

ULIDIA
INTEGRATED COLLEGE



School Gateway Welcome Pack

Schoolgateway

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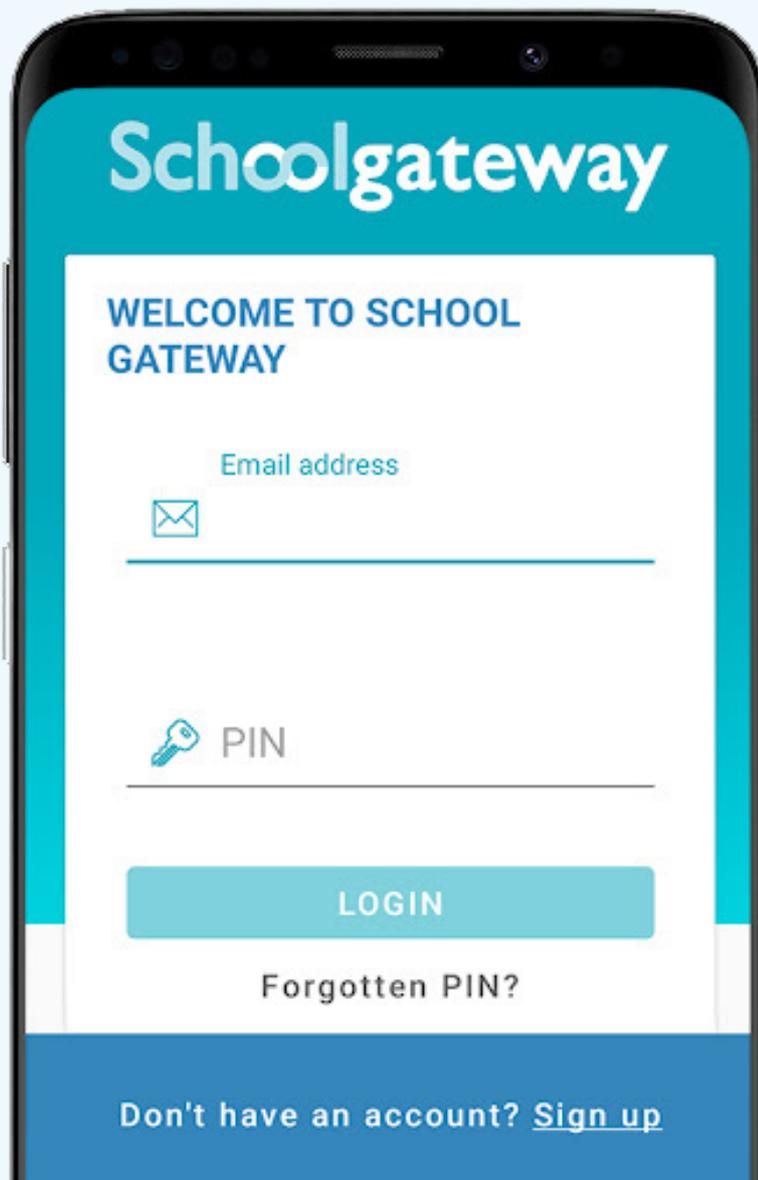
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Download the Free School Gateway App

To download the App, go to either the App Store (iOS users) or the Google Play Store (Android users) and search for **School Gateway**.



WHY YOU SHOULD DOWNLOAD THE SCHOOL GATEWAY APP

We want to make our school communications informative, convenient, and easy to manage for our parents - that's why we use School Gateway! School Gateway utilises a free mobile app, available for iOS and Android devices, as well as a desktop portal.

We strongly encourage you to download the mobile app; here's why:

- Push notifications alert you to new messages, enabling you to access important information with ease.
- Manage all school messages in one place.
- Manage communications for more than one child, across different schools, with one School Gateway account.
- You don't need to log in to pick up messages or attachments - communications are quick and easy to access in moments.
- Parents can pay for trips, school meals, books, etc using the app.
- Lunch accounts can be monitored.
- Permission for trips, activities, etc can be given via the app.
- Surveys are easily responded to via the app.

