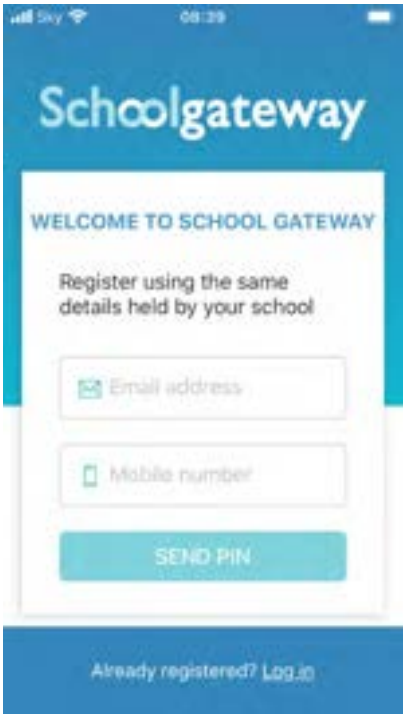
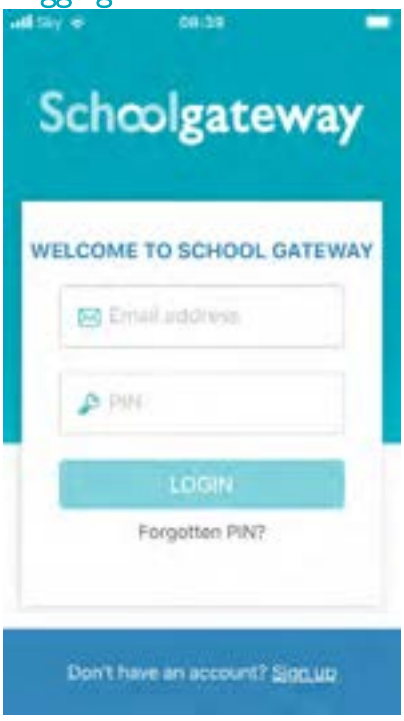
Parents' Guide to School Gateway App

Account activation



- Enter your email address and mobile number that is registered with the school.
- Select Send PIN -Your 4-digit PIN will be sent via text message to your mobile phone.
- You will need this PIN each time you login so keep it safe!

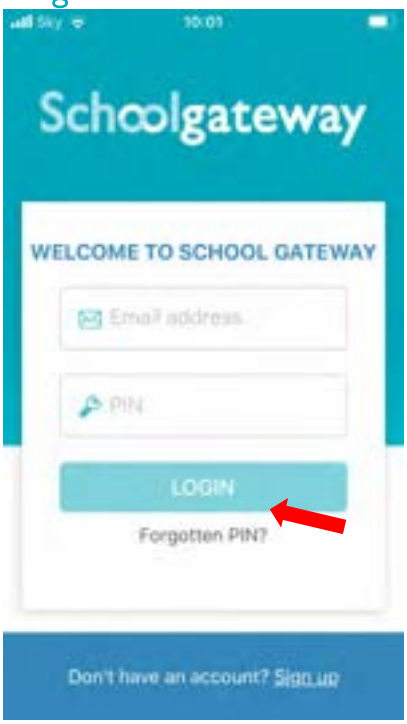
Logging in

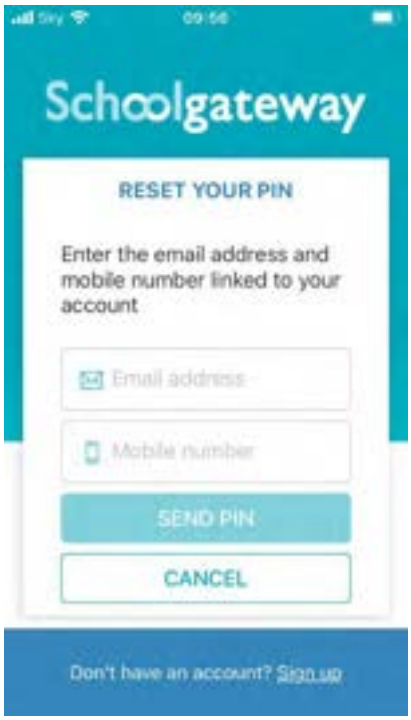


Home screen

- Enter your email address and PIN number
- Once you have logged in you will see the home screen
- The Children you are linked to will be displayed (If you are unable to see all of your children please contact the school to check they have the correct contact details for each of your children)

Forgotten PIN?



