

## Parent Guide to making online payments using the School Gateway and Smartphone Mobile App

**We ask all our parents to make their payments to the school via our online School Gateway. This includes payment for lockers, trips, music lessons, school dinners, etc.**

**The Gateway also acts as a messaging system and we use it to email event information throughout the school year.** If we need to contact you quickly we may send you a text message. The Gateway also supports a mobile app for Apple and Android smartphones. By downloading the app you will save the school the cost of any text messages we send you as these will arrive as a message through the app.

If you have more than one child at this school or a child in another school using the same (Schoolcomms) Gateway, you will be able to view all your children's details with a single Gateway log-in, provided all schools have the same email and mobile phone number recorded as your contact details.

If your child is starting with us in September, you will not be able to register on our Gateway until we have your contact details entered on our school information management system. This will happen on your child's first day in school.

The following guide will help you to activate your account and get started.

*Should you have any problems, please email us at [onlinequeries@burgate.hants.sch.uk](mailto:onlinequeries@burgate.hants.sch.uk)*

## A guide to using our School Gateway

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## 1. What device do I need to access the School Gateway?

Our School Gateway can be accessed using any internet enabled device: computer, tablet or mobile phone.

A mobile app is available for smartphones for users of Apple (iPhone 3GS or later, iPad, iPod Touch) and Android (2.3 / Gingerbread or later) devices. Unfortunately, it is not yet available for Blackberry or Windows phones.

## 2. What information does the school need to set up a School Gateway account

You will need the email address and mobile phone number that the school holds as your current contact details.

Please note that to access your account, either on a Smartphone or on a computer, you will need a PIN – this is sent to you in a text message to the mobile number you enter during your initial 'New user' log-in and has to match the one recorded on our school management system.

If you do not have access to a mobile phone and wish to use a computer to view the School Gateway, please contact the school.

## 3. New User Account Activation using a computer, tablet or mobile phone browser

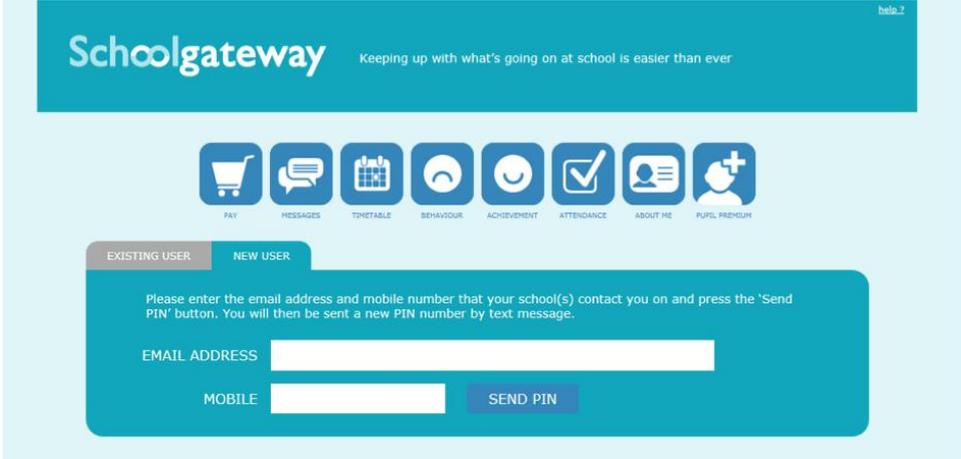
Navigate to: [www.schoolgateway.com](http://www.schoolgateway.com)

Click on the **New User** tab to select it.



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 PREMIUM. The 'NEW USER' tab is highlighted, and a red arrow points to it. Below the navigation bar is a registration form with fields for 'EMAIL ADDRESS' and 'PIN', and a 'LOGIN' button. A note states: 'The email address that you enter must match the one registered with your school(s)'. Below the form are two promotional banners: one for 'SCHOOL GATEWAY MOBILE' with App Store and Google Play logos, and another for 'Are you a school that would like to use School Gateway?' with a 'FIND OUT MORE' button. At the bottom, it says 'USED BY OVER 2,000 SCHOOLS ACROSS THE UK' and includes logos for VISA, Mastercard, and American Express, along with a footer for 'Schoolgateway | Terms & Conditions | Accessibility | Privacy & Cookie Policy | Sitemap'.

Enter the email address and mobile number that you have given the school as your contact details.



The screenshot shows the 'NEW USER' registration page on the Schoolgateway website. At the top, there is a navigation bar with the Schoolgateway logo and the tagline 'Keeping up with what's going on at school is easier than ever'. Below this is a row of icons for various school services: PAY, MESSAGES, TIMETABLE, BEHAVIOUR, ACHIEVEMENT, ATTENDANCE, ABOUT ME, and PUPIL PREMIUM. The 'NEW USER' tab is selected, and the form prompts the user to enter their email address and mobile number, followed by a 'SEND PIN' button. A small note states: '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.'

