

## Parents guide to School Gateway Web

### Account activation

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

Select the **New user** tab



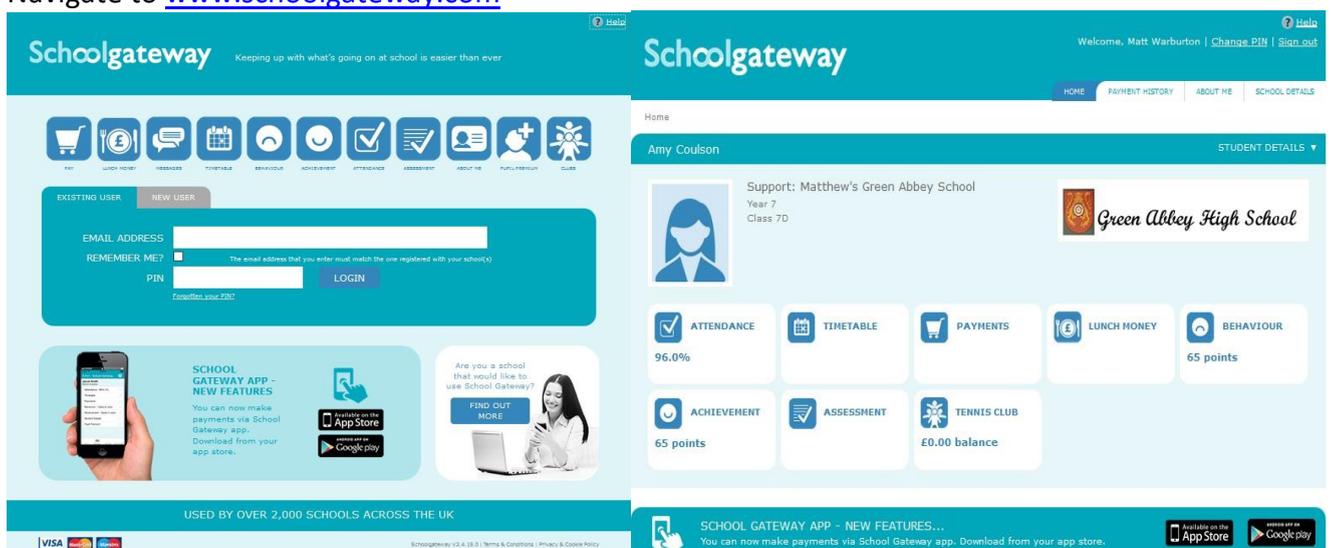
Select **Send PIN** - your 4 digit PIN will be sent via text message to your mobile phone.

Enter your email address and mobile number that is registered with the school.

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

### Logging in

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



Enter your email address and PIN number

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

The children you are linked to will be displayed

## Attendance

To view your child's attendance data select the Attendance icon from the Home page or icon from the toolbar

It will highlight in red, any unexplained absences for your child/children.

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

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Home > Amy Coulson (7D) - Attendance

**Amy Coulson (7D)** STUDENT DETAILS

**Attendance**  
Attendance data from: 1 September 2015 to 15 January 2016

**Green Abbey High School**

Attendance:	89.9%
Explained Absences:	3.8%
<b>Unexplained Absences:</b>	<b>6.3%</b>

[ADVISE OF FUTURE ABSENCE](#)

<b>15 January 2016</b> Morning	<a href="#">EXPLAIN</a>
<b>14 January 2016</b> All day	<a href="#">EXPLAIN</a>
<b>13 January 2016</b> All day	<a href="#">EXPLAIN</a>

**SCHOOL GATEWAY APP - NEW FEATURES...**  
You can now make payments via School Gateway app. Download from your app store.

Available on the **App Store** | **Google play**

To explain an unexplained absence click Explain, next to the absence.

**EXPLAIN ABSENCE** ×

TO: Support: Matthew's Green Abbey School

Amy Coulson (7D) was absent on 15 January 2016 because << reason >>

[SEND](#)

Click into the white box and type the explanation - be sure to include the name of your child/children and the date(s) of the absence.

If you have more than one absence to explain, include all dates of any absences that need explaining in your message.

Click **Send** to send your explanation to the school.