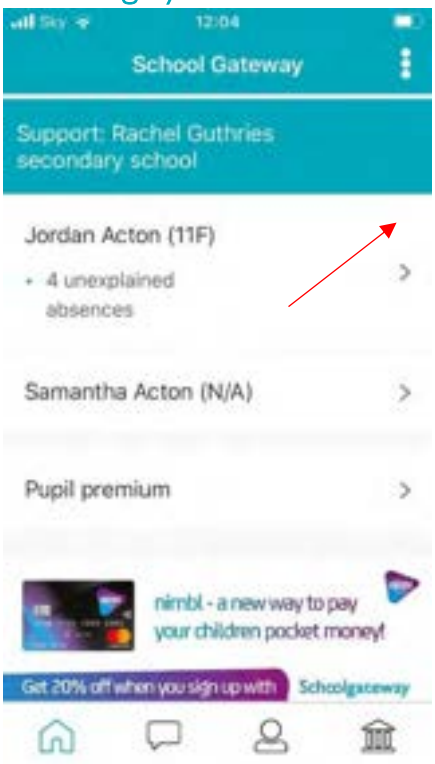


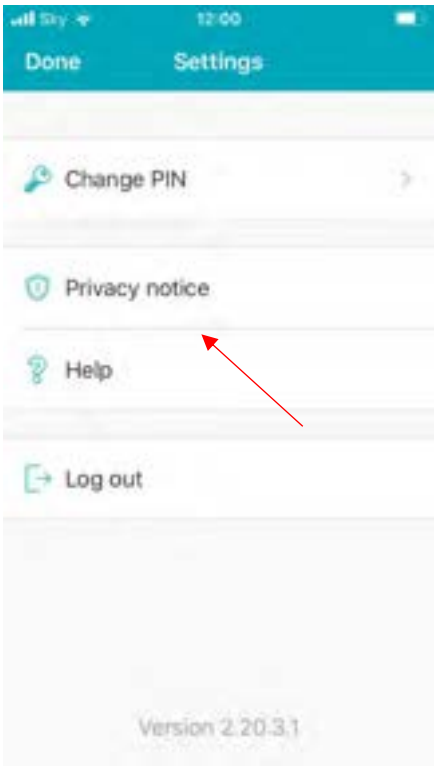
You can request a new PIN using the 'Forgotten PIN' link.

Input your email address and mobile number linked to your account (If you get an error message informing you your details don't match, please contact the school to check they have the correct contact details for you.)

You will then receive a new PIN via text

To change your PIN





- To change your current PIN, click on the 3 horizontal dots as shown on the screenshot
- Click on 'Change PIN'
- Input a memorable PIN number and save
- You will need this PIN each time you login so keep it safe!

School Gateway Troubleshooting Guide

Do I have to pay for school Gateway?

No, it's completely free to download and use

What will you use my mobile number and e-mail address for?

We only use the phone number and e-mail address that you provide to match you to your school record and to send you a PIN

Can I install School Gateway on more than one device?

Yes, but you can only login to one device at a time. When you login to a second device you will be logged out on the first device.

I can't open a School Gateway Account

1. Please check with your school if you already have a School Gateway account registered

2. If you are already registered they will be able to inform you of the email address you are registered with to allow you to login to your existing account

If you are 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.

As part of School Gateway's security process, the system automatically checks for a match between the sign-up information you have entered into School Gateway and the information stored in the school system before creating your account.

I can't see all 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 both or 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.

I'm not receiving notifications

If you wish to receive push notifications for your School Gateway app, you must ensure that push notifications are manually turned on for this app within your phone settings.

For Apple devices:

- On your phone go to Settings
- In here scroll down to the "Notifications Centre"
- Select School Gateway
- In here ensure that under the heading "Notification Centre "it is switched on
- Close the screen; you will now receive notifications when new app messages come through

For Android devices:

- On your phone go to Settings> Applications Manager
- Scroll down your list of apps until you find School Gateway and select it
- In here there will be a tick box that says "Show notifications" ensure this is selected
- Close the screen; you will now receive notifications when new app messages come through.

