Parents' Guide to School Gateway App
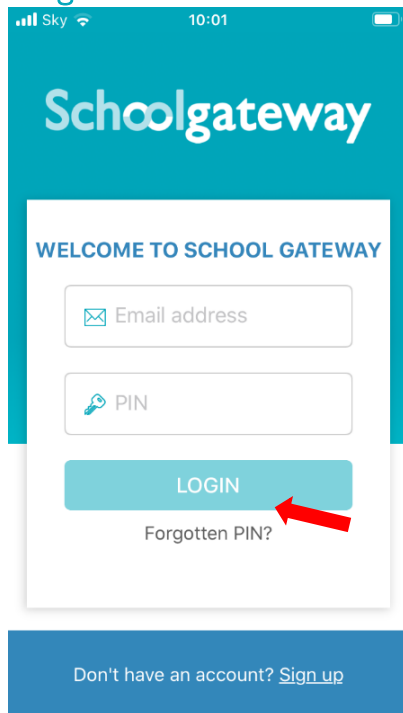
Account activation

- 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)
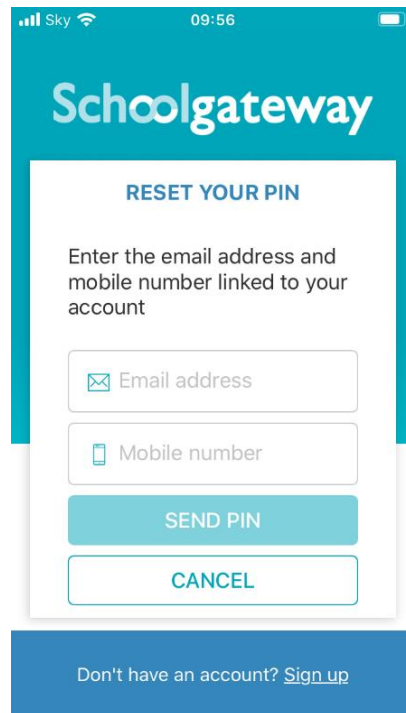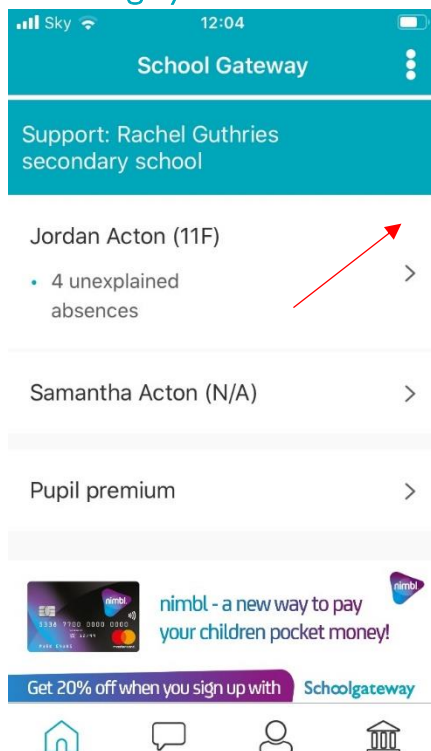
Forgotten PIN?

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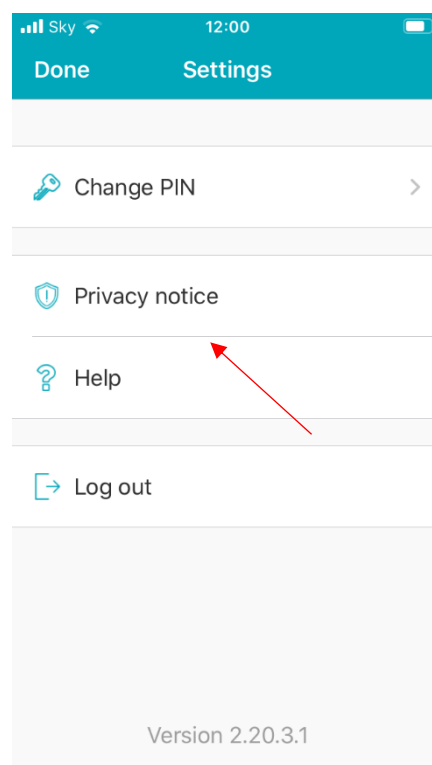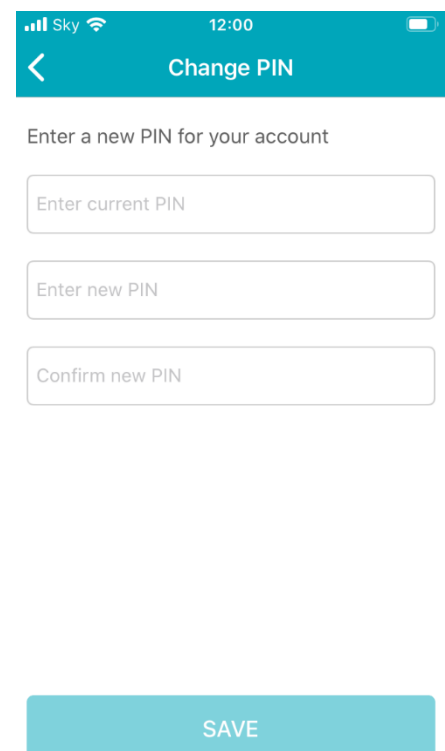
- To change your current PIN, click on the 3 horizontal dots as shown on the screenshot
- Click on 'Change PIN'
- Input a memorable PIN number and save
- You will need this PIN each time you login so keep it safe!

