



# Parent Portal Guide

---

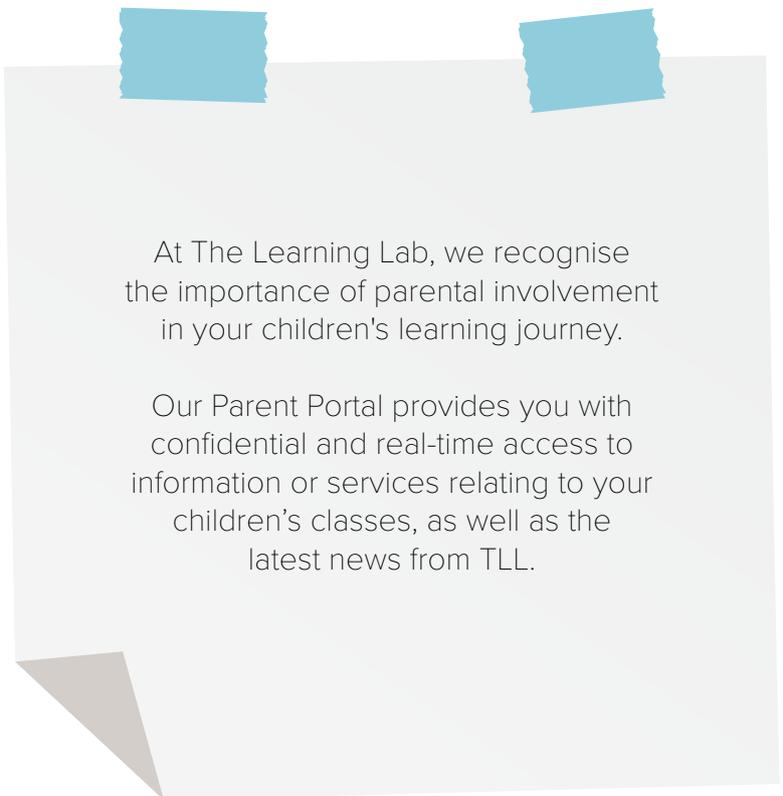
**THE LEARNING LAB**

# Contents

(You can click on the page numbers below to navigate through the guide.)

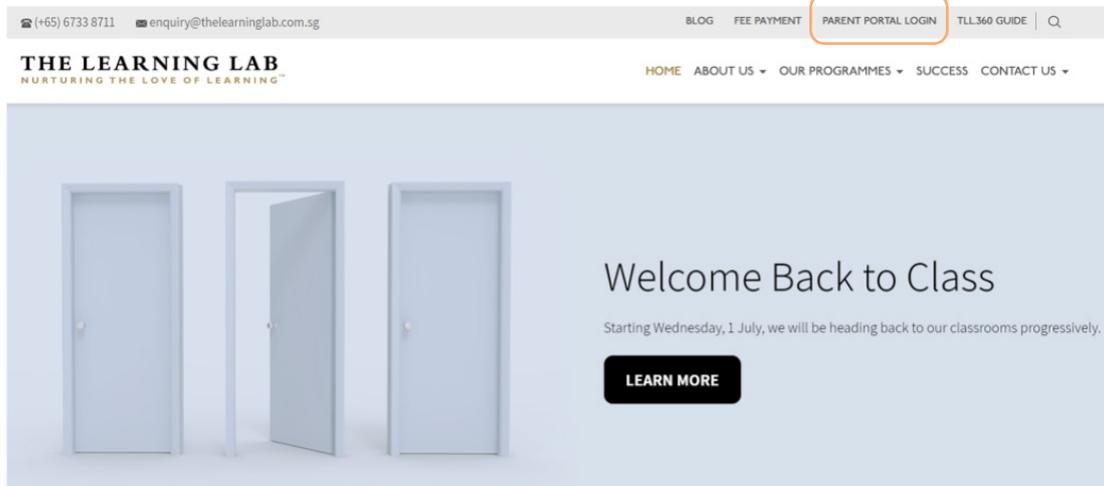
---

Introduction	3
Accessing the Parent Portal	4
Getting Started with the Parent Portal	5
Logging into the Parent Portal	5
Resetting Login Details	6
Navigating Through the Parent Portal	7
Home Page	7
Class Details	8
1. Student Timetable	9
2. Attendance Record	10
3. New Course Registration	11
Services	14
1. Replacement Classes (RCs)	15
2. Class Transfers	18
3. Worksheet Request	21
4. Parent-Teacher Communication (PTC)	23
5. Submit Feedback	26
Profile Details	27
1. Student Particulars	28
2. Parent Particulars	30
3. Student Progress Report	31
Fee Management	32



At The Learning Lab, we recognise the importance of parental involvement in your children's learning journey.

Our Parent Portal provides you with confidential and real-time access to information or services relating to your children's classes, as well as the latest news from TLL.



