



Dear Parent / Carer,

School Gateway is the new way to pay for your daughter's lunch and trips. If you have an iPhone or Android mobile or tablet, you can download the app from the app store, alternatively visit www.schoolgateway.com and register as a new user.

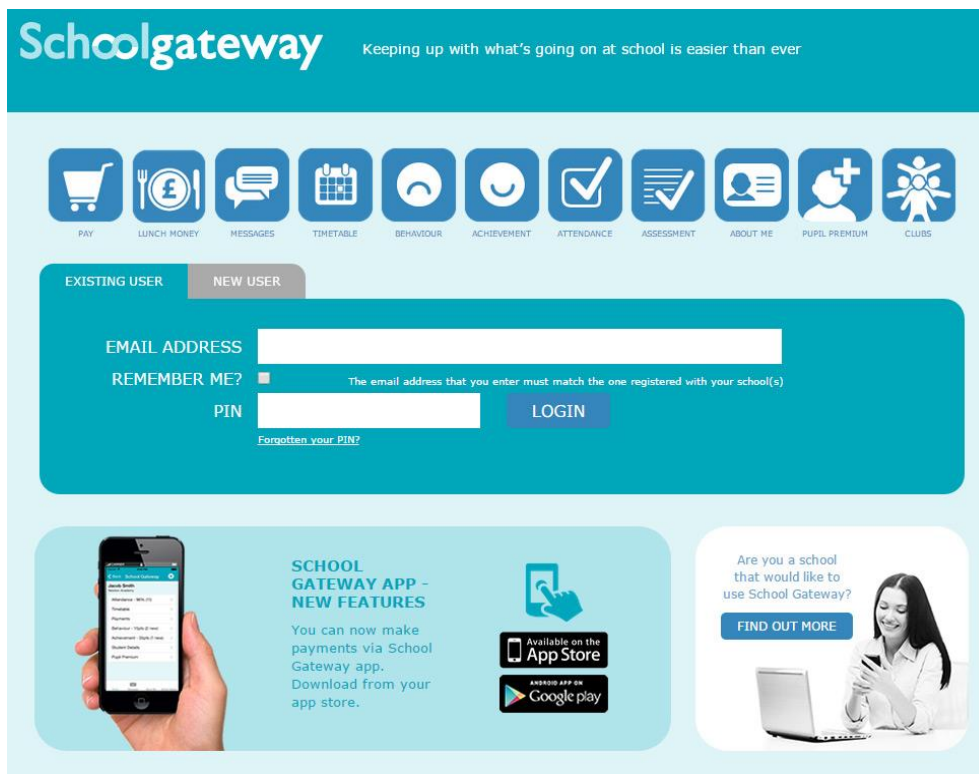
To register you will need the **email address** and **mobile number** we have registered for you at the school.

Upon registration, you will receive a PIN on your mobile.



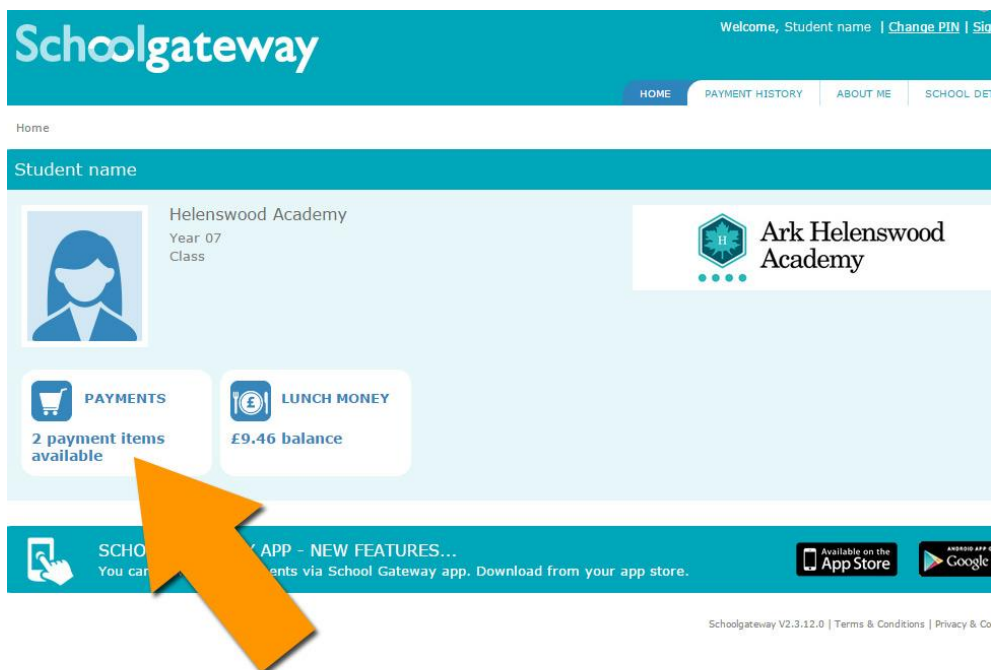
PRINCIPAL: Lucy Monk
REGIONAL DIRECTOR: Mark Phillips

