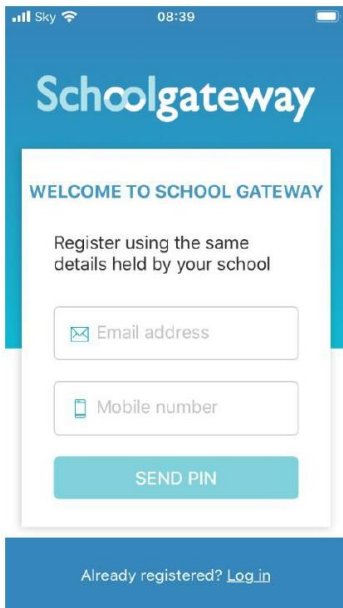# Parents' Guide to School Gateway App
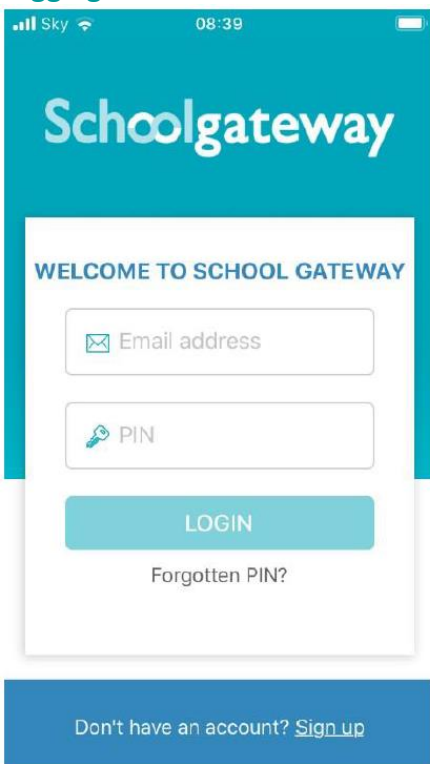
Account Activation

- Download the School Gateway App on your device:

- Enter the email address and mobile number that the school has on record

- Select Send PIN. Your 4 digit PIN will be sent via text message to your mobile phone

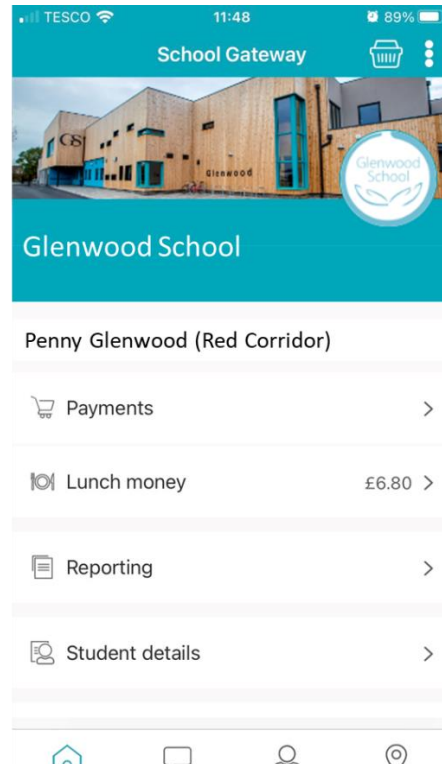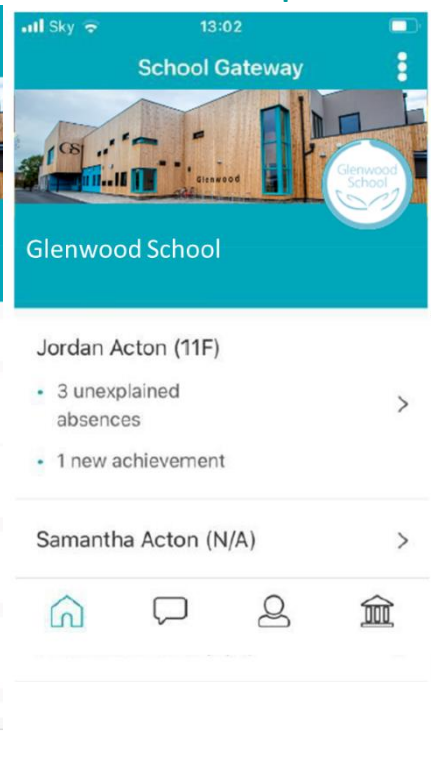- You will need this PIN each time you login so keep it safe!

