Parents Gateway

Quick-start Guide for Absence Notification in PG app

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Using PG Absence Notification

Parent is onboard PG	Schools turned on Absence Notification	Remarks
Yes	Yes	● Parent **will be notified** of student's absence via PG. ● Parent **can submit reasons** and documents via PG.
Yes	No	● Parent **can submit reasons** and documents via PG.
No	Yes	● Parent (Primary Contact) will be notified of student's absence via SMS (status quo). ● Parent **will not** be able to submit reasons via PG.
No	No	● Parent **will not** be able to submit reasons via PG.

Submit reason for absence after receiving absence notification from school

Parents will only receive the notification if the school has turned on the notification service.

Submit child's reason for absence after receiving notification (1/3)
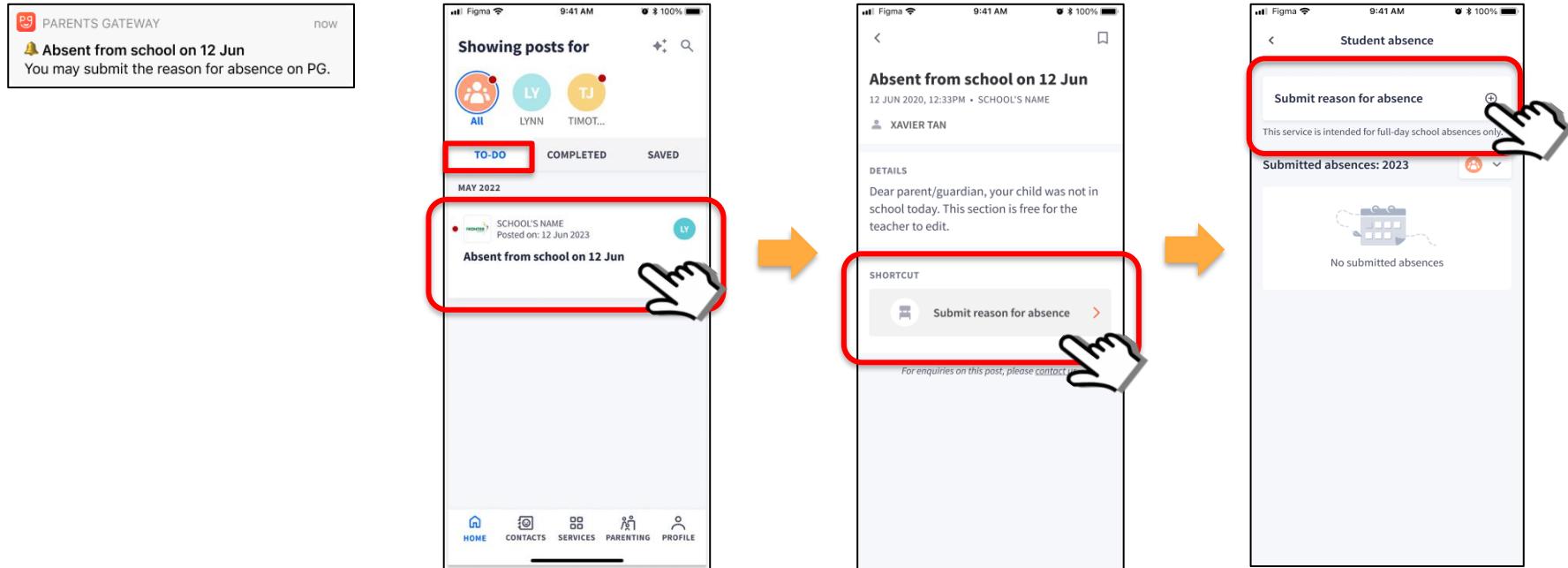
1. Parents will receive notification from school. Click on notification to go to PG app

2. Click on the absence notification under "TO-DO" tab

3. Click on "Submit reason for absence" in the details page.

4. Click on the "+" to add submission

Submit child's reason for absence after receiving notification (2/3)

5. Select the child you are submitting the reason for.

6. Click on "Next" to input absence details.

7. Click on box to activate calendar for selection of date.

8. Select the date(s) of absence.

Submit child's reason for absence after receiving notification (3/3)

9. Select the relevant option for Absence

10. a) Fill in required fields shown on the screen after step 9
    b) Click on "Submit".

