

Parenting for Wellness website

Frequently Asked Questions

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1. About Parenting for Wellness website

1.1 What is Parenting for Wellness website?

Jointly developed by the Health Promotion Board, Ministry of Education, and Ministry of Social and Family Development, Parenting for Wellness website offers parents with children aged 7 to 19 years old convenient and personalised access to content on parenting skills, caring for their child's mental health and well-being, as well as parenting in the digital age including screen use. With the integration of evidence-based knowledge within the local context, Parenting for Wellness website aims to empower and equip parents with the necessary skills to cultivate strong parent-child relationships, enhance their children's mental well-being and emotional resilience, and support their children's digital journey.

1.2 What can I expect from Parenting for Wellness website?

You can expect a series of 11 modules featuring practical strategies and tips from experts, covering topics such as understanding yourself as a parent, improving parenting skills, caring for your child's mental health, and navigating parenting in the digital age. These modules aim to equip you with the tools you need to support your child's mental health and well-being, especially in the digital age. You can also learn more about your parenting needs through a questionnaire and access recommended modules to better support your needs.

2 Registering for an account

2.1 What are the benefits of registering for an account?

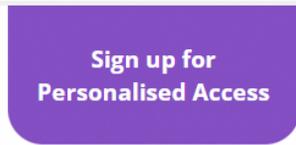
The benefits include:

- a. **Personalised Recommendations:** Complete a short questionnaire and receive recommended modules tailored to your specific needs.
- b. **Progress Tracking:** Easily track your progress based on the recommended and/or preferred modules.
- c. **Customised Dashboard:** A personalised Dashboard where you can view your learning progress and access modules tailored for you.
- d. **Seamless Resumption:** You can pick up right where you left off (using same or different devices), making it easy to continue your learning journey.

2.2 How do I register for an account?

You can register for a 'Parenting for Wellness' account by following these simple steps:

Step 1: Click on <Sign up> at the Home Page. Alternatively, you can click <Sign up for Personalised Access> at the top header link to sign up.



Step 2: Fill out the registration form and submit it.

Step 3: After submitting the form, you will receive an email from parentingforwellness@hpb.gov.sg at the email address you provided during registration. This email contains your personalised link to access the site.

Please note that the personalised link you receive is specific to your account and should not be shared with others.

2.3 What should I do if I did not receive my personalised link after registering?

Upon completing your registration, the system will automatically send an email to the email address you provided.

Here are some things you can do if you did not receive your personalised link after registering:

- ✓ Check your email:
 - Look in your inbox for an email from parentingforwellness@hpb.gov.sg
 - If you can't find it, check your archive, deleted items, and spam folders

- ✓ Retrieve your link online:
 - Visit parentingforwellness.hpb.gov.sg
 - Follow the instructions in Question 3.3 to get your link

- ✓ Contact our support team:
 - If you're still having trouble, reach out to us at hpb_mailbox@hpb.gov.sg and we will help you retrieve your personalised link.

2.4 Why do I need to provide my personal information during registration?

During the registration process, you will be asked to provide your personal information such as email address, so that the system can send you a personalised link to access the site.

3. Assessing the site

3.1 How can I access the site after registering for the account?

(A) For first-time account users

You may click onto the personalised link that was sent to you by parentingforwellness@hpb.gov.sg

Do remember to bookmark your personalised link in your browser to facilitate the next visit to the website!

(B) For returning account users

You can access the website in one of the following ways:

- Click onto your bookmarked personalised link from your browser
- Click on personalised link on the email sent you by parentingforwellness@hpb.gov.sg
- Retrieve your personalised link at the website's homepage (parentingforwellness.hpb.gov.sg)

3.2 What is the purpose of using the personalised link to access the site?

Using the personalised link allows you to access your own customised Dashboard where you can continue reading where you last left off, even if you might have used a different device. It also allows you to track your progress across modules.

3.3 What should I do if I forgot my personalised link?

If you forgot your personalised link or cannot find the email containing the personalised link, you can:

Step 1: Visit parentingforwellness.hpb.gov.sg

Step 2: Click on “Retrieve your link here”

Step 3: Enter the same email address you used before

Step 4: Click on "Get my link" to receive a new email with the same personalised link

4. Questionnaire

4.1 What is the purpose of the questionnaire?

By filling out the questionnaire, you'll receive personalised recommendations for modules that provide strategies and knowledge to boost your confidence in aspects of parenting where you may need more support in. This allows you to focus on specific areas to empower you on your parenting journey.