School Gateway Troubleshooting Guide

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.

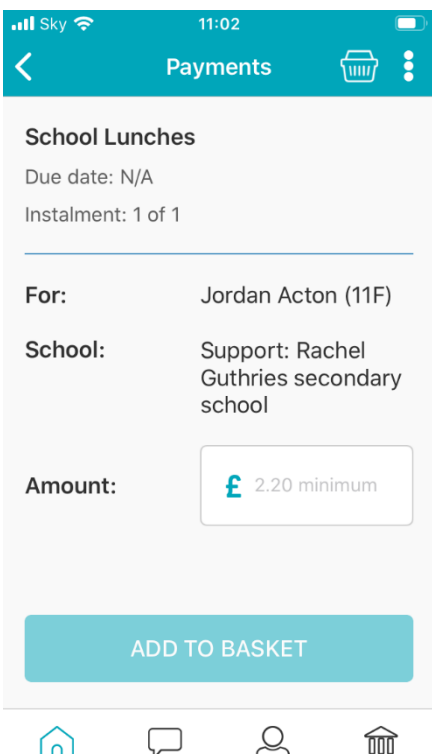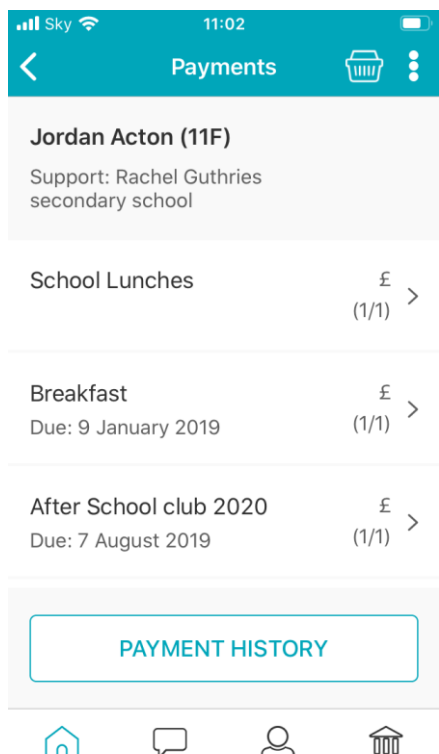## You have paid for a Club, but the session is not showing as booked

- 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

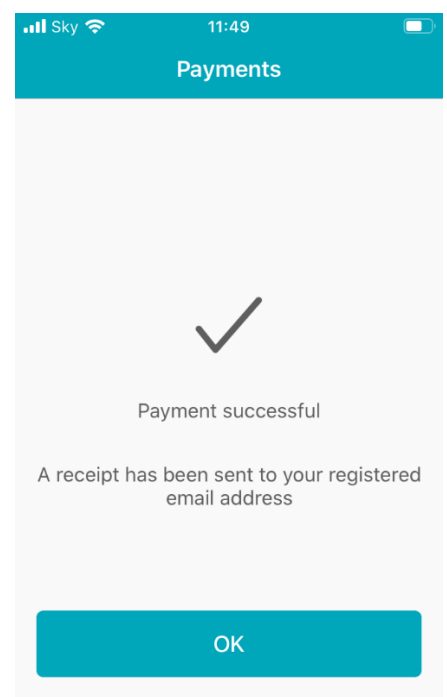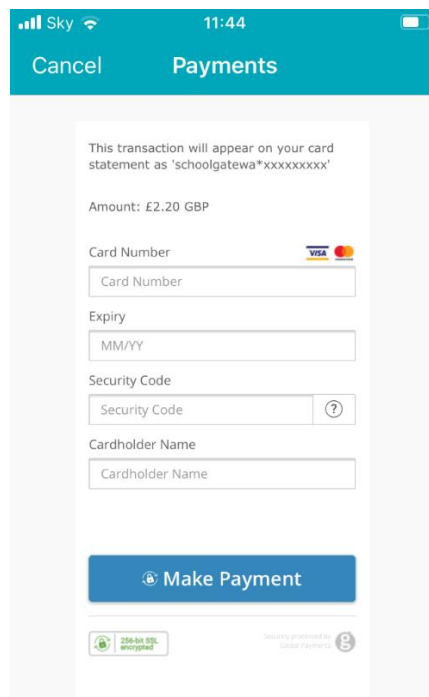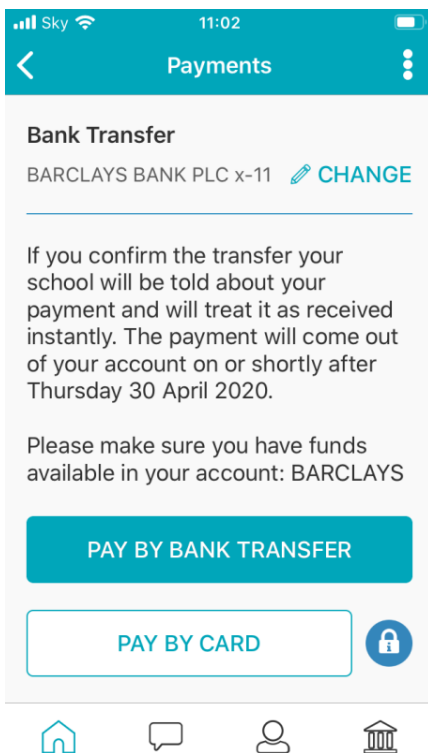# Payments