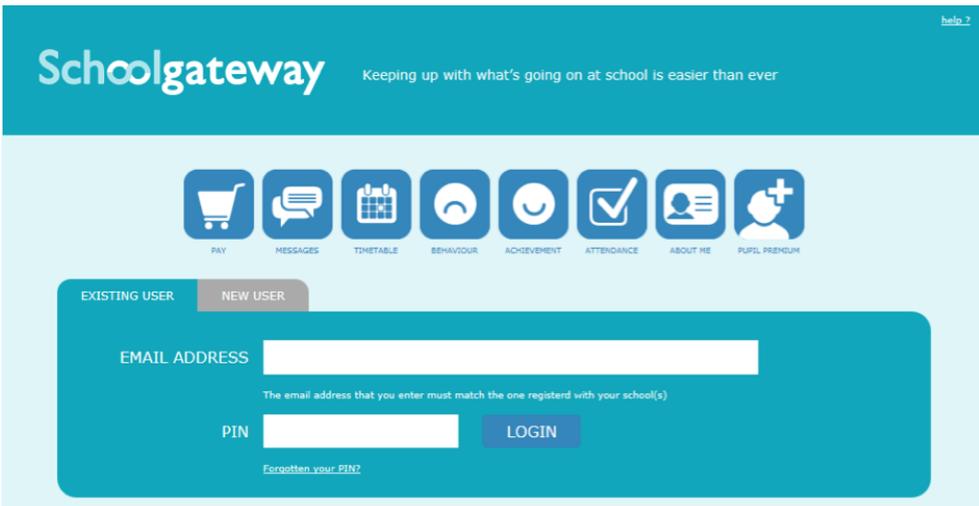
Click **SEND PIN** - your 4 digit PIN code will be sent as a text message to the mobile phone number you entered.

**You will need this PIN number each time you log in so keep it safe!**

If your email address or mobile number does not match your contact details held in school then you will get an error message. Please contact the school with your new contact details.

#### 4. [Logging in using a computer, tablet or mobile phone browser](#)

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



The screenshot shows the 'EXISTING USER' login page on the Schoolgateway website. The layout is similar to the registration page, but the 'EXISTING USER' tab is selected. The form prompts the user to enter their email address and PIN, followed by a 'LOGIN' button. A small note states: 'The email address that you enter must match the one registered with your school(s)'. There is also a link for 'Forgotten your PIN?'.

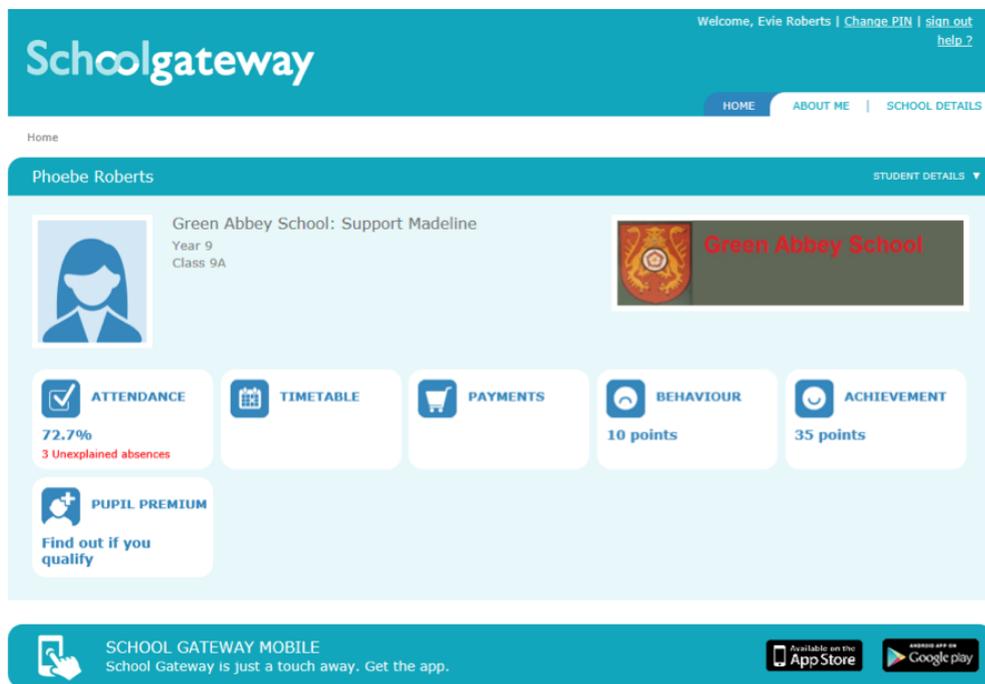
With the **Existing User** tab open, enter your email address and PIN number.

