The Burgate School & Sixth Form

Salisbury Road, Fordingbridge
Hampshire SP6 1EZ
Telephone 01425 652039
Email burgate@burgate.hants.sch.uk

Headteacher David Pover

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

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

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

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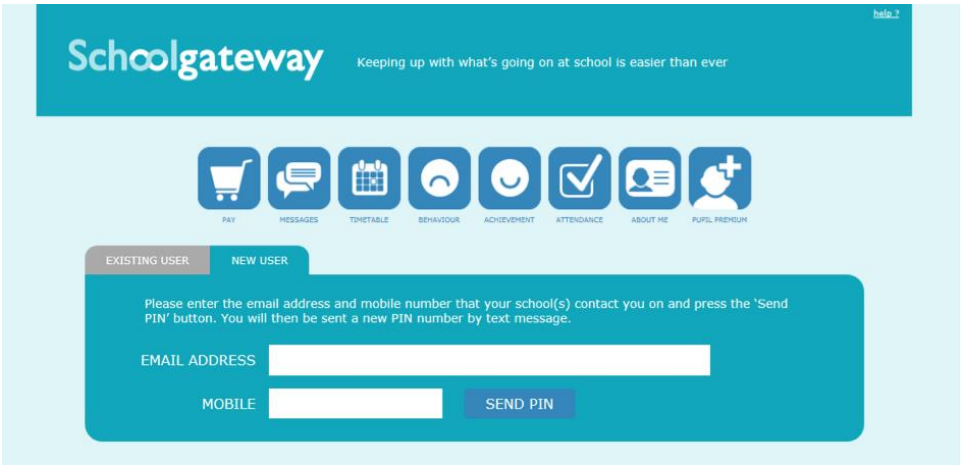
Enter the email address and mobile number that you have given the school as your contact details.



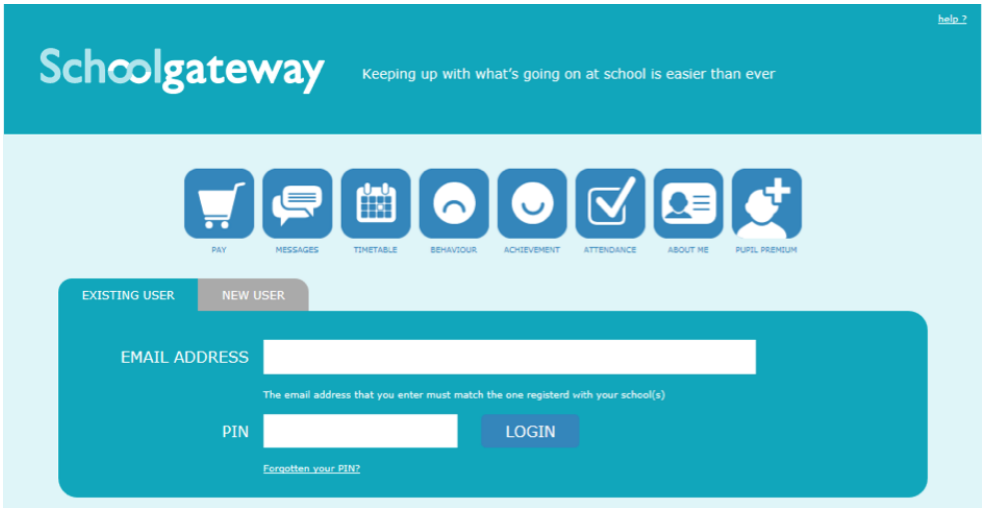
Click **SEND PIN** - your 4 digit PIN code will be sent as a text message to the mobile phone number you entered.

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



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.

