

Parents' guide to School Gateway App

Account activation

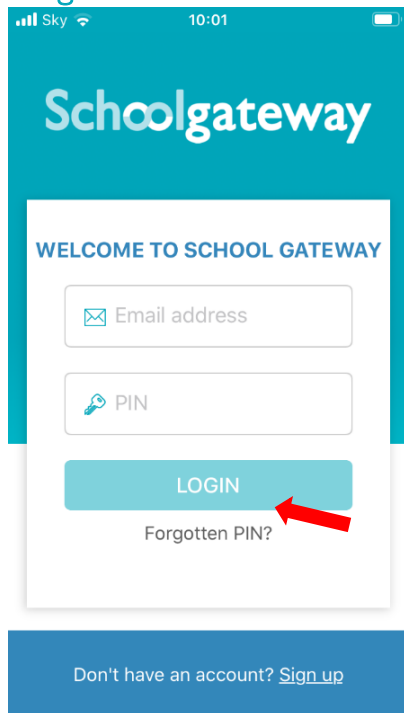
- Enter your email address and mobile number that is registered with the school.
- Select Send PIN -Your 4-digit PIN will be sent via text message to your mobile phone.
- You will need this PIN each time you login so keep it safe!

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?



WELCOME TO SCHOOL GATEWAY

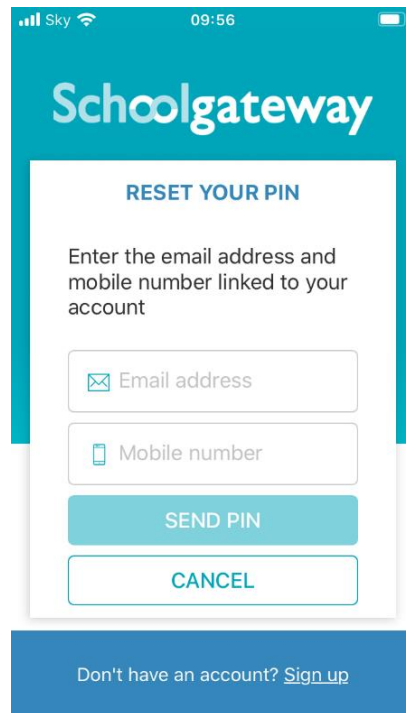
Email address

PIN

LOGIN

Forgotten PIN?

Don't have an account? [Sign up](#)



RESET YOUR PIN

Enter the email address and mobile number linked to your account

Email address

Mobile number

SEND PIN

CANCEL

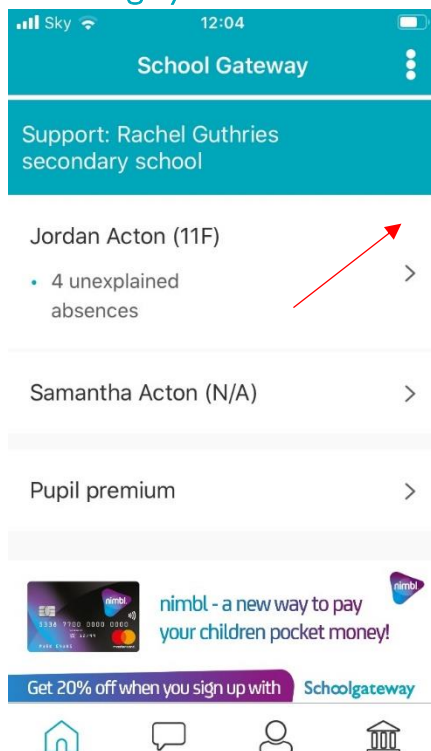
Don't have an account? [Sign up](#)

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



School Gateway

Support: Rachel Guthries secondary school

Jordan Acton (11F)

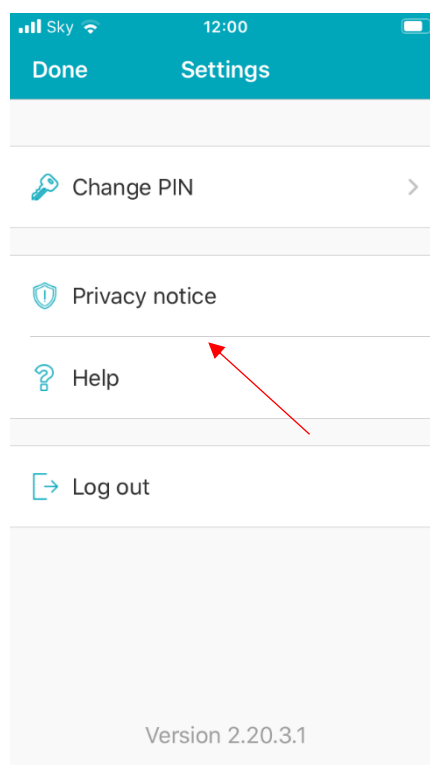
- 4 unexplained absences

Samantha Acton (N/A)

