

# Parents Gateway

Quick-start Guide for Absence  
Notification in PG app



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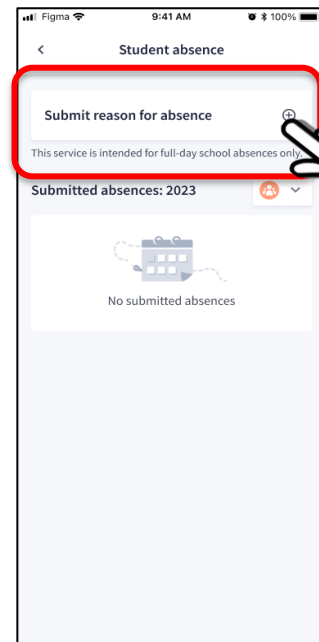
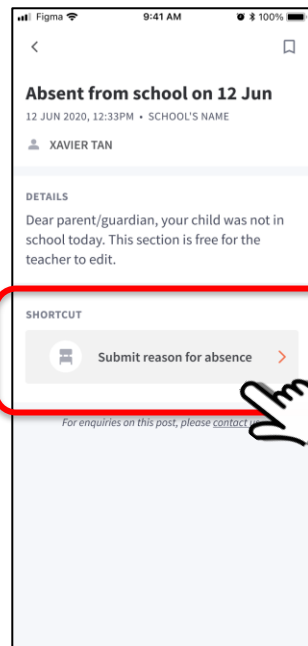
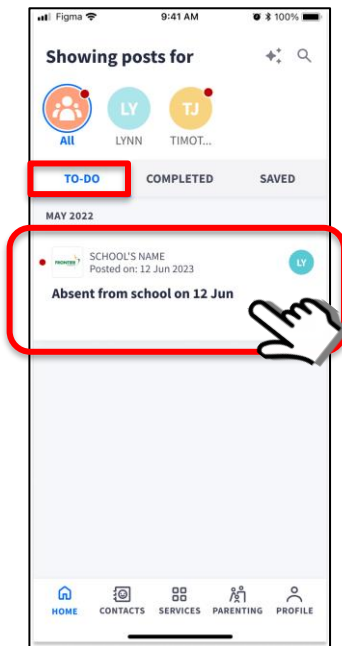
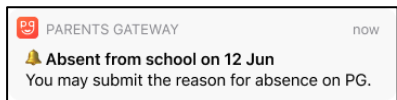
# Using PG Absence Notification

Parent is onboard PG	Schools turned on Absence Notification	Remarks
Yes	Yes	<ul style="list-style-type: none"><li>• Parent <b><u>will be notified</u></b> of student's absence via PG.</li><li>• Parent <b><u>can submit reasons</u></b> and documents via PG.</li></ul>
Yes	No	<ul style="list-style-type: none"><li>• Parent <b><u>can submit reasons</u></b> and documents via PG.</li></ul>
No	Yes	<ul style="list-style-type: none"><li>• Parent (Primary Contact) will be notified of student's absence via SMS (status quo).</li><li>• Parent <b><u>will not</u></b> be able to submit reasons via PG.</li></ul>
No	No	<ul style="list-style-type: none"><li>• Parent <b><u>will not</u></b> be able to submit reasons via PG.</li></ul>

# **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)

Step 1: Select child

Submitting for

XAVIER TAN ☐

LISA TAN ☐

Next

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

Step 1: Select child

Submitting for

XAVIER TAN ☒

LISA TAN ☐

Next

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

Step 2: Submit absence

XAVIER TAN

\* Date of absence

From To

Start date date

\* Absence

With medical certificate ☐

Without medical certificate ☐

Submit

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

Step 2: Submit absence

XAVIER TAN

\* Date of absence

From To

Start date End date

JUNE 2023

MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JULY 2023

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7

Select dates

8. Select the date(s) of absence.

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

Step 2: Submit absence

XAVIER TAN

\* Date of absence  
From 10 Apr 2025 To 12 Apr 2025

\* Absence  
With medical certificate ☐  
Without medical certificate ☒

\* Please specify reason  
E.g. My child has a piano exam.  
500 characters left

Supporting document (optional)  
Please do not upload any sensitive documents. ⓘ

Submit



Step 2: Submit absence

10 Apr 2025 12 Apr 2025

\* Absence  
With medical certificate ☐  
Without medical certificate ☒

\* Please specify reason  
My child has a piano exam. I have attached the exam schedule.  
500 characters left

