Schoolgateway

School Gateway Access Guide

How to register for a School Gateway account

- To register for a School Gateway account:
  - Via the app, you will need to download the School Gateway app via App Store for Apple devices and Play Store for Android devices
  - If accessing via the web, please go to https://login.schoolgateway.com/0/auth/login
- Go to the login screen on the app/web
  If using the web version of School Gateway, ensure the NEW USER tab is selected before inputting any details
- Enter the email address and mobile number that is registered with the school
- You will then receive a PIN on a text
- Enter the 4-digit PIN number received via text
- Once logged in the home screen will be displayed

If you have forgotten your PIN

- On the School Gateway login screen click on **Forgotten PIN**
- Enter the email address and mobile number that is registered with the school
- You will then receive a PIN on a text
- Enter the 4-digit PIN number received via text
- Once logged in the home screen will be displayed

My account has locked

- If your School Gateway account has locked for an hour:
  - Wait the hour, on the School Gateway login screen click on **Forgotten PIN**
    Enter the email and mobile that you have provided the school with, you will then receive a PIN on a text to your mobile
  - Input the new PIN and email on the School Gateway login screen and this will unlock your account and enable you to access
- If your account has locked for 24 hours, please contact your school for further assistance

I am unable to access School Gateway 'Details don't match' error

If you have already 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.

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.

If using the web version of School Gateway, ensure the NEW USER tab is selected before inputting any details.

I can still see my child's old school on my School Gateway account

The previous school will be removed when the old school delete your child as a leaver from their Schoolcomms account.

Alternatively, if you have provided the new school with a different email, you can register for a new School Gateway account using this email address along with your mobile number. This new account would then only be linked to the new school.

If already registered, do I need to re-register at the new school

- You do not need to re-register for School Gateway, to ensure that you can see your child's new school on your existing School Gateway account please ensure that all schools you are connected to have the same email address and mobile number
  You can check the contact details the school have for you via the About Me Icon within your School Gateway account
- All attended schools are using School Gateway

How can I see all my children if they are at different schools?

- You will need to provide the school with the same email and mobile contact details as the other school/s that you are connected to
- All attended schools are using School Gateway

I can't see all of 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 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. If you need further assistance, please contact your child's school.

Due to Data Protection guidelines, School Gateway cannot access or view individual parent accounts and information. Your school will be able to contact School Gateway support if necessary.