To change bank details on School Gateway for Bank Transfer

To change bank details on School Gateway for Bank Transfer payments please follow the steps below:

- 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 everything and added it to your basket, click 'View Basket'.
- After confirming the payment total, click 'Checkout'.
- Once in the checkout screen, it will ask you to review your payment.
- Where it says, 'Payment Method – Change', click the Change option and this will allow you to change either the way you would like to pay (Bank Transfer or Credit/Debit Card) or change your Bank Details.
- Select the option to change bank account details and follow the steps to change.

You have paid for a Club, but the session is not showing as booked

- To book a Club session you must go to the Clubs tab first and book the session before paying. Paying for a Club will not secure a session.
- If you have payed on a Club but not booked the session please go to the Clubs tab and select the Club required and book the session using the credit you have already applied.
- Please contact the school if you are having any issues

My child is no longer at the school, but I have a credit on my School Gateway account, how do I get my money back?

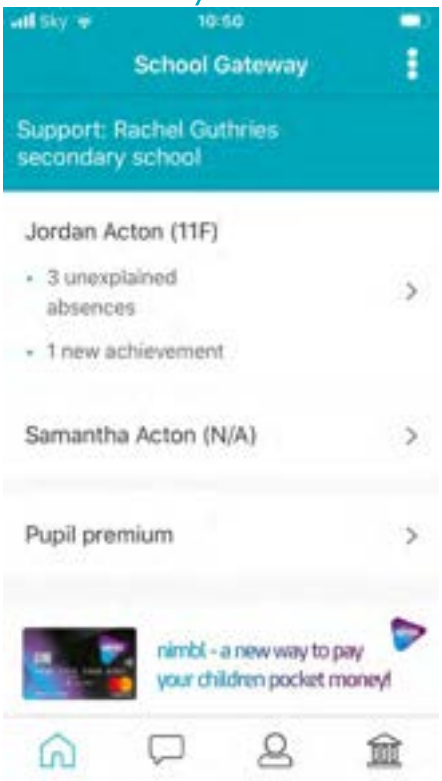
- Please contact the school direct and they will be able to assist you with a refund

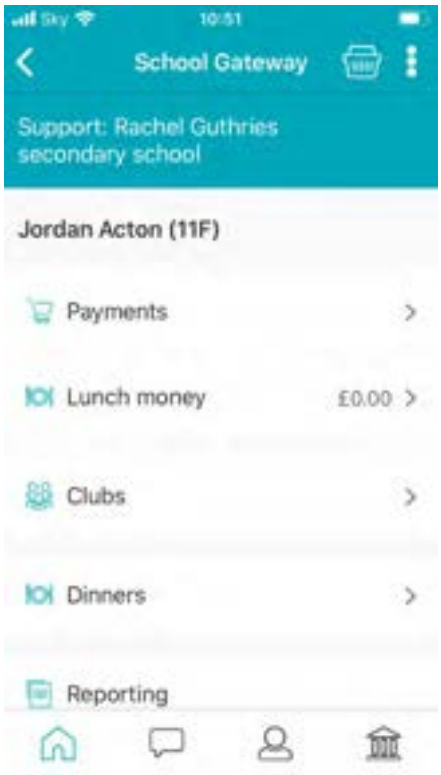
I can no longer see Timetables / Attendance on School Gateway

- Please contact the school direct and they can look into this for you.

