



CHIJ Our Lady of the Nativity

1257 Upper Serangoon Road Singapore 534793

• Tel: 6385 2455 • Fax: 6385 2012 • Email: chijoln@moe.edu.sg

2 January 2019

Ref: 2019OLN_0003

Dear P1 Parents

Invitation to Participate in Parents Gateway Early Adopters Programme & OLN Tok Tok Messaging App

1. We are pleased to inform you that CHIJ Our Lady of the Nativity has been selected by the Ministry of Education (MOE) to be an Early Adopter of Parents Gateway. We would like to invite you to download the free Parents Gateway mobile app on your mobile phone (available on iOS and Android platforms only) and to activate it via a simple one-time onboarding process. Please refer to Annex A for the step-by-step guide.
2. Developed by MOE and GovTech, Parents Gateway allows parents to receive information more quickly from the school and to perform administrative functions including giving consent for school trips more easily. The use of this app would also allow the school to be more environmentally friendly. From 26 January 2019, parents who are onboard Parents Gateway will receive announcements/letters/consent forms via the mobile app only. We will cease disseminating the hardcopy version of these letters to parents.
3. The school also uses technology to communicate and discuss class-level matters through the Tok Tok mobile app, a free app, and would request that you also download this app. You can refer to Annex B for more information. The key differences between the Parents Gateway and Tok Tok are shown below:

<u>Parents Gateway (PG)</u>	<u>Tok Tok</u>
Parents receive announcements, letters, consent forms, travel declaration etc. via PG	Allows for 1 or 2 way-communication between teachers and parents, mainly on class-level matters (similar to WhatsApp)
Parents give consent via the app for participation in school activities	Provides timely feedback



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<u>Parents Gateway (PG)</u>	<u>Tok Tok</u>
Only parents and legal guardians with Singpass can access	Parents can access via a password
Developed by the Ministry of Education (MOE) and will be rolled out to all MOE schools in 2019	Developed by 3 rd party vendor
Contact details for support: please refer to the attached FAQ (annex C).	Contact details for technical support: services@tok-tok.me or call 6222 9579

4. Our school will use both the Parents Gateway and Tok Tok to communicate with you. Should you have issues with either app, please do approach us when school begins on 2 January. We would be most happy to assist.

Thank you and God bless.

Ms Christina Teo

Principal



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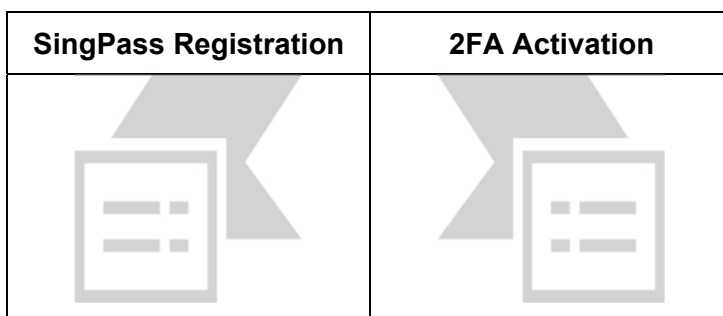
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Annex A - Instructional Guide for Parents Gateway

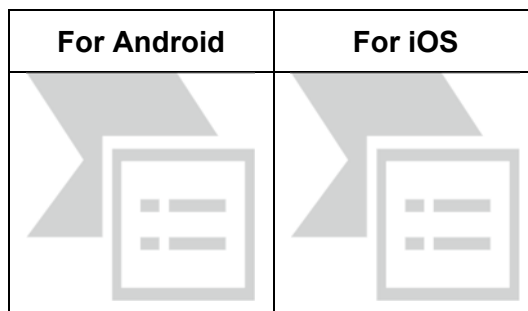
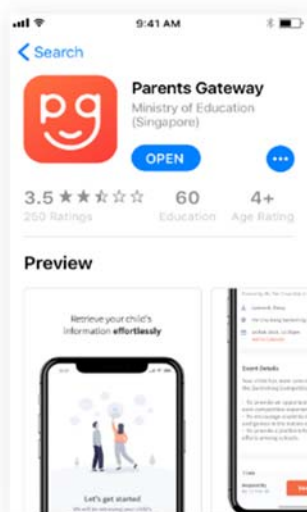
Step 1 – SingPass Registration and 2FA Setup

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.



Step 2 – Download Parents Gateway Mobile App

- Open the Apple App Store or Google Play Store app on your mobile phone.
- Search for the 'Parents Gateway' mobile app, or scan the QR code below.



- Download and install the app onto your phone.



