

## Parents guide to School Gateway Web

### Account activation

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

Select the **New user** tab



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

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

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

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

The children you are linked to will be displayed

## Payments

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

Home > Amy Coulson (7D) - Payments

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

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Amy Coulson (7D)

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.

*Green Abbey High School*

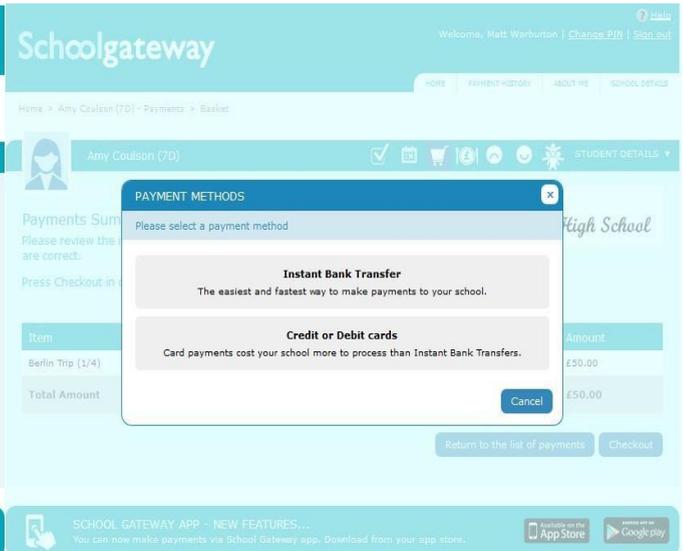
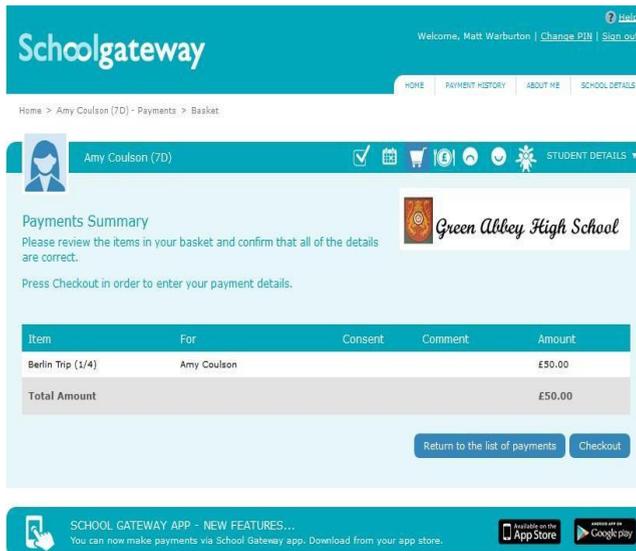
In basket?	Item	For	Due	Instalment	Amount
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 January 2016	1/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 February 2016	2/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 March 2016	3/4	£66.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18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

[View Basket](#)

Press the **Add** button next to the item(s) you wish to pay for, parental consent or a comment may be required.

Tick the **Parental consent (required)** box 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.



To return to the items available for payment select **Return to the list of payments**.

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.

If you are happy with the amount you are about to pay press **Checkout**

### Setting up Instant Bank Transfer

**Setup Instant Bank Transfer**  
Enter the bank account details you would like to use for account transfer

**About you**

Firstname: \* Matthew

Surname: \* Warburton

Address Line 1: \* Schoolcomms, Continental House, Kings Hill

City: \* Bude

Post Code: \* EX23 0LU

**Bank account details**

Account Holder Name: \* Matthew Warburton

Sort Code: \* 000000

Account Number: \* 00000000

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

**Proceed**

Choose the Instant Bank Transfer option and you will see the above 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.

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:	MRS A V HANNAH
Sort code:	535052
Account number:	56633823

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

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You can now make payments via School Gateway app. Download from your app store.

Available on the  

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.

Liz Aaron (4SL) STUDENT DETAILS ▾

**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 , 01288354403](#)

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.

 Liz Aaron (4SL) 







 STUDENT DETAILS ▾

### 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, 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 ISUZ/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.