Pupil premium

Get 20% off when you sign up with [nimbl](#)

Home Chat Profile School



Done Settings

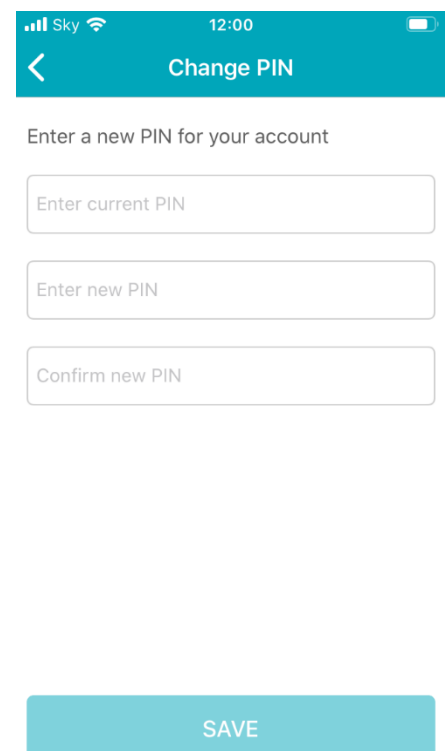
Change PIN

Privacy notice

Help

Log out

Version 2.20.3.1



Change PIN

Enter a new PIN for your account

Enter current PIN

Enter new PIN

Confirm new PIN

SAVE

- 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:

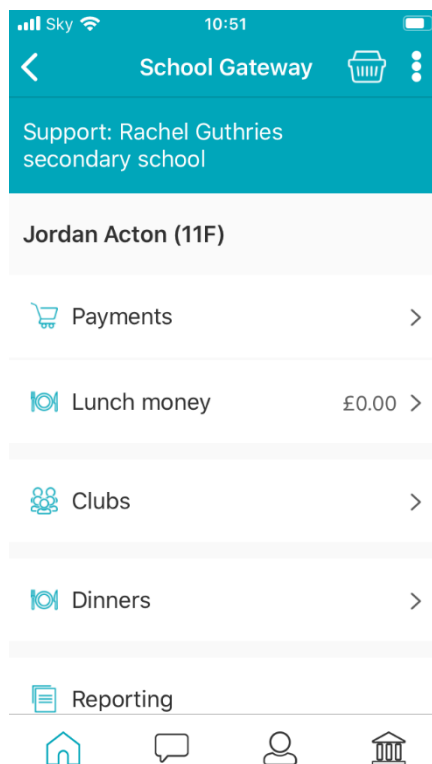
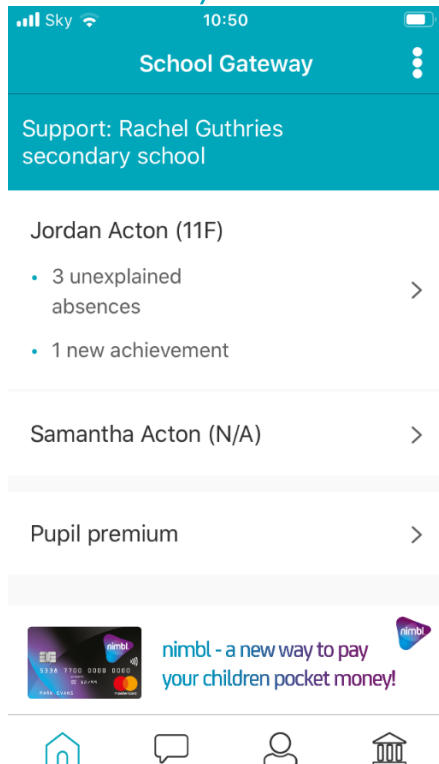
- Once you have logged in to School Gateway, open the Payments tab.
- Select the items that you wish to pay for and add them to your basket.
- Once you have selected everything and added it to your basket, click 'View Basket'.
- After confirming the payment total, click 'Checkout'.
- Once in the checkout 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

