

Schoolgateway

Parent Guides³

Step-by-step parent guides to make getting your parents onboard easier



How to register for a School Gateway account

- To register for a School Gateway account:
 - Via the app, you will need to download the School Gateway app via App Store for Apple devices and Play Store for Android devices.
 - If accessing via the web, please go to:
<https://login.schoolgateway.com/0/auth/login>
- Go to the login screen on the app/web
- If using the web version of School Gateway, ensure the NEW USER tab is selected before inputting any details
- Enter the email address and mobile number that is registered with the school
- You will then receive a PIN on a text
- Enter the 4-digit PIN number received via text
- Once logged in the home screen will be displayed.

If you have forgotten your PIN

- On the School Gateway login screen click on Forgotten PIN

- Enter the email address and mobile number that is registered with the school
- You will then receive a PIN on a text
- Enter the 4-digit PIN number received via text
- Once logged in the home screen will be displayed

My account has been locked

- If your School Gateway account has locked for an hour:
 - Wait the hour, on the School Gateway login screen click on Forgotten PIN
 - Enter the email and mobile that you have provided the school with, you will then receive a PIN on a text to your mobile
 - Input the new PIN and email on the School Gateway login screen and this will unlock your account and enable you to access
- If your account has been locked for 24 hours, please contact your school for further assistance.

I am unable to access School Gateway 'Details don't match' error

If you have already registered

Please check with your school that they have the correct email and mobile contact details for you entered onto your child's record on the school system.

If you have not registered

Please check with your school that they have the correct email and mobile contact details for you entered onto your child's record on the school system. If using the web version of School Gateway, ensure the NEW USER tab is selected before inputting any details.

I can still see my child's old school on my School Gateway account

The previous school will be removed when the old school delete your child as a leaver from their Schoolcomms account.

Alternatively, if you have provided the new school with a different email, you can register for a new School Gateway account using this email address along with your mobile number.

This new account would be linked to the new school.

If already registered, do I need to re- register at the new school

- You do not need to re-register for School Gateway. To ensure that you can see your child's new school on your existing School Gateway account please ensure that all schools you are connected to have the same email address and mobile number
- You can check the contact details the school have for you via the About Me Icon within your School Gateway account
- Ensure that all attended schools are using School Gateway

How can I see all my children if they are at different schools?

- You will need to provide the school with the same email and mobile contact details as the other school/s that you are connected to
- All attended schools are using School Gateway

I can't see all of my children on my School Gateway account

If both or all children attend the same school

Contact your school to ensure that your current email and mobile number has been stored identically for each child in the school system.

If both or all children attend different schools

- Ensure both or all schools are using School Gateway
- If all are using School Gateway, contact your school to ensure that your current email and mobile number has been stored identically for each child in the school systems

As part of School Gateway's security process, the system automatically checks for a match between the email and mobile linked to your School Gateway account and the email and mobile information stored in the school system. If you need further assistance, please contact your child's school.

Due to Data Protection guidelines, School Gateway cannot access or view individual parent accounts and information. Your school will be able to contact School Gateway support if necessary.

