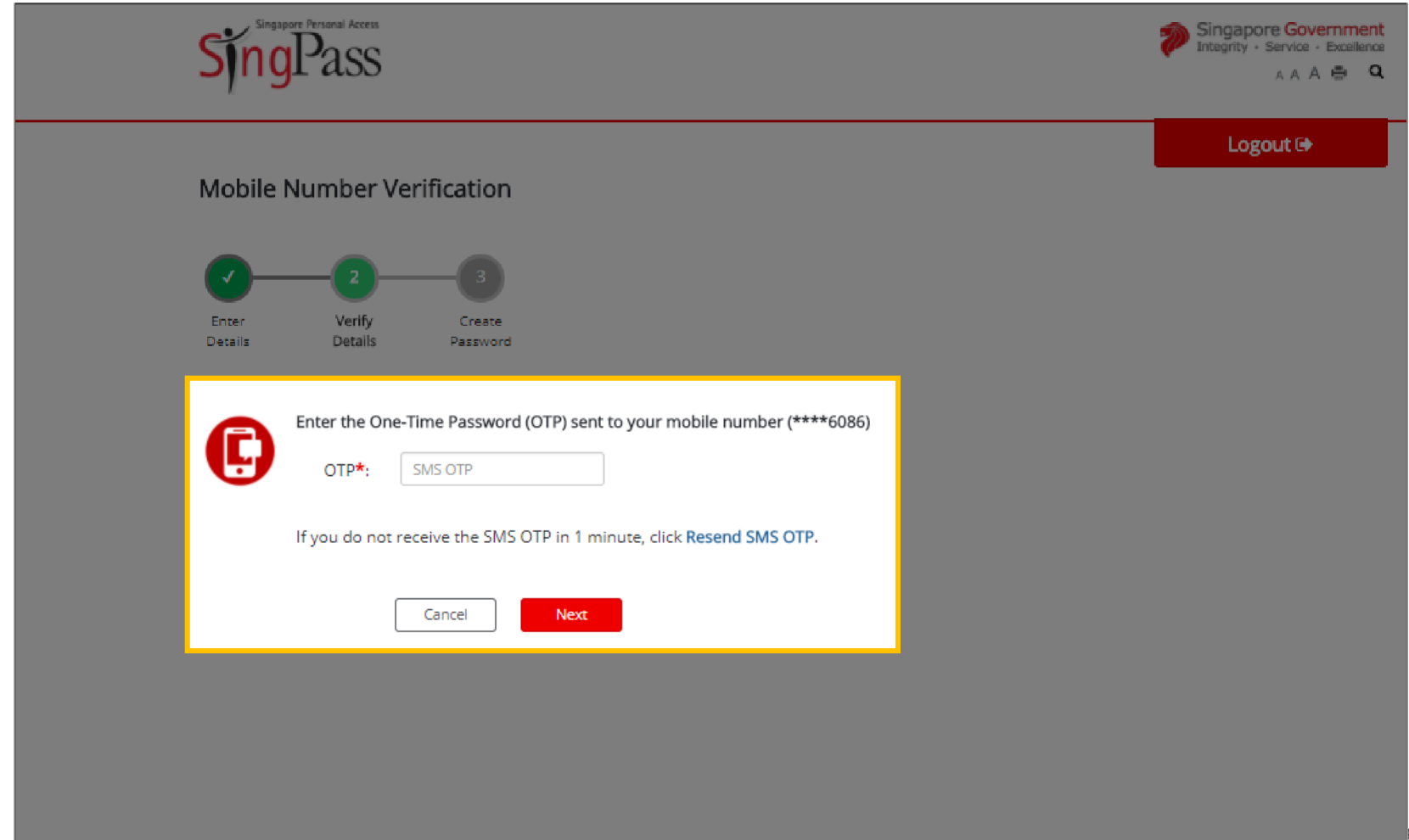
# Registering for a SingPass account

1 Go to SingPass website

2 Register for SingPass

3 Set up SingPass account  
a. Log in  
b. **Update details**  
c. Create password

3 Enter the **One-Time Password** sent to your mobile number (and email address) to verify that your contact details are correct