If you need to let the school know of any future absences, select the Advise of future absence button

The screenshot shows the Schoolgateway user interface for a parent. At the top, the Schoolgateway logo is on the left, and a welcome message 'Welcome, Matt Warburton' with links for 'Change PIN' and 'Sign out' is on the right. Below this is a navigation bar with 'HOME', 'PAYMENT HISTORY', 'ABOUT ME', and 'SCHOOL DETAILS'. The main content area shows the user's profile 'Amy Coulson (7D)' and their attendance data for Green Abbey High School from 1 September 2015 to 15 January 2016. The attendance statistics are: 89.9% overall, 3.8% explained absences, and 6.3% unexplained absences. A prominent blue button labeled 'ADVISE OF FUTURE ABSENCE' is located below the statistics. Underneath this button, there are three rows of absence records, each with an 'EXPLAIN' button:
 

- 15 January 2016, Morning
- 14 January 2016, All day
- 13 January 2016, All day

 At the bottom of the page, there is a banner for the 'SCHOOL GATEWAY APP - NEW FEATURES...' with instructions to download from the App Store or Google Play.

Click into the white box and type in the details of the absence, including your child's name, date of absence and reason for absence

The screenshot shows a form titled 'ADVISE FUTURE ABSENCE'. The recipient is 'TO: Support: Matthew's Green Abbey School'. The form contains a text input field with a placeholder text: 'Amy Coulson (7D) will be absent on << date >> because << reason >>'. A blue 'SEND' button is located at the bottom right of the form.

Click Send to submit the information to the school

### Timetable

To view your child's timetable for the next 10 school days select the Timetable icon from the Home page or icon from the toolbar

**Timetable**

**Green Abbey High School**

Friday, 15 January 2016	Monday, 18 January 2016	Tuesday, 19 January 2016
<b>English</b> 09:15 J Sinclair English Room 6 Fri:1 7D/En	<b>Religious Ed</b> 09:15 A Pinkney Humanities Room 5 Mon:1 7D/Re	<b>Physical Ed</b> 09:15 R Davidson Sports Hall 2 Tue:1 7y/Pe1
<b>Mathematics</b> 10:15 R Hatchett Maths Room 5 Fri:2 7y/Ma1	<b>English</b> 10:15 J Sinclair English Room 6 Mon:2 7D/En	<b>English</b> 10:15 J Sinclair English Room 6 Tue:2 7D/En
<b>Science</b> 11:35 A Abell Science Lab 1 Fri:3 7D/Sc	<b>Mathematics</b> 11:35 R Hatchett Maths Room 5 Mon:3 7y/Ma1	<b>Technology</b> 11:35 P Mughal Technology 6 Tue:3 7y/Te2
<b>Technology</b> 12:35 P Mughal Technology 6 Fri:4 7y/Te2	<b>Physical Ed</b> 12:35 R Davidson Sports Hall 2 Mon:4 7y/Pe1	<b>Technology</b> 12:35 P Mughal Technology 6 Tue:4 7y/Te2
<b>Art</b> 14:30 K Burrows Art Room 3 Fri:5 7D/Ar	<b>French</b> 14:30 S Dumbell Language Room 5 Mon:5 7D/Fr	<b>Music</b> 14:30 T Smith Art Room 1 Tue:5 7D/Mu
Wednesday, 20 January 2016	Thursday, 21 January 2016	Friday, 22 January 2016
<b>English</b> 09:15	<b>Mathematics</b> 09:15	<b>English</b> 09:15

