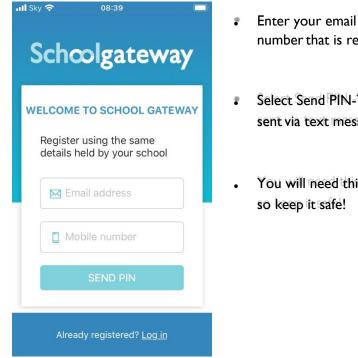
## Parents' guide to School Gateway App

#### Account activation

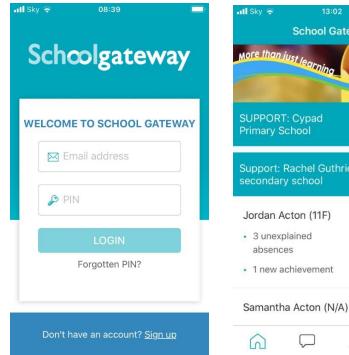


- Enter your email address and mobile number that is registered with the school.
- Select Send PIN-Your 4-digit PIN will be sent via text messageto your mobile phone.
- You will need this PIN each time you login

Home screen

13:02 **School Gateway** 

#### Logging in



- 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)

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III Sky  ⇒ 10:01 ■ Schoolgateway	ul sky ≈ 09:56 ■ Schoolgateway	Forgotten PIN? You can request a new PIN using the 'Forgotten PIN' link.
WELCOME TO SCHOOL GATEWAY	<b>RESET YOUR PIN</b> Enter the email address and mobile number linked to your account	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.)
PIN LOGIN Forgotten PIN?	Email address Mobile number SEND PIN CANCEL	You will then receive a new PIN via text
Don't have an account? <u>Sign up</u> To change your PIN	Don't have an account? <u>Sign up</u>	
ııl Sky 奈 12:04 School Gateway	ııl Sky  ⇒ 12:00 Done Settings	Il Sky      Change PIN
Support: Rachel Guthries secondary school	🔊 Change PIN	Enter a new PIN for your account
Jordan Acton (11F) <ul> <li>4 unexplained</li> <li>absences</li> </ul>	Privacy notice	Enter new PIN
Samantha Acton (N/A) >	P Help	Confirm new PIN
Pupil premium >	[→ Log out	
rimbl - a new way to pay your children pocket money! Get 20% off when you sign up with Schoolgateway		
	Version 2.20.3.1	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

- I. 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.

## Payments

### To make a Payment

utl Sky 🗢	<sup>10:50</sup> School Gateway	•	ull Sky 🗢	<sup>10:51</sup> School Gateway	
Support: secondar	Rachel Guthries	•		Rachel Guthries	•
Jordan A	Acton (11F)		Jordan A	cton (11F)	
<ul> <li>3 unex absence</li> </ul>		>	)🕁 Payn	nents	>
	na Acton (N/A)	>	🕅 Lunc	h money	£0.00 >
Pupil pre	emium	>	🎎 Club	S	>
i upii pic			Dinn	ers	>
5134 7700 0068 0 2134 7700 0068 0 20 52/44 7444 0585	nimbl - a new way to p your children pocket m		Repo	orting	
6	F 2	俞	6	<b>P</b> 2	盦

• Once logged in you will see the Home Screen

• Click on the child you would like to make the payment for

lill Sky 축	Payments	₩ :	.⊪ sky 🗢	Payments	 س :			
Jordan Ac Support: Ra secondary s	ton (11F) Ichel Guthries		School Lunches Due date: N/A Instalment: 1 of 1					
School Lur	nches	£ >	For: Jordan Acton (11					
Breakfast Due: 9 Janu	ary 2019	£ >	School:	Rachel secondary				
After Scho Due: 7 Augu	ol club 2020 ust 2019	£ > (1/1)	Amount:	<b>£</b> 2.20	) minimum			
P	AYMENT HISTO	DRY		ADD TO BASKE	T			
6	₽ 2		6	$\square$	盒			

- 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

atl Sky 穼 🗸	11:02 Basket	<b>.</b>	••1   Sky 4G	<sup>10:30</sup> Basket	
Jordan A	unches (1 of 1) cton Rachel Guthries	secondar	(1 of 1) :ton Rachel Guth	nries secondar	Delete
Total (1 it	em): £2.20		Total (1 it	em): £3.00	
			_		
	CHECKOUT			CHECKOUT	
ഹ	<b>P</b> 2		6	₽ 2	宜

- 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

📶 Sky 奈	11:02		📶 Sky 🗢	11:44		📶 Sky 🔶	11:49	
<	Payments	:	Cancel	Payments			Payments	
If you com school wil payment a instantly. of your ac Thursday Please ma	nsfer BANK PLC x-11 CC firm the transfer you I be told about your and will treat it as red The payment will con count on or shortly a 30 April 2020.	ir ceived me out after nds	sta An Ex Se Ca	Ais transaction will appear on your atement as 'schoolgatewa*xxxxxxx mount: £2.20 GBP ard Number Card Number Card Number Card Number curity Code Security Code ardholder Name Cardholder Name			Payment successful	
	BY BANK TRANSFE PAY BY CARD	R	(a	Make Payment	and an entration		email address OK	
6	$\square$	盒	6	$\square$	侴	6	$\square$	侴

- 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

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- 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.