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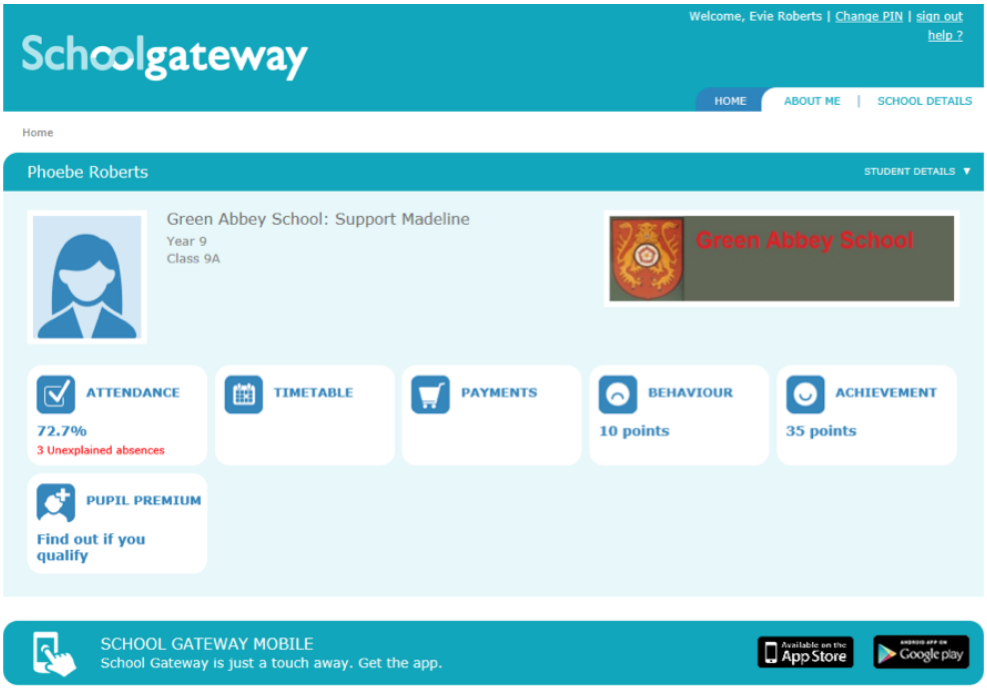
The children you are linked to will be displayed.



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/

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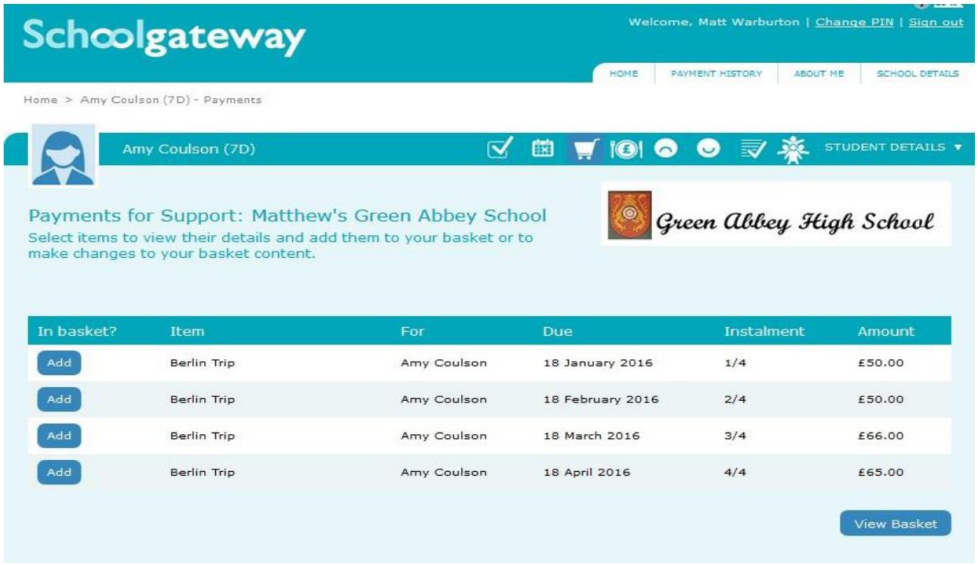
6. Payments