Use the email address you registered with and the PIN you have been sent to login.



The image shows the Schoolgateway login page. At the top, the logo 'Schoolgateway' is displayed with the tagline 'Keeping up with what's going on at school is easier than ever'. Below the logo is a navigation bar with icons for various features: PAY, LUNCH MONEY, MESSAGES, TIMETABLE, BEHAVIOUR, ACHIEVEMENT, ATTENDANCE, ASSESSMENT, ABOUT ME, PUPIL PREMIUM, and CLUBS. The main content area has two tabs: 'EXISTING USER' (selected) and 'NEW USER'. Under 'EXISTING USER', there is a form with fields for 'EMAIL ADDRESS' and 'PIN', a 'REMEMBER ME?' checkbox, and a 'LOGIN' button. A note states: 'The email address that you enter must match the one registered with your school(s)'. A link 'Forgotten your PIN?' is also present. Below the login form, there are three promotional banners. The first shows a hand holding a smartphone displaying the app interface, with text: 'SCHOOL GATEWAY APP - NEW FEATURES. You can now make payments via School Gateway app. Download from your app store.' and logos for 'Available on the App Store' and 'Available on Google play'. The second banner asks 'Are you a school that would like to use School Gateway?' with a 'FIND OUT MORE' button and an image of a woman using a laptop and phone.

Once logged in, you will see your daughter's name, year, class and any related payment requests.



The image shows the Schoolgateway user dashboard. At the top, the logo 'Schoolgateway' is on the left, and 'Welcome, Student name | Change PIN | Sign Out' is on the right. Below the logo is a navigation bar with 'HOME' (selected), 'PAYMENT HISTORY', 'ABOUT ME', and 'SCHOOL DET'. The main content area is titled 'Student name' and shows a profile card for 'Helenswood Academy' with 'Year 07' and 'Class'. To the right is the 'Ark Helenswood Academy' logo. Below the profile card are two cards: 'PAYMENTS' showing '2 payment items available' and 'LUNCH MONEY' showing '£9.46 balance'. A large orange arrow points to the 'PAYMENTS' card. At the bottom, there is a banner for the 'SCHOOL GATEWAY APP - NEW FEATURES...' with 'Available on the App Store' and 'Available on Google play' logos. The footer contains 'Schoolgateway V2.3.12.0 | Terms & Conditions | Privacy & Co'.

Click **payments** to see all payment requests that are listed specific to your daughter.

Schoolgateway Welcome Student name [Change PIN](#) | [Sign Out](#)

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DE

Home > Payments

Student name

Payments for Helenswood Academy
Select items to view their details and add them to your basket or to make changes to your basket content.

Ark Helenswood Academy

In basket?	Item	For	Due	Instalment	Amount
Add	Dinner money	Student name		1/1	£10.00

[View Basket](#)

SCHOOL GATEWAY APP - NEW FEATURES...
You can now make payments via School Gateway app. Download from your app store.