You can access the parent portal:

1

By clicking 'Parent Portal Login', as shown in the image above.

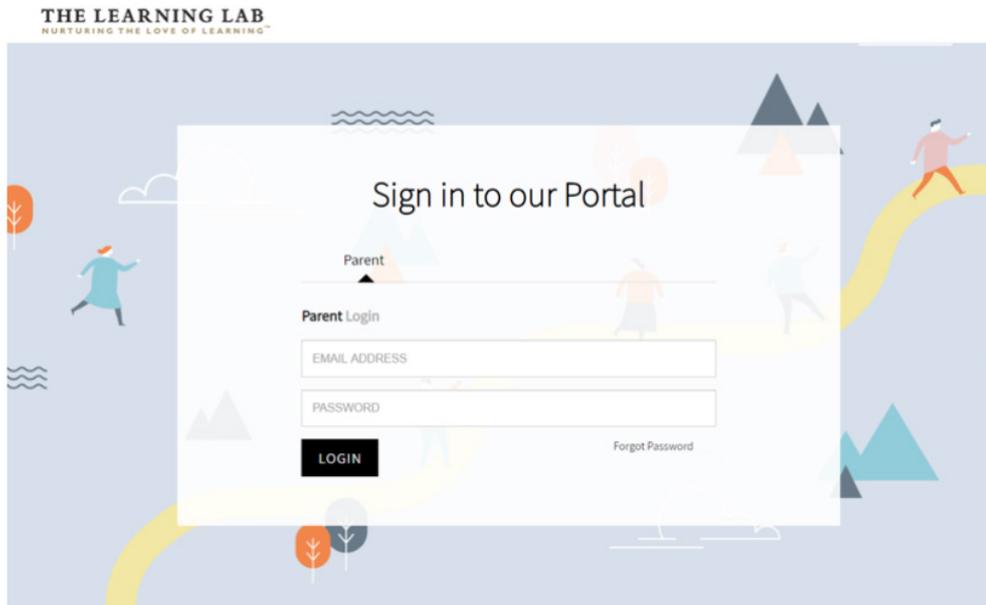
2

Via a direct URL:  
<http://parentsportal.thelearninglab.com.sg>

## Additional Notes:

- The Parent Portal is compatible with mobile devices.
- The Parent Portal is compatible with the following web browsers:
  - Microsoft Internet Explorer 9.0 (or later),
  - Mozilla Firefox 30 (or later),
  - The latest version of Safari, or
  - The latest version of Google Chrome

## Logging In



1

Enter your Username & Password and click 'Login'.

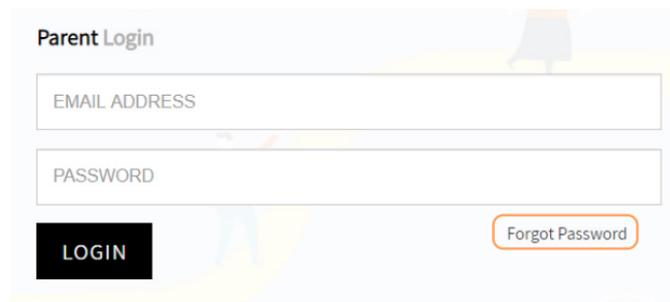
2

First-time users will receive an email with their login ID & a system-generated password.

For security, you are required to change your password after logging in for the first time.

## Resetting Login Details

If you have forgotten your login details, simply follow the steps below:

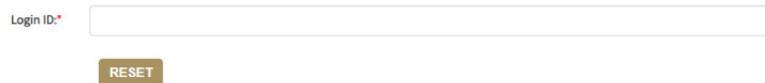


The screenshot shows the 'Parent Login' interface. It features two input fields: 'EMAIL ADDRESS' and 'PASSWORD'. Below these fields are a black 'LOGIN' button and a 'Forgot Password' link. The 'Forgot Password' link is highlighted with an orange border, indicating it is the focus of the first step.

1

Click "Forgot Password"

Forgotten your password?

