

Parents Gateway Instructional Guide

Step 1 – SingPass Registration and 2FA Setup

SingPass 2-Step Verification (2FA) is required for login. If you have not registered for a SingPass, please visit the website <https://www.singpass.gov.sg/singpass/resources/pdf/RegisterSingPass.pdf> or scan the QR code below.



If you have a SingPass account but have not set up the 2FA, please visit the website <https://www.singpass.gov.sg/singpass/resources/pdf/SetupSMS2FA.pdf> or scan the QR codes below.



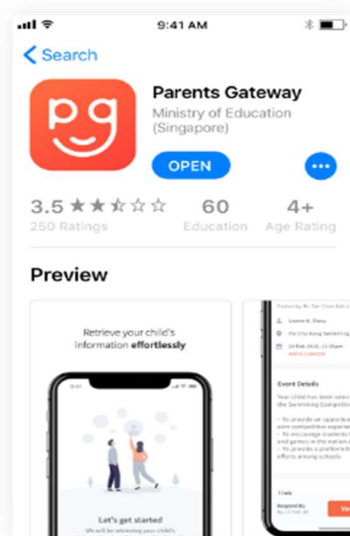
Should you require further assistance, please visit any of these Community Centre <https://www.singpass.gov.sg/singpass/common/counter> or contact SingPass Helpdesk at 6643-0555.

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.
- For Android user, please download 'QR Code Reader' from the Play Store in order to scan the QR code below.



QR Code Reader
Scan



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

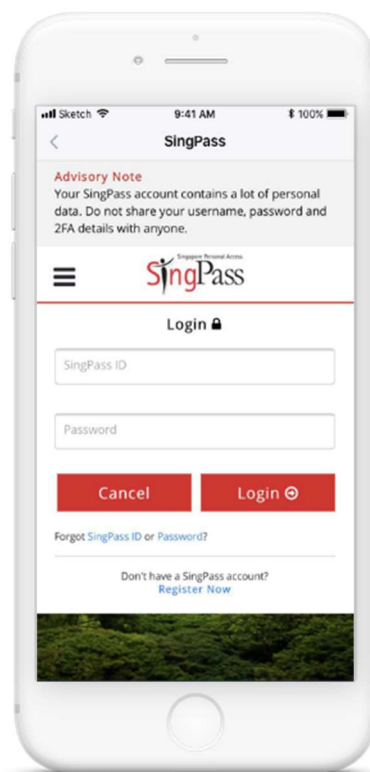
Note: Supported OS Versions - **Android 5.0 or later & iOS 9.1 or later**

Step 3 – One-Time On-boarding

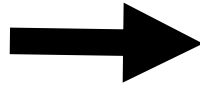
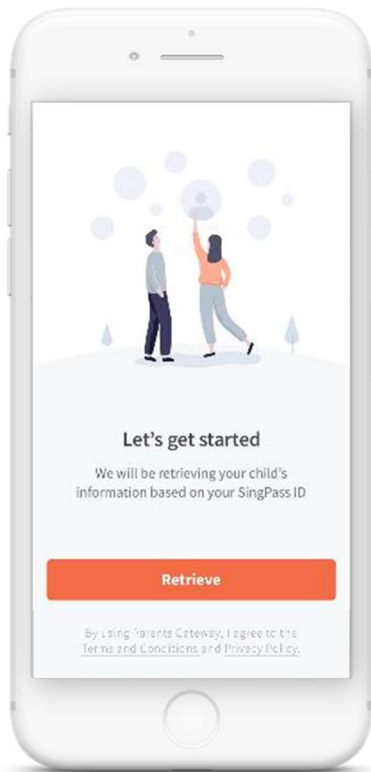
1. Tap on “Log in with SingPass”



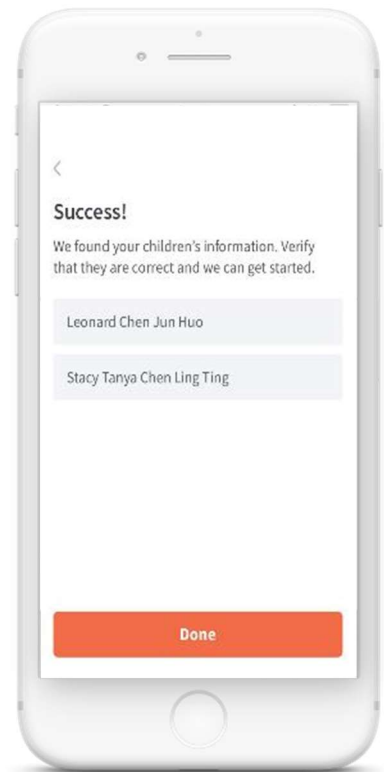
2. Log in with your SingPass (2FA)



3. Tap on "Retrieve" to retrieve your child(ren)'s information



4. Tap on "Done" to complete on-boarding



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

