

Schoolgateway

# Payments Guide

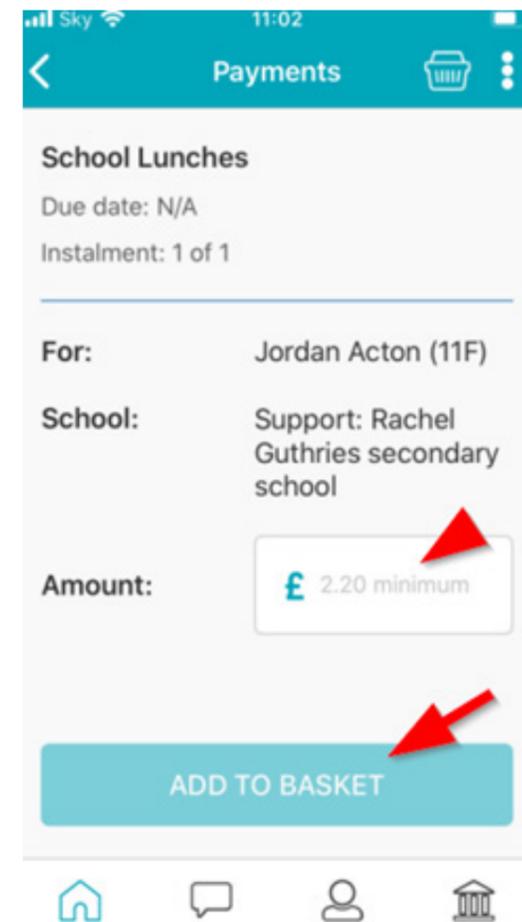
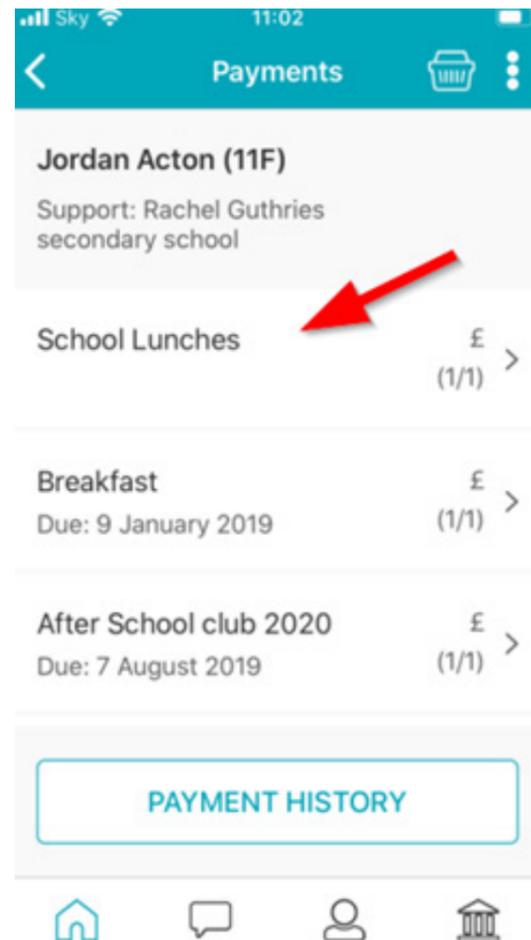
Payments simplified with our guide



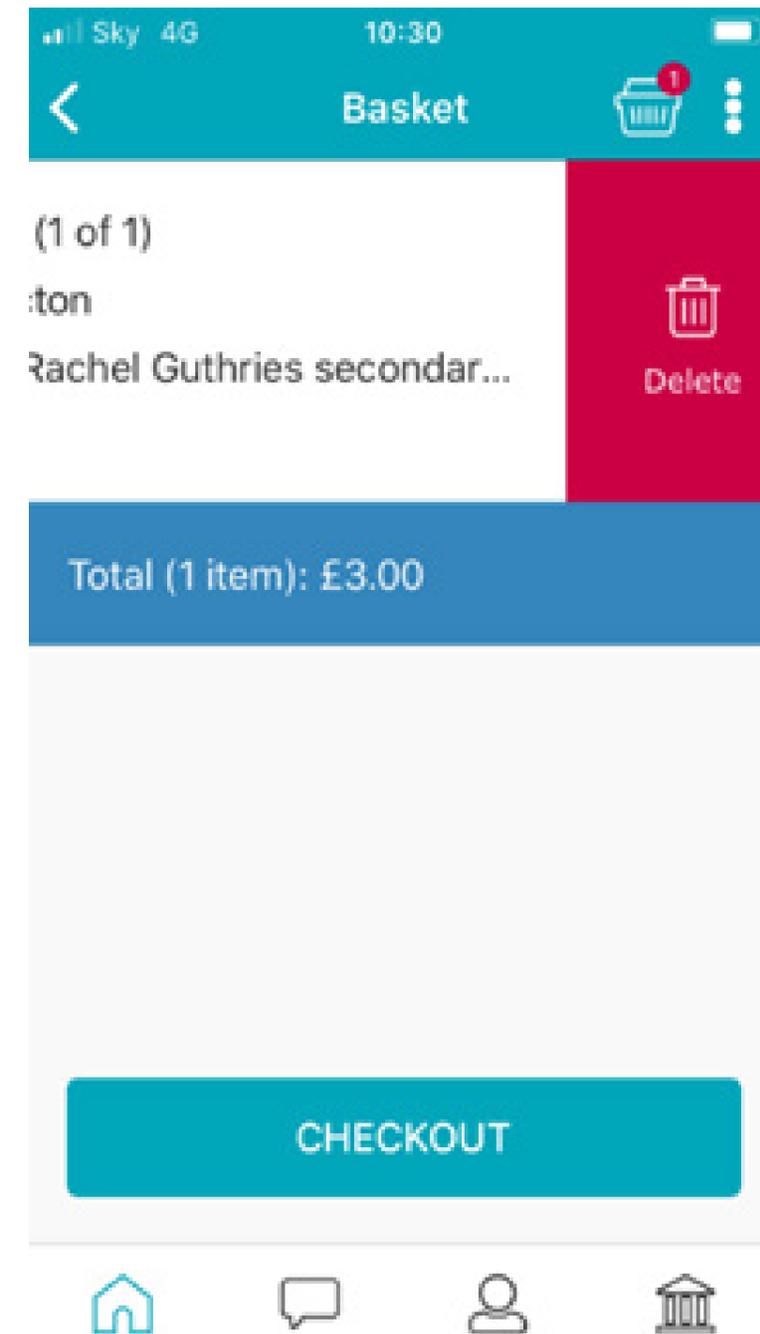
