

# Parents Gateway

## Instructional Guide

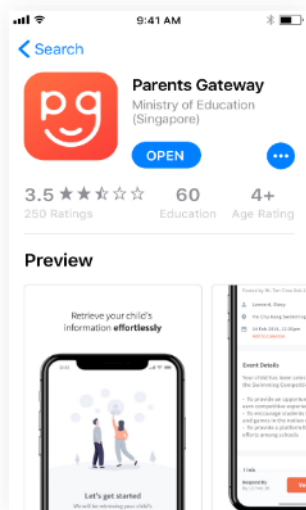
### Step 1 – SingPass Registration and 2FA Setup

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.



### 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.

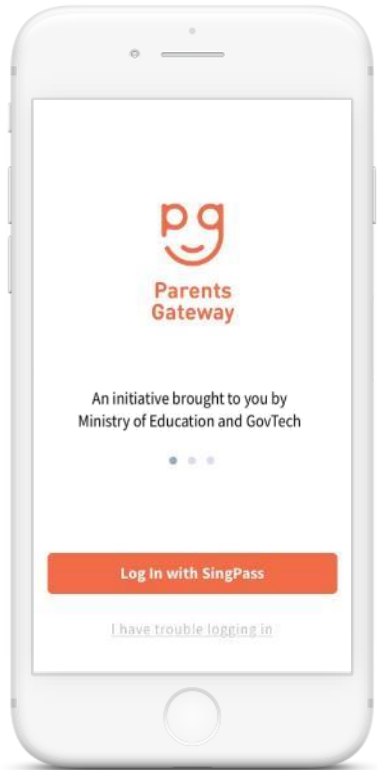


- Download and install the app onto your phone.
- Enable '**Allow Notifications**' to receive push notifications.

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

### **Step 3 – One-Time On-boarding**

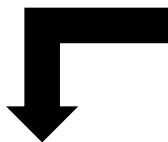
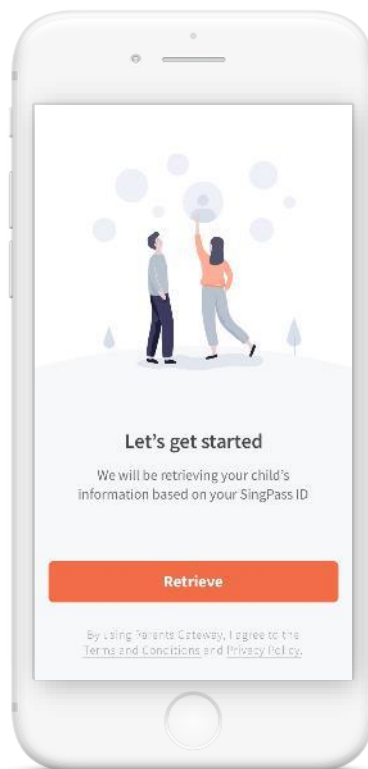
1. Tap on “Log in with SingPass”



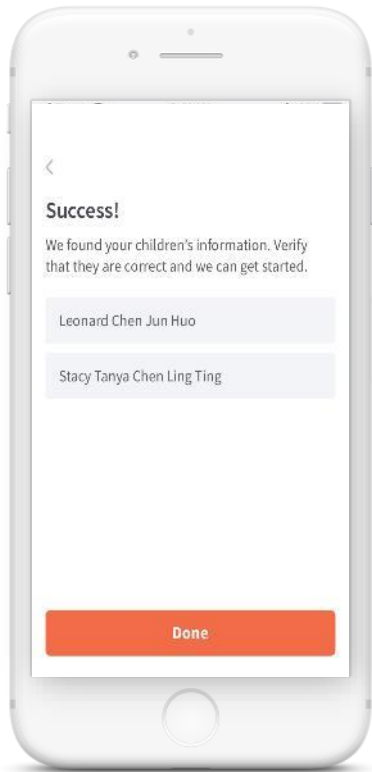
2. Log in with your SingPass (2FA)



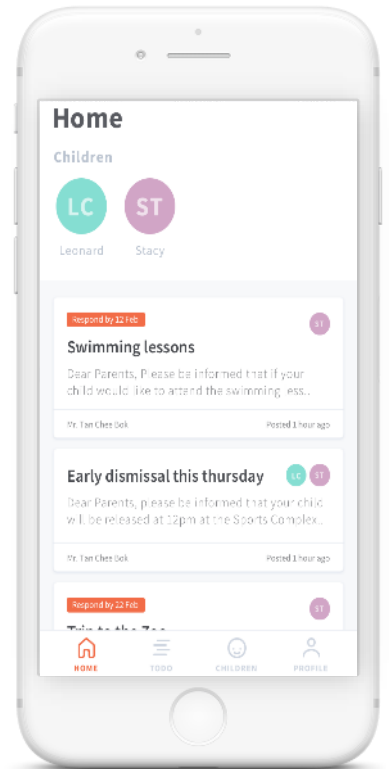
3. Tap on “Retrieve” to retrieve your child(ren)’s information



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



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



## Contact Us

Any Questions? Contact us here at:  
**[moe\\_parents\\_gateway@moe.gov.sg](mailto:moe_parents_gateway@moe.gov.sg)**