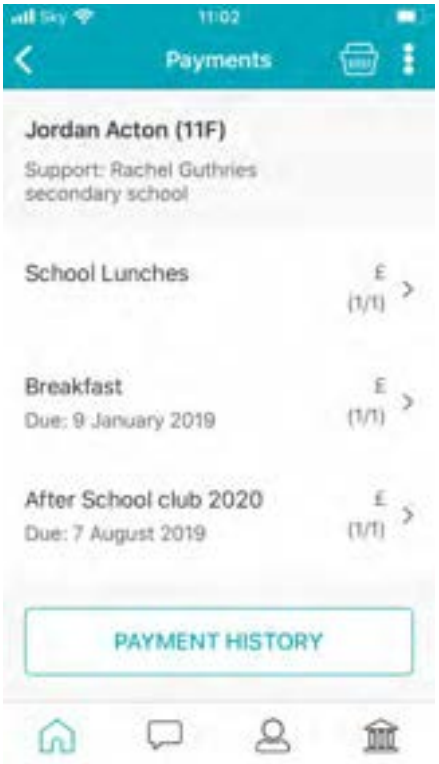
Payments

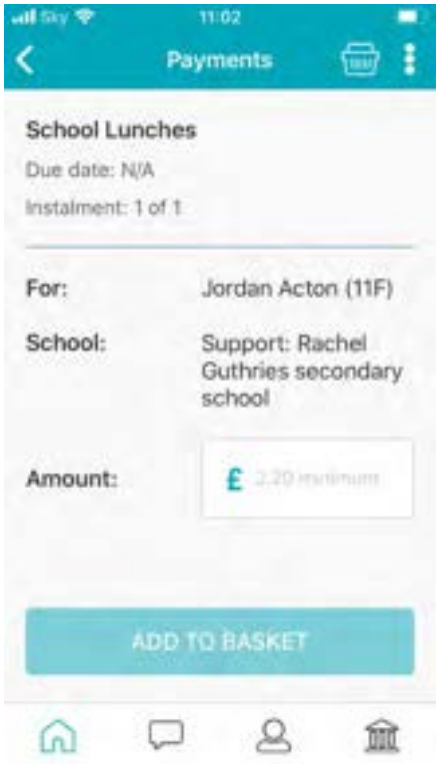
To make a Payment



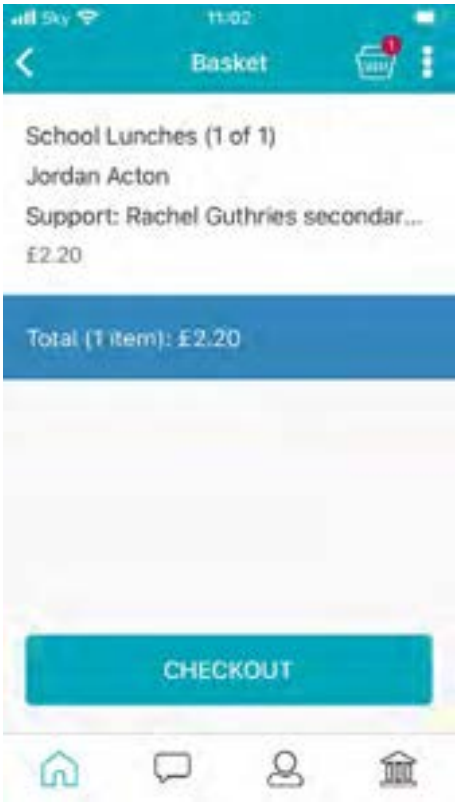


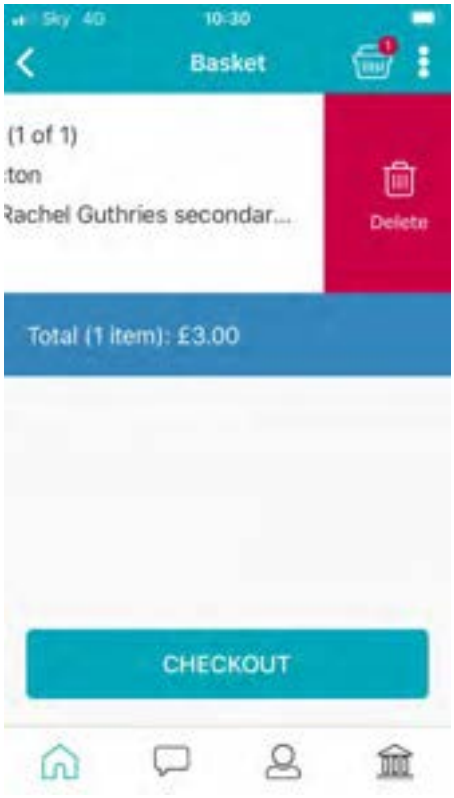
- Once logged in you will see the Home Screen
- Click on the child you would like to make the payment for



