

Annex A - Instructional Guide

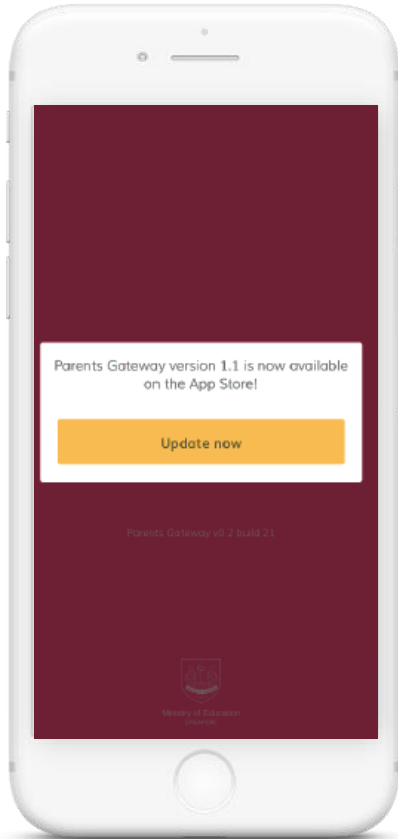
Step 1 – SingPass Registration and 2FA Setup

SingPass 2-Step Verification (2FA) is required for onboarding. 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.

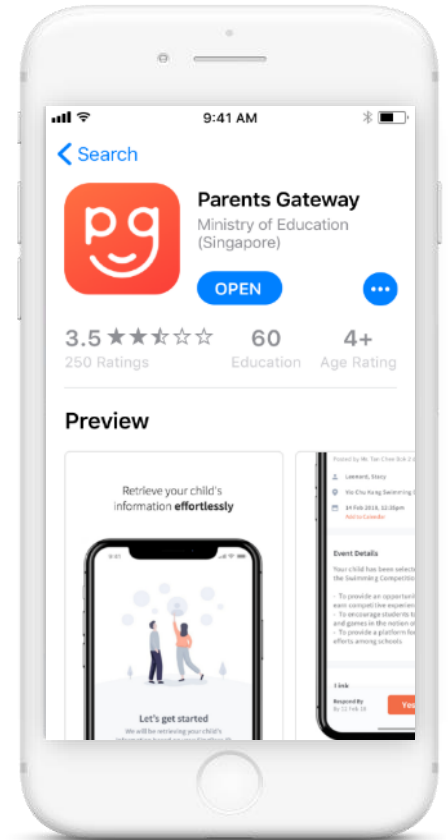
SingPass Registration	2FA Activation
	

Step 2 – Parents Gateway Mobile App

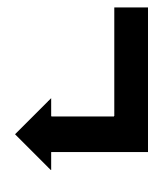
1. Notification to upgrade to the new Parents Gateway mobile app in Nov 2018