Logging in

**Logging in screen**

Home screen – one learner

Home screen - multiple learners

- Enter your email address and PIN
- Once you have logged in, you will see the home screen
- If you have more than one learner at the school, the young people you are linked to will be displayed (if you are unable to see all of your learners, please contact the school to check we have the correct contact details for each learner). Select the learner you wish to view.
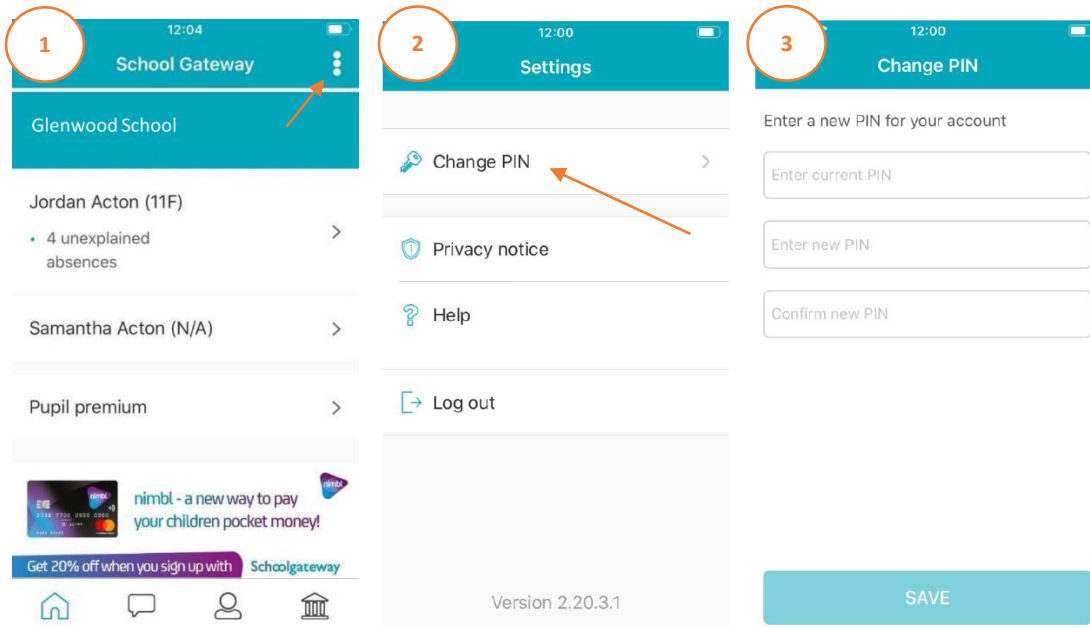
Forgotten PIN
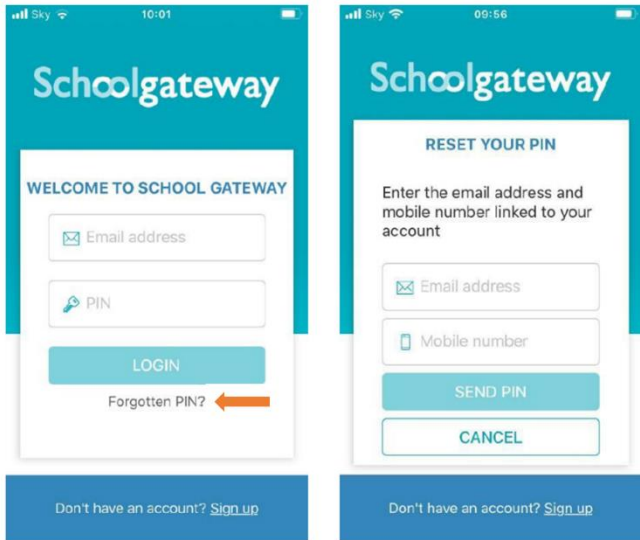
You can request a new PIN using the 'Forgotten PIN' link.

