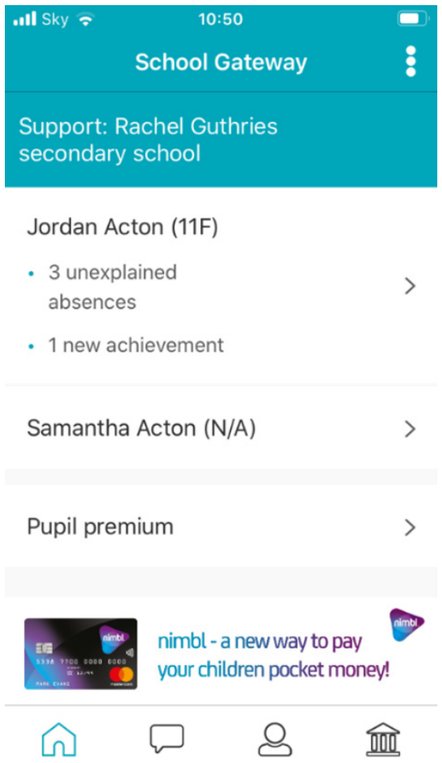
Schoolgateway

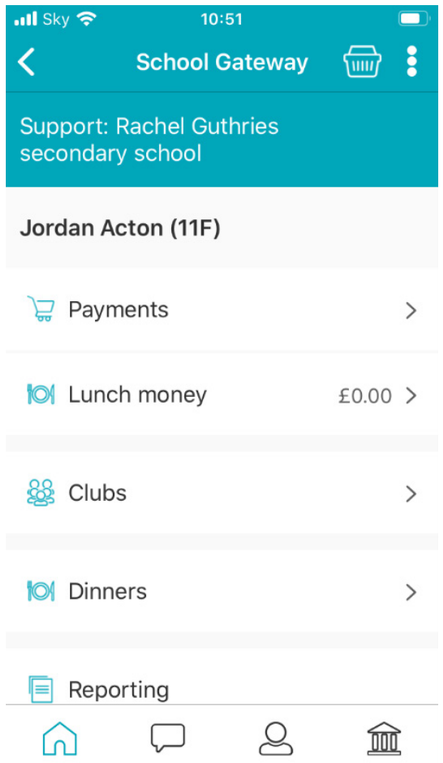
Payments Guide

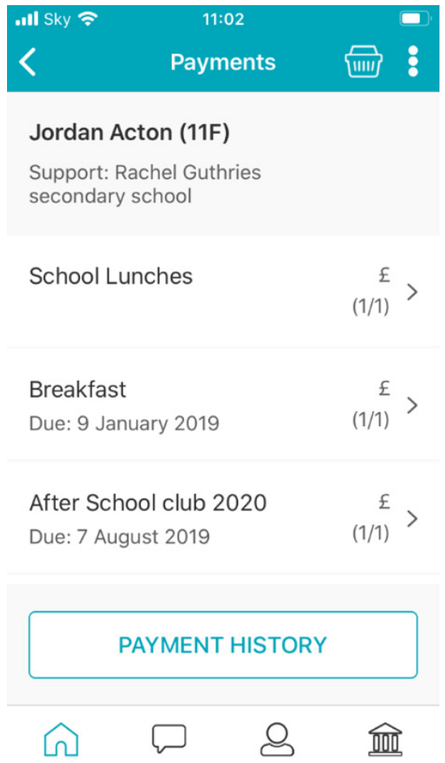
Payments simplified with our guide

How to make a payment

- Once logged in you will see the Home Screen
- Click on the child you would like to make the payment for
- Click on the Payments tab
- Click on the required payment request (if paying for a club you must go to the Clubs tab first and book the session/s before paying. Paying for a club will not secure a session)







