

## School Gateway – Help for Parents

### New user

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

The screenshot shows the School Gateway homepage. At the top, there's a navigation bar with 'Schoolgateway' and the tagline 'Keeping up with what's going on at school is easier than ever'. Below this is a row of icons representing various school services: PAY, LUNCH MONEY, MESSAGES, TIMETABLE, BEHAVIOUR, ACHIEVEMENT, ASSESSMENT, ABOUT ME, PUPIL PREMIUM, and CHESS. The main content area has a 'NEW USER' tab selected. The registration form asks for 'EMAIL ADDRESS' (with a note: 'The email address that you enter must match the one registered with your school(s)') and 'PIN'. Below the form, there's a section for the 'SCHOOL GATEWAY APP - NEW FEATURES' with 'Available on the App Store' and 'GET IT ON Google play' buttons. A 'SEND PIN' button is visible at the bottom right of the form area.

2. Select **New user**
3. Enter your email address and mobile number that is registered with your child's school

This screenshot shows the 'SEND PIN' step of the registration process. The 'NEW USER' tab is still selected. The form now asks for 'EMAIL ADDRESS' and 'MOBILE' number. A 'SEND PIN' button is located to the right of the mobile number field. A note above the form states: '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.'

4. Select **Send PIN**– your 4 digit PIN will be sent via text message to your mobile phone
5. You will need this PIN number each time you log in so keep it safe!

### Logging in

1. Navigate to [www.schoolgateway.com](http://www.schoolgateway.com)
2. Enter your email address and PIN number

The screenshot shows the login form on the School Gateway website. The 'EXISTING USER' tab is selected. The form has fields for 'EMAIL ADDRESS' and 'PIN'. A 'LOGIN' button is to the right of the PIN field. A note below the email field says: 'The email address that you enter must match the one registered with your school(s)'. A link for 'Forgot your PIN?' is at the bottom.

3. Once you have logged in you will be directed to your home page

The screenshot shows the user dashboard for 'Liz Aaron' at 'Support: Matthew's Waters Edge School'. The user is identified as 'Year 4 Class 4SL'. The dashboard features a grid of service tiles:
 

- ATTENDANCE:** 73.9% (30 unexplained absences)
- TIMETABLE:** (empty tile)
- PAYMENTS:** 2 payment items available
- LUNCH MONEY:** £9.50 balance
- BEHAVIOUR:** 1 point (1 new behaviour incident)
- ACHIEVEMENT:** 2 points (2 new achievements)
- ASSESSMENT:** 3 updated marksheets
- PUPIL PREMIUM:** Find out if you qualify
- CHESS CLUB:** £4.00 balance

 Navigation links at the top include HOME, PAYMENT HISTORY, ABOUT ME, and SCHOOL DETAILS. A 'STUDENT DETAILS' dropdown menu is visible on the right.

4. Your children and the schools that you/they are linked to will be shown
5. You will then have different options depending on what Schoolcomms products the school your child attends has

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### Change your PIN



1. Change your PIN by selecting Change PIN

2. Enter your current PIN
3. Enter your new PIN and again to confirm it
4. Select OK to save the changes
5. You will then be sent your new PIN number via a text message

### Resetting your PIN

1. To reset your PIN, select the 'Forgotten your PIN?' button on the login screen

2. Enter your email address and the mobile number that is registered with the school and select Send PIN
3. A new PIN will be sent to your mobile number