

School Gateway App and How it Works for Parents

School Gateway App is a smartphone app which can be installed on Apple or Android phones to allow the school to send and receive messages at a reduced price.

How to download School Gateway

Search for "School Gateway" in the Apple or Android app stores.

Navigate to www.schoolgateway.com/apple or www.schoolgateway.com/android on your mobile phone or you can

Account Activation

When you first download the app you will see the below login screen.

To register for the app, select the **New User** button.

Schoolgateway

Email

PIN

New User Forgotten PIN Login

Welcome to the School Gateway.

Please enter your email address and PIN to login.

If you are new to School Gateway or have forgotten your PIN please press 'New User' or 'Forgotten PIN' so that it can be sent to you by text message.

You will then be asked to enter your email address and mobile number.

NB: The email address and mobile number you provide **MUST** be the same as that registered with the school in SIMS (and imported to Schoolcomms).

Schoolgateway

Email

Mobile Number

Cancel Send PIN

Please enter the email address and mobile number that your schools contact you on and press the 'Send PIN' button. You will then be sent a new PIN number by text message.

You then select the **Send PIN** button and a 4 digit PIN will be text to your mobile phone.

Logging in

Once the PIN number has been received you can log into the app, using your registered email address and the 4 digit PIN that was text to you.

You only need to log into the app once; unless you log out manually.

Schoolgateway

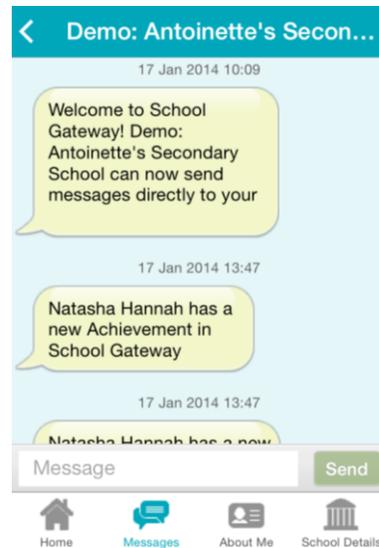
antoINETte@schoolcomms.com

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New User Forgotten PIN Login

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

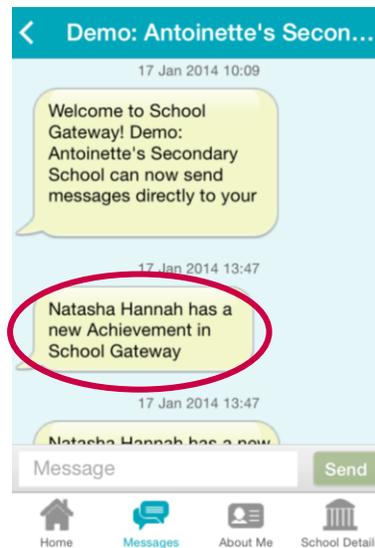
You are now logged in and will see a welcome message, informing you that messages will now arrive in the app!



Receiving Messages

When you receive a new message from school you will receive a notification, just like you do when you receive a text message.

Open the app to show the message

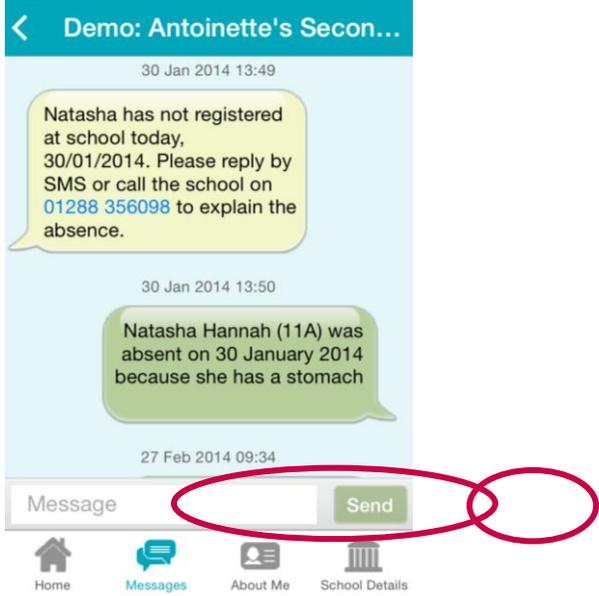


Sending Messages

To reply to a message or send a new message to school, open School gateway and open the message history.

Click into the Message box and type your message

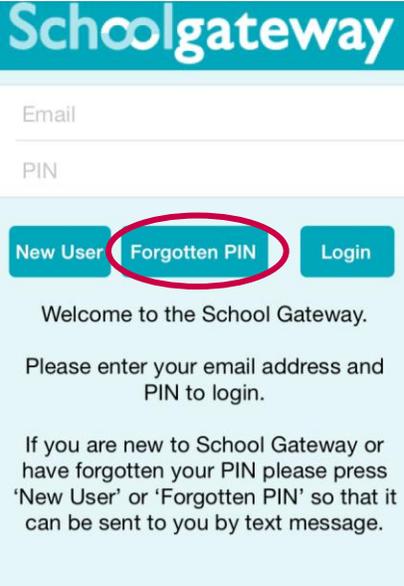
When ready to send your message click Send



Forgotten PIN

If you forget your PIN, you can reset it via the login screen.

You need to select the **Forgotten PIN** button.



You will be asked to enter your email address and mobile phone number that is registered with the school.

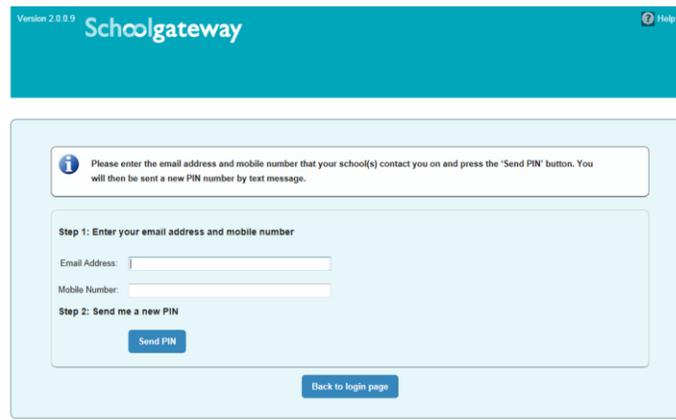
To have a new PIN number sent to you, you need to select the **Send PIN** button. A new PIN will be generated and sent to you by text to your mobile phone.

Changing PIN:

There is no need for you to change your PIN, you only need to enter it once when you first login, but if you wish to change your PIN, you will need to visit School Gateway web (www.schoogateway.com).

Once you have logged into School Gateway web, using your registered email address and 4 digit PIN number, you can select the Change PIN button on the toolbar.

You will need to enter your current PIN number and then enter your new PIN number twice.



The screenshot shows the 'Send PIN' form on the Schoolgateway website. At the top, there is a teal header with 'Version 2.0.0.9' on the left and 'Schoolgateway' in the center, with a 'Help' icon on the right. Below the header is a light blue box containing an information icon and the text: 'Please enter the email address and mobile number that your school(s) contact you on and press the 'Send PIN' button. You will then be sent a new PIN number by text message.' Underneath this is a section titled 'Step 1: Enter your email address and mobile number' with two input fields: 'Email Address' and 'Mobile Number'. Below that is a section titled 'Step 2: Send me a new PIN' with a 'Send PIN' button. At the bottom of the form is a 'Back to login page' button.

If you have any questions, please contact your School.