



Schoolgateway

Parent Support

Scan this QR code or
Press it to go directly to
our New Support Site



Click one of the sections below to access the following support information...

How-to videos

Find the help you're looking for in our range of useful how-to videos.

- ▶ [How do I register a new account?](#)
- ▶ [I can't log in](#)
- ▶ [How do I change my PIN?](#)
- ▶ [How do I send an app message to the school?](#)
- ▶ [How do I view my lunch money balances?](#)
- ▶ [How do I view my transaction history?](#)
- ▶ [How do I make a payment?](#)
- ▶ [How do I add and remove items from my basket?](#)
- ▶ [How do I book a meal using Schoolcomms dinner?](#)
- ▶ [How do I book a meal using Meal Manager?](#)
- ▶ [How do I change my school's 'About me' section?](#)
- ▶ [How do I cancel a club booking?](#)
- ▶ [How do I make and view a club booking?](#)
- ▶ [How do I enable push notifications?](#)
- ▶ [How do I update contact or medical information?](#)

Troubleshooting Guide

We've taken your most frequently asked questions and answered them in this troubleshooting guide.

- ▶ [Do I have to pay for School Gateway?](#)
- ▶ [What will you use my mobile number and email address for?](#)
- ▶ [Can I install School Gateway on more than one device?](#)
- ▶ [I have registered but haven't received the PIN](#)
- ▶ [I can't open a School Gateway account](#)
- ▶ [Someone else's child on my School Gateway account](#)
- ▶ [I'm not receiving notifications](#)
- ▶ [I can't see all my children on my School Gateway Account](#)
- ▶ [Paid for a Club but the session is not showing as booked](#)
- ▶ [Changing bank details on School Gateway for Bank Transfer](#)
- ▶ [My child is no longer at the school, but I have a credit on my School Gateway account, how do I get my money back?](#)
- ▶ [I can no longer see Timetables/Attendance on School Gateway](#)
- ▶ [I can still see my child's old school on my School Gateway account](#)
- ▶ [Can both parents have a School Gateway account](#)

Can't find what you're looking for?

If you need further assistance, please contact your child's school.

Bank Transfer Payment Information

Depending on the school, one of the payment methods available to you is Bank Transfer.

- ▶ [Why Choose to Pay Using Bank Transfer?](#)
- ▶ [Can Payments Fail?](#)
- ▶ [How Do You Know If a Payment Has Failed?](#)
- ▶ [Paying by Bank Transfer](#)
- ▶ [Change bank details on School Gateway for Bank Transfer](#)