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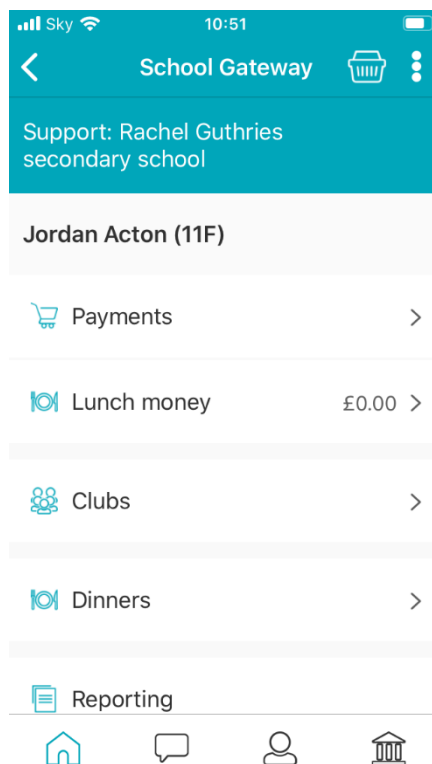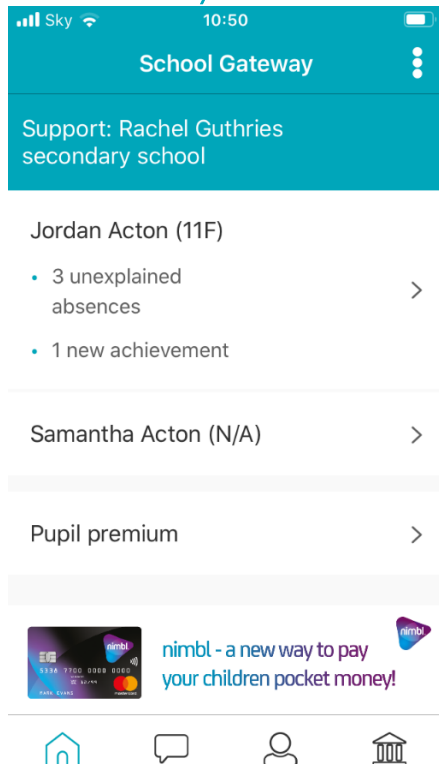
- Once logged in you will see the Home Screen
- Click on the child you would like to make the payment for

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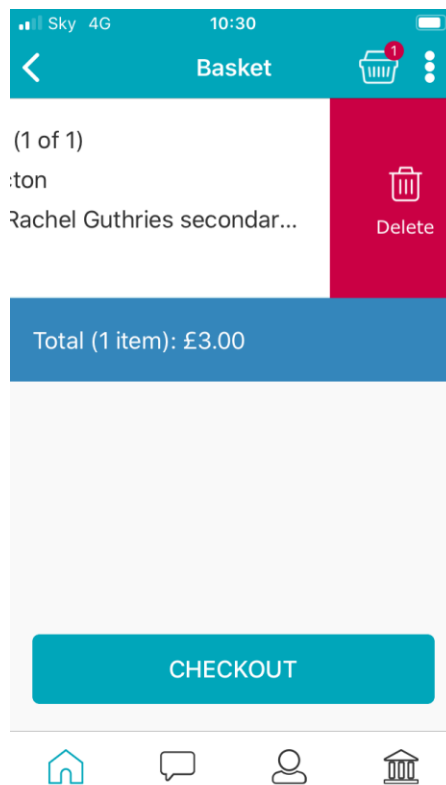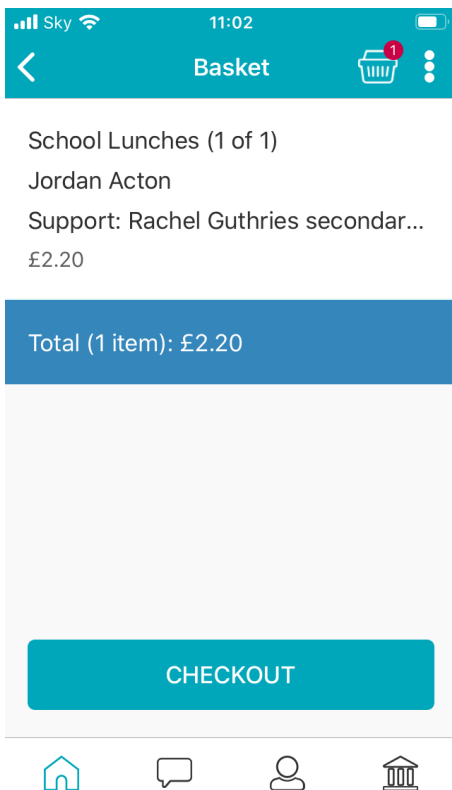
- Check the amount is correct
- If the amount is incorrect, swipe from right to left on the payment added to the basket and delete.
  You can then re-add to the basket following the previous instructions
- If the amount is correct click on Check Out
- You will then see two different payment options: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

