



Updated as of October 2024

Parents Gateway

Quick-start Guide for Absence
Notification in PG app



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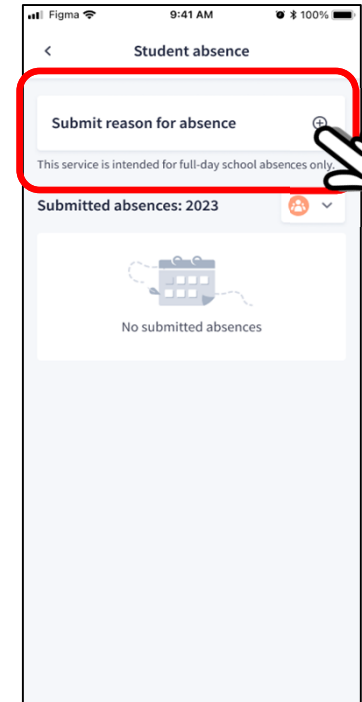
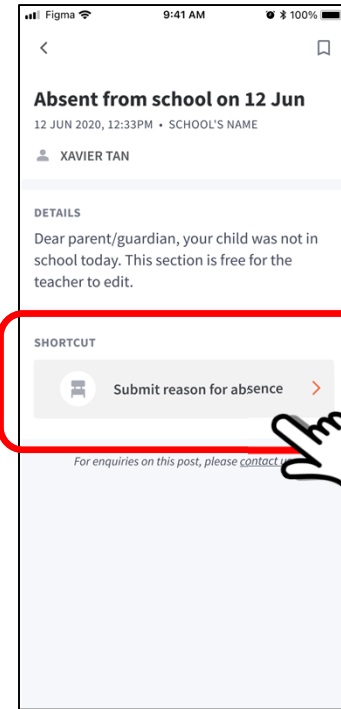
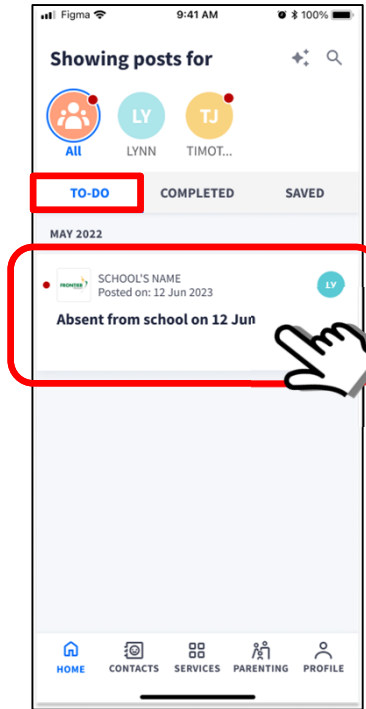
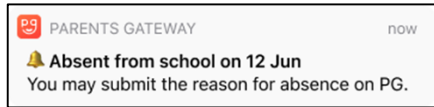
Using PG Absence Notification

Parent is onboard PG	Schools turned on Absence Notification	Remarks
Yes	Yes	<ul style="list-style-type: none"> Parent <u>will be notified</u> of student's absence via PG. (slide 4) Parent <u>can submit reasons</u> and documents via PG. (slide 8)
Yes	No	<ul style="list-style-type: none"> Parent <u>can submit reasons</u> and documents via PG. (slide 8)
No	Yes	<ul style="list-style-type: none"> Parent (Primary Contact) will be notified of student's absence via SMS (status quo). Parent <u>will not</u> be able to submit reasons via PG.
No	No	<ul style="list-style-type: none"> Parent <u>will not</u> 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)

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 Start date To End date

* Reason for absence

Draft to be updated by 30 May 2025

Supporting document

Please do not upload any sensitive documents.

Upload document

JPEG / PNG / PDF / HEIC / HEIF (Max size: 10MB)

Submit

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

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

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.