The School Gateway app is a valuable tool for the parents and Ulidia Integrated College. Parents do not have to worry about missing a message in their child's school-bag. Students don't have to carry cash to school. Funds can be added to lunch accounts within minutes and parents can see all transactions through the app. There are many benefits to using this app and the school would encourage everyone to sign up.

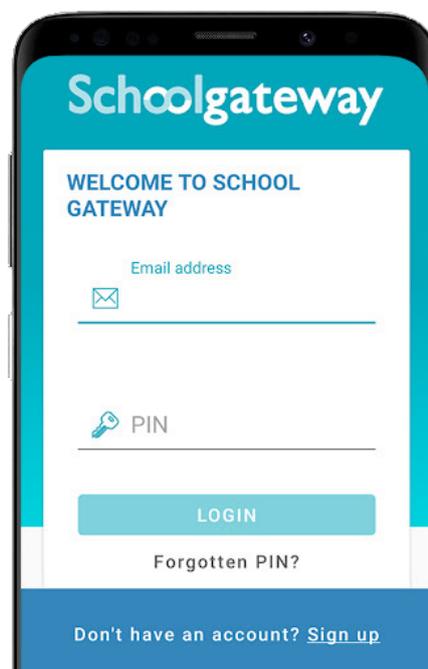
The logo for School Gateway, featuring the word "Schoolgateway" in a blue, sans-serif font. The "S" is significantly larger than the other letters, and the "g" is lowercase and smaller than the other letters.

GETTING REGISTERED

Creating an account is simple and will take no more than a couple of minutes.

1. Download the School Gateway Android or iPhone app.
2. Press **'Sign Up'** then enter the email and mobile number your school has on record. If you're not sure if they have the right details, it's best to check and update first.
3. Press **'Send PIN'**. You will receive a text message with your unique PIN.
4. You're now ready to log in and start using School Gateway.
5. If you don't have a smartphone or prefer to use a computer, you can set up your account using the web version of School Gateway.

<https://login.schoolgateway.com/0/auth/login>



1. Register

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



2. Four Digit PIN

School Gateway will send you a text with your PIN



3. Login

You are ready to go

If already registered, do I need to re-register?

You do not need to re-register for School Gateway. To ensure that you can see your child's school on your existing account please ensure that all schools you are connected to have the same email address and mobile number.

TROUBLESHOOTING

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 account has been 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

'Details don't match' error

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 entered onto your child's record on the school system.

I can't see all of my children on my School Gateway account

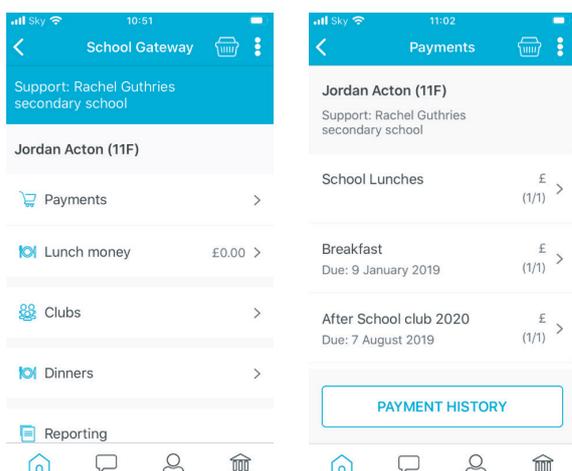
If both or all children attend the same school, ensure that your current email and mobile number has been stored identically for each child in the school system.

If both or all children attend different schools, ensure all schools are using School Gateway and that your current email and mobile number has been stored identically for each child in the school systems.