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.
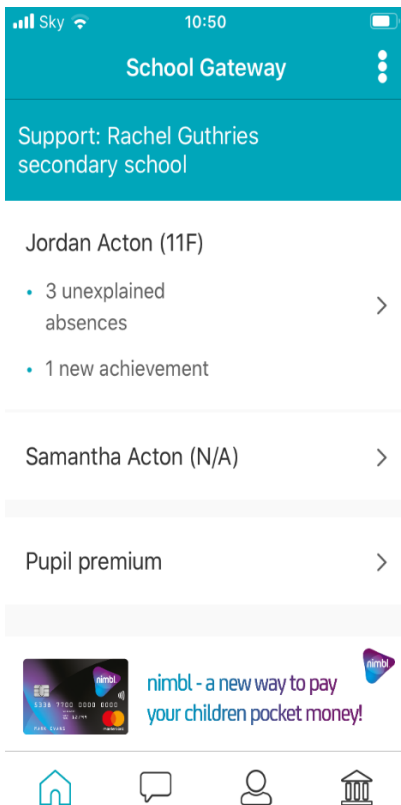
- Click on Pay by Bank Transfer
- You will then see confirmation that the payment has taken place. Please note when you make your first payment using Instant Bank Transfer it takes 4 days for the funds to leave your account. After your first payment additional payments then take 3 days, however from 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
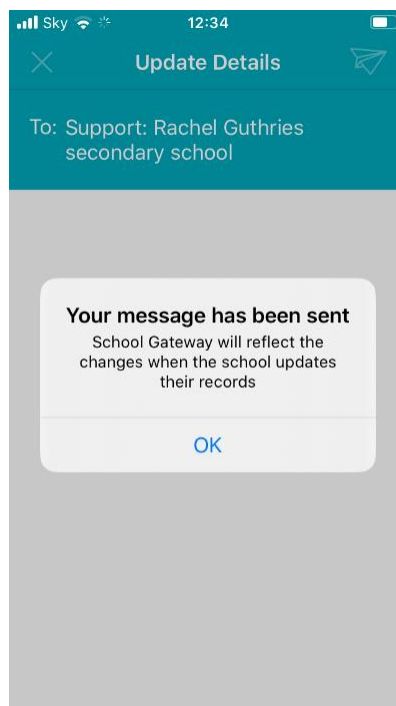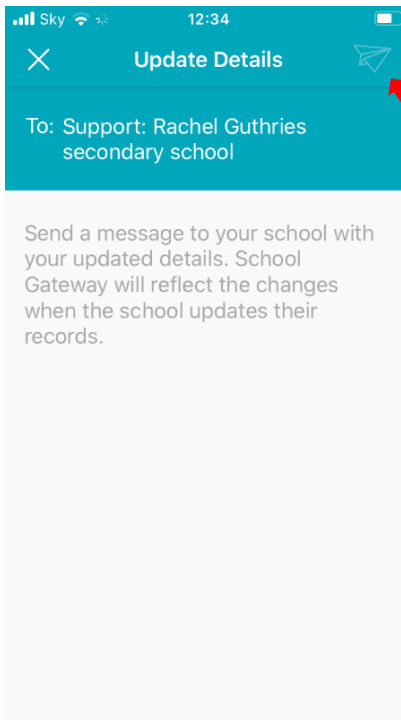
- Input the new details and send and you will see the confirmation screen
- Your details won't change until the school update your details
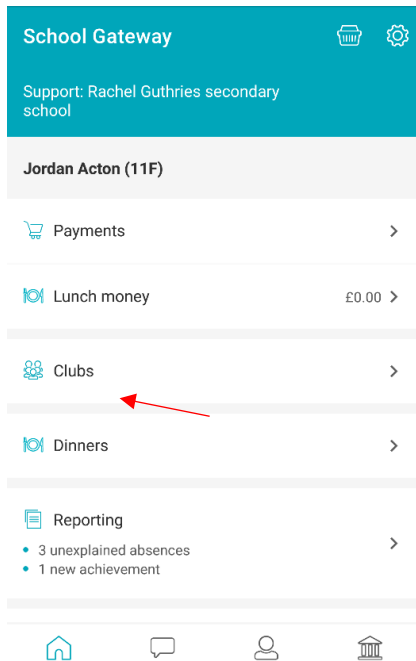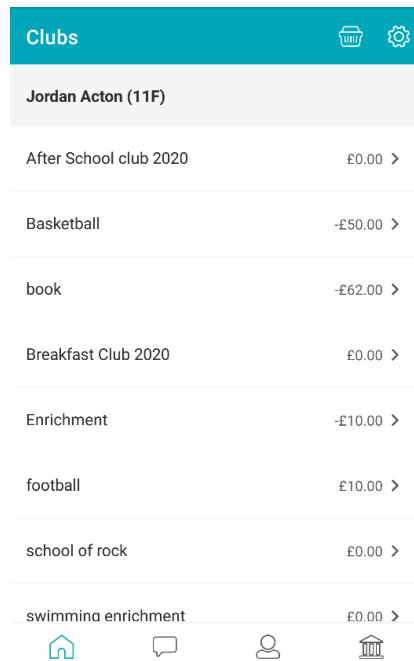
Clubs

