

FAQ for Parents

Why do I want School Gateway?

1. School Gateway is also a safe and secure way **for parents to pay money to the school** for dinners, trips, nursery fees etc., using credit or debit cards. You can also provide online consent for school trips.
2. School Gateway allows the school to send you messages instantly just like text messages – **only much cheaper**. The more people who download School Gateway, the more money your school saves.

Do I have to pay for School Gateway?

No, it is completely free to download and to use.

What will you use my mobile phone 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 your PIN.

Will School Gateway work on any smart phone?

School Gateway is available on Android (2.3/Gingerbread or better) and Apple (iPhone 3GS or better, iPod Touch 3 or better, iPad)

Can I install School Gateway on more than 1 device?

Yes. But you can only log in to one device at a time. When you log in on a second device you will be logged out on the first.

I've forgotten my PIN

No problem. Select the 'Forgotten PIN' button on the login screen of the app and you will be sent another PIN by text message immediately.

Can I change my PIN?

Yes. Go to www.schoolgateway.com to change your PIN (using the same e-mail address and PIN as you use to log in to the app)

How do I change my email address on my School Gateway account?

You must use the same e-mail address as you have registered with your school. Speak to your school if you want to change the email address you have registered with them. Once they've done that, you'll be prompted to log in again with your new email address and the PIN number you had previously.

What if I want to go back to receiving texts?

Log out on the app through 'Settings'. Sign back into the app when you're ready to start receiving app messages and saving the school money on text credits.

I have children at more than one school. Can I get messages for both children on School Gateway?

Ask your schools if they are using School Gateway. School Gateway will automatically link to all your children at different schools as long as they are using School Gateway. You only need to log in once. You must have the same e-mail address and mobile number registered at all schools.

Is School Gateway secure?

School Gateway encrypts all data stored on the phone and encrypts all communication between your device and the school.

I don't want to get electronic communications

Contact the school and ask them to flag your name as opted out. Then you will only receive paper messages.