



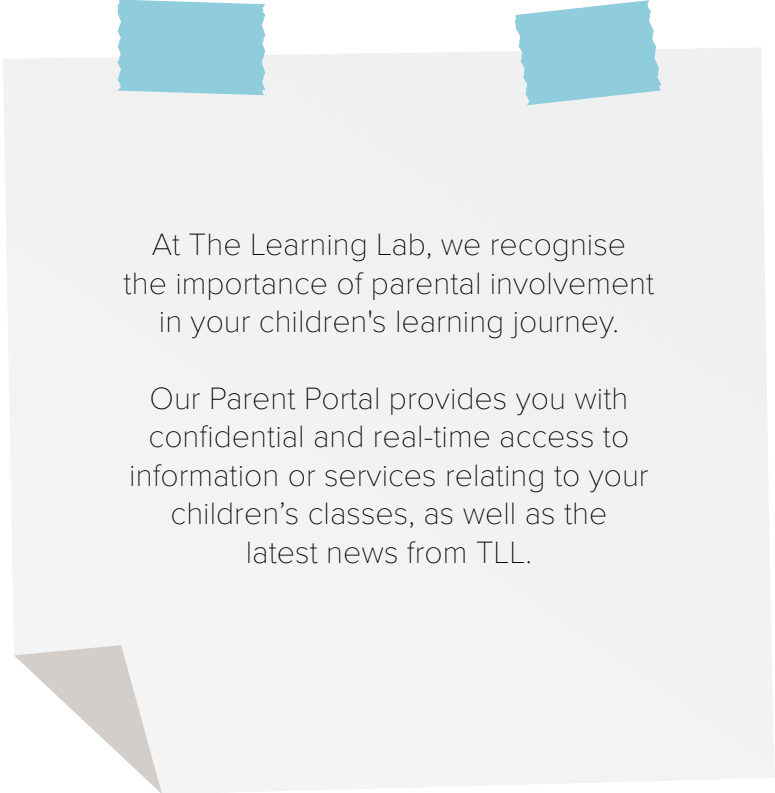
Parent Portal Guide

THE LEARNING LAB

Contents

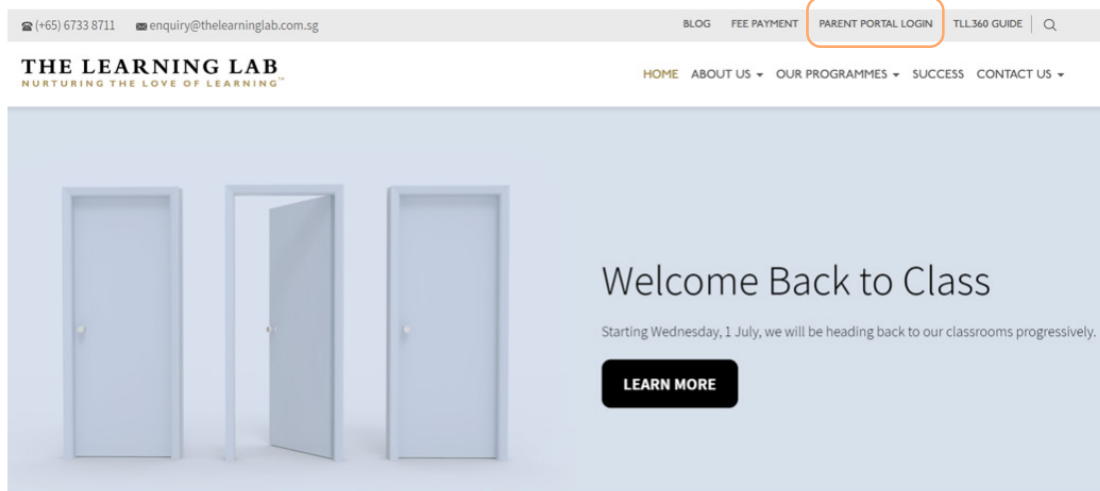
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At The Learning Lab, we recognise the importance of parental involvement in your children's learning journey.

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.