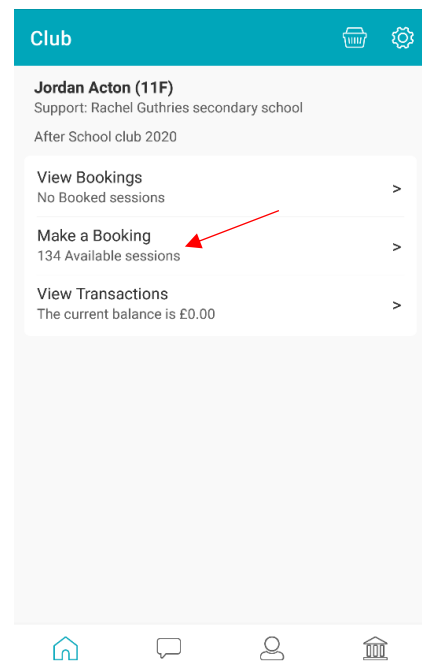## How to book and pay for a Club session

- 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.
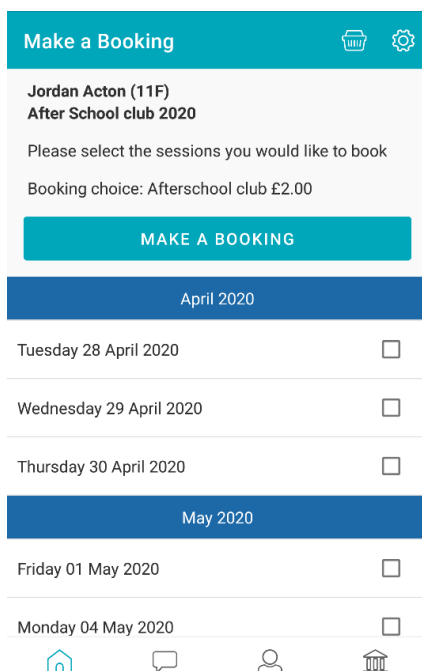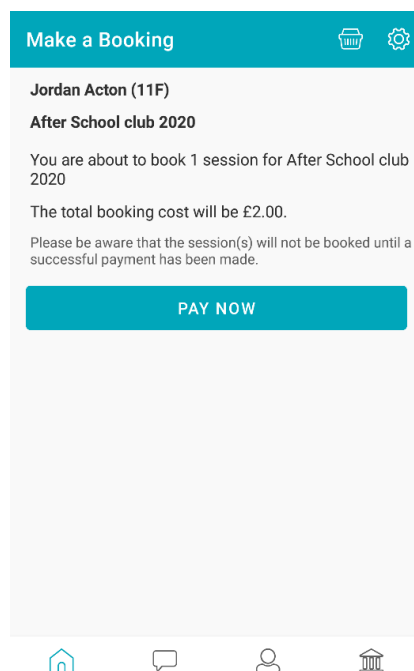- Please contact the school if you are having any issues

School Gateway	🛒 ⚙️
Support: Rachel Guthries secondary school	
Jordan Acton (11F)	
🛒 Payments	>
🍽️ Lunch money	£0.00 >
👥 Clubs	>
🍽️ Dinners	>
📋 Reporting • 3 unexplained absences • 1 new achievement	>

🏠 💬 👤 🏛️

- Click into the Clubs tab

Clubs	🛒 ⚙️
Jordan Acton (11F)	
After School club 2020	£0.00 >
Basketball	-£50.00 >
book	-£62.00 >
Breakfast Club 2020	£0.00 >
Enrichment	-£10.00 >
football	£10.00 >
school of rock	£0.00 >
swimming enrichment	£0.00 >

🏠 💬 👤 🏛️

- Select the required Club

Club	🛒 ⚙️
Jordan Acton (11F) Support: Rachel Guthries secondary school	
After School club 2020	
View Bookings No Booked sessions	>
Make a Booking 134 Available sessions	>
View Transactions The current balance is £0.00	>

🏠 💬 👤 🏛️

- Click on make a Booking

Make a Booking	🛒 ⚙️
Jordan Acton (11F) **After School club 2020**	
Please select the sessions you would like to book	
Booking choice: Afterschool club £2.00	
MAKE A BOOKING	
April 2020	
Tuesday 28 April 2020	☐
Wednesday 29 April 2020	☐
Thursday 30 April 2020	☐
May 2020	
Friday 01 May 2020	☐
Monday 04 May 2020	☐

🏠 💬 👤 🏛️

- Select the dates required and click on Make a booking

Make a Booking	🛒 ⚙️
Jordan Acton (11F) **After School club 2020**	
You are about to book 1 session for After School club 2020	
The total booking cost will be £2.00.	
Please be aware that the session(s) will not be booked until a successful payment has been made.	
PAY NOW	

🏠 💬 👤 🏛️

- Click on Pay Now

Payments	🛒 ⚙️
Jordan Acton (11F) Support: Rachel Guthries secondary school	
School Lunches	£ (1/1) >
Breakfast Due: 9 January 2019	£ (1/1) >
After School club 2020 Due: 7 August 2019	£2.00 (1/1) >
Dinner Autumn 2020 Due: 7 August 2019	£ (1/1) >
Enrichment	£10.00
PAYMENT HISTORY	

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- Click on the Club Payment option