[Cancel](#)

### FAQs

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



The image shows a Sage Pay transaction details page for Schoolgateway. It features the Sage Pay logo and the Schoolgateway logo. The transaction details are as follows:

To Pay For :	This transaction will appear on your card statement as ISUZ/SchoolGateway
Amount :	50.00 GBP

## Enter Card Details

Card Number:*	<input type="text"/>
Card Type	Visa Debit / Delta
Firstname:*	<input type="text" value="Sophie"/>
Surname:*	<input type="text" value="Aaron"/>
Valid from:	Month: <input type="text" value="v"/> Year: <input type="text" value="v"/>
Expiry date:*	Month: <input type="text" value="v"/> Year: <input type="text" value="v"/>
Security Code:*	<input type="text"/>

[Back](#)[Proceed](#)

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. 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

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

Home > Sophie Aaron (SBB) - Lunch Money

**Schoolgateway** Welcome, Matt Warburton | Change PIN | Sign out

Home | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Sophie Aaron (SBB)

**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

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

Select the Dinner money item and enter the amount you wish to pay. Press **Add to basket**

Home > Sophie Aaron (SBB) - Payments

**Schoolgateway** Welcome, Matt Warburton | Change PIN | Sign out

Home | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Sophie Aaron (SBB)

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

In basket?	Item	Instalment	Amount
Add	Lunch Money	1/1	£10.00
Add	test	1/1	£45.00

**Lunch Money**

Please review the details below.

**For:** Sophie Aaron

**Amount: \*** £ 10.00 minimum

**Instalment:** 1 of 1

Cancel Add to Basket

View Basket

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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.

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

HOME | **PAYMENT HISTORY** | ABOUT ME | SCHOOL DETAILS

Home > Payment History

**Payments**

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

Start Date:  End Date:

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

Date	Time	School	School Member(s)	Payment ID	Amount
1 February 2016	10:08:52	Support: Matthew's Waters Edge School	Sophie Aaron	3bcc2c4d-eaac-4732-862c-6f415435cca4	£25.00
1 February 2016	09:44:30	Support: Matthew's Waters Edge School	Sophie Aaron	19491f8a-631f-46ff-bb9b-f086388b6ac1	£10.00

[Download transaction history](#)

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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.

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

HOME | **PAYMENT HISTORY** | ABOUT ME | SCHOOL DETAILS

Home > Payment History

**Payments**

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

Start Date:  End Date:

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

**Payment History transaction details** [X]

These are the details for the £25.00 transaction made on 1 February 2016.

Date	Item	For	Instalment	Consent	Comment	Amount	Payment Type
1 February 2016	Lunch Money	Sophie Aaron	1/1	<input type="checkbox"/>		£25.00	Online transaction

[Close](#)

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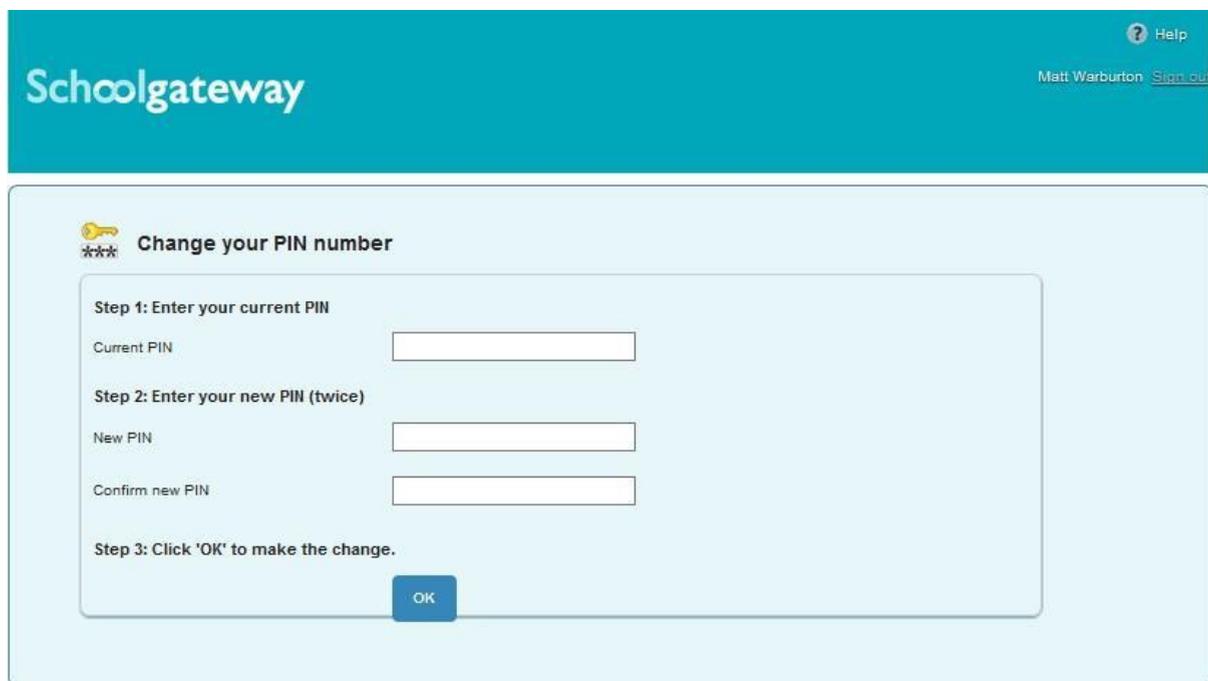
Available on the [App Store](#) | [Get it on Google play](#)

