

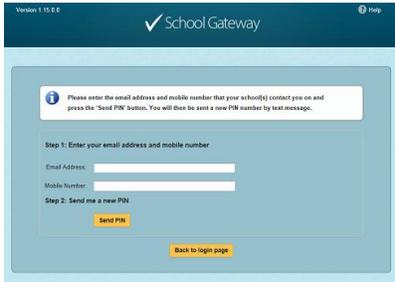
Parents Guide to School Gateway

Account Activation

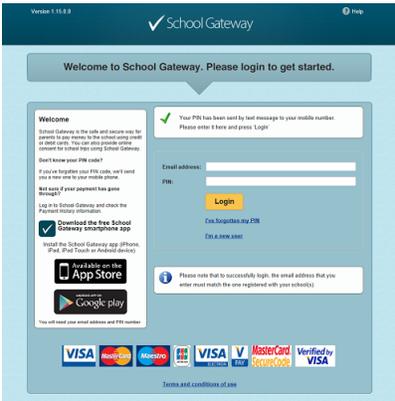
- Navigate to www.schoolgateway.com
- Select **I'm a new user**



- Enter your email address and mobile number that is registered with your child's school



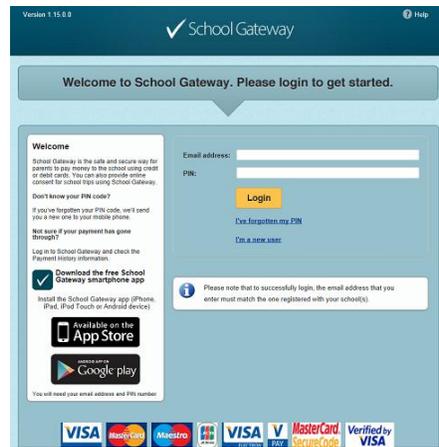
- Select **Send PIN**- your 4 digit PIN will be sent via text message to your mobile phone
- You will need this PIN number each time you log in so keep it safe!



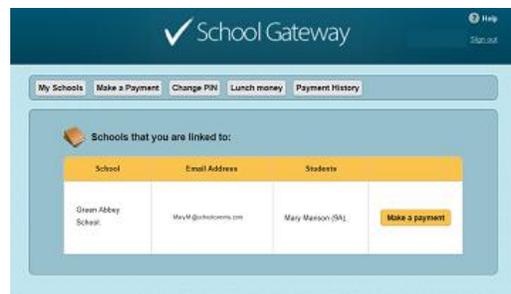
- Your email address will be pre-filled, enter your 4 digit PIN number
- Click **Login** to get started

Logging in

- Navigate to www.schoolgateway.com
- Enter your email address and PIN number



- Once you have logged in you will be directed to the My Schools page

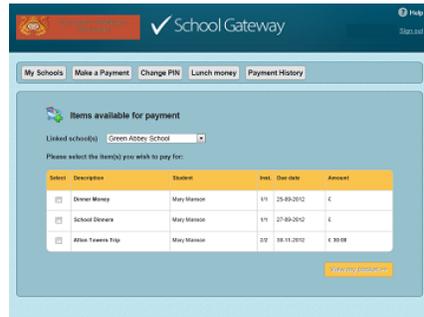


- The schools that you are linked to will be shown
- Your registered email address and your child/children are displayed

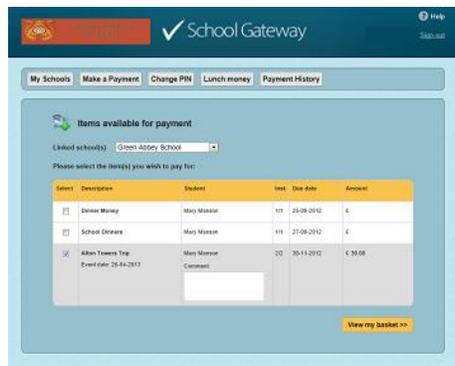
NB: If these details are not correct please contact the school directly