- Input the amount and click Add To Basket
- Check the amount is correct

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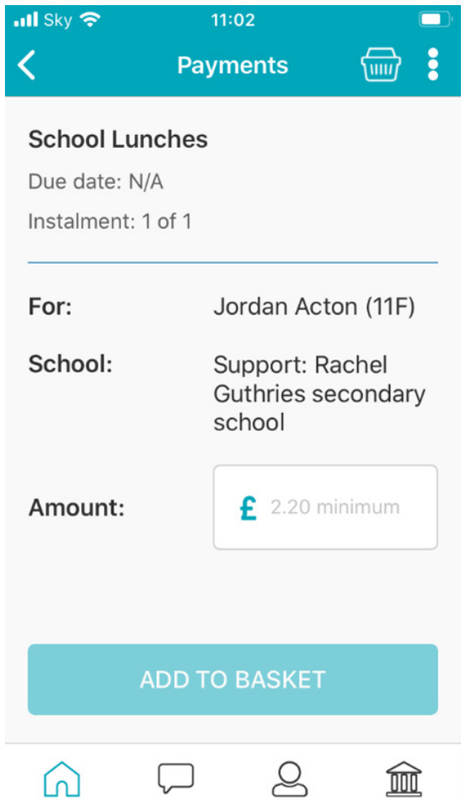
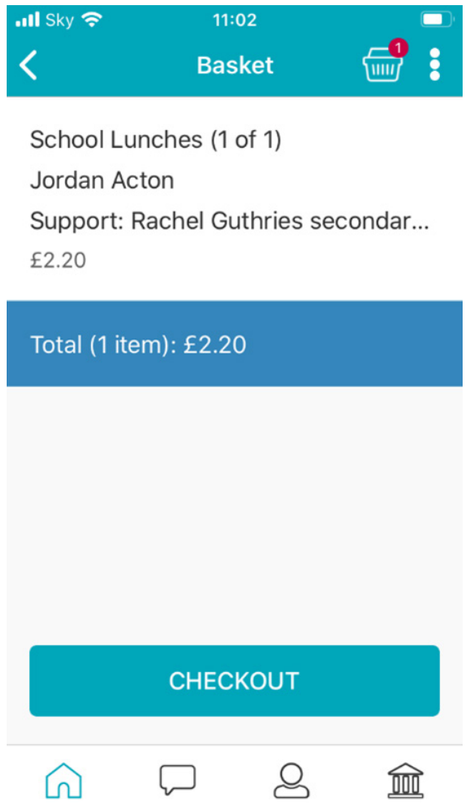
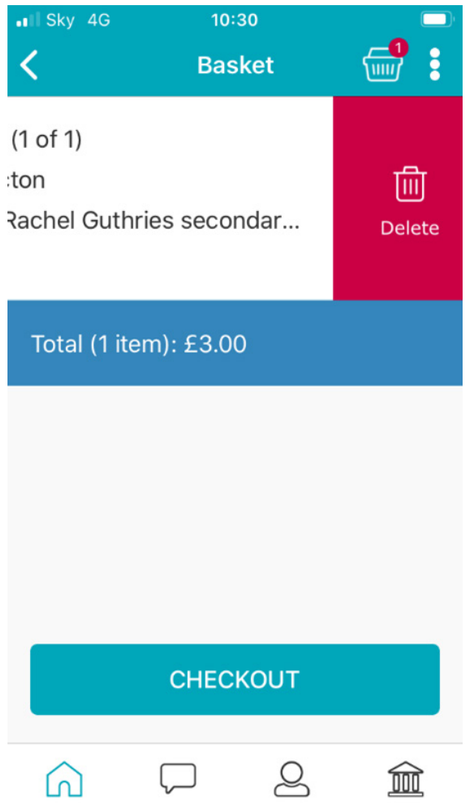
- If the amount is incorrect, swipe from right to left on the payment added to the basket and delete.
- You can then re-add to the basket following the previous instructions
- If the amount is correct click on Check Out







- You may then see two different payment options: Pay By Card and Pay By Bank Transfer (If your school isn't using Bank Transfer you will only see Pay By Card)
- To Pay By Card, Click on Pay By Card and input your card details
- Click on Make Payment
- Payment will show as successful

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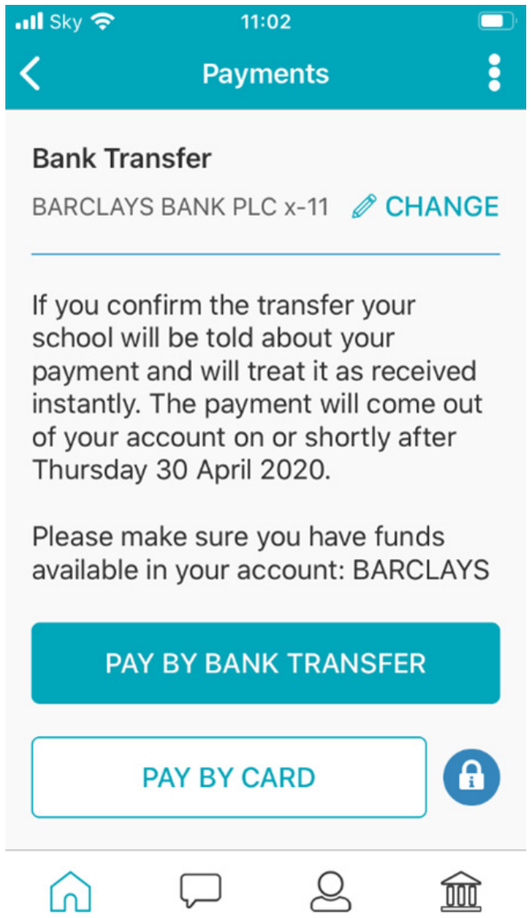