11. You will see a ✓ once your submission is successful.

Note: Do not upload documents that are sensitive in nature

Received school's request to follow-up on submission

Teacher's request to follow-up on child's absence (1/2)
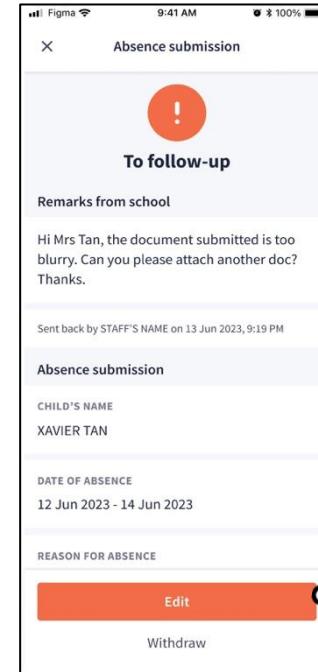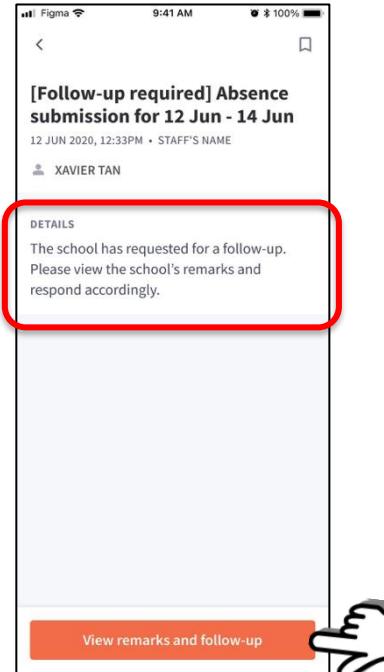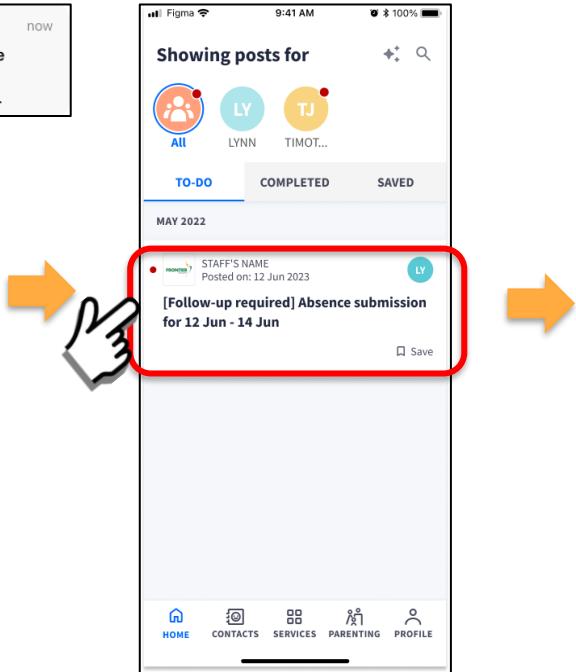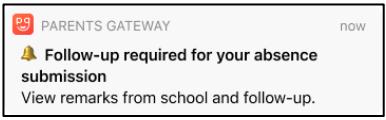
1. Parents will receive a notification for follow-up. Click on notification to access PG.

2. Click on the "Follow-up required" notification under "TO-DO" tab

3. Click on the "View remarks and follow-up" tab

4. Click on 'Edit' to update required changes

Teacher's request to follow-up on child's absence (2/2)

5a) Made necessary edits on the screen
b) Click on "Submit".