Click on LOGIN.

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

L E A R N I N G F O R L I F E

The children you are linked to will be displayed.



The screenshot shows the School Gateway interface for a user named Phoebe Roberts. At the top, there is a teal header with the 'Schoolgateway' logo and navigation links for HOME, ABOUT ME, and SCHOOL DETAILS. Below the header, the user's name 'Phoebe Roberts' is displayed. The main content area features a profile card for 'Green Abbey School: Support Madeline' (Year 9, Class 9A) with a school crest. Below this are five performance metrics: ATTENDANCE (72.7%, 3 Unexplained absences), TIMETABLE, PAYMENTS (highlighted with a red border), BEHAVIOUR (10 points), and ACHIEVEMENT (35 points). A 'PUPIL PREMIUM' section is also visible. At the bottom, there is a banner for the 'SCHOOL GATEWAY MOBILE' app, available on the App Store and Google Play.

**Please note that only the Payment icon is displayed on our School Gateway.**

## 5. Downloading the app on a Smartphone

1. Search for “School Gateway” in the Apple App /Google Play Store.
2. Install the app. **If you are asked to “Allow Push Notifications” then say ‘yes’** – this is important, otherwise it won’t work.
3. When you launch School Gateway for the first time, please select ‘New User’ and enter the email address and mobile telephone number that you have given the school as your contact details.

If your email address or mobile number does not match your contact details held in school then you will get an error message. Please contact the school with your new contact details.

4. The system will text a PIN code to your phone. Enter this PIN code into the app log-in screen and the app will be activated for you.

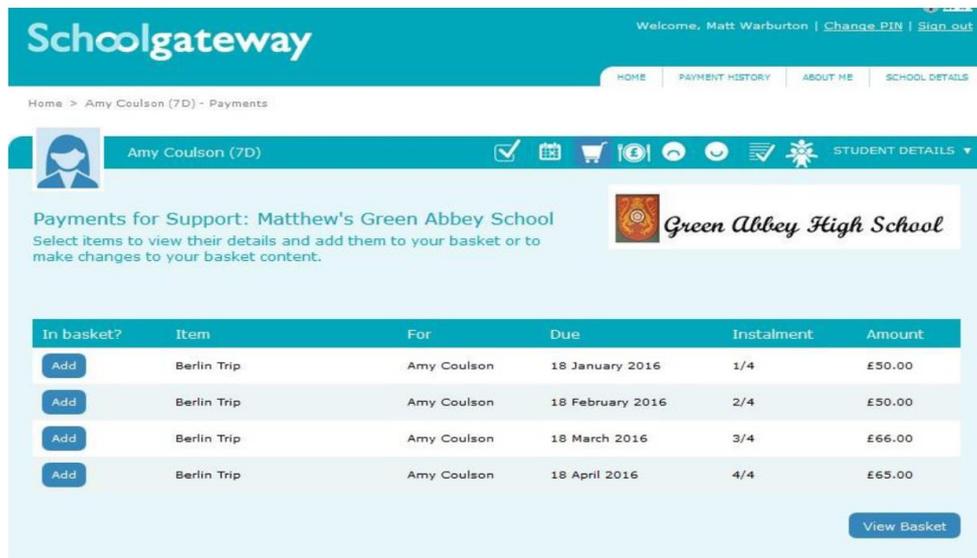
Now you have the app set up, any text messages sent from school will appear as a message in the app. You should now receive notifications/alerts if any text messages are sent. Payments can be made using the mobile app.

Help and Troubleshooting for the app on Android and iOS is available here: <https://schoolgateway.co.uk/help/>

L E A R N I N G F O R L I F E

## 6. Payments

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



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

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Home > Amy Coulson (7D) - Payments

Amy Coulson (7D) [Checklist](#) [Calendar](#) [Shopping](#) [Payment](#) [Help](#) [Feedback](#) [Settings](#) [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.