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 in the top right of screenshot 1
- Click on 'Change PIN' as shown in screenshot 2
- The screen shown in screenshot 3 will open - input a memorable PIN and save
- You will need this PIN each time you login so keep it safe!

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.
3. 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 young person'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.

I can't see all of my young people on my School Gateway Account

If both or all young people attend the same school:
- Contact your school to ensure that your current email and mobile number has been stored identically for each young person in the school system.

If both or all young people 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 young person in the school systems.
  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.

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

Payments

To make a Payment
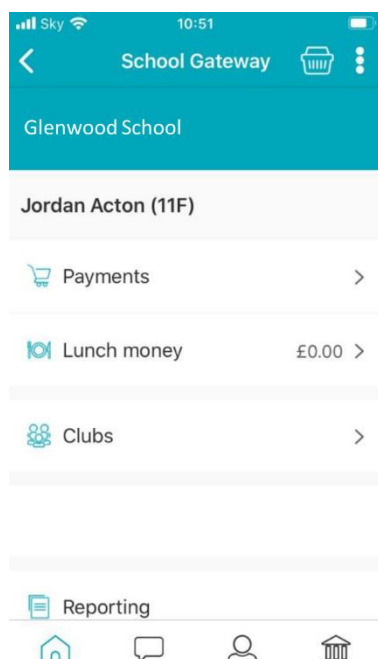
- If you have multiple learners at the school, first select which learner you need to make a payment for
- The Clubs function will be used by the Front Office to book activities, such as swimming and horse riding, for your young person. These can be paid for under Payments - if an activity is not booked and you were expecting one to be, please contact your class teacher
- Select Payments and choose the payment item you wish to add fund for, e.g. Dinner Money
- Input the amount and click Add To Basket
- Click on View Basket if you are done, or Continue Shopping if you need to add another payment item
- Once in the 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 Checkout
- 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, input your card details and then click on Make Payment
- Payment will show as successful
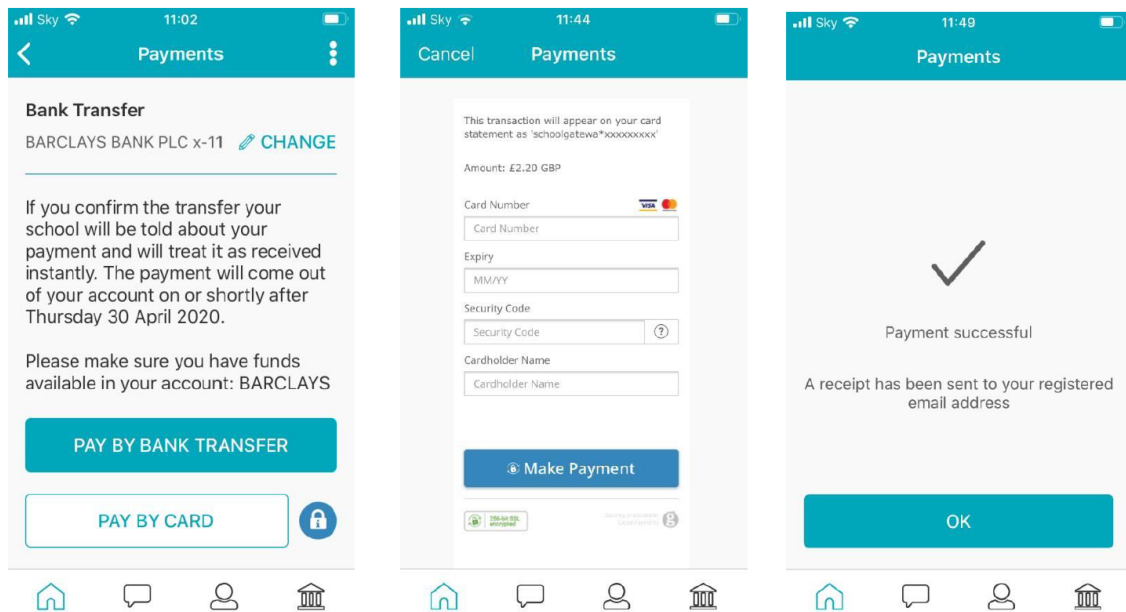
To pay by Bank Transfer