### 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

**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.

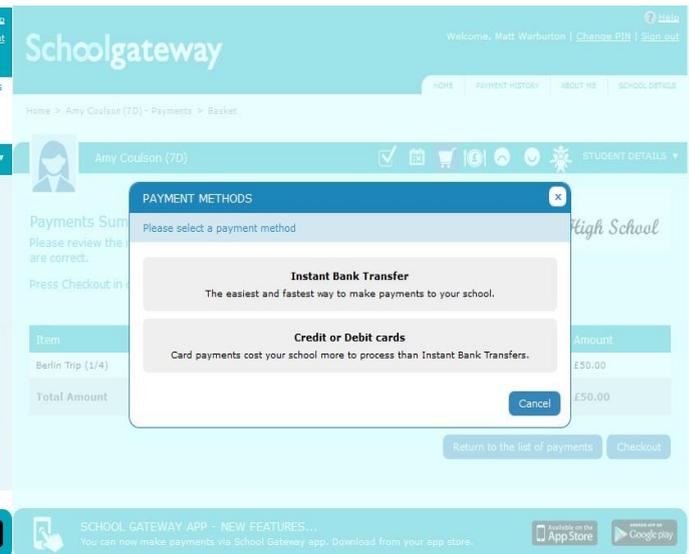
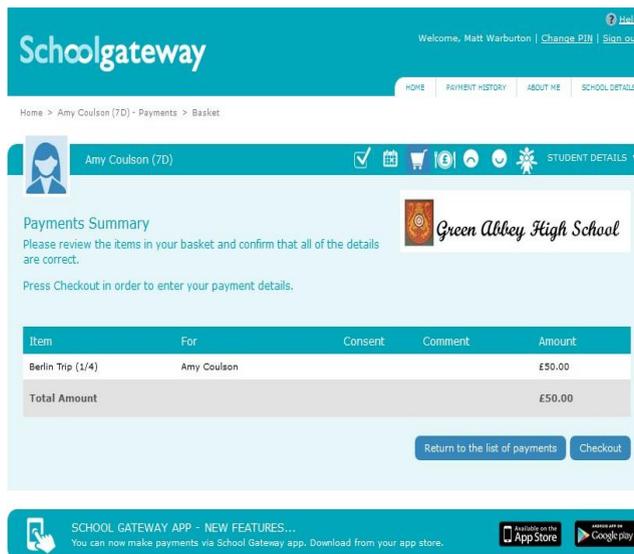
In basket?	Item	For	Due	Instalment	Amount
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 January 2016	1/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 February 2016	2/4	£50.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18 March 2016	3/4	£66.00
<a href="#">Add</a>	Berlin Trip	Amy Coulson	18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



To return to the items available for payment select **Return to the list of payments**.

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

If you are happy with the amount you are about to pay press **Checkout**

## Setting up Instant Bank Transfer

**Setup Instant Bank Transfer**  
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**

Choose the Instant Bank Transfer option and you will see the above page. 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 Instant 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.

Liz Aaron (4SL) STUDENT DETAILS ▾

**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

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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 Instant 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 Instant Bank Transfer has been set up.

Liz Aaron (4SL) STUDENT DETAILS ▾

**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 Demo: Primary School , 01288354403

The reference shown on your bank statement will be School Gateway, ref: DemoPrimar

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

Return to Basket Make payment

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

 Liz Aaron (4SL)








STUDENT DETAILS ▾

### 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**

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](#)

You will then see confirmation that the payment has taken place. Please note when you make your first payment using Instant Bank Transfer it takes 4 days for the funds to leave your account. After your first payment additional payments then take 3 days, however from the schools point of view money is credited instantly.

### Paying by Credit or Debit card

Schoolgateway



### Transaction Details

To Pay For : **This transaction will appear on your card statement as ISUZ/SchoolGateway**

Amount : **50.00 GBP**

### Select Payment Method

Please click below to select the type of card you wish to use.



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.



The image shows a Sage Pay transaction details screen for Schoolgateway. It features the Sage Pay logo on the left and the Schoolgateway logo on the right. Below the logos, the text 'Transaction Details' is displayed. A summary bar contains the following information: 'To Pay For : This transaction will appear on your card statement as ISUZ/SchoolGateway' and 'Amount : 50.00 GBP'. The background has a decorative graphic of overlapping colored lines.

## Enter Card Details

Card Number:*	<input type="text"/>
Card Type	Visa Debit / Delta
Firstname:*	<input type="text" value="Sophie"/>
Surname:*	<input type="text" value="Aaron"/>
Valid from:	Month: <input type="text" value="v"/> Year: <input type="text" value="v"/>
Expiry date:*	Month: <input type="text" value="v"/> Year: <input type="text" value="v"/>
Security Code:*	<input type="text"/>

[Back](#)[Proceed](#)

Enter your card details and cardholder information

To complete your payment, click the **Proceed** button

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

Home > Sophie Aaron (SBB) - Lunch Money

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

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Sophie Aaron (SBB)

**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

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

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

Home > Sophie Aaron (SBB) - Payments

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

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DETAILS

Sophie Aaron (SBB)

Payments for Support: Matthew's Waters Edge School  
Select items to view their details and add them to your basket or to make changes to your basket content.

In basket?	Item	Instalment	Amount
<a href="#">Add</a>	Lunch Money	1/1	£10.00
<a href="#">Add</a>	test	1/1	£45.00

**Lunch Money**

Please review the details below.

**For:** Sophie Aaron

**Amount: \***

**Instalment:** 1 of 1

[Cancel](#) [Add to Basket](#)

[View Basket](#)

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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 History

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

Your transaction history will be listed.

