

FAQ for Student ID Cards



1 What is the student card used for?

The Student ID card is currently used for the following purposes:

- Payment for Canteen purchases
- Payment for School Shop purchases
- Keeping track of your child's purchases in School
- Identification of the student by Security or School Staff
- Check Out/In of your child's books from the School Library

Upcoming features for the student card:

- Access to certain areas of the school for older students (e.g Design & Tech labs, Science labs, etc)
- Print-outs from the School's photocopier

2 How do I top-up the student card?

You can add value to your child's card using the Online 'Top-Up Portal' (with Credit/Debit cards).

Please click here to access the **User Guide** for step by step instructions on how to add value to the card. You can do it anytime, anywhere, using your own devices. Just log onto



<https://ldap.gess.sg/login>

3 What is the validity of the card?

The validity is the duration of the student's education in GESS.

4 What is the procedure for loss of card?

If your child loses his/her card, he/she needs to proceed to the School Shop and make a payment of SGD\$30 to the School Shop to get a receipt. The student needs to bring the receipt to Front Desk (Level 3, A Block) and ask for assistance. Front Desk staff will then contact School Services Officer (Level 4, A Block) who will then register the missing card and obtain a replacement. Rest assured, once a new card has been activated, the lost card will be automatically deactivated. There will be no value in the old card as the information is not stored on the physical card.



5 There is a system error when my child uses the card, what do I do?

If it is a Top-Up Portal error

Please screenshot the error message and submit a Feedback Form through this channel -  <https://ldap.gess.sg/feedback>

If it is a Card error

The student needs to bring the card to Front Desk (Level 3, A Block) and ask for assistance. Front Desk staff will then contact School Services Officer (Level 4, A Block) who will then assist the student to check the card.

6 My child is unable to use the card, what must he/she do?

The student needs to bring the card to Front Desk (Level 3, A Block) and ask for assistance. Front Desk staff will then contact School Services Officer (Level 4, A Block) who will then assist the student to check the card.

7 Where do I find the menu for the school canteen?

The menu for each week can be found in the School's Website here:

 <https://www.gess.sg/en/school-life/canteen>

8 What does "Special Snack" mean?

Please refer to the School Website to look at the menu:

 <https://www.gess.sg/en/school-life/canteen>

9 I can't see the full screen of the Portal in my phone, what do I do?

It may be a website compatibility issue with your phone.

Please screenshot the error message and send it to:

 <https://ldap.gess.sg/feedback>

10 There is an error message when I tried to top-up the card, what do I do?

Please screenshot the error message and submit a Feedback Form through this channel

 <https://ldap.gess.sg/feedback>

11 Can I use cash to top up the cards or provide my child with cash for on campus purchases?

Cash top-up to the card is not allowed. However, your child can still pay with cash directly at the Canteen or the School Shop. However, these cash transactions will not be captured in the tracking system.