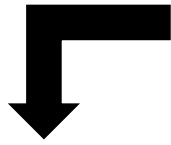


2. Tap on "Update"

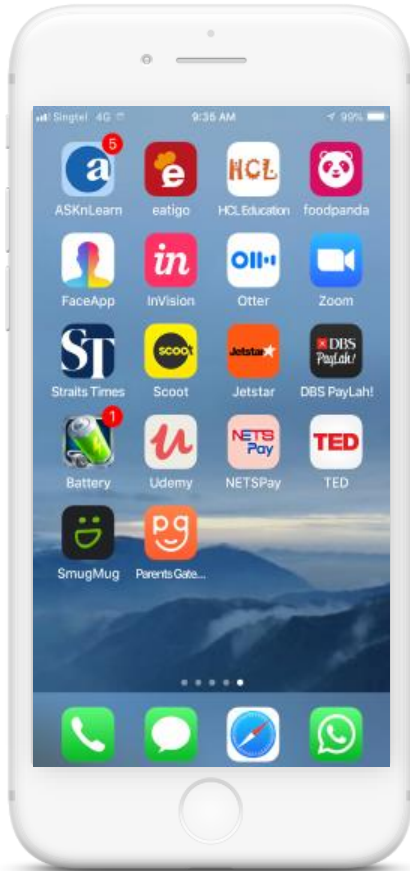


3. The app will download automatically





4. The old Parents Gateway logo will be replaced



5. Once successful, parents will need to onboard using their SingPass.



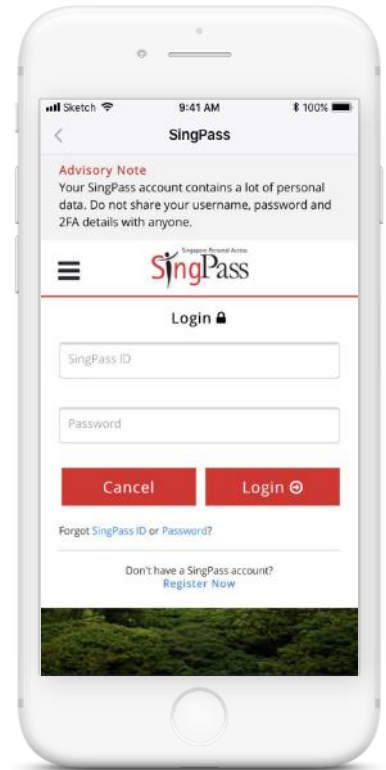
Note: Supported OS Versions - **Android 6.0 or later & iOS 9.1 or later**

Step 3 – One-Time Onboarding

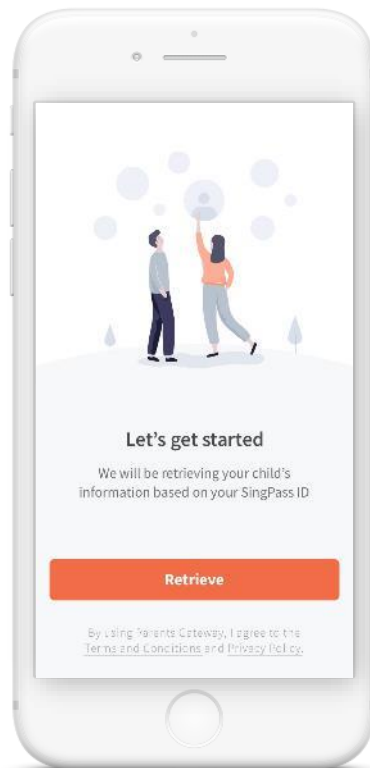
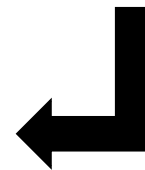
1. Tap on “Login with SingPass”

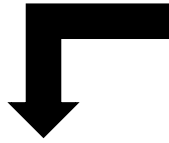


2. Login with your SingPass (2FA)

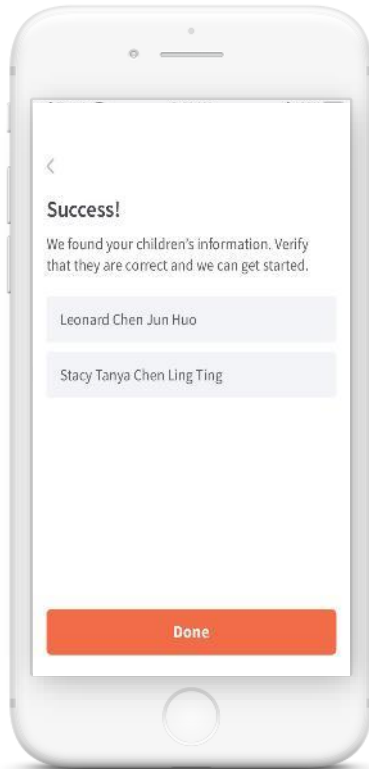


3. Tap on “Retrieve” to retrieve your child(ren)’s information





4. Tap on "Done" to complete onboarding



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