Supporting document (optional)  
Please do not upload any sensitive documents. ⓘ

piano\_xaviertan.pdf

Submit



Absence submission

Reason for absence submitted

CHILD'S NAME  
XAVIER TAN

DATE OF ABSENCE  
12 Jun 2023 - 14 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

Edit Withdraw

## Supporting document

Do not upload any sensitive documents such as:


- Detailed offence notes
- Counselling notes
- Sensitive health information
- Mental health conditions
- Police reports
- Court documents
- Others

OK

Note: Do not upload documents that are sensitive in nature

9. Select the relevant option for Absence

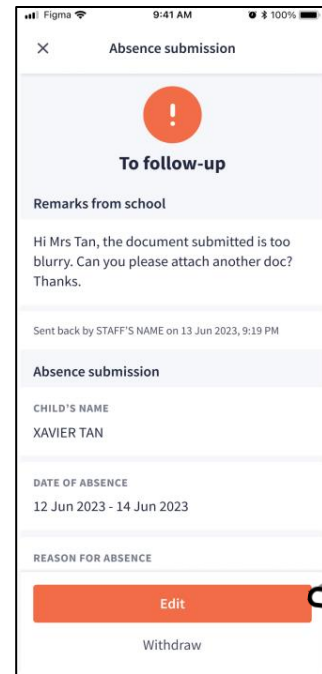
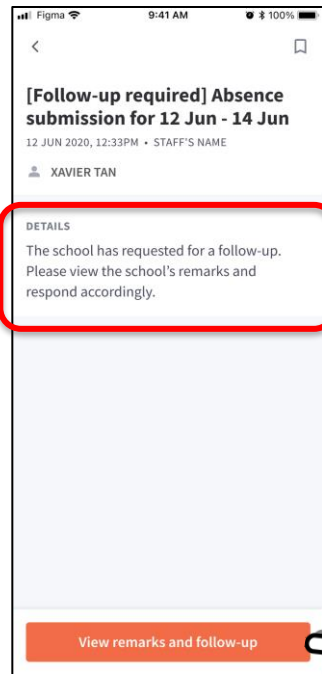
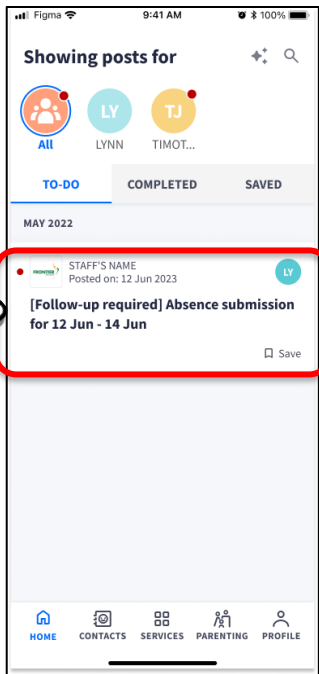
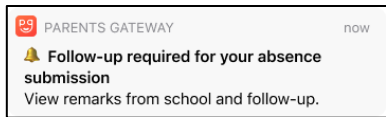
10. a) Fill in required fields shown on the screen after step 9  
b) Click on "Submit".

