Schoolgateway

Parent Guides

Step-by-step parent guides to make getting your parents onboard easier

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Access Guide

Learn how to register for School Gateway and more with our guide

How to register for a School Gateway account

- To register for a School Gateway account:
  - Via the app, you will need to download the School Gateway app via App Store for Apple devices and Play Store for Android devices.
  - If accessing via the web, please go to: https://login.schoolgateway.com/0/auth/login
- Go to the login screen on the app/web
- If using the web version of School Gateway, ensure the NEW USER tab is selected before inputting any details
- Enter the email address and mobile number that is registered with the school
- You will then receive a PIN on a text
- Enter the 4-digit PIN number received via text
- Once logged in the home screen will be displayed.

If you have forgotten your PIN

- On the School Gateway login screen click on Forgotten PIN
- Enter the email address and mobile number that is registered with the school
- You will then receive a PIN on a text
- Enter the 4-digit PIN number received via text
- Once logged in the home screen will be displayed

My account has been locked

- If your School Gateway account has locked for an hour:
  - Wait the hour, on the School Gateway login screen click on Forgotten PIN
  - Enter the email and mobile that you have provided the school with, you will then receive a PIN on a text to your mobile
  - Input the new PIN and email on the School Gateway login screen and this will unlock your account and enable you to access
- If your account has been locked for 24 hours, please contact your school for further assistance.

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I am unable to access School Gateway 'Details don't match' error

If you have already 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.

If you have 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. If using the web version of School Gateway, ensure the NEW USER tab is selected before inputting any details.

I can still see my child's old school on my School Gateway account

The previous school will be removed when the old school delete your child as a leaver from their Schoolcomms account.

Alternatively, if you have provided the new school with a different email, you can register for a new School Gateway account using this email address along with your mobile number.

This new account would be linked to the new school.

If already registered, do I need to re-register at the new school

- You do not need to re-register for School Gateway. To ensure that you can see your child's new school on your existing School Gateway account please ensure that all schools you are connected to have the same email address and mobile number
- You can check the contact details the school have for you via the About Me Icon within your School Gateway account
- Ensure that all attended schools are using School Gateway

How can I see all my children if they are at different schools?

- You will need to provide the school with the same email and mobile contact details as the other school/s that you are connected to
- All attended schools are using School Gateway

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I can’t see all of 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 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. If you need further assistance, please contact your child’s school.

Due to Data Protection guidelines, School Gateway cannot access or view individual parent accounts and information. Your school will be able to contact School Gateway support if necessary.

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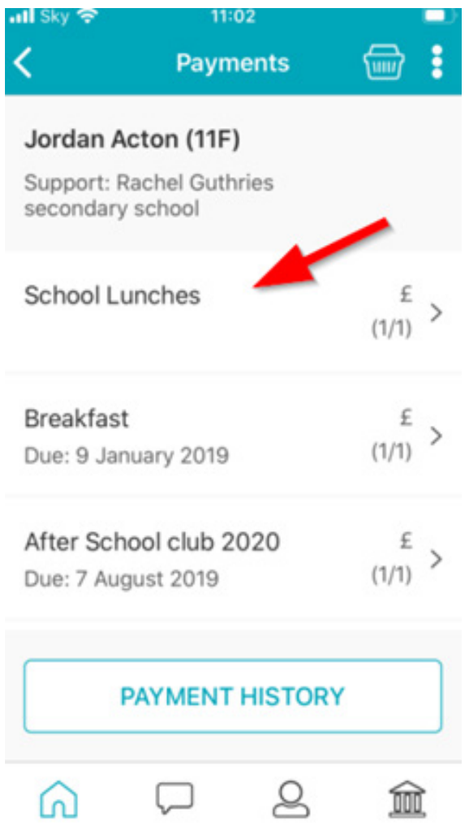
Payments Guide

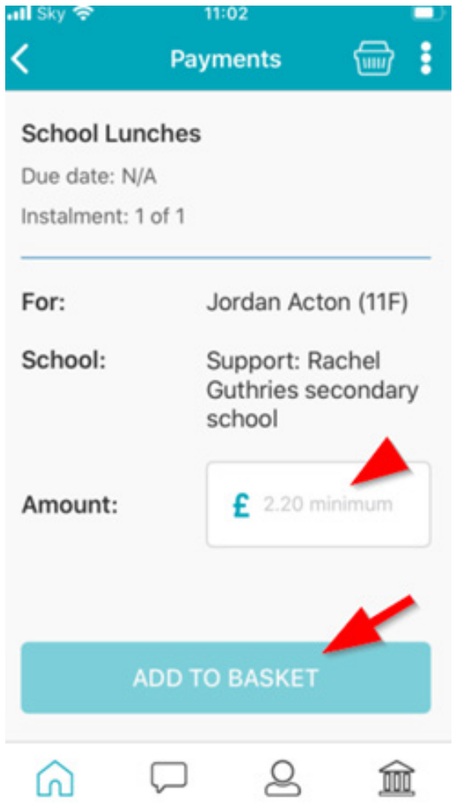
Payments simplified with our guide

How to pay by One-Click Payments on the School Gateway APP

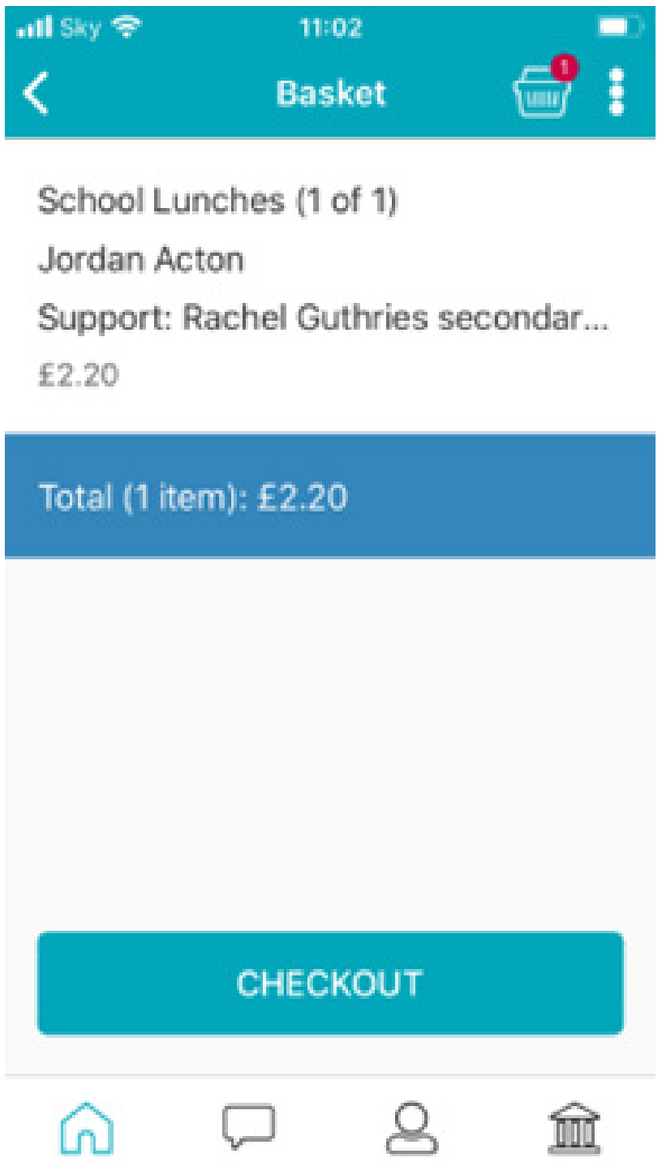
NB: If accessing via the web version of Schoolcomms you will see Bank Transfer option rather than the rebranded One-Click Payment. The functionality remains the same.

