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Woodlands Primary School

Reference: 114 / 2018

19 September 2018

Dear Parents,

Invitation to Participate in Parents Gateway (Alpha) Programme

1 Parents Gateway is a new digital platform developed by Ministry of Education (MOE) and GovTech to bring greater convenience to parents to perform simple administrative transactions and to stay updated on schools' programmes and activities. This enables parents to better support their child in their education journey through closer interactions and communications with schools.



2 As part of the efforts to continuously improve the functionality and user experience of the Parents Gateway, **MOE is conducting a pilot programme with selected schools to test the mobile app and gather feedback.**

3 We are pleased to inform you that Woodlands Primary School has been selected to participate in this Parents Gateway (Alpha) pilot programme. It is an opportunity for us to try out new technologies in connecting and communicating with parents.

4 We would like to invite you to be a part of the pilot programme to access the Parents Gateway mobile app and try out its functions. This includes receiving timely information on school announcements, events or other information relating to your child and the school.

5 The duration for this pilot programme will last for 2 months starting from 24 September 2018. During this period, Class Dojo will not be used as a platform of communication with parents. The school will concurrently send hard copy letters and forms for certain administrative and assessment matters so that in the event you are unable to participate in the pilot, you will continue to receive the relevant information.

Accessing Parents Gateway

6 We invite you to download the free Parents Gateway mobile app onto your mobile phone. The “**Instructional Guide**” in **Annex A** provides the instructions for downloading the mobile app (available on iOS and Android platforms only) and performing a one-time account registration.

7 To safeguard our pupils' data, **only parents who are registered in the official pupil records in the MOE database will be able to use the mobile app.**

8 The information shown on Parents Gateway is taken from the pupil records in the MOE database. If there are any discrepancies in the data shown on Parents Gateway, please contact the school to update the data.

Feedback

9 As this is a pilot programme, we appreciate if you could share with us your feedback on your experience of using the mobile app. This will help MOE to enhance the Parents Gateway mobile app to benefit more parents in future.

a) If you have any questions or feedback regarding school-based matters or mobile app, please email Mrs Lalitha Sathya Prasad at lalitha_ramalingam@moe.edu.sg

b) For technical assistance, please contact helpdesk at:

Email: support@commontown.com

Tel: 68488900

We look forward to your support. Thank you!

Yours sincerely,



Winnie Tan (Ms)
Principal

Annex A - Instructional Guide

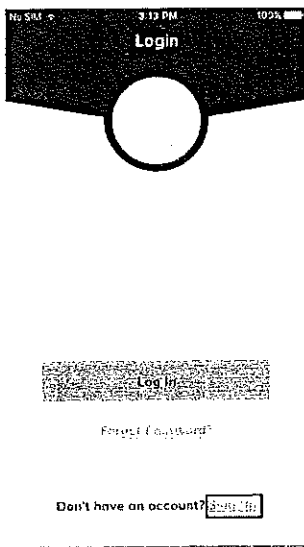
Step 1 - Download Mobile App



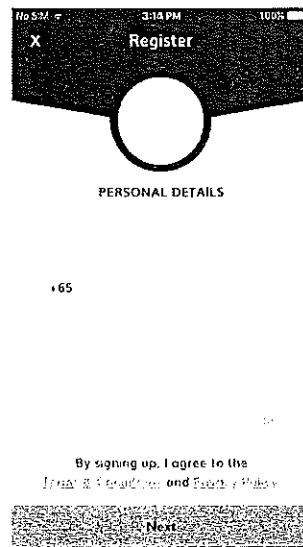
- Keyword search **"Parents Gateway"** in Apple App Store or Google Play Store to download the mobile app.
- '**Allow Notifications**' to receive push notifications.
- Supported OS Versions: **Android 5.0 or later & iOS 9.1 or later**

Step 2 - One-Time Account Registration

1. Tap on "Sign Up".

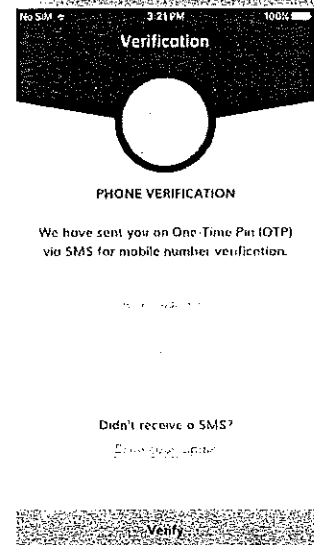


2. Enter your NRIC or FIN, mobile number, email and password.

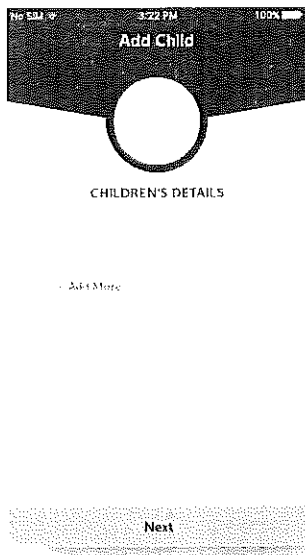


3. You will receive an SMS containing a One-Time Pin (OTP). Enter the OTP and Tap on "Verify" to proceed.

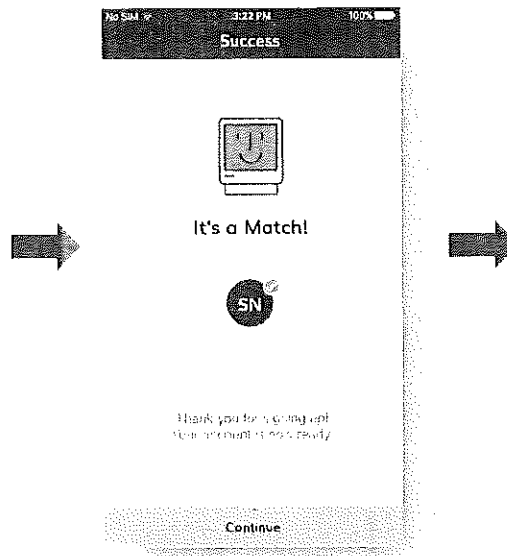
A screenshot of an SMS message. It says: "Your One-Time Pin (OTP) is 588493 for your Parents Gateway account. This OTP will expire on 24 Jul 2017 17:44." There is a small icon of a person at the start of the message.



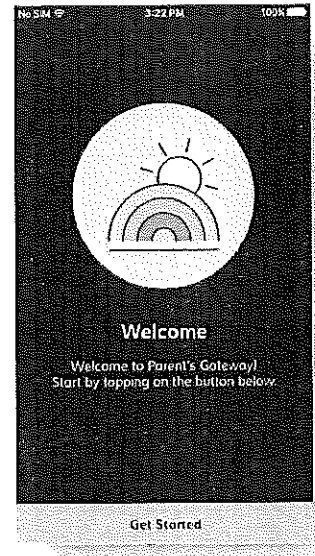
4. Enter your child's BC/NRIC or FIN. Tap on "Add More" to add additional child*. Click "Next" to proceed.



5. You will see the following message if you have successfully performed the "Add Child" function. Tap on "Continue" to proceed.



6. Account registration is now completed. Tap on "Get Started" to start using the app.



* You can also "add" additional children in the app after account registration is successful.

* In the example above, "SN" refers to the first letter of the first two words of your child's name e.g. Sally Ng. You can replace this by uploading your child's photo in the app.