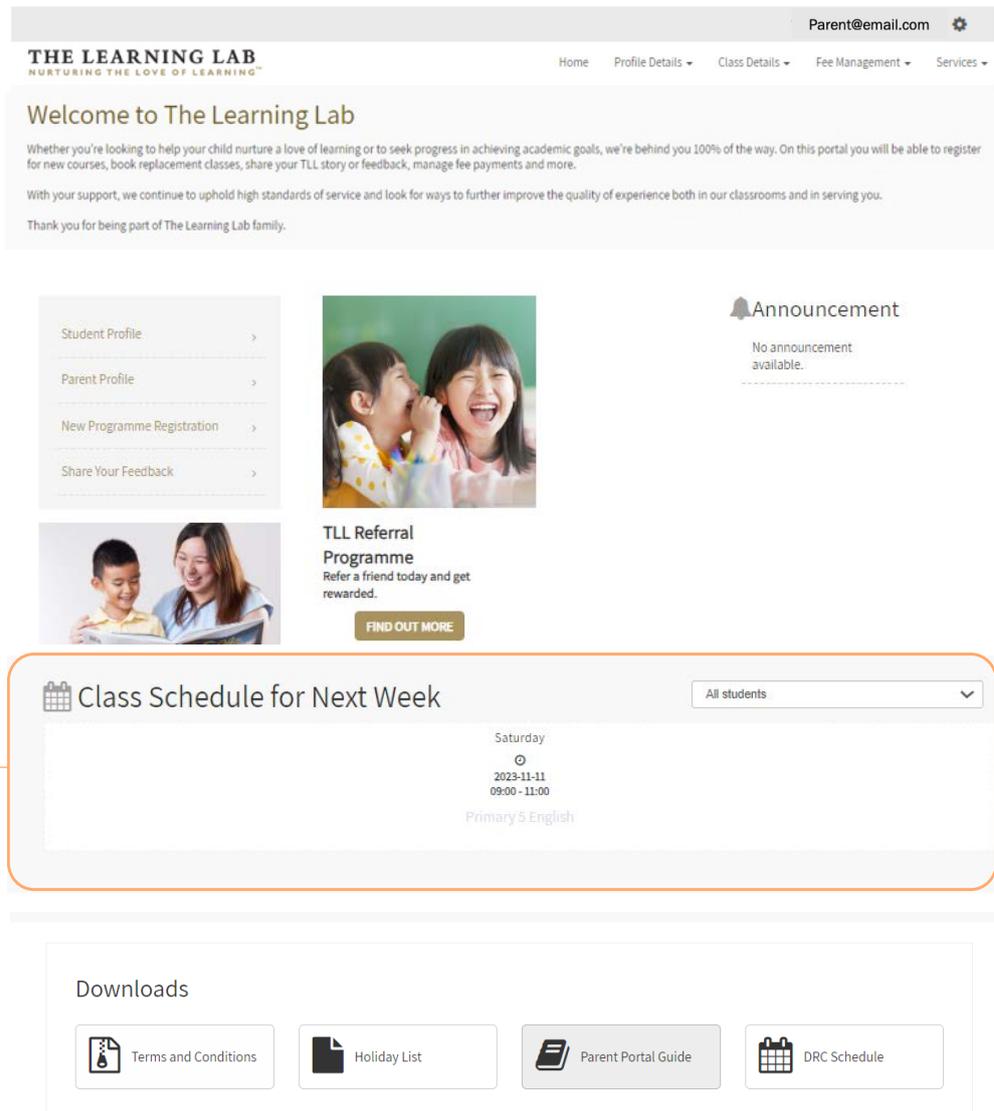


The screenshot shows the 'Forgotten your password?' form. It has a 'Login ID\*' label next to an empty input field. Below the input field is a brown 'RESET' button.

2

Enter the email address you have registered with us and click 'Reset'.  
You will receive an email with your Login ID and a new system-generated Password.  
You are required to change your password upon login.

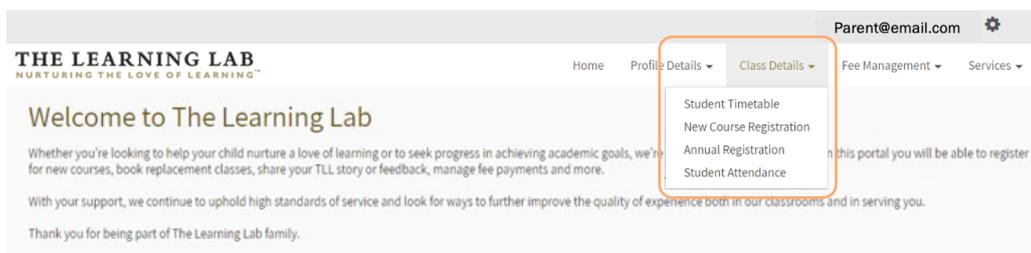
# Home Page



The screenshot shows the parent portal home page for 'THE LEARNING LAB'. At the top right, there is a user profile 'Parent@email.com' with a settings gear icon. The navigation menu includes 'Home', 'Profile Details', 'Class Details', 'Fee Management', and 'Services'. The main heading is 'Welcome to The Learning Lab', followed by a paragraph about the portal's purpose and a thank-you message. Below this are four menu items: 'Student Profile', 'Parent Profile', 'New Programme Registration', and 'Share Your Feedback'. To the right is an 'Announcement' section with a bell icon and the text 'No announcement available'. Below that is a 'TLL Referral Programme' section with an image of two children and a 'FIND OUT MORE' button. The 'Class Schedule for Next Week' section is highlighted with an orange border and contains a calendar icon, the title, a dropdown menu set to 'All students', and a single class entry for Saturday, 2023-11-11, from 09:00 to 11:00, for 'Primary 5 English'. At the bottom is a 'Downloads' section with four buttons: 'Terms and Conditions', 'Holiday List', 'Parent Portal Guide', and 'DRC Schedule'.