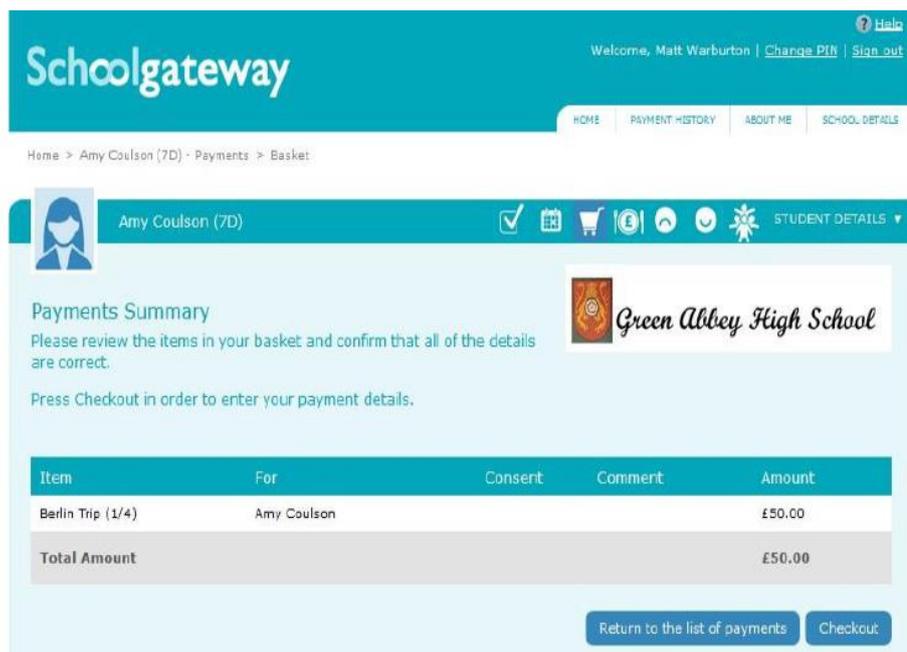
In basket?	Item	For	Due	Instalment	Amount
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 January 2016	1/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 February 2016	2/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 March 2016	3/4	£66.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 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 Basket** button, you will then be shown a summary of your payment.



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

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

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

Amy Coulson (7D) [Checklist](#) [Calendar](#) [Shopping](#) [Payment](#) [Help](#) [Feedback](#) [Settings](#) [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](#)

To return to the items available for payment, click on **Return to the list of payments**.

If you are happy with the amount you are about to pay, click on **Checkout**.

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

Please note that if you choose the **Bank Transfer** option the system will remember your bank details for future payments, but the transaction can take up to **5 days to clear from your account**. If you select the **Credit or Debit Cards** option, the money will come out of your account the same day and the card details are not stored for future use.

**In both cases the school will be notified straightaway that you have actioned the payment.**

## Setting up Bank Transfer

Choose the 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 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.

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: \*

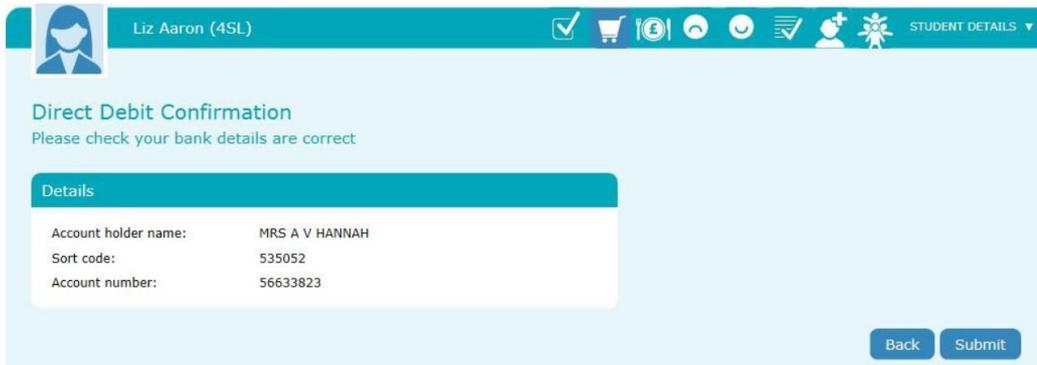
Account Number: \*

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.

If your details are listed correctly and you are happy then press the Submit button. This will confirm that you wish to set up 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 Bank Transfer has been set up.



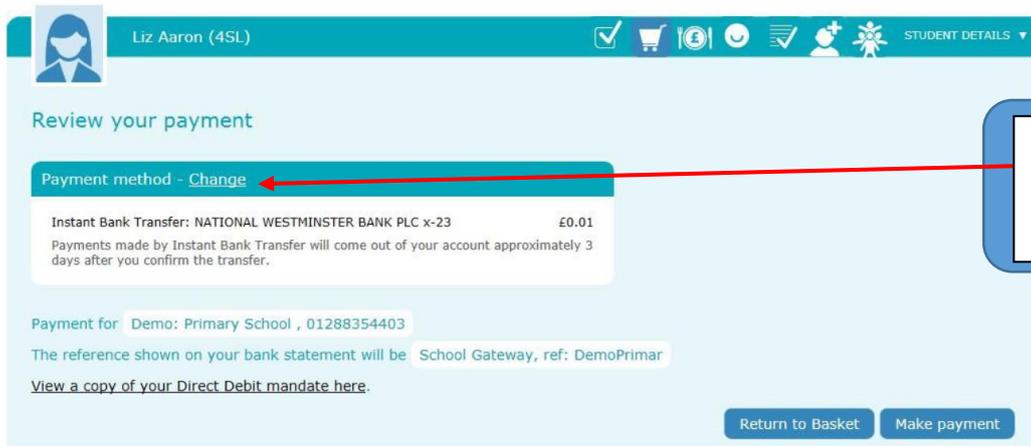
**Direct Debit Confirmation**  
Please check your bank details are correct