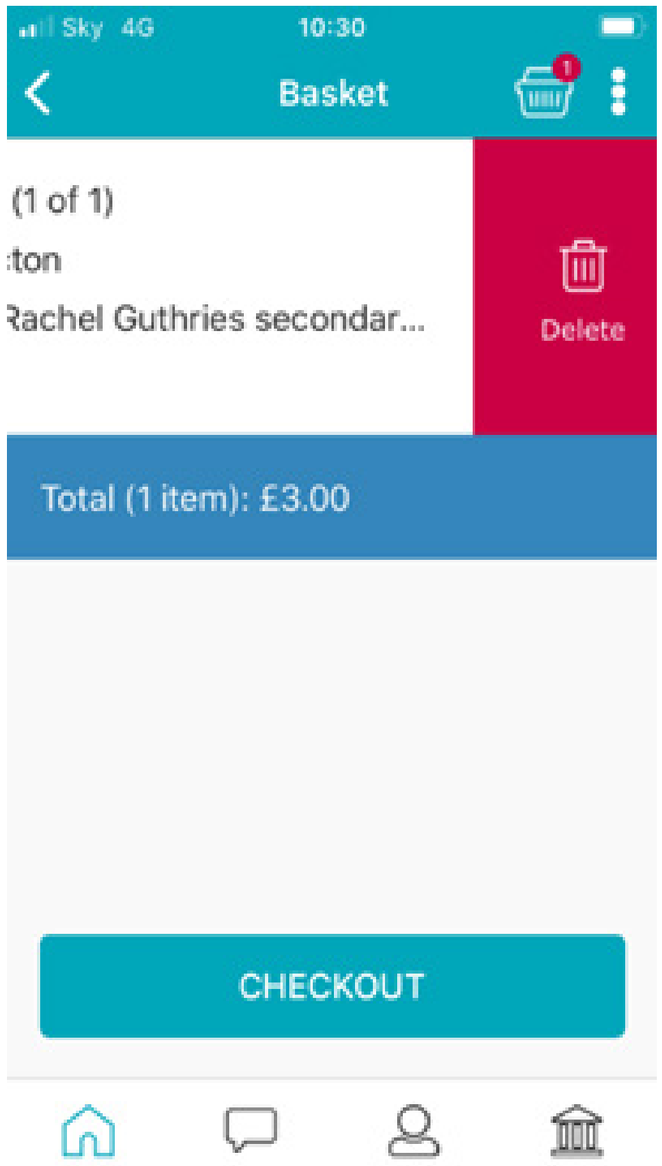
- Once logged in to School Gateway you will see the Home Screen.
- Click on the child you would like to make the payment for.
- Select the required payment request (if paying for a Club you must go to the Clubs tab first and book the session before paying. Paying for a Club will not secure a session)
- Input the amount and click Add To Basket.



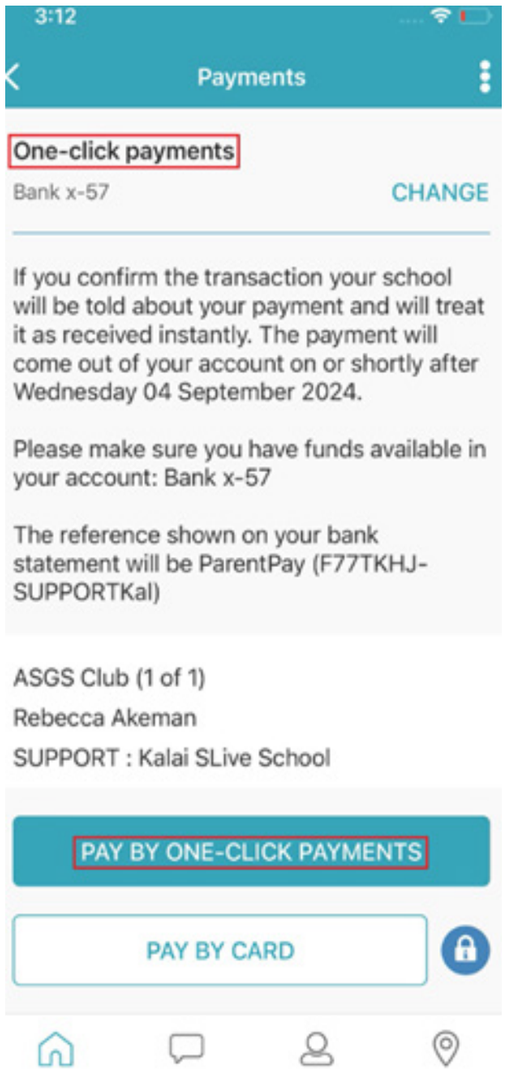


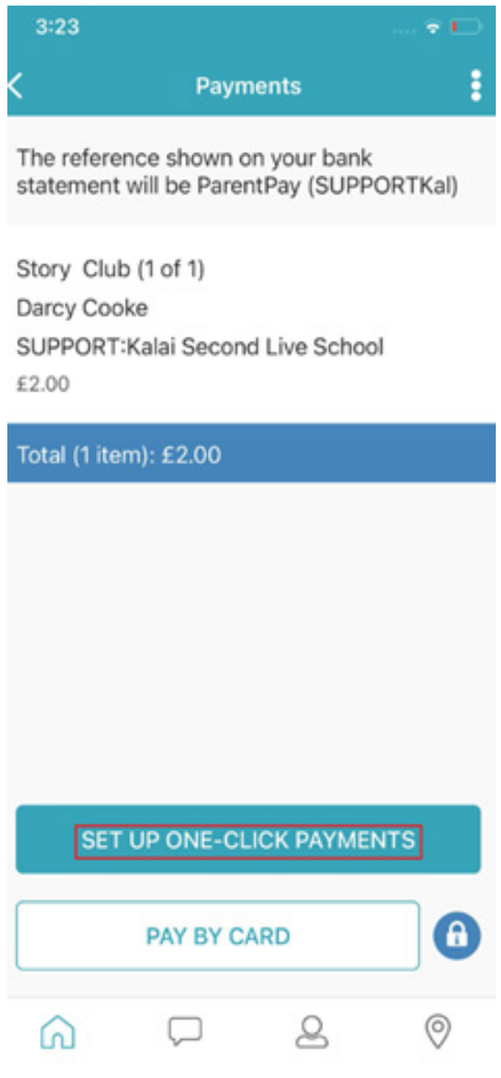
- Check the amount is correct.
- If the amount is incorrect, swipe from right to left on the payment added to the basket and delete. You can then re-add to the basket following the previous instructions.
- If the amount is correct click on Check Out.

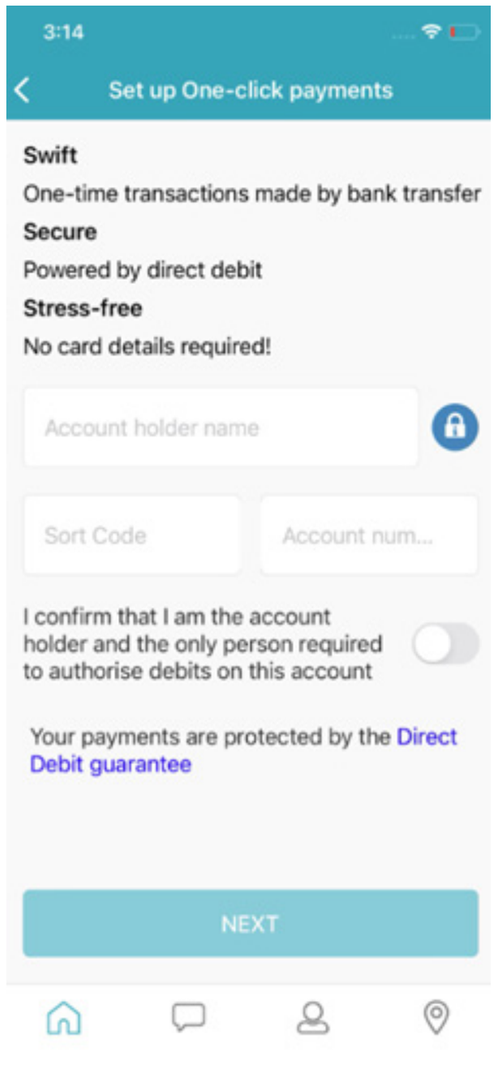


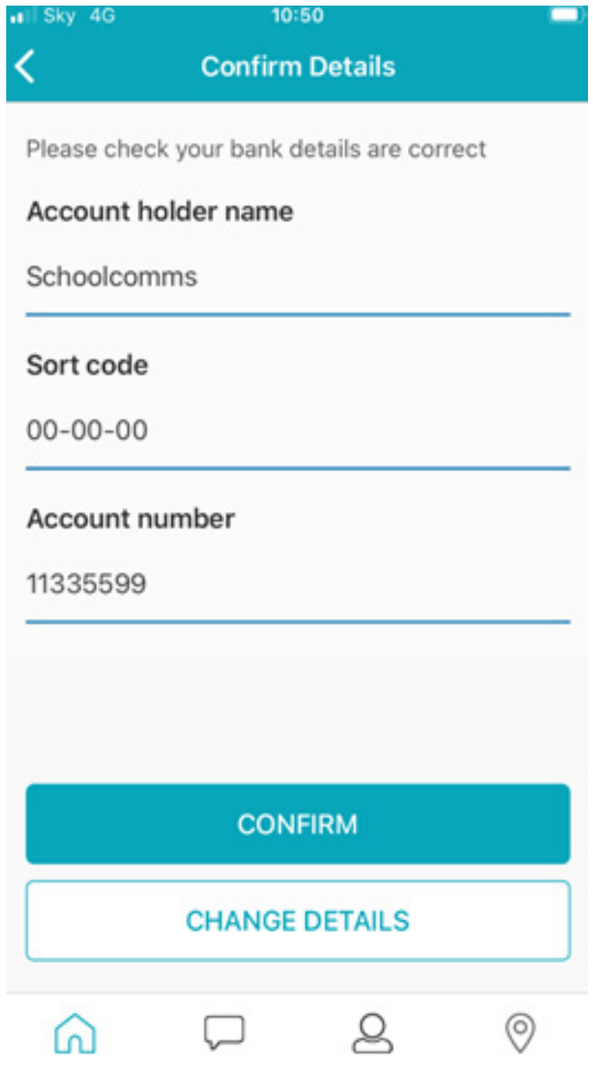


- You will then see two different payment options: Pay By Card and Pay By One-Click Payment
- To pay by One-Click Payments click on Pay By One-Click Payments.
- Your personal information will already be prefilled from what the school have on record for you and once you have entered your bank account 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 Confirm. This will confirm that you wish to set up One-Click Payment.