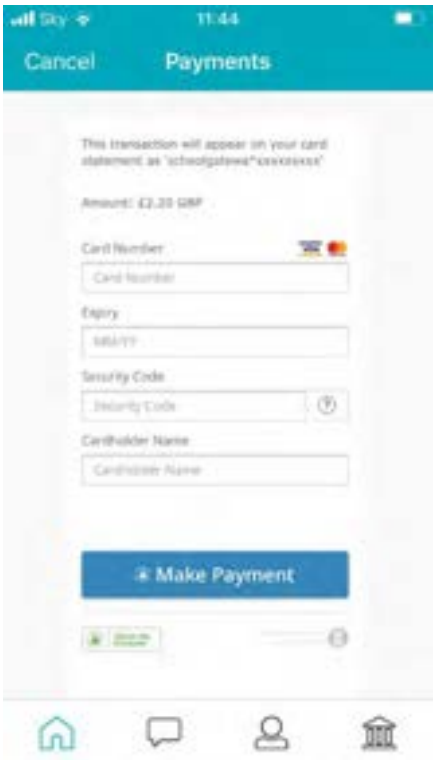


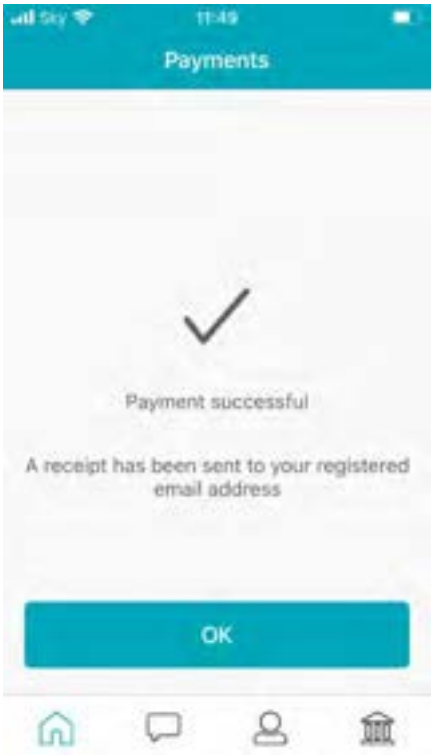
- Select the required payment request (if paying for a Club you must go to the Clubs tab first and book the session before paying. Paying for a Club will not secure a session)
- Input the amount and click Add To Basket





- 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 will then see two different payment options: Pay By Card and Pay By Bank Transfer





- 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.
- Monies are debited from the payers account between 3 and 5 working days after the payment is completed in School Gateway. Initial payments can sometimes take up to 10 working days to clear.
- The facility is backed by the Direct Debit Guarantee.

Can 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).
- Some bank account types do not accept the bank transfer facility.

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.
- Failed payments are visible in Schoolcomms, within your Payment Reports.

To pay by Bank Transfer

- Click on Pay by Bank Transfer
- Your personal information will already be prefilled from what the school have on record for you and once you have entered your bank account details press Next
- It will ask you to confirm the bank details are correct If your details are listed correctly and you are happy then press the Submit button. This will confirm that you wish to set up Instant Bank Transfer.
  At this point you will receive an email confirming that Instant Bank Transfer has been set up
- Now that Instant Bank Transfer has been set up, you will see a screen that gives you the chance to review your payment before proceeding. This is the screen you will see straight away after selecting Instant Bank Transfer as your desired payment option as the initial set up has now taken place. To proceed select Make payment or to return to the basket to make any changes select Return to basket