**Details**

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

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

Now that 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 Bank Transfer as your desired payment option as the initial set up has now taken place. To proceed click **Make payment** or to return to the basket to make any changes click **Return to Basket**.



**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

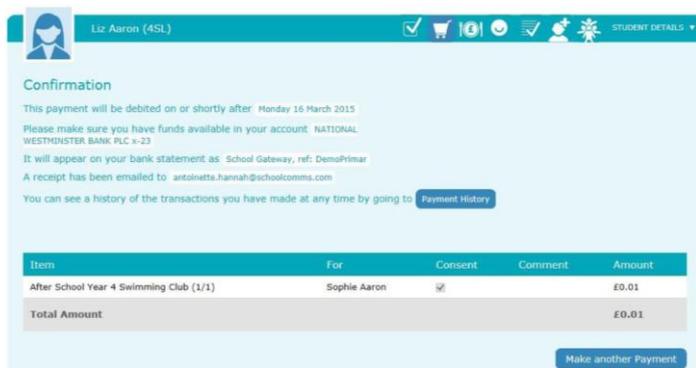
The reference shown on your bank statement will be

[View a copy of your Direct Debit mandate here.](#)

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

If you wish to change your payment method, click the **Change** link.

You will then see confirmation that the payment has taken place. Please note when you make your first payment using Bank Transfer it takes 4 days for the funds to leave your account. After your first payment additional payments then take 3 days but the school will see immediately that your account is credited.



**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](mailto: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](#)

## Paying by Credit or Debit card



**sagepay** ✓ 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.



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.



**sagepay** ✓ 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\*  

Back Proceed

Cancel

[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 or 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**.

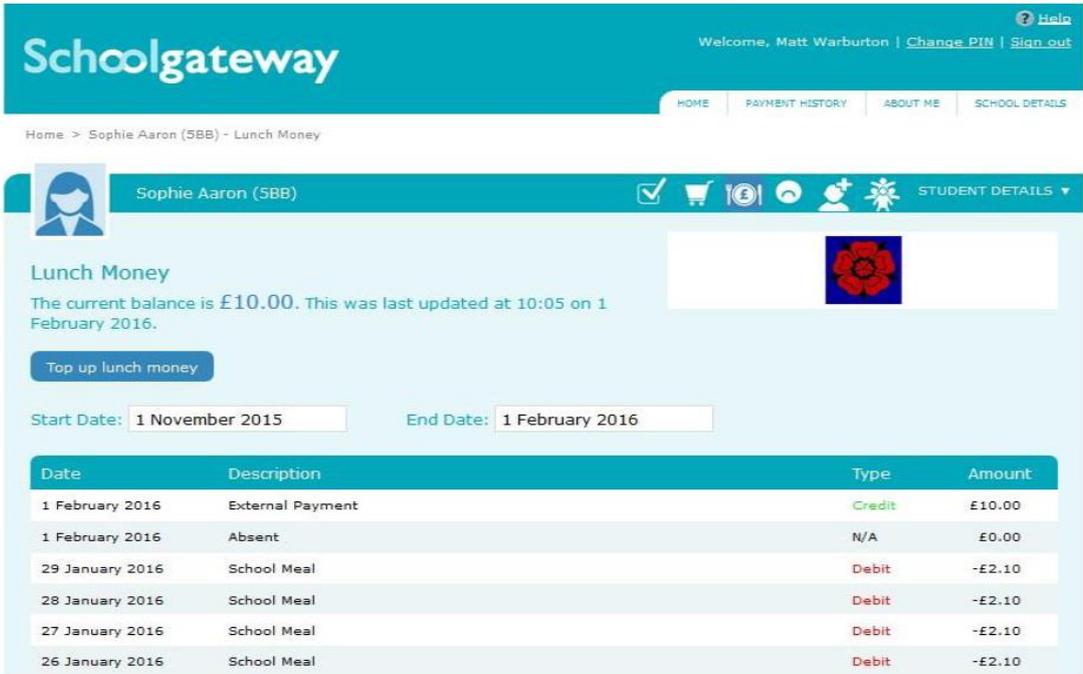
Select **Complete Payment**. You will then be returned to the School Gateway where you will be shown the Payment transaction details.

