

# Schoolgateway

## Support Guide 2021

Click on the sections below to enter...


[How-to videos](#)

[Troubleshooting Guide](#)


[Bank Transfer Payment Information](#)

# Press Play...


You may be able to find the help you're looking for in our range of useful how-to videos. Click below to watch:




How to register a new account




I can't log in




I would like to change my PIN




How do I send an app message to the school?




How do I notify my school of a pupil absence?




How do I view my lunch money balances?




How do I view my transaction history?




How do I make a payment?




How do I add and remove items from my basket?




How do I book a meal using Schoolcomms dinners?




How do I book a meal using Meal Manager?




How do I change my school's 'About Me' section?




How do I cancel a club booking?



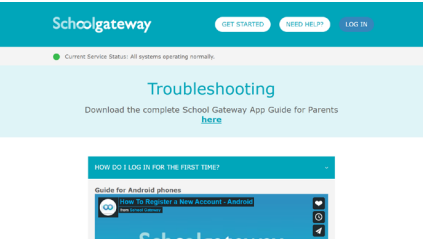
How do I make and view a club booking?



How do I enable push notifications?



How do I update contact or medical information?



Click here for the full School Gateway help page

# Need Help?

## School Gateway Information & Troubleshooting Guide

We've taken your most frequently asked questions and answered them in this troubleshooting guide. Can't find what you're looking for? If you need further assistance, please contact your child's school. Due to Data Protection guidelines, School Gateway cannot access or view individual parent accounts and information. Your school will be able to contact School Gateway support if necessary.



### ● 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 email 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 log in to one device at a time. When you log in to a second device you will be logged out on the first device.

### ● I have registered for a School Gateway account but haven't received the PIN

Please contact the school so that they can check the contact details they have for you in Schoolcomms and see if they need re-enabling. If the details are correct, it may be a network issue.

### ● 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:

1. 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 see someone else's child on my School Gateway account

This will usually be a child you are an emergency contact for.

Please inform the school who will be able to look into this for you.

### ● 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. Every device will have other settings that can affect push notifications (for example, battery optimisation, which prevents some devices from receiving push notifications when the battery is below a certain percentage). Please also ensure that you are running on the latest version of the app, which can be confirmed in the Play Store or App Store.

If you are still not receiving notifications and have followed the guidance below, you would need to refer to the help guide for your specific device and/or contact your device manufacturer:

### ● 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.

### ● 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.

## ● 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

## ● 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 directly 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 directly and they can look into this for you.

## ● I can still see my child's old school on my School Gateway account

To ensure that you can see your child's new school on your School Gateway account, please ensure that the email address and mobile number combination held at the new school matches the details held at the previous school - this would mean that both your new school and the previous school would appear in the same School Gateway account. The previous school would then be removed when they delete your child as a leaver from their Schoolcomms account.

Alternatively, if you have provided the new school with a different email, you can register for a new School Gateway account using this email address along with your mobile number. This new account would then only be linked to the new school.

## ● Can both parents have a School Gateway account?

Yes it is possible for both parents to have a School Gateway account providing they have their own individual email address and mobile number.

# In the Bank...

## Bank Transfer Payment Information

[Click here for a helpful video showing how to make a payment on School Gateway.](#)

Depending on the school, one of the payment methods available to you is Bank Transfer.

### ● 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.
- The payment will show instantly on the school's reports and monies are debited from the payer's 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 by email from the School Gateway team and asked to make the payment again; no monies will be debited from your account. The school will also receive an email advising them of the failed payment.
- Although backed by the Direct Debit Guarantee, payments are not recurring and will only be debited from a payer's chosen bank account once a payment has been successfully processed via their School Gateway account.

### ● To pay by Bank Transfer

- Click on 'Pay by Bank Transfer'.
- Your personal information will already be pre-filled 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, 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.

**Set up Bank Transfer**

Bank Transfer uses the Direct Debit system to collect the payment from your bank account

**Personal Details**

Forename

Surname

Address

City Postcode

**Account Details**

Account holder name

Sort Code Account number

**NEXT**

**Payments**

**Bank Transfer**

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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.

Please make sure you have funds available in your account: BARCLAYS

**PAY BY BANK TRANSFER**

**PAY BY CARD**

**Payments**

**Payment successful**

A receipt has been sent to your registered email address

**OK**



Schoolgateway