Available on the

Schoolgateway V2.3.12.0 | Terms & Conditions | Privacy & G

In the above example you can see **dinner money** as a payment request with a minimum payment of £10. Click **add** to add this to the basket.

Schoolgateway Welcome Student name [Change PIN](#) | [Sign Out](#)

HOME | PAYMENT HISTORY | ABOUT ME | SCHOOL DE

Home > Payments

Student name

Payments for Helenswood Academy
Select items to view their details and add them to your basket or to make changes to your basket content.

Ark Helenswood Academy

In basket?	Item	For	Due	Instalment	Amount
Add	Dinner money	Student name		1/1	£10.00

[View Basket](#)

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Dinner money x

Please review the details below.

For: Rebecca Raines

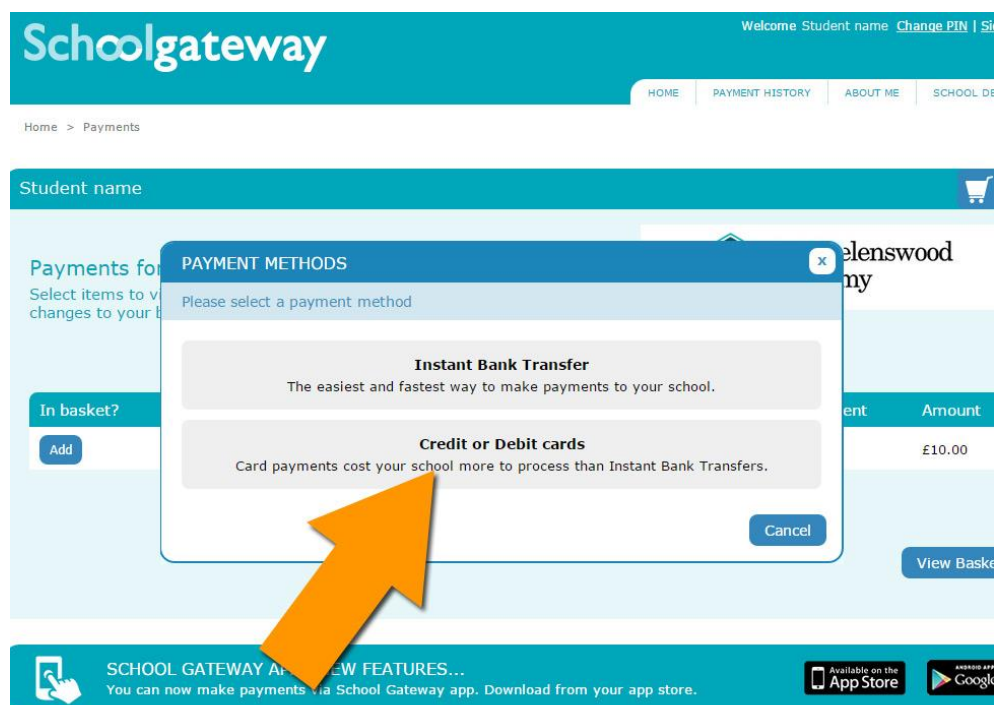
Amount: * £ 10.00 minimum

Instalment: 1 of 1

[Cancel](#) [Add to Basket](#)

Add the amount you wish to pay to the basket. Once done, click **view basket**, then **checkout** to pay.

Choose your preferred method of payment, either **Instant Bank Transfer** or pay with your **Debit** or **Credit Card**.



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Once paid, your balance will be updated in the School Gateway main screen and your daughter will have instant access to those funds at the catering till.

Problems you may encounter

Your details are not recognised

This doesn't mean that we don't have your correct details, it is just they may not be in the right order of priority but please contact the school office on 01424 753040 to verify your details.

You didn't receive a PIN within 24 hours

If you don't receive a PIN or see a warning that you have requested too many, contact the school office on 01424 753040 and we can call you back with a PIN.

Once logged in, your daughter's details are not listed

This is due to contact details mismatch. Call the school office on 01424 753040 to verify your details.

You can see your daughter's details but payment requests are either incorrect or missing

This is another data mismatch and we need to verify your contact details. Please contact the school office on 01424 753040.