

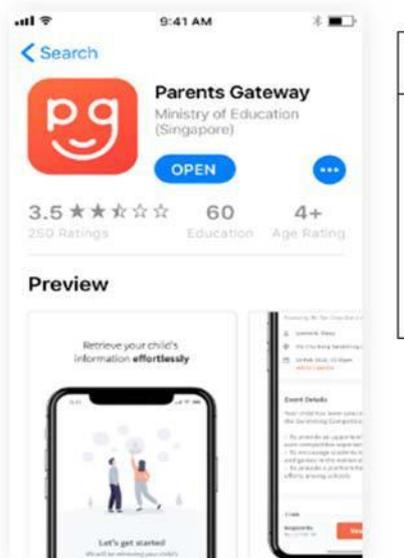
Annex A - Instructional Guide

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>). Should you require further assistance, please contact SingPass Helpdesk at 6643-0555.

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.



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

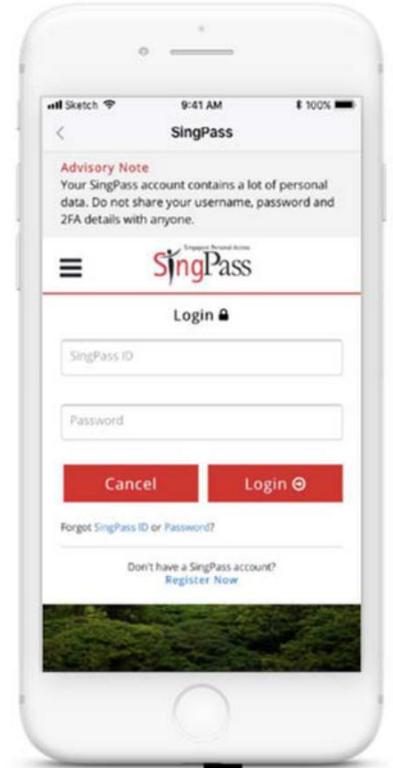
Note: Supported OS Versions - **Android 6.0 or later & iOS 9.1 or later**

Step 3 – One-Time On-boarding

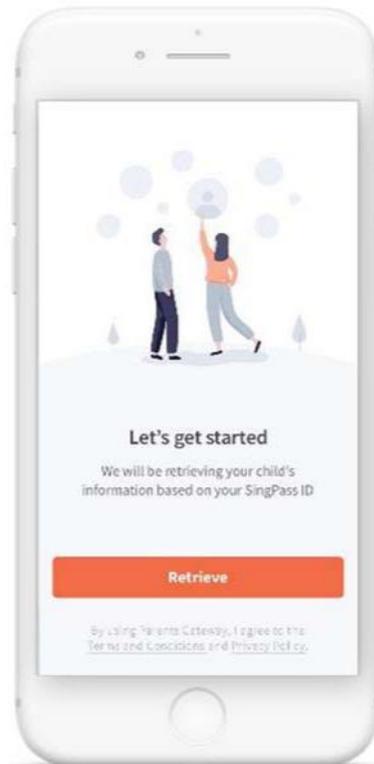
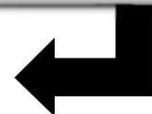
1. Tap on “Log in with SingPass”



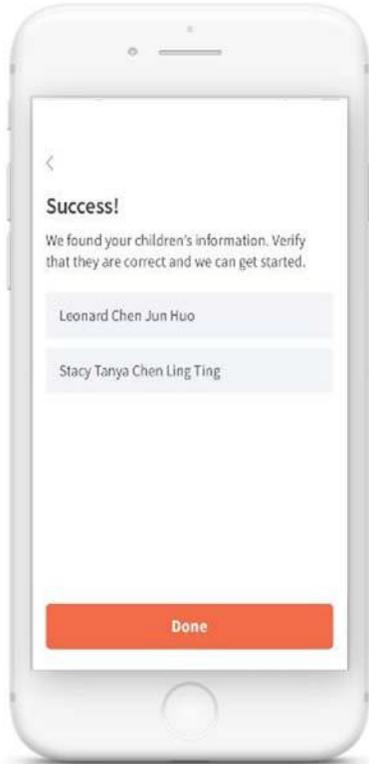
2. Log in with your SingPass (2FA) – *If tapping on the SingPass Mobile QR does not work, just key in the SingPass user ID and password manually.*



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)