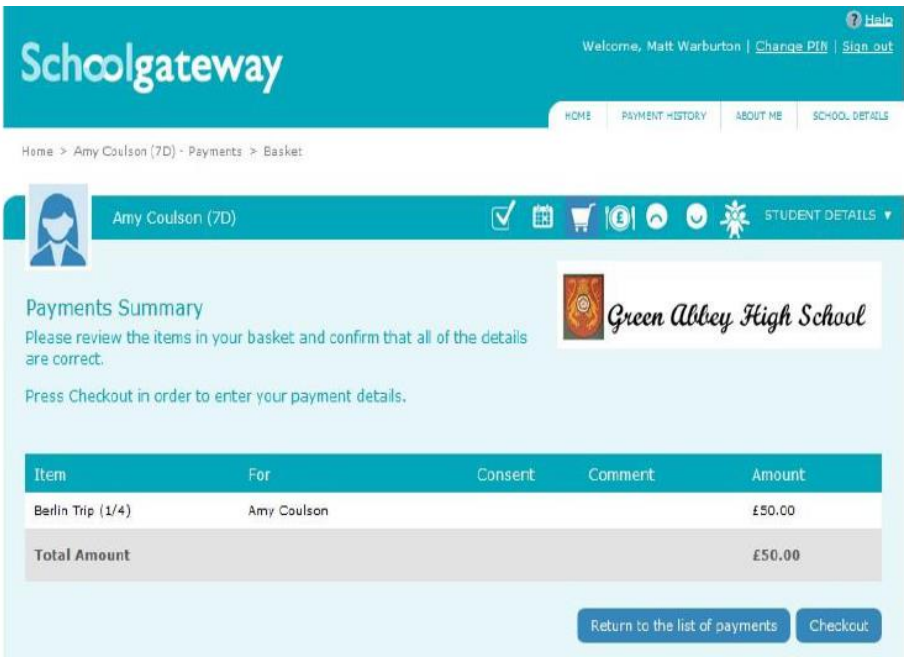
To view and/or make a payment select the ***Payments*** icon from the Home page or icon from the toolbar.



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.



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

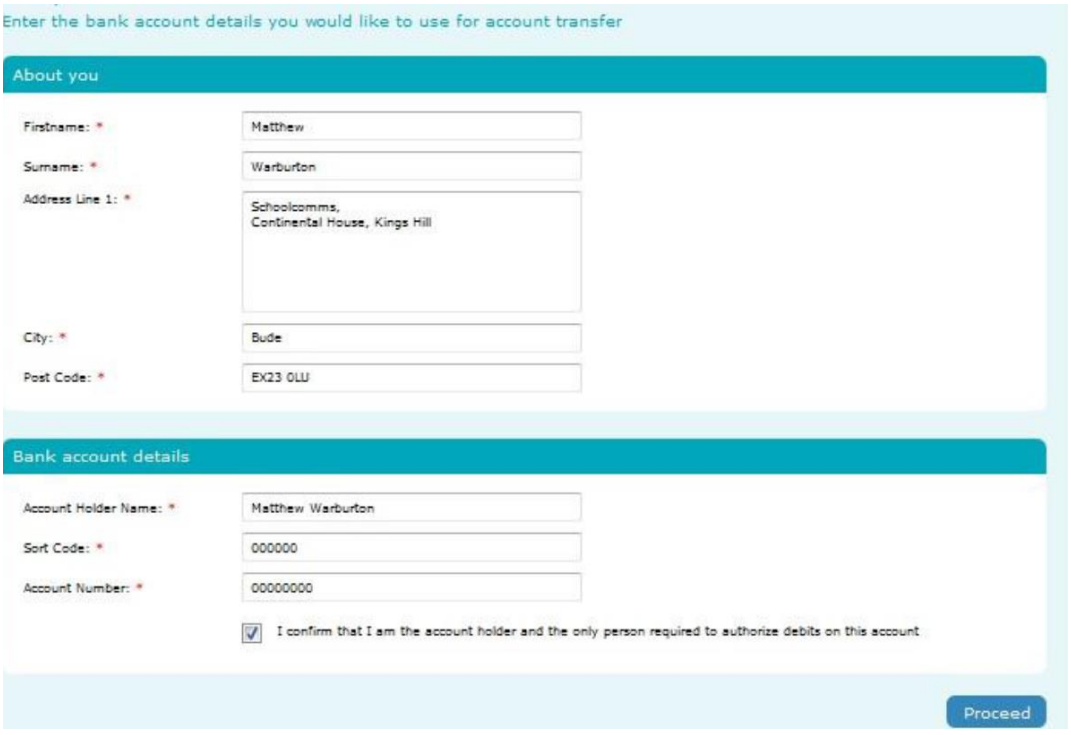
If you are happy with the amount you are about to pay, click on ***Checkout.***

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.



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.