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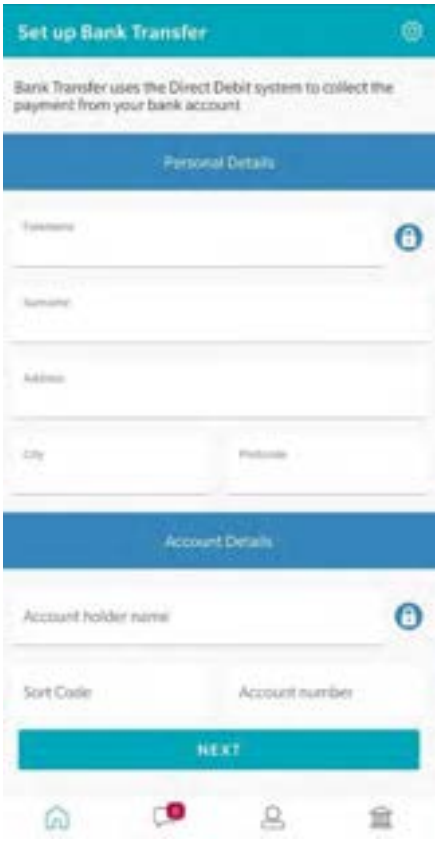
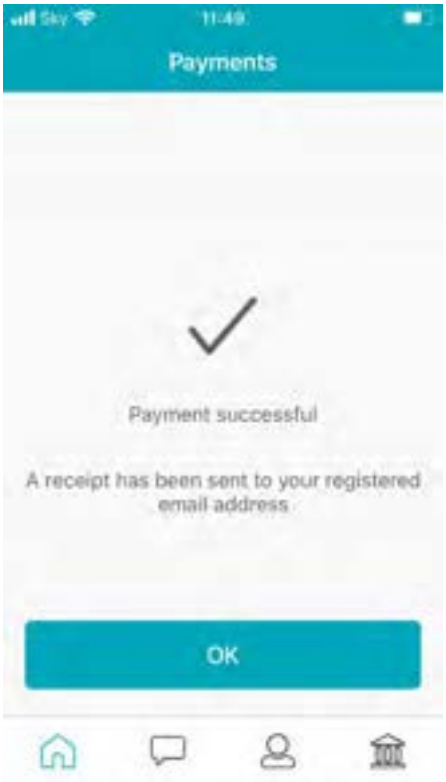
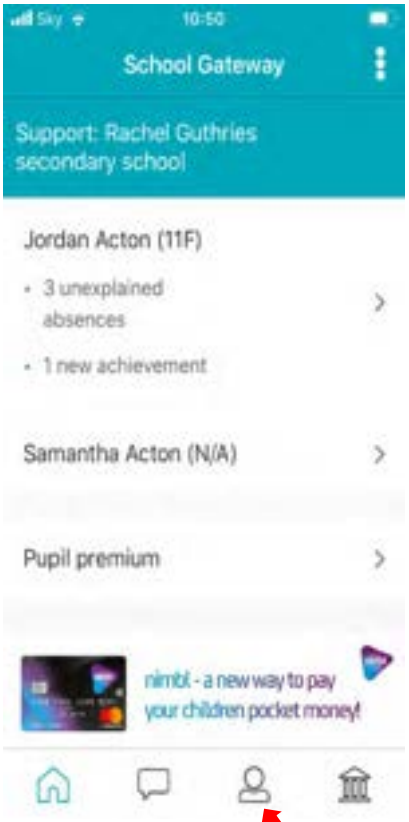
- Once you have selected everything and added it to your basket, click 'View Basket'.
- After confirming the payment total, click 'Checkout'.
- Once in the checkout screen, it will ask you to review your payment.
- Where it says, 'Payment Method – Change', click the Change option and this will allow you to change either the way you would like to pay (Bank Transfer or Credit/Debit Card) or change your Bank Details.
- Select the option to change bank account details and follow the steps to change.



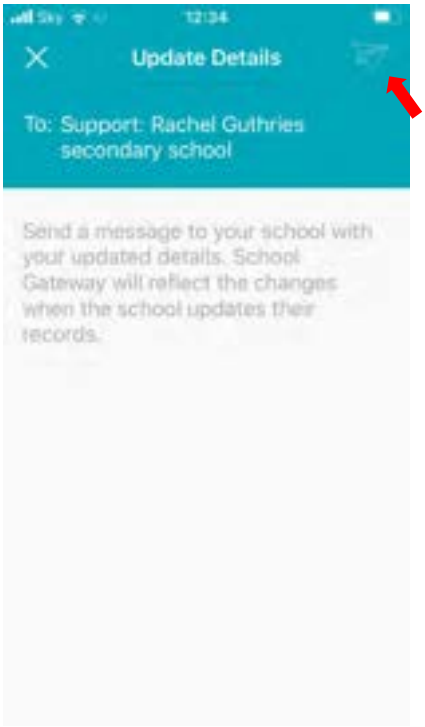


- Click on Pay by Bank Transfer
- You will then see confirmation that the payment has taken place. Please note when you make your first payment using Instant Bank Transfer it takes 4 days for the funds to leave your account. After your first payment additional payments then take 3 days, however from the school's point of view money is credited instantly.