6. You will see a ✅ once your edits are successful.

Self-service link to submit child's absence

Parent to submit absence without prompt from school
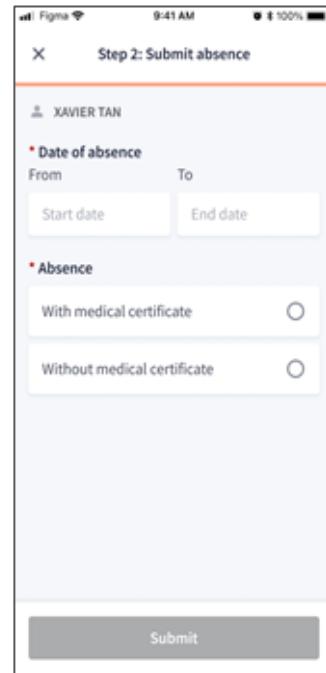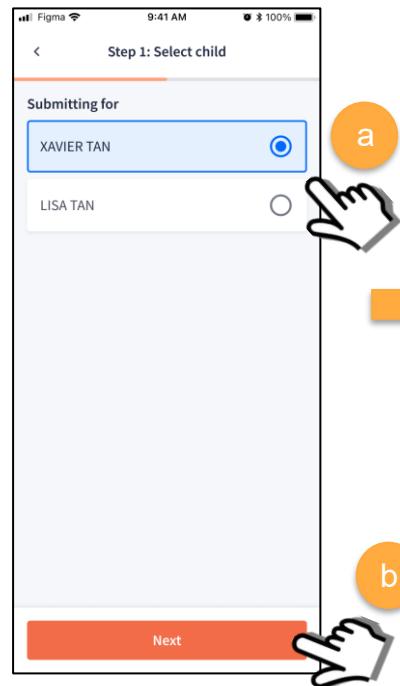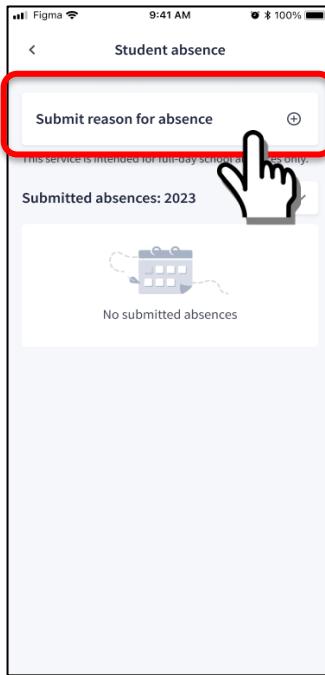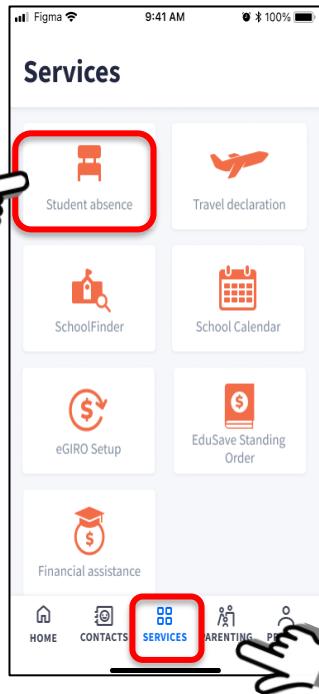
1. a) Go to "SERVICES" tab.
   b) Click on "Student absence"

2. Click on the "+" to add submission

3. a) Select the child you are submitting the reason for
4. b) Click Submit.