- 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
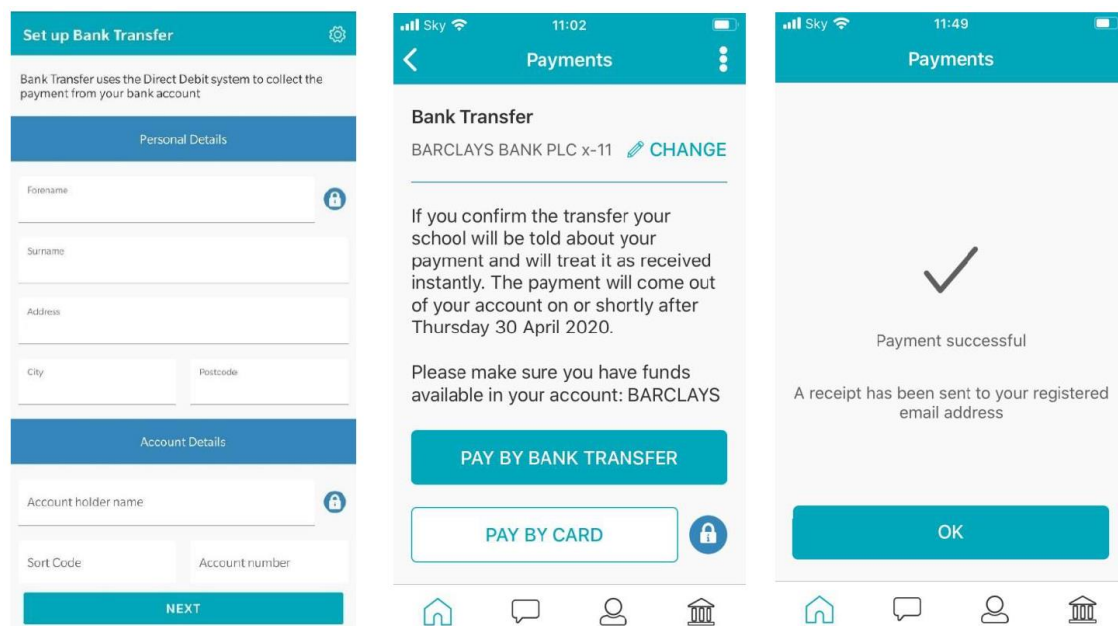
Can Payments Fail?

- 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.