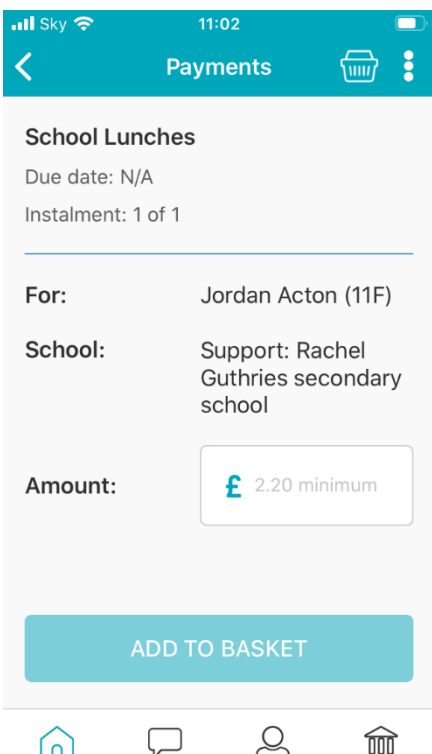
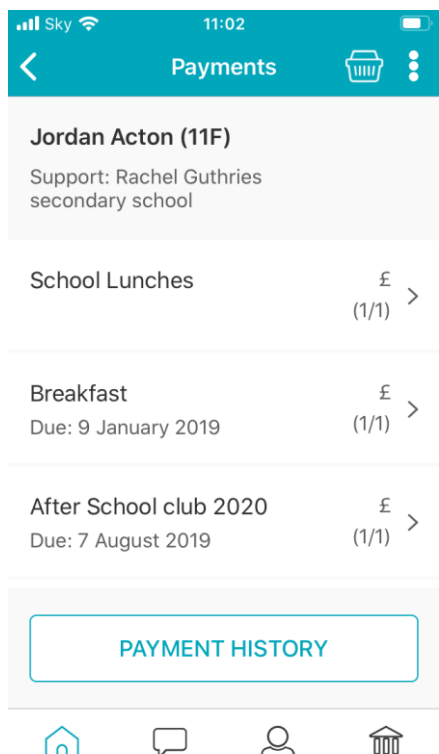
- To book a Club session you must go to the Clubs tab first and book the session before paying. Paying for a Club will not secure a session.
- If you have paid on a Club but not booked the session please go to the Clubs tab and select the Club required and book the session using the credit you have already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

Payments

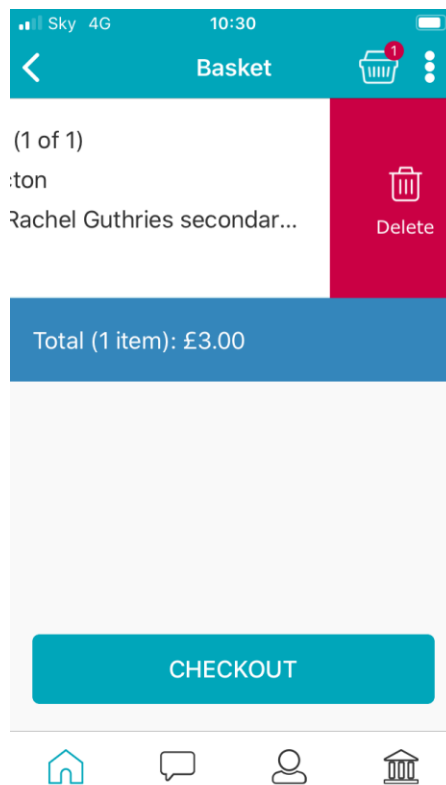
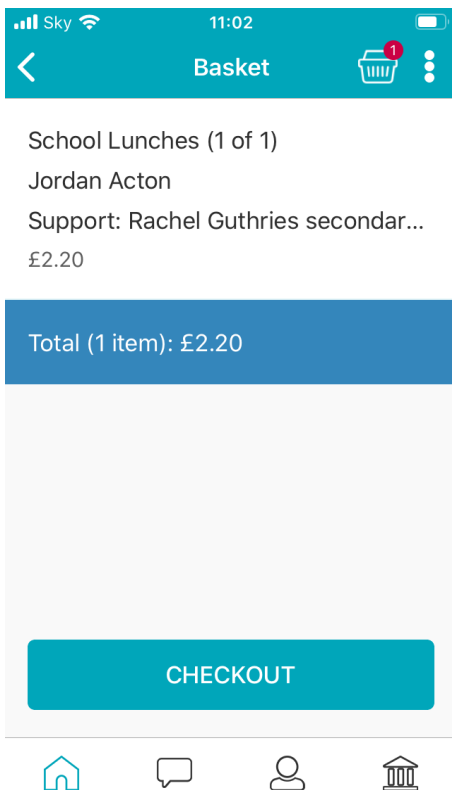
To make a Payment