Home > Payment History

Payments

Payment History  
View and download your transaction history.

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

Please select a transaction from the list to view the payment details.

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

Download transaction history

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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.

Payment History transaction details

These are the details for the £25.00 transaction made on 1 February 2016.

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

Close

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

## Behaviour

To view any new or past behaviour incidents recorded by the school for your child select the Behaviour icon on the Home menu or in the toolbar in any of the screens

Welcome, Evie Roberts | [Change PIN](#) | [sign out](#) [help ?](#)

**Schoolgateway**

HOME ABOUT ME SCHOOL DETAILS

Home > Phoebe Roberts (9A) - Behaviour

Phoebe Roberts (9A)

Behaviour

Behaviour details from: 1 September 2013 to 12 March 2014

**Total Points: 10**

Behaviour Details: expand all ▼

<b>Homework Issue</b>	10 Points
5 March 2014	<a href="#">show incident details ▼</a>

SCHOOL GATEWAY MOBILE  
School Gateway is just a touch away. Get the app.

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New behaviour incidents will be highlighted in red

To view more details about the behaviour incident click the **show incident details** drop down arrow under the relevant behaviour incident

Welcome, Evie Roberts | [settings](#) | [sign out](#) [help ?](#)

**Schoolgateway**

HOME ABOUT ME SCHOOL DETAILS

Home > Phoebe Roberts (9A) - Behaviour

Phoebe Roberts (9A)

Behaviour

Behaviour details from: 1 September 2013 to 10 March 2014

**Total Points: 10**

Behaviour Details: expand all ▼

<b>Homework Issue</b>	10 Points
5 March 2014	
<b>Action:</b> Internal Exclusion	
<b>Comments:</b> This caused a real problem for the management of the class	<a href="#">hide incident details ▲</a>

Space for School Logo if populated

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If there is more than one incident showing, you can view the details of all incidents by selecting the **Expand all** drop down arrow

## Achievement

To view any new or past achievements your child has received select the Achievements icon on the Home menu or in the toolbar in any of the screens

**Schoolgateway** Welcome, Evie Roberts | [settings](#) | [sign out](#) | [help ?](#)  
 HOME | ABOUT ME | SCHOOL DETAILS  
 Home > Phoebe Roberts (9A) - Achievements

**Achievements**  
 Achievement details from: 1 September 2013 to 10 March 2014  
**Total Points: 35**

**Achievement Details:** expand all ▼

<b>Musical Activity</b> 5 March 2014	<b>10 Points</b> <a href="#">show achievement details ▼</a>
<b>Excellent Effort</b> 5 March 2014	<b>15 Points</b> <a href="#">show achievement details ▼</a>
<b>Extra-curricular Activity</b> 5 March 2014	<b>10 Points</b> <a href="#">show achievement details ▼</a>

**SCHOOL GATEWAY MOBILE**  
 School Gateway is just a touch away. Get the app.

Available on the

New achievements will be highlighted in Orange

To view more details about the achievement click the **show achievement details** drop down arrow under the relevant achievement

**Schoolgateway** Welcome, Evie Roberts | [Change PIN](#) | [sign out](#) | [help ?](#)  
 HOME | ABOUT ME | SCHOOL DETAILS  
 Home > Phoebe Roberts (9A) - Achievements

**Achievements**  
 Achievement details from: 1 September 2013 to 12 March 2014  
**Total Points: 35**

**Musical Activity** 10 Points  
 5 March 2014  
**Comments:** For brilliant progress with her Clarinet lessons hide achievement details ▲

**Excellent Effort** 15 Points  
 5 March 2014  
**Comments:** Expressed great enthusiasm in today's class hide achievement details ▲

**Extra-curricular Activity** 10 Points  
 5 March 2014 show achievement details ▼

**SCHOOL GATEWAY MOBILE**  
 School Gateway is just a touch away. Get the app.

Available on the

To view the details of all achievements listed select the **Expand all** drop down arrow

## Pupil Premium

Pupil Premium is one of the main ways that the Government funds schools.

Your child/children may be eligible for Pupil Premium, click **Start** to complete the questionnaire and find out if your child/children qualifies.

Details of the answers you give will not be shared with anyone. If your child/children are eligible, the school will be notified with the name of your child/children and then the school can apply for extra funding. They will not be told what the eligibility is based on.

## About Me

To view the contact details the school holds for you, select the **About Me** link on the menu at the top of the screen

If any of your details are incorrect you can inform the school by clicking the **Change Details** button

Click into the white box and enter your up to date details, to submit these to the school click **Send**

## School Details

The School Details screen will show information about the school, including their website.