Set up Bank Tran	sfer	Ø	내 Sky 중		02		atl Sky 🗢	11:		
Bank Transfer uses the I payment from your ban		collect the	<	Payn	nents	:		Paym	nents	
P	ersonal Details		Bank Tra BARCLAY	<b>ansfer</b> 'S BANK PL	C x-11 🥒 (	CHANGE				
Forename		0	lf you co	onfirm the t	ransfer yo	ur				
Surname			paymen	vill be told t and will tr . The payn	eat it as re	ceived		$\sim$	/	
Address		of your a	account on y 30 April 1	or shortly			Payment s	successful		
City	Postcode			nake sure y e in your ac			A receipt has been sent to your registered email address			
A	Account Details		PA	Y BY BAN	K TRANSF	ER		cinal a	iuur coo	
Account holder name		0		PAY BY C		A		0	к	
Sort Code	Account num	ber		PAT DT C						
	NEXT		6	$\square$	2		6	$\square$	2	侴
6	<u>)</u>	盦								

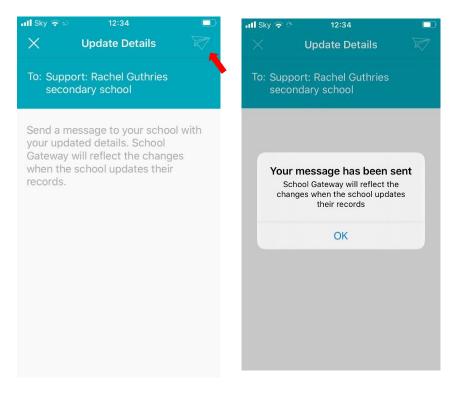
- Click on Pay by Bank Transfer
- You will then see confirmation that the payment has taken place. Please note when you make your first payment using Instant Bank Transfer it takes 4 days for the funds to leave your account. After your first payment additional payments then take 3 days, however from the school's point of view money is credited instantly.

## About Me

•

dary school   an Acton (11F)   nexplained   hences   ew achievement   antha Acton (N/A)   premium   premium    Secondary school   Image: Secondary school  <			ull Sky 🗢 🎄 12:34 About Me						
nexplained       >       rguthrie@schoolcomms.co.uk         iences       07815 558726         ew achievement       © 22 Gordon Road, Harborne, Birmingham, B17 9HB         ontha Acton (N/A)       >         premium       >         Image: Schoolcomms.co.uk       Image: Schoolcomms.co.uk         Image: Schoolcomm	ort: Rachel Guthries Idary school	12							
we achievement       Image: Control Contrel Contrel Control Control Control Contrel Control Co	an Acton (11F)		A Jayne Acton 🖉 UPDAT						
v achievement  Acton (N/A)  Actor (N/A)  Act		>	🖂 rguthrie@schoolcomms.co.uk						
tha Acton (N/A) > Birmingham, B17 9HB Contact method: Email or Text message or App message or paper			07815 558726						
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mium > message or paper			Contact method:						
nimol	emium	>	0 11						
your children pocket money!	nimbl - a new way to pay		incorrect, please inform the						

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

### Lunch Money

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

Lunch Money		Payments			ŝ	Paymen	ts		1	Ø
Jordan Acton (11F) Support: Rachel Guthries secondary school Balance: £0.00		Jordan Acton (11F) Support: Rachel Guthrie	es secondary school			School Lui Due date: N	1/A			
Last updated at 10:25 on 11 March 2020 TOP UP BALANCE		School Lunches		£ (1/1)	For: Jordan Acton (11F)					
No purchase history information could be for the selected school member	ound for	Breakfast Due: 9 January 2019		£ (1/1)	>	School: Support: Rachel Guthries secondary school				
	After School club 2020 Due: 7 August 2019			>	Amount:	Amount: £2.20 minimum				
		Dinner Autumn 2020 Due: 7 August 2019	£ (1/1)	>						
	Facial-mant £10.00				_					
		PAY	PAYMENT HISTORY				ADD TO E	BASKET		
	盦		) 2	<u></u>	Ì	6	$\square$	2	Â	Ì