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- At this point you will receive an email confirming that has been set up.
- To proceed with the payment select Pay By One-Click Payment
- You will then see confirmation that the payment has taken place.

Please note: When you make your first payment using Pay By One-Click Payment it can take up to 10 working days for the funds to leave your account. After your first payment additional payments will then take 3-5 working days. However, from the school's point of view the payment will show straight away in Schoolcomms.

Why choose to pay using One-Click Payment?

- Depending on the school, one of the payment methods available to you is One-Click Payment.
- A One-Click Payment is the easiest and most secure way to pay using School Gateway.
- The One-Click Payment 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.

Please note: A One-Click Payment is a means of payment that debits a payer's bank or building society account rather than using a credit card. It uses the direct debit function to do this but unlike typical direct debits, it is for individual purchases rather than reoccurring ones. Once setup, the direct debit mandate can be used each time a payer wishes to make a purchase using that account, without the need to re-enter their card or account details.

When a payment is made by One-Click Payment on School Gateway, the payment shows in Schoolcomms straight away, however the payment is not debited from the payers account for 3 to 5 working days after the transaction was made. Initial payments can sometimes take up to 10 working days to clear.

Payments will never be debited from the payer's account without the payer authorising every individual transaction via their School Gateway account.

The One-Click Payment facility is backed by the Direct Debit Guarantee.

Can Payments Fail?

The most common reason for a payment to fail is if there are insufficient funds in your bank account at the time the monies are debited from your chosen account (3 to 5 working days after the payment is completed in School Gateway).

If a payment does fail you will be notified by email from the School Gateway team and asked to make the payment again, no monies will be debited from your account. The school will also receive an email advising them of the failed payment.

Although backed by the Direct Debit Guarantee, payments are not recurring and will only be debited from a payer's chosen bank account once a payment has been successfully processed via their School Gateway account.

How to change bank account details for One-Click Payments?

NB: If accessing via the web version of Schoolcomms you will see Bank Transfer option rather than the re-branded One-Click Payment. The functionality remains the same.

To change bank details on School Gateway for One-Click Payment, follow these steps:

- 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 the required payments and added it to your basket, click Checkout.
- To edit your bank details, click on the Change option and this will allow you to change your Bank Details.
- Input the new account details, click Next, check your new account details and Confirm
- If you wish to continue with the payment, click on Pay By One-Click Payment or click on the Home Icon to take you off the payment.

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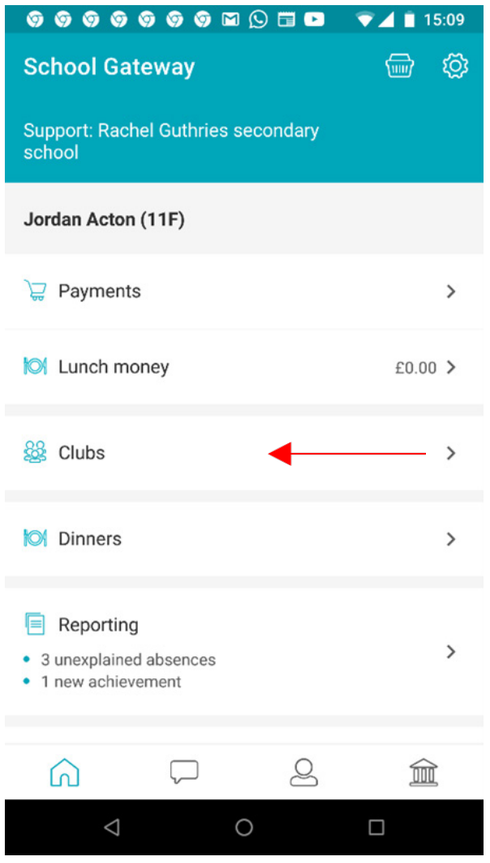
Clubs Guide

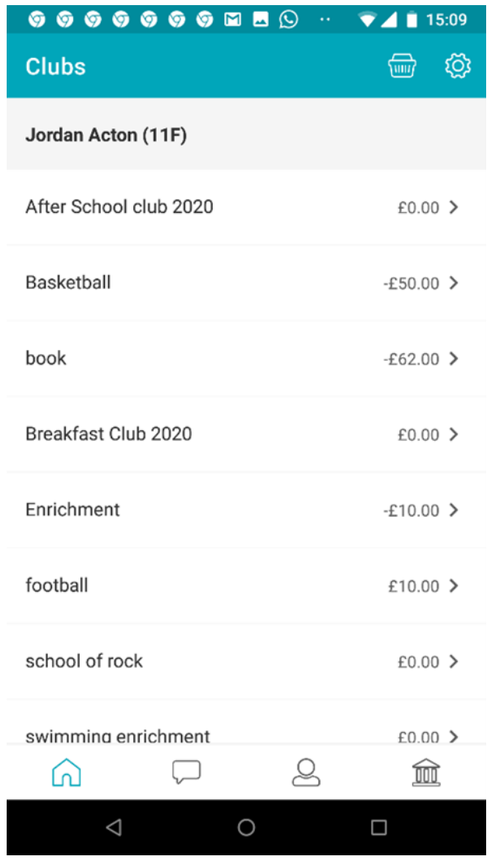
Learn how to make, amend, or cancel club bookings with our guide

How to book and pay for a Club session/s

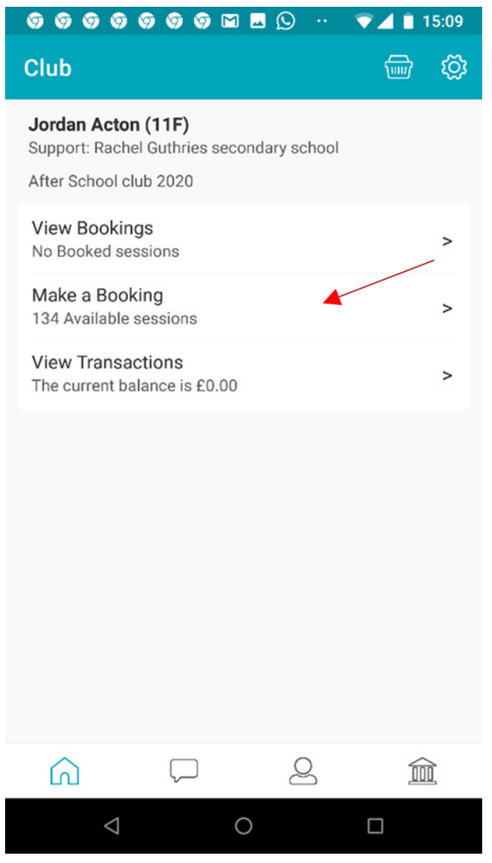
- To book a Club session you must go to the Clubs tab first and book the session before paying. Paying for a Club without selecting any sessions will not secure a booking.
- If you have payed on a Club but not booked the session please go to the Clubs tab and select the Club required and book the session using the credit you have already applied.
- Please contact the school if you are having any issues.



