

## Parents guide to School Gateway Web

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# Parents guide to School Gateway Web

## Account activation

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

Select the **New user** tab

The screenshot shows the School Gateway website interface. At the top, the logo 'Schoolgateway' is displayed with the tagline 'Keeping up with what's going on at school is easier than ever'. Below the logo is a navigation bar with icons for PAY, MESSAGES, TIMETABLE, BEHAVIOUR, ACHIEVEMENT, ATTENDANCE, ABOUT ME, and PUPIL MENU. The main content area features two tabs: 'EXISTING USER' and 'NEW USER'. The 'NEW USER' tab is active, showing a form with an 'EMAIL ADDRESS' field, a 'PIN' field, and a 'LOGIN' button. A note below the email field states: 'The email address that you enter must match the one registered with your school(s)'. Below the PIN field is a link that says 'Forgotten your PIN?'. To the right of the login form are two promotional banners. The first banner is for 'SCHOOL GATEWAY MOBILE', featuring a hand holding a smartphone and text that says 'School Gateway is just a touch away. Get the app.' with 'Available on the App Store' and 'Available on Google play' logos. The second banner asks 'Are you a school that would like to use School Gateway?' and includes a 'FIND OUT MORE' button. At the bottom of the page, there is a teal banner that says 'USED BY OVER 2,000 SCHOOLS ACROSS THE UK' and logos for VISA, Mastercard, and Maestro. The footer contains the text 'Schoolgateway | Terms & Conditions | Accessibility | Privacy & Cookie Policy | Sitemap'.

Enter your email address and mobile number that is registered with the school

The screenshot shows the Schoolgateway website interface. At the top, the logo 'Schoolgateway' is displayed with the tagline 'Keeping up with what's going on at school is easier than ever'. Below the logo is a navigation bar with icons for PAY, MESSAGES, TIMETABLE, BEHAVIOUR, ACHIEVEMENT, ATTENDANCE, ABOUT ME, and Pupil Premium. The main content area features a registration form with tabs for 'EXISTING USER' and 'NEW USER'. The 'NEW USER' tab is active, and the form prompts the user to enter their email address and mobile number, followed by a 'SEND PIN' button. Below the form, there are two promotional banners: one for the 'SCHOOL GATEWAY MOBILE' app, which is available on the App Store and Google Play, and another asking if the user is a school that would like to use School Gateway, with a 'FIND OUT MORE' button. At the bottom, a banner states 'USED BY OVER 2,000 SCHOOLS ACROSS THE UK' and includes logos for VISA, Mastercard, and Maestro. A footer contains links for 'Schoolgateway | Terms & Conditions | Accessibility | Privacy & Cookie Policy | Storage'.

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!

### Logging in

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



Enter your email address and PIN number

## Home

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

The children you are linked to will be displayed

# Schoolgateway

[HOME](#) | [ABOUT ME](#) | [SCHOOL DETAILS](#)

Home

Phoebe Roberts

[STUDENT DETAILS](#) ▼



Green Abbey School: Support Madeline  
Year 9  
Class 9A



 **ATTENDANCE**  
72.7%  
3 Unexplained absences

 **TIMETABLE**

 **PAYMENTS**

 **BEHAVIOUR**  
10 points

 **ACHIEVEMENT**  
35 points

 **PUPIL PREMIUM**  
Find out if you qualify



**SCHOOL GATEWAY MOBILE**  
School Gateway is just a touch away. Get the app.



## Payments

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

**Items available for payment**

Please select the item(s) you wish to pay for:

School Fund

Select	Description	School member	Inst.	Due date	Amount
<input type="checkbox"/>	Bus Fares	Phoebe Roberts	1/1	17-01-2014	£ 10.00

School General

Select	Description	School member	Inst.	Due date	Amount
<input type="checkbox"/>	Dinner Money	Phoebe Roberts	1/1	17-02-2014	£

[View my basket >>](#)

Tick the **Select** tick box next to the item you wish to pay for

**Items available for payment**

Please select the item(s) you wish to pay for:

School Fund

Select	Description	School member	Inst.	Due date	Amount
<input type="checkbox"/>	Bus Fares	Phoebe Roberts	1/1	17-01-2014	£ 10.00

School General

Select	Description	School member	Inst.	Due date	Amount
<input checked="" type="checkbox"/>	Dinner Money	Phoebe Roberts	1/1	17-02-2014	£ 25.00

[View my basket >>](#)

Parental consent or a comment may be required

Tick the **Parental consent (required)** box if you are happy to give consent

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 be shown a summary of your payment

**Payment summary**

Please find below a summary of the payment you are about to make

Description	School member	Consent	Comment	Amount
Dinner Money (1/1)	Phoebe Roberts	<input type="checkbox"/>		£ 10.00
Total amount				£10.00

<< Back to payments    Checkout >>

To return to the items available for payment select **Back to payments**

To proceed with your payment select **Checkout**

Once you have added a payment item into your basket on School Gateway that you wish to pay for when you click on Proceed a window will now appear asking you which method you wish to pay via either “Instant Bank Transfer” or “Credit or Debit cards”.

**PAYMENT METHODS** x

Please select a payment method

**Instant Bank Transfer**  
The easiest and fastest way to make payments to your school.

**Credit or Debit cards**  
Card payments cost your school more to process than Instant Bank Transfers.

Cancel

### Using Instant Bank Transfer

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



Liz Aaron (4SL) ✓ 📅 🛒 🇪🇺 🏠 🔄 📄 👤 🌟 STUDENT DETAILS ▾

### Setup Instant Bank Transfer

Enter the bank account details you would like to use for account transfer

**About you**

Firstname: \*

Surname: \*

Address Line 1: \*

City: \*

Post Code: \*

**Bank account details**

Account Holder Name: \*

Sort Code: \*

Account Number: \*

I confirm that I am the account holder and the only person required to authorize debits on this account

[Proceed](#)

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.

Liz Aaron (4SL) ✓ 🛒 🇪🇺 🏠 🔄 📄 👤 🌟 STUDENT DETAILS ▾

### Direct Debit Confirmation

Please check your bank details are correct

**Details**

Account holder name: Matthew Warburton

Sort code: 53 \*\*\*\*

Account number: 56 \*\*\*\*\*

[Back](#) [Submit](#)

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

Available on the **App Store**
 **Google play**

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.

**Review your payment**

Payment method - Change

Instant Bank Transfer: NATIONAL WESTMINSTER BANK PLC x-23      £0.01  
 Payments made by Instant Bank Transfer will come out of your account approximately 3 days after you confirm the transfer.

Payment for: Demo: Primary School , 01289354403  
 The reference shown on your bank statement will be School Gateway, ref: DemoPrimar  
[View a copy of your Direct Debit mandate here.](#)

[Return to Basket](#)   [Make payment](#)

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 x-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.