Step 2: Submit absence

XAVIER TAN

* Date of absence
From To
10 Jun 2023 12 Jun 2023

* Reason for absence

Sick (with medical certificate) ☐

Other reasons ☒

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

Supporting document
Please do not upload any sensitive documents. ⓘ

Submit

9. Select reason for absence.

Step 2: Submit absence

XAVIER TAN

* Date of absence
From To
12 Jun 2023 14 Jun 2023

* Reason for absence

Xavier has a piano competition that has been approved by the school.
121 characters left

Supporting document
Please do not upload any sensitive documents. ⓘ

Fileattachmentname.jpeg

Submit

10. a) Type in reason for absence.
b) Upload medical certificate/
relevant documents¹.
c) Click on "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
Fileattachmentname.png

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

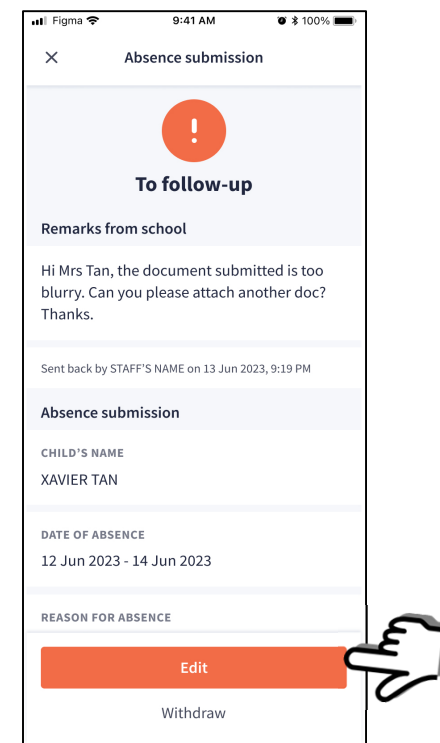
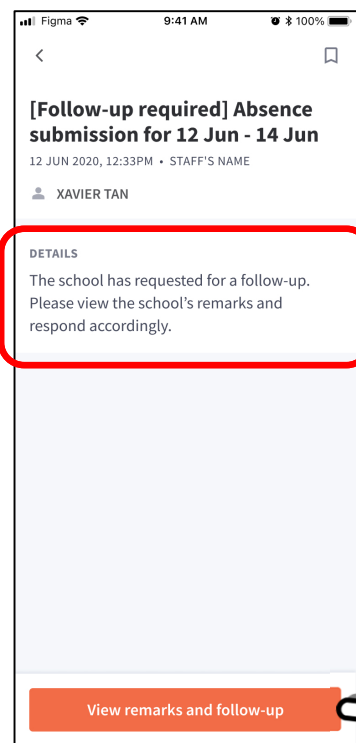
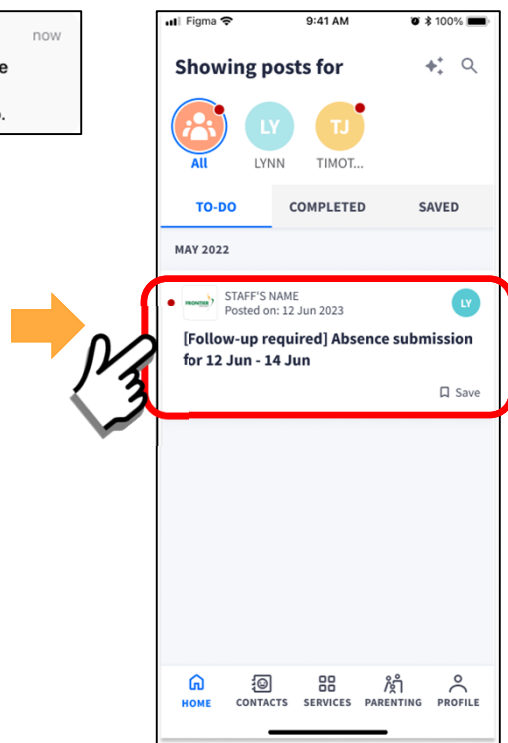
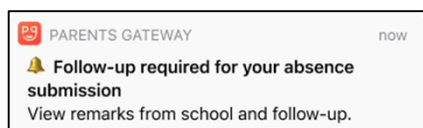
Edit Withdraw

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

¹ Do not upload documents that are sensitive in nature (detailed medical records, court documents, etc.)