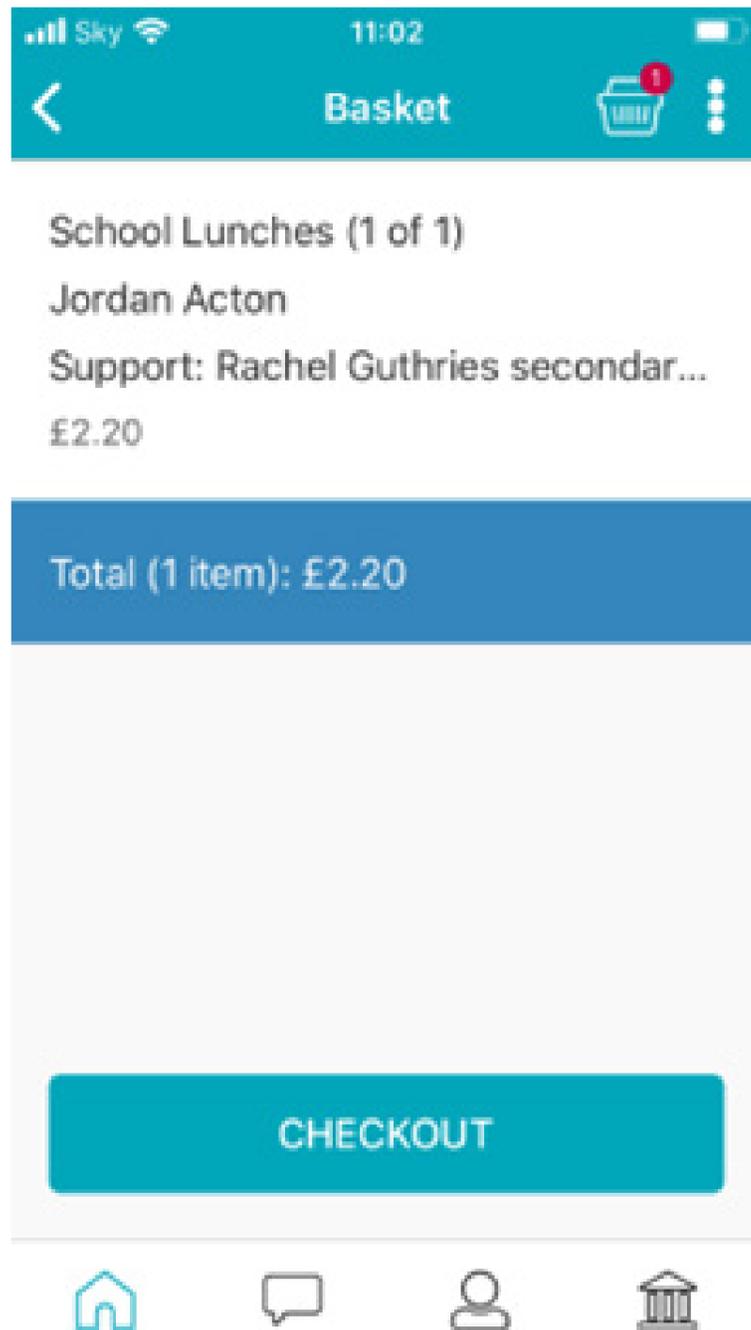
# How to pay by One-Click Payments on the School Gateway APP

**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.

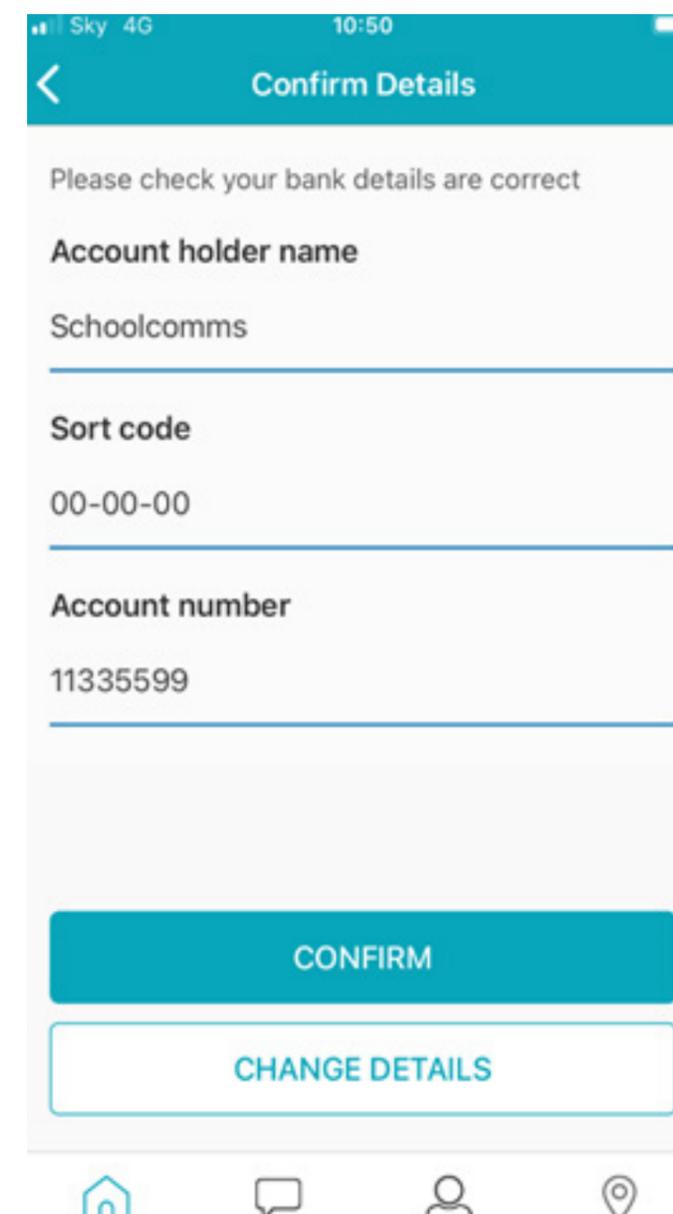