Click on the Clubs Tab



Select the required Club



Click on Make a booking

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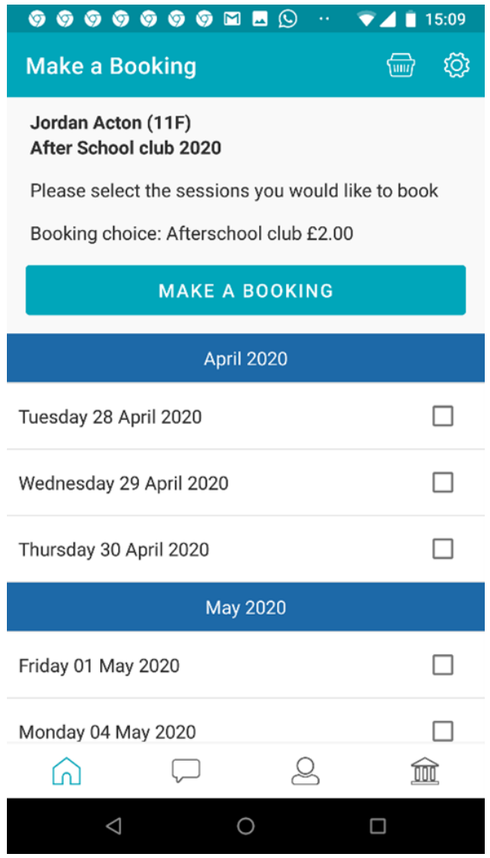
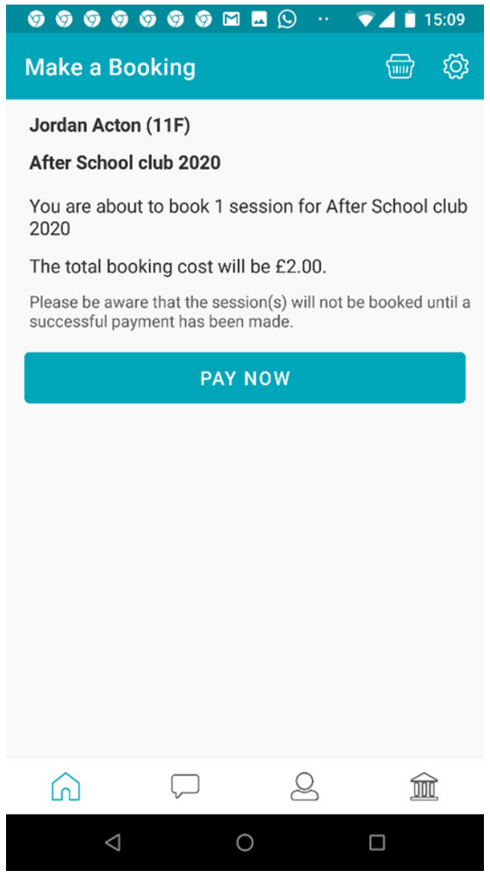
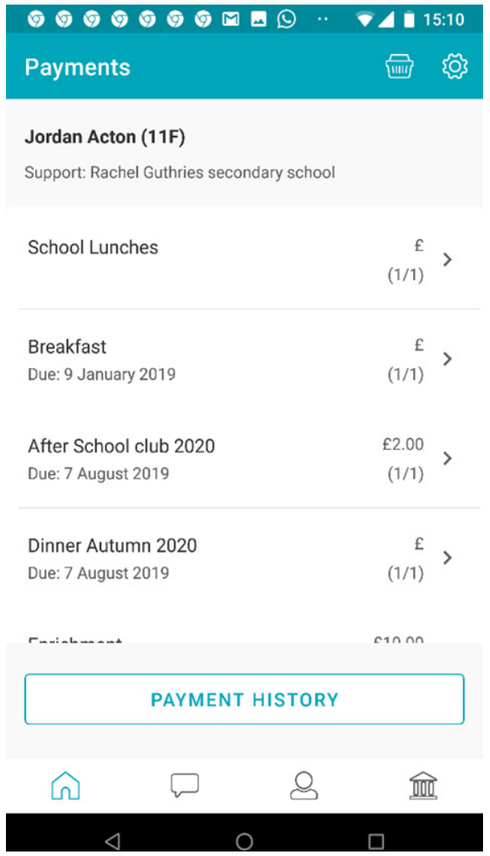


Select the dates required and click on Make a booking



Click on Pay Now



Click on the Club Payment option

Cancel/amend a club booking

When a booking is cancelled a credit will be applied to the balance to reverse the charge that was created when the booking was made. When a booking is changed a credit will be applied to the balance to reverse the charge that was created when the booking was made, and a new charge will be applied.

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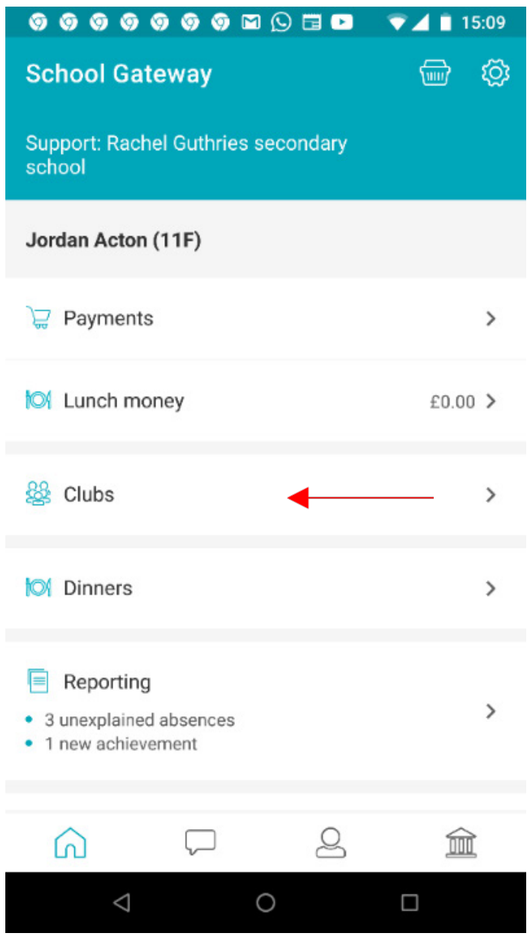
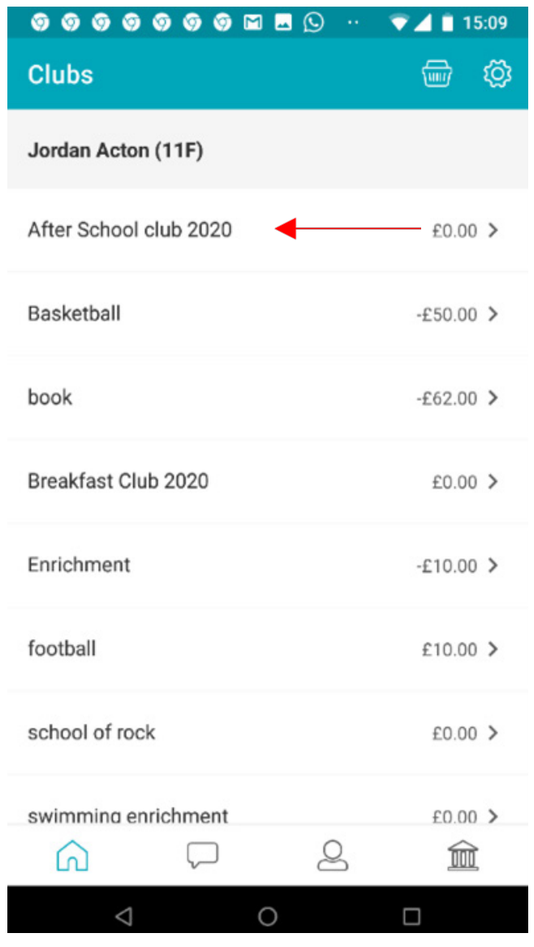
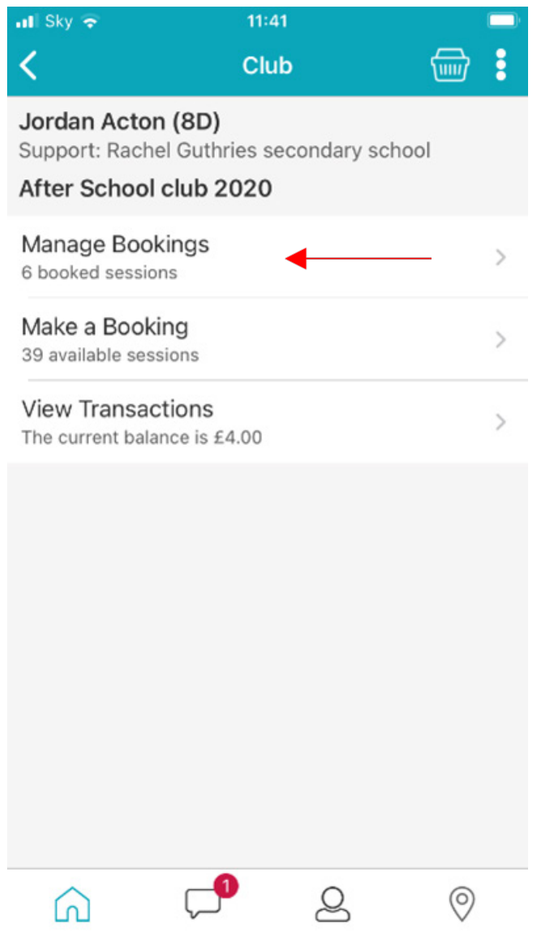
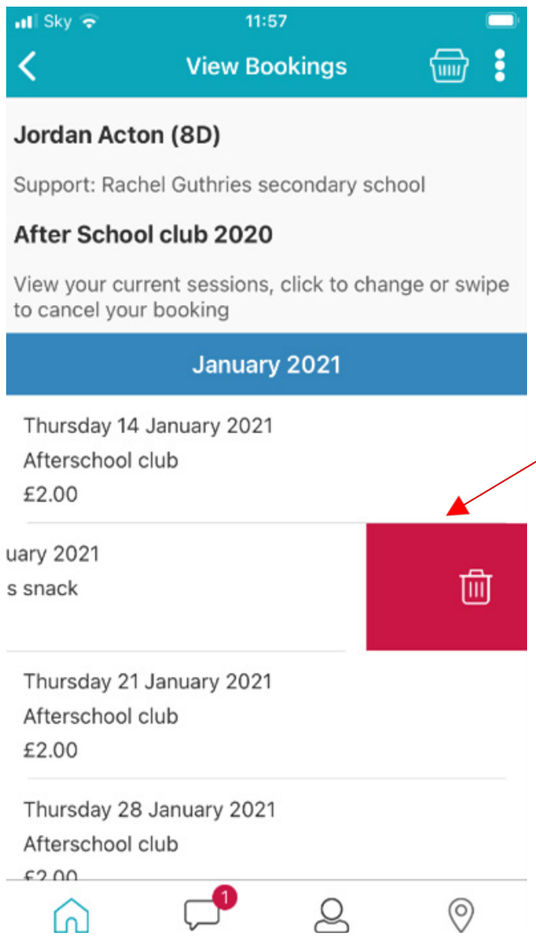
To Cancel or amend a Club booking on the app

