

## Parents guide to School Gateway Web

### Account activation

- Navigate to [www.schoolgateway.com](http://www.schoolgateway.com)
- Select the New user tab
- Enter your email address and mobile number that is registered with the school.



The screenshot shows the School Gateway website's account activation page. At the top, there's a navigation bar with the School Gateway logo and tagline. Below it is a row of icons representing various features like shopping, payments, messages, calendar, attendance, behavior, assessments, reports, and more. The main content area has two tabs: 'EXISTING USER' and 'NEW USER'. The 'NEW USER' tab is active, and it contains a form with the following text: 'Please enter the email address and mobile number that your school's contact you on and press the "Send PIN" button. You will then be sent a new PIN number by text message.' The form has two input fields: 'EMAIL ADDRESS' and 'MOBILE', and a 'SEND PIN' button.

- Select **Send PIN** - your 4 digit PIN will be sent via text message to your mobile phone. You will need this PIN number each time you log in so keep it safe!

### School Gateway App

Search in the App Store/Google Play for School Gateway. Look for the following

icon:



### Logging in

Navigate to

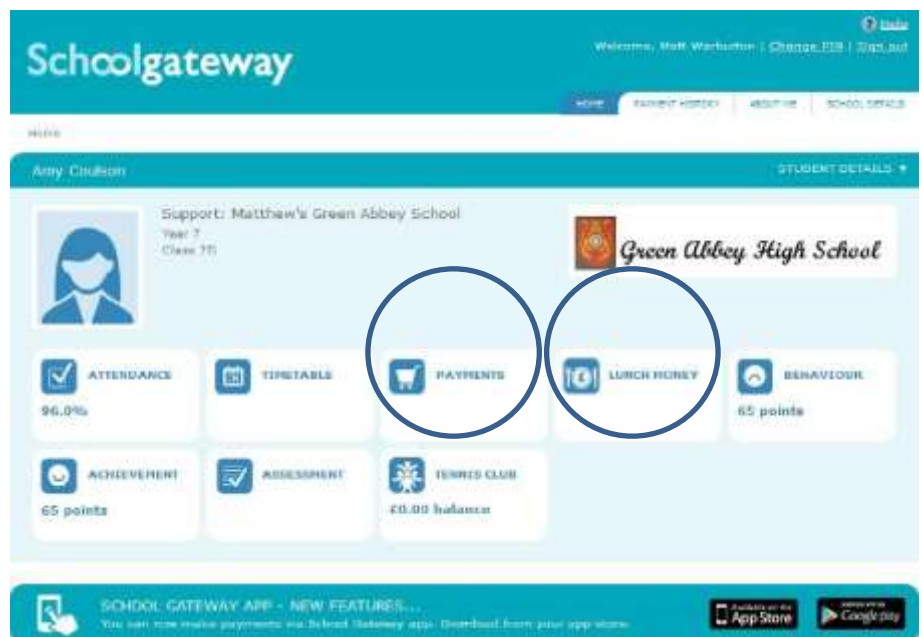
[www.schoolgateway.com](http://www.schoolgateway.com)

Enter your email address and PIN.

Once you have logged in you will be directed to the Home screen

The children you are linked to will be displayed

NB: You will only be able to see Payments and Lunch Money



The screenshot shows the School Gateway app's home screen for a parent. At the top, there's a navigation bar with the School Gateway logo and user information: 'Welcome, Matt Worlton | Change PIN | Log out'. Below the navigation bar is a 'Home' section with a 'Home' button and links for 'CURRENT HOME', 'ABOUT US', and 'SCHOOL DETAILS'. The main content area is titled 'Amy Clouston' and 'STUDENT DETAILS'. It shows a profile picture of a student, the school name 'Green Abbey High School', and the student's details: 'Support: Matthew's Green Abbey School', 'Year 7', and 'Class 11'. There are several data cards for different categories: 'ATTENDANCE' (96.0%), 'TIMETABLE', 'PAYMENTS' (circled in blue), 'LUNCH MONEY' (circled in blue), 'BEHAVIOUR' (65 points), 'ACHIEVEMENT' (65 points), 'ASSESSMENT', and 'TERMS CLUB' (£0.00 balance). At the bottom, there's a banner for the 'SCHOOL GATEWAY APP - NEW FEATURES...' with a link to download from the App Store or Google Play.

## Payments

- To view and/or make a payment select the Payments icon from the Home page or icon from the toolbar.

Welcome, Matt Warburton | [Change PIN](#) | [Sign out](#)

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Home > Amy Coulson (7D) - Payments

Amy Coulson (7D) STUDENT DETAILS

Payments for Support: Matthew's Green Abbey School  
Select items to view their details and add them to your basket or to make changes to your basket content.

