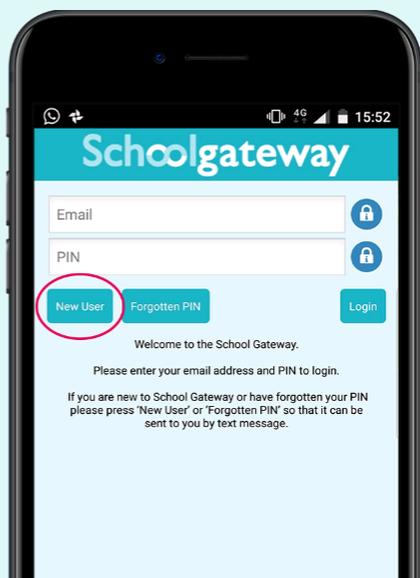


School Gateway is now the main mode of communication from Monkhouse Primary School.

We would strongly recommend that you download the app to your phone and turn on notifications to ensure that you are notified of all app messages sent out to you regarding your Child(ren).

We are happy offer support to assist Parents/Carers setting up the app.

Below are some short instructions.



How to activate your account

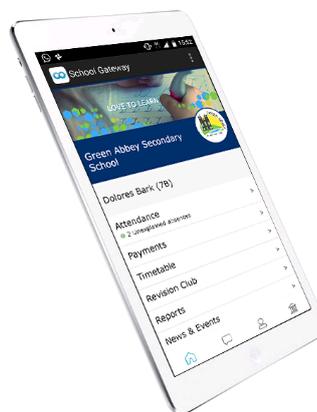
1. Download the Android or iPhone app.



2. Press 'New User' then enter the email and mobile number your school has on record. If you're not sure if they have the right details, it's best to check and update first.
3. Press 'Send PIN'. You will receive a text message with your unique PIN.
4. You're now ready to log in and start using School Gateway.
5. If you don't have a smartphone or prefer to use a computer, you can set up your account using [the web version](#) of School Gateway.

How to log in

1. Once you have your PIN, go ahead and launch the School Gateway app on your smartphone or tablet.
2. Enter the email you have registered with your school and the PIN you received. If you didn't get a PIN, it is likely because your school doesn't have the right contact info. Get in touch with them to check.
3. If both the email and PIN are entered correctly, hit 'Login' and you're ready to start engaging with your school.
4. You can also access School Gateway [on the web](#)



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**

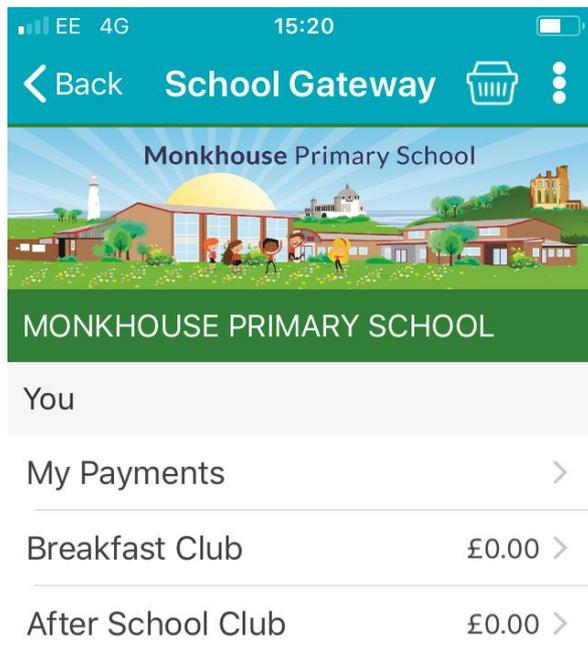
Scroll down your list of apps until you find **School Gateway** and select it

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.

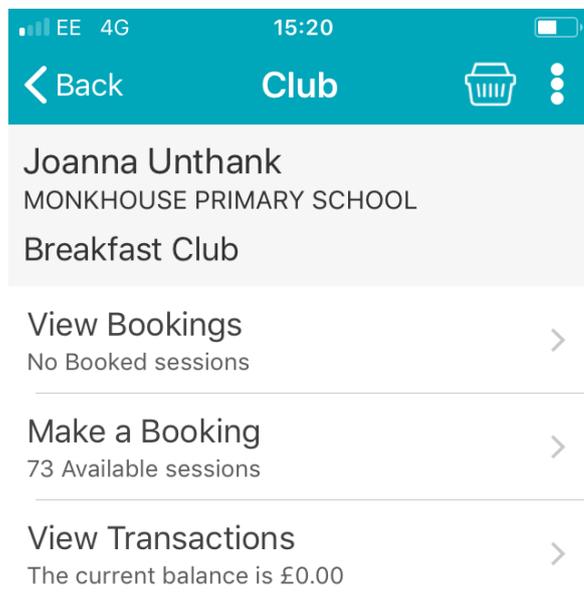
In order to make a booking, you can use the following guidance or use this link for video guidance on how to book and make payment for clubs on the app <https://schoolgateway.co.uk/help/>.