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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

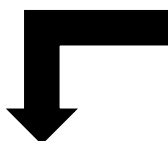
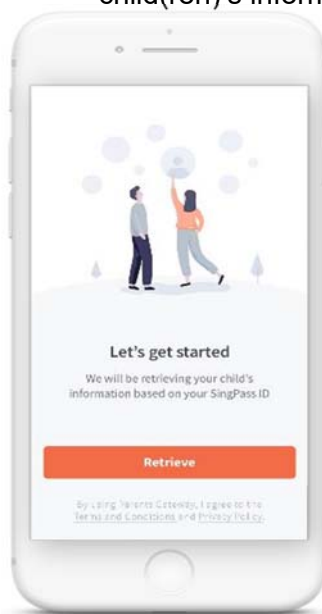
1. Tap on "Log in with SingPass"



2. Log in with your SingPass (2FA)



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



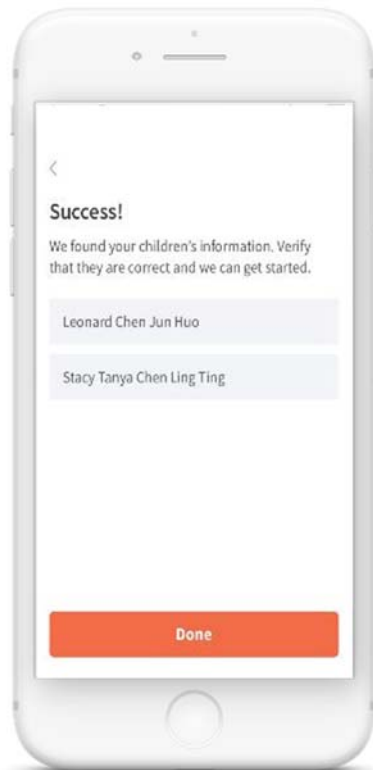


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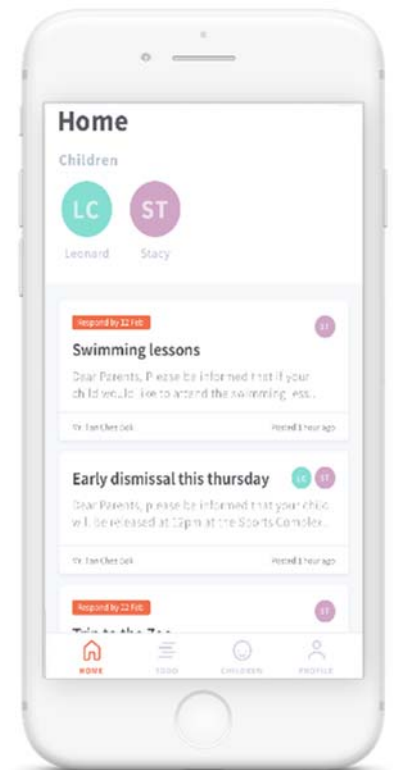
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4. Tap on "Done" to complete on-boarding



5. You should see your child(ren)'s school announcements and activities (if any)





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Annex B - Instructional Guide for Tok Tok

FOR IOS DEVICES (IPHONE/IPAD/IPOD TOUCH)

iTunes Store

<http://tinyurl.com/get-toktok-ios>



Tok-Tok! iOS

(Remarks: You need an Apple id account)

Step 1 - Register via Mobile Number (Number should have been registered with school)

Step 2 – You will receive a One-Time-Password SMS

FOR ADROID DEVICES (SMARTPHONE)

Google Play Store

<http://tinyurl.com/get-toktok-android>



Tok-Tok! Android

(Remarks: You need a Google email/password)

Step 1 - Register via Mobile Number (Number should have been registered with school)

Step 2 – You will receive a One-Time-Password SMS



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Step 3 - Enter your name

Step 4 – You will receive a pop up box –
Granted Access to “CHIJOLN”

Step 3

Set Name

Name Your name 20

Your friend will see this name when you send messages

Save

Step 4

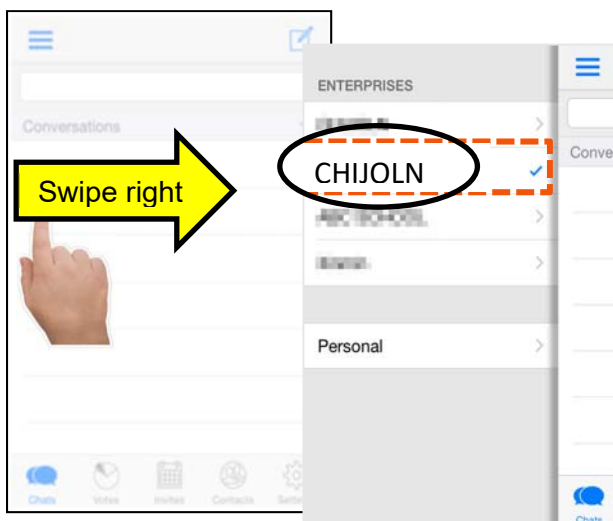
You have been granted access to the following group contacts:

CHIJOLN

OK

Installation Completed

Step 5 – Swipe right to see if you can see “CHIJOLN”. If yes, you have successfully registered.