Payments

After School club 2020
Due date: 7 August 2019
Instalment: 1 of 1

For: Jordan Acton (11F)
School: Support: Rachel Guthries secondary school

£2.00 minimum
Amount: £2.00

ADD TO BASKET

- Click Add To Basket

Payments

After School club 2020
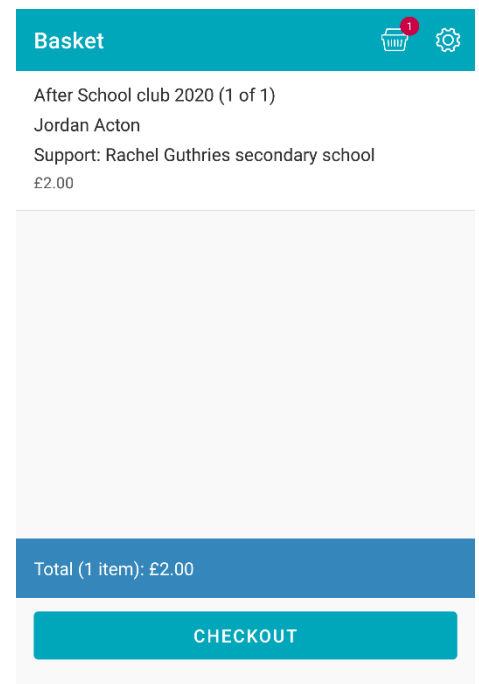Due date: 7 August 2019
Instalment: 1 of 1

✓

ADDED TO BASKET

VIEW BASKET
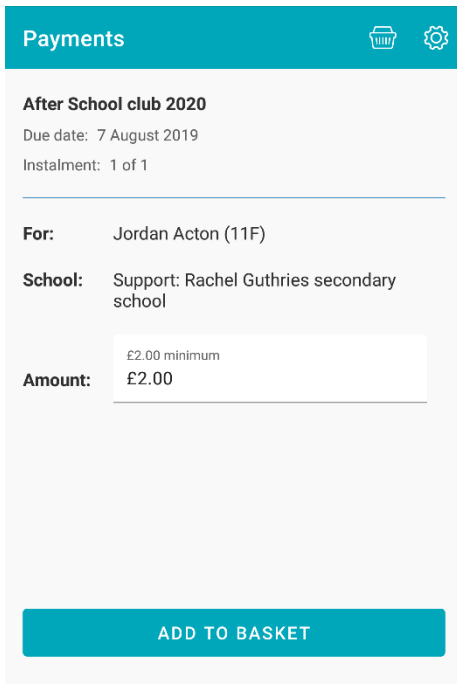
CONTINUE SHOPPING
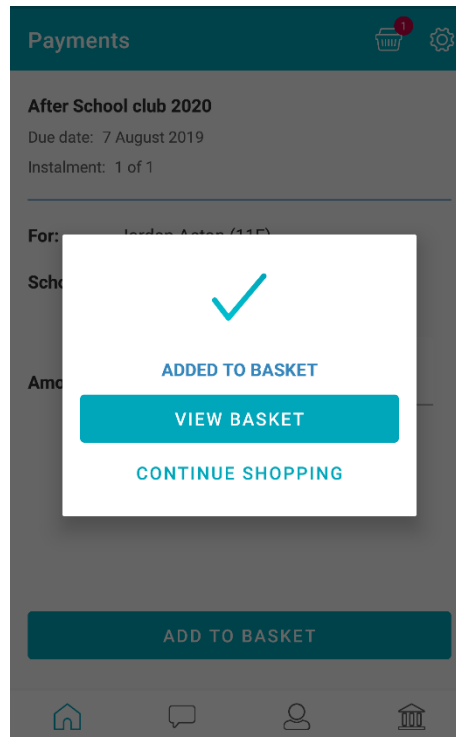
ADD TO BASKET

- Click on View Basket to checkout or Continue Shooping to add more items to basket

Basket

After School club 2020 (1 of 1)
Jordan Acton
Support: Rachel Guthries secondary school
£2.00

Total (1 item): £2.00

CHECKOUT

- Click on Checkout

Basket

b 2020 (1 of 1)

Guthries secondary school

🗑

Total (1 item): £10.00

CHECKOUT
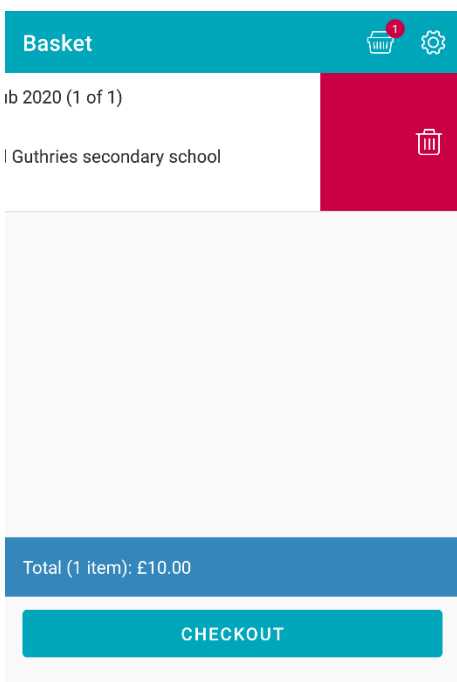
- To empty your basket if you want to change the booking, swipe from right to left and delete.