**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" 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)

The screenshot shows a mobile app interface for submitting an absence. A yellow callout box at the top says "Draft design to be updated by 30 May 2025". Below this, the "Date of absence" field is highlighted with a red box, showing "From 10 Jun 2023 To 12 Jun 2023". The "Reason for absence" section has two radio buttons: "Sick (with medical certificate)" and "Other reasons", with "Other reasons" selected and highlighted by a red box. Below this, the "Please specify" text area contains the example text "E.g. My child has a piano exam." and is also highlighted by a red box. At the bottom, there is a "Supporting document" section with a warning "Please do not upload any sensitive documents." and a "Submit" button. A hand icon is pointing at the "Submit" button.

5. Update the necessary fields¹ and click on "Submit edits"



The screenshot shows the confirmation screen after a successful submission. At the top, there is a green checkmark icon inside a circle, which is highlighted by a red box. Below this, the text "Reason for absence submitted" is displayed. The form lists the child's name as "XAVIER TAN", the date of absence as "12 Jun 2023 - 14 Jun 2023", and the reason as "Xavier has a piano competition that has been approved by the school." There is a section for "SUPPORTING DOCUMENT" with a placeholder "Fileattachmenttitle.png" and a download icon. At the bottom, it shows the submission and edit timestamps: "Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM" and "Edited by PARENTS NAME on 17 Nov 2023, 11:23 AM". Two buttons, "Edit" and "Withdraw", are at the bottom.

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

¹ Do not upload documents that are sensitive in nature (detailed medical records, court documents, etc.)

Self-service link to submit child's absence

Parent to submit absence without prompt from school (1/2)



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

2. a) Select your child's name
b) Click on "Next"

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

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

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

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



Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

10 Jun 2023 12 Jun 2023

* Reason for absence

Sick (with medical certificate) ☐

Other reasons ☒

* Please specify

E.g. My child has a piano exam.

500 characters left

Supporting document

Please do not upload any sensitive documents. ⓘ

Submit



Step 2: Submit absence

XAVIER TAN

* Date of absence

From To

12 Jun 2023 14 Jun 2023

* Reason for absence

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

121 characters left

Supporting document

Please do not upload any sensitive documents. ⓘ

Fileattachmentname.jpeg

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

Fileattachmentname.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

4. Select the date(s) of absence.

5. Select reason for absence.

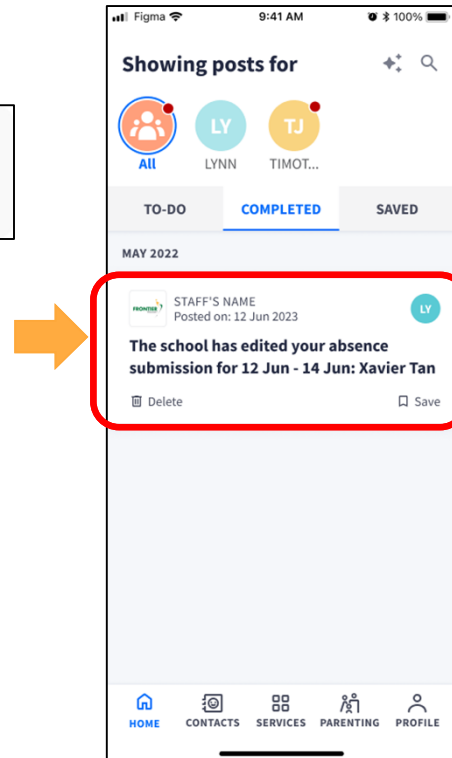
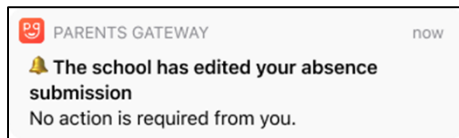
6. a) Type in reason for absence.
b) Upload medical certificate/
relevant documents¹.
c) Click on "Submit".