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

**Received school's request to  
follow-up on submission**



# Teacher's request to follow-up on child's absence (1/2)



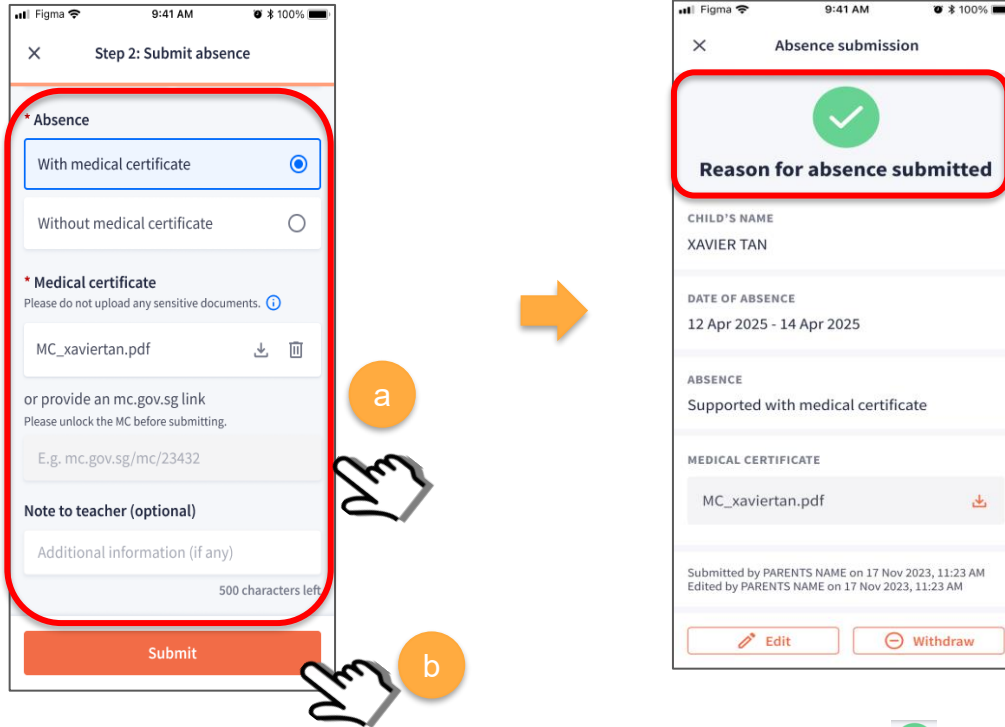
1. Parents will receive a notification for follow-up. Click on notification to access PG.

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)