- 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

Payment		<b>d</b>	Basket			۵ 🚭	Payment	s		Ø	
School Lunches Due date: N/A Instalment: 1 of 1			School Lunch Jordan Actor Support: Rac £2.20		condary schoo	ſ	Bank Transfer BARCLAYS BANK PLC x-11 CHANGE If you confirm the transfer your school will be told				
For: Scht	ADDED TO BASKET					about your instantly. Th on or short Please mak account: BA	rm the transfer (y payment and wi he payment will ly after Monday te sure you have ARCLAYS BANK ce shown on yo eway, ref: Suppo	ill treat it as re come out of y 04 May 2020 e funds availal PLC x-11 our bank state	eceived your account ble in your		
Ľ	VIEW BASKET						Jordan Act	ches (1 of 1) on achel Guthries se	econdary sch	ool	
				): £2.20			PAY BY BANK TRANSFER				
	ADD TO BASKET			СНЕСКОИТ			PAY BY CARD				
â		Â	ഹ	$\square$	2	宜	ഹ	$\Box$	2	俞	

• To add further items to your basket select Contine 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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- 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. Please contact the school if having any issues

# Payment History

### To view your Payment History:

- Click on Payments
- Click on Payment History

School Gateway	\$ \$	Payments	1	ŝ
Support: Rachel Guthries secondary school		Jordan Acton (11F) Support: Rachel Guthries secondary school		
Jordan Acton (11F)		School Lunches	£	
🕁 Payments	>		(1/1)	>
M Lunch money	£0.00 >	Breakfast Due: 9 January 2019	£ (1/1)	>
🎎 Clubs	>	After School club 2020 Due: 7 August 2019	£ (1/1)	>
M Dinners	>	Dinner Autumn 2020 Due: 7 August 2019	£ (1/1)	>
<ul> <li>Reporting</li> <li>3 unexplained absences</li> </ul>	>	Fauislas - ut	£10.00	
1 new achievement		PAYMENT HISTORY		
<u>6</u>		<u>6</u> 2	Î	Ì

- 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 I	History	1	ŝ	$\times$ Transaction Details						
	nsaction history 0 - 29/04/2020	[		Date: Time: Amount:	28 April 2020 15:12:09 £6.00					
Date	School Member(s)	Amount	t	ID:	08b6d467-93d1-44b7-ae79-ef334c67 315b					
28/04/20	Jordan Acton	£6.00	>	ltem: For:	After School club 2020 Jordan Acton					
28/04/20	Jordan Acton	£2.00	>	School:	Support: Rachel Guthries secondary school					
27/04/20	Jordan Acton	£2.20	>	Instalment: Amount	(1/1) £6.00					
27/04/20	Jordan Acton	£2.20	>	Type: Consent:	Online transaction					
23/04/20	Jordan Acton	£2.00	>	Comment:						
23/04/20	Jordan Acton	£4.70	>							
â	- 2	Í	Ì							

### 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
- Please do not use the school gateway to notify of daily or future absence.

School Gateway	<u>نې</u>	Reporting 📾 🔯			Attendance	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
Support: Rachel Guthries secondary school		Jordan Acton (11F)			Jordan Acton (11F)				
Jordan Acton (11F)		Attendance • 3 unexplained absence	es	0.0% >	Attendance data from: 2 Septe 2020	ember 2019 to 11 March			
🕁 Payments	>				Attendance: Explained Absences	0.0% 40.0%			
110 · · ·		Timetable		>	Unexplained absences:	60.0%			
Of Lunch money	£0.00 >	Behaviour		50 points >	6 March 2020				
& Clubs	>				Morning	Explain >			
		<ul> <li>Achievement</li> <li>1 new achievement</li> </ul>		15 points >	17 January 2020				
M Dinners	>				Explain >				
-		Assessment		>					
<ul> <li>Reporting</li> <li>3 unexplained absences</li> </ul>	>	Reports		>	21 November 2019	Evolain 3			
1 new achievement					ADVISE OF FUTURE ABSENCE				
13									
<u>n</u> p 2	Ê		2	ඛ					

- 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 🛛 🕅	× Report Absence 🛛 🕅
To: Support: Rachel Guthries secondary school	To: Support: Rachel Guthries secondary school
Jordan Acton (11F) was absent on 6 March 2020 because < <reason>&gt;</reason>	Jordan Acton (11F) will be absent on < <date>&gt; because &lt;<reason>&gt;</reason></date>
> the you I 🌵	> the you I 🌵
$q^{1} w^{2} e^{3} r^{4} t^{5} y^{6} u^{7} i^{8} o^{9} p^{0}$	$\mathbf{q}^{1}$ $\mathbf{w}^{2}$ $\mathbf{e}^{3}$ $\mathbf{r}^{4}$ $\mathbf{t}^{5}$ $\mathbf{y}^{6}$ $\mathbf{u}^{7}$ $\mathbf{i}^{8}$ $\mathbf{o}^{9}$ $\mathbf{p}^{0}$
asd fghjkl	as dfghjkl
🖒 z x c v b n m 🗵	습 z x c v b n m 🗵
?123 , 😳 . <	?123 , 😌 . 🛩