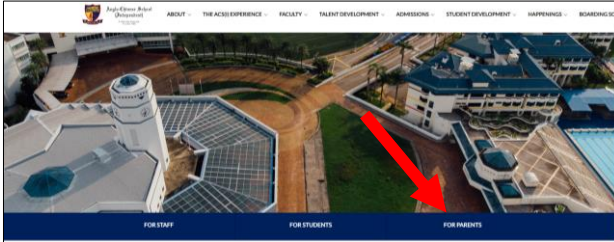


## INSTRUCTIONS TO ACCESS ACS (Independent) PARENTS' PORTAL & SMARTPHONE APP (ASKnLearn)

### Accessing the Parents' Portal



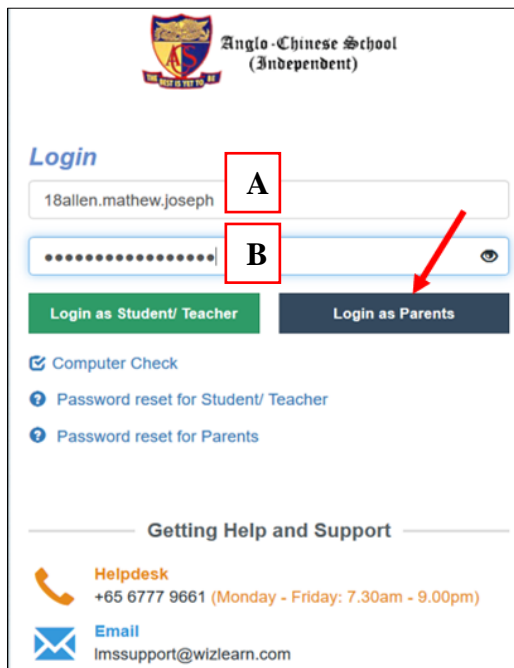
The Parents' Portal is accessed through the ACS (Indep) website at the following URL / address:  
<https://www.acsindp.moe.edu.sg/>

Click **Parents' Portal & ASKnLearn™ app** under *FOR PARENTS* menu.

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

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

### Logging into the Parents' Portal



**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](mailto:18allen.mathew.joseph@acsians.acsi.edu.sg), then your Parents' 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.

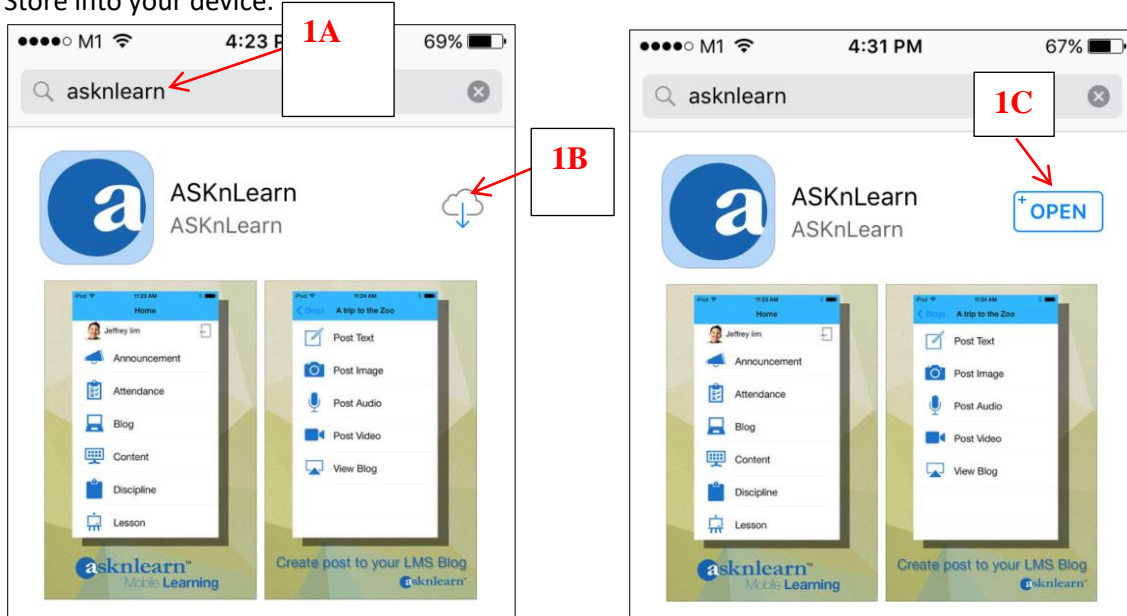


Congratulations! You have successfully created your account.

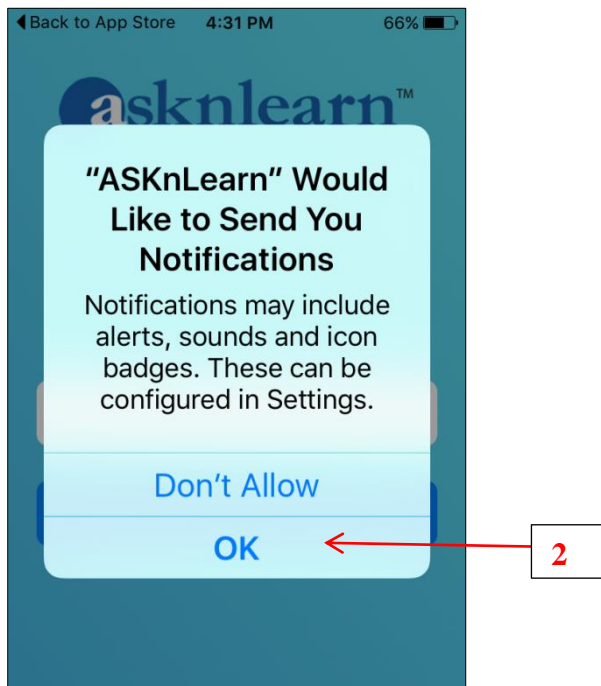
## Instructions to install Parents' Portal App (ASKnLearn) into your iOS/Android devices

