School Gateway – Help for Parents

New user

1. Navigate to www.schoolgateway.com

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

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
2. Enter your email address and PIN number

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

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

Need help? Email us on support@schoolcomms.com or call us on 0844 445 7147

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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

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