

Information Pack for new students – the best practice

The new students' parents include two types of parents: blank new parents never login Gateway, and parents have login Gateway (have exiting siblings). So the communication for information pack should cover both types of parents. Here are the recommended steps to setup and rollout the Gateway account and information pack:

1. Setup the information pack, add all the EXP parents, issue the pack (by setting the Issue Date), this is the first step to make sure that the information pack is ready to sign when parents login Gateway.
2. Use the Email function on information pack "follow up status" screen to notify all parents to login Gateway to submit information. In the email, please mention for new parents, they will soon receive another email to activate their Gateway account.
3. Activate the new parent accounts, by the self-activate way, it will send email to new parents with the activation link. Once login, the screen will guide them through the online process.
4. If any parents call about cannot activate or login Gateway for any reasons, the most effective way is to reset their Gateway password and send them the Gateway website URL, username and the new password. Trying to find out why they cannot activate account is much more time consuming.

When you set up the information pack and email template, it is very important to provide clear guidance on the description and auto emails to the parents to walk through the online process. Below wordings are good samples for reference if you are new to this module.

1) Sample Information pack "Description" edit screen

The red words are helpful for guiding parents what to on the Gateway information pack screen. you may add additional information to

Dear Parent,

Please find our starter pack with important information about Tsing Yi International Kindergarten.

It is important that you read the information and complete any reply slips by clicking on the 'Sign' button on all of the forms below as soon as possible with the exception of the "All About Me" and "Language Background and Experiences" booklet which can be returned to the Class Teacher on your child's first day at Kindergarten.

There will be a 'Complete' button to continue once you sign all the forms. You may at anytime refer back to the signed information by clicking Communication> eNotice.

This pack should give you all the information you need about Tsing Yi Kindergarten. However, should you require any further information you are welcome to contact us by phone (2436 3355) or email (kinder@ty.esf.org.hk).

A gentle reminder if you have not already done so please bring us 4 passport sized photographs so that we can prepare your child's pick up cards.

Regards

ESF International Kindergarten (Tsing Yi)
Maritime Square, 33 Tsing King Road, Tsing Yi, New Territories, Hong Kong
Tel: 2436 3355 Fax: 2436 3105
website: www.esfkindergartens.org.hk

It is useful to enable the auto confirmation email (setup in info pack Edit screen) which will auto send parents a completion note and remind certain things.

2) Enable the auto Confirmation Email (on the info pack edit screen)

First, it is import to remind parents how to come back to access the information they have submitted (after submitted the information pack won't auto popup again when login) as they might need to refer to some important information after submit the information pack. Second, It is nice give a signal to parent that you have received what they have submitted.

Subject: Thanks for submitting information on Gateway

Dear Parent,

Thank you for submitting the New Student Information Pack on Gateway.

You may at anytime refer back to the signed information by login into Gateway <https://ty.tg.esf.edu.hk/> > Communication > eNotice.

Please return the "All About Me" and "Language Background and Experiences" booklet to the Class Teacher on your child's first day at Kindergarten.

Should you require any further information you are welcome to contact us by phone (2436 3355) or email kinder@ty.esf.org.hk.

Regards

ESF International Kindergarten (Tsing Yi)
Maritime Square, 33 Tsing King Road,
Tsing Yi, New Territories, Hong Kong
Tel: 2436 3355 Fax: 2436 3105
website: www.esfkindergartens.org.hk

3) Send a notification email to parents by the Information Pack Sendmail function on/after the issue date.

On/after the issue date, the information pack will be opened to parents, however they won't know until you send this notification email to them. You may save the email template on the sendmail screen for reuse when there are new parents through the year. Just invite them login Gateway.

Dear Parent,

Welcome to the Tsing Yi Kindergarten family.

Please login to Gateway as soon as possible where you be able to complete a starter pack for your child.

<https://ty.tg.esf.edu.hk>

For new parents we will send you a further email with directions to activate your Gateway account.

For existing parent at Tsing Yi you can login using your current Gateway account, and you will be prompted to complete a new starter pack for the new student.

Should you require any further information you are welcome to contact us by phone (2436 3355) or email kinder@ty.esf.org.hk.

Regards

ESF International Kindergarten (Tsing Yi)
Maritime Square, 33 Tsing King Road,
Tsing Yi, New Territories, Hong Kong
Tel: 2436 3355 Fax: 2436 3105
website: www.esfkindergartens.org.hk

After sending above email to audiences, Gateway Administrator may activate the New parents Gateway account, it will trigger an email to new parents, you may custom the template by referring to the sample below. (**DO NOT** activate the account before the issue date!)

4) Parent self-activation email template

It is important to give enough information to new parents about what they supposed to do during the account activation, and what additional things you expect they do after activating the account, e.g. submit demographics information, submit information pack etc. provide an URL to the parent user guide with step by step screenshots that uploaded on your school website will be extremely helpful.

--- Please do not reply this system generated Email ---

Dear New Parent/Guardian,

Welcome to [@SchoolName] Gateway, ESF's primary information system bringing together Teachers, Students and Parents with the aim of supporting teaching and learning by providing you with access to data related to your child(ren).

Your [@SchoolName] Gateway login account has been created, please take a moment to activate your login with the link below.

[@ActivateURL]

Your Login Name is : [@UserLogin]

The activation process will require:

- The Login Name above
- One of your child's document number (HKID/passport/birth certificate)
- The date of birth that you provided us during the admission process.

After successfully activate your Gateway account, you will be required to submit/update student information. Please follow the Gateway screens and complete all the forms in two weeks upon receive this email.

Should you require any further information you are welcome to contact us by phone (2436 3355) or email kinder@ty.esf.org.hk.

Regards

ESF International Kindergarten (Tsing Yi)
Maritime Square, 33 Tsing King Road,
Tsing Yi, New Territories, Hong Kong
Tel: 2436 3355 Fax: 2436 3105
website: www.esfkindergartens.org.hk