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



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

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Home > Sophie Aaron (SBB) - Lunch Money

Sophie Aaron (SBB) STUDENT DETAILS

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

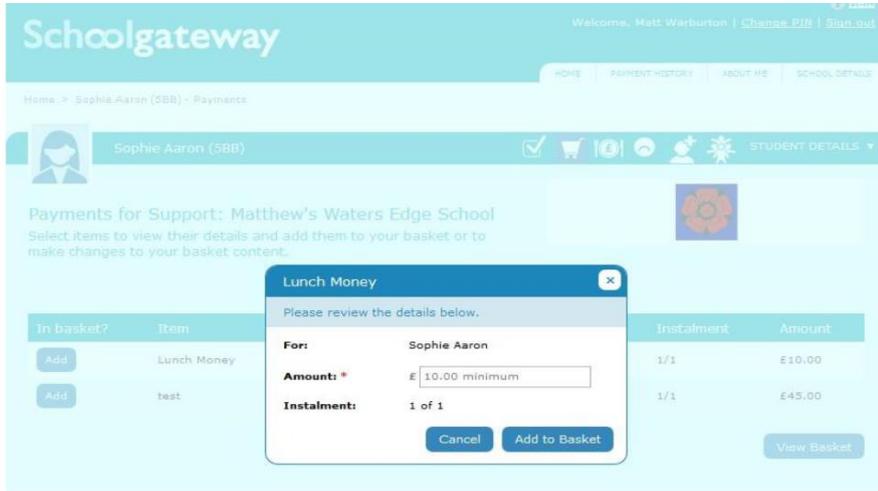
[Top up lunch money](#)

Start Date:  End Date:

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

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**.



The screenshot shows the 'Schoolgateway' website interface. A modal window titled 'Lunch Money' is open, displaying the following details:

- For:** Sophie Aaron
- Amount:** £ 10.00 minimum
- Instalment:** 1 of 1

Buttons for 'Cancel' and 'Add to Basket' are visible at the bottom of the modal. In the background, a table lists items in the basket:

In basket?	Item	Instalment	Amount
<input type="checkbox"/>	Lunch Money	1/1	£10.00
<input type="checkbox"/>	test	1/1	£45.00

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.

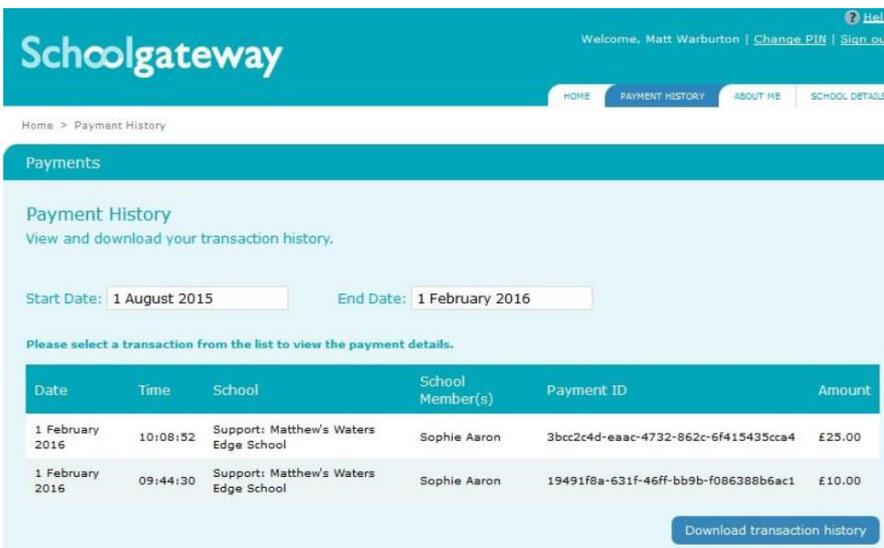
To return to the items available for payment select **Back to payments**.

To proceed with your payment, select **Checkout**.

## 7. Payment History

Select **Payment History** from the menu to view and download your payment history.

Your transaction history will be listed.