## Using Credit or Debit cards



sage pay ✓ School Gateway

### Transaction Details

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

Amount : 15.00 GBP

### Select Payment Method

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



VISA



VISA  
DEBIT



VISA  
ELECTRON



MasterCard



MasterCard



Maestro

Credit      Debit

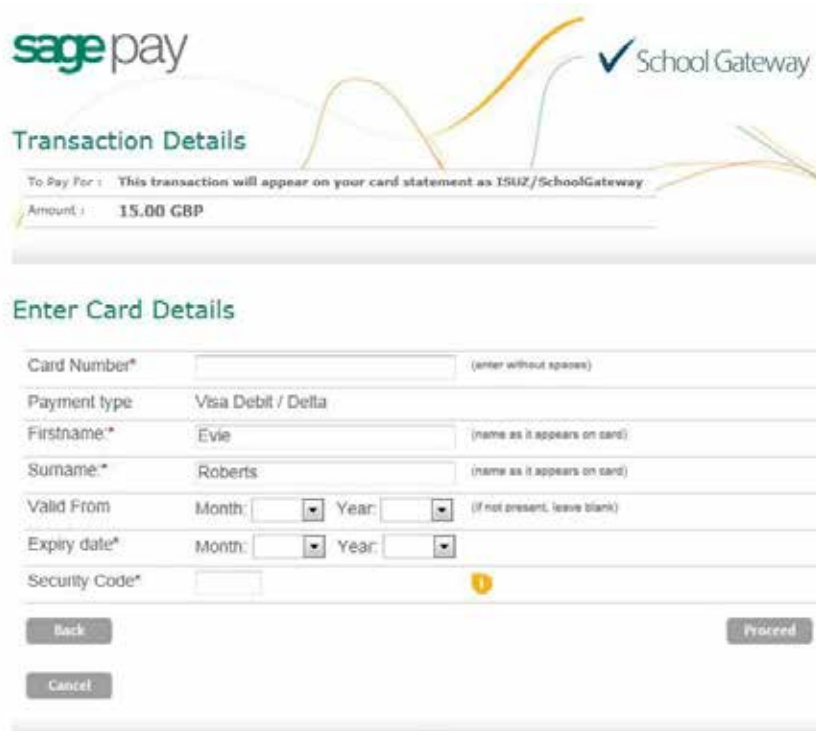
Please only click the cancel button below if you intend to abort this payment process.

Cancel

#### FAQs

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

## Enter your card details and cardholder information



sage pay ✓ School Gateway

### Transaction Details

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

Amount : 15.00 GBP

### Enter Card Details

Card Number\*  (enter without spaces)


Payment type: Visa Debit / Delta

Firstname\*  (name as it appears on card)

Surname\*  (name as it appears on card)

Valid From Month:  Year:  (if not present, leave blank)

Expiry date\* Month:  Year:

Security Code\*  

#### FAQs

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

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. This will be Verified by Visa or MasterCard SecureCode depending on your card type

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

**Schoolgateway**

Home Make a Payment Lunch money Payment History

**Payment transaction details**

Thank you for your payment. Please find confirmation of the details below:

Description	Instalment	School member	Consent	Comment	Amount
Dinner Money	1/1	Phoebe Roberts	<input type="checkbox"/>		£ 10.00
Total amount					£10.00

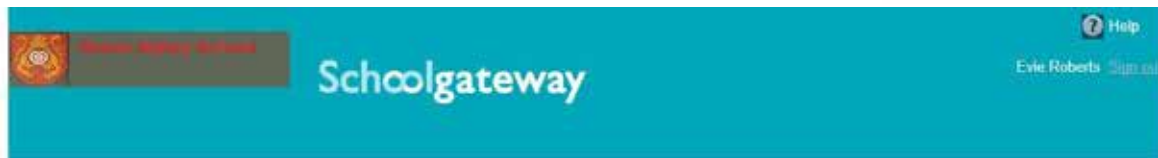
**i** Your request has been successful. If you made a card payment a receipt will be sent to madelinega@schoolcomms.com

Back to the payments page

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

### Lunch money

Select **Lunch money** to view or top up your child's lunch money account



Click **Top up** to add funds to your child's lunch money account

You will be redirected to the **Make a Payment** screen

Select the Dinner money item and enter the amount you wish to pay



To continue, choose another item to pay for, or if you have finished select **View my basket**