5. Fill in required fields shown on the screen. Once all mandatory fields are filled, click Submit

School edits parent's submission (no action required from parent)

Teacher edited parent's submission, and no further action required from parent

PARENTS GATEWAY   now

🔔 **The school has edited your absence submission**
No action is required from you.
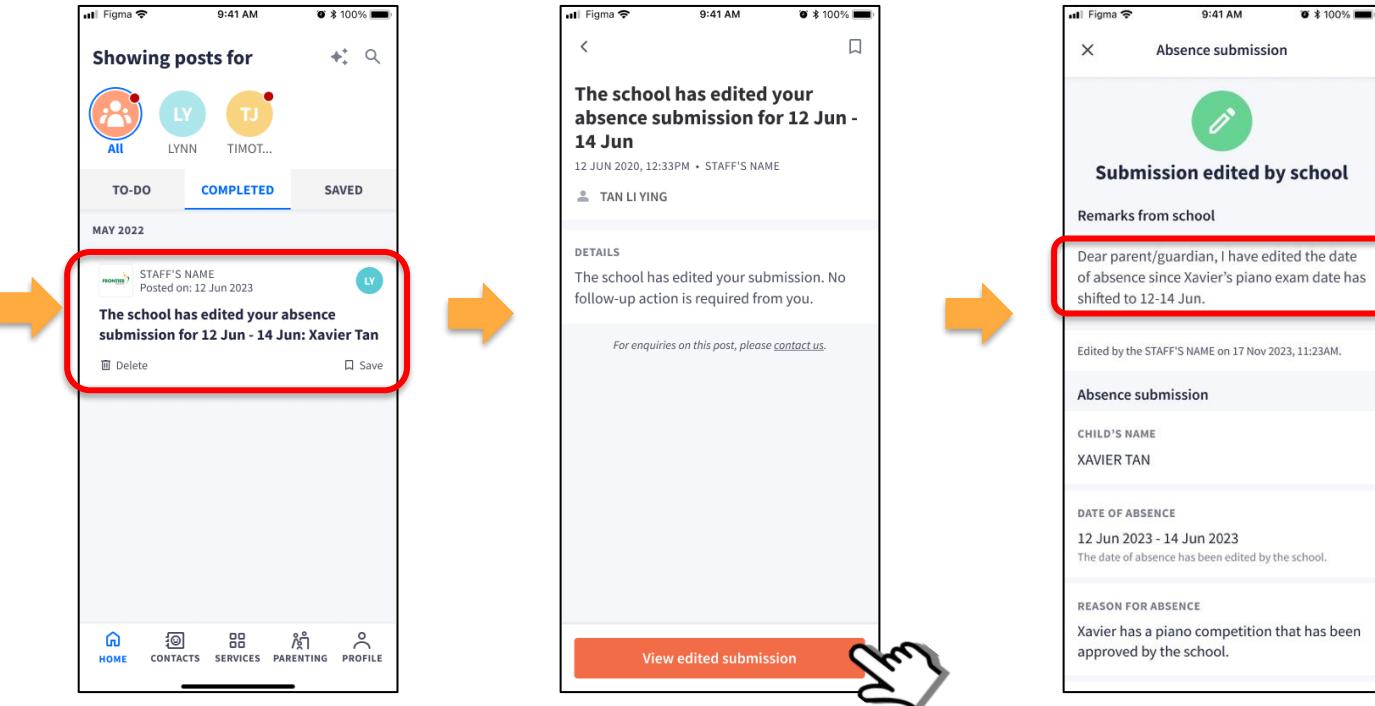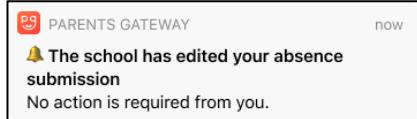
1. Parents will receive a notification to inform them that school had edited their submission. Click on notification to access PG.

2. You will receive a notification of edit by the school

3. Click on "View edited submission" to check on edits made by school.

4. Parent will be able to view remarks/ reason for edits under "Remarks from school". No further action is required by the parent.