- Click on Clubs
- Click on the club you want to cancel the session on
- Click on Manage Bookings
- Find the date you want to cancel and swipe from right to left
- Click on the bin icon to delete and click on Yes to confirm









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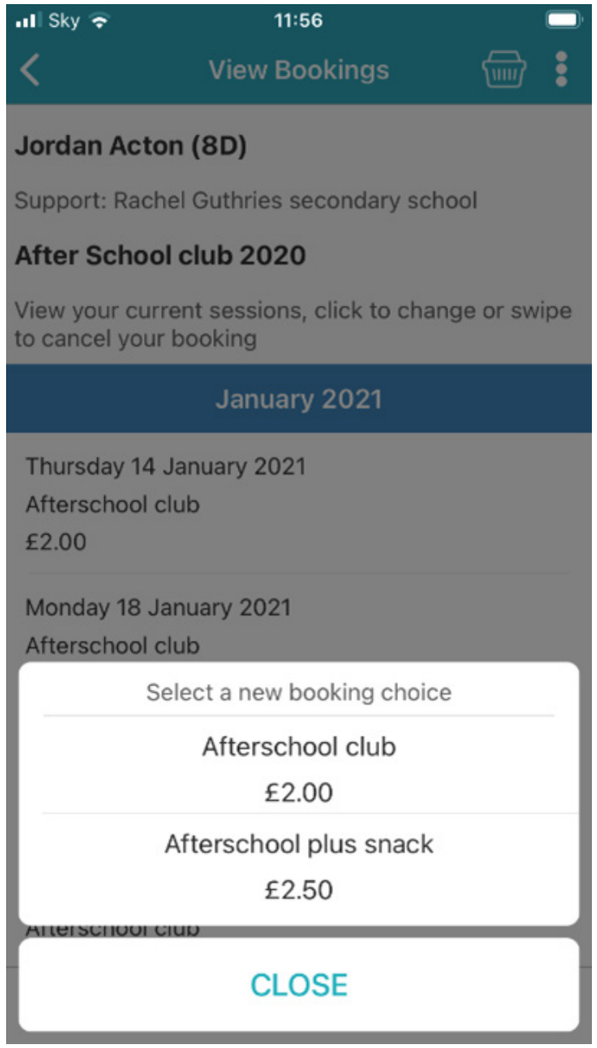
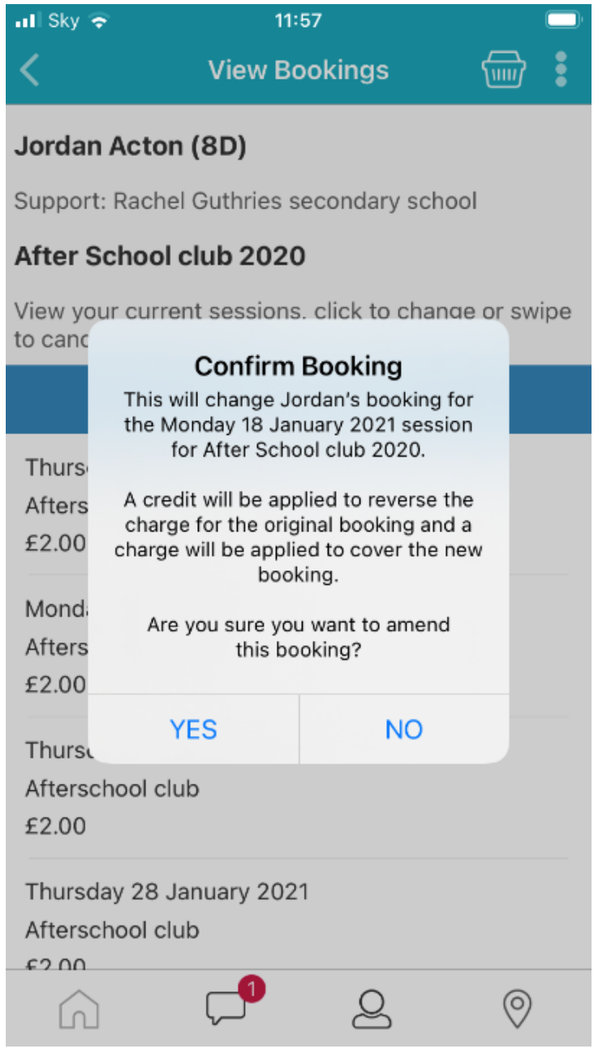
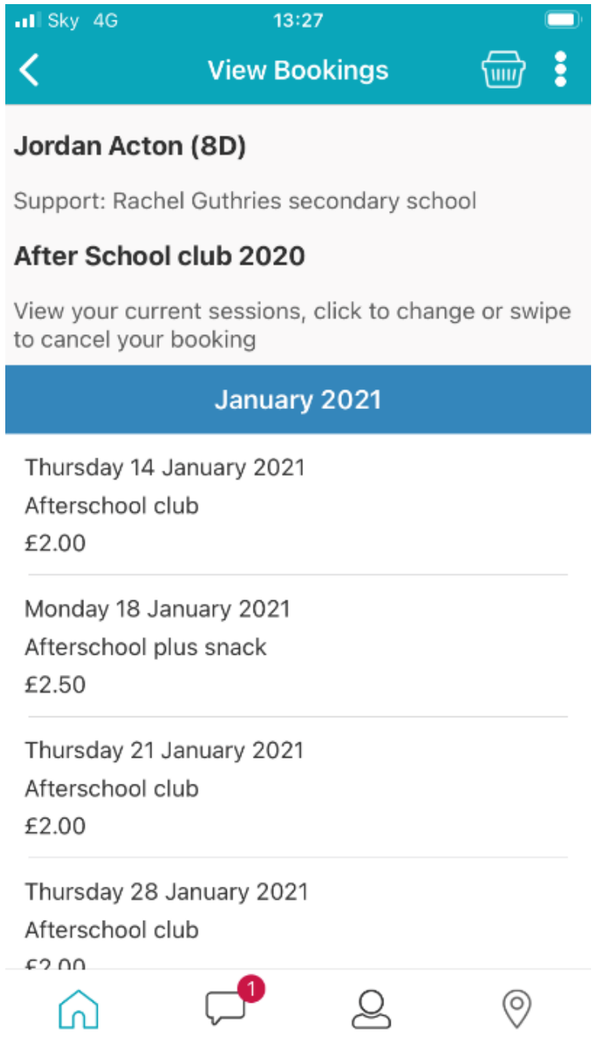
- Or if you want to change the booking choice (if the club has more than one booking choice), you can click on the session and you will be given the option to select an alternative booking choice.
- Once selected click Yes to confirm the booking
- The booking choice will then update







