

10<sup>th</sup> July 2023

## SchoolComms – New Payment System – September 2023

Dear Parent/Carer,

Due to our current payment system Pay360 ceasing to operate in August, we request that parents/carers register with our new provider SchoolComms for a School Gateway account. Attached to this letter is a School Gateway access guide, this provides you with all the information on how to register.

If you are unable to register and receive a message saying 'Details don't match' please provide the school office with a current valid email address and telephone number.

You can email this information to: [stmichaelsceprimaryschool@wolverhampton.gov.uk](mailto:stmichaelsceprimaryschool@wolverhampton.gov.uk) or pop into the office and provide us with your information.

We encourage all parents/carers to register for an account as this will be the preferred method of making payments in September. Payments can be made via the Gateway for Trips, School Dinners, Uniform, Bagel Club, Music Tuition and any other ad hoc events.

We ideally want to limit the volume of cash coming into school for administrative, audit and security purposes.

We will be sending home a 'Payments Guide' and any other useful information before the end of term for you to read and digest over the summer break.

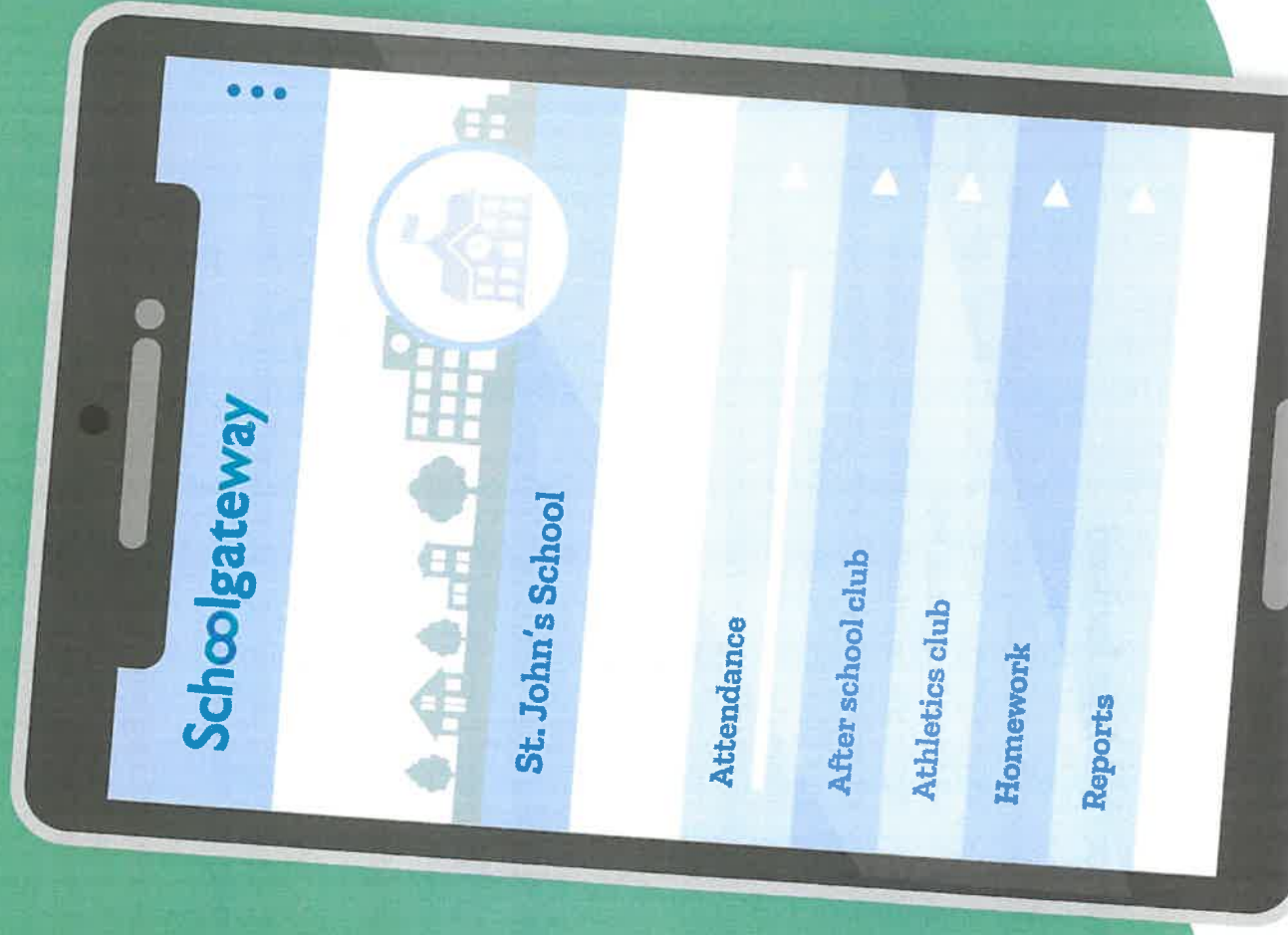
Yours sincerely  
The School Office Team





# Schoolgateway

## School Gateway Access Guide



## How to register for a School Gateway account

- o 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>
- o Go to the login screen on the app/web
- o If using the web version of School Gateway, ensure the NEW USER tab is selected before inputting any details
- o Enter the email address and mobile number that is registered with the school
- o You will then receive a PIN on a text
- o Enter the 4-digit PIN number received via text
- o Once logged in the home screen will be displayed

## If you have forgotten your PIN

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

## My account has locked

- o 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
- o If your account has locked for 24 hours, please contact your school for further assistance

## 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 are 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 then only 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**

- 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

## **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.