

FREQUENTLY ASKED QUESTIONS (FOR PARENTS)

Advance Submission

1. **My child has a medical appointment next month. Can I submit an absence notification in advance?**

Yes, parents may submit a notification of absence in advance through the Services tab in the Parents Gateway App.

2. **I have made a Student Absence submission in advance, but the appointment date has been changed. Can I edit my submission?**

Yes, you may click on the Services tab and search for the submission that you would like to edit. You can update the details and click on 'Submit edits'.

Editing Submissions of Absence

3. **I have submitted the wrong document in Student Absence. What should I do?**

- 1) Please go to the Services tab, and then 'Student Absence'.
- 2) Search for the submission to edit and tap on it.
- 3) Search for the field 'Supporting document'.
- 4) Tap on the Delete icon and upload the correct document.
- 5) Then tap on 'Submit edits'.

4. **Can my spouse edit a Student Absence submission that I have made?**

Your spouse can edit the submission if it is within 2 weeks of your submission.

Delayed Submission

5. **My child was absent a few weeks ago. Can I still use the Student Absence service to submit the reason for my child's absence?**

Yes, you may still submit the reason if you have not done so within the calendar year.

Withdrawal of Submission

6. **When I withdraw the submission, can the school still see what I had submitted?**

The school will be notified of the withdrawal, but they will no longer be able to see the details of the submission or the file submitted previously.

Rejection / Deletion of Submission

7. Why did the teacher reject / delete my Student Absence submission?

The supporting document(s) that you have submitted may be sensitive in nature (e.g. detailed medical health information or court documents etc.).

No Notification of Absence

8. Why am I not getting notifications from the school about my child's absence?

Your child's school may not have activated the feature for notification of absence for parents on Parents Gateway.

Feature Unavailability for Children in Other Schools

9. Why is the Student Absence service not available for my other child who is in another school? Why am I unable to find the Student Absence service in PG?

This service is currently available in selected schools. It will be rolled out progressively to all schools, and we expect all schools to be onboarded by Term 1, 2026.

Notification of Absence when child is in school

10. My child is in school. Why did I get a notification about my child's absence?

Your child might not have been present / might have reported late when attendance was taken and hence, his/her attendance was marked as 'absent'. Please contact your child's form teacher for further clarification.

Availability of Submission on Parents Gateway

11. How long will Student Absence submissions be stored in Parents Gateway?

All submitted absences created in the current year will be deleted on 16 December.