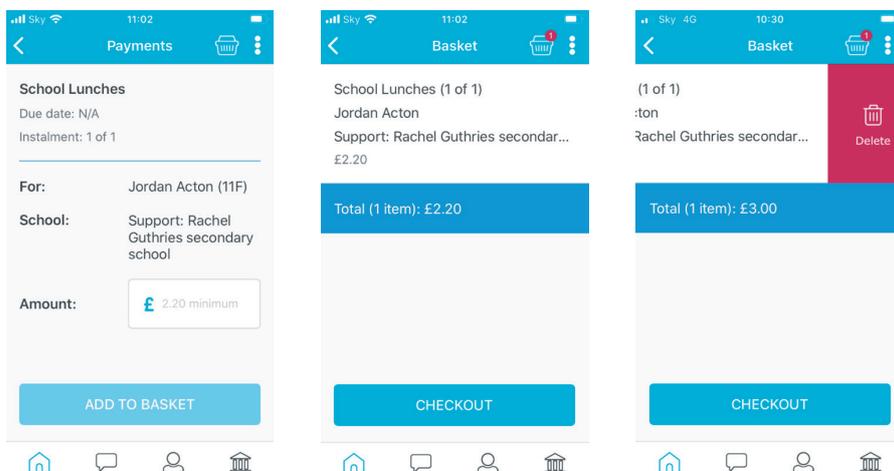
MAKING A PAYMENT

Once logged in you will see the home screen.

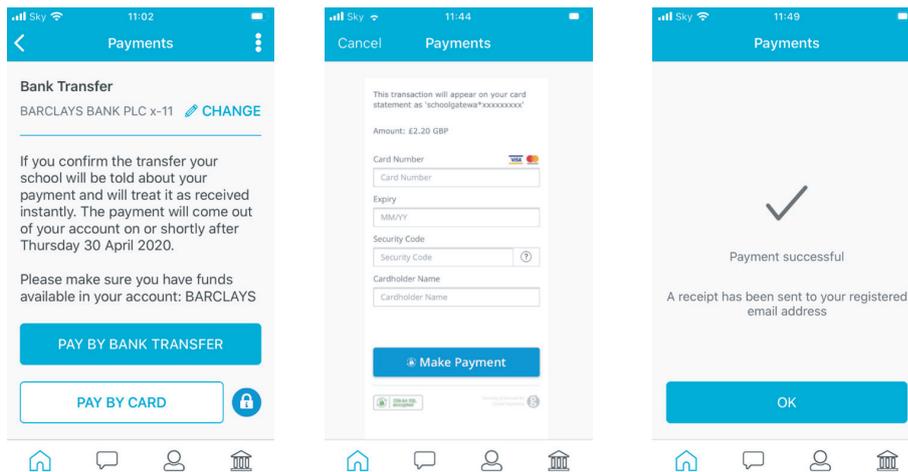
- Click on the child you would like to make the payment for
- Click on the Payments tab
- Click on the required payment request



- 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 may then see two different payment options: Pay By Card and Pay By Bank Transfer (If your school isn't using Bank Transfer you will only see Pay By Card)
- To Pay By Card, Click on Pay By Card and input your card details
- Click on Make Payment
- Payment will show as successful



Why choose bank transfer?

- Bank transfer is the easiest and most secure way to pay using School Gateway.
- The bank transfer 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.

A bank transfer is not a direct debit

When a payment is made by bank transfer on School Gateway, the payment will show 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 bank transfer payment facility is backed by the Direct Debit Guarantee.

Can bank transfer payments fail?

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

With a bank transfer payment, the money isn't held as it is with a debit card payment, this means the funds will still be available to spend up until the time we try and take the payment usually 3-5 working days later.

How do you know if a payment has failed?

- If a payment does 'fail' you will be notified via email from the School Gateway team.
- The payer will receive an email asking them to make the payment again.
- No monies will be debited from the payer's account

To change bank details on School Gateway for Bank Transfer

- 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 Bank Transfer or click on the Home Icon to take you off the payment.
- Please click here to access a short video to guide you through removing the payment from the basket

Please note: When you make your first payment using instant bank transfer it can take up to 10 working days for the funds to leave your account, any additional payments will then take 3-5 days, however from the school's point of view money is credited instantly.



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