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
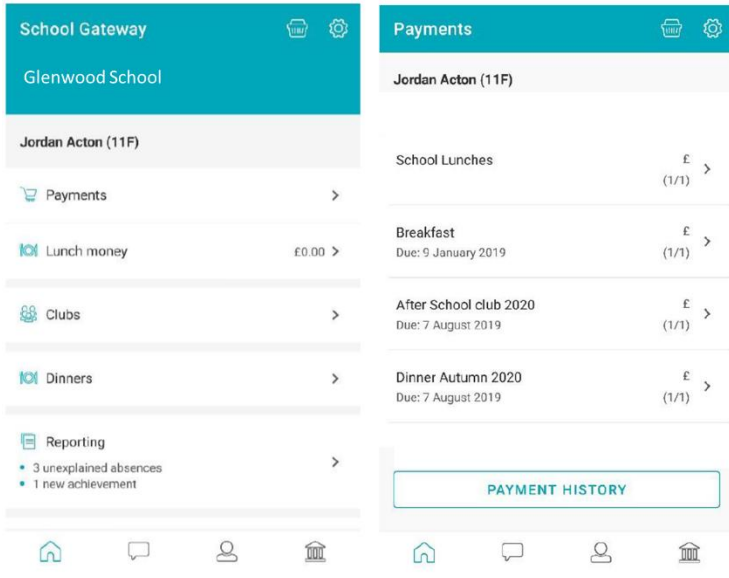
About Me

Updating Personal Details
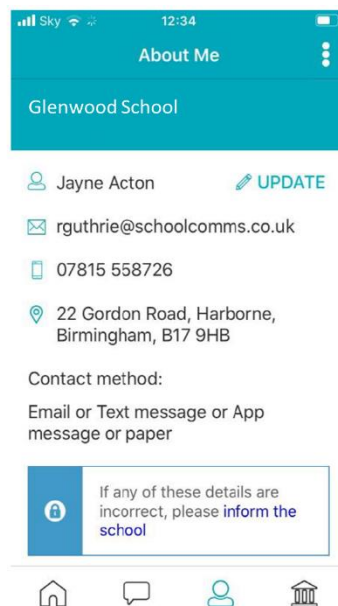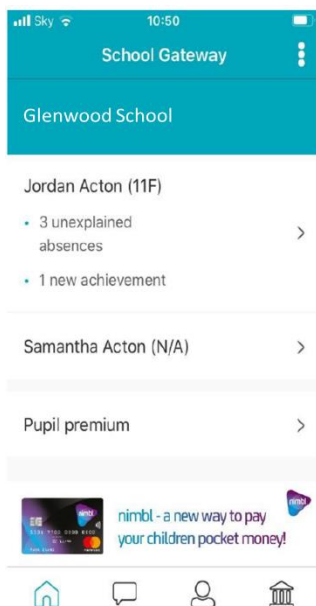
- To view the contact details the school holds for you, select the About Me link:

- If any of your details are incorrect you can inform the school by clicking the Update Details tab

- Input the new details, hit send and you will see the confirmation screen

- Your details won't change until the school updates the information at their end

Payment History

To view your Payment History
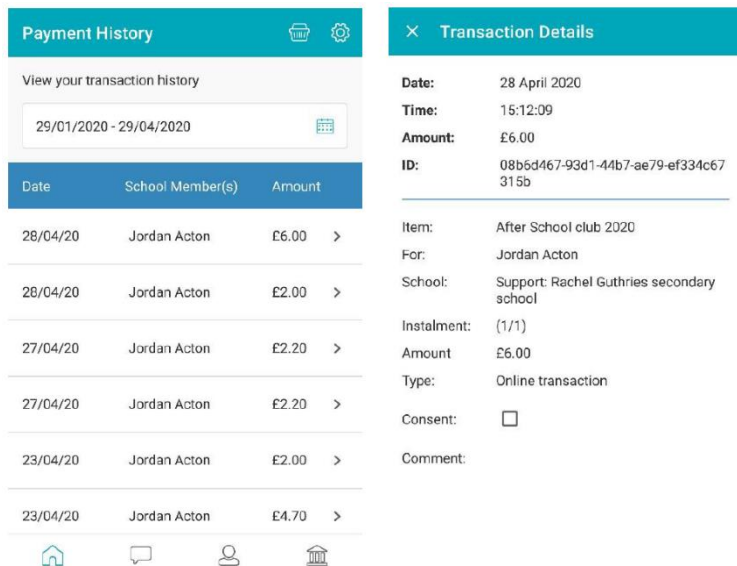
- Click on Payments
- Click on Payment History

- 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