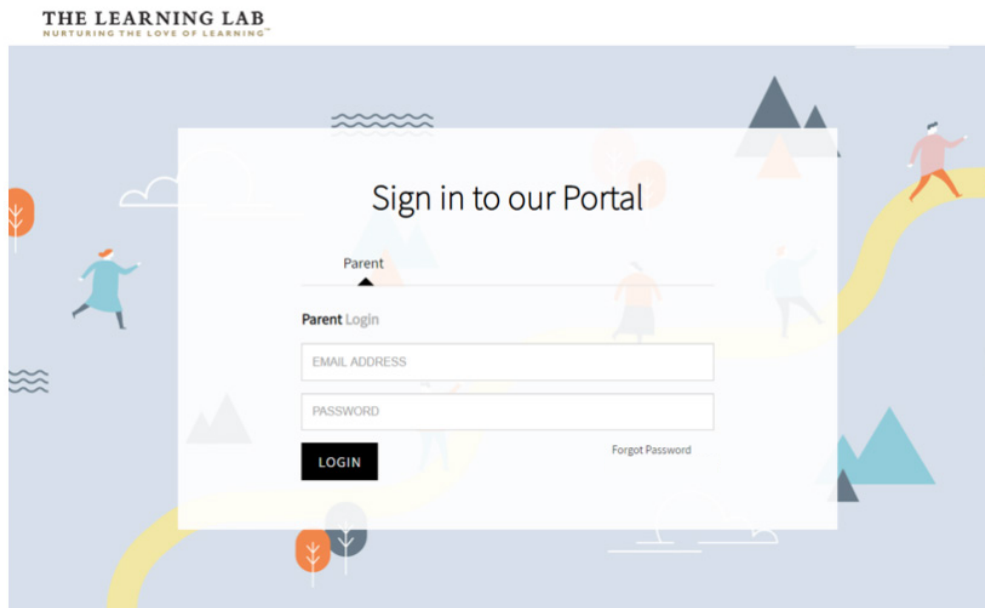
2

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'.

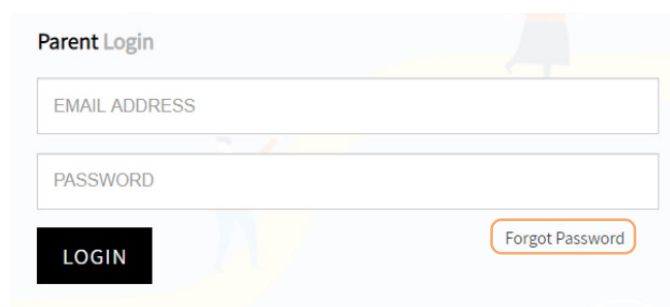
2

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 image shows a 'Parent Login' form. It has two input fields: 'EMAIL ADDRESS' and 'PASSWORD'. Below the 'EMAIL ADDRESS' field is a black 'LOGIN' button. To the right of the 'PASSWORD' field is a link that says 'Forgot Password'.

1

Click “Forgot Password”

Forgotten your password?



The image shows a 'Reset password' form. It has a single input field labeled 'Login ID:'. 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

Overview of
your child's
classes.

Parent@email.com

THE LEARNING LAB

NURTURING THE LOVE OF LEARNING™

Home

Profile Details

Class Details

Fee Management

Services

Welcome to The Learning Lab

Whether you're looking to help your child nurture a love of learning or to seek progress in achieving academic goals, we're behind you 100% of the way. On this portal you will be able to register for new courses, book replacement classes, share your TLL story or feedback, manage fee payments and more.

With your support, we continue to uphold high standards of service and look for ways to further improve the quality of experience both in our classrooms and in serving you.

Thank you for being part of The Learning Lab family.

Student Profile

Parent Profile

New Programme Registration

Share Your Feedback

TLL Referral Programme

Refer a friend today and get rewarded.

FIND OUT MORE

Announcement

No announcement available.

Calendar

Class Schedule for Next Week

All students

Saturday

2023-11-11

09:00 - 11:00

Primary 5 English


Downloads

Terms and Conditions

Holiday List

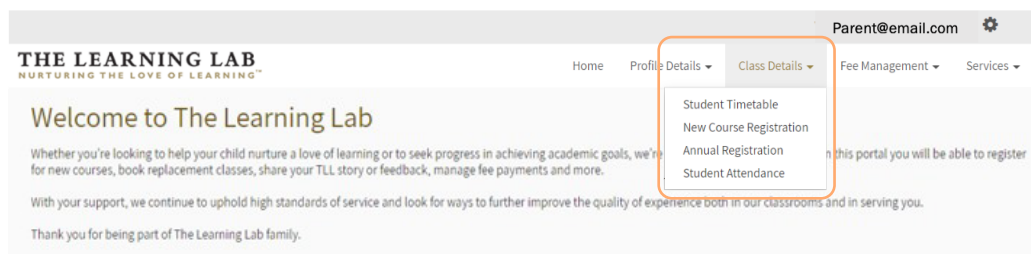
Parent Portal Guide

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Back to
content page

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:

Lee Ming Dao Carter

PRINT
TIMETABLE

Month

Week

Day

List

November 2023

Sun

Mon

Tue

Wed

Thu

Fri

Sat

29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

09:00 am Student: Lee J
Primary 5 English (Regul

09:00 am Student: Lee J
Primary 5 English (Regul

09:00 am Student: Lee J
Primary 5 English (Regul

09:00 am Student: Lee J
Primary 5 English (Regul

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:*

Lee Ming Dao Carter

Course:*

Primary 5 English

SEARCH

Lesson date	Term	Class Type	Attended
Saturday, 12 August 2023	3	Regular	Yes
Saturday, 19 August 2023	3	Regular	Yes
Saturday, 26 August 2023	3	Regular	Yes
Saturday, 02 September 2023	3	Regular	Yes
Saturday, 09 September 2023	3	Regular	Yes
Saturday, 16 September 2023	4	Regular	Yes
Saturday, 23 September 2023	4	Regular	Yes
Saturday, 30 September 2023	4	Regular	Yes
Saturday, 07 October 2023	4	Regular	Yes
Saturday, 14 October 2023	4	Regular	NA
Saturday, 21 October 2023	4	Regular	NA
Saturday, 28 October 2023	4	Regular	NA
Saturday, 04 November 2023	4	Regular	NA

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

Tan, Amy

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:

Ten, Amy

Course:

Secondary 1 Science

Preference 1

Preferred Location:

United Square

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:
New Student

First Name:

Last Name:

Gender:
Select

Nationality:
Select Nationality

DOB:

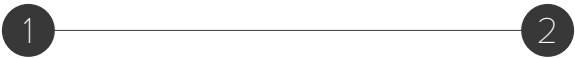
Is student a singaporean or a Singapore PR?
Select

School:
Select School

Level:
Select Level

Course:
Select Course

Stream:
Select Stream



Select “New Student”

Fill up your child’s particulars.

Preference 1

Preferred Location:
United Square

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

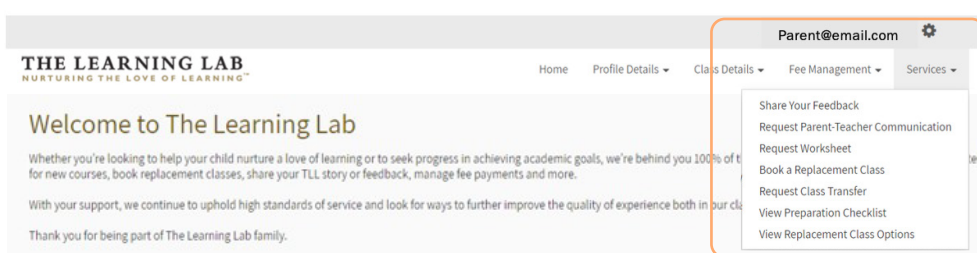
CLICK HERE TO PROCEED WITH REGISTRATION



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:

Tan, Amy

Course:

Secondary 1 Science-Mainstream (effective 05 December 2019)

Thursday, 05:00 PM-07:00 PM, United Square, Yang Jingling

You have no upcoming replacement class(es)

BOOK A REPLACEMENT CLASS

1

Go to Services > Book a Replacement 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

Sunday, 17 September 2023

Sunday, 24 September 2023

Sunday, 01 October 2023, Replacement in @Seletar Mall, Tuesday,03/10/2023, 05:00 PM-06:45 PM

Sunday, 08 October 2023

Sunday, 15 October 2023

Sunday, 22 October 2023

Sunday, 29 October 2023

Sunday, 05 November 2023 (Double Cycle)

Sunday, 12 November 2023 (Public Holiday)

Sunday, 19 November 2023 (Double Cycle)

Sunday, 26 November 2023

Sunday, 03 December 2023

Sunday, 10 December 2023

Children will be missed over the next 14 weeks

4

Select the lesson that your child will be missing.