Overview of your child's classes.

## Class Details



Under “Class Details”, you will be able to access the following pages:

- Student Timetable
- New Course Registration
- Annual Registration\*
- Student Attendance

\*We will not be covering this option in this guide.

# Student Timetable

A calendar view of your child(ren)'s regular & replacement classes can be viewed, as shown below.  
Go to Class Details > Student Timetable

Select Student:  PRINT TIMETABLE

Month	Week	Day	List	January 2025									
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
29 09:00 am Student: Cao Primary 2 English ( Regul)	30	31	1	2	3	4	5	6	7	8	9	10	11
12 09:00 am Student: Cao Primary 2 English ( Regul)	13	14	15	16	17	18	19	20	21	22	23	24	25
26 09:00 am Student: Cao Primary 2 English ( Regul)	27	28	29	30	31	1	2	3	4	5	6	7	8

## Attendance Record

You can view your child(ren)'s attendance for the last 3 months for the selected subject.

- Go to Class Details > Attendance Record
- Select your Child's Name and Course to view their attendance.
- You will be able to see if the attendance is for a regular class or a replacement class.

### Student Attendance

Select your child's name and course from the drop-down lists to view his/her class attendance over the past 3 months.

Student:\*

Course:\*

Primary 2 English

SEARCH

Lesson date	Term	Class Type	Attended
Sunday, 15 December 2024	1	Regular	Yes
Sunday, 22 December 2024	1	Regular	Yes
Sunday, 29 December 2024	1	Regular	Yes
Sunday, 05 January 2025	1	Regular	Yes
Sunday, 12 January 2025	1	Regular	Yes

## New Course Registration

You can submit an application to enrol a new child in TLL or apply for a new program for existing child(ren).

- Go to Class Detail > New Course Registration
- Select existing child's name or "New Student"

### New Course Registration

Student:

Select

Select

New Student

**New Subject Enrolment:** Enrolling your existing child into a new TLL subject.

1

Select your child's name.

2

Select the programme you wish to enrol your child in.

3

Select your preferred location.

# New Course Registration

## New Course Registration

Student:

Course:

### Preference 1

Preferred Location:

Preferred Timeslot(s)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
8 am	-	-	-	-	-	-	-
9 am	-	-	-	-	-	○	○
10 am	-	-	-	-	-	-	-
11 am	-	-	-	-	-	○	○
2 pm	-	-	-	-	-	○	○
3 pm	○	○	●	○	○	-	-
4 pm	-	-	-	-	-	○	○
5 pm	○	○	○	○	○	-	-
7.00 pm	○	○	○	○	○	-	-

ADD ANOTHER PREFERRED CLASS OPTION

CLICK HERE TO PROCEED WITH REGISTRATION

4

Click on "Click here to proceed with registration"

# New Course Registration

**New Student Enrolment:** Enrolling a new child into TLL

New Course Registration

---

Student:

First Name:  Last Name:

Gender:  Nationality:

DOB:  Is student a singaporean or a Singapore PR?:

---

Educational Details

School:  Level:

Course:  Stream:

1

2

Select "New Student"

Fill up your child's particulars.

Preference 1

Preferred Location:

Preferred Time(s):

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
8 am	-	-	-	-	-	-	-
9 am	-	-	-	-	-	○	○
10 am	-	-	-	-	-	-	-
11 am	-	-	-	-	-	○	○
2 pm	-	-	-	-	-	○	○
3 pm	○	○	●	○	○	-	-
4 pm	-	-	-	-	-	○	○
5 pm	○	○	○	○	○	-	-
7.00 pm	○	○	○	○	○	-	-

[ADD ANOTHER PREFERRED CLASS OPTION](#)

[CLICK HERE TO PROCEED WITH REGISTRATION](#)

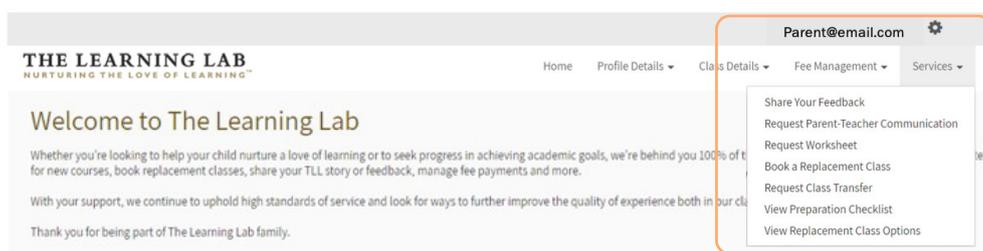
3

4

Select your preferred location.