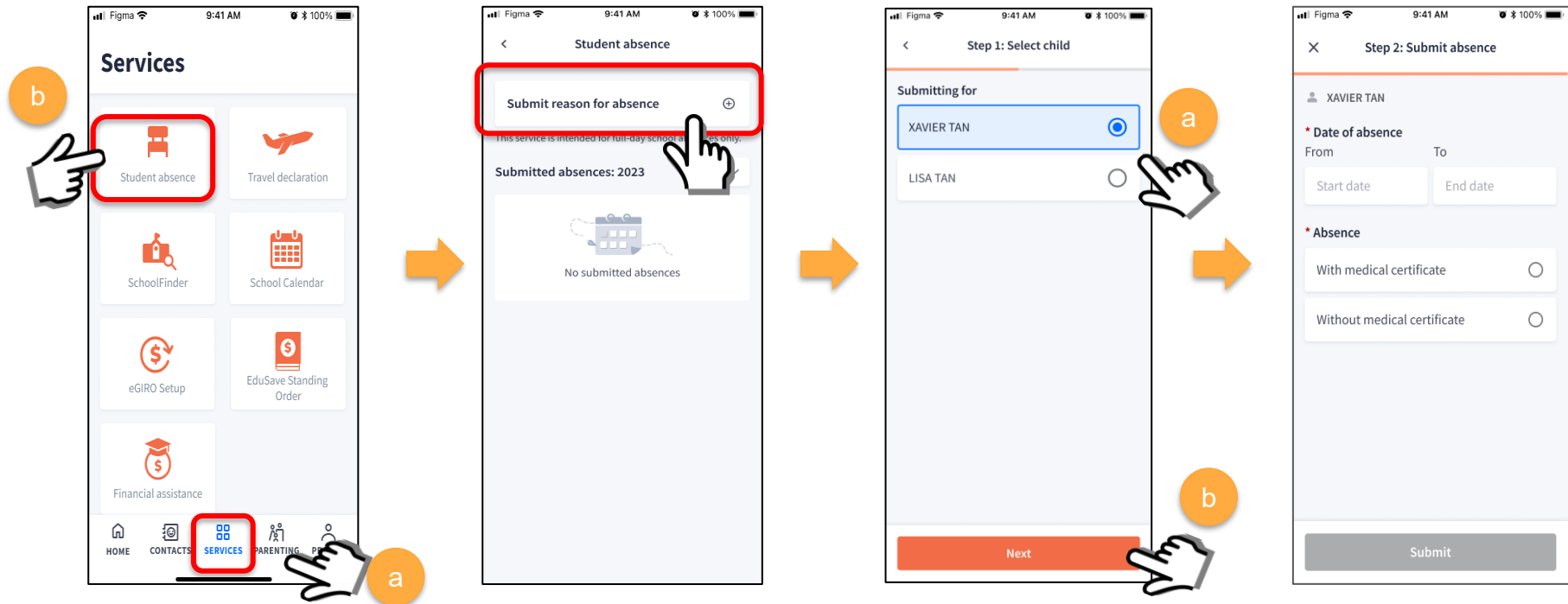


- 5a) Made necessary edits on the screen  
b) Click on "Submit".

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”

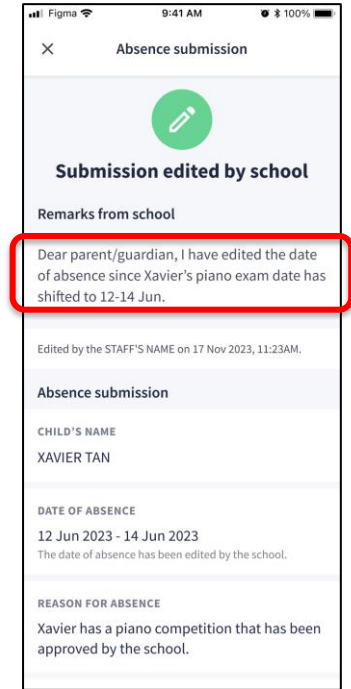
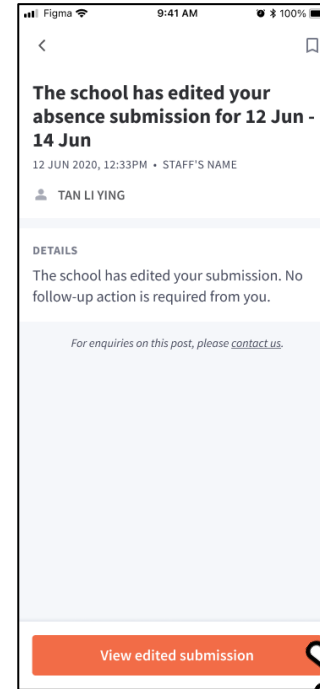
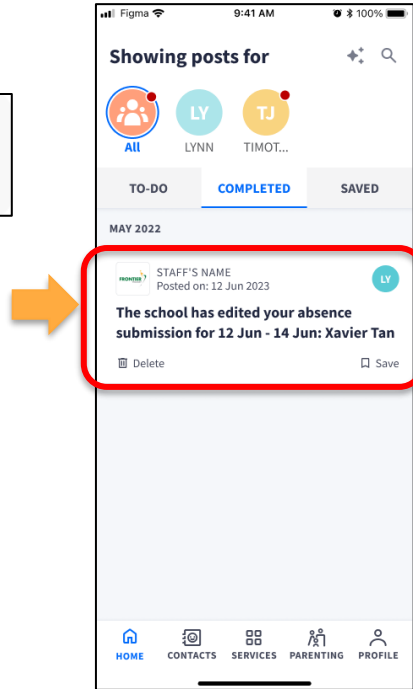
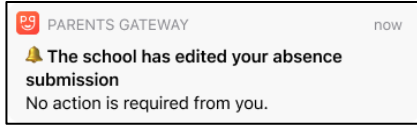
2. Click on the “+” to add submission

