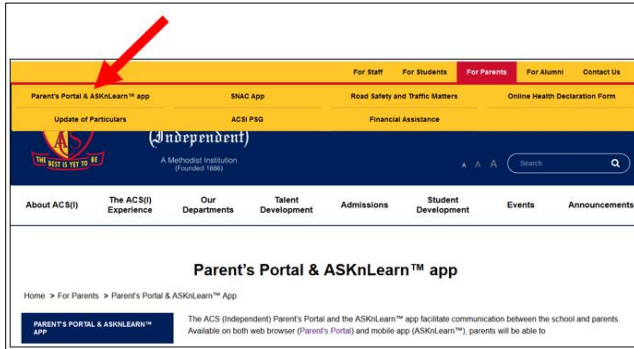


INSTRUCTIONS TO ACCESS ACS (Independent) PARENT'S PORTAL & SMARTPHONE APP (ASKnLearn)

Accessing the Parent's Portal



The Parent's Portal is accessed through the ACS (Indep) website at the following URL / address:
<https://www.acsindp.moe.edu.sg/>

Click **Parent's Portal & ASKnLearn™ app** under *For Parents* menu.

You will find a link to access the [Parent's Portal & ASKnLearn app](#).

Once you click the portal link, you will be prompted to enter your login ID and Password.

Logging into the Parent's Portal

The screenshot shows the login page for the Parent's Portal. At the top, there is the ACS (Independent) logo and name. Below this, there is a 'Login' section. The login form has two main fields: 'Login ID' (labeled A) and 'Password' (labeled B). A red arrow points to the 'Login as Parents' button. Below the form, there are links for 'Computer Check', 'Password reset for Student/ Teacher', and 'Password reset for Parents'. At the bottom, there is a 'Getting Help and Support' section with contact information for the Helpdesk and Email.

A: Key-in your Son's/Ward's Student ID (the first part before the @ symbol in your Son's/Ward's school email address). Please get it from your Son/Ward.

Example: If your son's/Ward's school email address is 18allen.mathew.joseph@acsians.acsi.edu.sg, then your Parent's portal login id will be **18allen.mathew.joseph**

* *It is not case sensitive*

B: Input your password.

Click **Login as Parents**

Once signed in, the first-time users will be prompted an online form to register with school. Please fill the mandatory fields marked with an asterisk symbol (*) and click Submit button.

Thank you for your registration

Please [click here](#) to login to the Parent Portal again.



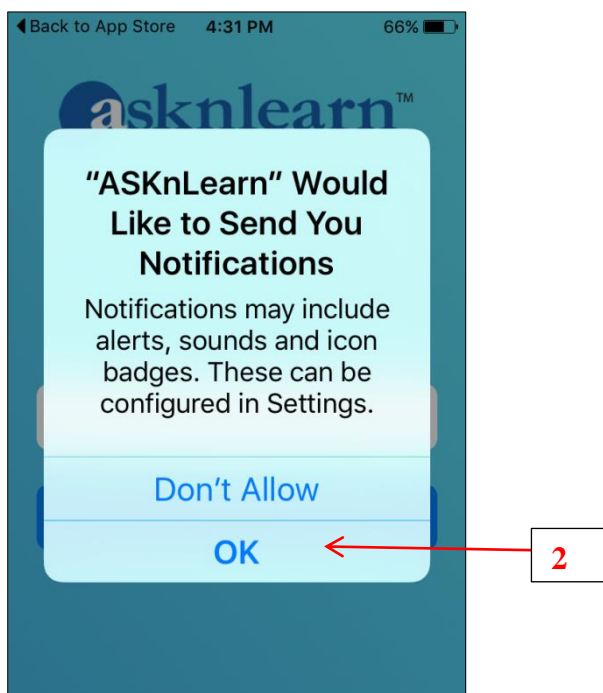
Congratulations! You have successfully created your account.

Instructions to install Parent's Portal App (ASKnLearn) into your iOS/Android devices

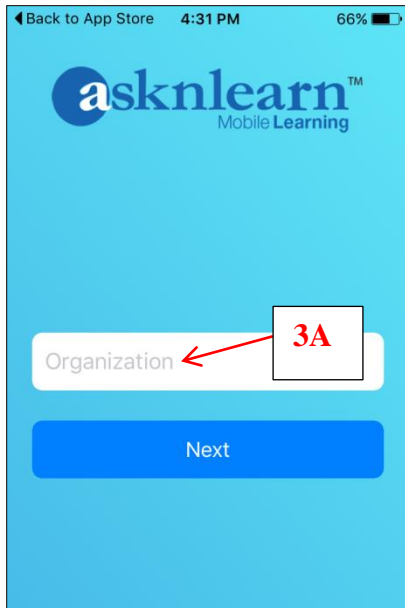
1. To install the Parent's Portal App (ASKnLearn) on your smartphones or any iOS/Android devices, do a keyword search and install (free) "asknlearn" App from your iOS APP store or Android Play Store into your device.