Click on "Click here to proceed with registration"

## Services



Under “Services”, you will be able to access the following pages:

- Share Your Feedback
- Request Parent-Teacher Communication
- Request Worksheet
- Book a Replacement Class
- Request Class Transfer
- View Preparation Checklist\*
- View Replacement Class Options\*

\*We will not be covering this option in this guide.

# Replacement Classes (RCs)

To arrange replacement classes for your child(ren):

Book a Replacement class

---

Student:

Course:

Sunday,09:00 AM-10:45 AM,Iem,Koh Jia Min

You have no upcoming replacement class(es)

[BOOK A REPLACEMENT CLASS](#)

1

Go to Services > Book a Replacements Class

2

Select your Child's Name and Course

Reason for booking a replacement class\*

- ✓ Select
- School Activity
- Vacation
- Family Event
- Medical
- Transportation Issue
- Exams
- Other

[SEARCH](#)

3

Select the reason from the list shown

## Replacement Classes (RCs)

Date of the lesson your child will miss.\*

Select

- Select
- Sunday, 15 December 2024
- Sunday, 22 December 2024
- Sunday, 29 December 2024
- Sunday, 05 January 2025
- Sunday, 12 January 2025
- Sunday, 19 January 2025
- Sunday, 26 January 2025
- Sunday, 02 February 2025
- Sunday, 09 February 2025
- Sunday, 16 February 2025
- Sunday, 23 February 2025
- Sunday, 02 March 2025
- Sunday, 09 March 2025
- Sunday, 16 March 2025
- Sunday, 23 March 2025
- Sunday, 30 March 2025
- Sunday, 06 April 2025
- Sunday, 13 April 2025
- Sunday, 20 April 2025

4

Select the lesson that your child will be missing.

Wednesday, 15 January 2025 @ United Square

05:00 PM-06:45 PM

Mainstream

Teacher : Ng Yu Hui

[CLICK HERE TO BOOK THIS REPLACEMENT CLASS](#)

Wednesday, 15 January 2025 @ Woodleigh Mall

03:00 PM-04:45 PM

Mainstream

Teacher : Andrea Syazrinah

[CLICK HERE TO BOOK THIS REPLACEMENT CLASS](#)

Wednesday, 15 January 2025 @ Tampines Mall

05:00 PM-06:45 PM

Mainstream

Teacher : Ruth Lee

[CLICK HERE TO BOOK THIS REPLACEMENT CLASS](#)

5

Select the preferred replacement class option.  
 A confirmation email will be sent to you. Do note that booking(s) will not be successful if your child has exceeded the quota of 3 replacement classes per term.

## Cancel Replacement Class Booking

Replacement classes that you have booked for your child(ren) can be cancelled. Once the replacement class is cancelled, your child will return to their regular class schedule. Should you wish to rearrange a previous replacement class, you will need to first cancel the current replacement class before booking another.

### Book a Replacement class

Student:

Course:   
Sunday,09:00 AM-10:45 AM,Jem,Koh Jia Min

Student:  
Wednesday,15 January 2025 @ United Square  
03:00 PM-04:45 PM  
Mainstream  
Teacher : Tay Yiting CANCEL

BOOK A REPLACEMENT CLASS

1

Go to Services >  
Book a Replacement Class

2

You will see  
the replacement  
classes that you have  
booked for your  
child as shown above.

Click 'Cancel' on the  
replacement class(es) that  
you would like to cancel.

# Class Transfers

You can submit class transfer requests for a permanent change of your child(ren)'s class schedules.

**Class Transfer**

---

Request a class transfer by filling in all the information below.

**Student:** \*

**Course:** \*

Sunday[09:00]10:45Jem|Koh Jia Min

**Reason for transfer:** \*

**Description:**

**PROCESS TRANSFER**



Go to Services >  
Request Class Transfer

Fill in your child's particulars.



Select the course  
and reason for transfer.  
You can fill in the  
'Description' field with  
any other additional details.

Click on "Process Transfer"

## Class Transfers

Class Transfer

Select the preference for which you want to find the class for transfer. As per the preference, possible transfer classes list will be available, and if no class found waitlist option will be available.

Preferred Location:  
Marine Parade

Preferred Day:  
Tuesday

Preferred Timeslot:  
15:00

Preferred Teacher:  
Esther Ng

BACK SEARCH CLASSES

5 ————— 6

Select your preferred class location, day, time and teacher.

Click 'Search Classes'.

# Class Transfers

**Result 1:** Available class option.

If the class is available, you will see the page below. Please ensure that you indicate the “Effective Date”.

