## Instructional Guide to install Parents Gateway

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.

SingPass Registration	2FA Activation

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, or scan the QR code below.

For Android	For iOS
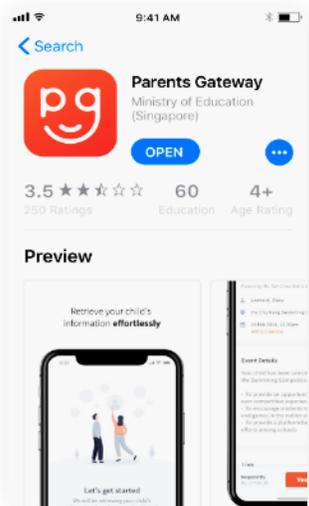
c. Download and install the app onto your phone.
d. Enable '**Allow Notifications'** to receive push notifications.

Note: Supported OS Versions - **Android 5.0 or later** & **iOS 9.1 or later**
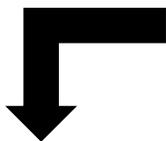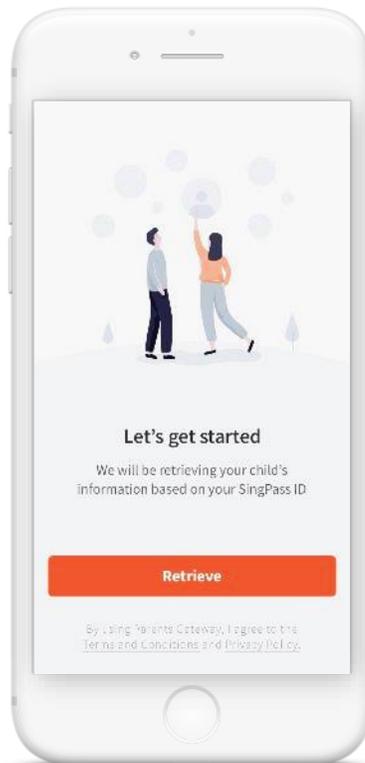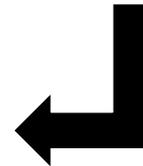
Step 3 – One-Time On-boarding

1. Tap on "Log in with SingPass"

2. Log in with your SingPass (2FA)

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Parents Gateway

An initiative brought to you by
Ministry of Education and GovTech

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Log In with SingPass

I have trouble logging in

ull Sketch 📶   9:41 AM   ⚡ 100% ▬

<   **SingPass**

Advisory Note
Your SingPass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone.

☰   **SingPass**

Login 🔒

SingPass ID

Password

Cancel   Login ⊙

Forgot SingPass ID or Password?

Don't have a SingPass account?
Register Now

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

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.

4. Tap on "Done" to complete on-boarding
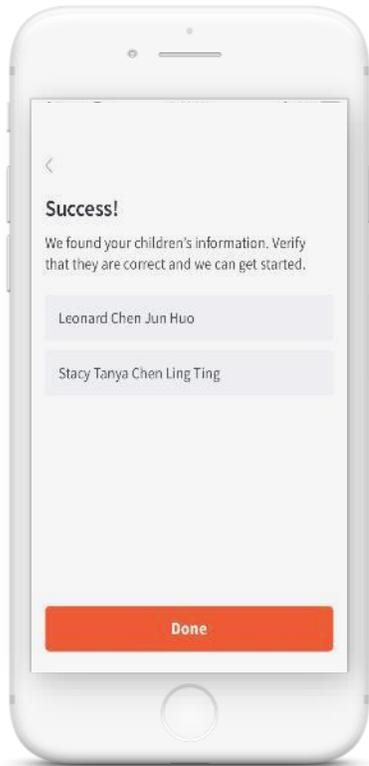
5. You should see your child(ren)'s school announcements and activities (if any)

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

Home

Children

LC
Leonard

ST
Stacy

Respond by 12 Feb — ST
Swimming lessons
Dear Parents, Please be informed that if your child would like to attend the swimming less..
Mr. Tan Chee Bok — Posted 1 hour ago

Early dismissal this thursday — LC ST
Dear Parents, please be informed that your child will be released at 12pm at the Sports Complex.
Mr. Tan Chee Bok — Posted 1 hour ago

Respond by 22 Feb — ST
Trip to the Zoo

HOME   TODO   CHILDREN   PROFILE