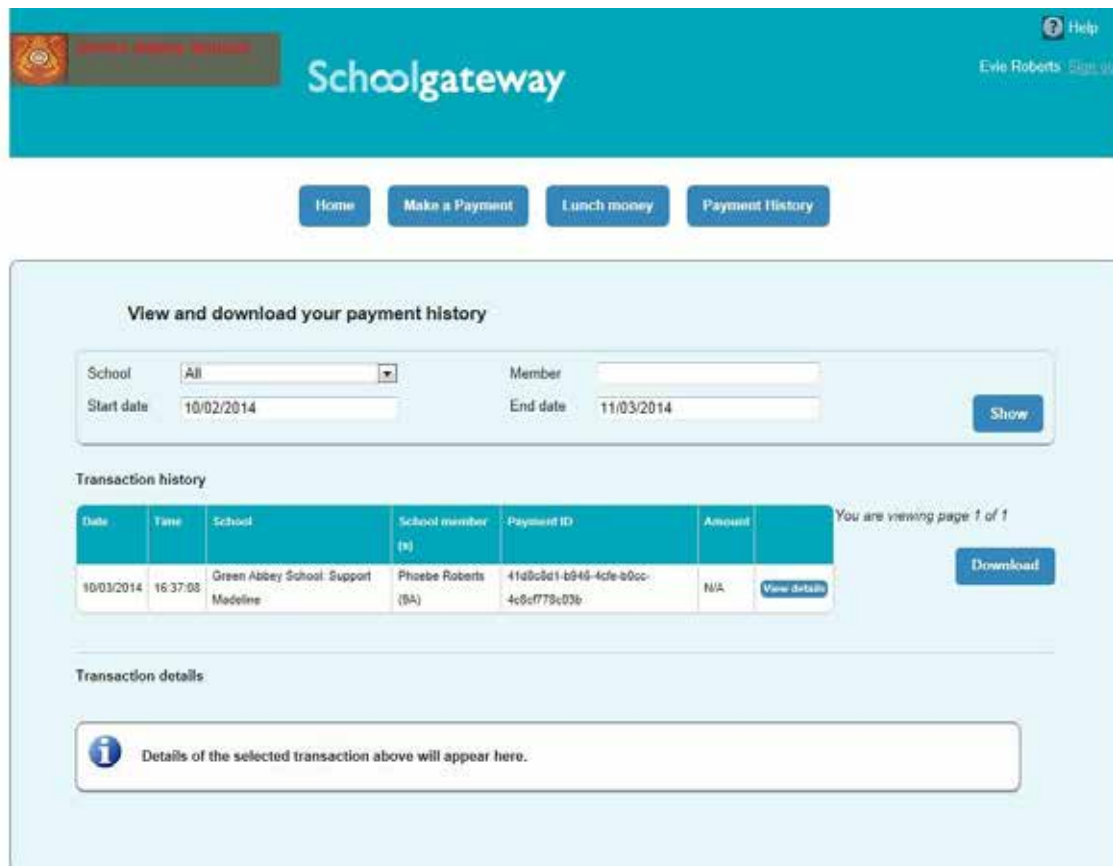
You will be shown a summary of your payment

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



**View and download your payment history**

School:  Member:   
 Start date:  End date:  [Show](#)

Transaction history

Date	Time	School	School member (N)	Payment ID	Amount	
10/03/2014	16:37:08	Green Abbey School Support Madeline	Phoebe Roberts (BA)	41d0c0d1-b940-4cfe-b0cc-4c8c779c03b	N/A	<a href="#">View details</a>

You are viewing page 1 of 1 [Download](#)

Transaction details

**i** Details of the selected transaction above will appear here.

Narrow your transaction history by using the search options:

- Select a school if you are registered to multiple schools
- If you are registered to more than one child, narrow your search by entering the student's name
- Select a start date and/or end date of when a payment was made

Select **Show** to run the search

The screenshot shows the Schoolgateway website interface. At the top right, there is a 'Help' icon and the user name 'Evie Roberts' with a 'Sign out' link. Below the header are navigation buttons for 'Home', 'Make a Payment', 'Lunch money', and 'Payment History'. The main content area is titled 'View and download your payment history'. It features a search filter section with dropdowns for 'School' (set to 'All') and 'Member', and input fields for 'Start date' (10/02/2014) and 'End date' (11/03/2014), with a 'Show' button. Below this is a 'Transaction history' section with a table of transactions and a 'Download' button. The table has columns for Date, Time, School, School member, Payment ID, and Amount. A single transaction is listed for 10/03/2014 at 16:37:08 for 'Green Abbey School Support Madeline' by 'Phoebe Roberts (BA)' for £10.00. A 'View details' link is next to the transaction. Below the table is a 'Transaction details' section with a table showing the description 'Dinner Money', payment for 'Phoebe Roberts', quantity '1/1', amount '£10.00', and system type 'Online transaction'. There is a 'Comment given' checkbox which is unchecked.