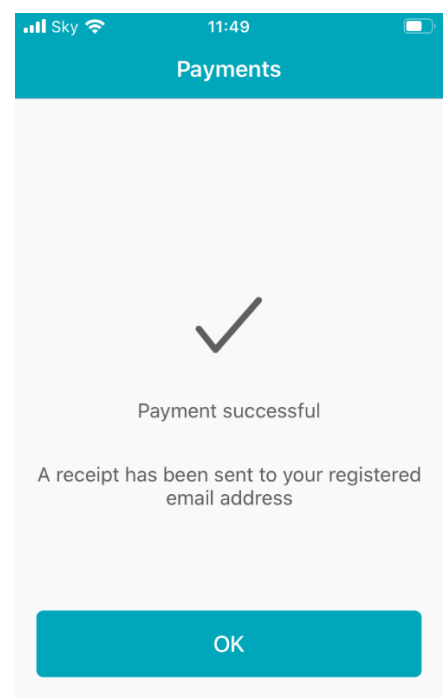
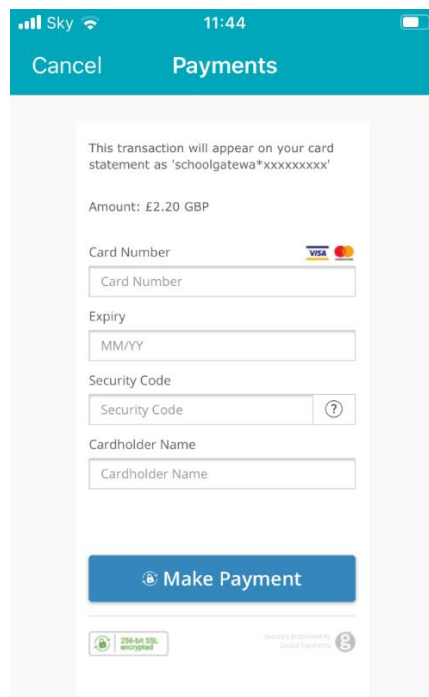
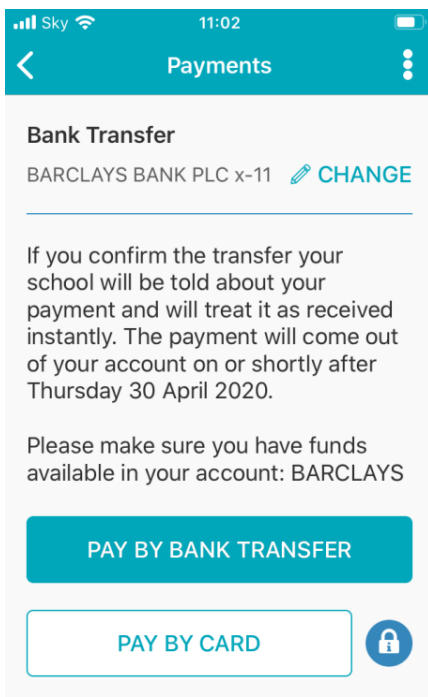
- Once logged in you will see the Home Screen
- Click on the child you would like to make the payment for



- 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.

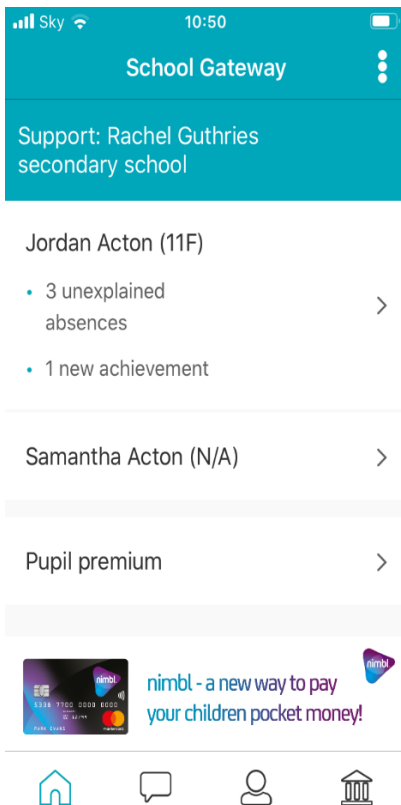
The first screenshot, titled 'Set up Bank Transfer', shows a form for entering personal and account details. The 'Personal Details' section includes fields for Forename, Surname, Address, City, and Postcode. The 'Account Details' section includes fields for Account holder name, Sort Code, and Account number. A 'NEXT' button is at the bottom.

The second screenshot, titled 'Payments', shows the 'Bank Transfer' option selected. It displays 'BARCLAYS BANK PLC x-11' with a 'CHANGE' link. Below this, it states: '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 Thursday 30 April 2020.' It also says: 'Please make sure you have funds available in your account: BARCLAYS'. There are two buttons: 'PAY BY BANK TRANSFER' and 'PAY BY CARD'.