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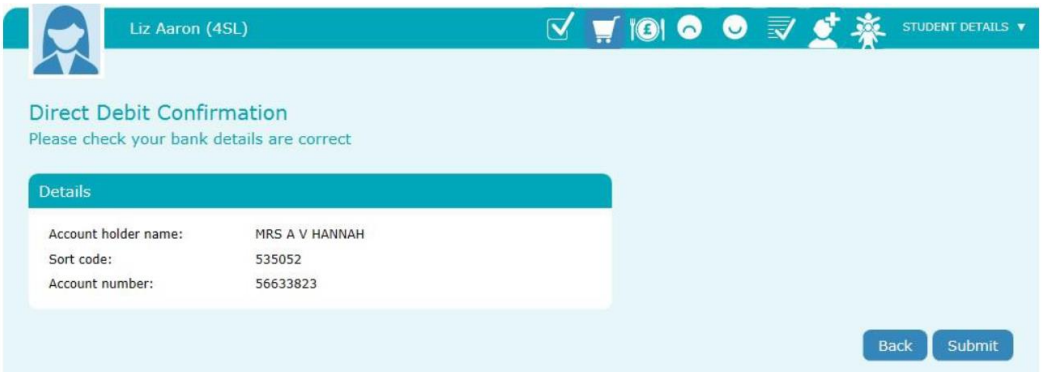
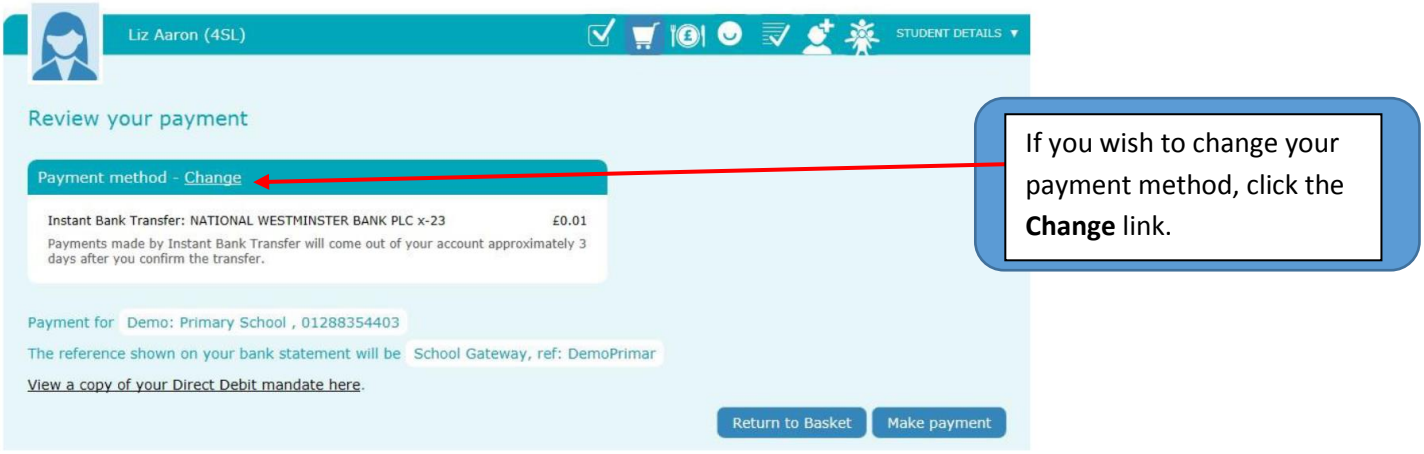
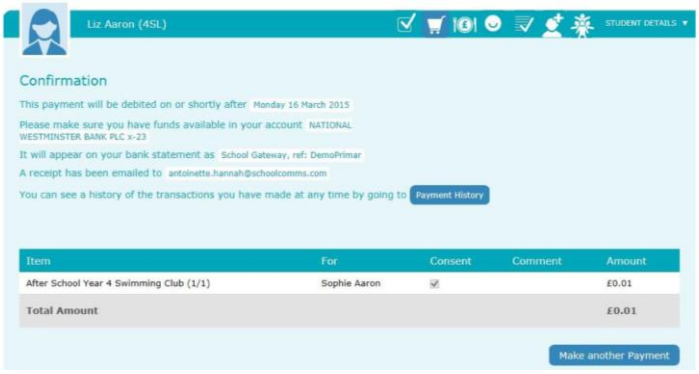
If your details are listed correctly and you are happy then press the Submit button. This will confirm that you wish to set up Bank Transfer. At this point you will get the chance to read the Direct Debit guarantee and you will also receive an email confirming that Bank Transfer has been set up.



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.**



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.