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

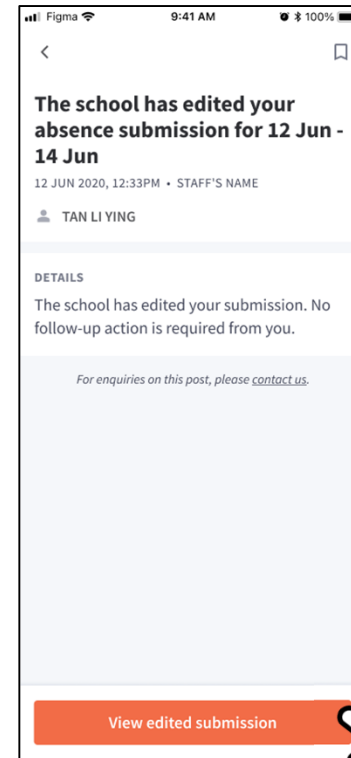
¹ Do not upload documents that are sensitive in nature (detailed medical records, court documents, etc.)

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

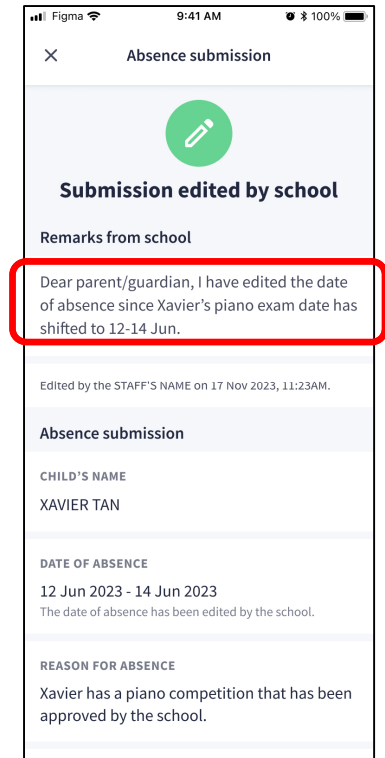
Teacher edited parent's submission and no further action required from parent