4.2 What if I skipped the questionnaire earlier? Can I still do the questionnaire?

Yes, you can access the questionnaire from your Dashboard and complete it.

5. Dashboard

5.1 What is on my Dashboard?

In your Dashboard, you will see your Progress Summary, the list of modules available and a quick link to where you last visited. You can also access the questionnaire if you have not completed it yet.

5.2 How can I customise my Dashboard?

If you have registered for an account, you can customise your Dashboard by completing the questionnaire to get recommended modules, and selecting the modules that you prefer.

If you prefer not to do the questionnaire first, you can still select the modules that you would like to read.

To register for an account, please refer to Question 2.2.

5.3 I skipped the questionnaire previously and have just completed the questionnaire, which recommended me new modules. Will my Dashboard change?

Yes, your Dashboard will be updated based on the new modules recommended to you after you have completed the questionnaire, as well as any new modules that you have selected.

6. Modules

6.1 What does a module consist of?

Each module contains up to four topics, which is further broken down into smaller articles known as sub-topics.

6.2 What do the various modules under “My Modules” and “Other Modules” mean?

“My Modules” are the modules recommended to you based on your questionnaire responses, and any additional modules you have selected based on your interest.

“Other Modules” refer to the rest of the modules that have not been recommended or self-selected.

While you can access the modules from both sections, kindly note that the Progress Summary tracking only applies for the modules listed under “My Modules”.

6.3 Are the recommended modules compulsory?

We highly recommend doing the recommended modules as they are designed to build your confidence in areas of parenting where you might need more support.

6.4 Why am I recommended certain modules?

The modules were recommended for you based on how you answered the questions about your confidence in parenting or supporting your child. They are meant to help you gain skills and strategies in the areas where you might need support in.

7. Progress Tracking

7.1 How is my progress tracked?

Each module contains up to four topics, which is further broken down into smaller articles known as sub-topics. Your progress is, therefore, tracked at two key levels.

- a. Progress Summary – The percentage shown on the main dashboard reflects the completion progress across all sub-topics* under modules within “My Modules” section.
- b. Topic Progress - The percentage shown within each topic landing page reflects the completion progress across all sub-topics* for the topic.

**Each sub-topic is considered completed when you reach the end of the sub-topic page.*

7.2 I have completed a few modules/topics/sub-topics but the Progress Summary remains unchanged. What should I do?

Your Progress Summary will be impacted only if there are changes to your completion of modules listed under “My Modules” section. If you have read other modules, the Progress Summary will not be impacted.

In addition, each sub-topic is recorded as completed only when you reach the end of the sub-topic page. At times, issues with internet connection causing pages to not load properly may also have affected the tracking.

If you suspect that there is an issue with the tracking (not related to internet connection issues), please provide feedback to us via HPB_Mailbox@hpb.gov.sg.

7.3 I have completed a few sub-topics but the Topic Progress remains unchanged. What should I do?

Kindly note that each sub-topic is recorded as completed only when you reach the end of the sub-topic page. At times, issues with internet connection causing pages to not load properly may also have affected the tracking.

If you suspect that there is an issue with the tracking (not related to internet connection issues), please provide feedback to us via HPB_Mailbox@hpb.gov.sg.

7.4 I have already completed a few modules before signing up for an account, how can I capture these in the Progress Summary?

You can do so in the following steps:

Step 1: A page with a list of modules will be displayed after you have been recommended modules and selected additional modules (if any).

Step 2: If you have completed any of these modules, you can click onto the module(s), and then click “Get started”. This will lead you to your customised Dashboard with the modules that you have just selected being recorded as completed.

It is important to note that if you have not read all the sub-topics under the module prior to signing up, selecting the module as completed will record even those sub-topics that you have not read yet as completed too.

8. Email Notifications

8.1 What are Parenting for Wellness' email notifications all about?

When you subscribe to “email notifications from Parenting for Wellness”, these email notifications serve to encourage you to continue your learning journey and complete your modules.

When you subscribe to “Parenting information, programme(s) and event(s) from the Health Promotion Board”, you will receive the latest parent-related resources, tips and events from Health Promotion Board.

8.2 If I wish to unsubscribe from the email notifications, how do I do so?

To unsubscribe, you can:

Step 1: Go to Account Settings page



Step 2: Untick the checkboxes for the notifications you wish to unsubscribe from

Step 3: Click "Update" to update your preferences

9. Feedback

9.1 How can I provide feedback on Parenting for Wellness website?

You can share your feedback by emailing us at HPB_Mailbox@hpb.gov.sg.