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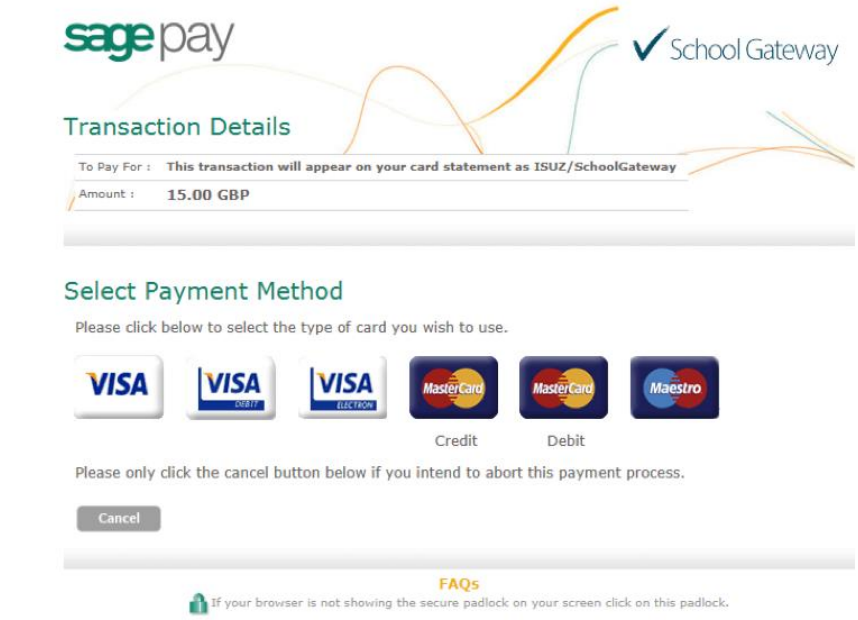
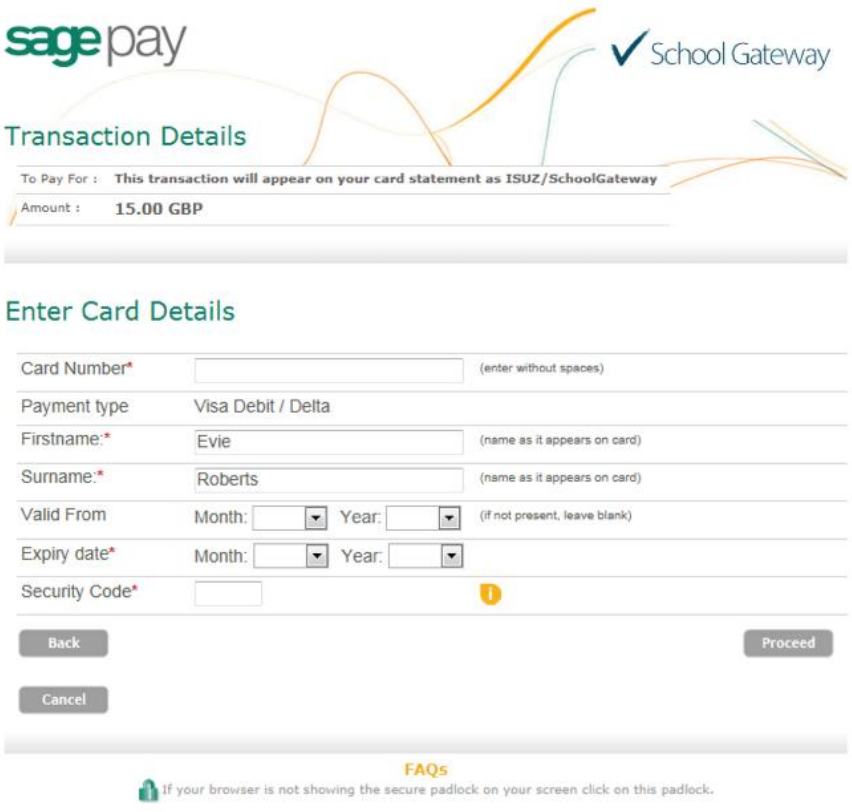
Paying by Credit or Debit card



Enter your card details and cardholder information.