In basket?	Item	For	Due	Instalment	Amount
<input type="checkbox"/>	Berlin Trip	Amy Coulson	18 January 2016	1/4	£50.00
<input type="checkbox"/>	Berlin Trip	Amy Coulson	18 February 2016	2/4	£50.00
<input type="checkbox"/>	Berlin Trip	Amy Coulson	18 March 2016	3/4	£66.00
<input type="checkbox"/>	Berlin Trip	Amy Coulson	18 April 2016	4/4	£65.00

[View Basket](#)

- Press the **Add** button next to the item(s) you wish to pay for.
- Tick the **Parental consent** box (**if requested**) if you are happy to give consent and then enter your comment in the **Comment** box (if required).
- To continue, choose another item to pay or if you have finished click the **View my basket** button, you will then be shown a summary of your payment.

Welcome, Matt Warburton | [Change PIN](#) | [Sign out](#)

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Home > Amy Coulson (7D) - Payments > Basket

Amy Coulson (7D) STUDENT DETAILS

Payments Summary  
Please review the items in your basket and confirm that all of the details are correct.  
Press Checkout in order to enter your payment details.

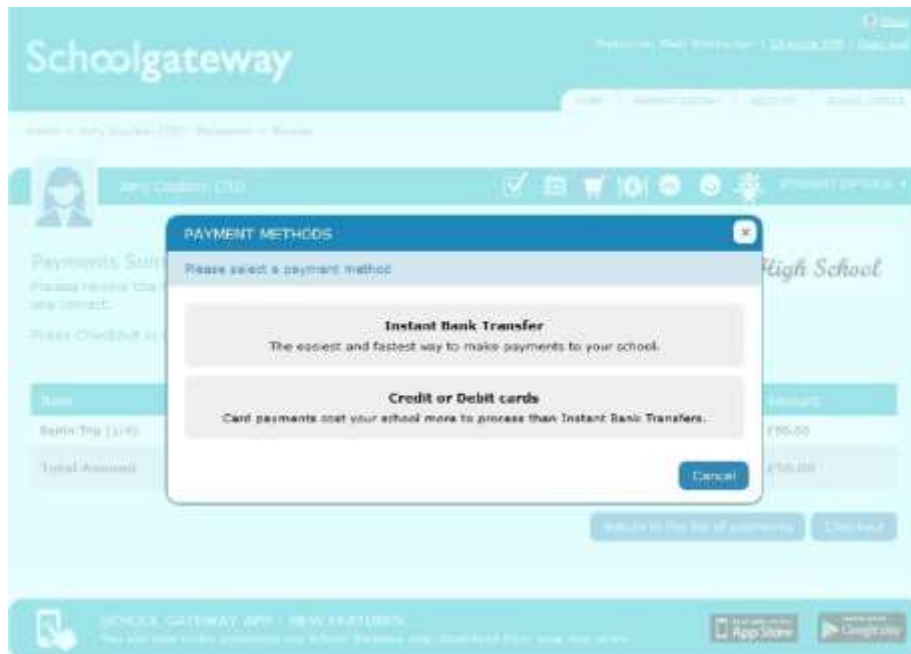
Item	For	Consent	Comment	Amount
Berlin Trip (1/4)	Amy Coulson			£50.00
<b>Total Amount</b>				<b>£50.00</b>

[Return to the list of payments](#) [Checkout](#)

SCHOOL GATEWAY APP - NEW FEATURES...  
You can now make payments via School Gateway app. Download from your app store.

- To return to the items available for payment select **Return to the list of payments**.
- If you are happy with the amount you are about to pay press **Checkout**

If it is the first time you are paying you will see the option to pay via Instant Bank Transfer or pay by Credit or Debit card.



### Setting up Instant Bank Transfer

- Choose the Instant Bank Transfer option and you will see the page below.

After the initial set up you will not have to fill out any of this information. You will go straight through to a page so you can confirm the payment. The Instant Bank Transfer details are saved meaning that any future payment you make online will be a lot quicker with no need to enter any payment details. You will always have the option to pay via Credit or Debit cards if you prefer. 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 the proceed button.

- 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 get the chance to read the Direct Debit guarantee and you will also 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.