Schoolgateway

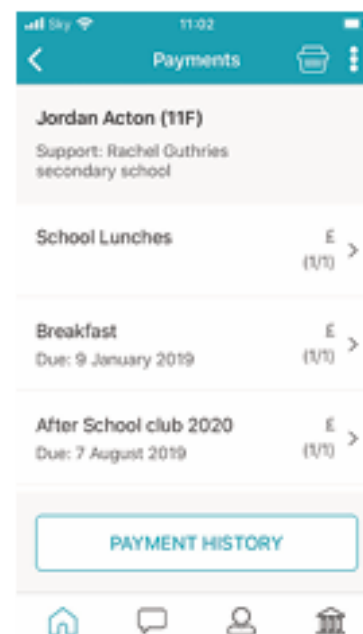
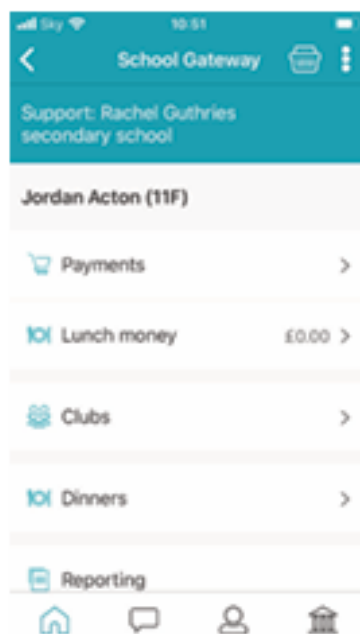
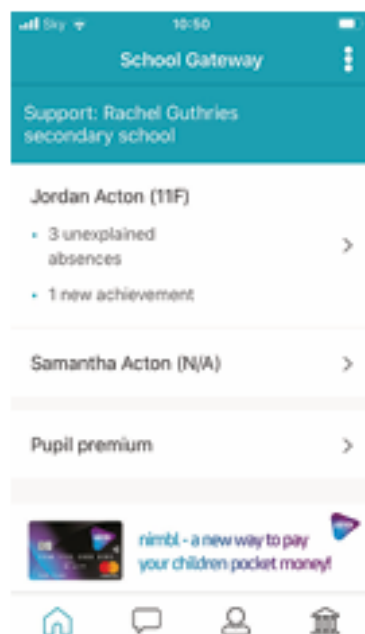
Payments Guide

Payments simplified with our guide



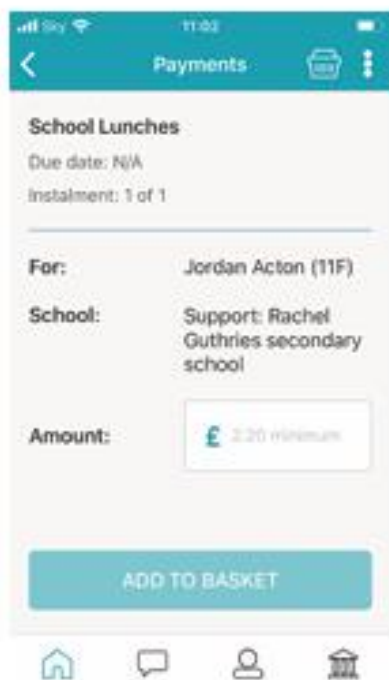
How to make a payment

- Once logged in you will see the Home Screen
- Click on the child you would like to make the payment for
- Click on the Payments tab
- Click on the required payment request (if paying for a club you must go to the Clubs tab first and book the session/s before paying. Paying for a club will not secure a session)

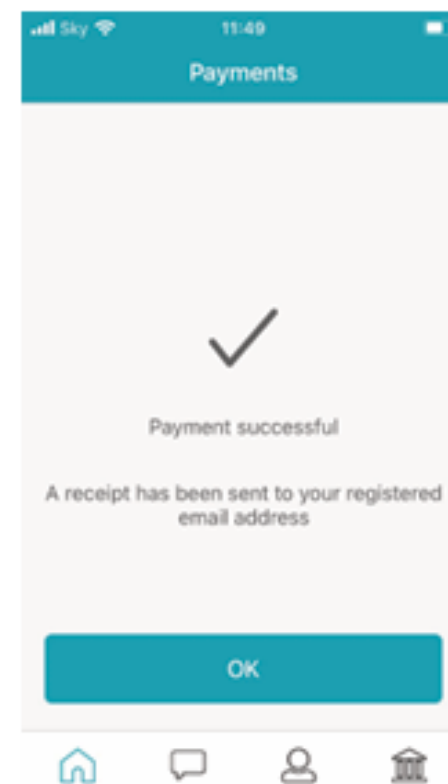
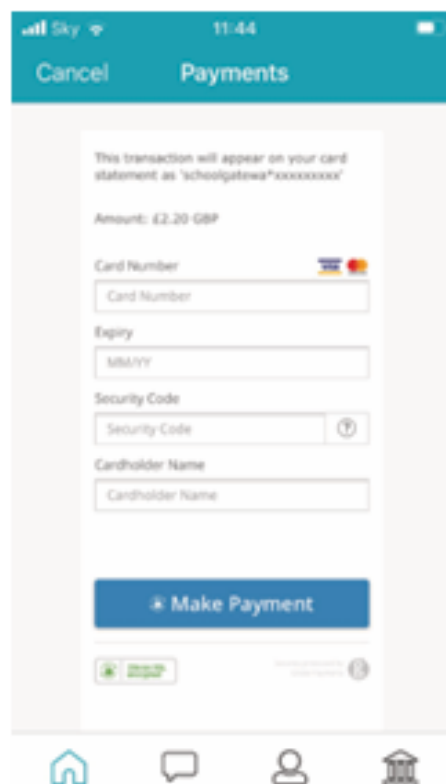
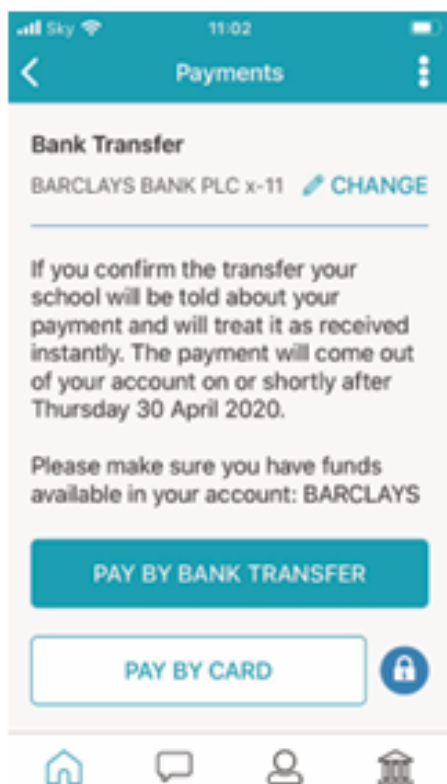