Home > School Details

Support: Matthew's Green Abbey School

Website: [www.SchoolWebsite.sch.uk](http://www.SchoolWebsite.sch.uk)

Details: Not provided

Support: Matthew's Waters Edge School

Website: [www.Schoolwebsite.sch.uk](http://www.Schoolwebsite.sch.uk)

Details: Not provided

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## Changing your PIN

If you would like to change your PIN number go to **Change PIN** in the top right corner of the screen

Change your PIN number

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.

OK

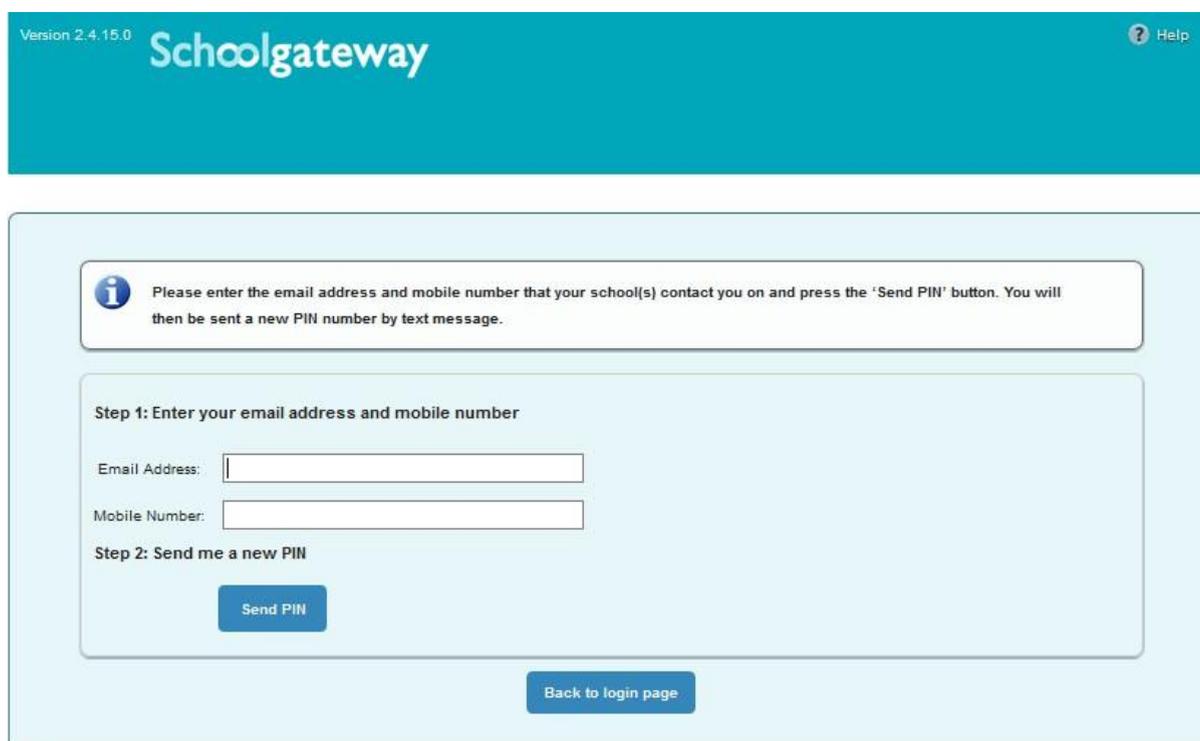
Enter your current PIN

Enter your new PIN and again to confirm it

Select **OK** to save your new PIN

## Resetting your PIN

To reset your PIN, select the **Forgotten your PIN** link on the login screen



The screenshot shows the Schoolgateway interface for resetting a PIN. At the top, there is a teal header with the text 'Version 2.4.15.0' on the left, the 'Schoolgateway' logo in the center, and a 'Help' link with a question mark icon on the right. Below the header is a light blue rounded rectangle containing the form. At the top of this rectangle is an information box with a blue 'i' icon and the text: '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 section titled 'Step 1: Enter your email address and mobile number'. It contains two input fields: 'Email Address:' followed by a text box, and 'Mobile Number:' followed by a text box. Below these is a section titled 'Step 2: Send me a new PIN' which contains a blue button labeled 'Send PIN'. At the bottom center of the form area is a blue button labeled 'Back to login page'.

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

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