The screenshot shows the 'Payment History' page on the Schoolgateway website. It includes a date range filter and a table of transactions:

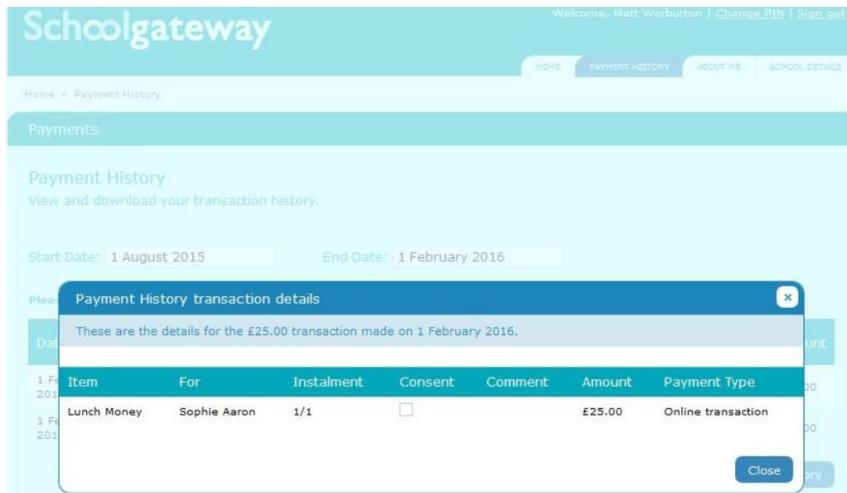
Start Date: 1 August 2015      End Date: 1 February 2016

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

A 'Download transaction history' button is located at the bottom right of the table.

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.



The screenshot shows the 'Schoolgateway' interface. At the top, there's a navigation bar with 'HOME', 'PAYMENT HISTORY', 'ABOUT ME', and 'SCHOOL DETAILS'. Below this is a 'Payments' section with a 'Payment History' sub-section. A date range is set from '1 August 2015' to '1 February 2016'. A pop-up window titled 'Payment History transaction details' is open, showing a table with one transaction:

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

The pop-up window also includes a 'Close' button.