Basket

Your basket is empty
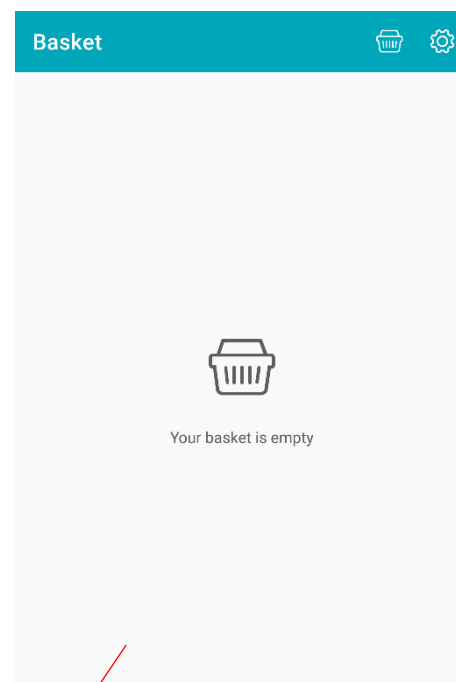
- Click on the Home tab to start again

Payments

Bank Transfer
BARCLAYS BANK PLC x-11   ✏ CHANGE

If you confirm the transfer your school will be told about your payment and will treat it as received instantly. The payment will come out of your account on or shortly after Friday 01 May 2020

Please make sure you have funds available in your account: BARCLAYS BANK PLC x-11

The reference shown on your bank statement will be School Gateway, ref: SupportRac

After School club 2020 (1 of 1)
Jordan Acton
Support: Rachel Guthries secondary school
£2.00

PAY BY BANK TRANSFER

PAY BY CARD   🔒

- Select the required payment method and make the payment

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

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:

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- 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.
- Please contact the school if having any issues

Payment History

To view your Payment History:

- Click on Payments
- Click on Payment History

School Gateway	🛍 ⚙
Support: Rachel Guthries secondary school	
Jordan Acton (11F)	
🛒 Payments	❯
🍴 Lunch money	£0.00 ❯
👥 Clubs	❯
🍴 Dinners	❯
📄 Reporting • 3 unexplained absences • 1 new achievement	❯

🏠 💬 👤 🏛

Payments	🛍 ⚙
Jordan Acton (11F)	
Support: Rachel Guthries secondary school	
School Lunches	£ (1/1) ❯
Breakfast Due: 9 January 2019	£ (1/1) ❯
After School club 2020 Due: 7 August 2019	£ (1/1) ❯
Dinner Autumn 2020 Due: 7 August 2019	£ (1/1) ❯
Enrichment	£10.00

PAYMENT HISTORY

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- 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

Payment History	🛍 ⚙

View your transaction history

29/01/2020 - 29/04/2020 📅

Date	School Member(s)	Amount	
28/04/20	Jordan Acton	£6.00	❯
28/04/20	Jordan Acton	£2.00	❯
27/04/20	Jordan Acton	£2.20	❯
27/04/20	Jordan Acton	£2.20	❯
23/04/20	Jordan Acton	£2.00	❯
23/04/20	Jordan Acton	£4.70	❯

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✕ Transaction Details

Date:	28 April 2020
Time:	15:12:09
Amount:	£6.00
ID:	08b6d467-93d1-44b7-ae79-ef334c67315b

Item:	After School club 2020
For:	Jordan Acton
School:	Support: Rachel Guthries secondary school
Instalment:	(1/1)
Amount:	£6.00
Type:	Online transaction
Consent:	☐
Comment:	

Club Bookings and Transactions

To view your Club Bookings and Transactions:

- Click on Clubs
- Click on required Club
- Select View Bookings

School Gateway

Support: Rachel Guthries secondary school

Jordan Acton (11F)

🛒 Payments	>
🍽 Lunch money	£0.00 >
👥 Clubs	>
🍽 Dinners	>
📘 Reporting	>
• 3 unexplained absences	
• 1 new achievement	

Club

Jordan Acton (11F)
Support: Rachel Guthries secondary school

After School club 2020

View Bookings 3 Booked sessions	>
Make a Booking 130 Available sessions	>
View Transactions The current balance is £0.00	>

Clubs

Jordan Acton (11F)

After School club 2020	£0.00 >
Basketball	-£50.00 >
book	-£62.00 >
Breakfast Club 2020	£0.00 >
Enrichment	-£10.00 >
football	£10.00 >
school of rock	£0.00 >
swimming enrichment	£0.00 >

- You can then see any bookings made and make further bookings if required
- To view details of a transactions, click on the back arrow and select View Transactions

View Bookings

Jordan Acton (11F)
Support: Rachel Guthries secondary school

After School club 2020

MAKE A BOOKING

Jordan is booked onto the following sessions:

April 2020

Wednesday 29 April 2020
Afterschool club
£2.00

Thursday 30 April 2020
Afterschool club
£2.00

May 2020

Monday 04 May 2020
Afterschool club
£2.00

Club

Jordan Acton (11F)
Support: Rachel Guthries secondary school

After School club 2020

View Bookings 3 Booked sessions	>
Make a Booking 130 Available sessions	>
View Transactions The current balance is £0.00	>

View Transactions

Jordan Acton (11F)
Support: Rachel Guthries secondary school

After School club 2020
The current balance is £0.00

28 April 2020
Booked: 04 May 2020 - Afterschool club
-£2.00 Debit   £0.00 balance

28 April 2020
Booked: 30 Apr 2020 - Afterschool club
-£2.00 Debit   £2.00 balance

28 April 2020
Booked: 29 Apr 2020 - Afterschool club
-£2.00 Debit   £4.00 balance

28 April 2020
Online transaction for After School club 2020
£6.00 Credit   £6.00 balance

28 April 2020
Booked: 28 Apr 2020 - Afterschool club
-£2.00 Debit   £0.00 balance

Attendance

- To view your child's Attendance data, select the Reporting Tab
- Click into Attendance
- Here you can view the Attendance data and any unexplained absences
- Please contact the school if you are having any issues
- To explain an unexplained absence click Explain
- To advise the school of a future absence click on Advise of Future Absence