**Confirmation**

This payment will be debited on or shortly after **Monday 16 March 2015**

Please make sure you have funds available in your account **NATIONAL WESTMINSTER BANK PLC v-23**

It will appear on your bank statement as **School Gateway, ref: DemoPrimar**

A receipt has been emailed to **antoinette.hannah@schoolcomms.com**

You can see a history of the transactions you have made at any time by going to [Payment History](#)

Item	For	Consent	Comment	Amount
After School Year 4 Swimming Club (1/1)	Sophie Aaron	<input checked="" type="checkbox"/>		£0.01
<b>Total Amount</b>				<b>£0.01</b>

[Make another Payment](#)

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 schools point of view money is credited instantly.

### Paying by Credit or Debit card

**sage pay** Schoolgateway

**Transaction Details**

To Pay For: This transaction will appear on your card statement as **ES02/SchoolGateway**

Amount: **50.00 GBP**

**Select Payment Method**

Please click below to select the type of card you wish to use.

Please only click the cancel button below if you intend to abort this payment process.

[FAQs](#)

If your browser is not showing the secure padlock on your screen click on this padlock.

**sage pay** Schoolgateway

**Transaction Details**

To Pay For: This transaction will appear on your card statement as **ES02/SchoolGateway**

Amount: **50.00 GBP**

**Enter Card Details**

Card Number\*

Card Type

Firstname\*

Surname\*

Valid from

Expiry date\*

Security Code\*

Enter your card details and cardholder information

- To complete your payment, click the Proceed button
- To cancel the payment and return to School Gateway, click **Cancel**
- You may be redirected to a security screen.
- When your payment is authorised the transaction details will be displayed
- To print your payment summary, click Print
- Select **Complete Payment**.
- You will then be returned to the School Gateway where you will be shown the Payment transaction details
- You will receive an email confirming the details of your transaction

- To return to the list of payment items available to you, select **Back to the payments page**

## Lunch money

Home > Sophie Aaron (588) > Lunch Money

Welcome, Matt Warburton | [Change PIN](#) | [Log Out](#)

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Sophie Aaron (588) [STUDENT DETAILS](#)

**Lunch Money**  
The current balance is **£10.00**. This was last updated at 10:05 on 1 February 2016.

[Top up lunch money](#)

Start Date: 1 November 2015      End Date: 1 February 2016

Date	Description	Type	Amount
1 February 2016	External Payment	Credit	£10.00
1 February 2016	Absent	N/A	£0.00
29 January 2016	School Meal	Debit	-£2.10
28 January 2016	School Meal	Debit	-£2.10
27 January 2016	School Meal	Debit	-£2.10
26 January 2016	School Meal	Debit	-£2.10

- Select **Lunch money** to view or top up your child's lunch money account
- Click **Top up lunch money** to add funds to your child's lunch money account
- You will be redirected to the Make a Payment screen

**Lunch Money** [X]

Please review the details below.

**For:** Sophie Aaron

**Amount:** \* £

**Instalment:** 1 of 1

[Cancel](#) [Add to Basket](#)

- Select the Dinner money item and enter the amount you wish to pay. Press **Add to basket**
- To continue, choose another item to pay for, or if you have finished select **View my basket**.
- You will be shown a summary of your payment.
- To return to the items available for payment select **Back to payments**.
- To proceed with your payment, select Checkout

## Payment History

- Select **Payment History** from the menu to view and download your payment history.
- Your transaction history will be listed. Narrow your transaction history by changing the date range
- To view details of a transaction click on the transaction and a new window will appear.
- To save a copy of your payment history click the **Download transaction history** button

**Schoolgateway** Welcome, Matt Warburton | Class: P13 | 200.00

Home > Payment History

**Payments**

**Payment History**  
View and download your transaction history.

Start Date: 1 August 2015 End Date: 1 February 2016

Please select a transaction from the list to view the payment details.

Date	Title	School	School Member(s)	Payment ID	Amount
1 February 2016	10:06:52	Support: Matthew's Waters Edge School	Sophie Aaron	36cc204d-eeae-4732-852c-8f415439ee4	£25.00
1 February 2016	09:44:20	Support: Matthew's Waters Edge School	Sophie Aaron	19491f8a-621f-46ff-bc9b-f08628856act	£10.00

[Download transaction history](#)

**SCHOOL GATEWAY APP - NEW FEATURES...**  
You can now make payments via School Gateway app. Download from your app store...

Available on the [App Store](#) | [Get it on Google play](#)

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### Changing your PIN

- If you would like to change your PIN number go to **Change PIN** in the top right corner of the screen
- Enter your current PIN
- Enter your new PIN and again to confirm it
- Select OK to save your new PIN

### Resetting your PIN

- To reset your PIN, select the **Forgotten your PIN** link on the login screen
- Enter your email address and the mobile number that is registered with the school and select Send PIN
- A new PIN will be sent by text message to your mobile phone