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



1. Parents will receive a notification to inform them that school had edited their submission. Click on notification to access PG.

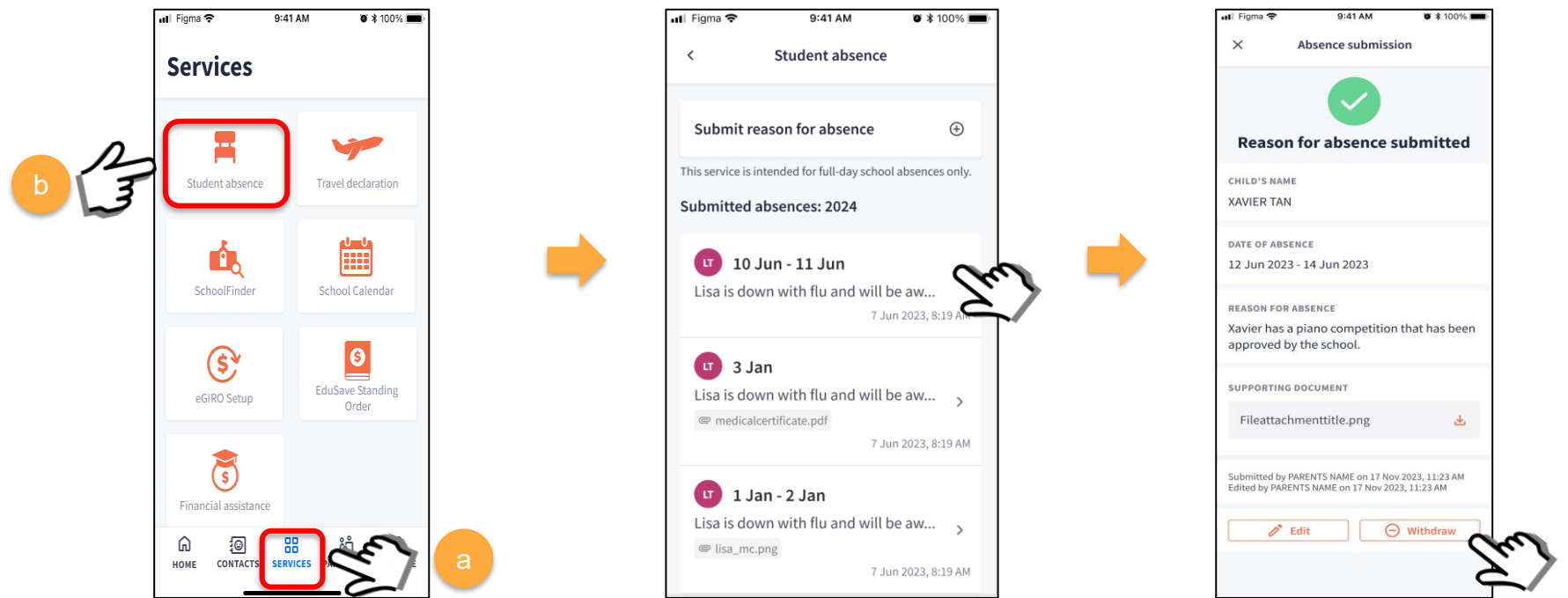
2. You will receive a notification of edit by the school

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)