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School Gateway

Support: Rachel Guthries secondary school

Jordan Acton (11F)

🛒 Payments >

🍴 Lunch money £0.00 >

👥 Clubs >

🍴 Dinners >

📄 Reporting >
- 3 unexplained absences
- 1 new achievement

Reporting

Jordan Acton (11F)

Attendance 0.0% >
- 3 unexplained absences

Timetable >

Behaviour 50 points >

Achievement 15 points >
- 1 new achievement

Assessment >

Reports >

Attendance

Jordan Acton (11F)

Attendance data from: 2 September 2019 to 11 March 2020

Attendance:	0.0%
Explained Absences	40.0%
Unexplained absences:	60.0%

6 March 2020 Explain >
Morning

17 January 2020 Explain >
Morning

21 November 2019 Explain >

ADVISE OF FUTURE ABSENCE

- Click in the white box and type the explanation – be sure to include the name of your child/children and the date(s) of the absence
- Click on the Paper Plane icon to send your explanation to the school

---

✕ **Explain Absence** ✈

To: Support: Rachel Guthries secondary school

Jordan Acton (11F) was absent on 6 March 2020 because <<reason>>

✕ **Report Absence** ✈

To: Support: Rachel Guthries secondary school

Jordan Acton (11F) will be absent on <<date>> because <<reason>>

Reporting

- To view your child's Timetable, Behaviour and Achievements and any Assessments or Reports select the Reporting Tab
- Then select the required tab to view
- Please contact the school if you are having any issues

Reporting

Jordan Acton (11F)

Attendance	
• 3 unexplained absences	0.0% >

Timetable	>

Behaviour	50 points >

Achievement	
• 1 new achievement	15 points >

Assessment	>

Reports	>

Behaviour

Jordan Acton (11F)
Behaviour details from: 2 September 2019 to 29 April 2020

Total points: 50

Bullying	
Physical Education	50 points >
25 November 2019	

Achievements

Jordan Acton (11F)
Achievement details from: 2 September 2019 to 29 April 2020

Total points: 15

• Excellent Effort	
Drama	15 points >
11 March 2020	

Timetables

You can view your child's Timetable for the next 10 days via the Timetable tab

Timetable

Jordan Acton (11F)

Wednesday, 29 April 2020

Science	09:15
L Chase	Science Lab 6
Wed:1	11x/Sc1

Science	10:15
L Chase	Science Lab 6
Wed:2	11x/Sc1

Art	11:35
K Burrows	Art Room 3
Wed:3	11A/Ar1

Art	12:35
K Burrows	Art Room 3
Wed:4	11A/Ar1

English	14:30
M Lubbock	English Room 4

Assessment Reports

You can view your child's Assessment Reports via the Assessment tab
Click onto the arrow to view the Assessment Details

Assessment

Jordan Acton (11F)

Spring Term 2020 : All Year Groups	>

Assessment Detail

Jordan Acton (11F)

Spring Term 2020 : All Year Groups

MA 6-8 Total KS3 8	11/03/20
KS3 Attainment ICT 8A	11/03/20

Schoolcomms Dinners

- To book a meal/s for your child, click on the Dinners tab
- Click on Make a booking
- Then tick the menu choice on the days required and click on Book
- Please contact the school if you are having any issues

- You will now see the total cost of your booking; you can click on Change if you need to amend the booking or click on Book to continue
- To complete the booking click on Make A Payment and Add to Basket, where you can then choose to Continue Shopping or View Basket and Checkout.
- On selecting Checkout, you will be taken to the payments screen to select your payment method.

Dinner Transactions and Bookings

- You can view your Dinner Transactions or Bookings made by clicking on the required tab in Dinners.
- Please contact the school if you have any issues.

Dinners

Jordan Acton (11F)
Support: Rachel Guthries secondary school
Dinner Spring 2020

View Bookings 4 days booked	>
Make a Booking 9 days available	>
View Transactions The current balance is -£9.25	>

View Transactions

Jordan Acton (11F)
Support: Rachel Guthries secondary school

Dinner Spring 2020
The current balance is -£9.25

April 2020

29 April 2020
Booked: Thursday 30 Apr 2020 - Blue - Fish pie
-£2.30 Debit
-£6.90 Balance

29 April 2020
Booked: Monday 04 May 2020 - Blue - Fish and Chips
-£2.35 Debit
-£9.25 Balance

29 April 2020
Booked: Wednesday 29 Apr 2020 - Blue - Fish pie
-£2.30 Debit
-£4.60 Balance

*Please note that the information on this page will be updated shortly after making a payment.

View Bookings

Jordan Acton (11F)
Support: Rachel Guthries secondary school

Dinner Spring 2020

[MAKE A BOOKING]

April 2020

Wednesday 29 Apr 2020
Blue
Fish pie

Thursday 30 Apr 2020
Blue
Fish pie

May 2020

Friday 01 May 2020
Blue
Fish pie

Monday 04 May 2020
Blue