

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>), 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
	

Alternatively, you may visit any of the SingPass Counter to:

- Apply for a new account
- Reset your SingPass password
- Update your mobile number and account details
- Register and activate SMS 2FA instantly

If you are visiting a SingPass counter, please bring these documents for verification purposes

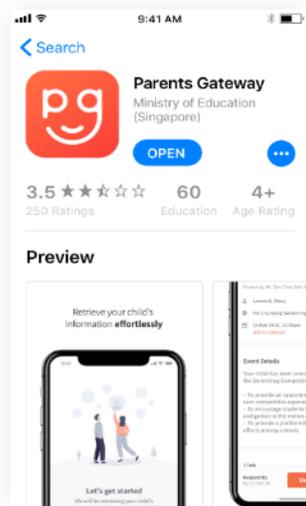
Profile	Required Documents (Must be original and are still valid)
Singapore Citizens & Permanent Residents (PR)	For Singapore Citizens: NRIC <u>or</u> Singapore Passport <u>or</u> Singapore Driving Licence <u>or</u> National Service IDs from SAF, SPF and SCDF For PRs: NRIC <u>or</u> Passport with Re-entry Permit <u>or</u> Singapore Driving Licence <u>or</u> National Service IDs from SAF, SPF and SCDF

The nearest SingPass Counter to the school is: **Whampoa CC.**

Address: 300 Whampoa Drive, Singapore 327737. Tel: 6254 7060. Opening Hours: 9.30am – 5.30pm , Monday - Friday

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, or scan the QR code below.



- c. Download and install the app onto your phone.
- d. 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

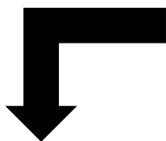
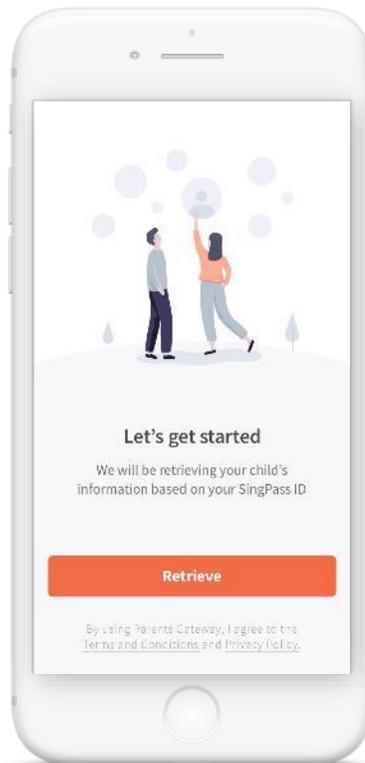
1. Tap on “Log in with SingPass”



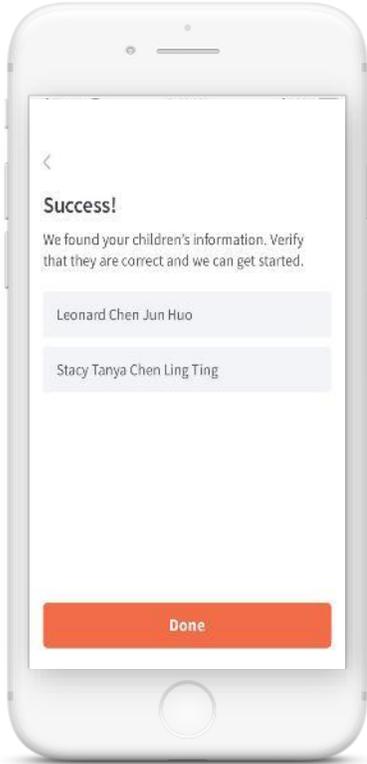
2. Log in with your SingPass (2FA)



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)