Class List:

Show **10** entries Search:

S.No	Location	Day	Time	Course	Teacher	Select
1	Marine Parade	Tuesday	15:00-16:45	Primary 2 English	Esther Ng	<input checked="" type="radio"/>

Showing 1 to 1 of 1 entries Previous  Next

Effective Date:

**REQUEST CLASS TRANSFER**

Copyright © 2025 THE LEARNING LAB. All rights reserved.

**Result 2:** No available class options.

If there are no available class options based on your preferred class location, day, time and/or teacher, a notification will pop-up, as shown below. You may choose to select another option or request to be put on waitlist.

Group A

**No class available!** ✕

Sorry, there are no vacancies available in this class. Would you like to be put on a waitlist for this class?

✕ No, I would like to select another class for reallocation request.

✓ Yes, I would like to put on a waitlist.

# Worksheet Request

Please note the following worksheet request arrangement:

**For all students attending in-person classes:** If your child is not able to attend their class(es) on any given week, you may request for their worksheets directly from Parent Portal (please follow the steps below) or call our hotline at 6733 8711

- 1 Click on 'Services' → Click on 'Book a Replacement Class'
- 2 If there are no more replacement class options available, please click on 'Yes, I would like to request worksheets for this class.'

The screenshot shows the 'Book a Replacement class' form in the Parent Portal. A modal dialog box is displayed in the center with the following text:

No suitable replacement class found!

Sorry, No suitable replacement class found. Do you want to request a worksheet?

No, I would not like to request worksheets for this class.

Yes, I would like to request worksheets for this class.

The background form includes the following fields:

- Student:\*
- Course:\* Junior K1 Mathematics-Mainstream (effective 11 December 2024)  
Wednesday, 03:00 PM-04:45 PM, United Square, Alicia Phua
- Reason for booking a replacement class:\* School Activity
- Date of the lesson your child will miss:\* Wednesday, 15 January 2025
- SEARCH button
- Note: Allocation of replacement classes(RC) is subject to suitability and availability.

## Worksheet Request Description

### Note :

1. Please note that if you are requesting for physical copy worksheets, they will be passed to your child when he/ she attends the next physical lesson.
2. Worksheets for future lesson cycles will not be available until the cycle of the lesson missed. You will receive an email notification once the worksheets are available.
3. If your child is in our Secondary/Junior College Math or Secondary Science programme(s), requested worksheets will be passed to your child by your child's regular teacher as soon as the worksheets become available.

[REQUEST WORKSHEET\(S\)](#)

# Worksheet Request

- 3 Select the relevant options for each field and click 'Submit'

## Request Worksheet

Student: \*

Course: \*

Primary 1 English

Saturday | 14-Dec-2024 | 14:00 | 15:45 | United Square | Jeanne Boucher

Date of Missed Session: \*

Saturday, 11-Jan-2025

Type of Worksheet Requests: \*

Hard Copy

BACK

SUBMIT

- 4 When the request has been submitted successfully, click 'OK'.

**parentsportal.thelearninglab.com.sg says**

Request submitted successfully.

OK

# Parent-Teacher Communication (PTC)

You can request for your child's teacher to contact you.

## Parent-Teacher Communication

Student: \*

CLICK HERE TO SUBMIT YOUR REQUEST

1

Go to Services >  
Request Parent-Teacher  
Communication

2

Select your child's name.

## Parent-Teacher Communication

Student: \*

Course: \*

Primary 2 English

Sunday | 15-Dec-2024 | 09:00 | 10:45 | Jem | Koh Jia Min

Agenda: \*

Select

Contact person for PTC will be: \*

Father

Preferred Mode of Communication: \*

Call

Description :

Preferred Timeslot:

SUBMIT

3

Select your child's name and course.

# Parent-Teacher Communication (PTC)

Agenda: \*

Select
Select
<b>Homework</b>
Results
Child's Progress
Other

4

Select agenda for the PTC request.

Preferred Mode of Communication: \*

Call
Call
<b>Email</b>

5

Select the preferred Mode of Communication.

Preferred Timeslot:

09:00AM-12:00PM
Select
<b>09:00AM-12:00PM</b>
12:00AM-06:00PM
06:00PM-10:00PM
Select

If you select "Call" as your preferred mode of communication, you can select up to 3 preferred timeslots for your child's teacher to contact you. Click Submit.

## Viewing your PTC Request(s)

To view your ongoing and past PTC requests, simply go to Services > Request Parent-Teacher Communication.

### Parent-Teacher Communication

Student:

[CLICK HERE TO SUBMIT YOUR REQUEST](#)

### Your Current and Past PTC Request(s):

Show  entries

Search:

S.No	Case Id	Case Reasons	Mode Of Communication	Course	Requested Date & Time	Status
1	CAS-211058-N9C5G6	Homework	Call	Primary 2 English	12-01-2025 11:28 AM	In Progress

Showing 1 to 1 of 1 entries

Previous  Next

## Submit Feedback

You can submit a feedback by going to Services > Share Your Feedback.  
You will then be directed to the page shown below.