The screenshot shows the SingPass website interface during the registration process. At the top, the SingPass logo and Singapore Government logo are visible. A navigation bar includes a 'Logout' button. The main heading is 'Mobile Number Verification'. Below this, a progress indicator shows three steps: 'Enter Details' (completed with a checkmark), 'Verify Details' (current step, highlighted in green), and 'Create Password' (pending). The 'Verify Details' step is expanded to show a form with the following elements:

- A red mobile phone icon.
- The instruction: 'Enter the One-Time Password (OTP) sent to your mobile number (\*\*\*\*6086)'.
- A label 'OTP\*:' followed by a text input field containing 'SMS OTP'.
- A link: 'If you do not receive the SMS OTP in 1 minute, click [Resend SMS OTP](#)'.
- Two buttons at the bottom: 'Cancel' and 'Next'.

# Registering for a SingPass account

- 1 Go to SingPass website
- 2 Register for SingPass
- 3 Set up SingPass account**
  - a. Log in
  - b. Update details
  - c. Create password**

## 3 Enter your new SingPass password, then click 'Next'

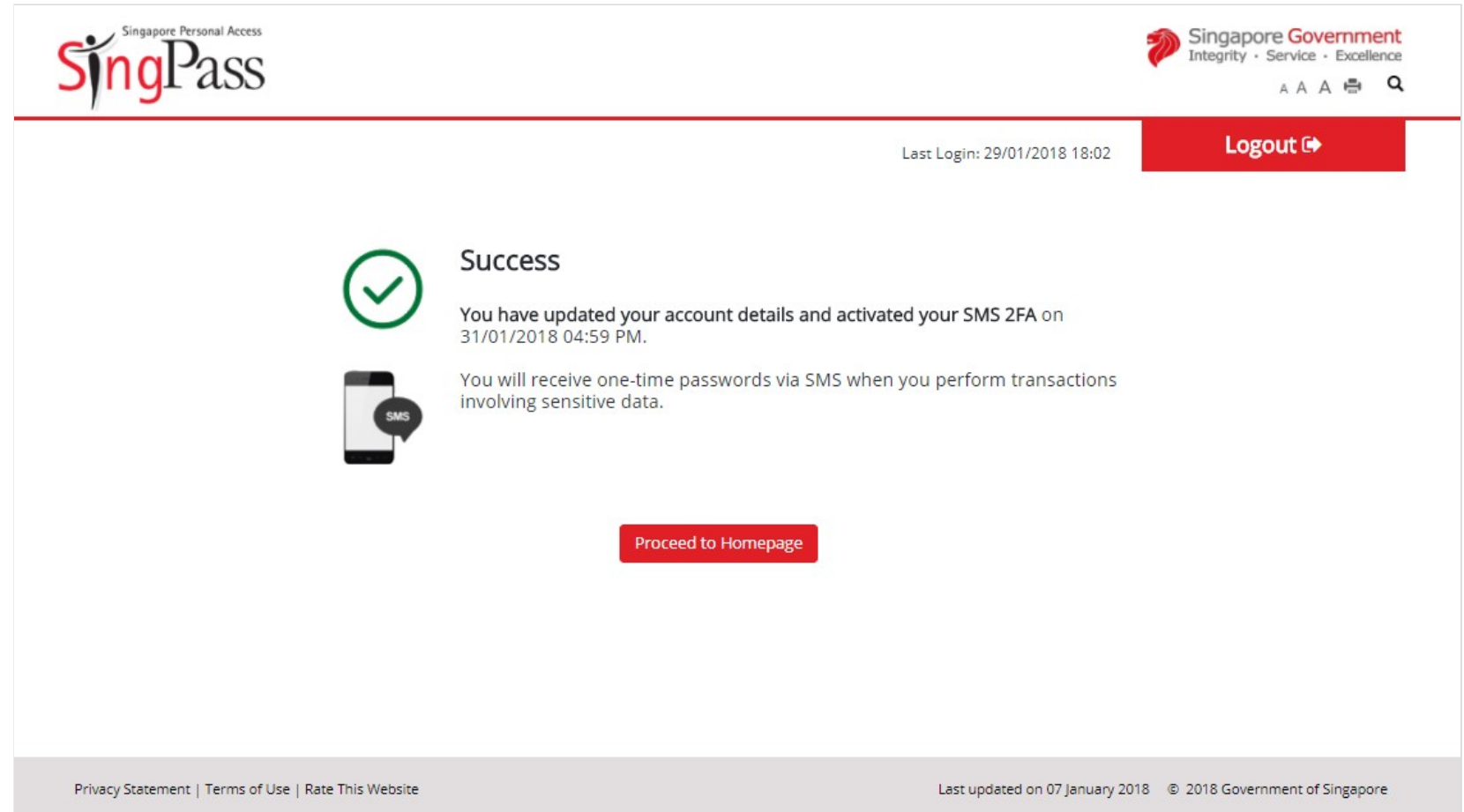
The screenshot shows the SingPass website interface for creating a password. At the top, there is the SingPass logo and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. A 'Logout' button is visible in the top right corner. The main heading is 'Create Password'. Below this, a progress bar indicates the current step: 'Enter Details' (checked), 'Verify Details' (checked), and 'Create Password' (active). The 'Create Password' section contains two input fields: 'New Password\*' and 'Confirm new Password\*'. At the bottom of the form, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted in red.