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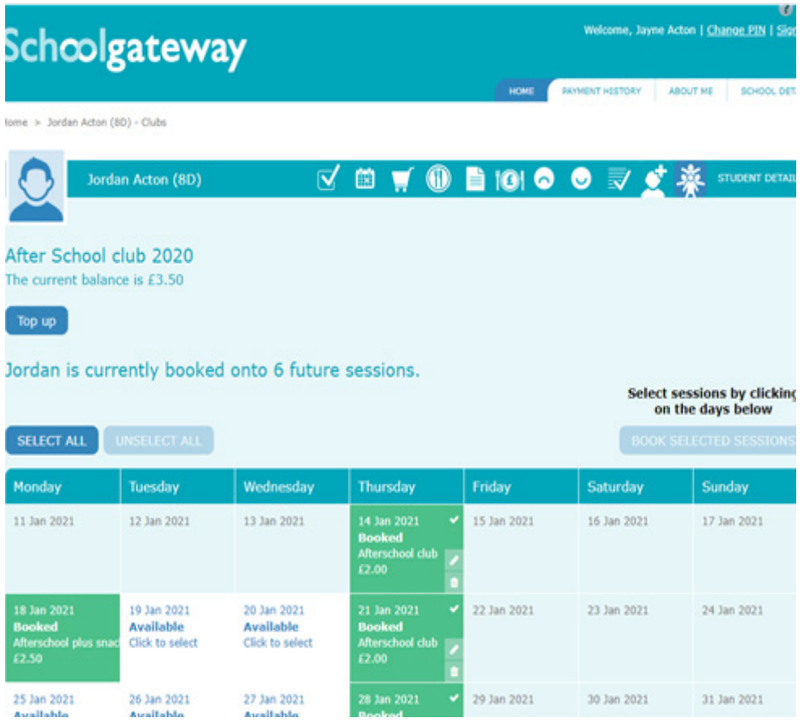
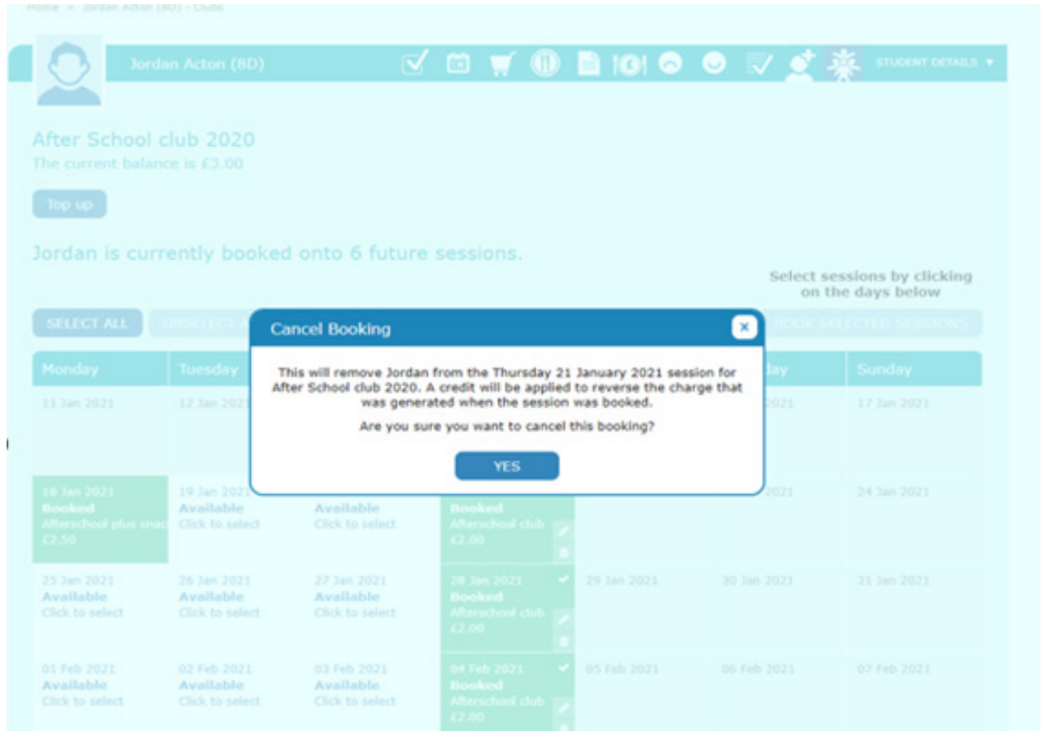
To cancel a Club booking on the web version of School Gateway

- Click on the Club you want to cancel the session on
- Find the session on the calendar you want to cancel
- You will then see two icons on the session, a Bin and a Pencil, to cancel the session please click on the Bin icon and click yes to confirm





- To change the booking choice (if the club has more than one booking choice) you can click on the Pencil and you will be given the option to select an alternative booking choice.
- Once selected, click Yes to confirm the booking.

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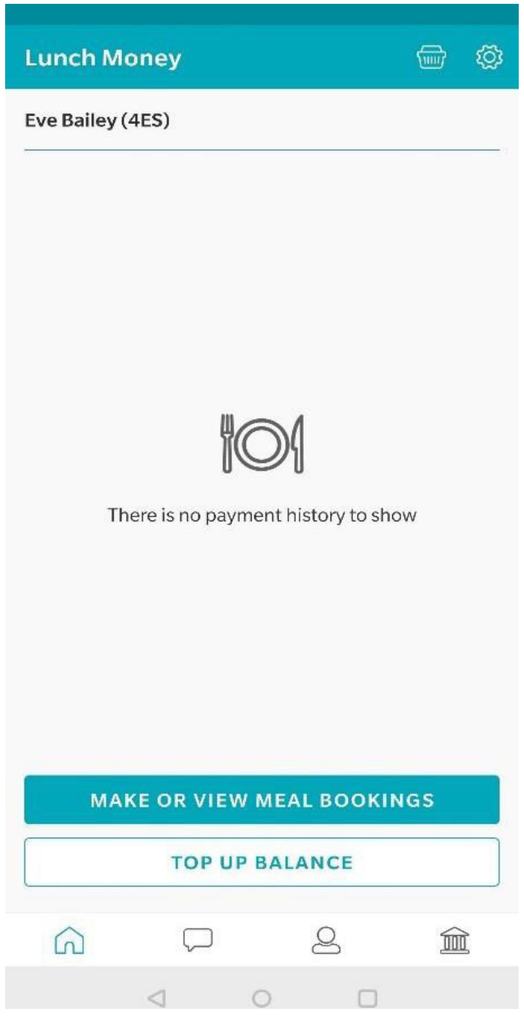
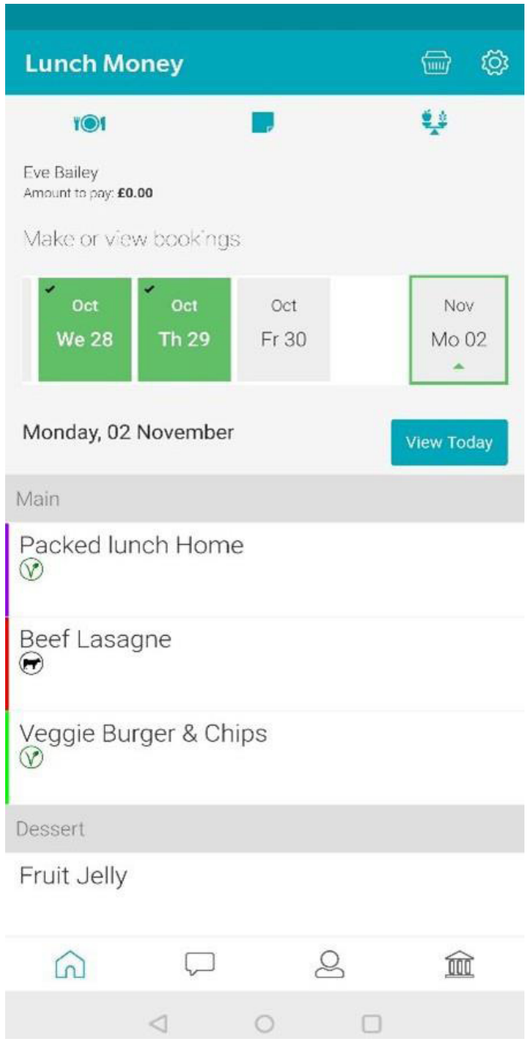
Meal Manager Guide

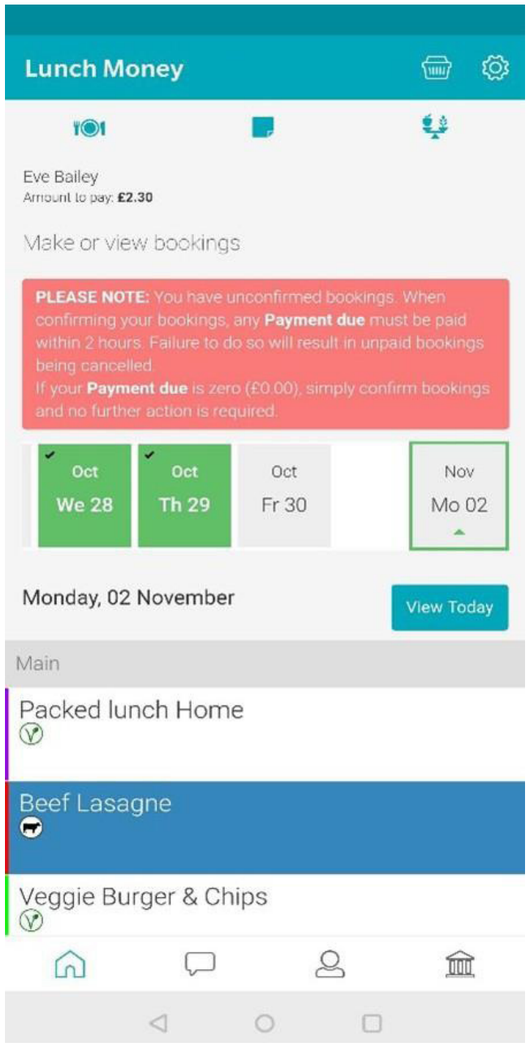
Learn how to use Meal Manager to book meals and cancel or amend any meal bookings