Feedback

Category: \*  
Select Category

Sub Category: \*  
Select Sub Category

Student: \*  
Select Student

Course:  
Select Course

Message:  
Message

1000 Remaining

Category: \*

- Select Category
- Select Category
- Teacher Related**
- Operations Related
- Curriculum Related
- Parent Portal Related
- Policy Related
- System Related

1

Select the feedback category and sub-category from the drop-down bars.

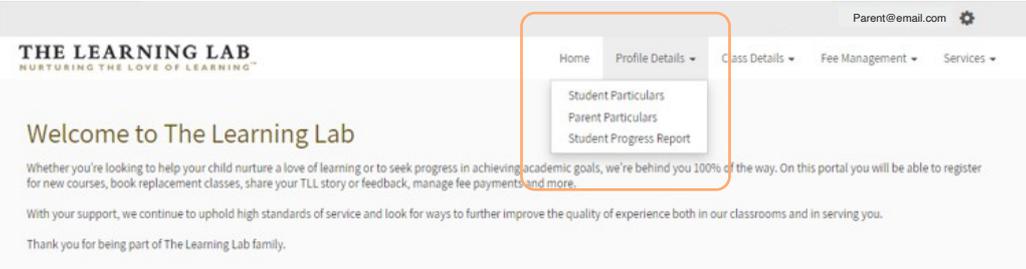
2

Select your child's name and course.

3

You can input your feedback in the "Message" box (limited to 1000 characters).  
Click Submit.

# Profile Details



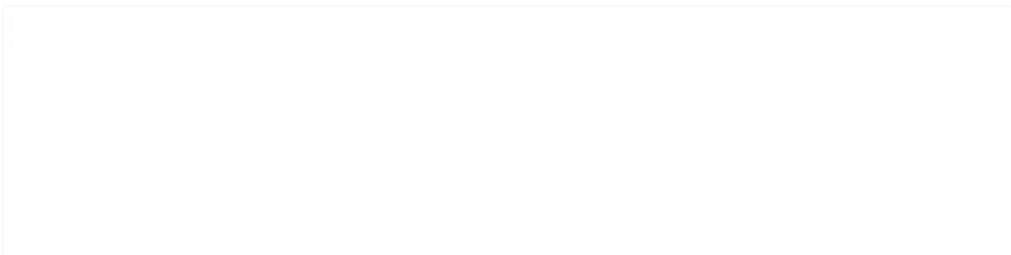
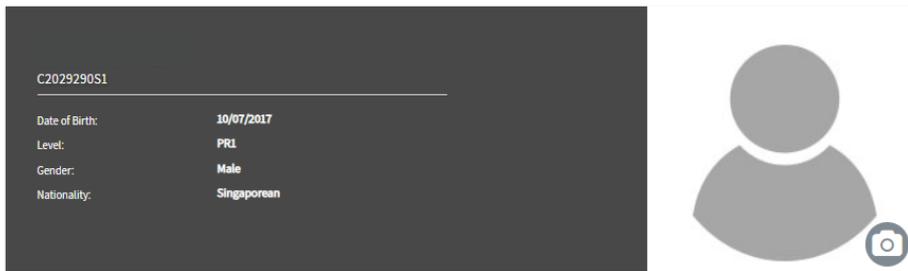
The screenshot shows the top navigation bar of 'THE LEARNING LAB' website. The logo is on the left, and the user's email 'Parent@email.com' and a settings gear icon are on the right. The main navigation menu includes 'Home', 'Profile Details', 'Class Details', 'Fee Management', and 'Services'. The 'Profile Details' dropdown menu is open, showing three options: 'Student Particulars', 'Parent Particulars', and 'Student Progress Report'. Below the navigation bar, there is a 'Welcome to The Learning Lab' section with a brief description of the portal's purpose.

Under “Profile Details”, you will be able to access the following pages:

- Student Particulars
- Parent Particulars
- Student Progress Report

## Student Particulars

Go to Profile Details > Student Particulars  
 You will see an overview of your child's details, as shown below.



# Editing Your Child's Student Particulars

To edit your child's particulars, you must first select your child's name under the General Information section.

## General Information

The screenshot shows a form titled "General Information" with the following fields:

- Student Name: A dropdown menu.
- Student Mobile Number: A text input field.
- Email: A text input field.
- School\*: A dropdown menu with "Nan Hua Primary" selected.
- Level\*: A dropdown menu with "PR1" selected.
- Stream\*: A dropdown menu with "Mainstream" selected.
- Academic Year: A text input field with "2025" entered.
- NRIC: A text input field.

You can edit the fields accordingly. Mandatory fields (marked with a \*) will need to be completed before saving the updates.