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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.**

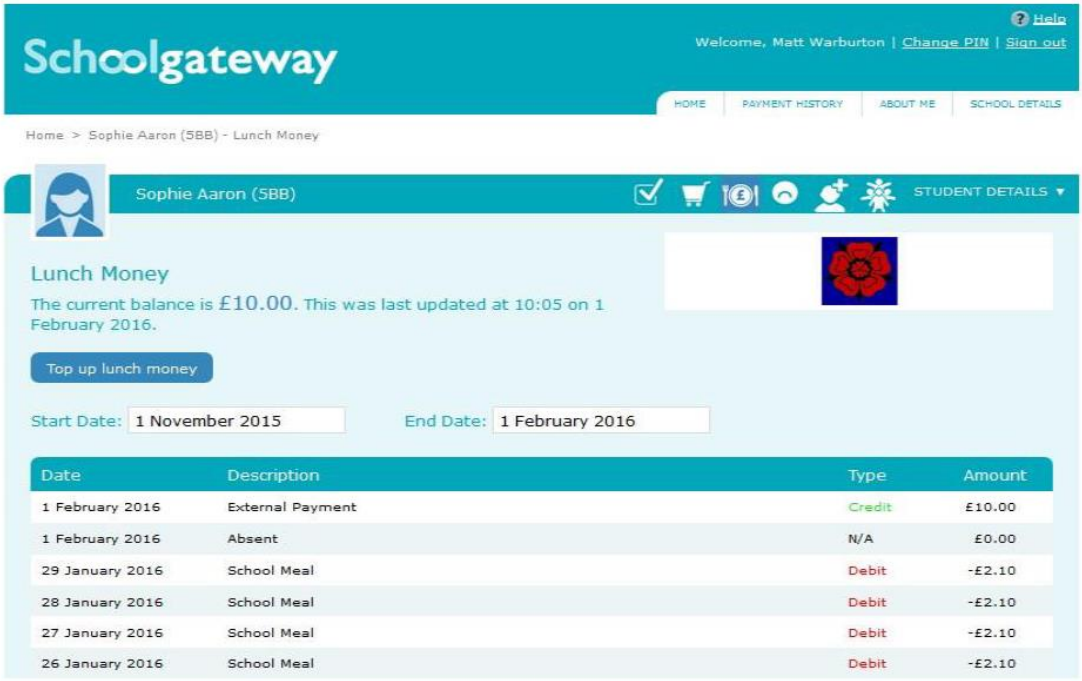
Select **Complete Payment**. You will then be returned to the School Gateway where you will be shown the Payment transaction details.

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.



You will be redirected to the Make a Payment screen.

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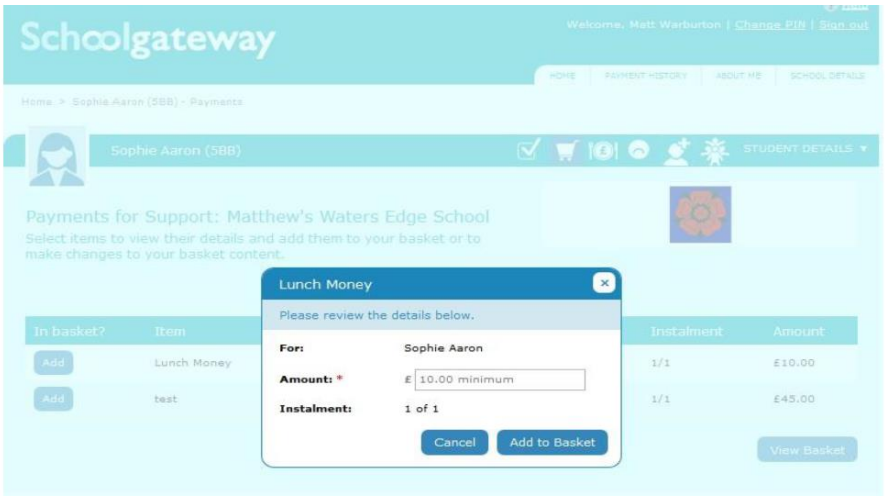
Select the Dinner money item and enter the amount you wish to pay. Press **Add to basket.**



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.