About Me



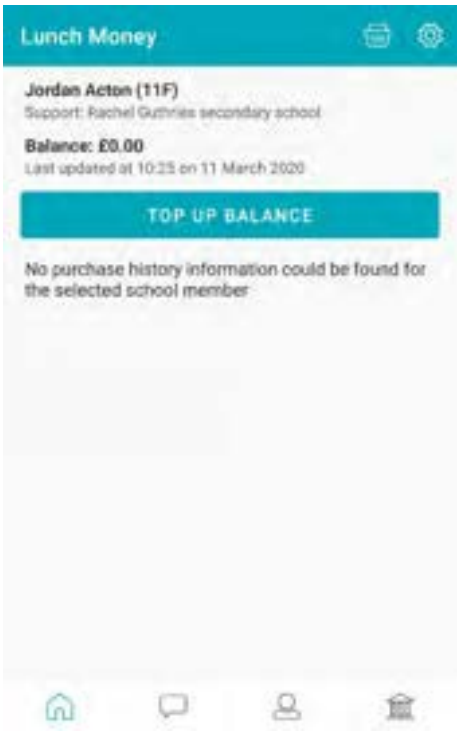
- If any of your details are incorrect you can inform the school by clicking the Update Details tab.
- To view the contact details the school holds for you, select the About Me link

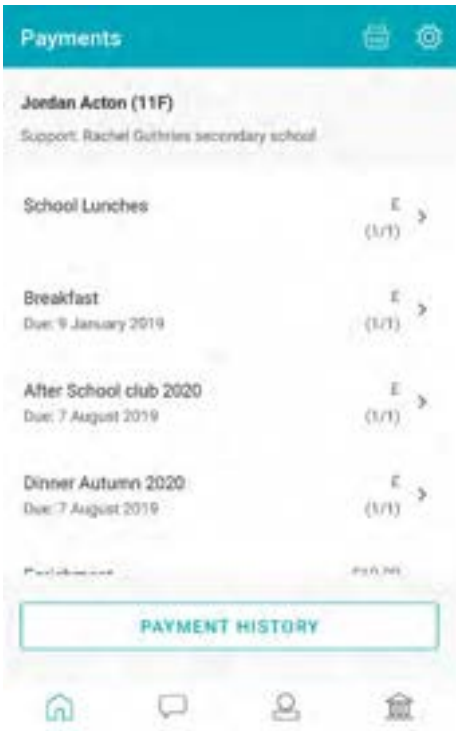


- Input the new details and send and you will see the confirmation screen
- Your details won't change until the school update your details

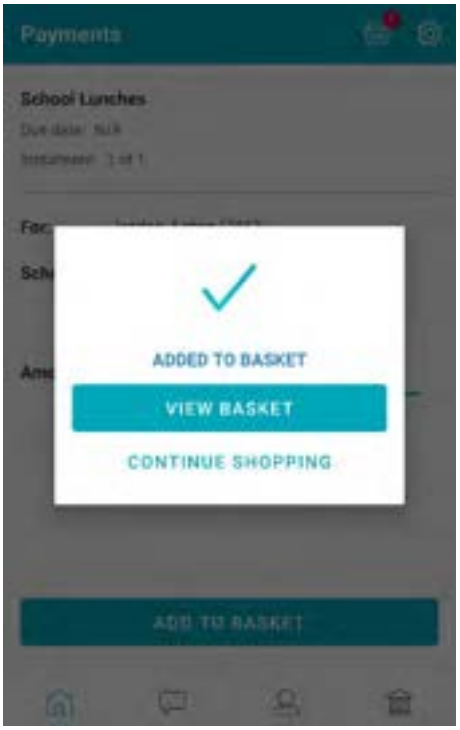
Lunch Money

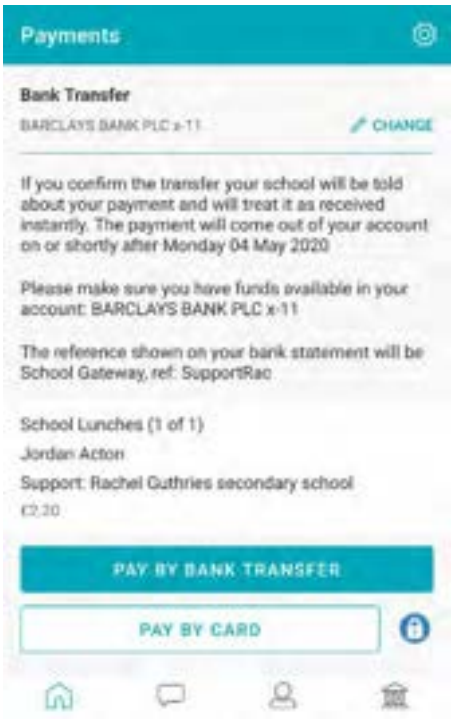
Select Lunch Money to view or top up your child's lunch money account