**i** Tips for a strong password: 8-24 characters, with letters, numbers, symbols

# Registering for a SingPass account

## 3 You have successfully updated your SingPass account!

- 1 Go to SingPass website
- 2 Register for
- 3 Set up SingPass account
  - a. Log in
  - b. Update details
  - c. **Create password**



The screenshot shows the SingPass website interface. At the top left is the SingPass logo with 'Singapore Personal Access' above it. At the top right is the Singapore Government logo with 'Integrity · Service · Excellence' below it, and accessibility icons. Below the header, on the right, it says 'Last Login: 29/01/2018 18:02' and a red 'Logout' button with an external link icon. The main content area features a green checkmark icon, the word 'Success', and the text: 'You have updated your account details and activated your SMS 2FA on 31/01/2018 04:59 PM.' Below this is an icon of a smartphone with an 'SMS' bubble and the text: 'You will receive one-time passwords via SMS when you perform transactions involving sensitive data.' A red 'Proceed to Homepage' button is centered below the message. At the bottom, there is a footer with 'Privacy Statement | Terms of Use | Rate This Website' on the left and 'Last updated on 07 January 2018 © 2018 Government of Singapore' on the right.



*Got more questions?*

Visit [SingPass](#)  
[FAQs](#)

## **FREQUENTLY ASKED QUESTIONS (FOR PARENTS)**

### **1. 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-Passholders)
- 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.

[WPOL link:

[http://www.ifaq.gov.sg/SINGPASS/apps/fcd\\_faqmain.aspx#FAQ\\_2101385](http://www.ifaq.gov.sg/SINGPASS/apps/fcd_faqmain.aspx#FAQ_2101385)]

Schools will continue to issue hardcopy letters and consent forms to parents and legal guardians who are unable to onboard Parents Gateway.

### **2. How do I apply for SingPass?**

Please visit the SingPass website (<https://www.singpass.gov.sg>), or scan the QR codes below to register for a SingPass and set up the 2-Step Verification (2FA). Should you require further assistance, please contact SingPass Helpdesk at 6643-0555.

<b>SingPass Registration</b>	<b>2FA Activation</b>
	

**3. I forgot my SingPass password. How do I reset it?**

If you have set up your SingPass 2FA, you can reset your password instantly online:

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

**4. I have to use my SingPass for login. Is it secured?**

SingPass is an online account management for access to Singapore Government e-services. It allows users to access hundreds of government services easily and securely online.

**5. Must I pay for the app?**

Parents Gateway is free-of-charge.

**6. 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.

**7. 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.

**8. Can I access Parents Gateway on the computer?**

Parents Gateway is only available as a mobile application. Supported OS Versions: Android 6.0 or later & iOS 9.1 or later.

**9. 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.

**10. 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.

**11. Does the usage of the app require large data consumption?**

Parents Gateway does not require large data consumption.

**12. Can I communicate with my child's teacher directly via the app?**

This feature is not available at this point in time.

**13. I am experiencing difficulty using the app, who should I go to?**

You may approach your child's school for assistance.