Withdrawal of submitted absence from SERVICES tab

Withdrawal of submitted absence (1/2)
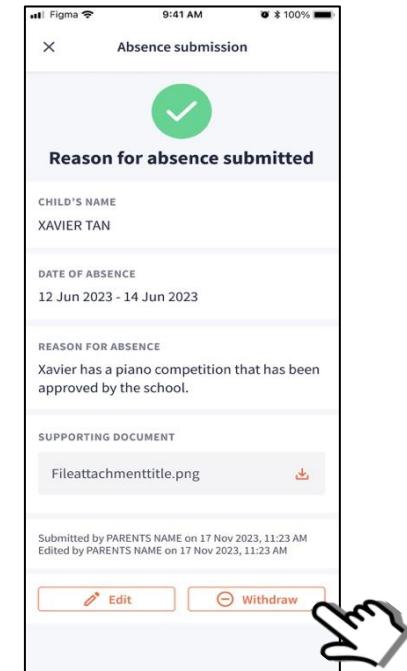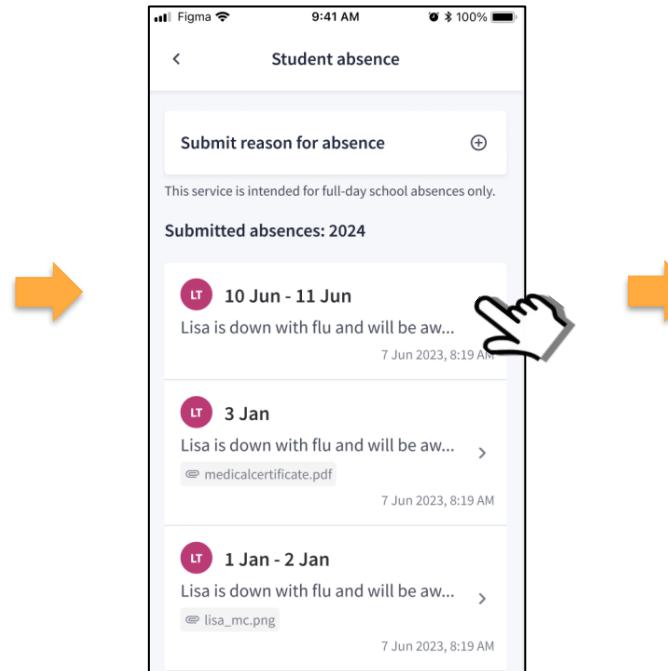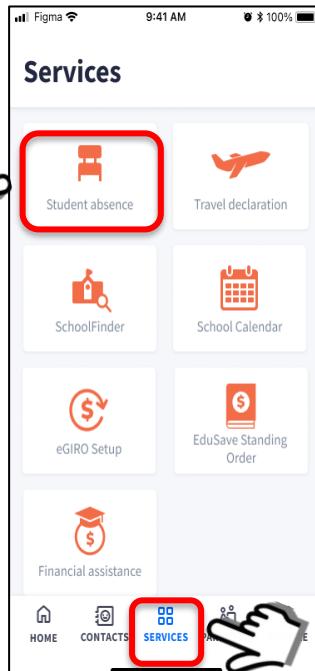
1. a) Go to "SERVICES" tab.
   b) Click on "Student absence"