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



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

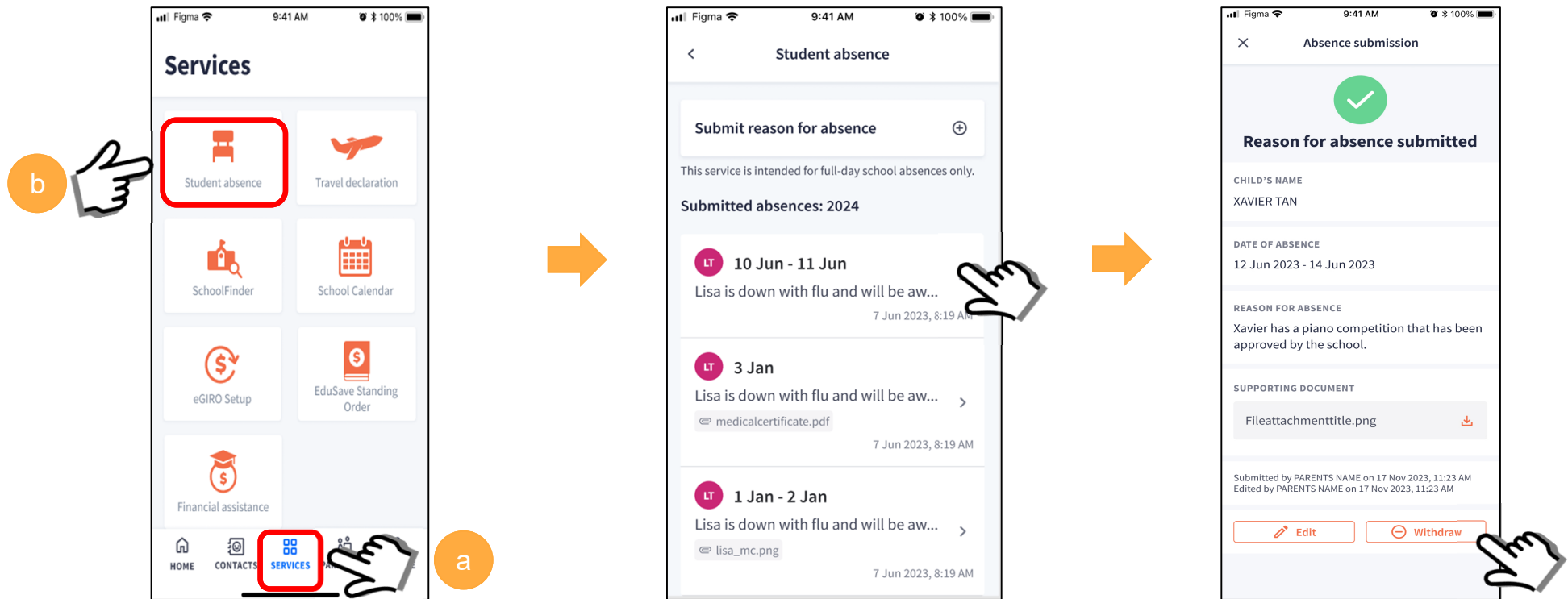


4. Parent will be able to view remarks/ reason for edits under "Remarks from school". No further action is required by the parent.

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

Withdrawal of submitted absence from service tab

Withdrawal of submitted absence (1/2)

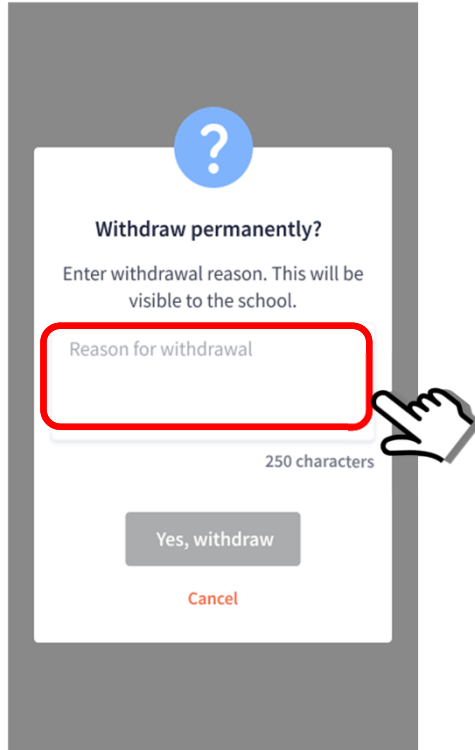


1. a) Go to "SERVICES" tab.
b) Click on "Student absence"

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

3. Click on the withdraw button.

Withdrawal of submitted absence (2/2)



Withdraw permanently?

Enter withdrawal reason. This will be visible to the school.