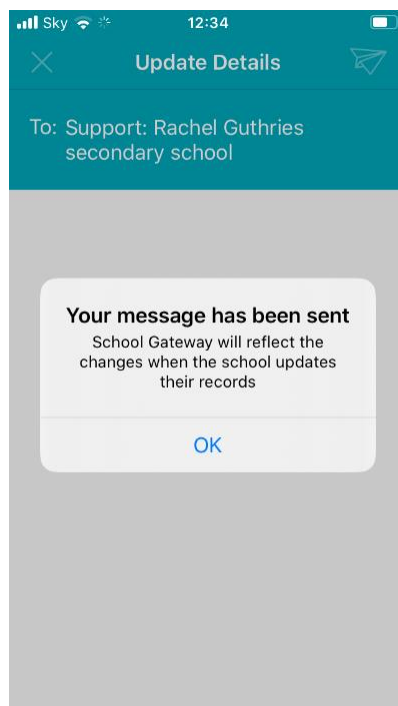
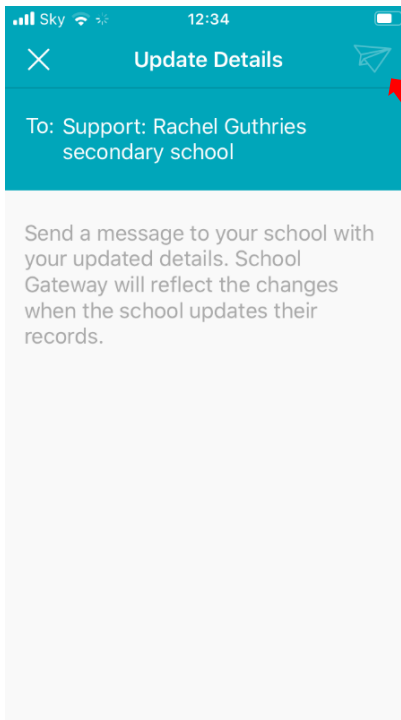
The third screenshot, also titled 'Payments', shows a confirmation screen with a large checkmark. It says 'Payment successful' and 'A receipt has been sent to your registered email address'. There is an 'OK' button at the bottom.

- 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

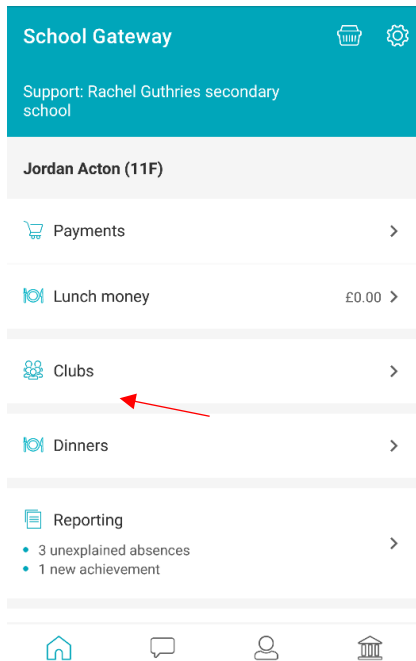


- Input the new details and send and you will see the confirmation screen
- Your details won't change until the school update your details