1. To start a booking, click into your child's name on the School gateway welcome page. This will bring up a payments tab, and tabs for any clubs which your child is eligible to attend.

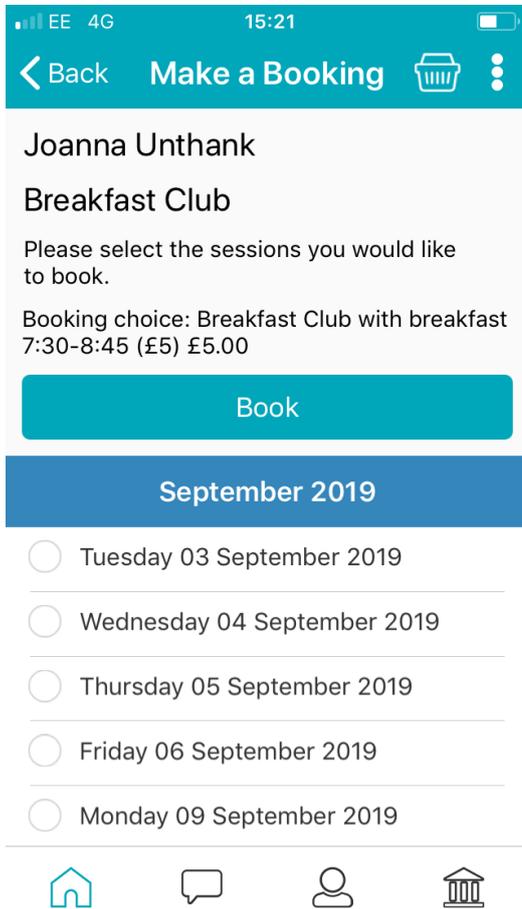


2. Click the Breakfast Club or After School Club tab to book your sessions.

3. You will be brought to the Club page for your child. Here you can book and view sessions and view transactions and payments. Any credit you have on your account will be displayed here.

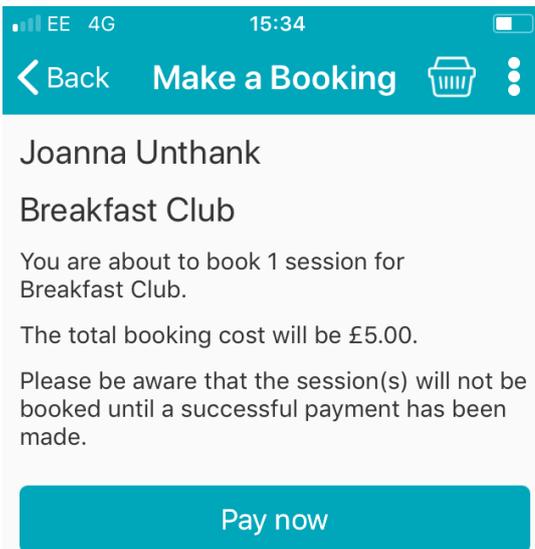


4. To make a booking, click on the "Make a Booking" tab.



5. From here you can access the various Breakfast Club or Afterschool Club sessions and view the times and costs of these sessions. Click into the session which you would like to book.

6. This will bring up a calendar of dates when your chosen club sessions are available to book, scroll down for further dates. Simply click on the buttons of dates which you would like to book (multiple dates can be booked at one time) and then click the blue “book” bar.



7. After you have clicked “book” you will see a confirmation page providing the total booking cost and confirming that sessions will be reserved following payment. If you have any credit on your account, this will be deducted from the amount due. Click “pay now” to make your payment and confirm your booking.

8. You will be brought to a payment page to add your payment to your basket. Once you have clicked “add to basket” you can return to step 5 if you wish to book any additional session times.

9. Once you have clicked “add to basket,” You can either “view basket and checkout” to make payment or click “continue shopping” and return to step 5 if you would like to book more sessions or make any other payments. Please note, your booking is only secured once payment has been made.

10. If you continue to view basket and checkout you will see a confirmation screen and can click “Checkout” to make payment.

11. Finally you can make payment by bank transfer or pay by card and your booking is secured.

Should you wish to cancel a booking for any reason, you will need to contact the school office and we will manually credit your Breakfast or Afterschool Club account with any refunds which might be due.