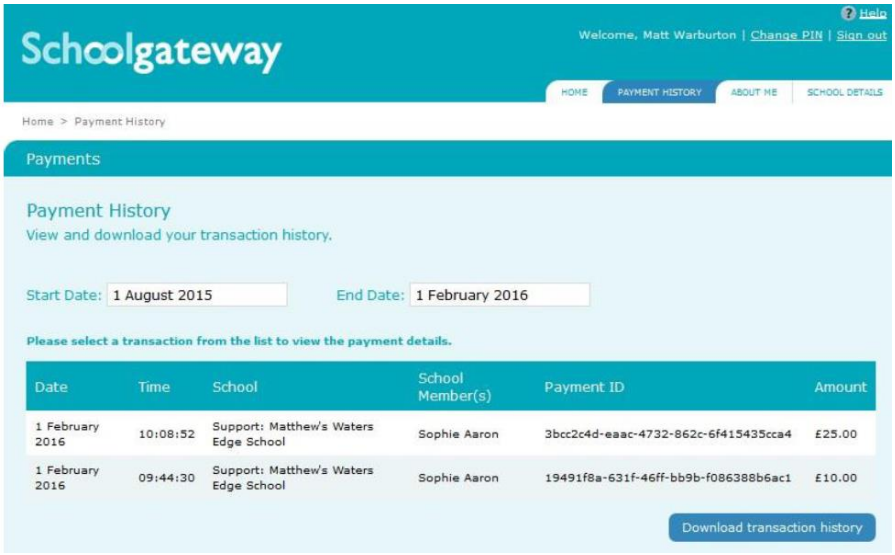
To return to the items available for payment select **Back to payments.**

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.



Narrow your transaction history by changing the date range.

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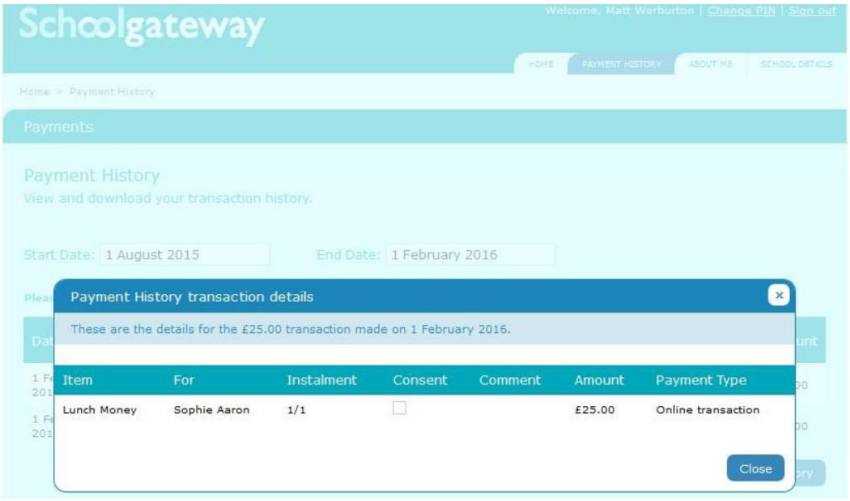
To view details of a transaction click on the transaction and a new window will appear.

