

## **NEW SCHOOL GATEWAY APP AND ELECTRONIC PAYMENT SYSTEM**

We are in the process of changing the company who supports the email, text messaging and epayment systems in school. We hope that this change will improve the way in which these systems operate so that they are readily accessible for parents. There is a mobile phone app which you will be able to download which will allow you to make epayments, book parents evening appointments online, see your current balance for school meals and receive reminders to you when your balance is running low.

Please see the attached information for a full explanation of the new system and how to download and use the app.

Please do not worry if you cannot access these systems as we are happy to provide information which you require as a paper copy if necessary and you will still be able to make payments by cash or cheque although we would urge you to give the new system a try if you can. The existing epayment system will continue to operate for a short time to allow a smooth transition to the new system.

### **Improve your links with school**

The school is going to implement Schoolcomms, a school communication system. This will enable you to receive all your communications from school quickly and reliably. We can send letters by email to your inbox and short messages directly to your mobile phone as a text message, or if you have either an Apple or Android mobile phone, by app message.

You will:

- € Receive letters more reliably and promptly
- € See letters in your inbox like any other email
- € Get a short text message or app message if we need to contact you urgently
- € Still get paper letters if you don't have email
- € Not need to rely on your child for delivery

We can:

- € Send more letters and information
- € Save money on admin time, printing and paper
- € Contact you urgently when necessary

The school will use the email address and mobile number that we hold for the Priority one contact(s) in our database. If you are not certain that we have your correct details, please contact the school. If you change your contact details please let the school know as soon as possible.

Schoolcomms is registered with the data protection act. All information you provide will be kept private and will not be passed on to any other organisation. Your details will only be used for the purpose of school business. You will not receive any SPAM or marketing material.

If you have any questions or concerns please contact the school office on 01625 520207

Finding the right change or writing a cheque for the school trip or other items for school can be tiresome and time consuming. You or your child has to take the payment/s to school and the school office has to count and record it. At school, we have decided to use *Schoolcomms* to offer you an online payment method which puts you in control. You can access it at any time, track how much you have paid, what is outstanding and make payments directly to us using your debit or credit card.

### **Getting started**

Activate your School Gateway account. It's quick and easy to do. All you need are your email address and mobile number that school holds on record for you

**Download the app:** If you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website PLUS it saves the school money when we send you a text message.

### **OR**

You will need to register for a School Gateway account from [www.schoolgateway.com](http://www.schoolgateway.com). You will need to enter your email address and mobile number we have on record for you.

When you have entered your email address and mobile number, select the Send PIN button, a PIN number will be sent to your mobile phone. You can then use this PIN number to log into the School Gateway and view/ make payments.

You can see a record of the payments that you've made and receipts are sent to your registered email address for all transactions you make. You will be able to see what meals have been taken by your child and your current meal balance and receive reminders to top up when you are getting low.

The new system removes the need to send money into school with your child, removing the chance of money going astray, making it convenient for you to pay when it suits you, from anywhere at any time of day or night.

### **Secure**

Your card details are not visible or stored in the *Schoolcomms* or school system.

All card information is processed by Barclaycard.

You log in using the email address registered with the school and with your PIN number.

If you have any questions about this, please contact us at the school. The designated person looking after your queries in school is Mrs Munro.

If you're having trouble logging in, it may be because the school doesn't have your current email and mobile phone number on record. Please call the school and we'll update the details on our system. We hope that you will find School Gateway to be a fast and easy way to pay for school items.