2. Select the submission that you would like to withdraw.

3. Click on the "Withdraw" button.

Withdrawal of submitted absence (2/2)
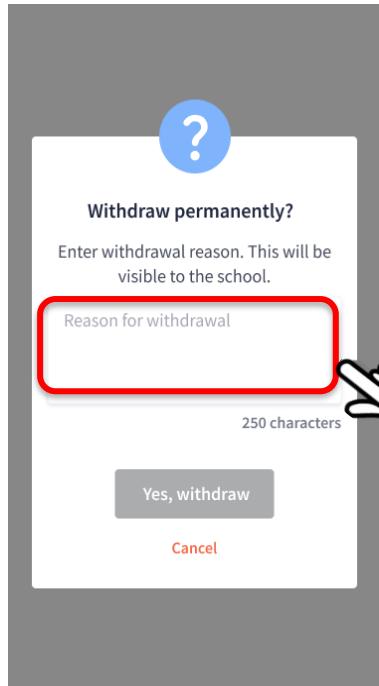
4. A pop-up screen will appear. Enter reason for withdrawal.
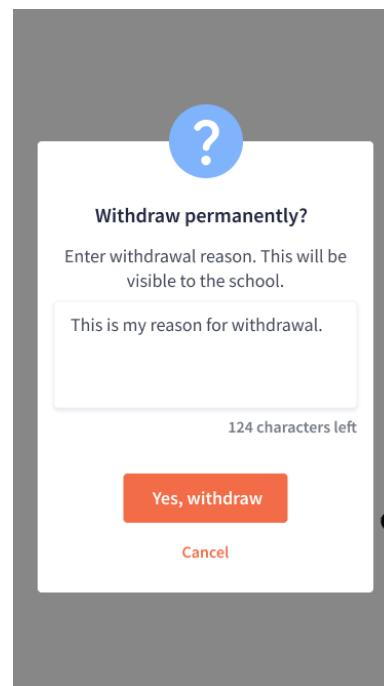
5. Click on "Yes, withdraw".
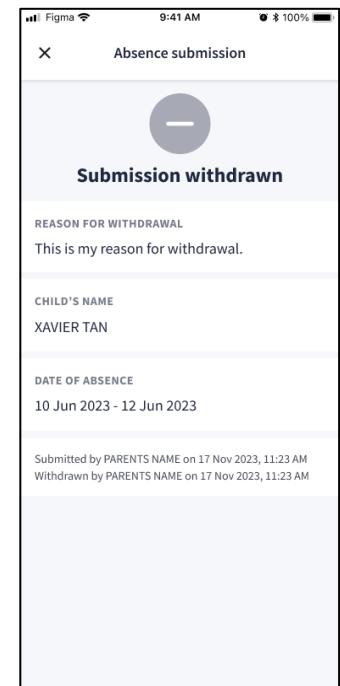
6. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

Withdrawal of submitted absence from teacher's follow-up post

Withdrawal of submitted absence
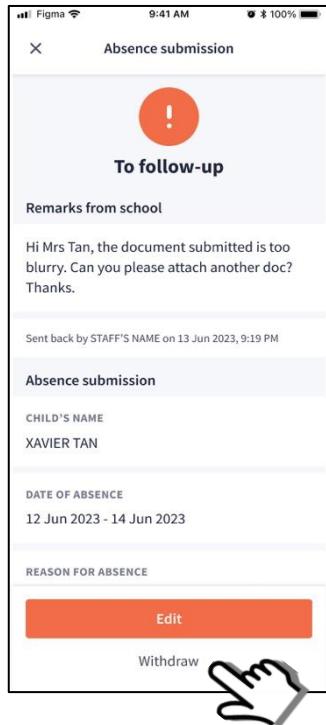
1. Select withdrawal in the details page.
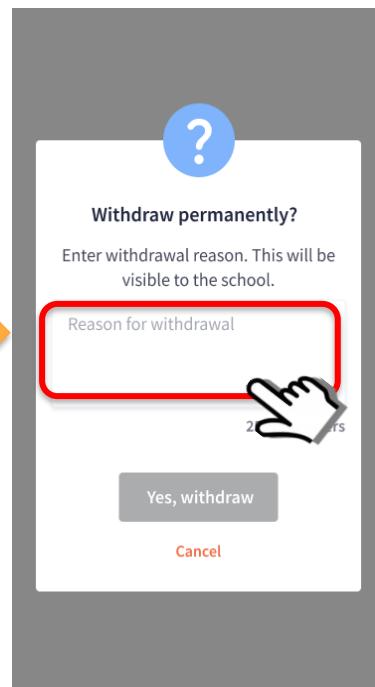
2. A pop-up screen will appear. Enter reason for withdrawal.
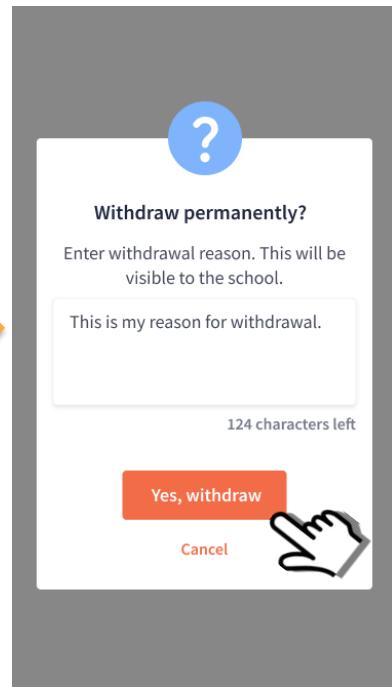
3. Click on "Yes, withdraw".

4. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

Expiry date for editing and/or withdrawing absence submission

Expiry Date for editing and/or withdrawing absence submission

Absence submission

✓

Reason for absence submitted

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
10 Jun 2023 - 12 Jun 2023

REASON FOR ABSENCE
Xavier has a piano competition that has been approved by the school.

SUPPORTING DOCUMENT
Fileattachmenttitle.png

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM
Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM

Editing or withdrawing your submission is no longer available. For any modifications, please contact the school directly.

Editing or withdrawing your submission is no longer available. For any modification, please contact the school directly.

Parent will only be able to edit/withdraw absence submission within 2 weeks of submission OR within 2 weeks after absence date, whichever is later.

Example 1:
Parent submit MC on 12 Jan for absence on 12 Jan – Edit or withdrawal is permitted until **26 Jan**

Example 2:
Parent submit absence on 12 Jan for 12 Feb, edit or withdrawal is permitted until **26 Feb**

Example 3:
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until **29 Jan**

Note:
If teacher requests for a follow-up, there will be **no expiry** date for parents to send back and edit or withdraw.

Deletion of all submitted absences in the current year

All submitted absences created in the current year will be deleted on and after 16 Dec

Before 16 Dec

After 16 Dec
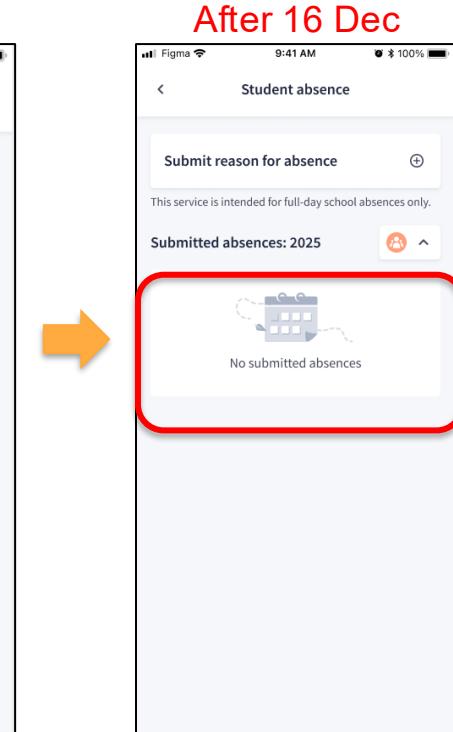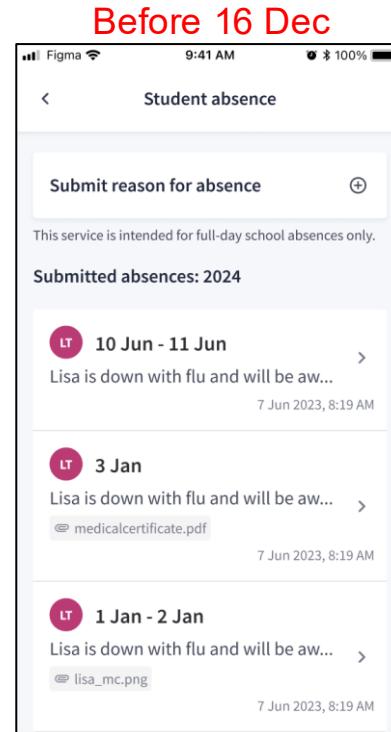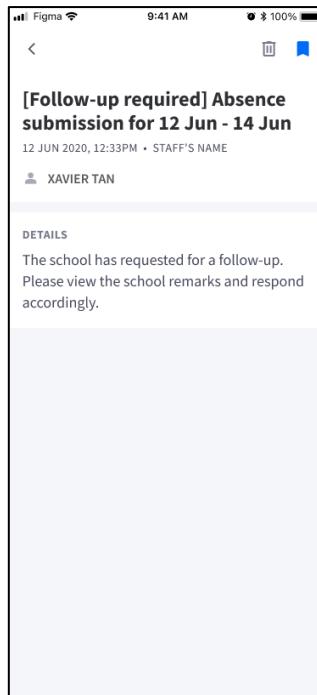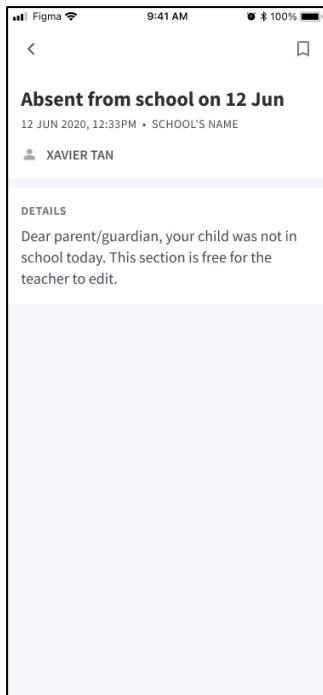
1. Parents will not be able to see any button in the past absence notification posts