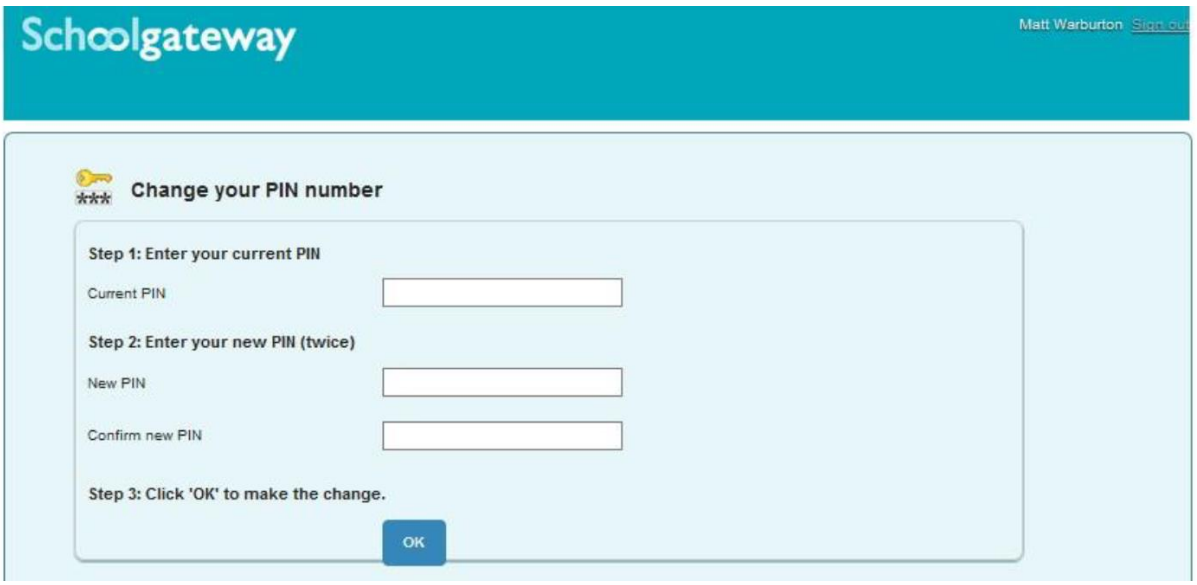


To save a copy of your payment history click the **Download transaction history** button.

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



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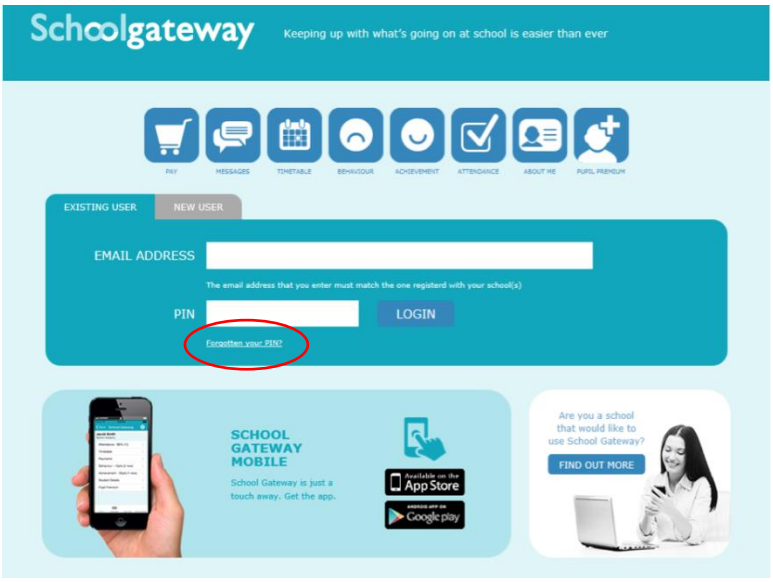
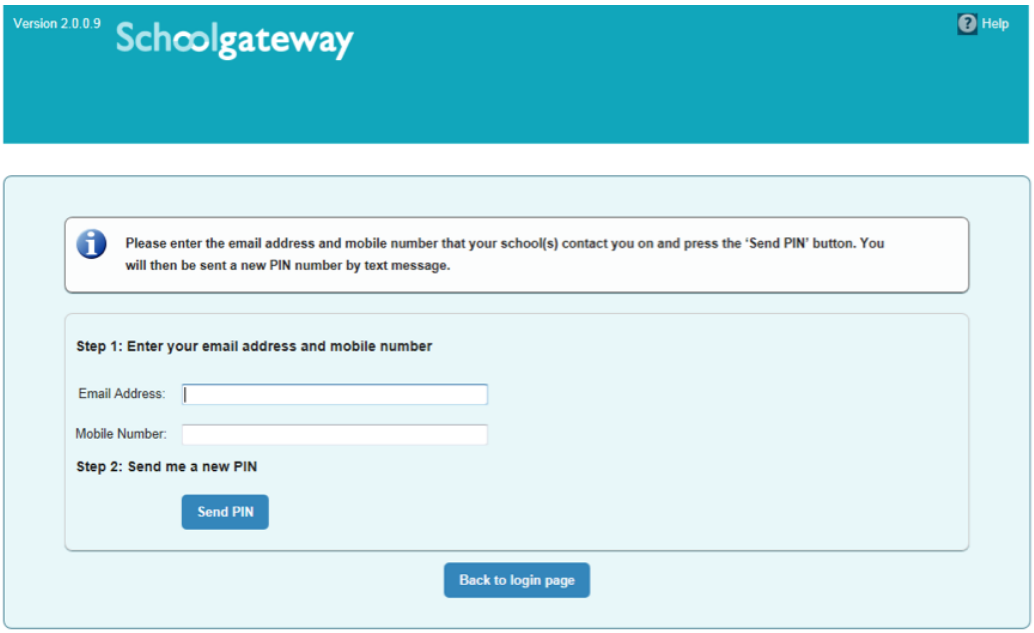
9. Resetting (or forgotten) your PIN

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



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



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

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