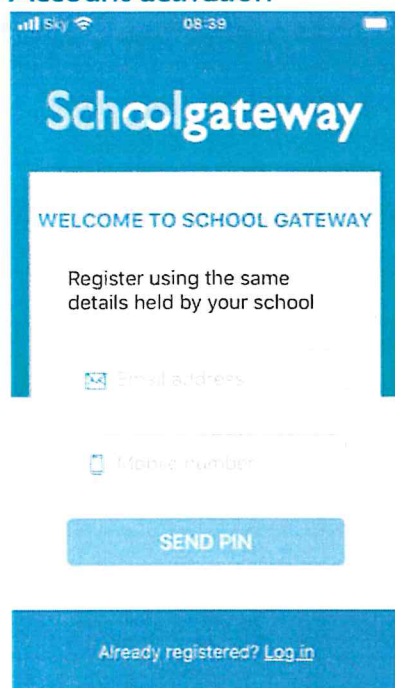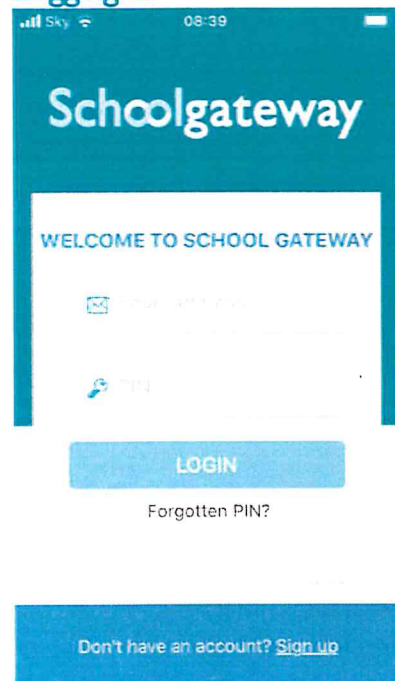# Parents' Guide to School Gateway App

Account activation

- 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

Home screen

- 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?

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 as shown on the screenshot
- Click on 'Change PIN'
- Input a memorable PIN number and save
- You will need this PIN each time you login so keep it safe!

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.

I'm not receiving notifications
If you wish to receive push notifications for your School Gateway app, you must ensure that push notifications are manually turned on for this app within your phone settings.

For Apple devices:

- On your phone go to Settings
- In here scroll down to the "Notifications Centre"
- Select School Gateway
- In here ensure that under the heading "Notification Centre "it is switched on
- Close the screen; you will now receive notifications when new app messages come through

For Android devices:

- On your phone go to Settings> Applications Manager
- Scroll down your list of apps until you find School Gateway and select it
- In here there will be a tick box that says "Show notifications" ensure this is selected
- Close the screen; you will now receive notifications when new app messages come through.