

Schoolgateway

Dear Parent/Carer

We're making communication easier, faster and more effective

We are always looking for ways to communicate better with parents as well as reducing our carbon footprint and, after a review of our current home/school communication methods, we have taken the decision to implement a new system, SchoolGateway. We believe this system will provide a more cost-effective solution for both the school and parents, providing a two-way communication method between school and home or simply as a more reliable way to receive correspondence from the school, and pay for items such as school trips and dinner money replacing our current solution ParentPay.

What is SchoolGateway?

School Gateway is the parent portal (app and website) made by Schoolcomms, that provides a single point of contact that allows parents to receive messages, pay for items including school meals, conduct reports and other information about your child from school and react to those notifications free of charge.

What features will SchoolGateway enable me to access?

This system will enable you to see valuable information about your child at any time and can be viewed online, or if you have an Apple or Android device, on your smartphone using the SchoolGateway app.

You will be able to view the following information about your child(ren) using SchoolGateway:

- View achievement, behaviour and attendance information about your child
- View your child(ren)'s lesson timetable
- Keep up to date with the latest information about your child(ren)
- Notify us of any reason for their absence
- Check and update your contact details and those we hold for your child(ren)
- Make payments via Instant Bank Transfer, debit or credit card
- View lunch balances
- Give online consent for activities such as school trips
- Messaging*

* If you download the SchoolGateway app, this will also enable FREE two-way communication between yourself and the school which will assist us in reducing the amount of money we spend each year on text messages.

How do I access the SchoolGateway?

Setting up a School Gateway account is quick and simple. Whether you are accessing School Gateway by the app or the website, you will be guided through the set up on your chosen device.

What you need to do now

DOWNLOAD THE APP: If you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website PLUS you can send app messages to the school for **FREE** – this will also save the school money when we send text messages.

OR

VISIT THE WEBSITE: www.schoolgateway.com



THEN

- Select the “I’m a New User” button; enter your email address and mobile number that we have on record for you.
- Select “Send PIN” and a PIN number will be sent to your mobile phone by SMS text message.
- Log in with your email address and the PIN
- Your account is now active and you will receive instant notifications of messages in your notifications bar

I can’t activate my account?

The school will use the email address and mobile number that we hold for the Priority one contact(s). If you want to confirm that we have your correct data please email the school, admin@droylsdenacademy.com or telephone on 0161 301 7600.

If you’re having trouble activating your School Gateway account, it may be because we don’t have your current email and mobile phone number on record. Please contact us using the details above and we’ll update the details on our system.

Parents who do not wish to be involved in communicating with the school in this way are asked to confirm their exclusion in writing and we will update our records accordingly.

Why download the SchoolGateway app?

If you have a smartphone, both you and the school can save money when you download the ‘School Gateway’ app from your app store (Android and iPhone). Once you’ve downloaded the app, our texts will be delivered to you as instant app messages, saving us the cost of texting. Any messages that you send to school using the app will be FREE of charge to you too. It’s quick and easy to do, and will also save the school money on administration time, printing and paper.

We’re aiming to get as many parents as we can using the app – please help us achieve this.

I have the app but why am I not getting notified of new messages?

Remember to allow “Push Notifications” when you install the app, so you get a notice each time we send you a message. Failure to do this will result in our message being delivered to your device but without you notified until you open the app.

When will I have to stop using ParentPay?

As a school, we have used ParentPay successfully for a number of years now. ParentPay have recently merged with SchoolComms, the provider of SchoolGateway and we believe SchoolGateway provides us with many more features which we both can benefit from, including paying for items, all from the ease of your smartphone or web browser. We aim to switch all parents/carers on to SchoolGateway by September 2018 and switch the ParentPay system off at the same time. All monies that you have in your ParentPay account that hasn’t been allocated will be refunded to you.

If you have recently changed your email address or mobile telephone number, please let us know so we can update our records. We will amend the details as soon as possible, but please consider that this launch may prompt many people to advise us of changes which have to be entered manually.

We hope that you will find it a really useful way of keeping informed about your child's progress with us. We will continue to send more in depth communication by email and sometimes by letter. If you do not have a smart phone, you will continue to receive standard text messages and can access all the other features of the app by visiting www.schoolgateway.com. Further information on these changes can be found on the school website.

Yours faithfully

Mr Wakefield
IT Manager



Mr P Wilson - Headteacher | Mr D Duncan - Executive Headteacher
We are great learners because of our politeness, hard work and honesty.