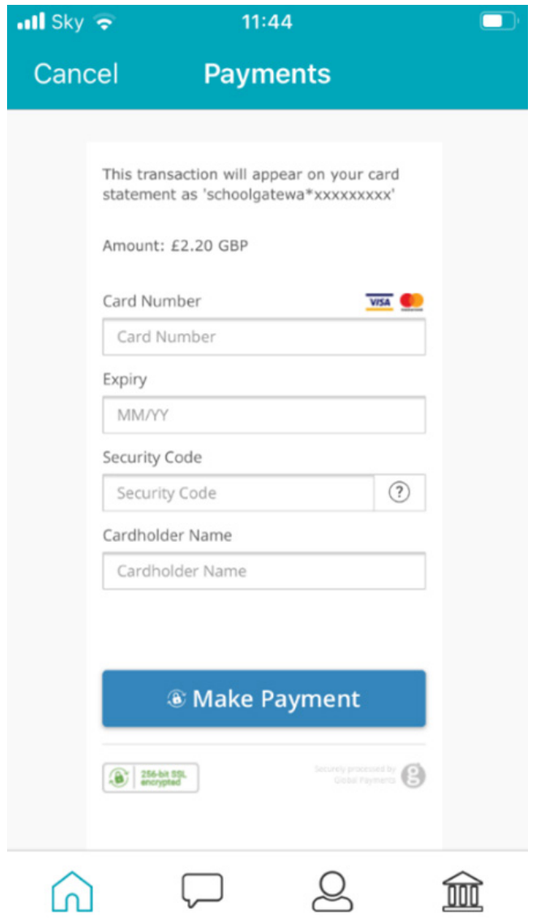

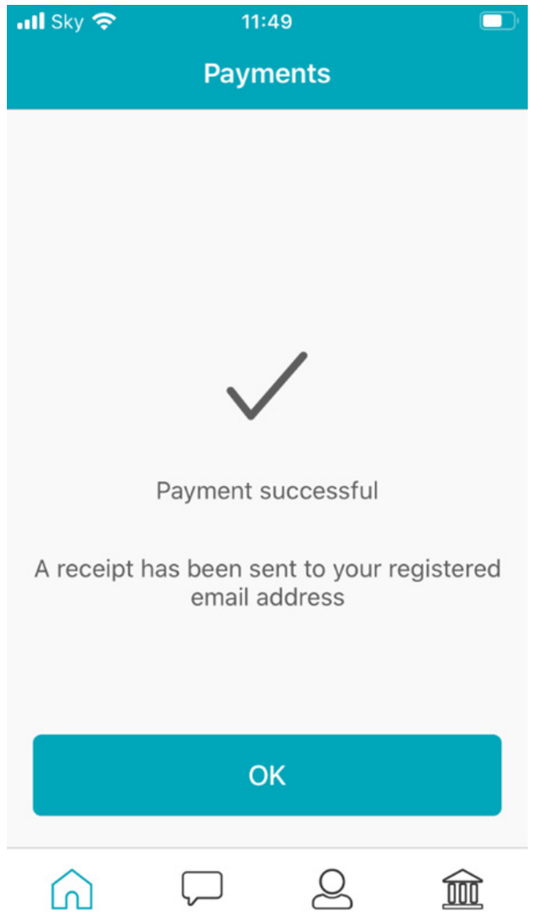

Why choose to pay using bank transfer

- Bank transfer is the easiest and most secure way to pay using School Gateway.
- The bank transfer set up can either be completed via the School Gateway app or website.
- Once the initial set up has been completed, there is no requirement to re-enter bank details each time a payment is processed via School Gateway.

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A bank transfer payment is not a direct debit

When a payment is made by bank transfer on School Gateway, the payment will show in Schoolcomms straight away, however the payment is not debited from the payers account for 3 to 5 working days after the transaction was made.

Initial payments can sometimes take up to 10 working days to clear. Payments will never be debited from the payer's account without the payer authorising every individual transaction via their School Gateway account. The bank transfer payment facility is backed by the Direct Debit Guarantee.

Can bank transfer payments fail?

The most common reason for a payment to fail is if the payer has insufficient funds in their account at the time the monies are debited from their chosen account (3 to 5 working days after the payment is completed in School Gateway).

With a bank transfer payment, the money isn't held as it is with a debit card payment, this means the funds will still be available to spend up until the time we try and take the payment usually 3-5 working days later.

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How do you know if a payment has failed?

- If a payment does ‘fail’ you will be notified via email from the School Gateway team.
- The payer will receive an email asking them to make the payment again.
- No monies will be debited from the payer’s account

To change bank details on School Gateway for Bank Transfer

- Once you have logged in to School Gateway, open the payments tab.
- Select the items that you wish to pay for and add them to your basket.
- Once you have selected the required payments and added it to your basket, click Checkout.
- To edit your bank details, click on the Change option and this will allow you to change your Bank Details.
- Input the new account details, click Next, check your new account details and Confirm
- If you wish to continue with the payment, click on Pay by Bank Transfer or click on the Home Icon to take you off the payment.
- Please click here to access a short video to guide you through removing the payment from the basket

Please note: When you make your first payment using instant bank transfer it can take up to 10 working days for the funds to leave your account, any additional payments will then take 3-5 days, however from the school’s point of view money is credited instantly.

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