Making Payments

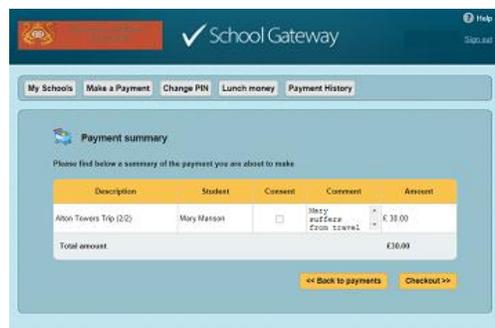
- To view and/or make a payment select **Make a payment**
- If you are linked to more than one school, select a school from the drop down **Linked school(s)** list
- Tick the **Make payment** tick box next to the item you wish to pay



- Parental consent or a parental 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



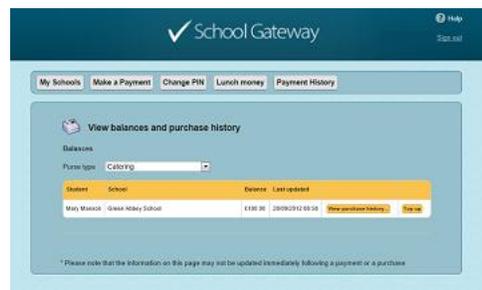
- To continue, choose another item to pay or if you have finished select the **View my basket** button
- You will be shown a summary of your payment



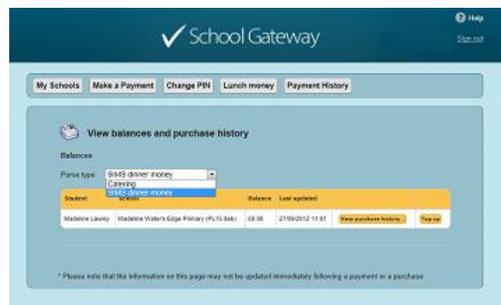
- To return to the items available for payment select **Back to payments**
- To proceed with your payment, select **Checkout**

Lunch Money

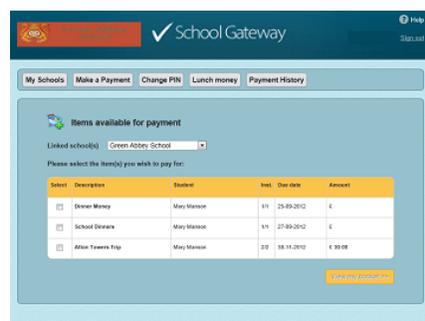
- Select **Lunch money** to view or top up your child's lunch money account



If you are registered to more than one child in the gateway and you have a child at Primary school and a child at Secondary school, you will need to select a **Purse Type** from the drop down menu



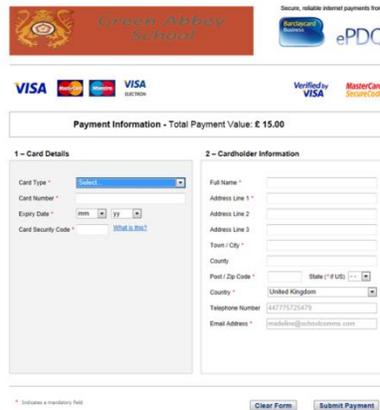
- Select **SIMS Dinner money** to top up or view the lunch money balance for a Primary school student
- Select **Catering** to top up or view the lunch money balance for a Secondary school student
- Click **Top up** to add funds to the lunch money account
- You will be redirected to the **Make a Payment** 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 Screens

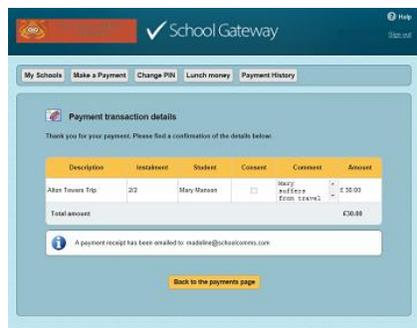
- Enter your card details and cardholder information



- To complete your payment select **Submit payment**
- To clear the form and start again, select **Clear Form**
- 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 are 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