2. Under the "Student Absence" tab, parents will no longer see the submissions submitted in the current year.

Thank You

FREQUENTLY ASKED QUESTIONS (FOR PARENTS)

Advance Submission

1. **My child has a medical appointment next month. Can I submit an absence notification in advance?**

   Yes, parents may submit a notification of absence in advance through the Services tab in the Parents Gateway App.

2. **I have made a Student Absence submission in advance, but the appointment date has been changed. Can I edit my submission?**

   Yes, you may click on the Services tab and search for the submission that you would like to edit. You can update the details and click on 'Submit edits'.

Editing Submissions of Absence

3. **I have submitted the wrong document in Student Absence. What should I do?**

   1) Please go to the Services tab, and then 'Student Absence'.
   2) Search for the submission to edit and tap on it.
   3) Search for the field 'Supporting document'.
   4) Tap on the Delete icon and upload the correct document.
   5) Then tap on 'Submit edits'.

4. **Can my spouse edit a Student Absence submission that I have made?**

   Your spouse can edit the submission if it is within 2 weeks of your submission.

Delayed Submission

5. **My child was absent a few weeks ago. Can I still use the Student Absence service to submit the reason for my child's absence?**

   Yes, you may still submit the reason if you have not done so within the calendar year.

Withdrawal of Submission

6. **When I withdraw the submission, can the school still see what I had submitted?**

   The school will be notified of the withdrawal, but they will no longer be able to see the details of the submission or the file submitted previously.

Rejection / Deletion of Submission

7. Why did the teacher reject / delete my Student Absence submission?

The supporting document(s) that you have submitted may be sensitive in nature (e.g. detailed medical health information or court documents etc.).

No Notification of Absence

8. Why am I not getting notifications from the school about my child's absence?

Your child's school may not have activated the feature for notification of absence for parents on Parents Gateway.

Feature Unavailability for Children in Other Schools

9. Why is the Student Absence service not available for my other child who is in another school? Why am I unable to find the Student Absence service in PG?

This service is currently available in selected schools. It will be rolled out progressively to all schools, and we expect all schools to be onboarded by Term 1, 2026.

Notification of Absence when child is in school

10. My child is in school. Why did I get a notification about my child's absence?

Your child might not have been present / might have reported late when attendance was taken and hence, his/her attendance was marked as 'absent'. Please contact your child's form teacher for further clarification.

Availability of Submission on Parents Gateway

11. How long will Student Absence submissions be stored in Parents Gateway?

All submitted absences created in the current year will be deleted on 16 December.