



Parents' Guide to School Gateway App

Account activation

Screenshot of the School Gateway app registration screen. The screen shows the 'Schoolgateway' logo at the top, followed by 'WELCOME TO SCHOOL GATEWAY'. Below this is the instruction 'Register using the same details held by your school'. There are two input fields: 'Email address' and 'Mobile number'. A teal 'SEND PIN' button is at the bottom. At the very bottom, there is a link: 'Already registered? [Log in](#)'.

- Download the School Gateway app on your device from the App store.
- Enter your email address and mobile number that is registered with the school.
- Select Send PIN -Your 4-digit PIN will be sent via text message to your mobile phone.
- You will need this PIN each time you login so keep it safe!



Logging in

Screenshot of the School Gateway app login screen. The screen shows the 'Schoolgateway' logo at the top, followed by 'WELCOME TO SCHOOL GATEWAY'. Below this are two input fields: 'Email address' and 'PIN'. A teal 'LOGIN' button is at the bottom. Below the button is a link: 'Forgotten PIN?'. At the very bottom, there is a link: 'Don't have an account? [Sign up](#)'.

- Enter your email address and PIN number
- Once you have logged in you will see the home screen
- The Children you are linked to will be displayed (*If you are unable to see all of your children please contact the school to check they have the correct contact details for each of your children*)



Forgotten PIN?

WELCOME TO SCHOOL GATEWAY

Email address

PIN

LOGIN

Forgotten PIN?

Don't have an account? [Sign up](#)

RESET YOUR PIN

Enter the email address and mobile number linked to your account

Email address

Mobile number

SEND PIN

CANCEL

Don't have an account? [Sign up](#)

You can request a new PIN using the 'Forgotten PIN' link.

Input your email address and mobile number linked to your account (If you get an error message informing you your details don't match, please contact the school to check they have the correct contact details for you.)

You will then receive a new PIN via text

To change your PIN

- To change your current PIN, click on the 3 horizontal dots the top of the app screen.
- Click on 'Change PIN'
- Input a memorable PIN number and save
- You will need this PIN each time you login so keep it safe!

Settings

Change PIN

Privacy notice

Help

Log out

Version 2.20.3.1

Change PIN

Enter a new PIN for your account

Enter current PIN

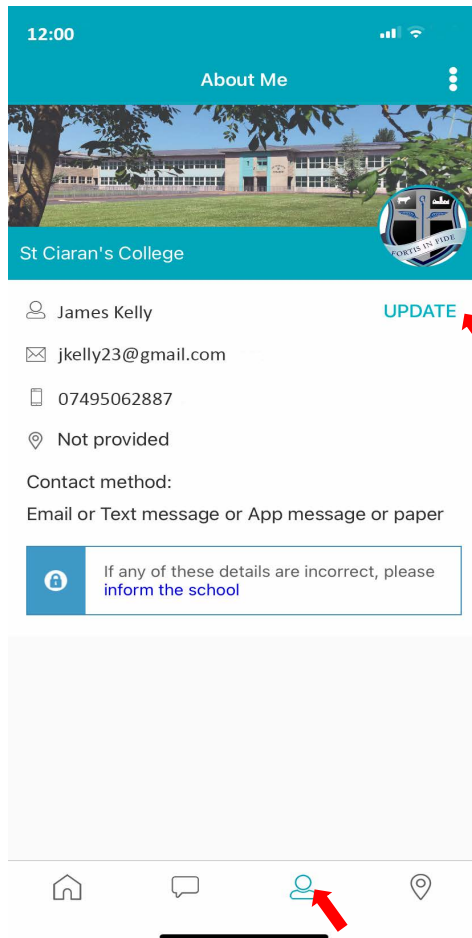
Enter new PIN

Confirm new PIN

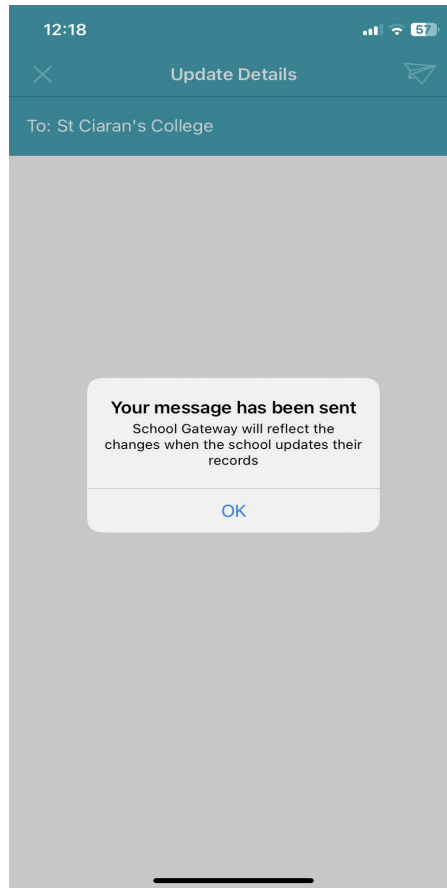
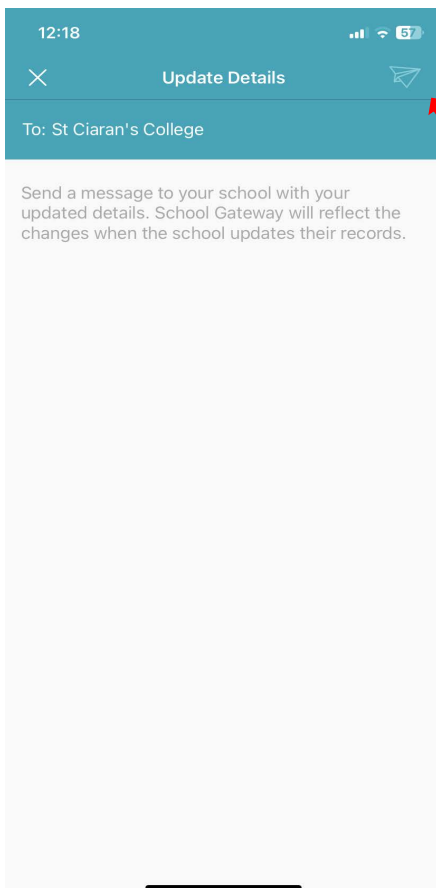
SAVE



About Me



- To view the contact details the school holds for you, select the About Me link.
- If any of your details are incorrect you can inform the school by clicking Update.



- Input the new details and send and you will see the confirmation screen.
- Your details won't change until the school update your details.



School Gateway Troubleshooting Guide

Do I have to pay for school Gateway?

No, it's completely free to download and use

What will you use my mobile number and e-mail address for?

We only use the phone number and e-mail address that you provide to match you to your school record and to send you a PIN

Can I install School Gateway on more than one device?

Yes, but you can only login to one device at a time. When you login to a second device you will be logged out on the first device.

I can't open a School Gateway Account

1. Please check with your school if you already have a School Gateway account registered
2. If you are already registered they will be able to inform you of the email address you are registered with to allow you to login to your existing account

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.

As part of School Gateway's security process, the system automatically checks for a match between the sign-up information you have entered into School Gateway and the information stored in the school system before creating your account.

I can't see all 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 both or 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.