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

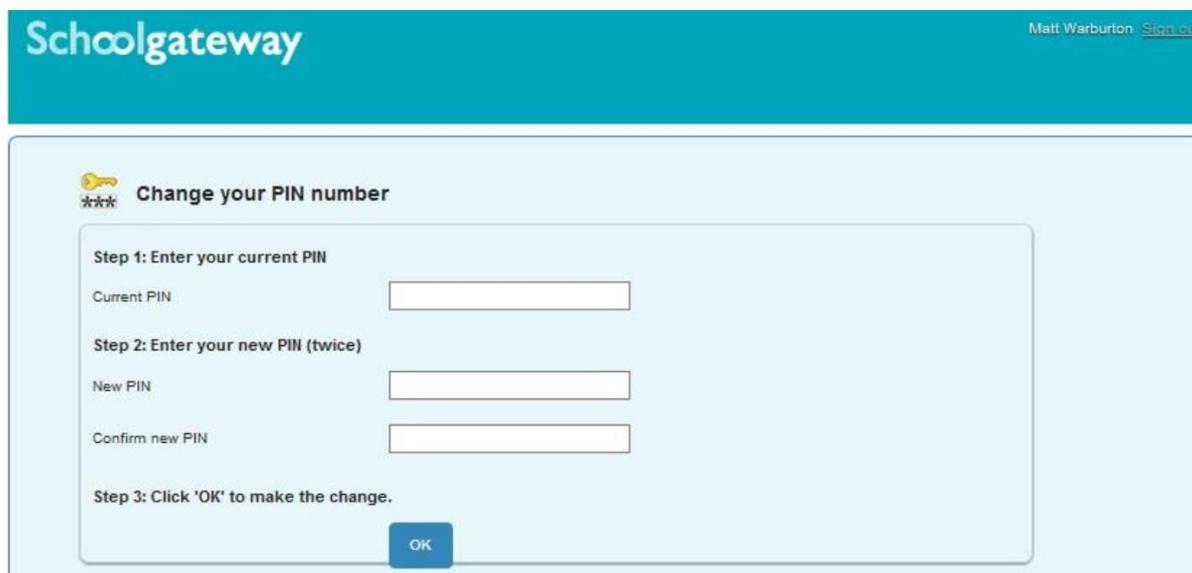
## 8. Changing your PIN

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

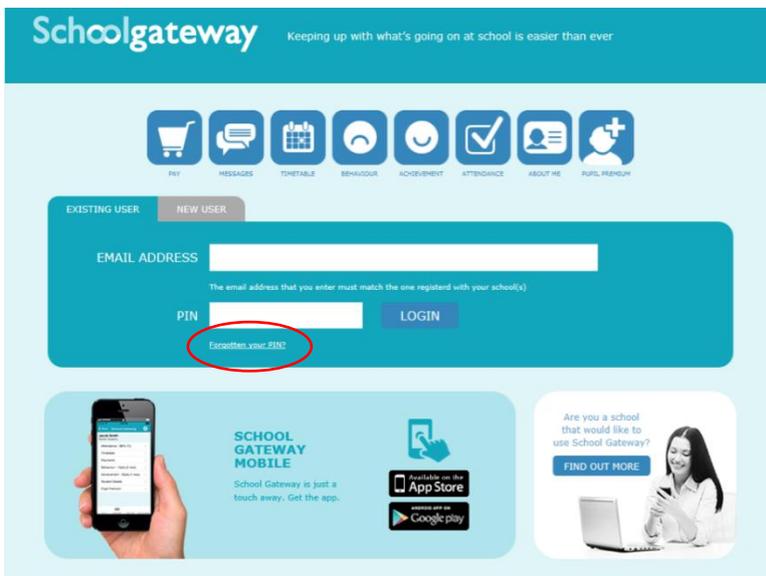


The screenshot shows the 'Change your PIN number' form. It has a title bar with a key icon and the text 'Change your PIN number'. The form is divided into three steps:

- 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.**

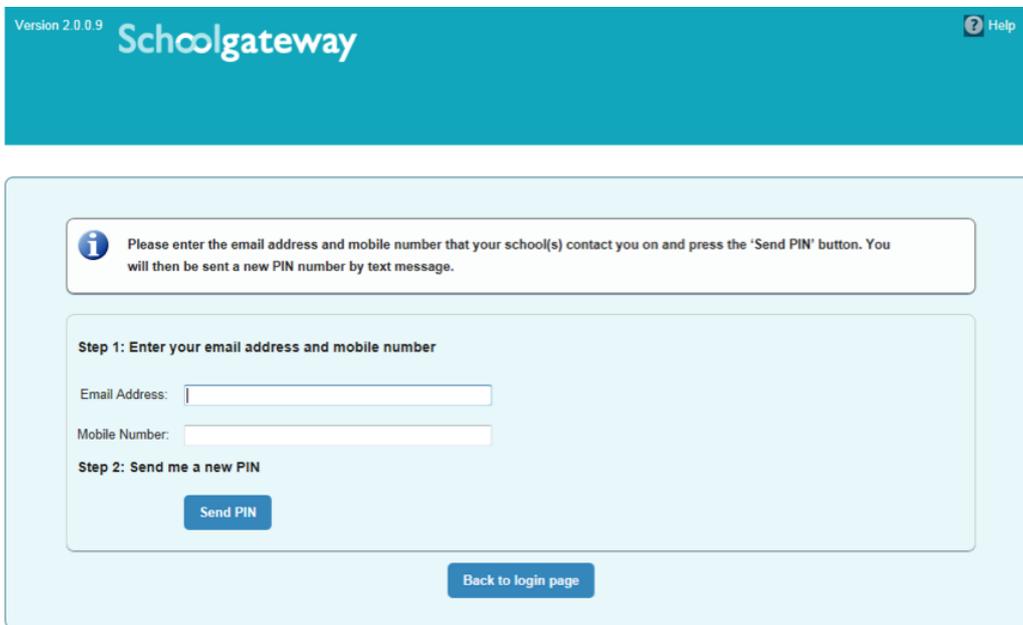
## 9. Resetting (or forgotten) your PIN

To reset your PIN if you have forgotten it, select the **Forgotten your PIN** link from the login screen



The screenshot shows the Schoolgateway login interface. At the top, it says 'Schoolgateway Keeping up with what's going on at school is easier than ever'. Below this are several icons for different features: PAY, MESSAGES, TIMETABLE, BEHAVIOUR, ACHIEVEMENT, ATTENDANCE, ABOUT ME, and PAPER PREVIEW. There are two tabs: 'EXISTING USER' and 'NEW USER'. Under 'EXISTING USER', there is a form with an 'EMAIL ADDRESS' field, a note 'The email address that you enter must match the one registered with your school(s)', a 'PIN' field, and a 'LOGIN' button. A red circle highlights the link 'Forgotten your PIN?' below the PIN field. Below the login form are three promotional banners: one for the 'SCHOOL GATEWAY MOBILE' app, one for 'Are you a school that would like to use School Gateway?' with a 'FIND OUT MORE' button, and another for the app.

Enter your email address and the mobile number that is registered with the school and click on **Send PIN**.



The screenshot shows the 'Send PIN' page in Schoolgateway. At the top, it says 'Version 2.0.0.9 Schoolgateway' and has a 'Help' button. Below this is a message box with an information icon: '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 form with two steps: 'Step 1: Enter your email address and mobile number' with 'Email Address:' and 'Mobile Number:' fields, and 'Step 2: Send me a new PIN' with a 'Send PIN' button. At the bottom right, there is a 'Back to login page' button.

A new PIN will be sent by text message to your mobile phone.

If you receive an error message, please contact the school.

AN January 2020