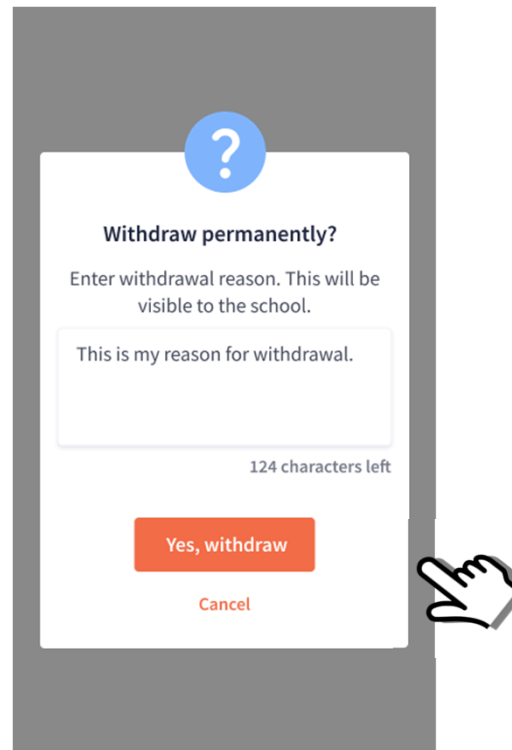
Reason for withdrawal

250 characters

Yes, withdraw

Cancel

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



Withdraw permanently?

Enter withdrawal reason. This will be visible to the school.

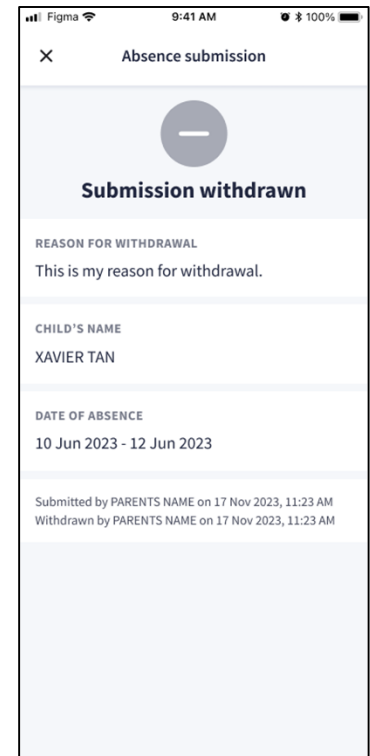
This is my reason for withdrawal.

124 characters left

Yes, withdraw

Cancel

5. Click on “Yes, withdraw”.



Absence submission

Submission withdrawn

REASON FOR WITHDRAWAL
This is my reason for withdrawal.

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
10 Jun 2023 - 12 Jun 2023

Submitted by PARENTS NAME on 17 Nov 2023, 11:23 AM
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, and they will no longer be able to see the reason submitted previously.

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

Withdrawal of submitted absence

Absence submission

To follow-up

Remarks from school

Hi Mrs Tan, the document submitted is too blurry. Can you please attach another doc? Thanks.

Sent back by STAFF'S NAME on 13 Jun 2023, 9:19 PM

Absence submission

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
12 Jun 2023 - 14 Jun 2023

REASON FOR ABSENCE

Edit

Withdraw

1. Select withdrawal in the details page.

Withdraw permanently?

Enter withdrawal reason. This will be visible to the school.

Reason for withdrawal

Yes, withdraw

Cancel

2. A pop-up screen will appear. Type reason for withdrawal.

Withdraw permanently?

Enter withdrawal reason. This will be visible to the school.

This is my reason for withdrawal.

124 characters left

Yes, withdraw

Cancel

3. Click on "Yes, withdraw".

Absence submission

Submission withdrawn

REASON FOR WITHDRAWAL
This is my reason for withdrawal.

CHILD'S NAME
XAVIER TAN

DATE OF ABSENCE
10 Jun 2023 - 12 Jun 2023

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

4. Confirmation page to show submission withdrawn successfully. Teachers will be informed of the withdrawal, and they will no longer be able to see the reason or file submitted previously.