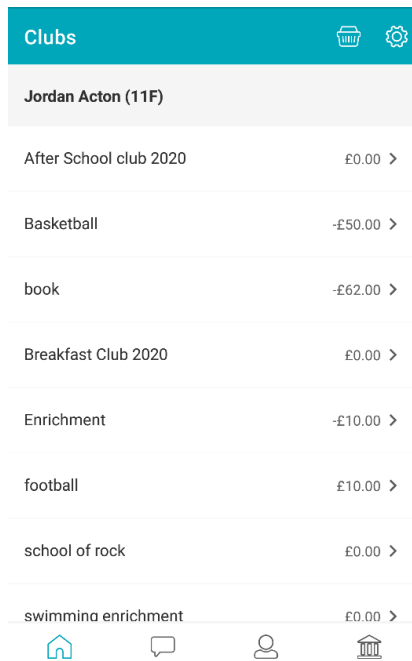
Clubs

How to book and pay for a Club session

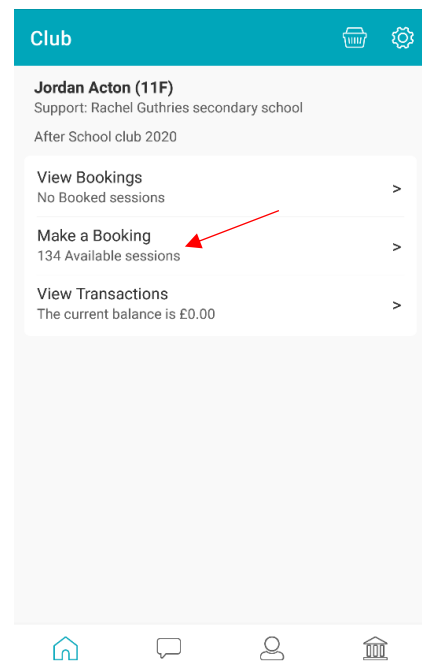
- To book a Club session you must go to the Clubs tab first and book the session before paying. Paying for a Club will not secure a session.
- If you have paid on a Club but not booked the session please go to the Clubs tab and select the Club required and book the session using the credit you have already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



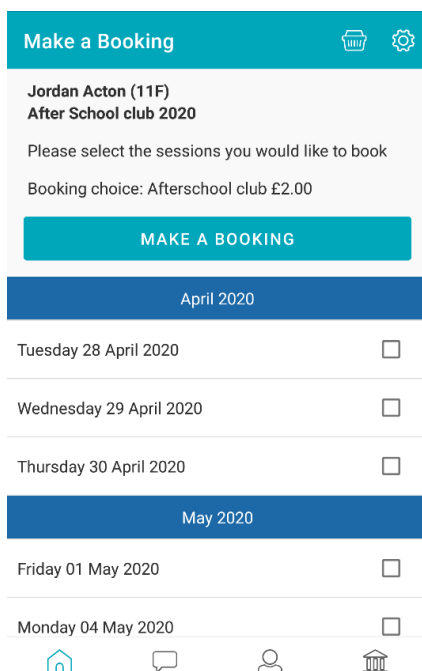
- Click into the Clubs tab



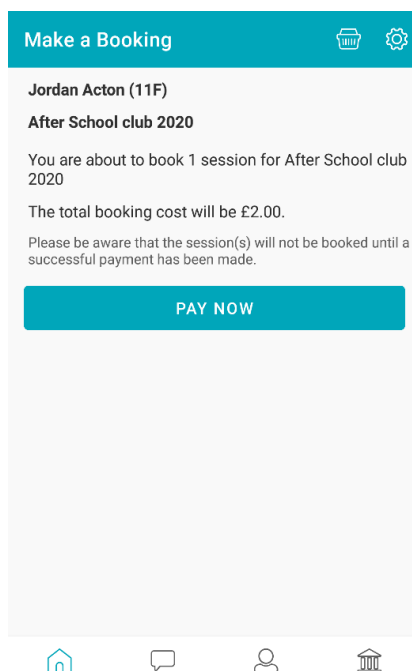
- Select the required Club



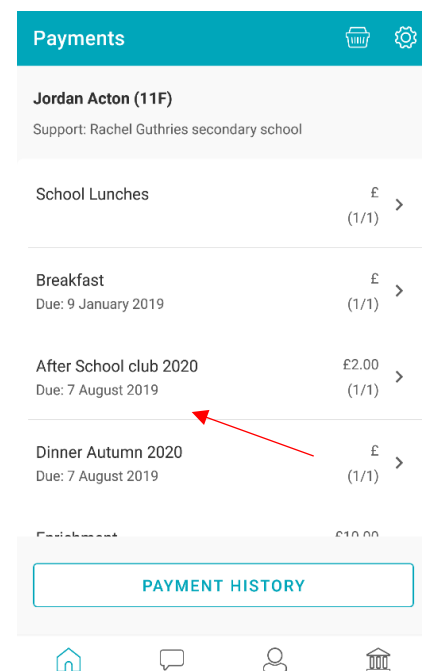
- Click on make a Booking



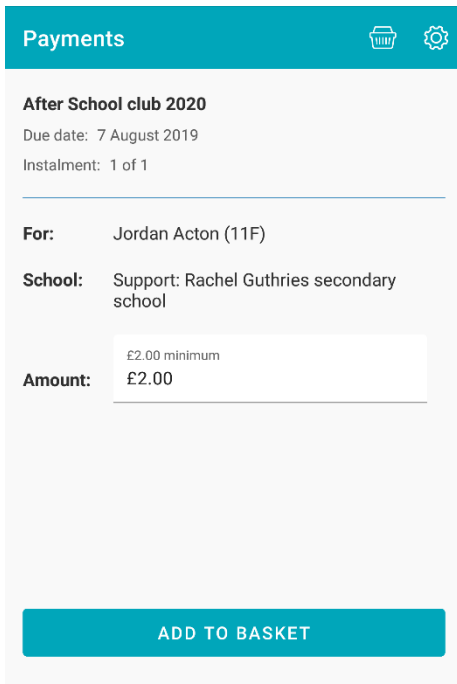
- Select the dates required and click on Make a booking