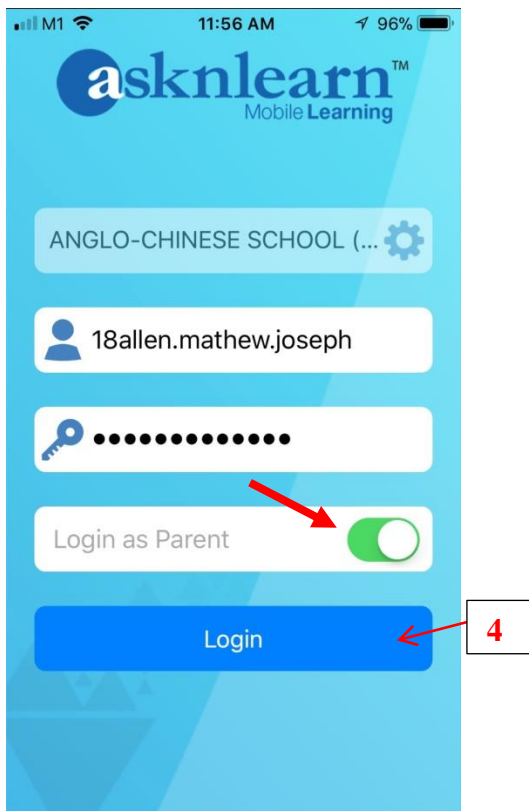
2. When you open the ASKnLearn App, click OK to get alert sound for incoming task to your Parent's portal account.



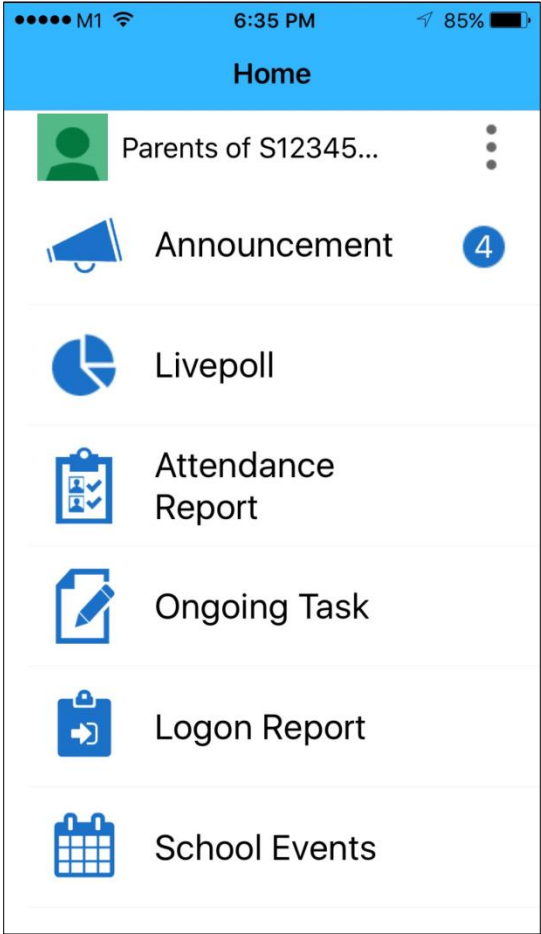
3. In the Organization text box, key-in few letters of our school name (e.g. anglo) and choose our school name [Anglo-Chinese School (Independent)] from the drop-down list.



4. Key-in your username (e.g 18allen.mathew.joseph) and password, Tap 'Login as Parent' button and click **Login**.



5. If you see the screenshot like the one at below, you are successfully logged into your Parent’s portal account.



FREQUENTLY ASKED QUESTIONS (FAQs) FOR PARENT'S PORTAL

1. Who can access the Parent's Portal? Father, Mother or Guardian?

For most cases, the following is the access criteria:

- Foreign Students : Guardian
- Singapore Students : either Father or Mother

2. Can both parents (Father and Mother) have a separate account?

For administrative and security reasons (ie privacy matters), both Father & Mother should share one common account.

3. What is my User ID and where can I get it?

Input the first part (before the @ symbol) of your Son's/Ward's school email address. Please get it from your Son/Ward.

Example: If your son's/Ward's school email address is 18allen.mathew.joseph@acsians.acsi.edu.sg, then the portal User ID will be ***18allen.mathew.joseph***

**** It is not case sensitive***

4. What should I do if I forgot my password?

From Parent's portal log in screen, click "**Forgot Password**" and then follow the screen instructions.

6. Can I use this email addresses (lms-admin@acsindep.edu.sg) to communicate with class/subject teachers?

No – this email address is used to communicate with the Administrators of the Parent's Portal for any technical issues relating to the portal.

6. What internet browsers are supported by the Parent's Portal?

We strongly recommend the use of Microsoft Internet Explorer version 8 or above, Mozilla Firefox and Google Chrome.

7. What are the operating hours of the Parent's Portal?

The Parent's Portal is available 24 hours, 7 days a week. Should there be a period of unavailability for urgent system maintenance, it will be announced upon logging in.

Please email to lms-admin@acsindep.edu.sg if you have any problems in accessing the Parent's Portal.