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:

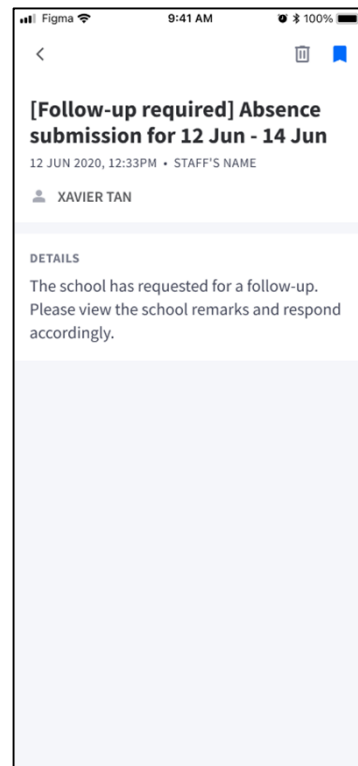
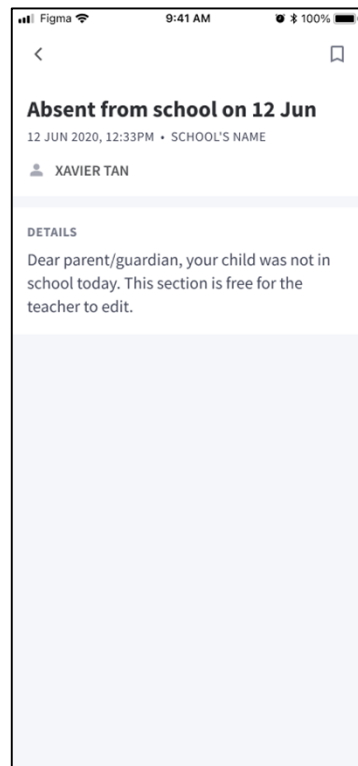
Parent submit absence on 15 Jan for 12 Jan, edit or withdrawal is permitted until 29 Jan

Note:

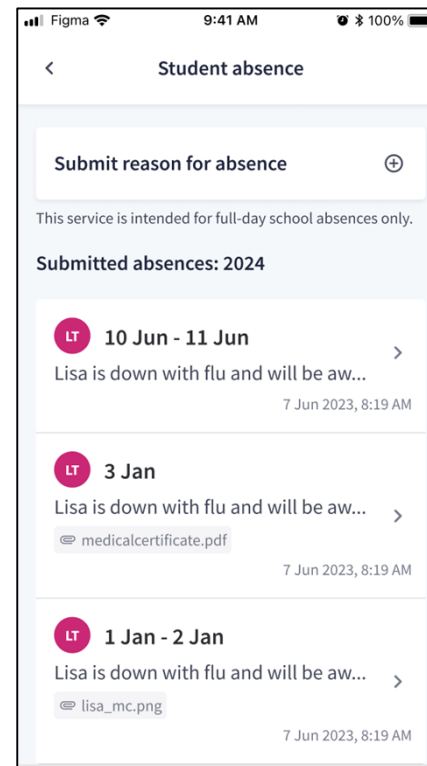
If teacher requests for a follow-up, there will be **no expiry** date for parents to send back and edit or withdraw.

Deletion of all submitted absences in the current year

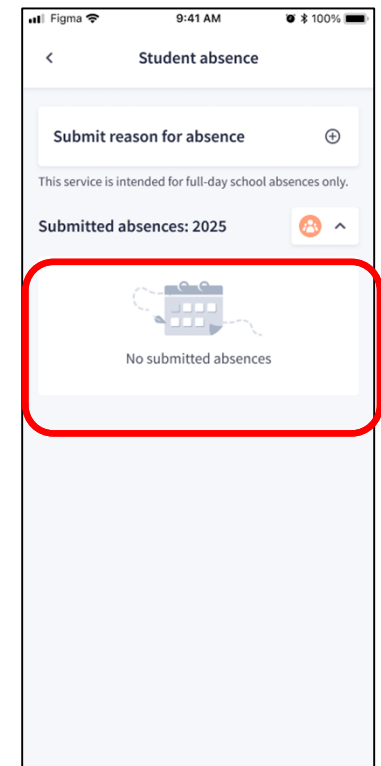
All submitted absences created in the current year will be deleted on and after 16 Dec



Before 16 Dec



After 16 Dec



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

2. Under the student absence tab, parents and teachers will no longer see the submissions submitted in the current year.

Thank You