How to book a meal

- Click on the child you want to book the meal for
- Click ‘Lunch Money’
- Click ‘Make’ or ‘View Meal Bookings’
- Select the date you would like to book and select the meal







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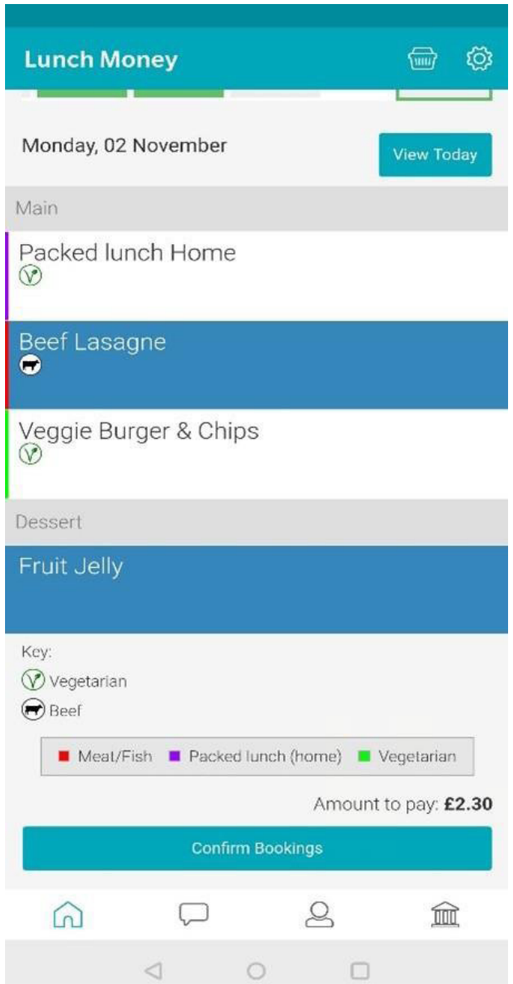
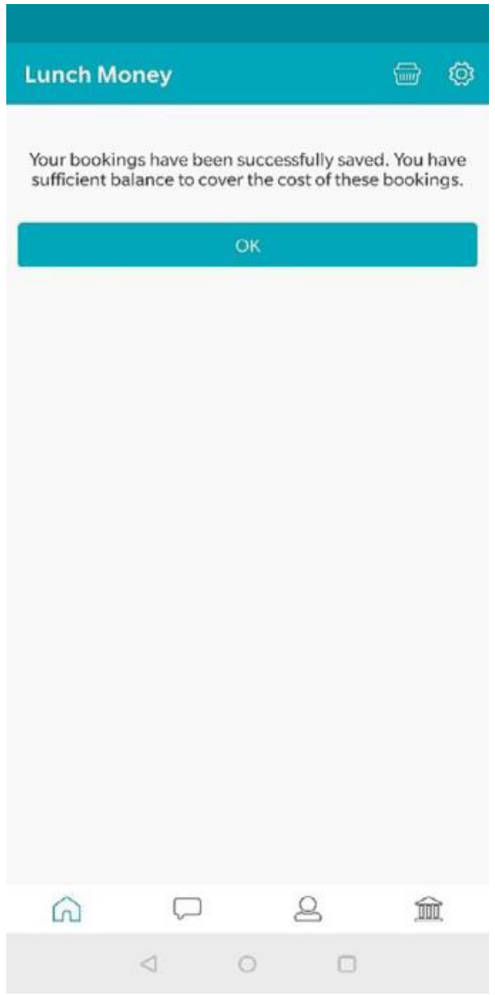
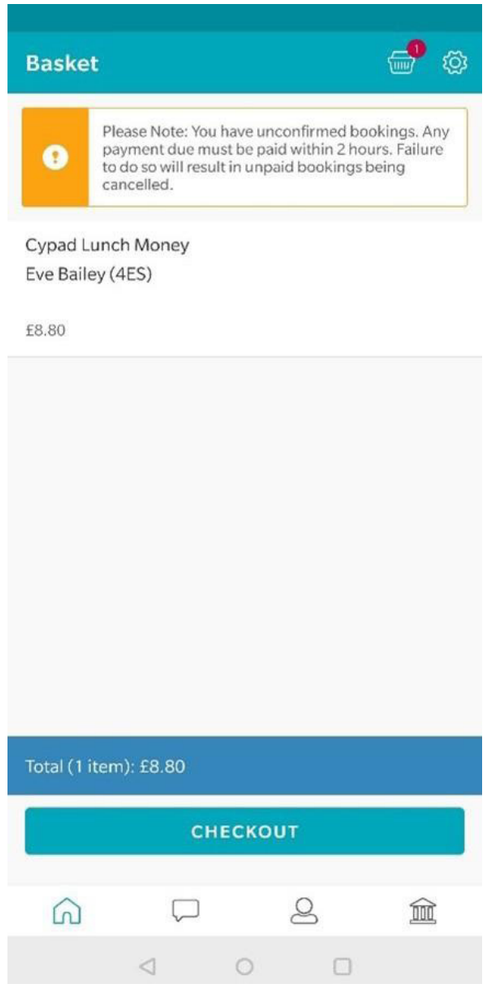
- You will now see the total cost of your booking - click 'Confirm Booking' to book your selection
  **If you don't have available credit to use once you have clicked 'Confirm Booking', the cost of the meal/s will be added to your basket*
- Click 'Checkout' and make the booking/s







Please Note: Any payments due must be paid within 2 hours. Failure to do so will result in unpaid bookings being cancelled.