To view details of a transaction select **View details**

Details of the transaction will be shown at the bottom of the screen in Transaction details

To save a copy of your payment history click the **Download** button

### About Me

To view the contact details the school holds for you, select the **About Me** link on the menu at the top of the screen

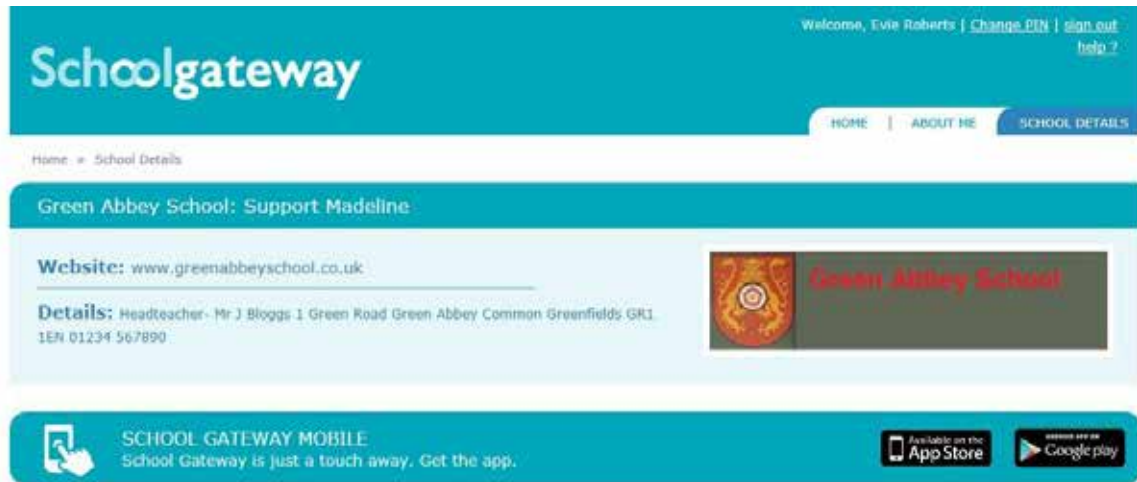
If any of your details are incorrect you can inform the school by clicking the **Change Details** button

The screenshot shows a 'CHANGE DETAILS' form. The title bar says 'CHANGE DETAILS' with a close button. Below the title bar, it says 'TO: Green Abbey School:'. The main area of the form is empty, intended for the user to enter their details. At the bottom right of the form is a 'SEND' button.

Click into the white box and enter your up to date details, to submit these to the school click **Send**

## School Details

The School Details screen will show information about the school, including their website



## Changing your PIN

If you would like to change your PIN number go to **Settings** in the top right corner of the screen

The screenshot shows the 'Change your PIN number' form. At the top, there are navigation buttons: 'Home', 'Make a Payment', 'Lunch money', and 'Payment History'. The form is titled 'Change your PIN number' and contains three steps:

- Step 1: Enter your current PIN**  
Current PIN:
- Step 2: Enter your new PIN (twice)**  
New PIN:   
Confirm new PIN:
- Step 3: Click 'OK' to make the change.**

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

help 7

# Schoolgateway

Keeping up with what's going on at school is easier than ever

PAY MESSAGES TIMETABLE BEHAVIOUR ACHIEVEMENT ATTENDANCE ABOUT ME PUPIL PREMIUM

EXISTING USER NEW USER

EMAIL ADDRESS

The email address that you enter must match the one registered with your school(s)

PIN  LOGIN

[Forgotten your PIN?](#)

**SCHOOL GATEWAY MOBILE**

School Gateway is just a touch away. Get the app.

Available on the App Store

GET IT ON Google play

Are you a school that would like to use School Gateway?

[FIND OUT MORE](#)

USED BY OVER 2,000 SCHOOLS ACROSS THE UK

VISA Mastercard Maestro

Schoolgateway | Terms & Conditions | Accessibility | Privacy & Cookie Policy | Sitemap

Version 2009 Schoolgateway Help

**i** 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.

**Step 1: Enter your email address and mobile number**

Email Address:

Mobile Number:

**Step 2: Send me a new PIN**

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