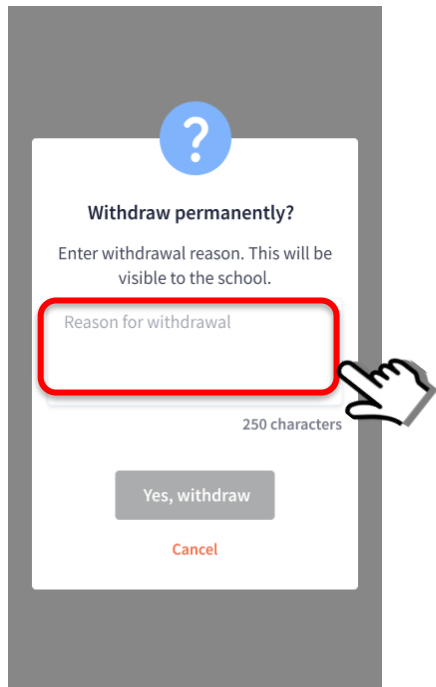
1. a) Go to "SERVICES" tab.  
b) Click on "Student absence"

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

3. Click on the "Withdraw" button.

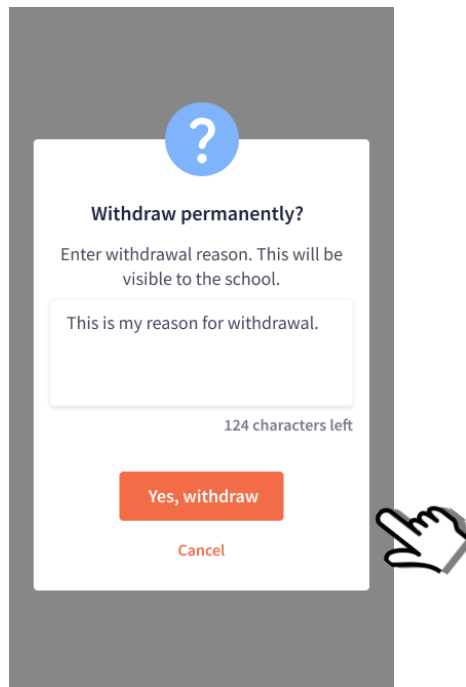


## Withdrawal of submitted absence (2/2)



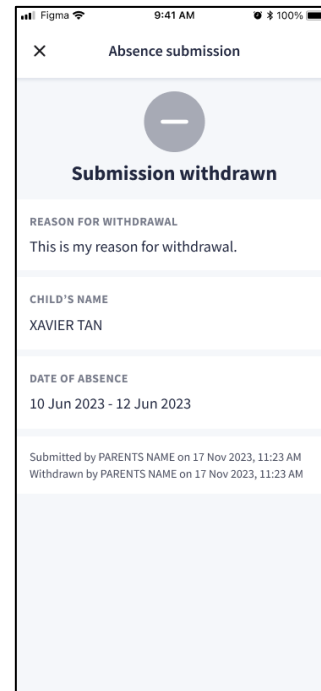
A mobile app screen titled "Withdraw permanently?" with a blue question mark icon. Below the title, it says "Enter withdrawal reason. This will be visible to the school." There is a text input field with the placeholder "Reason for withdrawal" and a red border. Below the field, it says "250 characters". At the bottom, there are two buttons: "Yes, withdraw" (grey) and "Cancel" (red).

4. A pop-up screen will appear. Enter reason for withdrawal.



A mobile app screen titled "Withdraw permanently?" with a blue question mark icon. Below the title, it says "Enter withdrawal reason. This will be visible to the school." There is a text input field with the placeholder "This is my reason for withdrawal." and a grey border. Below the field, it says "124 characters left". At the bottom, there are two buttons: "Yes, withdraw" (orange) and "Cancel" (red). A hand icon is pointing at the "Yes, withdraw" button.