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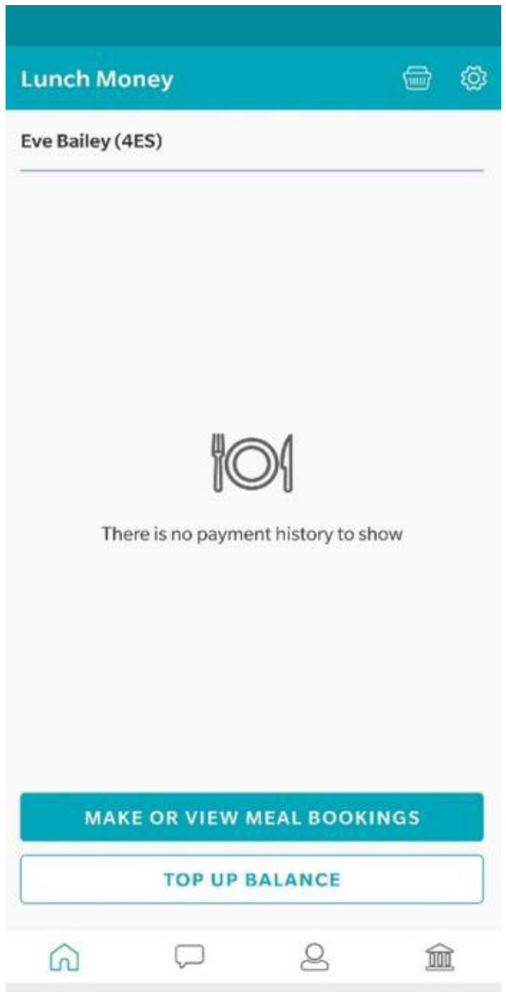
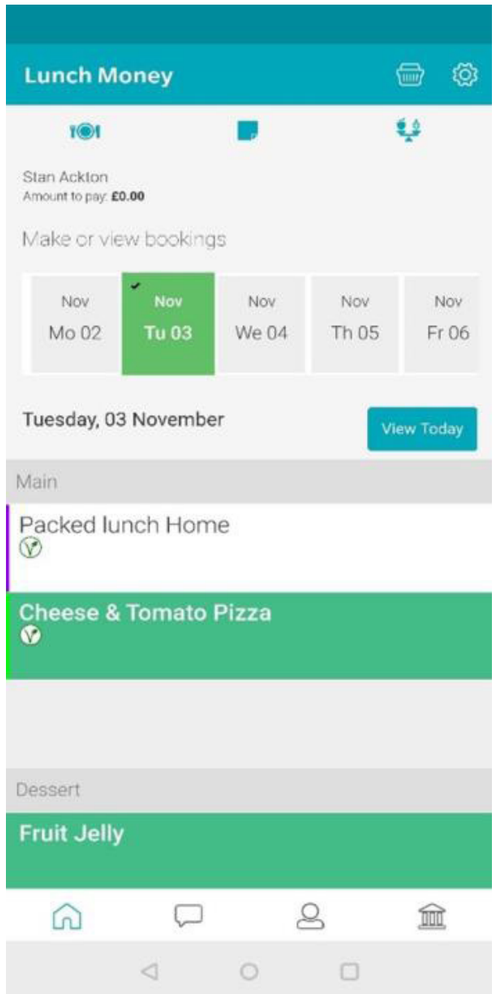
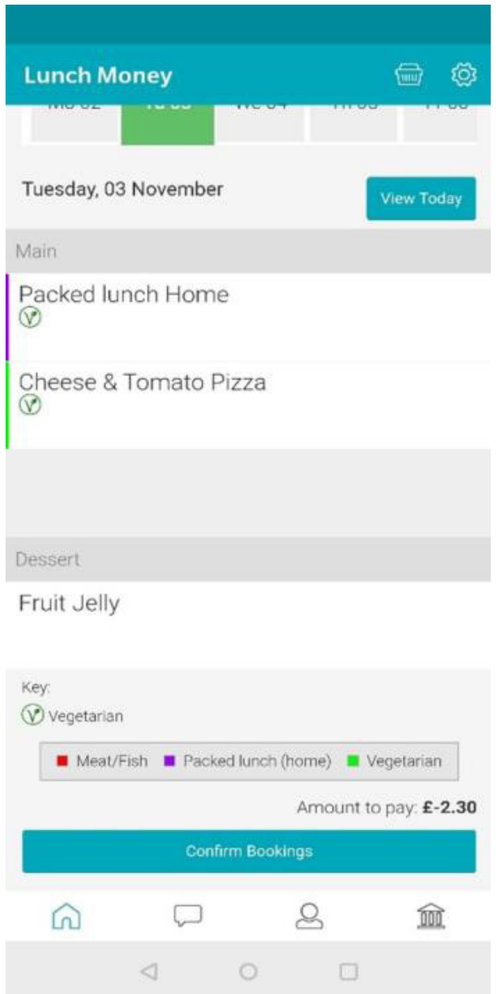
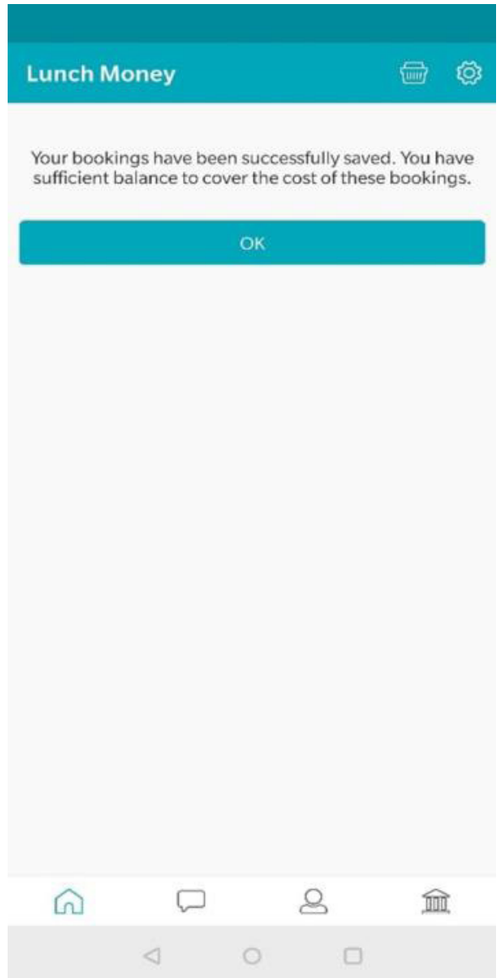
How to cancel a booking

- Click ‘Lunch Money’
- Click ‘Make’ or ‘View Meal Bookings’
- Select the date required and de-select the meal option
- Click ‘Confirm Booking’ (you will then see a message confirming that the booking has been updated)









Please contact the school if you experience any issues.

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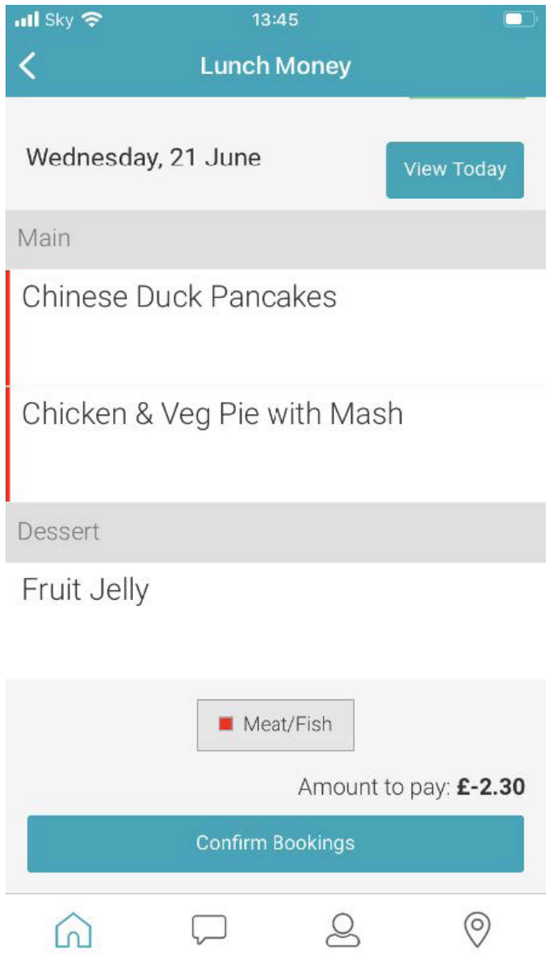
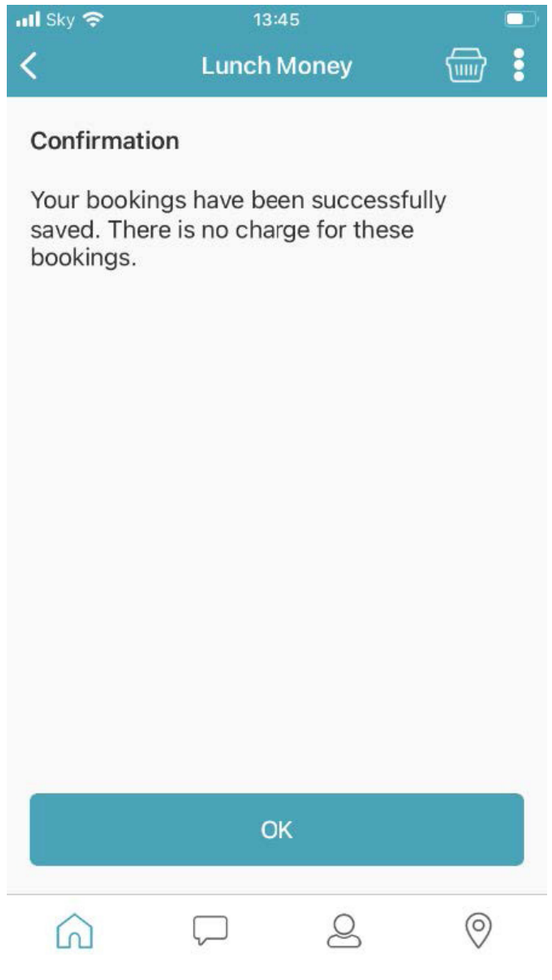
How to amend a booking

- Click ‘Lunch Money’
- Click ‘View Meal Bookings’
- Select the date required and de-select the meal option and either select an alternative meal or click Confirm Bookings to confirm the change. *(If you have amended the existing booking, you will not be charged again).*





Frequently Asked Questions

Why is there a padlock against the date I would like to book?

If you can see a padlock icon against certain dates in School Gateway indicating, you are unable to book meals for that day. This will likely mean that you are trying to book past the cut-off time for that day. Please contact the school direct who will be able to book the meal on your behalf.

My child is entitled to FSM but I am being charged?

Please contact your school directly. They will be able to assist you further.

Why am I being asked for payment when my child is showing as having a positive balance?

Meals do not get charged from the balance displayed on School Gateway at the point the pre-order is placed. Instead, the balance will update once the meal has been confirmed as being taken.
However, if you believe that you are being asked for payment in error, please contact your school direct who will be able to assist you further.

Why has my balance not been updated?

Any payments made via School Gateway will show in your payment transaction history straight away, the balance will then update within 30 minutes.

Why are no menu options available?

Please contact your school directly. They will be able to assist you further.

Schoolgateway

Why can I only see some menu choices?

If a child has an allergen/s applied to their student record in Cypad and a menu option has been configured as containing this allergen, then the meal choice will not be displayed on School Gateway.

Why I am unable to select some menu items (greyed out)?

If a child has a diet type/s applied to their student record in Cypad and a menu item has a diet type selected which conflicts with this, the item will still be displayed on School Gateway but it will be greyed out and can't be selected.

Why can't I book a meal?

Please contact your school directly. They will be able to assist you further.

Why can't I pay for a meal?

Please contact your school directly. They will be able to assist you further.

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