- Input the amount and click Add To Basket
- Check the amount is correct

- If the amount is incorrect, swipe from right to left on the payment added to the basket and delete.
- You can then re-add to the basket following the previous instructions
- If the amount is correct click on Check Out



- You may then see two different payment options: Pay By Card and Pay By Bank Transfer (If your school isn't using Bank Transfer you will only see Pay By Card)
- To Pay By Card, Click on Pay By Card and input your card details
- Click on Make Payment
- Payment will show as successful



Why choose to pay using bank transfer

- Bank transfer is the easiest and most secure way to pay using School Gateway.
- The bank transfer set up can either be completed via the School Gateway app or website.
- Once the initial set up has been completed, there is no requirement to re-enter bank details each time a payment is processed via School Gateway.

A bank transfer payment is not a direct debit

When a payment is made by bank transfer on School Gateway, the payment will show in Schoolcomms straight away, however the payment is not debited from the payers account for 3 to 5 working days after the transaction was made.

Initial payments can sometimes take up to 10 working days to clear. Payments will never be debited from the payer's account without the payer authorising every individual transaction via their School Gateway account. The bank transfer payment facility is backed by the Direct Debit Guarantee.

Can bank transfer payments fail?

The most common reason for a payment to fail is if the payer has insufficient funds in their account at the time the monies are debited from their chosen account (3 to 5 working days after the payment is completed in School Gateway).

With a bank transfer payment, the money isn't held as it is with a debit card payment, this means the funds will still be available to spend up until the time we try and take the payment usually 3-5 working days later.

How do you know if a payment has failed?

- If a payment does 'fail' you will be notified via email from the School Gateway team.
- The payer will receive an email asking them to make the payment again.
- No monies will be debited from the payer's account

To change bank details on School Gateway for Bank Transfer

- Once you have logged in to School Gateway, open the payments tab.
- Select the items that you wish to pay for and add them to your basket.
- Once you have selected the required payments and added it to your basket, click Checkout.
- To edit your bank details, click on the Change option and this will allow you to change your Bank Details.
- Input the new account details, click Next, check your new account details and Confirm
- If you wish to continue with the payment, click on Pay by Bank Transfer or click on the Home Icon to take you off the payment.
- Please click [here](#) to access a short video to guide you through removing the payment from the basket

Please note: When you make your first payment using instant bank transfer it can take up to 10 working days for the funds to leave your account, any additional payments will then take 3-5 days, however from the school's point of view money is credited instantly.