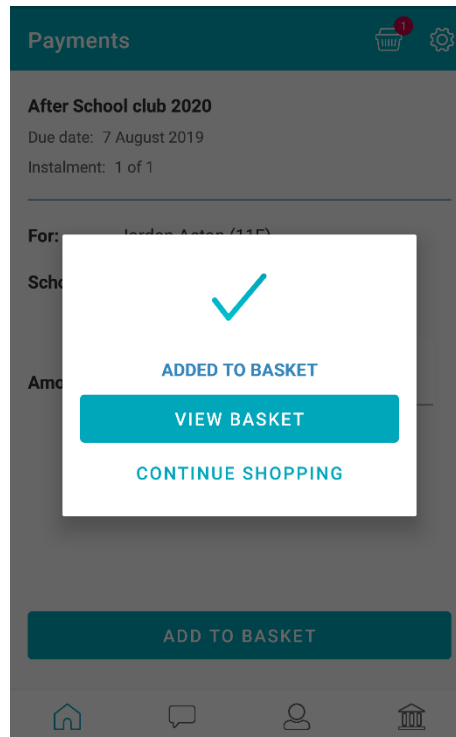
- Click on Pay Now



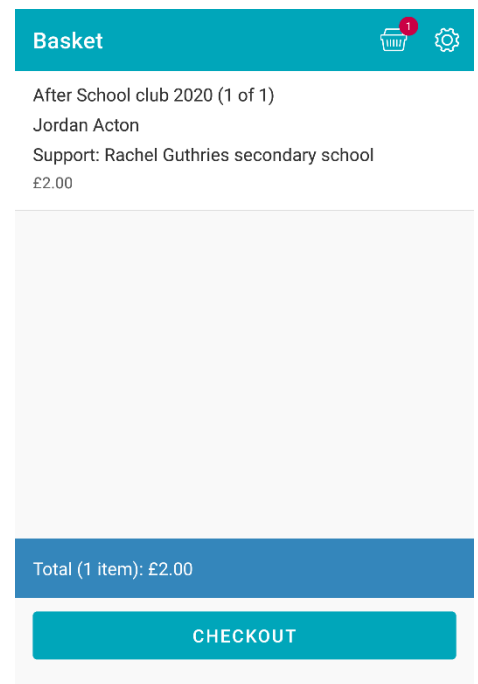
- Click on the Club Payment option



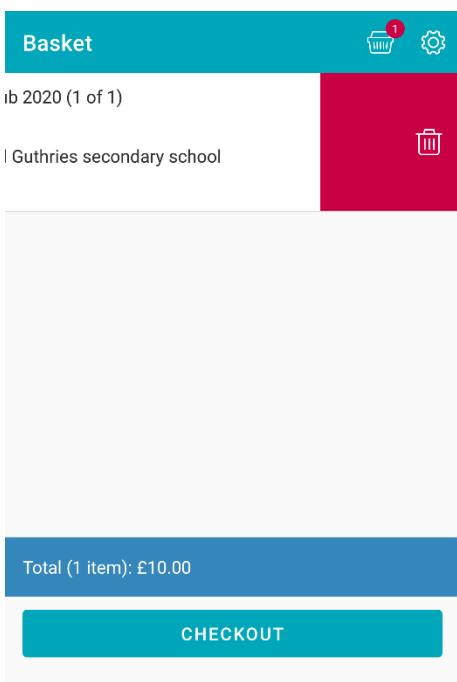
- Click Add To Basket



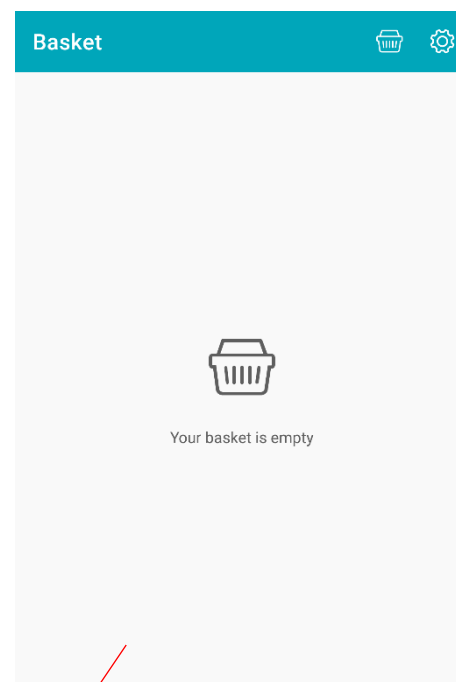
- Click on View Basket to checkout or Continue Shopping to add more items to basket