Step 3 - Enter your name

Step 4 – You will be granted access to
“CHIJOLN”

Step 3

Enter Your Name

Enter Your Name 0 / 3~20 Characters

Your name

Save

Installation Completed

Step 5 – Click on this figure icon to see if you can see “CHIJOLN”. If yes, you have successfully registered.



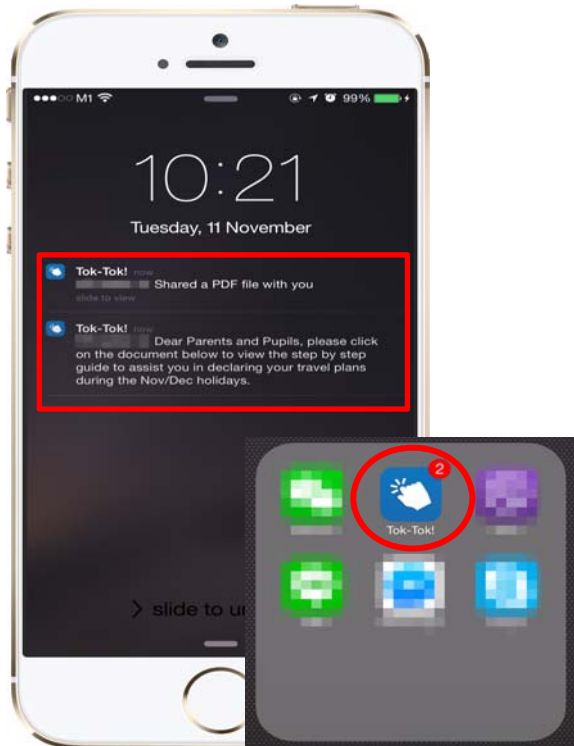


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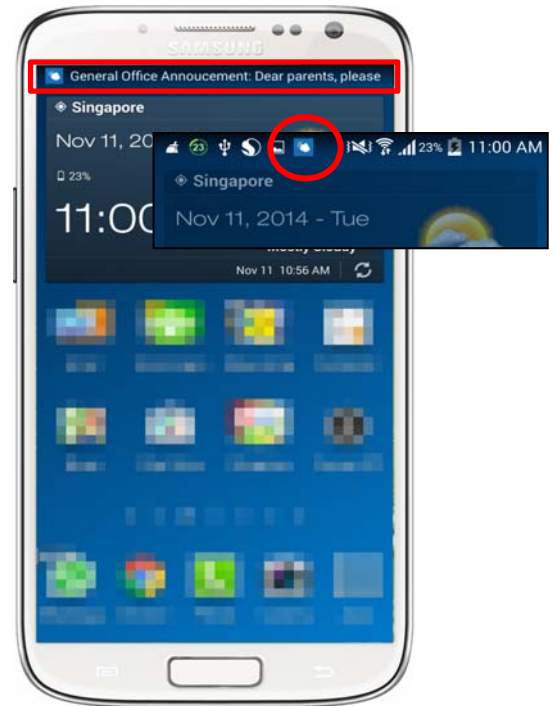
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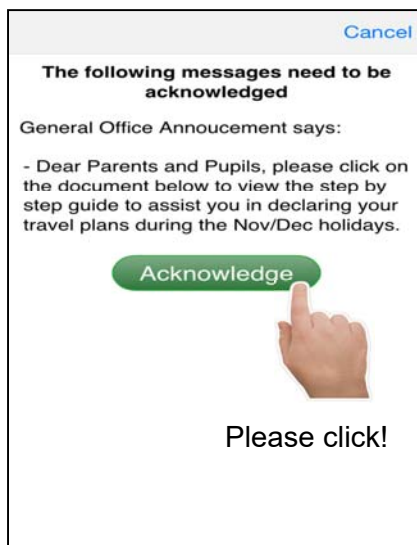
Incoming Notifications for IOS Devices (iPhone/iPad/iPod Touch)



Incoming Notifications for Android Devices (Smartphone)



Acknowledgement Notifications for IOS Devices (iPhone/iPad/iPod Touch)



Acknowledgement Notifications for Android Devices (Smartphone)





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