Schoolgateway V2.4.13.0 | [Terms & Conditions](#) | [Privacy & Cookie Policy](#)

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

## Changing your PIN

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



The screenshot shows the 'Change your PIN number' interface on the Schoolgateway website. The page has a teal header with the 'Schoolgateway' logo on the left and a user profile 'Matt Warburton' with a 'Sign out' link on the right. A 'Help' icon is also present. The main content area is light blue and contains a form titled 'Change your PIN number' with a key icon and three asterisks. The form is divided into three steps: Step 1: 'Enter your current PIN' with a single input field; Step 2: 'Enter your new PIN (twice)' with two input fields labeled 'New PIN' and 'Confirm new PIN'; and Step 3: 'Click 'OK' to make the change.' with a blue 'OK' button.

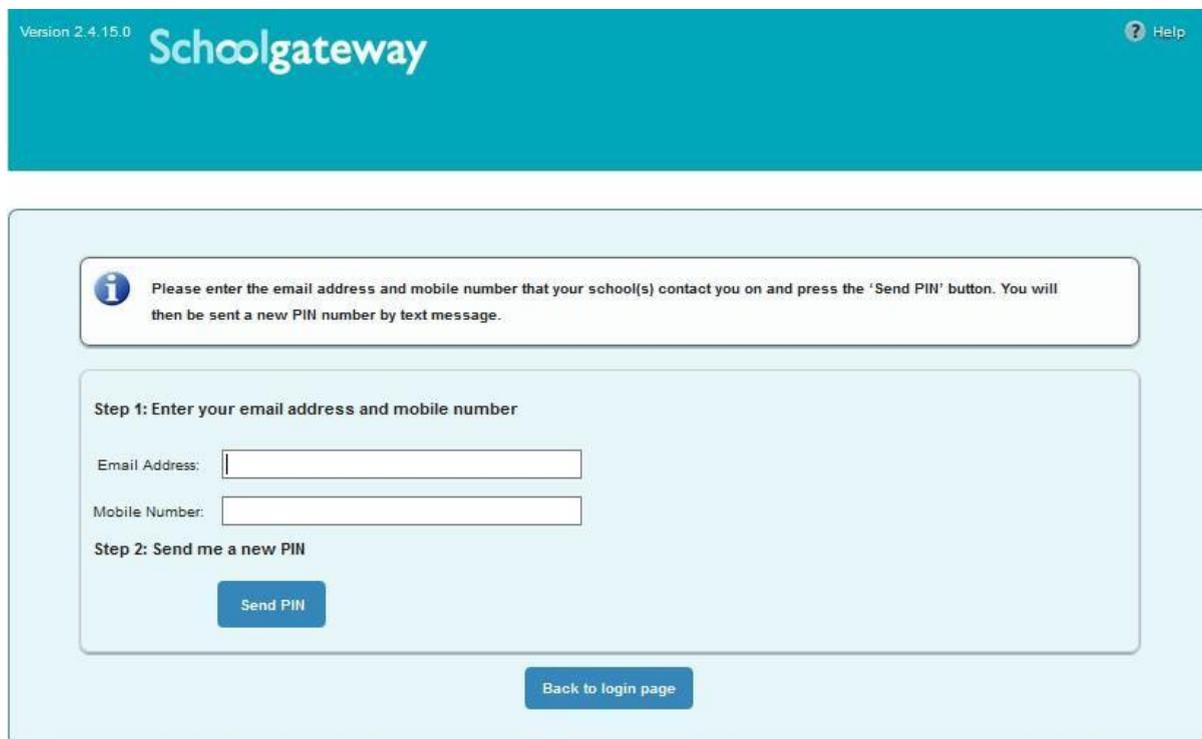
Enter your current PIN

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



The screenshot shows the Schoolgateway interface for resetting a PIN. At the top, there is a teal header with the text "Version 2.4.15.0" on the left, the "Schoolgateway" logo in the center, and a "Help" link with a question mark icon on the right. Below the header is a light blue box containing the form. At the top of this box is an information icon (i) followed by the 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." Below this is a section titled "Step 1: Enter your email address and mobile number" which contains two input fields: "Email Address:" and "Mobile Number:". Underneath these fields is a section titled "Step 2: Send me a new PIN" which contains a blue button labeled "Send PIN". At the bottom center of the light blue box is another blue button labeled "Back to login page".

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