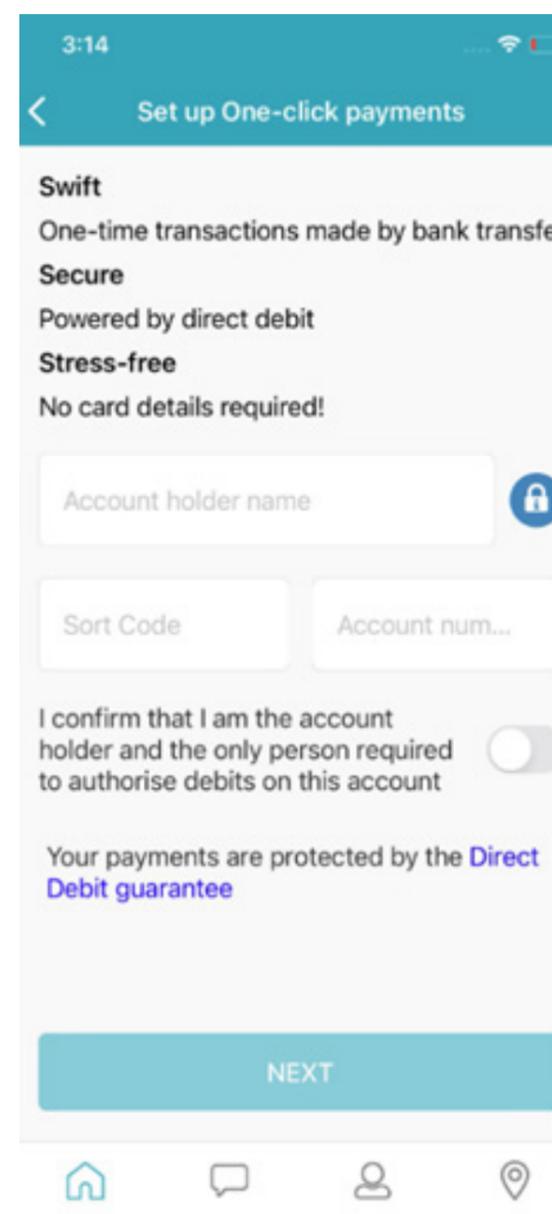
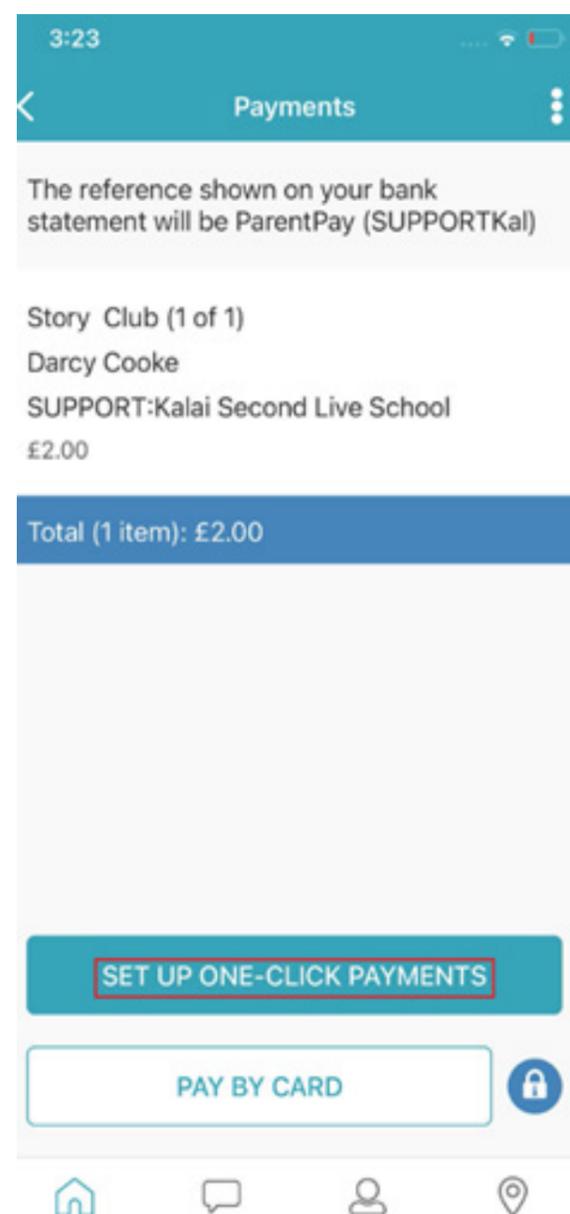
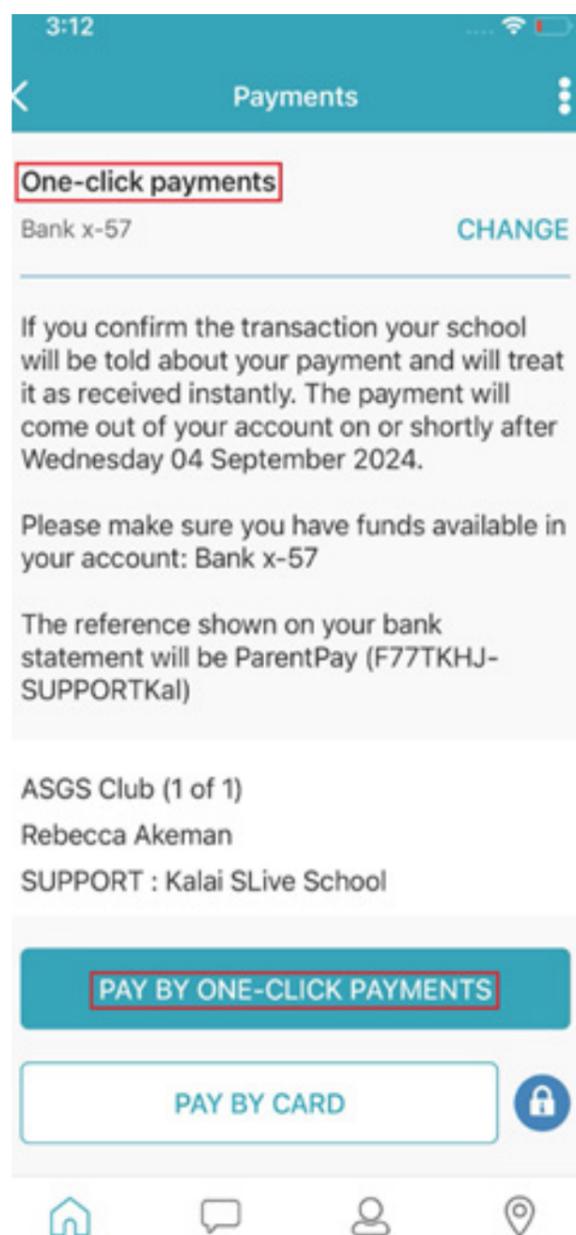
- Once logged in to School Gateway you will see the Home Screen.
- Click on the child you would like to make the payment for.
- Select the required payment request (if paying for a Club you must go to the Clubs tab first and book the session before paying. Paying for a Club will not secure a session)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



- 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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