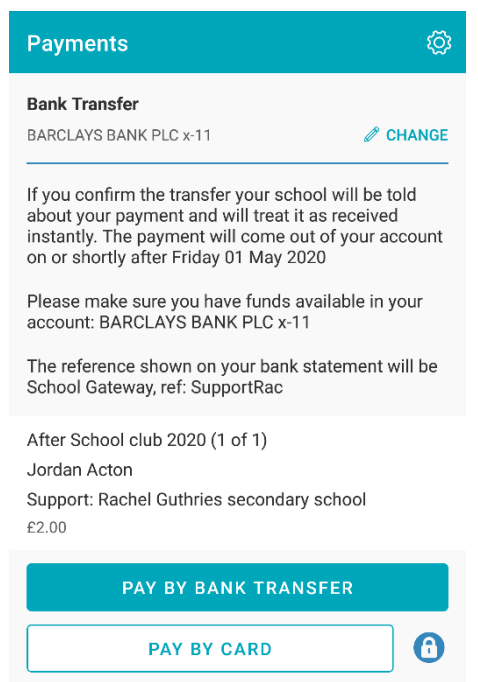
- Click on Checkout



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



- Click on the Home tab to start again



- 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

Lunch Money

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

Balance: £0.00
Last updated at 10:25 on 11 March 2020

TOP UP BALANCE

No purchase history information could be found for the selected school member

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) >

PAYMENT HISTORY

Payments

School Lunches
Due date: N/A
Instalment: 1 of 1

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

Amount: £2.20 minimum

ADD TO BASKET

- 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

Payments

School Lunches
Due date: N/A
Instalment: 1 of 1

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

Amount: £2.20 minimum

ADD TO BASKET

Basket

School Lunches (1 of 1)
Jordan Acton
Support: Rachel Guthries secondary school
£2.20

Total (1 item): £2.20

CHECKOUT

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 Monday 04 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

School Lunches (1 of 1)
Jordan Acton
Support: Rachel Guthries secondary school
£2.20

PAY BY BANK TRANSFER

PAY BY CARD

- To add further items to your basket select Continue 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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- 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 £ (1/1)

After School club 2020 £ (1/1)

Dinner Autumn 2020 £ (1/1)

£10.00

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

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

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

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 Morning Explain >

17 January 2020 Morning Explain >

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
0.0% >

- 3 unexplained absences

Timetable
>

Behaviour
50 points >

Achievement
15 points >

- 1 new achievement

Assessment
>

Reports
>

Behaviour

Jordan Acton (11F)

Behaviour details from: 2 September 2019 to 29 April 2020

Total points: 50

Bullying
Physical Education
25 November 2019
50 points >

Achievements

Jordan Acton (11F)

Achievement details from: 2 September 2019 to 29 April 2020

Total points: 15

Excellent Effort
Drama
11 March 2020
15 points >

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

School Gateway



Support: Rachel Guthries secondary school

Jordan Acton (11F)

Payments >

Lunch money £0.00 >

Clubs >

Dinners >

Reporting >

4 unexplained absences

Student details >

Make a Booking



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

Dinner Spring 2020

Click on a day below to select your menu option

BOOK

April 2020

Wednesday 29 April 2020

Thursday 30 April 2020

May 2020

Monday 04 May 2020

Tuesday 05 May 2020

Wednesday 06 May 2020

Thursday 07 May 2020

Make a Booking



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

Dinner Spring 2020

Click on a day below to select your menu option

BOOK

April 2020

Wednesday 29 April 2020

Blue £2.30 Fish pie ☐

Green £2.30 Veg burger and chips ☐

Thursday 30 April 2020

May 2020

Monday 04 May 2020

- 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.

Make a Booking



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

Dinner Spring 2020

Click on a day below to select your menu option

BOOK

You are about to book 1 days for Dinner Spring 2020

The total booking cost will be £2.30. Press Book in order to secure your booking

CHANGE BOOK

May 2020

Monday 04 May 2020

Tuesday 05 May 2020

Wednesday 06 May 2020

Thursday 07 May 2020

Make a Booking



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

Dinner Spring 2020

Thank you for your booking

The balance for Jordan is -£4.60

MAKE A PAYMENT

Payments



Dinner Autumn 2020

Instalment: 1 of 1

For: Jordan Acton (11F)

School: Support: Rachel Guthries secondary school

Amount: £2.30 minimum £4.60

ADD TO BASKET

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