Parents Gateway - Onboard 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). Should you require further assistance, please contact SingPass Helpdesk at 6643-0555.

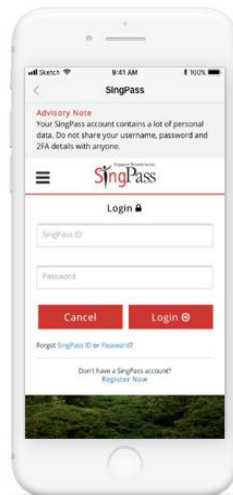## Step 2 – Download Parents Gateway Mobile App

   a. Open the Apple App Store or Google Play Store app on your mobile phone.
   b. Search for the 'Parents Gateway' mobile app.
   c. Download and install the app onto your phone.
   d. Enable '**Allow Notifications'** to receive push notifications.
   e. Note: Supported OS Versions - Android 5.0 or later & iOS 9.1 or later
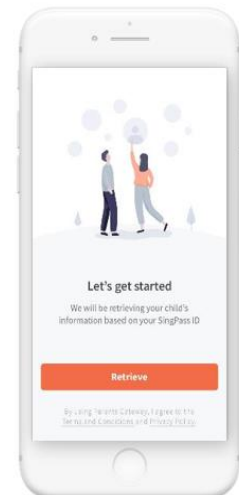
Step 3 – One-Time On-boarding
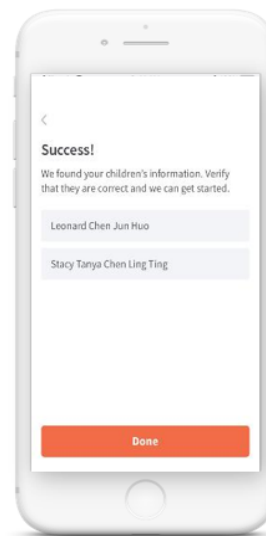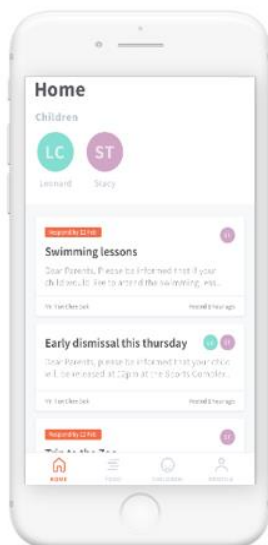
1. Tap on "Log in with SingPass"

2. Log in with your SingPass (2FA)

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

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

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

Please go to https://pg.moe.edu.sg/ for more information and FAQ.
Click here to watch the Parents Gateway Onboarding video. https://youtu.be/tW9jwyuovOo