Monday,09 October 2023 @ Rochester Mall

03:00 PM-04:45 PM

Mainstream

Teacher : Ong

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

Tuesday,10 October 2023 @ Tampines Mall

05:00 PM-06:45 PM

Mainstream

Teacher : Labbie

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

Tuesday,10 October 2023 @ Marine Parade

03:00 PM-04:45 PM

Mainstream

Teacher : Audrey

[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:
Lee Ming Dao Carter

Course:
Primary 5 English-Mainstream (effective 17 December 2022)

Saturday, 09:00 AM-11:00 AM, Marine Parade, Cheong Mei Yi
Tan, Amy

Student: Lee Ming Dao Carter
Wednesday, 15 November 2023 @ United Square
03:00 PM-05:00 PM
Mainstream
Teacher: Sabrin Lim
Tan, Amy

CANCEL

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: *

Tan, Amy

Course: *

Secondary 1 Science

Thursday[17:00]19:00[United Square]Yang Jingjing

Reason for transfer: *

Schedule Issues

Description:

CCA clashes

PROCESS TRANSFER

1

2

Go to Services >
Request Class Transfer

Fill in your child's particulars.

3

4

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:*

Rochester Mall

Preferred Day:*

Tuesday

Preferred Timeslot:

17:00

Preferred Teacher:

Muhammad Yaseer

BACK

SEARCH CLASSES

5

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

6

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	Tampines Mall	Monday	15:00-17:00	Primary 5 English	Diana Lu	<input checked="" type="radio"/>

Showing 1 to 1 of 1 entries Previous Next

Effective Date:

November 2023

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

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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.

No class available!

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

Worksheet Request

Please note the following worksheet request arrangement, effective from Term 1 – 2021 (9 December 2020) onwards.

- **For N2 & K1 students:** 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.
- **For K2 to JC2 students:** All worksheets for students at this levels will be available on [TLL360](#). Worksheet request for these levels will not be supported on our Parent Portal from 9 December 2020 onwards.

Download Worksheet

You may print your requested worksheets here. Please note that the link(s) will expire 7 days from first print.
Your child(ren) should submit the completed worksheets to their teacher(s) in their next class.

Download Worksheet for Missed Session(s)

Tan, Amy Secondary 1 Science	
Session worksheet requested for: Thursday, 06-Aug-2020	
ws 2.pdf	DOWNLOAD
Tan, Amy Secondary 1 Science	
Session worksheet requested for: Thursday, 09-Jul-2020	
Worksheet is not uploaded for Thursday, 09-Jul-2020 session yet. Once uploaded it will be available for print.	

1

Go to Services >
Request Worksheets

2

You will be able to see the
availability of the worksheets
as shown above.

If the worksheets are available for printing, simply click on
“Download” to print the worksheets from the Parent Portal immediately.

Please note that once you have downloaded your child’s worksheet,
the link will be available for 7 days.

You can download your child’s worksheet up to a maximum of 3 times,
after which the link will expire.

Parent-Teacher Communication (PTC)

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

Parent-Teacher Communication

Student: *

Tan, Amy

CLICK HERE TO SUBMIT YOUR REQUEST

1

2

Go to Services >
Request Parent-Teacher
Communication

Select your child's name.

Parent-Teacher Communication

Student: *

Tan, Amy

Course: *

Secondary 1 Mathematics

Tuesday | 10-Dec-2019 | 19:30 | 21:30 | United Square | Wong Jia Yang

Agenda: *

Select

Contact person for PTC will be: *

Mother

Preferred Mode of Communication: *

Call

Description:

Preferred Timeslot: ☐

SUBMIT

3

Select your child's name and course.

Parent-Teacher Communication (PTC)

Agenda: *

Select
Select
Homework
Results
Child's Progress
Other

4

Select agenda for the PTC request.

Preferred Mode of Communication: *

Call
Call
Email

5

Select the preferred Mode of Communication.

Preferred Timeslot: * ☒

09:00AM-12:00PM
Select
09:00AM-12:00PM
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: *

Lee Ming Dao Carter

CLICK HERE TO SUBMIT YOUR REQUEST

Your Current and Past PTC Request(s):

Show 10 entries

Search:

S.No	Case Id	Case Reasons	Mode Of Communication	Course	Requested Date & Time	Status
1	CAS-139454-H7D8X4	Homework	Call	Primary 5 English	08-11-2023 06:14 PM	In Progress

Showing 1 to 1 of 1 entries

PreviousNext

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.