- Click Top Up Balance to add funds to your child's lunch money account
- You will then be redirected to the Payments screen
- Select the Dinner money item
- Enter the amount you want to pay and add to basket





- To add further items to your basket select Contine Shopping or if you have finished select View Basket
- You will then be shown a summary of your payment, to proceed with your payment click on Checkout
- Select the required Payment method

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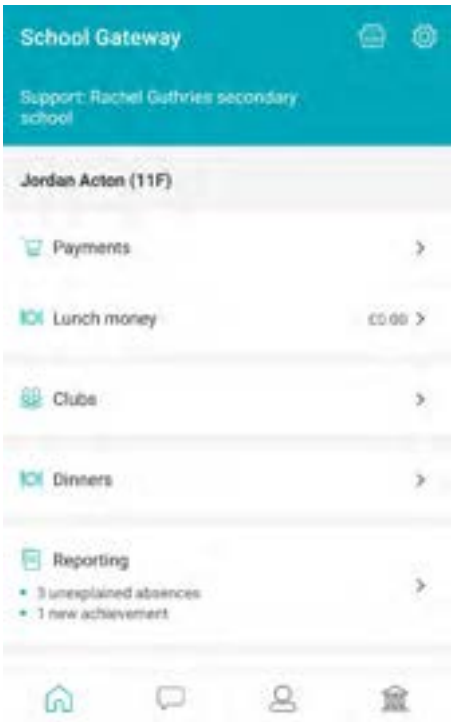
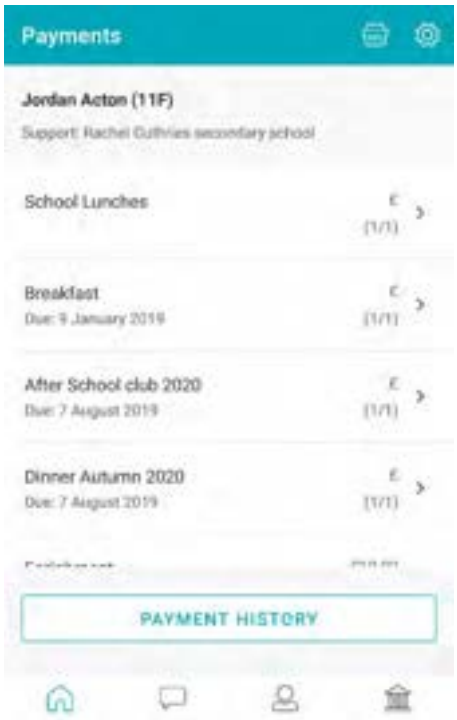
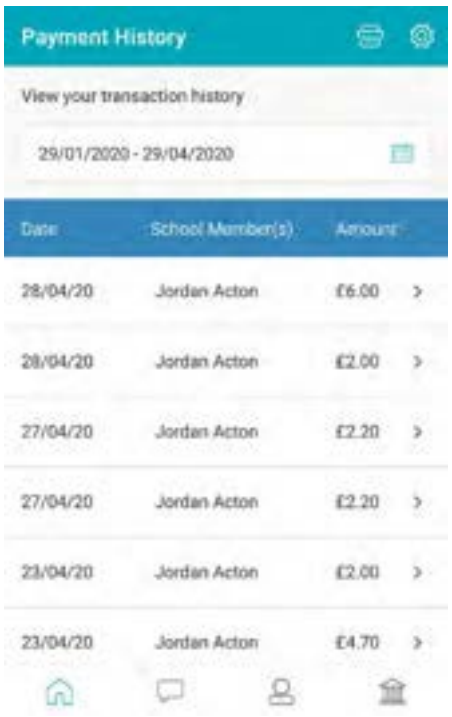
- Please contact the school if having any issues

Payment History

To view your Payment History:

- Click on Payments
- Click on Payment History





- You can narrow your transaction history by clicking on the calendar and changing the date range
- To view details of a transaction, click on the transaction and a new window will appear