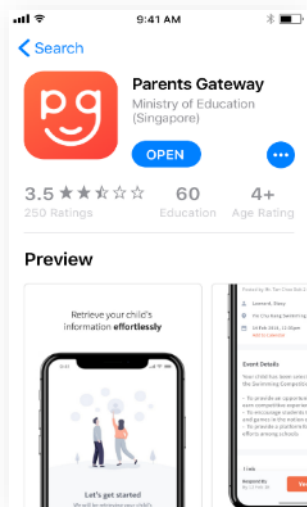# Annex A: One-Time Onboarding (for parents)

Step 1 – SingPass Registration and 2FA Setup

SingPass 2-Step Verification (2FA) is required for onboarding. If you have not yet registered for a SingPass or have not yet 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 the SingPass Helpdesk at 6643-0555.

SingPass Registration	2FA Activation

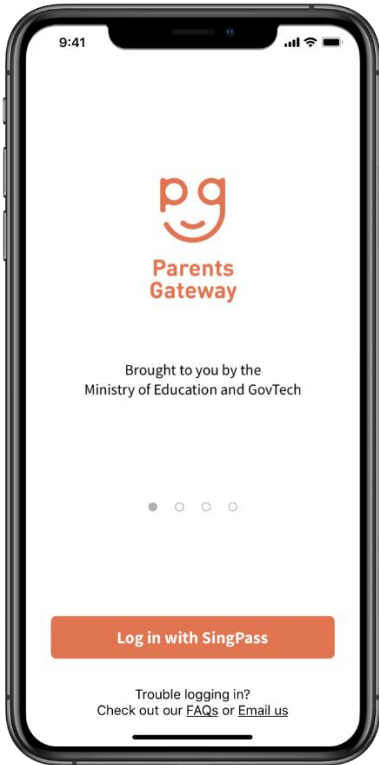## Step 2 – Download Parents Gateway Mobile App

a. Open the Apple App Store or Google Play Store app on your mobile phone.

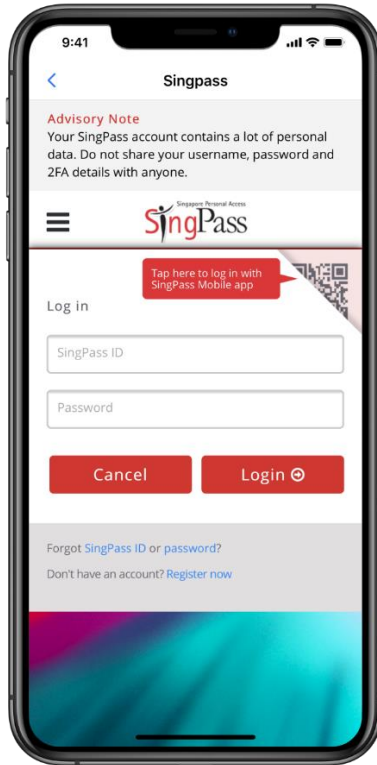b. Search for the 'Parents Gateway' mobile app, or scan the QR code below.

For Android	For iOS

c. Download and install the app on your phone.

d. Enable '**Allow Notifications'** to receive push notifications.

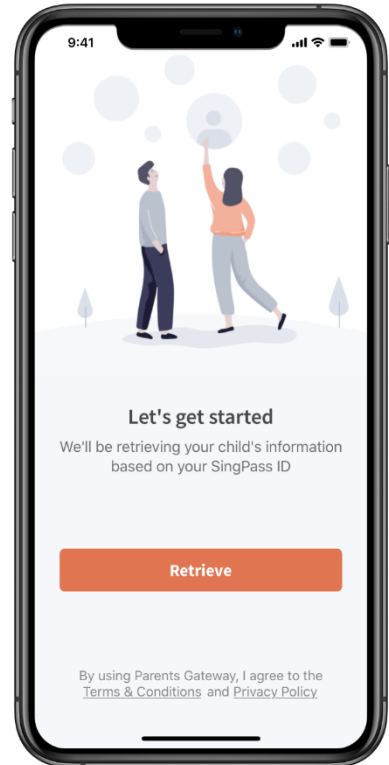**Note:** Supported OS Versions - **Android 5.0 or later** & **iOS 8.0 or later**
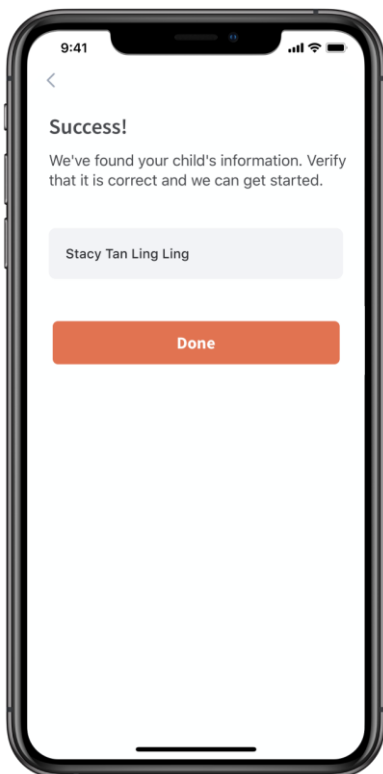
1. Tap on "Log in with SingPass"
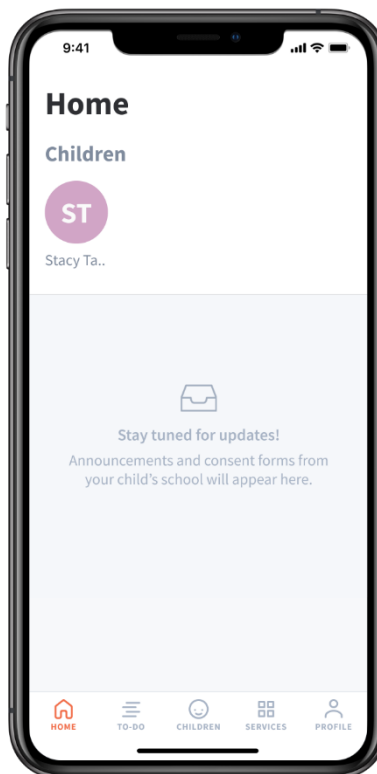
2. Log in with your SingPass (and 2FA)

3. Tap on "Retrieve" to retrieve your child(ren)'s information

4. Tap on "Done" to complete onboarding

5a. You should see your child(ren)'s initial(s) and pending new updates from the school **OR** see 5b.

5b. You should see announcements and/or consent forms (if the school had posted any)