5. Click on "Yes, withdraw".

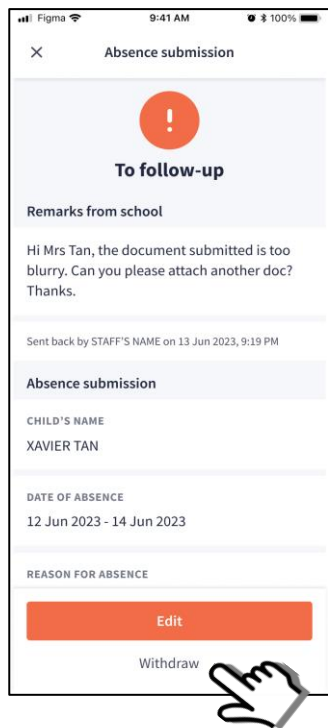


A mobile app screen titled "Absence submission" with a blue minus icon. Below the title, it says "Submission withdrawn". There are three sections: "REASON FOR WITHDRAWAL" with the text "This is my reason for withdrawal.", "CHILD'S NAME" with the text "XAVIER TAN", and "DATE OF ABSENCE" with the text "10 Jun 2023 - 12 Jun 2023". At the bottom, it says "Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM" and "Withdrawn by PARENTS NAME on 17 Nov 2023, 11:23 AM".

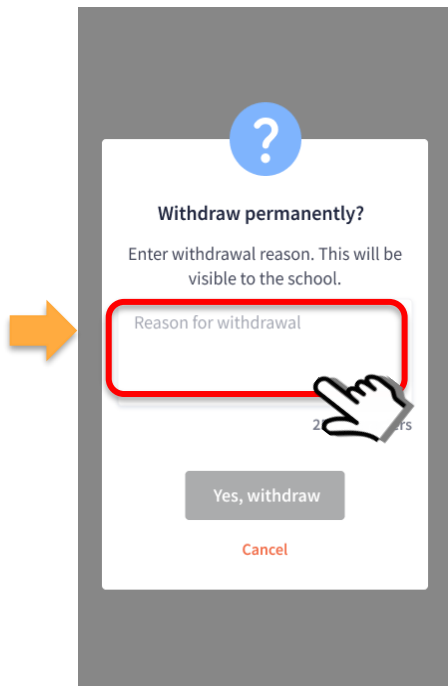
6. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal.

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

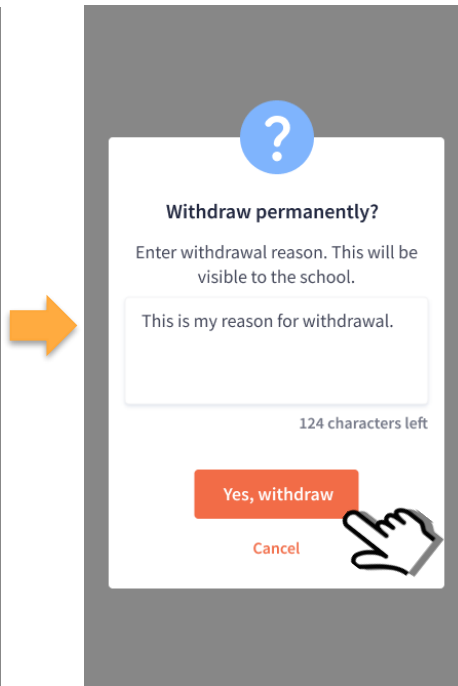
# Withdrawal of submitted absence



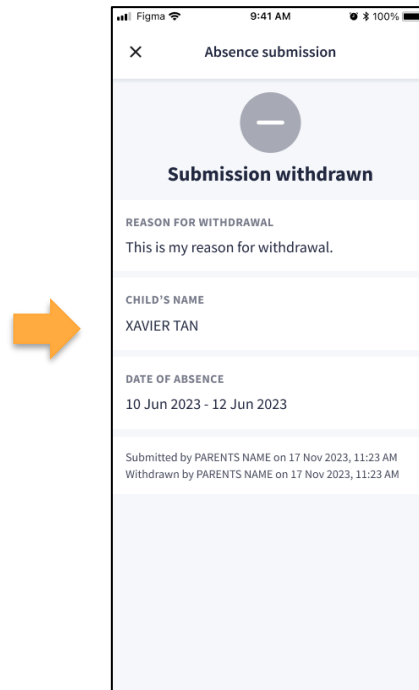
1. Select withdrawal in the details page.