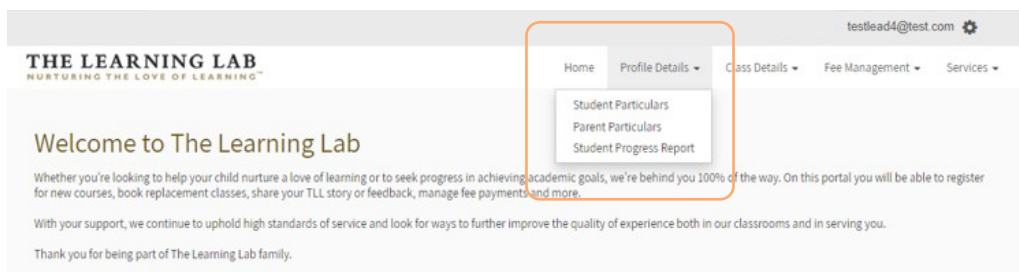
2

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

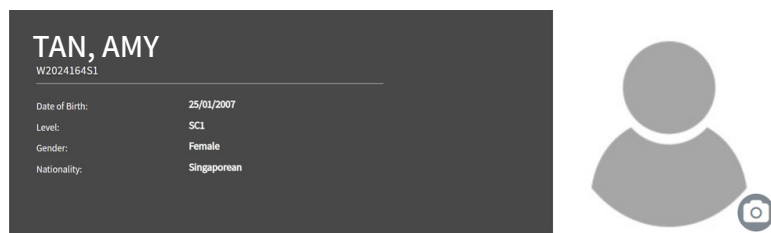


Under “Profile Details”, you will be able to access the following pages:

- 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.



You can also scroll down to view your child's regular classes.

Tan, Amy's current and upcoming classes

This section will reflect Tan Amy's regular weekly class(es), replacement class(es) and special programme class(es) if any.

Tan, Amy's Regular Classes

Location: **United Square**

Course: Secondary 1 Mathematics Regular Teacher: Wong Jia Yang Class Type: Regular Date: 09 June 2020 Day: Tuesday Time: 07:30 PM-09:30 PM

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.

Student Name: Ten, Amy

Student Mobile Number:

Email:

School*:

Level*:

Stream*:

Academic Year:

NRIC:

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 information in these sections help us to create more catered learning experiences for your child.

Subject Expectations	What is your child like?	Additional info about your child for T
<p>English</p> <p>Any specific goal for your child in English in the next 6 months?</p> <p><input type="text" value="I would like to see an improvement in his Comprehension and more realistic composition writing"/></p> <p>Child's interest level in English</p> <p> <input type="radio"/> Enjoys the subject <input type="radio"/> Coping well <input type="radio"/> Trying to manage <input type="radio"/> Do not like subject <input type="radio"/> Not interested </p>		

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: W2000507

Preferred Contact: *
Mother

Secondary Preferred Contact:
Father

Postal Code: *
1

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: *
Mrs

Last Name: *
Wong

Mobile Number: *

Designation:

First Name: *

Email: *

Company:
ABC Corporation

DOB:

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.

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[Profile Details](#)
[Class Details](#)
[Fee Management](#)
[Services](#)

Student Progress Report

Student Name:*

Lee Ming Dao Carter

Current SPR List

Show
▼
entries

Search:

S.No	StudentId	Student Name	Course Code	Class Id	Level	View
1	L202796452	Lee Ming Dao Carter	Primary 5 English	REG230555452796	PRS	View
2	L202796452	Lee Ming Dao Carter	Primary 5 English	REG230555452796	PRS	View

Showing 1 to 2 of 2 entries

Previous
1
Next

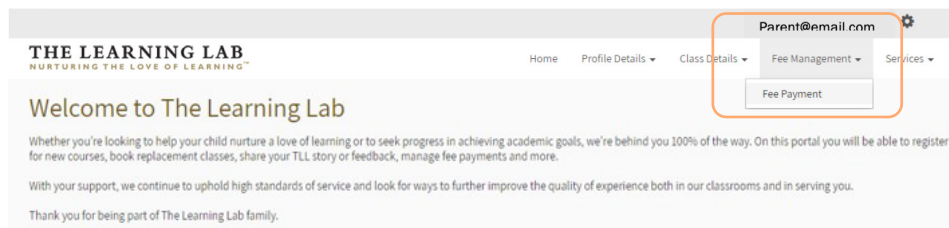
To access your child's SPR,



Go to Profile Details >
Student Progress Report

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.

Hanks Tom	
<input checked="" type="checkbox"/> SQ3000040886	753.98
Billing Date: 05-08-2020	Amount after GST
Due Date: 08-08-2020	

Total Amount Payable \$ 753.98

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.