You can also help us understand your child better by filling in the survey at the end of the page, as shown below.

## Help Us Understand Your Child Better

The screenshot shows a survey section titled "Help Us Understand Your Child Better" with the subtitle "The information in these sections help us to create more catered learning experiences for your child." There are three tabs: "Subject Expectations" (selected), "What is your child like?", and "Additional info about your child for T...".

Under the "Subject Expectations" tab, the section is titled "English" and asks "Any specific goal for your child in English in the next 6 months?". A text input field contains the response: "I would like to see an improvement in his Comprehension and more realistic composition writing".

Below this, there is a question "Child's interest level in English" with five radio button options: "Enjoys the subject", "Coping well", "Trying to manage", "Do not like subject", and "Not interested".

# Parent Particulars

Go to Profile Details > Parent Particulars  
To update your particulars, you can edit the fields accordingly under the “Household” section. Mandatory fields (marked with a \*) will need to be completed before saving the updates.

**Household Information**

---

Household ID:

Preferred Contact: \*

Secondary Preferred Contact:

Postal Code: \*  Unit:

Address:

Building:

You can also update your particulars, as well as your spouse’s or your child’s guardian’s details in the section shown below.

Mother's Details	Father's Details	Guardian's Details
Salutation: * <input type="text" value="Mrs"/>	First Name: * <input type="text"/>	
Last Name: * <input type="text" value="Wong"/>	Email: * <input type="text"/>	
Mobile Number: * <input type="text"/>	Company: <input type="text" value="ABC Corporation"/>	
Designation: <input type="text"/>	DOB: <input type="text"/>	

Don't forget to save changes.

# Student Progress Report

Student Progress Reports (SPRs) are means by which our teachers update you on your child’s progress in their TLL classes. It comprises feedback and some recommendations.

### Student Progress Report

Student Name:

### Current SPR List

Show  entries

Search:

S.No	Studentid	Student Name	Course Code	Class Id	Level	View
1	C1234567S8	John Doe	Junior K1 English	REG220901346736	KD1	<a href="#">View</a>
2	C1234567S8	John Doe	Junior K1 English	REG220901346736	KD1	<a href="#">View</a>
3	C1234567S8	John Doe	Junior K1 English	REG220901346736	KD1	<a href="#">View</a>
4	C1234567S8	John Doe	Junior K1 English	REG220901346736	KD1	<a href="#">View</a>
5	C1234567S8	John Doe	Junior K2 English	REG230812818940	KD2	<a href="#">View</a>
6	C1234567S8	John Doe	Junior K2 English	REG230812818940	KD2	<a href="#">View</a>
7	C1234567S8	John Doe	Junior K2 English	REG230812818940	KD2	<a href="#">View</a>
8	C1234567S8	John Doe	Junior K2 English	REG230812818940	KD2	<a href="#">View</a>
9	C1234567S8	John Doe	Primary 1 English	REG241908258859	PR1	<a href="#">View</a>

Showing 1 to 9 of 9 entries

Previous  Next

To access your child’s SPR,

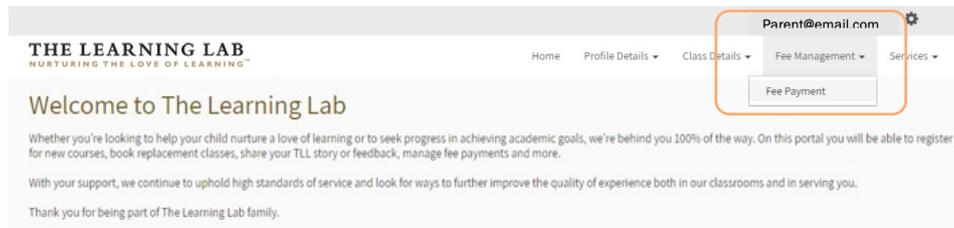
1

Go to Profile Details >  
Student Progress Report

2

Click on  to download  
your child’s report.

# Fee Management



On the Parent Portal, you can view all your outstanding invoices and make payment for them.

Go to Fee Management > Fee Payment

This page reflects all invoices that have yet to be processed or paid for the period indicated.

## Make Payment

View or download the fee summary in a PDF quotation by clicking on each programme. Please note the payment due date stated on the quotation. Click "Pay Now" to complete payment online. You will be redirected to our e-payment page. Do note that you will need to return to this page after making payment.

<input type="checkbox"/>	
<b>Test Ryan Ban</b> <input type="checkbox"/> RO3000083387 Billing Date: 29-08-2024	\$1581.38 Amount after GST
<b>Total Amount Payable \$1581.38</b>	
<input type="button" value="PAY NOW"/>	

If you are on GIRO or Credit Card Payment schemes, please do not make payment on the Parent Portal as it will be auto deducted from your account.