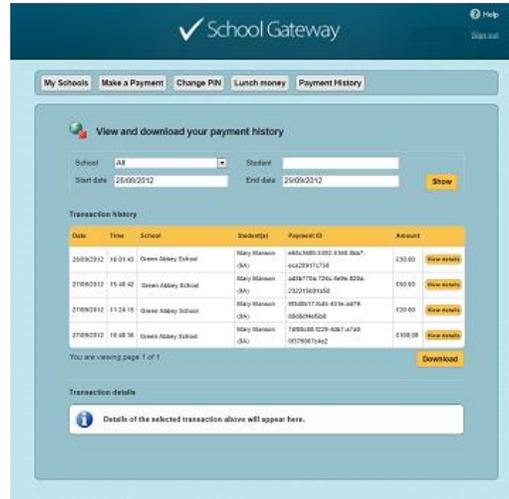


Description	Instabook	Student	Consent	Comment	Amount
Alban Towers Trip	2/2	Mary Mason	<input type="checkbox"/>	Mary Mason	£ 30.00
Total amount					£30.00

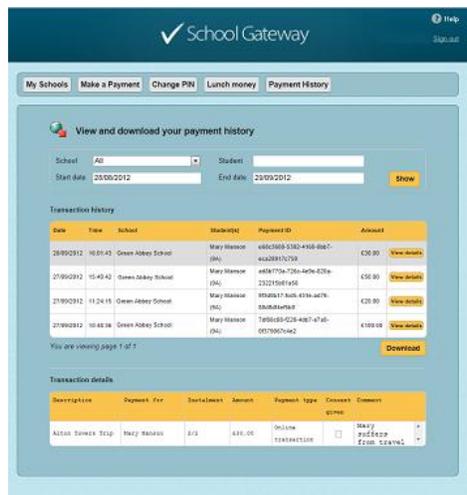
- To return to the list of payment items available to you, select **Back to the payments page**
- You will receive an email confirming the payment details

Payment History

- Select **Payment History** to view and download your payment history
- Your transaction history will be listed



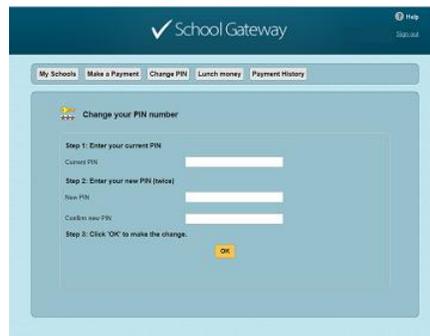
- Narrow your transaction history by using the search options
- Select a school if you are registered to multiple schools
- If you are registered to more than one child, narrow your search by entering the students name
- Select a start date and/or end date of when a payment was made
- Select **Show** to run the search
- 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 select **Download**

Change your PIN

- Change your PIN by selecting **Change PIN**

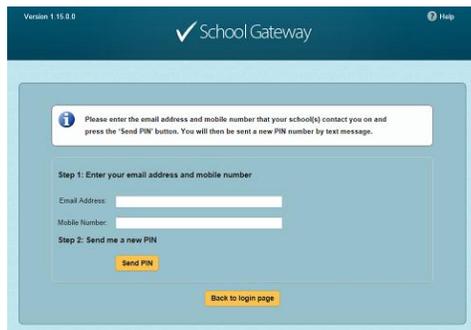


The screenshot shows the 'Change your PIN number' form in the School Gateway interface. The form is titled 'Change your PIN number' and contains three steps: Step 1: Enter your current PIN, Step 2: Enter your new PIN (twice), and Step 3: Click 'OK' to make the change. There are input fields for 'Current PIN', 'New PIN', and 'Confirm new PIN', and an 'OK' button at the bottom.

- Enter your current PIN
- Enter your new PIN and again to confirm it
- Select **OK** to save the changes

Resetting your PIN

- To reset your PIN, select the **Forgotten your PIN?** button on the login screen



The screenshot shows the 'Forgotten your PIN?' form in the School Gateway interface. The form is titled '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.' It contains two steps: Step 1: Enter your email address and mobile number, and Step 2: Send me a new PIN. There are input fields for 'Email Address' and 'Mobile Number', and a 'Send PIN' button at the bottom. A 'Back to login page' button is also visible at the bottom.

- Enter your email address and the mobile number that is registered with the school and select **Send PIN**
- A new PIN will be sent to your mobile number