*For the best viewing experience or to download files, we recommend viewing the portal through the website version (<https://lms.acsindep.edu.sg/ACSIndep/login.aspx>)*

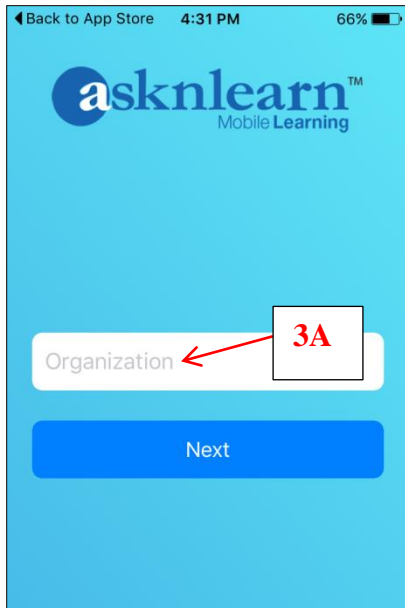
1. To install the Parents' Portal App (ASKnLearn) on your smartphones or any iOS/Android devices, do a keyword search and install (free) "asknlearn" App from your iOS APP store or Android Play Store into your device.



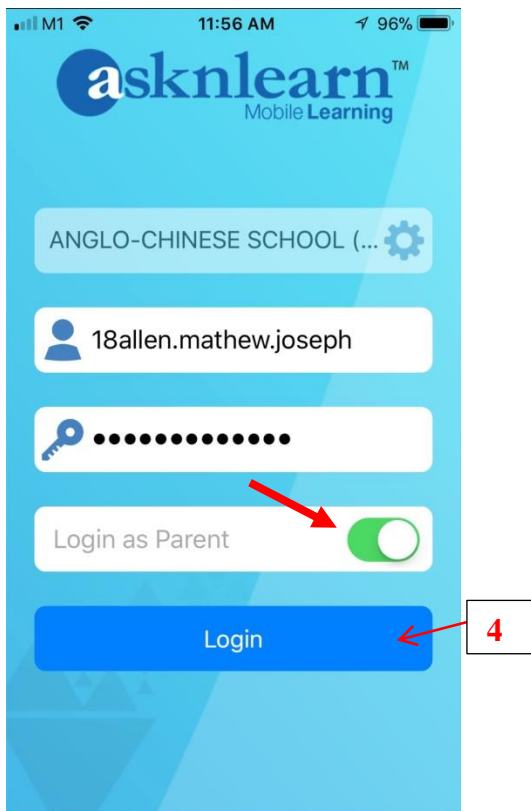
2. When you open the ASKnLearn App, click OK to get alert sound for incoming task to your Parents' Portal account.



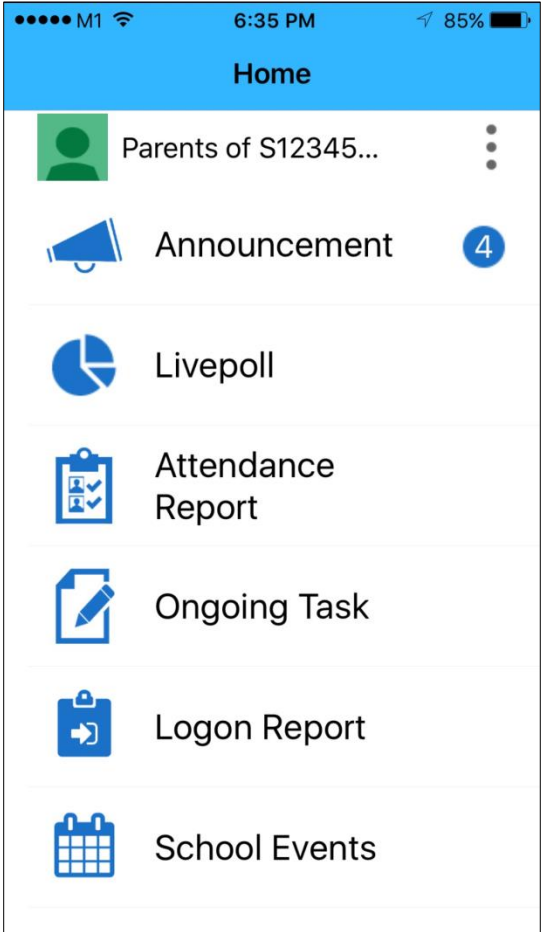
3. In the Organization text box, key-in few letters of our school name (e.g. anglo) and choose our school name [Anglo-Chinese School (Independent)] from the drop-down list.



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 Parents' Portal account.



## **FREQUENTLY ASKED QUESTIONS (FAQs) FOR PARENTS' PORTAL**

1. Who can access the Parents' 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](mailto: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 Parents' Portal log in screen, click "**Password reset for Parents**" and then follow the screen instructions.

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

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

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

The Parents' 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](mailto:lms-admin@acsindep.edu.sg) if you have any problems in accessing the Parents' Portal.