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 Sep, edit or withdrawal is permitted until **26 Sep**

## Example 3:

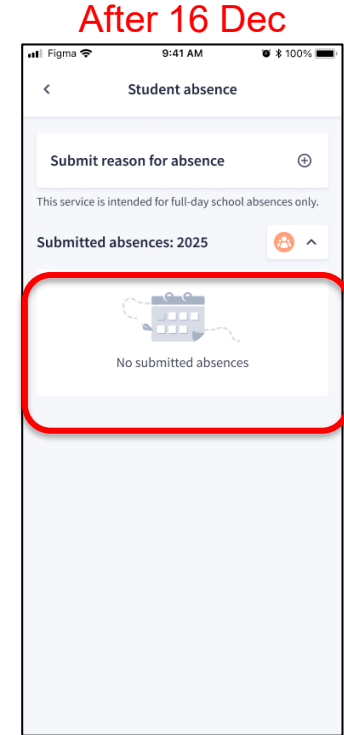
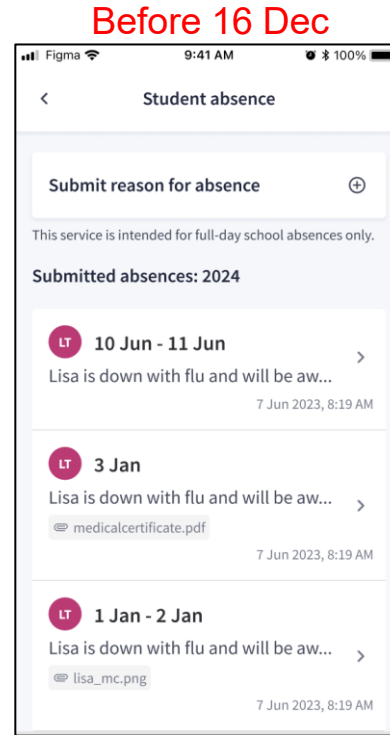
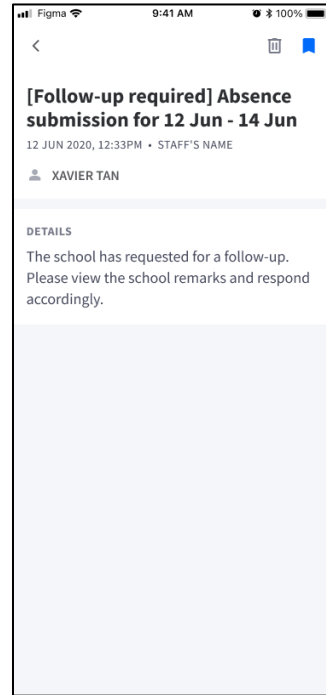
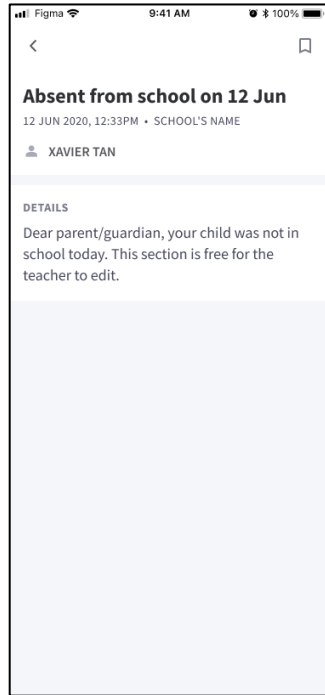
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until **29 Jan**

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



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